Strategic Policing and Crime Board
27th February 2024

Police and Crime Plan Priority: Regular Item
Title: Performance Report Appendix – Police and Crime Plan Scorecard
Presented by: N/A

Purpose of paper

1. Scorecard overview of performance against the measures detailed within the Police and Crime Plan

2. The document can be navigated utilising the content page header links

Contents

Rebuilding community policing

Sub-Objective	Key Performance Indicator	Current / Latest	Historical Performance / Benchmark
	Meet or exceed the Police Officer Uplift target of 1,200 new Police Officers[1]	1,376 [Mar 23]	-
	By doing so, total number of Police Officers in the West Midlands will increase to over 8,000[2]	7,901 [Jan 24] 8,067 [Mar 23]	6,691 [Adjusted baseline]
	Monitor the numbers and reasons why Police Officers leave West Midlands Police and put in place action plans, where required, to ensure we support and retain our Police Officers	41% retirement, 15% left due to a transfer out, and 35% resigned, 8% other. [Last 2 years – Jan 24]	-
	Utilising the Police Officer Uplift target, we will increase the number of neighbourhood Police Officers by 450	256 [Jan 24]	-
	Increase the amount of time Police Officers spend in local areas, in particular within the 19 Impact Areas	Awaiting data from WMP.	-
	Support and maintain the 464 PCSOs within the West Midlands	312 [Jan 24]	464 [Apr 21]
	Increase the number of Special Constables along with the proportion who complete 16 hours per month	214 Met SLA: 114 [Jan 24] 329 Met SLA: 163 [2022/23]	344 Met SLA: 185 [2021/22]

	Increase the number of residents signed up to West Midlands Police's WMNow community messaging system, in particular those residents who live within an Impact Area (IA)	120,000 [Aug 23]	111,000 [Mar 21]
	Work to reduce the levels of harm seen within Impact Areas in terms of severity of crime	Impact areas not seeing a continued decrease in Crime Severity Scores: Birmingham City Centre, Edington, Brierley Hill, Dudley Central, St Matthews Caldmore, West Bromwich Central.	-
	Monitor the estimates for perceived high levels of anti-social behaviour and the percentage of respondents saying that the police and local council are dealing with the anti-social behaviour and crime issues that matter in the local area from the Crime Survey for England and Wales (CSEW) – We will use these estimates to inform action locally.	Perception: WMP 19% GM 7; M 7; WY 9 [2022/23] Dealing with: WMP 57% GM 48; M 51; WY 46 [2022/23]	Perception: WMP 17% GM 9; M 8; WY 12 [2019/20] Dealing with: WMP 52% GM 49; M 52; WY 47 [2019/20]
	Monitor the number and rates of anti-social behaviour incidents reported to the police, targeting resource as required through Community Safety Partnerships	20,294 [2022/23] *N.B. Decrease linked to more incidents being crimed	29,381 [2021/22] 59,826 [2020/21]

[1] Police officer uplift, final position as at March 2023 - GOV.UK (www.gov.uk)
[2] Police officer uplift, final position as at March 2023 - GOV.UK (www.gov.uk)

Preventing and Reducing Crime

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
Violence against women and girls	Reduce the number of outstanding suspects for Domestic Abuse offences awaiting investigation	1,637 [Jan 24]	1,963 [Sept 23]
	Reduce the repeat rates for Domestic Abuse offences, both in terms of repeat offenders and victims	Repeat DA Suspects 4,796 [2022/23] Repeat DA Victims 13,881 [2022/23]	Repeat DA Suspects 10,207 [2021/22] Repeat DA Victims 13,956 [2021/22]
	Reduce the length of time Rape investigations take within West Midlands Police	Median Investigation Time: 16 days [2022/23]	Median Investigation Time: 11 days [2021/ 22]
	Reduce the proportion of DA cases where the suspect is released under investigation rather than being bailed with conditions	Released Under Investigation 1,843 [2022/23] Bail to Police Station 2,978 [2022/23]	Released Under Investigation 2,846 [2021/22] Bail to Police Station 1,751 [2021/22]
	Increase the use of civil protection orders	2,382 [2022/23]	694 [2021/22]

	Increase the proportion of breaches (DVP notices; non-molestation orders) which result in an arrest	Positive outcome rate 40% [2022/23]	30% [2021/22] 34% [2020/21]; 54% [2019/20]
	Increase the number of Domestic Abuse offenders which are managed through IOM/Probation	Live – 117 Pending – 26 Finalised – 668 Of those currently managed under live PMPs: Statutory = 46 Non-Statutory = 68 Unknown = 3 [2022/23]	Live – 67 Pending – 16 Finalised – 850 Of those currently managed under live PMPs: Statutory = 38 Non-Statutory = 27 Unknown = 2 [2021/22]
	Monitor the number of reports via the National Referral Mechanism which relate to Modern Slavery and work to build a more accurate picture of Modern Slavery within the West Midlands	687 (non-crime); 1051 (crime) [2022/23]	643 (non-crime); 1,156 (crime) [2021/22] 455 (non-crime); 772 (crime) [2020/21]
Bringing offenders to justice	Identify the reasons for and ultimately reduce the number of investigations which are discontinued due to insufficient evidence where the victim supports police action (Outcome 15) and where victims feel unable to support police action (Outcome 16)	DA OC15 18%; OC16 75% Rape: OC15 17%; OC16 58% [2022/23]	DA OC15 19%; OC16 74% Rape: OC15 14%; OC16 55% [2021/22] DA: OC15 22%; OC16 65% Rape: OC15 17%; OC16 41% [2019/20]

	Increase the positive outcome rates for Domestic Abuse, Rape, and Stalking and Harassment offences above levels where they have typically been historically low	DA 5%; S&H 3%; Rape 4% [2022/23]	DA 4%; S&H 2%; Rape 2% [2021/22] DA>6%; Rape>5%; S&H>8% [Target]
Reducing the harm caused by illicit drugs	Monitor the number of drug trafficking offences recorded by West Midlands Police, directing resource appropriately to tackle supply	2,174 [2022/23]	2,374 [2021/ 22] 1,580 [2019/20]
	Monitor the number of reports via the National Referral Mechanism which are flagged as County Lines related	122 [Jan – Dec 22]	89 [Jan – Dec 20]
	Increase/improve disruption activity by West Midlands Police as part of pro-active drug supply investigations	251 WMP and 438 ROCUWM drug disruptions; 1,952 County Lines disruptions [2022/23]	439 WMP and 580 ROCUWM drug disruptions; 1,533 WMP County Lines disruptions [2021/22] 495 WMP and 381 ROCUWM drug disruptions; 108 WMP County Lines disruptions [2020/21]
	Monitor the number of drug related (misuse) deaths in West Midlands, acting accordingly where there are significant increases[3]	442 deaths; 5.4 rate {GMP: 627; 7.8 / Merseyside: 401; 10.1 / West Yorkshire: 510; 7.8} [2019-2021] [Latest as of Jan 24]	455 deaths; 5.5 rate {GMP: 554; 6.9 / Merseyside: 378; 9.6 / West Yorkshire: 500; 7.6} [2018-2020] 335 deaths; 4.1 rate

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[3] Deaths related to drug poisoning by local authority, England and Wales - Office for National Statistics (ons.gov.uk)

			{GMP: 480; 6.0 / Merseyside: 280; 7.1 / West Yorkshire: 381; 5.7} [2015-2017]
	Increase the number of suspect/offenders in custody being referred into drug treatment where a need is identified	1,418 [2022/23]	728 [2021/22] 1,087 [2020]
	Monitor proportionality in the use of diversion	Monitored as part of the Disproportionality Committee	-
	Increase the use of Out of Court Disposals for low level drug offences, such as those given via the DIVERT programme	40% of drug possession offences [2022/23]	36% of drug possession offences [2021/22] 32% of drug possession offences [2019/20]
Reducing acquisitive crime	Reduce the numbers of neighbourhood crimes (residential burglary, robbery of personal property, theft from the person and vehicle theft) committed within the West Midlands, achieving reductions on the numbers/rates seen in 2019/20 for Residential burglary, Robbery of personal property, Theft from the person, Theft, or unauthorised taking, of a motor vehicle	Burglary: 15,682; Robbery: 7,464; Vehicle theft: 15,150; Theft from the person: 4,519 [2022/23]	Burglary: 14,992; Robbery: 7,001; Vehicle theft: 12,222; Theft from the person: 3,854 [2021/22] Burglary: 18,237; Robbery: 7,215; Vehicle theft: 9,896; Theft from the person: 3,064 [2019/20]

Reducing cybercrime and fraud	Monitor victims of fraud within the West Midlands as reported by Action Fraud, identifying emerging areas or victims who are at particular risk of fraud.[4]	13,827 [2023]	15,555 [2021] 13,331 [2020]
	Where a fraud report is forwarded on by Action Fraud to West Midlands Police for investigation, I will monitor outcomes and ensure West Midlands Police are compliant with the City of London Police returns process.	Judicial outcome: 16 NFA: 432 [2022/23]	Judicial outcome: 234 NFA: 2,419 [2019/20]
Reducing business crime	Monitor recorded business crime, using the insights to direct resources where needed and engage with businesses to reduce the risk of crime for Burglary - Business, Robbery - Business, Bilking, Shoplifting	49,360 total; 4,341 burglary; 939 robbery; 5,767 bilking; 17,087 shoplifting [2022/23]	41,804 total; 3,827 burglary; 853 robbery; 4,272 bilking; 13,004 shoplifting [2021/22] 46,017 total; 5,312 burglary; 957 robbery; 5,326 bilking; 15,201 shoplifting [2019/20]
	Monitor assaults on retail and other workers recorded by West Midlands Police, assessing when peak periods of assaults occur and taking action if there are significant increases	313 [2022/23]	440 [2021/22]
	Reduce the number of outstanding suspects for serious acquisitive crimes awaiting investigation	208 (Burglary, Robbery and Vehicle Crime) [Jan 24]	242 (Burglary, Robbery and Vehicle Crime) [Sept 23]

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[4] NFIB Dashboard (Public)

Increased Confidence in West Midlands Police

Sub-Objective	Key Performance Indicator	Current	Baseline/Target
A police force that represents the best of the West Midlands	Utilising the Police Officer Uplift target, we will increase the number of Black, Asian and Minority Ethnic Police Officers by 1,000[5]	458 [Mar 23]	-
	Monitor disproportionality within the West Midlands Police Force, with a view to increase the representativeness of the force across the following: **Workforce**[6]	Female: 44%; Ethnic Minority Group: 15%; [Mar 23]	Female: 35%; Under-represented groups: 13%; [Jun 22]
	Recruitment (Proportion of joiners over past 12 months)	Female: 48.1%; Ethnic Minority Group: 21% [Jan 24]	-
	Attrition (Proportion of leavers over past 12 months)	Female: 46%; Ethnic Minority Group: 19% [Jan 24]	-
	Progression (Success rate over past 2 years)	Female: 36%; Ethnic Minority Group: 13%; [Jan 24]	-
Understanding, measuring and improving public confidence in	Monitor victim satisfaction with West Midlands Police, in particular for victims of Domestic Abuse offences, and commit to understanding the ways in which satisfaction can be improved	Polite and respectful: 78% Understanding: 54% Helped with issued: 44% [2022/23]	Polite and respectful: 82% Understanding: 76% Helped with issued: 64% [2021/22]

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[5] Police Officer Uplift, quarterly update to March 2023 - GOV.UK (www.gov.uk)
[6] Police Officer Uplift, quarterly update to March 2023 - GOV.UK (www.gov.uk)

policing and satisfaction with service			
	Monitor the estimates of overall confidence in local police from the Crime Survey for England and Wales (CSEW) – We will use these estimates to inform action locally[78]	WMP 61% GM 60; M 70; WY 66; E&W 68 [2022/23]	WMP 65% GM 70; M 74; WY 72; E&W 74 [2019/20]
Police Powers (Stop and Search; Section 163 Traffic Stops; Use of Force)	Increase the positive outcome rate for Stops and Searches to no less than 50%	30% [2022/23]	27% [2021/22]
	Monitor the use of Stops and Searches under Section 60, ensuring that they are used only when absolutely necessary	408 [2022/23]	535 [2021/22]
	Ensure that the use of body-worn video during Stops and Searches and Use of Force remains at the same level or higher	S&S 97% UoF 83% [2022/23]	S&S 95% UoF 82% [2021/22] S&S 92%-95% UoF 78%-80%
	Reduce the disproportionality of who is stopped as part of Stops and Searches and for individuals being subjected to Use of Force	S&S 1.9 / 2.9; UoF 0.7 / 2.2 [2022/23] Asian / Black	S&S 2.0 / 2.9; UoF 0.7 / 2.3 [2021/22] Asian / Black

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[7] Crime Survey for England and Wales (CSEW) estimates of personal and household crime, anti-social behaviour, and public perceptions, by police force area, year ending September 2022 - Office for National Statistics

[8] Confidence in the local police - GOV.UK Ethnicity facts and figures (ethnicity-facts-figures.service.gov.uk)

	Monitor where injuries occur as part of Use of Force, ensuring that cases where serious injury occur are reviewed and action taken where necessary	15 [2022/23]	26 [2021/22]
Cadets	Increase the capacity of the cadet scheme so that more young people can join	Outstanding units = 6 Good units = 8 Satisfactory units = 5 Poor units = 1 [Oct 23]	Outstanding 2; Good 10; Satisfactory 10; Poor 0 [Mar 22] Outstanding > 8 volunteers average per unit Good = 5-7 volunteers Satisfactory = 2-4 volunteers Poor <1 volunteer
	Increase the number of community volunteers in cadet units	Volunteers = 120 Volunteers in recruitment process = 31 [Oct 23]	Volunteers = 175 Volunteers in recruitment process = 36 joining [Mar 22]
Complaints and misconduct processes that everyone can trust	Monitor the number of complaints which West Midlands Police receive and reduce the length of time taken to investigate complaints	Conduct: 240 Schedule 3: 734 Sch3 average resolution time: 126 days [2022/23]	Conduct: 123 Schedule 3: 428 Sch3 average resolution time: 209 days [2021/22] Conduct: 179 Schedule 3: 487 Sch3 average resolution time: 141 days [2020/21]
	Increase the use of reflective practice within West Midlands Police	97 [Jan 23 – Aug 23]	86 [Jan 22 – Aug 22]

	Monitor the service recovery satisfaction for victims and members of the public who have submitted a complaint	Survey currently being created by WMP [Jan 24]	-
Access to police services	Ensure that West Midlands Police answer 999 and 101 calls within the timescales stated in the Citizens Charter 999: 90% within 10 seconds 101: 90% within 3 minutes [Citizens Charter SLA]	999: 95% within 10s; average 7s 101: 84% within 3m; average 2m18s [Jan 24] 999: 67% within 10s; average 31s 101: 29% within 3m; average 17m48s [2022/23]	999: 75% within 10s; average 18s 101: 41% within 3m; average 8m58s [2021/22] 999: 86% within 10s; average 10s 101: 66% within 3m; average 3m52s [2020/21]
	Where Police Officers need to attend an incident (Priority 1 and Priority 2), ensure that they arrive within the timescales stated in the Citizens Charter	P1: 61% within 15m; median 12m27s P2: 41% within 60m; median 47m46s [Jan 24] P1: 51% within 15m; median 14m00s P2: 28% within 60m; median 1h44m30s [2022/23]	P1: 52% within 15m; median 13m55s P2: 34% within 60m; median 1h23m35s [2021/22]

Supporting the workforce, organisational change and new technology

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
Performance management of officers and staff	Monitor the attendance rates within West Midlands Police and in particular absences due to mental ill health, providing programmes of support where needed	93.4% [Jan 24]	95.4% [2020/21]
	Monitor referrals to occupational health, ensuring that there is no delay in Police Officers and Staff getting an appointment	6 Weeks [July 23]	2-3 Weeks [Benchmark]
	Increase staff survey engagement rates and monitor wellbeing survey results	Completion Rate: 34%; Engagement Rate: 61% [2022/23]	Completion Rate: 44%; Engagement Rate: 75% [Benchmark]
	Monitor incidents where Police Officers are assaulted whilst on duty and what action is taken against the offender	3,454; 47% Positive Outcomes [2022/23]	2,320; 49% Positive Outcomes [2021/22] 1,607; 70% Positive Outcomes [2019/20]
A greener West Midlands Police	Reduce CO2/ m2 from energy usage within the West Midlands Police estate	15.4kg of CO2 per m2 [Apr-Jun 23]	19.41 kg of CO2 per m2 [Apr-Jun 20] 27.73 kg of CO2 per m2 [Oct-Dec 20]
	Reduce CO2/km average travelled by the fleet by ensuring that vehicle service appointments are kept and through the monitoring of driving behaviours	230g CO2 per km [Apr-Jun 23]	218 g per kilometre (2018/19)

An efficient and effective criminal justice system

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
	Increase the use of Out of Court Disposals where offenders are eligible	40% of drug possession offences [2022/23]	Drug possession: 36% [2021/22] Drug possession: 32% [2019/20]
	Monitor offence types along with demographic breakdowns of offenders to highlight potential gaps/disproportionality in the Out of Court Disposals available	Monitored as part of the Reducing Reoffending Delivery Group	-
	Monitor disproportionality within the Criminal Justice System, with a focus on age, gender and ethnicity across: arrests, police outcomes, prosecution outcomes, remand status, reoffending	Monitored as part of the Disproportionality Committee	-

Supporting victims and witnesses

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
	Monitor the number of victims supported by commissioned services and assess any gaps between numbers supported and the number of victims overall	89,911 [2022/23]	-
	Monitor offence types along with demographic breakdowns of both victims and offenders to highlight potential gaps in service provision	Monitored as part of the SPCB Group performance	-
	Monitor where individuals are more likely to be victimised multiple times and ensure appropriate services are in place	Monitored as part of the SPCB Group performance	-

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
	Monitor the rates of homicide within the West Midlands and ensure a swift response from West Midlands Police	40 [2022/23]	53 [2021/22] 50 [2019/20]
	Reduce the numbers of violent crimes committed within the West Midlands, achieving reductions on the numbers/rates seen in 2019/20 for knife crime and robbery of personal property	4,045 knife crime (ADR 160); 7,464 robbery personal [2022/23]	4,515 knife crime (ADR 160); 7,001 robbery personal [2021/22] 3424 knife crime (ADR 160); 7,215 robbery personal [2019/20]
	Monitor serious youth violence and increase the positive outcome rate for victims	8,123; 11% Positive Outcomes [2022/23]	8,828; 7% [2021/22] 7,465; 10% [2019/20]
	Monitor hospital admissions of under 25s who have been assaulted with a sharp object and assess what action West Midlands Police can take	189 [12 months to Dec 22]	215 [Year ending June 19]
	Monitor the number of gun crime offences and increase the number of firearms being recovered through better intelligence	970 offences; [2022/23] 107 recoveries [2022/23]	902 offences; [2021/22] 121 recoveries [12 months to Sep 21]

Supporting the workforce, organisational change and new technology

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
Public Transport	Monitor the estimates for perceptions of safety on the public transport network within the West Midlands from the West Midlands Combined Authority transport survey and assess what role West Midlands Police can play in improving public perceptions	Perceptions of personal safety in daylight: • Bus: Walking to Stop 65%; At Stop 64%; On Board 65% • Train: Walking to Stop 65%; At Stop 64%; On Board 63% • Metro: Walking to Stop 62%; At Stop 60%; On Board 59% Perceptions of personal safety in darkness: • Bus: Walking to Stop 22%; At Stop 21%; On Board 26% • Train: Walking to Stop 23%; At Stop 28%; On Board 25% • Metro: Walking to Stop 36%; At Stop 31%; On Board 36% [2022/23]	-
	Monitor reports of crime and anti-social behaviour incidents which occur on the public transport	Bus travel: 5,189 Crime 3,314 ASB	Bus travel: 3,709 Crime 2,951 ASB

	network and what the outcomes of investigations are	Rail travel: 2,146 crime 3,018 ASB [2022/23]	Rail travel: 1,837 crime 2,153 ASB [2021/22]
	There will be a focus on vulnerability type offences, such as hate crime and violence against women and girls, targeting resource as required through the Safer Travel Partnership	Monitored as part of the Safer Travel Partnership	-
Safer Travel	Monitor the rates of road traffic casualties on roads within the West Midlands	Total Casualties: 1,073 [2022/23]	Total Casualties: 1,022 [2020/21]
	Monitor the following motor offences, ensure action is taken: Speeding offences, driving under the influence of drugs, driving under the influence of alcohol, driving without insurance, incidents of street racing	Endorsable Total 7,346 [2022/23]	Endorsable Total 10,260 [2021/22] Endorsable Total 11,077 [2020/21]
	Review the reasons for cars being seized, assessing whether there are any commonalities/trends which need addressing	Seized 4,807 Main Reasons No Insurance/DL 2,747 Abandoned/Stolen 989 No Tax 175 RTC 311 Section 22 PACE 341 [2022/23]	Seized 5,597 Main Reasons No Insurance/DL 3,281 Abandoned/Stolen 1,120 No Tax 200 RTC 319 Section 22 PACE 382 [2021/22]
	Monitoring offences relating to e-scooter and assessing what risks they pose to the public	878 [2022/23]	966 [2021/22]