

WMP2020



Preventing crime, protecting the public and helping those in need
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Why change? – it's all about our vision!



Our change programme is based on four pillars:

1. **We are geared to prevent crime** - we prevent crime and offending before people can be harmed
2. **We are prepared to respond at pace** - we need to adopt a more agile, mobile and effective response to problems in communities
3. **We are ready to learn and adapt** - we will become a more active, innovative and learning organisation
4. **We listen and reassure** - we will adopt a new approach to working with the public, partners and each other





Challenges we face as we maintain our service

**22% funding
reduction**

**3,000 fewer
people @ WMP**

**Increasing challenge
to prevent terrorism
and cyber crime**

**Increasing use
of digital tools**

Despite this, we have managed to secure:

- ✓ Lower re-offending rates
- ✓ A rise in public confidence and victim satisfaction
- ✓ Crime driven down faster than any other force in the country
- ✓ HMIC rate WMP in their 'top five' force index



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HMIC: how we compare nationally

Peel reports are annual assessments carried out by Her Majesty's Inspectorate of Constabulary (HMIC) into police forces in England and Wales examining their **effectiveness**, **efficiency** and **legitimacy**.



Efficiency

How efficient is the force at keeping people safe and reducing crime?



Outstanding



Legitimacy

How legitimate is the force at keeping people safe and reducing crime?



Good



Effectiveness

How effective is the force at keeping people safe and reducing crime?



Good





What is WMP2020?

- WMP2020 is an intensive four year change programme that will change the face of policing across the West Midlands
- Over 30 core projects make up WMP2020
- All projects have people and technology at their heart
- WMP2020 projects focus on crime prevention, aligning to our [strategic assessment](#)
- Extensive public consultation has shaped our proposals
- WMP2020 is delivering right now with waves of change up until 2020
- It is designed to help us stay one step ahead of criminals and make us fit for future challenges



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Projects include

- Reshaping the way we handle calls from the public
- Redesigning emergency response
- New technology and police apps to help keep our officers on the streets
- New state of the art custody blocks and police buildings
- Targeting prolific offenders to break the cycle of crime
- Forging stronger partnerships with organisations who can help transform lives
- Improvements to neighbourhood policing
- Working in partnership with citizens
- Changing the way our investigators work to deal with new and emerging crime threats
- Building stronger and more informed communities to prevent crime together





Progress so far

£1 million

Active
Citizens fund
created
to help
community
groups



1,640

body worn
video cameras
being issued
to officers
across the
force



2

new custody suites



Refurbishment of
HQ and Bloxwich
police station

6,500

smart phones
being rolled
out to officers



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What's changing in neighbourhood policing?





Neighbourhood Policing: our ambition

*“The new neighbourhood policing model continues the values of the past but with a focused and determined approach to **prevent crime, disorder and demand.**”*

*“... we must create a **depth of partnership** unseen in this region, something devolution can now help us achieve; a whole system approach to complex problems.”*

*“...a big push on **becoming better at prevention** of crime. Early intervention, good partnership working, shared data that's exploited and more integrated working with other agencies.”*

*“We must find ways to **work collaboratively** with partners to understand and provide interventions to prevent young people especially from becoming victims and the people who commit crime.”*

Chief Constable, Dave Thompson



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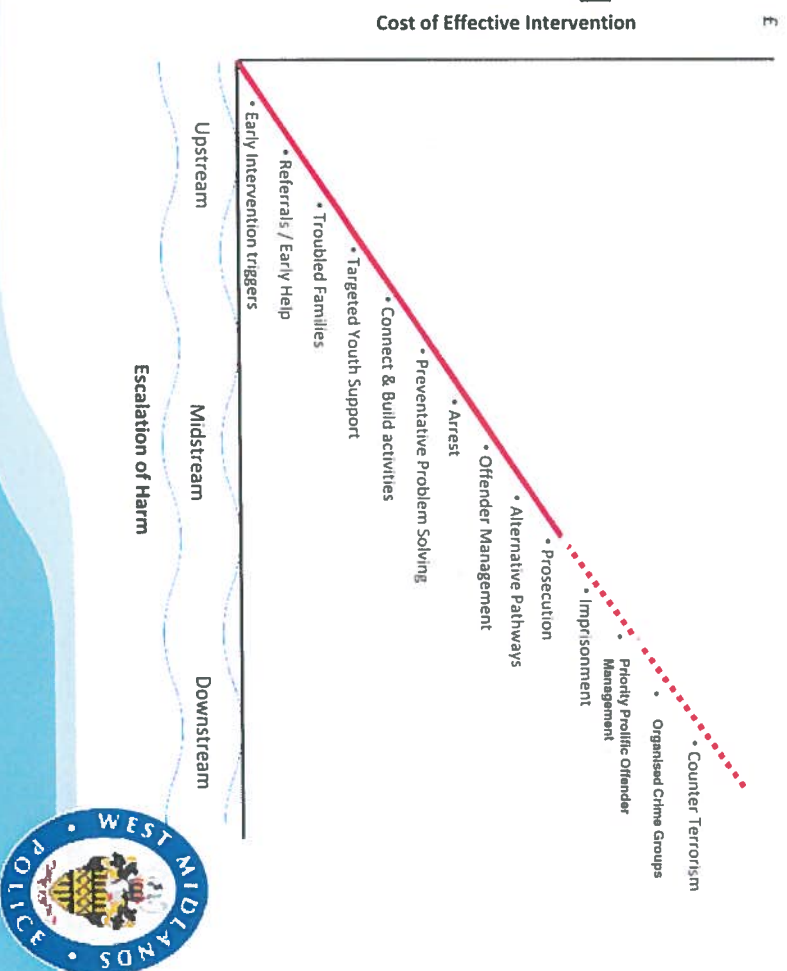
The next generation of local policing

“The police service is like someone standing on the bank of a fast-flowing river.

“There are people struggling in the water and more coming down with the current.

“Do you go in and rescue the ones you can see, or do you run up the bank and see who is throwing them in?”

Sir Ian Blair



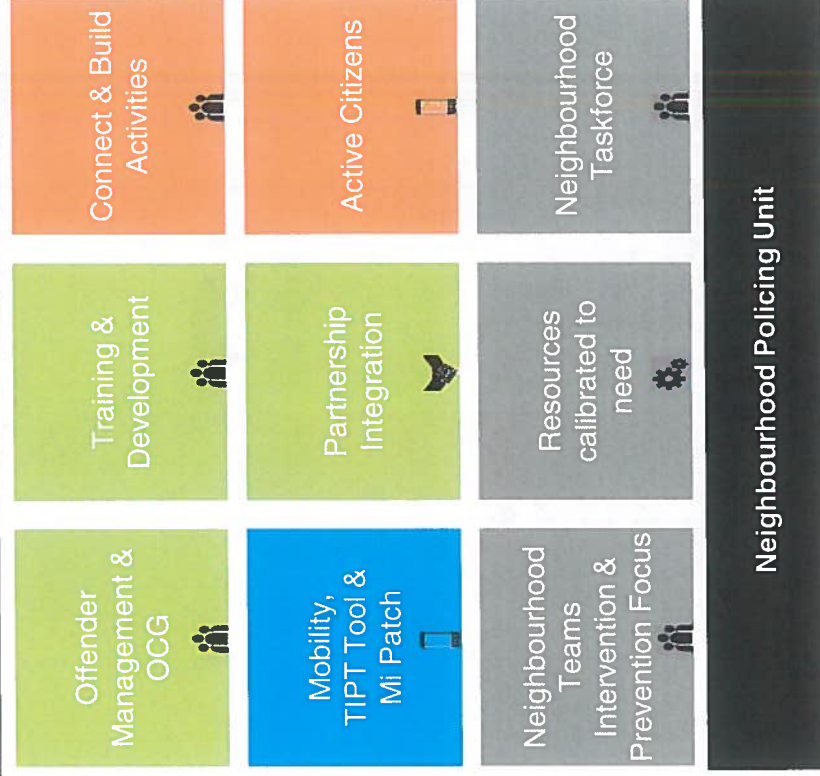
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So how will it work?

Neighbourhood
policing units will be
made up of specialist
capabilities

Neighbourhood Policing Unit



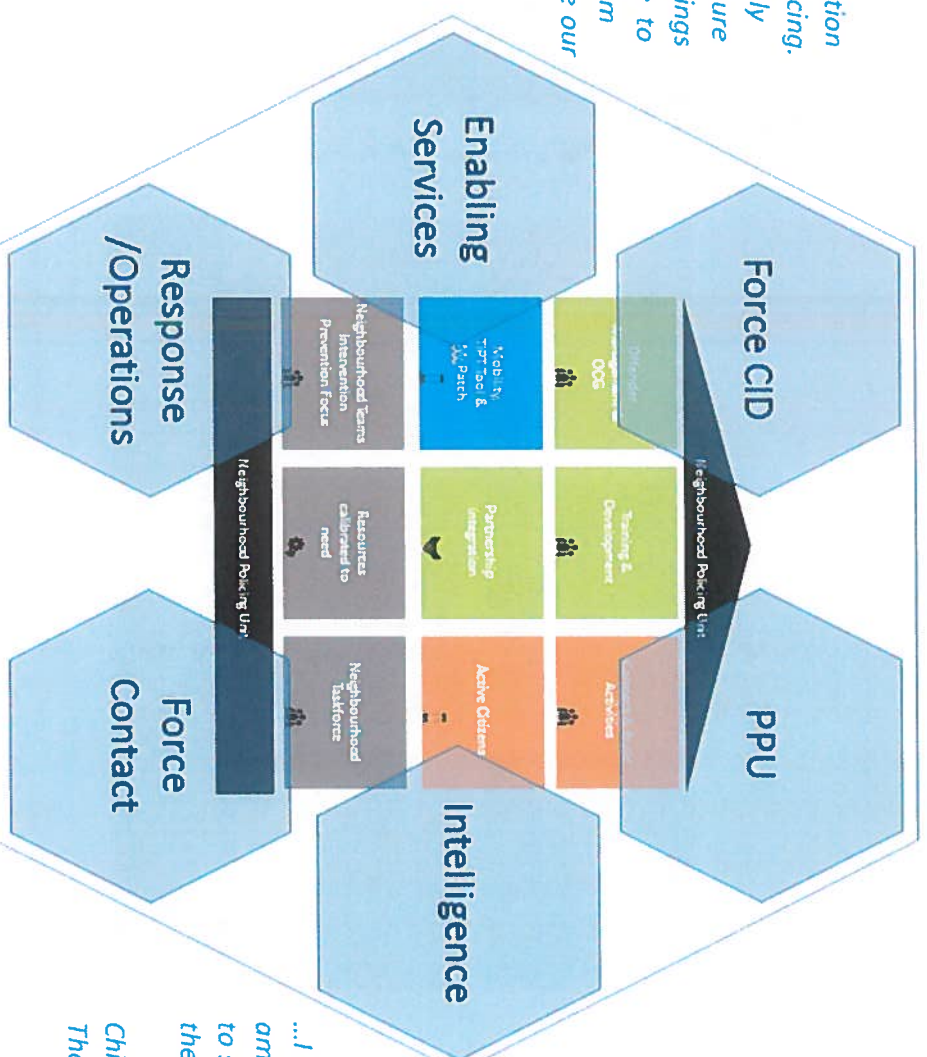
"I want to reset the relationship with the public. We want to encourage a more active role from the public to make them a more active partner. We want to reset the relationship with the public. We want to encourage a more active role from the public to make them a more active partner. We want to reset the relationship with the public. We want to encourage a more active role from the public to make them a more active partner."

... supported by new training, technology, processes and ways of working



Neighbourhood policing remains at the heart of our model. Other units that make up WMP

"Do not think prevention is the soft end of policing. We must have a steely determination to ensure we are clear what things work, be accountable to make sure we do them and that we measure our impact..."



...I will set a two year ambition plan for the force to support the delivery of the police and crime plan".

Chief Constable D. Thompson



The types of neighbourhood: aligning our resources to areas of greatest need

Typology	Description
City Centres	Bespoke policing requirements, retaining some of their current service levels which differ for other typologies e.g. Night-time Economy & 24/7 policing
Complex Policing Need	Wards with highest levels of Need for Local Policing services.
Additional Policing Need	Wards with medium to high levels of Need for Local Policing services, that are transitional in nature and could become Complex Need areas if not managed carefully.
Universal Plus Policing Need	Wards with medium to low levels of Need for Local Policing services, that are transitional in nature and could become Universal Need areas if managed carefully.
Universal Policing Need	Wards that are relatively resilient and can rely on a lower Local Policing presence.





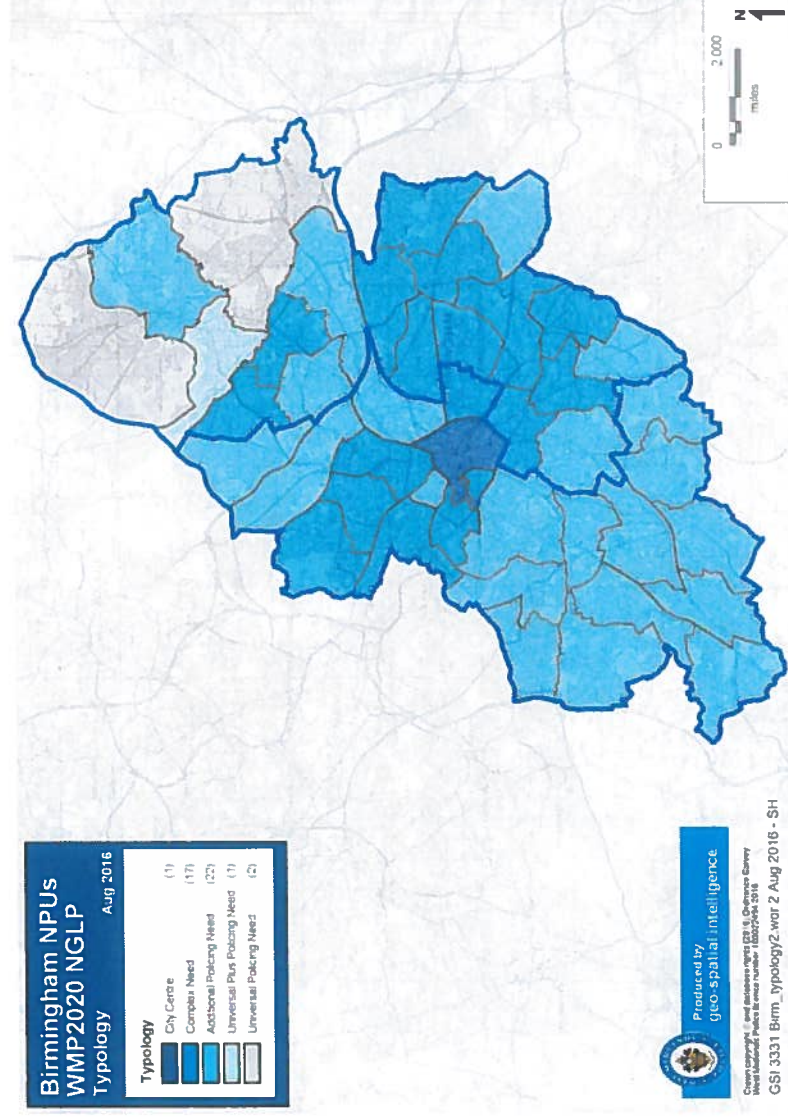
We are introducing new ways of working with local people to enhance neighbourhood policing



- New ways to engage with our communities
- New digital community messaging tool – **WMNow** to give citizens the latest information about policing in their chosen neighbourhoods
- New website functionality to allow citizens to report incidents, make online statements and track crime progress online
- £1m Active Citizens Fund



What does this mean for Birmingham?



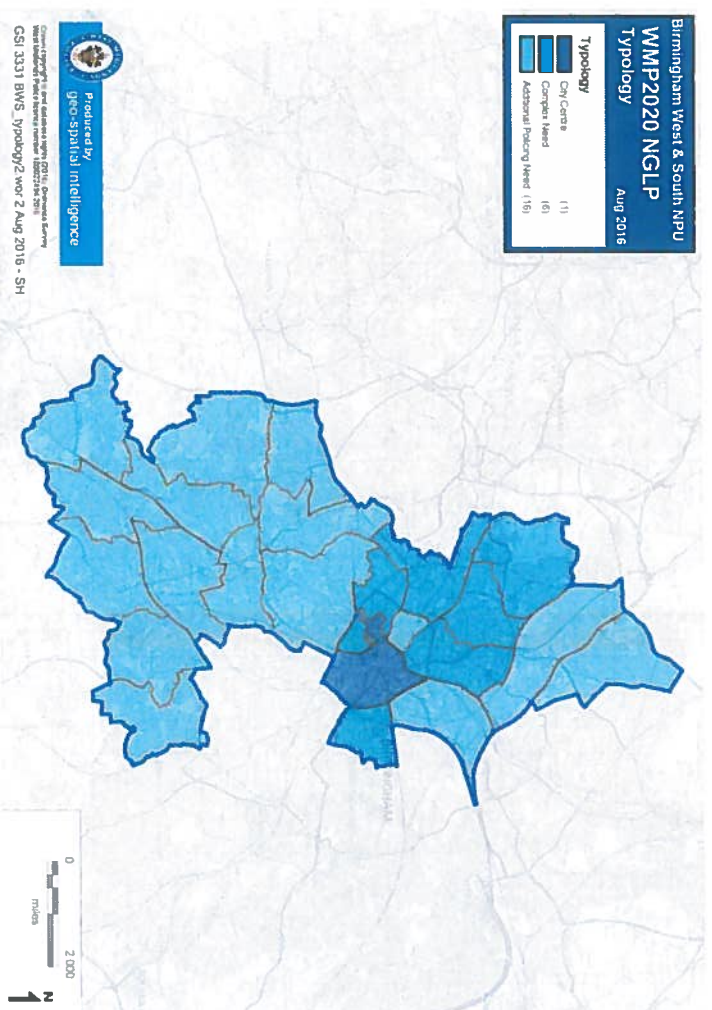
- 90% of neighbourhood officers remaining in neighbourhood teams
- 600 staff dedicated to preventing crime and building local relationships across Birmingham
- An increase compared to current set up



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What does this mean for Birmingham West?



- Over 370 staff conducting neighbourhood policing across Birmingham West NPU
- This is an increase in numbers compared to current staffing arrangements

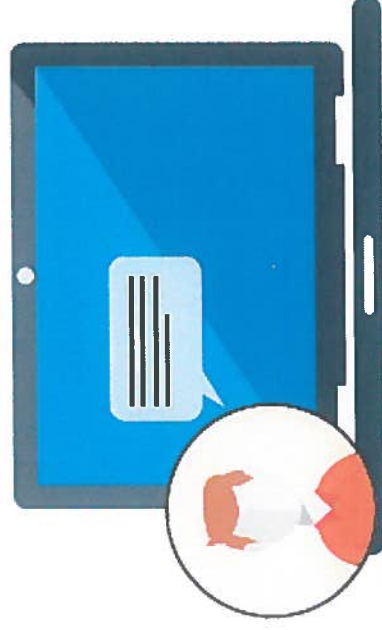




Digital Experience for Citizens

What's coming?

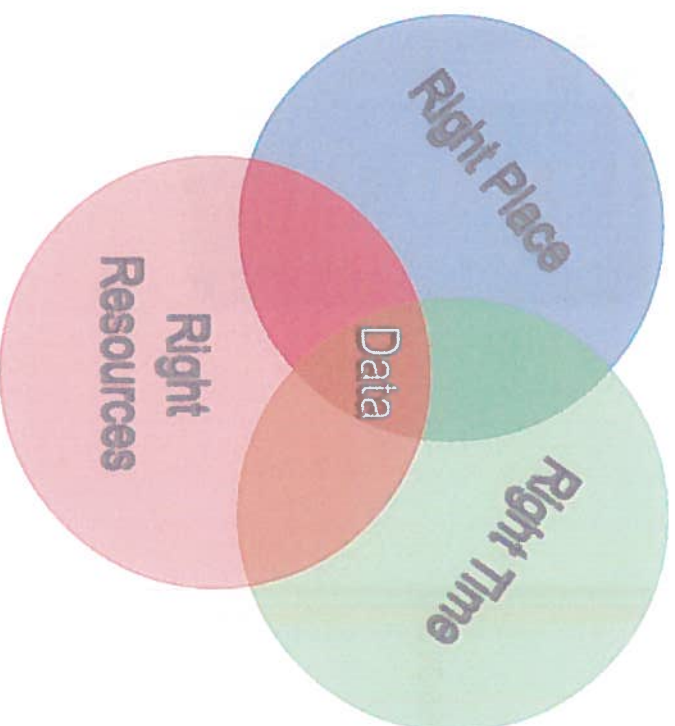
- ✓ Online incident reporting
- ✓ Online case tracking
- ✓ Advanced signposting and self-service options
- ✓ Range of transactional services such as vehicle recovery
- ✓ Interactive statement generator



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Data Driven Insight



- Information is the lifeblood of policing
- Investing in new technology to analyse information
- Making the best decisions we can
- Learning from our past to ensure a brighter future





Integrated Offender Management



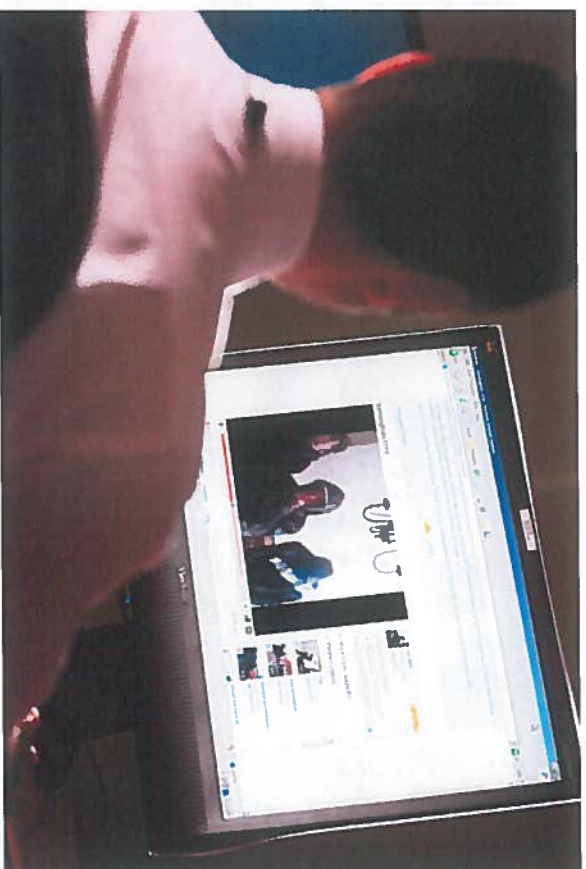
- A central team implementing effective practice
- Local offender management units supporting neighbourhood policing teams
- A new licence breach team
- New resettlement teams based in the region's prisons





Intelligence

- Enhanced digital capabilities
- Powerful analytical technology
- Redesigned tasking and co-ordination process
- Closer ties with partners to broaden intelligence sources and improve outcomes



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Investigations



Merging Teams for greater flexibility



Locate Pilot finding missing people safer, sooner



Initial Investigation offering new approaches to victims



Prisoner Intervention and Prevention Teams will be based in custody





Response

- A new corporate function
- Cross-boundary working
- A new Force Support team responsible for searches, managing incident cordons, hospital watches etc
- Other resources responding to incidents historically managed by Response
- The early adoption of new technology





Force Contact



- Merging emergency and non-emergency call centres
- Create three hubs where incidents will be managed
- Implement new risk assessment framework





Thrive+

- Review of threat, risk and harm assessments using the Thrive+ principles to provide a more consistent and professional service.
- All call handlers will be assessed according to the Thrive+ principles and graded into one of nine options.
- Increase our grading options from four to nine to assist us in answering calls for service.
- Options have been designed with the public in mind, enabling the force to send the right resource at the right time to meet the needs of our communities.

What this will mean for you?

- Call handlers will have the ability to align callers' needs to the most appropriate resource.

