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west midlands
police and crime
commissioner

Our reference: 2025-00275

Sent by email to:

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Friday 7th March 2025

Dear Cllr Jaspal,

Thank you for sharing the Panel's statutory report, as required pursuant to section 28 (3) of the Police Reform and Social Responsibility Act 2011. I was pleased to be able to share my Plan with Panel and I welcome the detailed consideration and feedback given.

I am reassured that Panel have concluded that the Plan *'is reflective of the current priorities across the West Midlands and that it will support the continuation of the existing work being undertaken by West Midlands Police ("WMP") and partner organisations to reduce crime and improve community safety'*.

I set out below how I intend to respond to the Panel's recommendations.

a. Measuring progress towards achieving objectives

'It is recommended that the Commissioner review his 'I will' statements to include more clarity on ambitions, whether that be including specific targets (where appropriate) or how statistically significant changes will be measured. This additional information would aid the public and Panel's understanding of progress.'

Clarity on my "I will" statements will be provided in the online version of the Plan where, at the end of each section of the Plan, the Key Performance Indicators (KPIs) will be set out alongside the up-to-date trend lines and performance information.

I have expressly provided for required increases or decreases within my KPIs. Providing for specific targets would create the risk of gaming and skewing of police behaviour, that would not be commensurate with effective and efficient policing. I will not therefore be including specific targets within my Plan.

I am grateful for the Panel's recommendation to report statistically significant changes. Where this is appropriate, I will include within the KPI section of the online Plan, statistically significant change when delivered.

b. Measuring the performance of the Live Chat function

'It is recommended that the Commissioner consider including within the Plan a commitment to establish a mechanism to monitor the performance of Live Chat.'

I am grateful for the Panel's recommendation and I have altered that section of the plan accordingly (text in red):

'I expect WMP to increase access to services through Live Chat and other online engagement channels. I will monitor the effectiveness and implementation of these services'

Monitoring will be through both the public perceptions survey, outlined within my Plan and my Accountability and Governance Board.

c. Tackling graffiti, vandalism and low-level criminal damage

'It is recommended that the community policing section of the Plan be expanded to include specific reference to tackling graffiti, vandalism and low-level criminal damage.'

I am grateful for the Panel's recommendation. I have added in the following text to the Plan in the section headed *'Prevent and tackle crime and anti-social behaviour'*

'I also expect WMP to prevent and tackle criminal damage.'

This includes vandalism and graffiti, which are types of criminal damage.

In addition, within the online version of the plan, the KPI on preventing and reducing anti-social behaviour, will include specific reporting against criminal damage.

Panels wider comments

I thank the panel for acknowledging the 'pioneering public health approach to tackle online fraud'. Please find attached to this letter, by email, our Public Health Approach to Fraud report.

Child sexual abuse and exploitation will of course remain a priority for me, my office and West Midlands Police. I look forward to receiving the Panel's further letter regarding the historic Child Sexual Exploitation ("CSE") cases, to which I will ensure a full and timely response is provided.

The Panel's focus on the culture and morale of WMP was most welcome. I will continue to hold the Chief Constable to account in this regard.

Yours sincerely,



Simon Foster
Police and Crime Commissioner for the West Midlands