

Appendix 2

Topic	Inclusion	Data	Commentary	Pg
<i>Putting Victims & Survivors First</i>				
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 Victimization	Month & quarter	Decrease in number of repeat victims	Trends will continue to be monitored	7
Repeat Offending IOM offenders		Not included this month due to Athena data issues.	We hope to have this available in the near future.	
<i>Building a More Secure West Mercia</i>				
Total Recorded Crime	Month & quarter	Decrease on previous quarter	Year-end volumes 5% above 2016/17	9
Violence with Injury	Quarter unless exceptional	Decrease on previous quarter	Exceptionally low volumes in Jan & Feb	18
Sexual Offences – Rape	Month & quarter	Increase on previous quarter	Exceptional volumes in Telford	21
Sexual Offences – Other	Month & quarter	Decrease on previous quarter	Volumes in expected range	23
Residential Burglary - Dwelling	Quarter unless exceptional	Decrease on previous quarter	Volumes in expected range	25
Robbery	Quarter unless exceptional	Decrease on previous quarter	Volumes in expected range	27
Missing Persons Reports	Quarter unless exceptional	Decrease on previous quarter	Seasonally expected decrease	29
Hate Crime Hate Crime Satisfaction	Month & quarter	Decrease on previous quarter Hate Satisfaction remains static	Subject to discussion at PMG	31
Domestic Abuse	Quarter unless exceptional	Decrease on previous month	Outcomes to be discussed at PMG.	33
Child at Risk /CSE	Month & quarter	CaR – Reduction on previous month CSE – Reduction on previous month	Application of keywords in ATHENA has affected volumes	36
Cyber Crime	Month & quarter	Decrease on previous month	Application of keywords in ATHENA has affected volumes	38
Anti-Social Behaviour	Quarter unless exceptional	Decrease on previous quarter	Exceptional low volumes in January & February however following the expected seasonal trend	40
Road Traffic Casualties	Quarter unless exceptional	9 road deaths in the quarter		42
Response Times to Emergency Incidents	Quarter unless exceptional	Decrease in volume of emergency incidents compared to the previous quarter	Increase in monthly average emergency response time	44
Criminal Justice – File Quality	Quarter report	Errors with non-compliance with national file standards		46
<i>Reassuring West Mercia</i>				
Business Crime	Quarter unless exceptional	Not included this month due to Athena data issues.	We hope to have this available in the near future.	
Rural Crime	Quarter unless exceptional	Decrease on previous quarter	Trends reflect those of total recorded crime	49
<i>Reforming West Mercia</i>				
Sickness	Month & quarter	Increase in Officer sickness rate; increase in Staff sickness rate compared to previous quarter	Health & Wellbeing activity ongoing	51
Complaints	Quarter report	Recording complaints below target	Command team addressing issues	52
Call Handling	Month & quarter	Reduction in call volumes; Abandoned rate for 999 and non 999 calls has increased compared to the previous quarter	Performance subject to weekly monitoring.	54
Vetting	Month & quarter	Vetting backlog cleared		58
Firearms Licensing	Quarter Report	Pending applications maintained at manageable levels		59