



Performance Summary (West Mercia)

July – September 2016

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Summary

Topic	Data	Activity	Page
To Protect Communities from Harm			
Confidence	Above national average.	Next national data set to be published late October 2016.	4
Hate Crime	Increase on previous quarter and above the quarter average.	Hate Crime Awareness Week events planned for 8 th – 15 th October.	5
Victim Satisfaction	No significant change – remains stable at 81%.	Significant local activity to improve follow up service. Rape and DA surveys now 'live'.	7
Outcomes	Small decrease in total outcome rate compared to same period 2015/16.	Redesign of outcomes performance framework and development of outcomes 'Action Plan'.	8
Repeat Victimisation / Offending	Record level data used to identify repeat victims and defendants.	Work ongoing to increase the no. of high harm offenders managed within the IOM scheme.	10
Missing Persons	Small increase in reports compared to the previous quarter. Profile of missing cohort remains stable.	Pro-active work ongoing including targeted work with care homes.	12
To Reduce Crime & Disorder			
Violence with Injury	Increase on previous quarter and above the quarter average.	Analysis delivered to Local Policing senior officers.	15
Sexual Offences – Rape	Small increase on previous quarter and above quarter average.	Analysis delivered to Head of Protective Services.	16
Sexual Offences – Other	Decrease on previous quarter and the quarter average.	Analysis delivered to Head of Protective Services.	17
Domestic Burglary	Increase on previous quarter and above quarter average – driven by increase in Worcestershire.	Action plan in place in Worcestershire to address recent increases.	18
Robbery	Increase on previous quarter and above quarter average.	Action plan in place in Worcestershire to address recent increases.	19
Business Crime	Increase on previous quarter. Sustained high volumes have led to an increase in the monthly average.	Work ongoing with partners to address increases in shoplifting.	20
Rural Crime	Increase on previous quarter due to high volumes in July and August.	'Rural Matters' activity continues.	21
Domestic Abuse	Increase on previous quarter and above quarter average.	Activity to encourage positive action is being undertaken through Local Policing and Tasking.	22
Child at Risk / CSE	Decrease on previous quarter. Sustained high volumes have led to an increase in the monthly average.	Partnership arrangements continue to provide greater opportunities for offence & incident reporting	24
Cyber Crime	Small decrease on previous quarter but above quarter average.	Additional services to be provided to cyber crime victims from October.	25
Anti-Social Behaviour	Increase compared to previous quarter and above the quarter average.	Changes in recording of ASB being implemented.	26
Road Traffic Casualties	Decrease in KSIs compared to previous quarter.	High harm routes subject to daily tasking.	27
Response Times to Emergency Incidents	Decrease in % of emergency incidents attended in 20 mins	Activity and analysis ongoing to improve data quality.	28
To Ensure an Efficient and Effective Police Service			
Sickness	Officer sickness comparable to previous quarter. Staff sickness shows improvement on previous quarter.	The 2016 Staff Survey will be launched in October.	30
Complaints	Improvements in recording timeliness compared to previous quarter and above 80% aspiration.	Subject to ongoing monitoring	32
Firearms Licensing	Temporary Permits issued to ensure all license holders are certified.	Kier commissioning review being finalised.	34

2. Summary of Performance

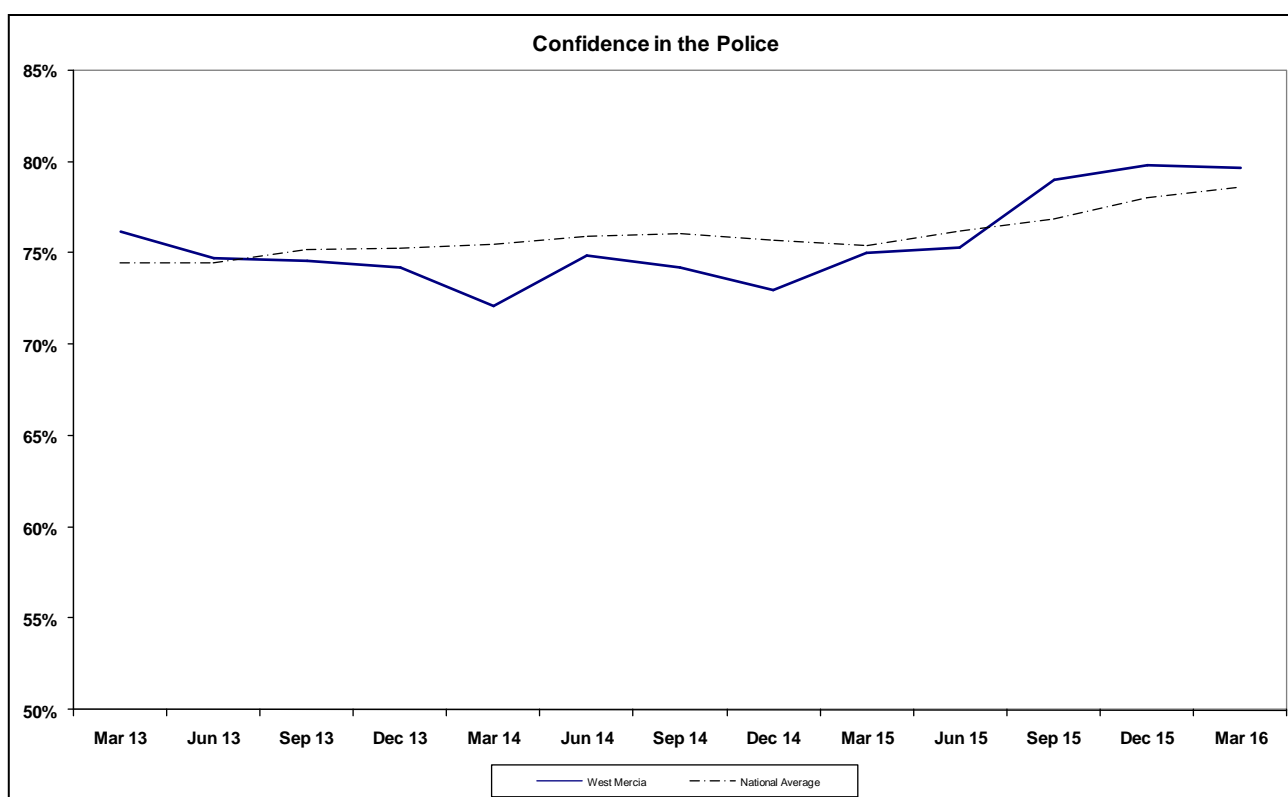
Aim: To Protect Communities from Harm

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 published quarterly, with the latest update covering the period to March 2016. The next update will be published in late October 2016 and will therefore be included in the November monthly summary.

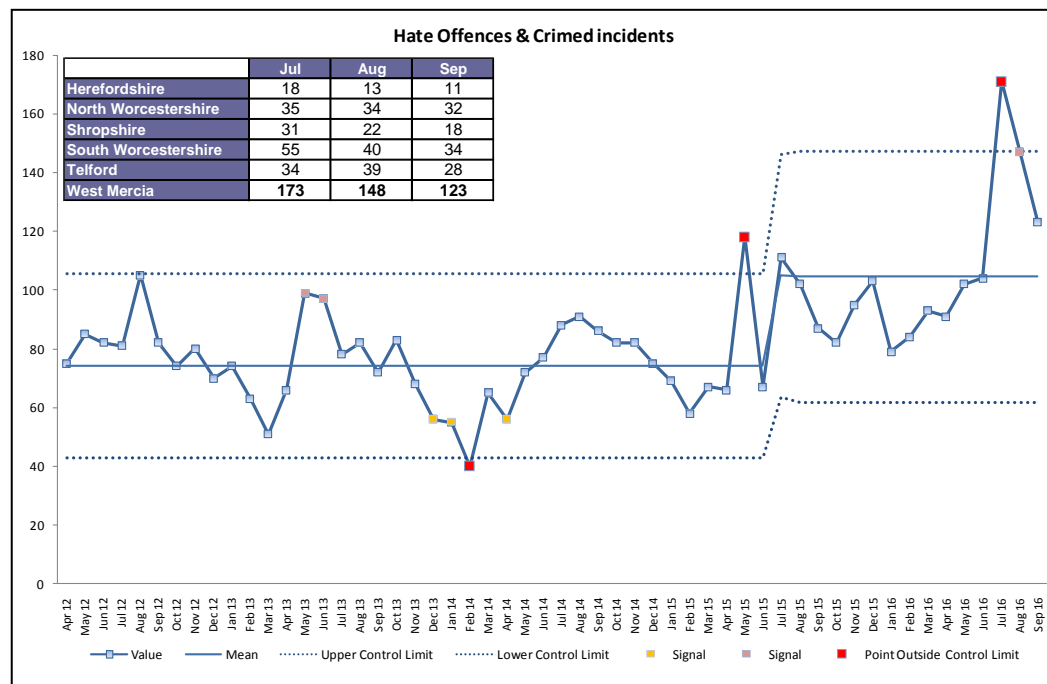
The force has shown a steady improvement in the levels of confidence felt by local communities since December 2014 and continues to be above the National average. 8 in 10 people (80%) have confidence in the police in their local area.



2.1.2 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.

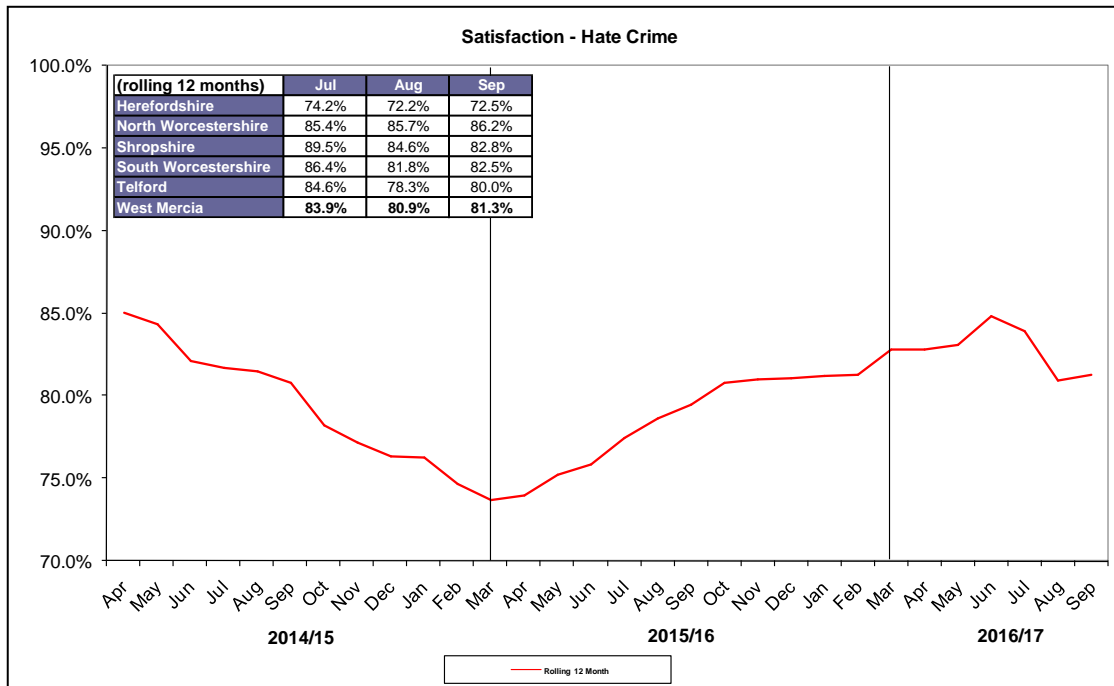
444 offences/ incidents were recorded last quarter. This is a 47% increase compared to the previous quarter (303) and is above the quarter average (321). Quarterly increases have been seen in all policing areas (most notably Telford (+57%) and South Worcestershire (+68%)) and have been driven by increased volumes of racially/ religiously aggravated harassment offences.

There still appears to be an influence from the Referendum, with evidence of offences where individuals have been targeted on the grounds of their race, with the victim and offender having no other reason to come into contact. The increase in racial rhetoric appears to be aimed at all racial/ religious minorities (not specific to non-UK EU nationals).

The post-referendum increases in racial/religious hate crime reporting have been taken into consideration when planning events for Hate Crime Awareness Week (8th – 15th October) and these events will be used as a platform to discuss emerging issues in the community. One of the most significant events was the Hate Crime Awareness Conference held at Worcester University. Over 150 individuals attended the conference (including a large number of school children) where speakers presented on a wide range of hate crime issues.

Telford and Shropshire have also announced their No Hate Here Strategy which calls on businesses, schools, and other premises in the community to publically pledge that they do not tolerate hate crime (by placing a 'No Hate Here' sticker in the window) and agree to report any hate incidents witnessed.

Hate Crime Victim Satisfaction



As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low (average 31 per month). The data is therefore shown on the chart as a rolling 12 months 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 experience with the police, a small increase compared to the previous month¹. Despite the lower satisfaction compared to the high in June 2016, the rolling 12 month average shows a generally increasing trend over the last year.

Hate crime satisfaction is monitored through the Performance Management Group.

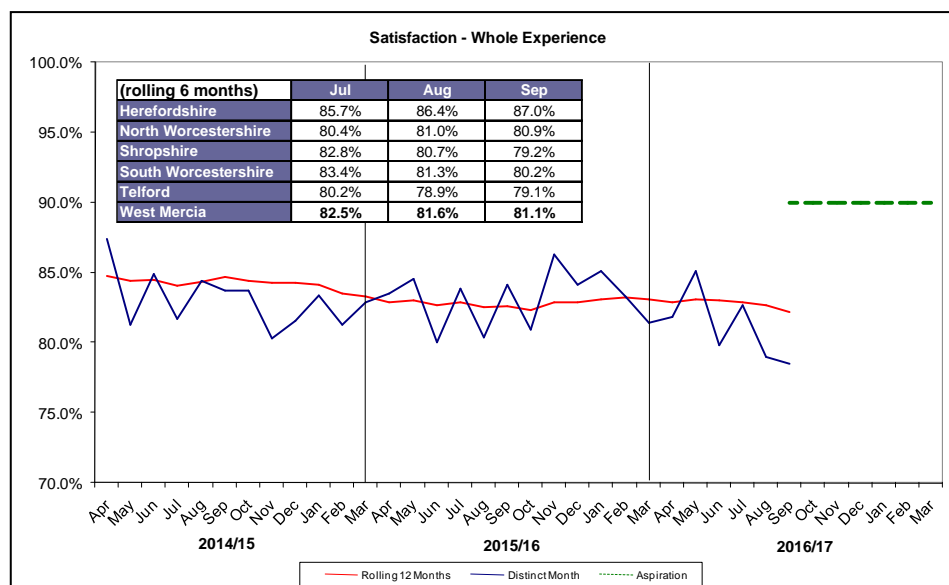
¹ This is based on interviews undertaken over the last 12 months to give an adequate sample size for analysis.

2.2 VICTIMS

2.2.1 Victim Satisfaction

Signs of Improvement would be:

Improved satisfaction: overall & with follow up
Change against comparative Forces



Overall victim satisfaction remains stable across the different stages (Ease of Contact, Actions, Follow-up, Treatment & Whole Experience) with 81% satisfied with their 'Whole Experience'. The Alliance Victim Satisfaction Improvement Group has defined an aspiration for 9 out of 10 (90%) victims to be satisfied with the service they receive from us. Only 1 force in the country is currently achieving this level though it is something that we aspire to meet.

National comparison data is available up to June 2016 with the next update not being available until the end of November 2016. As of June, West Mercia performs well within its peer group of most similar forces² for 'Ease of Contact' (ranking 2nd) though less favourably in respect of 'Treatment' (6th), 'Actions' (7th) and 'Follow up' (8th). 'Follow up' is the area where there is considerable variance from the group average (-5.7%) and the top performing force (-11.4%).

Significant local activity has been undertaken across the policing areas, primarily focusing on 'putting victims first' and providing a good 'follow up' service. All satisfaction-related activity continues to be discussed and coordinated via the Victim Satisfaction Improvement Group. To improve the effectiveness of this group, it has now been divided into Strategic and Practitioner subgroups. The first Practitioner subgroup was held in September- the key focus of this meeting being to identify which local measures have been most successful to date. Potential barriers to success were also discussed.

The new qualitative survey for rape victims has now been running for 3 - 4 months, and has been well received by both victims and officers. Following a local trial of the Home Office Domestic Abuse Victim Survey, it has now been revised and went 'live' at the beginning of October. Results will be available when a sufficient sample of victims has been interviewed.

² Most Similar Forces are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorks, Suffolk, Warwickshire, Wilts

2.2.2 Crime Outcomes

Signs of Improvement would be:

Improved proportion of offences with 'action taken' outcome
Improved timelines of recording outcomes

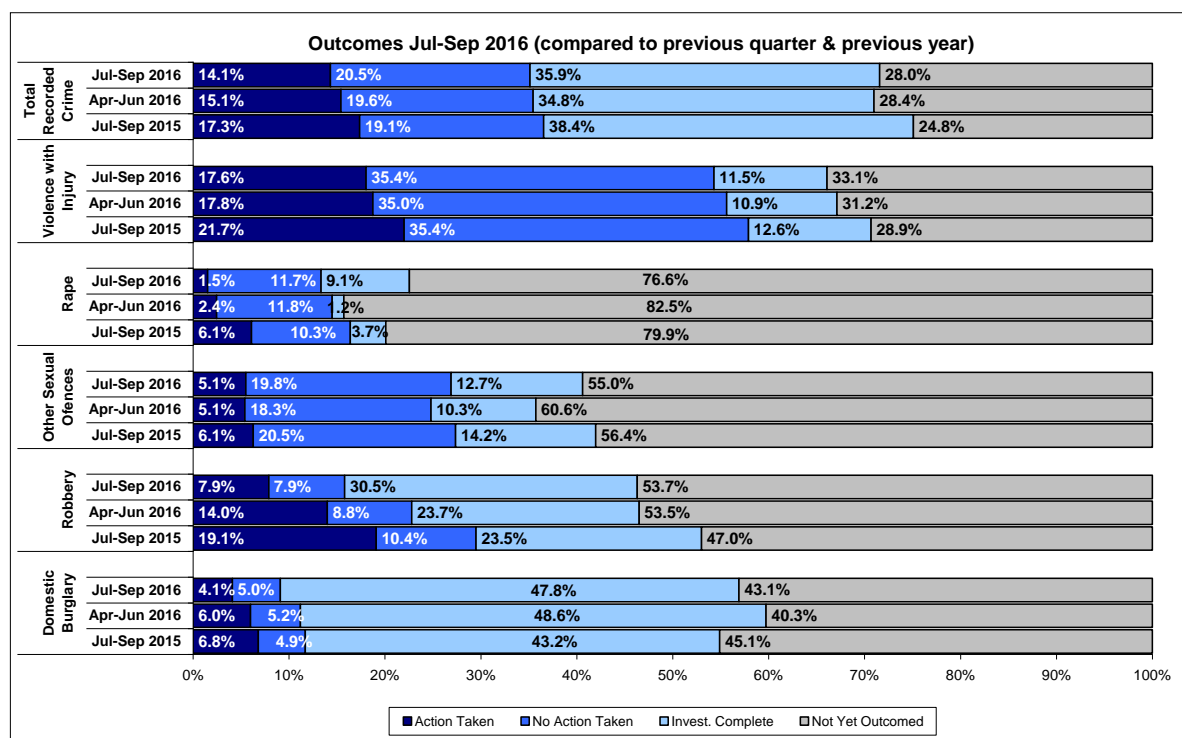
Following the appointment of a strategic lead for outcomes in April, work has been undertaken, not only to improve the reporting clarity on outcome rates, but also to look at the quality of investigations and identifying opportunities to provide a high level of service to victims.

Crime Outcomes are the way that forces record how an investigation has been finalised. There are 21 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:

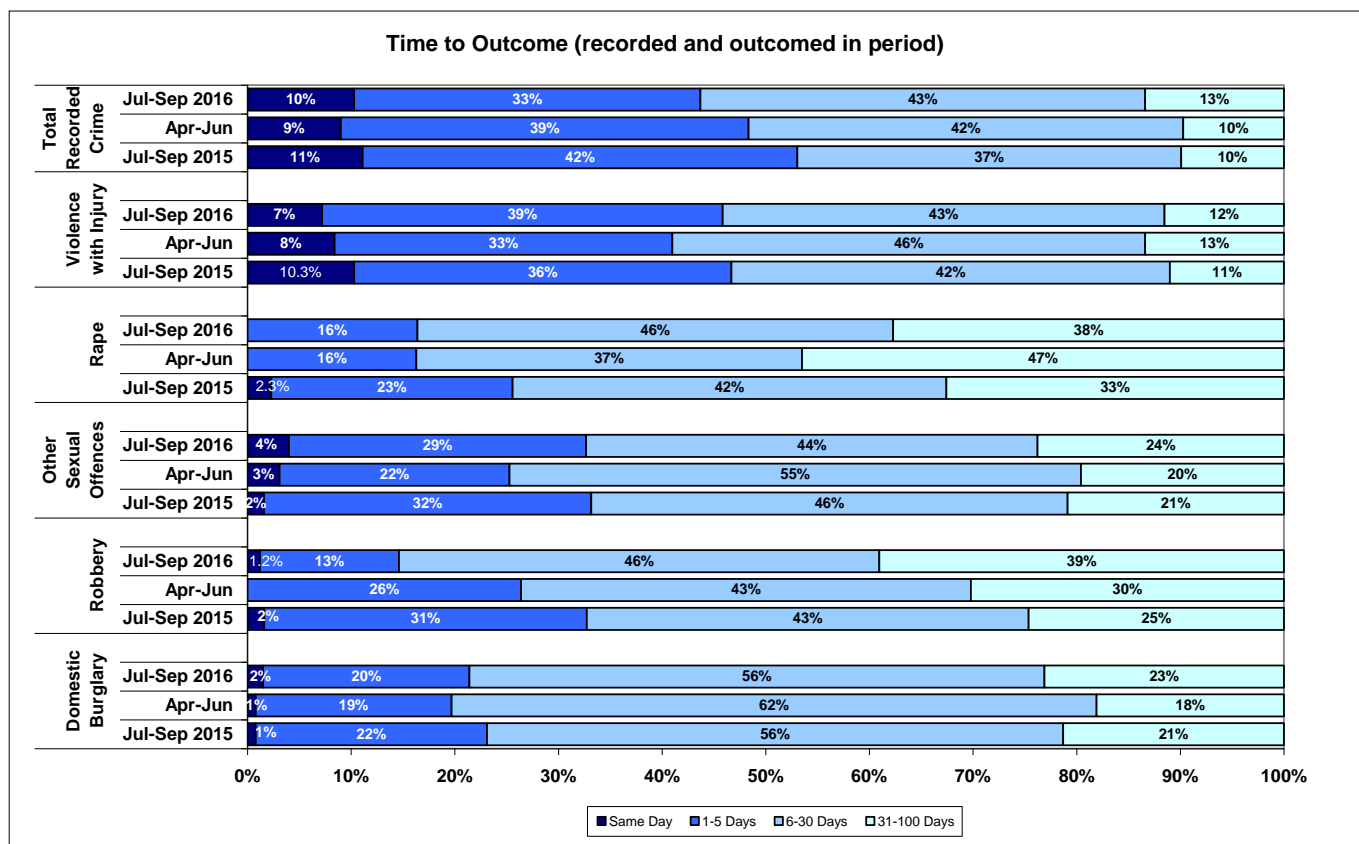
- 'action taken' (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions);
- 'no action taken' (i.e. prosecution prevented, evidential difficulties etc)
- 'investigation complete' (i.e. offences where there are no identified offenders and no other productive 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 chart below identifies outcome rates for offences recorded and outcomed in the last quarter (Jul-Sep 2016) compared to the previous quarter (Apr-Jul) and the same period last year. Overall performance has reduced marginally, with 70% of offences having an outcome assigned, compared to 75% last year. There has been a reduction in 'action taken' outcomes, for rape, domestic burglary and robbery offences. There has been an increase in the proportion of offences outcomed as 'investigation complete – no suspect identified', most notably for robbery and domestic burglary offences.



A further performance indicator for investigations is the time taken to assign the outcome after the offence is recorded. This time has increased in the last quarter (compared to the previous quarter and last year), with a higher proportion of outcomes allocated between 6 and 30 days and a lower proportion between one and five days. This will continue to be monitored, particularly as the force has recently made changes to its investigative structure.



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

National comparison data is available up to August 2016.

West Mercia performs well within its peer group of most similar forces³ for 'action taken', ranking 2nd out of 6 forces, and above the group average.

West Mercia performs well within its peer group of most similar forces for 'action taken' outcomes assigned to 'rape' and 'violence with injury' offences, ranking 2nd out of 6 forces, and above the group averages. West Mercia also performs well for 'action taken' outcomes assigned to 'other sexual offences', ranking 3rd out of the 6 forces, but are below the group average.

³ Most Similar Forces for outcomes includes only those who are live on the Home Office Datahub: Devon & Cornwall, Gloucestershire, Norfolk, North Yorks, Warwickshire.

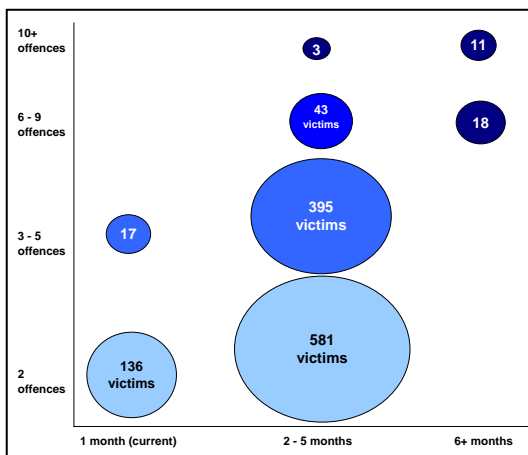
2.3 VULNERABILITY

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.

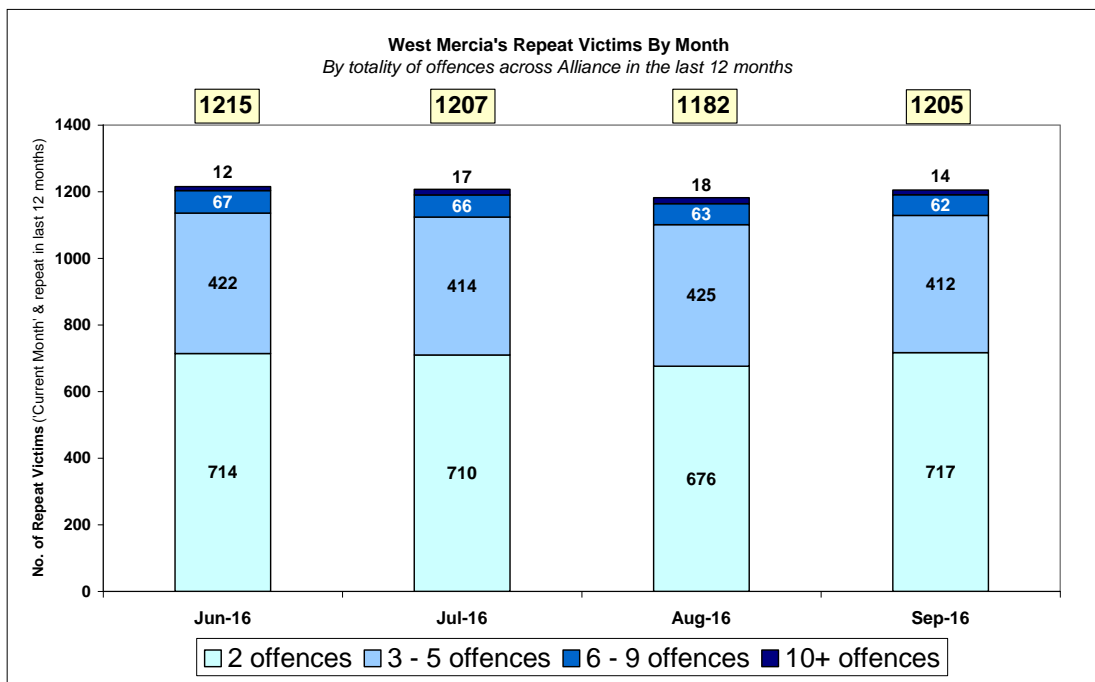
2.3.1 Repeat Victimisation



In September, 25% (1,205) of all victims were repeat victims (subject to at least one further offence in the last 12 months). Of these, 488 (40%) have been victims at least 3 times in the 12 month period.

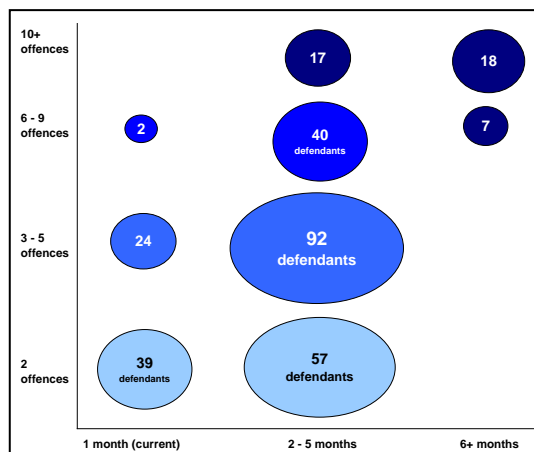
1 Telford & Wrekin victim has consistently featured in every month of the last 12 months relating to 19 offences. Telford command team have provided reassurance that appropriate work is ongoing with this individual. 14 individuals have been a victim of 10+ offences.

There were 1,062 victims of domestic abuse in September – 25% of these individuals (266) have also been a victim of additional DA offences in the last 12 months.



The number of repeat victims has remained fairly static over the last few months, along with the proportions of those being victims on multiple occasions.

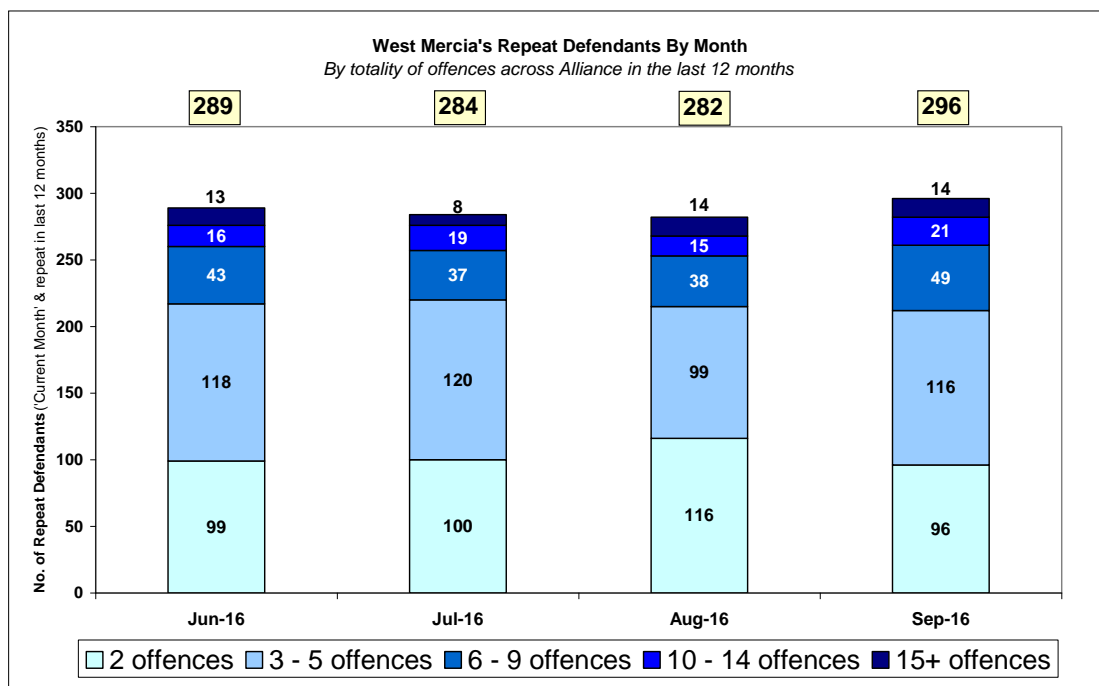
2.3.2 Repeat Offending



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

Of these, 84 (28%) have offended at least 6 times in the 12 month period. 35 prolific individuals were defendants in 10 or more offences in the last 12 months.

The number of repeat defendants has remained fairly static over the last few months, along with the proportions of those offending on multiple occasions.



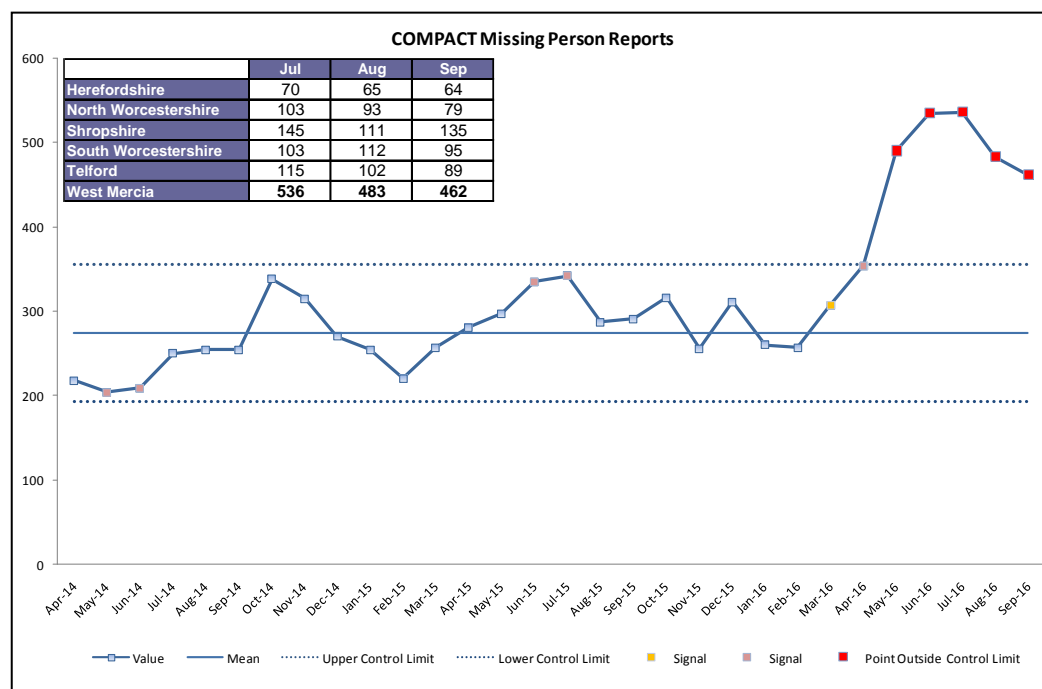
The individual record level data, which identifies repeat victims and defendants, with particular focus on domestic abuse offences, is shared across the alliance with local policing commanders and appropriate department heads.

The alliance-wide IOM structure continues to develop. Work is ongoing to increase the number of high-harm offenders who the partner agencies manage within the IOM scheme and work continues to reduce their reoffending. In all policing areas, processes are being determined to ensure that all suitable offenders are identified and managed as part of the scheme. Those that have successfully reduced their reoffending continue to be kept in scope. The IOM scheme includes offenders within MAPPA, organised crime groups, troubled families, domestic abuse and veterans and there are approximately 530 individuals being managed across the Alliance.

2.3.3 Missing Persons

Signs of Improvement would be:

Reduction in repeat missing persons



N.B. Significant change in recording practices from April 2016

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

1,481 missing person reports were recorded in the quarter. This is a small increase compared to the previous quarter (1,379) and appears to be the result of the significant changes in recording practices introduced from April 2016.

The characteristics of the missing persons cohort, including the proportions who are under 18, those who are repeat mispers and those who are 'in care' remains stable. However, there has been a small reduction in the frequency with which children/young persons 'in care' have been reported missing this quarter compared to the previous quarter.

The recent increased engagement with SNT officers, including regular contact with care homes, has helped care home staff share intelligence and improve their understanding of when and how reports should be made to police.

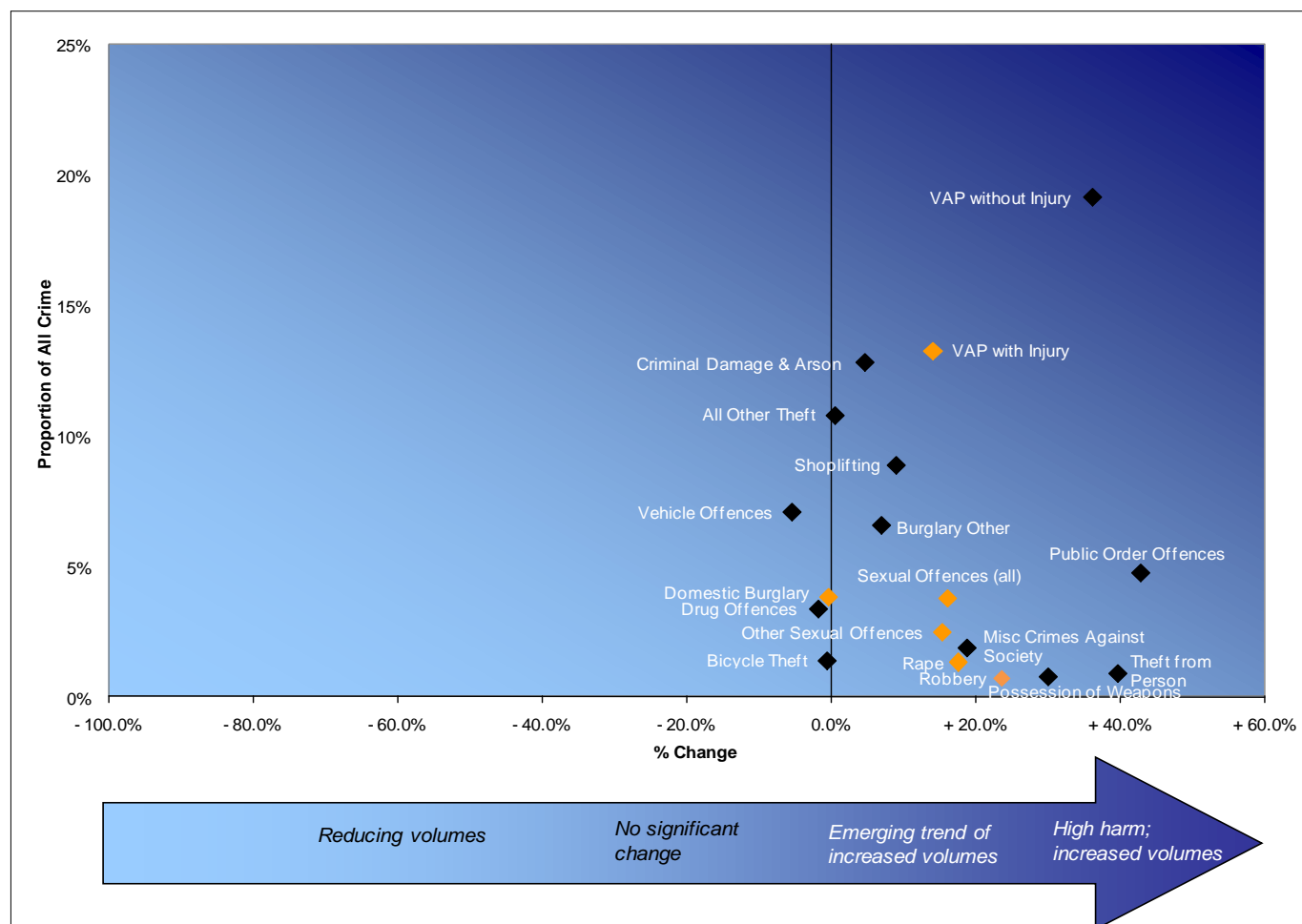
Timely multi-agency interventions, in respect of repeat missing children, is also believed to be reducing the number of missing incidents.

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.

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.



The following charts will include a peer comparison key, as explained below:

Where possible, performance comparisons are made to the Force's 'similar group' (a group of 8 peer Forces designated by the Home Office)⁴. Two issues are highlighted:

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

Below Group Avg	Similar to Group Avg	Above Group Avg
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2. Any recent change in the relative position of the force within the group

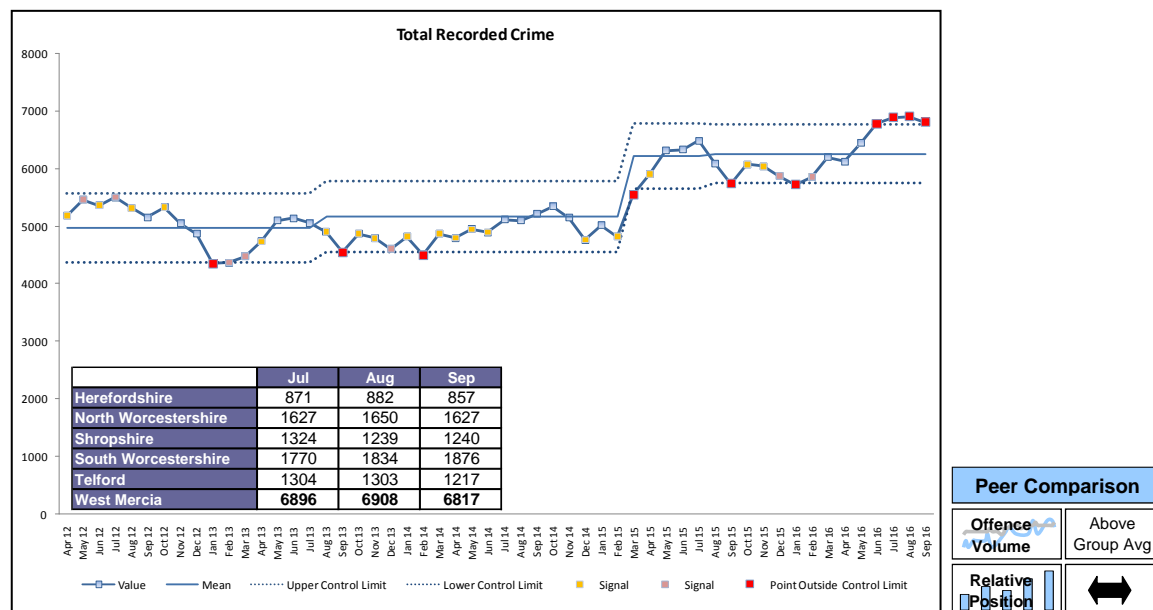


⁴ Most Similar Forces are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorks, Suffolk, Warwickshire, Wilts

2.4.1 Crime Recorded

Signs of Improvement would be:

Stable volumes of recorded crime
Trends in line with other Forces



20,621 offences were recorded across West Mercia last quarter. This is an increase compared to the previous quarter and is 9% above the quarter average. Increases have been seen across all policing areas but are most considerable in Worcestershire and Telford & Wrekin. The increase in volumes has been predominantly seen within the crime groups of lower harm offences including harassment and assault without injury. This increase will be discussed at Performance Management Group in October. Work is also being undertaken to better understand the risks associated with the uplift and the drivers for the change, including the changes in recording culture, and the impact of third party referrals etc.

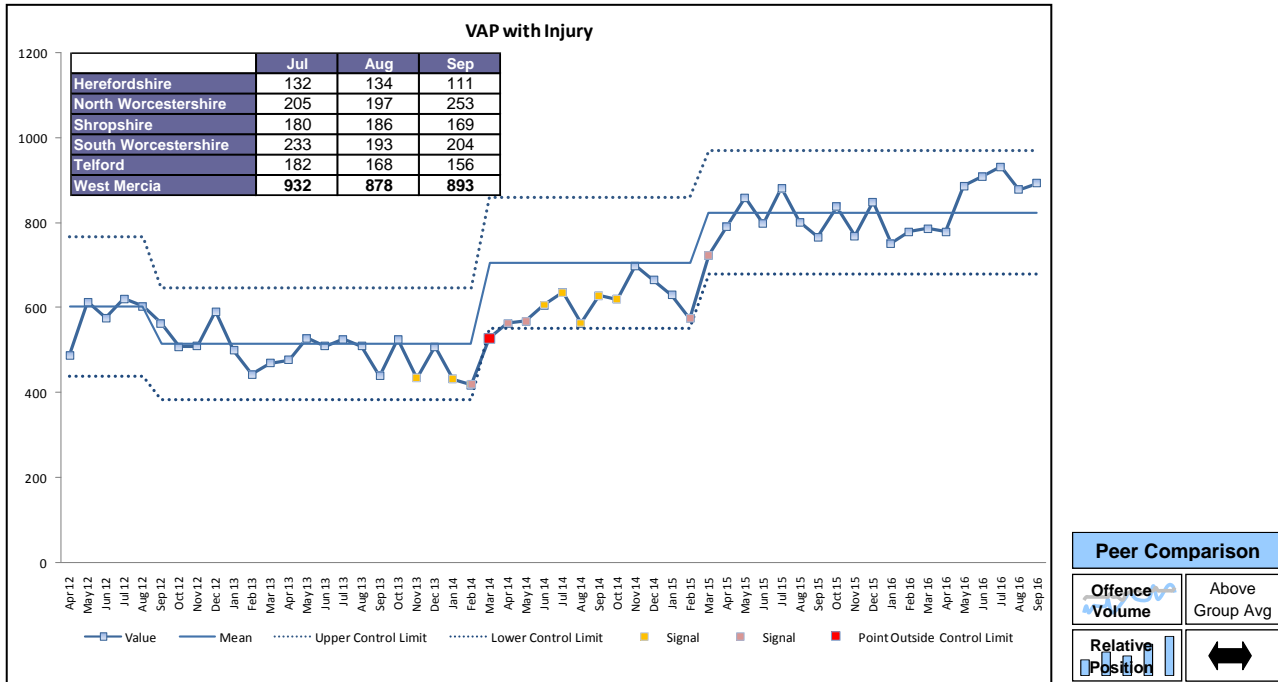
The uplift in offences also in part reflects seasonal trends in crime recording where volumes historically are at their highest during the summer months. We will continue to monitor volumes of total crime and investigate the profile of high volume offence groups where relevant.

	West Mercia		Herefordshire		North Worcs		Shropshire		South Worcs		Telford	
	Last Qtr	Qtr Average	Last Qtr	Qtr Average	Last Qtr	Qtr Average	Last Qtr	Qtr Average	Last Qtr	Qtr Average	Last Qtr	Qtr Average
Total Recorded Crime	20621	18948	2610	2481	4904	4488	3803	3634	5480	4843	3824	3502
Violence With Injury	2703	2514	377	342	655	576	535	493	630	598	506	505
Violence Without Injury	4079	3632	517	485	920	832	790	717	1025	886	827	714
Rape	265	247	33	32	65	59	47	47	58	55	62	55
Other Sexual Offences	449	471	75	66	111	109	80	92	92	99	91	106
Business Robbery	19	13	0	0	8	7	3	2	6	2	2	2
Personal Robbery	158	123	13	9	47	32	27	19	35	31	36	33
Domestic Burglary	823	725	69	83	243	194	141	122	238	186	132	140
Burglary Other	1396	1247	172	161	323	270	279	293	408	343	214	180
Vehicle Offences	1390	1344	118	127	456	439	213	214	391	368	212	196
Theft from Person	195	171	28	26	41	40	42	37	54	47	30	22
Bicycle Theft	314	262	43	50	57	37	53	54	103	75	58	47
Shoplifting	1803	1683	160	155	399	411	279	295	557	477	408	345
All Other Theft Offences	2302	2043	326	297	512	462	442	433	600	498	422	354
Criminal Damage & Arson	2506	2431	348	322	558	554	507	480	660	614	433	462
Other Crimes Against Society	2219	2043	331	328	509	469	365	338	623	564	391	346

Violence with Injury⁵

Signs of Improvement would be:

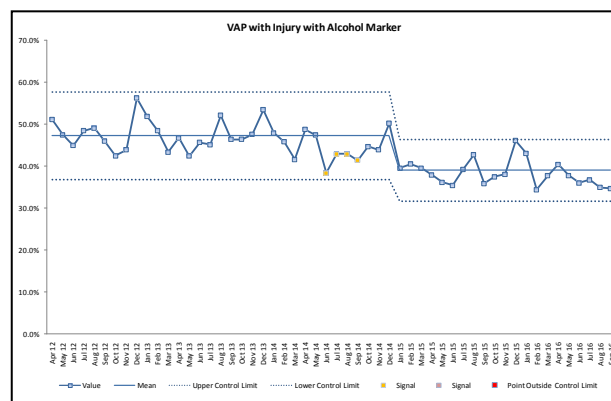
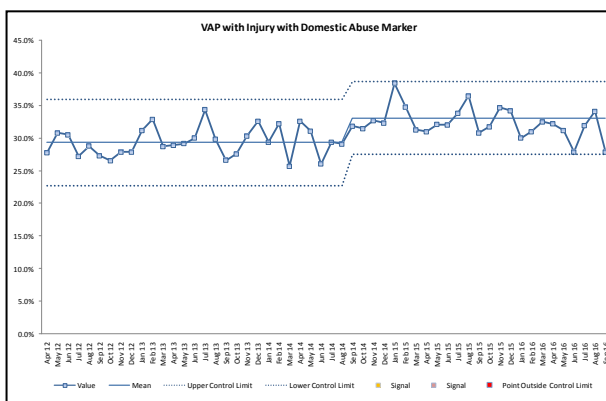
Stable volumes of recorded crime
Trends in line with other Forces



2,703 violence with injury offences were recorded in the last quarter; an increase on the previous quarter (2,576) and 8% above the quarter average. Violence with injury continues to account for approximately 13% of total recorded crime.

Volumes were above average in all policing areas (with the exception of Telford & Wrekin), with a significant volume of offences recorded in North Worcestershire in September. The local command team are aware of this

.At force-level, this quarter has seen no significant change in the proportion of violent offences that are either domestic abuse (31%) or alcohol (35%) related.



Analysis of violence with injury offences at policing area level has been undertaken to better understand the threat and risk associated with the increase in offences in the current financial year. This analysis has been sent to Local Policing senior officers for further action.

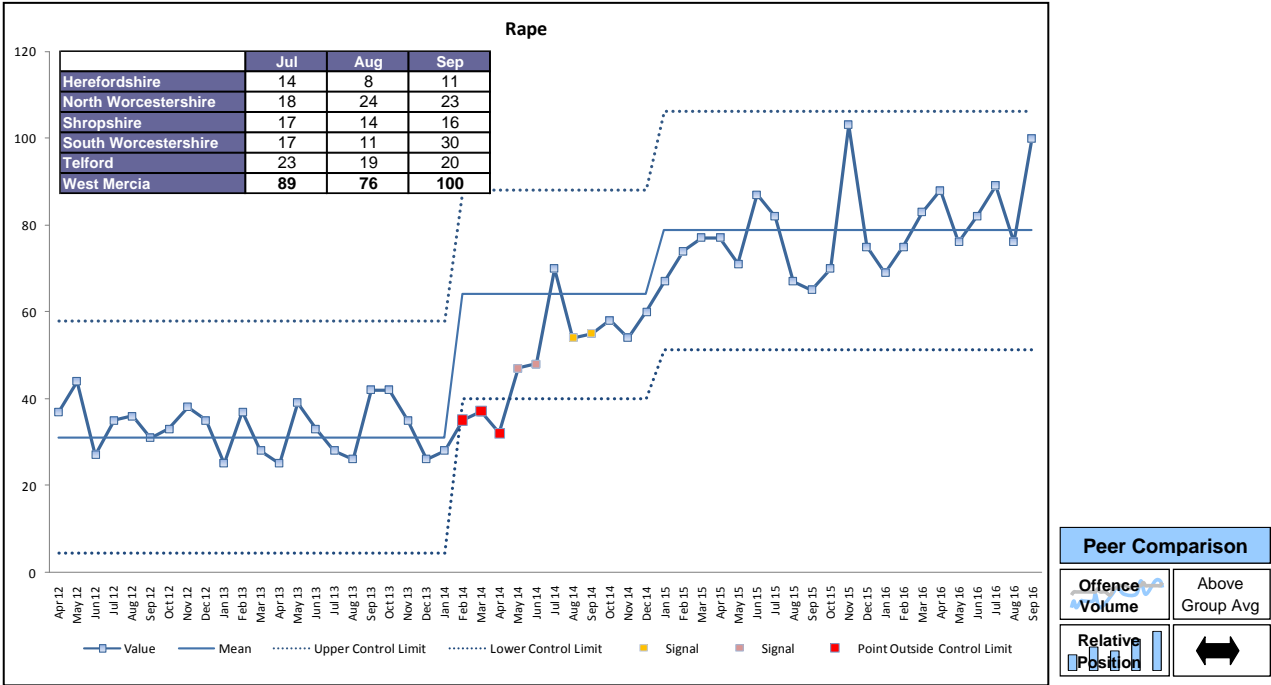
⁵**Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

Sexual Offences

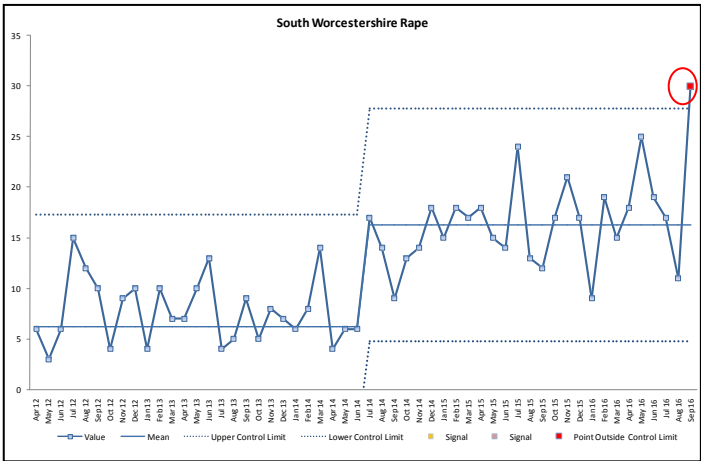
Signs of Improvement would be:

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

Rape

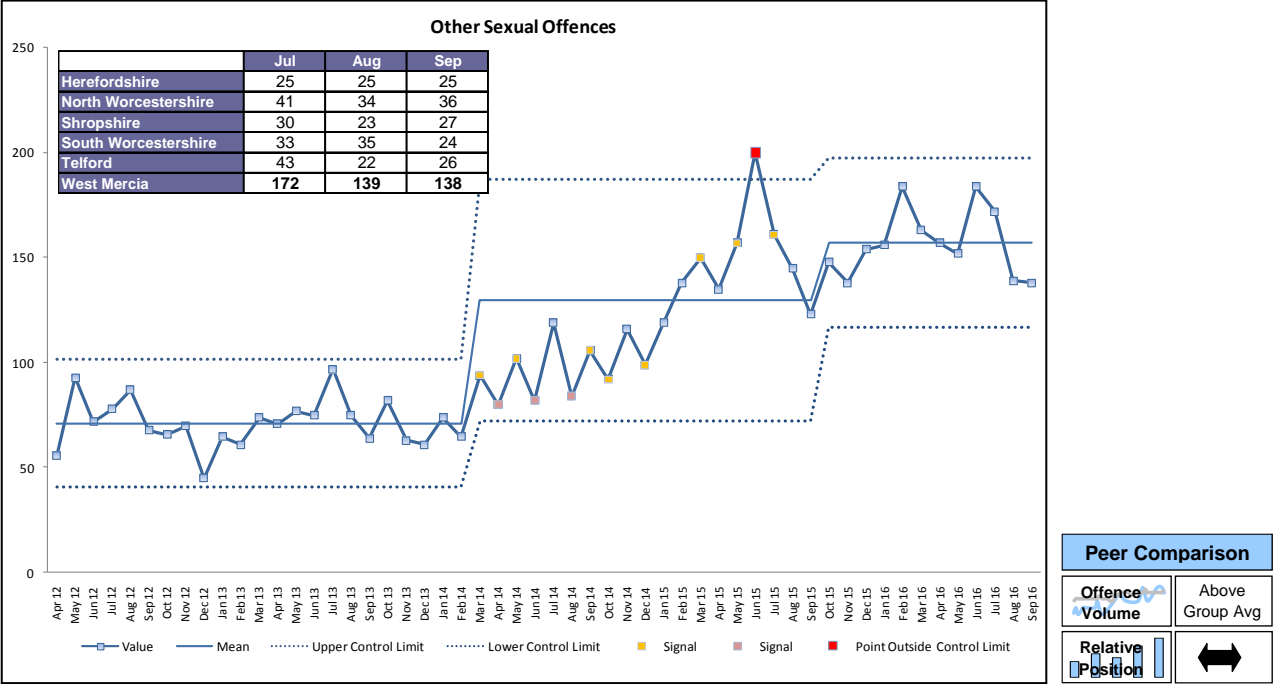


265 rape offences were reported to the police in the quarter, a small increase compared to the previous quarter (246) and the quarterly average (247). Small volume increases have been seen in Worcestershire and Telford & Wrekin, with a significant volume of offences being recorded in South Worcestershire in September.



30 rape offences were recorded in South Worcestershire in September. 7 of these related to one incident involving one victim and seven offenders. 20 of the offences were defined as 'current' (recorded < 28 days after the committed date).

Other Sexual Offences



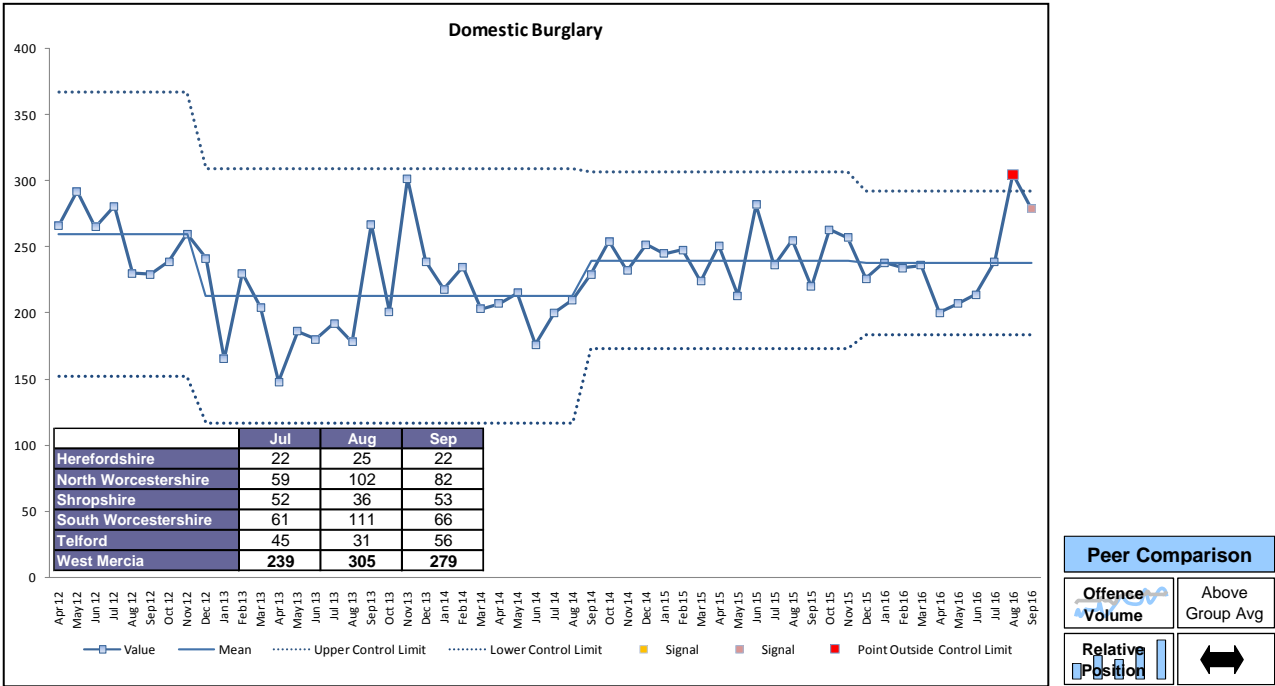
449 other sexual offences were reported to the police in the quarter. This is a decrease compared to the previous quarter (493) and is a 5% reduction compared to the quarterly average. There were no exceptional volumes at policing area level.

A profile of ‘current’ rape and other sexual offences has been produced to help assess the risk associated with the longer term increase in sexual offences and determine whether resources are allocated appropriately. This analysis has been delivered to the head of Protective Services for further action.

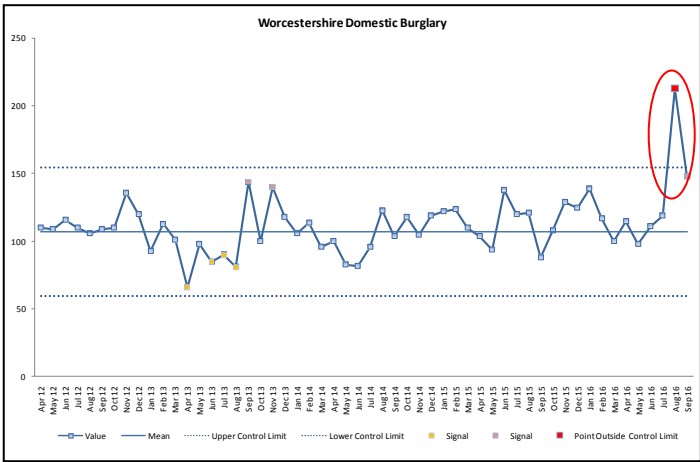
Domestic Burglary

Signs of Improvement would be:

Stable volumes of recorded crime



823 offences were recorded in the quarter, a 33% increase compared to the previous quarter and above the quarter average (725). This increase is due to a significant uplift in offences in Worcestershire. North Worcestershire has had a 48% growth in burglary dwelling offences (243) compared to the previous quarter (164) with two significant spikes in August and September.



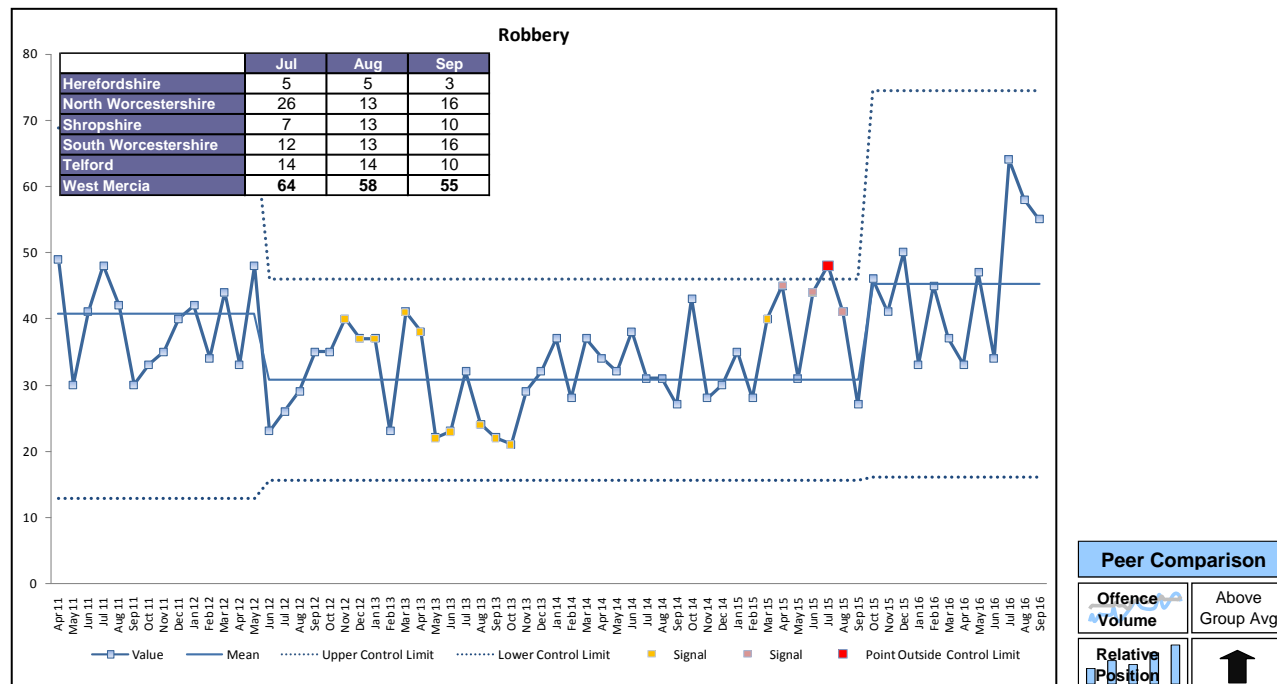
This increase in Worcestershire is partly attributable to multiple series of cross-border offences with West Midlands and other forces. Collaborative operations are ongoing to identify a number of prolific offenders responsible for region-wide offences.

Locally in Worcestershire, a comprehensive action plan is in place to address these recent spikes, including daily briefings and dedicated resources undertaking intelligence-led patrols. The strategic approach to monitoring serious acquisitive crime is also being developed by the alliance Crime Manager.

Robbery

Signs of Improvement would be:

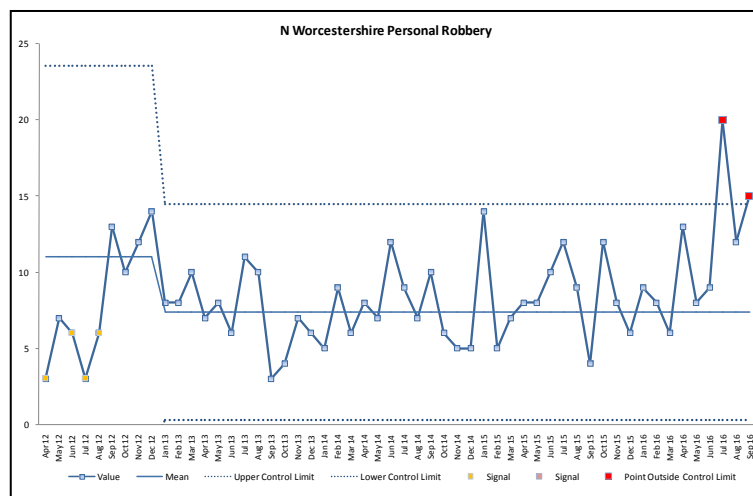
Stable volumes of recorded crime



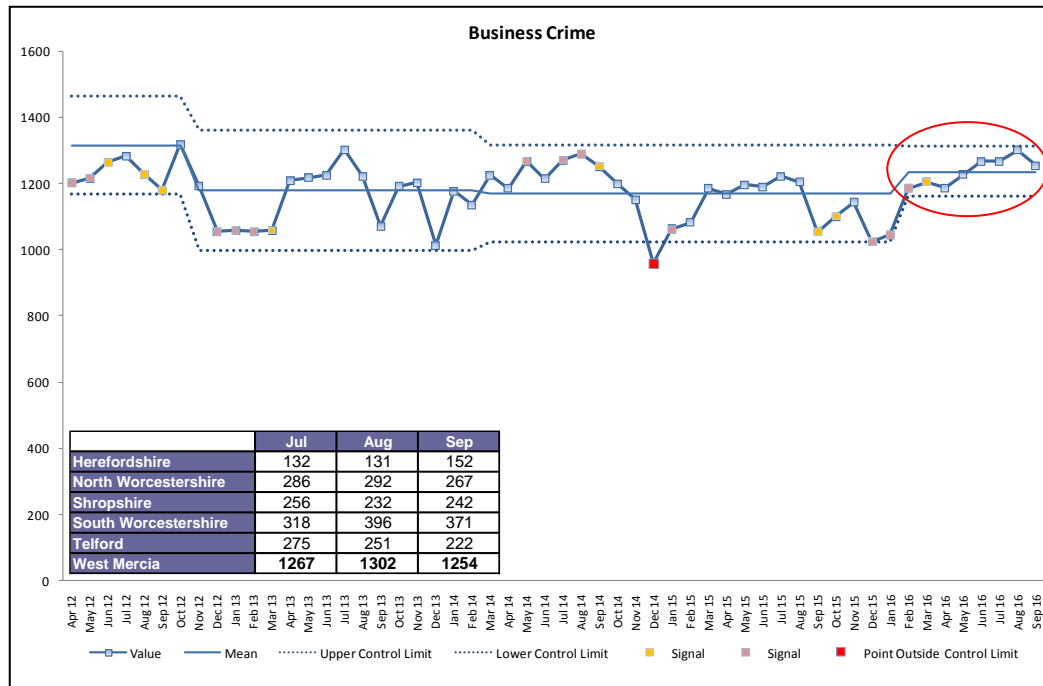
177 offences were recorded in the quarter, an increase compared to the previous quarter (114) and above the quarter average (136). The increase has been driven by increased volumes in Shropshire and Worcestershire, however monthly volumes remain relatively low.

North Worcestershire has had a 57% increase in personal robbery offences (47) compared to the previous quarter (30) with two significant spikes in July and September.

There is reassurance from the local policing team that all robberies are reviewed and intelligence led patrols are in place to deter offending, particularly in cross border areas. A comprehensive action plan is also in place to address recent spikes in serious acquisitive crime.



Business Crime



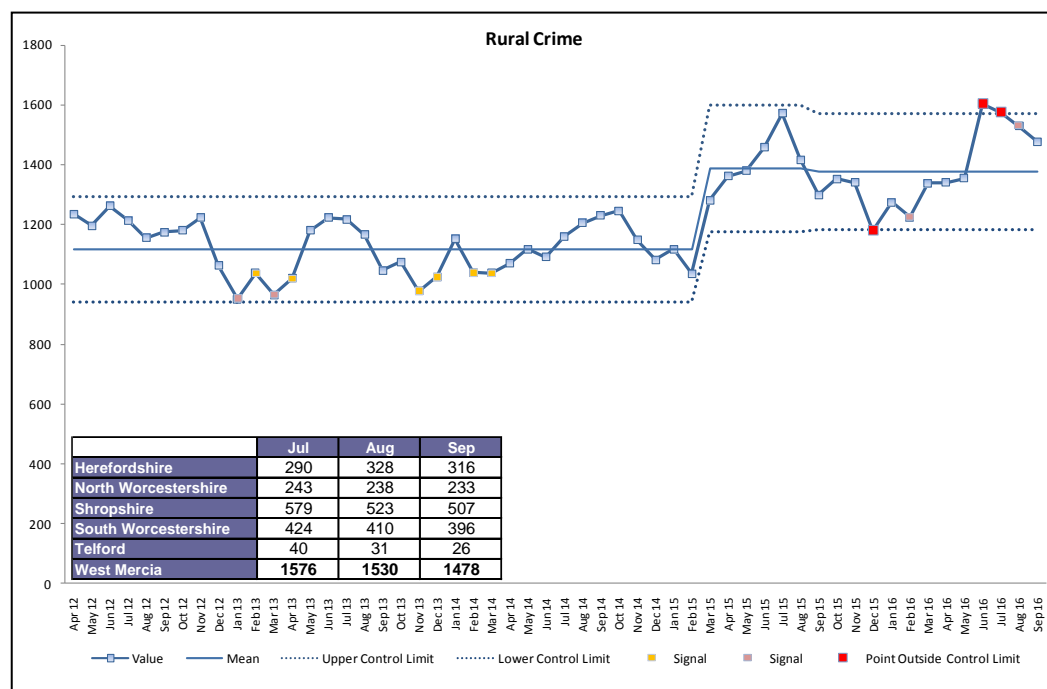
Business crime offences are a sub-set of total recorded crime and are identified as any criminal offence (against person or property) which is associated to a business. 3,682 offences were recorded in the quarter. This is a small increase compared to the previous quarter (4%) and the quarter average (8%).

Above average volumes of business crime have been recorded since February 2016, resulting in an increase in the monthly average (from 1,171 to 1,237). The increase in volumes in part reflects seasonal trends in business crime (historically volumes increase during the summer months and decrease from September onwards).

Increases have been driven by shoplifting offences in South Worcestershire and Telford & Wrekin. Work continues in conjunction with Telford Central Business Group (TCBG) and SmartWater to instigate a range of tactical options to address the problem.

The national SPOC conference for business crime, featuring retail crime, will be held in October and it is expected that a number of tactical initiatives will follow from this.

Rural Crime



Rural crime offences are also a subset of total recorded crime and are identified by their geographical location⁶. 4,584 offences were recorded in the quarter, an increase compared to the previous quarter (4,302). This was driven by the large volume of rural crimes recorded in July and August. However, month on month reductions have been seen since June and volumes in September are within the expected range.

The high volumes seen in July and August were driven by increases in harassment, burglary other and criminal damage offences. This reflects a general increasing trend in these crime types across the force and is not specific to rural areas.

There have been many successes in relation to Op Leviathan working with partners on dedicated days of action. A new angling alert messaging system/app has just been launched and disseminated to all tactical leads.

An informative rural patrol booklet is being produced to advise officers on legislation on poaching, livestock movement, working with trading standards.

⁶ Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

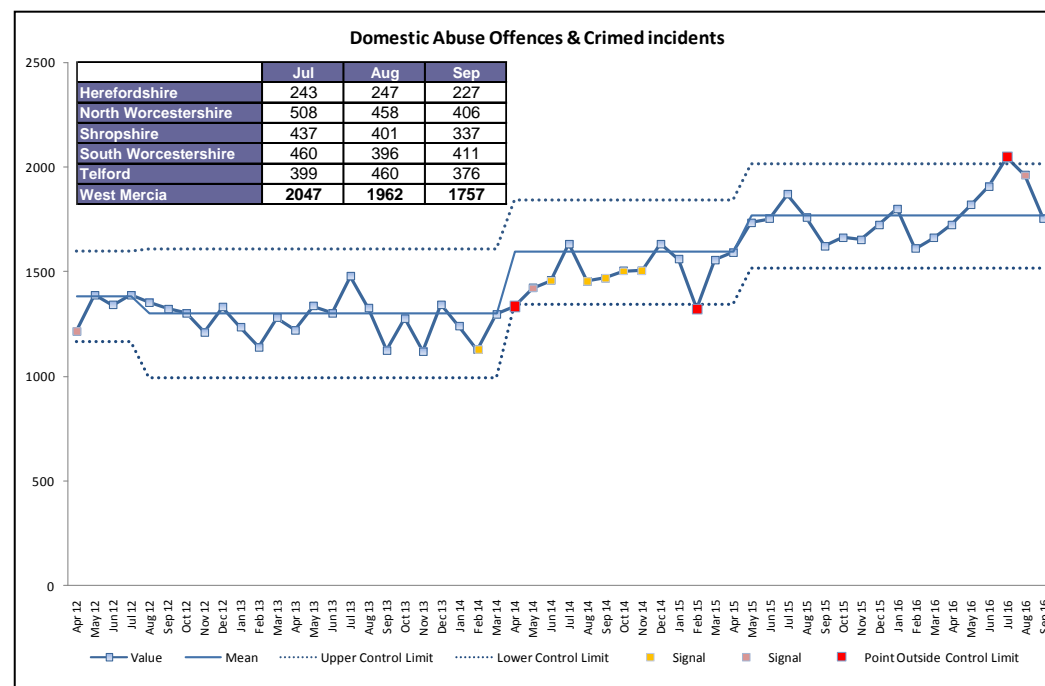
2.4.2 Risk Markers

Signs of Success would be:

Increased reporting, reflecting greater victim confidence

Risk markers can be applied to any incident or offence to identify potential harm risks.

Domestic Abuse



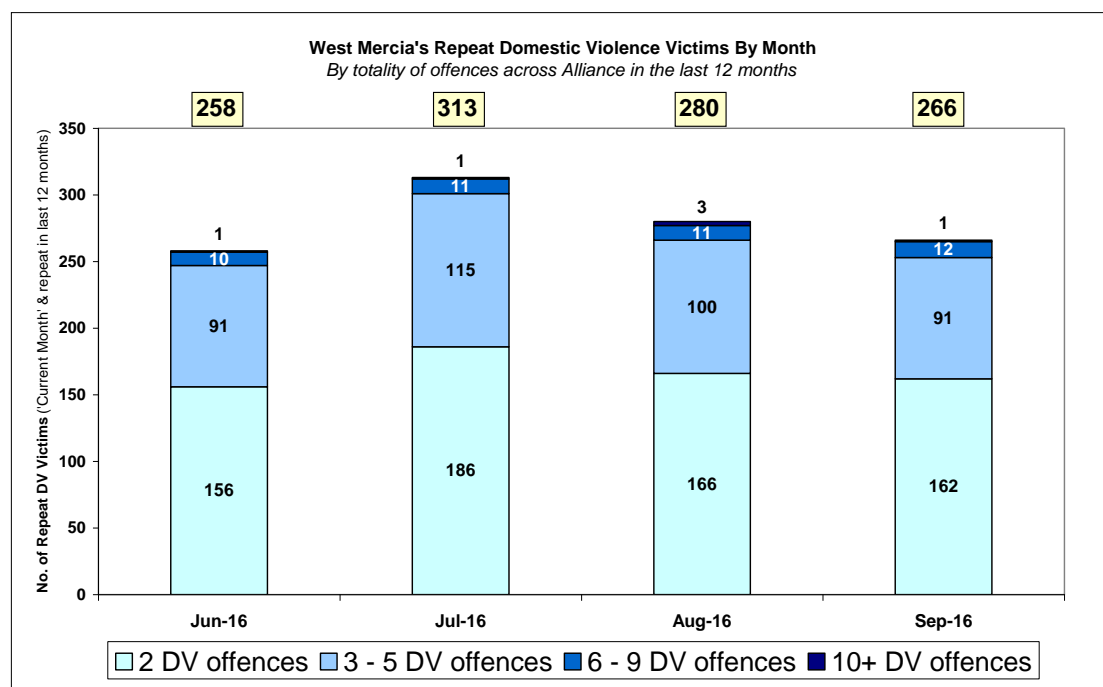
The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of a marker on relevant offences helps ensure we recognise the vulnerability of victims and we apply the appropriate level of service and support with multi agency partners.

5,766 domestic abuse offences & crimed incidents were recorded in the quarter, a small increase compared to the previous quarter (6%) and the quarter average (8%). Increases were seen in all policing areas and were driven by higher volumes of recording in July and August (reflecting seasonal trends). Volumes have since reduced and are currently in line with the monthly average.

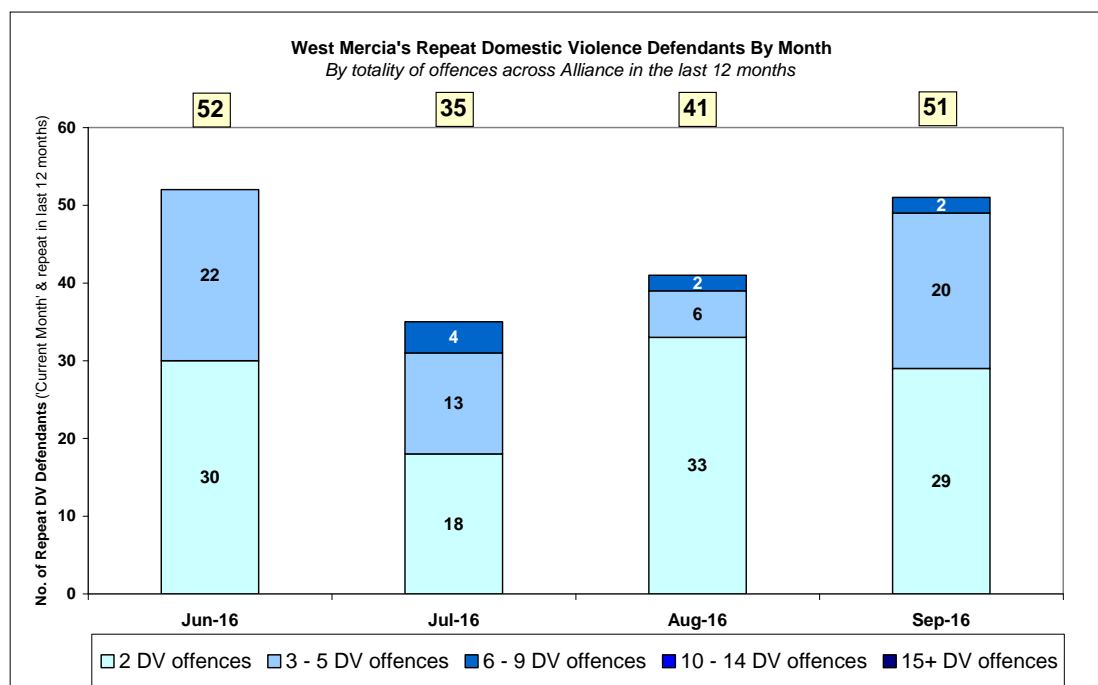
The uplift in recording this quarter was due to an increase in 'emotional' crimed incidents, ABH and common assault offences. The increase in violent offences is indicative of a general increasing trend in ABH and common assault offences during the summer months and is not unique to domestic abuse. The reduction in volumes in September can be attributed to a reduction in ABH offences compared to the higher volumes recorded in July and August, as well as a smaller reduction in malicious communication offences.

Activity is being undertaken, through local policing and tasking, to encourage positive action around Domestic Abuse offences. This includes tightening recording practices, officer training around dealing with abusive relationships and promoting the use of civil orders to safeguard victims.

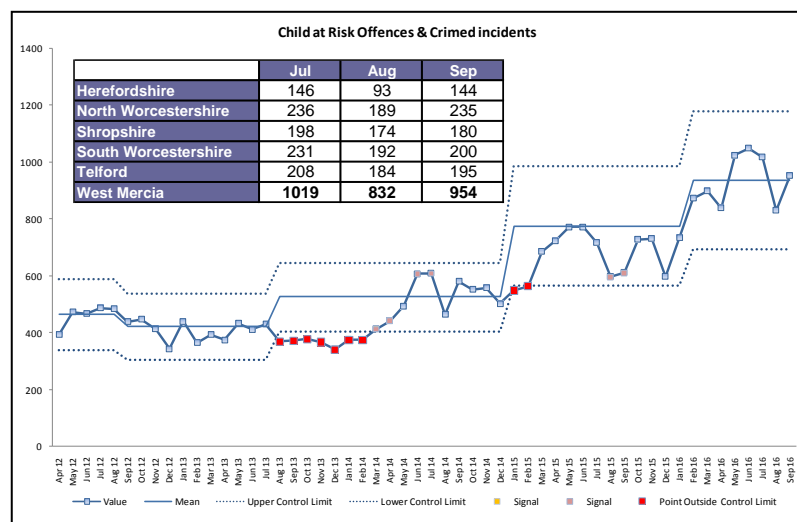
The number of repeat domestic abuse victims has remained fairly static over the last few months, along with the proportions of those being victims on multiple occasions.



The number of repeat domestic abuse defendants is low and the majority are defendants less than 3 times in the last 12 months.

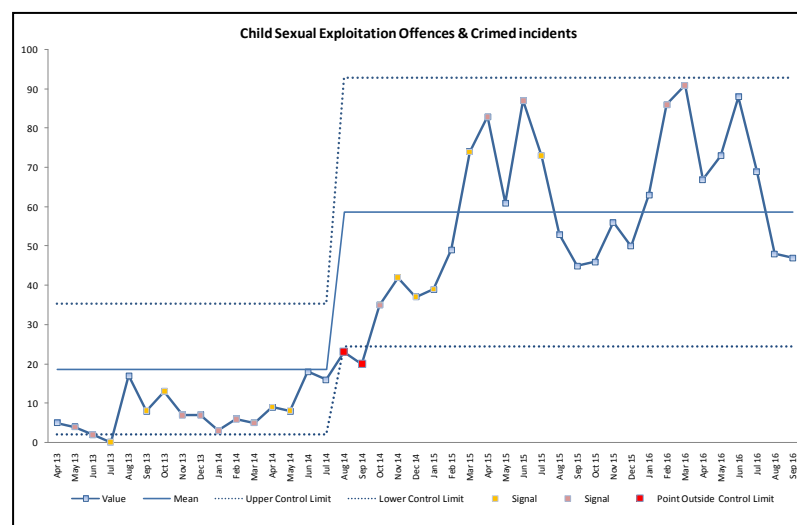


Child at Risk / Child Sexual Exploitation



'Child at Risk' markers have been applied to 2,803 offences/ incidents in the quarter, a decrease compared to the previous quarter (2,916) but above volumes recorded during previous years. The reduction in volumes last quarter (particularly in August) reflects seasonal trends and has anecdotally been linked to a reduction in referrals from schools during the summer holidays.

Despite the decrease last quarter, above average volumes of 'Child at Risk' offences/ incidents have been recorded across all policing areas since February 2016, resulting in an increase in the monthly average (from 776 to 937). The increased volumes seen this financial year are the result of increased recording of 'emotional' child incidents, common assault and ABH. Smaller volume increases have also been seen for cruelty/neglect of children offences.

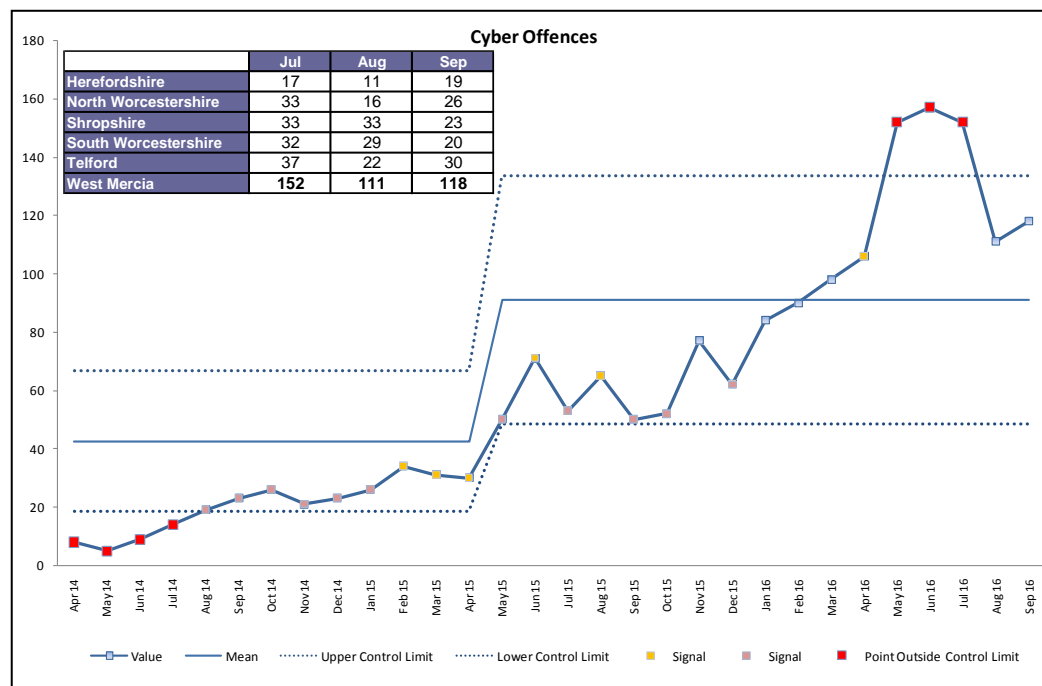


'Child Sexual Exploitation' (CSE) is one specific 'Child at Risk' marker identifying offences where children and young people under 18 have been or are at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed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

164 CSE offences/ incidents were recorded in the quarter, a decrease compared to the previous quarter (228) reflecting seasonal trends in the recording of CSE (historically lower volumes from August- December). Longer term trends for CSE show a general increase in the use of the marker from April 2014.

The overall increase in child offences & incidents reflects a national increasing trend in the recording of child abuse. It is thought that several factors underpin the continuing uplift including the launch of Multi Agency Safeguarding Hubs (MASHs) across the alliance. Triage processes in place within the MASHs are highlighting more children at risk through early intervention and analysis of information, and previously unidentified crimes held by/disclosed to partners (e.g. social services) are now being shared in the MASH and being recorded on the crime system.

Cyber / On-line Crime



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 offences. The increased use of the marker over the last 12 months reflects increased awareness internally and the appointment of alliance cyber crime co-ordinators to champion these issues.

381 offences were flagged as cyber/online crime this quarter, a small decrease compared to the previous quarter (415) but above the current quarter average (315). Small increases have been seen across all policing areas since the start of the financial year but are most considerable in Shropshire and Worcestershire.

Malicious communication offences account for 45% of all cyber crime offences.

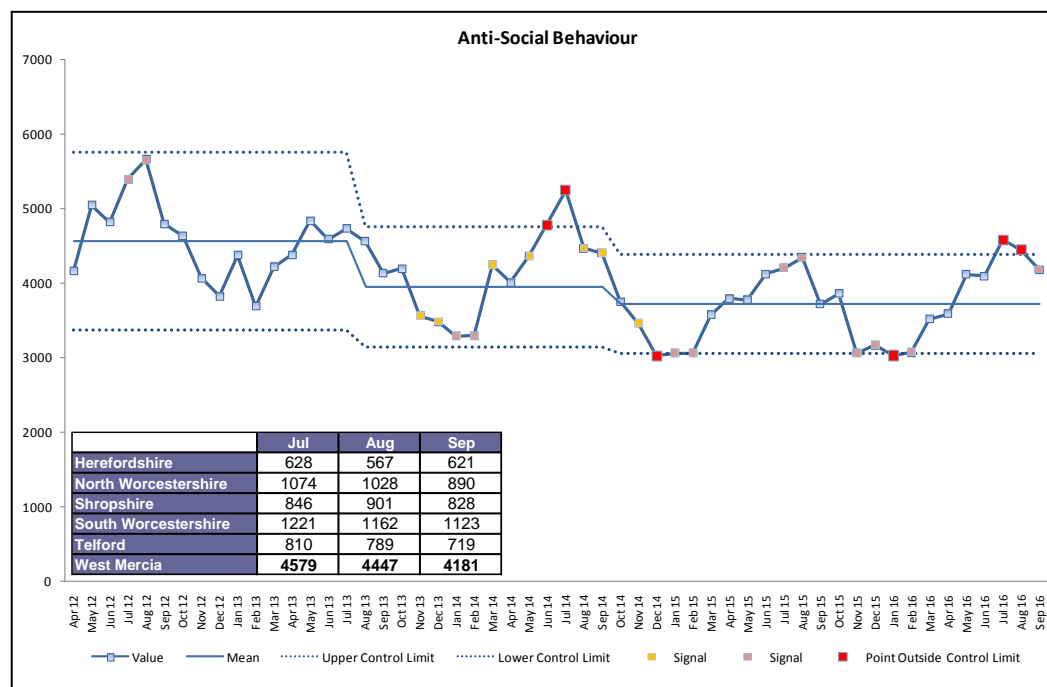
The alliance is actively advocating the Cyber Essentials government scheme to businesses. This scheme provides certification to businesses who have obtained a specified level of cyber security.

The alliance will also implement a new national policy in October to provide an additional service to victims of cyber dependent crime. As part of this policy, Action Fraud will refer triaged investigations (i.e. those which meet set criteria) to the OCC for the force to provide victims with an appropriate response.

2.4.3 Anti-Social Behaviour

Signs of Success would be:

Accurate reporting and risk assessing of ASB incidents



13,207 ASB incidents were recorded in the last quarter, an increase compared to the previous quarter (11,794) and the quarter average (11,173). The reporting of ASB tends to be seasonal with volumes at their highest during the late spring/summer months and at their lowest during the late winter months.

The reduction in ASB volumes in September is seen across all policing areas and reflects seasonal trends.

There has been a recent process change in the way ASB is recorded in Warwickshire so now all incidents are logged directly on the incident recording system. This will allow us to determine the full picture of ASB - it is anticipated that volumes of recorded incidents will increase.

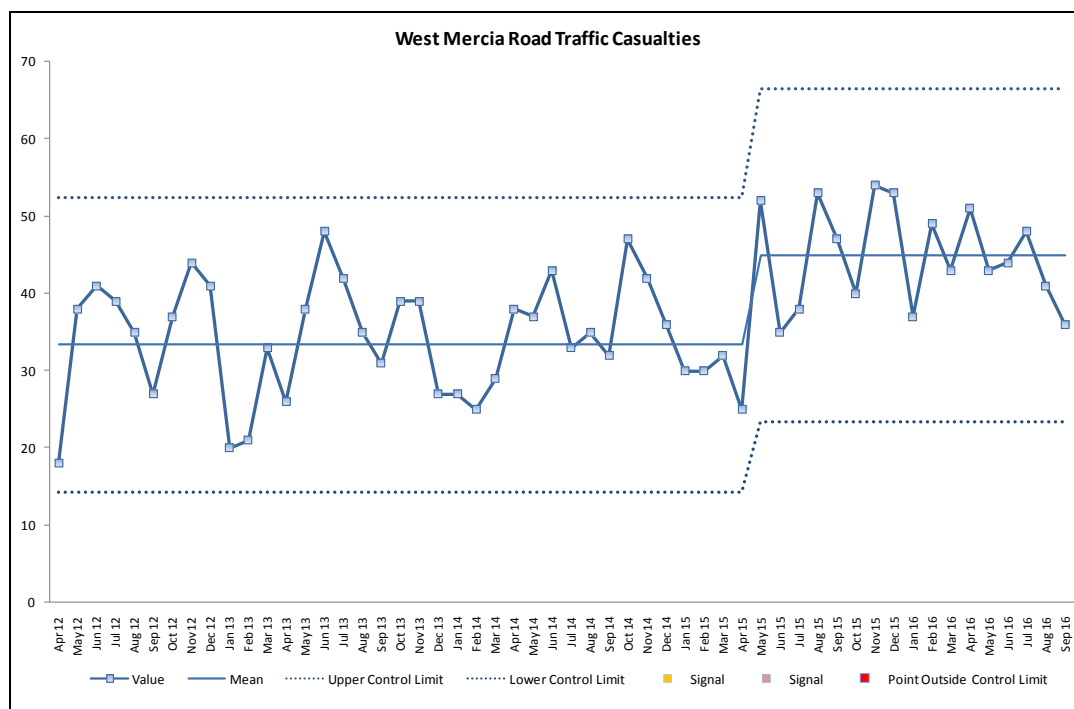
2.4.4 Road Traffic Casualties

Signs of Success would be:

Reduction in fatal and serious injury casualties

In the last quarter there were 10 road deaths and 99 serious injury collisions resulting in 115 serious injury casualties. Of the fatalities, 4 were vehicle drivers, 2 motorbike riders, 2 car passengers, 1 ambulance passenger and 1 bus passenger.

In the last quarter 6 fatalities occurred in Shropshire, 2 in Herefordshire, 1 in South Worcestershire and 1 in North Worcestershire.



The Safer Roads Partnership has identified 6 high harm routes across West Mercia, requiring focussed police activity and visibility to reduce casualties. These are subject to daily tasking within Policing Areas and activity is reviewed monthly with data presented to local Tactical Tasking meetings to inform future opportunities and activity required to reduce KSIs.

Aim: To Ensure an Efficient and Effective Police Service

2.5 DEMAND REDUCTION

2.5.1 Response Times to Emergency Incidents

Signs of Success would be:

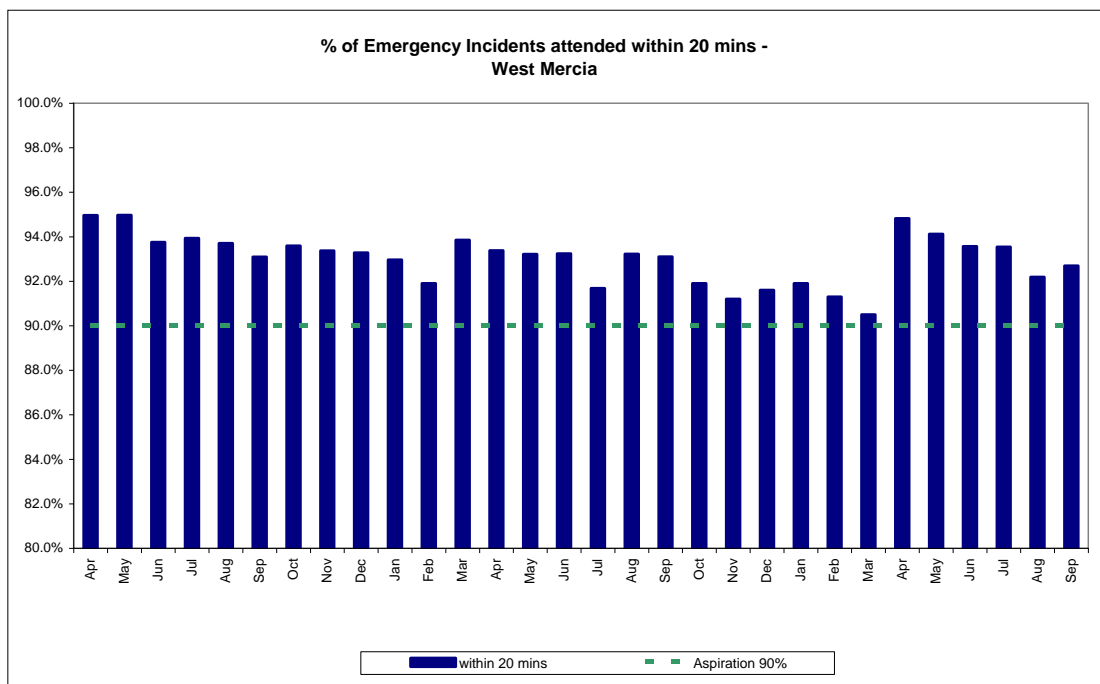
Respond to all incidents in a timely manner and provide a high quality of service
Stabilise increasing trend of attendance times

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 as a minimum standard.

The dedicated working group continues to drive response time performance and analysis has focussed on data quality. An ongoing project with ICT and Control Room colleagues, is identifying issues with the data and putting processes in place to ensure that response time data is as accurate as possible.

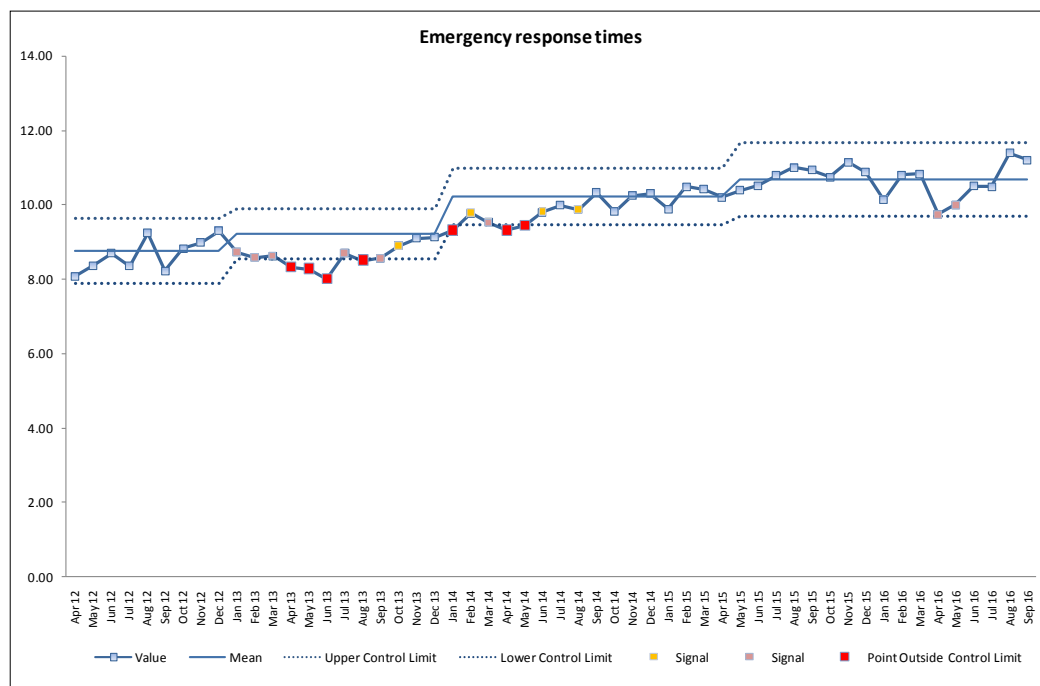
12,500 emergency incidents were recorded in the last quarter. More than 9 out of 10 (93%) were attended within 20 minutes. We are currently undertaking analysis into those emergency incidents not attended within 20 minutes to determine if they are influenced by geography, time of day/ day of week factors or other OCC processes.



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

The current average response time for emergency incidents is 11.2minutes.

The volumes of both total incidents and emergency incidents reported to West Mercia police shows a generally increasing trend. With finite resources, this will contribute to the long term rising trend in emergency response time (however response times remain well within the 20 minute recommendation).



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.

Aim: To Ensure an Efficient and Effective Police Service

2.6 WORKFORCE

2.6.1 Sickness

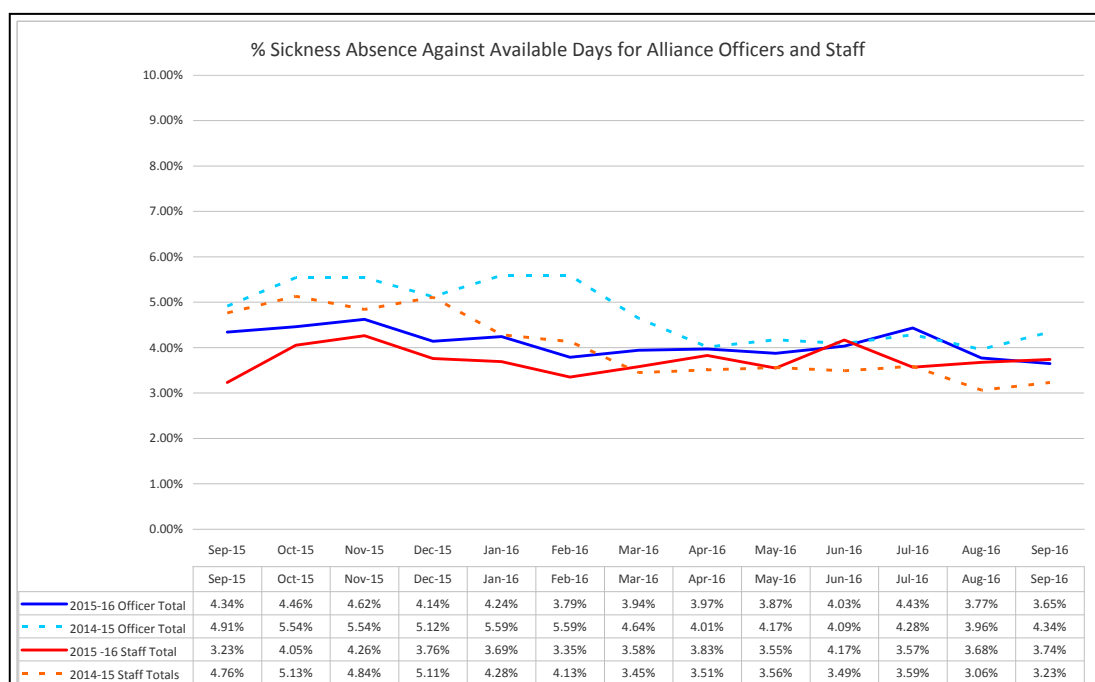
Signs of Success would be:

Improved staff wellbeing – improving levels of attendance

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

In the last quarter, officer sickness levels peaked in July but reduced during August and September. Across the alliance, the average percentage of days lost to sickness in the last quarter was 3.95% for officers, comparable to the previous quarter. Overall the last quarters' average sickness showed an improvement in comparison to the same quarter in 2015.

For police staff, the average percentage of days lost in the last quarter was 3.66%, an improvement on the previous quarter which averaged at 3.85%. However the rate in the last quarter was slightly higher compared to the same quarter in 2015.



National comparative data (for the year ending 31 March 2016) published in May 2016 shows a significant improvement for both officer and staff attendance in comparison with the 43 other Forces nationally. The next update is expected in November 2016.

		Mar-16		Mar-15	
		%	Rank	%	Rank
West Mercia	Officer	4.5%	23rd	5.7%	40th
	Staff	3.8%	12th	5.2%	37th
National	Officer	4.4%		4.1%	
	Staff	4.4%		4.1%	

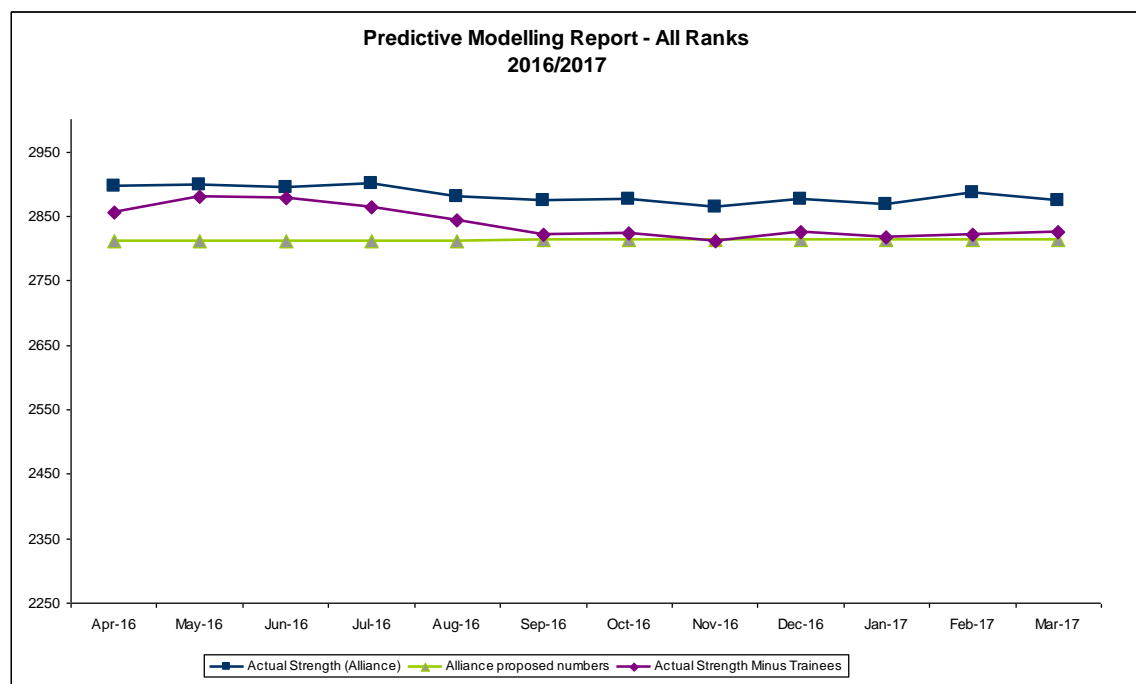
NB: The National picture is to 1 decimal place.

Commitment to the Health and Wellbeing agenda continues, with the recent accreditation of the alliance to both the Workplace Wellbeing Charter (WWC) and the Disability Confident Program.

The 2016 Staff Survey will be launched in October, with initial results available in the new year.

2.6.2 Recruitment

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

Police Staff vacancy levels are monitored at local Deployment Panels and reported to the Workforce Management Group (WMG) each month. Between July and September 2016 the average number of vacant posts was 133, of which 98 were being actively recruited to and 35 were 'on hold' pending the outcome of restructuring, role review etc.

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 October 15 to September 16.

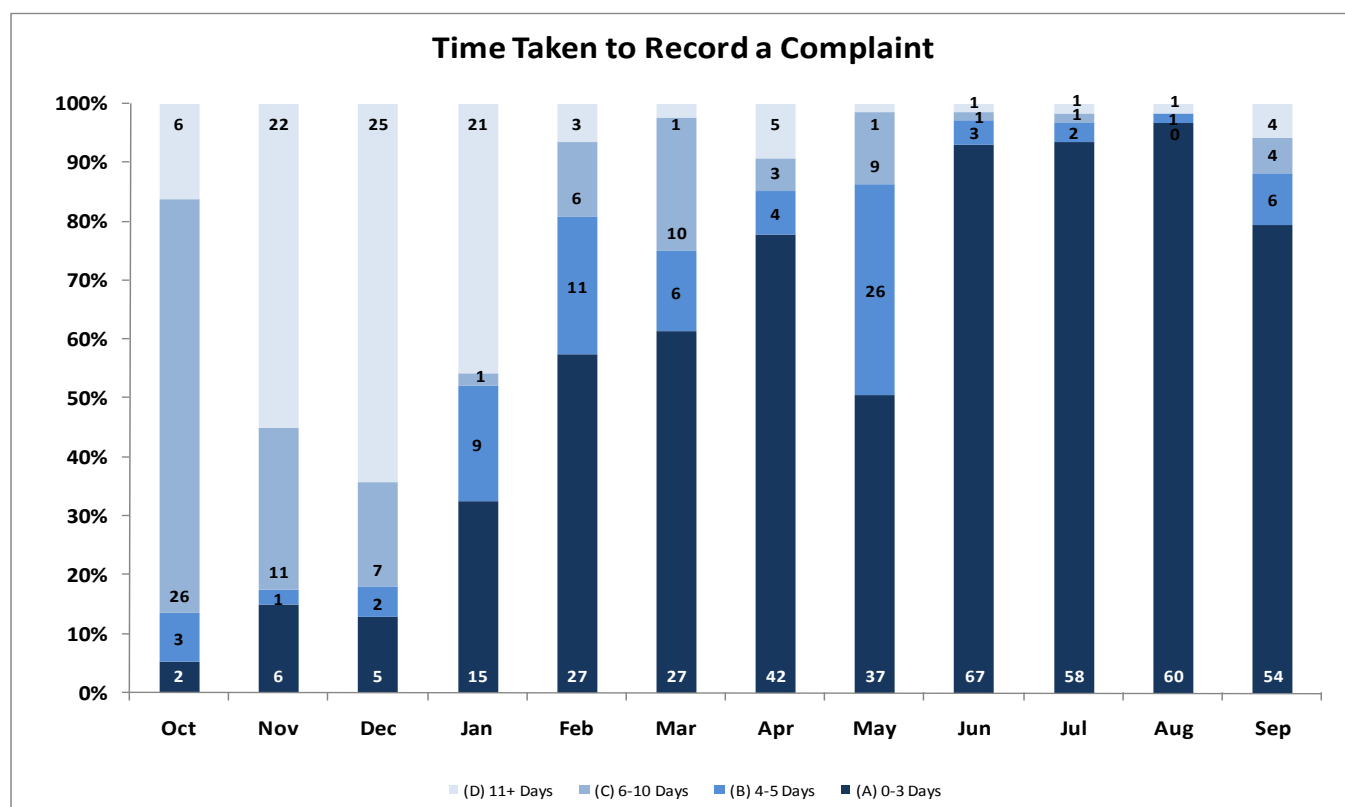
2.7.1 Complaints

Signs of Success would be:

Overall reduction in complaints
Timeliness within national guidelines

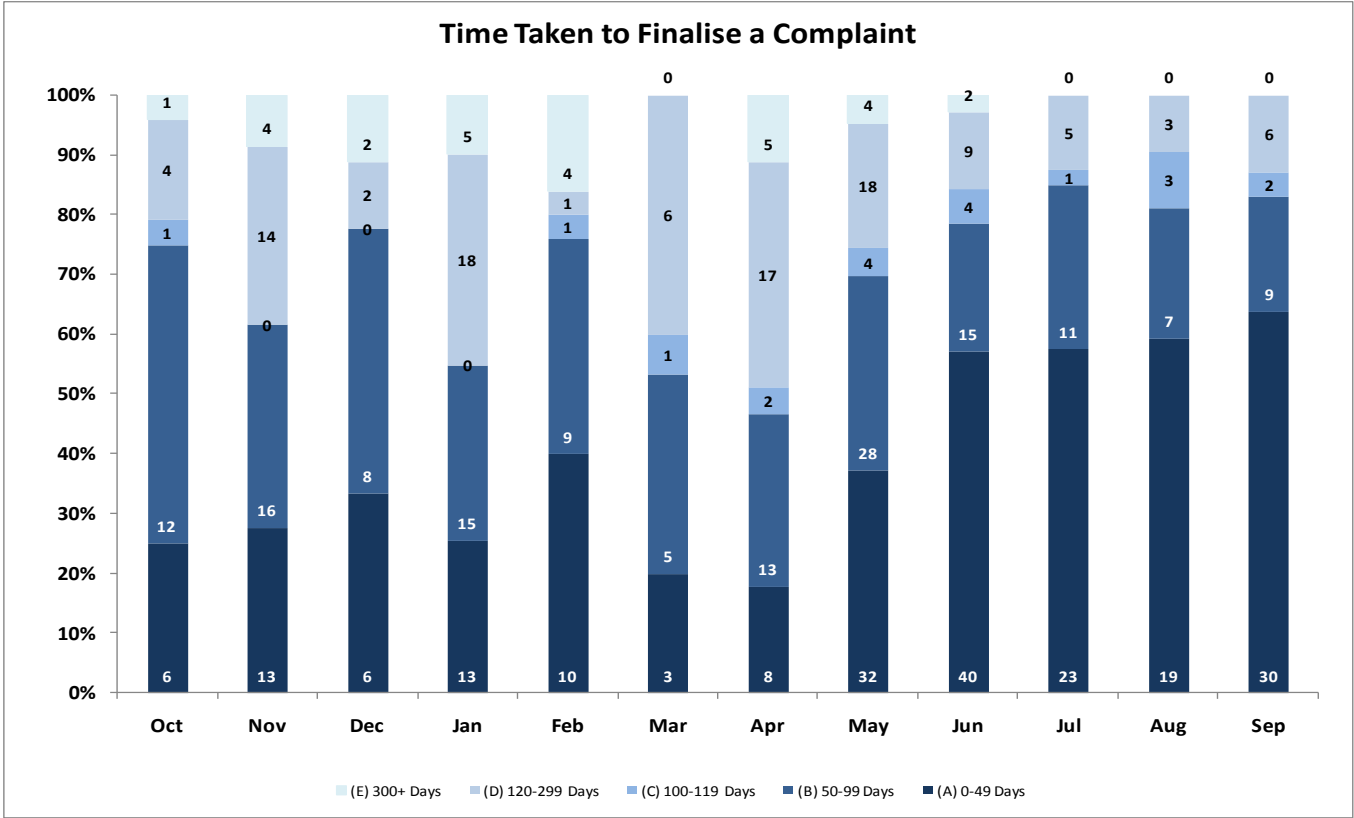
Due to previous performance issues identified in relation to the timeliness of recording complaints and finalisation of complaints, the below focuses on these two areas. The charts help to provide a greater understanding of the forces position and progress.

The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces seek to improve on this and aim to record & action cases as soon as possible, aspiring to record 80% of all complaints within 3 days. In the second quarter of 2016/17, 89.6% were recorded within 3 days, a significant improvement on the previous quarter (73.4%) and well above the 80% aspiration.



The second national measure in relation to dealing with complaints is to finalise cases within 120 days. In the second quarter of 2016/17, 88.2% of cases were finalised in 120 days, an improvement on the first quarter (77.4%). 11.7% of cases in the second quarter have/are taking more than 120 days to finalise and work is ongoing to bring them to conclusion.

Further analysis of open cases shows a significant reduction in the number of older open cases, which is the result of significant work and focus upon concluding cases; both those held within the Professional Standards Department and on local policing areas.



2.8 EFFICIENCY

2.8.1 Firearms Licensing

Signs of Success would be:

Timeliness in processing renewal applications

Across the alliance, there are approximately 63,000 firearms and associated licenses, renewable in a 5 year cycle. A transitional action plan is in place within the Unit to ensure this demand is dealt with in the most efficient way possible.

Issuing temporary permits has cleared the backlog of expired certificates and there are now no licence holders with expired licenses. Temporary licences will continue to be issued for all certificate renewals to help speed up the process and even out the demand cycle. However it is recognised that this is only a temporary fix. Following changes to APP guidance & associated legislation, processes will be adapted so some renewals are pushed from one year to the next, thereby starting to level out demand.

A performance management framework is being developed to help monitor and track progress of this and other elements of the transitional plan. This performance framework will be finalised when the Kier commissioning review of Firearms Licensing reports is completed later this month. The commissioning review will provide a business plan product for changes required in the FLU business in order to reduce and level out demand to a manageable year on year figure across the five year renewals cycle.