



Year	No. Referrals	CEOP	Average	Shortest	Longest
2017 (Oct to Dec)	132		36	1	171
2018 (Jan to Dec)	433		20	1	174
2019 (Jan to May)	186		16	1	105

7. The above figures are up to the end of May 2019 as there are too many unfinished referrals in June and July for the figures to be meaningful.
8. The end of 2017 saw a sharp increase in the number of referrals from NCA-CEOP and this rising trend seems to have continued through 2018 and 2019. The longest times taken to deal with these referrals has a significant impact on overall average times and as such it is worth exploring each case and specific delays;
  - 171 days – this was a low priority enquiry involving a viral image that involved protracted telecoms and other intelligence enquiries. The investigation was eventually filed as intelligence only,
  - 174 days – in this case another agency had primacy over this investigation,
  - 105 days – this enquiry is not yet completed as intelligence collection is still ongoing (awaiting the results of telecoms enquiries).
9. WMP routinely prioritises high risk cases for allocation and action over low risk cases. Inevitably this, coupled with the rise in the number of referrals, means that lower priority referrals (assessed as Low Risk) will have taken longer to resolve than the High Priority investigations (High Risk).
10. It remains the case that a number of referrals are completed within a day, (rounded up to 1 in the in 'Shortest' column of the above table). Examples of these would be; where there is an immediate safeguarding matter or where it is added to a pre-existing referral which already sits with an investigator.
11. *Point 2 and associated sub points a, b, c and d concerning the Inquiries understanding that WMP has started to use unpaid digital forensic analysts as per the BBC report online report, <https://www.bbc.co.uk/news/uk-england-birmingham-48615274>).*
12. Whilst it is correct that WMP use skilled volunteers to work within the Digital Forensics Team, the Force does not use volunteers as digital forensic analysts to view child sexual abuse material.
13. The use of volunteers within the police service is not a new phenomenon, for instance forces across the UK have been using Special Constables to perform front line duties alongside regular officers for many years.
14. WMP operates an established Police Community Volunteer (PCV) programme, which is governed by Force Policy (Copy attached at Appendix 1) initially implemented in October 2011. Volunteers are an important part of the extended police family. They enable WMP