

Council – 7 January 2019

Petition for improved policing, addressing burglaries and communication in Streetly

“Concerning the dramatic increase of Burglaries in Streetly. Both police and residents have raised dissatisfaction with the way police resources are allocated to Streetly. Our police station is in Bloxwich and now covers a large area meaning we have lost local expertise. There appears to be a lack of communication about offenders who live on our door step in Birmingham areas because it falls into another police boundary. The community is concerned over burglaries which resulted in the death of a pensioner locally. Streetly already greatly contributes financially towards policing. We have been hit with a crime wave and residents do not feel supported. We are now been asked to increase what we are paying again. What we are asking for:

- A plan of policing for Streetly that works best for the geography the area is in. With better communication and closer partnership with police in the areas we boarder.
- Better communication and intelligence gathering on known offenders with both Walsall and Birmingham Youth Offending and Probation services.
- Door to door enquires after a burglary within three days.
- More police patrols and operations in unmarked cars.
- More street signage to indicate police presence.
- Better community communication and dialogue with Streetly.
- Automatic number plate recognition (ANPR) cameras to cover the area better.
- CCTV at hotspots. Local government CCTV is poor.
- 101 to be free as residents are put off calling due to some providers charging for the call”

Response

There are 9 points raised within the petition. However, much of these relate directly to management of resources within West Midlands Police. Set out below are those which the Council can provide a response.

A plan of policing for Streetly that works best for the geography the area is in. With better communication and closer partnership with police in the areas we border

This is a police issue and Walsall Council has no jurisdiction over this matter

Better communication and intelligence gathering on known offenders with both Walsall and Birmingham Youth Offending and Probation Services

A number of partners and organisations already come together and share intelligence for the benefit of reducing crime and to seek the best resolution of any particular case. It would not be appropriate for this type of data to be shared with the public. There is, however, a wide range of data intelligence on the government's website www.gov.uk/government/collections/crime-statistics

In addition, Walsall Safer Partnership is made up of partners that address and tackle a wider range of initiatives relating to reducing crime and disorder in the Borough and works with Black Country partners to share intelligence and best practice.

Door to door enquires after a burglary within three days

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More police patrols and operations in unmarked cars

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More street signage to indicate police presence

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Better community communication and dialogue with Streetly

West Midlands Police has established different communication channels to reflect demand and digital technology. An example of this is an online recording option where the public can report low level high volume incidents and self-serve through the website. A new 'live chat service' is now also available and on average this system receives around 500 conversations a day with an average response being just over a minute.

Streetly Networking meetings are currently being hosted that provides an opportunity for all attendees to promote their own activities, events and relevant information within the area. This has recently been further enhanced with Streetly Neighbourhood Alerts Facebook group and Streetly Street Watch being invited to provide information to the rest of the group. The next meeting is due to take place on 16 January 2019.

Walsall Council also organises Reassurance Drop-in sessions in Streetly which are held over a two hour period. Over 5 of these have already been delivered. A wide range of partners and organisations attend these sessions and advice and preventative information is provided to communities to protect themselves and their homes.

Automatic number plate recognition (ANPR) cameras to cover the area better

This type of technology is something that Walsall Council is already considering utilising more effectively to reduce crime and tackle anti- social behaviour. Coincidentally, an ANPR camera has been installed on a lamp post column in the Streetly Ward following police intelligence around a spike in stolen cars. This tool will be evaluated once the programme reaches its conclusion.

CCTV at hotspots. Local government CCTV is poor

Walsall Council has been using deployable cameras in hotspot areas for a number of years now and these are seen as valuable assets in combating crime. The cameras are deployed on need and evidence gathered from communities and partners and remain in situ for a fixed period of time. There are currently two cameras within the Streetly Ward.

This technique of reducing crime has been very successful and the Council has invested in a further 7 deployable cameras to support crime prevention.

101 to be free as residents are put off calling due to some providers charging for the call.

The 101 service is a national provision that was put in place to provide a better response to emergency calls and provide an alternative route for the public to report a crime that has happened, obtain advice or raise local policing issues.

Historically, West Midlands Police (WMP) facilitated two pools of call handlers, one for 999 emergency calls and the other for non-urgent contact, 101. These call handlers have now been merged and changes to shift patterns have been implemented to meet specific times when demand is high.

Data collected from September to November indicated an improvement in the service with the average time to answer 101 calls being 3 minutes 45 seconds. This will continue to be monitored and adjustments made as appropriate.

There appears to be some misunderstanding with some of our residents around the charging structure for 101 calls. Calls to 101 (from both landlines and mobile networks) cost **15** pence per call, no matter what time of day you call, or how long you are on the phone. The 15p cost of the call goes to the telephony providers to cover the cost of carrying the calls. The police and government receive no money from calls to 101. Further information can be found on <https://www.police.uk/contact/101/>

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