



West Mercia  
**POLICE**



## Performance Summary

January - March 2017

**Safer West Mercia Plan**

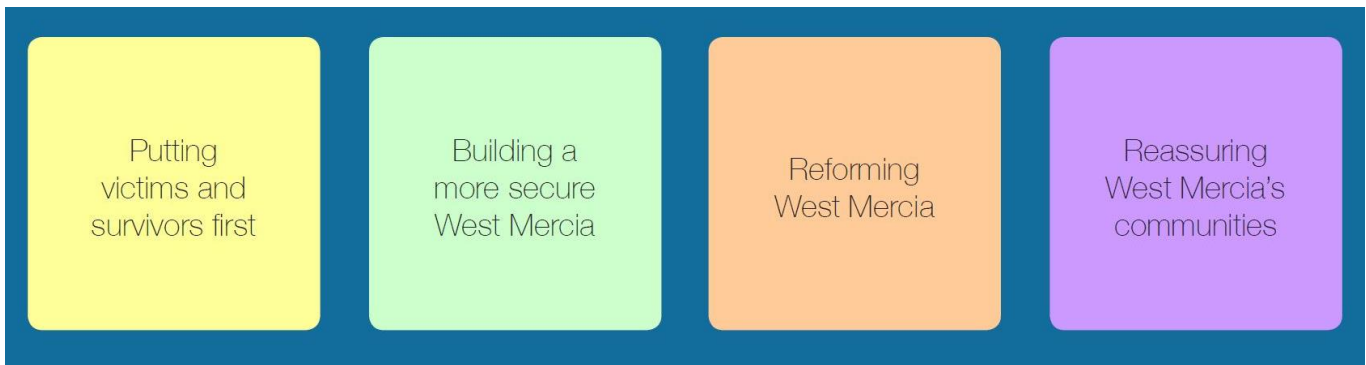
2016-2021

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims &amp; Survivors First</b>				
Confidence	Quarter report	Comparable to the previous quarter and below national average	Last national data set released in February	4
Victim Satisfaction	Month & quarter	Stable levels of satisfaction	Decline in overall satisfaction across Herefordshire.	5
Repeat Victimization / Offending	Month & quarter	Increase on Feb in volumes of repeat victims. Largest proportion and volume since this tracking process first commenced in Jun 16. Increase on Feb in volumes of repeat offending.	'Repeats' data shared with policing area commanders.	7
IOM offenders		Increase in the number of offenders in the IOM scheme	Focus on high harm offenders.	
<b>Building a More Secure West Mercia</b>				
Total Recorded Crime	Month & quarter	Decreased on the previous quarter but above quarter average.	Regular assessment of crime types influencing total crime	10
Violence with Injury	Quarter unless exceptional	Volumes not exceptional		14
Sexual Offences – Rape	Month & quarter	Increase on previous quarter and above quarter average.	7 <sup>th</sup> month of above average recording. Increase driven by 'non-recent' and to a lesser extent 'current' offences	16
Sexual Offences – Other	Month & quarter	Increase on previous quarter and above quarter average.	Increases across all policing areas. Exceptional volumes recorded in South Worcestershire throughout the quarter.	18
Domestic Burglary	Quarter unless exceptional	Increase on previous quarter and above quarter average		21
Robbery	Quarter unless exceptional	Decrease on previous quarter and below quarter average		23
Harassment	Additional inclusion	Increase on the previous quarter and above quarter average. 7 <sup>th</sup> month of above average recording.	Next month there will be a decrease in harassment because of the creation of a Malicious communication offence.	25
Missing Persons Reports	Quarter unless exceptional	Decrease in missing person reports compared to the previous quarter.	Performance reported to the missing persons co-ordinators monthly.	26
Hate Crime	Month & quarter	Decrease on previous quarter and below quarter average	Hate Crime Unit reviewing and assessing all hate crime reports	30
Domestic Abuse	Quarter unless exceptional	Volumes not exceptional		32
Child at Risk /CSE	Month & quarter	Increase on previous quarter and above quarter average.	Increases across all policing areas. Exceptional volumes of Child at Risk Offences/Incidents in March. Exceptional volumes of CSE in March across Shropshire. Increases driven by 'current' offences.	36
Cyber Crime	Month & quarter	Increase on the previous quarter and above the quarter average. Exceptional volumes recorded in Herefordshire (February & March) and in Telford & Wrekin (March).	Action Fraud victim reports dataset to be monitored monthly	39
Anti-Social Behaviour	Quarter unless exceptional	Volumes not exceptional		41
Road Traffic Casualties	Quarter unless exceptional	Decrease on previous quarter and below quarter average		43
Response Times to Emergency Incidents	Quarter unless exceptional	Decrease on previous quarter but above quarter average		45
<b>Reassuring West Mercia</b>				
Business Crime	Quarter unless exceptional	Decrease on previous quarter and above quarter average		47
Rural Crime	Quarter unless exceptional	Decrease on previous quarter and below quarter average		48
<b>Reforming West Mercia</b>				
Sickness	Month & quarter	During the last quarter, Staff sickness absence levels decreased month on month. Officer sickness levels increased in Feb 17 but have decreased in Mar 17.	Leads assigned to 9 key aims of the Health & Wellbeing Strategy.	49
Complaints	Quarter report	Recording and finalising complaints below target		50
Firearms Licensing	Quarter unless exceptional	Reduction in renewals and temp permits processed		52
Call Handling	Month & quarter	Improvement in 999 call handling times. Reduction in 101 call handling times.	Continued improvement in 999 call handling times. 101 calls hit aspiration but volume decrease Feb and Mar due to increased demand.	53

## Performance Summary

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.

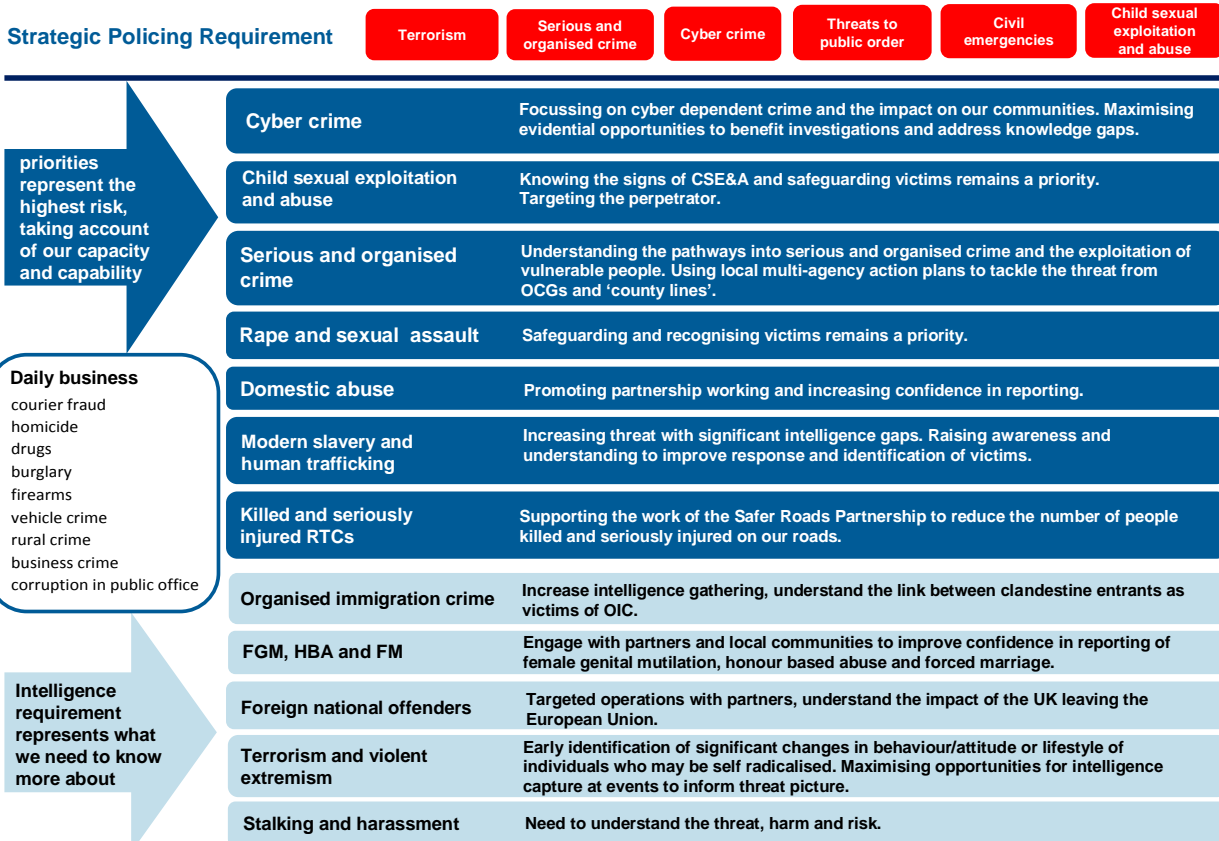


**John Campion, PCC Vision**

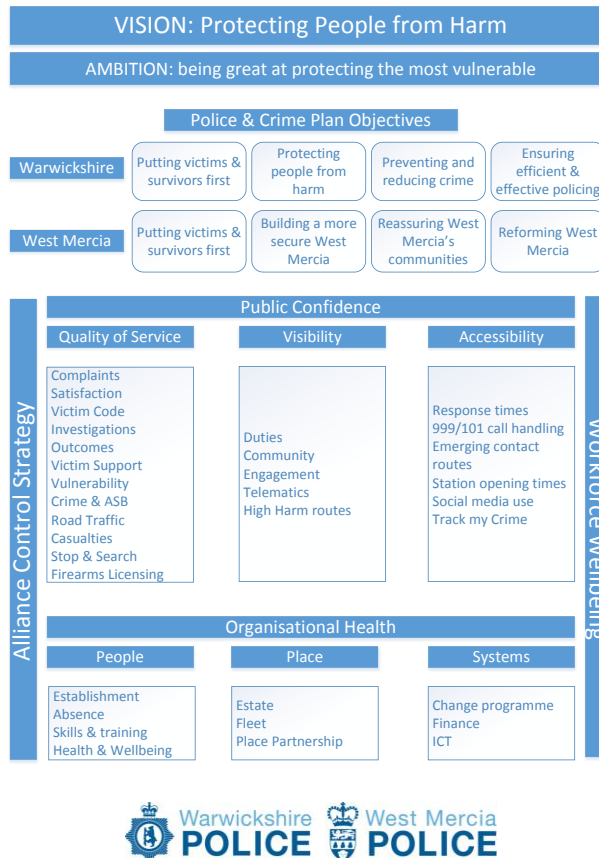


## Alliance Control Strategy 2017/18

Vision: Protecting people from harm



## Alliance Performance Framework

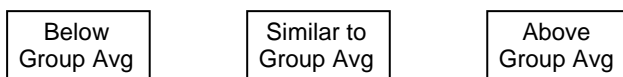


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers occur beyond this stable position, and therefore where further investigation into the cause of this change is needed. The force monitors a wide range of other information to support the management of performance.

This report is produced monthly building into a quarterly review and then informs the forces Performance Management Group, chaired by the Deputy Chief Constable, where performance information is discussed in greater detail.

Where possible, performance comparisons are made to the Force's 'most similar group' (a group of 8 peer Forces designated by the Home Office)<sup>1</sup>. Two issues are highlighted:

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



2. Any recent change in the relative position of the force within the group



<sup>1</sup> Most Similar Forces are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorkshire, Suffolk, Warwickshire, Wiltshire

# Putting Victims & Survivors First

## Confidence in Police

### Signs of Improvement would be:

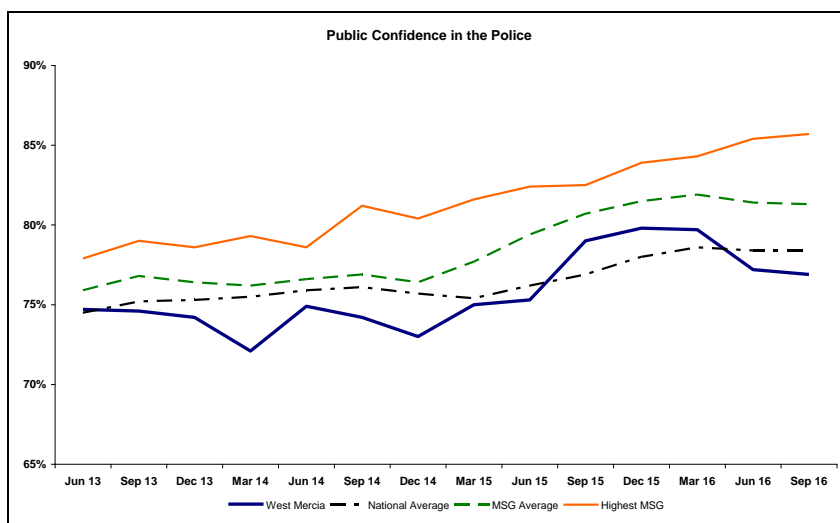
- ❖ Improved confidence: within force and against MSG peer forces

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 September 2016.

The latest data shows a stable level of confidence compared to the previous period. Nearly 8 in 10 (77%) people are confident in the police in their local area.

The national picture shows a general improvement in confidence, over a longer term trend though it has plateaued in the last 3 quarters, suggesting a stabilisation and is currently at 78%. Most forces have seen static performance in the latest quarter.

Against the Most Similar Group<sup>2</sup> (MSG) of peer forces, West Mercia is currently ranked 8<sup>th</sup> of the 8 forces, this is unchanged from the previous reporting period.



	Jun-16		Sep-16	
	%	Rank	%	Rank
West Mercia	77.2%	8	76.9%	8
MSG Average	81.4%		81.3%	

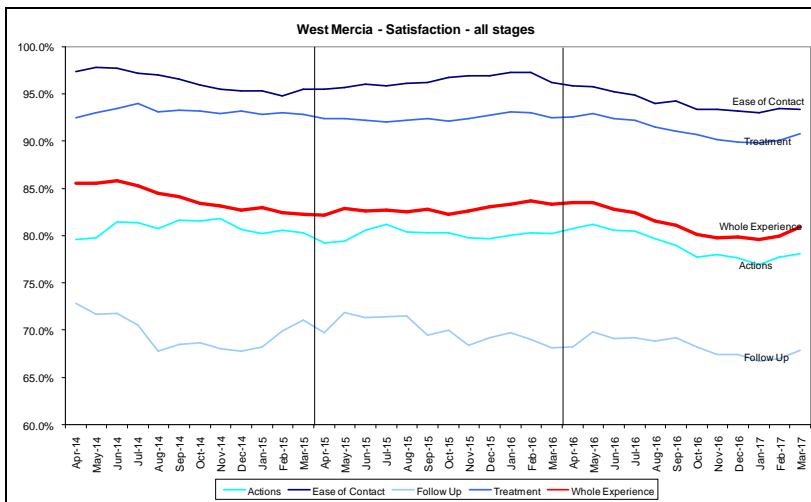
The drivers for confidence are known to be visibility, quality of service and accessibility which are the elements that we focus upon in order to increase confidence within local communities.

<sup>2</sup> Most Similar Forces for West Mercia are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorks, Suffolk, Warwickshire and Wiltshire.

## Victim Satisfaction

### Signs of Improvement would be:

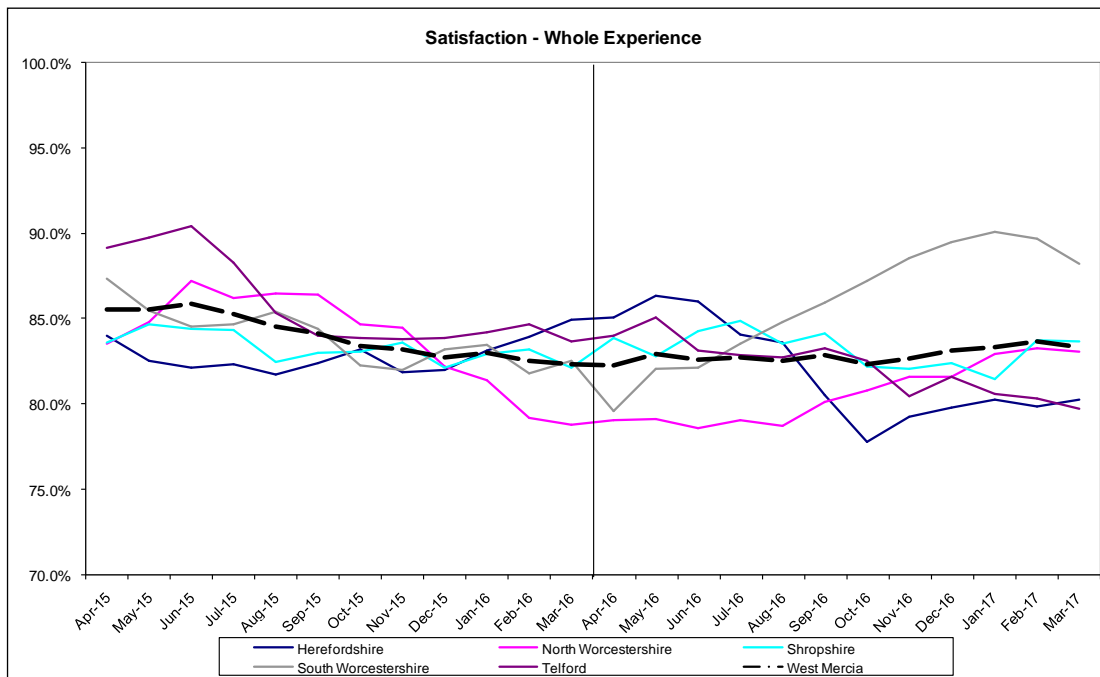
- ❖ Improved satisfaction: across all four stages & whole experience



	Jan	Feb	Mar
Herefordshire	81.9%	81.5%	80.5%
North Worcestershire	79.1%	79.6%	81.5%
Shropshire	78.0%	77.3%	77.9%
South Worcestershire	78.4%	79.6%	82.5%
Telford & Wrekin	81.7%	82.4%	81.9%
West Mercia	79.7%	79.9%	80.9%

The Alliance aspiration for victim satisfaction is for 9 out of 10 victims to be satisfied with the overall service provided. Home Office guidance mandates all Forces to measure the five stages of satisfaction (i.e. Ease of Contact, Actions, Follow-up, Treatment and Whole Experience) against the crime types of burglary, violence and vehicle offences. This requirement has been removed from April 2017. How the alliance approach satisfaction monitoring going forward will be discussed at Performance Management Group in April.

The following chart should be used to indicate longer term trends rather than month on month variation which is often not statistically significant.



Overall victim satisfaction remained stable last quarter compared to the previous quarter (80% - rolling 6 months) for victims satisfied with their 'Whole Experience'.

Herefordshire has continued to see a decline with satisfaction at 81% in March compared to a peak of 87% in October. North Worcestershire, South Worcestershire and Shropshire each see a small improvement in March, although not statistically significant.

Due to the need to ensure that service quality is captured from victims, telephone interviews are carried out up to 12 weeks after the initial report. This causes a time lag in understanding the levels of service provided and consequently a similar pattern is experienced when any interventions or changes in processes are applied in order to improve service.



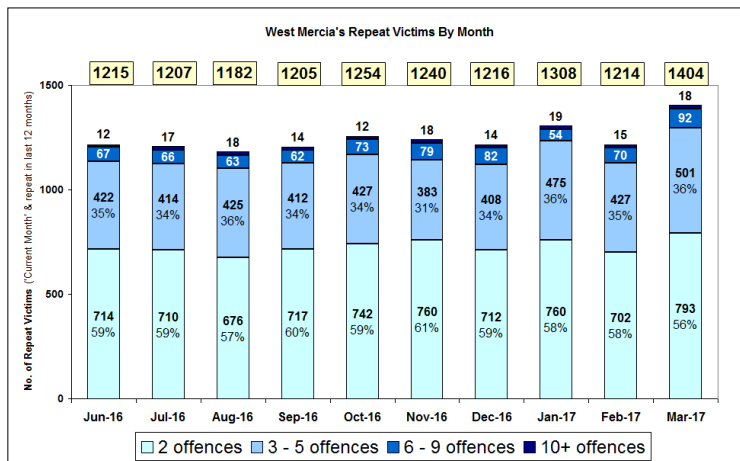
## Repeat Victims & Offenders

### 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.

### Repeat Victimisation



In March, 28% (1,404) of all victims were repeat victims (subject to at least one further offence in the last 12 months). This is the largest proportion and volume since this tracking process first commenced in June 2016.

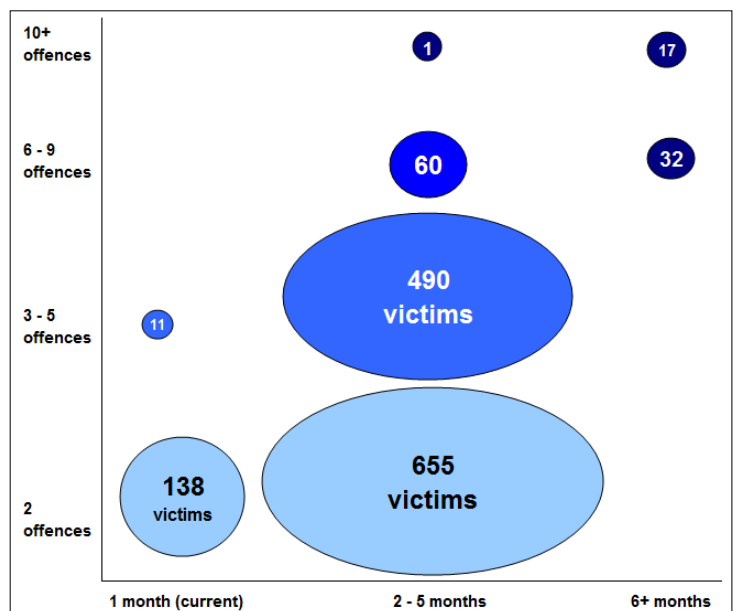
This is a 16% increase from February (1,214).

8% (110) of repeat victims have been victims at least 6 times in the 12 month period.

This chart indicates over what period instances of repeat victimisation have occurred.

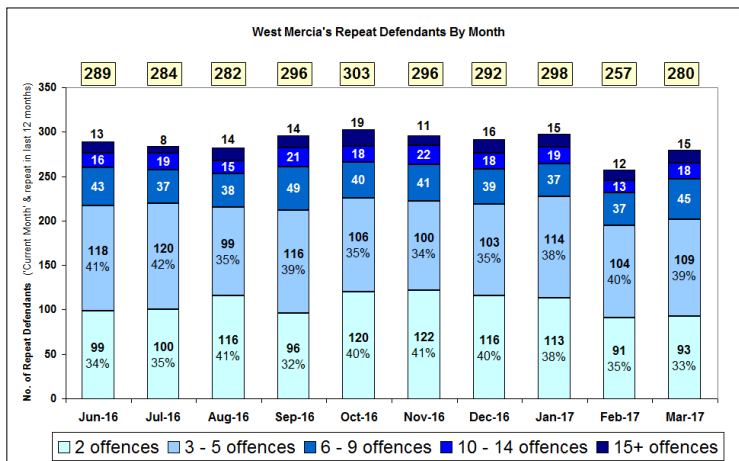
18 individuals have been a victim of 10+ offences. Of which, 5 victims (27%) had cross-boundary offences across 2 to 3 policing areas.

One North Worcestershire victim was a subject of 16 violence against the person, sexual and public order offences over the last 12 months.





## Repeat Offending



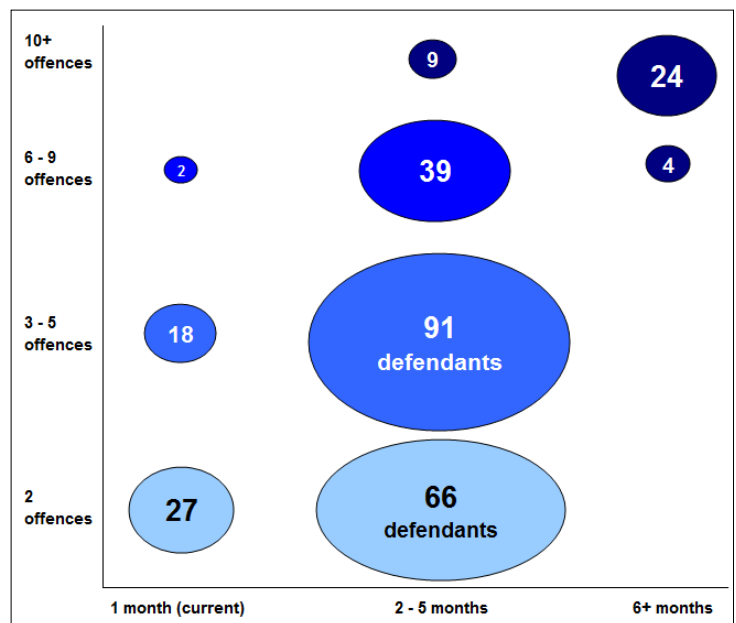
In March, 45% (280) of all defendants were also defendants in at least one other offence in the previous 12 months.

This is a 9% increase from February (257) but in line with previous months.

This chart indicates over what period instances of repeat offending have occurred.

28% (78) of the 280 repeat defendants have offended at least 6 times in the 12 month period. 33 prolific individuals (12%) were defendants for 10 or more offences in the last 12 months.

One Telford & Wrekin defendant was attributed to 38 criminal damage and public order offences, of which 3 offences were recorded in March.



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. Data concerning repeat domestic abuse victims and defendants is included later in this report.

## Integrated Offender Management (IOM)

Integrated Offender Management (IOM) is the alliance-wide approach to managing the most prolific offenders, through working together with partner agencies. This approach seeks to prevent offending by working with individual offenders to identify and prevent the causes of their offending. This can include helping with life skills, drug and alcohol addiction, or supporting the individual into employment. IOM also includes a strong catch and control approach so that where offenders do not engage and take the support on offer we actively prevent their offending through robust policing.

Significant changes have taken place to the IOM scheme during 2016, and this continues into 2017. The number of offenders being worked with on the scheme has increased, with a greater focus on high-harm offenders. The IOM cohort includes offenders who commit the traditional domestic burglary, theft and robbery offences, but now also includes those who pose higher levels of threat, harm & risk to the public such as domestic abuse offenders and in some cases individuals who are part of organised crime groups.

In comparison to the first quarter of 2016, reoffending by the IOM Cohort is much lower, suggesting the intensive work being done with the cohort is having a tangible impact on their offending rates. It also reflects the changing makeup of the cohort, as more high harm offenders continue to be included, who do not tend to commit crime in volume.

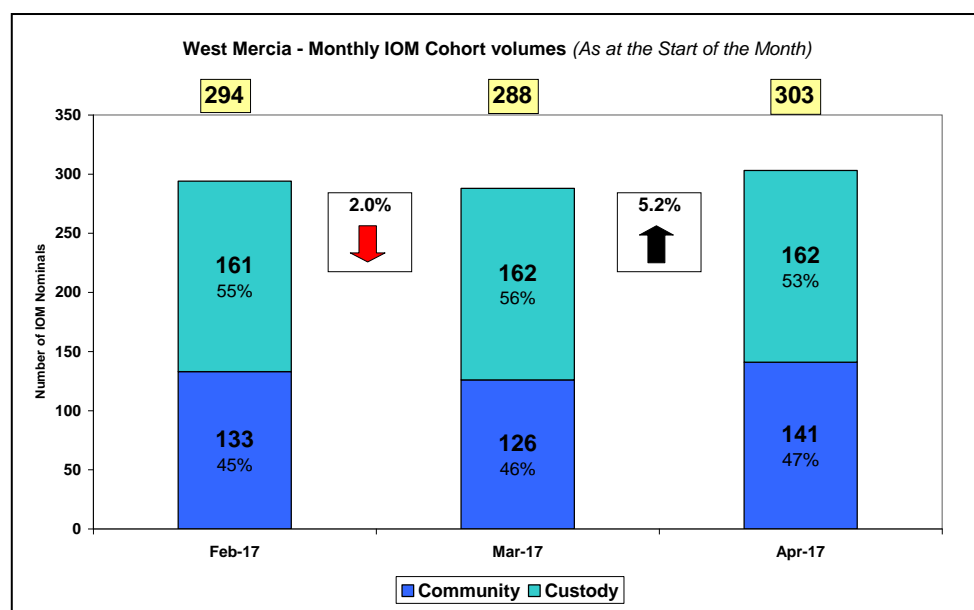
There are currently 303 individuals being managed across West Mercia.

IOM Cohort Policing Area	Total Nominals	Community	Custody
Herefordshire	44	31	13
North Worcestershire	62	19	43
Shropshire	48	24	24
South Worcestershire	79	37	42
Telford & Wrekin	70	30	40
<b>West Mercia</b>	<b>303</b>	<b>141</b>	<b>162</b>

The nature of the cohort varies by policing area. The following table and bar graph indicates the proportion of offenders who are managed in the community or are in custody.

*Figures accurate as of 04/04/2017*

Where the IOM offender is in custody this indicates that they continued their offending while in the community and have been convicted or recalled back to prison. The IOM scheme continues to engage with these individuals to prepare for their release from prison, with the intention of preventing reoffending when they are back in the community.

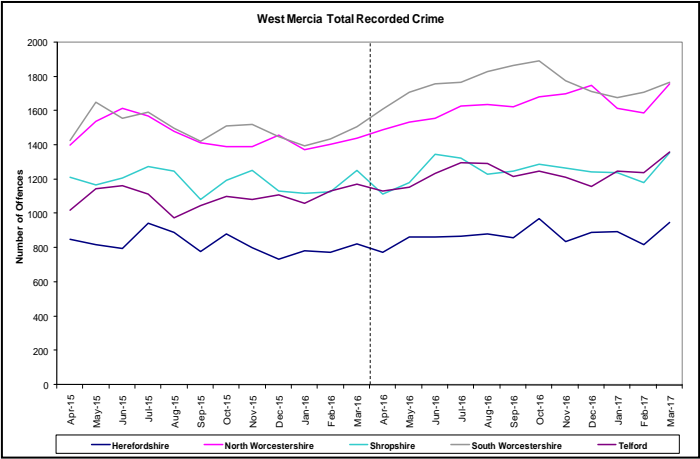
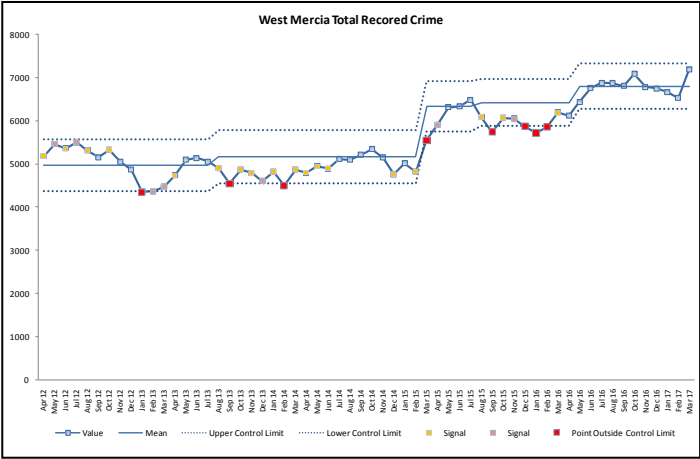


# Building a More Secure West Mercia

## Total Recorded Crime

### Signs of Improvement would be:

- ❖ Recorded crime levels reflect accurate & timely reporting, driven by increased public confidence



**Peer Comparison**

**Offence Volume**

Above Group Avg

**Relative Position**

↔

20,400 offences were recorded across West Mercia last quarter. This is a 1% reduction compared to the previous quarter (20,631) but is above the quarter average (20,236).

The increase in recorded offences in 2016/17 compared to previous years is influenced by an increase in harassment, ABH, common assault, burglary other and shoplifting offences.

Volumes of total crime are monitored on a monthly basis and changes within high volume offence groups are investigated where relevant

Total Recorded Crime (WMP) Apr15 – Mar16 V Apr16 – Mar17  +8,346 offences (12%)	Harassment (+1,409) 34%	Malicious communications (Sec 32) (+1055)
	Assault without Injury (+1,380) 18%	Harassment (Sec 2) (+251)
	Public Fear, Alarm or Distress (+867) 49%	Common Assault and Battery (Sec 39) (+1297)
	Assault with Injury (+547) 6%	Causing Intentional Harassment, Alarm or Distress (Sec 4A) (+511)
	Burglary Other (+535) 10%	Fear or provocation of violence (Sec 4) (+266)
	Shoplifting (+457) 7%	ABH (Sec 47) (+355)
	Make Off Without Payment (+193) 17%	Dangerous Dogs (Sec 106) (+196)
	Theft of Motor Vehicle (+156) 19%	Burglary Other Building (+434)
		Attempt Burglary Other Building (+101)

The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing areas are highlighted in the table.

## Policing Area Comparison by Crime Type

	West Mercia				Herefordshire				North Worcestershire				Shropshire				South Worcestershire				Telford & Wrekin			
	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop
Total Recorded Crime	20400	20236		16.3	2662	2618		14.2	4959	4892		17.7	3778	3759		12.1	5152	5267		17.3	3849	3701		22.5
Violence With Injury	2469	2569	12.1%	2.0	309	341	11.6%	1.6	619	620	12.5%	2.2	461	493	12.2%	1.5	577	592	11.2%	1.9	503	523	13.1%	2.9
Violence Without Injury	4391	4113	21.5%	3.5	583	541	21.9%	3.1	1024	961	20.6%	3.7	853	802	22.6%	2.7	1034	996	20.1%	3.5	897	813	23.3%	5.2
Rape	316	271	1.5%	0.3	38	34	1.4%	0.2	64	63	1.3%	0.2	55	45	1.5%	0.2	91	74	1.8%	0.3	68	56	1.8%	0.4
Other Sexual Offences	609	516	3.0%	0.5	102	78	3.8%	0.5	117	113	2.4%	0.4	119	100	3.1%	0.4	152	120	3.0%	0.5	119	106	3.1%	0.7
Business Robbery	18	17	0.1%	0.0		0	0.0%		7	8	0.1%	0.0	4	4	0.1%	0.0	3	2	0.1%	0.0	4	3	0.1%	0.0
Personal Robbery	108	129	0.5%	0.1	12	12	0.5%	0.1	38	42	0.8%	0.1	10	17	0.3%	0.0	29	33	0.6%	0.1	19	26	0.5%	0.1
Domestic Burglary	845	770	4.1%	1.6	95	86	3.6%	1.2	270	238	5.4%	2.3	129	118	3.4%	1.0	208	207	4.0%	1.7	143	121	3.7%	2.1
Burglary Other	1238	1317	6.1%	1.0	150	166	5.6%	0.8	271	308	5.5%	1.0	288	283	7.6%	0.9	283	350	5.5%	0.9	246	209	6.4%	1.4
Vehicle Offences	1463	1429	7.2%	1.2	146	135	5.5%	0.8	485	468	9.8%	1.7	195	223	5.2%	0.6	360	376	7.0%	1.2	277	228	7.2%	1.6
Theft from Person	140	170	0.7%	0.1	14	21	0.5%	0.1	36	43	0.7%	0.1	20	33	0.5%	0.1	44	49	0.9%	0.1	26	25	0.7%	0.2
Bicycle Theft	247	272	1.2%	0.2	40	52	1.5%	0.2	41	42	0.8%	0.1	55	52	1.5%	0.2	86	87	1.7%	0.3	25	39	0.6%	0.1
Shoplifting	1525	1712	7.5%	1.2	141	146	5.3%	0.7	403	415	8.1%	1.4	227	266	6.0%	0.7	470	532	9.1%	1.6	284	354	7.4%	1.7
All Other Theft Offences	2114	2202	10.4%	1.7	275	315	10.3%	1.5	490	495	9.9%	1.7	426	446	11.3%	1.4	517	552	10.0%	1.7	406	394	10.5%	2.4
Criminal Damage & Arson	2544	2526	12.5%	2.0	351	339	13.2%	1.9	539	560	10.9%	1.9	525	501	13.9%	1.7	680	677	13.2%	2.3	449	450	11.7%	2.6
Other Crimes Against Society	2373	2226	11.6%	1.9	406	352	15.3%	2.2	555	519	11.2%	2.0	411	377	10.9%	1.3	618	622	12.0%	2.1	383	356	10.0%	2.2

## Crime Outcomes

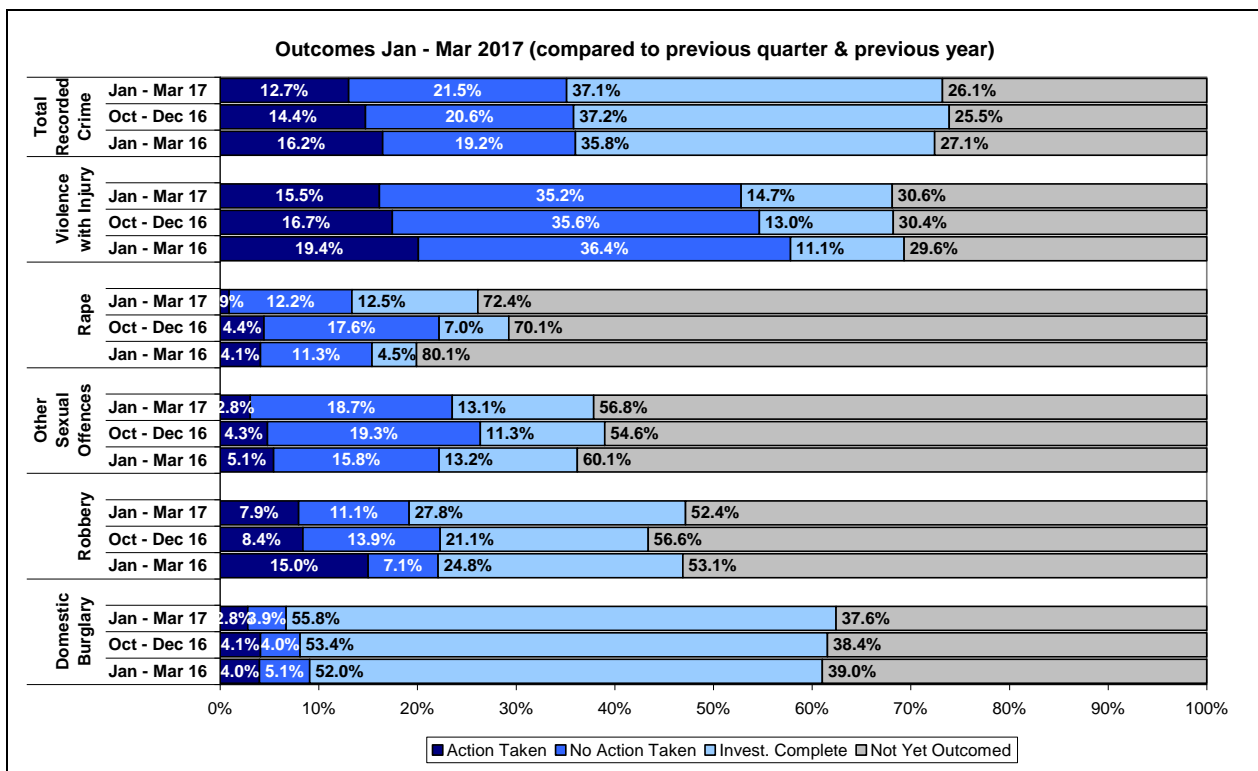
Crime Outcomes are the way that forces record how an investigation has been finalised. There are 24 different outcome options which help to give a complete picture of the results of investigations into reported crimes. These outcome options are sub-divided into categories of:

- ‘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 outcome’ (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 data below identifies outcome rates for offences recorded and outcome in the last quarter (Jan-Mar 2017) compared to the previous quarter (Oct-Dec 2016) and the same period last year.

Overall, 74% of offences recorded last quarter were assigned an outcome within the same period, comparable to the previous quarter (75%) and to the same period last year (73%). The proportion of total offences outcome as ‘action taken’ (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions) last quarter (13%) has decreased compared to the previous quarter (14%) and same period last year (16%).

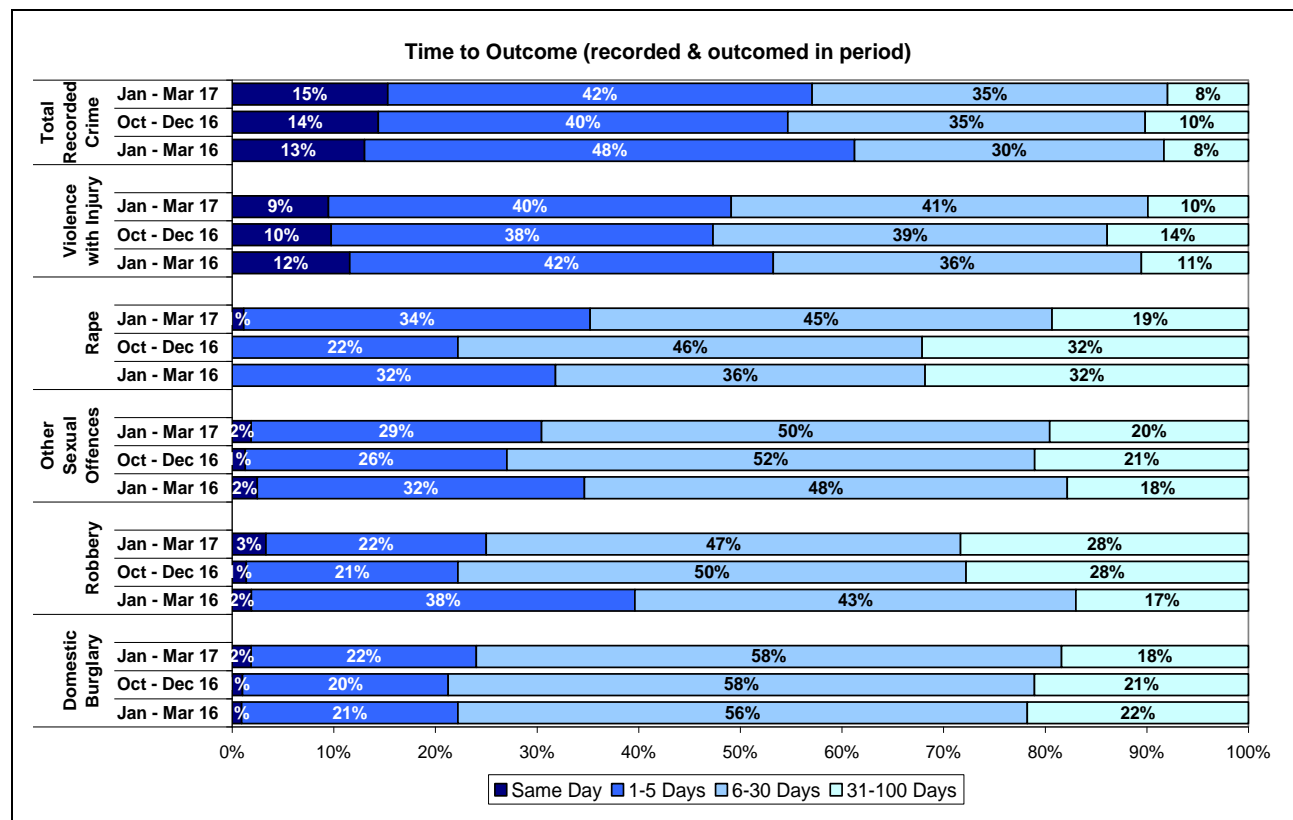
Across all crime types there has been a reduction in offences assigned a ‘no action taken’ outcome (i.e. prosecution prevented, evidential difficulties etc) last quarter compared to the previous quarter.



Reference will be made to outcome performance for different crime types in relevant sections of this report.

A further performance indicator for investigations is the time taken to assign the outcome after the offence is recorded. For over half (57%) of offences where an outcome has been assigned, this was done within 5 days of the offence being recorded. This is comparable to the previous quarter (54%) and slightly below last year (61%).

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 January 2016.

West Mercia performs well within its peer group of most similar forces<sup>3</sup> for 'action taken', ranking 3<sup>rd</sup> out of 6 forces, and comparable to the group average.

The force ranks within the bottom half of its peer group for 'action taken' outcomes assigned to 'other sexual offences', 'violence with injury' and 'violence without injury' offences, and is below the group averages. The force is ranked 4<sup>th</sup> out of the 6 forces for 'action taken' outcomes assigned to 'rape' but is in line with the group average.

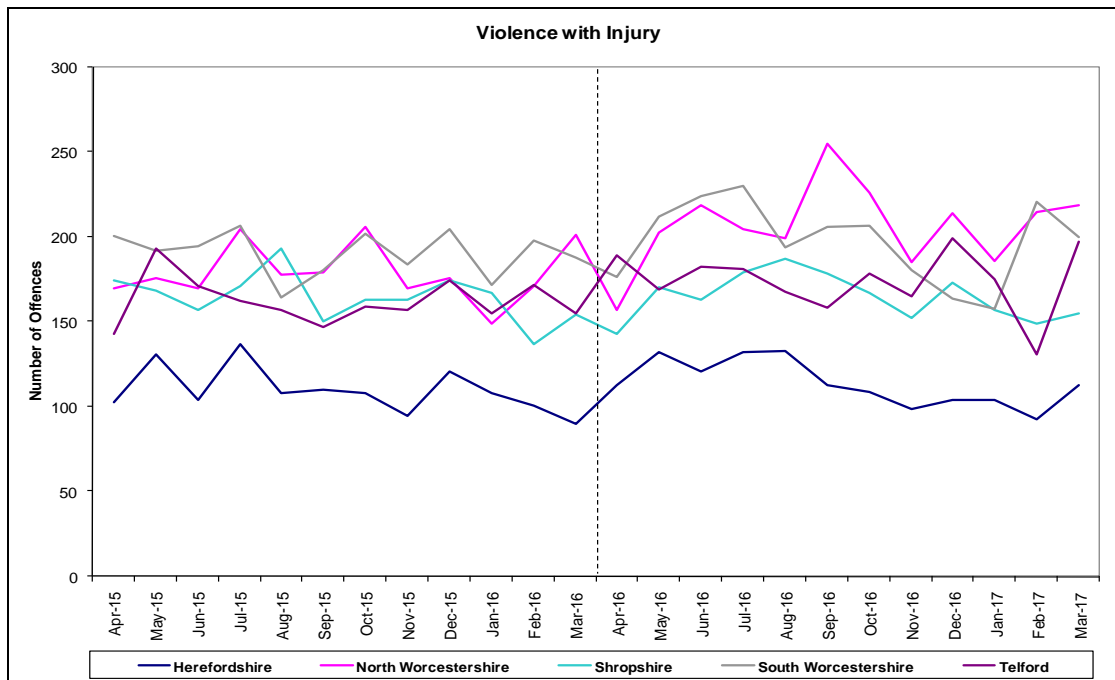
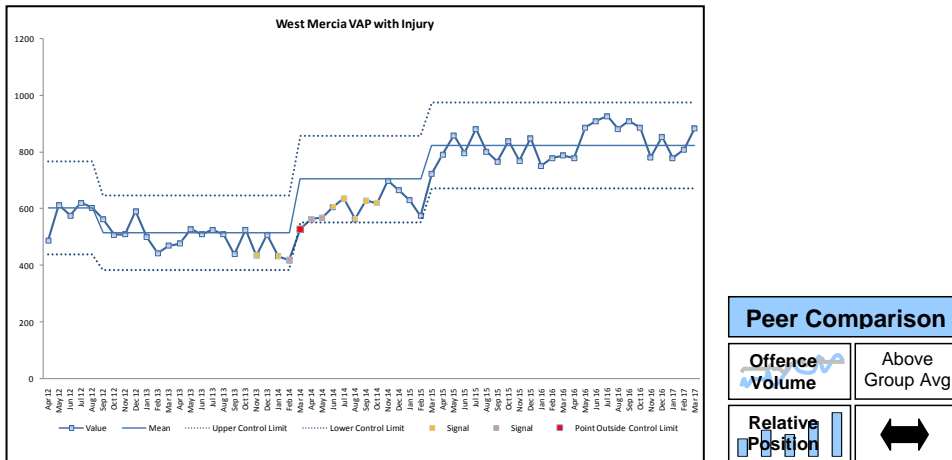
Further outcome data is included in this report under the relevant crime types.

<sup>3</sup> Most Similar Forces for outcomes includes only those who are live on the Home Office Datahub: Devon & Cornwall, Gloucestershire, North Yorkshire, Warwickshire, Wiltshire.

## Violence with Injury<sup>4</sup>

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces

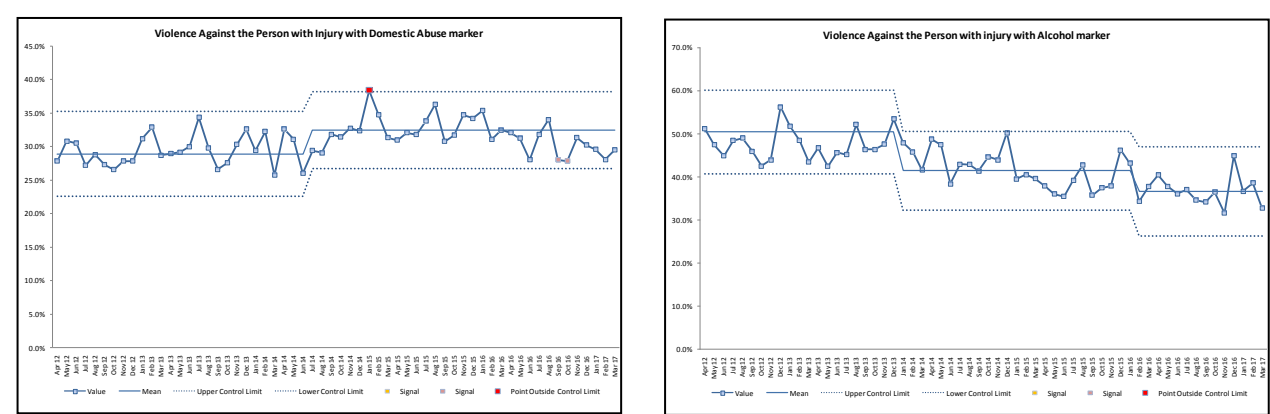


2,473 violence with injury offences were recorded last quarter, a 2% decrease compared to the previous quarter (2,523) and below the quarter average (2,572). No exceptional volumes were seen at policing area level.

<sup>4</sup>**Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

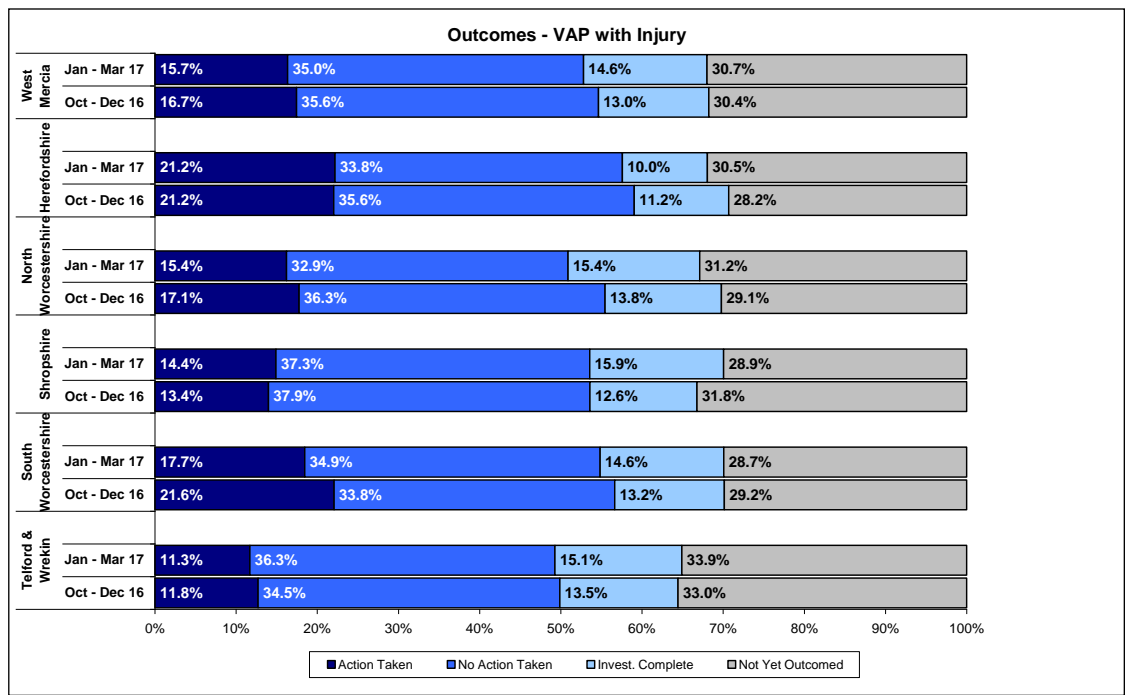


Volumes have remained relatively stable for violent offences with either a domestic abuse or alcohol marker compared to the previous quarter.



Outcomes

The following chart shows the pattern of outcomes for violence with injury offences for this and the previous quarter. The proportions relate to those offences recorded and outcomed in each three month period.



Across West Mercia, approximately 69% of offences recorded Jan - Mar 2017 were assigned an outcome within the same 3 month period, comparable to Oct – Dec 2016. Approximately 16% of offences recorded Jan - Mar 2017 were assigned an ‘action taken’ outcome within the same 3 month period, again comparable to the previous quarter Oct – Dec 2016 (17%).

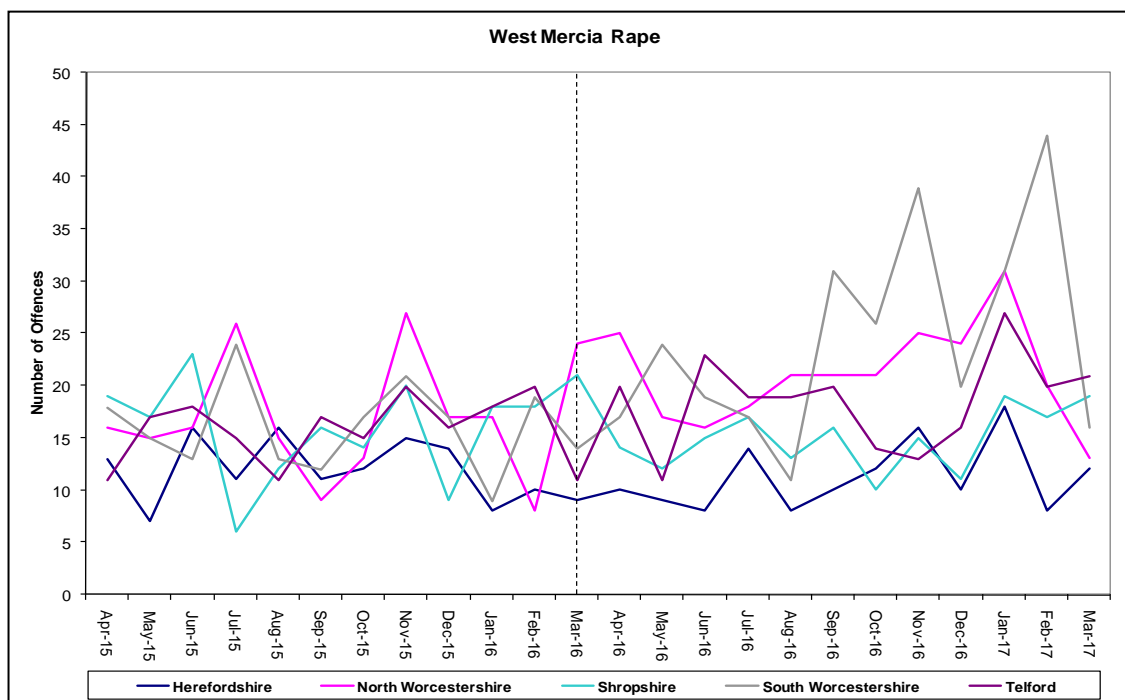
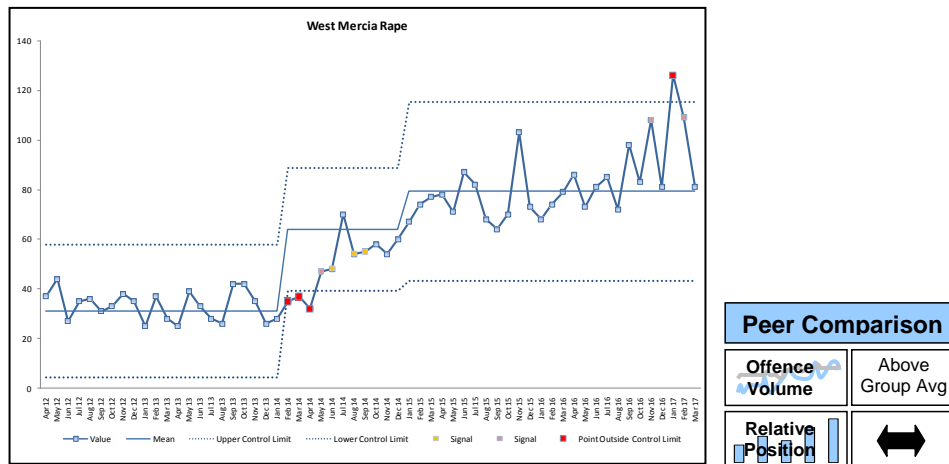
West Mercia ranks 4<sup>th</sup> against a peer group of 6 most similar forces for ‘violence with injury’ offences assigned ‘action taken’ outcomes and are comparable to the group average (8%).

## Sexual Offences

### Signs of Improvement would be:

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

### Rape

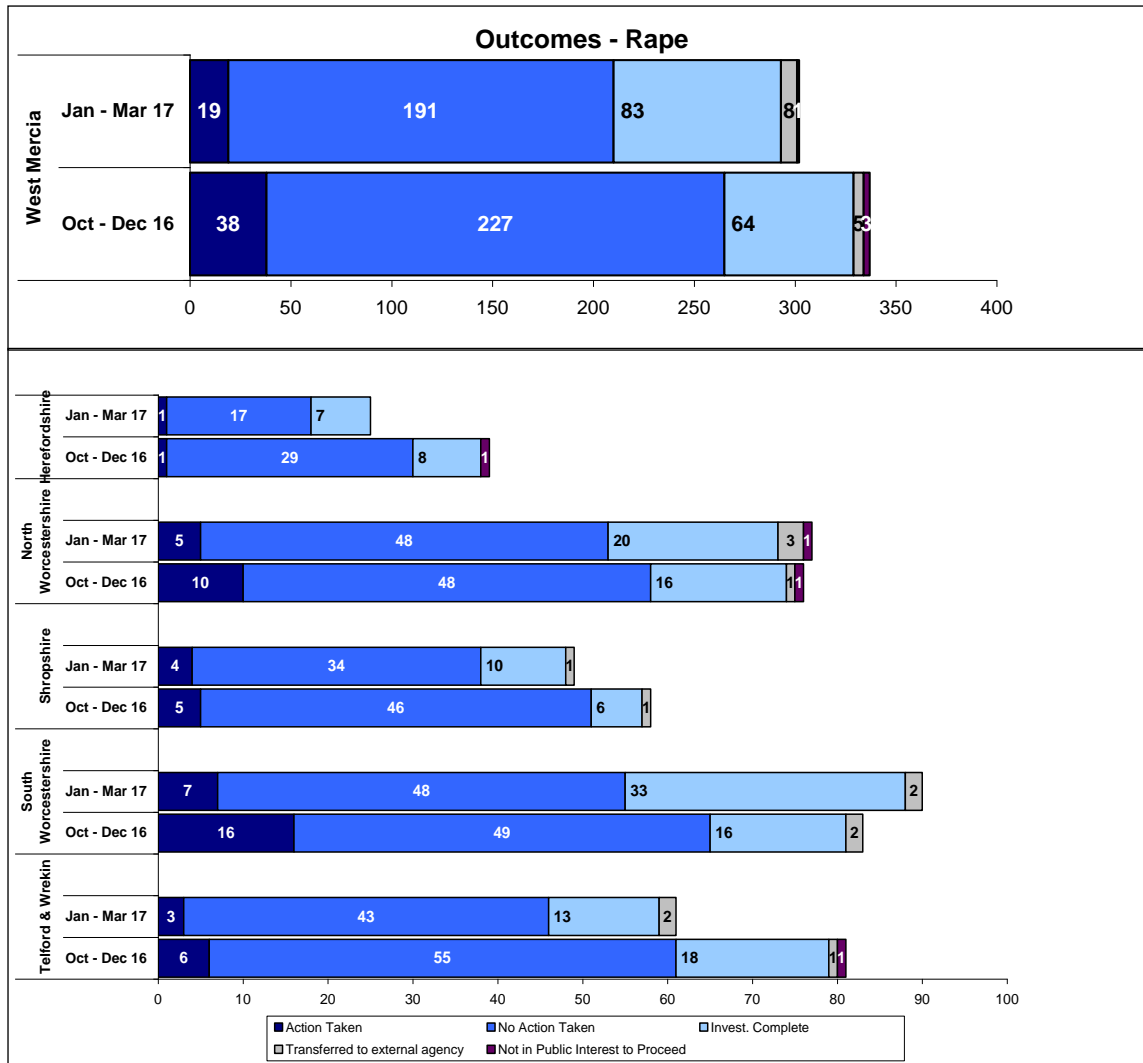


316 rape offences were reported to the police last quarter, a 16% increase compared to the previous quarter (272) and consistent with the quarterly average (271). This is the 7<sup>th</sup> consecutive month that volumes have been above the monthly average. If this trend continues into next month, then the monthly average will increase. Volume increases were seen across Shropshire, South Worcestershire and Telford & Wrekin.

The higher volumes recorded last quarter were driven by uplifts in 'non-recent' offences and to a lesser extent 'current' offences. 11 of these 'non-recent' offences were linked to one female victim in South Worcestershire, with offences committed between 1972 and 1989.

## Outcomes

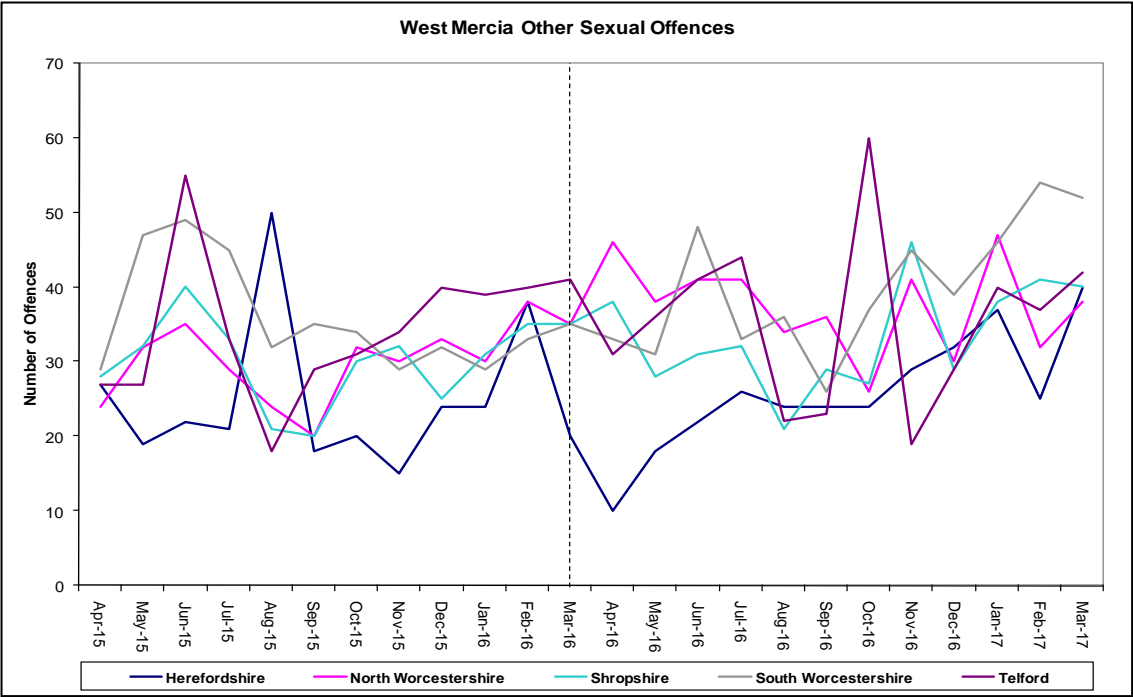
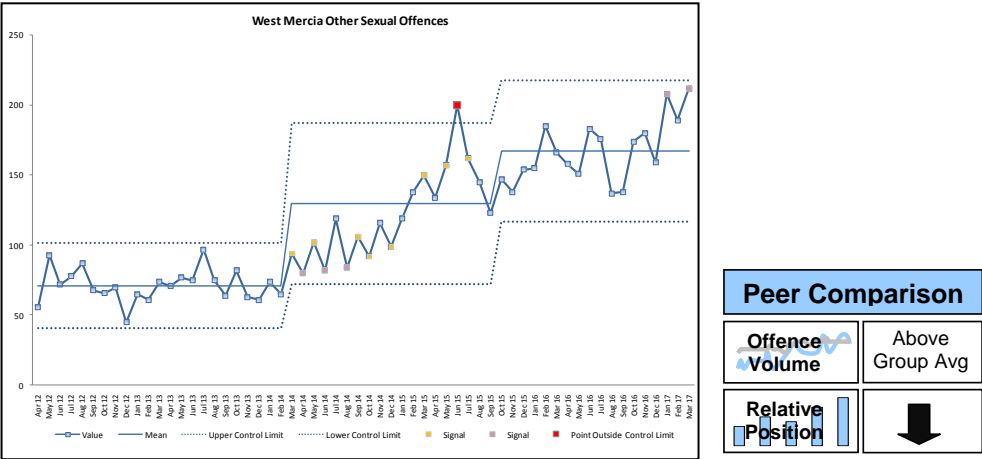
Due to the nature of rape offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those rape offences that have been outcomed in the quarter, irrespective of when they were recorded.



Across West Mercia, 302 rape offences were assigned an outcome Jan - Mar 2017, a decrease compared to Oct – Dec 2016 (337). The number of rape offences assigned an ‘action taken’ outcome Jan - Mar 2017 (19) has also decreased since Oct – Dec 2016 (38).

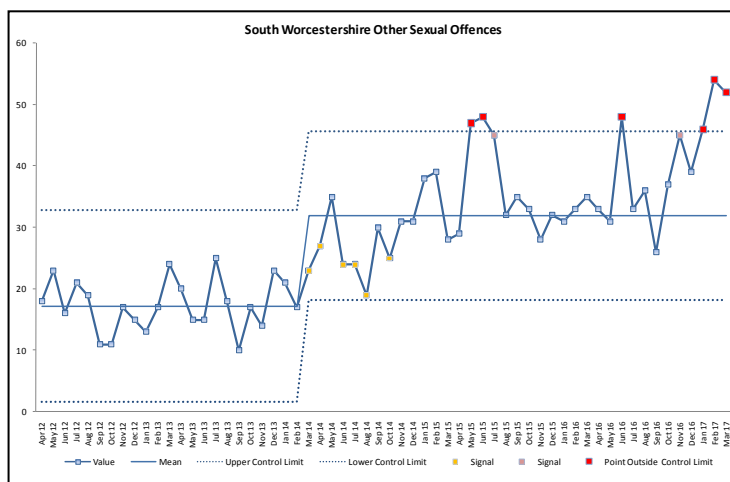
West Mercia ranks 4<sup>th</sup> against a peer group of 6 most similar forces for ‘rape’ offences assigned ‘action taken’ outcomes and are comparable to the group average (3%).

Other Sexual Offences



The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

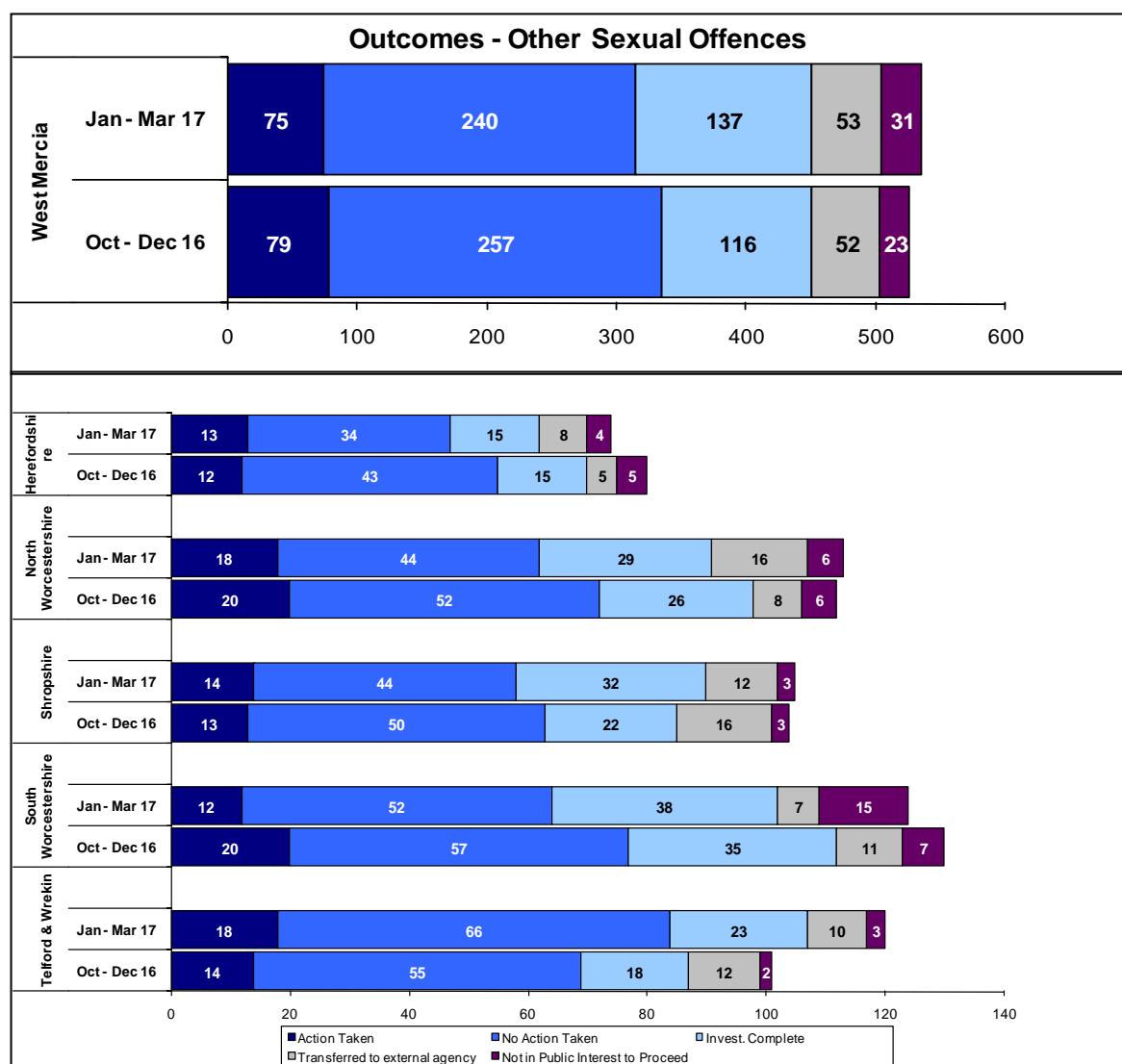
609 other sexual offences were reported to the police last quarter. This is an 18% increase compared to the previous quarter (515) and is above the quarterly average (516). Volume increases were seen across all policing areas with exceptional volumes recorded in South Worcestershire throughout the quarter.



150 other sexual offences were recorded last quarter across South Worcestershire, an increase compared to the previous quarter (121) and the 6<sup>th</sup> consecutive month of above average recording. The increase was driven by uplifts in 'non-recent' offences and to a lesser extent 'current' offences. 13 of these 'non-recent' offences were linked to one female victim with offences committed between 1972 and 1989.

## Outcomes

Due to the nature of other sexual offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those other sexual offences that have been outcomed in the quarter, irrespective of when they were recorded.



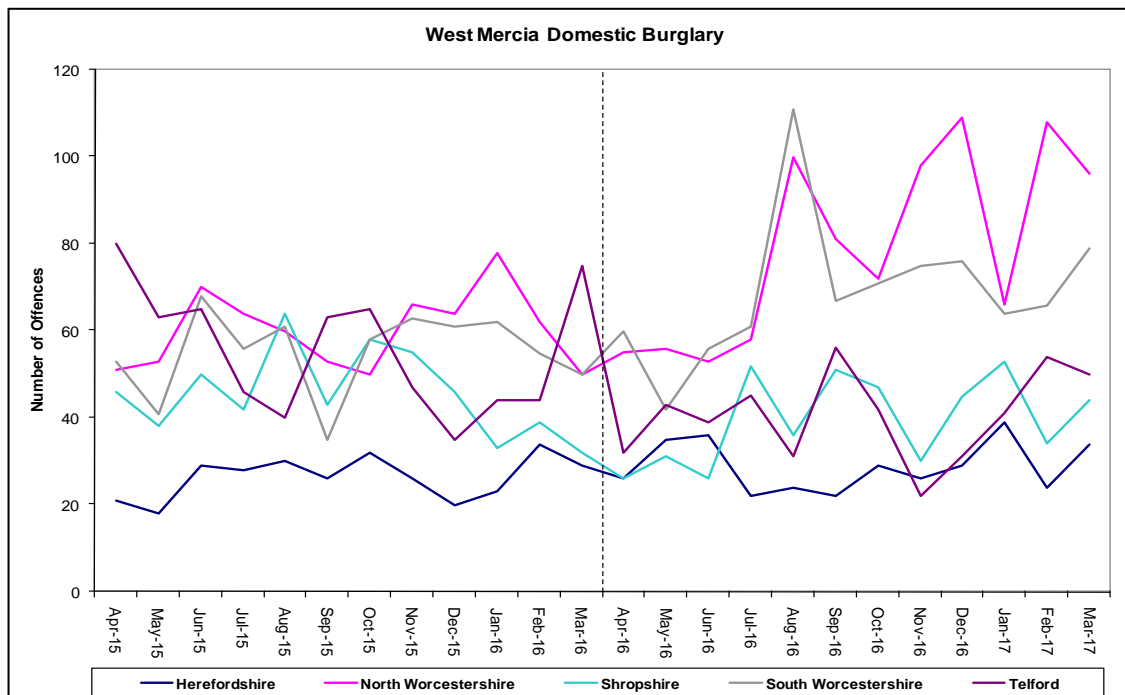
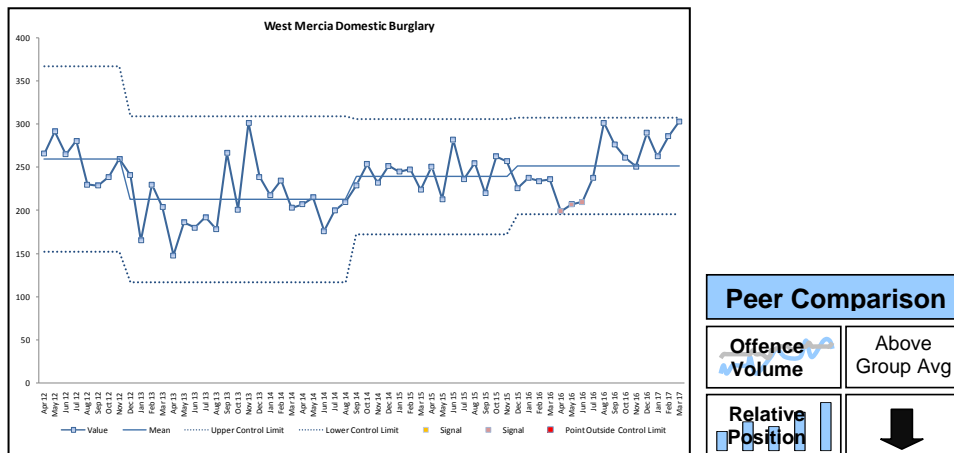
Across West Mercia, 536 other sexual offences were assigned an outcome Jan - Mar 2017, an increase compared to Oct – Dec 2016 (527). The number assigned an 'action taken' outcome Jan – Mar 2017 is comparable to the previous quarter.

West Mercia ranks 5<sup>th</sup> against a peer group of 6 most similar forces for 'other sexual offences' assigned 'action taken' outcomes and are below the group average.

## Domestic Burglary

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with Most Similar Group

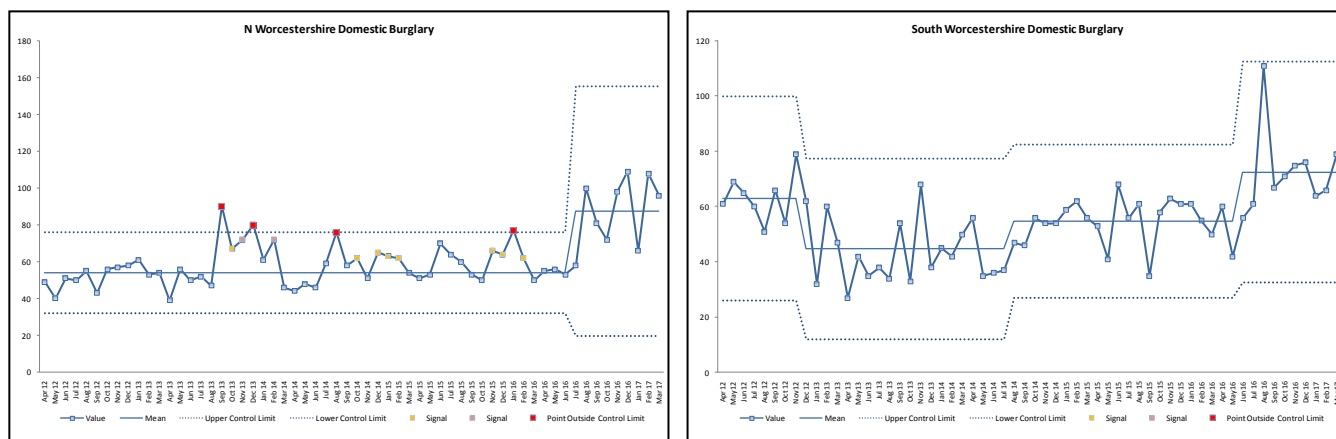


852 offences were recorded in the last quarter; a 6% increase compared to the previous quarter (802) and above the quarter average (772). Although volumes are not identified as exceptional, they have been above average at Force level for 7 of the last 8 months.

Both North and South Worcestershire continue to see higher than normal volumes of offences. Both policing areas have seen an increase in the monthly average in the last quarter.

Above average volumes have been recorded in all policing areas for March.

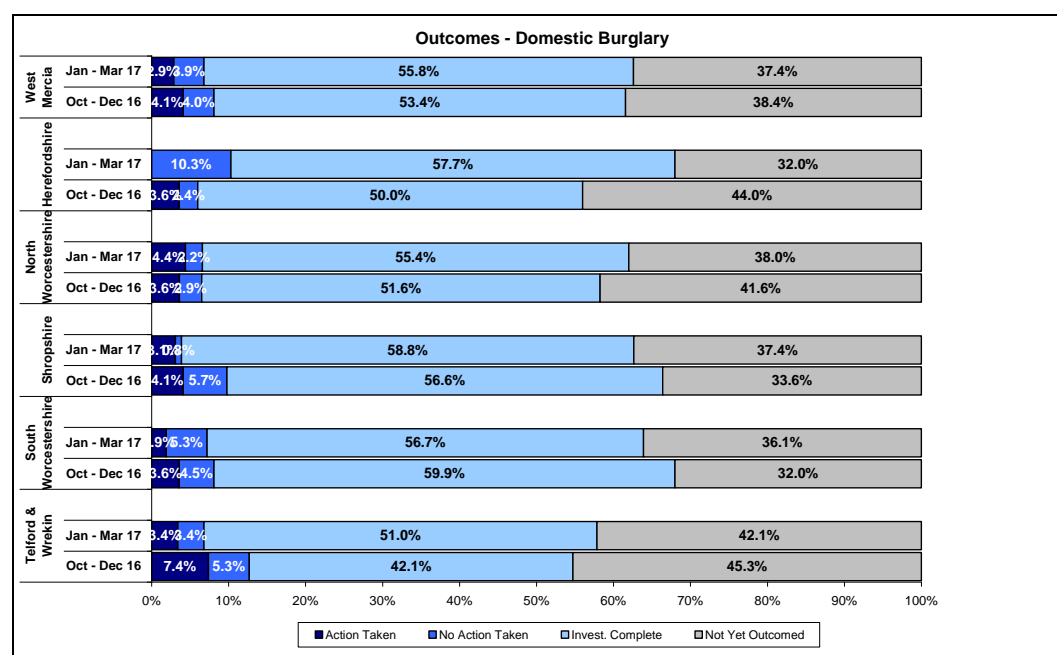




Of the 296 offences recorded in March 17, 6% (18) were repeat victims of Domestic Burglary in the last 12 months. 6 of these repeat victims were in North Worcestershire.

## Outcomes

The following chart shows the pattern of outcomes for domestic burglary offences for this and the previous quarter. The proportions relate to those offences recorded and outcomed in each three month period.



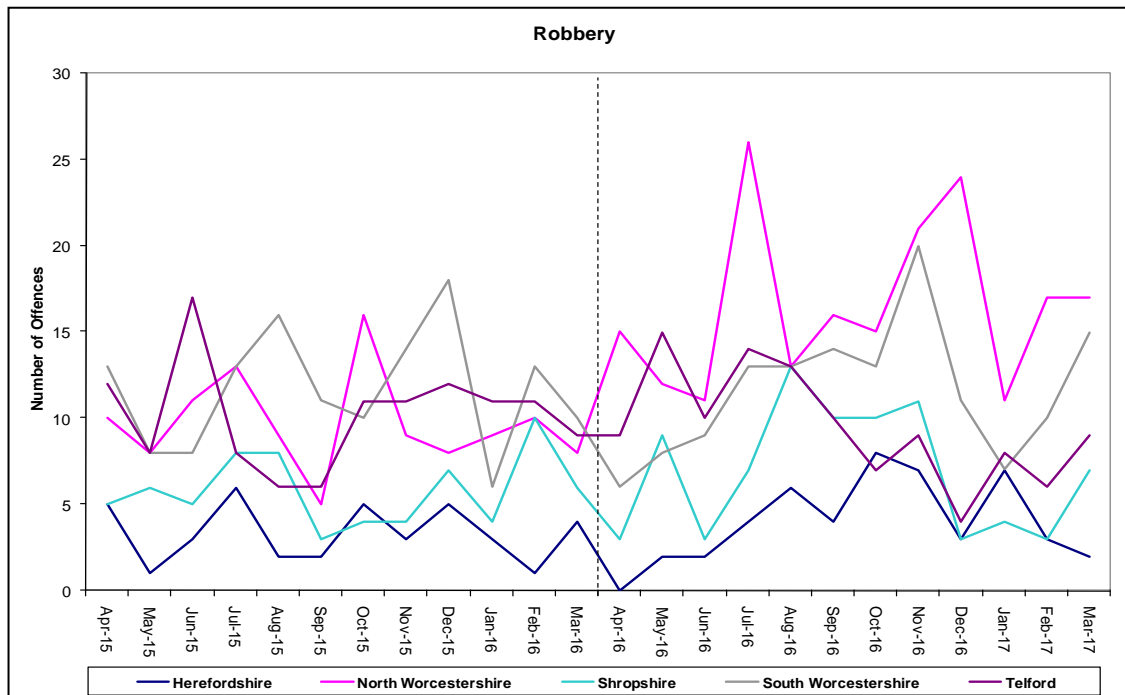
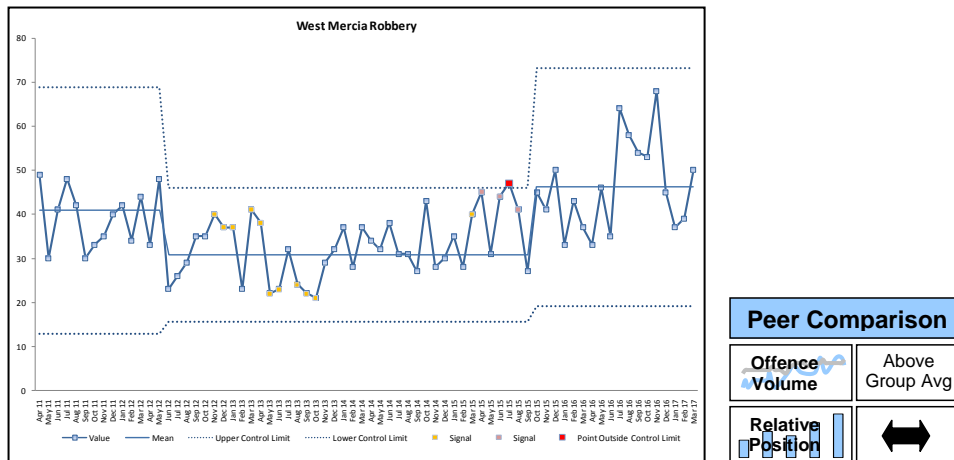
Across West Mercia, approximately 63% of offences recorded Jan - Mar 2017 were assigned an outcome within the same 3 month period, comparable to Oct – Dec 2016. Approximately 3% of offences recorded Jan - Mar 2017 were assigned an ‘action taken’ outcome within the same 3 month period, a small increase since Oct – Dec 2016 (4%).

West Mercia ranks 3<sup>rd</sup> against a peer group of 6 most similar forces for ‘domestic burglary’ offences assigned ‘action taken’ outcomes and are comparable to the group average (4%).

## Robbery

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with Most Similar Group

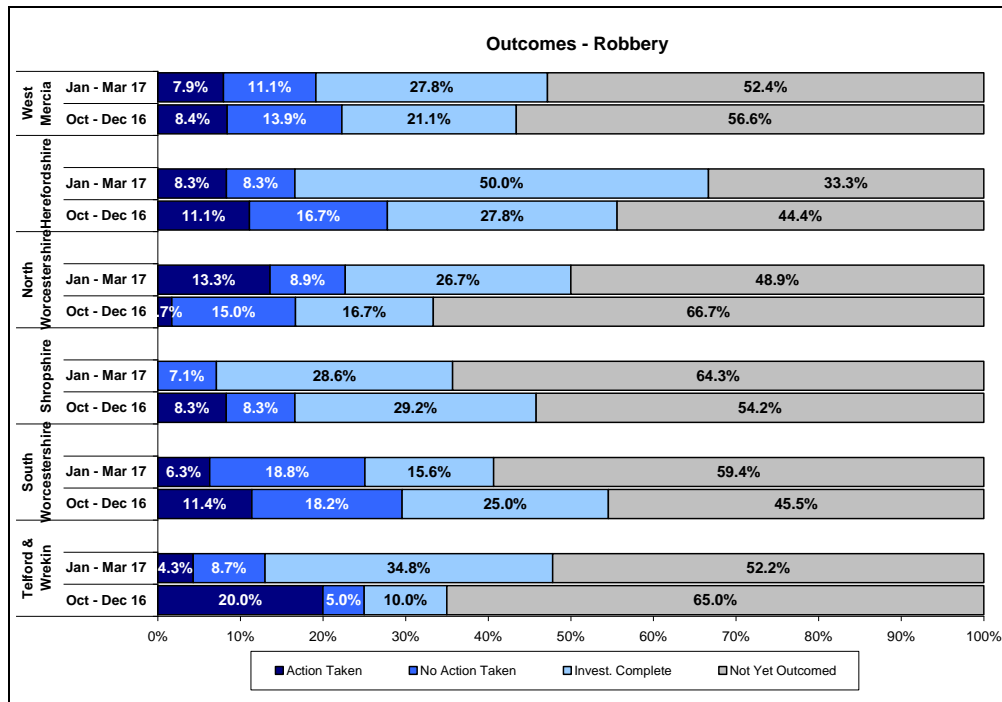


126 offences were recorded in the last quarter, a 24% reduction compared to the previous quarter (166) and below the quarter average (146). The peak in offending earlier in the year has been commented on in previous reports and was predominantly instances of low harm personal robbery.

Volumes remain low at policing area level and all policing areas, with the exception of Telford & Wrekin, have seen lower volumes this quarter compared to the previous quarter.

## Outcomes

The following chart shows the pattern of outcomes for robbery offences for this and the previous quarter. The proportions relate to those offences recorded and outcome in each three month period.



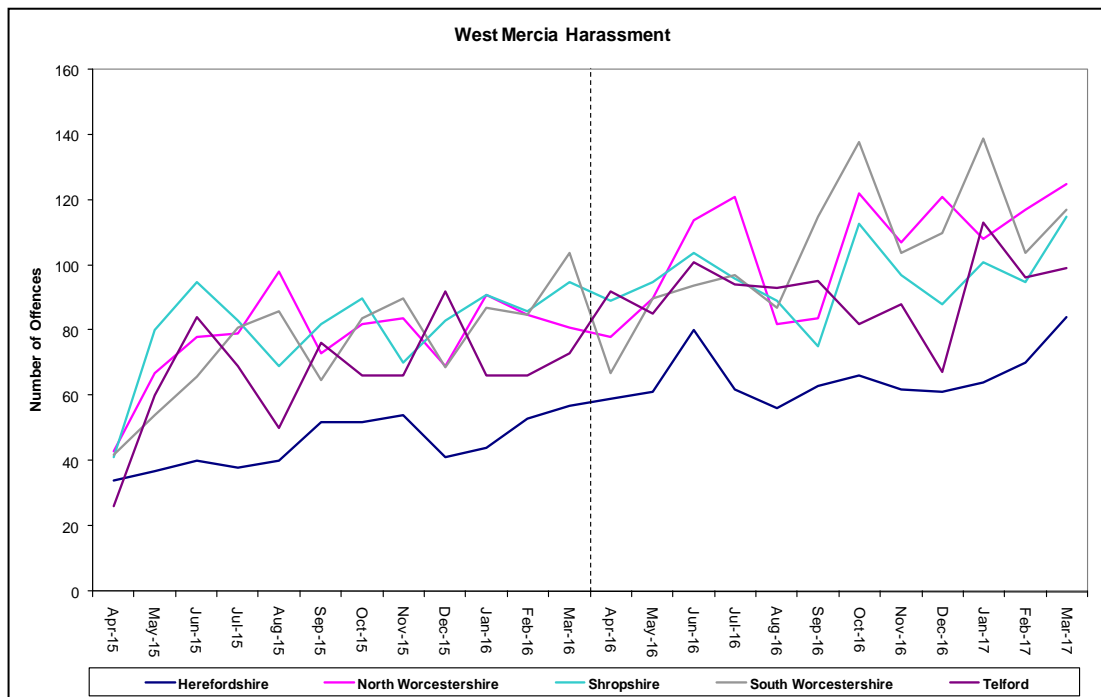
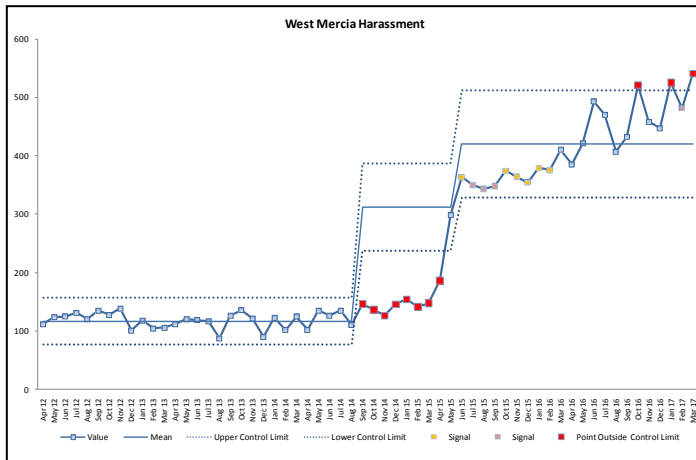
Across West Mercia, approximately 48% of offences recorded Jan - Mar 2017 were assigned an outcome within the same 3 month period, an increase compared to Oct – Dec 2016 (43%). Approximately 8% of offences recorded Jan - Mar 2017 were assigned an 'action taken' outcome within the same 3 month period, comparable to the previous quarter.

West Mercia ranks 5<sup>th</sup> against a peer group of 6 most similar forces for 'robbery' offences assigned 'action taken' outcomes and are below the group average.

## Harassment

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



1,547 offences were recorded in the last quarter, a 9% increase compared to the previous quarter (1,426). This is the 7<sup>th</sup> consecutive month that volumes have been above the monthly average and if this continues next month the monthly average will increase.

Higher volumes were recorded across all policing areas, with exceptional volumes recorded in Herefordshire and North Worcestershire in March.

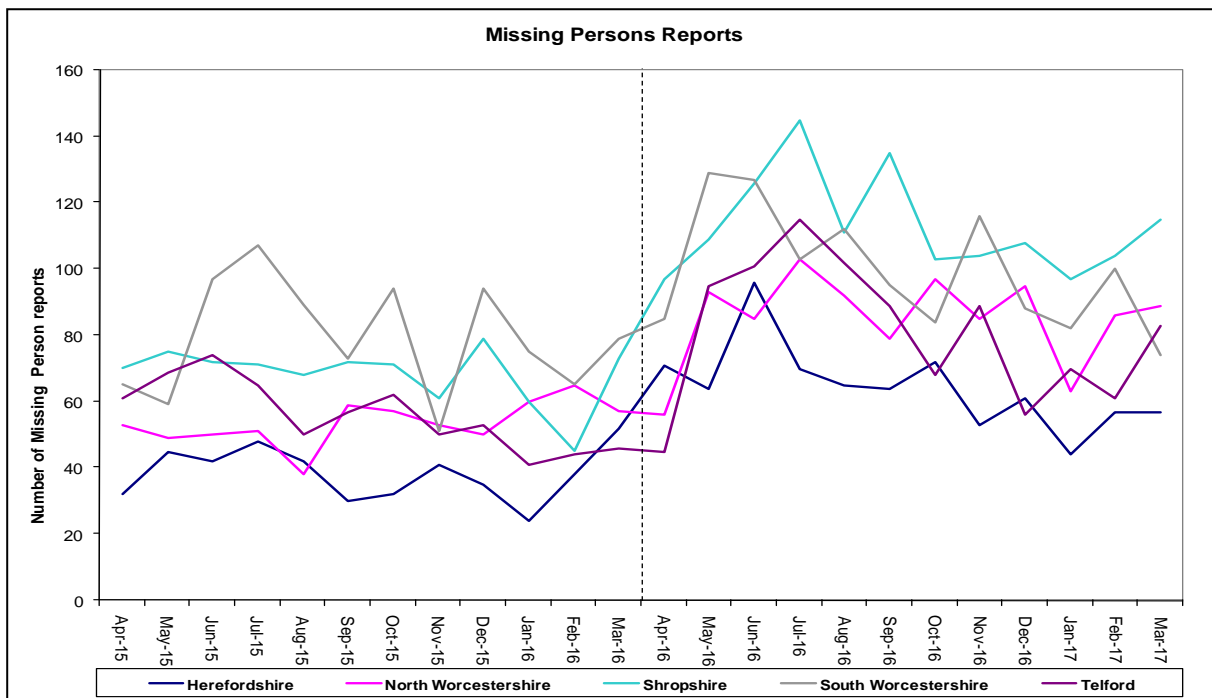
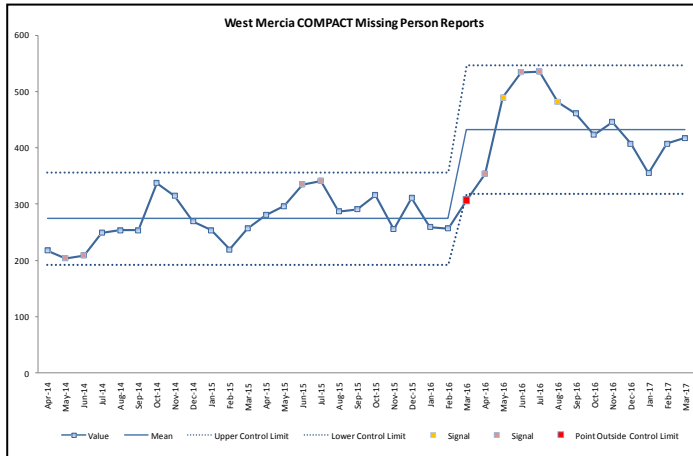
Almost half (48%) of all harassment offences recorded in the quarter were malicious communication offences. From April 2017, changes to Home Office crime recording means that this offence type will be monitored in its own right. We will therefore see a decrease in the harassment category and the creation of a separate malicious communications classification. We will continue to monitor these volumes.

## Missing Persons

### Signs of Improvement would be:

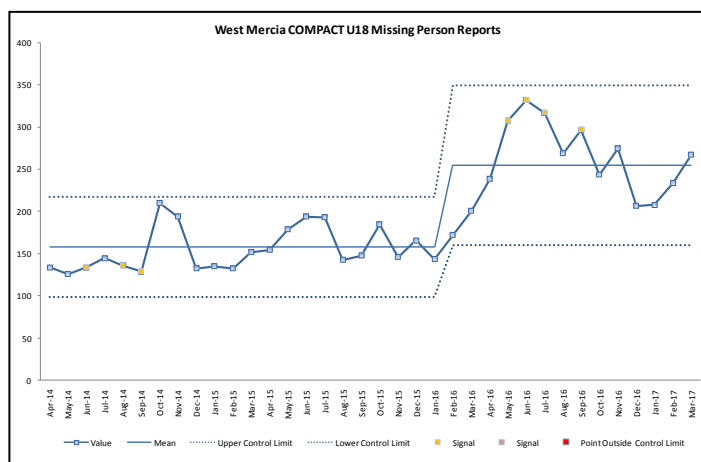
- ❖ Reduction in frequency of repeat missing persons
- ❖ Reduction in duration of missing
- ❖ Overall reduction of missing incidents

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

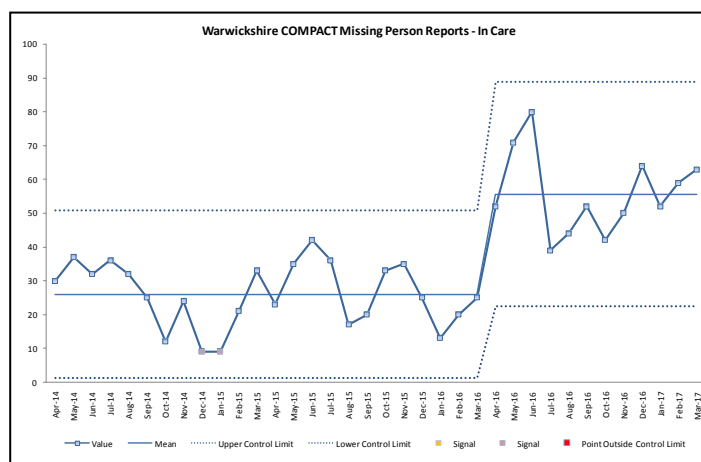


1,182 missing person reports were recorded in this quarter. This is an 8% reduction compared to the previous quarter (1,279). Volume reductions for this quarter compared to the previous quarter have been seen in Herefordshire, North Worcestershire and South Worcestershire. Herefordshire has seen a 15% reduction in missing person reports (158) compared to the previous quarter (186).

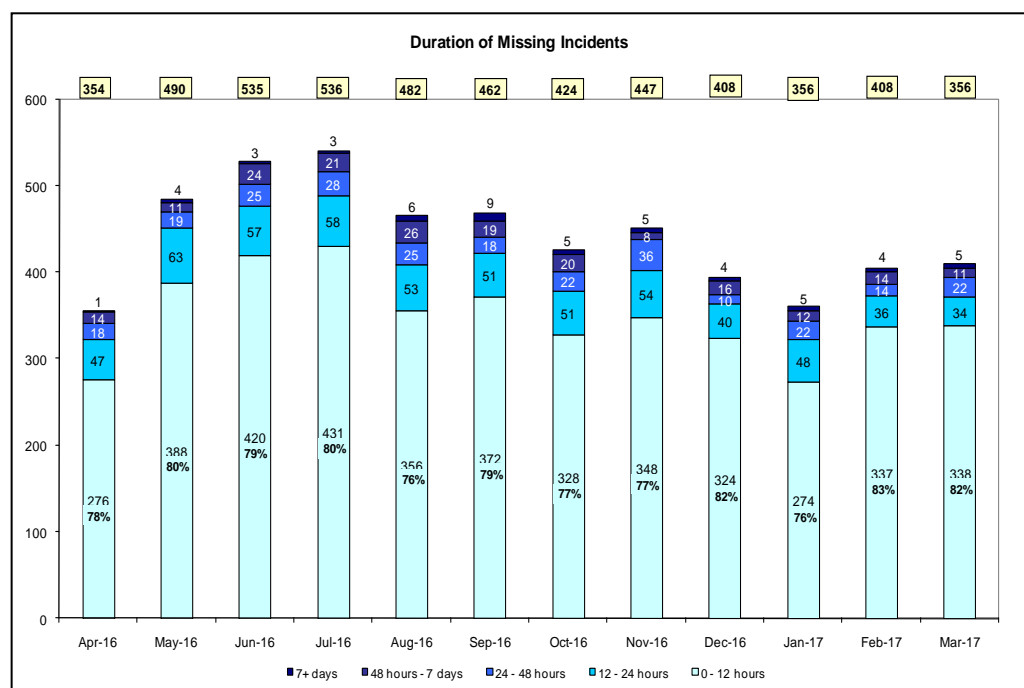
The volume increases seen in 2016/17 are the result of recording changes which were introduced in April 2016. At this time, the alliance committed to recording all reports of missing people on to COMPACT. Previously the conversion rate from incident recording to COMPACT was approximately 65% of reports. This has led to the recalculation of the monthly average volume of missing person reports.



709 U18 missing person reports were recorded last quarter, a 2% reduction on the previous quarter (726).

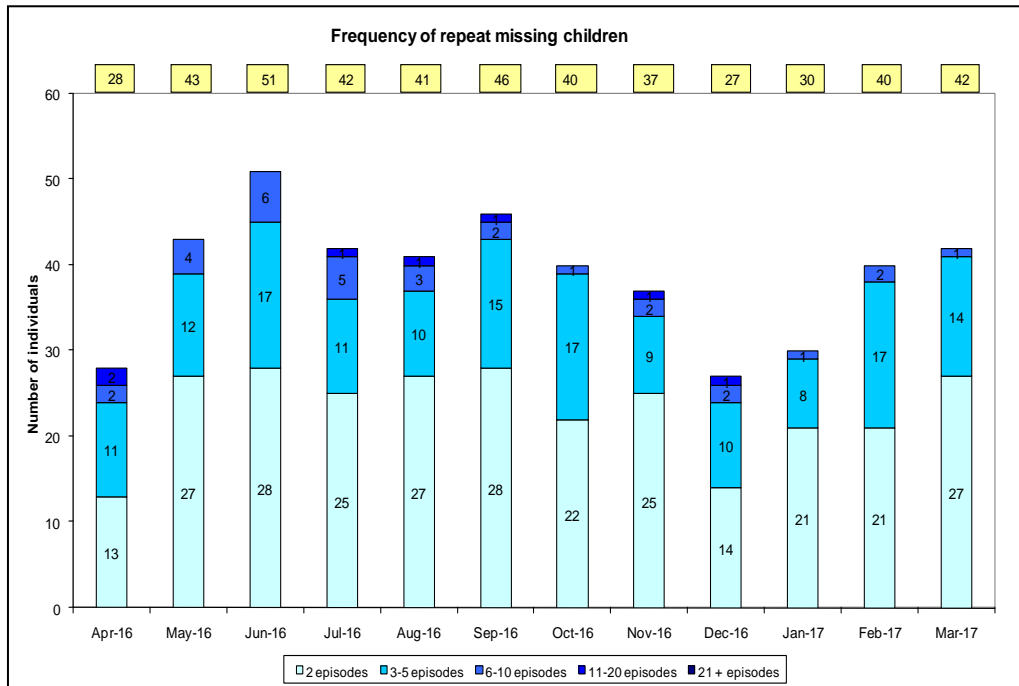


303 in-care reports were recorded last quarter; a 3% reduction on the previous quarter (312).



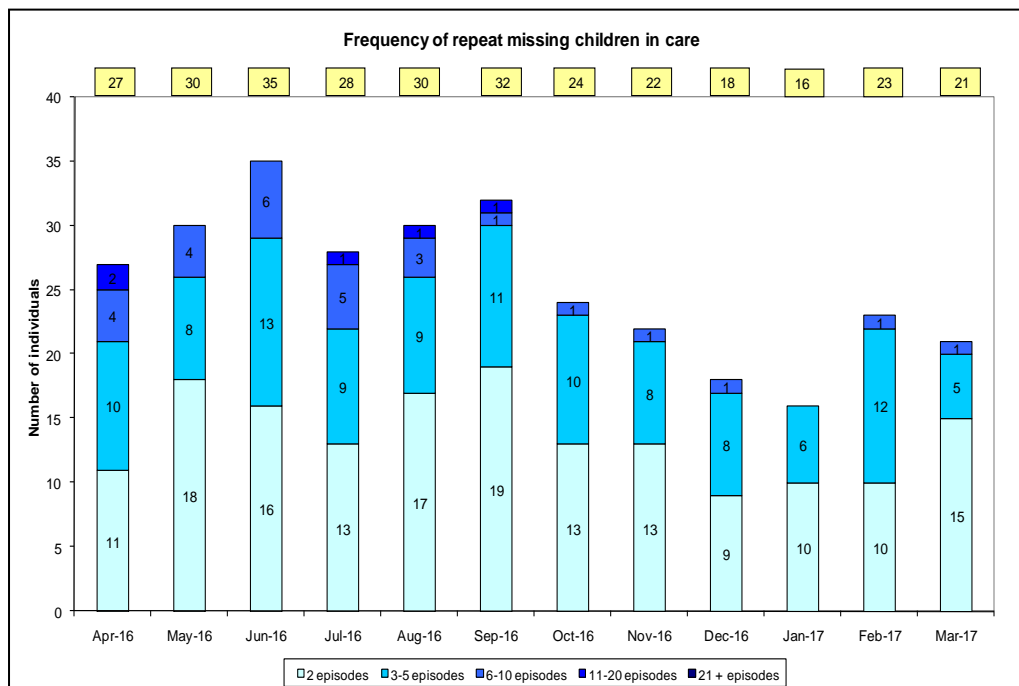
91% of missing person incidents (missing reports) in the last quarter were resolved within 24 hours; comparable to the previous quarter (90%).

N.B: The number of missing incidents with a duration time may not equal the total number of missing incidents as some cases will be transferred to other forces.



In March 21% (42) of all missing children were repeats (went missing more than once) - a reduction compared to the previous month (25%).

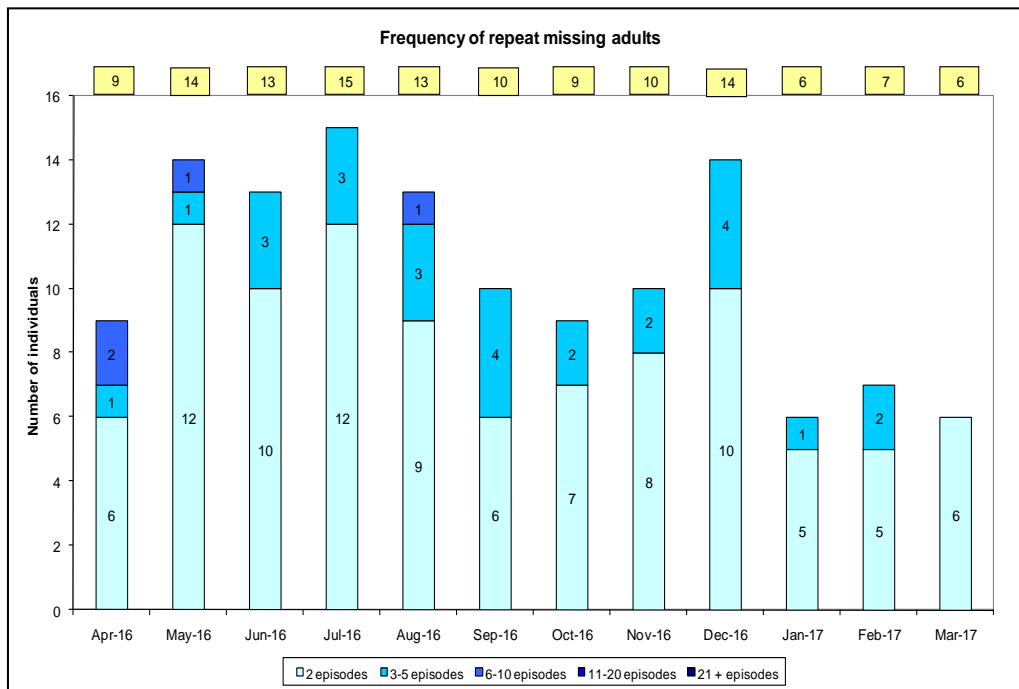
98% of repeat missing children went missing less than 5 times in March a small increase compared to February (95%).



In March 27% (21) of missing children in care were repeats (went missing more than once) - a reduction compared to February (38%).

95% of children in care went missing less than 5 times in March, comparable to February (96%).





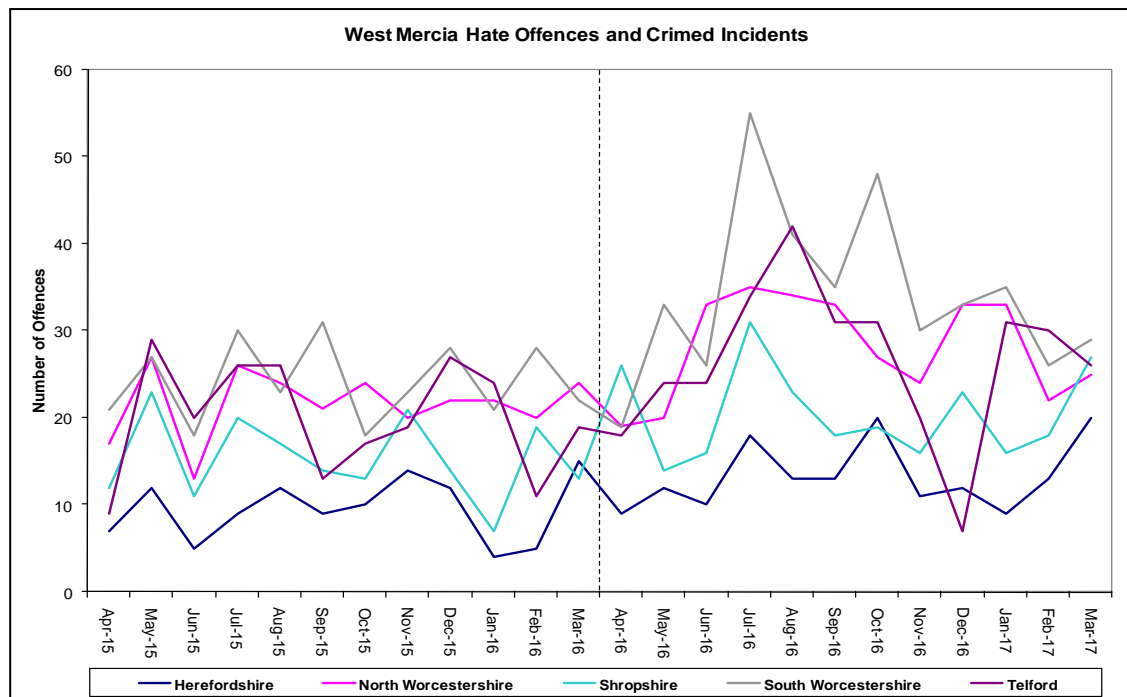
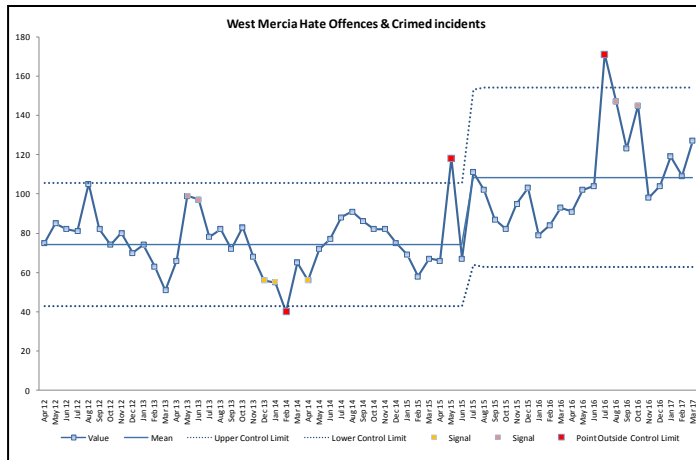
In March 4% (6) of missing adults were repeats (went missing more than once) a decrease on February (7%).

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.

## Hate Crime

### Signs of Improvement would be:

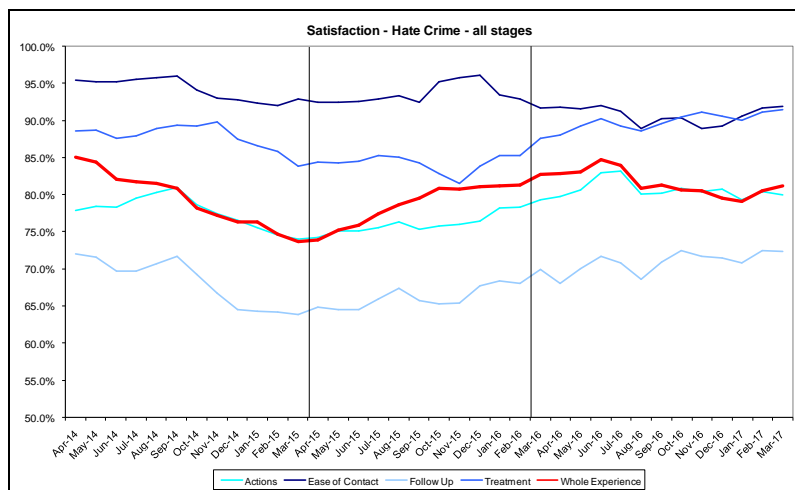
- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



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. However we understand hate crime is under reported and we also aim to increase confidence in reporting which will show as higher crime levels.

354 offences/incidents were recorded last quarter. This is a 2% reduction compared to the previous quarter (360) and below the quarter average (368).

## Hate Crime Victim Satisfaction



	Jan	Feb	Mar
Herefordshire	83.3%	85.3%	86.1%
North Worcestershire	78.9%	81.5%	80.0%
Shropshire	79.5%	78.6%	78.6%
South Worcestershire	76.5%	81.5%	84.1%
Telford & Wrekin	74.3%	74.3%	76.2%
West Mercia	79.1%	80.6%	81.3%

As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low (average of 31 per month). The data is therefore shown on the chart as a rolling 12 month average to give a longer term trend and to prevent short term reactions to what can be significant month-on-month variations.

80% of hate crime victims were satisfied with their overall experience with the police last quarter, comparable to the previous quarter<sup>5</sup>. Within this quarter, most policing areas have seen an improvement, most notably in South Worcestershire.

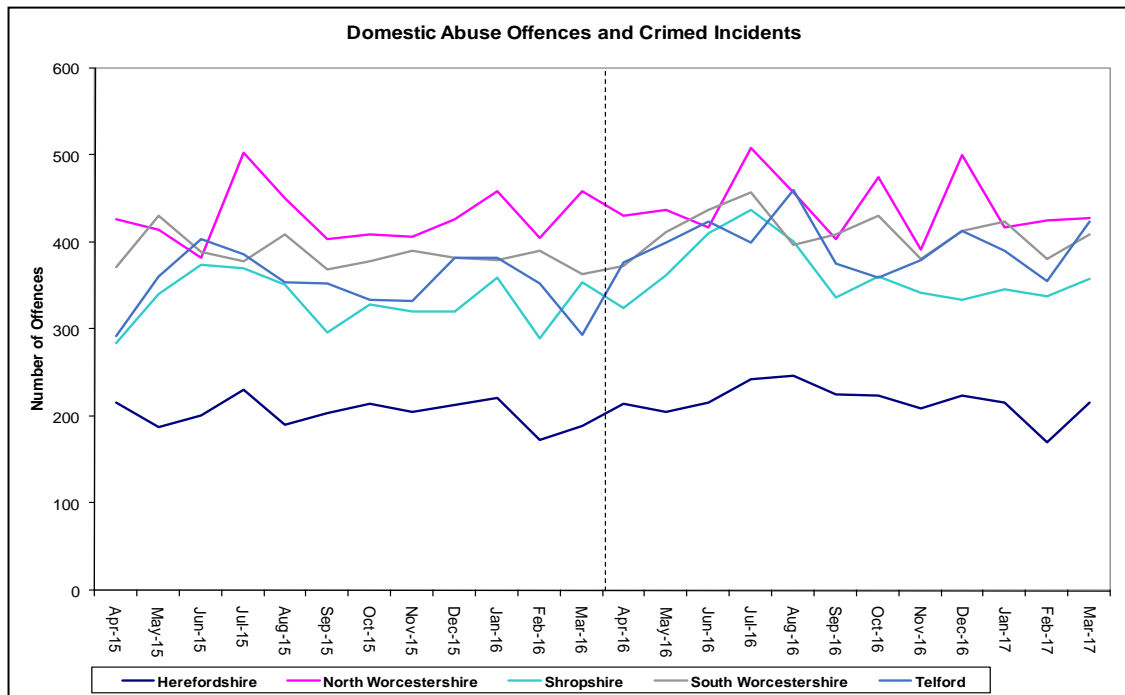
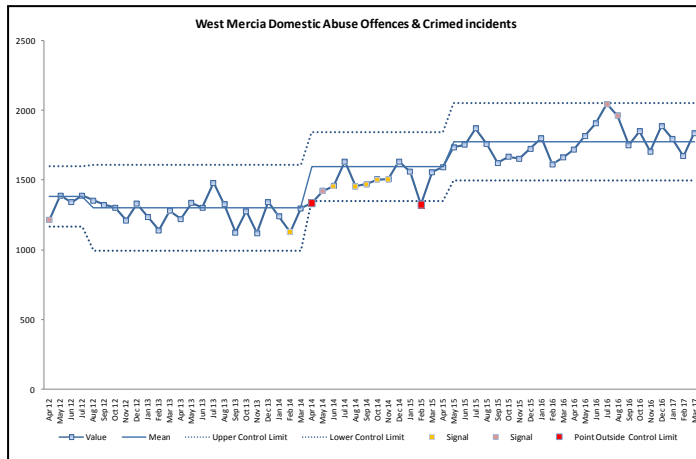
Hate crime satisfaction is monitored through the Performance Management Group.

<sup>5</sup> This is based on interviews undertaken over the last 12 months to give an adequate sample size for analysis

## Domestic Abuse

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat domestic abuse victims

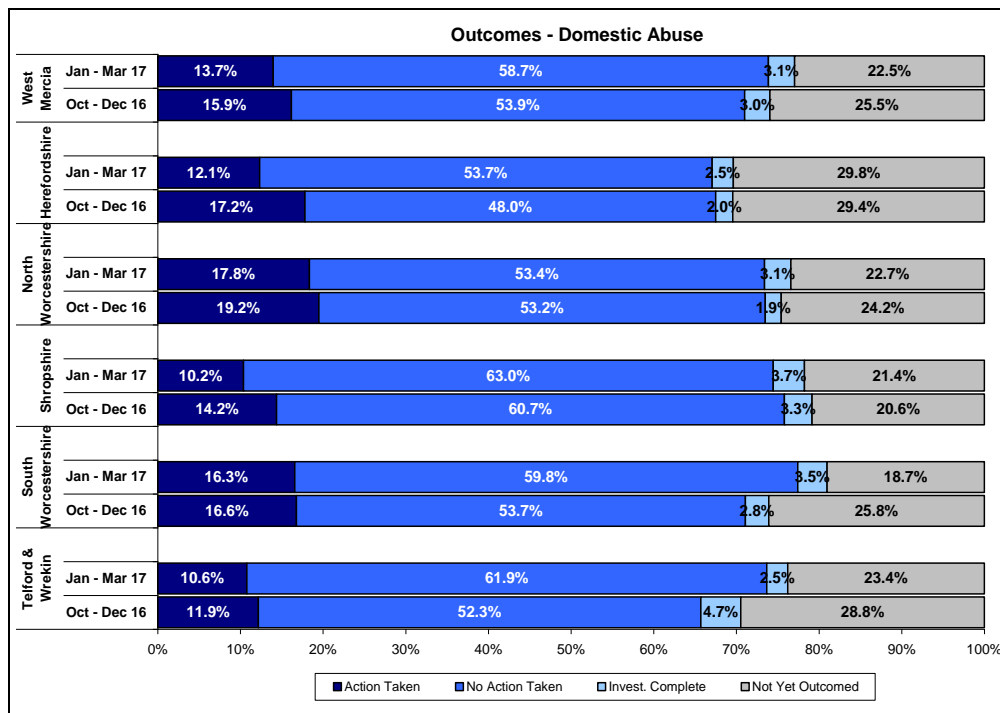


The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of a marker on relevant offences helps ensure we recognise the vulnerability of victims and we apply the appropriate level of service and support with multi agency partners.

5,441 domestic abuse offences & crimed incidents were recorded last quarter, a 6% reduction compared to the previous quarter (5,760) and below the quarter average (5,488). Volumes have remained stable across all policing areas.

## Outcomes

The following chart shows the pattern of outcomes for domestic offences for this and the previous quarter. The proportions relate to those offences recorded and outcomed in each three month period.



Across West Mercia, approximately 78% of offences recorded Jan - Mar 2017 were assigned an outcome within the same 3 month period, comparable to Oct – Dec 2016. Approximately 14% of offences recorded Jan - Mar 2017 were assigned an 'action taken' outcome within the same 3 month period, a decrease since Oct – Dec 2016 (16%).

## Domestic Violence Protection Notices (DVPNs)

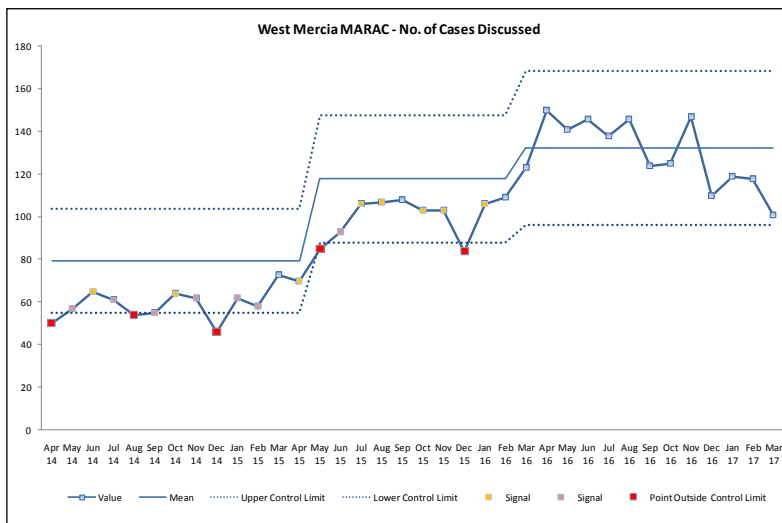
Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat of further violence from the suspect and gives the victim respite from the abuser to allow them an opportunity to engage with appropriate services.

Policing Area	Authorised DVPNs												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Herefordshire	1	0	2	2	3	0	0	2	1	1	1	1	14
North Worcestershire	2	1	1	4	6	1	6	3	6	6	4	5	45
Shropshire	1	0	0	1	1	0	1	1	1	0	0	0	6
South Worcestershire	4	5	3	12	3	8	7	3	2	4	3	3	57
Telford & Wrekin	2	5	1	1	1	2	1	1	0	1	1	1	17
<b>West Mercia</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>19</b>	<b>13</b>	<b>9</b>	<b>14</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>8</b>	<b>9</b>	<b>123</b>

28 DVPNs were authorised in West Mercia in last quarter, a small decrease compared to the previous quarter (34).

## MARAC (Multi Agency Risk Assessment Conference)

MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors and other specialist statutory and voluntary sectors.



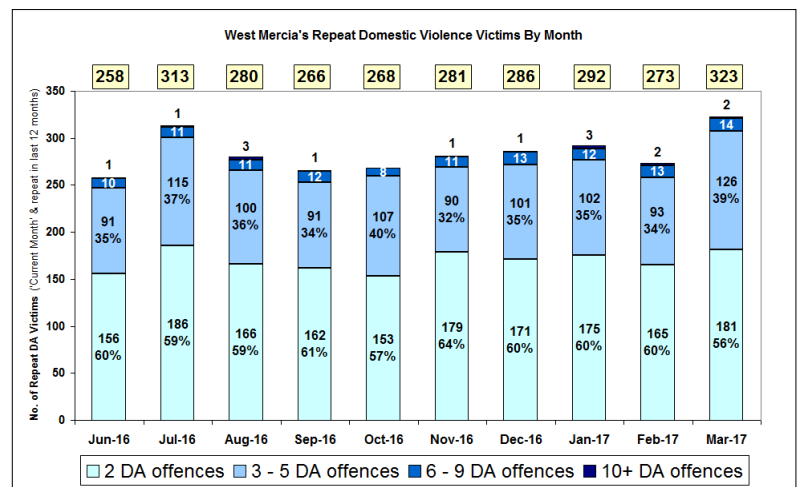
338 cases were discussed at WMP MARACs last quarter (112 repeat cases), a decrease compared to the previous quarter (382).

The number of cases discussed since the beginning of the financial year has steadily declined but still increased by 31% in 2016/17 compared to 2015/16 (1,565, vs 1,197).

## Repeat Victimization

There were 1,020 victims of domestic abuse in March; 32% of these individuals (323) have also been a victim of additional DA offences in the last 12 months.

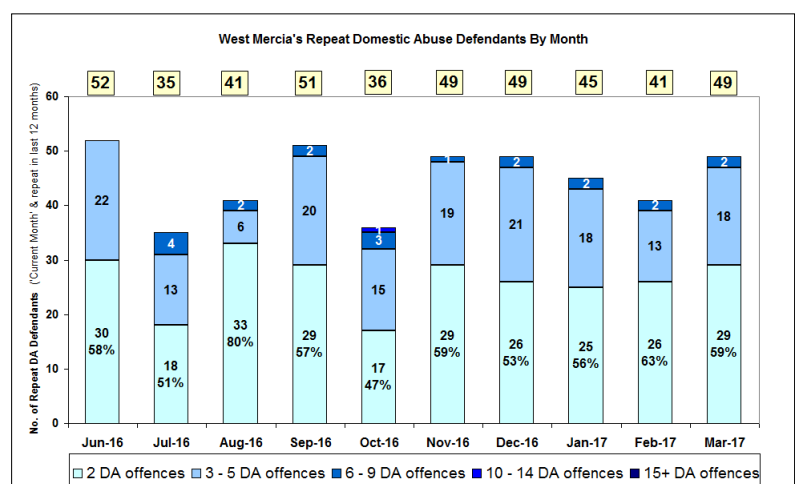
There have been 2 repeat DA victims who have been subject to domestic violence at least 10 times in the last 12 months.



## Repeat Offending

There were 121 defendants of domestic abuse in March; 40% of these individuals (49) have also been an offender of additional DA offences in the last 12 months.

There have been 2 repeat DA defendants in North Worcestershire (1) and South Worcestershire (1) who have been attributed to 6-9 DA offences in the last 12 months.



## Controlling/Coercive Behaviour

Controlling/coercive behaviour was introduced as a Home Office crime type in December 2015. It is a subset of 'violence without injury' and is often associated with domestic abuse.

Controlling/coercive behaviour is often not the primary offence when the crime is reported to the police, therefore there will be further instances within other recorded crimes, most typically assault offences.

Policing Area	Jan/16	Feb/16	Mar/16	Apr/16	May/16	Jun/16	Jul/16	Aug/16	Sep/16	Oct/16	Nov/16	Dec/16	Jan/17	Feb/17	Mar/17	Total
Herefordshire	1	0	0	1	3	2	1	1	0	1	1	1	1	1	1	15
North Worcestershire	0	0	2	0	2	0	0	2	4	1	1	2	2	1	3	20
Shropshire	1	1	3	1	0	2	1	0	0	2	1	0	1	4	4	21
South Worcestershire	1	2	1	1	0	1	4	1	2	1	3	4	3	1	6	31
Telford & Wrekin	0	1	2	0	0	0	0	0	1	0	4	4	0	2	1	15
West Mercia	3	4	8	3	5	5	6	4	7	5	10	11	7	9	15	102

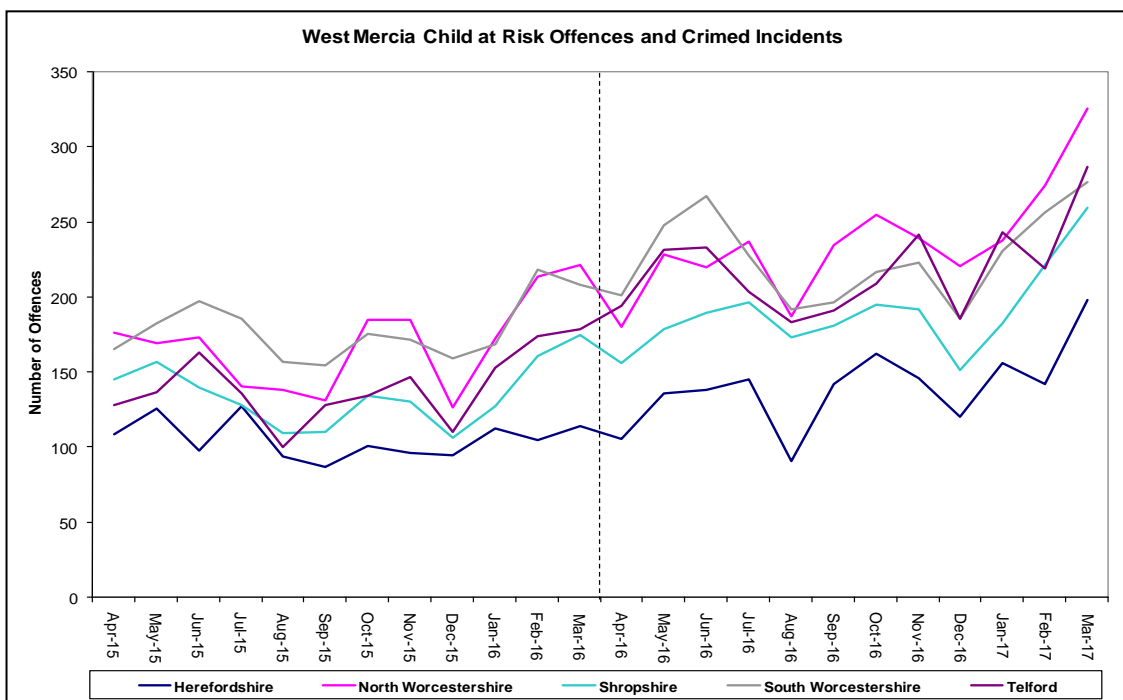
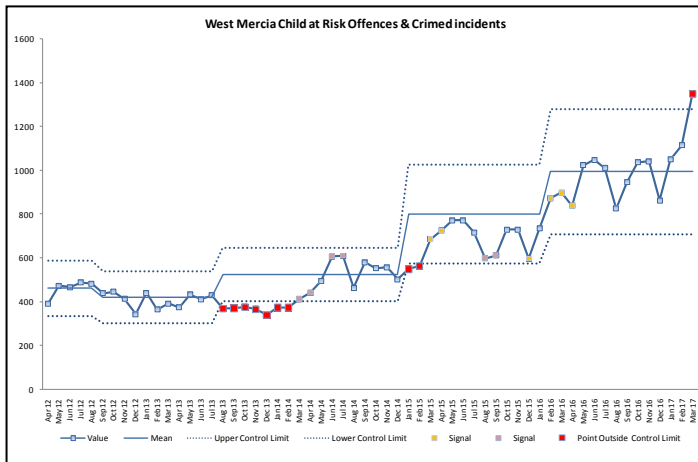
Volumes have steadily increased since January 2016, although numbers remain low. There is some variation between policing areas, with South Worcestershire recording twice as many offences as Herefordshire and Telford & Wrekin.



## Child at Risk / Child Sexual Exploitation

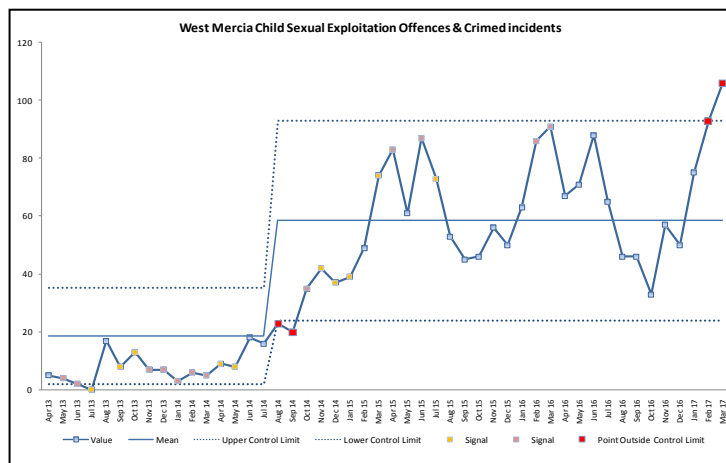
### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat victimisation



Child at Risk markers have been applied to 3,514 offences/ incidents in this quarter, a 19% increase compared to the previous quarter (2,945) and above volumes recorded during previous years. Volume increases were seen across all policing areas last quarter with by exceptional volumes recorded in March.

The higher volumes recorded last quarter (specifically in March) were driven by uplifts in 'current' offences (935 Q3, compared to 1,332 Q4), in particular 'emotional abuse' incidents, ABH, common assault, sexual activity and to a lesser extent sexting offences.



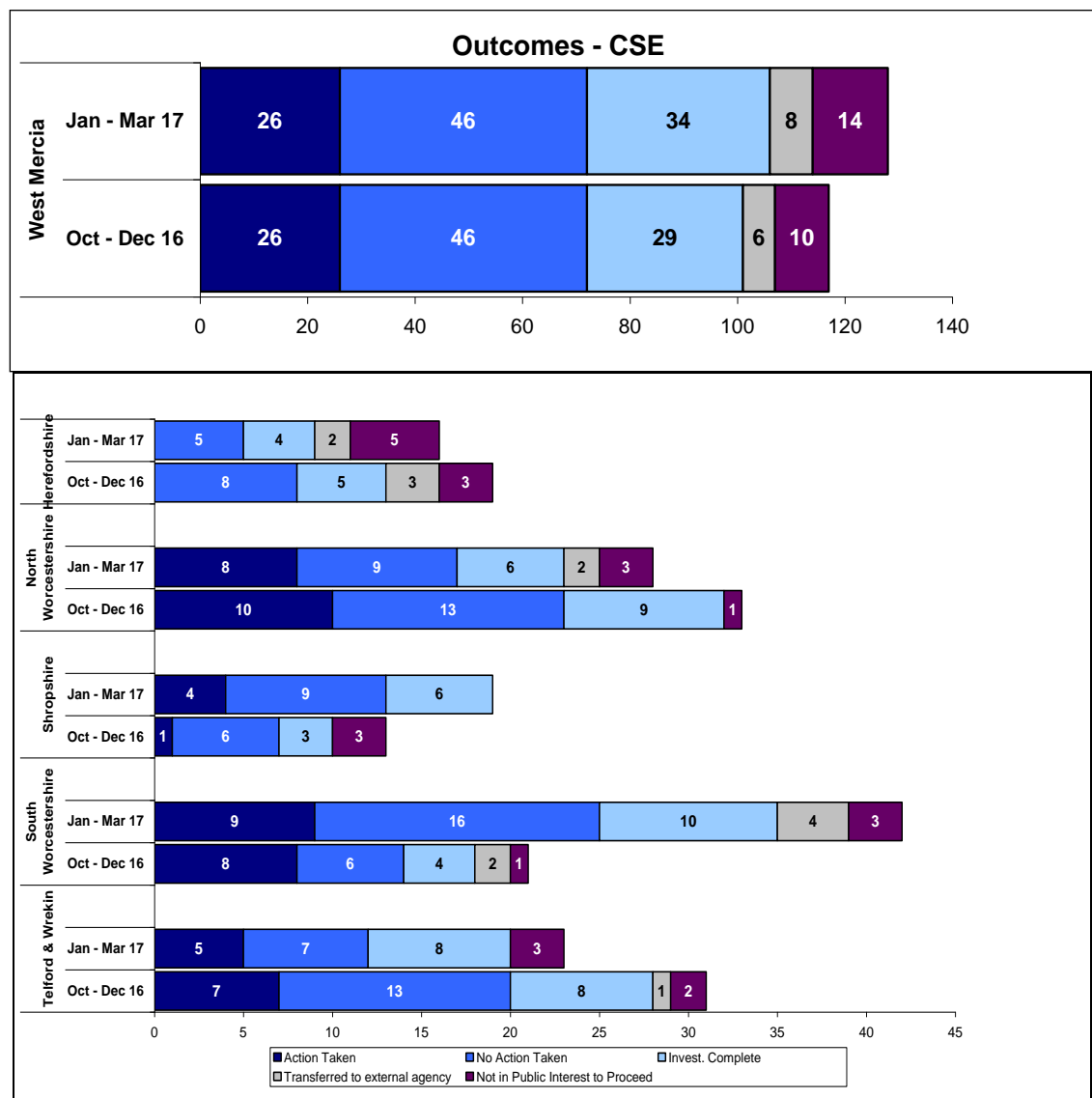
‘Child Sexual Exploitation’ (CSE) is one specific ‘Child at Risk’ marker, identifying offences where children and those under 18 have been, or are, at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on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

274 CSE offences/ incidents were recorded last quarter, a large increase compared to the previous quarter (140). Higher volumes were recorded across all policing areas with exceptional volumes recorded across Shropshire in March.

The increases seen in February and March reflect historical seasonal trends and were driven by uplifts in ‘current’ and to a lesser extent ‘non-recent’ offences. The increase in ‘current’ offences was driven by uplifts in sexual activity and sexting offences. 12 of these offences related to repeat victims (5 repeat victims).

## Outcomes (CSE)

Due to the nature of CSE offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those offences with a CSE marker that have been outcomed in the quarter, irrespective of when they were recorded.

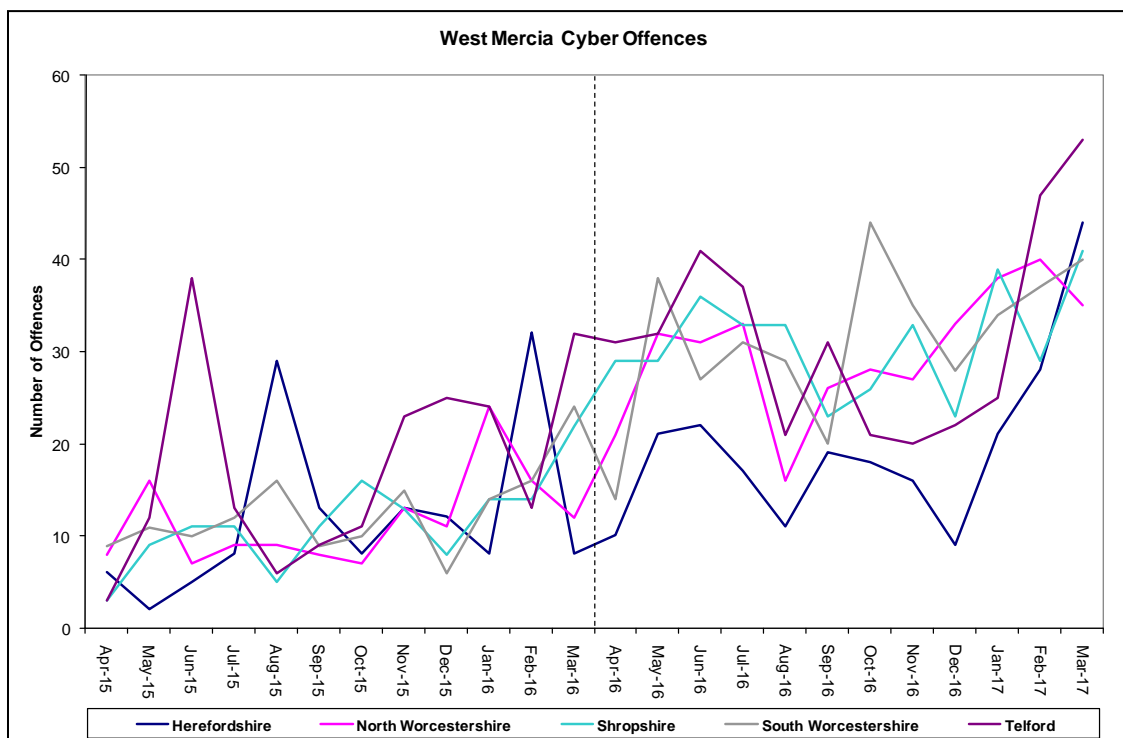
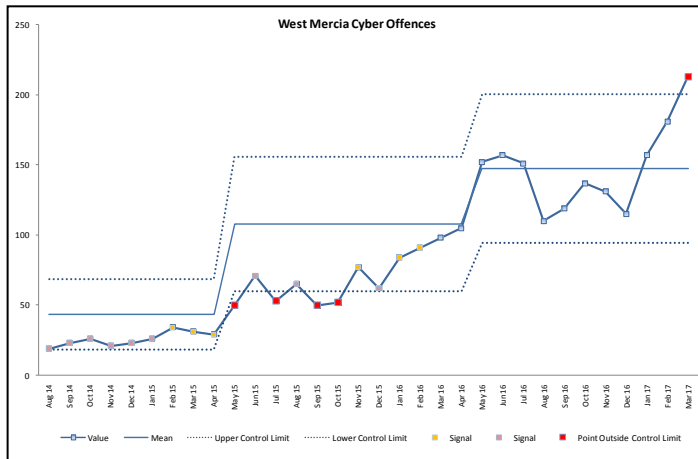


Across West Mercia, 128 offences were assigned an outcome Jan - Mar 2017, an increase compared to Oct – Dec 2016 (117 offences). The number of offences with a CSE marker assigned an 'action taken' outcome Jan - Mar 2017 has remained the same compared to the previous quarter.

## Cyber/ On-line Crime

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence

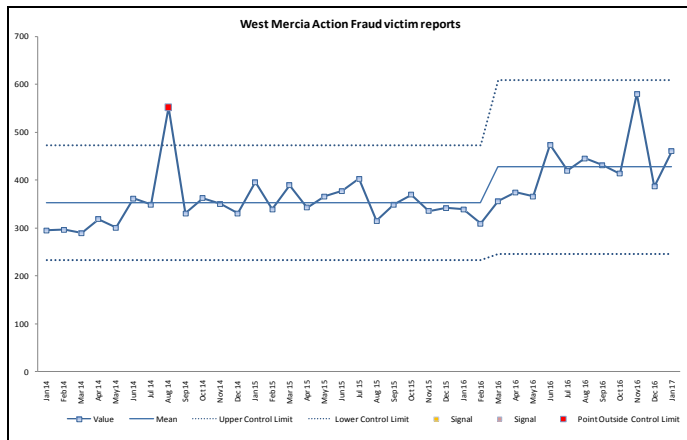


A marker for cyber crime offences was introduced in April 2014, in order to assist in the identification of such offences. The marker is an internal method of being able to identify those offences with an online presence, including sexual and violence without injury (harassment) offences. The general increase in the use of the marker has followed increased awareness internally and the appointment of alliance cyber crime co-ordinators to champion these issues.

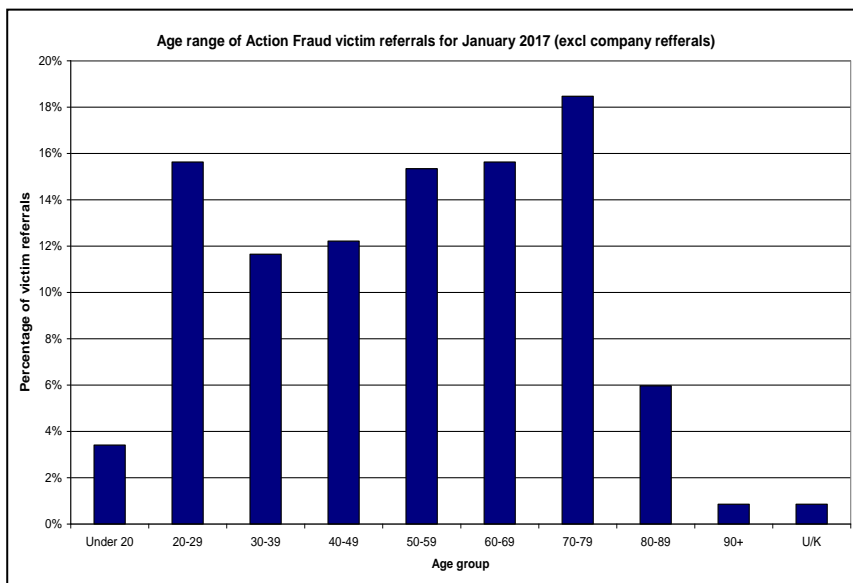
551 offences were flagged as cyber/online crime this quarter; a 44% increase compared to the previous quarter (387) and above the quarter average (432). Higher volumes were seen across all policing areas with exceptional volumes recorded in Herefordshire (February and March) and in Telford & Wrekin (March).

## Action Fraud

Fraud offences (including those cyber related) are principally recorded through Action Fraud. Offences occurring within West Mercia are then disseminated to the force for investigation and safeguarding of vulnerable victims where appropriate.



460 Action Fraud victim reports (which exclude company referrals) were recorded in January 2017<sup>6</sup>. This is an increase compared to volumes seen in December 2016 (386) and is below the monthly average (428).



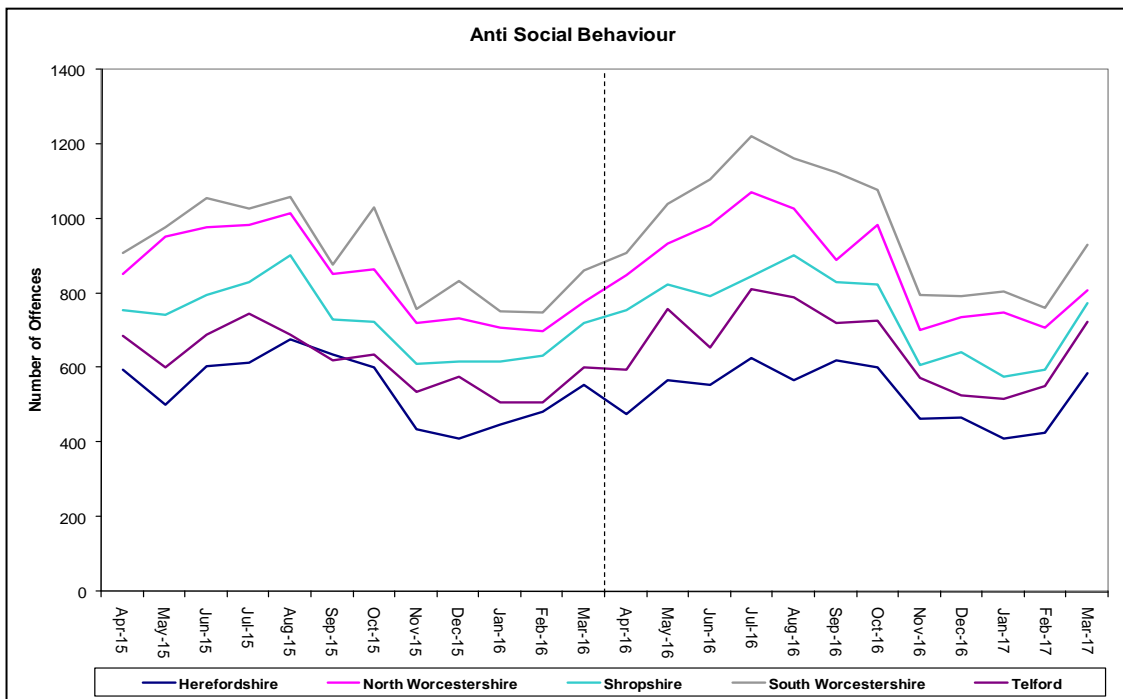
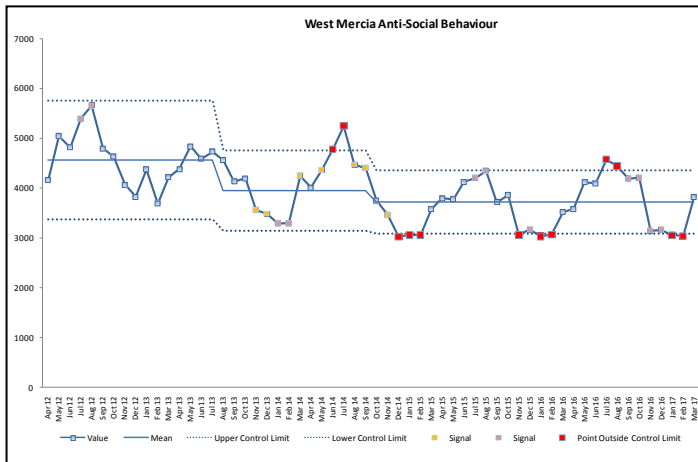
Victims aged 70-79 accounted for the largest proportion of Action Fraud victim reports (18%) reported in January 2017.

<sup>6</sup> Data is only available to January 2017 due to the delay in receiving and processing the data from Action Fraud.

## Anti-Social Behaviour

### Signs of Improvement would be:

- ❖ Accurate reporting and risk assessing of ASB incidents



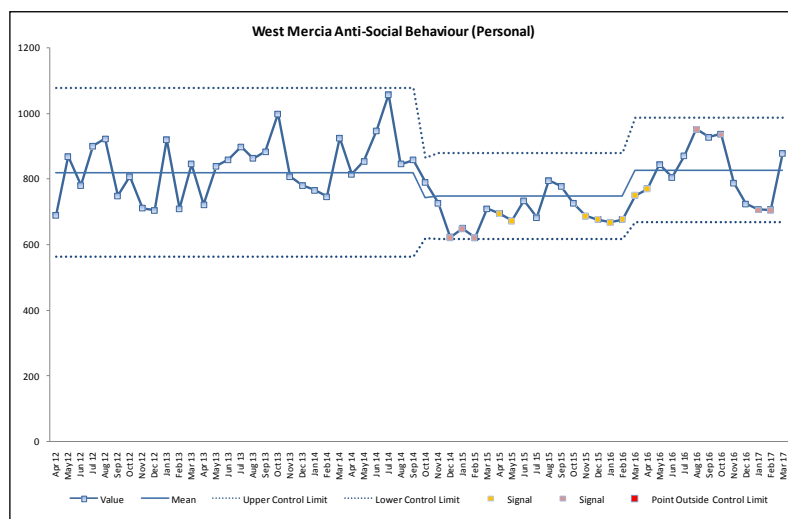
9,908 ASB incidents were recorded in the last quarter; a 6% reduction compared to the previous quarter (10,507) and below the quarter average (11,353).

Volumes of ASB follow a seasonal pattern with recorded incidents at their highest during the late spring/summer months and at their lowest point during the winter months. ASB in the last quarter is following the expected seasonal trend.

Lower volumes of ASB were seen across all policing areas this quarter compared to the previous quarter. Exceptional volumes (low volumes) were seen in South Worcestershire (February) and in Telford & Wrekin (January and February).

There are three recognised types of ASB: 'personal' is behaviour which is targeted to an individual or group rather than a wider community; 'nuisance' is where the impact is felt by a local community in general rather than individual victims; 'environmental' includes incidents where behaviour has an impact on the natural, built or social environment.

In the last quarter, 71% of all ASB incidents were nuisance, 23% personal and 6% environmental. This pattern is similar to that seen in the previous quarter.



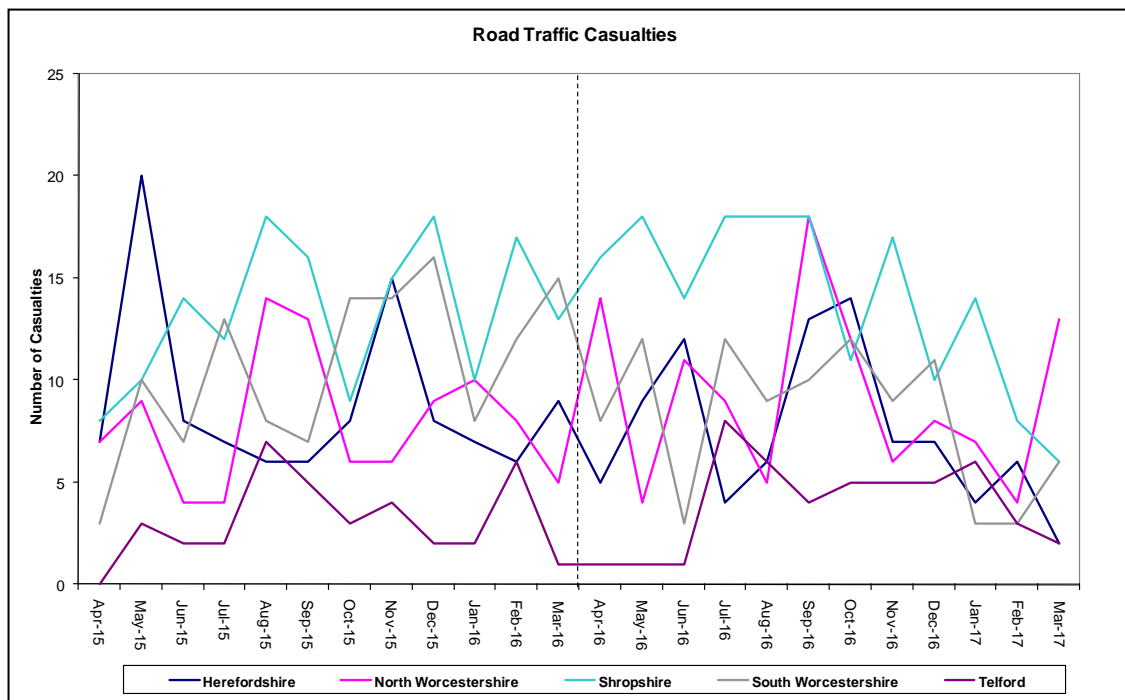
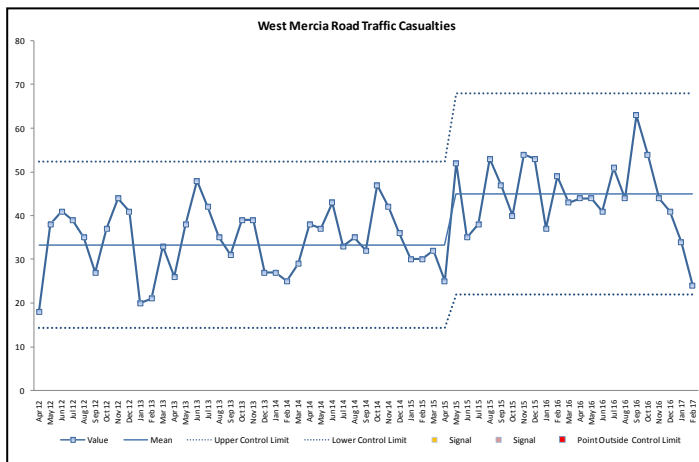
2,288 'personal' ASB incidents were recorded last quarter, a 6% decrease compared to the previous quarter (2,447) and below the quarter average (2,497).

A general volume increase was seen throughout the first half of the financial year followed by a steady decline since October 2016.

## Road Traffic Casualties

### Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



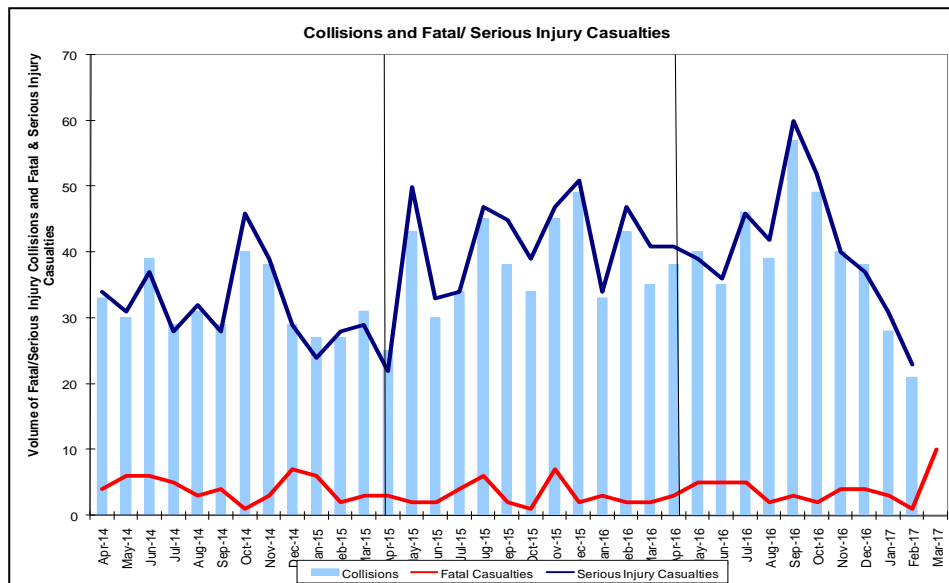
In the last quarter<sup>7</sup> there were 14 road deaths. This included 7 drivers, 2 passengers, 3 motor cycle riders and 2 pedestrians.

5 fatalities occurred in South Worcestershire, 4 in Shropshire, 4 in North Worcestershire (1 motorway fatality) and 1 in Herefordshire.

In 2016/17 over half (58%) of all fatal and serious injury casualties were car drivers or passengers; a further quarter (23%) were on motorcycles and 12% were pedal cyclists. These proportions are very similar to previous years.

<sup>7</sup> At the time of publication data regarding serious injury casualties in March is unavailable. This will be included in the next performance report in May. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.





The chart indicates the volume of fatal and serious injury collisions and the pattern of serious injury or fatal casualties.

The number of collisions and serious injury of casualties has reduced in recent months, However March has seen the highest volume of fatalities (10) in recent years. Initial analysis has shown no discernible pattern between these incidents in terms of location, time of day, contributing factors etc.

Road safety, including enforcement, education and engineering, is managed through the Safer Roads Team, with the key focus being casualty reduction.

Speed enforcement is driven through the Community Concern Programme and Casualty Reduction Programme, run by community volunteers and partnership Enforcement Officers respectively. In 2016/17 these programmes have operated both fixed and mobile enforcement cameras at 119 sites across West Mercia, resulting in almost 75,000 offences being recorded.

The Safer Roads Partnership has identified 6 high harm routes across West Mercia, requiring focused police activity and visibility to reduce casualties. These are subject to daily tasking within the policing areas and activity is reviewed monthly with data presented to local Tactical Tasking meetings.

## Response Times to Emergency Incidents

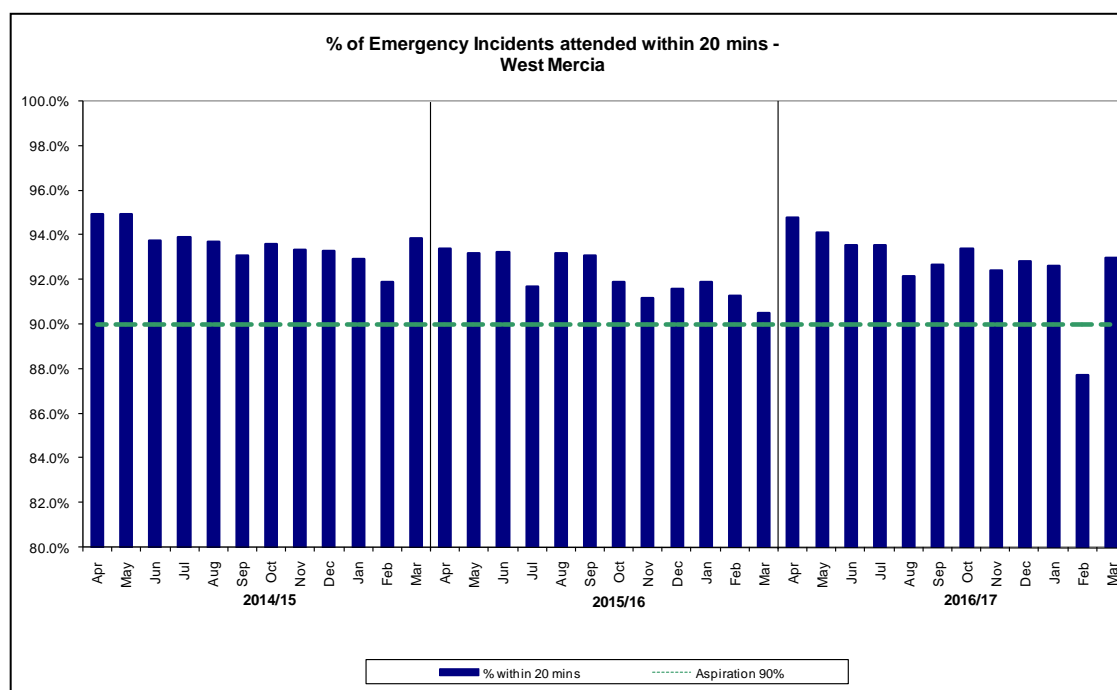
### Signs of Improvement would be:

- ❖ Respond to all incidents in a timely manner and provide a high quality of service

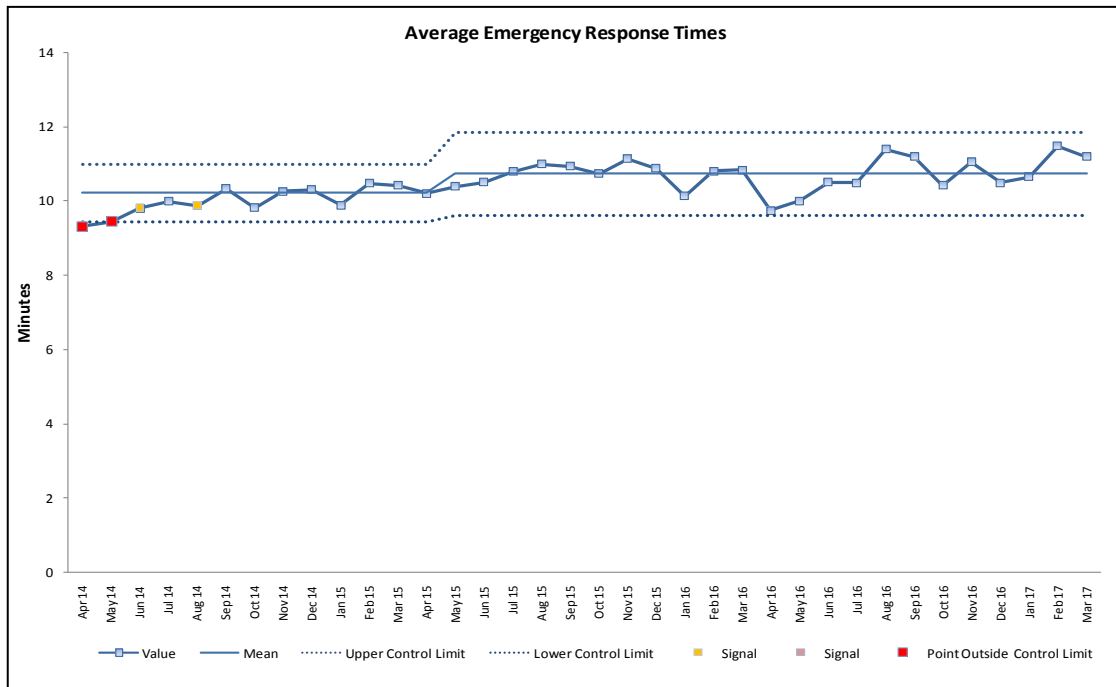
The alliance managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator, 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 forces as a minimum standard.

10,018 emergency incidents were recorded in the last quarter. More than 9 out of 10 (91%) were attended within 20 minutes.



The current average response time for emergency incidents is (11mins 11secs) this has reduced compared to the previous month (11mins 29 secs) but is above the monthly average (10mins 42secs).



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

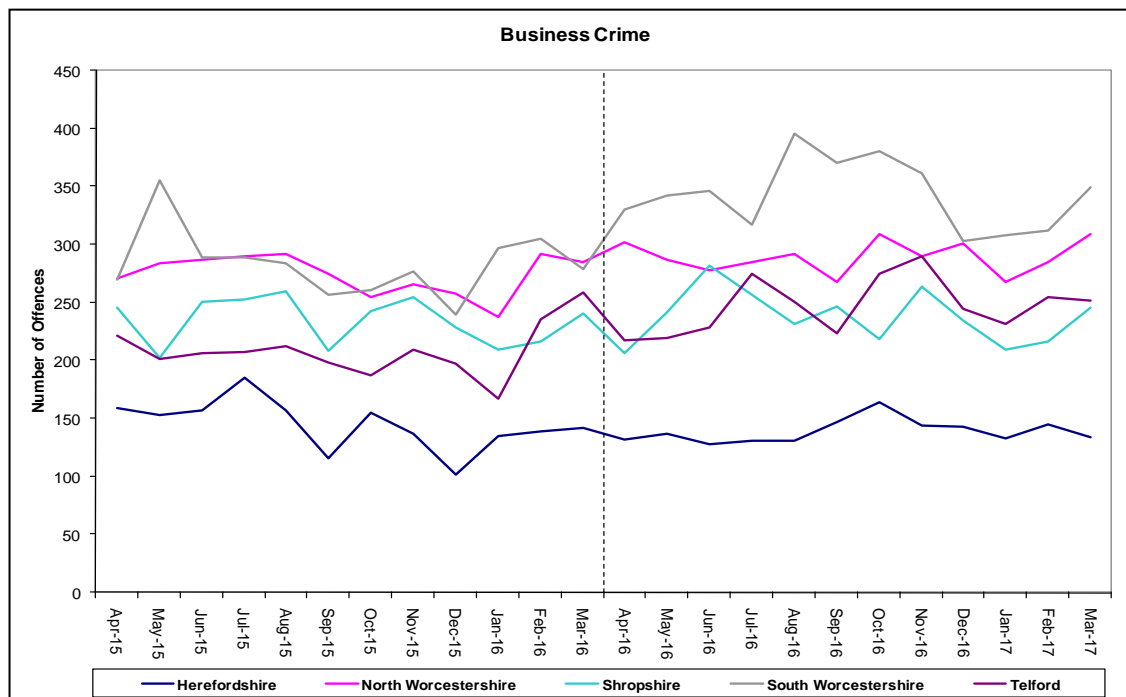
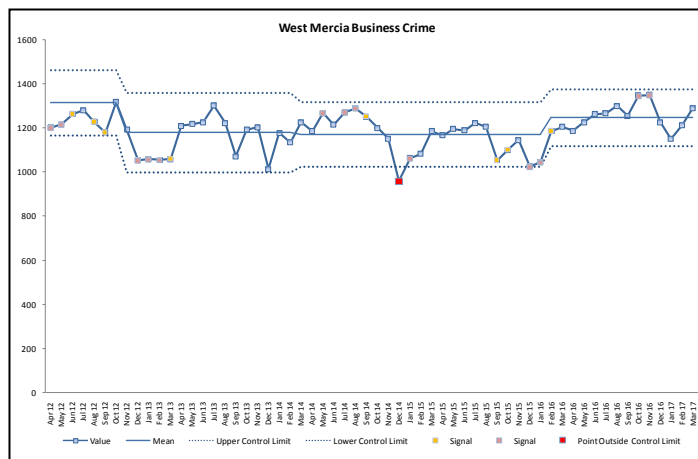
The introduction of the mobile working project across the alliance and initiatives emerging from the Control Centre change programme are anticipated to have a positive impact on response time performance in the long-term. Since the working group commenced their focus in this area in Feb 2016, emergency response time performance has been stable.

# Reassuring West Mercia

## Business Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



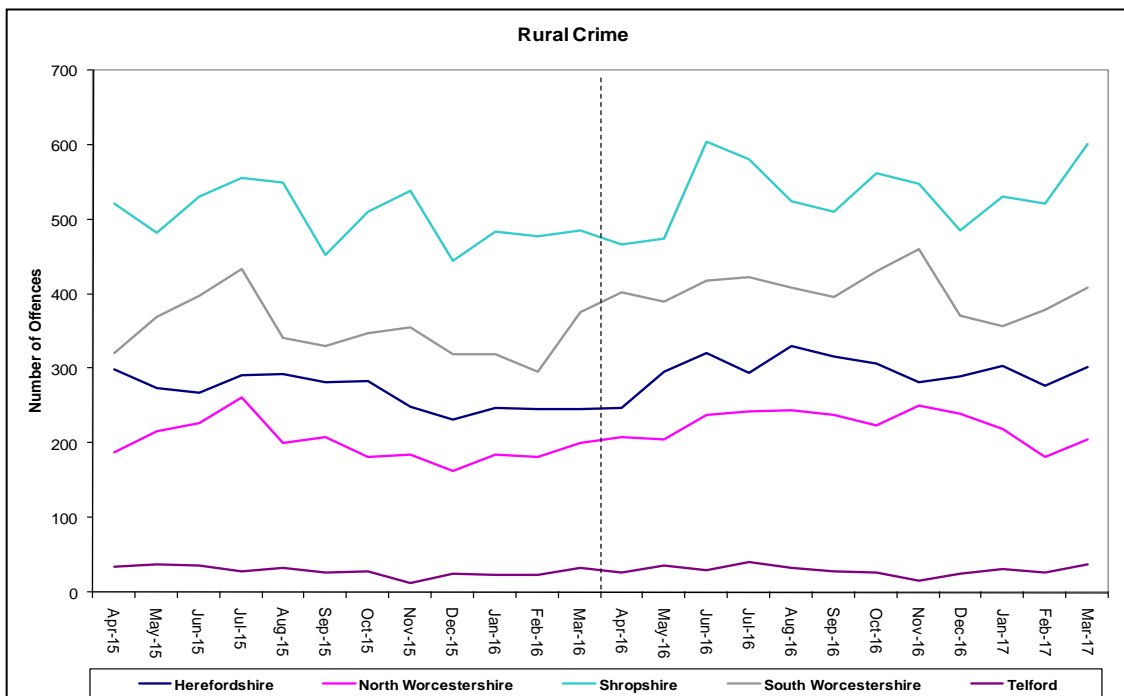
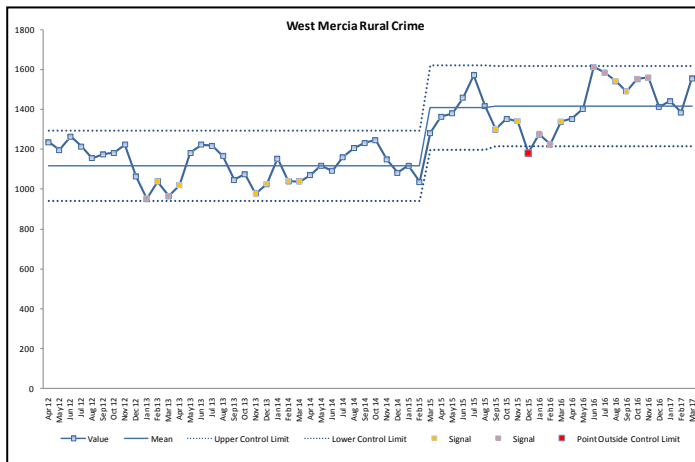
Business crime offences are a sub-set of total recorded crime and are identified as any criminal offence (against person or property) which is associated to a business. 3,654 offences were recorded in this quarter. This is a 7% reduction compared to the previous quarter (3,923) and above the quarter average (3,770).

Volume reductions for this quarter compared to the previous quarter have been seen across all policing areas. In March, above average volumes have been recorded in all policing areas except Herefordshire.

## Rural Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



Rural crime offences are also a subset of total recorded crime and are identified by their geographical location<sup>8</sup>.

4,380 offences were recorded in the quarter, a 3% reduction compared to the previous quarter (4,521) and below the quarter average (4,470).

The increase seen in March was due to a 15% (+80 offences) uplift in rural crime in Shropshire. 22% of rural crime in Shropshire (135 offences) was violence without injury offences, in particular, assault without injury (58%, 78 offences) and harassment offences (31%, 42 offences).

Overall across West Mercia, the top 4 offences for rural crime in March were; violence without injury (319), other theft offences (215), criminal damage & arson offences (181) and violence with injury (180).

<sup>8</sup> Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

# Reforming West Mercia

## Sickness

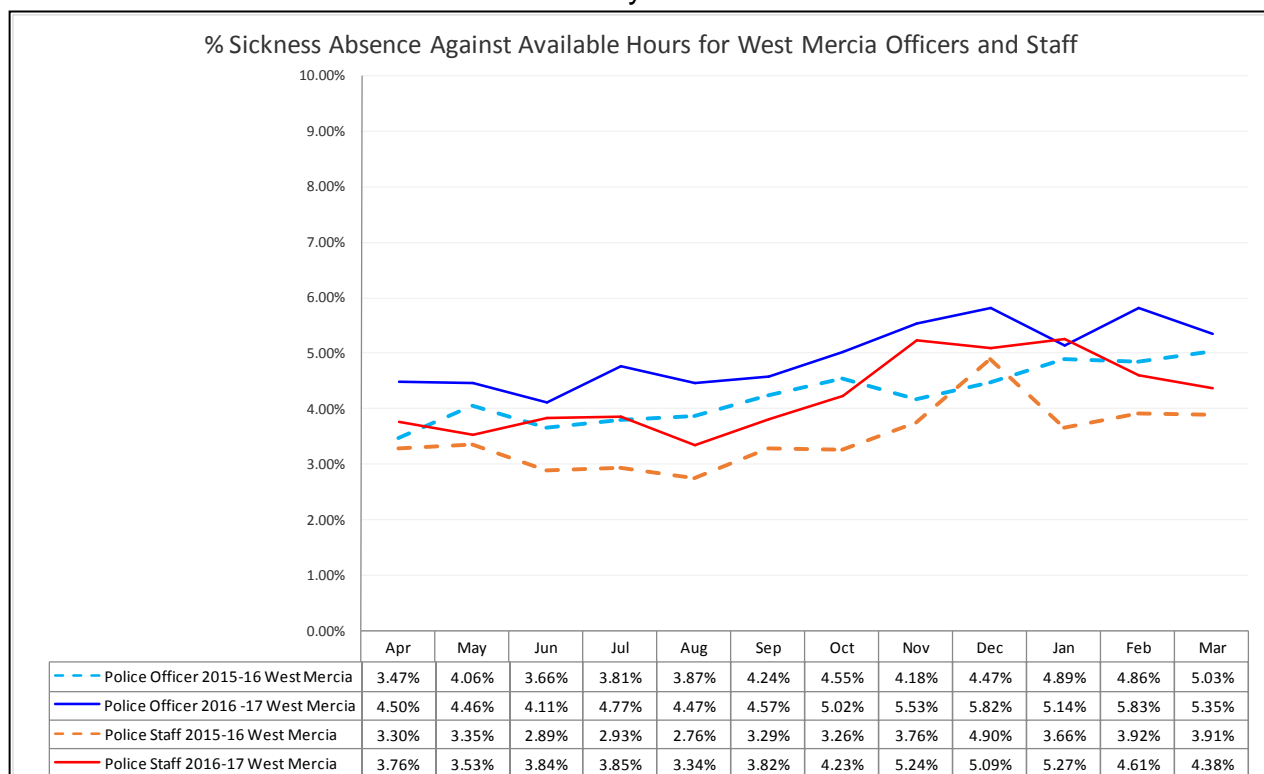
### Signs of Improvement would be:

- ❖ Improved staff wellbeing – improving levels of attendance

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

Across West Mercia, the average percentage days lost to sickness in March 2017 is 5.35% for Officers, which is a slight decrease from 5.83% in February 2017. For Staff, the average percentage of days lost in March 2017 is 4.38%, which is a decrease from 4.61% in February 2017.

During the last quarter, sickness absence levels for Staff have decreased month on month. Officer sickness levels increased in February but have decreased in March 2017.



## Health & Wellbeing Board

Health & wellbeing activity continues across the alliance, co-ordinated through the Health & Wellbeing Board. Key activity in the last quarter includes:

- Publication of final analysis of the Staff Survey.
- Launch of the Employee Assistance Program (EAP).
- Appointment of leads for the 9 key areas of the Health & Wellbeing Strategy.
- Continuation of monthly Health & Wellbeing web chats.

## Complaints

### Signs of Improvement would be:

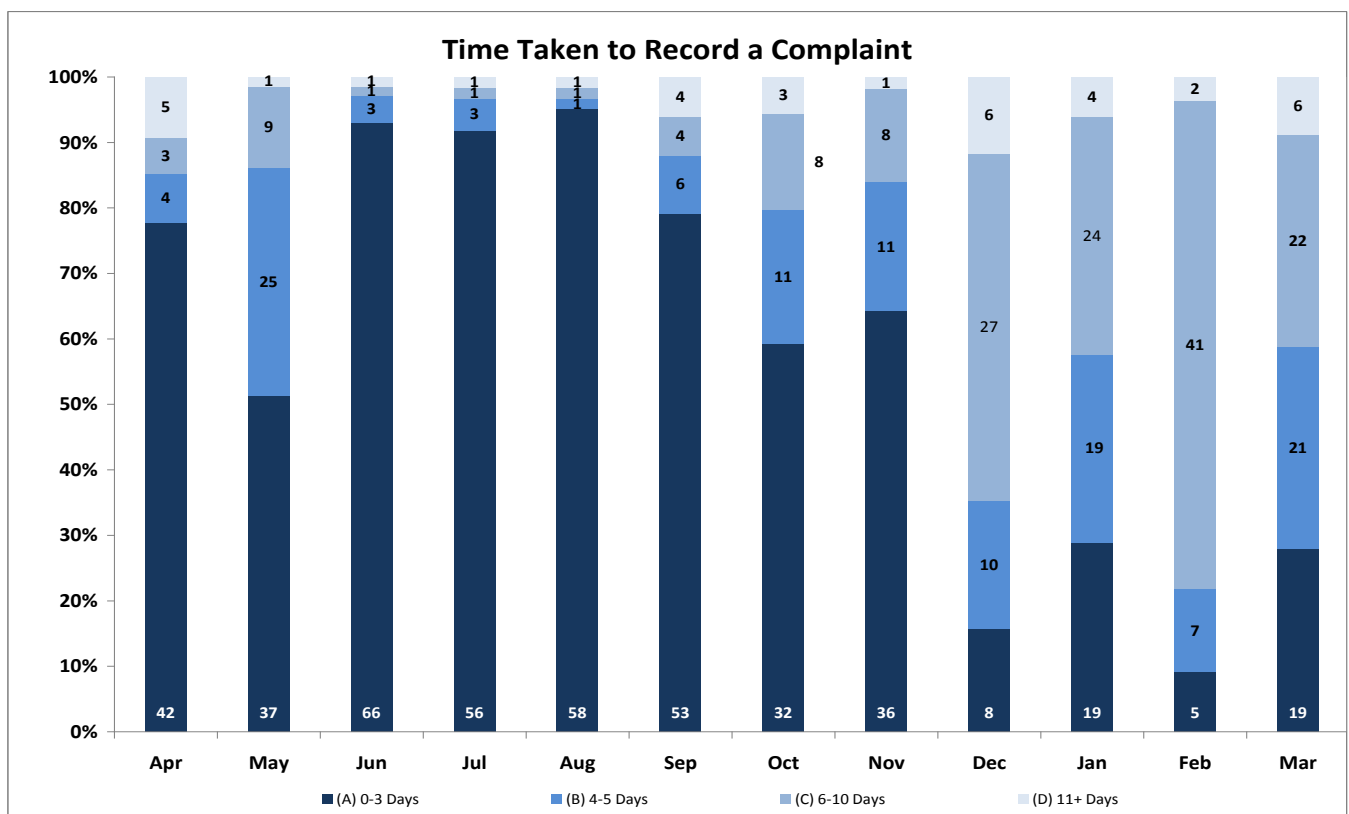
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction of incivility

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for April 2016 to March 2017.

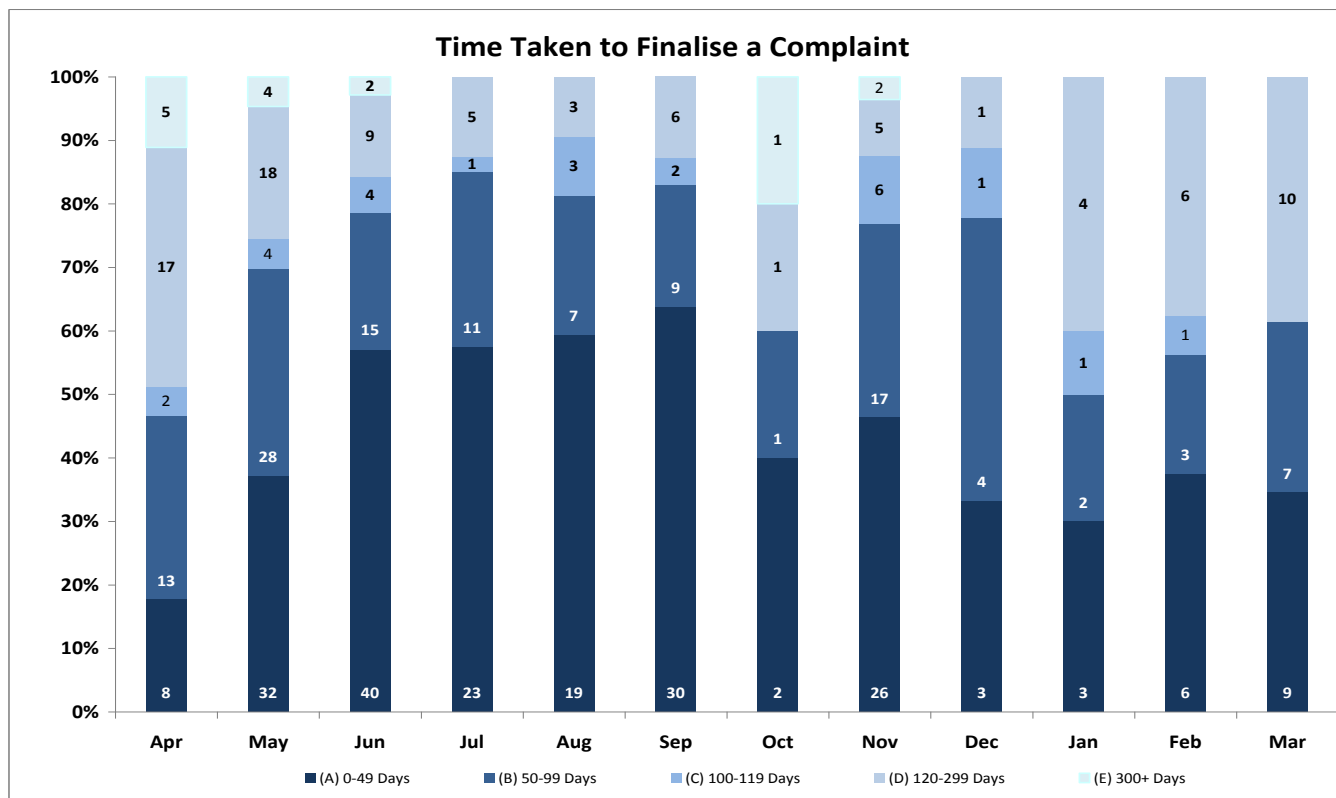
### Timeliness to Record & Finalise

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.

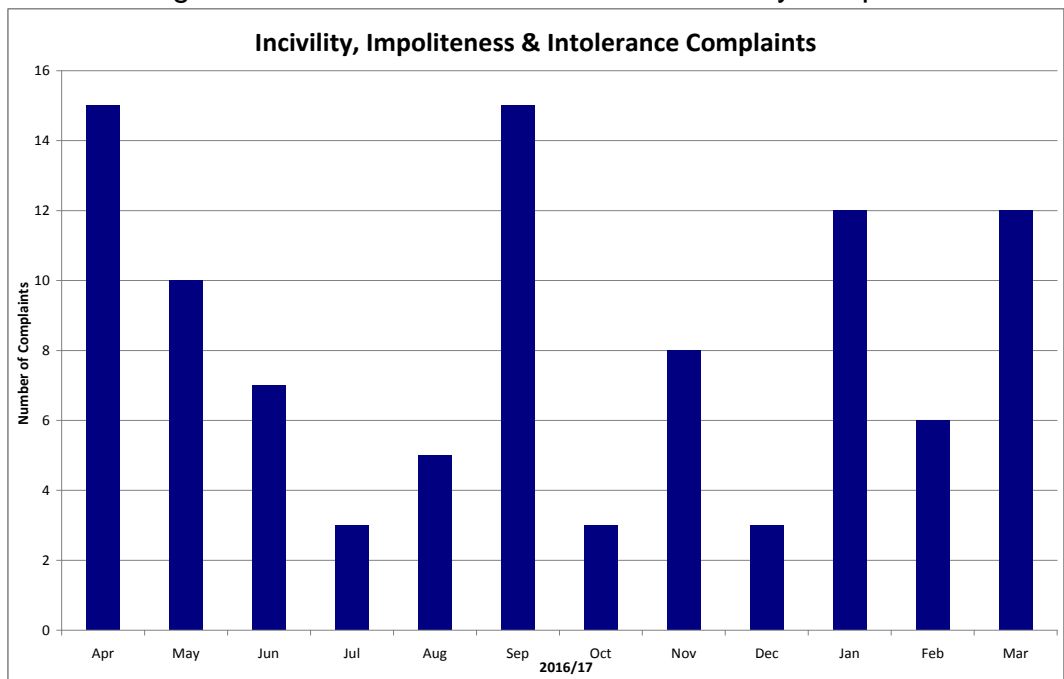
The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces seek to improve on this and aim to record & action cases as soon as possible, aspiring to record 80% of all complaints within 3 days. In the last quarter only 23% of cases were recorded in 3 days, a reduction compared to the previous quarter (47%) and below the 80% aspiration. However 94% were recorded within 10 days.



The second national target is to finalise cases within 120 days. In the last quarter 62% of cases were finalised in 120 days, a reduction compared to the previous quarter (86%).



The following chart shows the trend in recorded incivility complaints in 2016/17.





## Firearms Licensing

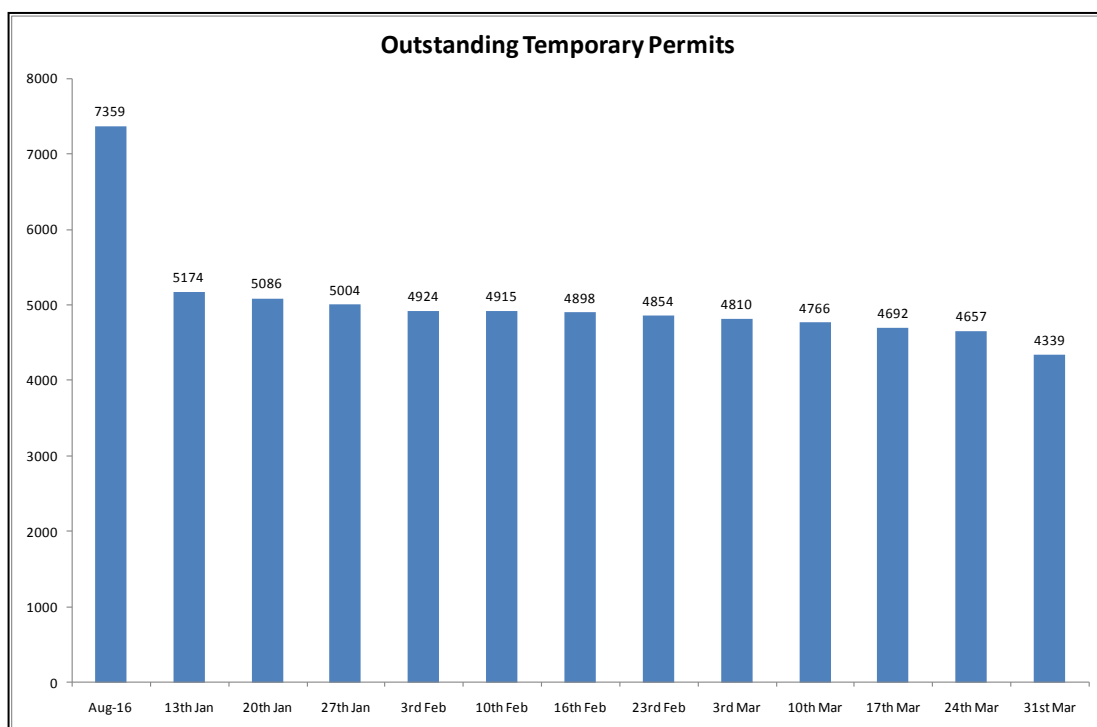
### Sign of Improvement would be:

- ❖ Timeliness in processing renewal applications

Performance in the Firearms Licensing Unit continues to make progress following the completion of the Kier Commissioning Review in October 2016 and the subsequent action plan that has been generated and which is being implemented by the management team.

The temporary permits continue to reduce down to 4,339 at the end of March 2017.

The implementation of the staffing recommendations within the Kier Commissioning Review Action Plan is awaiting the outcome of the subsequent business case.



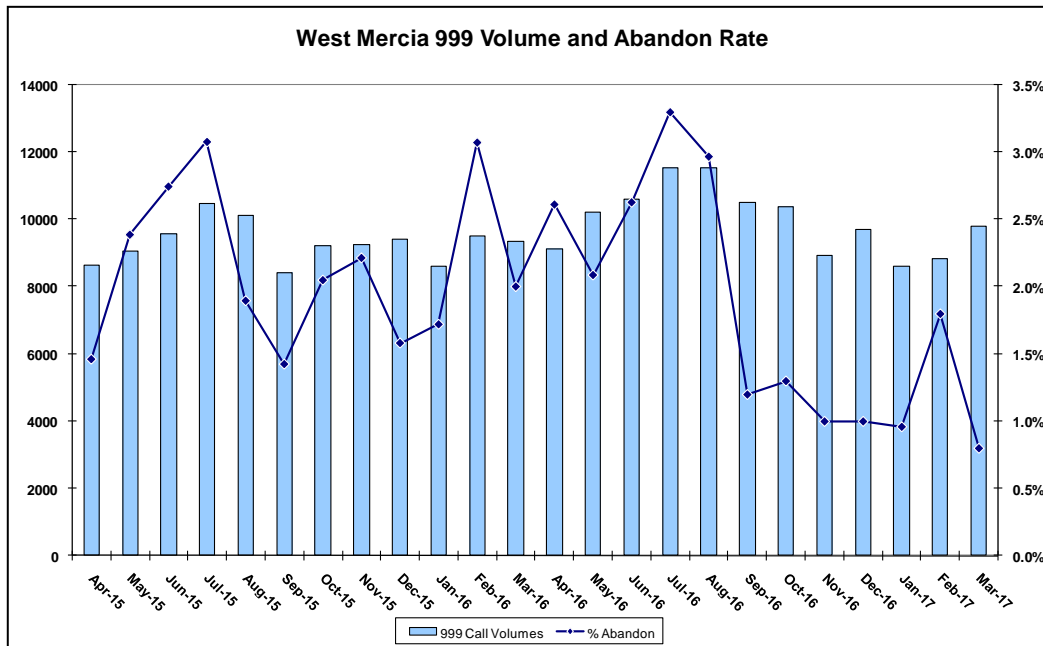
## Call Handling

### Signs of Improvement would be:

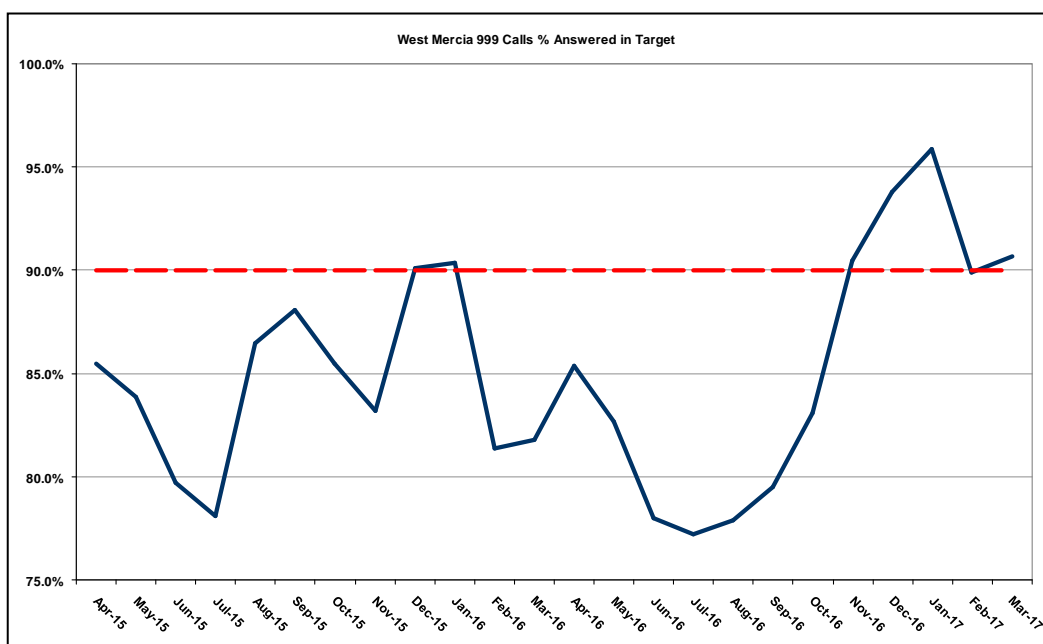
- ❖ Increase % of calls answered in target time
- ❖ Reduction in abandon rates

### Calls on the 999 system

27,202 calls on the 999 system were received last quarter; a reduction compared to the previous quarter (28,964). The abandoned rate increased this quarter mainly due to performance in February which was influenced by heavy demand during Storm Doris.

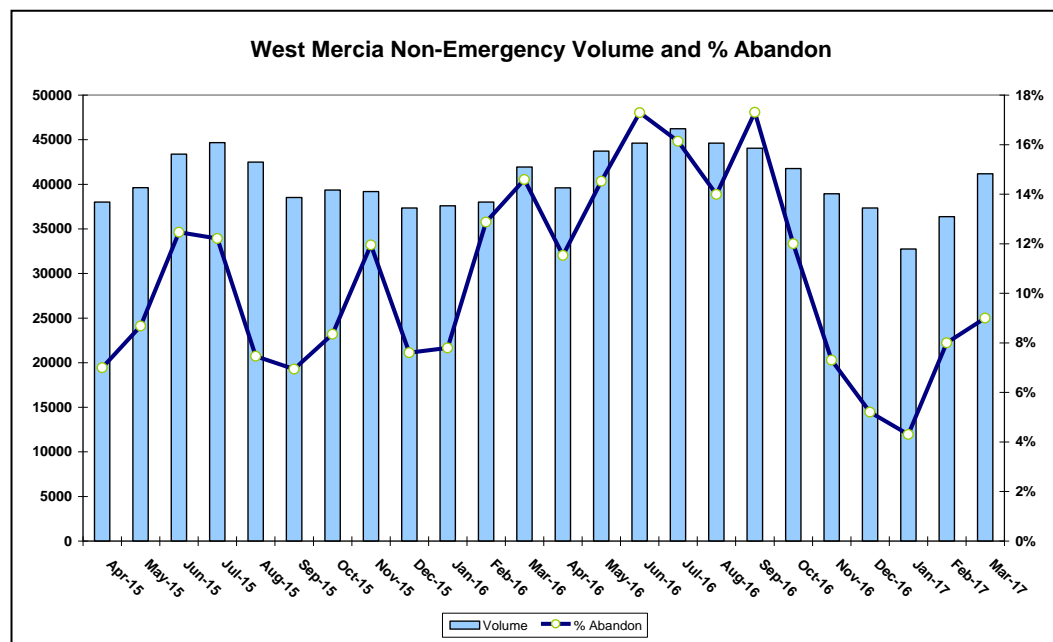


The proportion of 999 calls answered within 10 seconds increased for the last quarter compared to the previous quarter, with a peak in performance in January.

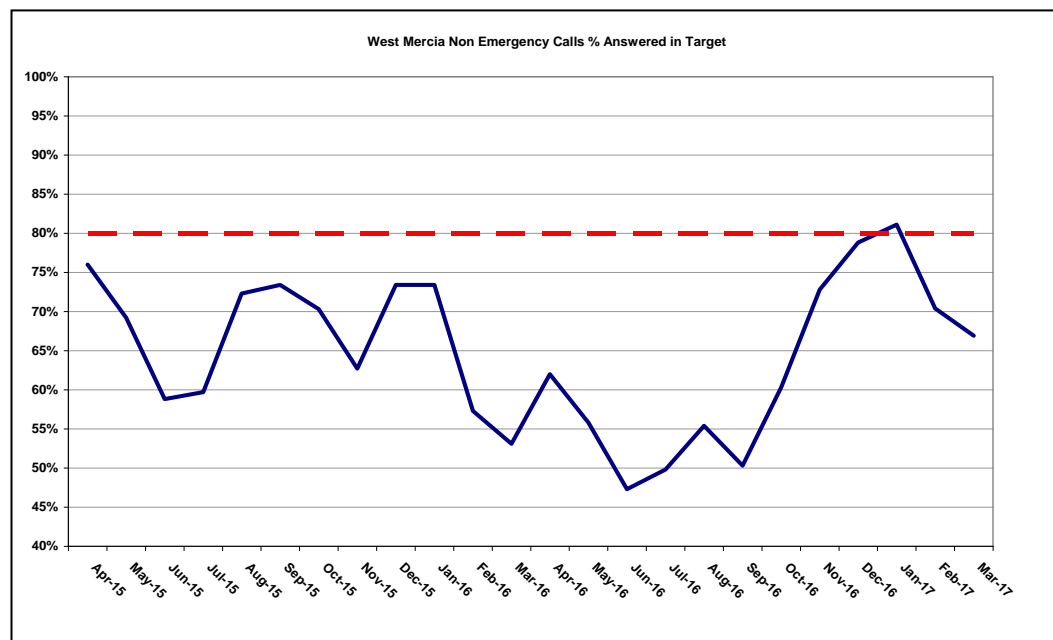


## Non-Emergency Calls

110,273 non-emergency calls were received last quarter, a reduction compared to the previous quarter (118,008). There has been an improvement in the abandoned rate this quarter however the rate has risen in February and March in line with an increase in call volume.



The % of calls answered in 30 seconds hit the 80% target in January. However the performance has fallen in February and March due to increased demand and essential staff abstractions to prepare for the introduction of the new Command & Control system later in 2017.



The implementation of the alliance Contact Management Strategy in 2017/18 will help to reduce the volume of calls to the Control Centre therefore further improving abandon rates and call handling times. OCC performance will be subject to discussion at Performance Management Group in April 2017.