

## Partner Statement

<b>Organisation</b>	<b>West Midlands Police</b>
<b>Statutory responsibilities</b>	Provide an efficient Policing Service for the whole of the West Midlands – to reduce crime and disorder and make our communities safer
<b>Priorities</b>	<p>The Force Strategic Priorities are:</p> <ul style="list-style-type: none"> <li>• To protect our communities from serious harm</li> <li>• To protect our communities from serious acquisitive crime</li> <li>• To protect our communities from the threat of terrorism</li> <li>• To tackle vulnerability</li> <li>• To manage offenders effectively</li> <li>• To improve trust and confidence</li> <li>• To create additional capacity and capability for operational delivery</li> </ul> <p>We also have a set of values that capture what the policing experience in West Midlands stands for:</p> <ul style="list-style-type: none"> <li>• We put the public first in everything we do</li> <li>• We act with integrity, fairness and humanity</li> <li>• We are one team working together</li> <li>• We listen, learn and strive to improve</li> </ul>
<b>Constraints</b>	Normal Public Sector budgetary constraints and resource limitations
<b>Key performance measures</b>	<p>West Midlands Police have a number of performance measures that feed into the Government single top down confidence measure – ‘that crime and ASB are being addressed by police and partners’.</p> <ul style="list-style-type: none"> <li>• Feeling The Difference – target – ‘confidence that crime and ASB are being addressed by Police and partners : <b>85% of those asked</b></li> <li>• Reduce total recorded crime: <b>-8%</b></li> <li>• Serious violence: <b>-4%</b></li> <li>• Serious acquisitive crime (domestic burglary, robbery, car crime): <b>-8%</b></li> <li>• Business crime: <b>-8</b></li> </ul> <p>West Midlands Police are signed up to the Policing Pledge which states we will:</p> <p><b>1. TREAT</b> you fairly with dignity and respect, ensuring you have fair access to our services at a time that is reasonable and suitable for you.</p> <p><b>2. PROVIDE</b> you with information so you know your dedicated local neighbourhood policing team, including where they are based, how to contact them and how to work with them.</p>

	<p><b>3. ENSURE</b> your neighbourhood policing team and other police patrols are visible in your area at times when they will be most effective and when you need them most. We will ensure your team are not taken away from neighbourhood business more <b>than is</b> absolutely necessary. They will spend at least 80 per cent of their time visibly working in your neighbourhood, tackling your priorities and getting to know you.</p> <p><b>4. RESPOND</b> to every message directed to your neighbourhood policing team within 24 hours and, where necessary, provide a more detailed response as soon as we can.</p> <p><b>5. AIM</b> to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely and as quickly as possible – aiming to get to you within 10 minutes.</p> <p><b>6. ANSWER</b> all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival and:</p> <ul style="list-style-type: none"> <li>- If you are vulnerable or upset aim to be with you within 30 minutes.</li> <li>- If you are calling about an issue that we have agreed with your community will be a neighbourhood priority (listed below) and attendance is required, we will aim to be with you within 60 minutes.</li> <li>- Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.</li> <li>- If agreed that attendance is not necessary we will give you advice, answer your questions and/or put you in touch with someone who can help.</li> </ul> <p><b>7. ARRANGE</b> regular public meetings at least once a month to agree your priorities. This will give you a chance to meet your local team. Where possible, these meetings will be arranged to meet local needs and requirements.</p> <p><b>8. PROVIDE</b> monthly updates on progress and on local crime and policing issues. This will include crime maps, information on specific crimes and what is happening to those offenders brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.</p> <p><b>9. AGREE</b> with you how often and for how long you would like to be kept informed re progress in your case if you have been a victim of crime. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.</p> <p><b>10. RECOGNISE</b> any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.</p>
<b>Decision-making process</b>	Strategic long term central business planning with local decision making devolved to Borough level.
<b>Quality assurance process</b>	West Midlands Police have robust central and local quality assurance processes with continuous reviews against the strategic and local

	<p>priorities.</p> <p>The force is externally scrutinised by Her Majesty's Inspectorate of Constabulary.</p> <p>West Midlands Police conduct regular customer surveys called 'Feeling the Difference' across the whole force including Solihull.</p> <p>Crime data at the local level is published on the website <b>myneighbourhood.info</b> which the general public can access.</p> <p>Neighbourhood Policing Teams publish their locally agreed priorities on a monthly basis on their websites. They also detail feedback on how those priorities have been addressed. The websites can be accessed via <a href="http://www.west-midlands.police.uk/np/solihull">www.west-midlands.police.uk/np/solihull</a></p> <p>Crime and other community safety data are fed into Solihull Partnership through information sharing protocols.</p> <p>The lead Officer is <b>Chief Superintendent Carl Foulkes</b></p>
<b>Risk Management process</b>	<p>West Midlands Police employ specialist Health &amp; Safety advisors at the local level to assess risk management.</p> <p>All staff have a responsibility to manage risk.</p> <p>The lead Officer is <b>Chief Superintendent Carl Foulkes</b></p>
<b>Communications process</b>	<p>West Midlands Police employ a Communications and Reassurance Officer locally who links in with other partner agencies to share information. The local Police Command Unit will shortly publish its' communication strategy which supports the work of the Partnership.</p> <p>The lead officer is <b>Inspector Keith Portman</b></p>
<b>Key agency plans linked to Solihull Partnership</b>	<p>West Midlands Police Authority and West Midlands Police joint Strategic Policing Plan 2009- 2012.</p> <p>The Policing Plan is refreshed every three years and is developed through consultation with local communities and stakeholders.</p>
<b>Nominated staff involved in Solihull Partnership</b>	<ul style="list-style-type: none"> <li>• Chief Superintendent Carl Foulkes – Governing Board and Vice Chair Safer Solihull Executive Board</li> <li>• Superintendent Sharon Goosen – Chair Crime Reduction Delivery Group</li> <li>• Chief Inspector Neil Thomas – Integrated Offender Management Delivery Group</li> <li>• Inspector Keith Portman – Partnership Commissioning Manager</li> <li>• Inspector Phil Radbourne – delivery groups</li> <li>• Inspector Nigel Sarling – delivery groups</li> <li>• Inspector Dave Rischmiller – delivery groups</li> </ul>
<b>Support required from Partnership Commissioning Team</b>	None specifically

Date: 09/12/09

Completed by: Keith Portman

Signed off by: