



West Mercia  
**POLICE**



John Campion  
Police and Crime Commissioner  
West Mercia



## Performance Summary

October - December 2016

# Safer West Mercia Plan

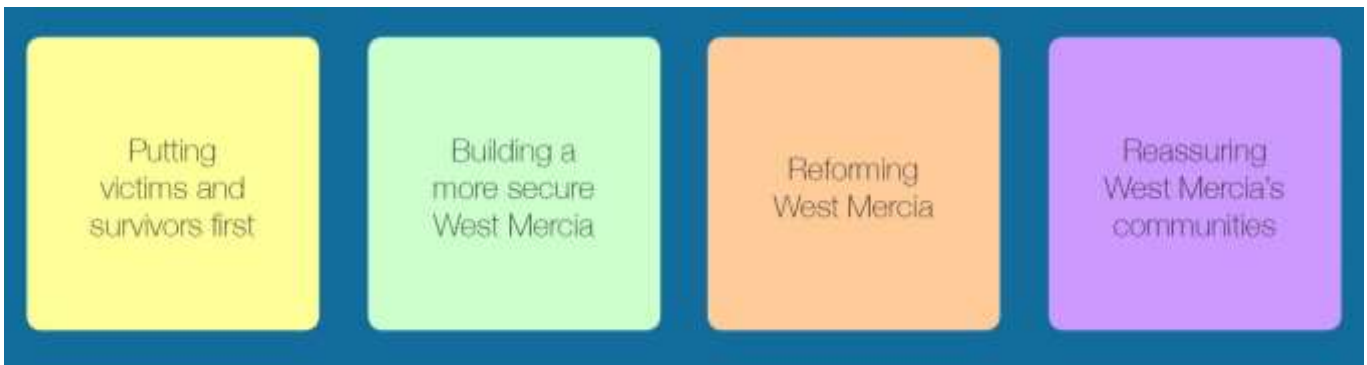
2016-2021

## Summary

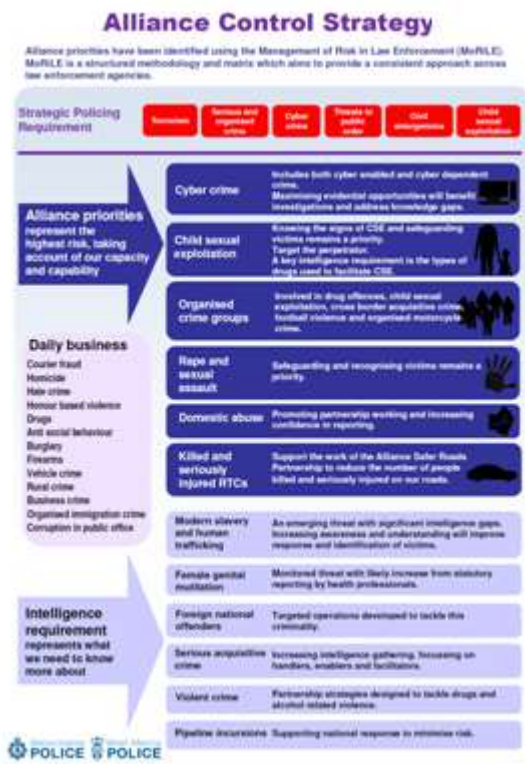
Topic	Data	Commentary	Page No.
<b>Putting Victims &amp; Survivors First</b>			
Confidence	Small decrease and below national average	Update will be included in Feb report when new national data set will be available	3
Victim Satisfaction	Stable levels of satisfaction	Local activity will be scrutinised at Performance Management Group in January	4
Repeat Victimization / Offending	Consistent volumes of repeat victims & offenders	'Repeats' data shared with policing area commanders.	5
<b>Building a More Secure West Mercia</b>			
Total Recorded Crime	Stable volumes compared to previous quarter	Regular assessment of crime types influencing total crime	8
Violence with Injury	Decrease on previous quarter and below quarter average.	No notable exceptions	12
Sexual Offences – Rape	Increase on previous quarter and above quarter average.	Quarter increase driven by non-recent offences	14
Sexual Offences – Other	Increase on previous quarter and above quarter average.	Increase in volume of child related offences – influence of partnerships	16
Domestic Burglary	Stable compared to previous quarter and above the quarter average	Analysis commissioned by Worcestershire command team	18
Robbery	Decrease on previous quarter but above quarter average.	No notable exceptions	20
Vehicle Offences	Increase on previous quarter and above quarter average.	Local activity to target offenders and combat cross border activity	21
Missing Persons Reports	Decrease missing person reports on previous quarter	Performance issues reported to missing persons co-ordinators	23
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Child at Risk / CSE	Increase on previous quarter and above quarter average.	Work of CSE teams ongoing	29
Cyber Crime	Stable compared to previous quarter and above the quarter average	Force actively advocating the national Cyber Essentials scheme	31
Anti-Social Behaviour	Decrease on previous quarter following seasonal trend	No notable exceptions or trends	32
Road Traffic Casualties	Decrease in fatalities on previous quarter	High harm routes subject to daily tasking.	33
Response Times to Emergency Incidents	93% responded to in 20minutes	Performance levels subject to further discussion and definition	34
<b>Reassuring West Mercia</b>			
Business Crime	Increase on previous quarter and above quarter average.	Policing area activity around shoplifting and retail crime	36
Rural Crime	Decrease on previous quarter and above quarter average.	'Rural Matters' activity ongoing.	37
<b>Reforming West Mercia</b>			
Sickness	Increase in officer and staff sickness compared to the previous quarter	Annual staff survey findings published shortly	38
Complaints	Recording and finalising complaints below target	Short term resource issues in December. Further monitoring measures to be developed	39
Firearms Licensing	Improved performance around renewals and temp permits	Management team identified resource requirements	41
Call Handling	Improvement in 999 and 101 call handling times	Performance subject to ongoing monitoring	42

# 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



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.

# Putting Victims & Survivors First

## Confidence in Police

**Signs of Improvement would be:**  
 ❖ Improved confidence: within force and against MSG peer forces

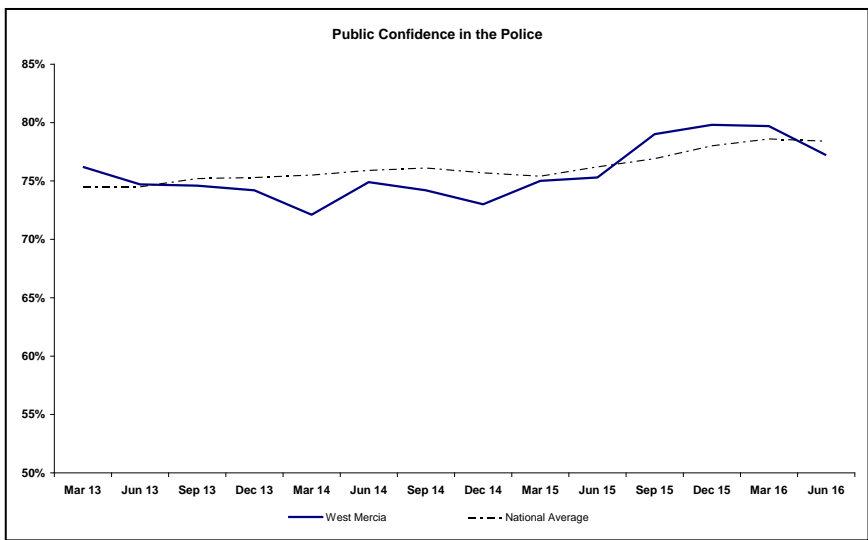
Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to June 2016. The next update will be published in the last week of January 2017 (and will therefore be included in the next report in February 2017).

Latest data shows a small decrease in confidence, with levels falling slightly below the national average. However, nearly 8 in 10 people (77%) remain confident in the police in their local area.

The national trend shows a general improvement in confidence, although at a slowing rate in recent quarters. Most forces have seen static performance in the latest quarter.

Against the Most Similar Group<sup>1</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.

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.



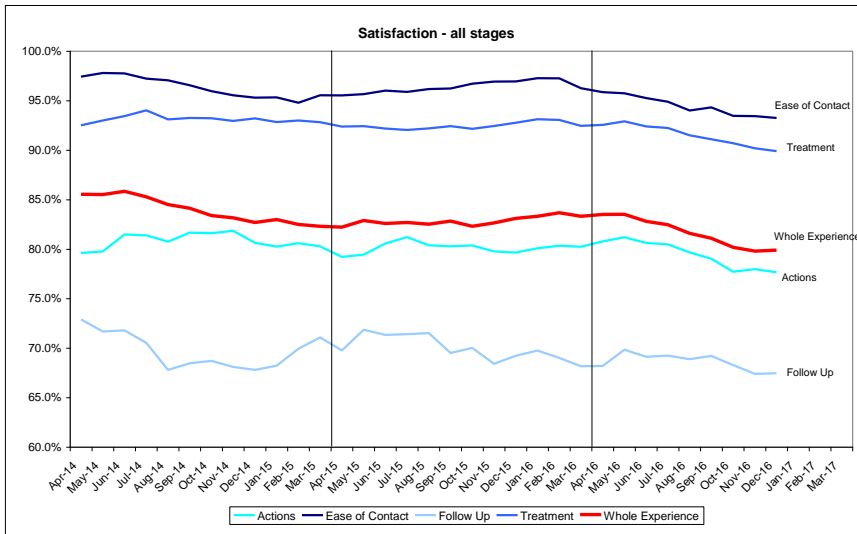
	Mar-16		Jun-16	
	%	Rank	%	Rank
<b>West Mercia</b>	79.7%	8	77.2%	8
<b>MSG Average</b>	81.9%		81.4%	

<sup>1</sup> Most Similar Forces for West Mercia are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorks, Suffolk, Warwickshire and Wiltshire.

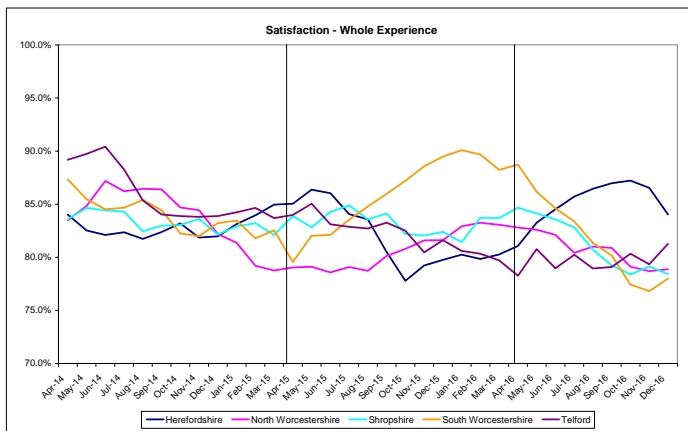
# Victim Satisfaction

## Signs of Improvement would be:

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



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. The Alliance aspiration for victim satisfaction is for 9 out of 10 victims to be satisfied with the overall service provided.



Overall victim satisfaction is relatively stable for this quarter following a recent decreasing trend – currently 80% (rolling 6 months) are satisfied with their 'Whole Experience'.

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

Performance varies between policing areas. Telford & Wrekin is showing signs of improvement across all crime types for overall satisfaction with work continuing across South Worcestershire to improve the longer term trend. Herefordshire is showing early signs of a decline which is being responded to through the local command team and supported by the Victim Satisfaction Improvement Group.

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. Satisfaction will be discussed at the Performance Management Group in January where policing areas will update on activity introduced to meet the aspiration set in October to see the 'follow-up' stage improve by 10%. Survey results from these interventions will not be seen until at least February 2017.



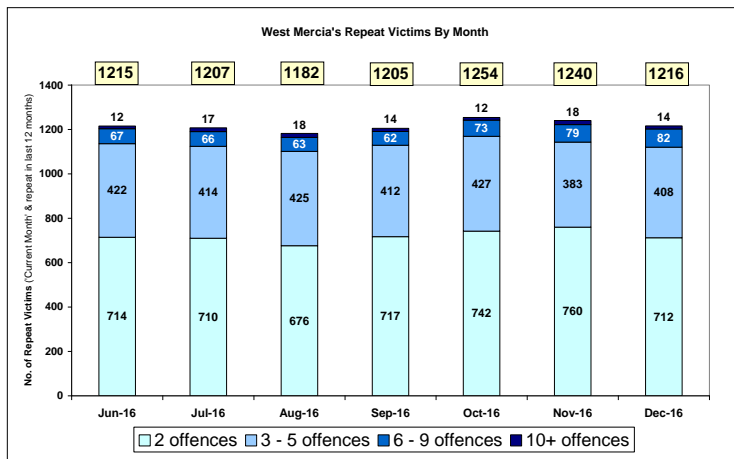
# Repeat Victims & Offenders

## 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 Victimization



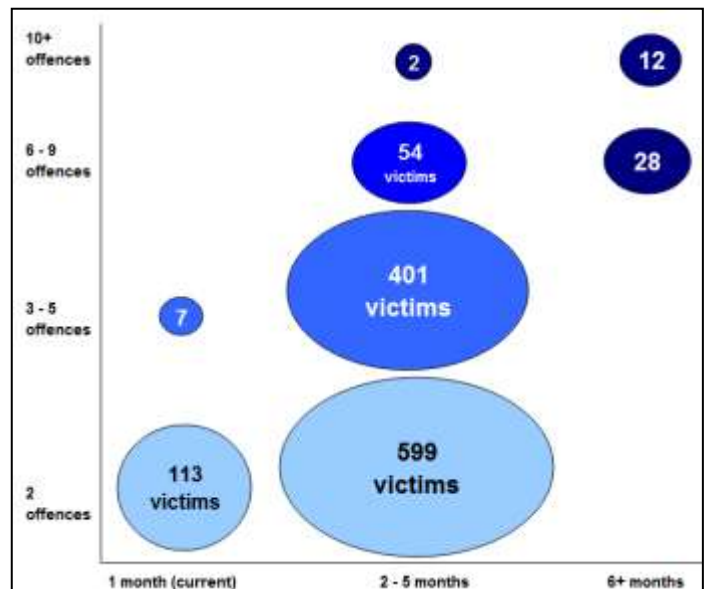
In December, 26% (1,216) of all victims were repeat victims (subject to at least one further offence in the last 12 months).

The number of repeat victims is lower than the previous 2 months, however a slightly higher proportion have been victimised between 3 to 9 times in the last 12 months.

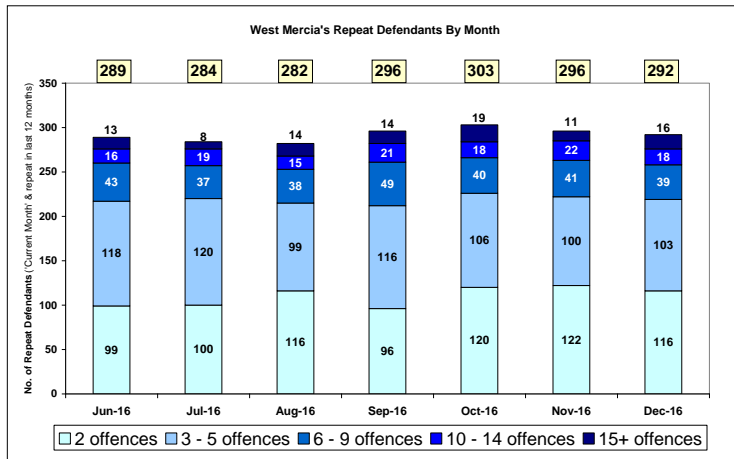
504 of the 1,216 repeat victims (41%) have been victims at least 3 times in the 12 month period.

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

14 individuals have been a victim of 10+ offences, of which, 50% (7) were victims in the Telford & Wrekin policing area.



## Repeat Offending

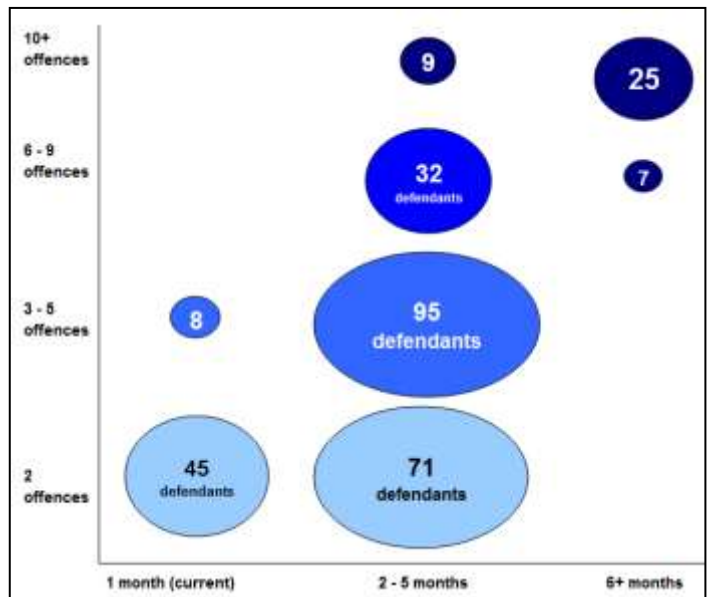


In December, 43% (292) of all defendants were also defendants in at least one other offence in the previous 12 months.

The number of repeat defendants remains fairly static, as does the proportions of those being defendants on multiple occasions.

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

One quarter (73) of the 292 repeat defendants have offended at least 6 times in the 12 month period. 34 prolific individuals were defendants for 10 or more offences in the last 12 months.



There were 124 defendants of domestic abuse in December; 40% of these individuals (49) have also been an offender of additional DA offences in the last 12 months.

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.

## ***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.

There are currently approximately 311 individuals being managed across West Mercia.

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

<b>IOM Cohort</b>	<b>Total Nominals</b>	<b>Community</b>	<b>Custody</b>
Herefordshire	39	31	8
North Worcs	72	32	40
Shropshire	47	26	21
South Worcs	83	39	44
Telford	70	29	41
West Mercia	311	157	154

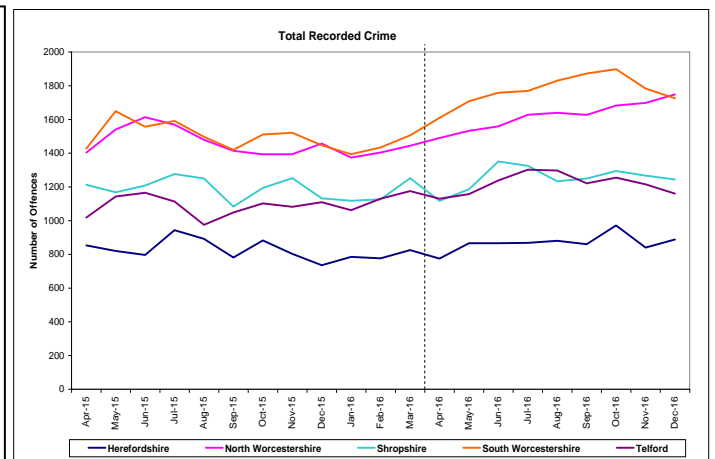
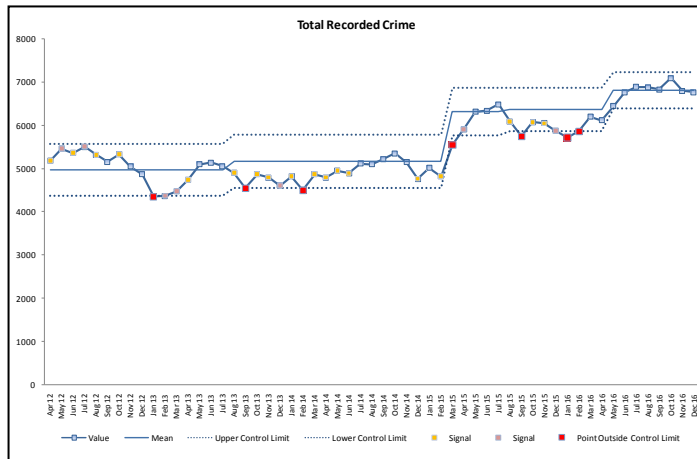


# Building a More Secure West Mercia

## 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

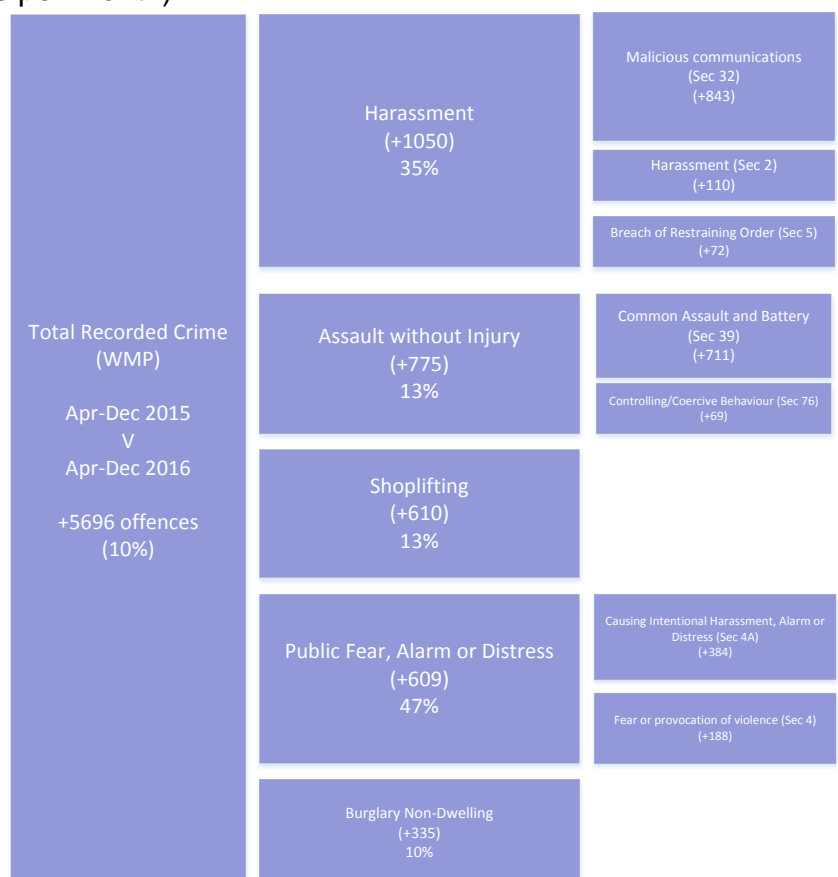
Relative Position: ← →

20,668 offences were recorded across West Mercia last quarter. This is in line with the previous quarter (20,601) but is above the quarter average (19,601). Following a number of months of above average recorded crime, there has been an increase in the monthly average volumes (from around 6,400 to 6,800 offences per month).

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

In the more short term (i.e. comparing Oct – Dec to the previous quarter) there has also been an increase in vehicle offences.

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



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 Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop
<b>Total Recorded Crime</b>	20673	19602		16.5	2699	2550		14.3	5129	4707		18.3	3808	3691		12.2	5407	5071		18.1	3630	3585		21.2
<b>Violence With Injury</b>	2516	2530	12.2%	2.0	313	339	11.6%	1.7	621	594	12.1%	2.2	490	492	12.9%	1.6	554	589	10.2%	1.9	538	517	14.8%	3.1
<b>Violence Without Injury</b>	4174	3847	20.2%	3.3	540	507	20.0%	2.9	1040	906	20.3%	3.7	812	752	21.3%	2.6	1028	937	19.0%	3.4	754	745	20.8%	4.4
<b>Rape</b>	278	251	1.3%	0.2	38	31	1.4%	0.2	69	59	1.3%	0.2	40	46	1.1%	0.1	87	62	1.6%	0.3	44	53	1.2%	0.3
<b>Other Sexual Offences</b>	517	492	2.5%	0.4	88	74	3.3%	0.5	97	109	1.9%	0.3	103	96	2.7%	0.3	123	108	2.3%	0.4	106	106	2.9%	0.6
<b>Business Robbery</b>	19	15	0.1%	0.0		0	0.0%		8	7	0.2%	0.0	6	3	0.2%	0.0	2	3	0.0%	0.0	3	2	0.1%	0.0
<b>Personal Robbery</b>	148	128	0.7%	0.1	18	11	0.7%	0.1	52	38	1.0%	0.2	18	20	0.5%	0.1	42	31	0.8%	0.1	18	29	0.5%	0.1
<b>Domestic Burglary</b>	807	738	3.9%	1.6	84	84	3.1%	1.1	280	218	5.5%	2.4	124	113	3.3%	1.0	223	197	4.1%	1.8	96	127	2.6%	1.4
<b>Burglary Other</b>	1329	1293	6.4%	1.1	181	167	6.7%	1.0	336	304	6.6%	1.2	274	285	7.2%	0.9	318	352	5.9%	1.1	220	185	6.1%	1.3
<b>Vehicle Offences</b>	1650	1400	8.0%	1.3	163	133	6.0%	0.9	548	448	10.7%	2.0	306	236	8.0%	1.0	379	370	7.0%	1.3	254	214	7.0%	1.5
<b>Theft from Person</b>	189	179	0.9%	0.2	19	22	0.7%	0.1	57	46	1.1%	0.2	36	38	0.9%	0.1	56	51	1.0%	0.2	21	23	0.6%	0.1
<b>Bicycle Theft</b>	293	266	1.4%	0.2	75	55	2.8%	0.4	38	37	0.7%	0.1	40	52	1.1%	0.1	97	82	1.8%	0.3	43	41	1.2%	0.3
<b>Shoplifting</b>	1812	1751	8.8%	1.5	160	155	5.9%	0.9	436	415	8.5%	1.6	244	280	6.4%	0.8	574	525	10.6%	1.9	398	376	11.0%	2.3
<b>All Other Theft Offences</b>	2207	2113	10.7%	1.8	332	308	12.3%	1.8	468	471	9.1%	1.7	454	440	11.9%	1.5	575	530	10.6%	1.9	378	365	10.4%	2.2
<b>Criminal Damage &amp; Arson</b>	2504	2473	12.1%	2.0	342	329	12.7%	1.8	544	561	10.6%	1.9	472	482	12.4%	1.5	692	640	12.8%	2.3	454	461	12.5%	2.7
<b>Other Crimes Against Society</b>	2230	2128	10.8%	1.8	346	336	12.8%	1.8	535	494	10.4%	1.9	389	358	10.2%	1.2	657	597	12.2%	2.2	303	344	8.3%	1.8

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>2</sup>. Two issues are highlighted:

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

Below GroupAvg

Similar to GroupAvg

Above GroupAvg

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

 **Improving**
 **No Change**
 **Deteriorating**

<sup>2</sup> Most Similar Forces are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorkshire, Suffolk, Warwickshire, Wilts

## Crime Outcomes

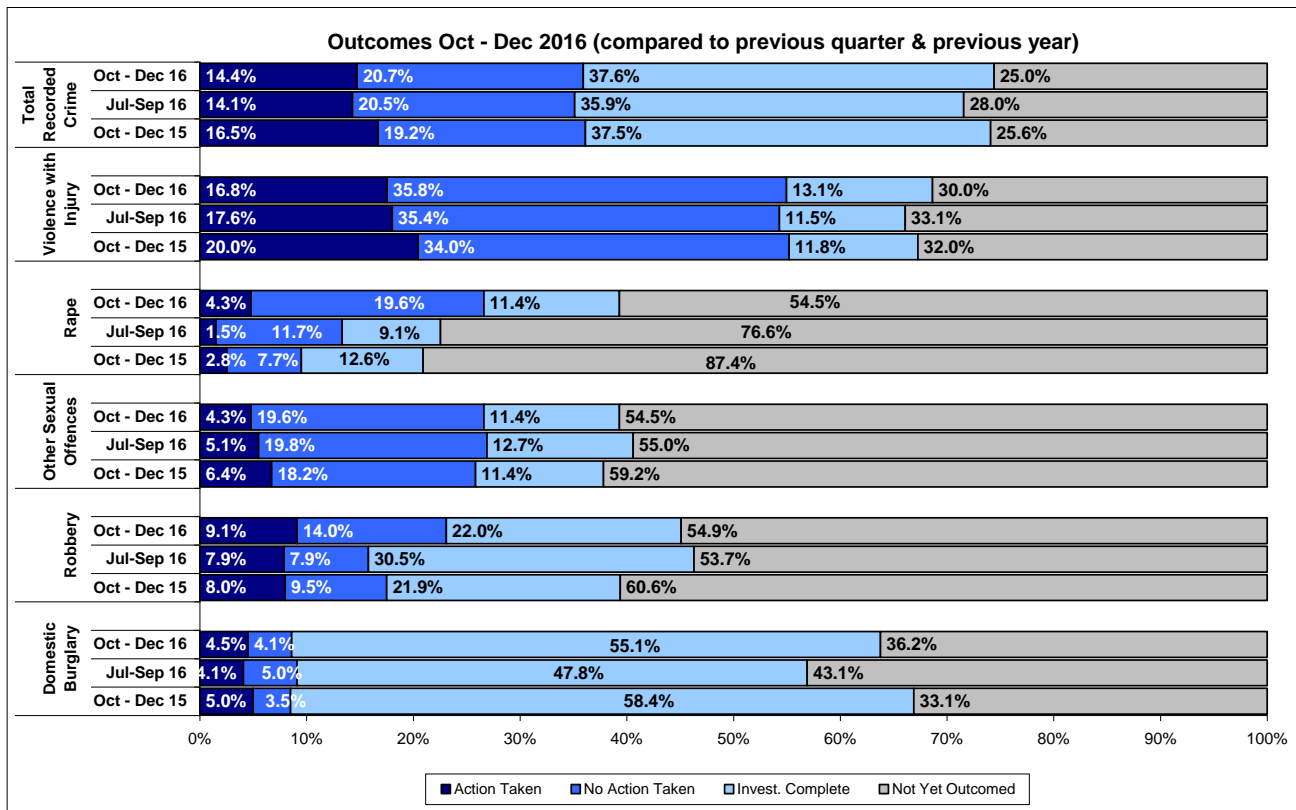
Crime Outcomes are the way that forces record how an investigation has been finalised. There are 21 different outcome options which help to give a complete picture of the results of investigations into reported crimes. These outcome options are sub-divided into categories of:

- ‘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 data below identifies outcome rates for offences recorded and outcomed in the last quarter (Oct - Dec 2016) compared to the previous quarter (Jul-Sep) and the same period last year.

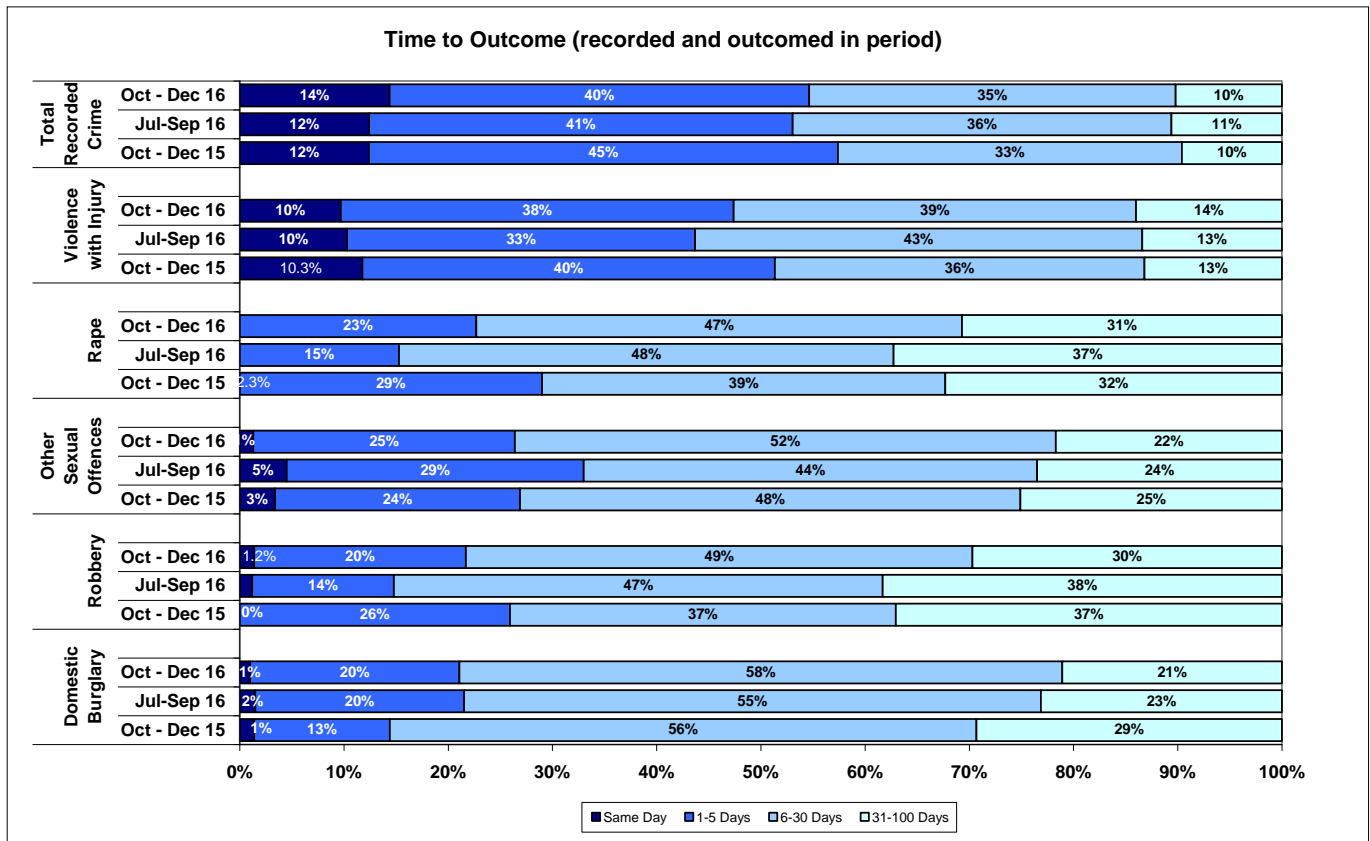
Overall, there has been an increase in the proportion of offences recorded and assigned an outcome within the quarter (75%) compared to the previous quarter (72%). The proportion of total offences outcomed as ‘action taken’ (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions) in the latest quarter is consistent with the previous quarter but lower than for the same period last year. There has been a small increase in the proportion of offences outcomed as ‘investigation complete – no suspect identified’ 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 (54%) 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 (53%) and slightly below last year (58%).

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 October 2016.

West Mercia performs well within its peer group of most similar forces<sup>3</sup> for 'action taken', ranking 2<sup>nd</sup> out of 6 forces, and above the group average.

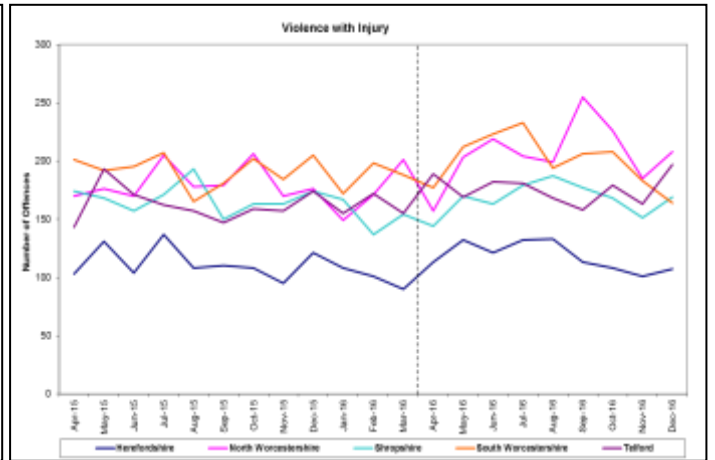
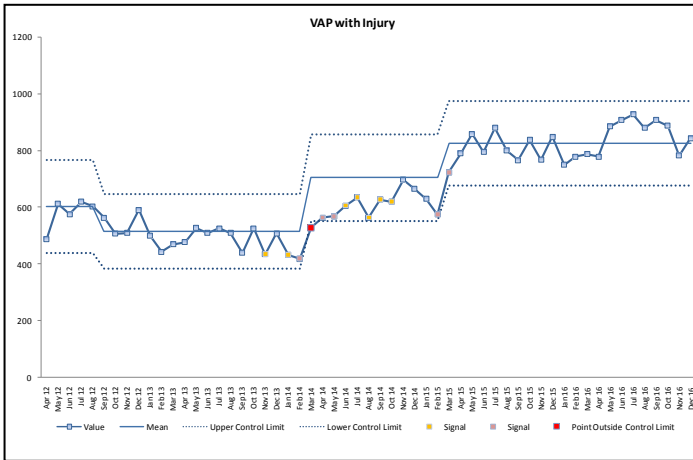
West Mercia performs well within its peer group of most similar forces for 'action taken' outcomes assigned to 'rape', 'other sexual offences' and 'violence with injury' offences, ranking 1<sup>st</sup> and 2<sup>nd</sup> out of 6 forces, and above the group averages.

<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



**Peer Comparison**

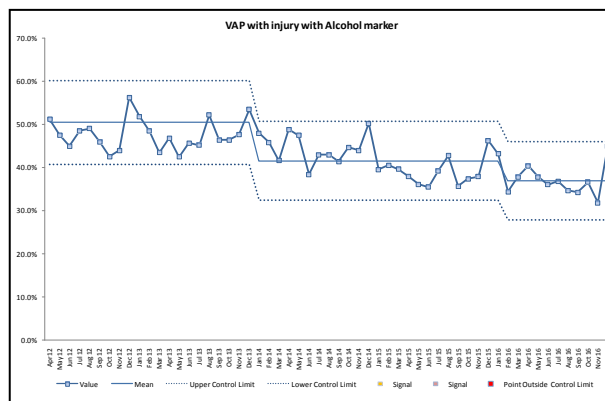
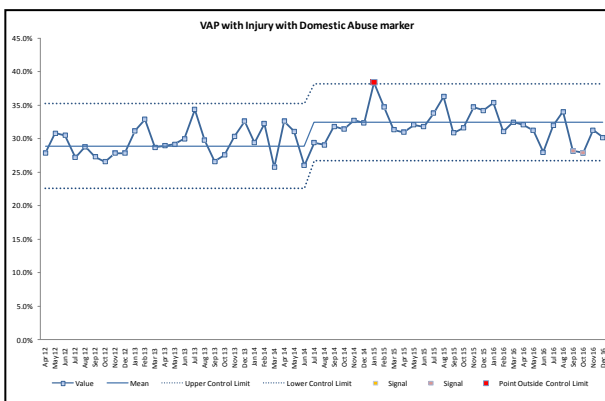
Offence Volume: Above Group Avg

Relative Position: ↔

2,517 violence with injury offences were recorded in the last quarter; a 7% decrease compared to the previous quarter (2,719) and below the quarter average (2,532).

Above average recording has been seen since the beginning of the financial year, however volumes have returned to monthly average levels during this quarter.

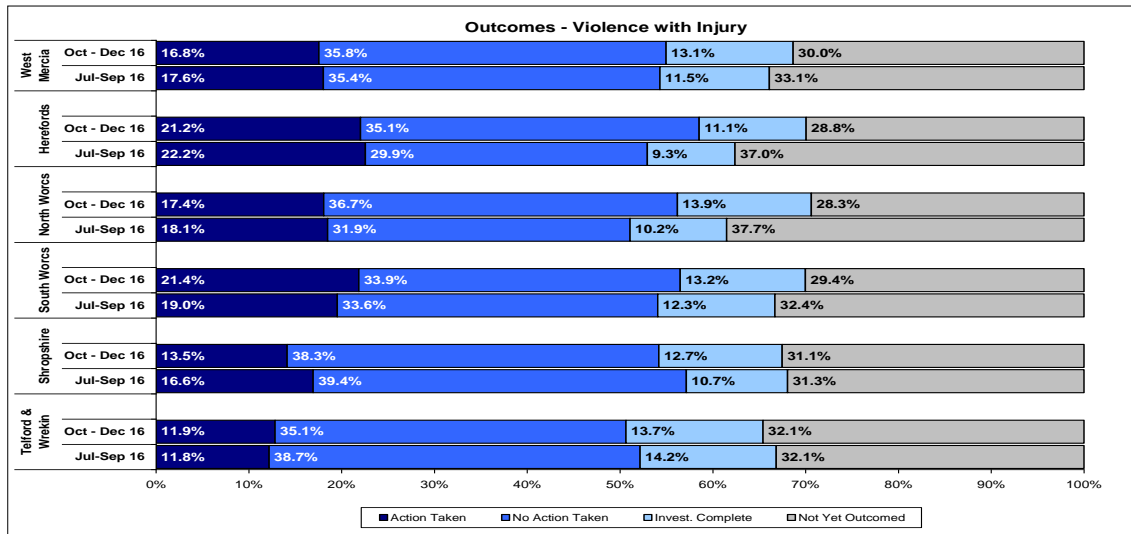
There was a notable increase in the volume of offences involving alcohol in December. This follows a pattern seen in previous years, with increased alcohol related offending over the Christmas period.



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

## 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.



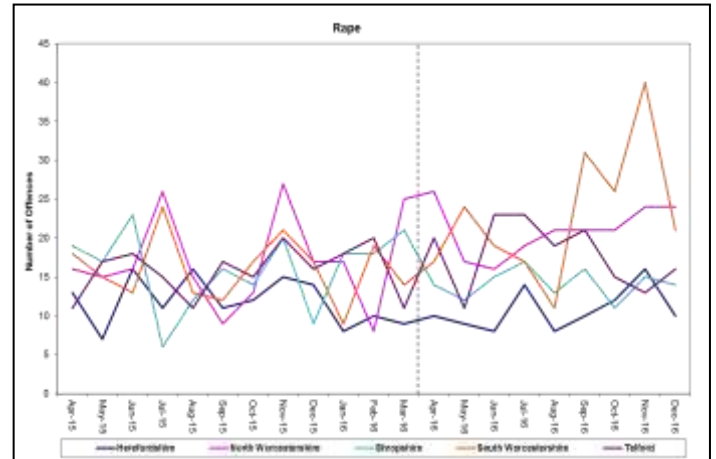
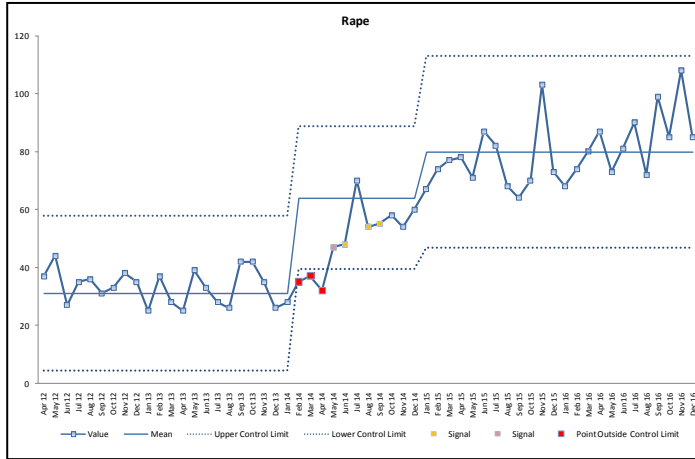


# Sexual Offences

## Signs of Improvement would be:

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

### Rape

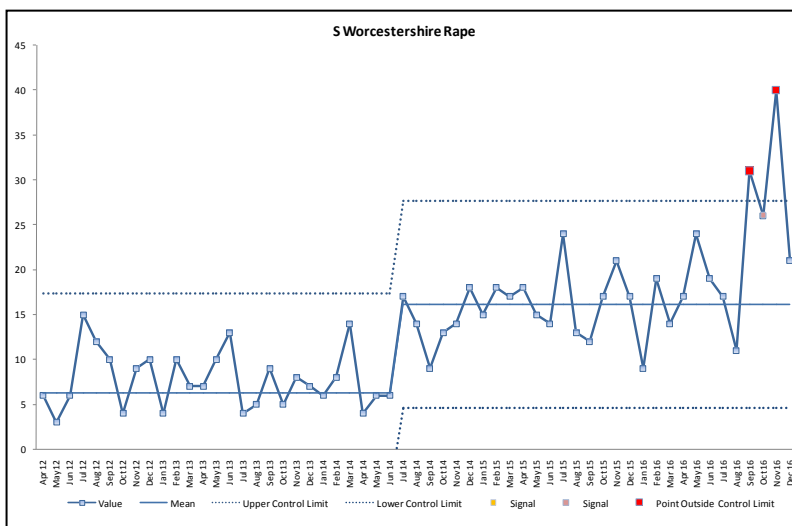


**Peer Comparison**

Offence Volume: Above Group Avg

Relative Position: ← →

278 rape offences were reported to the police in the last quarter, a 7% increase compared to the previous quarter (261) and above the quarterly average (251). Volume increases were seen in Herefordshire and North Worcestershire, with exceptional volumes being recorded in South Worcestershire in November.

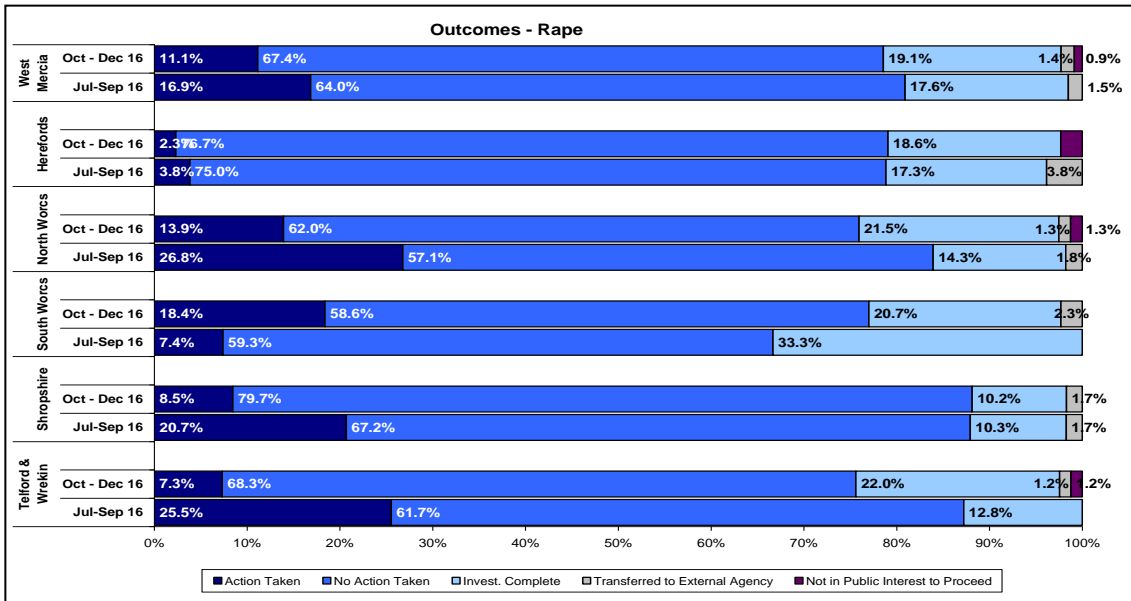


87 rape offences were recorded in South Worcestershire during the last quarter. Following the spike in November, volumes returned to within the expected range in December.

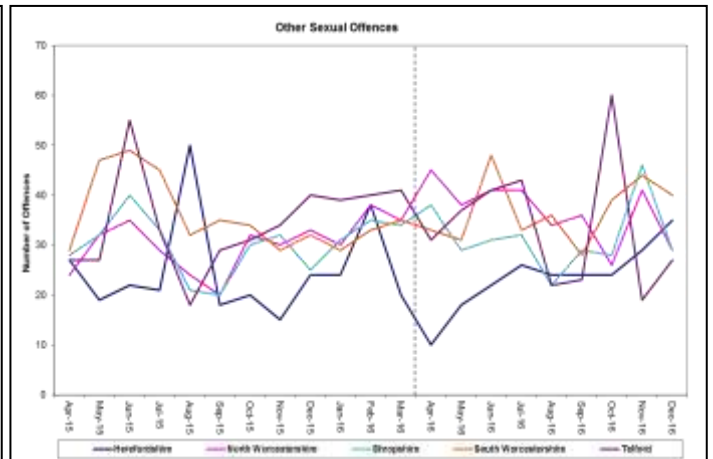
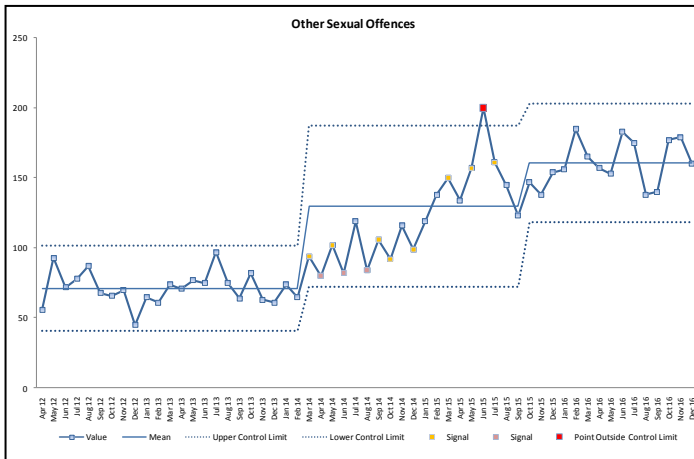
The increase seen last quarter was driven by an uplift in 'non-recent' offences, in particular those recorded over one year after the committed date (40 offences Q3, compared to 12 offences Q2). A number of these offences related to repeat victims.

## 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.



## Other Sexual Offences



Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	↓

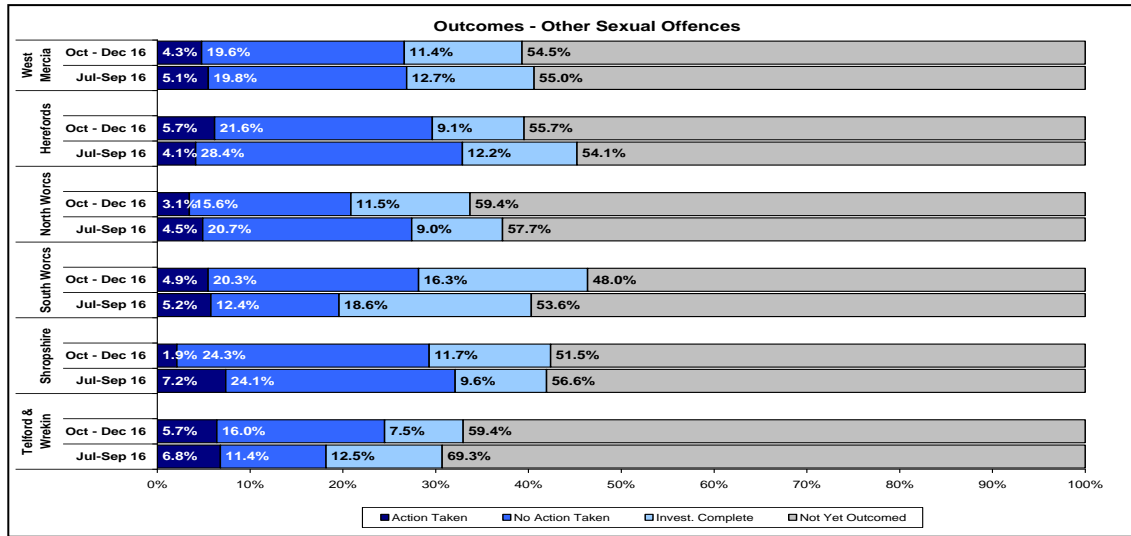
The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

517 other sexual offences were reported to the police in this quarter. This is a 14% increase compared to the previous quarter (453) and is above the quarterly average (492). Small volume increases were seen across all policing areas with the exception of North Worcestershire which saw a reduction in recorded offences. Volumes in Herefordshire have been above average for the last 7 months and on an upward trend for the last 3 months. This has been driven by an increase in the volume of ‘non-recent’ offences recorded in the last quarter. A number of these offences related to five repeat child victims.

A recent dip-sampling exercise focussing on child sexual offences indicated an increasing proportion of offences that were brought to the attention of police through a partner agency/ organisation, including both current and non-recent offences. As these relationships develop, offences recorded through these methods are expected to continue to increase.

## Outcomes

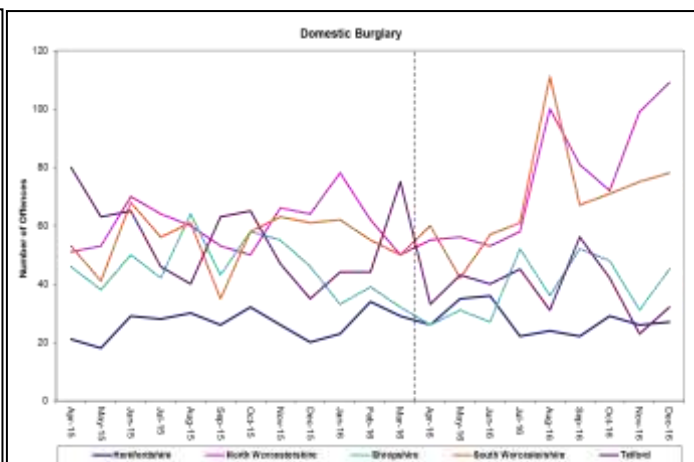
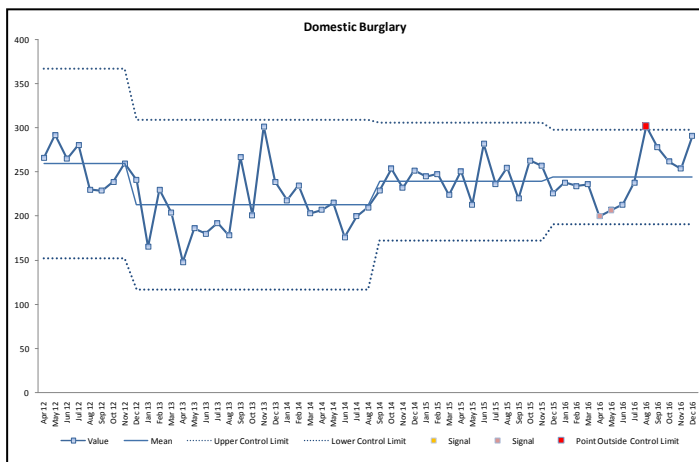
The following chart shows the pattern of outcomes for other sexual offences for this and the previous quarter. The proportions relate to those offences recorded and outcomed in each three month period.



# Domestic Burglary

## Signs of Improvement would be:

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

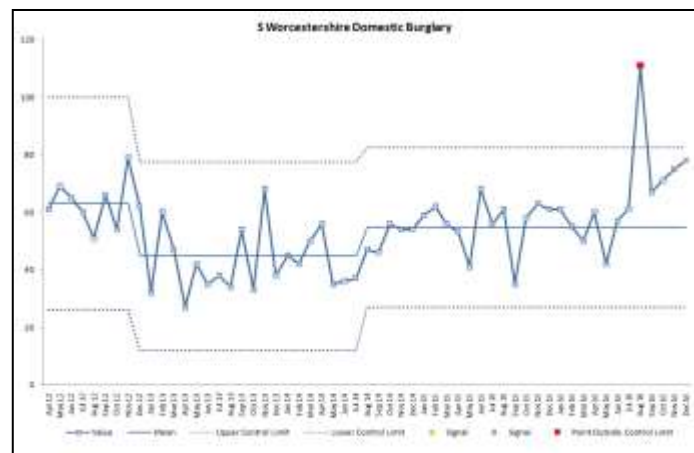
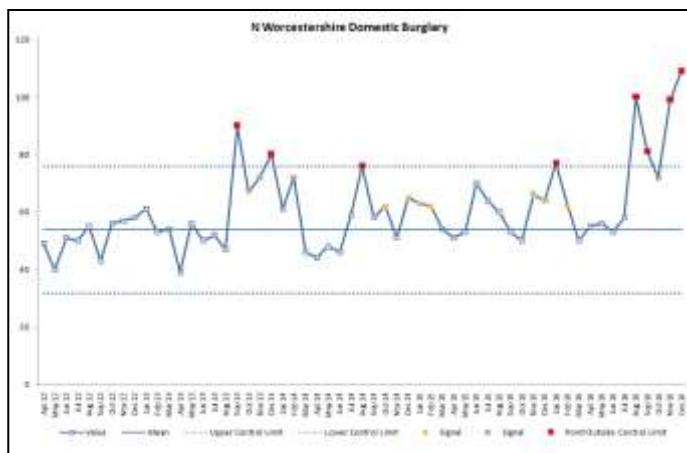


**Peer Comparison**

Offence Volume Above Group Avg

Relative Position

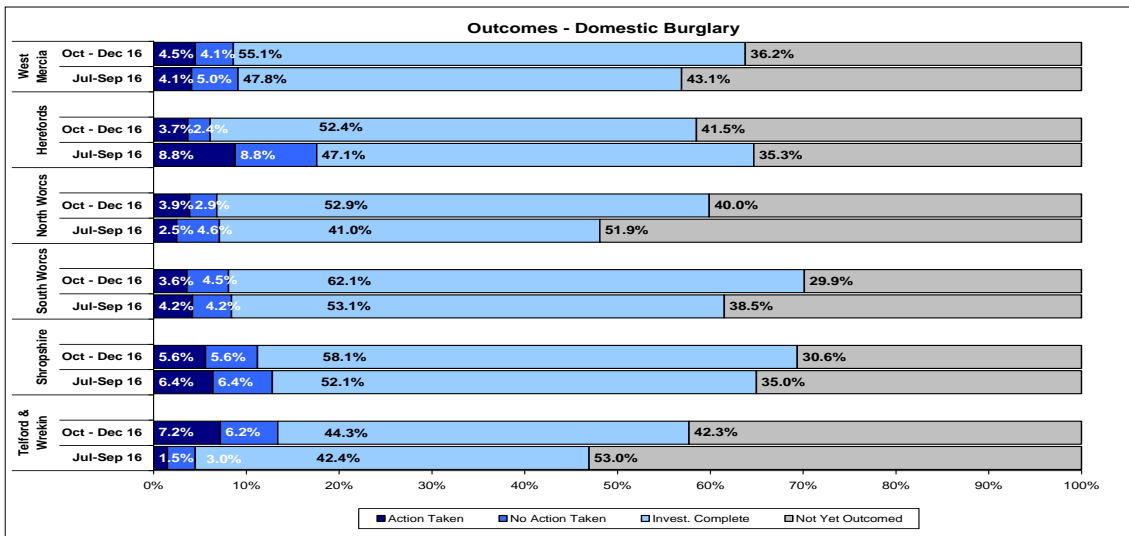
807 offences were recorded in the last quarter; a small (1%) reduction compared to the previous quarter (818) but above the quarter average (738). Exceptional volumes have been recorded this quarter in North Worcestershire for November and December.



In response to burglary growth trends in Worcestershire, the local Command team are aware and have commissioned an intelligence-led joint burglary and rape profile.

## 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.

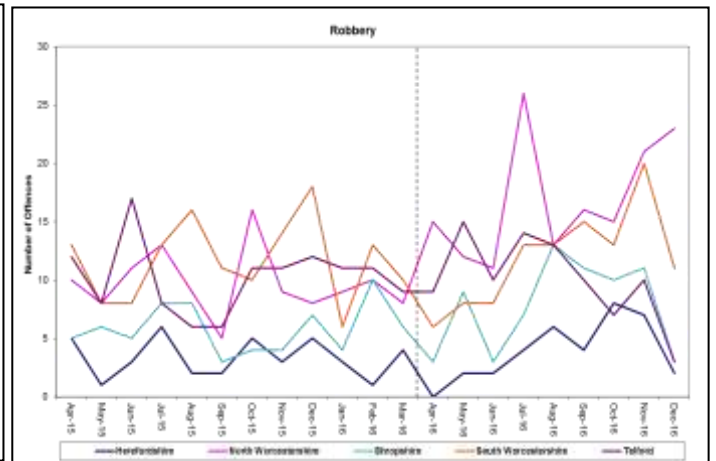
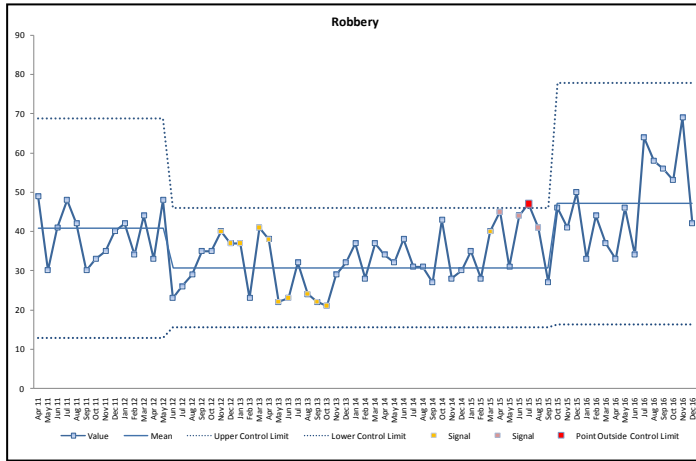




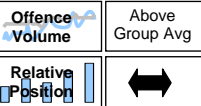
# Robbery

## Signs of Improvement would be:

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



### Peer Comparison

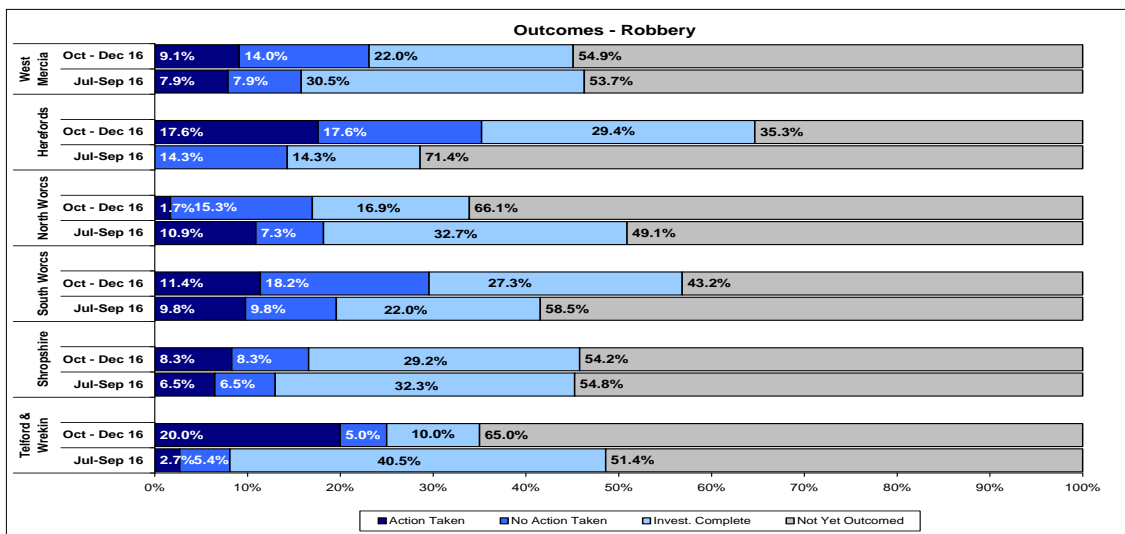


164 offences were recorded in the last quarter. An 8% reduction compared to the previous quarter (178) but remaining above the quarter average (142).

At policing area level volumes remain low and within expected ranges.

## Outcomes

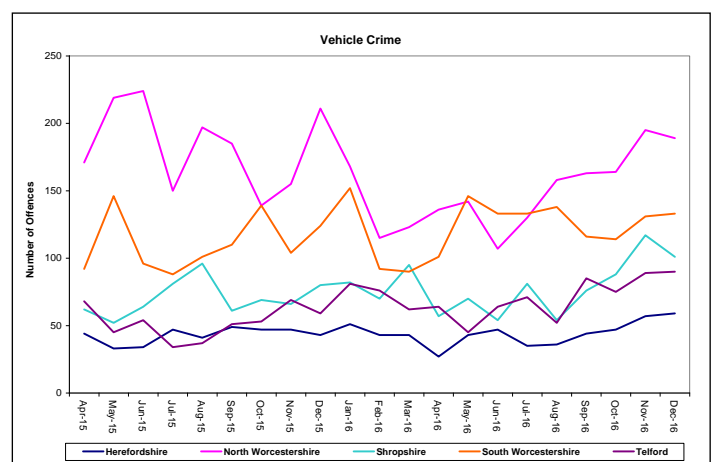
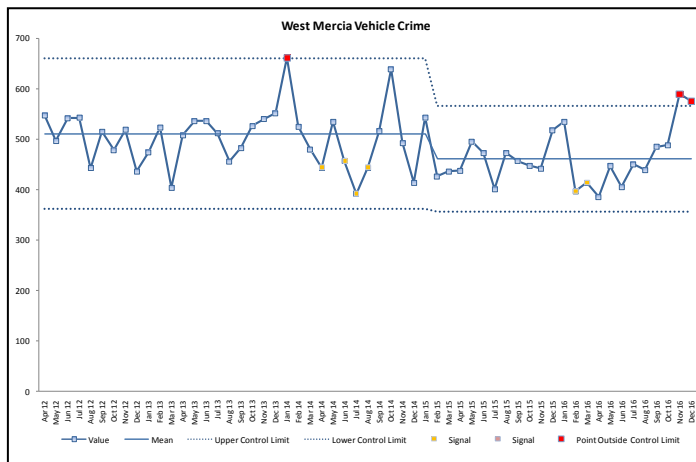
The following chart shows the pattern of outcomes for robbery offences for this and the previous quarter. The proportions relate to those offences recorded and outcomed in each three month period.



## Vehicle Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



**Peer Comparison**

Offence Volume: Above Group Avg

Relative Position: ↑

1,649 offences were recorded in the last quarter, a 20% increase compared to the previous quarter (1,372) and above the quarter average (1,401). Volume increases were seen across all policing areas, with exceptional volumes being recorded in Shropshire (November) and Telford & Wrekin (December).

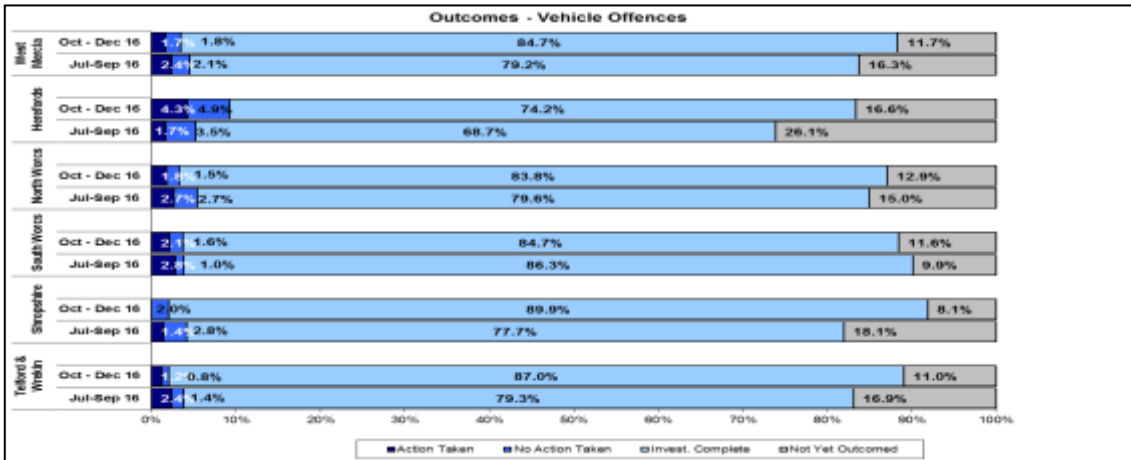
The higher volumes seen this quarter were driven by increases in 'theft from a motor vehicle' offences (1,108 in Q3, compared to 917 in Q2), with the highest increases seen in Herefordshire (27%), Shropshire (42%) and Telford & Wrekin (29%). Smaller volume increases were seen for 'interfering with a motor vehicle' offences (254 in Q3, compared to 191 in Q2).

A number of offences involve keyless attacks, particularly on transit vans.

Command teams are aware of the increases and a number of local initiatives are in place to target suspected offenders and combat cross boarder offending. A number of arrests have been made and there are further identified suspects.

## Outcomes

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

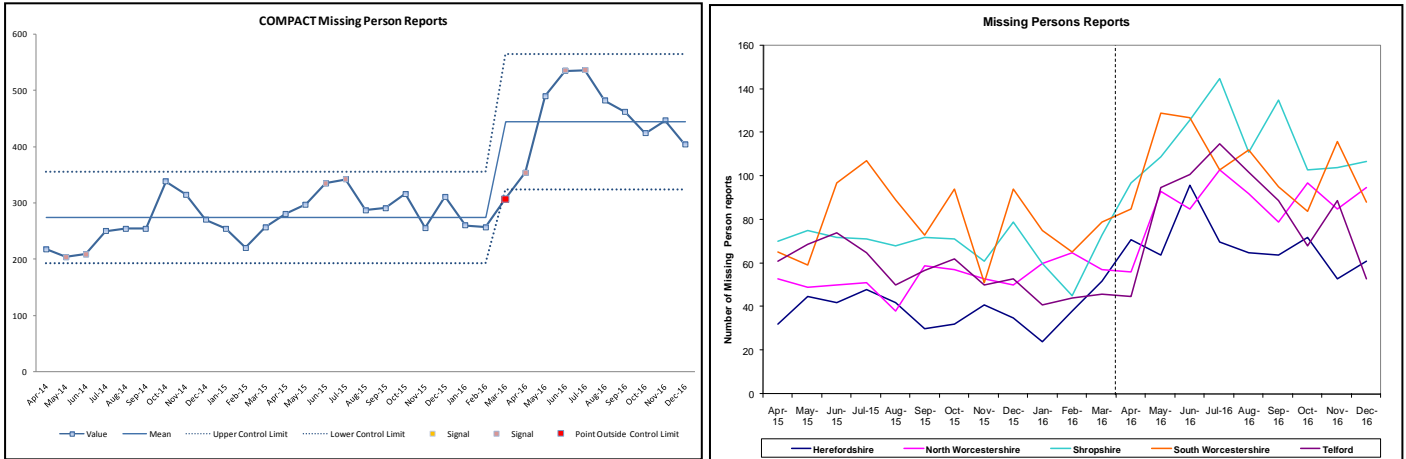


## Missing Persons

### Signs of Improvement would be:

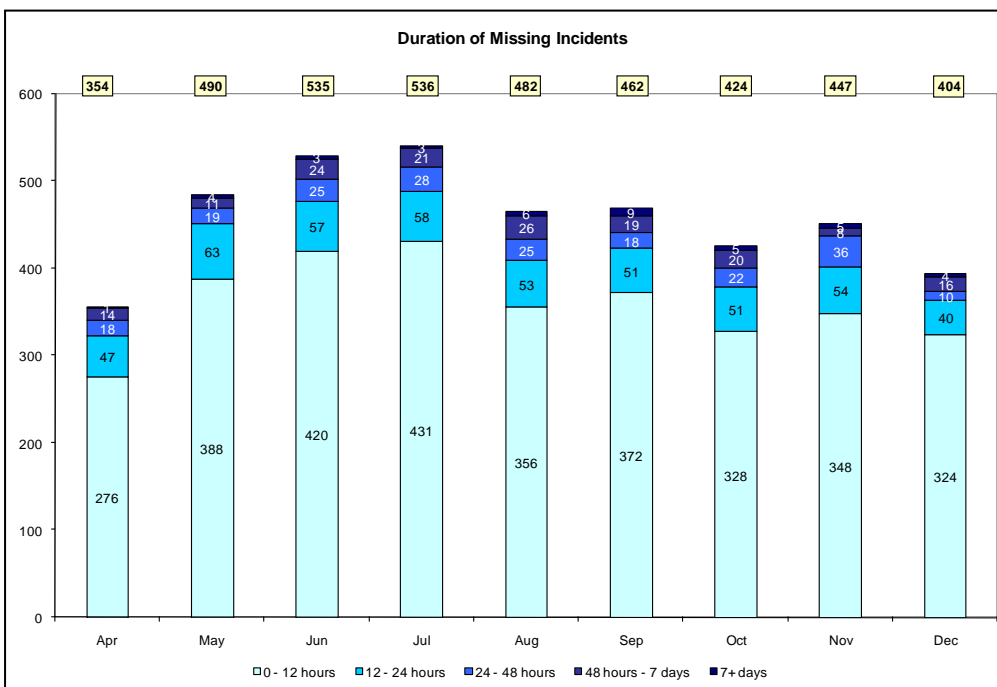
- ❖ Reduction in frequency of repeat missing persons
- ❖ Reduction in duration of missing
- ❖ Overall reduction of missing incidents

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



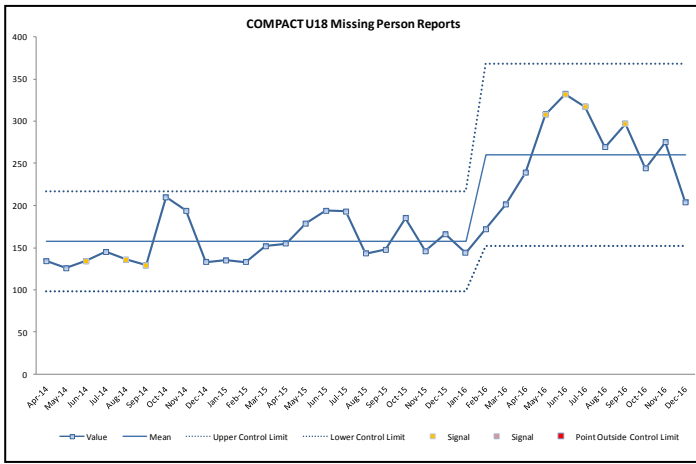
1,274 missing person reports were recorded in this quarter. This is a 14% reduction compared to the previous quarter (1,481). Telford & Wrekin has seen a 31% reduction in missing person reports (210) compared to the previous quarter (306).

The volume increases seen in 2016/17 are the result of recording changes which were introduced in April 2016. This has led to the recalculation of the monthly average volume of missing person reports.

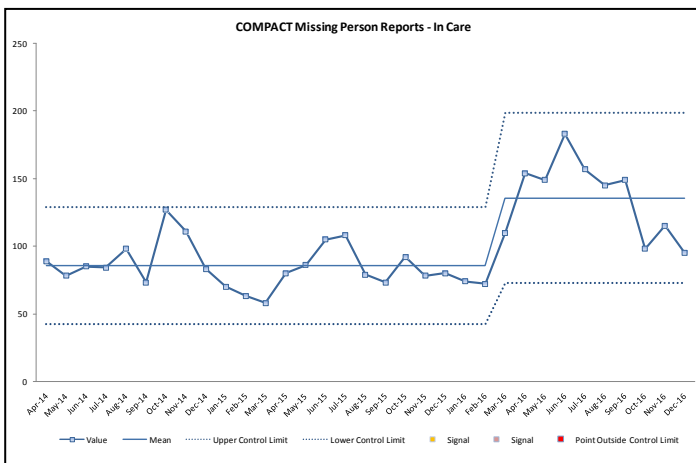


90% of missing person incidents (missing reports) in the last quarter were resolved within 24 hours; comparable to the previous quarter (89%).

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.



723 U18 missing person reports were recorded last quarter; an 18% reduction on the previous quarter (883).



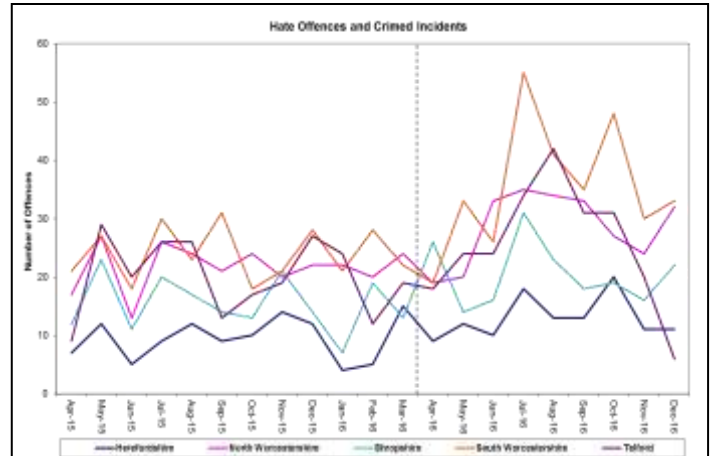
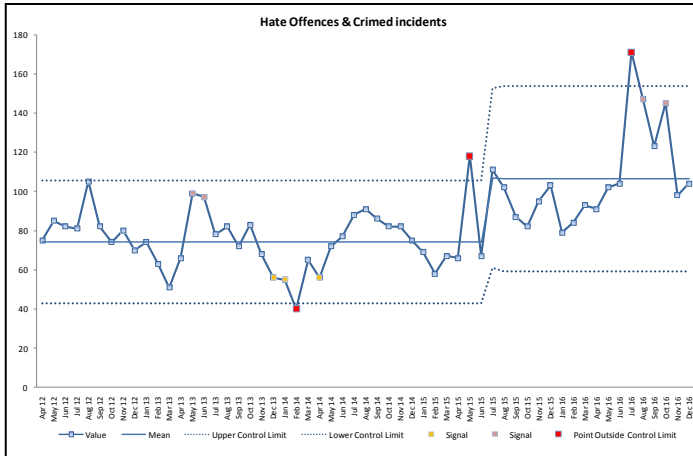
308 in-care reports were recorded last quarter; a 32% reduction on the previous quarter (451).

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.

350 offences/incidents were recorded last quarter. This is a 23% reduction compared to the previous quarter (456) but remains above the quarter average (341). Telford & Wrekin has seen a 47% reduction in hate offences/incidents (350) compared to the previous quarter (456).

Raising awareness both internally with staff and externally with the public around hate crime has been a key area of work. Hate Crime Awareness Week was a recent initiative in October whereby a series of small community events were held to build confidence and encourage formal reporting of incidents. In Worcestershire, The Pride and Prejudice: Hate Crime Awareness Conference was held at Worcester University. The conference, attended by school children, university students and members of the public, covered a wide range of hate crime related topics, mostly delivered by individuals with personal connections to the subjects.

The main focal point of events for the week was a pledge board asking people and businesses to sign making the following pledge:

- I will not tolerate hate crime
- If I see a hate crime I will report it.
- If I know someone has been a victim of hate crime I will talk to them about reporting it.

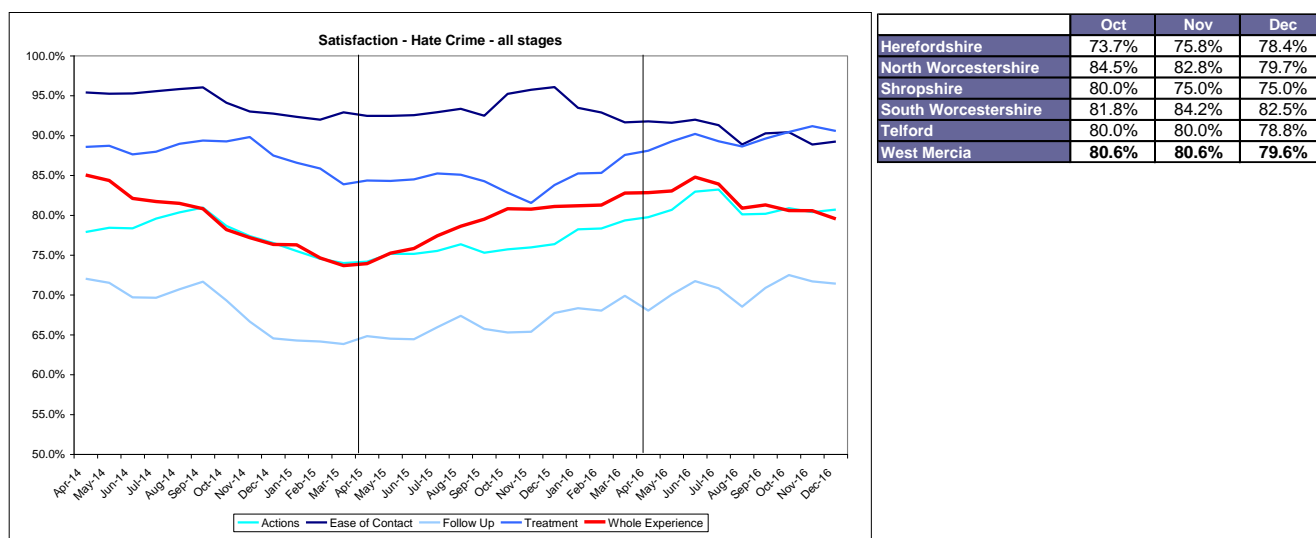
In Telford & Wrekin and Shropshire, a “No Hate Here” community initiative was launched with local businesses signing up to state they would not tolerate hate crime in their premises.

A meeting was held with the Consul General of Poland to reassure them and address their request of finding ways to improve communication and partnership working following the EU referendum. The representatives were very encouraged by the work the Alliance is doing to tackle hate crime.



The force has also signed a working agreement with 'Tell MAMA' partnership to address anti-Muslim attacks. This has been endorsed by the national lead for hate crime and the alliance Strategic Equality & Diversity Advisor now represents the region at the Hate Crime Steering Group meetings.

### 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 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 experience with the police, in line with the previous month<sup>5</sup> and remaining lower than the peak in satisfaction in June 2016. Trends at policing area level area subject to ongoing monitoring.

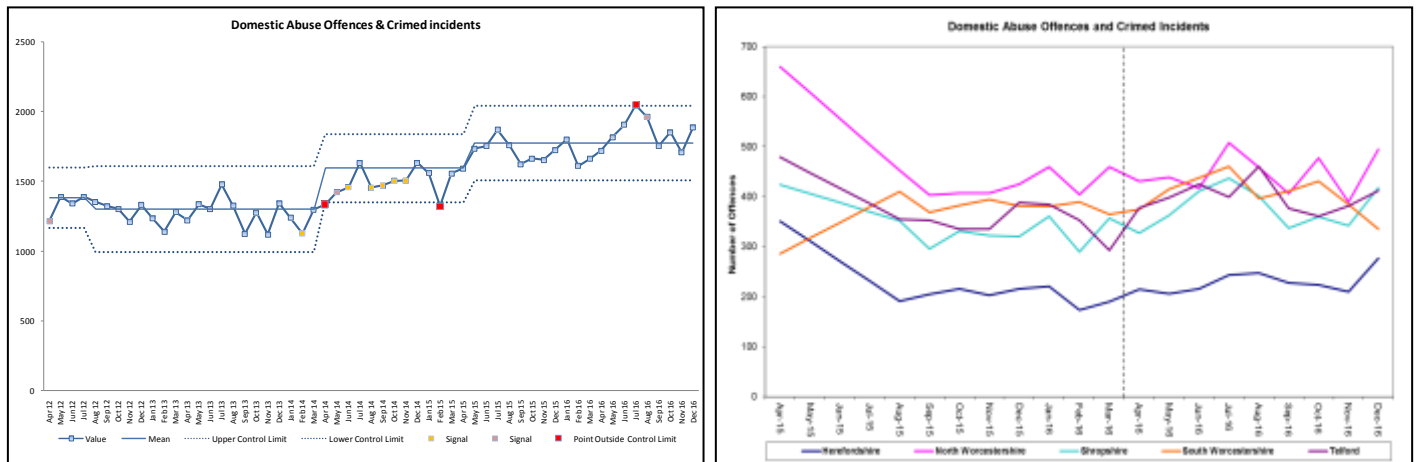
Hate crime satisfaction is monitored through the Performance Management Group.

<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.

5,496 domestic abuse offences & crimed incidents were recorded in the last quarter. This is a 5% reduction compared to the previous quarter (5,766) and is in line with the quarter average (5,432).

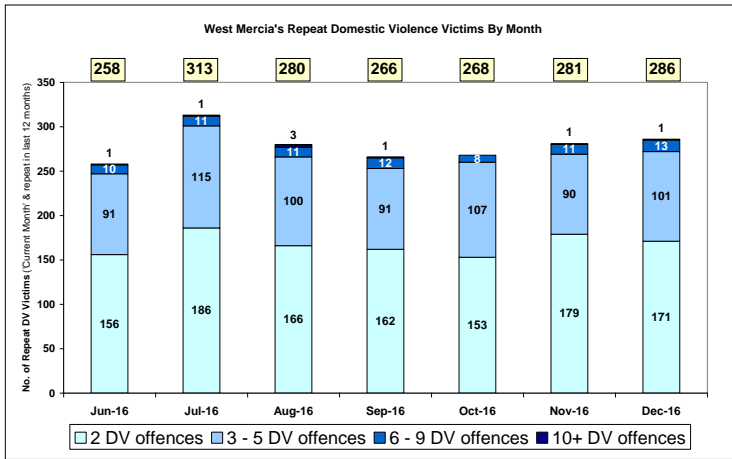
## Domestic Violence Protection Notices (DVPNs)

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 or 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	
Herefordshire	1	0	2	2	3	0	0	2	1	
North Worcestershire	2	1	1	4	6	1	6	3	6	
Shropshire	1	0	0	1	1	0	1	1	1	
South Worcestershire	4	5	3	12	3	8	7	3	2	
Telford & Wrekin	2	5	1	1	1	2	1	1	0	
<b>West Mercia Total</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>20</b>	<b>14</b>	<b>11</b>	<b>15</b>	<b>10</b>	<b>10</b>	

35 DVPNs were authorised in West Mercia in last quarter, comparable to previous quarters.

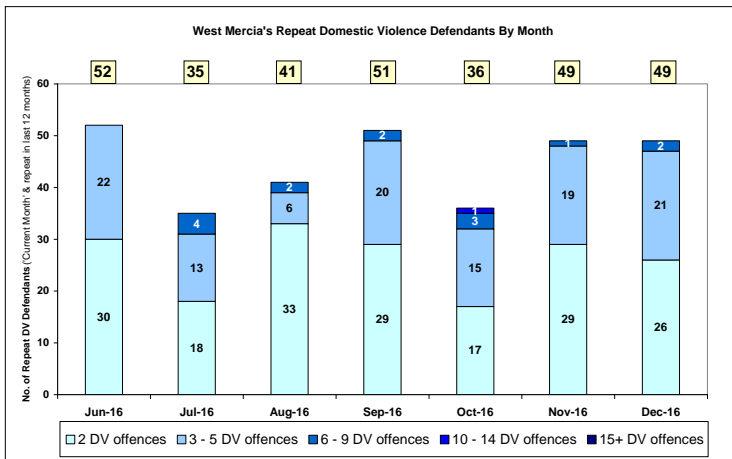
## Repeat Victims



There were 908 victims of domestic abuse in December – 31% of these individuals (286) have also been a victim of additional DA offences in the last 12 months.

The number of repeat victims is comparable to that of previous months.

## Repeat Offenders

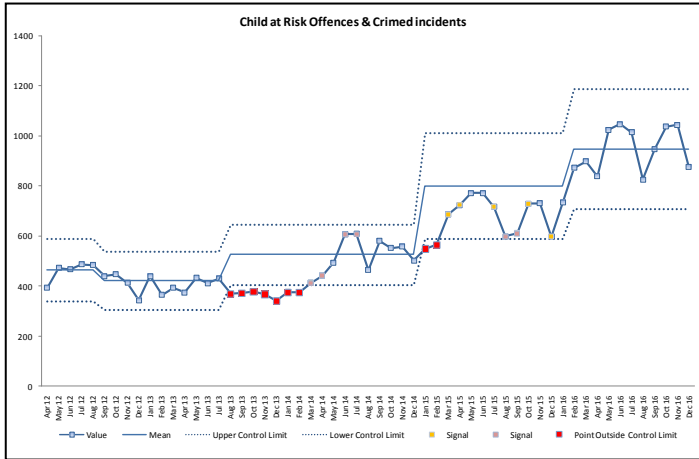


There were 124 defendants of domestic abuse in December; 40% of these individuals (49) have also been an offender of additional DA offences in the last 12 months.

# Child at Risk / Child Sexual Exploitation

**Signs of Improvement would be:**

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

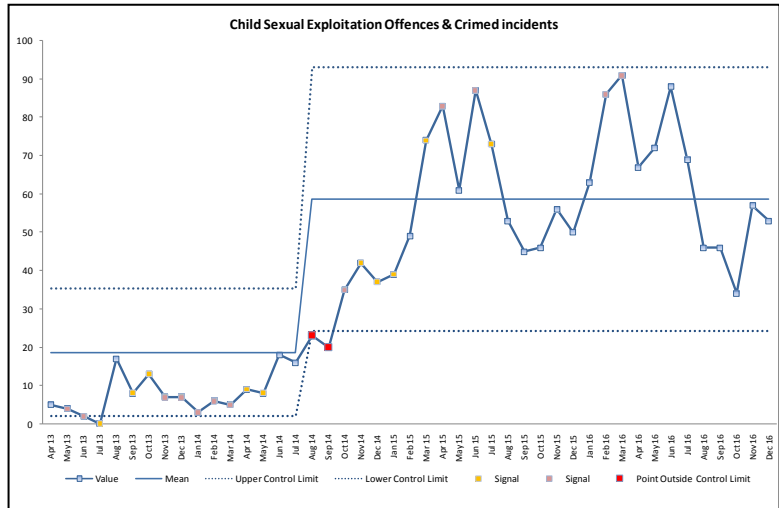


Child at Risk’ markers have been applied to 2,967 offences/ incidents in this quarter, an increase compared to the previous quarter (2,805) and above volumes recorded during previous years.

Despite the increase last quarter, volumes have remained stable since the beginning of the financial year. In 2016, the pattern of offending has been similar to that of 2015/16 albeit with higher volumes i.e. with seasonal peaks in early summer and autumn.

The increased volumes seen this financial year are the result of increased recording of ‘emotional’ child incidents, common assault, and ABH offences with smaller volume increases seen for cruelty/neglect of children and harassment offences. All of these offences(except ‘emotional’ child incidents)have seen small volume increases last quarter compared to previous quarters.

‘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.



144 CSE offences/ incidents were recorded in the last quarter, a decrease compared to the previous quarter (161). This reflects seasonal trends in the recording of CSE (historically lower volumes from August- December).

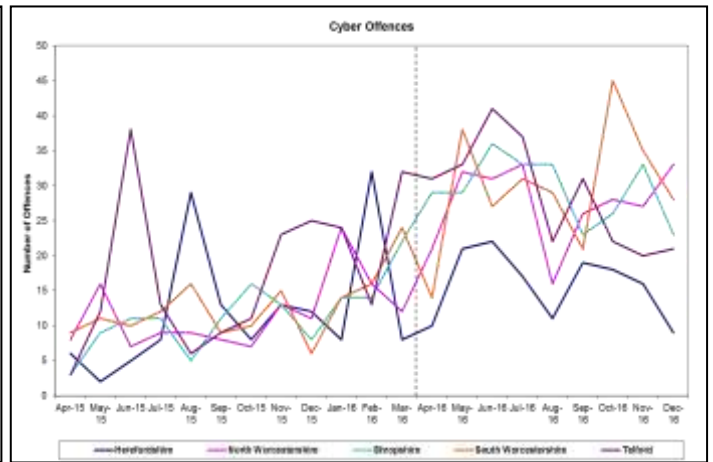
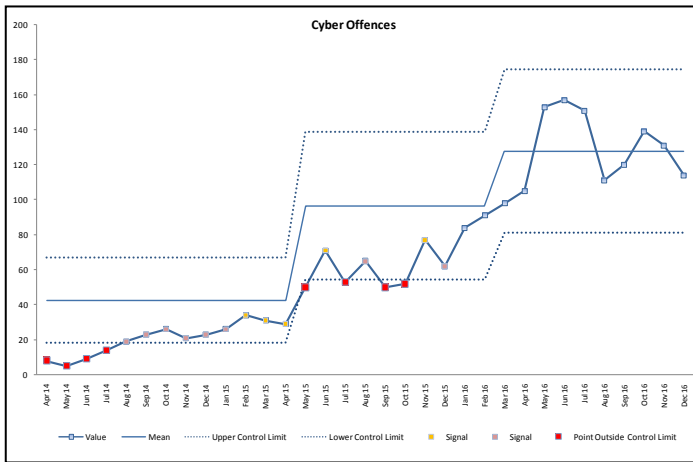
Short term trends for CSE across all policing areas show a general decrease in the use of the marker for both recorded crimes and crimed incidents from June 2016, reflecting seasonal trends (historically lower volumes August - December).

The decrease seen since June 2016 has been driven by a reduction in the use of the marker for 'sexual activity' offences and to a less extent 'sexting' offences.

# 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.

380 offences were flagged as cyber/online crime this quarter, comparable to the previous quarter (381) but slightly above the current quarter average (364). There were no exceptional volumes at policing area level.

Over half (56%) of all cyber crime offences recorded this quarter were 'malicious communication offences', typically involving messages sent through social media.

The alliance continues to advocate the Cyber Essentials government scheme to businesses. Once a specified level of cyber security has been obtained, certification is provided to the business.

The alliance implemented a new national policy this quarter 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.

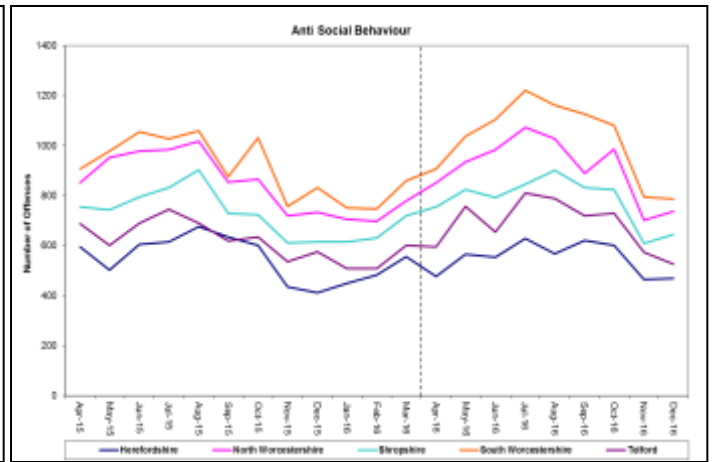
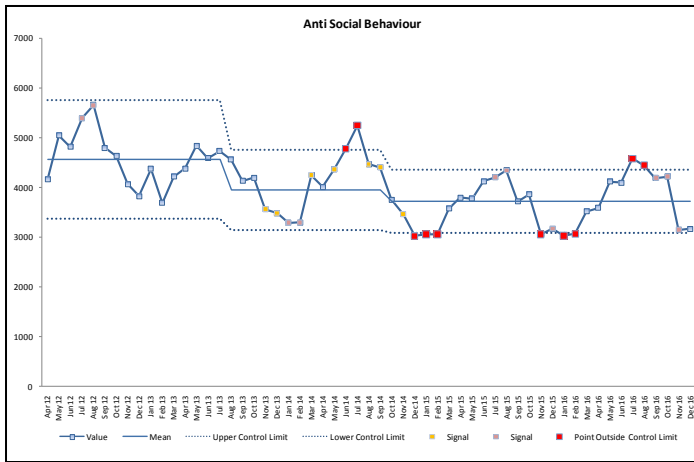
The Alliance's #Be Cyber Smart campaign focussed on online shopping in December. This was to raise awareness of increased losses made during the Christmas period when purchasing online. The #Be Cyber Smart Facebook advertising is estimated to have reached more than 53,000 people in West Mercia.



# Anti-Social Behaviour

## Signs of Improvement would be:

- ❖ Accurate reporting and risk assessing of ASB incidents



10,527 ASB incidents were recorded in the last quarter, a 20% reduction compared to the previous quarter (13,211) and below the quarter average (11,286).

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.

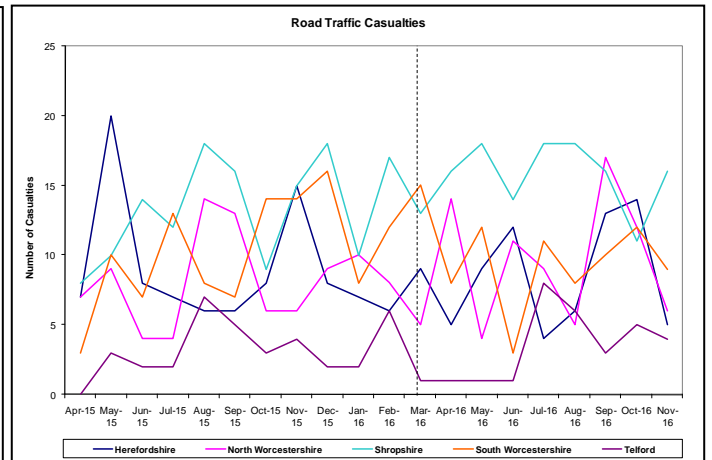
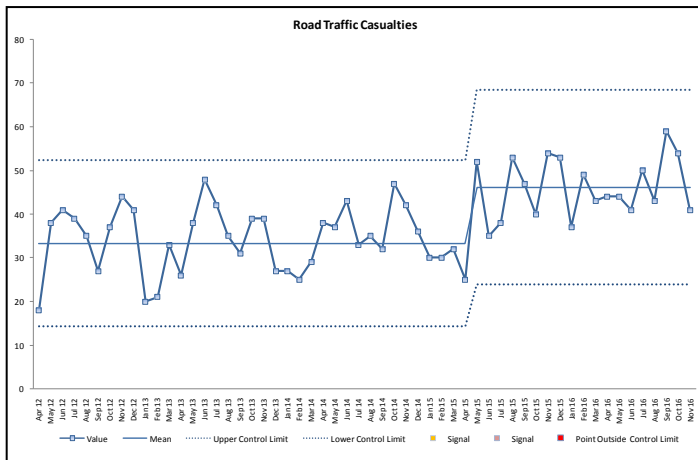
There are three recognised types of ASB: ‘personal’ is behaviour which is targeted to an individual or group rather than a wider community; ‘nuisance’ is where the impact is felt by a local community in general rather than individual victims; ‘environmental’ includes incidents where behaviour has an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

In the last quarter, over 70% of all ASB incidents were nuisance related and a further 23% were personal incidents. This pattern is similar to that seen in previous quarters.

# Road Traffic Casualties

## Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



In the last quarter<sup>6</sup> there were 10 road deaths- this included 4 drivers, 4 passengers, 1 cyclist and 1 pedestrian.

4 fatalities occurred in Shropshire, 2 in Herefordshire, 2 in Telford and Wrekin, 1 in South Worcestershire and 1 in North Worcestershire.

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.

<sup>6</sup> At the time of publication data regarding serious injury casualties in December is unavailable. This will be included in the next performance report in February. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.

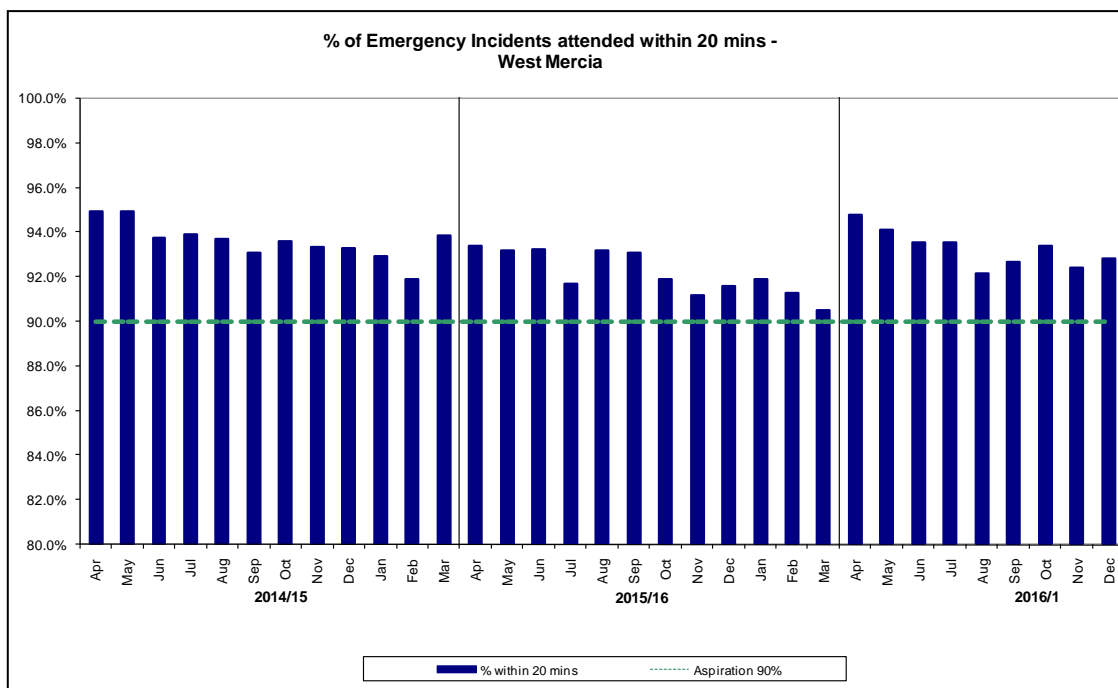
## Response Times to Emergency Incidents

### 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.

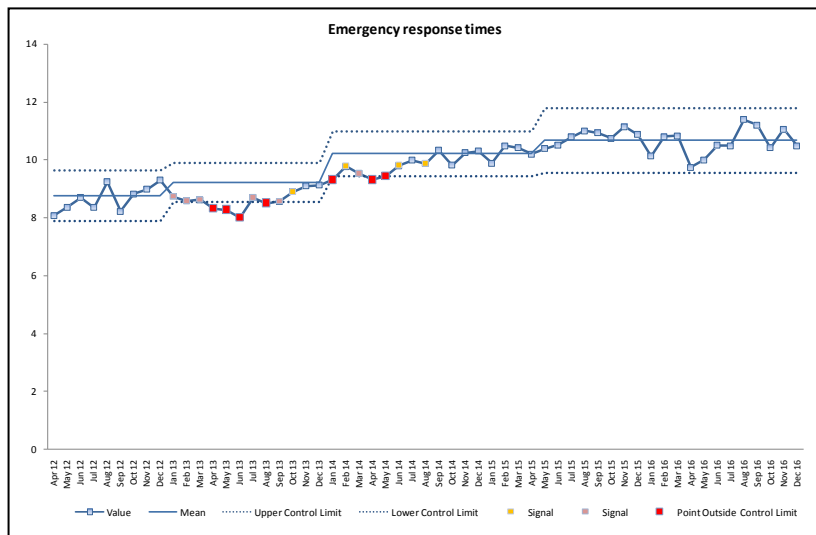
The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the alliance forces as a minimum standard. Performance levels are being defined and will be subject to further discussion. This will be informed by what the appropriate level of response time should be in order to deliver a first class service.



11,990 emergency incidents were recorded in the last quarter. More than 9 out of 10 (93%) were attended within 20 minutes. Analysis into those emergency incidents not attended within 20 minutes has been completed and is currently being reviewed by the Emergency Response Time Working Group.

The current average response time for emergency incidents is (10mins 29secs) this has reduced compared to the previous month (11mins 04secs) and is below the monthly average (10mins 42secs).

The dedicated working group continues to drive response time performance and analysis has focussed on data quality to ensure that response time data is as accurate as possible.



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

Work is currently being undertaken to amend data structures within the systems used to extract and process response times. This should enable a more accurate dynamic dataset to be produced for data prior to April 2016.

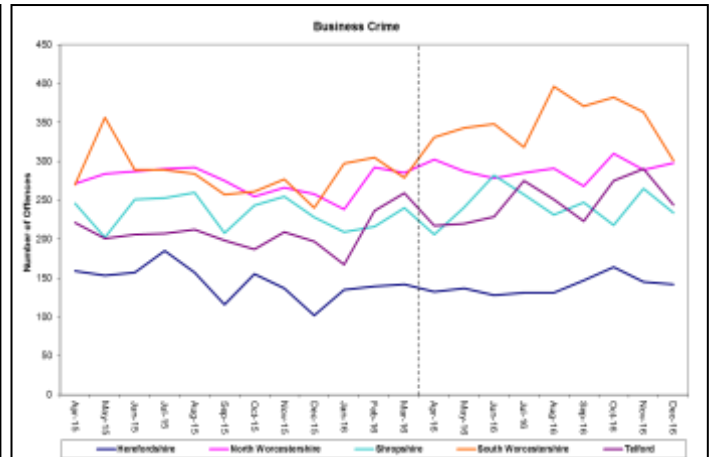
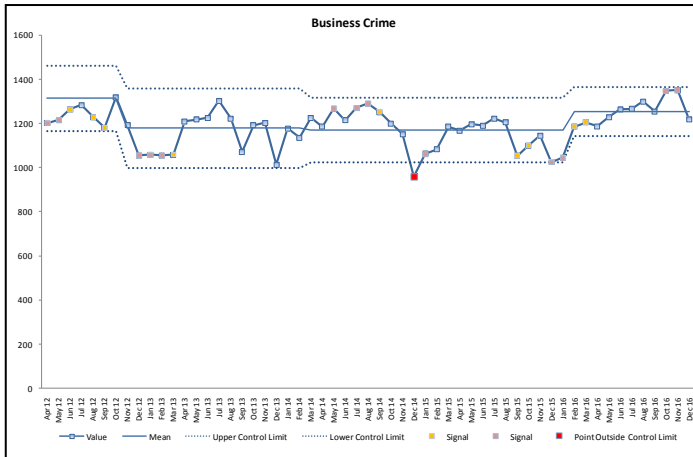
The introduction of the mobile working project across the alliance and initiatives emerging from the Control Centre change programme are anticipated to have a positive impact on response time performance in the long-term. Since the working group commenced their focus in this area in Feb 2016, emergency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

# Reassuring West Mercia

## Business Crime

### Signs of Improvement would be:

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



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. 3,920 offences were recorded in this quarter. This is a 3% increase compared to the previous quarter (3,822) and above the quarter average (3,715).

Some of this increase is due to higher volumes of vehicle offences and non-domestic burglary, both of which saw higher recording in November.

Each policing area engaged in focused activity around shoplifting in December, including targeted patrols and engagement with local businesses. An alliance-wide operation was in place to increase visible policing presence and support vulnerable retail premises. Specific activity included detailed briefings, identifying potential offenders and locations most at risk; targeted patrols involved both uniformed and plain clothed officers; and close coordination with partners and town centre managers including public engagement events. The operation was supported with a social media campaign and other publicity materials.



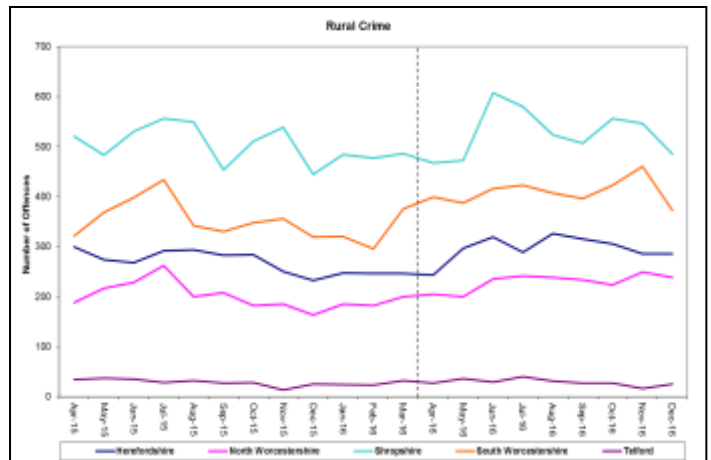
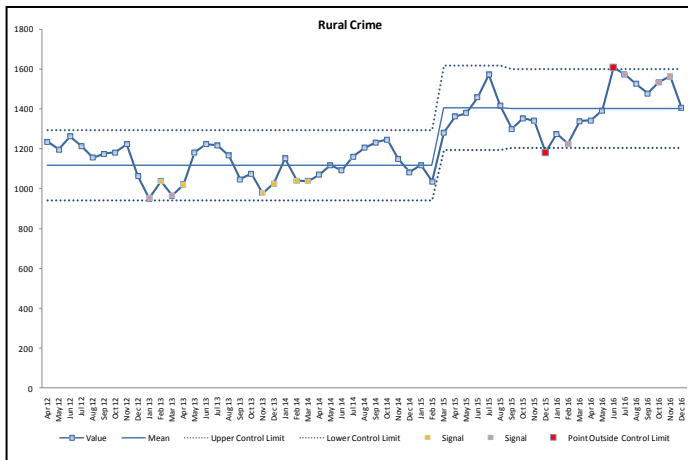
The success of this activity is currently being reviewed by senior officers. Overall shoplifting offences reduced by 4% in December compared to November. The alliance lead for business crime is currently working with the national lead to see how best practice from other forces can be used in West Mercia.

All policing areas are engaged in community focused activity to target business crime including intelligence led patrols, crime prevention events with local businesses and cyber crime presentations.

# Rural Crime

## Signs of Improvement would be:

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



Rural crime offences are also a subset of total recorded crime and are identified by their geographical location<sup>7</sup>.

4,499 offences were recorded in the quarter, a reduction compared to the previous quarter (4,576).

The increase seen in October and November were due to an uplift in vehicle crime and non-domestic burglary. These offences, along with violence without injury, have seen a decrease in rural areas in December.

This follows a recent initiative targeting burglary non-dwelling around the rural border areas of South Worcestershire, North Worcestershire, Herefordshire and Shropshire, including a targeted patrol strategy involving both SNT and patrol officers.

Under the Rural Matters campaign, policing areas continue to undertake activity within rural communities particularly around wildlife and farm themes, including working with gamekeepers, anglers, wildlife organisations and local rural businesses.

<sup>7</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:

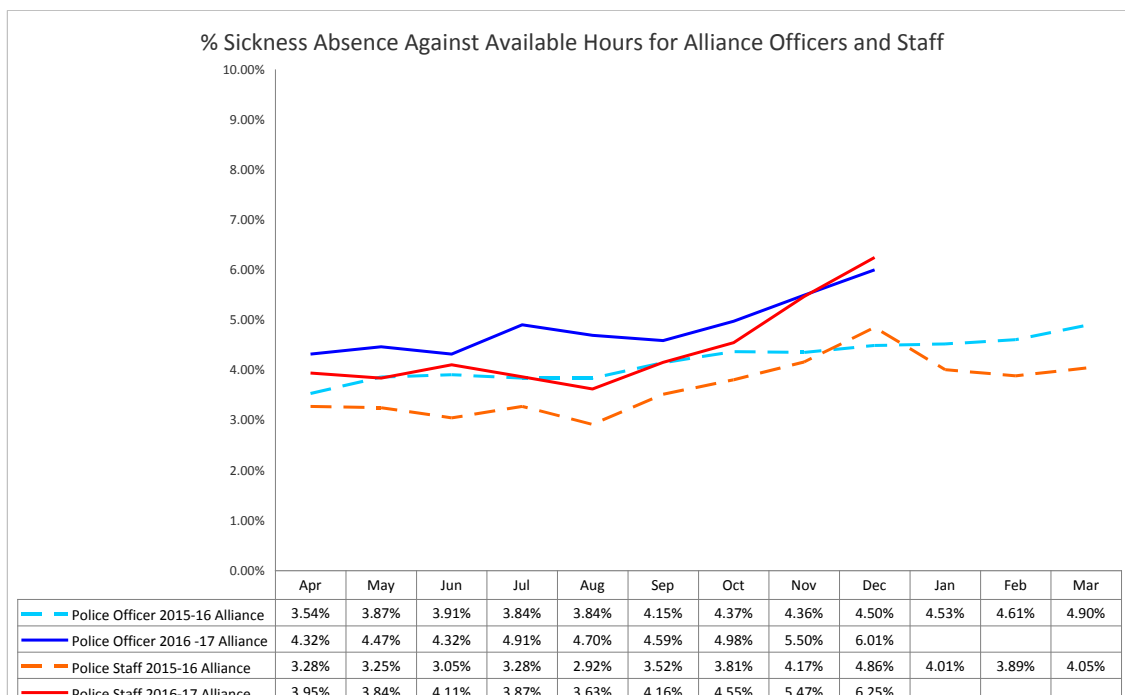
- ❖ Improved staff wellbeing – improving levels of attendance

Workforce sickness forms part of the overall Health and Wellbeing Agenda around staff welfare being led by the Chief Constable.

In the last quarter, sickness absence for both officers and staff has increased month on month across the alliance. This follows a seasonal pattern, with sickness increasing in the autumn/winter, however values are higher than seen in 2015.

For officers the average percentage hours lost to sickness in the last quarter was 5.5%, an increase from both the previous quarter (4.7%) and the same time in 2015 (4.4%).

A similar pattern is seen for police staff. 5.4% of available hours were lost to sickness in the quarter, higher than both the previous quarter (3.8%) and the same time in 2015 (4.3%).



Health & wellbeing activity continues across the alliance, co-ordinated through the Health & Wellbeing Board. Findings from the annual staff survey have been shared with the Board and will be communicated to all staff shortly. Alongside this, the Health & Wellbeing Strategy has been drafted and is currently in consultation.

The ongoing internal communications campaign which raises awareness of a range of health & wellbeing issues had a weekly focus on managing stress in November and December. Also in December a further 15 individuals received training to support the Peer Supporter Group – a group of volunteers who assist colleagues to maintain/ improve mental health.



# 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 January to December 16.

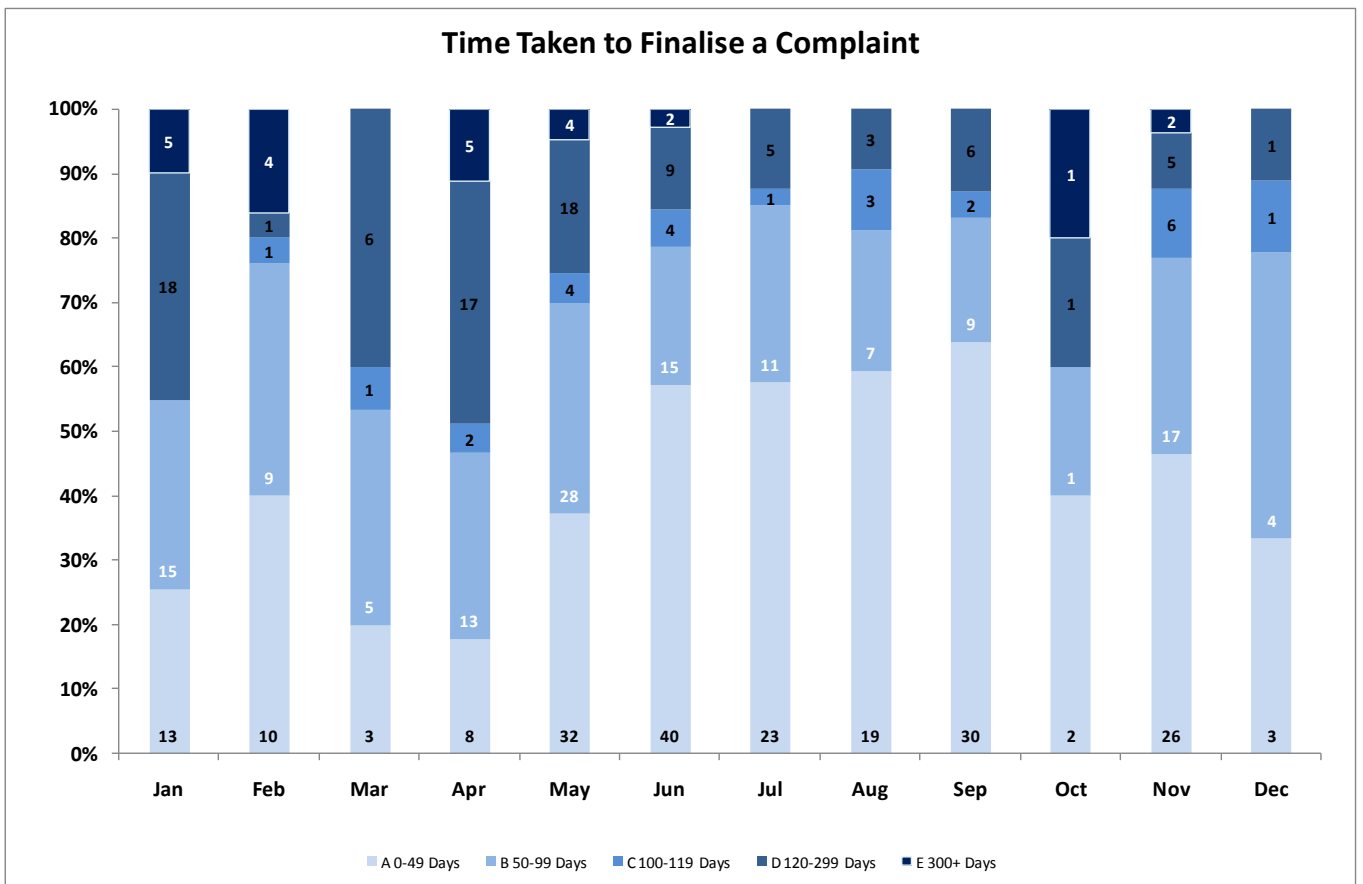
## Timeliness to Record & Finalise

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 47% of cases were recorded in 3 days, a significant reduction compared to the previous quarter (90%) and below the 80% aspiration. However 93% were recorded within 10 days. This recording issue was the result of a short term resources issue within the department.



The second national target is to finalise cases within 120 days. In the last quarter 86% of cases were finalised in 120 days, a slight reduction compared to the second quarter (88%).



## Firearms Licensing

### Signs 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 numbers of renewals for both shotgun certificates and firearm licences renewed on application are increasing and at the same time the unit is reducing the number of temporary permits held by licence / certificate holders. The number of temporary permits have reduced from 7,359 in August 2016 to 5,174 in January 2017.

Turnaround time for renewals is reducing at the same time as temporary permits are being exchanged for full licences and certificates. The management team have completed the work to identify the extra resource to support resolving the full five year demand cycle challenges as well as the IT issues that continue to thwart meaningful performance data being available.

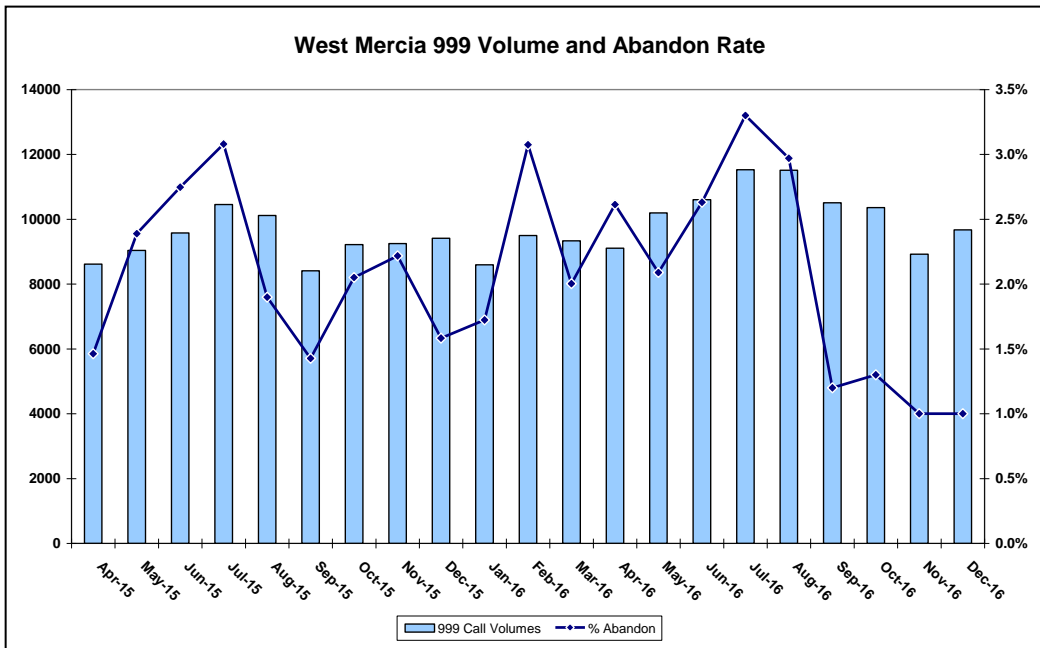
## Call Handling

### Signs of Improvement would be:

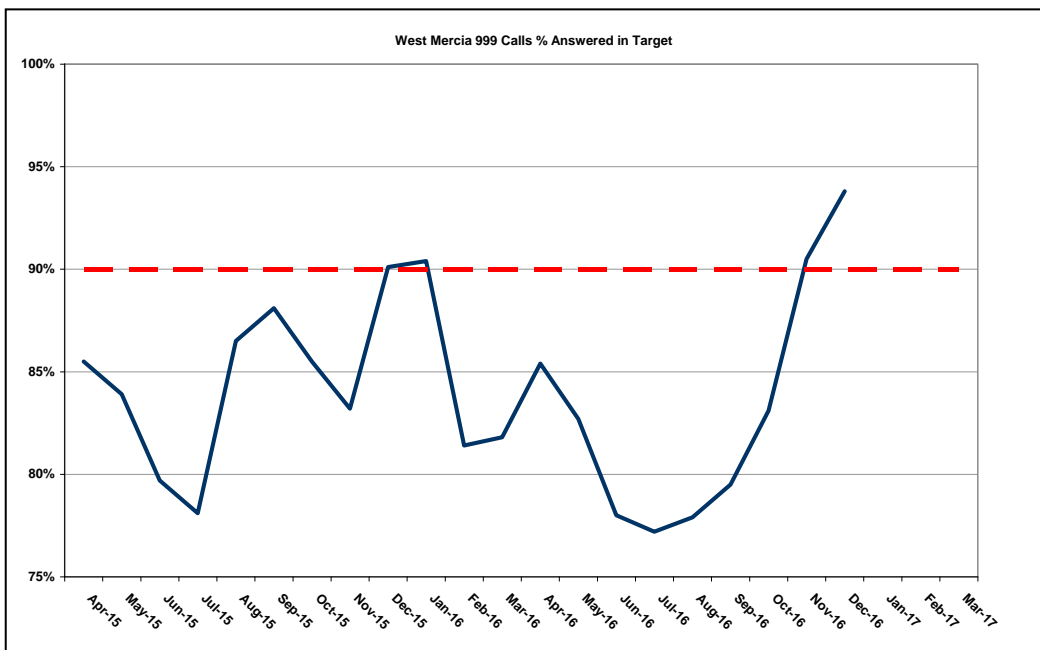
- ❖ Increase % of calls answered in target time
- ❖ Reduction in abandon rates

### Calls on the 999 system

28,953 calls on the 999 system were received last quarter a reduction compared to the previous quarter (33,545). The % of abandon 999 calls this quarter shows a reduction compared to the previous quarter.

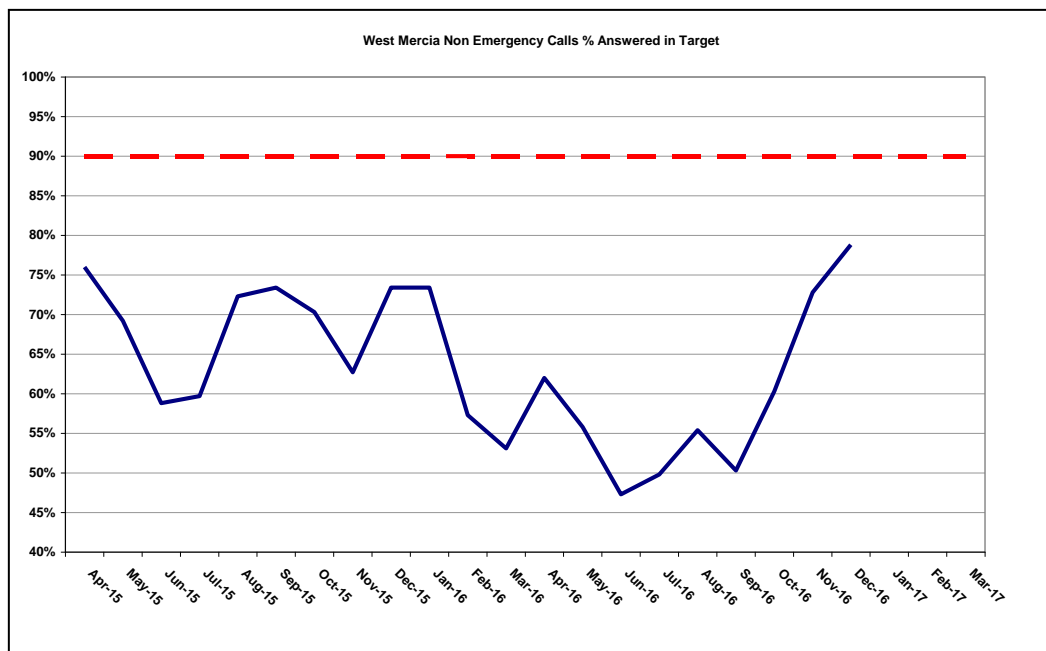
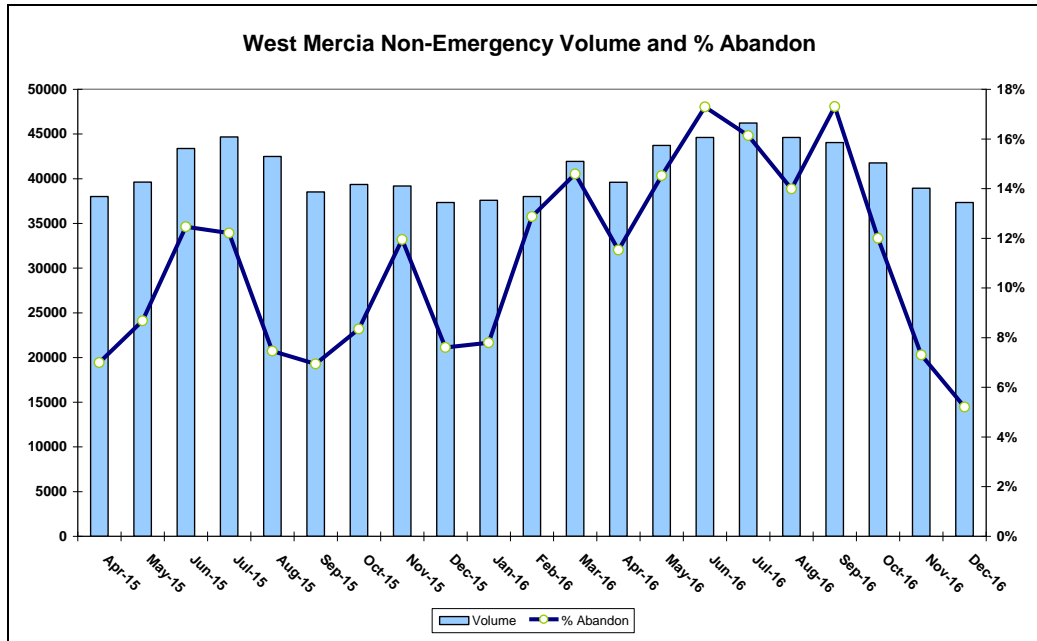


The proportion of 999 calls answered within 10 seconds has improved and for December was above the 90% target.



### Non-Emergency Calls

134,875 non-emergency calls were received last quarter, a reduction compared to the previous quarter (118,008). There has been a notable improvement in the abandon rate. The proportion of calls answered in 30 seconds has also improved in the last quarter, however this remains below the 90% target. Control Centre managers attribute some of this improvement to the removal of missing persons COMPACT log creation from the Control Centre processes.



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.