



ACCOUNTABILITY AND GOVERNANCE BOARD

Tuesday 26th November 2024

Police and Crime Plan Performance Report

Presented by: Arron Cullen

Report

1. Introduction

- 1.1. This performance report provides an overview of progress made midway through the fiscal year in addressing key thematic areas set out in the current police and crime plan, including the rebuilding of community policing, increasing public confidence, crime reduction, and transport and road safety.
- 1.2. The police and crime plan features Key Performance Indicators (KPIs) across various thematic areas. The purpose of this report is to provide an update on current fiscal year performance, drawing on the latest available information and longer-term trends to offer a balanced understanding.
- 1.3. The performance data, unless otherwise stated, covers the current year-to-date period from 1st April 2024 to 30th September 2024 and is compared either to the same period in the previous year or to a specified benchmark outlined in the police and crime plan. All information is accurate at the time of writing.

2. Rebuilding Community Policing

- 2.1. This section will assess progress in relation to KPIs for the rebuilding of community policing, which measure the Force's capacity to enhance public safety, increase trust, and foster security across the West Midlands.

- 2.2. Community policing remains central to the police's role in engaging effectively with the public. Recognising the need to rebuild trust and foster closer ties with communities, West Midlands Police (WMP) restructured its approach in April 2023, embedding a new local policing model to increase visibility and responsiveness.
- 2.3. A target set out in the police and crime plan was to meet or exceed the uplift target of 1,200 additional police officers. By March 2023, WMP exceeded this goal, recruiting 1,376 officers as part of the government's uplift programme.
- 2.4. The plan also aimed to sustain a police officer strength of over 8,000, and as of October 2024, the Force has maintained this target with 8,035 officers. While the Force has made strides in increasing officer numbers, sustaining Police and Community Support Officers (PCSOs) levels has been more challenging.
- 2.5. For instance, the police and crime plan set a target to support and maintain 464 PCSOs as outlined in the March 2021 police workforce statistics¹. Yet, as of October 2024, the Force has 308 PCSOs, a reduction of approximately 33.6% from the benchmark. This reduction poses a challenge for the local policing model, as PCSOs play a crucial role in building relationships within communities across the region.
- 2.6. Similarly, efforts to increase the number of Special Constables have fallen short. The current figure of 190 represents a 33.0% decline from the 284-benchmark recorded in March 2021, with fewer also completing their minimum 16-hours a month commitment recently. Special Constables bring valuable skills and community insights, and their reduction could impact the Force's ability to maintain a strong community presence.
- 2.7. Community alert engagement has seen encouraging progress. The neighbourhood alerts service, West Midlands Now, has grown significantly, with approximately 122,000 residents now subscribed—a reflection of an 9.9% increase since the plan's launch. This demonstrates the public's increasing willingness to stay informed and engaged in local policing efforts, which is a positive step towards fostering stronger community relationships and greater transparency.

¹ <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-31-march-2021>

2.8. Anti-social behaviour incidents reported to WMP have risen this year-to-date, with 15,960 incidents recorded, marking an 8.1% increase in comparison to the same period the year before. Figure 1 details the recent trend. This upward trend is particularly high in certain areas, with Walsall experiencing a rise of 31.9% and Wolverhampton seeing a 24.4% increase.

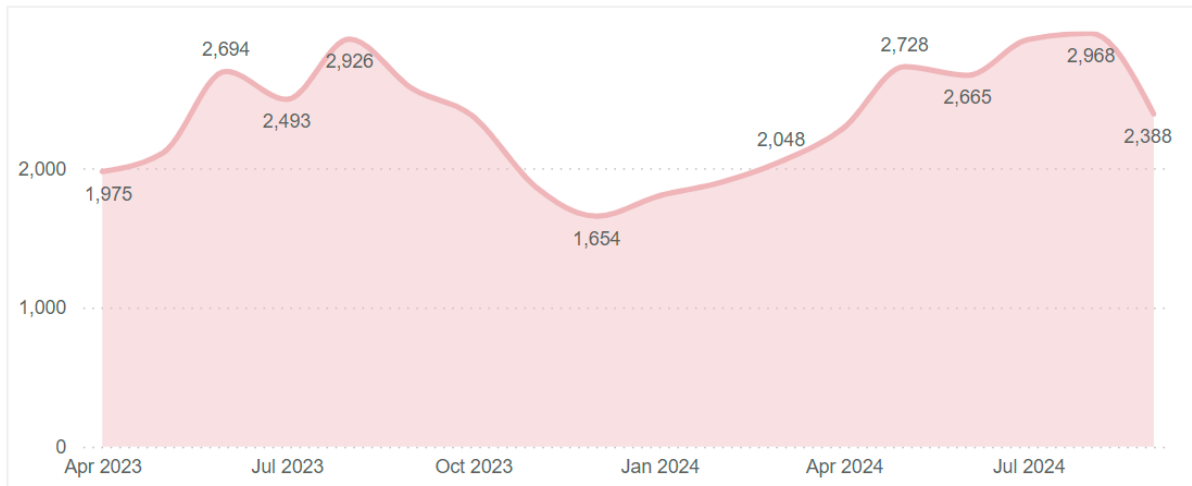


Figure 1 Anti-social behaviour Incidents Trend

2.9. Most anti-social behaviour incidents reported to the Force this year are categorised as nuisance-related, with 11,944 incidents recorded year-to-date, representing a 7.6% increase. Personal-related incidents (2,473) have risen by 21.0%, while environmental-related incidents (1,700) have decreased by 2.0%. Please note that these figures do not sum to the overall total, as some incidents are classified under multiple categories.

3. Increase Confidence in West Midlands Police

3.1. This section delves into performance indicators that demonstrate the ongoing efforts to enhance public confidence in WMP. These measures reflect not only the commitment to delivering better services but also the focus on fostering stronger relationships between the police and the public.

3.2. The police and crime plan set a target to increase the number of ethnic minority police officers by 1,000, supported by the Police Officer Uplift initiative. However, the final uplift figures revealed that the Force recruited 458 ethnic minority officers, achieving just under half the intended target.

3.3. However, the disproportionality among WMP officers is improving. Currently, 14.3% (1,445) of officers come from ethnic minority backgrounds, and 36.7% (2,995) of officers are female.

Victim Satisfaction

3.4. When looking at victim satisfaction, the latest data from the Force shows that 67.0% of callers were satisfied with the service provided by WMP over the past 12 months. While this represents a positive satisfaction rate, there was a slight dip in May 2023, although satisfaction has remained steady since.

3.5. 84.0% of callers reported that they were spoken to politely and with respect during their interactions with WMP. This high percentage reflects a strong focus on customer service, contributing to the positive experience of most callers.

3.6. 72.0% of callers indicated they would feel confident contacting WMP again if needed. This suggests a significant level of trust and reassurance in the Force's ability to handle future calls, though there may still be opportunities to further build on this satisfaction.

Access to Police Services

3.7. In terms of access to police services, the total number of 999 calls received has decreased by 10.8%, from 432,593 last-year-to-date to 385,839 year-to-date.

3.8. The proportion of calls answered has remained high, showing a slight increase from 99.8% last-year-to-date to 99.9% year-to-date. This stable performance underscores a consistent commitment to answering nearly every 999-call received.

3.9. Compliance with the 10-second answer target has improved, rising from 91.1% last-year-to-date to 93.2% year-to-date, a 2.2 percentage point increase. Figure 2 indicates that a higher percentage of emergency calls are being answered within the 10-second benchmark, reflecting an increased focus on answering calls within the service level agreement.

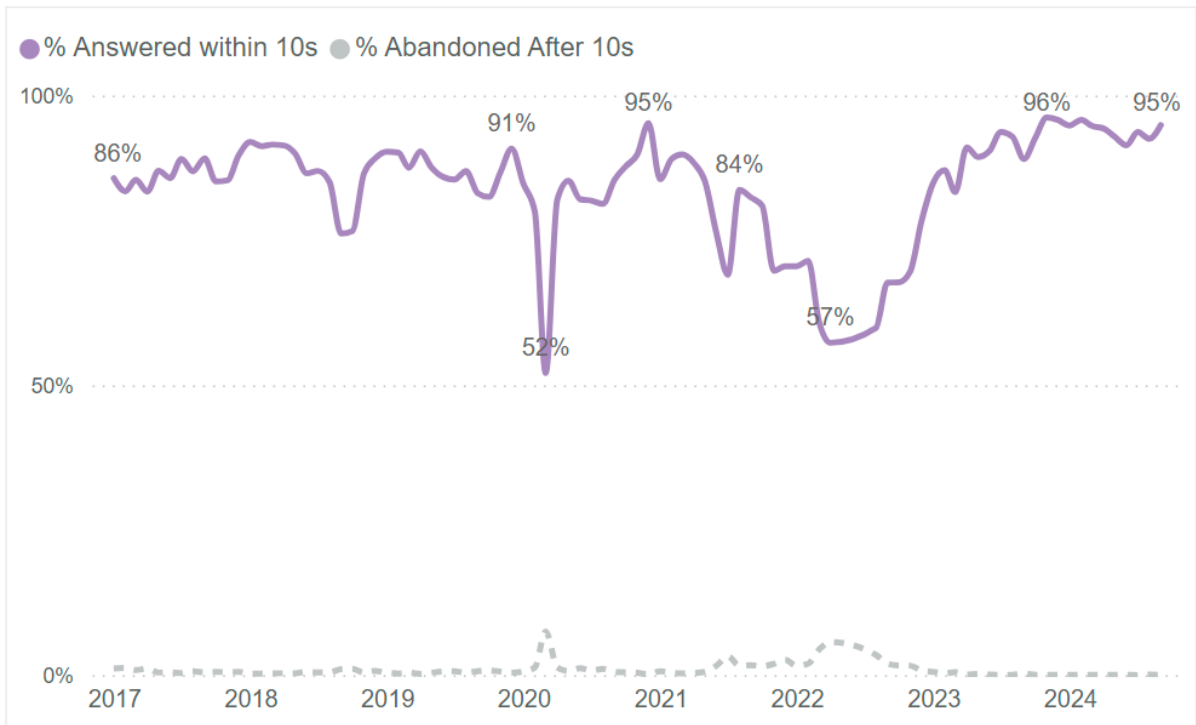


Figure 2 999 Service Level Agreement Compliance

3.10. Average answer time has reduced from 7 seconds last-year-to-date to just 4 seconds year-to-date, a 42.9% improvement. This substantial decrease suggests that calls are being connected even faster, which is significant in emergency situations where seconds can be fundamental.

3.11. The number of calls abandoned after waiting more than 10 seconds has dropped significantly, from 532 last-year-to-date to 154 year-to-date, a decrease of 71.1%. This decline highlights better answer times and efficiency, resulting in fewer callers abandoning their attempts to reach WMP due to call backlogs.

3.12. In the recent 999 police force comparison table for September 2024, WMP ranked 11th, with 90.4% of calls answered within 10 seconds. This equates to 53,922 out of 59,654 calls for service. WMP's performance is just below that of Greater Manchester Police, which has a similar call volume and is a comparable force.

3.13. For 101, there has been an increase in calls received, with the current year-to-date figure at 382,764, up by 17.4% from last-year-to-date's 326,134. The percentage of calls answered has improved from 84.9% last-year-to-date to 91.6% year-to-date, marking a 6.7 percentage point increase.

3.14. A notable improvement is observed in the compliance with the 3-minute answer time target, see Figure 3, which has risen from 66.1% last-year-to-date to 87.7% year-to-date, a 21.6 percentage point increase. This is an improvement, indicating faster answer times and suggesting that the efforts to enhance service speed are benefiting the people of the West Midlands.

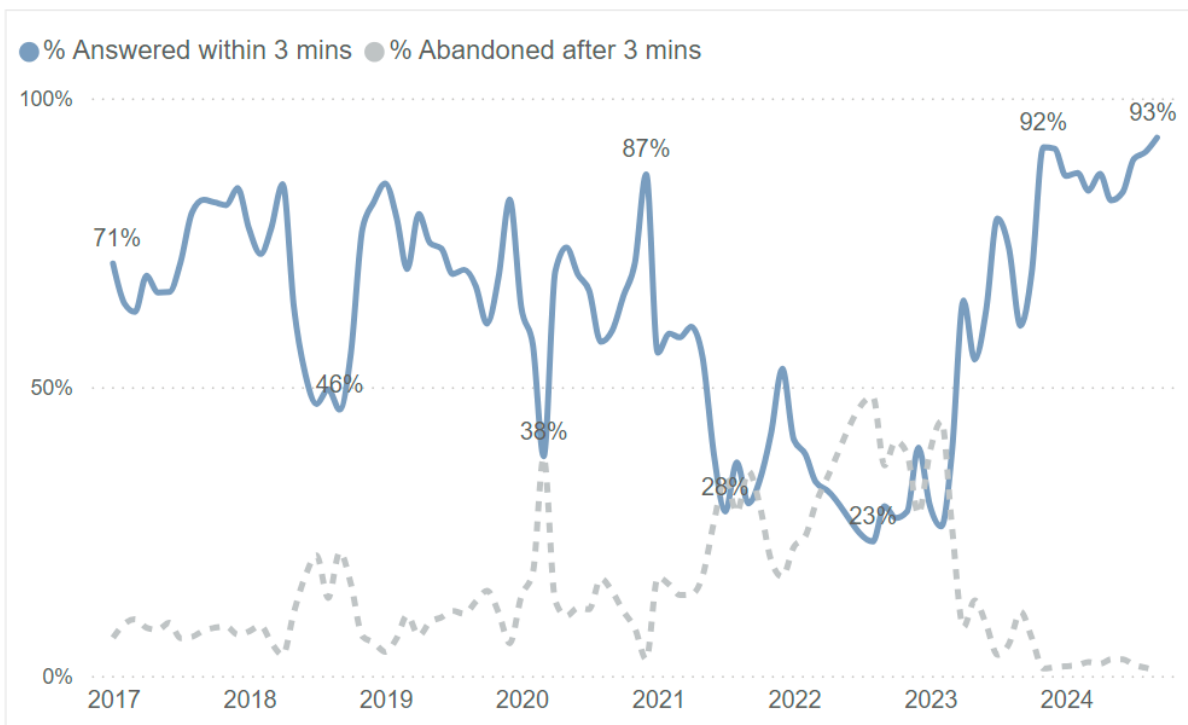


Figure 3 101 Service Level Agreement Compliance

3.15. Average answer time has dropped sharply from 3 minutes 13 seconds last-year-to-date to just 58 seconds year-to-date, a 69.9% reduction. This reduction represents a significant improvement in response efficiency, ensuring callers are connected to assistance much more swiftly.

3.16. The number of calls abandoned after waiting more than 3 minutes has significantly reduced, from 27,574 last-year-to-date to 7,683 year-to-date, a decline of 72.1%. This drop highlights an improvement in both the speed and quality of service, as fewer callers are giving up on reaching assistance due to long wait times.

Responding to incidents

3.17. The total number of emergency incidents has slightly decreased by 4.6%. The number of incidents attended has increased by 2.4%, from 89,750 last-year-to-date to 91,921 year-to-date. Despite the reduction in total incidents, this increase in attendance indicates a stronger commitment to responding to a higher percentage of emergencies.

3.18. The median response time has improved significantly, decreasing by 13.0%, from 13 minutes and 5 seconds last-year-to-date to 11 minutes and 23 seconds year-to-date.

3.19. Compliance with the 15-minute response time target has improved from 61.3% last-year-to-date to 67.3% year-to-date, a 6.1 percentage point increase. This positive shift highlights progress in meeting response time goals, demonstrating a faster and more reliable service in critical situations.

3.20. Furthermore, the latest year-to-date data shows a notable increase in the number of priority incidents, rising by 12.6% compared to last year-to-date figures. Despite the increased demand, the number of incidents attended has seen a 34.8% improvement, growing from 39,686 to 53,514.

3.21. The median response time for priority incidents has improved significantly. It has reduced by 43%, from 1 hour, 11 minutes, and 15 seconds to 40 minutes and 36 seconds.

3.22. Additionally, compliance with the one-hour response target has increased by 7.5 percentage points, reaching 65.1% compared to 57.6% last-year-to-date.

Police Powers

3.23. Stop and search activity has decreased by 13.2%, with Walsall being the notable exception, where it increased by 109.5%. The use of force incidents rose by 84.7%, namely because of newly introduced recording of compliant handcuffing. The number of serious injuries resulting from use of force increased from 8 to 24 this year-to-date.

3.24. The police and crime plan has set the stretch target to raise the positive outcome rate for stop and search to 50.0%. Currently, WMP is achieving a rate of 28.1% this year-to-date, a figure that has remained stable in recent months.

3.25. This year-to-date, 178 stop and search forms have been submitted under section 60 powers, a significant reduction from the police and crime plan benchmark of 535.

3.26. For body-worn video compliance in stop and search, the year-to-date rate stands at 97.4%, consistent with last year’s performance. Compliance for use of force has reached 90.8%, an increase of 5.2 percentage points.

3.27. The disproportionality in stop and search has remained similar to last year, with odds ratios showing that Asian people are 1.8 times and Black people 3.0 times more likely to be searched than White people.

3.28. Disproportionality patterns differ for the use of force: Asian people are 0.7 times less likely, and Black people 1.9 times more likely, to experience use of force compared to White people.

Confidence and Complaints

3.29. The recent Crime Survey for England and Wales (CSEW) as of 2023/24 shows that the West Midlands scores below the national average in both overall confidence (61%) and reliability (48%), indicating a need for improvements in public trust and perception of police dependability, see Figure 4.

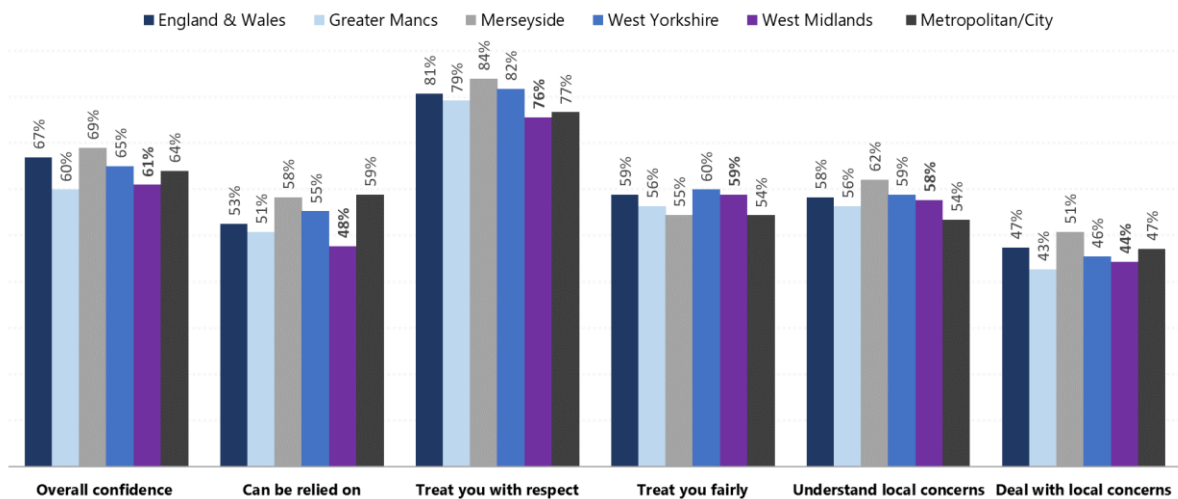


Figure 4 CSEW Confidence Metrics

3.30. While the Force are generally perceived as respectful (76%), perceptions of fairness (59%) are more neutral, suggesting room for improvement in how the public views police actions, interactions, and decisions.

3.31. WMP scores the lowest in dealing with local concerns (44%), highlighting a critical area for improvement in police actions and engagement with community issues.

3.32. Complaint data for WMP shows that Non-Schedule 3 complaints have increased by 9.5% compared to last-year-to-date, while Schedule 3 complaints have decreased by 40.9%. Conduct-related complaints have risen by 7.6%, from 157 to 169 cases.

3.33. The overall number of resolved complaints has declined compared to last-year-to-date, with non-Schedule 3 resolutions seeing a 28.2% reduction. However, the timeliness of non-Schedule 3 resolutions has improved, with a 29.5% decrease in resolution time.

4. Preventing and Reducing Crime

4.1. This section explores key trends, challenges, and achievements in reducing crime across the region, with a focus on priority crime areas identified in the police and crime plan's performance monitoring.

Overall recorded crime and harm

4.2. The latest release from the Office for National Statistics shows a 10% decrease in crime across the West Midlands over the past 12 months (year ending June 2024), with significant reductions in crimes that have the most harmful impact on communities—a trend that remains ongoing. Key areas of success include reductions in robbery, burglary, vehicle crime, theft from the person, and violent crime, including domestic abuse.

4.3. In regard to current year-to-date figures, these also show a continued downward trend, with approximately 163,146 crimes recorded so far this fiscal year—representing a 4.1% decrease compared to the same period last year.

4.4. The harm score for the region has decreased year-to-date by 8.6%. Figure 5 illustrates that as recorded crime per 1,000 population declines, the harm score is also reducing. This indicates that not only is crime becoming less frequent, but levels of harm across the West Midlands are also declining.

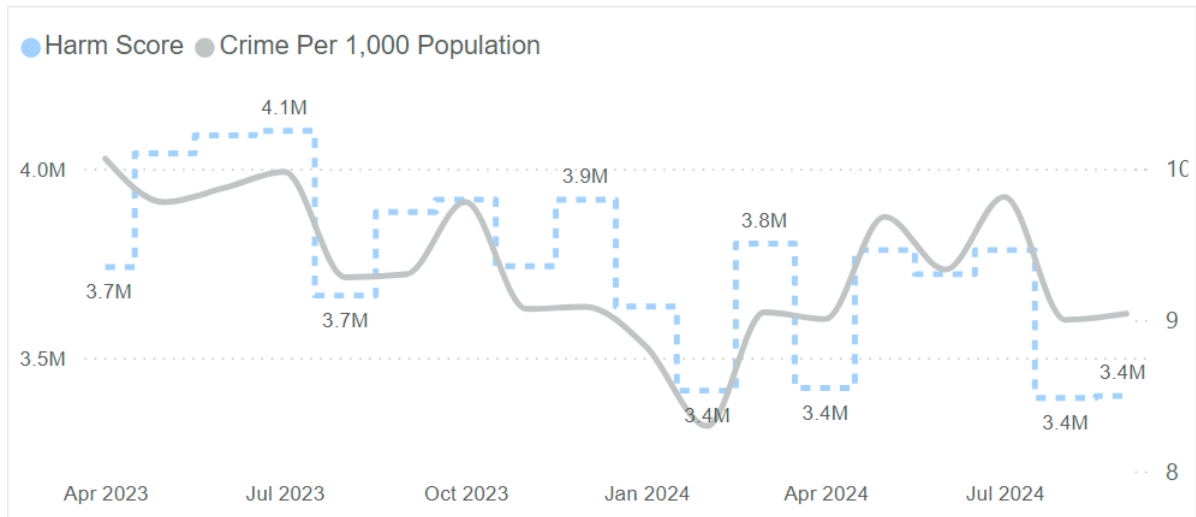


Figure 5 Crime Per 1,000 Population and Harm Score

4.5. The West Midlands is seeing a general decrease across most crime categories. However, sexual offences have risen by 10.0%, which may reflect increased public confidence in reporting these incidents to the police.

4.6. Theft offences are on the rise, with shoplifting showing a notable 35.3% increase this year-to-date. This increase is affecting nearly all Local Policing Areas (LPAs), except Sandwell, where theft is down by 10.4%. On the other hand, Walsall has seen a sharp 89.9% rise in theft, and Dudley has recorded a 45.4% increase compared to the same period last year.

4.7. The growth in shoplifting is also a key factor behind the 12.1% rise in business crime across the region, with approximately 30,463 incidents recorded this year-to-date.

4.8. Neighbourhood crimes collectively show a decline, with a year-to-date reduction of 9.9% overall. The harm score associated with these crimes has similarly dropped by 13.0%, with decreases noted consistently across all LPAs.

- 4.9. Breaking down neighbourhood crimes, there have been approximately 16,077 vehicle offences this year-to-date—a 5.6% reduction that reflects the positive impact of the vehicle crime taskforce.
- 4.10. Residential burglaries are also down by 14.0%, with around 5,722 offences recorded. Personal robberies have fallen by 13.1%, totalling 3,318 cases, while theft from the person has seen the largest decline of 28.1%, with 1,318 cases recorded this year-to-date.

Violence Against Women and Girls

- 4.11. Instances of violence against women and girls (VAWG) have shown a reduction, with 29,646 offences reported, a decrease of approximately 9.9%. The associated harm score has also fallen by around 8.3%.
- 4.12. The positive outcome rate for VAWG offences is now 8.4% this year-to-date, marking a 2.6 percentage point improvement over the previous year. Additionally, the number of Outcome 15 and Outcome 16 codes—those affected by evidential difficulties—have decreased by 11.8% and 8.6%, respectively.
- 4.13. Domestic abuse-related crimes are down by 7.1% this year, with around 27,030 offences reported. The positive outcome rate for these offences stands at 7.4%, another 2.6 percentage point increase compared to last year. Outcomes 15 and 16 for domestic abuse cases have also decreased, by 2.3% and 10.6%.
- 4.14. Another aim of the police and crime plan is to reduce the number of outstanding suspects in domestic abuse cases. The current snapshot figure stands at approximately 1,797 outstanding suspects—an 8.4% reduction compared to the same snapshot last year.
- 4.15. The plan also aimed to reduce the investigation duration for Rape offences, the year-to-date filed investigations data currently shows that the median duration is around 22 days. Last-year-to-date the duration was around 14 days, so it is currently taking 8 days longer.

4.16. Expanding the use of civil orders is another key focus. This year, there have been 3,851 civil orders issued—an increase of 54.8% from the previous year-to-date. A significant share of these orders are non-molestation orders.

Reducing the harm caused by illicit drugs

4.17. Drug offences across the region have remained largely stable, with only a slight year-to-date increase of 0.4%. This suggests a consistent level of policing and detection around drug-related crimes.

4.18. Within this category, drug trafficking offences have dropped by 15.7%, with 852 offences recorded, while drug possession has risen modestly by 5.1%, totalling 2,964 offences.

4.19. So far, this year-to-date, the West Midlands Regional Organised Crime Unit has stepped up its efforts against drug-related activity, with disruptions rising by approximately 3.8%, bringing the total to around 162.

4.20. Furthermore, out-of-court disposals for low-level drug possession have significantly increased, with 1,862 issued so far this year – a 32.6% rise.

Bringing offenders to justice

4.21. When looking at overall recorded crime outcomes, the number of positive outcomes for year-to-date have increased with 17,575 so far, which results in an increase of 48.8%.

4.22. When dividing the positive outcomes by the number of recorded crimes, this provides the positive outcomes rate. This rate currently stands at 10.8%, an increase of 3.8 percentage points. Figure 6 indicates the growth of the positive outcomes rate over the past 18 months.

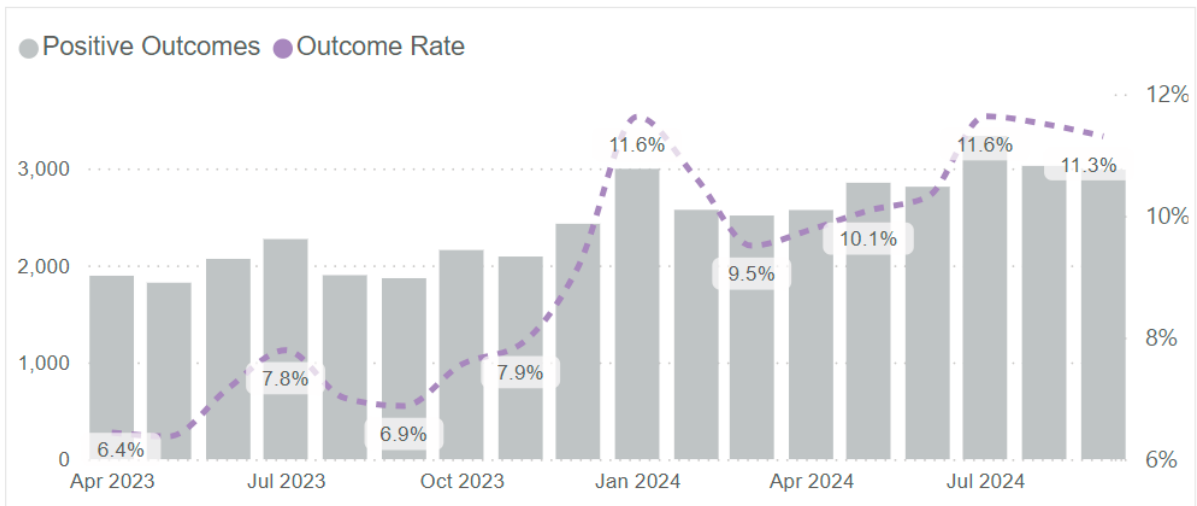


Figure 6 Positive Outcomes and Outcome Rate

4.23. The top outcome codes, with definitions provided in Appendix 1, reveal some noteworthy trends. As shown in Figure 7, Outcome Code 18—where an investigation concludes with no suspect identified—has decreased compared to the same period last year.

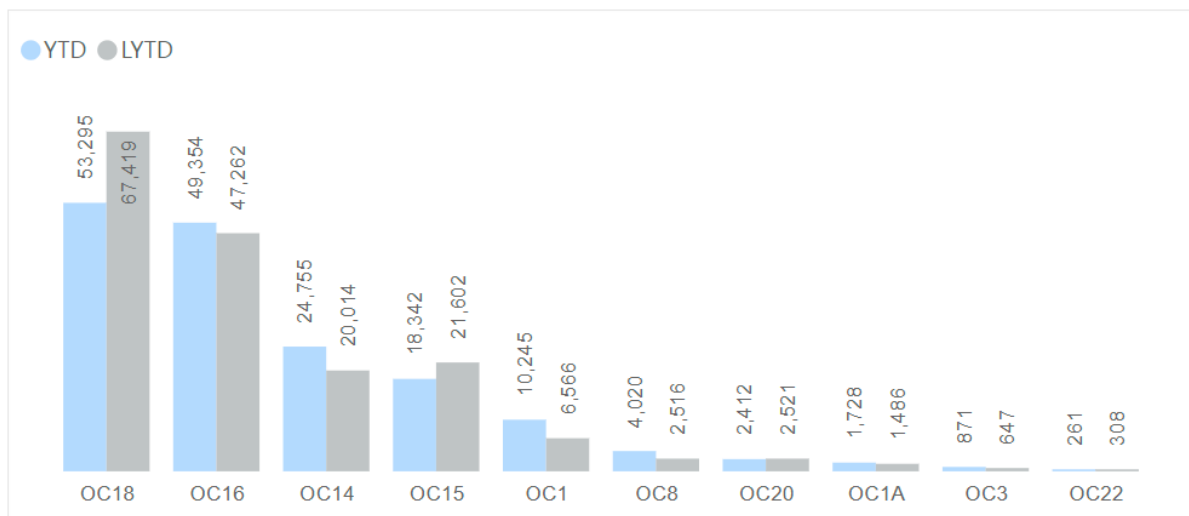


Figure 7 Outcome Codes Comparison

4.24. In contrast, Outcome Code 16, indicating cases with evidential difficulties and no victim support, has increased. This compares with the decline in Outcome Code 15, which involves evidential difficulties where the victim is supportive of police action.

- 4.25. The police and crime plan also aims to increase positive outcomes, setting targets above the benchmark rates of 4.0% for Domestic Abuse, 2.0% for Stalking and Harassment, and 2.0% for Rape.
- 4.26. Year-to-date performance demonstrates progress in these areas. Domestic abuse positive outcomes currently stand at approximately 7.4%, rape is at 6.5%, and stalking and harassment is around 5.2%. Therefore, this shows much improvement against the benchmarks outlined in the police and crime plan.

5. Serious Violence

- 5.1. This section highlights significant trends and developments across various key areas related to crime reduction and public safety, including reductions in homicides, serious youth violence (SYV), knife crime, and firearm offences, alongside ongoing challenges in certain areas such as violence against police workers.
- 5.2. Homicides have decreased by 50% so far, this fiscal year, with 12 recorded to date. The latest data from the homicide index for quarter one of 2024/25 shows that 4 were related to sharp instruments, 2 to domestic incidents, and 1 to drugs.
- 5.3. SYV has decreased by 13.0% compared to the same period last year with 3,493 recorded crimes, accompanied by a 13.7% reduction in the harm score. All LPAs have seen declines in SYV, with Solihull showing the most substantial reduction at 26.1%. The highest levels of SYV incidents remain concentrated in St. Michael's and Birmingham City Centre.
- 5.4. There have been 416 SYV positive outcomes, such as a charge or caution. This results in a positive outcome rate of 11.7%. Notably, this reflects an improvement of 1.4 percentage points compared to the same period in 2023, indicating enhanced success in holding offenders accountable for their actions.
- 5.5. Recent hospital data indicates that, over the past 12 months (year ending June 2024), there were 154 admissions for injuries involving sharp objects among individuals under 25. This represents an 18.0% reduction in knife and sharp-object-related admissions compared to the previous 12-month period, signalling a positive shift in youth safety outcomes.

- 5.6. Year-to-date, there have been 2,987 recorded incidents of knife crime (including possession offences), representing a 7.7% decrease compared to the same period last year. Knife crime has increased in Wolverhampton and Walsall but declined across all other LPAs. Both violent offences with and without injury have also seen a reduction.
- 5.7. Recorded firearm offences have decreased year-to-date, from 507 last year to 379 this year, marking a 25.2% reduction. However, the harm score has risen by 5.2%. While all types of firearms-related offences have declined, violence with injury has shown the largest drop, down by 41%. Despite this overall decrease in firearm crimes across the force area, Walsall has seen a notable increase of 37.5%.
- 5.8. So far this year, WMP has recorded 47 lethal barrelled firearms discharges, marking a 6.8% increase compared to the same period last year, which saw 44 discharges. In terms of recoveries, WMP has seized 40 lethal barrelled firearms this fiscal year, which is lower than the 69 recovered during the same period last year.
- 5.9. There have been 1,520 incidents of violence against police workers, reflecting a 5.1% increase compared to the same period last year. Walsall and Birmingham experienced the largest rises, with incidents in Walsall up by 31.3% and Birmingham by 10.9%.

6. Transport and Road Safety

- 6.1. This section provides an update on crime trends and policing efforts related to public transport and road safety, highlighting changes in reported incidents, anti-social behaviour, and traffic collisions that relate to the police and crime plan KPIs.

Safer travel partnership

- 6.2. The number of reported bus crimes has seen a slight year-to-date increase of 1.4%, rising from 2,094 to 2,124 incidents. Walsall experienced a rise in bus crime, up 19.5% compared to the same period last year, while Dudley recorded a notable decrease of 28.4%. The highest concentrations of crime at travel hubs are observed at the bus stations in Wolverhampton, Walsall, and Coventry.

- 6.3. Rail crime has seen a 0.7% reduction this year, with 1,344 crimes compared to 1,353 crimes in the same period last year. Most offences occur on trains, with 1,270 crimes, while the metro network records 74 crimes. The highest crime types are public order offences, theft of passenger property, and violence.
- 6.4. Reports of anti-social behaviour through the Safer Travel Partnership's "See Something, Say Something" mechanism have risen by 4.3%, from 1,754 incidents last year to 1,830 this year. The data highlights that West Bromwich and Wolverhampton bus stations are the primary locations for these types of reports.
- 6.5. The most common anti-social behaviour reports include rowdy behaviour, smoking or vaping, threats or abuse directed at passengers or staff, and drug use. Of all incidents, disruptive and rowdy behaviour made up 29.0%, while smoking and vaping accounted for 16.0%.

Roads policing

- 6.6. The number of collisions has decreased by 3.2% this year, with 540 recorded incidents. Birmingham accounts for the largest share, with 274 collisions, representing a 17.1% increase compared to the previous year. Of the total collisions, 161 involved car vs car, 143 involved car vs pedestrian, 61 involved car vs motorcycle, and 47 involved car vs cyclist.
- 6.7. There have been 585 casualties this year, reflecting a 6.1% decrease. As with collisions, Birmingham has the highest number of casualties, with 301, showing an 11.9% increase compared to the same period last year. Most casualties are male, with 396, followed by female with 177, and 12 cases where the gender is unknown. The most affected age groups are those under 18, 18-25, and 26-35, with 105, 125, and 95 casualties respectively.
- 6.8. So far this year, the roads policing team has carried out 2,902 vehicle recoveries, marking a 37.6% increase compared to the same period last year. The primary reasons for these recoveries are as follows: 1,675 for lack of insurance or driving licence, 638 for abandonment or theft, 178 for section 22 PACE offences, 173 for road traffic collisions, and 126 for no tax.

7. Equality Implications

- 7.1. Crime in the West Midlands is unevenly spread, both across different areas and among various populations. Certain areas experience a higher prevalence of crime, demand, and deprivation, with significant inequalities in the types of victims affected.
- 7.2. Young people are especially vulnerable, with higher rates of involvement in violent crime, including robbery and serious youth violence—issues that remain a primary focus for the PCC and WMP.

8. Next Steps

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

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Appendix 1

Glossary of Outcome Codes

Outcome Code	Outcome Description	Outcome Positive
OC1	Charge or Summons	Yes
OC1A	Charge or Summons	Yes
OC2	Caution - Youth (Inc Conditional Caution)	Yes
OC22	Diversionsary, educational or intervention activity	Yes
OC2A	Caution - Youth (Inc Conditional Caution)	Yes
OC3	Caution - Adult (Inc Conditional Caution)	Yes
OC3A	Caution - Adult (Inc Conditional Caution)	Yes
OC4	Taken into consideration (TIC)	Yes
OC5	The Offender has Died (all offences)	Yes
OC8	Community Resolution	Yes
OC9	Prosecution not in the public interest (CPS) (all offences)	Yes
OC10	Formal action against the offender is not in the public interest (Police)	No
OC11	Prosecution prevented – Named suspect identified but is below the age of criminal responsibility	No
OC12	Prosecution prevented – Named suspect identified but is too ill (physical or mental health) to prosecute	No
OC13	Prosecution prevented – Named suspect identified but victim or key witness is dead or too ill to give evidence	No
OC14	Evidential Difficulties - Victim Based - Named suspect not identified	No
OC15	Named Suspect identified: evidential difficulties prevent further action (victim support)	No
OC16	Named Suspect identified: evidential difficulties prevent further action (no victim support)	No
OC17	Prosecution time limit expired: Suspect identified but prosecution time limit has expired	No
OC18	Investigation Complete: No suspect identified	No
OC20	Further action will be taken by another body	No
OC21	Suspect Identified, but not in the public interest for police to investigate	No