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Date: 10/12/2024

Birmingham Living Streets Group



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Dear Sirs,

Thank you for your letter dated the 12th November 2024, raising concerns regarding the accuracy of information contained on the Collision Recording and Sharing (CRaSH) digital system.

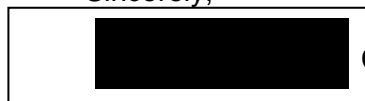
I would like to extend our apologies for the shortcomings, in the accuracy of data recorded on CRaSH regarding, the permanent and temporary speed limits. These issues have been thoroughly reviewed and are largely due to officers at the roadside, inaccurately completing the data which thereafter, filters into the national CRaSH system.

Acknowledging these issues, we have taken significant steps to address future occurrences. Our learning and development department are commissioning a mandatory CRaSH training package to be completed by all officers. Additionally, new officers entering West Midlands Police, will receive specific training from an experienced traffic officer on how to utilise the CRaSH app, to enhance the quality and accuracy of road traffic incident.

We are committed to continuous improvement and ensuring that our responses meet the high standards expected by our partners and community.

Thank you for bringing this matter to our attention. We are dedicated to rectifying the cited deficiencies and improving our service.

Sincerely,



Criminal Justice Unit

