



West Mercia  
**POLICE**

## **Performance Summary**

**April - June 2017**

**DCC Blakeman**

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims &amp; Survivors First</b>				
Confidence	Quarter report	Increase compared to the previous period but below national average.	Confidence was last updated in June 2017.	3
Victim Satisfaction	Month & quarter	Overall satisfaction increased compared to the previous quarter.	Decline in overall satisfaction across Telford & Wrekin.	4
Repeat Victimisation / Offending	Month & quarter	Decrease on May in volumes of repeat victims and offending	'Repeats' data shared with policing area commanders.	6
IOM offenders		Increase in the number of offenders in the IOM scheme	Focus on high harm offenders.	
<b>Building a More Secure West Mercia</b>				
Total Recorded Crime	Month & quarter	Increase on the previous quarter. Exceptional volumes in May.	Regular assessment of crime types influencing total crime	10
Violence with Injury	Quarter unless exceptional	Increase on the previous quarter.	Exceptional volumes in Telford & Wrekin in May and June.	17
Sexual Offences – Rape	Month & quarter	Decrease on the previous quarter. Increased monthly average	Volume decreases across South Worcestershire and Telford & Wrekin.	20
Sexual Offences – Other	Month & quarter	Increase on previous quarter	Increase was driven by 'current' offences.	23
Residential Burglary-Dwelling	Quarter unless exceptional	Increase on previous quarter.	Higher volumes recorded across all policing areas with the exception of North Worcestershire and Shropshire.	26
Robbery	Quarter unless exceptional	Increase on previous quarter.	Higher volumes recorded across all policing areas with the exception of North Worcestershire and South Worcestershire.	30
Missing Persons Reports	Quarter unless exceptional	Increase on previous quarter, but volumes in expected range	Higher volumes recorded across all policing areas with the exception of North Worcestershire.	32
Hate Crime	Month & quarter	Increase on previous quarter. Hate Satisfaction comparable to previous quarter	Hate Crime Unit reviewing and assessing all hate crime reports	35
Domestic Abuse	Quarter unless exceptional	Increase on the previous quarter. Exceptional volumes in June.	Exceptional volumes recorded across Shropshire (May) and South Worcestershire (May & June).	37
Child at Risk /CSE	Month & quarter	Increase on previous quarter	CAR – increase driven by 'current' offences/incidents and 'non-recent' incidents. CSE – increase driven by 'non-recent' offences.	40
Cyber Crime	Month & quarter	Reduction on previous quarter.	Exceptional volumes were recorded in across Herefordshire (May & June).	43
Anti-Social Behaviour	Quarter unless exceptional	Increase on previous quarter	Volumes following seasonal pattern.	45
Road Traffic Casualties	Quarter unless exceptional	13 road deaths in the last quarter. Summer drug and drink driving campaign – 233 arrests.	High harm routes subject to daily tasking.	47
Response Times to Emergency Incidents	Quarter unless exceptional	Increase on previous quarter.		49
<b>Reassuring West Mercia</b>				
Business Crime	Quarter unless exceptional	Increase on previous quarter.	Exceptional volumes recorded across Herefordshire (April, May & June) and Shropshire (May).	51
Rural Crime	Quarter unless exceptional	Increase on previous quarter	Exceptional volumes in May and June.	53
<b>Reforming West Mercia</b>				
Sickness	Month & quarter	Decrease in sickness rates for both officers and staff	Improvement in national ranking positions compared to 2014 & 15	55
Complaints	Quarter report	Recording and finalising complaints below target.		57
Firearms Licensing	Quarter unless exceptional	Reduction in temporary permits processed		59
Call Handling	Month & quarter	Increase in call volumes; abandon rates comparable to previous quarter.	Calls answered in target time improved on previous years	60
Personnel Vetting	Quarter report	Backlog continues to decrease	Plan to remove backlog by March 2018	62

## Performance Summary

This performance document aims to report on areas of performance that relate to the priorities contained in the Police and Crime Plan and key areas of risk identified in the Alliance Control Strategy.

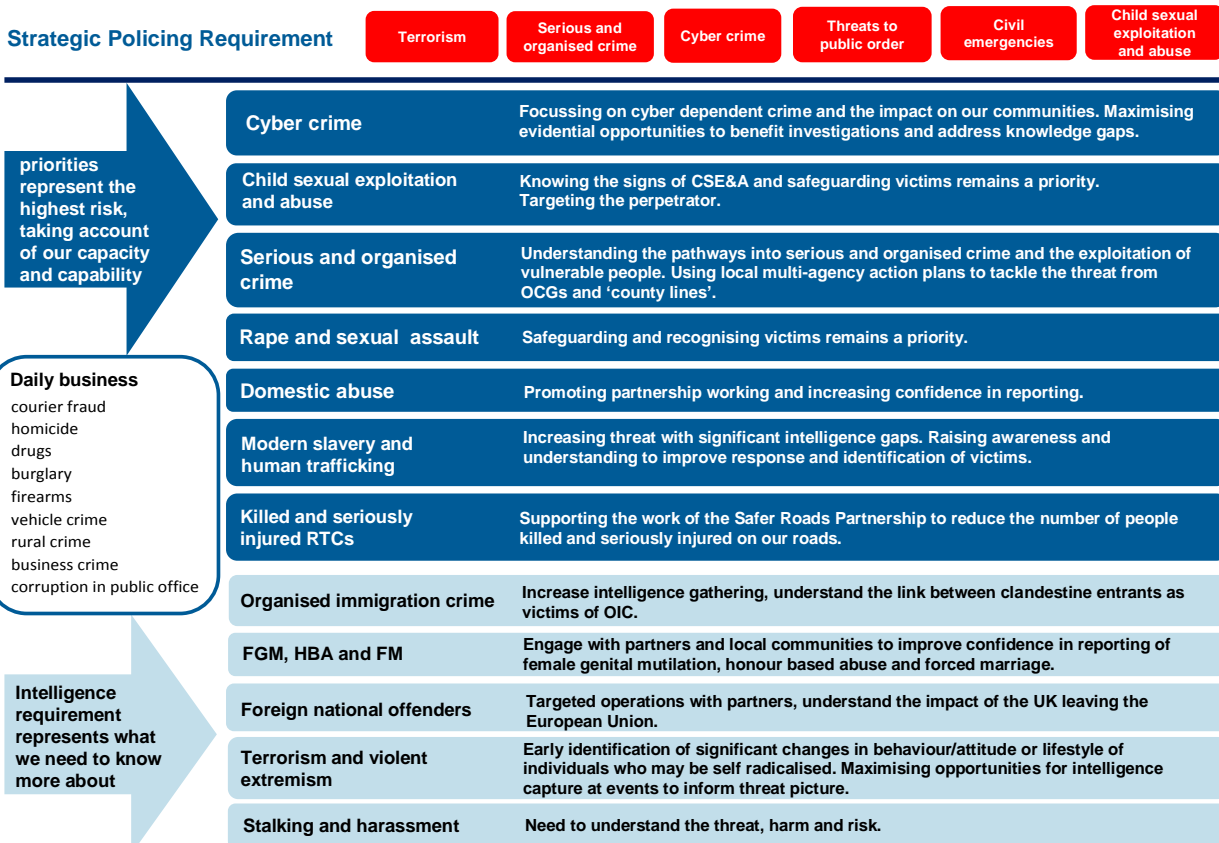


**John Campion, PCC Vision**

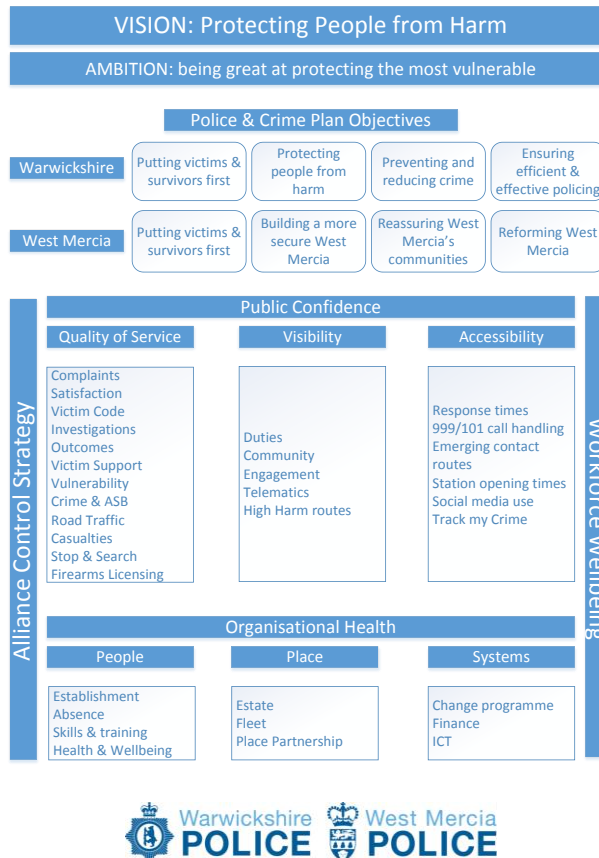


## Alliance Control Strategy 2017/18

Vision: Protecting people from harm



## Alliance Performance Framework

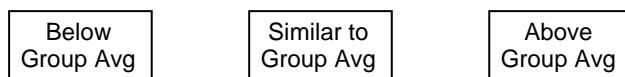


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers occur beyond this stable position, and therefore where further investigation into the cause of this change is needed. The force monitors a wide range of other information to support the management of performance.

This report provides a quarterly review of performance which then informs the forces Performance Management Group, chaired by the Deputy Chief Constable, where performance information is discussed in greater detail.

Where possible, performance comparisons are made to the Force's 'most similar group' (a group of 8 peer forces designated by the Home Office)<sup>1</sup>. Two issues are highlighted:

1. How the current pattern of offending compares to the group average



2. Any recent change in the relative position of the force within the group



<sup>1</sup> Most Similar Forces are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorkshire, Suffolk, Warwickshire, Wiltshire

# Putting Victims & Survivors First

## Confidence in Police

### Signs of Improvement would be:

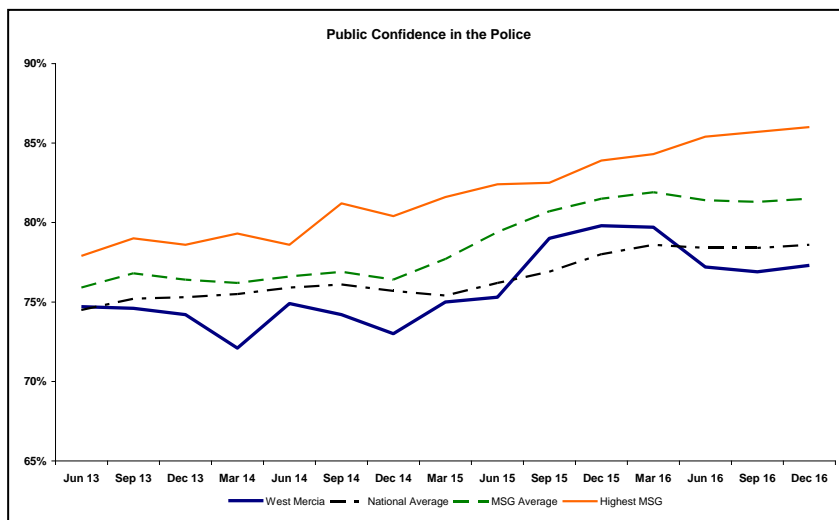
- ❖ Improved confidence: within force and against MSG peer forces

Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to December 2016.

The latest data shows a small increase in confidence compared to the previous period. Nearly 8 in 10 (77%) people are confident in the police in their local area.

The national picture shows a general improvement in confidence, over a longer term trend though it has plateaued in the last 4 quarters, suggesting a stabilisation and is currently at 79%. Most forces have seen static performance in the latest quarter.

Against the Most Similar Group<sup>2</sup> (MSG) of peer forces, West Mercia is currently ranked 8<sup>th</sup> of the 8 forces, this is unchanged from the previous reporting period. The force's ranking against all forces also remains unchanged at 27<sup>th</sup> of 42 forces.



	Sep-16		Dec-16	
	%	Rank	%	Rank
West Mercia	76.9%	8	77.3%	8
MSG Average	81.3%		81.5%	
National Average	78.4%	27	78.6%	27

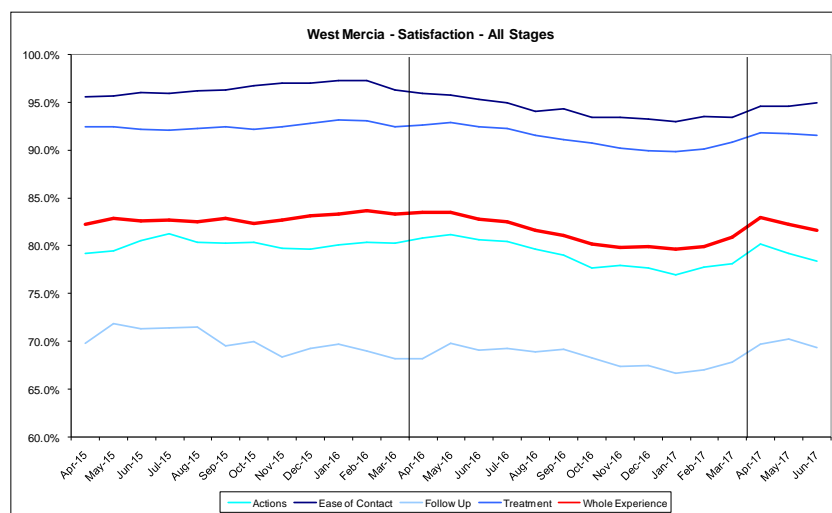
The drivers for confidence are known to be visibility, quality of service and accessibility which are the elements that we focus upon in order to increase confidence within local communities.

<sup>2</sup> Most Similar Forces for West Mercia are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorks, Suffolk, Warwickshire and Wiltshire.

## Victim Satisfaction

### Signs of Improvement would be:

- ❖ Improved satisfaction: across all four stages & whole experience

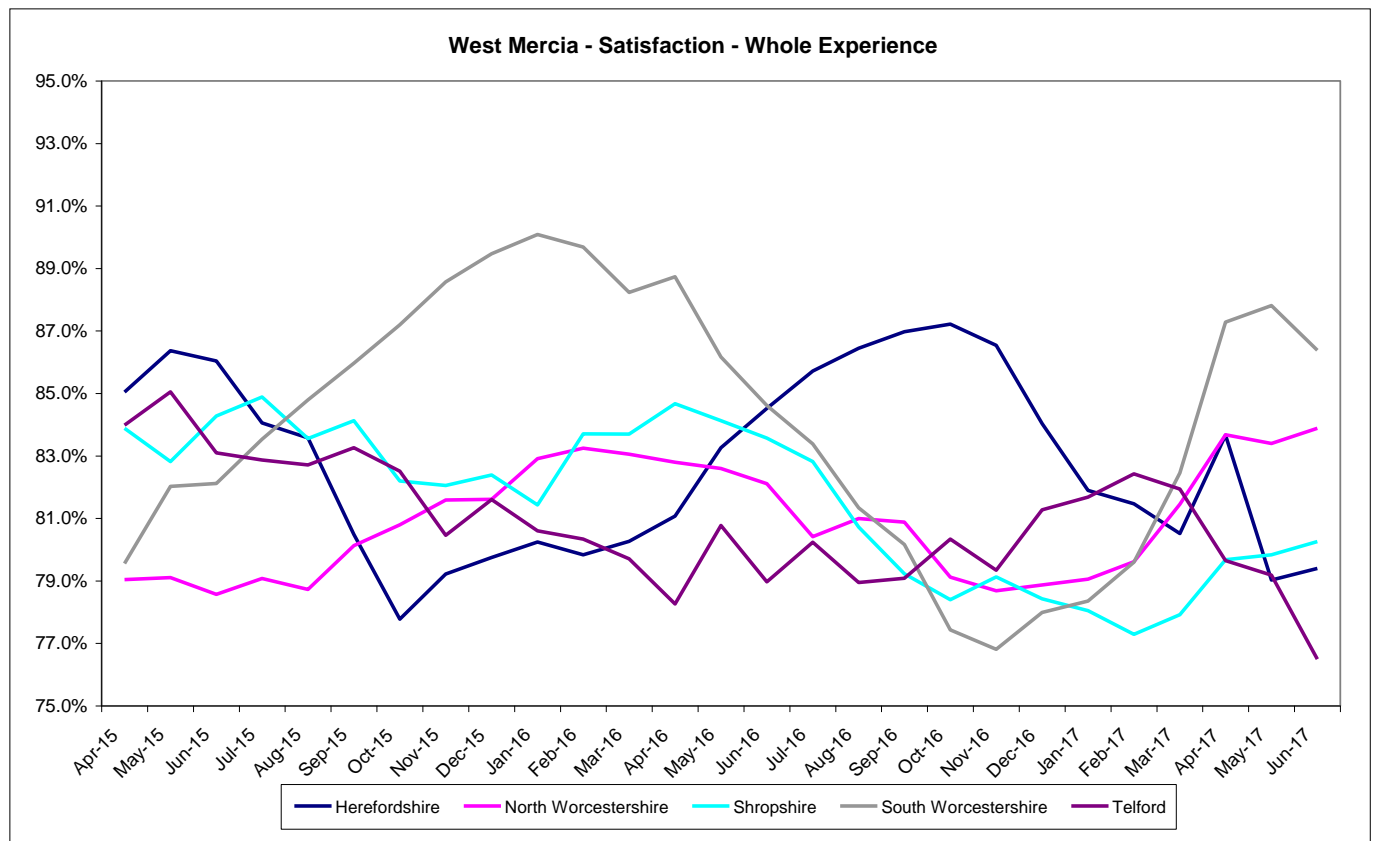


	Apr-17	May-17	Jun-17
Herefordshire	83.7%	79.0%	79.4%
North Worcestershire	83.7%	83.4%	83.9%
Shropshire	79.7%	79.8%	80.3%
South Worcestershire	87.3%	87.8%	86.4%
Telford & Wrekin	79.6%	79.2%	76.5%
West Mercia	82.9%	82.2%	81.6%

From April 2017, there is no longer a Home Office mandate for all forces to measure the five stages of satisfaction (i.e. Ease of Contact, Actions, Follow-up, Treatment and Whole Experience) against the crime types of burglary, violence and vehicle offences. The alliance approach to monitoring satisfaction going forward is currently being discussed – the process will remain unchanged until further notice.

The alliance aspiration for victim satisfaction is for 9 out of 10 victims to be satisfied with the overall service provided.

The following chart should be used to indicate longer term trends rather than month on month variation, which is often not statistically significant.



Overall victim satisfaction for ‘Whole Experience’ increased compared to the previous quarter (82% Apr-Jun - rolling 6 months) despite the small decrease seen since April.

Shropshire, North Worcestershire and South Worcestershire saw notable increases in satisfaction compared to the previous quarter.

Satisfaction in Herefordshire saw an improvement in April, but still remains on a downward trend following a peak in performance in 2016. Telford & Wrekin saw a small decline (78% Apr-Jun) compared to performance in 2016/17. These trends are impacting on our ability to see improvement in this area. The Integrated Victim Management model is being introduced and will be prioritised and evaluated in these policing areas.

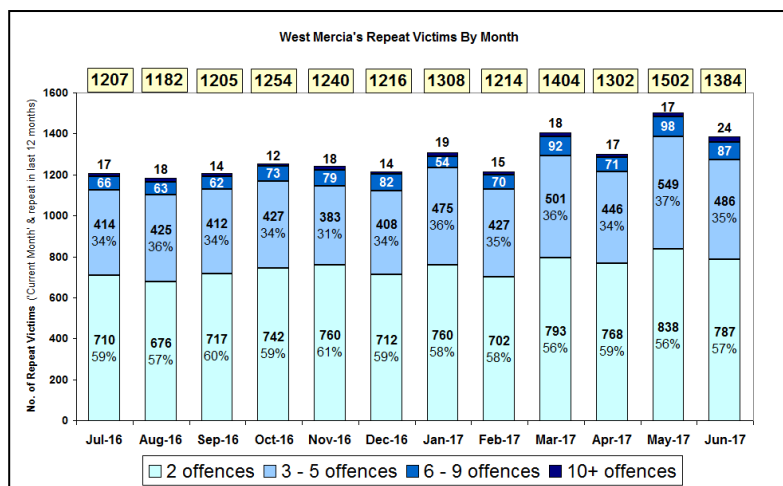
## Repeat Victims & Offenders

### Signs of Improvement would be:

- ❖ Reduction in repeat victims and offenders
- ❖ Improved IOM processes

A repeat victim (or offender) is defined as an individual recorded as a victim (or offender) in the current reporting month that has had at least one other offence in the preceding 12 months. As a repeat victim (or offender) can have presence in both force areas, these counts reflect West Mercia's victims/ offenders only, but quantifies total offences across the alliance.

### Repeat Victimization



In June, 27% (1,384) of all victims were repeat victims (subject to at least one further offence in the last 12 months).

This is an 8% decrease from May (1,502).

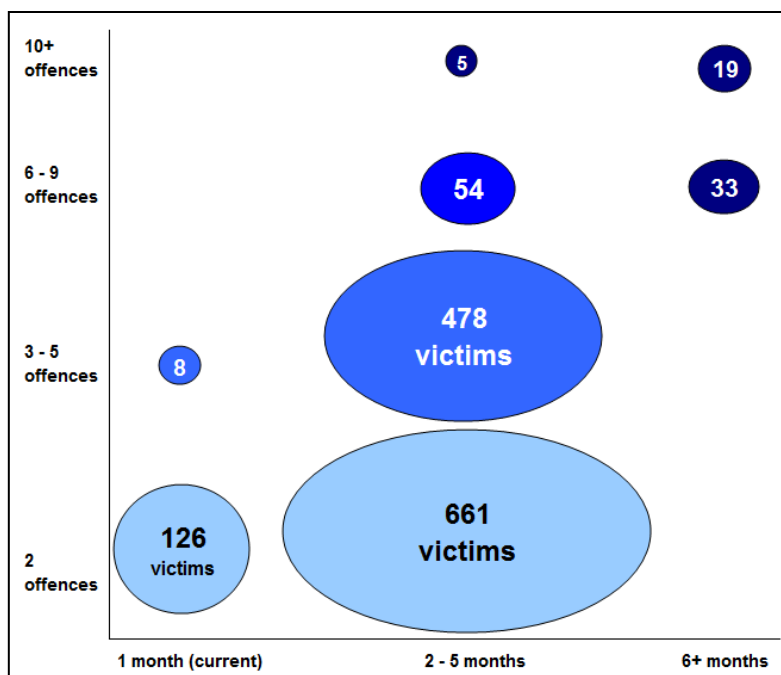
1.7% (24) of repeat victims have been victims at least 10 times in the 12 month period. This is the largest proportion and volume since this tracking process first commenced in June 2016.

This chart indicates over what period instances of repeat victimisation have occurred.

24 individuals have been a victim of 10+ offences, of which, 8 were victims in North Worcestershire and 7 were victims in South Worcestershire.

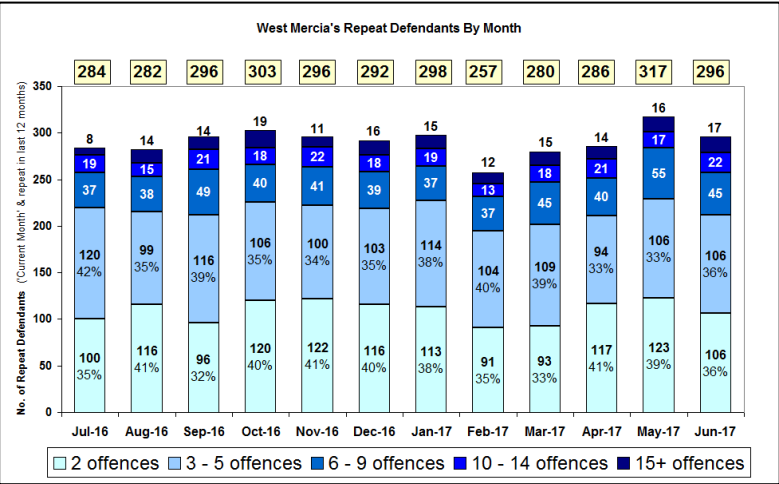
One Shropshire victim has reported 21 current and historic domestic abuse-related violent offences and sexual offences over the last 12 months, with one domestic abuse-related sexual offence recorded in June 17.

One Telford & Wrekin victim has been a subject of 16 violence against the person offences over the last 12 months, with two criminal damage/ violence without injury offences recorded in June 17.





Repeat Offending



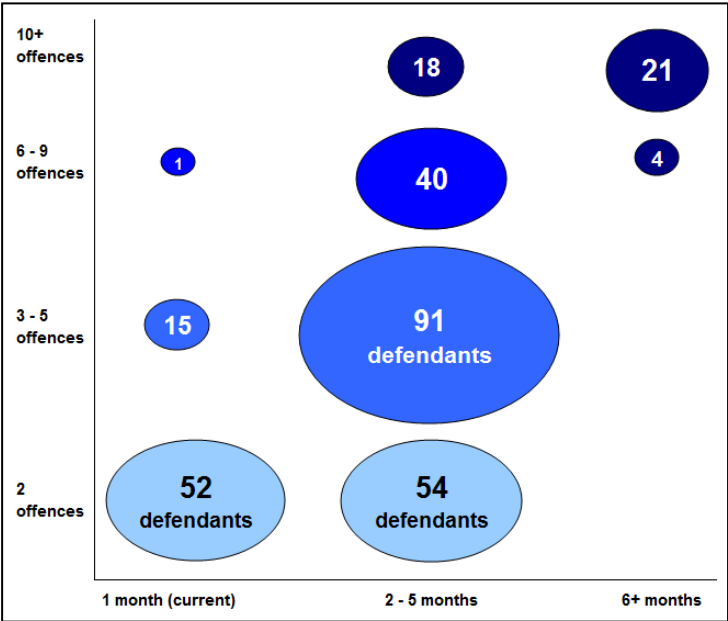
In June, 46% (296) of all defendants were also defendants in at least one other offence in the previous 12 months.

This is a 7% decrease from May (317) but in line with previous months.

This chart indicates over what period instances of repeat offending have occurred.

28% (84) of the 296 repeat defendants have offended at least 6 times in the 12 month period. 39 prolific individuals (13%) were defendants for 10 or more offences in the last 12 months. For the majority of these prolific individuals, shoplifting and public order are the main offences

One South Worcestershire defendant was attributable to 49 public order / shoplifting offences, of which 2 offences were recorded in June. This individual also featured in last month's performance report.



The individual record level data, which identifies repeat victims and defendants, with particular focus on domestic abuse offences, is shared across the alliance with local policing commanders and appropriate department heads. It is recommended that policing areas use the tasking process as the mechanism to ensure problem solving activity targets those at risk and seeks to use the THRIVE model in, conjunction with Integrated Victim Management and Integrated Offender Management, to reduce repeat victimisation and offending.

Data concerning repeat domestic abuse victims and defendants is included later in this report.

## Integrated Offender Management (IOM)

Integrated Offender Management (IOM) is the alliance-wide approach to managing the most prolific offenders, through working together with partner agencies. This approach seeks to prevent offending by working with individual offenders to identify and prevent the causes of their offending. This can include helping with life skills, drug and alcohol addiction, or supporting the individual into employment. IOM also includes a strong catch and control approach so that where offenders do not engage and take the support on offer we actively prevent their offending through robust policing.

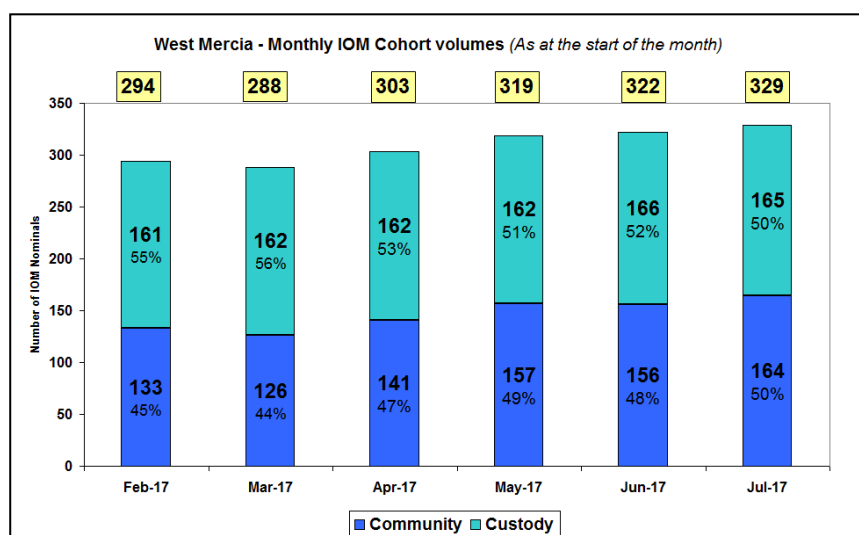
Significant changes have taken place to the IOM scheme during 2016, and this continues into 2017. The number of offenders being worked with on the scheme has increased, with a greater focus on high-harm offenders. The IOM cohort includes offenders who commit the traditional domestic burglary, theft and robbery offences, but now also includes those who pose higher levels of threat, harm & risk to the public such as domestic abuse offenders and in some cases individuals who are part of organised crime groups.

There are currently 329 individuals being managed across West Mercia, an increase from 319 last month.

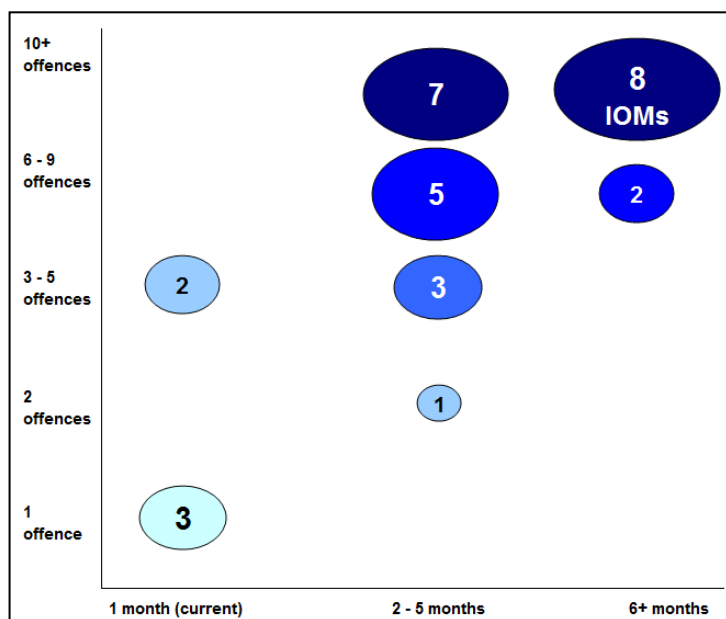
IOM Cohort Policing Area	Total Nominals	Community	Custody
Herefordshire	46	29	17
North Worcestershire	65	28	37
Shropshire	53	28	25
South Worcestershire	92	46	46
Telford & Wrekin	73	33	40
<b>West Mercia</b>	<b>329</b>	<b>164</b>	<b>165</b>

The nature of the cohort varies by policing area. The following table and bar graph indicate the proportion of offenders who are managed in the community or are in custody.

Figures accurate as of 01/07/2017



Where the IOM offender is in custody this indicates that they continued their offending while in the community and have been convicted or recalled back to prison. The IOM scheme continues to engage with these individuals to prepare for their release from prison, with the intention of preventing reoffending when they are back in the community.



31 (9%) of West Mercia's current IOM cohort were defendants in at least one offence in June and at least one other offence in the previous 12 months.

This chart indicates over what period instances of single or repeat offending have occurred.

One Telford & Wrekin IOM nominal was a defendant in 32 criminal damage or public order offences in the last 12 months, with 6 offences recorded in June.

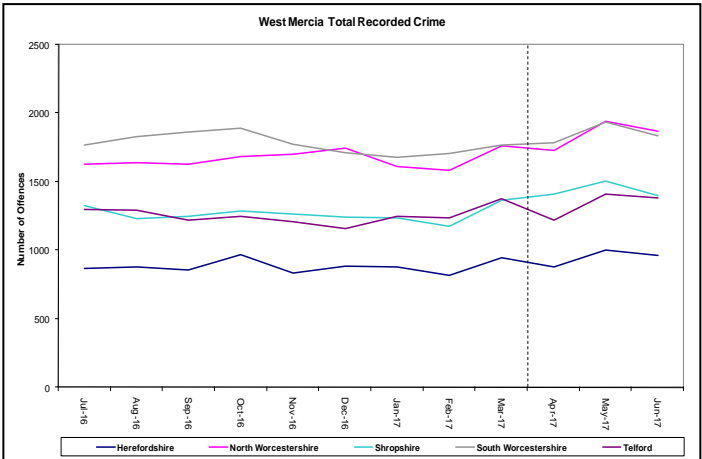
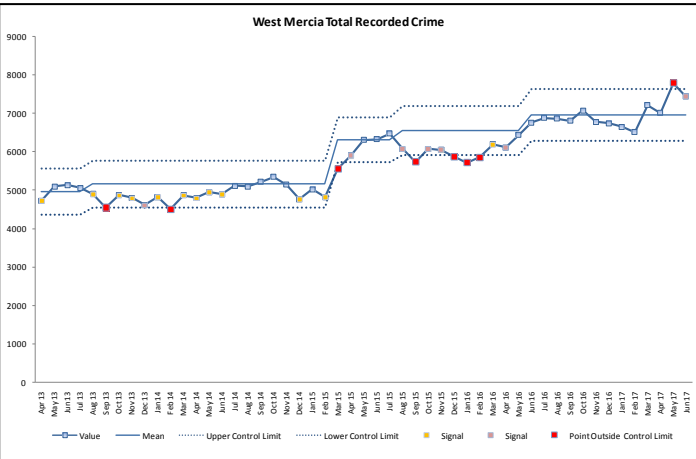
The policing area command team are aware of this individual, who is managed through the IOM scheme.

# Building a More Secure West Mercia

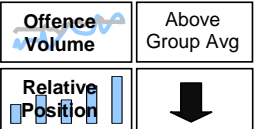
## Total Recorded Crime

### Signs of Improvement would be:

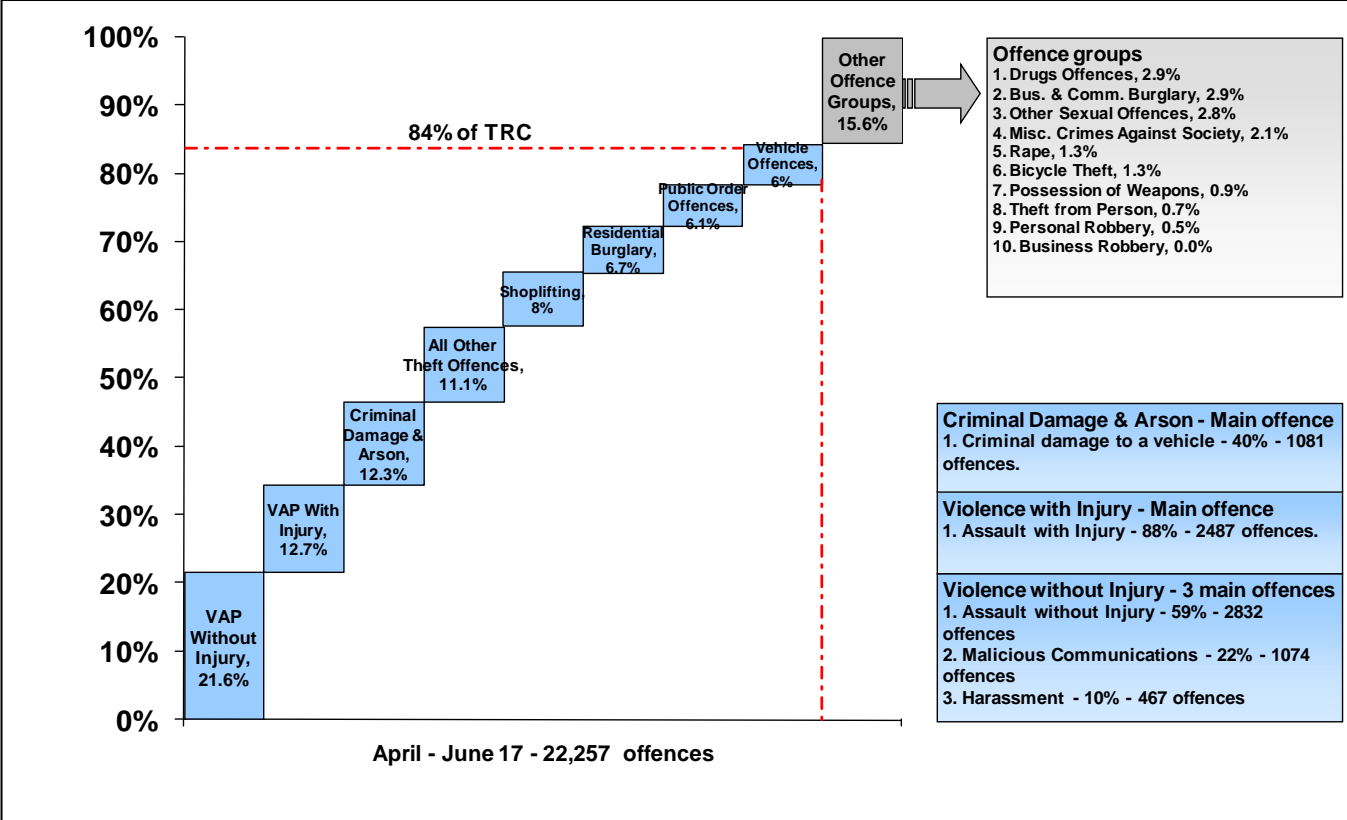
- ❖ Recorded crime levels reflect accurate & timely reporting, driven by increased public confidence



### Peer Comparison

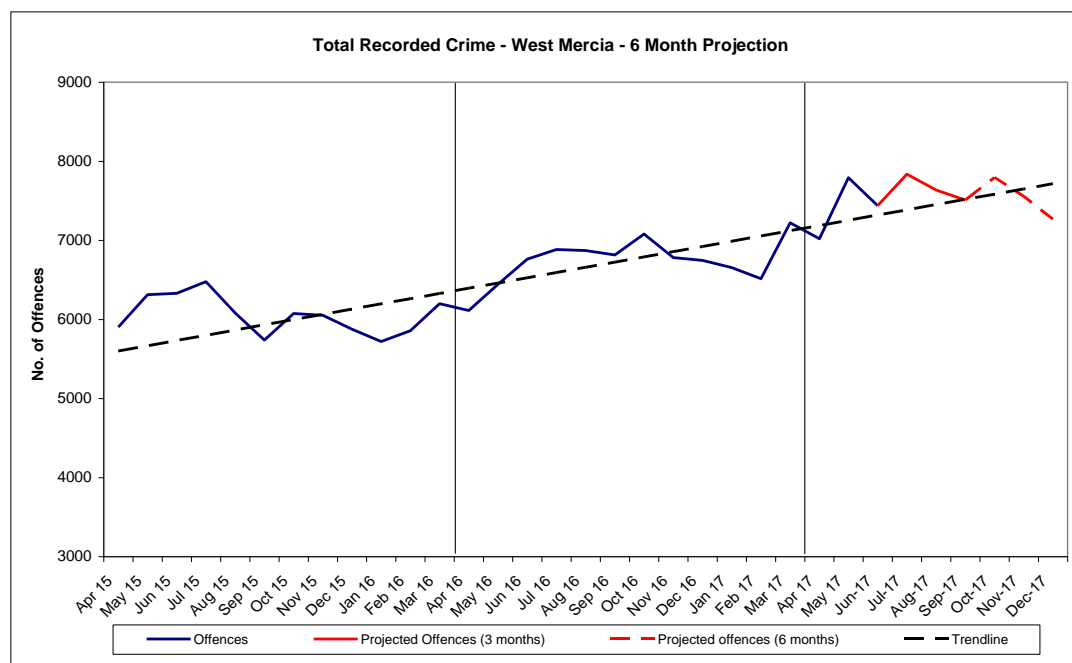


22,257 offences were recorded across West Mercia last quarter. This is a 9% increase compared to the previous quarter (20,383) and is above the quarter average (20,952). The increase reflects a seasonal pattern of recorded crime, with increased volumes in spring / early summer months.



The following chart provides a short (3 month) and medium (6 month) projection for total recorded crime.

The projection indicates a continued upward trend in volumes, with the usual seasonal fluctuations.

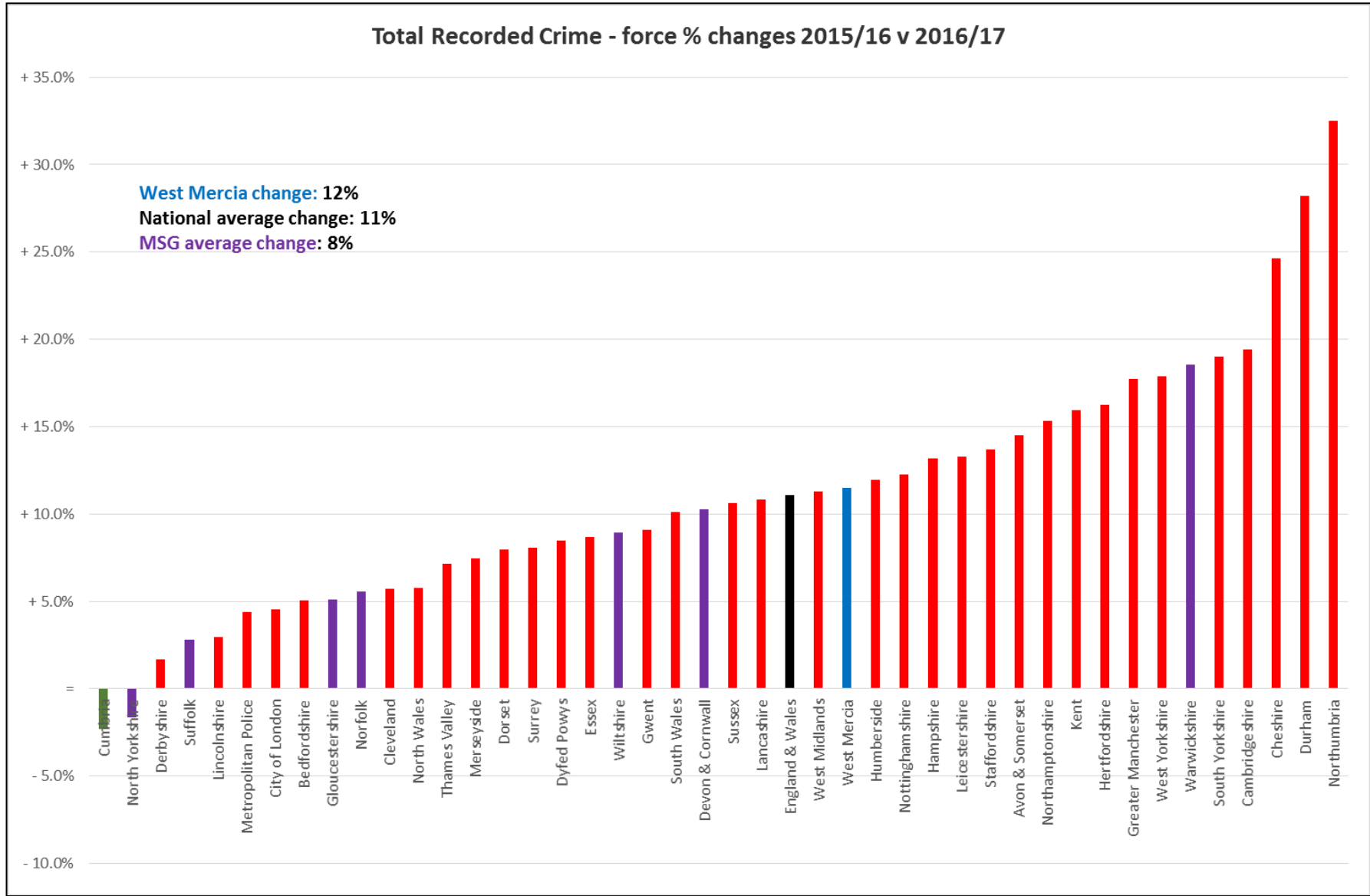


Crime volumes continue to rise nationally. The reasons for this are well documented, including tighter recording practices, a greater emphasis on a victim focus, and the provision of more opportunities for victims to report crime (including through the development of partnership arrangements and the introduction of online reporting).

Across West Mercia, policing area commanders have been tasked to produce summer policing plans, identifying appropriate activity to address the anticipated increase in recorded crime. These plans are unique to each policing area, recognising the individual challenges faced by each area.

Telford & Wrekin has specific challenges, with a rapidly growing population and unique crime profile compared to other policing areas across the force. Senior Officers are currently working with the policing area command team to address resourcing and other pertinent issues.

The following chart indicates the year on year change in recorded crime volumes seen for each police force, with data up to March 2017. The increase in West Mercia is inline with the national average increase



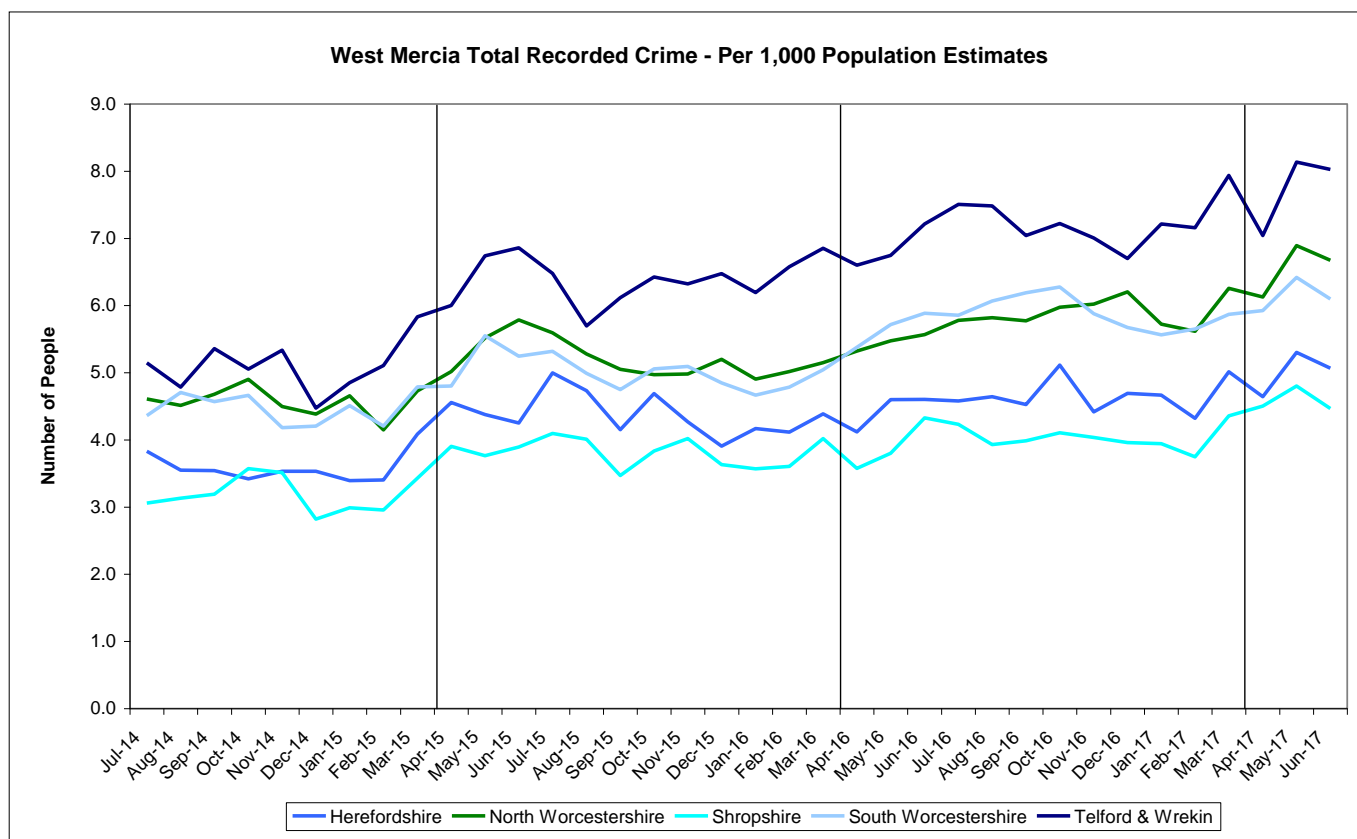
## Policing Area Comparison by Crime Type

The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing areas are highlighted in the table.

	West Mercia				Herefordshire				North Worcestershire				Shropshire				South Worcestershire				Telford & Wrekin			
	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop
Violence With Injury	2832	2638	12.7%	2.25	368	342	12.9%	1.94	640	637	11.6%	2.27	563	516	13.0%	1.80	676	610	12.2%	2.24	585	534	14.6%	3.38
Violence Without Injury	4802	4368	21.6%	3.82	653	577	23.0%	3.45	1131	1026	20.4%	4.02	932	851	21.6%	2.97	1147	1057	20.6%	3.81	939	857	23.4%	5.43
Rape	299	285	1.3%	0.24	42	38	1.5%	0.22	66	65	1.2%	0.23	57	48	1.3%	0.18	80	79	1.4%	0.27	54	56	1.3%	0.31
Other Sexual Offences	625	548	2.8%	0.50	89	87	3.1%	0.47	130	114	2.3%	0.46	112	104	2.6%	0.36	172	135	3.1%	0.57	122	110	3.0%	0.71
Personal Robbery	120	133	0.5%	0.10	13	13	0.5%	0.07	28	41	0.5%	0.10	14	18	0.3%	0.04	32	35	0.6%	0.11	33	27	0.8%	0.19
Business Robbery	9	16	0.0%	0.01		0	0.0%		5	7	0.1%	0.02	2	4	0.0%	0.01		2	0.0%		2	3	0.0%	0.01
Residential Burg - Dwelling	894	840	4.0%	1.74	112	90	3.9%	1.43	251	260	4.5%	2.16	128	130	3.0%	0.99	213	221	3.8%	1.72	190	141	4.7%	2.85
Burg Bus. Comm (inc. Residential Burg - non dwell)	1242	1305	5.6%	2.41	171	169	6.0%	2.18	275	301	5.0%	2.37	304	287	7.0%	2.34	285	325	5.1%	2.30	207	223	5.2%	3.11
Vehicle Offences	1339	1453	6.0%	1.06	99	131	3.5%	0.52	452	484	8.2%	1.60	256	241	5.9%	0.82	309	358	5.6%	1.03	223	240	5.6%	1.29
Bicycle Theft	297	287	1.3%	0.24	44	50	1.5%	0.23	70	52	1.3%	0.25	55	51	1.3%	0.18	96	96	1.7%	0.32	32	39	0.8%	0.18
Theft from Person	165	170	0.7%	0.13	23	20	0.8%	0.12	48	46	0.9%	0.17	30	32	0.7%	0.10	47	50	0.8%	0.16	17	23	0.4%	0.10
Shoplifting	1771	1725	8.0%	1.41	135	148	4.7%	0.71	518	439	9.4%	1.84	288	259	6.7%	0.92	532	532	9.6%	1.77	298	347	7.4%	1.72
All Other Theft Offences	2462	2262	11.1%	1.96	313	311	11.0%	1.65	663	531	12.0%	2.35	507	456	11.7%	1.62	588	565	10.6%	1.95	391	399	9.8%	2.26
Criminal Damage & Arson	2732	2565	12.3%	2.17	327	341	11.5%	1.73	636	569	11.5%	2.26	607	527	14.1%	1.94	663	671	11.9%	2.20	499	457	12.5%	2.88
Other Crimes Against Society	2661	2359	12.0%	2.11	454	381	16.0%	2.40	619	557	11.2%	2.20	458	401	10.6%	1.46	714	649	12.9%	2.37	416	372	10.4%	2.40
Total Recorded Crime	22257	20957		17.68	2843	2697		15.02	5535	5128		19.65	4315	3923		13.77	5556	5385		18.43	4008	3825		23.17

*Data is based on ONS mid-2016 population estimates*

This table shows Telford & Wrekin as an outlier in terms of volume of crime per 1000 of population. However, the chart below identifies that offence volumes by 1,000 population have been consistently above those for other policing areas – this situation is not worsening in Telford and the trend is similar to other areas.



## Crime Outcomes

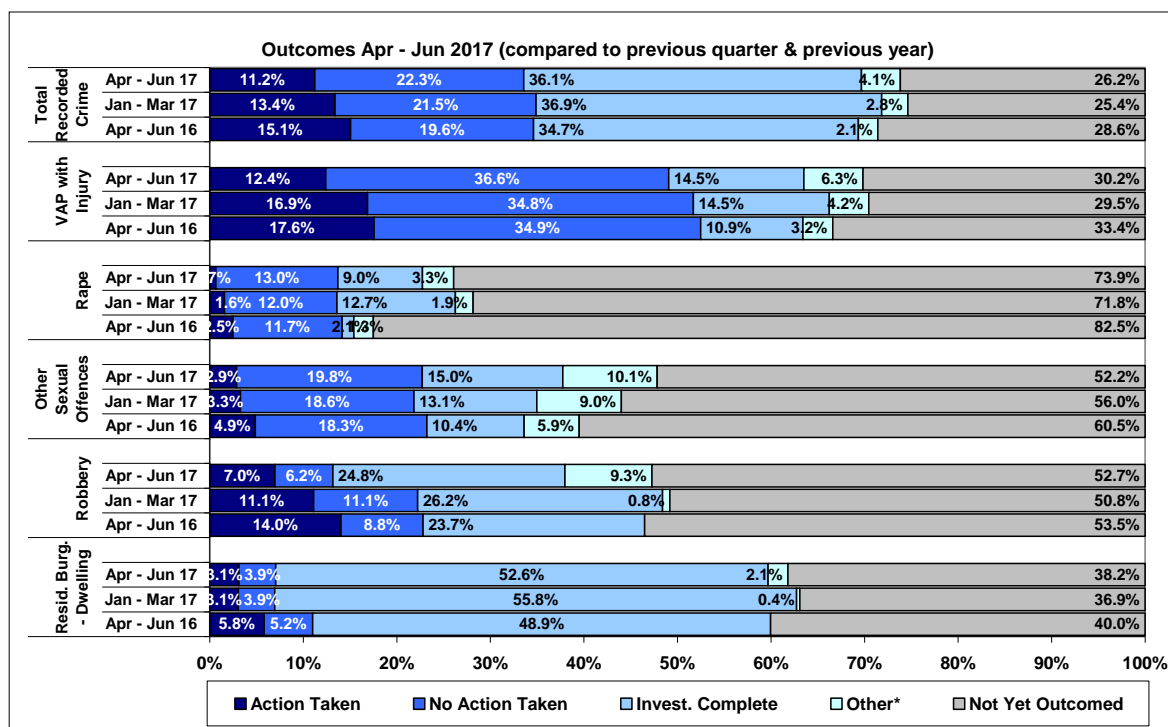
Crime Outcomes are the way that forces record how an investigation has been finalised. There are 24 different outcome options which help to give a complete picture of the results of investigations into reported crimes. These outcome options are sub-divided into categories of:

- 'action taken' (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions);
- 'no action taken' (i.e. prosecution prevented, evidential difficulties etc)
- 'investigation complete' (i.e. offences where there are no identified offenders and no other productive lines of enquiry)
- 'not yet outcomed' (i.e. offences still under active investigation)

Short term outcome trends are viewed over a rolling three month period. This allows a period of approximately 100 days for outcomes to be assigned – this is considered by the Home Office to be a suitable time for identifying comparable trends. The data below identifies outcome rates for offences recorded and outcomed in the last quarter (Apr-Jun 2017) compared to the previous quarter (Jan-Mar 2017) and the same period last year.

Overall, 74% of offences recorded last quarter were assigned an outcome within the same period, comparable to the previous quarter (75%) and an increase on the same period last year (71%). The proportion of total offences outcomed as 'action taken' (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions) last quarter (11%) has decreased compared to the previous quarter (13%) and same period last year (15%).

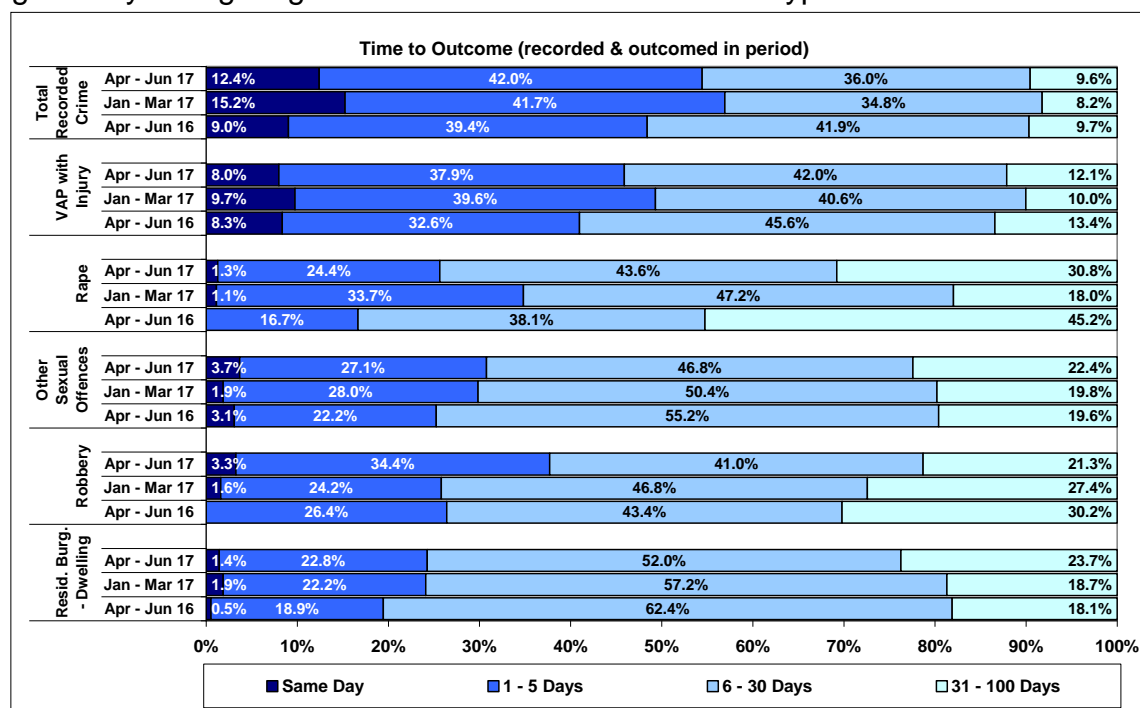




Reference will be made to outcome performance for different crime types in relevant sections of this report. \*

A further performance indicator for investigations is the time taken to assign the outcome after the offence is recorded. For over half (54%) of offences where an outcome has been assigned, this was done within 5 days of the offence being recorded. This is a decrease compared to the previous quarter (57%) but above last year (48%).

Understandably, variations are seen between different crime groups, with rape offences generally taking longer to outcome than other offence types.



\* 'Other' outcome category includes: 'further investigation not in the public interest', 'transferred to external agency', not in public interest to proceed' and 'finalised investigated not yet assigned an outcome'.

National comparison data is available up to March 2017.

West Mercia performs well within its peer group of most similar forces for 'action taken', ranking 3<sup>rd</sup> out of 6 forces<sup>3</sup>, and comparable to the group average.

The force ranks 5<sup>th</sup> and 6<sup>th</sup> respectively out of the 6 forces for 'action taken' outcomes assigned to 'rape' and 'robbery' offences, and is below the group averages. The force is ranked 2<sup>nd</sup> out of the 6 forces for 'action taken' outcomes assigned to 'other sexual offences' and is above the group average.

Further outcome data is included in this report under the relevant crime types.

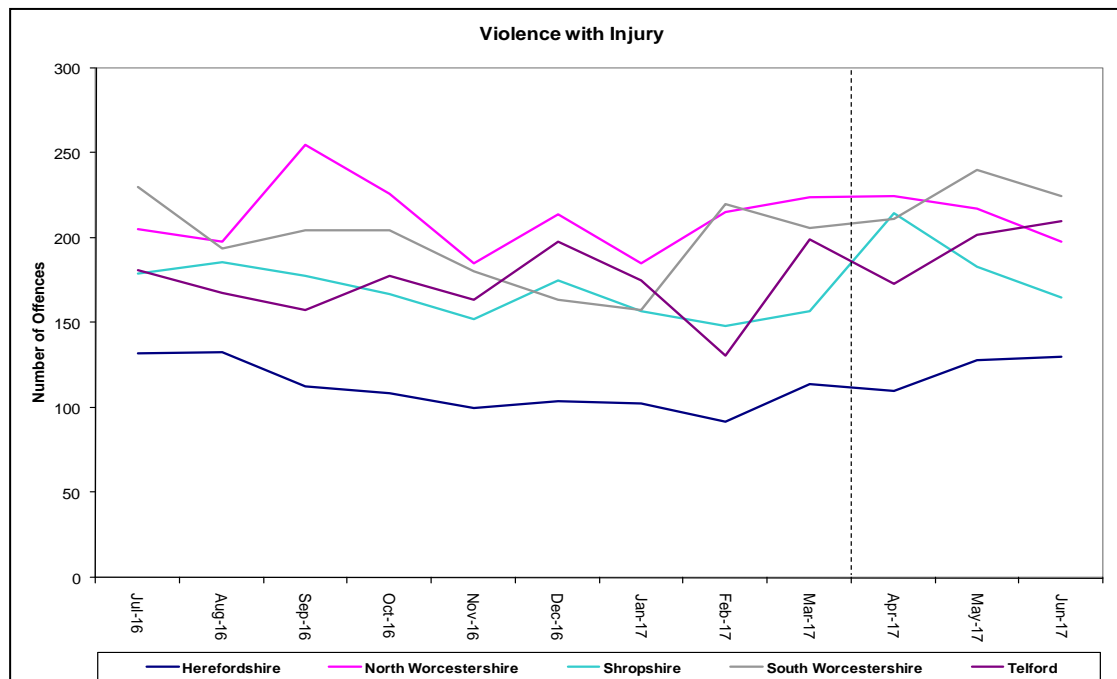
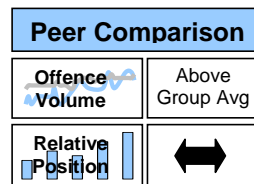
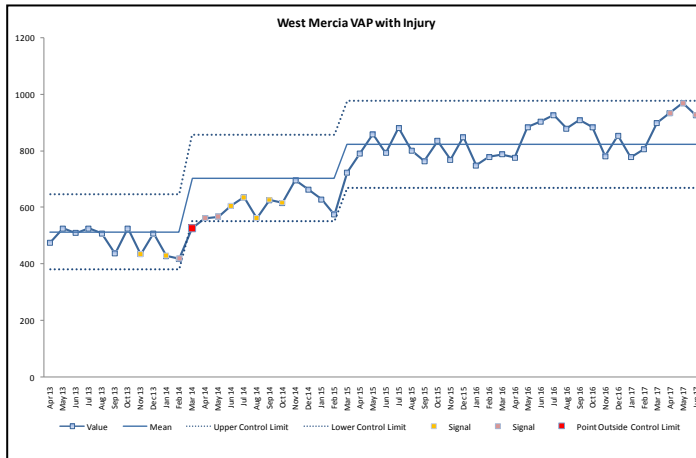
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<sup>3</sup> Most Similar Forces for outcomes includes only those who are live on the Home Office Datahub: Devon & Cornwall, Gloucestershire, North Yorkshire, Warwickshire, Wiltshire.

## Violence with Injury<sup>4</sup>

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces

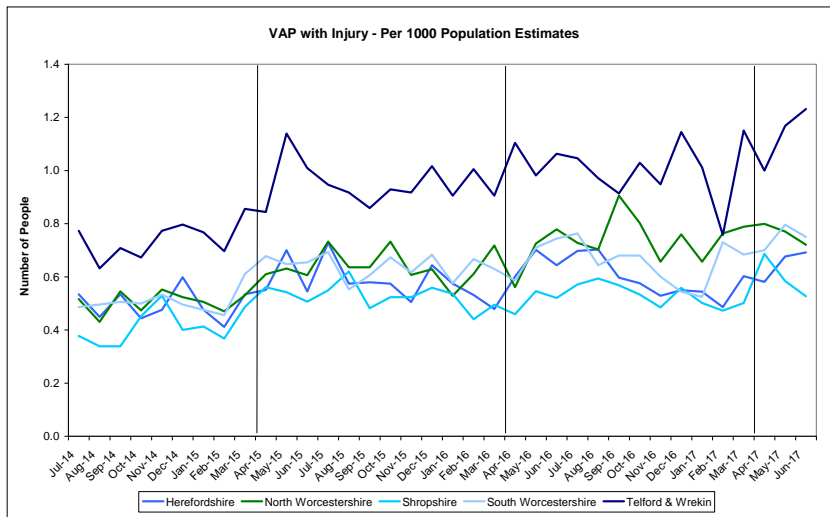


2,832 violence with injury offences were recorded last quarter, a 14% increase compared to the previous quarter (2,484) and above the quarter average (2,638). Higher volumes were seen across all policing areas compared to the previous quarter reflecting historical seasonal trends. The increase seen was driven uplifts in ABH offences (2,302 offences Apr-Jun, compared to 2,062 offences Jan-Mar).

Exceptional volumes were recorded in April across Shropshire and in May and June across Telford & Wrekin.

Violent crime will form part of the policing area summer policing plans and will be discussed at Performance Management Group.

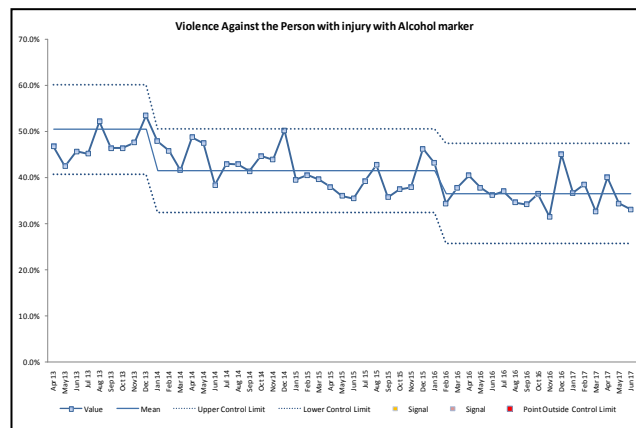
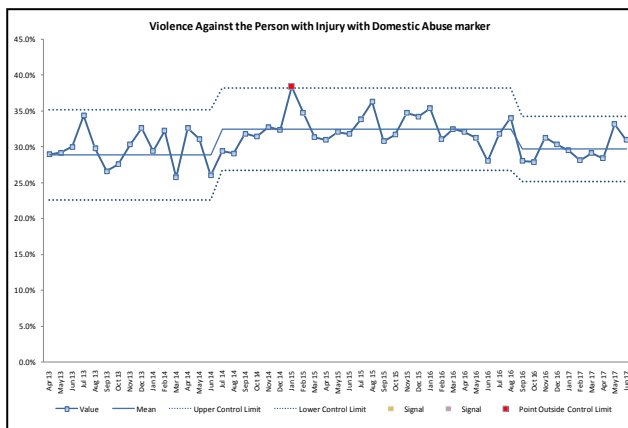
<sup>4</sup>**Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving



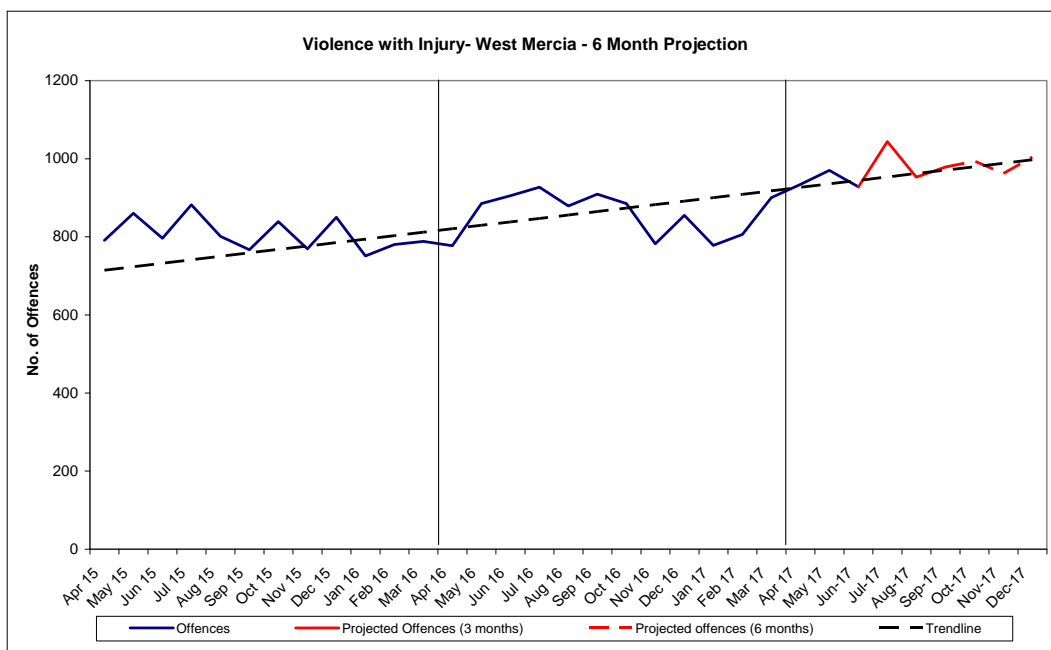
Per 1,000 population, violence with injury offences across West Mercia have seen an upward trend over recent years. Increases were seen across all policing areas.

Telford & Wrekin have seen the largest volume increases and have a higher per 1,000 population rate for violence with injury offences compared with the other policing areas.

This quarter has seen an increase in the proportion of violent offences that are domestic abuse related but volumes remain within the expected range. The proportion of violent offences that are alcohol related has remained stable compared to the previous quarter.

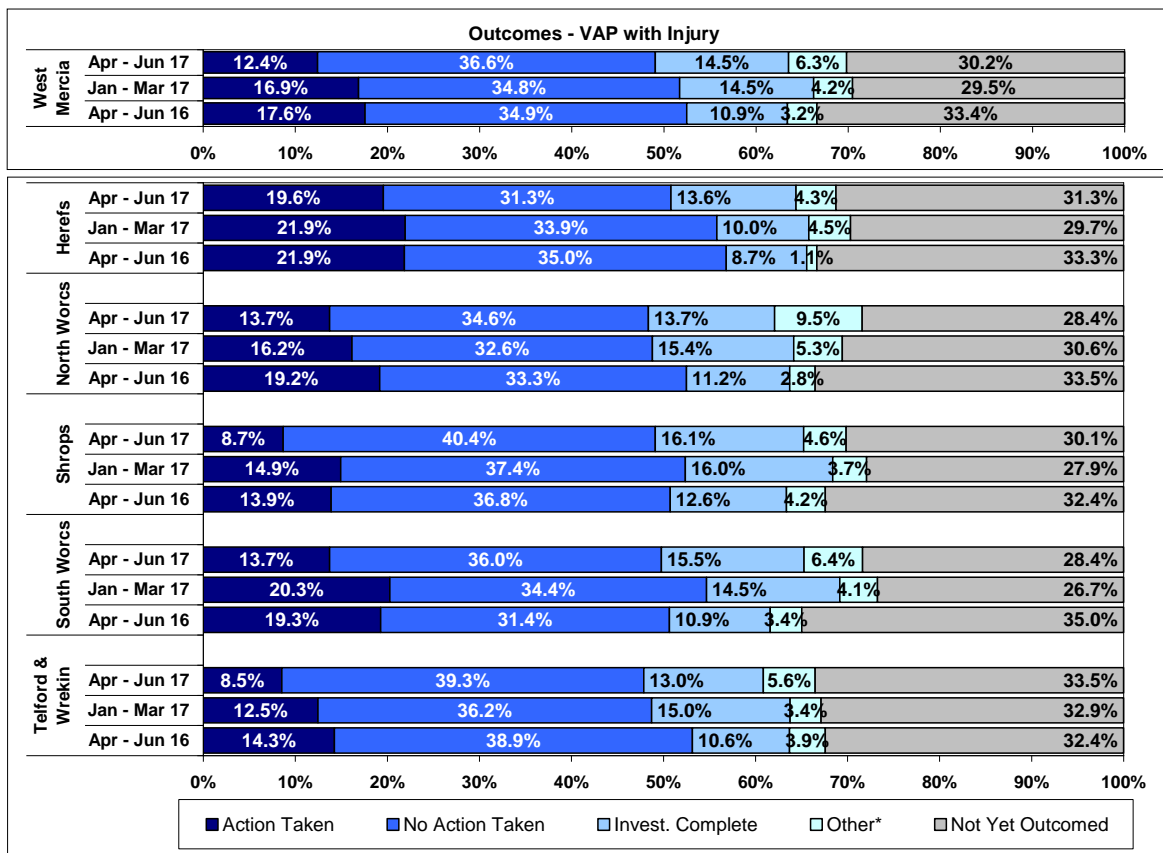


The following chart provides a short (3 month) and medium (6 month) projection for violence with injury offences. The projection indicates a continued upward trend in volumes, with the usual seasonal fluctuations.



## Outcomes

The following chart shows the pattern of outcomes for violence with injury offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



Across West Mercia, approximately 70% of offences recorded Apr – Jun 2017 were assigned an outcome within the same 3 month period, comparable to Jan - Mar 2017 and an increase compared to the same period last year (67%). Approximately 12% of offences recorded Apr – Jun 2017 were assigned an ‘action taken’ outcome within the same 3 month period, a decrease compared to the previous quarter Jan – Mar 2017 (17%).

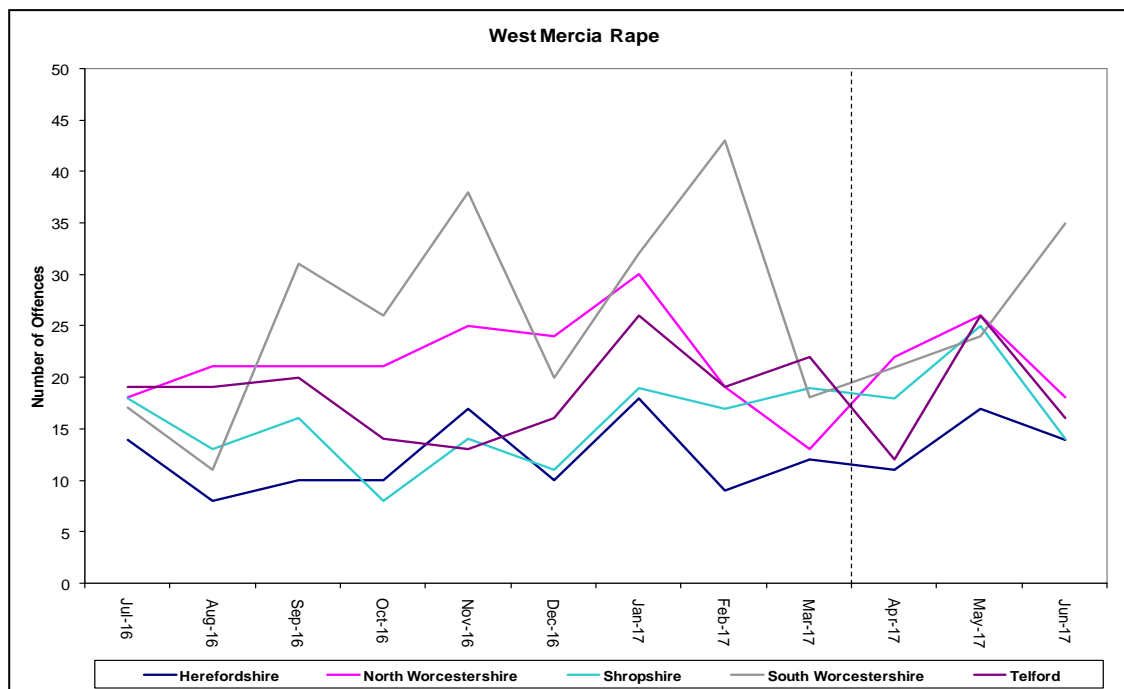
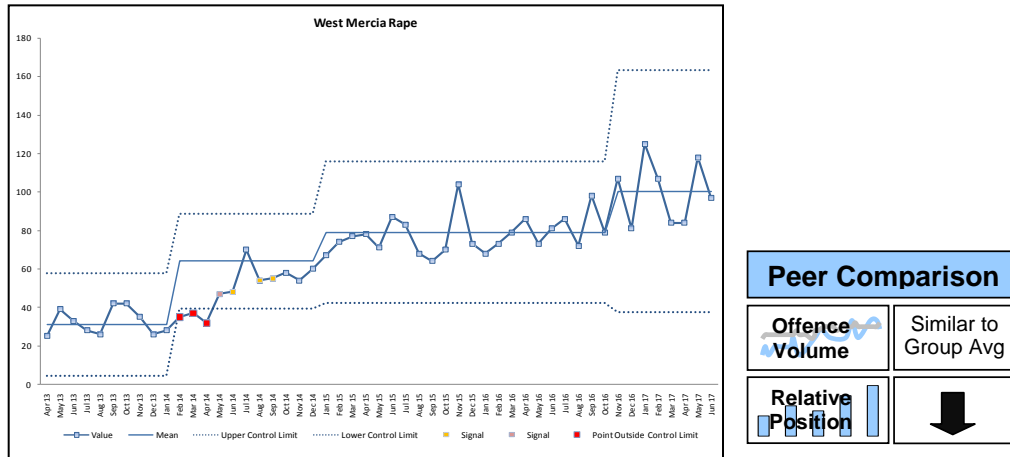
West Mercia ranks 4<sup>th</sup> against a peer group of 6 most similar forces for ‘violence with injury’ offences assigned ‘action taken’ outcomes and are below the group average.

## Sexual Offences

### Signs of Improvement would be:

- ❖ Wider opportunities for victims to report offences
- ❖ Investigation of offences meeting victim expectations

### Rape



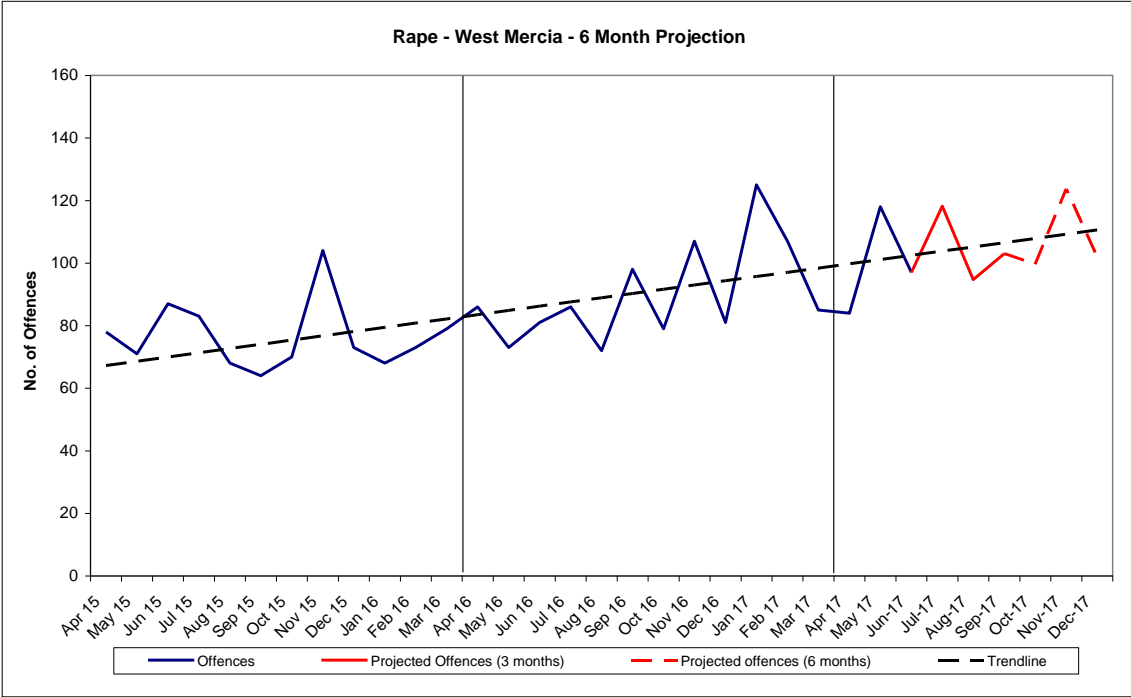
299 rape offences were reported to the police last quarter, a 5% reduction compared to the previous quarter (316) but above the quarter average (285). This is the 8<sup>th</sup> consecutive month that volumes have been above the monthly average, hence the monthly average has now increased from 79 offences to 100 offences per month.

The general increase seen over the past few months has been predominantly driven by uplifts in 'rape of a female child under 13' (increases in 'non-recent' offences) and 'rape of a female aged 16 and over' (increases in both 'current' and 'non-recent' offences).

15% (38) of victims in June were repeat victims of another sexual offence in the last 12 months.

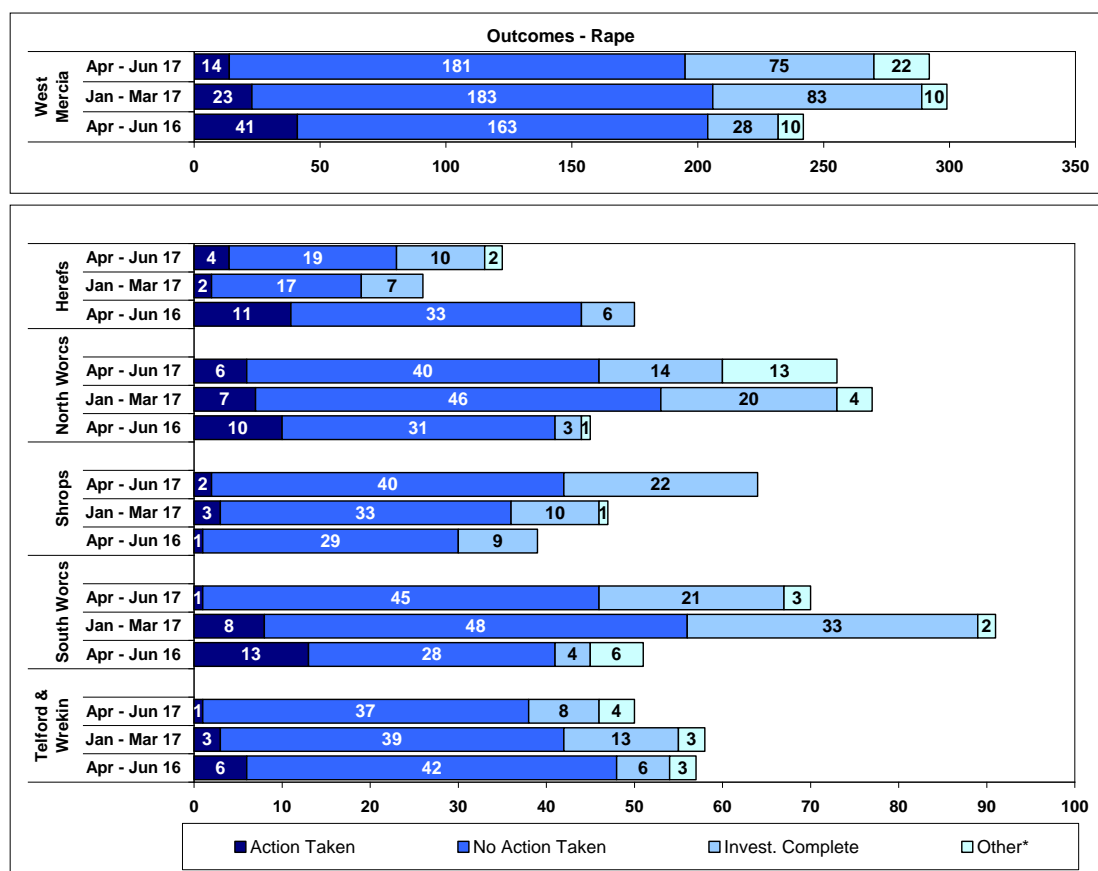
The following chart provides a short (3 month) and medium (6 month) projection for rape offences.

The projection indicates a continued upward trend in volumes, with the usual seasonal fluctuations.



## Outcomes

Due to the nature of rape offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those rape offences that have been outcomed in the quarter, irrespective of when they were recorded.

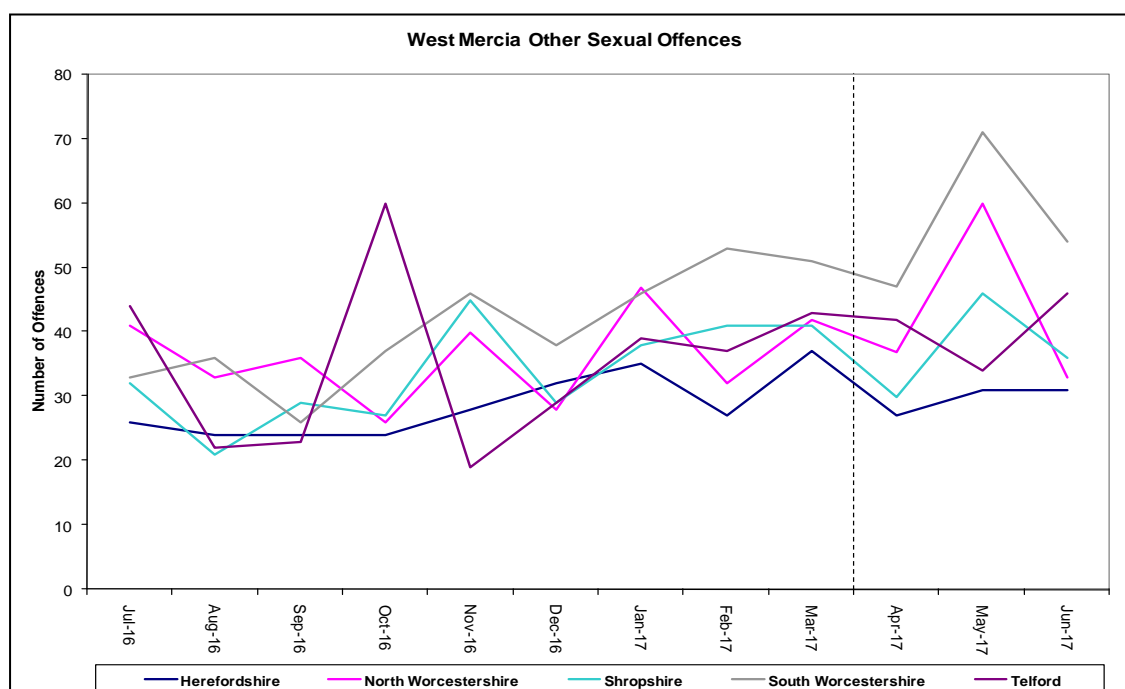
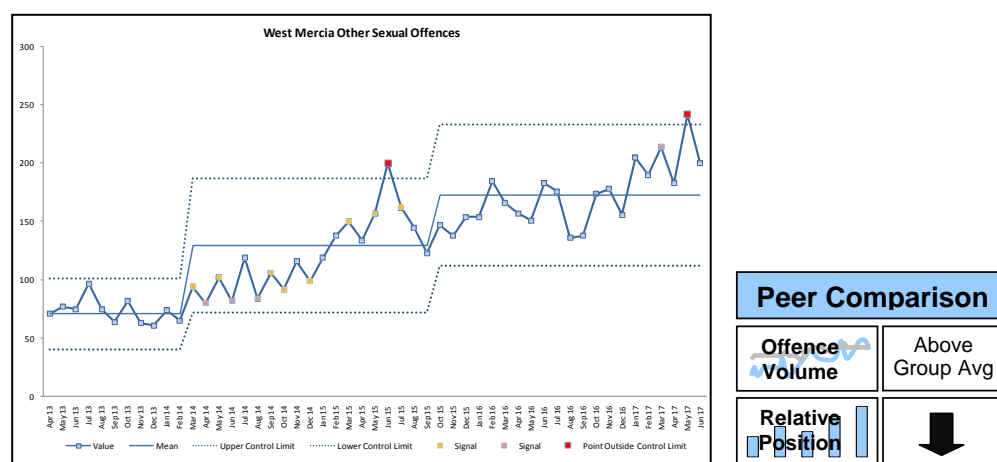


Across West Mercia, 292 rape offences were assigned an outcome Apr - Jun 2017, similar to the previous quarter (299). The number of rape offences assigned an 'action taken' outcome Apr - Jun 2017 (14) has decreased compared to both Jan – Mar 2017 (23) and the same period last year (41).

West Mercia ranks 5<sup>th</sup> against a peer group of 6 most similar forces for rape offences assigned 'action taken' outcomes and are below the group average.



## Other Sexual Offences



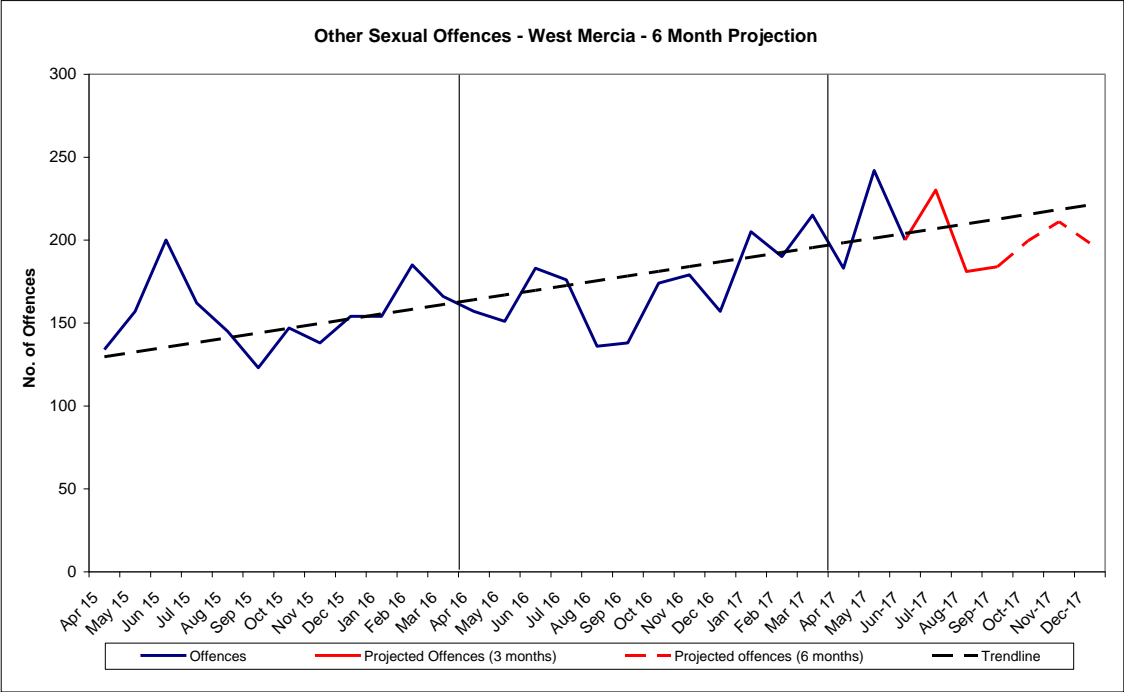
The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

625 other sexual offences were reported to the police last quarter. This is a 3% increase compared to the previous quarter (609) and is above the quarter average (548). Exceptional volumes were recorded in May across West Mercia and were driven by higher volumes across all policing areas with the exception of Telford & Wrekin. Volume increases were seen across all policing areas last quarter with the exception of Herefordshire and Shropshire.

The increase seen last quarter was driven by uplifts in 'current' offences, in particular sexual assault. Of these, six offences involved 3 repeat victims. 15% (38) of victims in June were repeat victims of another sexual offence in the last 12 months.

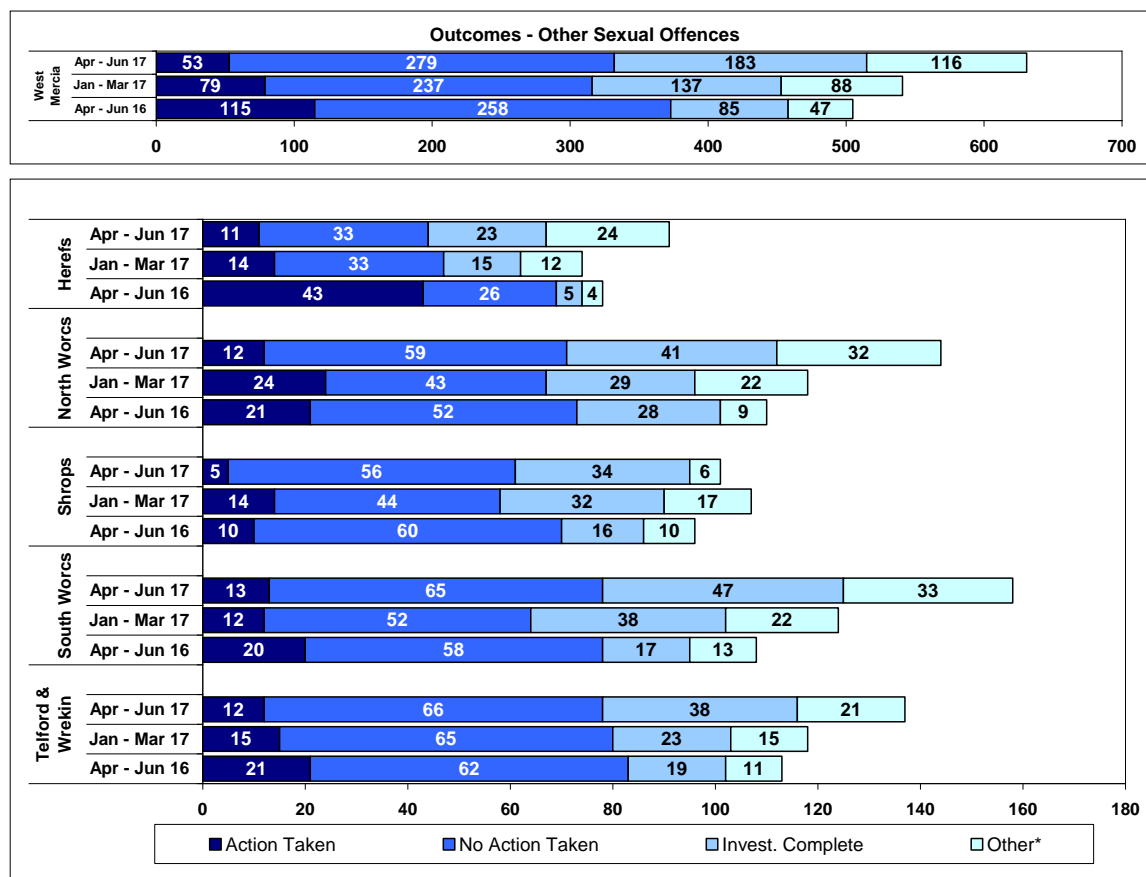
The following chart provides a short (3 month) and medium (6 month) projection for other sexual offences

The projection indicates a continued upward trend in volumes, with the usual seasonal fluctuations.



## Outcomes

Due to the nature of other sexual offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those other sexual offences that have been outcomed in the quarter, irrespective of when they were recorded.



Across West Mercia, 631 other sexual offences were assigned an outcome Apr - Jun 2017, an increase compared to Jan – Mar 2017 (541) and the same period last year (505). The number of offences assigned an ‘action taken’ outcome Apr - Jun 2017 (53) has decreased compared to the previous quarter (79).

West Mercia ranks 2<sup>nd</sup> against a peer group of 6 most similar forces for other sexual offences assigned ‘action taken’ outcomes and are above the group average.

## Residential Burglary - Dwelling

### Signs of Improvement would be:

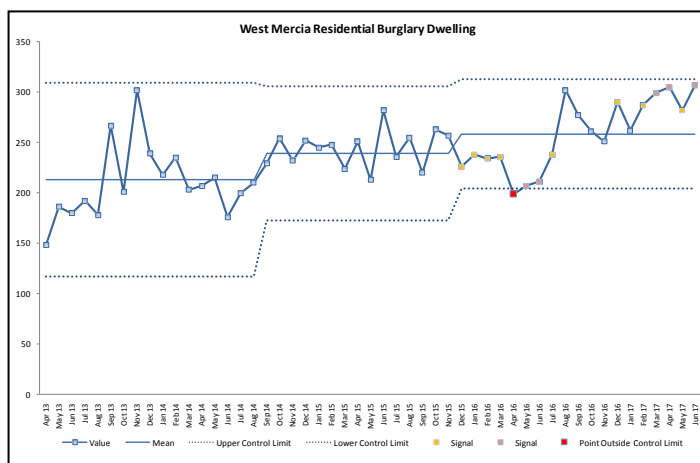
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with Most Similar Group

As of April 2017, the Home Office classification for domestic burglary was changed to residential burglary.

This revision now includes all offences in sheds and outbuildings located within the curtilage of the property, as long as the use of the building is residential and not commercial.

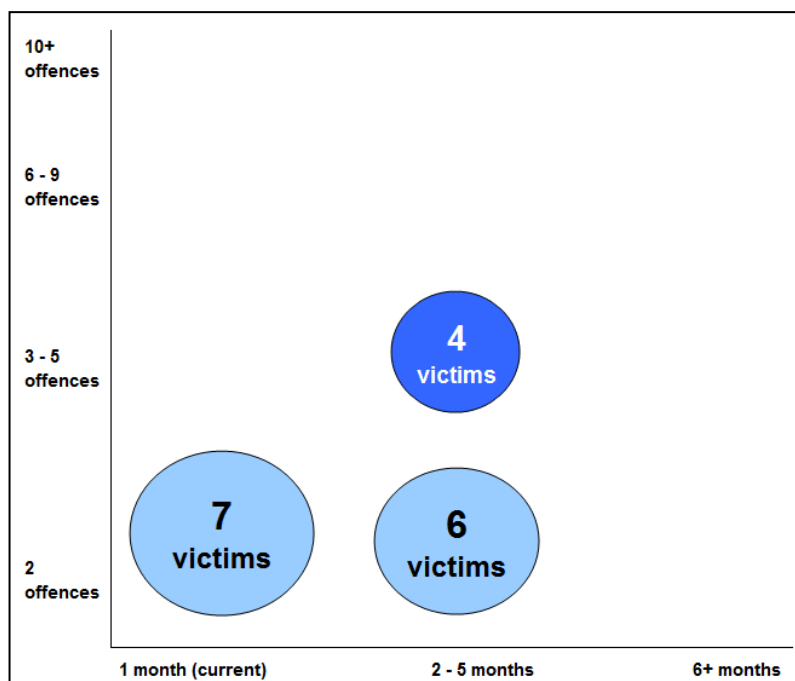
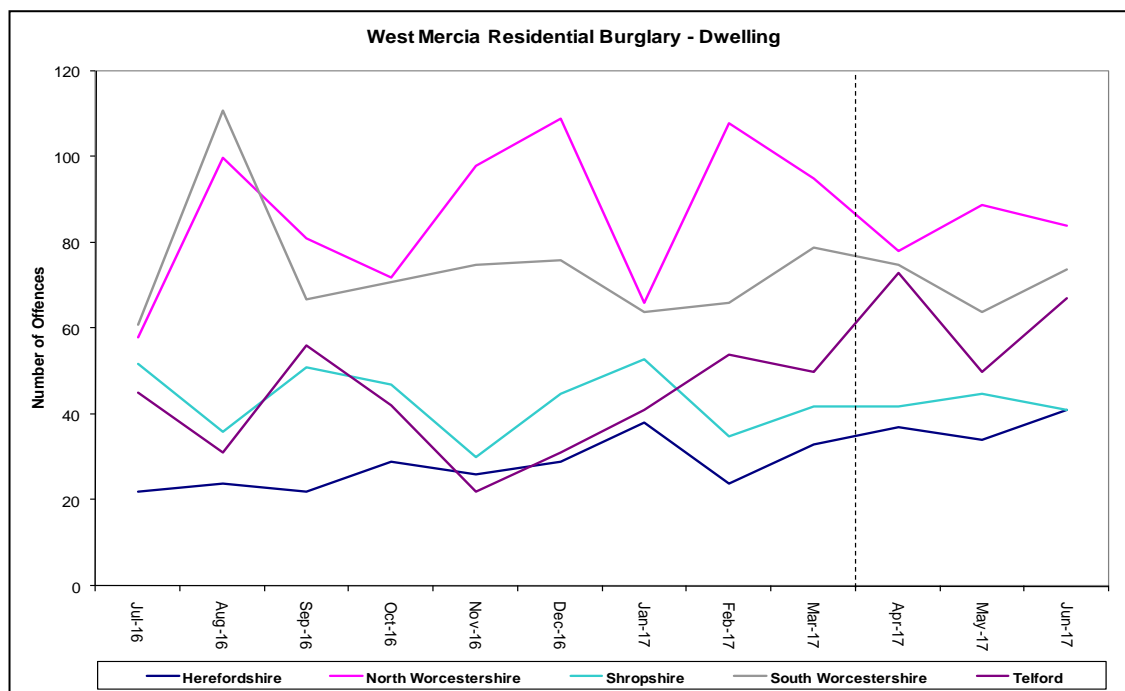
Previously these offences would have been classified as burglary other building. We therefore expect to see a higher volume of residential burglary offences compared to the previous domestic burglary classification.

In order to provide a clearer comparison to previous data, a subset of residential burglary (Residential Burglary – Dwelling) has been created which **only** incorporates the criteria of the old domestic burglary classification i.e. excluding those offences targeting sheds and outbuildings.



894 residential burglary–dwelling offences were recorded in the last quarter; a 5% increase compared to the previous quarter (848) and above the quarter average (840). This is the 7<sup>th</sup> consecutive month that volumes have remained above average. If this trend continues next month the monthly average will increase.

Volume increases over the quarter were seen across all policing areas with the exception of North Worcestershire and Shropshire. There were no exceptional volumes recorded across policing areas in the last quarter.

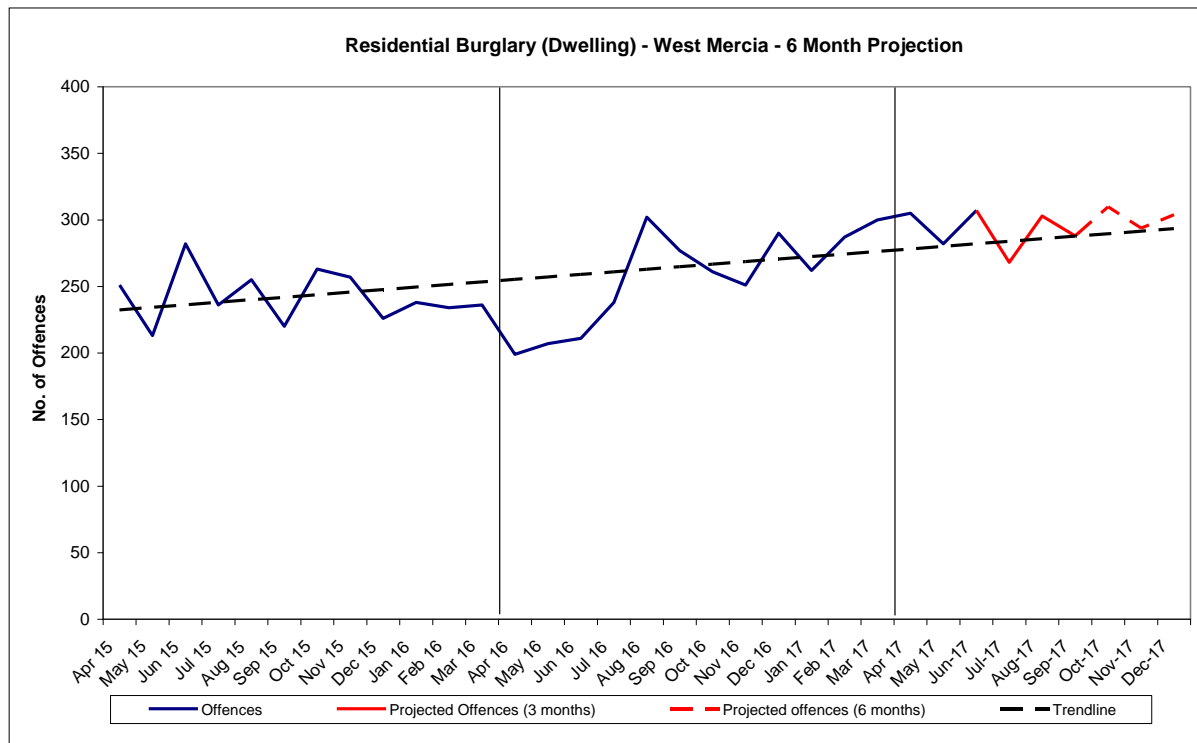


The repeat victim rate for residential burglary–dwelling is 6% of victims (17) in June experiencing another burglary offence in the previous 12 months. Of which, 5 repeat residential burglary–dwelling victims were from South Worcestershire, 4 from North Worcestershire and 4 from Herefordshire.

Going forward, there will be a clear focus on the quality of service level in this area and the corresponding confidence the public feel as the recipients of that service. It is important that repeat victims continue to be a key part of local tasking processes and that residential burglary is tackled in a joined up and cohesive manner, with a focus on intelligence products and clear investigative ownership.

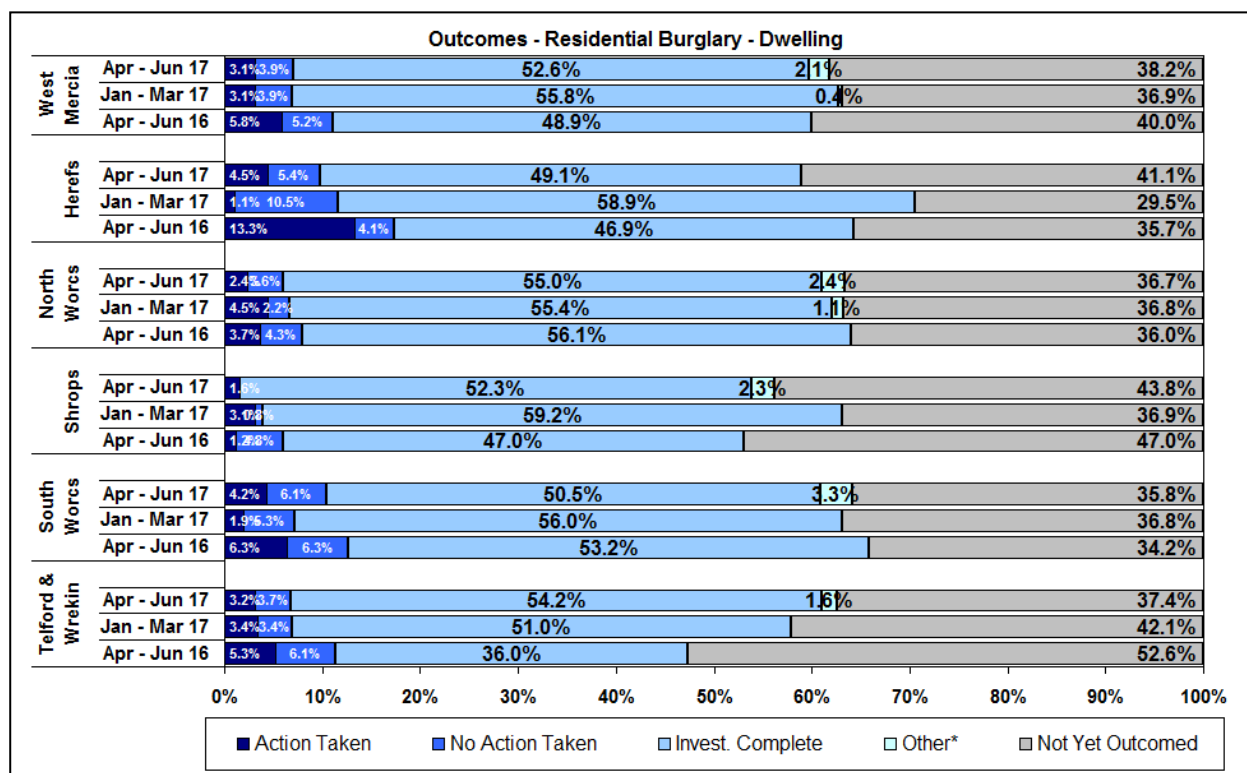
The following chart provides a short (3 month) and medium (6 month) projection for residential burglary (dwelling) offences.

The projection indicates a continued upward trend in volumes, with the usual seasonal fluctuations.



## Outcomes

The following chart shows the pattern of outcomes for residential burglary-dwelling offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



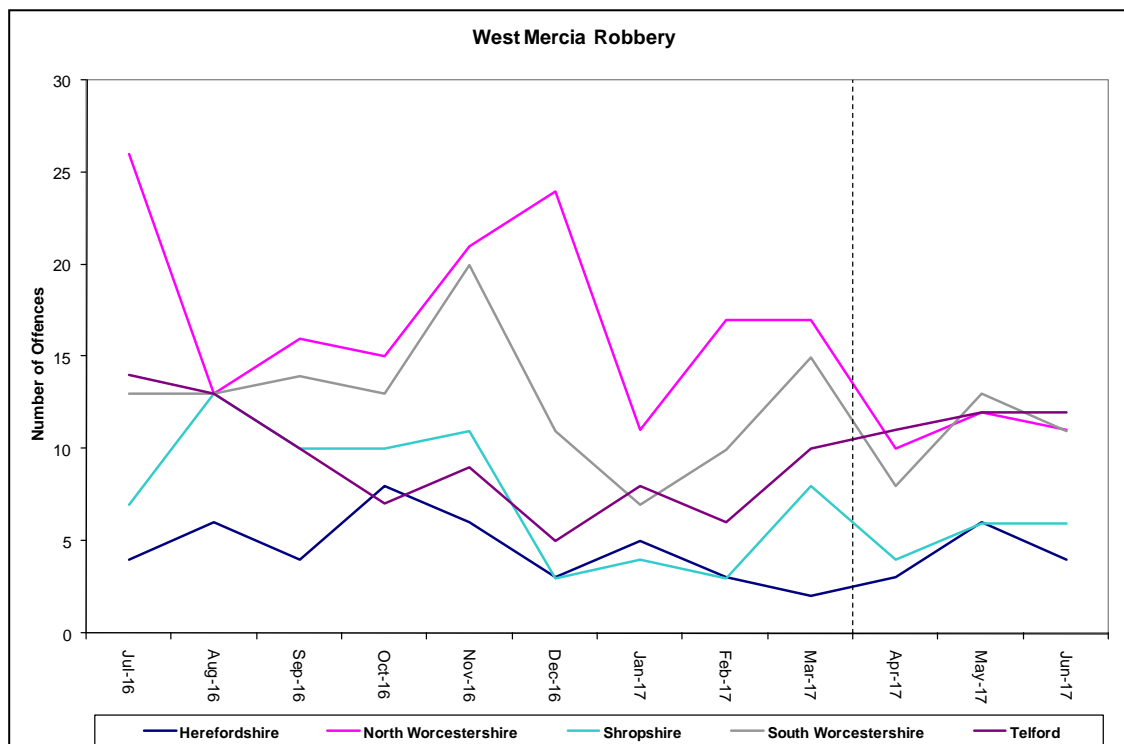
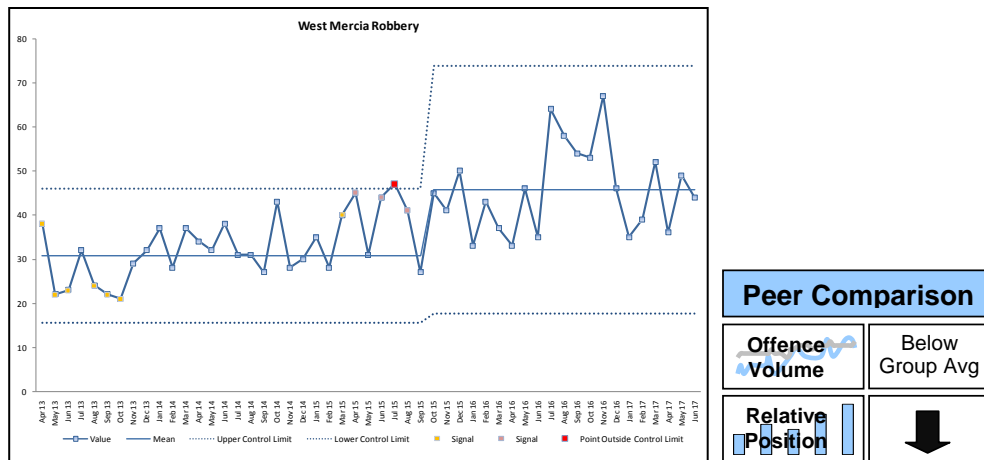
Across West Mercia, approximately 62% of offences recorded Apr - Jun 2017 were assigned an outcome within the same 3 month period, comparable to Jan – Mar 2017. Approximately 3% of offences recorded Apr - Jun 2017 were assigned an 'action taken' outcome within the same 3 month period, comparable to Jan – Mar 2017 and a decrease compared to the same period last year (6%).

West Mercia ranks 5<sup>th</sup> against a peer group of 6 most similar forces for domestic burglary offences assigned 'action taken' outcomes and are below the group average.

## Robbery

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with Most Similar Group



129 offences were recorded in the last quarter, a 2% increase compared to the previous quarter (126) but below the quarter average (149).

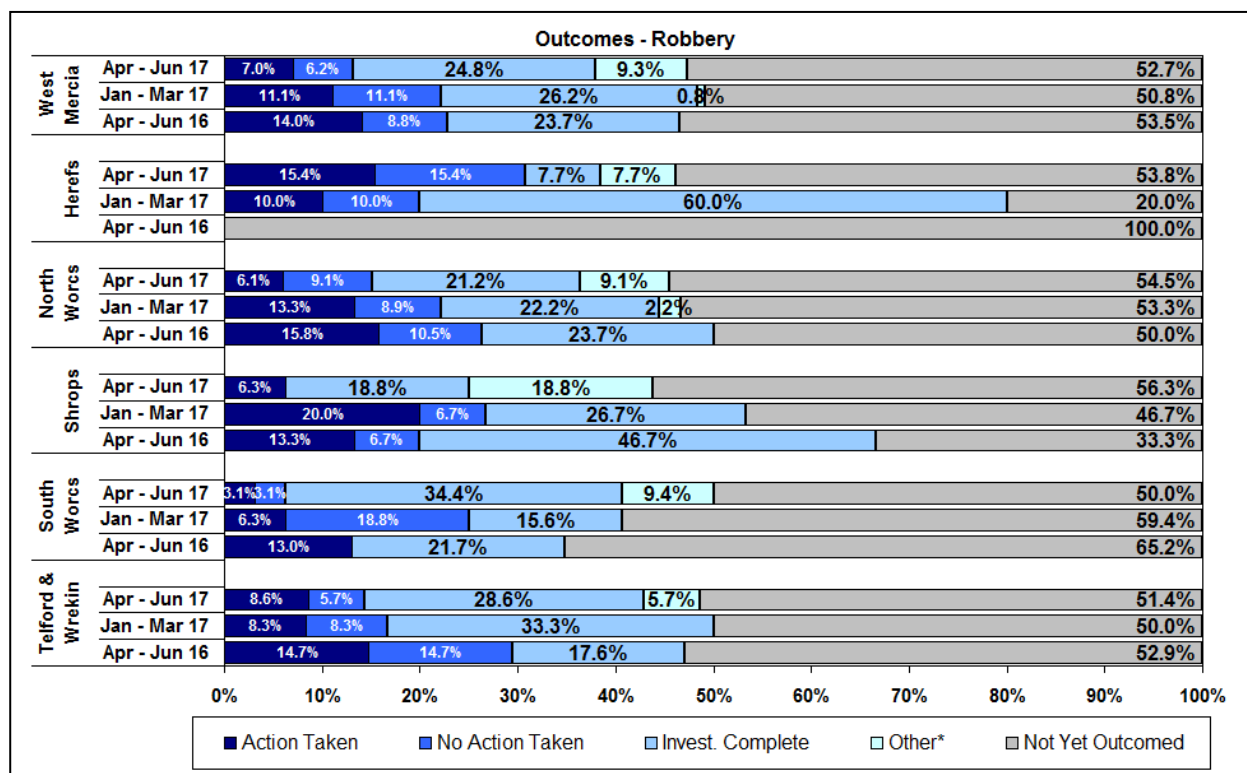
Personal robbery has increased by 11% this quarter (120) compared with the previous quarter (108), but business robbery has fallen by 50% with only 9 offences this quarter compared to 18 in the previous quarter.

Volume increases were seen across all policing areas with the exception of North Worcestershire and South Worcestershire. No exceptional volumes were recorded at policing area level across the 3 months.



## Outcomes

The following chart shows the pattern of outcomes for robbery offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



Across West Mercia, approximately 47% of offences recorded Apr - Jun 2017 were assigned an outcome within the same 3 month period, a small decrease compared to Jan – Mar 2017 (49%). Approximately 7% of offences recorded Apr - Jun 2017 were assigned an 'action taken' outcome within the same 3 month period, a reduction compared to the previous quarter (11%) and the same period last year (14%).

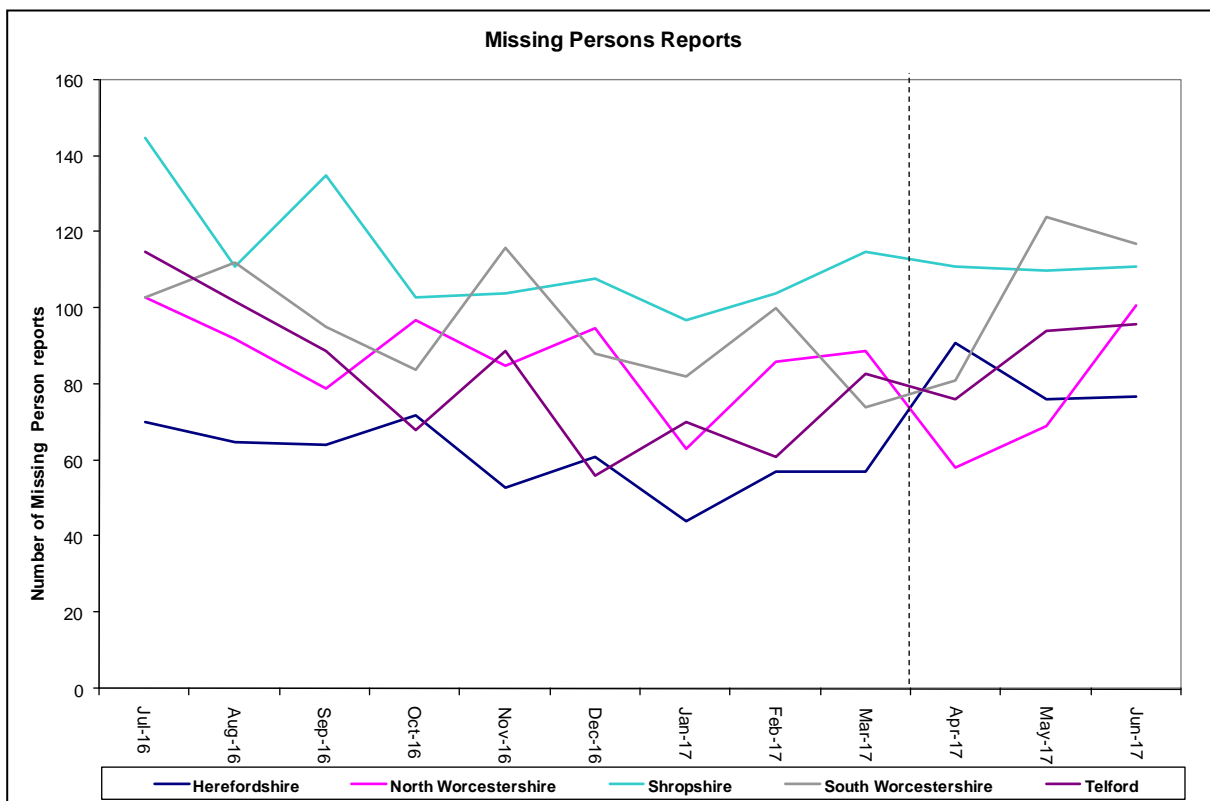
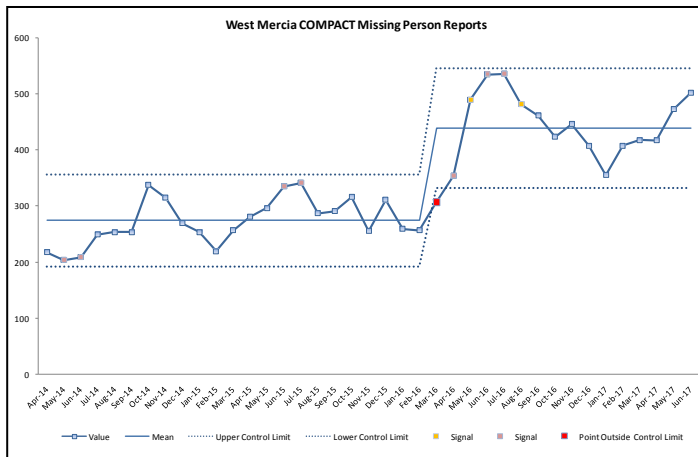
West Mercia ranks 6<sup>th</sup> against a peer group of 6 most similar forces for robbery offences assigned 'action taken' outcomes.

## Missing Persons

### Signs of Improvement would be:

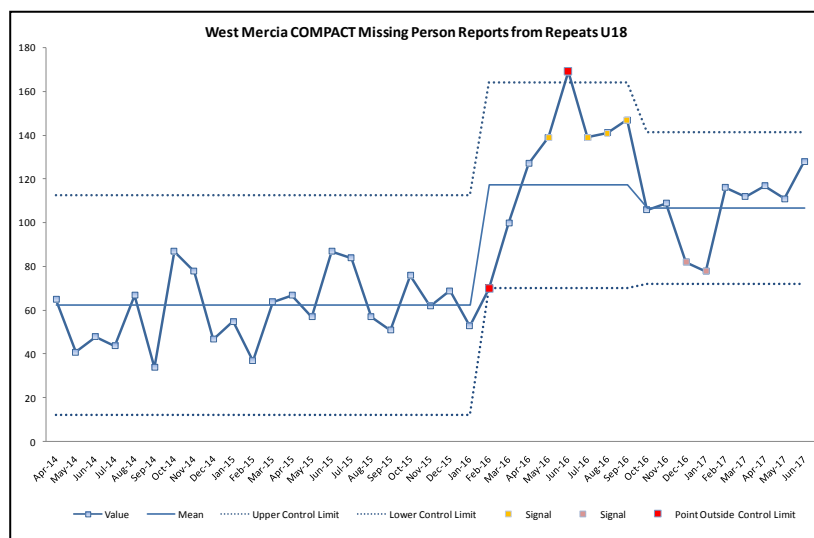
- ❖ Reduction in frequency of repeat missing persons
- ❖ Reduction in duration of missing
- ❖ Overall reduction of missing incidents

The figures discussed in this section relate to data recorded on the force missing persons system (COMPACT).



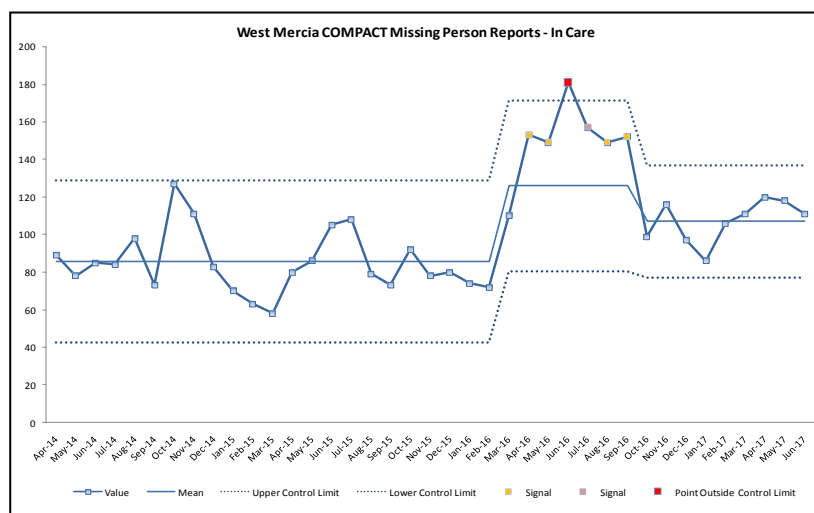
1,392 missing person reports were recorded last quarter. This is an 18% increase compared to the previous quarter (1,182) but comparable to the same quarter last year (1,379). Higher volumes were seen across all policing areas last quarter compared to the previous quarter with the exception of North Worcestershire. Herefordshire has seen a 55% increase in missing person reports in the last quarter – however this is against a quarter with lower than normal reporting and volumes remain relatively low (244 Apr-Jun v 158 Jan-Mar).

The uplift in missing person reports has been driven by an increase in missing children in care and those children who go missing more than once.



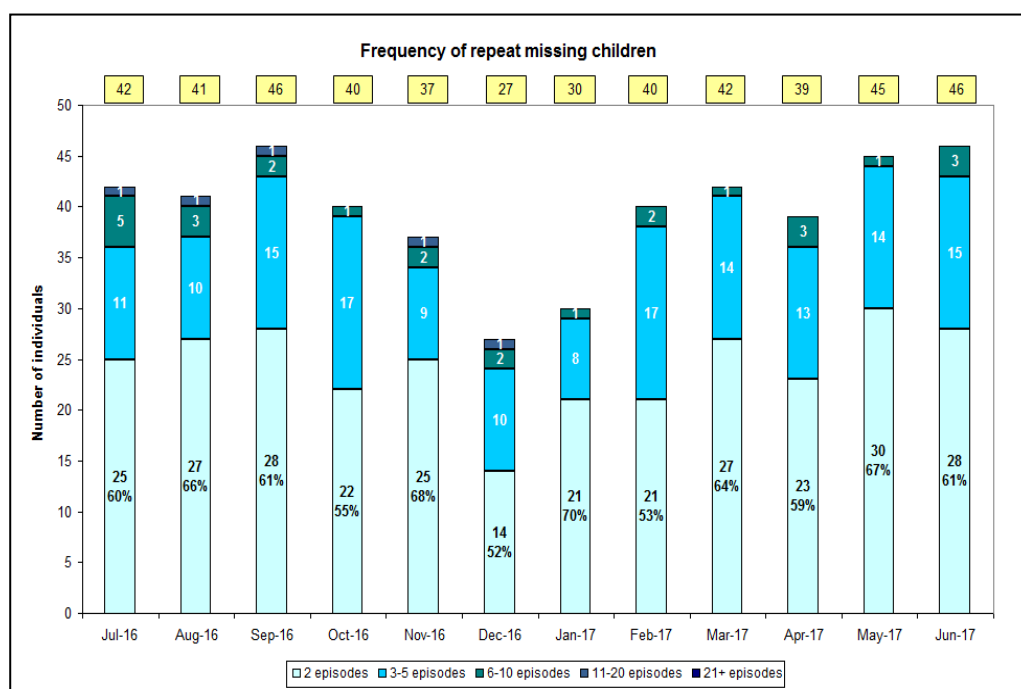
356 U18 repeat reports were recorded last quarter; a 16% increase compared to the previous quarter (306) but volumes remain within expected monthly levels. Volumes are 18% (435) lower than the same period last year.

Higher volumes were seen across Herefordshire, South Worcestershire and Telford & Wrekin last quarter compared to the previous quarter. Exceptional volumes were recorded across Herefordshire (April) and South Worcestershire (May).

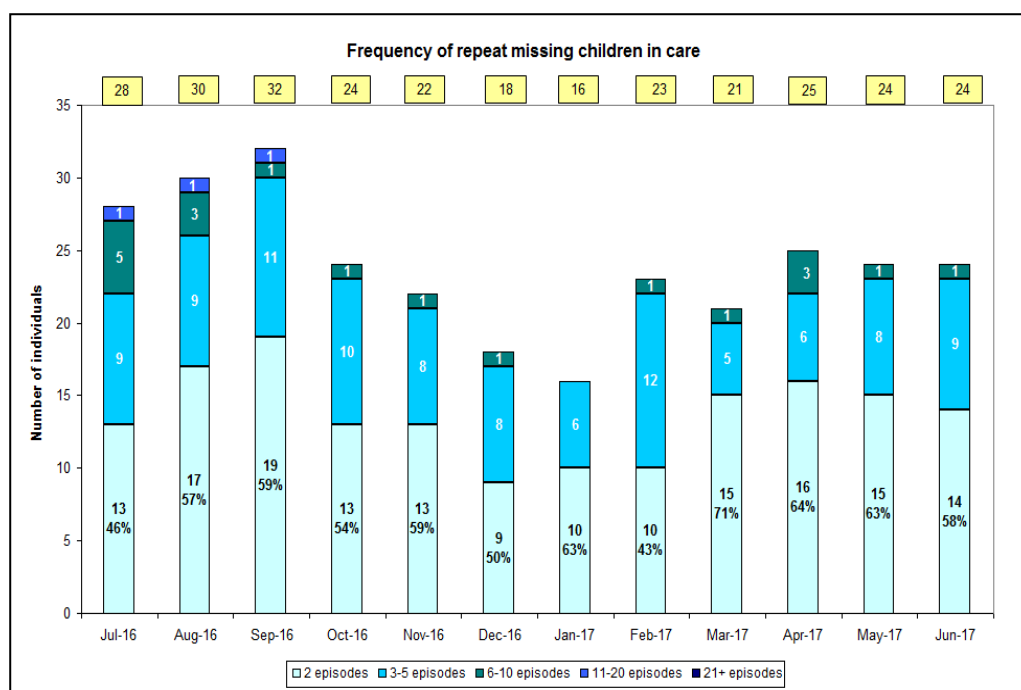


349 in-care reports were recorded last quarter; a 15% increase compared to the previous quarter (303) but volumes remain within expected monthly levels. Volumes are 27% lower than the same period last year.

Higher volumes were seen across all policing areas with the exception of Telford & Wrekin last quarter compared to the previous quarter. Exceptional volumes were recorded in May across Herefordshire.



In the last quarter the number of repeat missing children (who went missing more than once) increased by 16% compared to the previous quarter (130 v 112). The number of episodes in which the children went missing was comparable to the previous quarter.



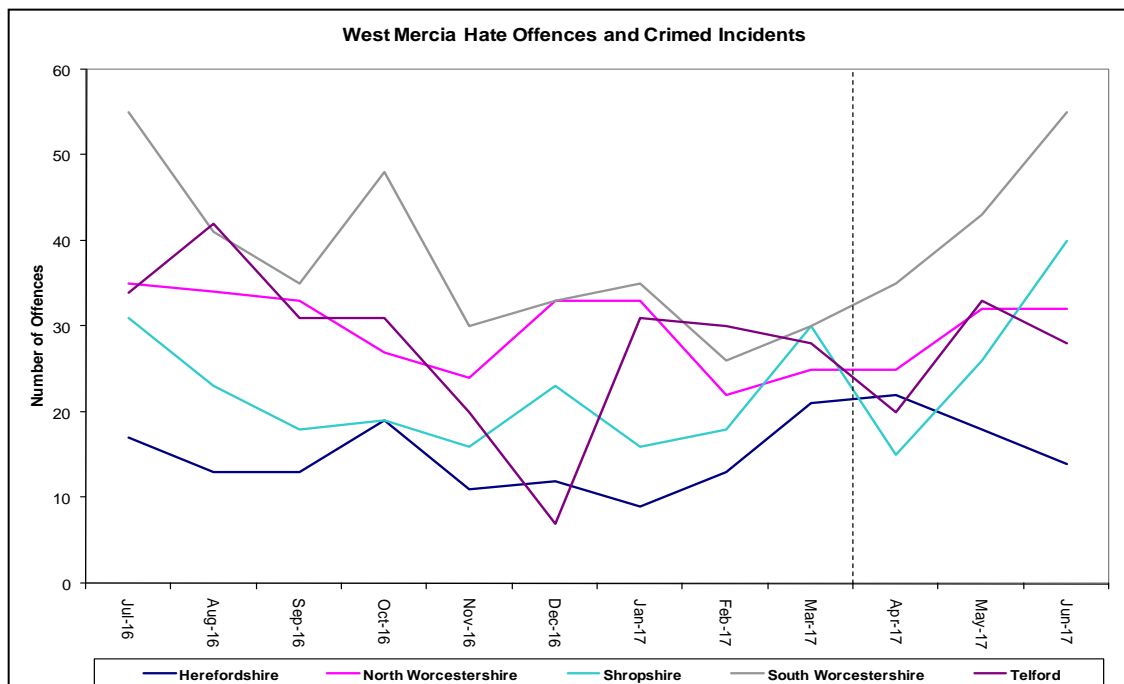
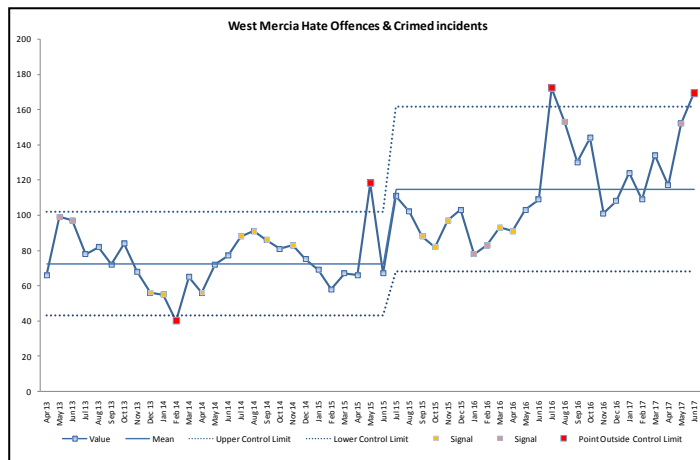
In the last quarter the number of repeat missing children in care (went missing more than once) has increased by 22% compared to the previous quarter (73 vs. 60). The number of episodes in which the children in care went missing was generally comparable to the previous quarter although those who had 6 -10 missing episodes increased by 3 individuals.

Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. Any performance issues (unrelated to recording changes) are reported to the missing person co-ordinators and the force lead for missing persons for further investigation.

## Hate Crime

### Signs of Improvement would be:

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



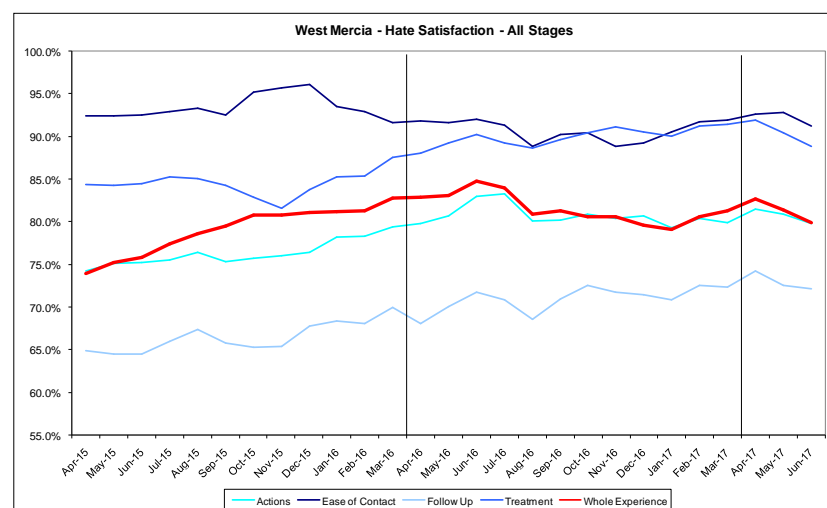
The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends and ensure victims receive the best level of service. Ultimately, the long term aim is to reduce the volume of offending and the number of victims subject to hate offences. However we understand hate crime is under reported and we also aim to increase confidence in reporting which will show as higher crime levels.

438 offences/incidents were recorded last quarter. This is a 19% increase compared to the previous quarter (367) and above the quarter average (403). Exceptional volumes were recorded in June across West Mercia.

Volumes increased across all policing areas with the exception of Telford & Wrekin.

As with previous months, the majority of hate crimes were of a racial nature, however there was an increase in offences assigned a sexual orientation marker last quarter (59 offences Apr-Jun, compared to 29 offences Jan-Mar).

## Hate Crime Victim Satisfaction



	Apr-17	May-17	Jun-17
Herefordshire	85.7%	80.5%	73.0%
North Worcestershire	80.3%	81.2%	81.3%
Shropshire	80.9%	79.6%	80.0%
South Worcestershire	85.4%	84.1%	82.9%
Telford & Wrekin	81.1%	80.0%	78.6%
West Mercia	82.7%	81.4%	79.9%

As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low (average of 31 per month). The data is therefore shown on the chart as a rolling 12 month average to give a longer term trend and to prevent short term reactions to what can be significant month-on-month variations.

81% of hate crime victims were satisfied with their overall experience with the police last quarter, comparable to the previous quarter<sup>5</sup>. Volumes increased or remained stable across all policing areas with the exception of Herefordshire where performance reduced from 85% Jan-Mar to 80% Apr-Jun. No significant changes were seen across each measured stage of satisfaction.

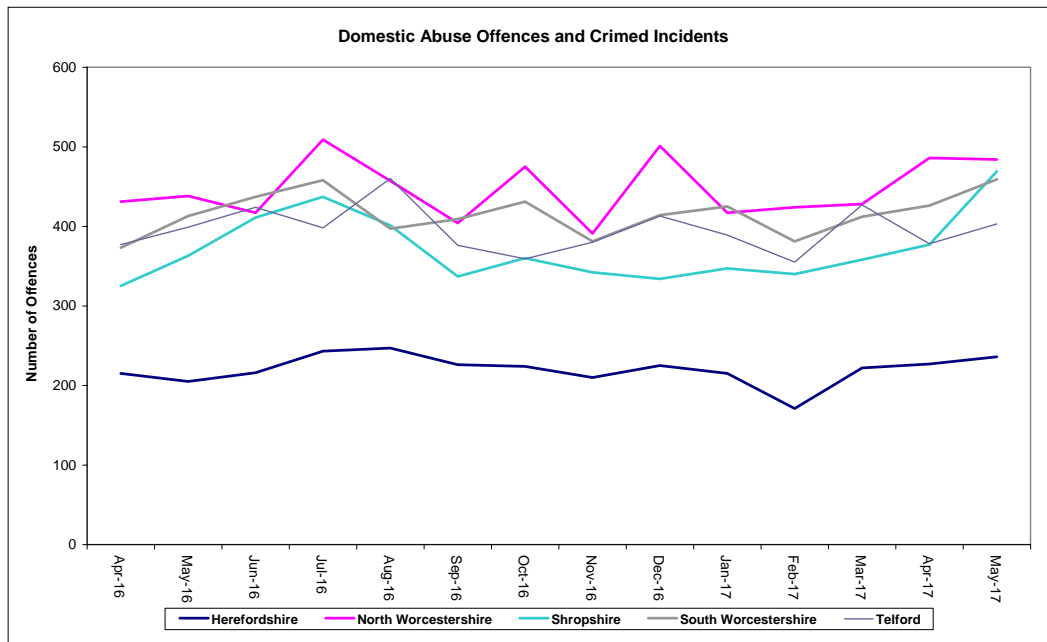
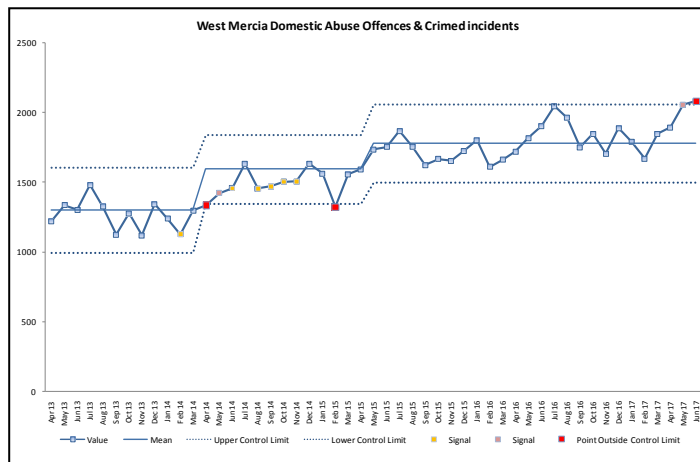
Victims of hate crime will be a key focus of the Integrated Victim Management process.

<sup>5</sup> This is based on interviews undertaken over the last 12 months to give an adequate sample size for analysis

## Domestic Abuse

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat domestic abuse victims



The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of a marker on relevant offences helps ensure we recognise the vulnerability of victims and we apply the appropriate level of service and support with multi agency partners.

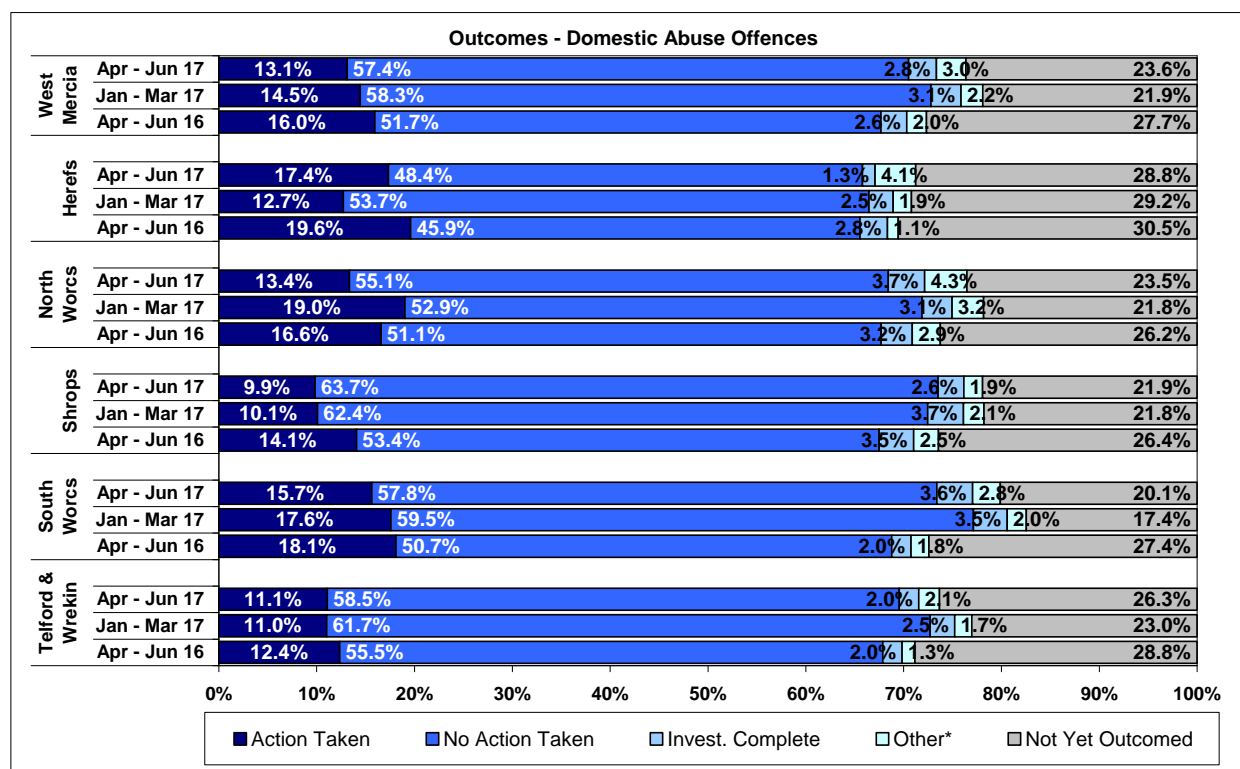
6,031 domestic abuse offences & crimed incidents were recorded last quarter, a 14% increase compared to the previous quarter (5,311) and above the quarter average (5,635). Exceptional volumes were recorded in June across West Mercia.

Volumes increased across all policing areas. Exceptional volumes were recorded in May across Shropshire and in May and June across South Worcestershire.

The increase seen last quarter was driven by uplifts in 'current' ABH offences (712 Apr-Jun, compared to 572 Jan-Mar), 'current' common assault offences (914 Apr-Jun, compared to 792 Jan-Mar) and 'current' emotional abuse incidents (2,572 Apr-Jun, compared to 2,261 Jan-Mar).

## Outcomes

The following chart shows the pattern of outcomes for domestic offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



Across West Mercia, approximately 76% of offences recorded Apr - Jun 2017 were assigned an outcome within the same 3 month period, a small decrease compared to Jan – Mar 2017 (78%). Approximately 13% of offences recorded Apr - Jun 2017 were assigned an 'action taken' outcome within the same 3 month period, a decrease since Jan – Mar 2017 (15%)

## Domestic Violence Protection Notices (DVPNs)

Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat of further violence from the suspect and gives the victim respite from the abuser to allow them an opportunity to engage with appropriate services.

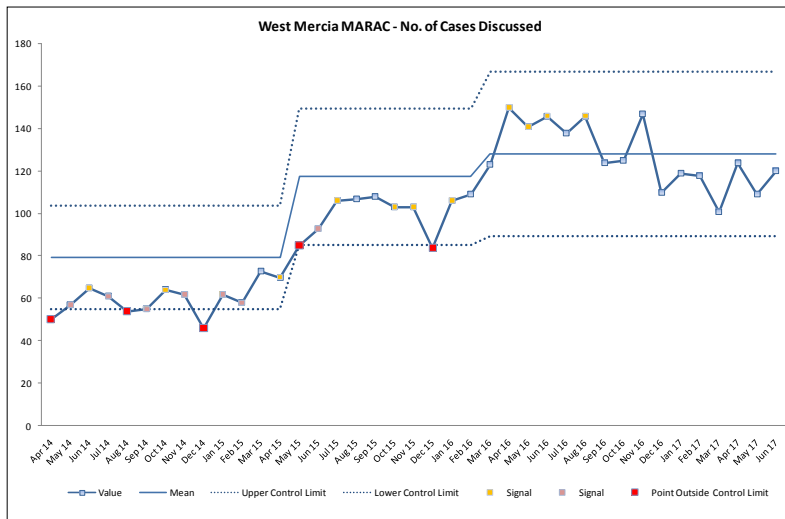
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Herefordshire		2	2	3			2	1	1	1	1	3	1	1
North Worcestershire	1	1	4	6	1	6	5	8	7	5	7	6	6	9
Shropshire			1	1		1		1	0	0	0	3	2	1
South Worcestershire	5	3	12	3	8	7	3	7	8	4	7	8	10	4
Telford & Wrekin	5	1	1	1	2	1	1		1	1	2	0	0	3
<b>West Mercia Total</b>	<b>11</b>	<b>7</b>	<b>20</b>	<b>14</b>	<b>11</b>	<b>15</b>	<b>11</b>	<b>17</b>	<b>17</b>	<b>11</b>	<b>17</b>	<b>20</b>	<b>19</b>	<b>18</b>

57 DVPNs were authorised in the West Mercia in last quarter, an increase compared to the previous quarter (45).



## MARAC (Multi Agency Risk Assessment Conference)

MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors and other specialist statutory and voluntary sectors.



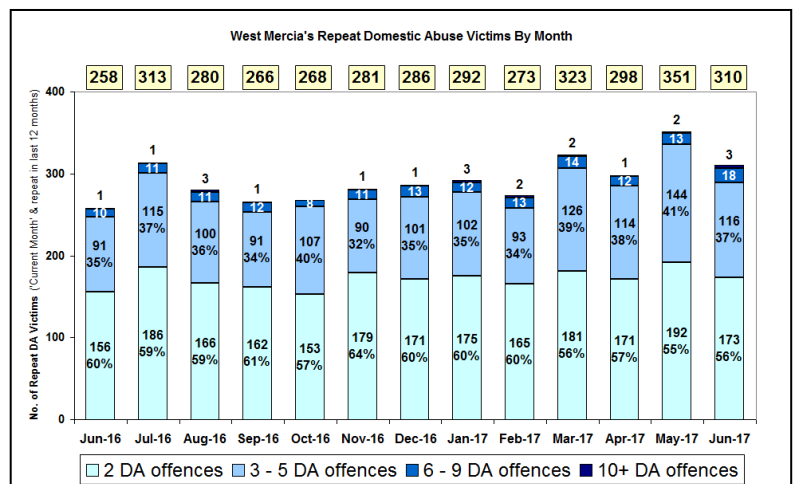
299 cases were discussed at WMP MARACs last quarter (102 repeat cases), a decrease compared to the previous quarter (338) and below average.

The number of cases discussed since April 2016 has steadily declined. If this trend continues there will be a reduction in the monthly average. Small decreases were seen across all policing areas with the most notable seen across South Worcestershire.

## Repeat Victimization

There were 1,074 victims of domestic abuse in June; 29% of these individuals (310) have also been a victim of additional DA offences in the last 12 months.

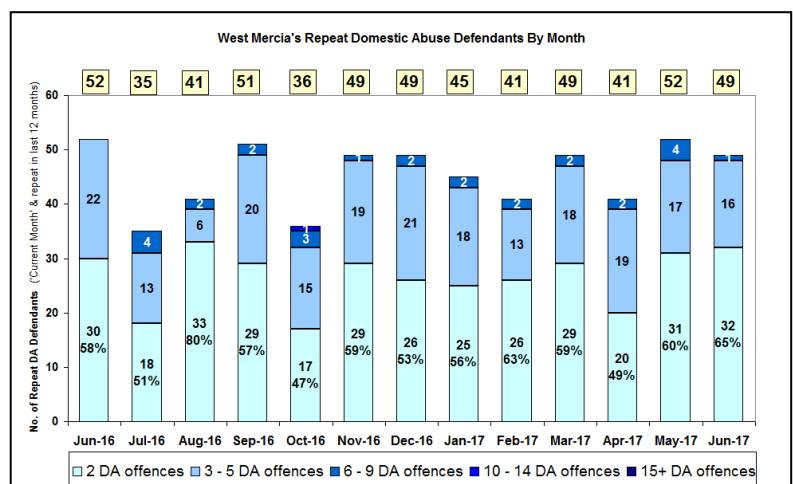
There have been 3 repeat DA victims from Herefordshire, Shropshire and South Worcestershire who have been subject to domestic abuse at least 10 times in the last 12 months.



## Repeat Offending

There were 128 defendants of domestic abuse in June; 38% of these individuals (49) have also been an offender of additional DA offences in the last 12 months.

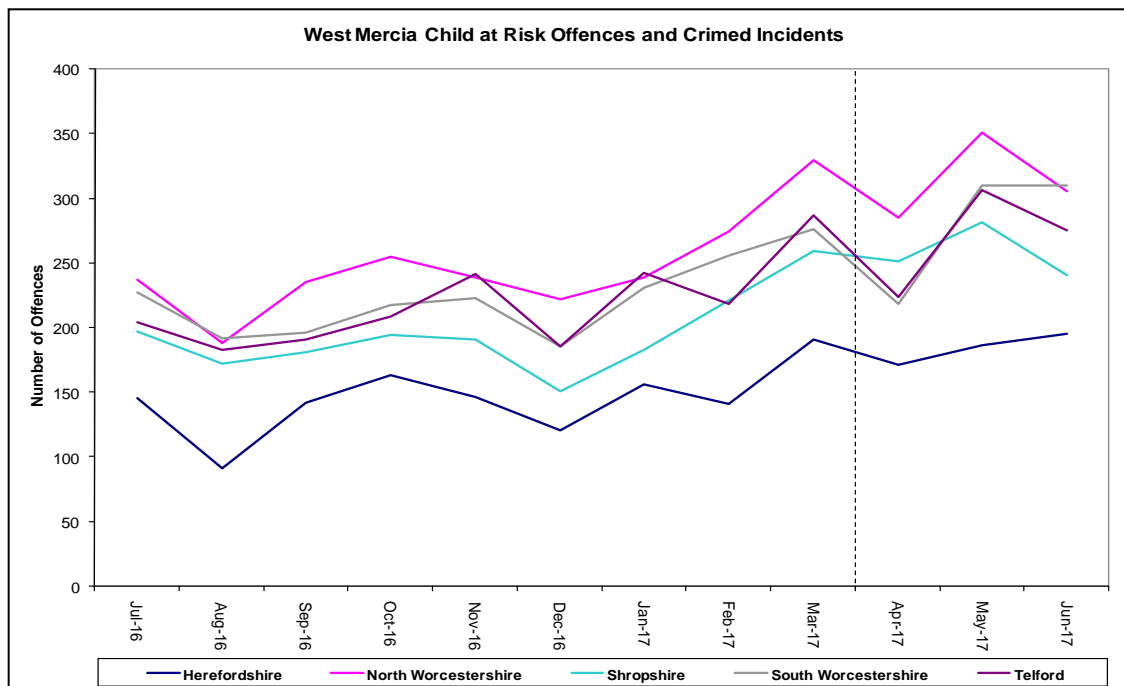
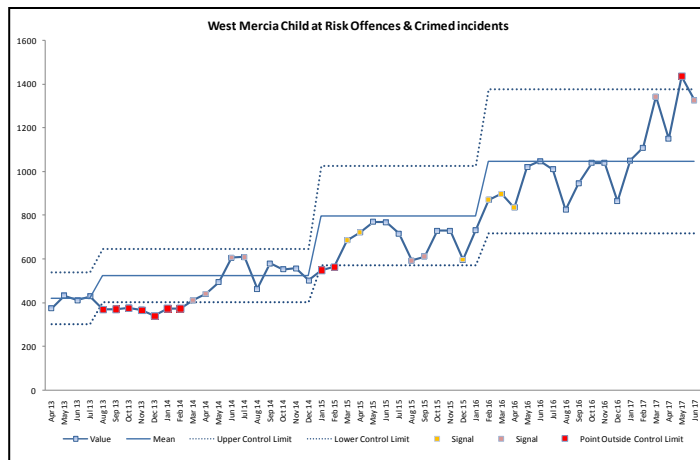
There has been 1 repeat DA defendants in South Worcestershire who has been attributable to 7 DA offences in the last 12 months.



## Child at Risk / Child Sexual Exploitation

### Signs of Improvement would be:

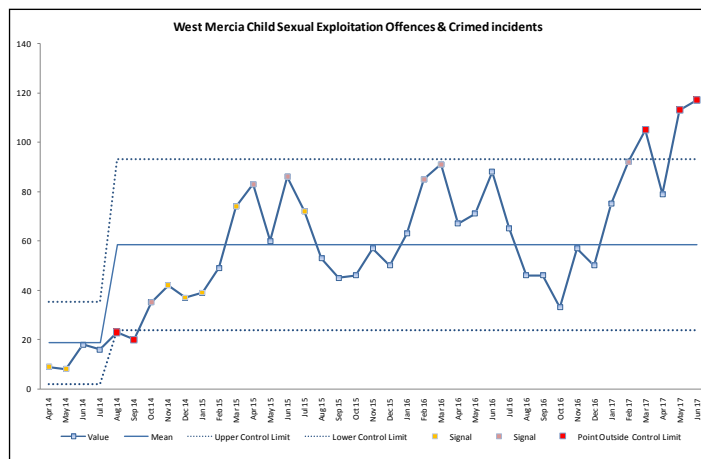
- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat victimisation



Child at Risk markers were applied to 3,915 offences/ incidents last quarter, a 12% increase compared to the previous quarter (3,507). Exceptional volumes were recorded in May across West Mercia.

Volume increases were seen across all policing areas. Exceptional volumes were recorded in May across North Worcestershire and Shropshire, in June across Herefordshire and in May and June in South Worcestershire.

The higher volumes recorded last quarter were driven by uplifts in 'current' offences/incidents (3,260 offences Apr-Jun, compared to 2,917 Jan-Mar) and to a lesser extent 'non-recent' offences (508 Apr-Jun, compared to 437 Jan-Mar). In particular, the increase was driven by common assault offences and 'emotional abuse' incidents. 17% (95) of child at risk victims in June experienced another child at risk offence in the previous 12 months.



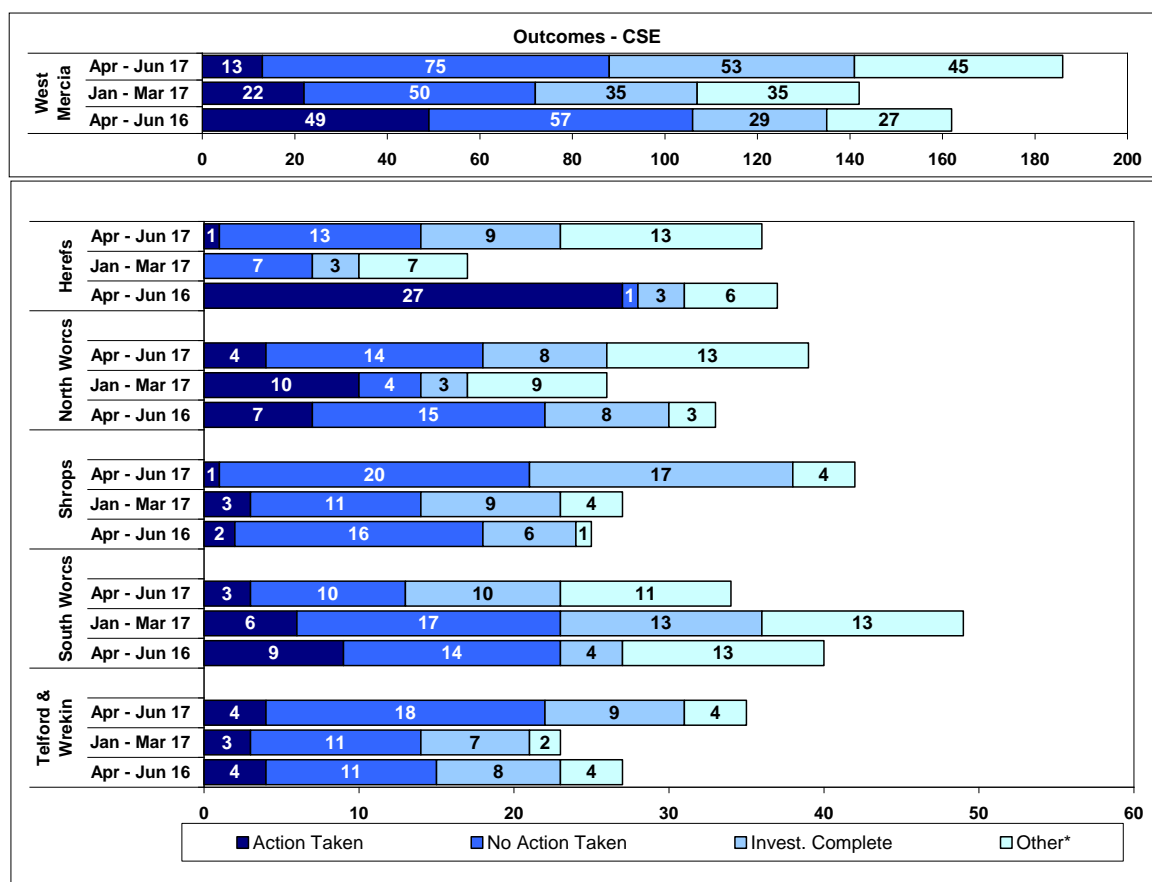
‘Child Sexual Exploitation’ (CSE) is one specific ‘Child at Risk’ marker, identifying offences where children and those under 18 have been, or are, at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on them.

309 CSE offences/ incidents were recorded last quarter, an increase compared to the previous quarter (272). Higher volumes were recorded across all policing areas with the exception of South Worcestershire and Telford & Wrekin. Exceptional volumes were recorded in April and May across Shropshire and in June across North Worcestershire.

The increase seen across West Mercia was predominantly driven by uplifts in ‘non-recent’ offences, in particular sexual activity and sexual assault offences. Of the ‘non-recent’ offences recorded in Apr - Jun, 17 involved eight repeat child victims.

## Outcomes (CSE)

Due to the nature of CSE offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those offences with a CSE marker that have been outcomed in the quarter, irrespective of when they were recorded.

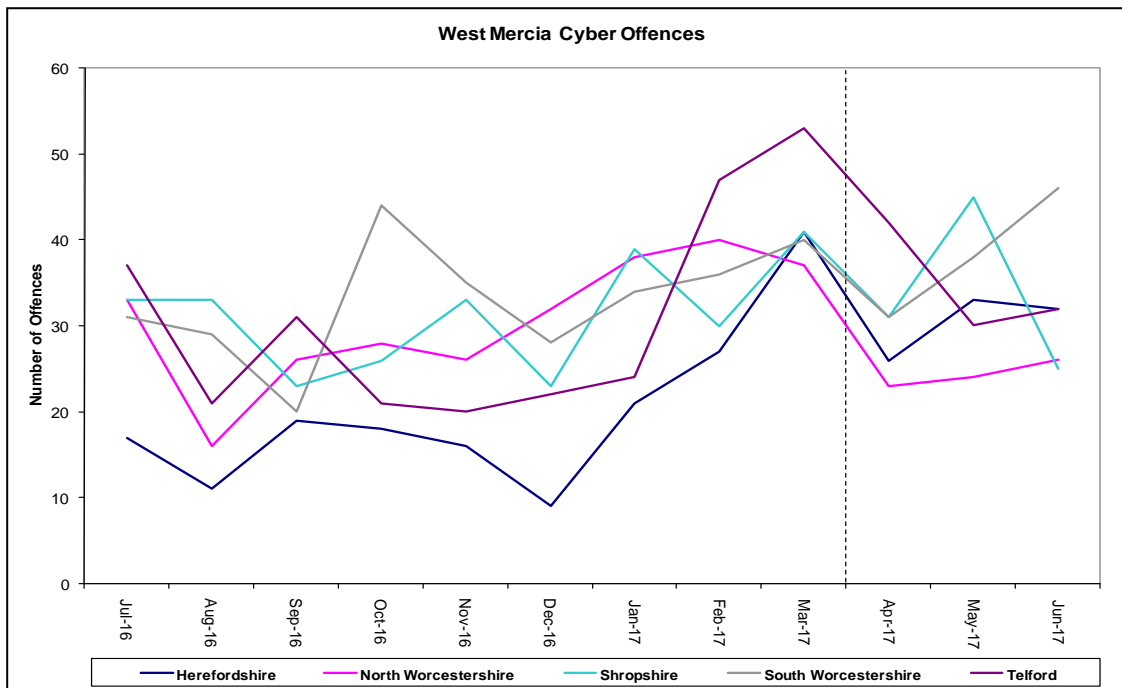
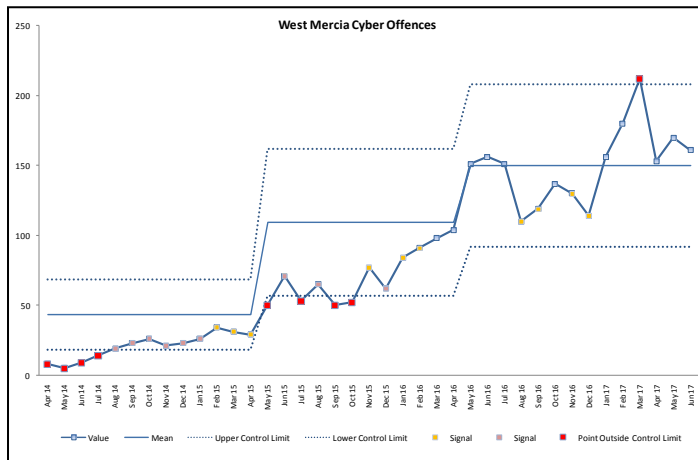


Across West Mercia, 186 offences were assigned an outcome Apr - Jun 2017, an increase compared to Jan – Mar 2017 (142 offences). The number of offences with a CSE marker assigned an 'action taken' outcome Apr - Jun 2017 (13) has decreased compared to the previous quarter (22) and same period last year (49).

## Cyber/ On-line Crime

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence

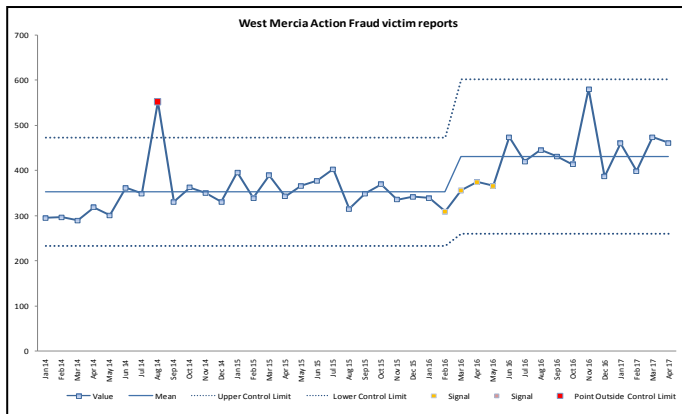


A marker for cyber crime offences was introduced in April 2014, in order to assist in the identification of such offences. The marker is an internal method of being able to identify those offences with an online presence, including sexual and violence without injury (harassment) offences. The general increase in the use of the marker has followed increased awareness internally and the appointment of alliance cyber crime co-ordinators to champion these issues.

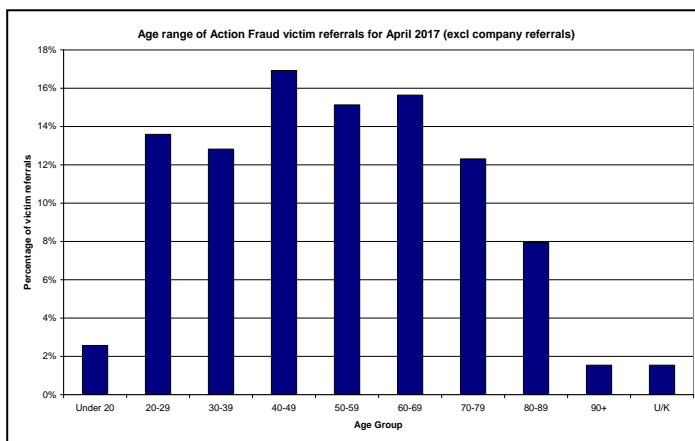
484 offences were flagged as cyber/online crime this quarter; a 12% reduction compared to the previous quarter (548) but above the quarter average (449). Reduced volumes were seen across all policing areas with the exception of Herefordshire and South Worcestershire. Exceptional volumes were recorded in May and June across Herefordshire.

## Action Fraud

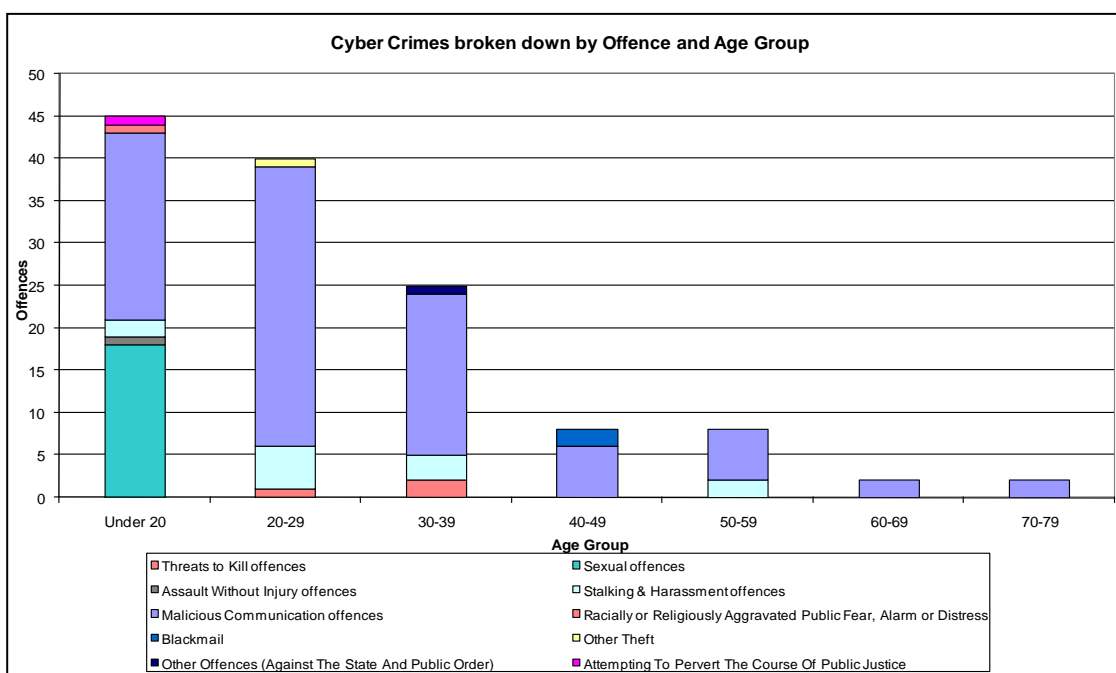
Fraud offences (including those cyber related) are principally recorded through Action Fraud. Offences occurring within West Mercia are then disseminated to the force for investigation and safeguarding of vulnerable victims where appropriate.



461 Action Fraud victim reports (which exclude company referrals) were recorded in April 2017<sup>6</sup>. This is a decrease compared to volumes seen in March 2017 (474) and is below the monthly average (431).



Victims aged 40-49 accounted for the largest proportion of Action Fraud victim reports (17%) reported in April 2017.

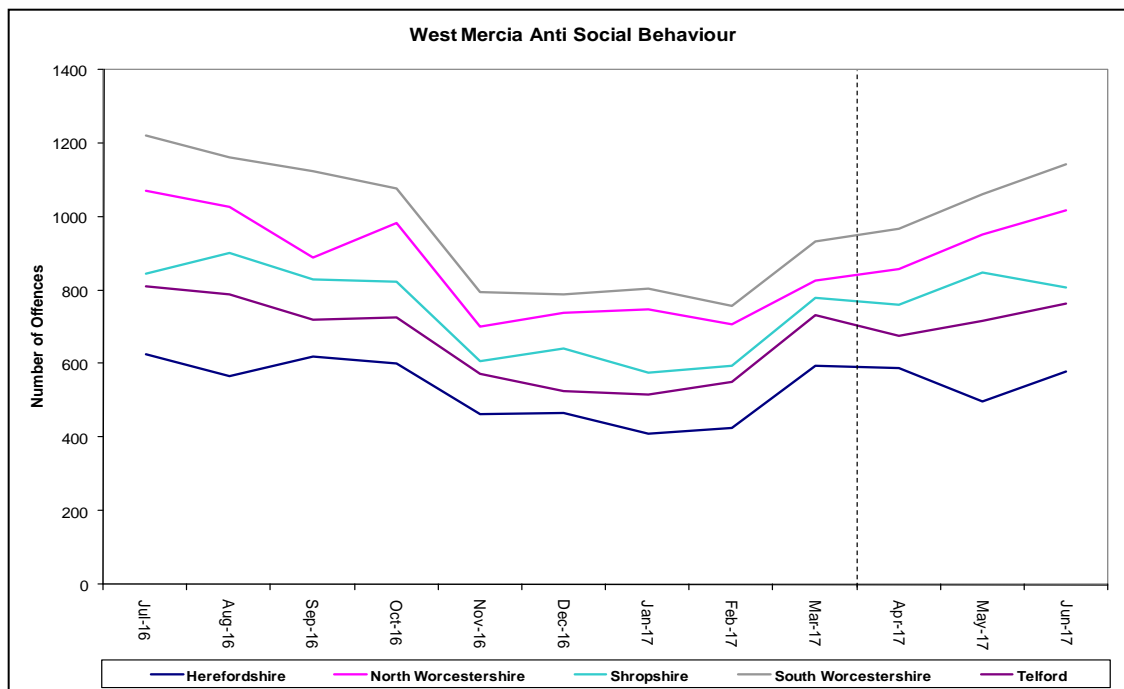
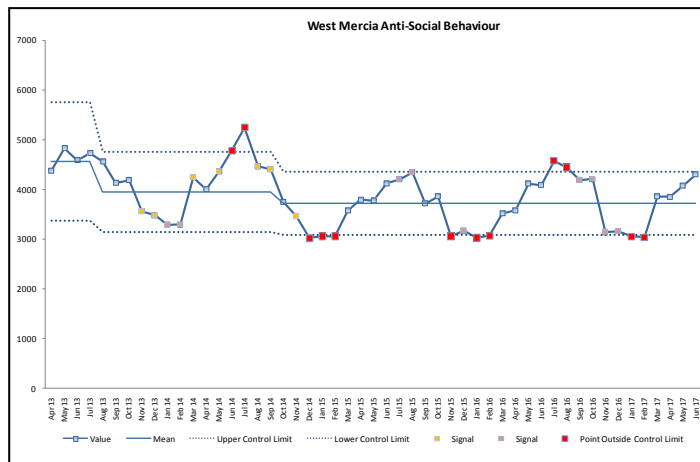


<sup>6</sup> Data is only available to April 2017 due to the delay in receiving and processing the data from Action Fraud.

## Anti-Social Behaviour

### Signs of Improvement would be:

- ❖ Accurate reporting and risk assessing of ASB incidents



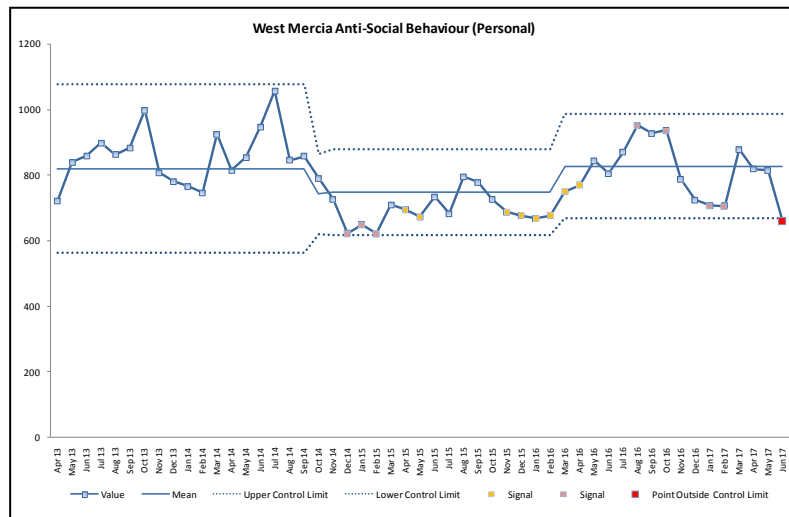
12,235 ASB incidents were recorded in the last quarter; a 23% increase compared to the previous quarter (9,954) and above the quarter average (11,475).

ASB in the last quarter is following the expected seasonal trend, with recorded incidents at their highest during the late spring/summer months.

Higher volumes of ASB were seen across all policing areas this quarter compared to the previous quarter. No exceptional volumes were across all policing areas. ASB will feature in the policing area summer policing plans.

There are three recognised types of ASB: 'personal' is behaviour which is targeted to an individual or group rather than a wider community; 'nuisance' is where the impact is felt by a local community in general rather than individual victims; 'environmental' includes incidents where behaviour has an impact on the natural, built or social environment.

In the last quarter, 74% of all ASB incidents were nuisance, 19% personal and 7% environmental. This pattern is broadly similar to that seen in the previous quarter.



2,291 'personal' ASB incidents were recorded last quarter, a 1% increase compared to the previous quarter (2,278) and below the quarter average (2,441).

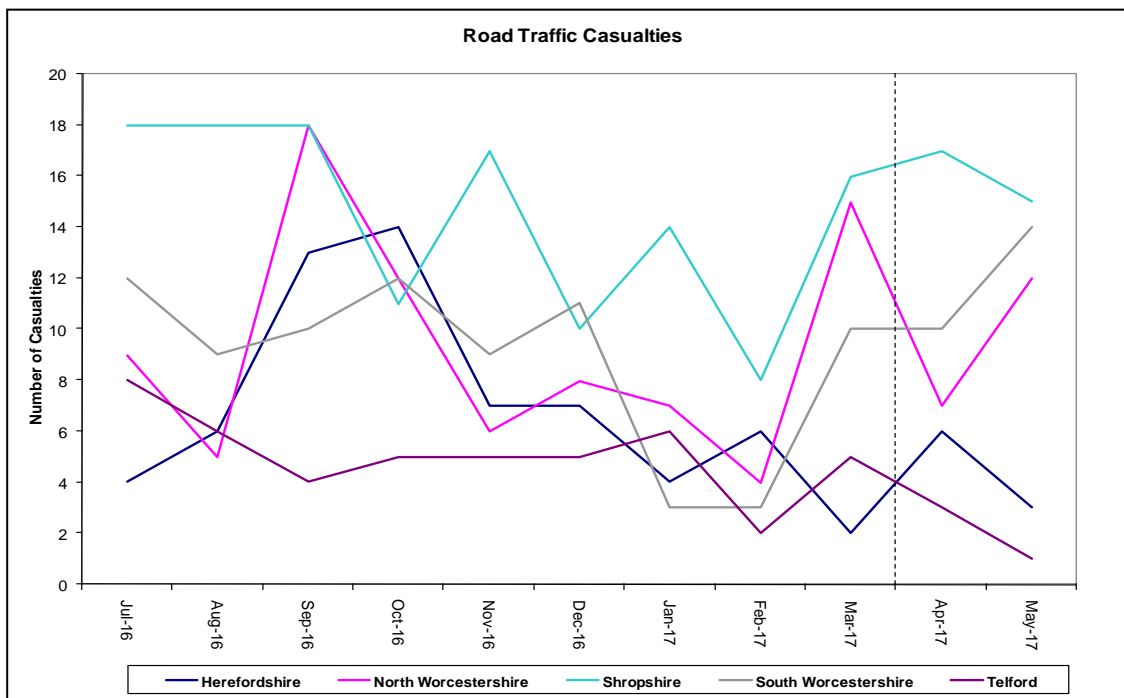
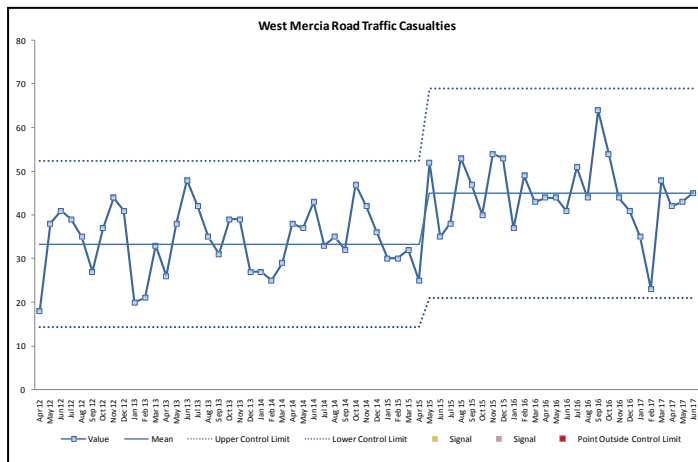
Volumes have significantly decreased in June and are in line with volumes not seen since January 2016 (667).



## Road Traffic Casualties

### Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties

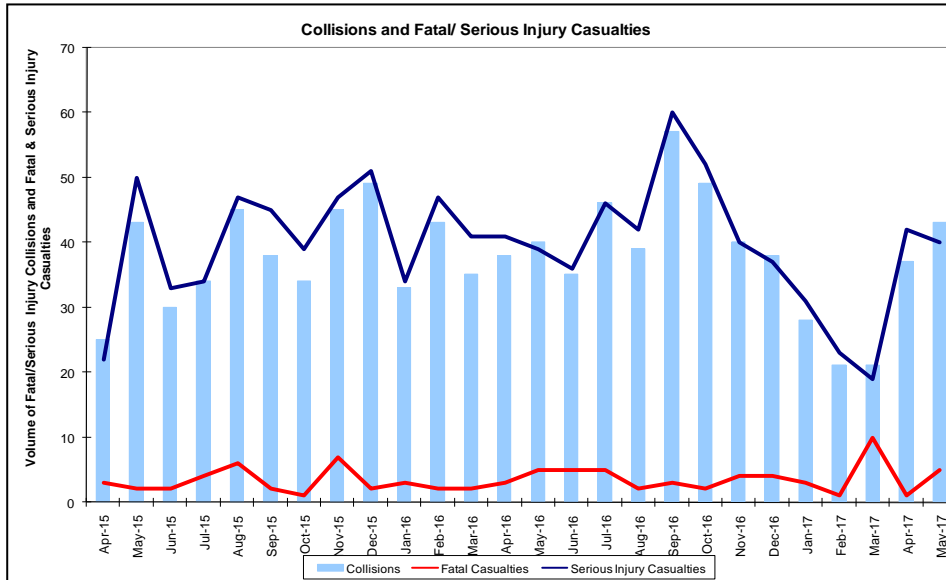


In the last quarter<sup>7</sup> there were 13 road deaths. This included 3 drivers, 1 passenger, 6 motor cycle riders, 1 cyclist and 2 pedestrians.

7 fatalities occurred in Shropshire, 3 in North Worcestershire, 2 in South Worcestershire and 1 in Herefordshire.

In the last quarter over half (56%) of all fatal and serious injury casualties were car drivers or passengers; almost a quarter (24%) were on motorcycles and 8% were pedal cyclists. These proportions are very similar to previous years.

<sup>7</sup> At the time of publication data regarding serious injury casualties in June is unavailable. This will be included in the next performance report in July. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.



The chart indicates the volume of fatal and serious injury collisions and the pattern of serious injury or fatal casualties.

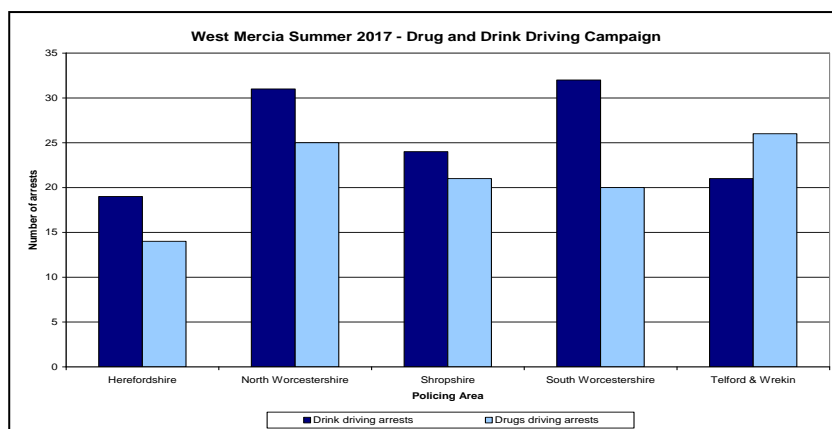
Road safety, including enforcement, education and engineering, is managed through the Safer Roads Team, with the key focus being casualty reduction.

Speed enforcement is driven through the Community Concern Programme and Casualty Reduction Programme, run by community volunteers and partnership Enforcement Officers respectively. In 2017/18 these programmes have operated both fixed and mobile enforcement cameras at 146 sites across West Mercia, resulting in almost 12,377 offences being recorded.

The Safer Roads Partnership has identified 6 high harm routes across West Mercia and from this group one higher harm route, requiring focused police activity and visibility to reduce casualties. These are subject to daily tasking within the policing areas and activity is reviewed monthly with data presented to local Tactical Tasking meetings.

## Summer Drug and Drink Driving Campaign

The alliance's summer drink and drug driving campaign resulted in 127 drink driving arrests and 106 drug driving arrests across West Mercia. The chart below provides a breakdown of the campaign arrests by policing area.



## Response Times to Emergency Incidents

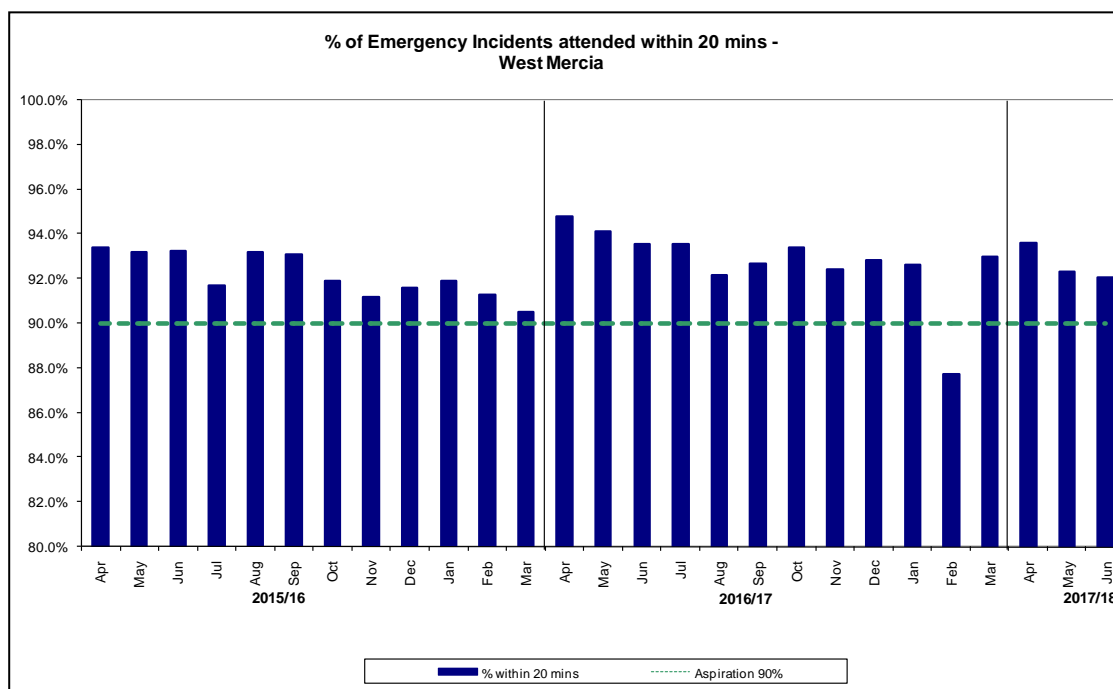
### Signs of Improvement would be:

- ❖ Respond to all incidents in a timely manner and provide a high quality of service

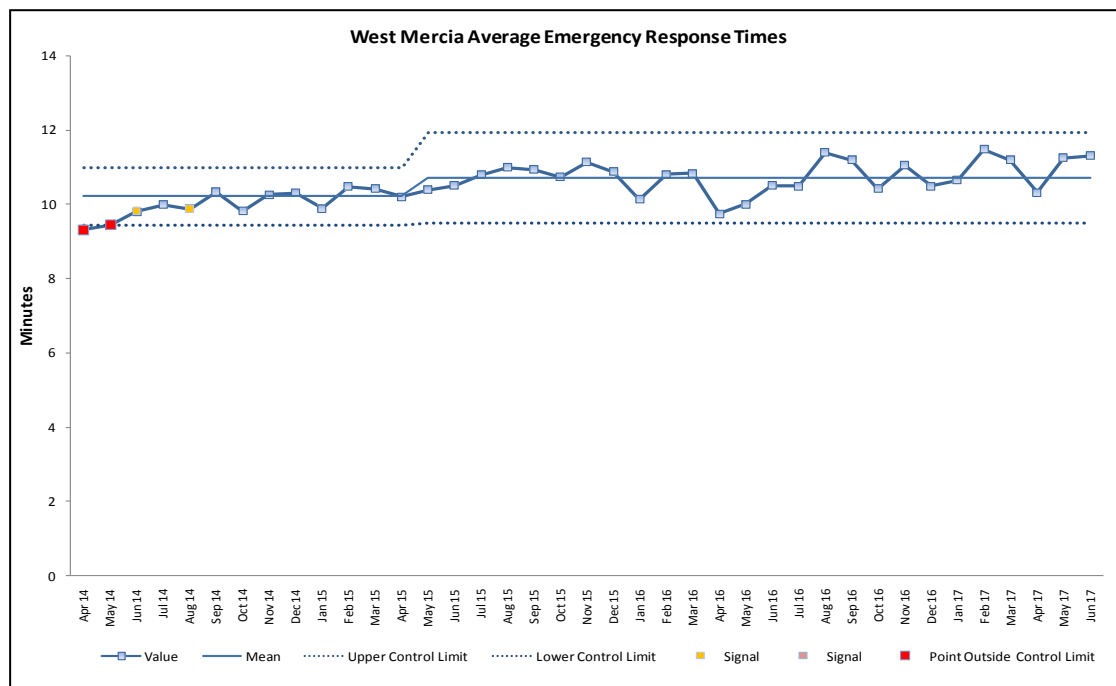
The alliance managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator, the quality of the response is also important and this information should be considered in conjunction with user satisfaction performance.

The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the alliance forces as a minimum standard.

13,112 emergency incidents were recorded in the last quarter, an increase of 31% compared to the previous quarter and 17% greater than the same period last year. Despite this increase in volume, more than 9 out of 10 emergency incidents are attended within 20 minutes.



The current average response time for emergency incidents is (11mins 19secs) this is in line with the previous month (11mins 16 secs) but is above the monthly average (10mins 42secs).



NB: from April 2016 we have been able to produce a more accurate data set

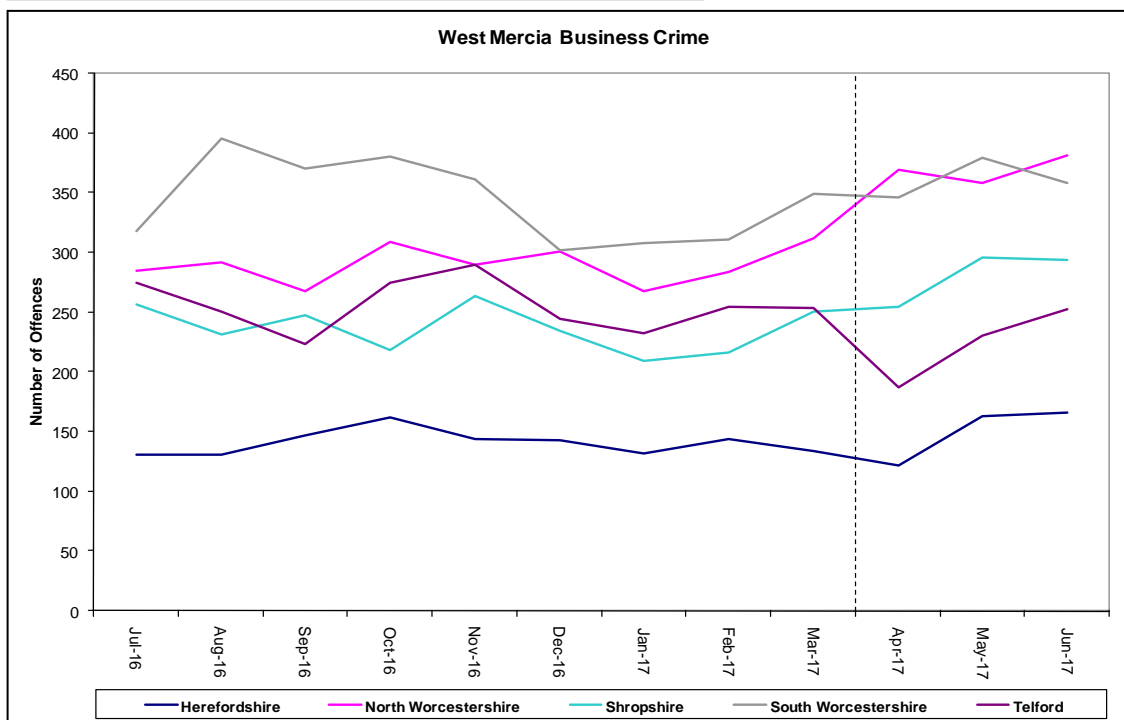
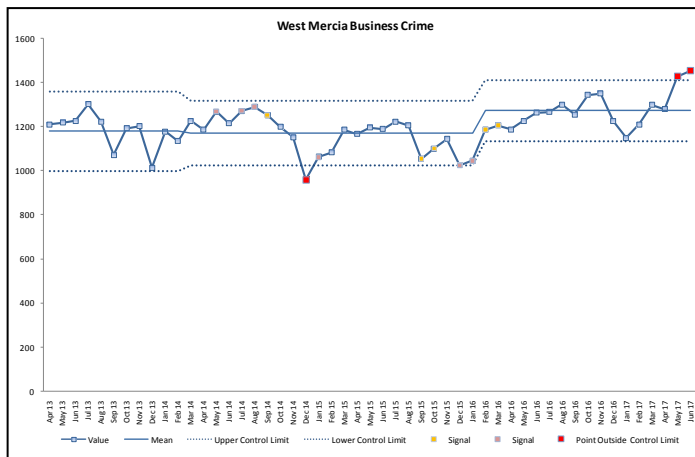
The introduction of the mobile working project across the alliance and initiatives emerging from the Control Centre change programme are anticipated to have a positive impact on response time performance in the long-term.

# Reassuring West Mercia

## Business Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

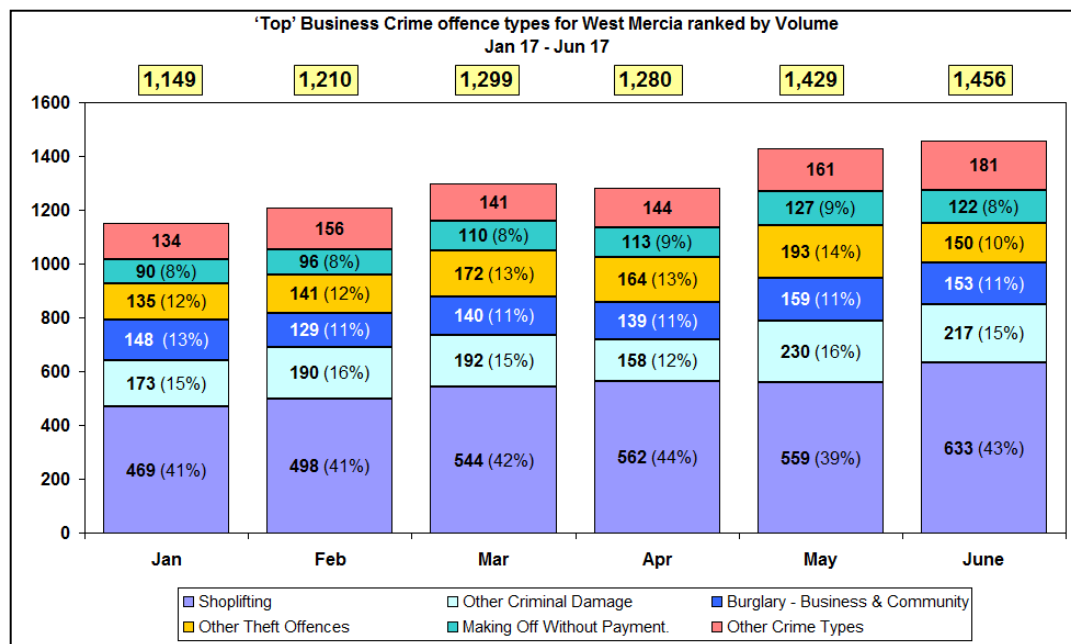


Business crime offences are a sub-set of total recorded crime and are identified as any criminal offence (against person or property) which is associated to a business.

4,165 offences were recorded in this quarter. This is a 14% increase compared to the previous quarter (3,658) and above the quarter average (3,891). Trends in business crime often mirror those of total recorded crime, however the increase seen this quarter is slightly higher than for total crime (14% v 9%).

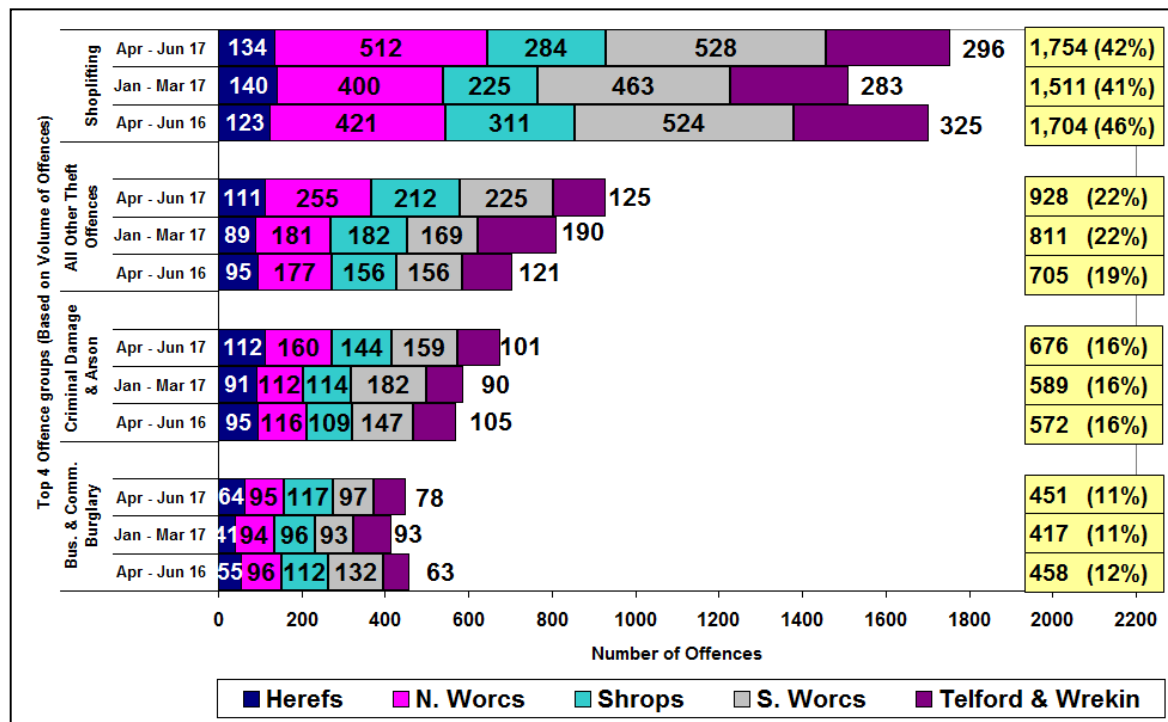
Volume increases for this quarter compared to the previous quarter have been seen across all policing areas with the exception of Telford & Wrekin. Exceptional volumes have been recorded across Herefordshire for the last quarter (April, May & June) and across Shropshire in May.

This chart shows the top 5 'business crime' offence types for West Mercia, ranked by number of offences with percentage share of total business crime by month. Over the last 6 months, increasing volumes in shoplifting, other criminal damage, 'other theft' offences and making off without payment offences have driven this growth trend.



The following chart shows the top 4 business crime offence types ranked by number of offences with percentage share of total business crime, broken down by policing area for the last quarter compared to previous quarter and previous year.

The 16% growth in this quarter compared to last quarter for shoplifting offences across West Mercia is most noticeable in North Worcestershire (+112 offences) and South Worcestershire (+65 offences).

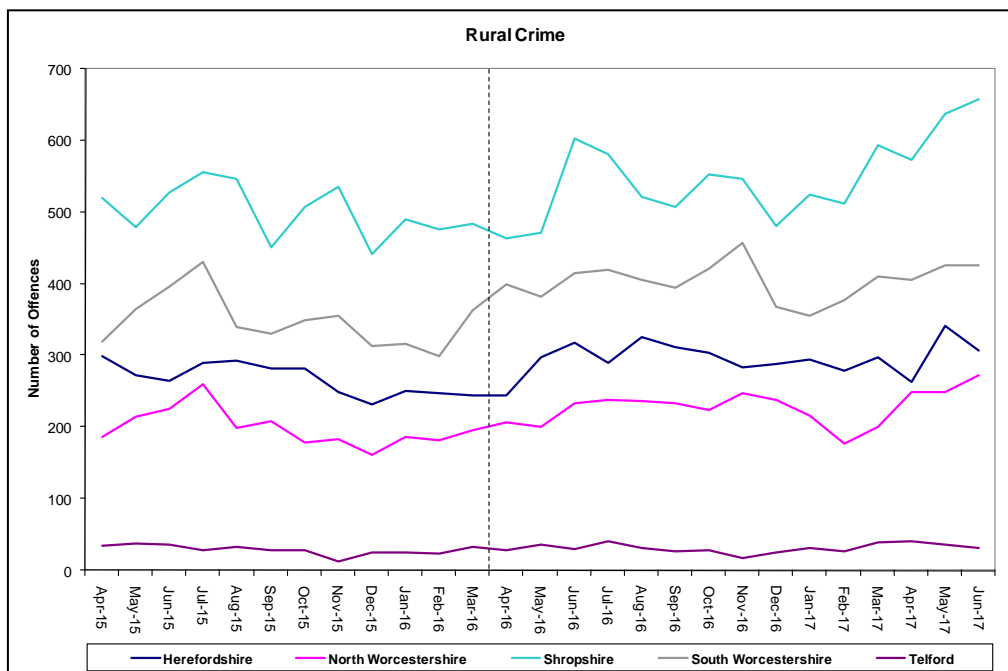
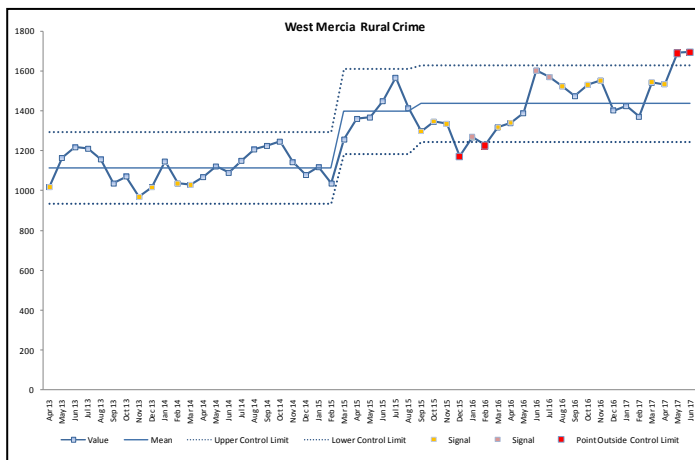


The rise in business crime was reviewed following last month's performance report and a report has been circulated.

## Rural Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



Rural crime offences are also a subset of total recorded crime and are identified by their geographical location<sup>8</sup>.

4,915 offences were recorded in the quarter, a 13% increase compared to the previous quarter (4,335) and above the quarter average (4,574). Exceptional volumes have been recorded in May and June across West Mercia. Trends in rural crime often mirror those of total recorded crime, however the increase seen this quarter is slightly higher than for total crime (13% v 9%)

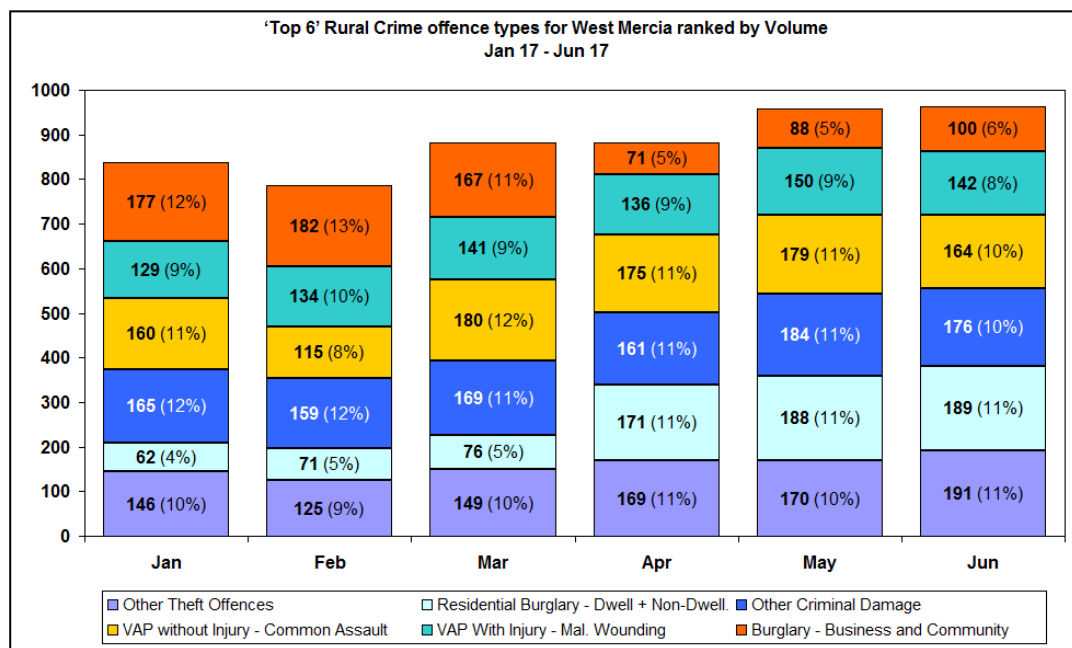
Volumes have increased across all policing areas this quarter compared to last. Exceptional volumes were recorded in May and June across Shropshire.

The 15% growth in this quarter compared to last quarter for rural crime in Shropshire has been attributed to growth in other theft offences (+41 offences) and growth in assault without injury offences (+30 offences).

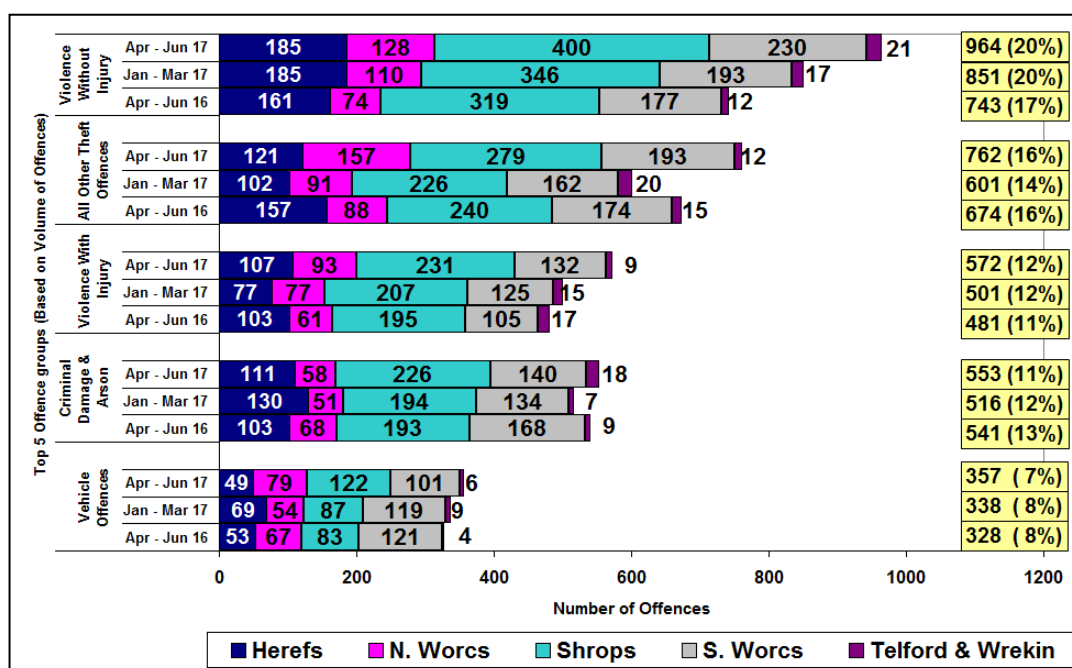
<sup>8</sup> Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

This chart shows the top 5 'rural crime' offence types for West Mercia ranked by number of offences with percentage share of total rural crime by month. Over the last 6 months, increasing volumes in 'other theft' offences, other criminal damage and common assault offences have driven this growth trend.

With burglary offences, these figures have been affected by the changes to the Home Office classification for domestic burglary – the new category of residential burglary now includes all offences in sheds and outbuildings located within the curtilage of the property. Previously these offences would have been classified as 'burglary other building'. This explains the volume changes in residential burglary and Business & Community Burglary from April 2017 onwards.



The following chart shows the top 5 'rural crime' offence types ranked by number of offences with the percentage share of total rural crime, broken down by policing area for the last quarter compared to previous quarter and previous year. The main sub-category offence types prevalent in this quarter are; other theft offences (11%), assault with (11%) and without (11%) injury offences.





# Reforming West Mercia

## Sickness

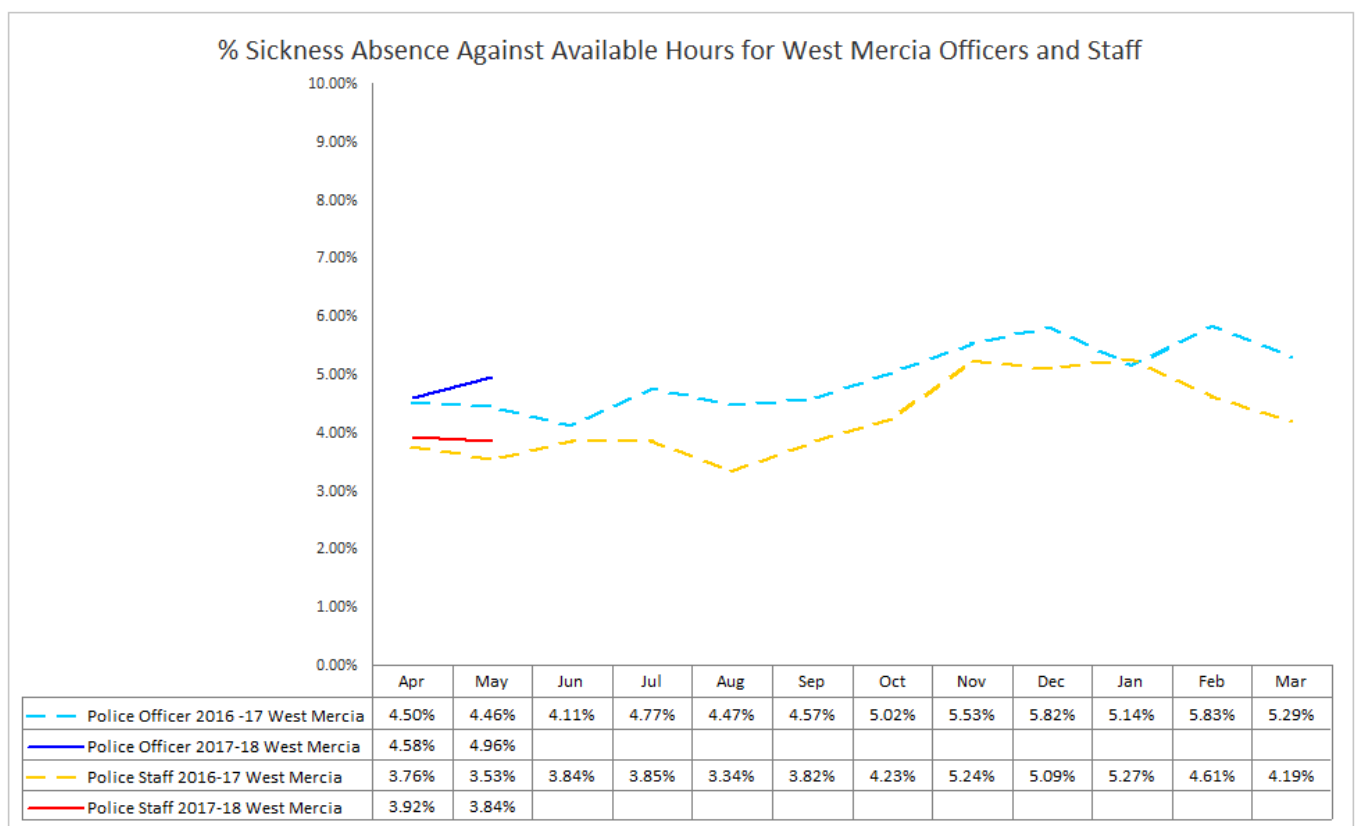
### Signs of Improvement would be:

- ❖ Improved staff wellbeing – improving levels of attendance

Workforce sickness forms part of the overall Health & Wellbeing Agenda around staff welfare.

Following recent changes to the alliance Origin HR system, sickness data for June is not available at the time of publication of this report.

Across West Mercia, the average percentage days lost to sickness in April and May 2017 for both officers and staff was higher than for the same period last year. However sickness rates were lower than the previous 3 months.



Latest national comparison data for hours lost to sickness was updated in July 2017. Sickness rates and national ranking positions have generally improved compared to 2014 and 2015.

		March 14		March 15		March 16		March 17	
		% Hours Lost	Rank	% Hours Lost	Rank	% Hours Lost	Rank	% Hours Lost	Rank
West Mercia	Officer	6.1%	43	5.7%	40	4.5%	23	4.7%	19
	Staff	4.5%	36	5.2%	37	3.8%	12	4.5%	23
National Average	Officer	3.8%		4.1%		4.4%		4.6%	
	Staff	3.8%		4.1%		4.4%		4.6%	

For the 12 months to March 2017, the % hours lost to sickness for officers has increased slightly (from 4.5% to 4.7%). However, this is now in line with the national average (4.7%) and the force's comparative ranked position has improved to 19<sup>th</sup>.

For police staff, sickness rates have also increased (from 3.8% to 4.5%), but remain below the national average (4.6%). The rank position has worsened in this latest period (23<sup>rd</sup>) but remains much improved on previous years.

## **Health & Wellbeing Board**

Health & wellbeing activity continues across the alliance, co-ordinated through the Health & Wellbeing Board. Key activity in the last quarter includes:

- continued promotion of the Employee Assistance Programme (EAP)
- Progression of work plans around the 9 key aims of the Health & Wellbeing Strategy
- 109 teams began the Virgin Pulse 10,000 step challenge
- Delivery of new gym equipment
- Inclusion of alcohol awareness incorporated into the induction process

## Complaints

### Signs of Improvement would be:

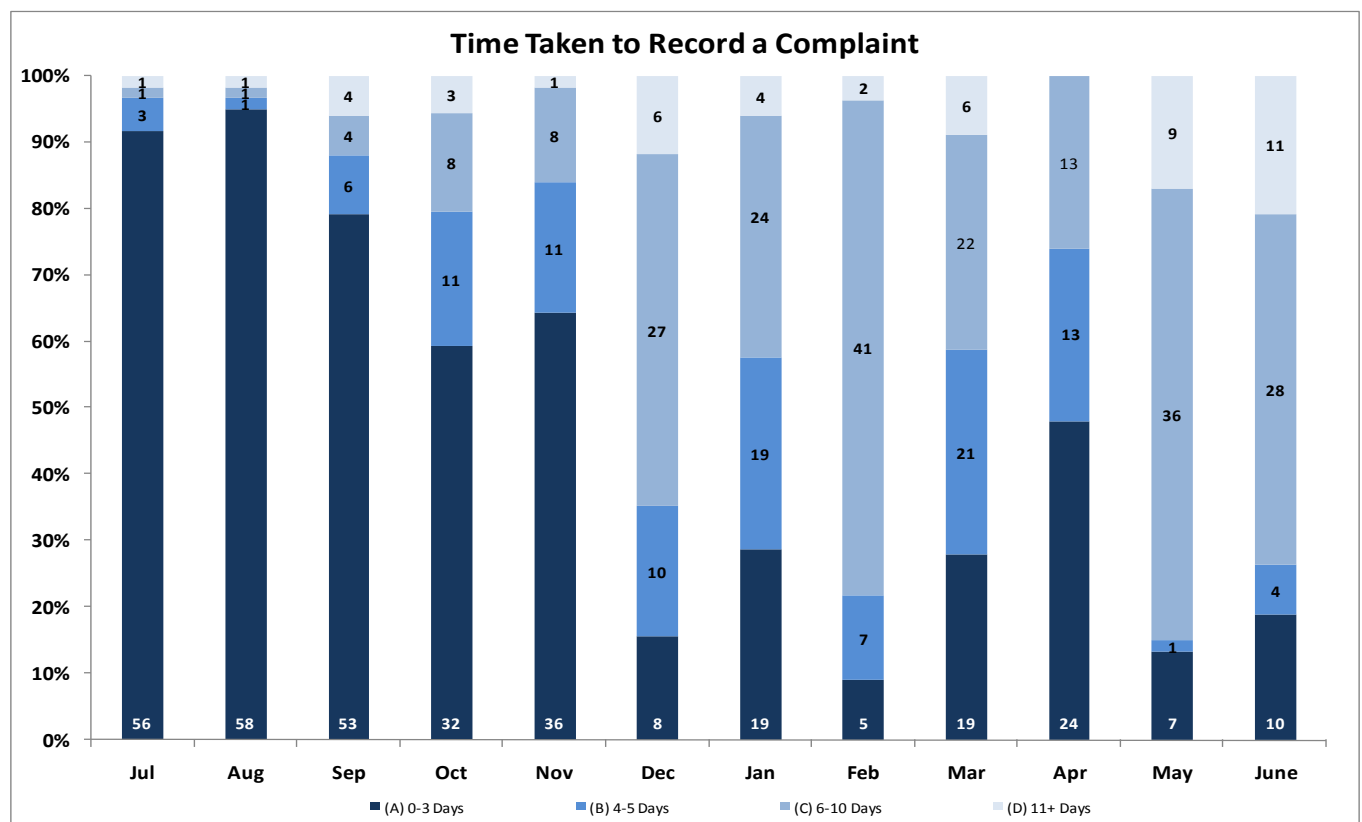
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction of incivility

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for July 2016 to June 2017.

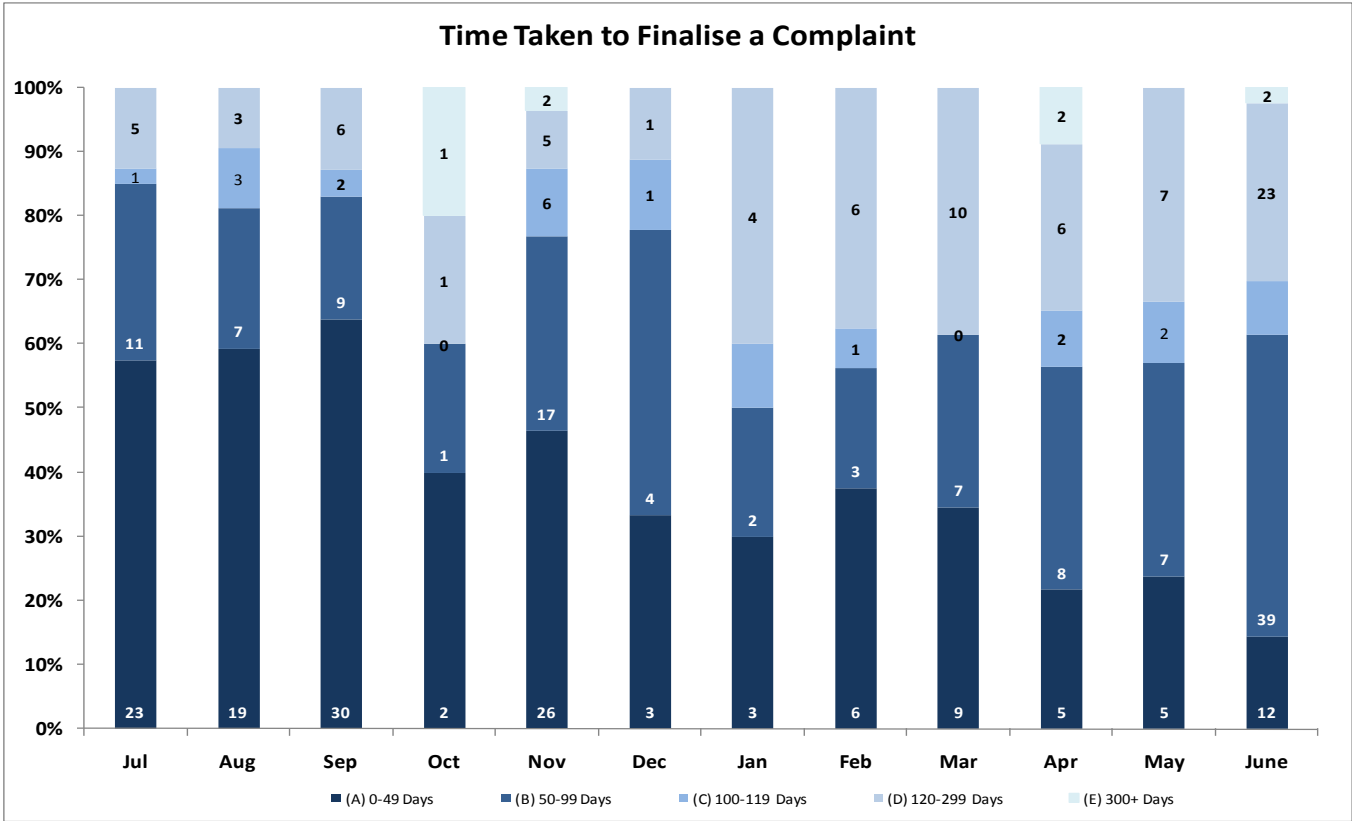
### Timeliness to Record & Finalise

Due to previous performance issues identified in relation to the timeliness of recording complaints and finalisation of complaints, the below focuses on these two areas. The charts help to provide a greater understanding of the forces position and progress.

The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces have an aspiration to improve on this and to record & action 80% of all complaints within 3 days. Since December 16 the percentage of complaints recorded in 3 days has been notably below this 80% aspiration (at 26%), principally due to limited staff availability. However 87% of complaints were recorded within the 10 day national target.



The second national target is to finalise cases within 120 days. In the last quarter 69% of cases were finalised in 120 days, an increase compared to the previous quarter (62%).



## Firearms Licensing

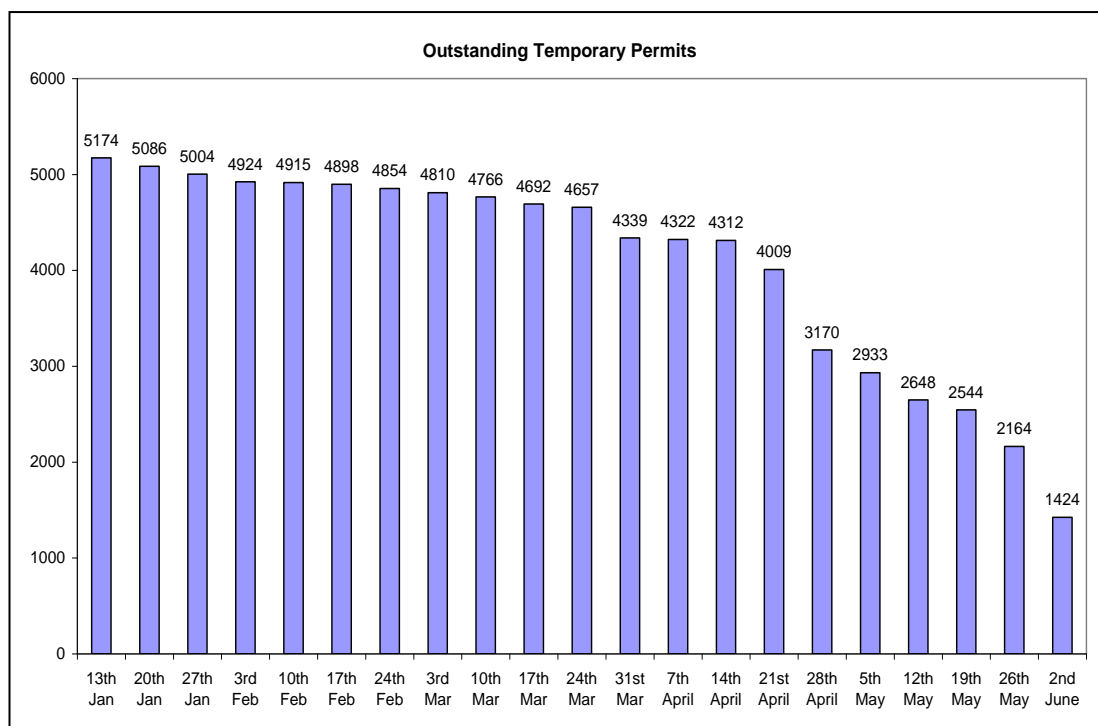
### Sign of Improvement would be:

- ❖ Timeliness in processing renewal applications

Performance in the Firearms Licensing Unit continues to make progress following the completion of the Kier Commissioning Review in October 2016 and the subsequent action plan that has been generated and which is being implemented by the management team.

The temporary permits continue has continued to reduce down from the end of the previous quarter (4,339) to (1,424) in the last quarter (June 2017).

Recruitment of additional staff, recommended within the Kier Commissioning Review Action Plan, is now in progress following the successful approval of the subsequent business case.



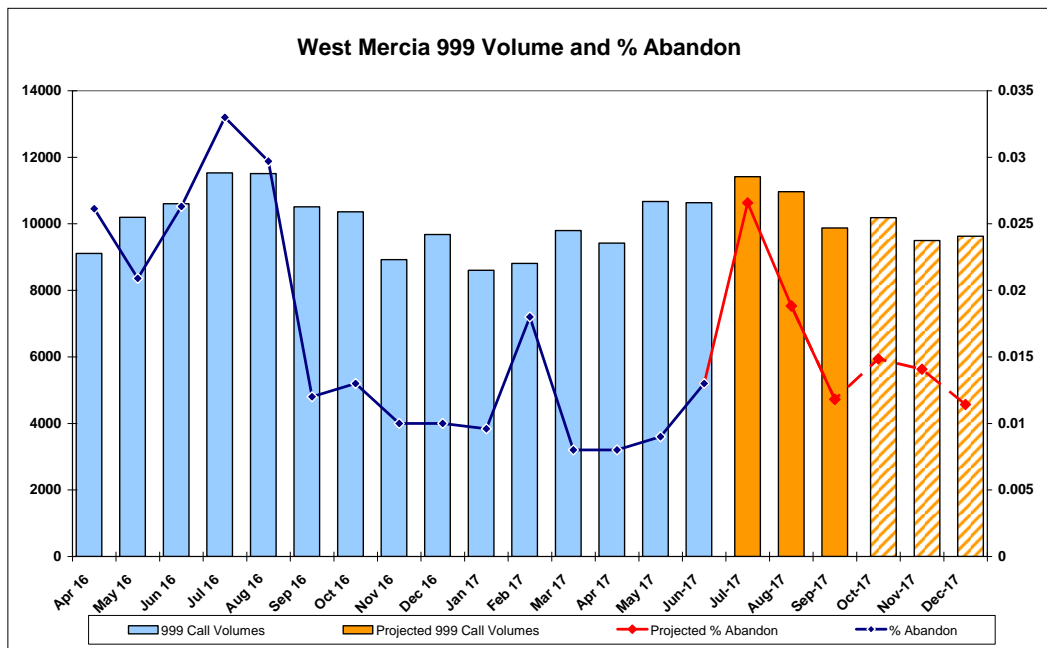
## Call Handling

### Signs of Improvement would be:

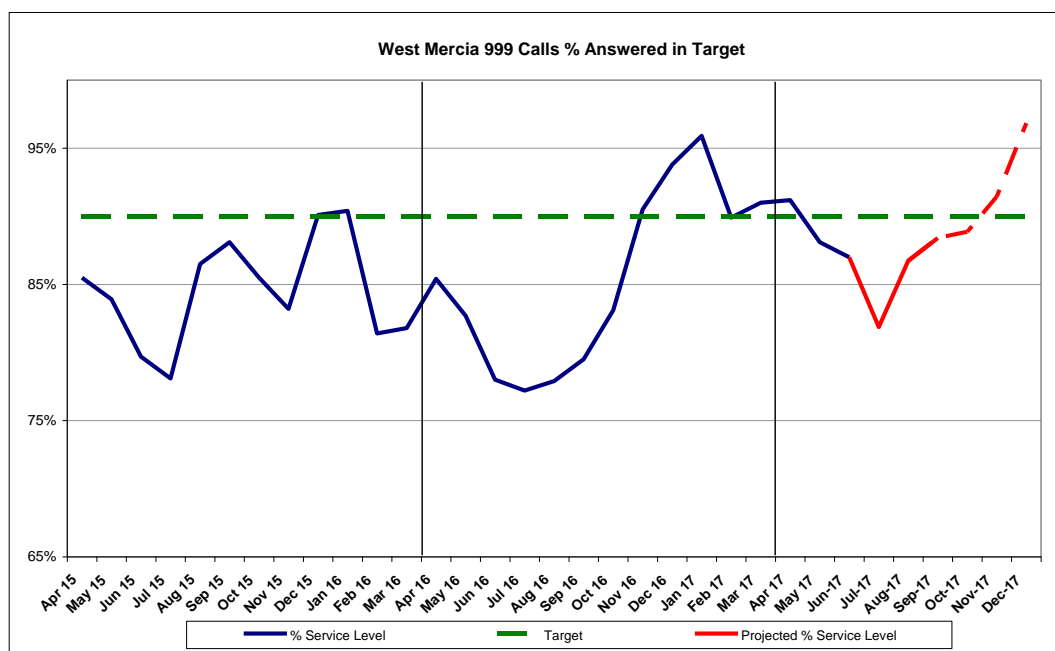
- ❖ Increase % of calls answered in target time
- ❖ Reduction in abandon rates

### Calls on the 999 system

30,721 calls on the 999 system were received last quarter; an increase compared to the previous quarter (27,202). The abandoned rate decreased slightly this quarter (1%) compared to the previous quarter (1.2%).

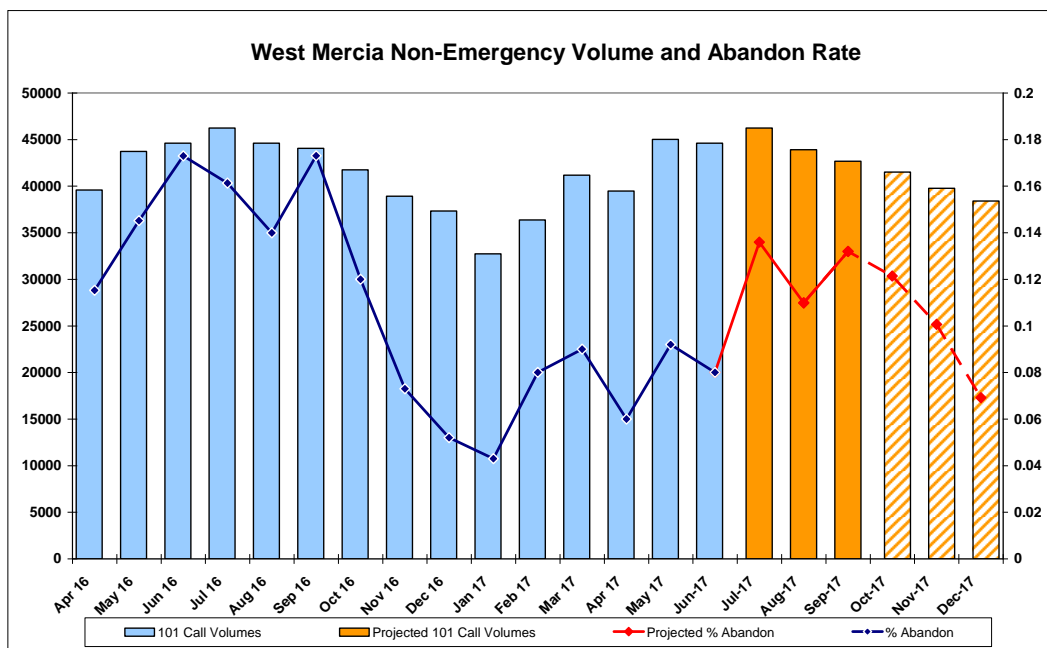


The proportion of 999 calls answered within 10 seconds decreased for the last quarter compared to the previous quarter and in May and June has been below the 90% target. This follows a seasonal pattern, with performance dipping in summer months as call volumes increase. Performance in June 2017 (87%) was notably higher than for the same month in the last 2 years (80% & 78%) despite an increase in call volumes. In June 2017 over 90% of calls were answered within 20 seconds, whereas in June 2016 the 90% target was not met until 30 seconds.

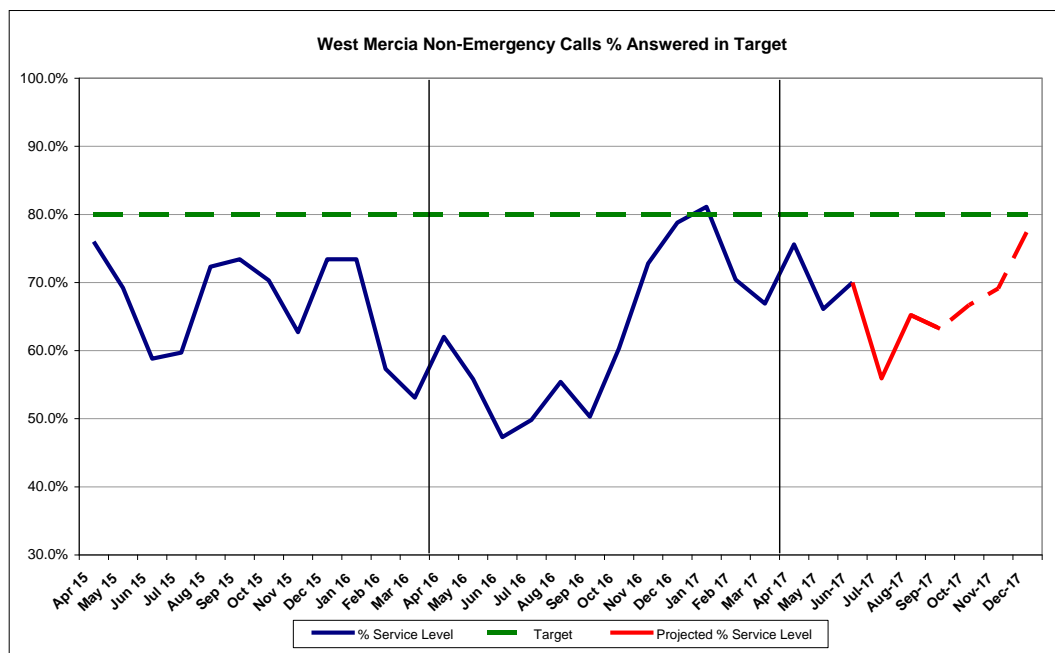


## Non-Emergency Calls

129,092 non-emergency calls were received last quarter, an increase compared to the previous quarter (110,273). The abandoned rate this quarter (7.6%) is comparable to the previous quarter (7.0%).



The % of calls answered in 30 seconds decreased in the last quarter compared to the previous quarter and remains below the 80% target. The fall in performance has been due to increased demand and essential staff abstractions to prepare for the introduction of the new Command & Control system later in 2017. However, performance is improved on the same period last year, despite an increase in call volumes and these essential abstractions.



The implementation of the alliance Contact Management Strategy in 2017/18 will help to reduce the volume of calls to the Control Centre therefore further improving abandon rates and call handling times. OCC performance will be subject to discussion at Performance Management Group in April 2017.

## Personnel Vetting

### Signs of Improvement would be:

- ❖ Reduced volume of outstanding backlog

The backlog of retrospective personnel vetting was highlighted during a HMIC inspection in 2016/17. Following the inspection, the alliance was afforded two years to establish a plan and resolve the current backlog. The backlog forms part of the Professional Standards business review and a business plan is currently being produced to further address the matter.

Across West Mercia, approximately 1,373 personnel do not have up-to-date vetting as of June 2017, a decrease compared to May 2017 (1,623).

The projection indicates a continued downward trend in volumes, with the backlog expected to be cleared by March 2018.

