



Strategic Policing and Crime Board

27th February 2024

Police and Crime Plan Priority: Regular Item

Title: Performance Report

Presented by: Deputy Chief Constable Scott Green

Purpose of paper

1. To provide an overview of performance against the National Crime and Policing Measures in a format to be used as West Midlands Police's (WMP) official statement on performance and activities undertaken.
2. This statement will be published along with a statement from the Police and Crime Commissioner as well as a Police and Crime Plan Key Performance Indicator (KPI) scorecard for measures where data is currently available.
3. The PCC has asked for the Force to provide an update on incident demand and response times for P1-P3 grades, with a focus on the impact of the new operating model.

National Policing Priorities

4. Please note the National Baseline set by the Government is calendar year 2019.

Measure: P1-P3 Incident Demand and Response Times

5. In the first 9 months of the financial year the force created (excluding duplicate calls about same incident) 138,804 P1 immediate response incidents. This is about 2% more than same period last year.
6. The median response time for these incidents was 12 minutes and 44 seconds, with 57% of incidents being responded to within 15 minutes. This is a minute and 20 seconds quicker than the same period last year which had a median response

time of 14 minutes and 4 seconds and the SLA has improved by 7% compared to the 50% SLA last year.

7. For P2 Priority Response incidents, 69,000 incidents were created, this is a 1% reduction in same period last year.
8. The median response time for these incidents was 72 minutes and 53 seconds, with 38% of incidents being responded to within 60 minutes. This is almost 29 minutes quicker than same period last year which had a median response time of 101 minutes and 42 seconds and the SLA has improved by 10% compared to the 28% SLA last year.
9. For P3 Priority investigations incidents, 67,471 incidents were created, this is a 180% increase in same period last year. A significant proportion of the increase is due to no longer creating P4 scheduled investigations anymore and most of these being transferred to P3 incidents, with such a change to grading profile no direct comparison with performance is comparable but the median response time of 10 hours 11 mins is significantly below the 24 hour SLA.
10. For Domestic Abuse the Median Response time for P1 response for 23/34 was 15 minutes 41 seconds with a SLA of 46%, which has seen improvements of 1 minute and 47 seconds with the SLA improving by 6%. For P2 Response 23/34 was 2 hours 3 minutes 44 seconds with a SLA of 30%, which has seen improvements of 60 minutes and 11 seconds with the SLA improving by 11%.
11. For Missing people incidents the Median Response time for P1 response for 23/34 was 14 minutes 20 seconds with a SLA of 67%, which has seen improvements of 3 minute and 52 seconds with the SLA improving by 38%. For P2 Response 23/34 was 1 hour 34 minutes 35 seconds with a SLA of 32%, which has seen improvements of 67 minutes and 24 seconds with the SLA improving by 20%.

Measure: Reduce Murder and Other Homicide

12. The volume of Homicides in West Midlands has remained relatively stable in recent years averaging less than five a month. Volumes from Nov 2022 to Oct 2023 saw 41 homicides, compared to 43 in the year ending Dec 2019 baseline (National Baseline set by Home Office). The rate of homicides in the West Midlands is similar to that of most similar forces.

13. The last 12 months data from Homicide Index showed 19% of all Homicide was domestic-related, (47%) and alcohol (31%) are also significant factors. Analysis of victims and offenders also show the high proportion of victims (30%) that are under the age of 25. Almost one in four homicides take place within WMP's Impact Areas.
14. These factors will drive activity towards improving performance over the forthcoming quarter, Gang Related Violence remains one of the Force Tactical Priorities for the next period.

Measure: Reduce Serious Violence

15. The national measure for Serious Violence relates to hospital admissions, after seeing several years of increases, levels of hospital admissions for under 25s with sharp object wounding have reduced since the peak in the baseline year (2019). The last 12 months (Sep 2022 to Aug 2023) saw 175 episodes, a reduction of 15 compared to the national baseline year ending Dec 2019. Police recorded crime data for Youth Violence With Injury is showing an increase of 58 (+0.8%) vs year ending Dec 19.
16. Between 01.01.2023 and 31.12.2023 WMP recorded 92 lethal barrelled firearms discharges. This is a reduction of 34 when compared to the 12 – month period, prior to this when 126 lethal barrelled firearms discharges were recorded. December saw the highest recorded number of discharges for the calendar year, with the majority of them occurring within Birmingham and two relating to the night time economy within the City Centre.
17. Pistols / converted blank firers were the most commonly used lethal barrelled firearm during the last quarter. Over the last 12 month period there has been a significant increase in the use of converted blank firers, this was not only seen within the Force area but on a national basis. The force has reacted to this threat, by conducting a number of proactive operations, with enforcement activity resulting in armoury's being identified and firearms being recovered, which were in the process of being converted for criminal use.
18. With regards to recoveries, between 01.01.2023 and 31.12.2023, WMP have recovered 152 lethal barrelled firearms which is an increase of 31 lethal barrelled

firearms compared to the 12 months previous where 121 lethal barrelled firearms were recovered.

19. WMP's coordinated response to the firearm threat is through Op Captiva, this is a weekly meeting which enables a coordinated approach to suppress the threat of the criminal use of firearms to the communities of the West Midlands.
20. Under 25 Violence is a tactical priority for West Midlands Police and is reviewed monthly at the Force Tactical Delivery Board (FTDB) where decisions are made on where to invest the Guardian Taskforce and other force resources.
21. Grip funding comprises £3.2m per annum for three years, WMP has entered year 2. WMP are required to demonstrate 20% match funding in year one, 30% in year two and 40% in the final year. This fund is delivered under Project Guardian
22. The aim of Project Guardian is to suppress and reduce Serious Youth Violence (U25 violence with injury with a focus on knife enabled criminality). It is recognised that Serious Youth Violence spans a number of portfolio areas including Violence and Intimidation Against Women and Girls (VAIWG), Night-time Economy (NTE), Serious and Organised Crime (SOCEX), Acquisitive Crime and County Lines.
23. Targeted Guardian Patrol areas were subject of a Random Control Test from 3rd October 2022 until 30th April 2023 (Phase One and Two). The purpose of this RCT was to ; Quantify the Impact of additional high visibility patrols on the number of Violence With Injury (VWI) crimes. 57 hotspots were identified covering 1.4% of the West Midlands Force area, accounting for 16.9% of the Violence With Injury crime and 18.6% Violence With Injury harm. In the 210 days of the RCT where officers were randomly assigned patrols in locations for differing time lengths and differing periods of time (for e.g. 30 minute patrol between 11am-4pm). This RCT resulted in an additional 4,425 patrols completed (74% of the requested patrols). This equates to +2.6 additional patrols per hotspots per week and +29% police presence on patrol days. The evaluation states it is – Highly Likely there was a reduction in VWI on the additional patrol days ; circa -6.3%, it is Highly Likely that there is a residual impact of a patrol that lasts for 3 days ; circa reduction of -45.7%, it is Highly Likely that circa 150 less victims of violence in this RCT period. It is deemed

worthwhile to undertake this additional patrol activity if the hotspot has crime (VWI) that occurs at a rate of 1 in 10 days or more.

24. Phase 3 of Targeted Guardian Patrols (TGP) commenced November 1st 2023 – all the hotspots were reviewed for Violence and Robbery data added to maximise the patrol. Hence from November 2023 a TGP patrol is a Violence and Robbery patrol. There are now 46 TGP's across the Force area – they represent 1.5% of the Force area with the mean hotspot size of 0.2 km². Compliance in this reporting period (1/10/23-31/12/23) is ; Arrived 81% , Arrived in the Time Period 76% , 66% of patrols led by PC, 51 minute average time of patrol.
25. Alongside treating each Targeted Guardian area with patrol (schedule is sent by Guardian Intel and Data Lab quarterly) each TGP will have a Problem Orientated Policing (POP) plan – this is captured on PMP within Connect and is supported through analysis from Guardian Intel. 12 Targeted Guardian Patrol hotspots will require an intensified POP approach owing to the complex nature of the violent offending. The local Neighbourhood Sgts for each of the 12 areas are receiving bespoke POP training (Jill Dando Institute) and alongside their Guardian analysts are in the process of Scanning and Analysing the drivers of violence – this will inform the Response phase. One TGP/POP hotspot Alum Rock Rd (Washwood Heath) has become the WMP Clear Hold Build site.
26. Guardian Task Force has seen growth in this period – there are now 3 Guardian Task Force teams that cover Central, Eastern and Western. There are concurrently three deployments of Guardian Task Force across the Force addressing the emerging threat of Serious Youth Violence – this has resulted in 89 arrests, 35 weapons seized, generated 298 intelligence reports, 71 young person referrals and 557 Stop and Search.

Measure: Disrupt Drug Supply and County Lines

27. Recorded Drug offending has significantly increased over the last 12 months compared to the national baseline. Overall increases have been 29% with 7701 trafficking or possession of drugs offences recorded. Possession offences account for 72% of the volume with an increase of 27% with trafficking offences increasing by 36%.
28. The Country Lines Taskforce operating model continues to embed, operating across all West Midlands LPA's, regionally and nationally, supported by a clear

4P plan. The specialist investigative function now includes a dedicated capability to investigate exploitation of children and vulnerable adults linked to County Lines.

29. The digital forensic capability has been enhanced, whilst maintaining both digital media and drug expert witness support. Additional CDIU resilience has been created to support the additional demand placed against that function.
30. County Lines Financial Investigators are now generating income through seizure, confiscation and forfeiture of criminal assets.
31. During Q3 23/24 County Lines Taskforce closed its highest quarterly total of drug lines with 87 rolled up. 106% of the annual Home Office target of Type 1 closures was met by the end of December 2023. Safeguarding activity also stepped up during Q3 with 34 vulnerable adults and children supported with wider statutory engagement and commissioned service involvement. During October the Taskforce provided a regional lead in the National County Lines Intensification week once again, delivering decisive disruption and supporting targeted activity across LPA's. The Taskforce led with Operation Uppermore which commenced as a County Lines investigation but identified a group converting and selling firearms in Birmingham. Enforcement led to the recovery of 5 viable guns in total and an armourer with tools and equipment. Operation Germanium was another notable success, leading to multiple individuals charged with exploitation offences under the Modern Slavery Act.

Measure: Reduce Neighbourhood Crimes

32. Burglary Residential during the year ending Dec 2019 saw West Midlands record 18,733 Residential Burglaries; the last rolling 12 months ending Dec 23 saw 12,915 equating to a 31% reduction.
33. Personal Robbery during the year ending Dec 2019 saw 7,718 Personal Robberies recorded. The last 12 months have seen 7,633 Robberies, a 1.1% reduction.
34. Vehicle Crime has now seen increases compared to the baseline of 9%, especially around theft of vehicles, which now accounts for more crime than theft from vehicles. The issue of global supply for car parts is driving demand for these parts, including microprocessors and semi-conductors, and the increased

demand for second hand vehicles. A Vehicle Crime Taskforce was launched at the start of September 2022 to tackle organised vehicle crime under Operation Seclusion. Since April numbers have been reducing, with the first nine months of this year being 11% lower than same period in 2022, as the efforts to arrests more offenders and understand the offending patterns under Operation Seclusion. October 2023 saw the highest level of arrests for vehicle crime for over 3 years with 205 arrests.

35. As part of this, West Midlands Police has been undertaking wider intelligence and investigative work to understand why vehicles are being stolen or have parts removed, the prevalence of 'chop shops', whether vehicles remain intact, whether vehicles or parts remain in the UK, whether they are used to commit further crime, how they are stolen and whether they are stolen to order as part of wider organised criminality. This may involve the exploitation of vulnerable individuals.

36. Theft from Person has increased by 25% compared to the baseline, however since April these numbers have been reducing (-18% compared to same period the previous year, with detections increasing by 7 fold). Theft of mobile phones is a significant contributor to this, especially in the night time economy (NTE), 20% of all thefts occur within Birmingham City Centre neighbourhoods. Licensing officers are working with key venues to encourage customers to keep phones and bank cards safe whilst out. Birmingham are running Operation Equate targeting key offenders and joint patrols with partners in key areas. Crime prevention messages are in key hotspot areas as well as targeted social media campaign aimed at people attending large events.

37. Anti-Social Behaviour (ASB) has reduced by 13,004 incidents (-35%) in the last 12 months compared to national baseline, however the majority of this will now be crimed as Public Order offences which has increased by 8,165 during same period. Levels of ASB are fairly stable albeit seasonally influenced over the last 12 months with approx. 2000 incidents recorded a month and makes up approx. 3% of total incident demand the force receives.

Measure: Improve Satisfaction

38. There is no local data for the national measure since before the pandemic hit, however the latest Crime Survey for England and Wales sample showed West

Midlands to be below the national average for perceptions that police do a good job.

39. We had previously reported that West Midlands Police were taking part in a pilot for the new National Victim Experience Survey (NVES). In November 2023 Chief Constables received notification of cessation of the NVES. Notification advised Verian (formally known as Kantar Public UK Ltd) had been contracted early 2023 to conduct a pilot for a 'National Victim Experience Survey' on behalf of the Home Office. While considerable progress had been made over 9 months, with the support of the NPCC Victim and Witness Portfolio, and the Criminal Justice Coordination committee, to design and test a pilot survey, due to business needs the Home Office were unable to sustain funding for future years of the survey.
40. This presents an opportunity for WMP to utilise the learning from the pilot and embed in a force designed and delivered survey. A workstream under the Victim Strategy has progressed to map 'contact points' through the victims journey and seize the opportunity to obtain feedback to develop a 'service user feedback loop' of 'you said, we did' for common themes.
41. In 2023, a survey of officers, staff and volunteers that had been victims of crime was commissioned to understand their lived experience. This communication piece reports on the insights and 'you said, we did' on how their voice has influenced and shaped the Victim Delivery Plan and prioritised workstreams.
42. Last year WMP published its Victims Strategy, delivery is articulated in a comprehensive Delivery Plan with workstream leads identified for each. Governance is provided through the Victim Thematic Board which is chaired by the Executive Force Lead (ACC) and supported by Force Strategic Lead (Superintendent). There are clear Terms of Reference with representation from a range of relevant commands such as Learning & Development, Connect, Strategy Delivery & Assurance, LPAs, FCID and PPU. The VTB meets monthly and monitors progress of delivery.
43. 2023 saw significant progress with a number of workstreams including the development of a workforce offer to improve the response to victims, automation of contact with crime number, OIC and Victim Code information, dashboards to

measure a range of metrics down through command to individual level and a performance deck which measures progress and impact.

44. In October 2023, WMP went live with a Quality Audit Thematic Tool (QATT) to assess the quality of our investigation and the service it provides to victims. QAAT provides a consistent methodology for regular and detailed qualitative analysis of our investigations.
45. The results of QAAT are reported through the VANGUARD governance. There is an 8-week cycle for a victim focussed deep dive. The headlines of QAAT victim deep dive and also reported to the VTB – this drives the mitigating action.

Measure: Tackle Cyber Crime

46. The national measure data is not available at Police Force Area level. Therefore, proxy measures on Online and Fraud offences will be used, this will be from WMP data systems rather than Home Office data.
47. From 23/10/2023 to date there have been 3212 reports of Fraud / Cyber Crime within the West Midlands Police Force area equating to £11.3M worth of losses.
48. We designed a Seasons Greetings card incorporating Courier Fraud crime prevention advice to raise awareness and protect the most isolated and harder to reach communities and within our most affected areas in the run up to the festive period. We partnered with Meals on Wheels to deliver the cards across the West Midlands Force area. Following last year's successful launch, this year we have shared our initiative with all 43 Police Forces of which several have replicated this initiative in their own forces.
49. Cyber Choices is a National programme co-ordinated by the National Crime Agency. As Cyber Choices is now listed in the KCSIE 2023 it is vital that all Headteachers and Safeguarding Leads have an awareness of this programme and the risk of cyber offending amongst young people. Therefore, we have delivered several live sessions designed to give advice on how Cyber choices operates, how to reach out to the ourselves and how to make a referral into the programme. We invited all schools, SENCO's, DSL's and other safeguarding equivalents in order to generate referrals for us to work with nominals to deter and prevent future offending.

50. We are commencing and are leading a project with the Financial Ombudsman which is in its very infancy stages to provide information on vulnerability and the impacts of Fraud and Cyber Crime upon victims. We have identified a knowledge gap with Fraud & Cyber offences and how they can / are being conducted which is resulting in FOS not making informed decisions and victims not being refunded as a result. This is impacting all victims not only in the West Midlands area but nationally and this project is designed to upskill and close those gaps.

Equality Implications

51. Levels of crime are not equally spread across the West Midlands area both in terms of geographically or population. Areas where analysis has shown there is a disproportionate amount of crime, demand, deprivation and harm have significant disproportionality around victimology.

52. Young People in particular are more likely to be victims of violent crime such as robbery and serious youth violence is a force priority.

53. Details are provided where applicable within the relevant sections of the report, areas like Burglary and Vehicle crime are more targeted for the property that is stolen.

Next Steps

54. The board is asked to note the contents of this report.

Author: Scott Green

Job Title: Deputy Chief Constable – West Midlands Police