



Performance Summary (West Mercia)

August 2015


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Monthly Performance Summary

1. Introduction

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.

The document does not report on all aspects of performance, it comments on areas where there has been a notable change. The force monitors a wide range of other information to support the management of performance.



Police and Crime Plan Priorities:

- to ensure an efficient and effective police service is delivered
- to reduce crime and disorder
- to protect communities from harm
- to provide a strong and powerful voice for the people and victims of crime.

THE POLICE AND CRIME PLAN FOR WEST MERCIA
1 APRIL 2015 - 31 MARCH 2017

Alliance Control Strategy 2015

Alliance priorities have been identified using the Management of Risk in Law Enforcement (MoRLE). MoRLE is a structured methodology and matrix which aims to provide a consistent approach across law enforcement agencies.

Strategic Policing Requirement: Terrorism, Serious and organised crime, Cyber crime, Threats to public order, Civil emergencies, Child sexual exploitation

The Control Strategy identifies priorities based on assessment of areas of highest risk and harm.

- Cyber crime:** Includes both cyber enabled and cyber dependent crime. Maximising evidential opportunities will benefit all address knowledge gaps.
- Child sexual exploitation:** Areas of CSC and safeguarding children are a priority. Includes child sexual exploitation, acquisitive crime of organised motorcycle.
- Rape and sexual assault:** Safeguarding and recognising victims remains a priority.
- Domestic abuse:** Promoting partnership working and increasing confidence in reporting.
- Killed and seriously injured RTCs:** Support the work of the Alliance Safer Roads Partnership to reduce the number of people killed and seriously injured on our roads.
- Modern slavery and human trafficking:** An emerging threat with significant intelligence gaps. Increasing awareness and understanding will improve response and identification of victims.
- Female genital mutilation:** Monitored threat with likely increase from statutory reporting by health professionals.
- Foreign national offenders:** Targeted operations developed to tackle this criminality.
- Serious acquisitive crime:** Increasing intelligence gathering, focussing on handlers, enablers and facilitators.
- Violent crime:** Partnership strategies designed to tackle drugs and alcohol related violence.
- Pipeline incursions:** Supporting national response to minimise risk.

Intelligence requirement represents what we need to know more about

POLICE POLICE

2. Summary of Performance

Aim: To Protect Communities from Harm

2.1 COMMUNITY

2.1.1 Confidence in Police

Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is updated quarterly and will therefore be reported in the next quarterly report.

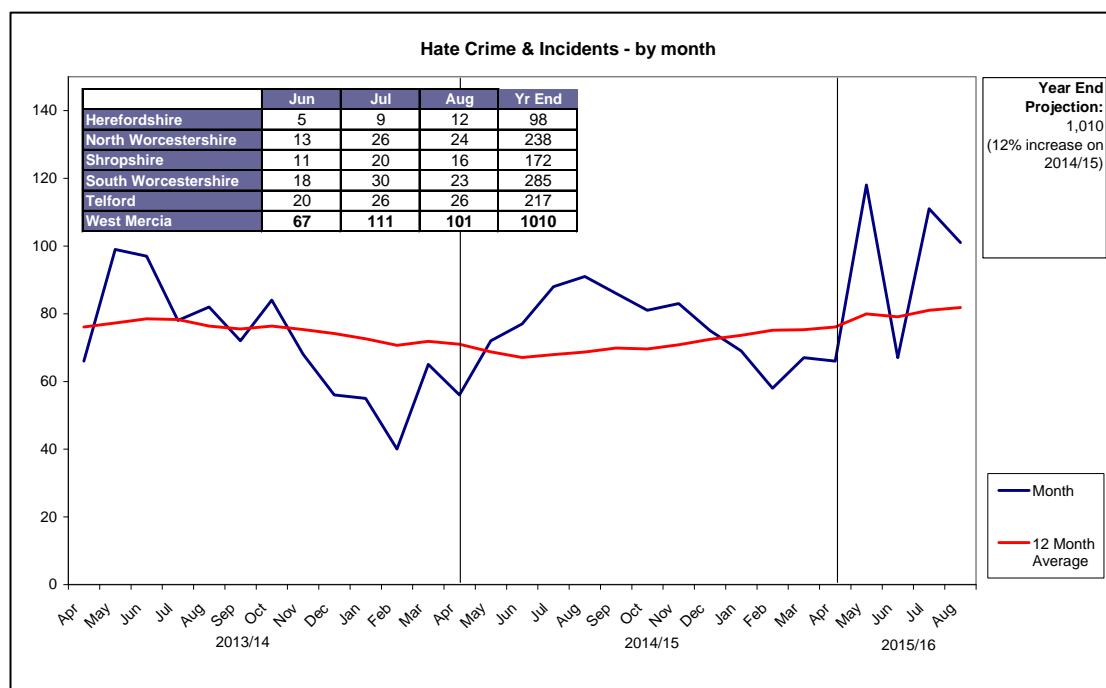
2.1.2 Hate Crime

Monitoring: Trends over time
Changes in type of hate crime offences

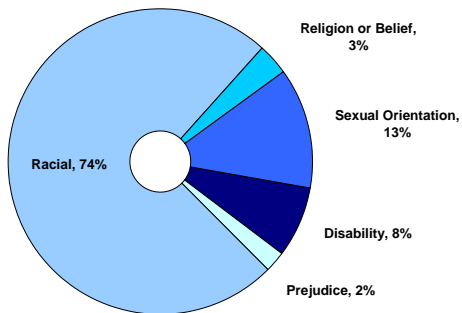
A key theme in the Force Hate Crime Strategy is to increase confidence in reporting hate crime and incidents enabling an effective response to be put into place as it is widely acknowledged that hate crime is under reported. Recognising the importance and impact of Hate Crime the Force has relaunched the Hate Crime Strategy in August by delivering a media campaign to raise awareness and local policing areas are undertaking activities to encourage reporting. The force is not seeking a reduction in reported offences and will monitor volumes and the satisfaction of victims.

101 offences/ incidents of hate crime were recorded in August, above the monthly average of 82.

The increased recording of racially and religiously aggravated offences closely matches most similar forces.

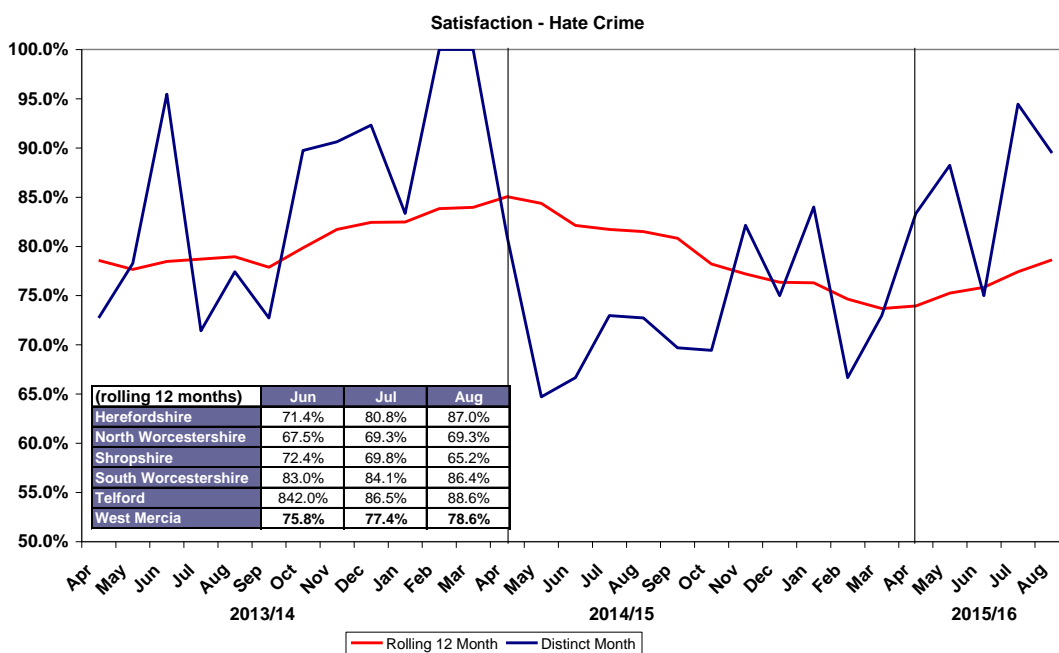


Three quarters (74%) of all hate offences were of a racial nature.



Hate Crime Victim Satisfaction

Satisfaction of hate crime victims is currently 78.6%¹.



Significant monthly variations are experienced within month on month monitoring which is expected due to low sample sizes of interviews to monitor satisfaction. The rolling 12 month average, shown by the red line on the chart, is showing a recent improvement since April 2015.

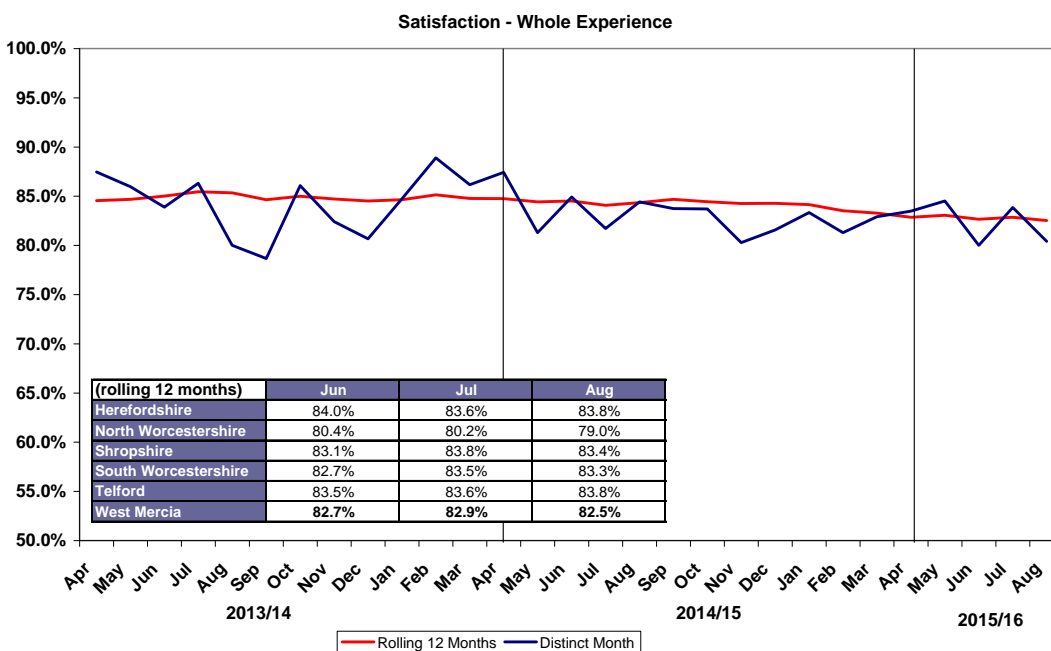
¹ This is based on interviews undertaken over the last 12 months to give an adequate sample size for analysis

2.2 VICTIMS

2.2.1 Victim Satisfaction

Monitoring: Trends over time
Change against comparative Forces

Victim satisfaction for those interviewed in August stands at 80.4% satisfied with their experience, a small but not statistically significant decrease from 83.9% in July. Follow up contact from officers remains an area where there is opportunity to further improve service and satisfaction. Currently 73.9% of people surveyed are satisfied with this aspect of the service – a small improvement from July. Levels of service remains a feature of Performance Management Group and continues to place emphasis on improving service in this area and is subject to ongoing monitoring.



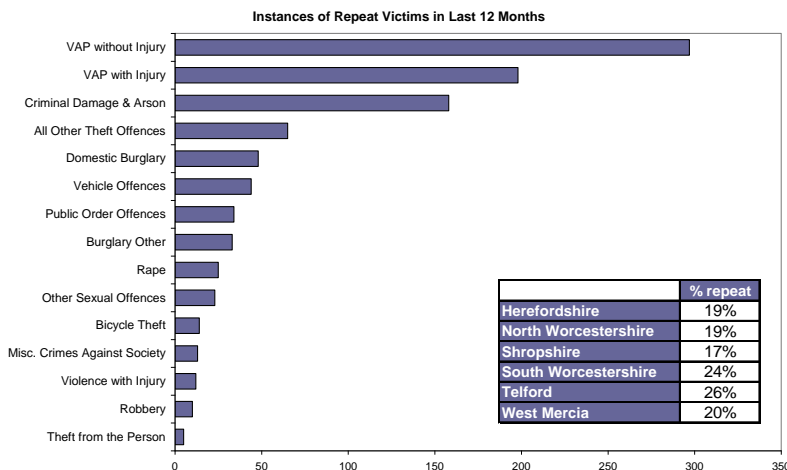
2.2.2 Crime Outcomes

Detail of crime outcomes will be reported on in the next quarterly report.

2.3 VULNERABILITY

Monitoring: Reduction in repeat victims and offenders
Variation between Policing Areas

2.3.1 Repeat Victimisation

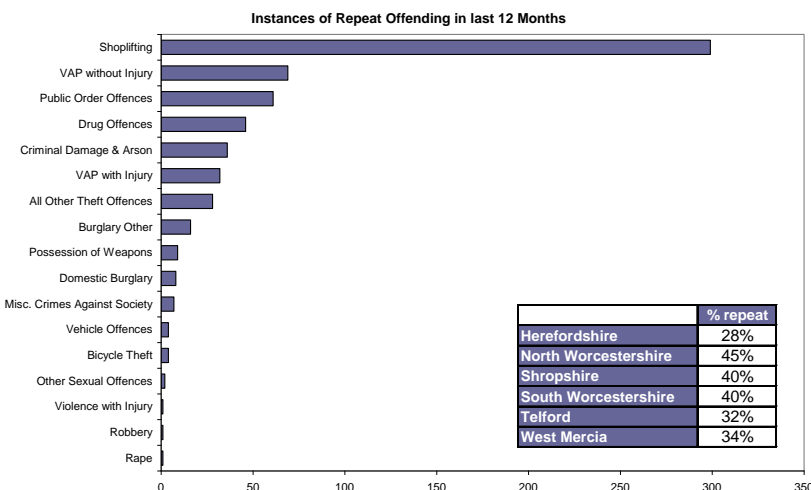


In August 2015, 3.5% (95) of all identified victims were repeat victims within the same month and 20% had been a further victim of crime at least once in the previous 12 months.

Repeat victims are most likely to be victims of violence with and without injury and criminal damage.

Analysis of repeat victims shows no significant change month on month. This is a developing indicator that is seeking to identify repeat victims who, given their experience of offending, may be vulnerable. We will continue to monitor this and make the record level data available to relevant policing areas and departments to enable a local review of the individual victims reflected in the above data.

2.3.2 Repeat Offending



In August 2015, 34% (176) of all identified defendants were also defendants in at least one other offence in the previous 12 months.

Repeat offenders were more likely to be defendants in shoplifting and violence offences.

Analysis of repeat victims shows no significant change month on month. We will continue to monitor this and make the record level data available to relevant departments.

2.3.3 Repeat Missing Persons

Monitoring: Trends over time
Partner activity

Repeat missing persons are monitored due to associated vulnerability particularly with young persons and those in care.

The data included here is a summary of what is recorded on the force missing persons system. The number of missing persons reports is not a count of unique individuals – a report is generated for each instance any person is reported missing.

26% of all missing person reports relate to people reported missing more than once in August. Missing persons aged under 18 are more likely to be ‘repeats’ (40%). The repeat rate for all persons and those under 18 is notably higher in South Worcestershire (37% and 56% respectively) compared to other Policing Areas.

29% of all missing person reports relate to persons living in care homes.

	All Persons			Persons 18 Years and Under			Persons In Care	
	No. of Missing Reports	No. of Reports from Repeat Mispers	Repeat Rate (%)	No. of Missing Reports	No. of Reports from Repeat Mispers	Repeat Rate (%)	No. of Missing Reports	In Care Rate (%)
Herefordshire	42	6	14%	19	4	21%	8	19%
North Worcestershire	38	6	16%	14	4	29%	6	16%
Shropshire	69	18	26%	38	16	42%	26	38%
South Worcestershire	89	33	37%	52	29	56%	34	38%
Telford & Wrekin	51	11	22%	21	4	19%	11	22%
West Mercia Total	289	74	26%	144	57	40%	85	29%

There has been an increase in the volume of missing person reports recorded in West Mercia during the current financial year. The most significant increases have been observed in South Worcestershire. These appear to be predominantly driven by an increase in missing persons aged under 18 and an increase in the ‘repeat rate’ for this age group. Additionally, South Worcestershire has seen an increase in the no. of missing reports from persons in hospital (low volumes) and persons in care.

Work is currently being undertaken by the Harm Assessment Unit (South) to tackle the increase in South Worcestershire by targeting the children/young people and premises who are responsible for a disproportionately high volume of reports.

Shropshire Local Policing Area have also conducted an analysis of calls for service from care homes in the county and are looking for opportunities to improve working practices.

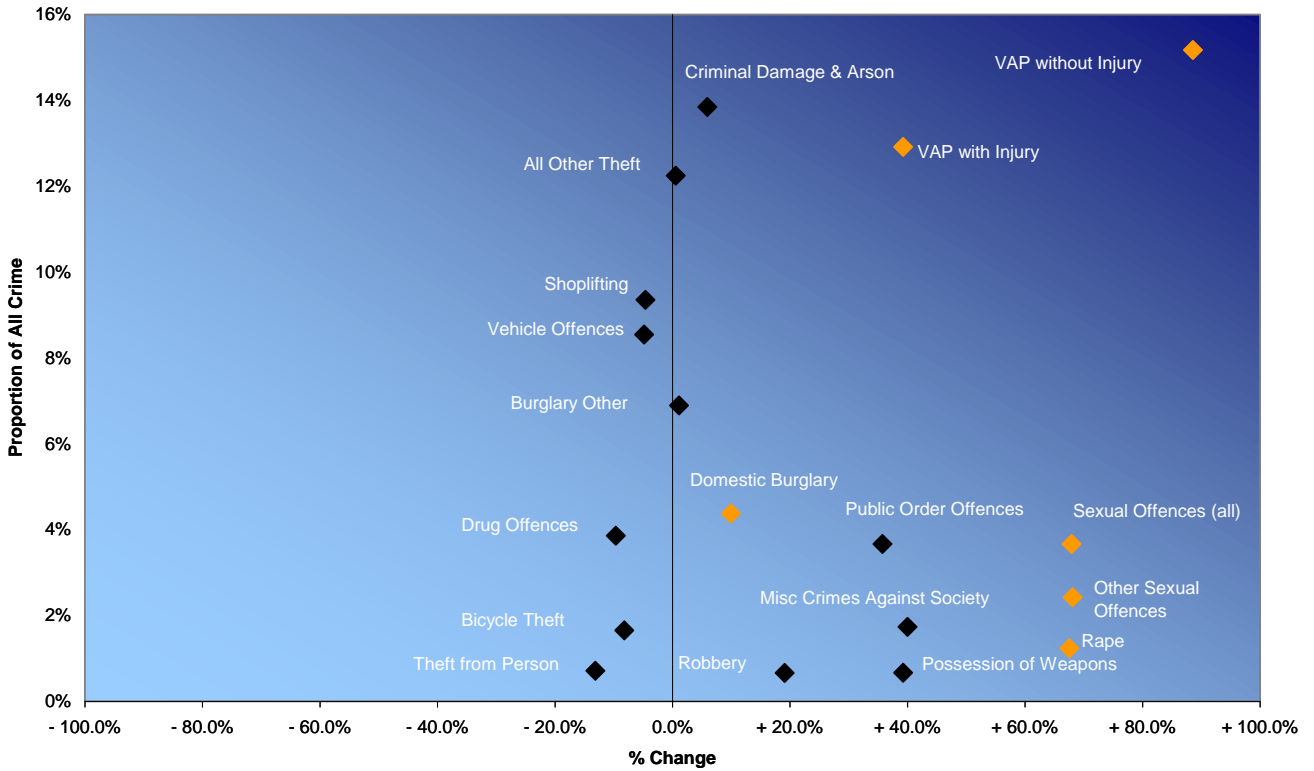
Overall, the increased awareness and focus around CSE and its relationship to missing children is also thought to be having an impact on levels of reporting.

The Missing Persons Partnership group are currently looking to commission analytical work to better understand the increasing demand.

Aim: To Reduce Crime & Disorder

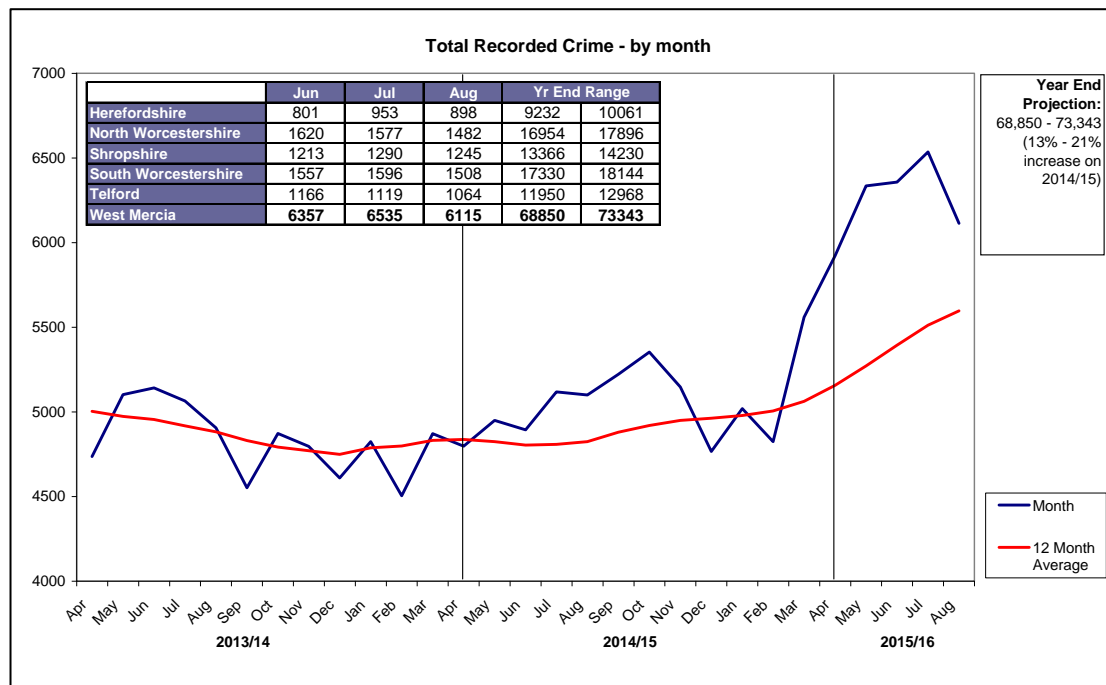
2.4 HARM REDUCTION

The chart below provides a snapshot of a wide variety of crimes that are monitored by the force. It shows whether they are increasing or decreasing and their relative proportion of all crime. The crimes that have an orange marker will be reported on.



2.4.1 Crime Recorded

Monitoring: Trends over time
Against projection
Against national and other force trends



August has shown a reduction in overall crime reported with a decrease of 6% on volumes reported in July. In August 2015, 6,115 offences were recorded across West Mercia.

The rise in crime volumes from March 2015, as previously reported, is represented nationally although higher rates have been recorded in West Mercia. The increase is predominantly due to changes and improvements in the recording of crime and the consequential increases in the recording of violent and sexual offences.

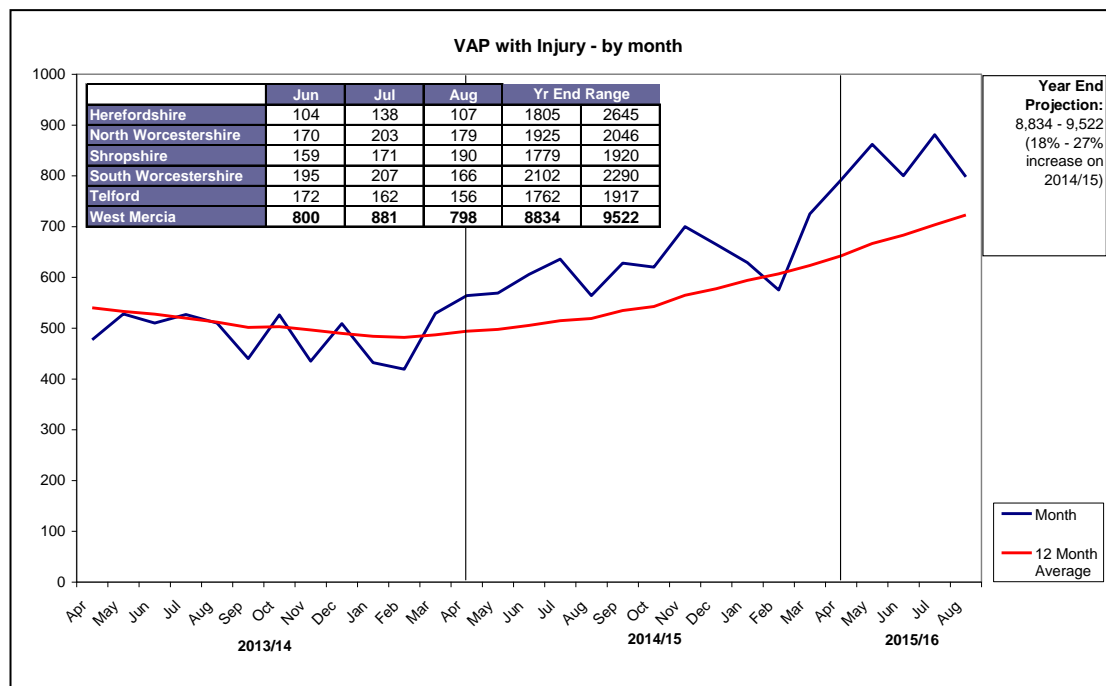
All five local policing areas have experienced the same rising trend in recorded offences reflecting the fact the increases are mainly driven by internal recording factors.

As a result of these process changes, and the audit of incidents from 2014/15 that has led to an additional 587 offences being recorded in the 2015/16 performance year, it is not straight forward to project where we see volumes at the end of 2015/16 at this time. In terms of total recorded crime, we currently expect year end volumes to be 13% - 21% above those of 2014/15.

	Last Month	12 Month Average
Total Recorded Crime	6115	5596
Violence With Injury	801	723
Violence Without Injury	1016	849
Rape	67	69
Other Sexual Offences	146	136
Business Robbery	3	4
Personal Robbery	39	33
Domestic Burglary	259	245
Burglary Other	441	386
Vehicle Offences	474	479
Theft from Person	52	40
Bicycle Theft	91	93
Shoplifting	547	523
All Other Theft Offences	697	686
Criminal Damage & Arson	834	775
Other Crimes Against Society	648	556

The following offence types are either those identified as causing most harm to individuals or those with an emerging upward trend in volume.

Violence with Injury²



At this point in time, projections for the end of 2015/16 are between 8,834 and 9,522 (18%-27% higher than 2014/15). These will be monitored and revised depending on evidence of month on month increases stabilising.

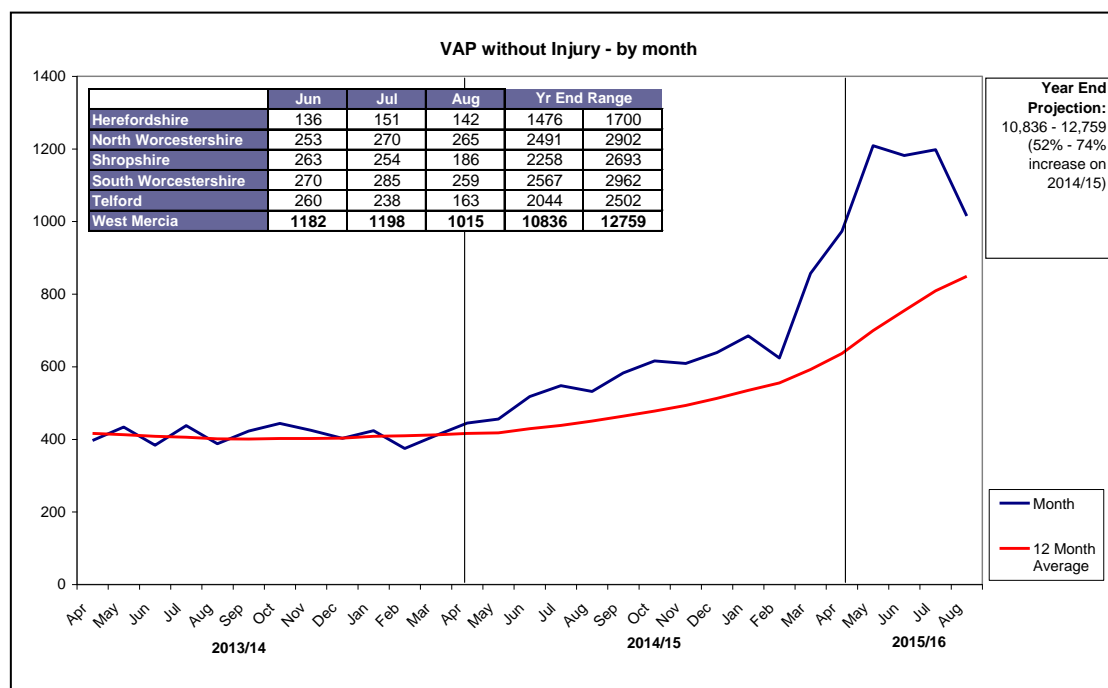
Almost 800 Violence with injury offences were recorded in August, accounting for 13% of total recorded crime. Volumes in August were lower than in July in all Policing Areas, with the exception of Shropshire. However in all areas they remain above the current monthly average. No identifiable reason has been identified for the decrease at this current time – we will continue to monitor volume trends.

In West Mercia the increase in reported offences has been influenced by the increased focus on the accurate and timely recording of reported offences and the review of domestic abuse risk assessments (DASH) for previously unreported offences. In addition there has been the recording of additional crimes following an audit of incidents from 2014/15 resulting in crimes being recorded in the current performance year.

The rise in recorded volumes has also occurred in most similar forces although the rate of increase in West Mercia has been higher. In part this is due to the recording of offences following the internal audit mentioned above.

² **Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

Violence without Injury³



At this point in time, projections for the end of 2015/16 are between 10,836 and 12,759 (52% - 74% increase on 2014/15). These will be monitored and revised depending on evidence of month on month increases stabilising.

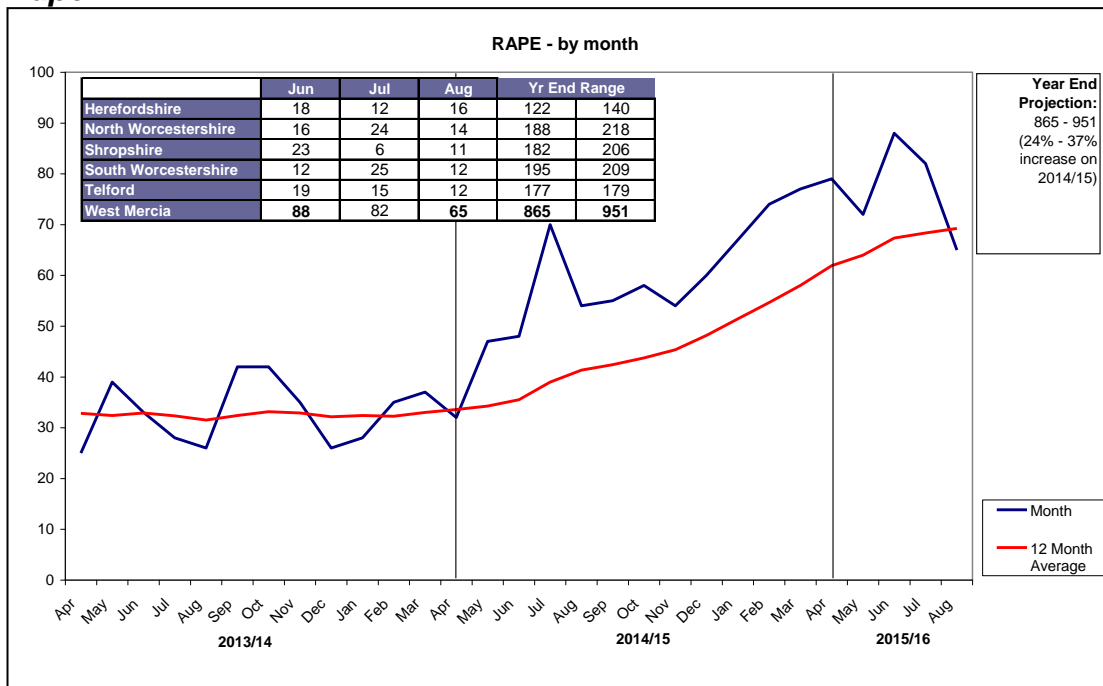
Over 1,000 Violence without Injury offences were recorded in August, accounting for 17% of total recorded crime. Volumes in August were lower than in July in all Policing Areas, however in all areas they remain above the current monthly average. No specific reason has been identified for the reduction in volume – we will continue to monitor trends.

As part of the crime recording procedure changes noted above, the force also changed its recording procedures around domestic abuse offences. Between April & August 2015 there have been 2,262 domestic abuse related violence without injury offences – a 152% increase from the same period last year and accounting for 41% of all violence without injury offences recorded (in 2014 there were 898 offences, accounting for 36% of all violence without injury).

From April 2015 a new offence of ‘malicious communication’ was introduced, further contributing to the recent increase in Violence without Injury offences. 235 offences were recorded in August 2015, accounting for over two thirds (68%) of all Harassment offences and 23% of all Violence without Injury offences.

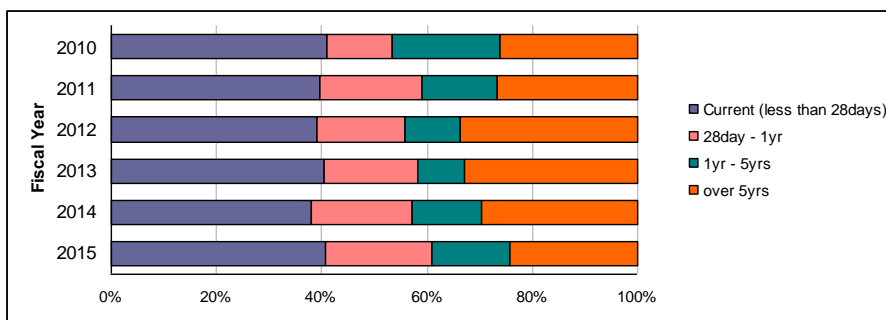
³ **Violence without Injury** includes threats to kill, harassment offences and assaults where no injury occurs

Sexual Offences Rape



At this point in time, projections for the end of 2015/16 are between 865 and 951 (24%-37% increase on 2014/15). These will be monitored and revised depending on evidence of month on month increases stabilising. The force records a higher proportion of rape offences that its most similar forces.

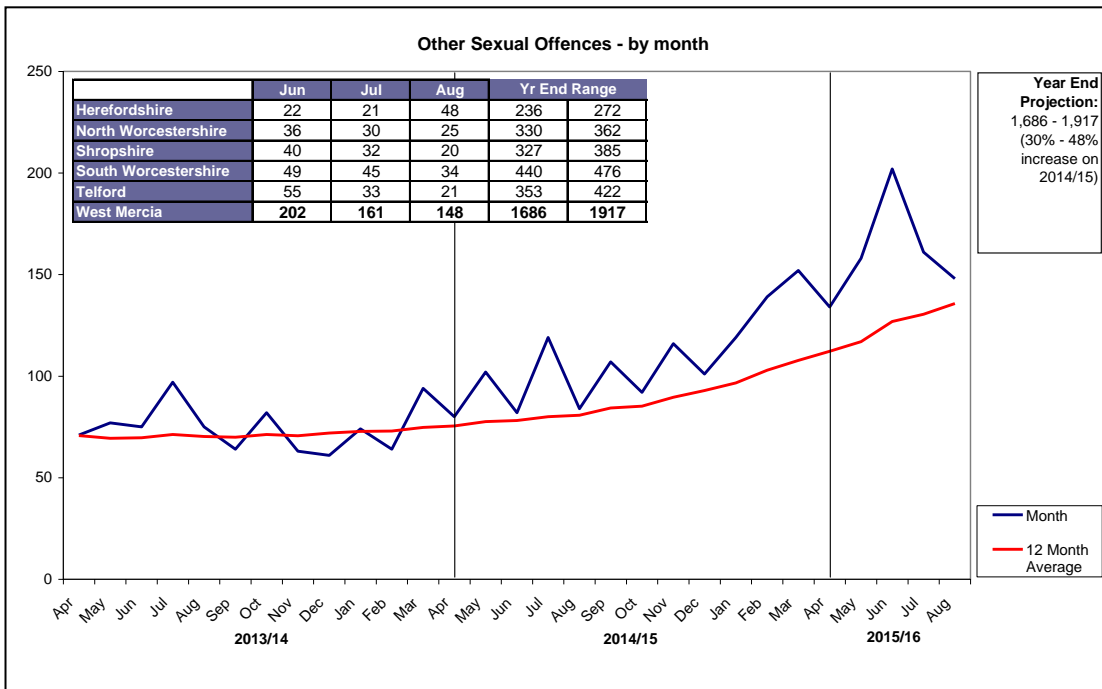
65 rape offences were reported to the police in August 2015, a reduction from July and below the current average. Almost half (48%) of offences recorded in August were actually committed over a year ago. Between April and August there has been very little change in the proportion of these offences compared to the same period in previous years.



Around 20% of all reported rapes have a domestic abuse marker. There is an increase in rape offences with a domestic abuse marker compared to 2014/15, coinciding with the inclusion of the domestic abuse risk assessment on the force crime recording system. The risk assessment includes questions relating to previous unreported offences and where a more serious offence is disclosed this has resulted in an additional offence being recorded.

Feedback from partners and third sector organisations providing services to victims of sexual crime suggests an increase in people using these services and supports the view that the increase in reported offences reflects an increasing confidence amongst victims.

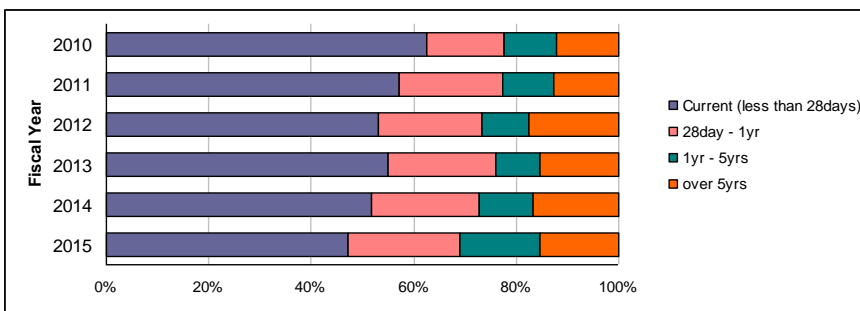
Other Sexual Offences



At this point in time, projections for the end of 2015/16 are between 1,686 and 1,917 (30% - 48% increase on 2014/15). These will be monitored and revised depending on evidence of month on month increases stabilising. A number of most similar forces have experienced similar increases in volumes.

148 other sexual offences were reported to the police in August 2015, a further monthly reduction from a peak of recording in June 2015. All Policing Areas have seen this continued reduction, with the exception of Herefordshire where increased volumes relate to an ongoing operation concerning multiple victims of online sexual offences.

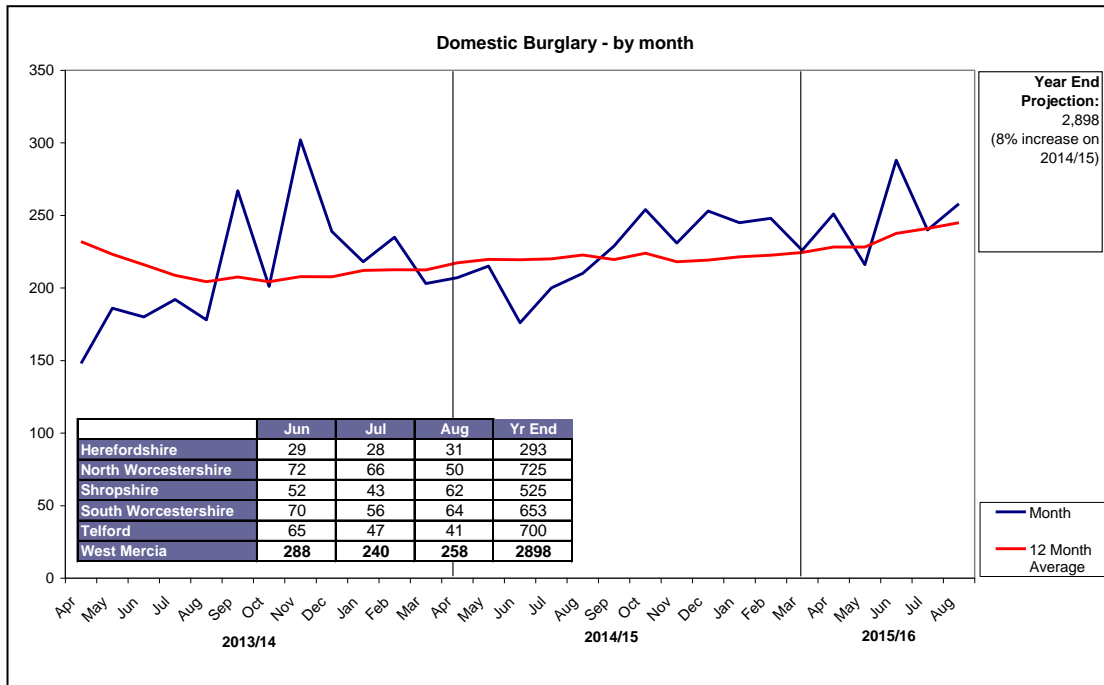
One third (33%) of offences recorded in August were actually committed over a year ago. Between April and August there has been a higher proportion of offences committed over a year prior to recording than in the same period in previous years.



Domestic Burglary

258 offences were recorded in August, a slight increase compared to July. Volumes remain above the current average at Force level and across all Policing Areas, with the exception of Telford.

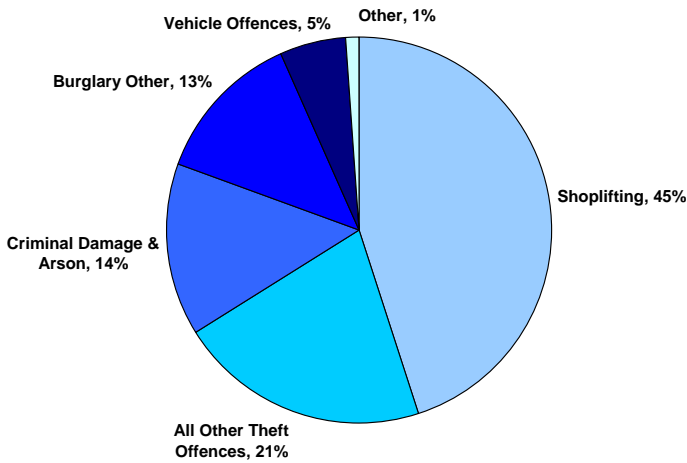
The 12 month rolling line on the chart indicates a recent increasing volume trend. Volumes are above average compared to similar forces.



Volumes remain above the monthly average for all Policing Areas with the exception of Telford. Here there has been a recent focus on a few offenders who cause significant harm, resulting in stopping a number of prolific offenders. Volumes in Shropshire have been above the current average in recent months. Two offenders have recently been charged following a number of offences in the north of the county and further offences are the focus of an ongoing operation. Much of the recent increases seen in Herefordshire is attributable to a number of local proactive operations. All burglary offences are reviewed weekly and investigated using the most appropriate resource.

Business Crime

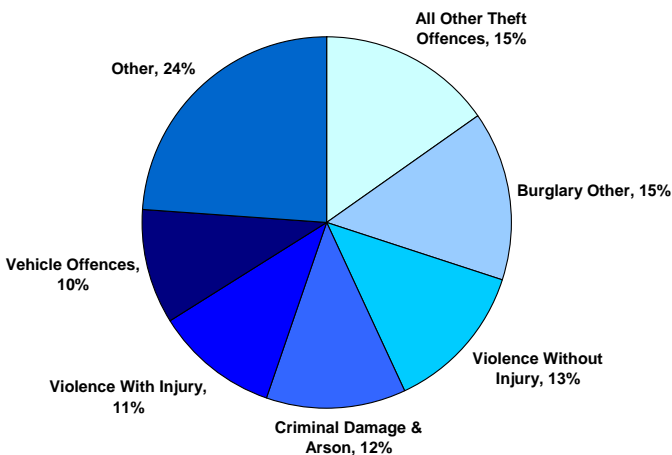
1,205 offences were recorded in August 2015. The trend for business crime is currently stable.



Three crime types represent 80% of all business crime, namely Shoplifting (45%), Other Theft (21%) and Criminal Damage & Arson (14%). There has been no significant change in the make up of business crime over recent years.

Rural Crime⁴

1,420 offences have been recorded in August 2015.



The recent above average volumes are a reflection of the overall increase in crime, as rural crime continues to account for approximately 23% of total recorded crime.

⁴ Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

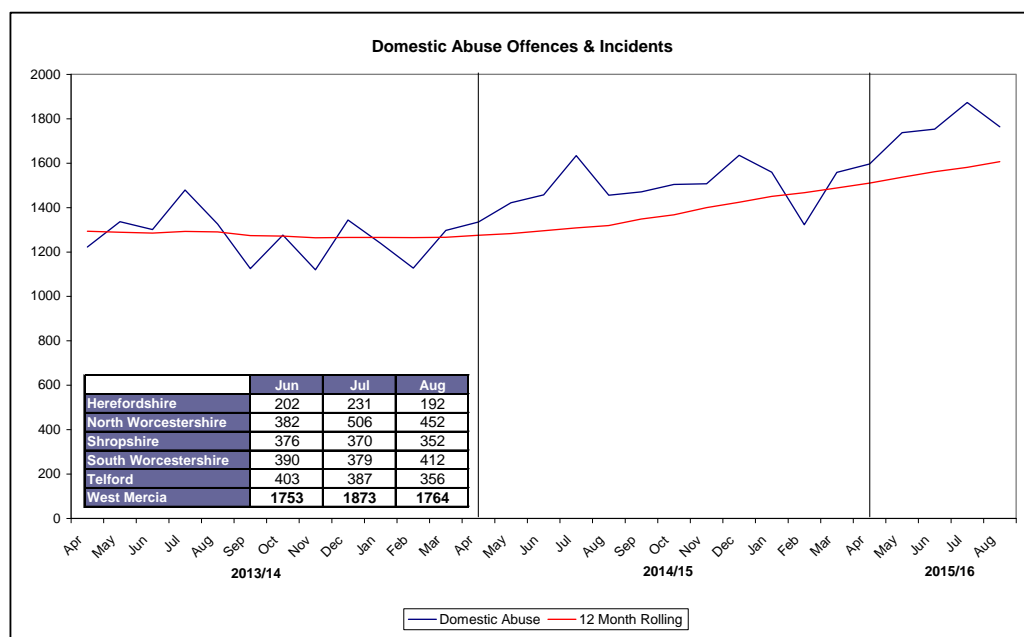
2.4.2 Crime Markers

Monitoring: Trends over time
Against national and other force trends

Domestic Abuse

The force priority for domestic abuse is to promote partnership working and increase confidence in reporting.

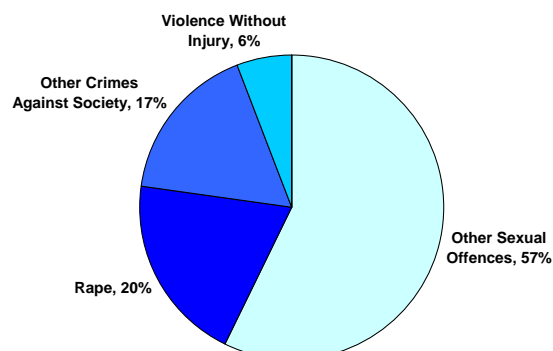
14% of all recorded crime in August 2015 was domestic abuse related. 1,764 domestic abuse offences & crimed incidents were recorded in the month, 10% above the 12 month average. As noted above, this increase was anticipated as DASH reports are now included on the CRIMES system. 81% of all domestic abuse offences are violent crimes.



Child Sexual Exploitation

Child at Risk markers have been applied to 602 offences & incidents in August. This is a reduction on volumes seen in previous months and mirrors a seasonal trend where referrals originating from schools reduce during the summer holidays.

35 offences were marked as Child Sexual Exploitation. The profile of offences with a CSE marker is shown here.



The social media campaign 'Who are you really talking to?' has continued through the summer and figures indicate that the post has been shared on over 14,000 separate Facebook pages and the videos have been viewed over 2,300 times.

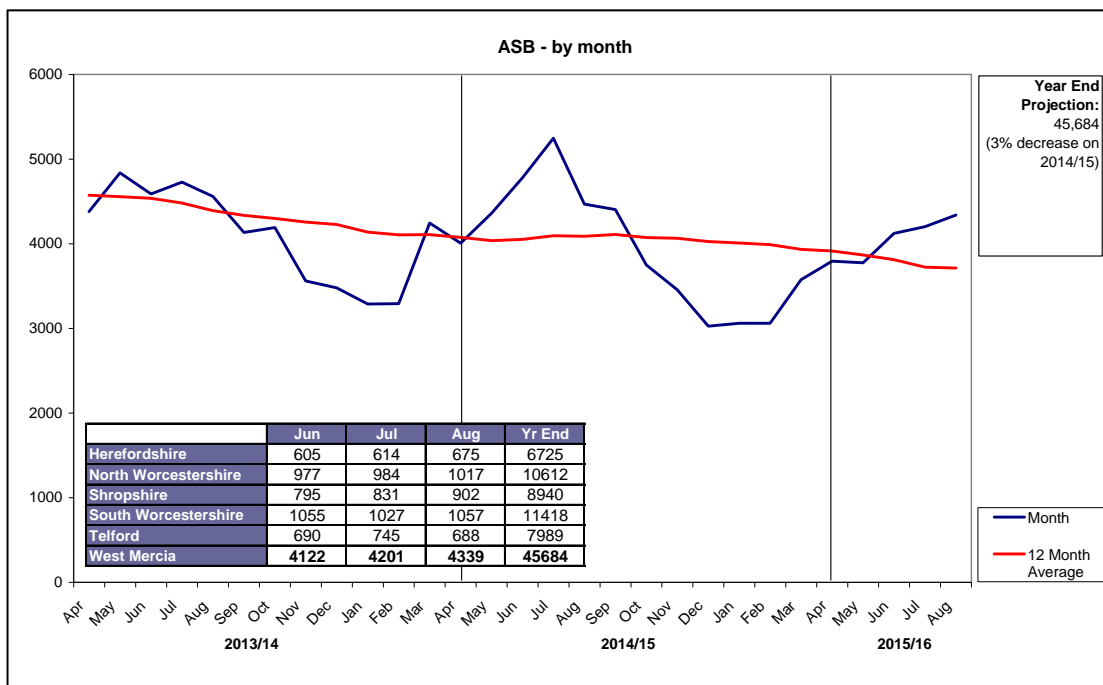
Cyber Crime

A marker for cyber crime offences was introduced in April 2014. In August, 54 offences were flagged as cyber crime. We are aware that this is likely to be a significant under-reporting of offences and work is ongoing to gauge a more accurate picture of cyber crime.

2.4.3 Anti-Social Behaviour

Monitoring: Trends over time
Against projection

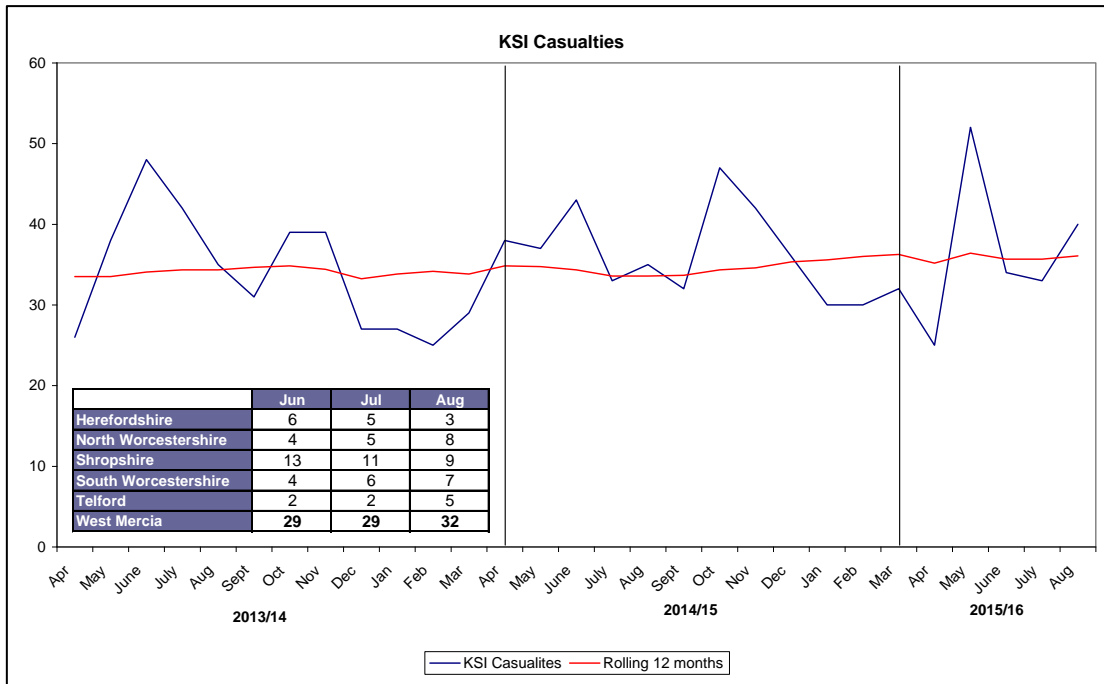
Over 4,339 ASB incidents have been recorded in August 2015, 17% above the rolling 12 month average. The reporting of ASB tends to be seasonal with volumes increasing during the late spring and summer months the overall trend shows a reduction in volumes.



2.4.4 Road Traffic Casualties

Monitoring: Trends over time
Safer Roads Partnership pro-active activity

The data available for August⁵ shows there were 4 road deaths and 28 serious injury collisions resulting in 36 serious injury casualties. Of the serious injury collisions, 13 occurred on 60mph roads and 11 on 30mph roads. 11 casualties (including 3 of the fatalities) were motorbikes or pedal cyclists.



The Safer Roads Partnership has identified 6 high harm routes across West Mercia, requiring focused police activity and visibility to reduce casualties. These are reviewed monthly and data presented to local Tactical Tasking meetings.

The next Alliance Performance Management Group meeting in October will focus on the work and governance of the Safer Roads Partnership and road safety.

⁵ Available data for August is likely to be an under-representation of the number of serious injury collisions & casualties in West Mercia. This is due to a delay in the processing of reports for analysis purposes.

2.5 DEMAND REDUCTION

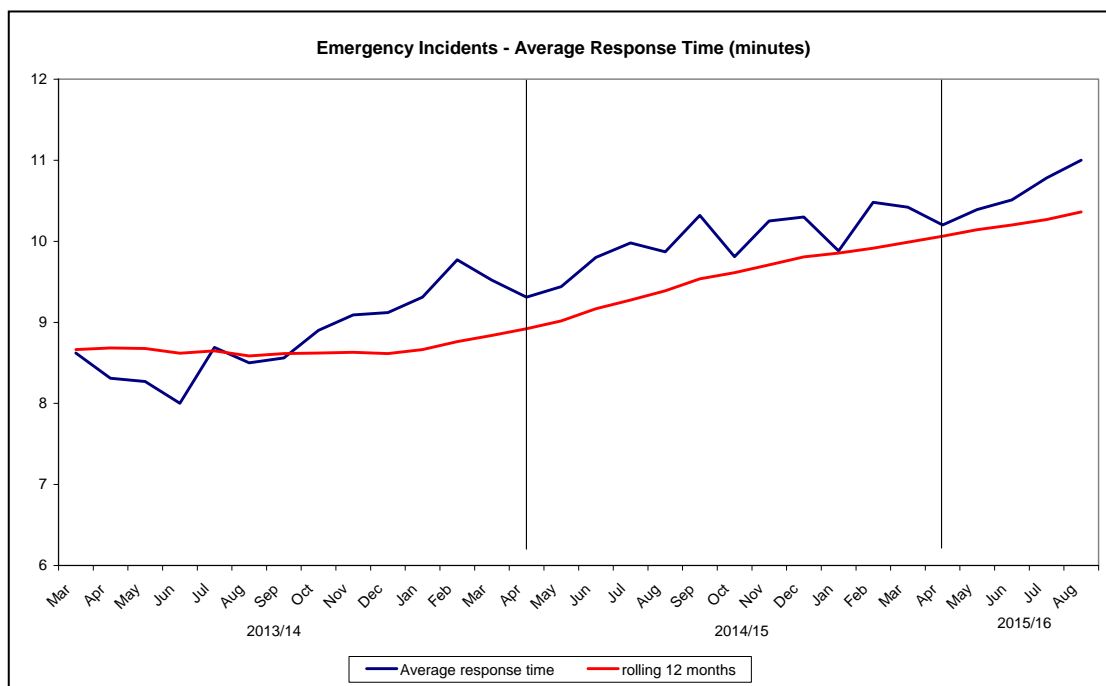
2.5.1 Response Times to Emergency and Priority Incidents

Monitoring: Trends over time – proportion attended within 20 minutes
Against national and other force trends

The Alliance monitors performance against the suggested response times outlined in the National Contact Management Programme, which is to respond to emergency calls in 20 minutes.

In West Mercia 3,775 Emergency incidents were recorded in August 2015. The average time to attend an Emergency incident was 11 minutes. 93% (more than 9 out of 10) were attended within 20 minutes.

The 12 month rolling line on the chart below indicates an increasing trend in the average time to attend emergency incidents. Further analysis is being undertaken to identify any patterns in terms of time of day and patrol areas contributing to this increase.



Performance varies between patrol areas and is currently subject to review by the Force. Some interim changes were made in March 2015 with the aim of improving the response to incidents in Herefordshire and South Worcestershire. Further analysis is ongoing to support decision making with regard to other Patrol Areas.

2.6 WORKFORCE

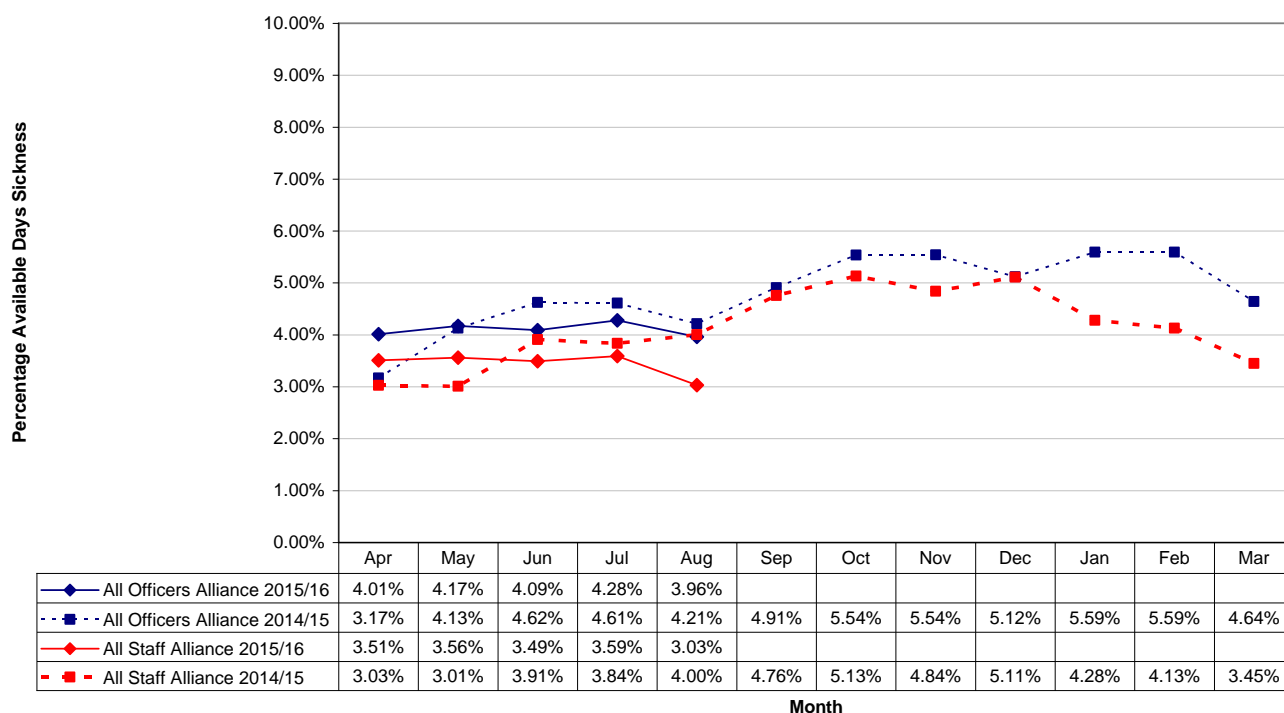
2.6.1 Sickness

Monitoring: Trend over time
Against national and other force trends

Workforce sickness forms part of the overall Health and Wellbeing Agenda around staff welfare being led by both Chief Constables. In August 2015, a total of 2,744 working days were lost to sickness across the Alliance. This is a drop compared to recent months, but follows the seasonal pattern where sickness is lower in the summer months.

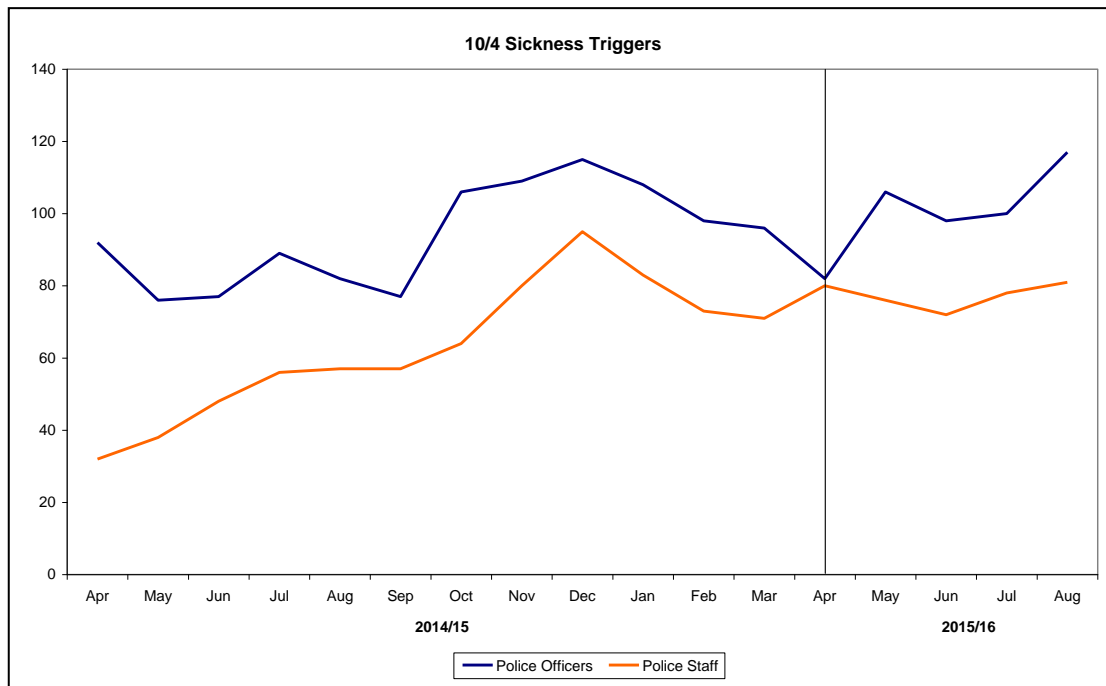
Across the Alliance, the average percentage of days lost to sickness in August 15 is 3.96% for Officers and 3.03% for Staff.

All Officers and Staff - Alliance



A national comparison is only available on a 6 month basis, with the latest data up to March 2015. At this point both Forces showed an encouraging but small improvement in the proportion of hours lost to sickness for officers (from 6.1% for both Forces to 6% in Warwickshire and 5.7% in West Mercia). However for police staff there was a higher proportion of hours lost to sickness and a worsening of position in force rankings.

The following chart shows the increasing trend in the number of employees hitting the 10/4 sickness trigger (i.e. 10 sickness days or 4 periods of sickness over the past 12 months). The volumes are the number of instances, not the number of individuals.



The recent Alliance Well-Being Board approved a number of short term 'quick win' projects aimed at improving sickness and attendance issues. These include making basic health checks available to Staff and Officers, reviewing the provision of counselling support to relevant departments, running interactive health workshops, reviewing gym access and potentially re-introducing a cycle to work scheme. Further details of these initiatives will be made available shortly.

2.6.2 TOIL / RDIL

Monitoring: Trend over time

The Force has an internal policy where no officer or staff member should have more 40 hours owed 'Time Off in Lieu' (TOIL) or 5 days unallocated owed 'Rest Days in Lieu' (RDIL).

In April 2015, an internal target was set to significantly reduce the number of officers and staff breaching these limits by October 2015. As at the end of August the situation has not improved. There are more officers and staff breaching these limits and only limited change in the average number of hours / days owing to these individuals.

There has been recent discussion regarding relaxing Preferred Staffing Levels and devolving responsibility to local management with a view to improving this situation.

TOIL

	Officers		Staff	
	No. over 40 hours	Avg. no. Hours	No. over 40 hours	Avg. no. Hours
April	260	74	42	65
May	318	66	64	66
June	314	67	69	64
July	308	68	69	63
August	292	65	75	61

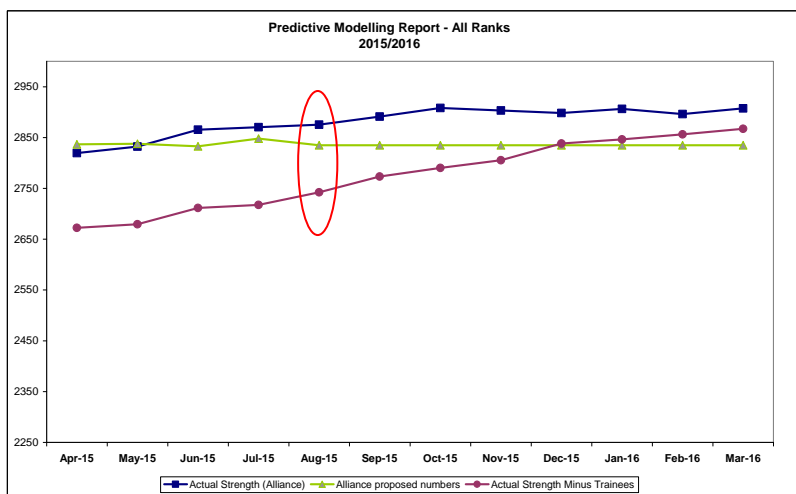
RDIL

	Officers		Staff	
	No. over 5 days	Avg. no. days	No. over 5 days	Avg. no. days
April	714	11	138	10
May	946	10	149	9
June	930	10	144	9
July	876	10	131	8
August	889	10	106	8

2.6.3 Recruitment

Monitoring: Against projection

Officers



The chart shows that the Alliance is meeting its agreed establishment for police officers.

The purple line represents the actual deployable strength, it treats officers in their first 6 months of training as not fully deployable.

Staff

The Alliance is currently undertaking a reconciliation process of vacant staff posts and therefore it is not possible to provide detailed recruitment data for staff positions at this point in time. This information will be developed in the coming months.

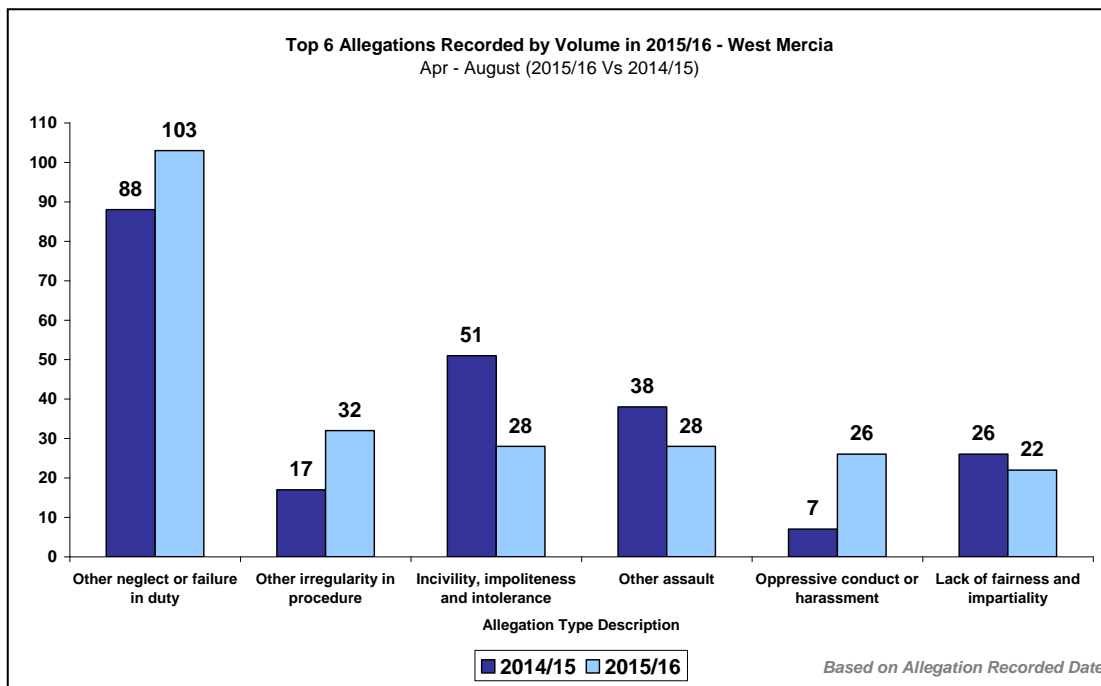
2.7 INTEGRITY

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. Hence the data below is for April to August 2015.

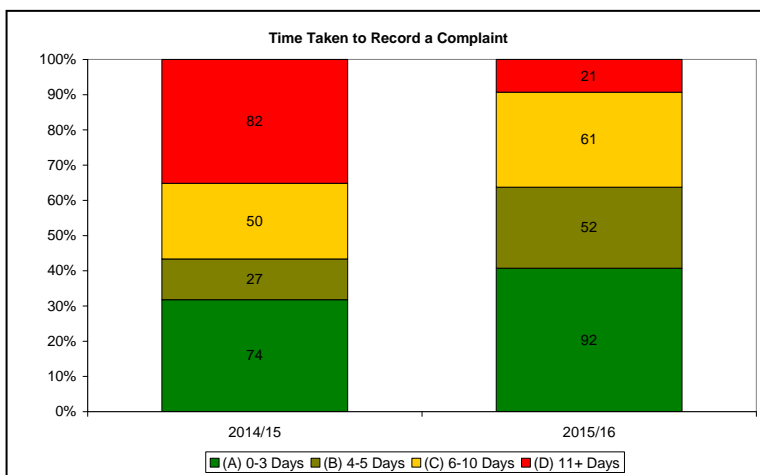
2.7.1 Complaints

Monitoring: Tends over time
Against national and other force trends

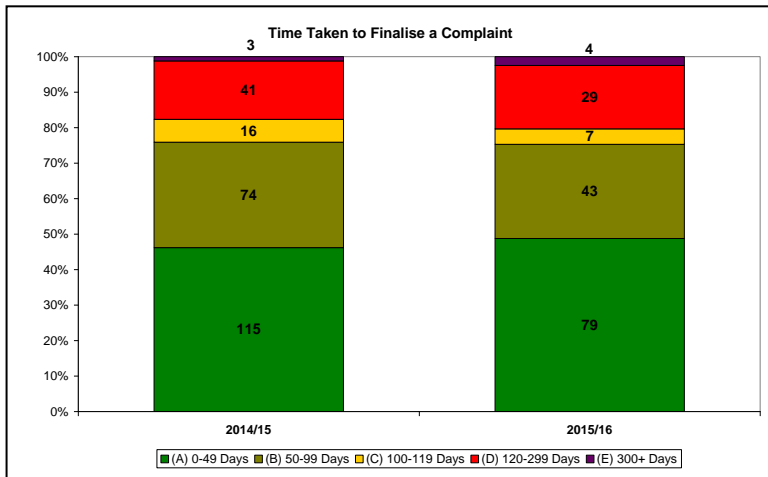
The 6 most common complaints against West Mercia officers and staff for April to August 2015 are shown below. The most common is 'Neglect or Failure in Duty'.



Improvements have been seen in both the time taken to record and finalise complaint cases when compared to last year. The target to record is 10 days and to finalise cases is 120 days.



91% of cases were recorded within 10 days – a significant improvement on 2014/15 (65%). The national average (data from April to June only) was 88%



2.7.2 Conducts

Monitoring: Trends over time
Against national and other force trends

This chart indicates the number of conduct cases recorded April to August 2015/16 compared to the same period 2014/15.

