

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims &amp; Survivors First</b>				
Confidence	Quarter report	Reduction compared to the previous period and below the national average	Confidence strategy launched to drive improvements.	4
Victim Satisfaction	Month & quarter	Overall satisfaction saw no significant change compared to the previous quarter.	Positive results from domestic abuse victim survey	5
Repeat Victimisation	Month & quarter	Growth in the volume of repeat victims	Trends will continue to be monitored	7
Repeat Offending IOM offenders		<b>Not included this month due to Athena data issues.</b>	<b>We hope to have this available in the near future.</b>	
<b>Building a More Secure West Mercia</b>				
Total Recorded Crime	Month & quarter	Increase on previous quarter	Increase in line with seasonal trends	9
Violence with Injury	Quarter unless exceptional	Increase on previous quarter	Decrease in the monthly average across Herefordshire & South Worcestershire.	16
Sexual Offences – Rape	Month & quarter	Increase on previous quarter	Exceptional volumes in Telford – driven by non-recent offences	17
Sexual Offences – Other	Month & quarter	Increase on previous quarter	Volumes in expected range	20
Robbery	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	22
Residential Burglary – Dwelling	Quarter unless exceptional	Decrease on previous quarter	Volumes in expected range	24
Shoplifting	Quarter unless exceptional	Increase on previous quarter	Exceptional volumes were seen in May.	26
Missing Persons Reports	Quarter unless exceptional	Increase on previous quarter	Seasonally expected increase	28
Hate Crime Hate Crime Satisfaction	Month & quarter	Decrease on previous quarter Hate Satisfaction decreased	Volumes in expected range Review of satisfaction processes	30
Domestic Abuse	Quarter unless exceptional	Increase on previous month	Volumes in expected range	32
Child at Risk /CSE	Month & quarter	CaR – Increase on previous month  CSE – Increase on previous month	Volumes in expected range	34
Cyber Crime	Month & quarter	Decrease on previous month	Decrease in the monthly average	36
Anti-Social Behaviour	Quarter unless exceptional	Increase on previous quarter	ASB volumes are following the expected seasonal trend	39
Road Traffic Casualties	Quarter unless exceptional	12 road deaths in the quarter		41
Response Times to Emergency Incidents	Quarter unless exceptional	Increase in volume of emergency incidents compared to the previous quarter	Increase in monthly average emergency response time	43
Criminal Justice – File Quality	Quarter report	Errors with non-compliance with national file standards	More detailed CJ performance report available	45
<b>Reassuring West Mercia</b>				
Business Crime	Quarter unless exceptional	Increase on the previous quarter	Increased volumes across all Policing areas except Telford and Wrekin	48
Rural Crime	Quarter unless exceptional	Increase on previous quarter	Trends reflect those of total recorded crime	49
<b>Reforming West Mercia</b>				
Sickness	Month & quarter	Increase in both Officer and Staff sickness rate compared to previous quarter	Health & Wellbeing activity ongoing	51
Complaints	Quarter report	Recording complaints below 80% aspirational target.		53
Call Handling	Month & quarter	Increase in call volumes; Abandoned rate for 999 and non 999 calls has increased compared to the previous quarter	Improvement activity and demand resource plan driven by senior management and	55