

## **POLICE & CRIME PLAN ACTIVITY AND PERFORMANCE MONITORING REPORT**

### **1. PURPOSE**

The purpose of this report is to provide members of the Police and Crime Panel with an update on progress in delivering the Police and Crime Plan for West Mercia 1 April 2013 – 31 March 2017. This report covers the time period 1 July - 30 September 2015 (unless otherwise stated).

### **2. BACKGROUND**

The Police and Crime Plan (the Plan) for West Mercia came into effect on the 1 April 2013 and sets out the aim and objectives of the Police and Crime Commissioner (PCC) for policing and community safety across West Mercia. The Plan also contains details of governance and accountability arrangements. The Plan was subject to variation in March 2014 and July 2015.

### **3. FORMAT OF THE REPORT**

This report is presented in three sections as follows:

- Part 1:** Progress on each of the objectives listed in the plan and an update on the grant scheme.
- Part 2:** An update on performance by exception
- Part 3:** A brief outline of the PCC's key activity related to his performance role and function which is not captured in parts 1 or 2 of this report

### **4. PART 1 – UPDATE ON THE POLICE AND CRIME PLAN OBJECTIVES**

The police and crime plan came into effect on 1 April 2013 and the activity reported here covers the period 1 July 2015 – 30 September 2015 (unless otherwise stated). For each objective a short narrative on activity is provided.

#### **Objective 1 – To provide an effective neighbourhood policing model, with a focus on areas of greatest need**

A project team has been set up to increase the numbers of Special Constables. Although current numbers of Special Constables (294 as of Sept 15) is consistent with previous figures the much reduced and streamlined recruitment process will go live in November 2015 and it is anticipated that 20 - 25 special constables can be recruited (per policing area) trained and deployed in a three month timescale, reducing down the process which currently can take over a 1 year to complete. Two designated Special Constable recruitment officers have been

---

employed specifically to recruit within West Mercia, both serving Specials, and they commence in November to coincide with the start of the new improved streamlined recruitment and training process.

Currently there is a total of 247 volunteers within West Mercia working in areas as diverse as Harm Assessment Units, Coroners Court, Safer Neighbourhood Teams, Patrol Teams and within Child Sexual Exploitation teams and supporting watch schemes. A pilot project utilising volunteers to assist with viewing of CCTV which is a new area within volunteering is to start soon, along with the roll-out the role of SNT volunteer across West Mercia. This is a volunteering opportunity designed to support SNT engagement with local communities.

StraDA is substantive item on the panel's agenda.

### **Objective 2 – To reduce the volume of violent crime with an emphasis on addressing the harm caused by alcohol through partnership working**

During 2015/16 the PCC has increased financial support to Street Pastor and Taxi Marshal schemes by over £10,000. The street pastor scheme has been very successful in supporting and helping vulnerable people. As a result of its success a day time street pastor scheme is being developed in Hereford.

In addition the PCC continues to work with CSPs and other partners to ensure that each partnership maintains a clear focus on reducing the harm caused by alcohol in the night time economy.

### **Objective 3 – To reduce the harm caused by drugs with a focus on treatment, and targeting those that cause the most harm**

The PCC and his office continue to work closely with substance misuse teams and community safety partnerships to ensure that outcomes are being delivered and that crime and anti-social behaviour linked to substance misuse is addressed.

The PCC has started detailed work with each of the 5 CSP's across West Mercia, to develop a strategic commissioning framework for each area. Each framework will set out the priorities for the Partnership, creating a golden thread between crime profile and data - output - outcome and Objective. It will also provide an opportunity to explore joint commissioning, alignment of budgets across partners, understand shared outcomes and open up strategic dialogue to manage risk where funding can not be guaranteed by the partnership.

### **Objective 4 – To reduce the volume of anti-social behaviour incidents**

As previously reported to the Panel it has been agreed with partners not to pursue a West Mercia anti-social behaviour strategy, instead it will be continued through local partnership working. All five Community Safety Partnerships have confirmed that delivery of this objective is being addressed locally and reflected in revised delivery plans. The PCC supports partners using the West Mercia Grant scheme to provide targeted funding for related initiatives.

A community remedy scheme was introduced across the alliance in 2014. This allows for some anti social behaviour and low level crime to be dealt with outside of court proceedings and gives the victim a say in how offenders should make amends for their actions, based on a list of options. Between its introduction and the end of August 2015 West Mercia police has issued

---

almost 2,700 community remedy outcomes. As well as a robust review process the community remedy scheme is subject to independent scrutiny.

### **Objective 5 – To bring offenders to account and reduce re-offending**

Integrated Offender Management (IOM) continues to be a successful approach to tackling crime and reoffending across West Mercia. At any one given time, the 5 IOM teams operating across West Mercia are managing close to 250 offenders who pose a significant risk of committing further offences. In order to tackle this issue 5 locally based groups assess risk and need of the offender and then agree an appropriate plan to address those needs.

The Alliance has just carried out a review of IOM with the view that organisationally IOM needs to be at the heart of tackling offending behaviour. The PCC and senior officers will consider the findings from this review and options to develop IOM later in October. 2015.

### **Objective 6 – To develop and implement a business crime strategy**

On the 1 October West Mercia Police reinforced their commitment to rural communities by launching a new campaign 'Rural Matters'. The first initiative of the campaign is '50 days of focus' which aims to raise awareness of the policing activities happening each day in rural communities. This campaign has been supported by the PCC and it is envisaged that a similar campaign around business crime can be taken forward in future.

In addition a Superintendent has overall alliance wide lead on rural and business crime and within each local policing area there are identified lead officers for both rural and business crime. Quarterly tactical meetings, attended by the OPCC, are being held which provides an opportunity to identify and share good practice across the force and provide the PCC with an operational overview of this area.

A rural and business crime governance board has been established to oversee the strategic delivery of the alliance rural and business crime strategies including providing advice to enable the PCCs to make funding decisions. The Board meets on a quarterly basis and is chaired by a representative from the Warwickshire Chamber of Commerce.

When it last met in July the Board agreed a new speedier process for assessing funding application which has enabled the PCC to make funding decisions on the applications received. This has included supporting a 'Horse watch' scheme in West Mercia, which will replicate a very successful scheme in Warwickshire and a CCTV project for a parade of shops in Telford.

### **Objective 7 – To work in partnership to protect the most vulnerable people in our society**

As part of the PCC 's commitment to tackle CSE child sexual exploitation (CSE), the PCC is in talks with the University of Worcester and other academic institutions to see how the development understanding of the risk profile of CSE across West Mercia can be further developed.

The rates of reported offences and the impact on service provision for both Domestic Abuse and Sexual Violence programmes has led to the PCC committing additional resources to reduce waiting times and lists, and aid the capacity of the respected IDVA's/ISVA's services. Investment into IDVA's and ISVA's has been a key priority for this year.

---

The PCC's work with CSP's to develop commissioning frameworks (see objective 3 above) forms part of the work for this objective.

### **Objective 8 – To deliver a supportive and effective response to victims and witnesses**

The PCC is developing a commissioning framework for victims, reducing offending and reducing crime. This will be informed primarily from local data sets and knowledge from the CSP frameworks (outlined in objective 3 above). The commissioning framework will assist in shaping future provision, creating even stronger links to evidence of need and proportionality across the force area.

The PCC continues to work closely with the Local Criminal Justice Board and partners to review and provide scrutiny of the Alliance's Out of Court disposal (OOCd) policy and the OOCd scrutiny panel, which includes oversight and scrutiny of community remedy. In addition, the PCC is working closely with partners to ensure that appropriate services are commissioned to strengthen and enhance our approach to restorative justice. For example, the PCC is currently supporting work in Shropshire care homes which uses restorative approaches to prevent young people in care from entering the criminal justice system.

### **Objective 9 – To work with the Safer Roads Partnership to reduce the number of casualties on our roads**

A review of the governance arrangements for the Safer Roads Partnership is underway. At the end of September a range of partner organisations were invited to attend a initial meeting to discuss proposals. Invitees included the council highway authorities, Highways England, the Institute of Advanced Motorists and the fire and rescue services. The proposal agreed at the meeting was to have a twice-yearly governance and oversight Board underpinned by a simplified agreement and by the current Operations Fora, which are held at local authority level.

The PCC has recently sought people's views on the extension of 20mph speed limits, which came after a number of community comments on the subject. This informal consultation has resulted in over 50 replies with respondents airing a wide range of opinions.

### **Objective 10 – To meet the requirements of the Strategic Policing Requirement**

Strategic Policing must be provided at a standard to satisfy the Home Office Strategic Policing Requirement (SPR). In March 2015 the Home Secretary published a revised SPR and for the first time made Child Sexual Abuse an additional national threat.

The PCC continues to meet and discuss related issues on a regular basis with force personnel and as part of his weekly meeting with the Chief Constable. At a regional level the PCC attends a quarterly PCCs' meeting where regional collaboration is scrutinised.

### **Objective 11 – To develop and implement a public engagement strategy**

The PCC continues to engage with a broad cross section of the community on a regular basis, right across the West Mercia area, and in a range of different ways.

The PCC, Deputy PCC, or Community Ambassadors will typically be involved in approx 10-15 face to face engagements each week with a variety of different people, groups and organisations. PCC engagement is continually monitored on a weekly basis, and at quarterly intervals against the principles and guidelines of the Commissioner's strategy document.

---

The Community Ambassador scheme has continued to provide a valuable input to the PCC's work. The Ambassadors are now providing weekly feedback on a range of OPCC, community and police initiatives from across the force area. They continue to build their own network of local contacts, and enjoy good, open relationships with local police commanders & officers. Work from the Ambassadors now plays a much greater role in OPCC communications, feeding in to social media, website content and newsletter material, which helps to increase their profile locally and encourage more community figures to get in touch.

Children and young people continue to be a focal point for PCC engagement. The PCC is currently running a community safety competition and has invited all schools and training centres who teach key stage 2-4 children across West Mercia to take part. 97 primary schools and 31 secondary schools have expressed an interest in taking part in the competition.

The force has designed a new alliance watch messaging system and work commences on the build of this system on 9th November. This will replace the current system which is slow and has limited functionality. This new system is designed to be quicker, easier to use and has increased functionality allowing people to register for alerts which are of interest to them. It is hoped (subject to confirmation of timescales by the company building the system) to have a rollout of this new watch messaging system around the beginning of 2016 - this will improve the timeliness of message alerts to watch schemes.

The Neighbourhood Watch scheme in West Mercia is currently going through a transitional phase. The PCC has no direct jurisdiction over the scheme, but has been kept sighted on developments, and has regular updates (either directly or through his office) on local work. The scheme will be re-launched later this year, and the PCC will be at the event.

## **Grants**

The West Mercia Commissioner's Grant Scheme was launched in April 2013. The intention is to maintain the scheme fund at £2 million each year throughout the Commissioner's term of office (subject to changes in the overall financial position).

The grant process was redesigned earlier this year. The new scheme is split into 'tier 1' and 'tier 2' grants. Tier 1 grants are grants under £20,000 with outcomes achieving Police and Crime Plan objectives. An update on the tier 1 grant allocation was provided in July's report.

Tier 2 grants are in excess of £20,000 and focused on specific outcomes and delivery often within specific areas where it is known that demand is such that additional investment is required. The tier 2 scheme was opened for a set period during the summer and 18 applications for funding were received. The PCC has recently agreed to support 5 of the applications, one which builds capacity for sports networks and the remainder build employment capacity. Once formalised these grants should complete the PCC's spend on diversionary activity.

## **5. PART 2 – PERFORMANCE MONITORING REPORT**

From the 1<sup>st</sup> April 2014 the police and crime plan contains no specific measures or targets to which the force is being held to account for performance. The removal of all targets represents a fundamental cultural shift for the force and from the outset of the new regime the Chief

---

Constable has been clear that protecting people from harm is the key driver for the force. This approach is supported by the PCC.

The force performance team have been working with both PCC offices to develop a new performance framework and reporting processes for the alliance. As a result of this work a monthly performance report will now be published and in the months of October, January, April and July this will be expanded to be a quarterly report. It is intended that the PCC uses this report to inform his discussions on performance with the chief constable. The PCC will also be publishing the quarterly report on his website.

Attached at appendix A is the performance report for August which was published in September. The first of the quarterly reports will be tabled to panel members at the meeting. The report attempts to provide some context and understanding of the data shown, an approach that will be developed and refined over time.

Members of the Panel are invited to comment on the report.

## **6. PART 3 – PCC ACTIVITY**

In relation to performance the following provides a brief outline of PCC activity not captured in parts 1 or 2 of this report, but which will be of interest to the panel. This update relates to the period 1 July 2015 to date.

**Staffing update** – The appointment of Elizabeth Hall as the temporary Alliance Treasurer is a separate agenda item for this panel meeting.

**Joint Audit Committee** - the Independent Joint Audit committee met in September 2015. Items considered included the statement of accounts, external and internal audit, risk registers, chairs annual report and the terms of reference for the committee.

**Trust, Integrity and Ethics Committee** - this committee is responsible for enhancing trust and confidence in the ethical governance and actions of Warwickshire Police and West Mercia Police. The committee last met in July 2015. Items considered included out of court disposals, the HMIC crime data integrity review, complaints statistics and dip sampling. The committee also considered a number of items in a closed session including an internal review of the Professional Standards department.

**Her Majesty's Inspectorate of Constabulary (HMIC)** – from the 1 July to date HMIC has not published any new West Mercia specific reports, however there has continued to be an intensive programme of inspections and revisits by the inspectorate. As part of the HMIC inspection process the PCC or his staff have attended briefings and 'hot debriefs' on a number of inspections that will be published during 2015 and early 2016.

The PCC monitors the force response to any recommendations arising from HMIC reports and holds the chief constable to account for implementation of these recommendations.

## **7. Recommendation**

Members of the Panel are invited to consider the report.



# **Performance Summary (West Mercia)**

## **August 2015**

---

Author:	Performance Review
Date:	August 2015
Version:	1
GPMS marking:	



## 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 2013 - 31 MARCH 2017



## 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.

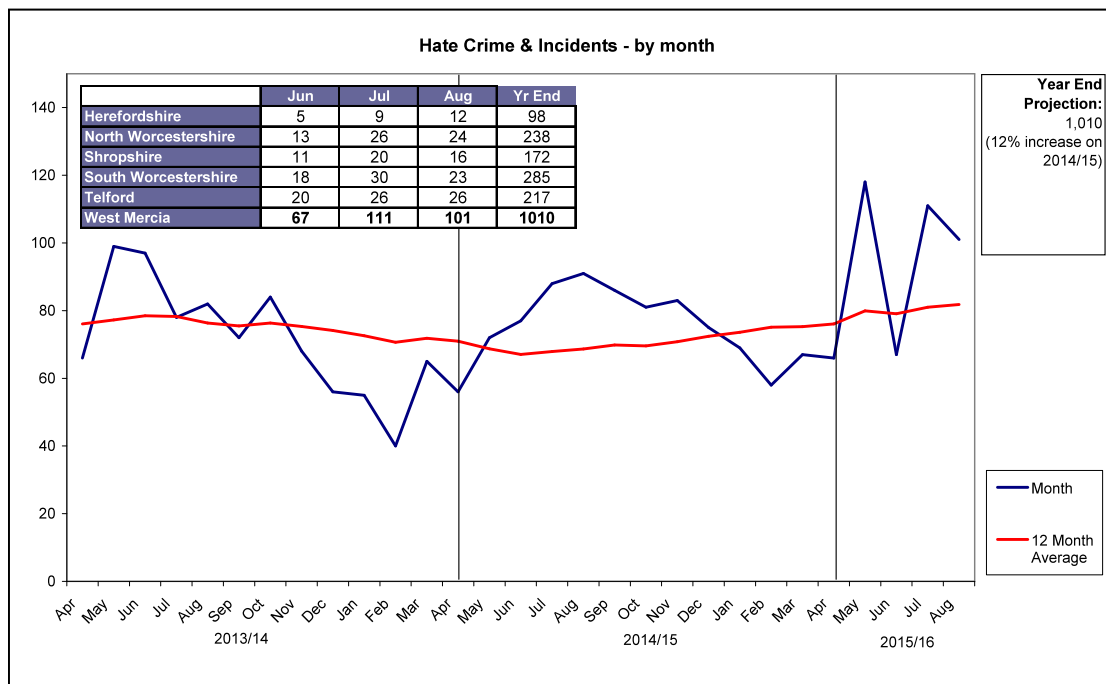
##### 2.1.2 Hate Crime

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

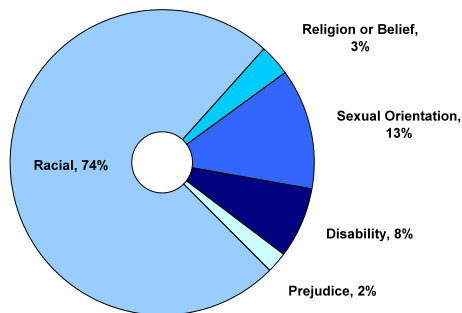
A key theme in the Force Hate Crime Strategy is to increase confidence in reporting hate crime and incidents enabling an effective response to be put into place as it is widely acknowledged that hate crime is under reported. Recognising the importance and impact of Hate Crime the Force has relaunched 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.

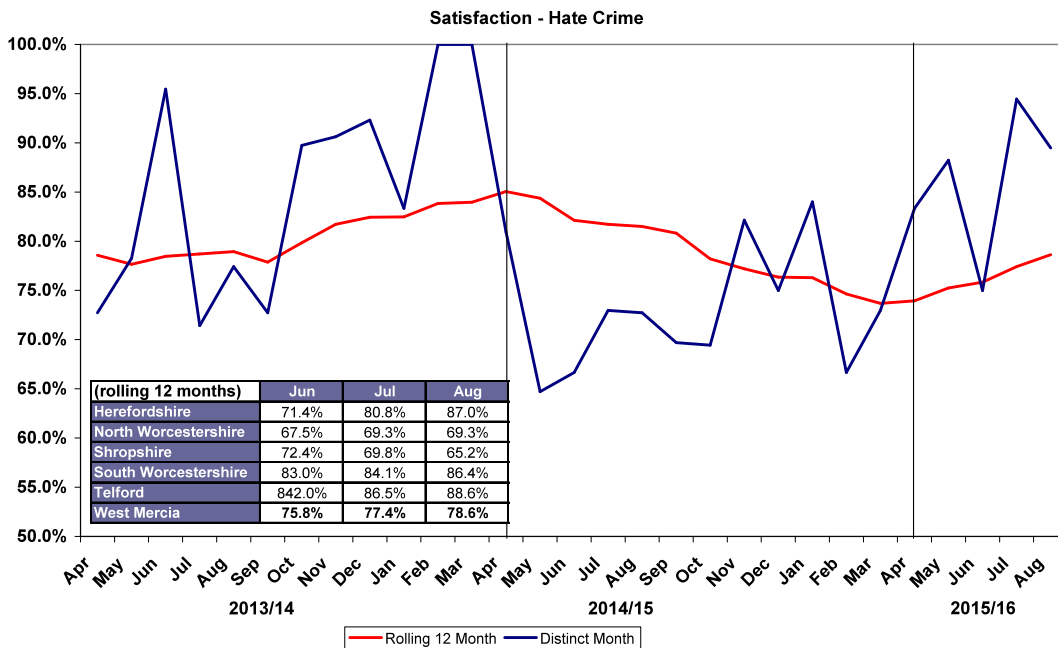


Three quarters (74%) of all hate offences were of a racial nature.



### Hate Crime Victim Satisfaction

Satisfaction of hate crime victims is currently 78.6%<sup>1</sup>.



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.

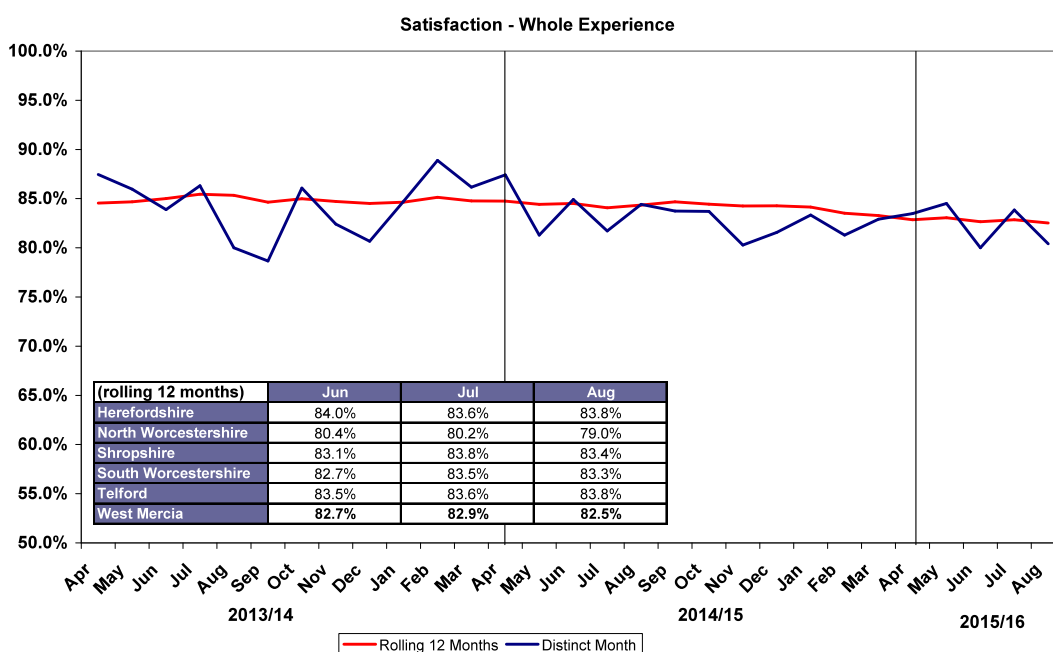
<sup>1</sup> This is based on interviews undertaken over the last 12 months to give an adequate sample size for analysis

## 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.



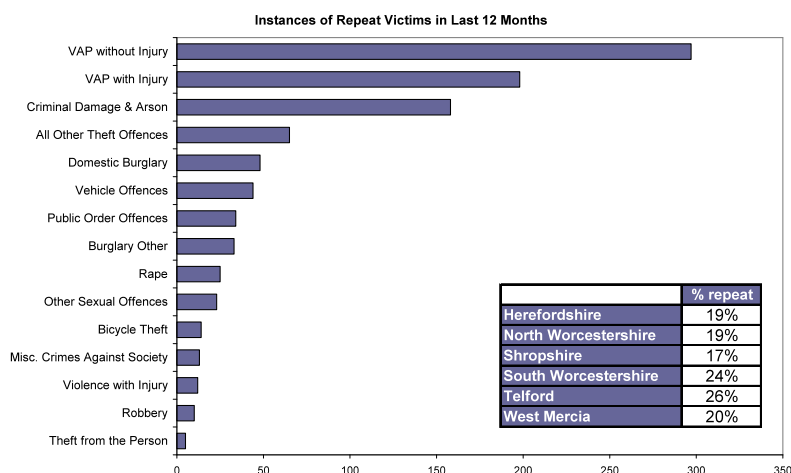
### 2.2.2 Crime Outcomes

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

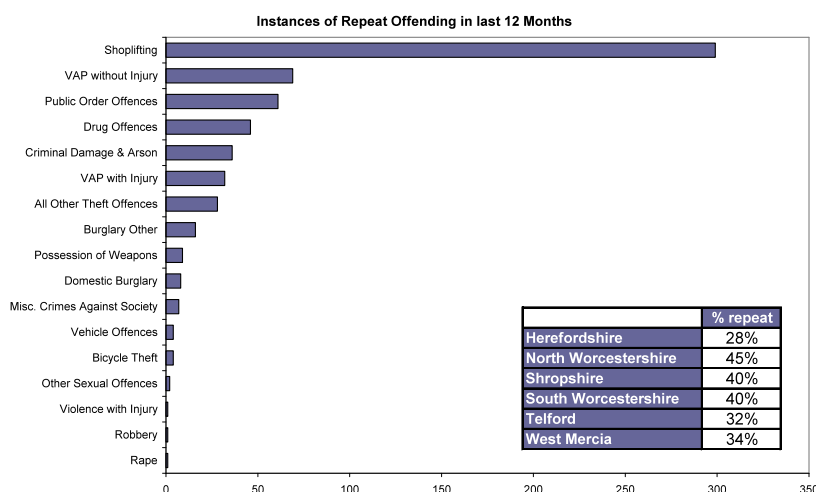


In August 2015, 3.5% (95) of all identified victims were repeat victims within the same month and 20% had been a further victim of crime at least once in the previous 12 months.

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.

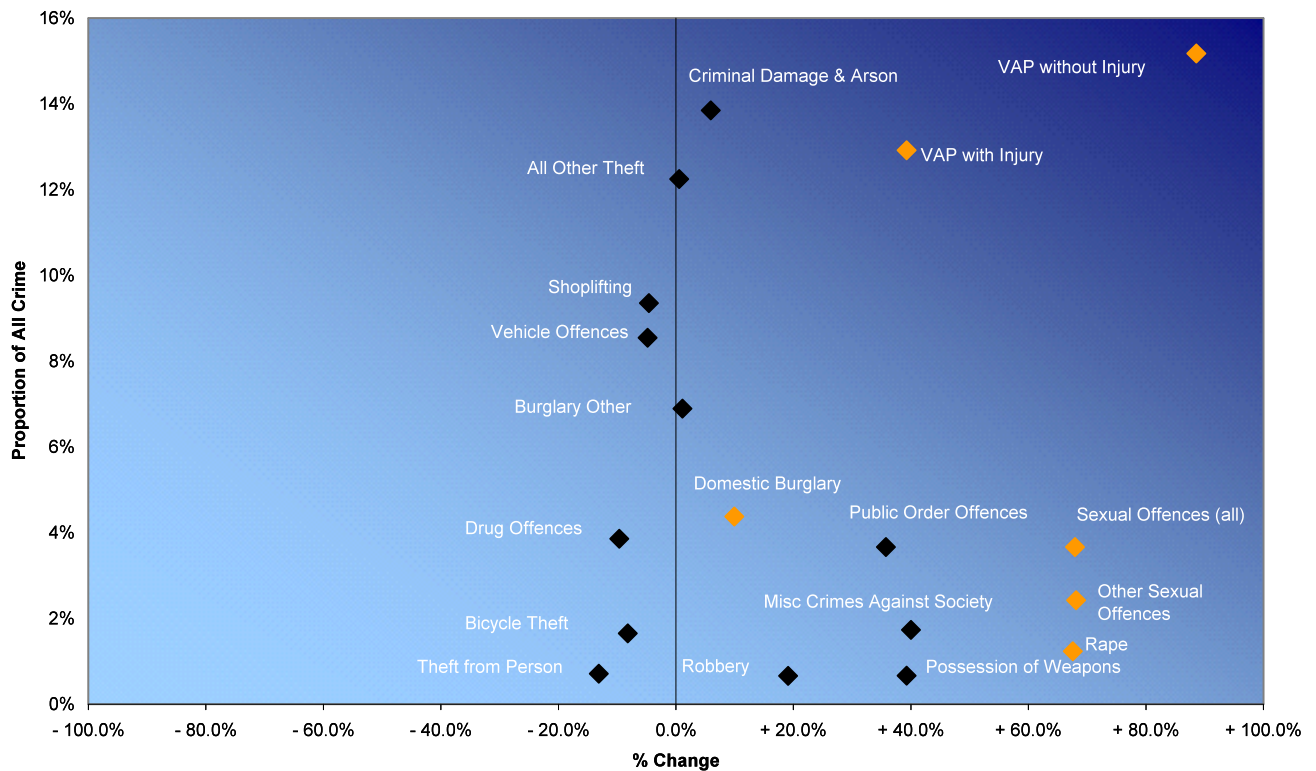
Overall, the increased awareness and focus around CSE and its relationship to missing children is also thought to be having an impact on levels of reporting.

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

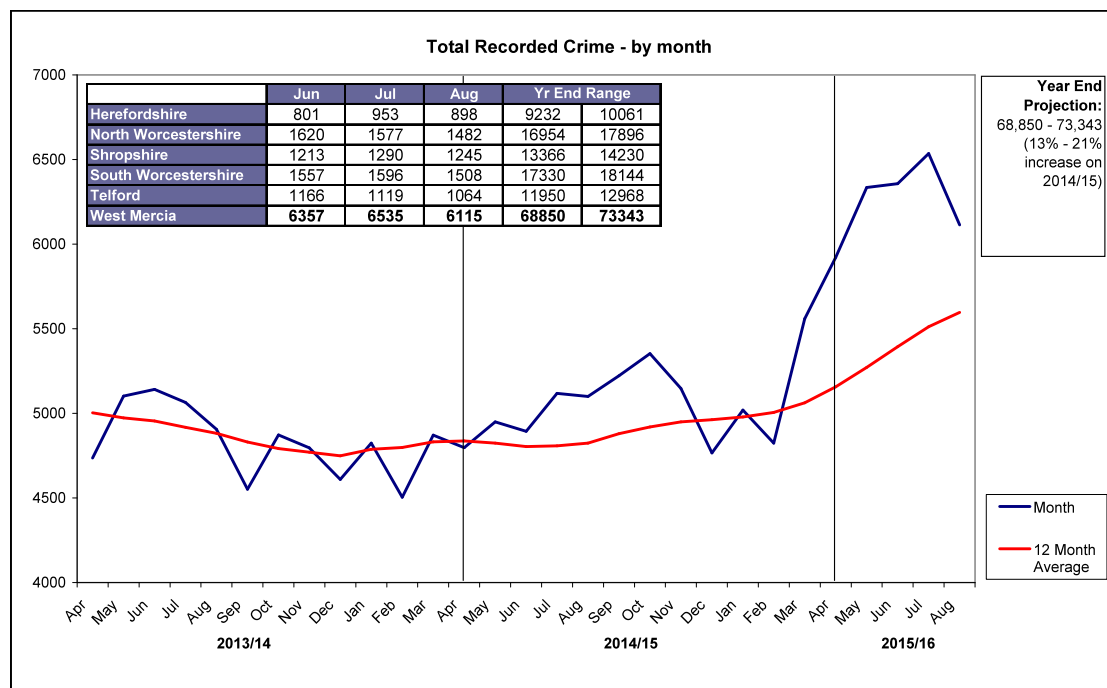
The chart below provides a snapshot of a wide variety of crimes that are monitored by the force. It shows whether they are increasing or decreasing and their relative proportion of all crime. The crimes that have an orange marker will be reported on.





## 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.

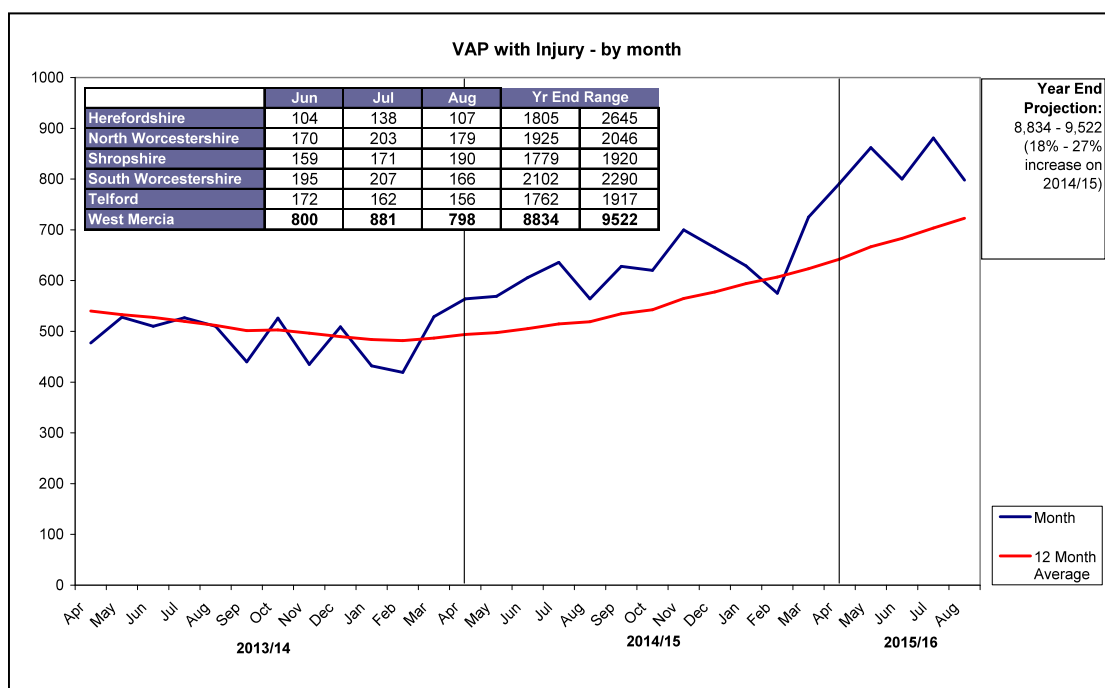
As a result of these process changes, and the audit of incidents from 2014/15 that has led to an additional 587 offences being recorded in the 2015/16 performance year, it is not straight forward to project where we see volumes at the end of 2015/16 at this time. In terms of total recorded crime, we 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 Injury<sup>2</sup>



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.

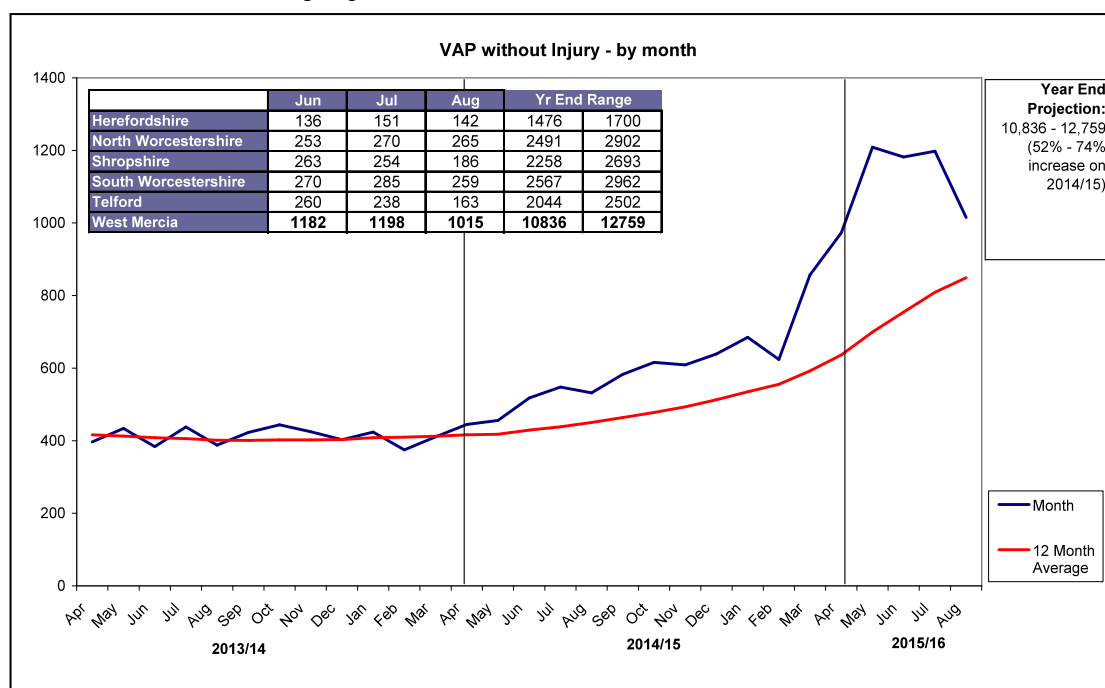
Almost 800 Violence with injury offences were recorded in August, accounting for 13% of total recorded crime. Volumes in August were lower than in July in all Policing Areas, with the exception of Shropshire. However in all areas they remain above the current monthly average. No identifiable reason has 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.

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

## Violence without Injury<sup>3</sup>



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.

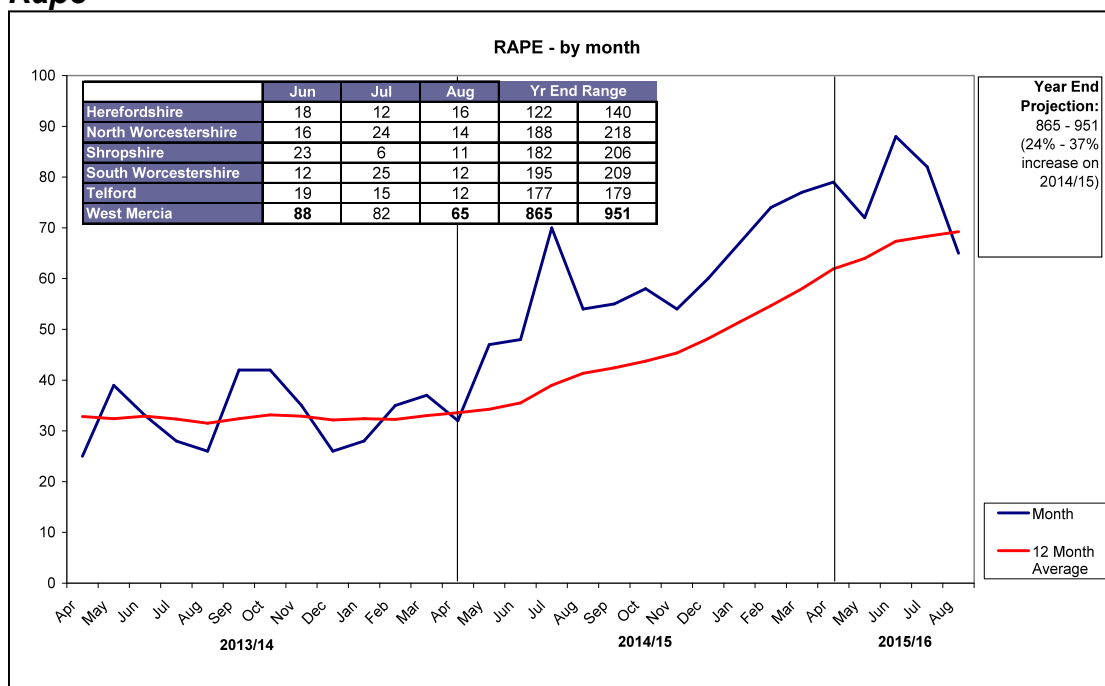
Over 1,000 Violence without Injury offences were recorded in August, accounting for 17% of total recorded crime. Volumes in August were lower than in July in all Policing Areas, however in all areas they remain above the current monthly average. No specific reason has been identified for the reduction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

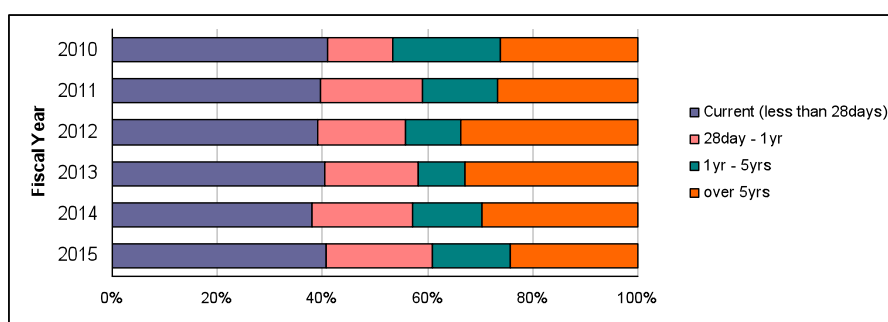
<sup>3</sup> **Violence without Injury** includes threats to kill, harassment offences and assaults where no injury occurs

## 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 than 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.

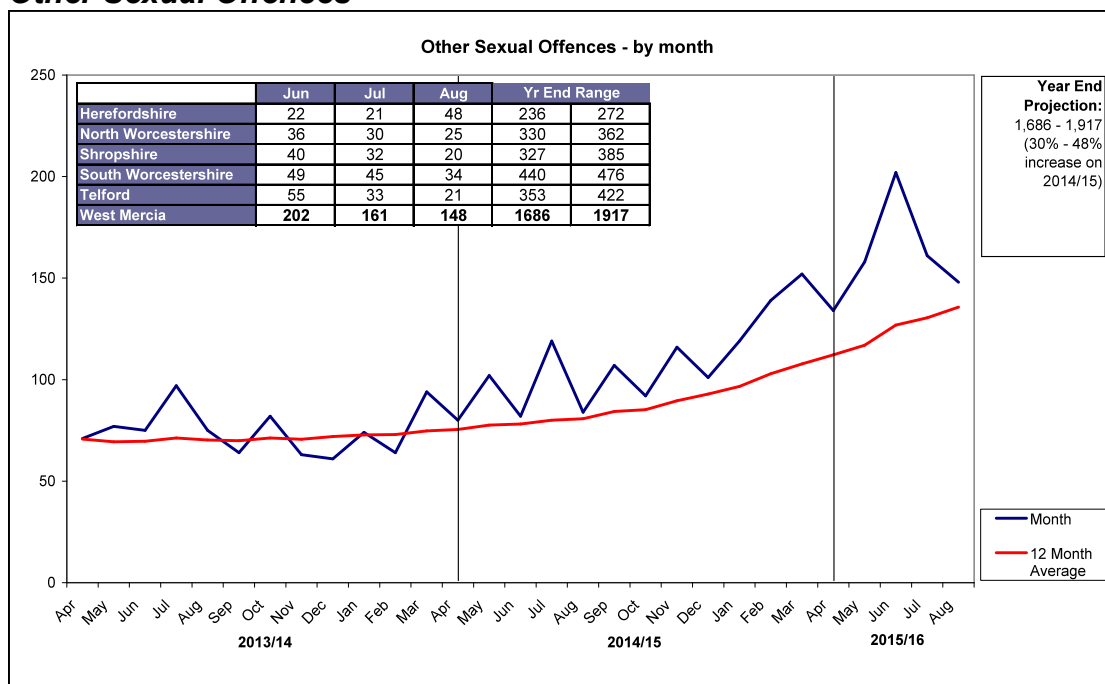


Around 20% of all reported rapes have a domestic abuse marker. There is an increase in rape offences with a domestic abuse marker compared to 2014/15, coinciding with the inclusion of the domestic abuse risk assessment on the force crime recording system. The risk assessment includes questions relating 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.

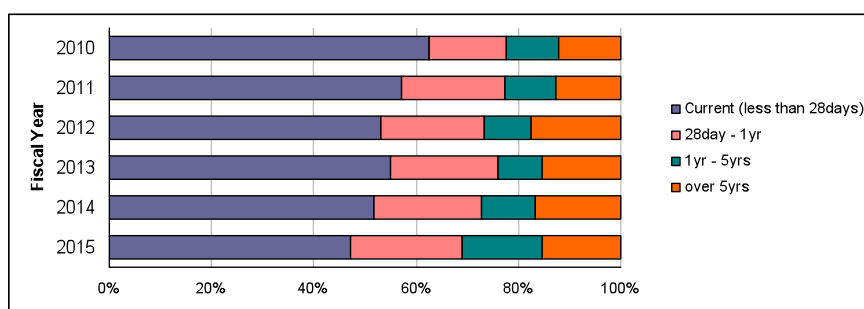
## Other Sexual Offences



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.

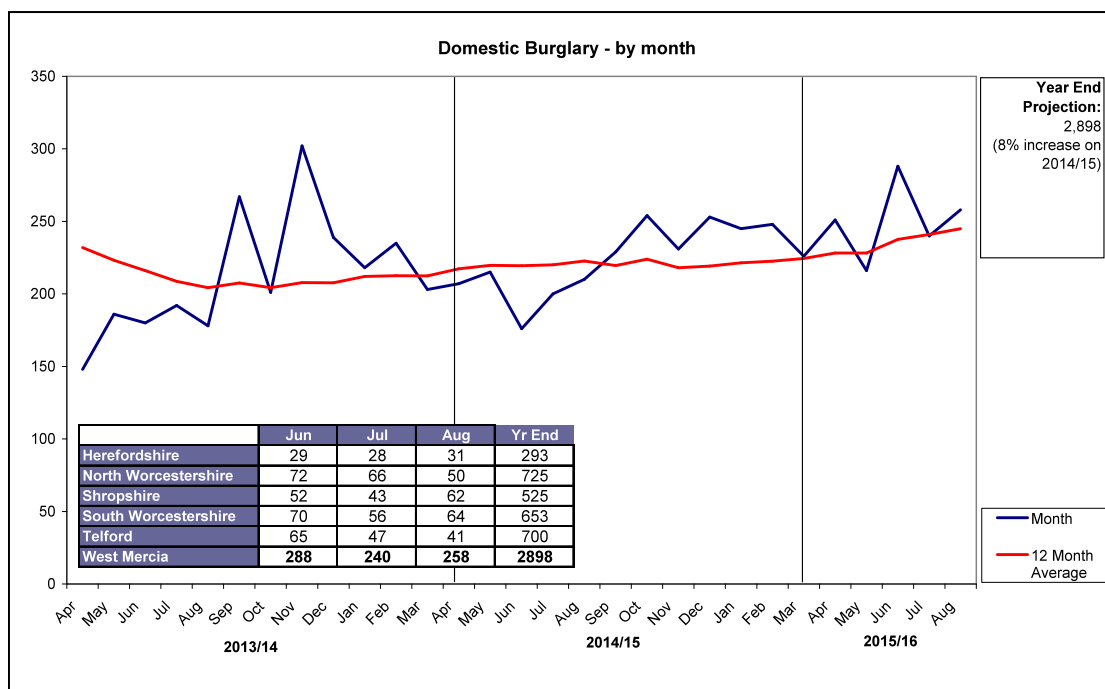
One third (33%) of offences recorded in August were actually committed over a year ago. Between April and August there has been a higher proportion of offences committed over a year prior to recording than in the same period in previous years.



## 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.

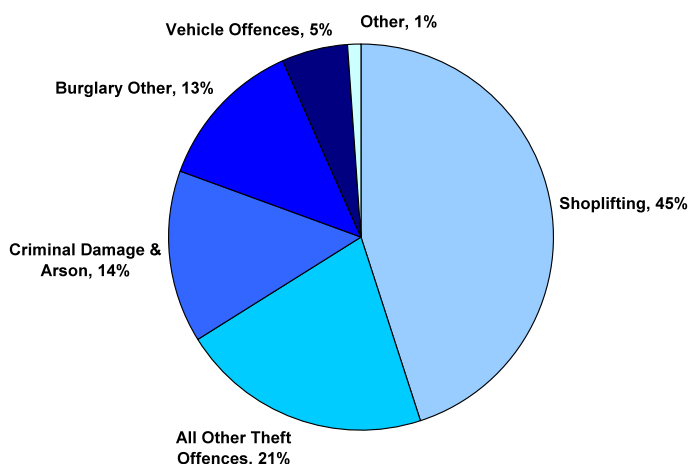
Much of the recent increases seen in Herefordshire is attributable to a number of local proactive operations. All burglary offences are reviewed weekly and investigated using the most appropriate resource.



---

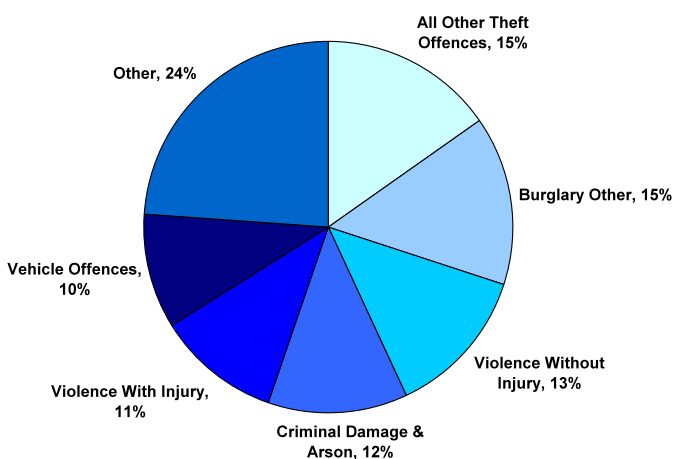
### ***Business Crime***

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 Crime<sup>4</sup>***



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.

---

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

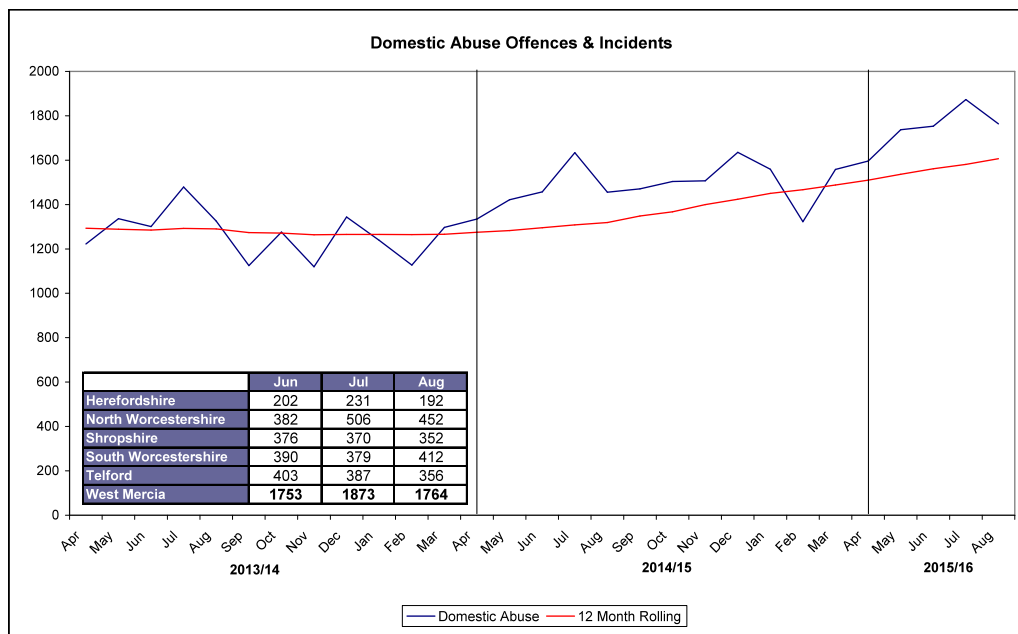
## 2.4.2 Crime Markers

**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.

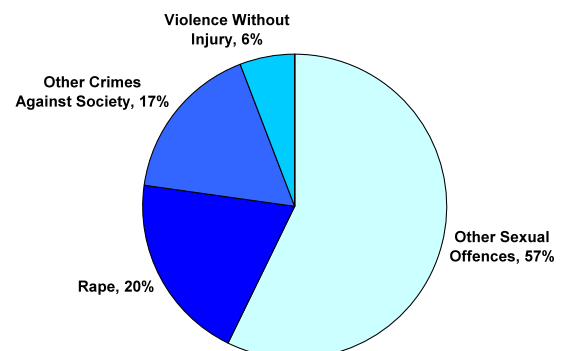
14% of all recorded crime in August 2015 was domestic abuse related. 1,764 domestic abuse offences & crimes incidents were recorded in the month, 10% above the 12 month average. As noted above, this increase was anticipated as DASH reports are now included on the CRIMES system. 81% of all domestic abuse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

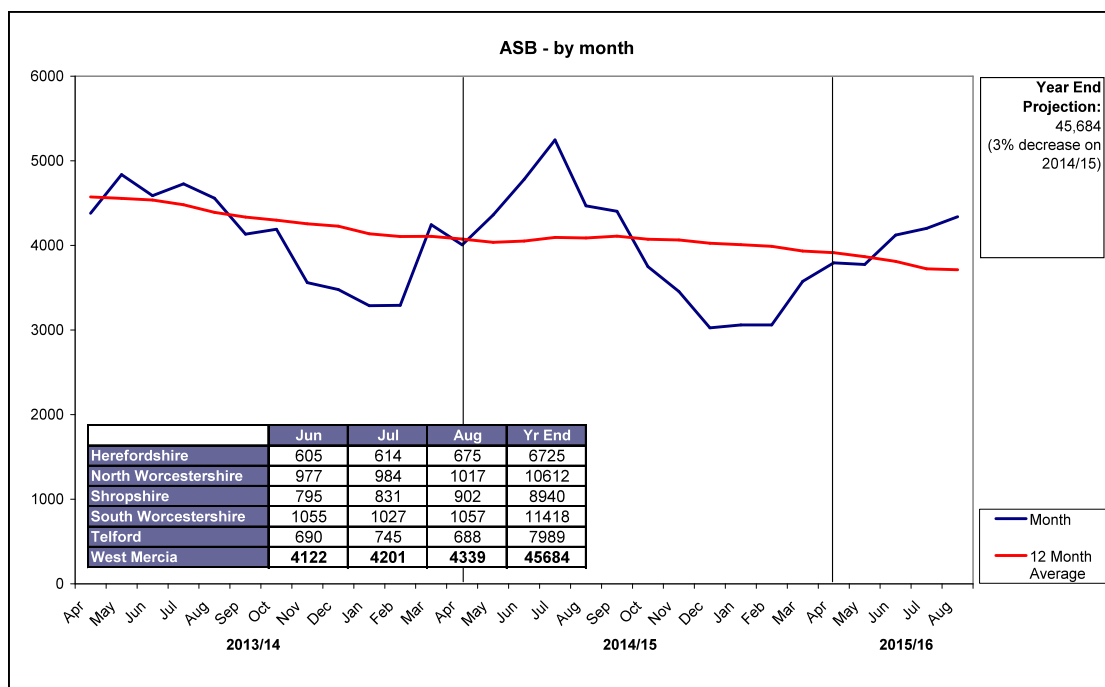
### Cyber Crime

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

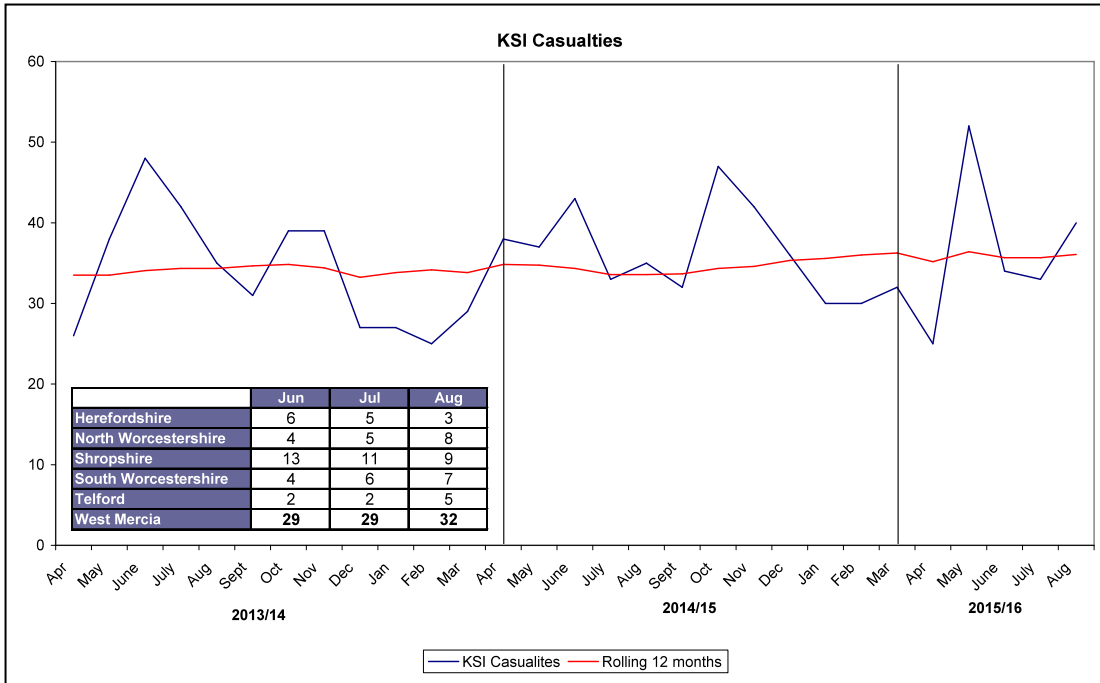
Over 4,339 ASB incidents have been recorded in August 2015, 17% above the rolling 12 month average. The reporting of ASB tends to be seasonal with volumes increasing during the late spring and summer months the overall trend shows a reduction in volumes.



## 2.4.4 Road Traffic Casualties

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

The data available for August<sup>5</sup> 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.

<sup>5</sup> 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.

## Aim: To Ensure an Efficient and Effective Police Service

### 2.5 DEMAND REDUCTION

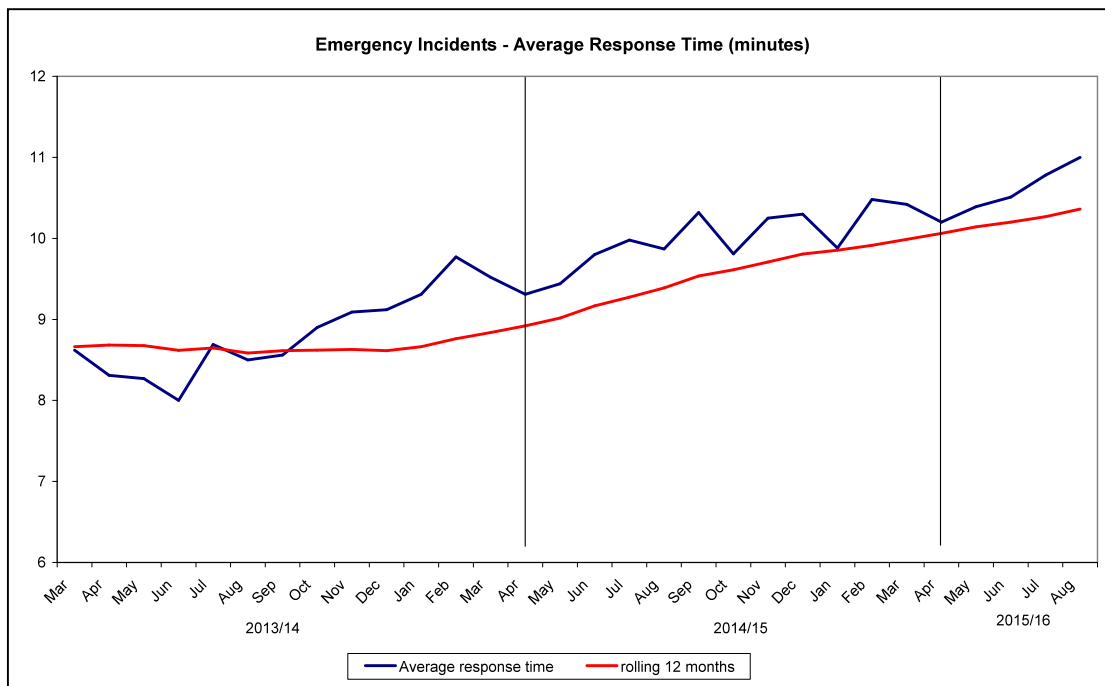
#### 2.5.1 Response Times to Emergency and Priority Incidents

**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.

---

***Aim: To Ensure an Efficient and Effective Police Service***

## **2.6 WORKFORCE**

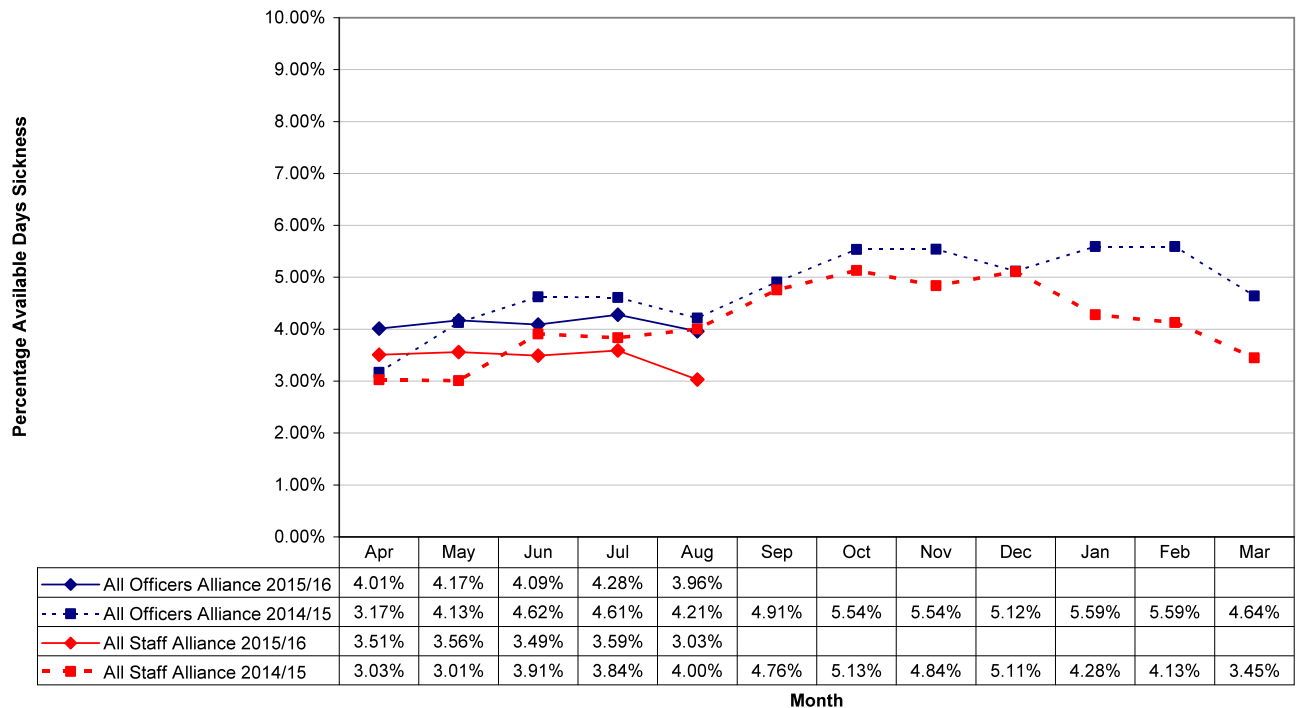
### **2.6.1 Sickness**

**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.

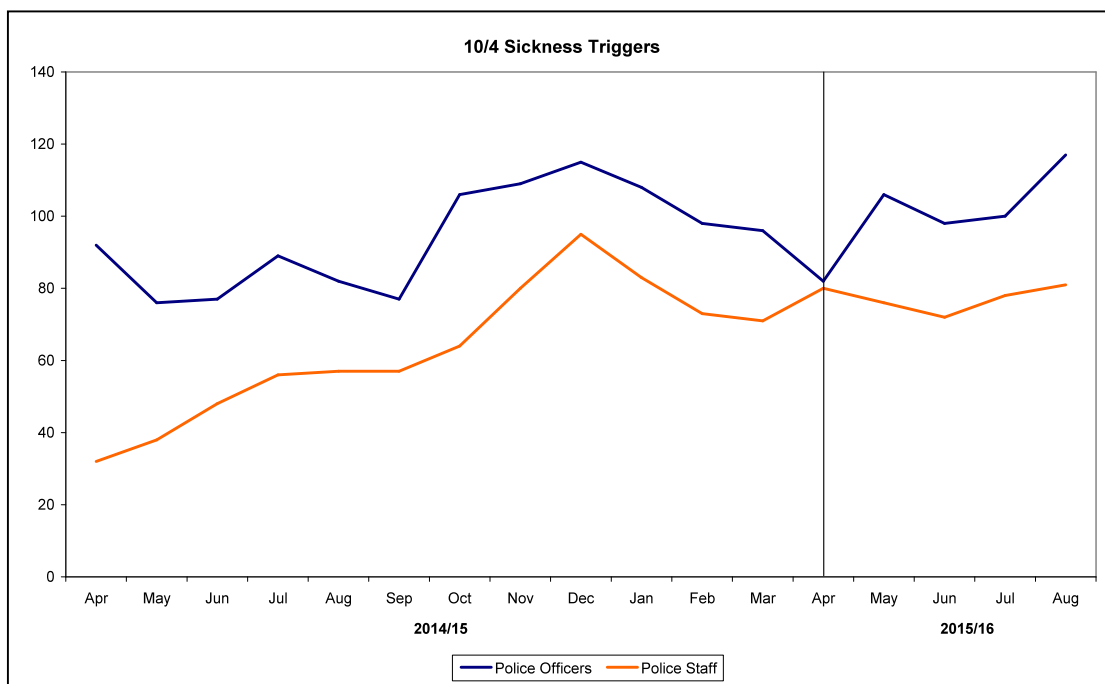
Across the Alliance, the average percentage of days lost to sickness in August 15 is 3.96% for Officers and 3.03% for Staff.

### 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

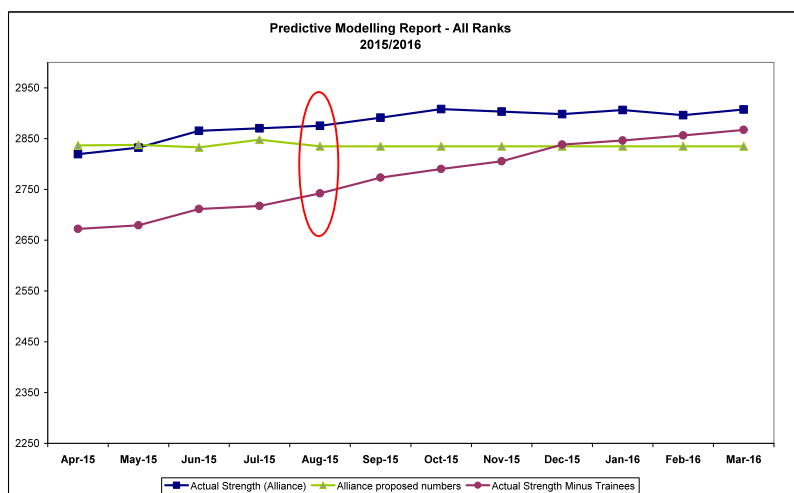
#### RDIL

	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.

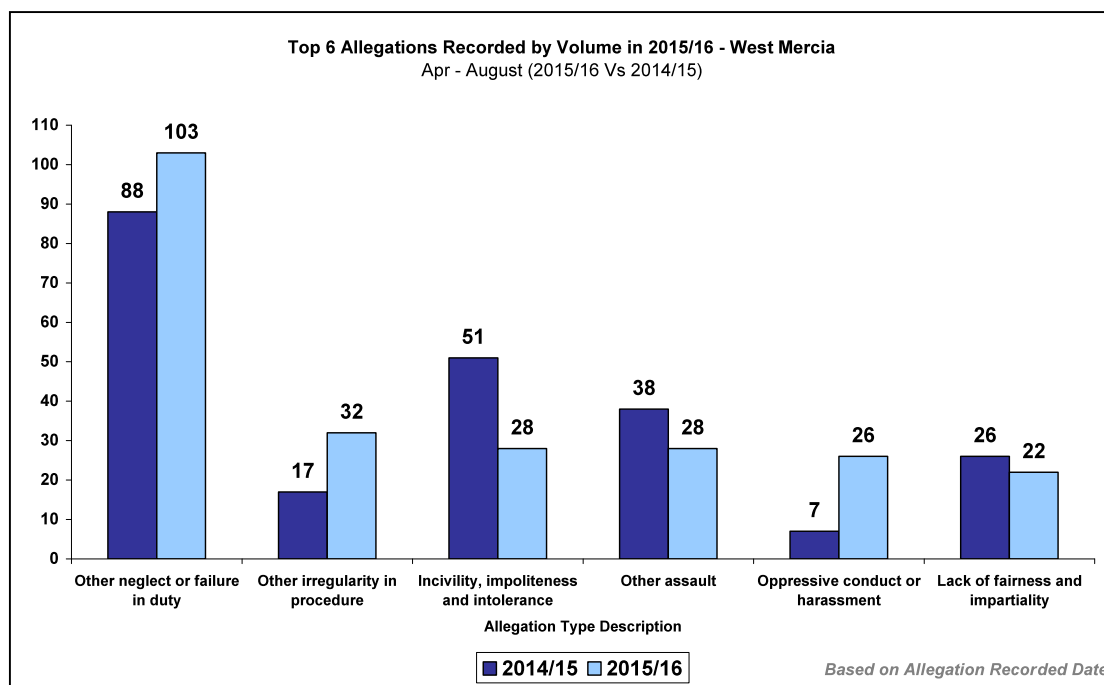
## 2.7 INTEGRITY

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.

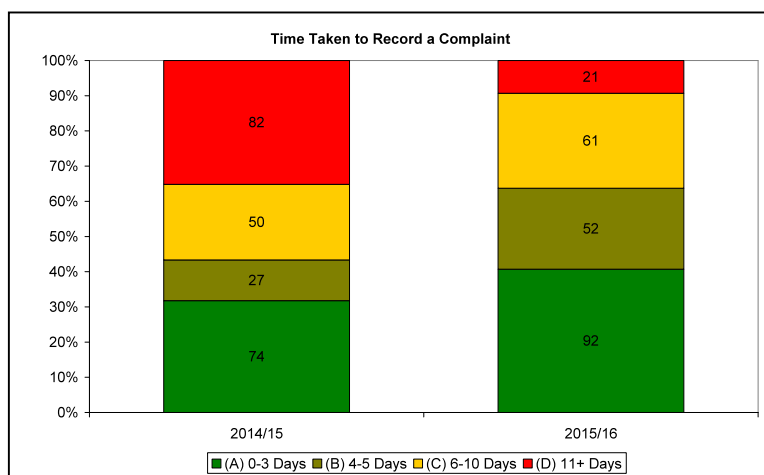
### 2.7.1 Complaints

**Monitoring:** Tends over time  
Against national and other force trends

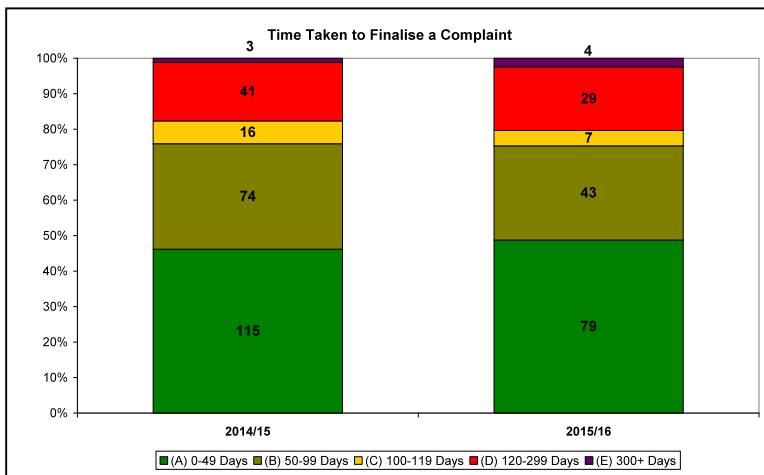
The 6 most common complaints against West Mercia officers and staff for April to August 2015 are shown below. The most common is 'Neglect or Failure in Duty'.



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.

