

1. Does your force have a unit that resolve calls on the telephone rather than sending out officers? If the answer is no then please disregard the rest of the questions

Our staff within Contact Handling crime a % of incidents at the first point of contact. We also have an Initial Investigation Team who complete telephone investigations instead of an officer physically attending the scene.

2. What is the name of this unit? Some forces call them resolution centres or incident resolution teams, others use the names demand hubs or crime support hubs

Contact Handling and Initial Investigation Team.

3. Does your force have a unit that resolve calls on the telephone rather than sending out officers? If the answer is no then please disregard the rest of the questions

Please see 1 above.

4. What is the name of this unit? Some forces call them resolution centres or incident resolution teams, others use the names demand hubs or crime support hubs

Please see 2 above.

5. What was its budget in a) 2017 and b) 2018?

There is no specific budget as it is not a specific department for crime recording.

6. If possible please provide a breakdown of its work eg 40% welfare calls 20% antisocial behaviour 10% criminal damage etc

As stated above, West Midlands Police don't have a specific department for crime recording, however, further information on crimes that are filed at source can be found here:

https://foi.west-midlands.police.uk/crimes-filed-at-source-13565_18/

7. If possible please state what proportion of all calls to your force it handled in a) 2017 and b) 2018 – or what proportion of demand it has removed from the frontline, if you have calculated that

Please see 6 above.