

1) Does your force have an online system for reporting crime? If yes, when was the online system implemented?

Yes, West Midlands Police introduced an online reporting system (self-serve forms) on 27 July 2017.

In addition a Live Chat facility was launched on the website on 1 August 2018, users can report incidents to advisors using the system.

2) If you do have an online system for reporting crime, what categories of crime are the public able to report (please list the categories as they appear on the website)?

- **Burglary**
- **Theft**
- **Criminal damage**

3) Does each crime report submitted online directly generate a record of a crime? If not what are the steps to a crime record being created?

No an Online Incident report is given a reference number, the incident report is then “initially reviewed” by a Public Contact Officer who then crimes the incident if appropriate, updating with the crime number and notifying the victim if it’s been “further investigated” or “filed and closed”

4) Does each crime report submitted generate a call-back requirement for the force?

No, our online reports are “Crime ready”, even with minimal details, however WMP have high standards for our crime reports and a call back to clarify a few points maybe required, our call back rate is less than 10%. If we fail to get the information we request, its crimed within 24 hours to meet the HMIC guidelines

5) How many crimes have been reported online in the three years 1st April 2016 to 31st March 2019 or for the period since the online reporting system was launched. (Please break down the number of crimes reported by calendar month)

Crime with the source as online

Date	Total
March 2018	469
April 2018	421
May 2018	354
June 2018	486
July 2018	741
August 2018	711
September 2018	691
October 2018	808
November 2018	856
December 2018	626
January 2019	928
February 2019	1711
March 2019	2076
April 2019	2040
May 2019	1932
June 2019	1929

Number of online incident reports

Date	Total
January 2018	619
February 2018	578
March 2018	657
April 2018	569
May 2018	765
June 2018	972
July 2018	1318
August 2018	1252
September 2018	1125
October 2018	1336
November 2018	1249
December 2018	985
January 2019	1432
February 2019	2761
March 2019	3098
April 2019	2981
May 2019	3024
June 2019	2816