



## STRATEGIC POLICING AND CRIME BOARD

30 April 2013

### Force Performance 2012/13

#### PURPOSE OF REPORT

1. This report outlines West Midlands Police performance against milestones in the year 2012/13.

#### BACKGROUND

2. In 2012/13, West Midlands Police worked towards 13 milestones agreed by the Police Authority and outlined in the Policing Plan. The milestones laid out aims for crime reduction, detection and resolution, victim satisfaction and community confidence. At year end, six milestones were exceeded and five missed, although most showed some improvement.
3. Recorded crime was at its lowest volume ever, with 22,000 fewer victims than in 2011/12. Further to this robbery, burglary dwelling and business crimes were reduced significantly right across the Force area.

#### CRIME REDUCTION

Protect Our Communities	2011/12	2012/13	Difference	M'stone	Performance	Variance
Reduce Total Recorded Crime <sup>DW</sup> <small>— chart — breakdown —</small>	193,542	170,721	-22,821	-5 %	-11.7 %	13,143
Reduce Most Serious Violence <sup>DW</sup> <small>— chart — breakdown —</small>	2,684	2,495	-189	-8 %	-7 %	26
Reduce Burglary Dwelling <sup>DW</sup> <small>— chart — breakdown —</small>	15,894	13,571	-2,323	-8 %	-14.6 %	1,051
Reduce Robbery <sup>DW</sup> <small>— chart — breakdown —</small>	7,264	5,461	-1,803	-8 %	-24.8 %	1,221
Reduce Business Crime <sup>DW</sup> <small>— chart — breakdown —</small>	41,245	34,308	-6,937	-8 %	-16.8 %	3,637

4. At the end of the 2012/13 performance year, Total Recorded Crime was reduced 11.7% against a -5% milestone. This has equated to over 22,800 fewer victims this year – nearly 45,000 over the last 2 years. All LPUs also exceeded their differential milestone reductions – ranging from -8% in Dudley up to -13.9% in Solihull.
5. All reduction milestones were met, except for Most Serious Violence (MSV) which was just missed. Robbery saw the most significant reduction at nearly 25%; with 1,800 fewer victims.

6. All LPUs achieved their differential milestones for Robbery and only Coventry fell just short of their Burglary Dwelling milestone reducing offences by 10%.
7. At year end the Most Serious Violence milestone was just missed (7% reduction compared to milestone of 8%) after a year of stable offences. In 2013/14, Most Serious Violence will be considered in the wider context of the Violence With Injury milestone (with an 8% reduction also set).
8. The Business Crime milestone was achieved with a Force reduction of 16.8% (almost 7,000 fewer victims). All LPUs achieved their respective milestones.
9. There have also been some significant reductions in other offence types; including theft other (-27%), Fraud (-24%) and Attempted murder/Manslaughter, reduced by nearly 50% (see Appendix 1).

## SOLVING & RESOLVING CRIME

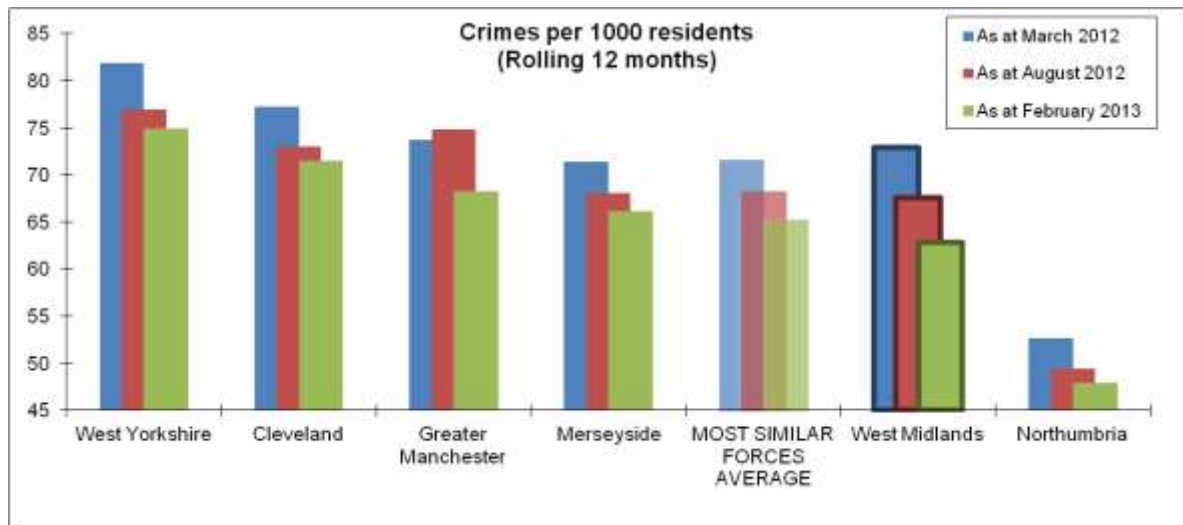
	Recorded	Detected	Milestone	Performance	Variance
<b>Solve &amp; Resolve Most Serious Violence</b> <sup>DW</sup> <small>— chart — breakdown</small>	2,495	1,152	50 %	46.1 %	96
<b>Solve &amp; Resolve Burglary Dwelling</b> <sup>DW</sup> <small>— chart — breakdown</small>	13,571	2,045	15 %	15 %	9
<b>Solve &amp; Resolve Robbery</b> <sup>DW</sup> <small>— chart — breakdown</small>	5,461	1,347	21 %	24.6 %	200
<b>Solve &amp; Resolve Serious Sexual Offences</b> <sup>DW</sup> <small>— chart — breakdown</small>	2,130	671	37 %	31.5 %	118

10. In 2012/13, the Force achieved two out of four of the solve and resolve milestones.
11. The Force has maintained a continued emphasis on investigating ways to resolve crime outside of traditional sanction detections, where appropriate, using restorative justice mechanisms. WMP Solved or Resolved 28.8% of all crime recorded, the proportion of offences solved or resolved by way of community resolution accounted for 21%.
12. Solve & Resolve milestones for Burglary Dwelling and Robbery were met after both saw significantly reduced offending. In March, the highest ever rate of Burglary Dwelling (25%) was detected, which was significantly higher than any other month in 2012/13.
13. Milestones for Most Serious Violence and Serious Sexual Offences were not achieved. Nearly all Most Serious Violence offences are allocated to Force CID. As is usually the case, the lower volume serious offences (Murder, manslaughter, etc) had a high detection rate, while the higher volume offences tend to be much lower.

## COMPARISON TO SIMILAR FORCES

14. One of the key objectives for the 2012/13 milestones was to improve the West Midlands Police performance nationally when compared to similar Forces. This has again been a consideration in setting the 2013/14 milestones.
15. As at February 2013, WMP recorded 62.8 total offences per 1,000 population. This was better than the Most Similar Group (MSG's) average of 65.2 and almost

10 offences fewer than the previous year. This was a greater reduction than any other Force in the group and led WMP to improve from 3rd to 2nd place in the group – thus fulfilling the key objective.



16. Compared to Most Similar Groups, WMP domestic burglary and robbery detections are showing clear improvement and in line with peer Forces as shown below. Detection data at Most Similar Group level does not include community resolutions or restorative justice. The Home Office is amending the recording arrangements of police disposals to include these in future.

Overview Report – West Midlands Detection Data to the End of Feb 13							
	All Crime	Serious Acquisitive Crime	Domestic Burglary	Robbery	Vehicle Crime (excluding Vehicle Interference)	Other Wounding	Racially or Religiously Aggravated Offences
Force - West Midlands							

Key to Performance Comparisons			
<b>Across Time - Shape</b>		<b>Against Peers - Ladder</b>	
Clearly Improving	Improving	Better than	
No apparent change		In line with peers	
Clearly Deteriorating	Deteriorating	Worse than	
<b>Based on relative change (year on year)</b>		<b>Based on last 12 months</b>	
Click on the ladder to view corresponding charts			

## CONFIDENCE & SATISFACTION

Improve Trust & Confidence In Policing		M'stone	Performance	Variance
Public have confidence in police	FTD	85 %	83.5 %	1.5
Public perceive that the police do a good job	FTD	85 %	76.8 %	8.2
Improve The Quality Of Our Service		M'stone	Performance	Variance
Customer satisfaction with service – crime	CC	88 %	86.9 %	1.1
Customer satisfaction with service – anti-social behaviour	CC	80 %	79.1 %	0.9

DW : source data warehouse, DW.CRIMES : updated daily

FTD : source 'Feeling The Difference' survey : last update includes data from WAVE 33

CC : Source 'Contact Counts' survey : last update includes data for March 2013

17. Of the four milestones set for public Confidence and victim Satisfaction, none were achieved in 2012/13.
18. Satisfaction amongst victims of crime and ASB peaked earlier in the year and has since reduced and seems to be stabilising. However, year end performance for each is around 1.5% higher than in 2011/12.
19. Both confidence in the police generally and in their ability to 'do a good job' had fallen for the previous two consecutive waves (wave 31 and wave 32) in Feeling the Difference. Early indications show that in Wave 33, 'public have confidence in the police' has increased by around 3 percentage points when compared with Wave 32.
20. Public confidence in the police has deteriorated nationally and WMP does not compare as favourably with Most Similar Groups in the British Crime Survey at the last release of data (Sep 2012).
21. WMP is in line with the Most Similar Group average for Satisfaction with Service. At the end of December 2012, 87.1% of WMP customers were satisfied, the same as the Most Similar Group average (87.1%). WMP has higher satisfaction rates than three other Forces. This is an improvement compared to last year as in December 2011, WMP was below the Most Similar Group average of 86.6% with 85.8% satisfaction.

## GOVERNANCE

22. The Force's performance management structure is underpinned by the concept of shared responsibility. The performance portal provides information focusing on key enablers and outputs to create an outcome orientation and help co-ordinate professional practice in order to enhance service delivery. Senior Leaders within the Force are then held to account at the three layers within the organisation; Strategic and Tactical Tasking and at local operational level.
23. A Quarterly Performance Review (QPR) seeks to take a broad, holistic view of performance with the aim of increasing understanding, improving and developing a mature approach to continuous improvement by enhancing partnership working and supporting shared responsibility between Local Policing Units (LPU) and corporate departments. QPRs cover a broad range of performance areas, focussing the reviews operationally at LPU level and also thematic reviews to support effective service delivery.

24. The force has been held to account previously on its performance by the Police Authority through performance led workshops. These workshops were held quarterly to ensure governance and accountability with regards to the Forces progression. It encouraged discussion, allowed for informed deliberations and support to performance themes/issues that had arisen throughout the year.

#### **FINANCIAL IMPLICATIONS**

25. N/A

#### **LEGAL IMPLICATIONS**

26. N/A

#### **RECOMMENDATIONS**

27. The Board is asked to note the contents of the report.

**Appendix 1**

	Offence	2011_12	2012_13	Actual change	% change	Solve & Resolve rate %
50% of Crime	Theft From Motor Vehicle	17752	16397	-1355	-7.6%	5.2
	s20/47 assault	17904	15829	-2075	-11.6%	43.9
	Theft Shops and Stalls	13740	13748	8	0.1%	64.8
	Burglary Dwelling House	15894	13569	-2325	-14.6%	15.1
	Theft Other	18506	13511	-4995	-27.0%	8.0
	Burglary other Building	12274	11050	-1224	-10.0%	6.6
80% of Crime	Criminal Damage Vehicle	13103	10621	-2482	-18.9%	11.9
	Criminal Damage Dwelling	8985	7314	-1671	-18.6%	17.5
	Other Drugs Offences	7843	7027	-816	-10.4%	87.8
	Fraud	8575	6530	-2045	-23.8%	20.7
	s39 assault	5477	6316	839	15.3%	43.6
	Robbery	7264	5458	-1806	-24.9%	24.7
	Theft Of Motor Vehicle	5943	5265	-678	-11.4%	12.8
	Public Order	4110	4032	-78	-1.9%	49.5
100% of Crime	Theft From the Person	3757	3733	-24	-0.6%	6.5
	All Other Thefts	3389	3348	-41	-1.2%	24.4
	Criminal Damage Other	3993	3330	-663	-16.6%	25.6
	Theft Of Pedal Cycle	3481	3085	-396	-11.4%	4.9
	Harassment	2786	3070	284	10.2%	43.6
	Other Violence	3014	3021	7	0.2%	55.7
	Other Offences	2965	2872	-93	-3.1%	61.1
	Criminal Damage other Building	3158	2611	-547	-17.3%	26.5
	Other Sexual Offences	1921	2147	226	11.8%	35.5
	s18 assault	1193	1340	147	12.3%	49.5
	Arson	1495	974	-521	-34.8%	8.6
	Vehicle Interference	1047	939	-108	-10.3%	6.7
	Rape	818	759	-59	-7.2%	25.0
	Possess Cocaine/Crack	621	619	-2	-0.3%	92.4
	Assault PC	471	468	-3	-0.6%	97.4
	Handling	432	391	-41	-9.5%	98.2
	Agg Vehicle Take	364	311	-53	-14.6%	65.9
	Racially Aggravated Wounding	393	274	-119	-30.3%	55.5
	Possess Heroin	274	260	-14	-5.1%	93.8
	Traffic Cocaine/Crack	187	194	7	3.7%	89.2
	Traffic Heroin	139	106	-33	-23.7%	93.4
	Possess Other Class A	135	86	-49	-36.3%	82.6
	Murder	38	42	4	10.5%	81.0
Att Murder	56	29	-27	-48.2%	89.7	
Traffic Other Class A	26	19	-7	-26.9%	78.9	
Manslaughter	22	12	-10	-45.5%	75.0	