



West Mercia  
**POLICE**

## **Performance Summary**

**July - September 2017**

**DCC Blakeman**

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims &amp; Survivors First</b>				
Confidence	Quarter report	Increase compared to the previous period but below national average.	Confidence will be next be updated in mid-October 2017.	3
Victim Satisfaction	Month & quarter	Overall satisfaction saw no significant change compared to the previous quarter.	Results of domestic abuse victim survey now available	5
Repeat Victimisation / Offending	Month & quarter	Decrease on August in volumes of repeat victims and increase in volumes of repeat defendants.	'Repeats' data shared with policing area commanders.	6
IOM offenders		Decrease 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	Increase on previous quarter	Trends in line with national picture	11
Violence with Injury	Quarter unless exceptional	Decrease on previous quarter	Alcohol and domestic abuse related offences are stable	17
Sexual Offences – Rape	Month & quarter	Increase on previous quarter	Volumes remain within the expected range.	20
Sexual Offences – Other	Month & quarter	Decrease on previous quarter		23
Residential Burglary-Dwelling	Quarter unless exceptional	Decrease on previous quarter	Volumes in expected range across all policing areas	26
Robbery	Quarter unless exceptional	Increase on previous quarter	Improvement plan required for Telford	29
Missing Persons Reports	Quarter unless exceptional	Increase on previous quarter	Lead to review opportunities for reduction of reports	31
Hate Crime	Month & quarter	Reduction on previous quarter. Hate satisfaction decrease on previous quarter.	Action required to address static satisfaction levels	33
Domestic Abuse	Quarter unless exceptional	Increase on the previous quarter.	Policing areas to review use of DVPNs	35
Child at Risk /CSE	Month & quarter	CAR – Reduction on previous quarter CSE – Increase on previous quarter	CAR – reduction across all policing areas. CSE – increase driven by 'non-recent' offences.	39
Cyber Crime	Month & quarter	Reduction on previous quarter	Launch of cyber strategy imminent	43
Vehicle Crime	Additional	Increase on the previous quarter	Will be discussed at PMG in October	47
Bicycle Theft	Additional	Increase on the previous quarter	Report to be commissioned	49
Anti-Social Behaviour	Quarter unless exceptional	Reduction on previous quarter.	Volumes following seasonal pattern	49
Road Traffic Casualties	Quarter unless exceptional	14 road deaths in the last quarter.	High harm routes subject to daily tasking	51
Response Times to Emergency Incidents	Quarter unless exceptional	Increase in emergency incidents on the previous quarter.	Average emergency response time comparable to previous month.	53
<b>Reassuring West Mercia</b>				
Business Crime	Quarter unless exceptional	Increase on previous quarter	Exceptional volumes in July, August and September.	55
Rural Crime	Quarter unless exceptional	Comparable to previous quarter		58
<b>Reforming West Mercia</b>				
Sickness	Month & quarter	Increase in sickness rates for both officers and staff	Health & Wellbeing activity ongoing	60
Complaints	Quarter report	Recording complaints below target	Plan required from Head of PSD	61
Firearms Licensing	Quarter unless exceptional	Temporary permits replaced by full certificates by target date.	Demand reduction ongoing	63
Call Handling	Month & quarter	Increase in % of 999 and 101 calls answered in target. 999 & 101 abandoned rate has decreased.		64
Personnel Vetting	Month & quarter	Decrease in outstanding vetting requirements.	Plan to remove backlog by March 2018	66

## 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

### Strategic Policing Requirement

Terrorism

Serious and organised crime

Cyber crime

Threats to public order

Civil emergencies

Child sexual exploitation and abuse

priorities represent the highest risk, taking account of our capacity and capability

#### Daily business

courier fraud  
homicide  
drugs  
burglary  
firearms  
vehicle crime  
rural crime  
business crime  
corruption in public office

Intelligence requirement represents what we need to know more about

#### Cyber crime

Focussing on cyber dependent crime and the impact on our communities. Maximising evidential opportunities to benefit investigations and address knowledge gaps.

#### Child sexual exploitation and abuse

Knowing the signs of CSE&A and safeguarding victims remains a priority. Targeting the perpetrator.

#### Serious and organised crime

Understanding the pathways into serious and organised crime and the exploitation of vulnerable people. Using local multi-agency action plans to tackle the threat from OCGs and 'county lines'.

#### Rape and sexual assault

Safeguarding and recognising victims remains a priority.

#### Domestic abuse

Promoting partnership working and increasing confidence in reporting.

#### Modern slavery and human trafficking

Increasing threat with significant intelligence gaps. Raising awareness and understanding to improve response and identification of victims.

#### Killed and seriously injured RTCs

Supporting the work of the Safer Roads Partnership to reduce the number of people killed and seriously injured on our roads.

#### Organised immigration crime

Increase intelligence gathering, understand the link between clandestine entrants as victims of OIC.

#### FGM, HBA and FM

Engage with partners and local communities to improve confidence in reporting of female genital mutilation, honour based abuse and forced marriage.

#### Foreign national offenders

Targeted operations with partners, understand the impact of the UK leaving the European Union.

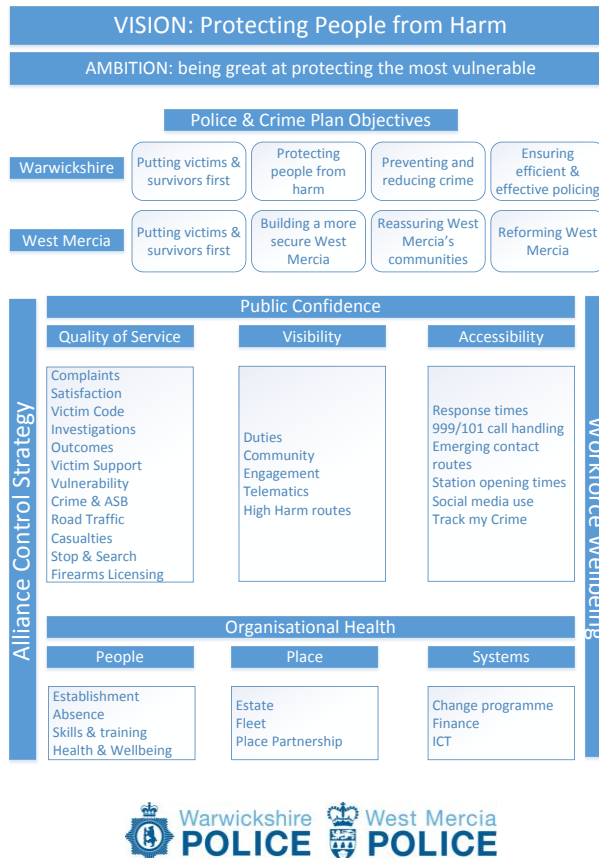
#### Terrorism and violent extremism

Early identification of significant changes in behaviour/attitude or lifestyle of individuals who may be self radicalised. Maximising opportunities for intelligence capture at events to inform threat picture.

#### Stalking and harassment

Need to understand the threat, harm and risk.

## Alliance Performance Framework

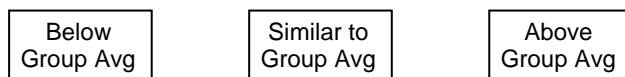


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers 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.

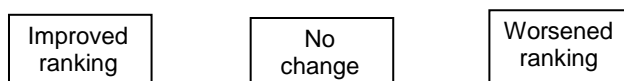
This report provides a quarterly review of performance which then informs the forces Performance Management Group, chaired by the Deputy Chief Constable, where performance information is discussed in greater detail.

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

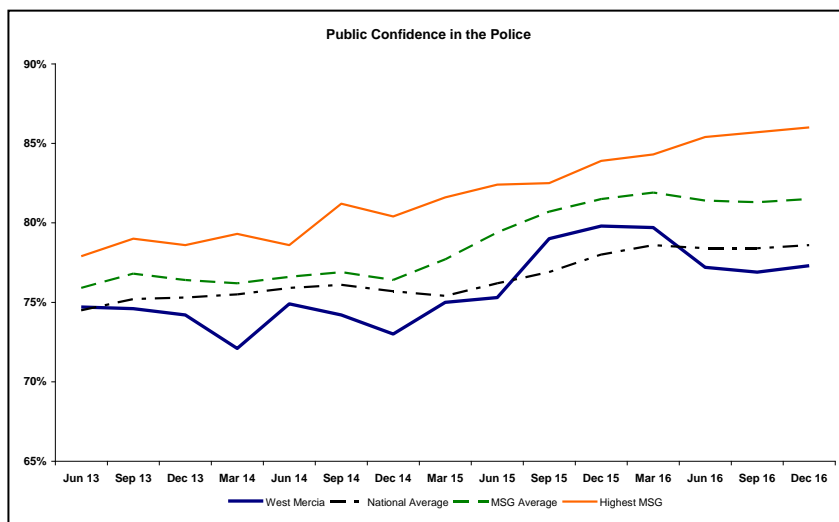
Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to December 2016.

The next data release will be published in mid-October (19<sup>th</sup>) and will be included in next month's report.

The latest data shows stable performance 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 4 quarters, suggesting a stabilisation and is currently at 79%. 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. The force's ranking against all forces also remains unchanged at 27<sup>th</sup> of 42 forces.



	Sep-16		Dec-16	
	%	Rank	%	Rank
West Mercia	76.9%	8	77.3%	8
MSG Average	81.3%		81.5%	
National Average	78.4%	27	78.6%	27

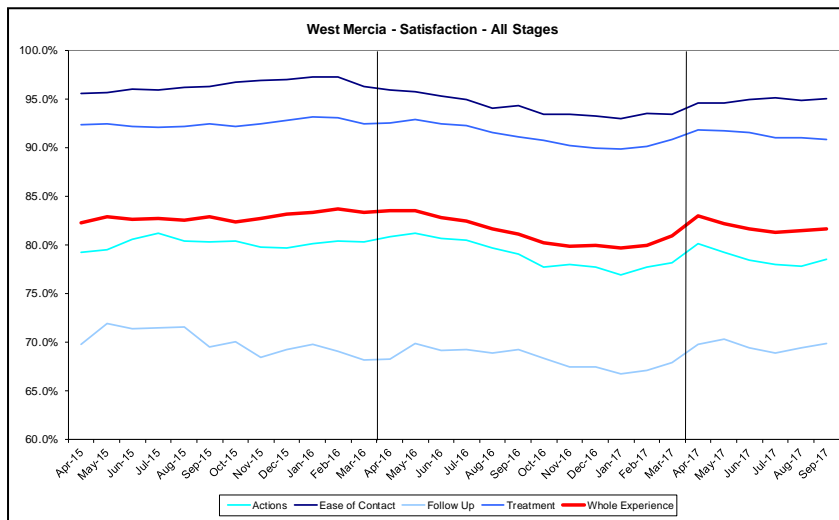
The drivers for confidence are known to be visibility, quality of service and accessibility which are the elements that we focus upon in order to increase confidence within local communities.

<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



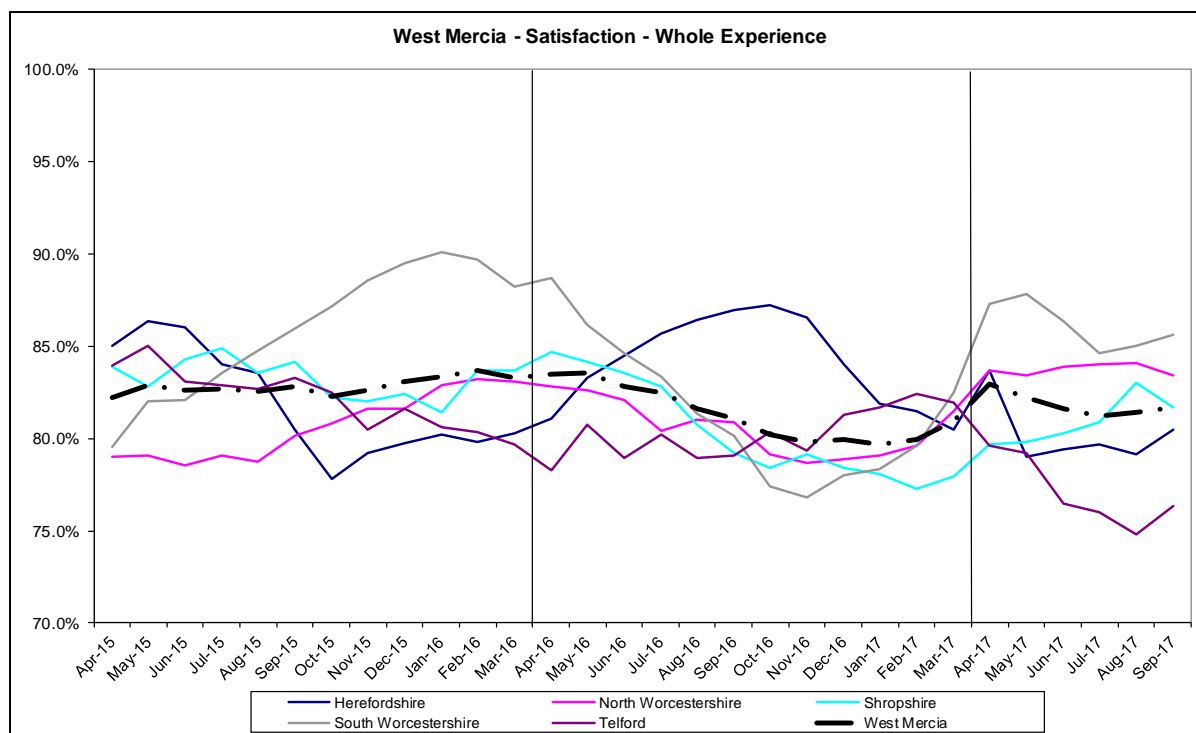
	Jul-17	Aug-17	Sep-17
Herefordshire	79.7%	79.2%	80.5%
North Worcestershire	84.0%	84.1%	83.4%
Shropshire	80.9%	83.0%	81.7%
South Worcestershire	84.6%	85.0%	85.6%
Telford & Wrekin	76.0%	74.8%	76.3%
West Mercia	81.2%	81.4%	81.7%

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

Overall victim satisfaction for 'Whole Experience' saw no significant change last quarter compared to the previous quarter (81% Jul-Sep - rolling 6 months). Performance across each measured stage of satisfaction remains relatively stable.

Following downward trends satisfaction, recovery plans were requested across the summer for Telford & Wrekin and Herefordshire. There are signs of improvement for both policing areas.

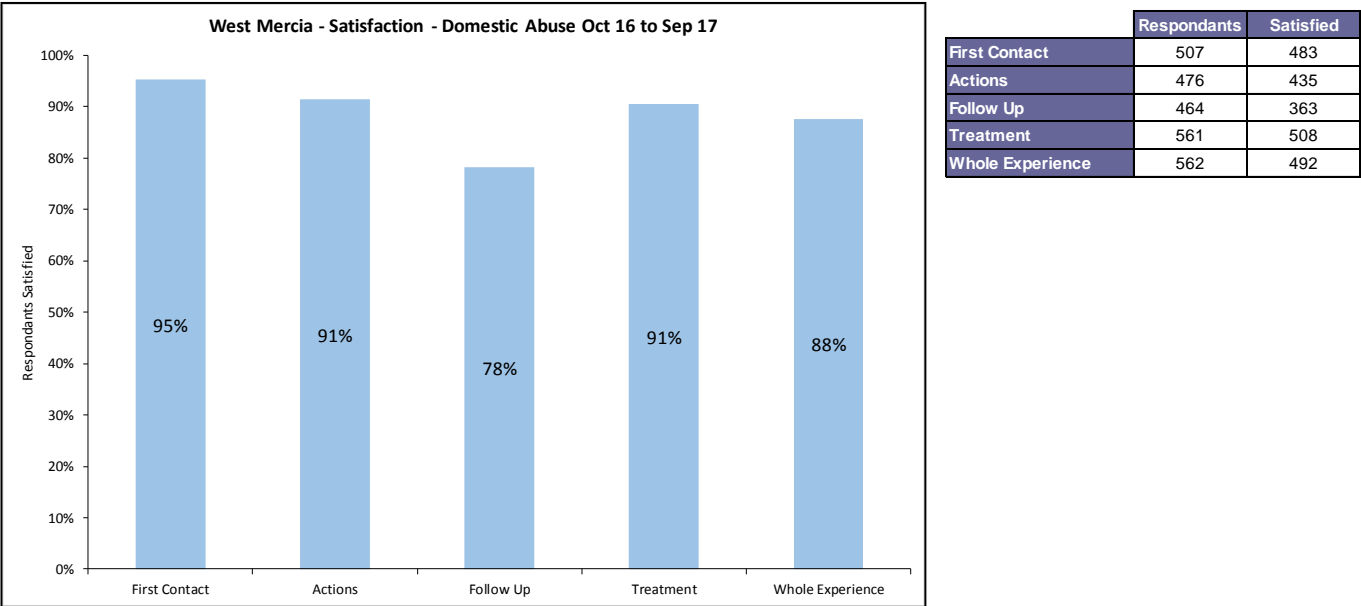
The following chart should be used to indicate longer term trends rather than month on month variation, which is often not statistically significant.



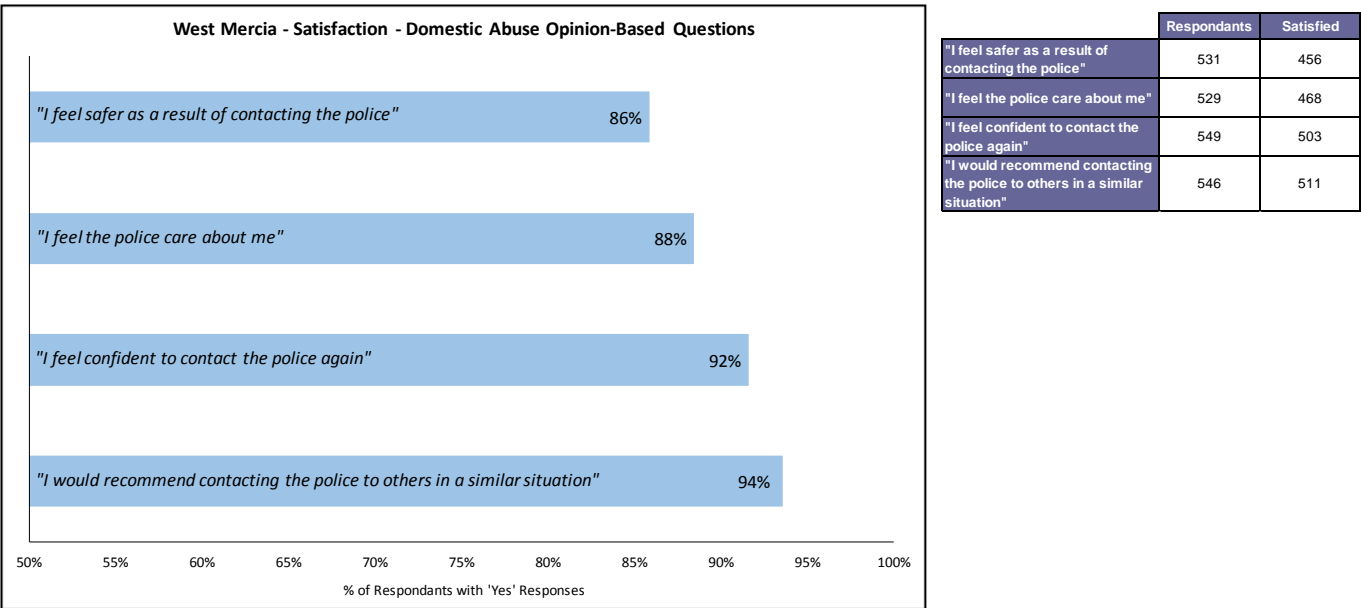
Domestic Abuse

From October 2016, the alliance began to measure the five stages of satisfaction (i.e. First Contact, Actions, Follow-up, Treatment and Whole Experience) against domestic abuse offences. To gain a better understanding of how police actions affect the victim’s experience, a series of opinion-based closed questions were also included in the surveys.

Due to the low volume of respondents each month, data is currently reported on at force level only.



88% of domestic abuse victims were satisfied with their ‘Whole Experience’.



Recent dip sampling of officers and staff selecting ‘contact not required’ by the victim appear high and Policing Area Commanders should assure themselves that appropriate scrutiny is in place to understand this picture. This aspect will be discussed further at PMG.

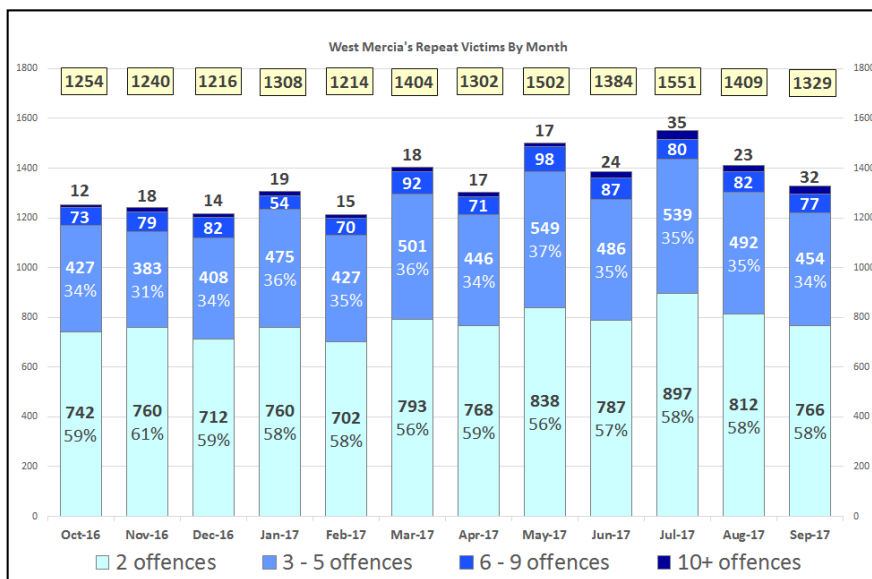
## Repeat Victims & Offenders

### 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 September, 27% (1,329) of all victims were repeat victims (subject to at least one further offence in the last 12 months).

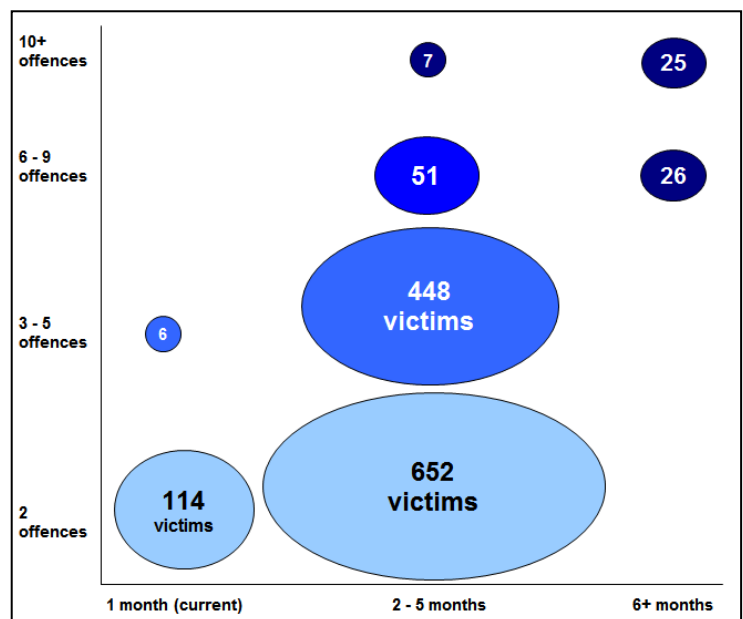
This is a 6% decrease from August (1,409), but a comparable proportion to previous months.

2.4% (32) of repeat victims have been victims at least 10 times in the 12 month period. This is the largest proportion and volume since this tracking process first commenced in June 2016.

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

32 individuals have been a victim of 10+ offences. 11 in South Worcestershire, 9 in North Worcestershire, 9 in Telford & Wrekin, 5 in Herefordshire and 3 in Shropshire. 5 individuals were '10+' victims across 2 policing areas.

23 of these individuals are subject to various current Risk Management Plans (RMP): - 7 ASB, 6 domestic abuse, 4 vulnerable adult, 2 IOM, 1 child RMP, 1 adult involved with child protection RMPs, 1 cuckooing plan and 1 victim who has both STO and domestic abuse RMPs. 3 individuals are subject to inactive/ lapsed RMPs.



One Herefordshire victim has been the subject of 15 offences over the last 12 months. The offences are predominantly common assault and battery and sexual offences, with 2 sexual



offences and 1 common assault and battery offence recorded in September. This individual was previously subject of a high risk DA RMP in 2014 and medium risk DA RMP in 2015.

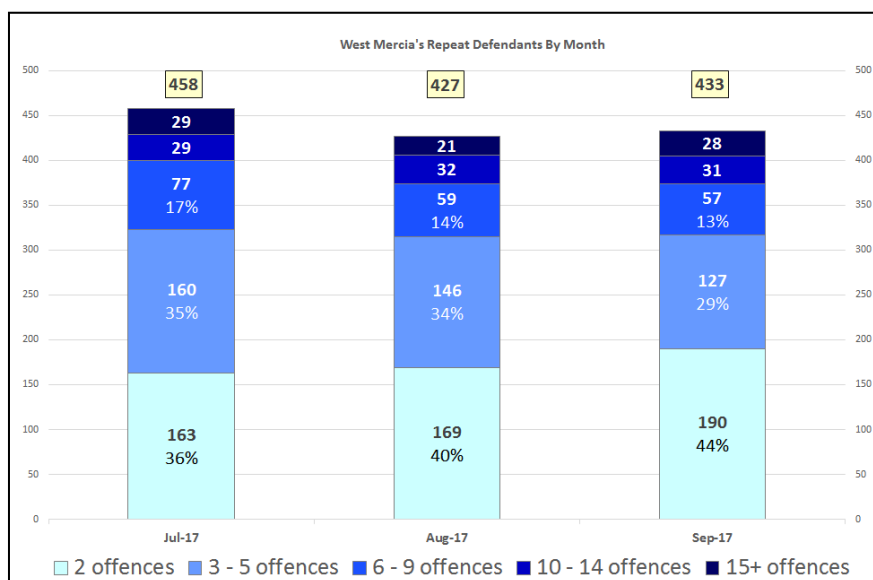
17 of the 32 individuals were also identified as repeat victims in August’s dataset - 10 were already showing with 10+ offences at that time. 9 of the 32 individuals were repeat victims in July but had no offences in August.

The quarterly reviews of local policing areas, led by ACC Evans, have commenced in September and include an audit of repeat victims to ensure that approaches are consistent and robust.

Whilst most victims are managed via a Risk Management Plan (RMP), Local Policing Commanders should review the process in place to manage repeat victims to ensure all have robust plans to reduce victimisation.

## Repeat Offending

In July 17, a new methodology to identify repeat offenders was adopted. The following data identifies repeat defendants based on the offences that have been outcomed in September, irrespective of when the offence was recorded. As this data is not directly comparable to the original approach, a trend graph can now be shown for the new dataset for the last 3 months.

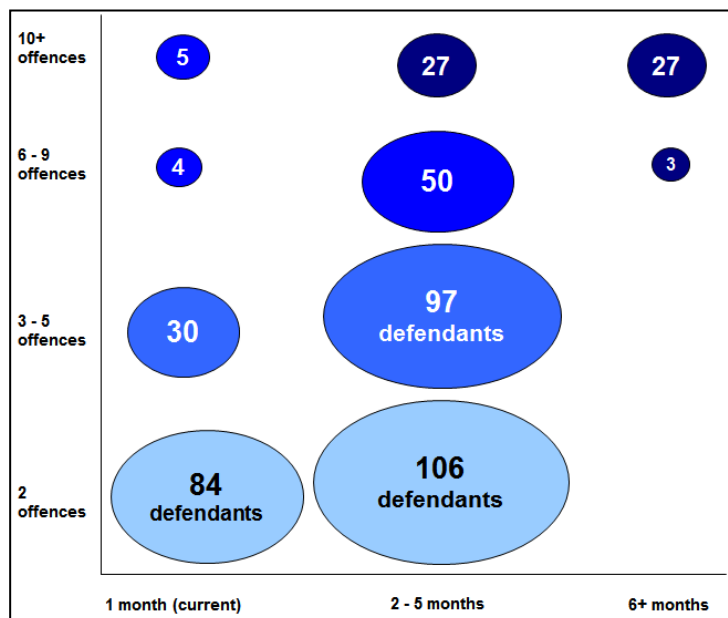


In September, 42% (433) of all defendants were also defendants in at least one other offence in the previous 12 months. This is a small increase from August (427).

44% (190) of repeat defendants have offended twice in the last 12 months. 59 prolific individuals were defendants for over 10 offences in the last 12 months.

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

14% (59) of the 433 repeat defendants have offended at least 10 times in the 12 month period. For the majority of these prolific individuals, shoplifting and public order are the most common offences. 18 of these 59 individuals are IOM nominals. Policing area command teams have reviewed this data to ensure that, where relevant, offenders are managed within the IOM framework.



One 'non-IOM' South Worcestershire defendant was attributable to 52 public order/ shoplifting offences, of which 1 public order offence was recorded in September. This individual featured in August's report. This individual was previously subject of a medium risk ASB RMP in 2014 and is now being managed by Worcester Partnership Probation Office.

One 'non-IOM' North Worcestershire defendant was attributable to 41 public order offences, of which 6 were recorded in September. This individual featured in August's report. This individual is currently subject to a medium risk ASB RMP.

One Telford & Wrekin IOM defendant was attributable to 24 shoplifting/ criminal damage offences, of which 2 were recorded in September. This individual is currently subject to an IOM RMP and is currently being managed by Shropshire & Telford Probation Office.

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.

Policing area Commanders should use the tasking process as the mechanism to ensure problem solving activity targets repeat offenders. In conjunction with Integrated Victim Management and Integrated Offender Management this should break the offending cycle.

## 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. In recent years, significant changes have taken place to the IOM scheme and these are continuing into 2017 with a greater emphasis being placed on identifying those offenders who cause the most harm and present the greatest risk to our communities. The number of offenders being worked with on the scheme has increased and the IOM cohort not only includes offenders who commit the traditional residential burglary dwelling, theft and robbery offences, but also domestic abuse offenders and in some cases individuals who are part of organised crime groups.

Work is currently taking place to revise the assessment and scoring procedures to improve the selection process by which offenders are identified and adopted onto the IOM cohort. In addition, performance measures are being devised to evidence and demonstrate the positive impact that the IOM scheme delivers and these will also include partnership involvement aligned to the '7 critical pathways' (housing support, education/training/employment, drugs/alcohol, children/families, finance/debt, health and attitude/thinking/behaviour). Finally, work is about to commence in relation to branding and marketing the IOM scheme. Collectively these improvements will be the catalyst for a 'whole workforce approach' to IOM, which is necessary to reduce crime and deliver positive outcomes.

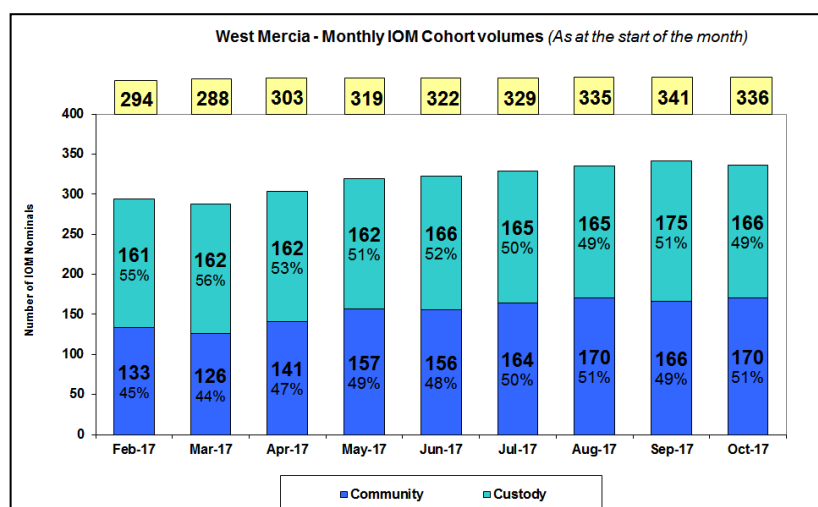
Across West Mercia, there are currently 336 individuals being managed, a decrease from 341 last month.

IOM Cohort Policing Area	Total Nominals	Community	Custody
Herefordshire	54	32	22
North Worcestershire	72	34	38
Shropshire	53	28	25
South Worcestershire	89	47	42
Telford & Wrekin	68	29	39
<b>West Mercia</b>	<b>336</b>	<b>170</b>	<b>166</b>

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

*Figures accurate as of 02/10/2017*

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.

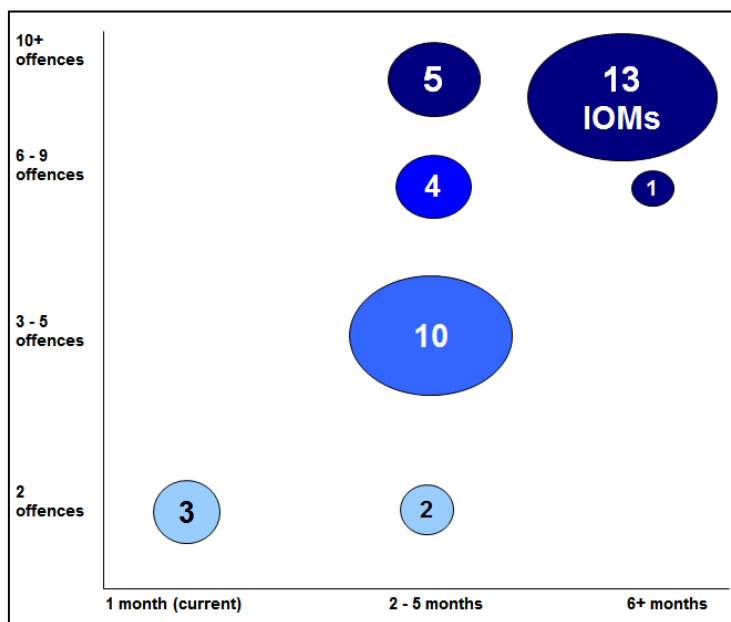


38 (11%) of West Mercia's current IOM cohort were defendants in at least one offence in September and at least one other offence in the previous 12 months.

The 38 IOM individuals have been defendants in 94 offences in September 17.

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

One Telford & Wrekin IOM nominal was a defendant in 24 shoplifting offences in the last 12 months, with 2 offences detected in September.



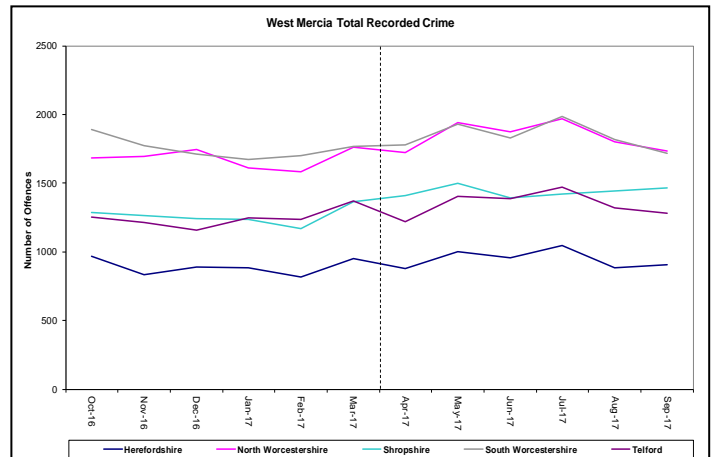
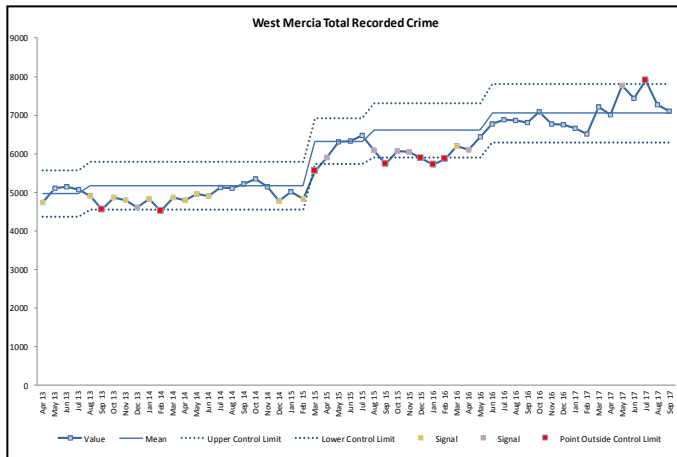
The policing area command team are aware of this individual, who is managed through the IOM scheme.

# 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	Improved ranking

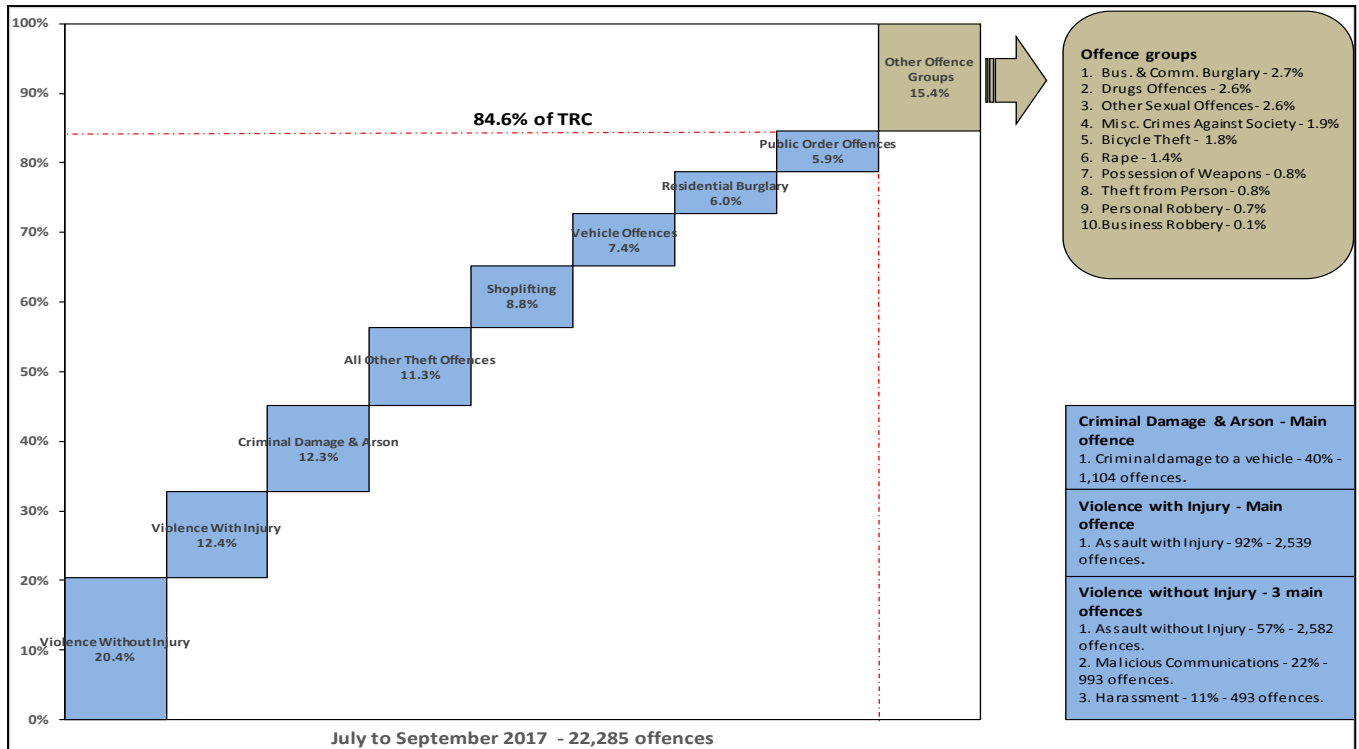
22,285 offences were recorded across West Mercia last quarter. This is comparable to the previous quarter (22,221) and is above the quarter average (21,364). Volumes reflect a fairly seasonal pattern of recorded crime, with reducing volumes in late summer/ early autumn months.

Reduced volumes were seen across North Worcestershire and South Worcestershire last quarter compared to the previous quarter.

September is the 7<sup>th</sup> consecutive month that volumes have remained above the monthly average across Herefordshire, North Worcestershire and Shropshire. If this trend continues next month the monthly average will increase in all three policing areas.

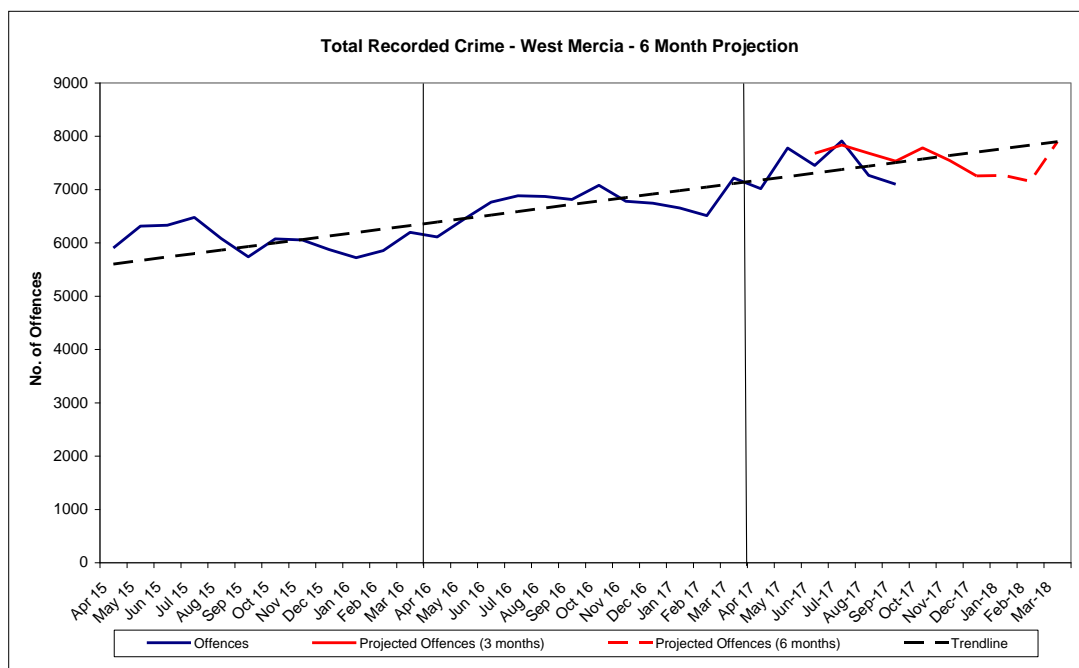
Across West Mercia, policing area commanders were tasked to produce summer policing plans, identifying appropriate activity to address the anticipated increase in recorded crime. Focussing on violence, sexual offences and ASB, these plans have delivered generally positive results. These will be reviewed and discussed at Performance Management Group in October.

The following chart shows the make-up of total crime. Almost a third is violent crime, both with and without injury. The thematic owner of 'violent crime' at alliance level should work with ASI to understand the detail of the crimes in this category and identify opportunities to reduce the number of offences.



The following chart provides a short (3 month) and medium (6 month) projection for total recorded crime. At force level, the recorded volumes are below our previous projection but continue on an upward trend.

Crime volumes continue to rise nationally. The reasons for this are well documented, including tighter recording practices, a greater emphasis on a victim focus, and the provision of more opportunities for victims to report crime (including through the development of partnership arrangements and the introduction of online reporting). The increase seen this financial year is in line with that seen nationally – total crime in West Mercia saw a 10.5% increase in the 5 months April – August (compared to the preceding 5 months), compared to 10.9% across all forces.



## Policing Area Comparison by Crime Type

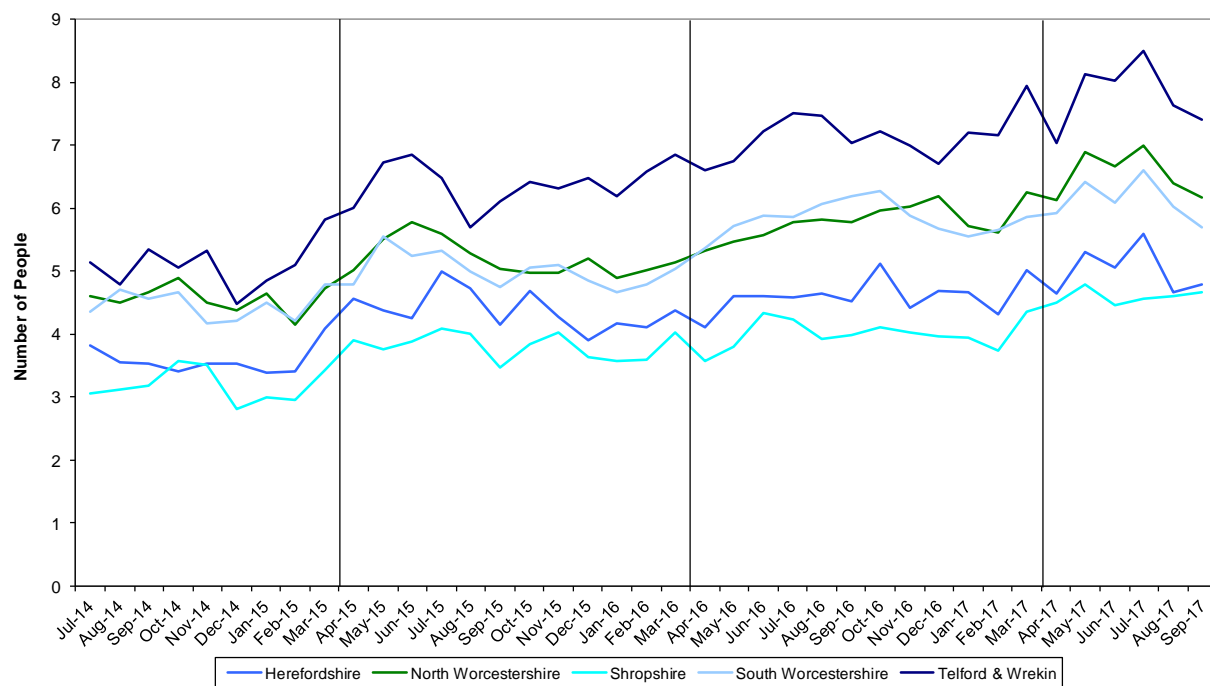
The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing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

	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
Violence With Injury	2762	2654	12%	2.2	344	335	12%	1.8	632	632	11%	2.2	522	511	12%	1.7	674	621	12%	2.2	590	557	14%	3.4
Violence Without Injury	4534	4482	20%	3.6	581	591	20%	3.1	1059	1062	19%	3.8	892	877	21%	2.8	1095	1076	20%	3.6	907	876	22%	5.2
Rape	314	299	1%	0.2	42	40	1%	0.2	78	69	1%	0.3	54	50	1%	0.2	76	83	1%	0.3	64	57	2%	0.4
Other Sexual Offences	577	576	3%	0.5	87	89	3%	0.5	130	118	2%	0.5	99	107	2%	0.3	131	143	2%	0.4	130	119	3%	0.8
Personal Robbery	157	132	1%	0.1	15	14	1%	0.1	43	40	1%	0.2	16	14	0%	0.1	47	38	1%	0.2	36	27	1%	0.2
Business Robbery	20	16	0%	0.0	1	0	0%	0.0	11	8	0%	0.0	1	3	0%	0.0	5	3	0%	0.0	2	3	0%	0.0
Residential Burg - Dwelling	770	828	3%	1.5	89	95	3%	1.1	228	257	4%	2.0	151	132	3%	1.2	152	199	3%	1.2	150	145	4%	2.3
Burg Bus. Comm (inc. non dwell)	1170	1247	5%	2.3	175	169	6%	2.2	270	288	5%	2.3	281	288	6%	2.2	245	284	4%	2.0	199	219	5%	3.0
Vehicle Offences	1651	1523	7%	1.3	156	141	5%	0.8	577	515	10%	2.0	296	262	7%	0.9	371	354	7%	1.2	251	251	6%	1.5
Bicycle Theft	395	308	2%	0.3	68	57	2%	0.4	83	58	2%	0.3	84	59	2%	0.3	118	99	2%	0.4	42	36	1%	0.2
Theft from Person	172	165	1%	0.1	20	19	1%	0.1	44	46	1%	0.2	24	27	1%	0.1	64	53	1%	0.2	20	21	0%	0.1
Shoplifting	1968	1766	9%	1.6	182	154	6%	1.0	475	458	9%	1.7	368	282	8%	1.2	574	537	10%	1.9	369	337	9%	2.1
All Other Theft Offences	2525	2316	11%	2.0	342	315	12%	1.8	592	551	11%	2.1	572	486	13%	1.8	599	566	11%	2.0	420	398	10%	2.4
Criminal Damage & Arson	2743	2625	12%	2.2	360	345	13%	1.9	693	602	13%	2.5	546	538	13%	1.7	701	682	13%	2.3	443	459	11%	2.6
Other Crimes Against Society	2504	2429	11%	2.0	375	393	13%	2.0	590	576	11%	2.1	424	415	10%	1.4	666	659	12%	2.2	449	387	11%	2.6
<b>Total Recorded Crime</b>	<b>22285</b>	<b>21373</b>		<b>17.7</b>	<b>2840</b>	<b>2753</b>		<b>15.0</b>	<b>5511</b>	<b>5283</b>		<b>19.6</b>	<b>4336</b>	<b>4052</b>		<b>13.8</b>	<b>5524</b>	<b>5397</b>		<b>18.3</b>	<b>4074</b>	<b>3889</b>		<b>23.6</b>

*Data is based on ONS mid-2016 population estimates*

This table shows Telford & Wrekin as an outlier in terms of volume of crime per 1000 of population. However, the chart below identifies that offence volumes by 1,000 population have been consistently above those for other policing areas – this situation is not worsening in Telford and the trend is similar to other areas. ACC Evans is leading on a significant piece of work to understand the specific challenges faced by Telford & Wrekin (Project Vesta) and will provide an update on this at Performance Management Group. The findings of this work will form the basis of an action plan.

West Mercia Total Recorded Crime - Per 1,000 Population Estimates





## Crime Outcomes

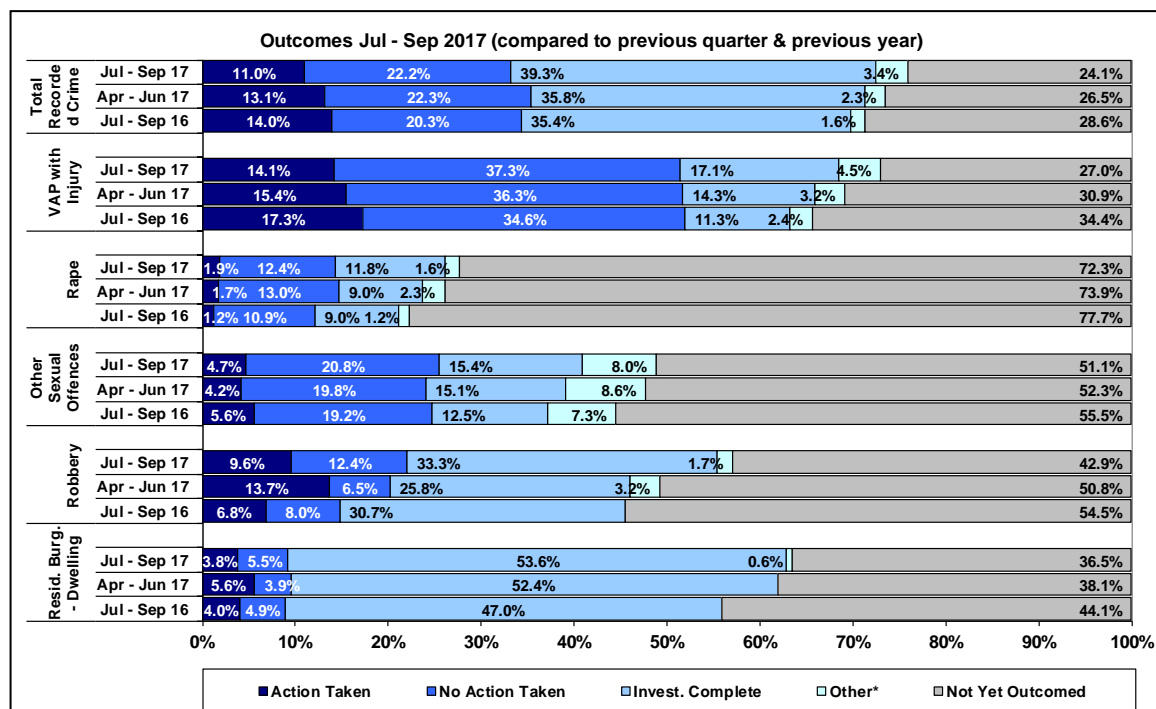
Crime Outcomes are the way that forces record how an investigation has been finalised. There are 24 different outcome options which help to give a complete picture of the results of investigations into reported crimes. These outcome options are sub-divided into categories of:

- ‘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 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 (Jul - Sep 2017) compared to the previous quarter (Apr - Jun 2017) and the same period last year.

Overall, 76% of offences recorded last quarter were assigned an outcome within the same period, a small increase compared to the previous quarter (74%) and an increase on the same period last year (71%).

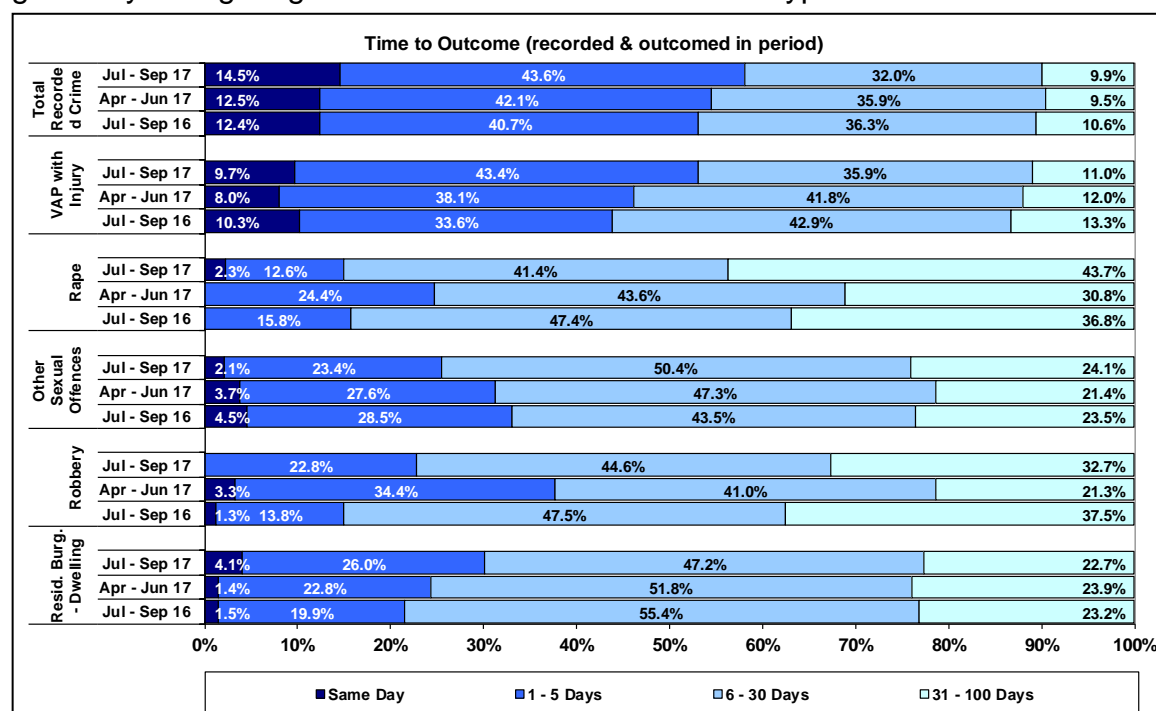
The proportion of total offences outcomed as ‘action taken’ (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions) last quarter (11%) has decreased compared to the previous quarter (13%) and same period last year (14%). The reduction in ‘action taken’ outcomes was due to an increase in the use of ‘investigation complete – no suspect identified’ outcomes to resolve crimes.



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 (58%) of offences where an outcome has been assigned, this was done within 5 days of the offence being recorded. This is an increase compared to the previous quarter (55%) and above last year (53%). There has been a reduction in the number of offences assigned an outcome within 6–30 days of being recorded (32% Q2, 36% Q1).

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 July 2017.

West Mercia sits within the middle of its peer group of most similar forces for 'action taken', ranking 4<sup>th</sup> out of 8 forces and are below the group average.

The force performs well against its peer group for 'action taken' outcomes assigned to 'rape', ranking 3<sup>rd</sup> out of 8 forces and just below group average. West Mercia ranks 6<sup>th</sup> for 'action taken' outcomes assigned to 'violence with injury', 'violence without injury' and 'other sexual offences' and are below the group averages.

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

It is recognised that there is a declining trend in 'action taken' outcomes across a number of different crime types. Although some work has been done to understand this picture, further work is required to provide a suitably robust evidence base to underpin activity moving forwards.

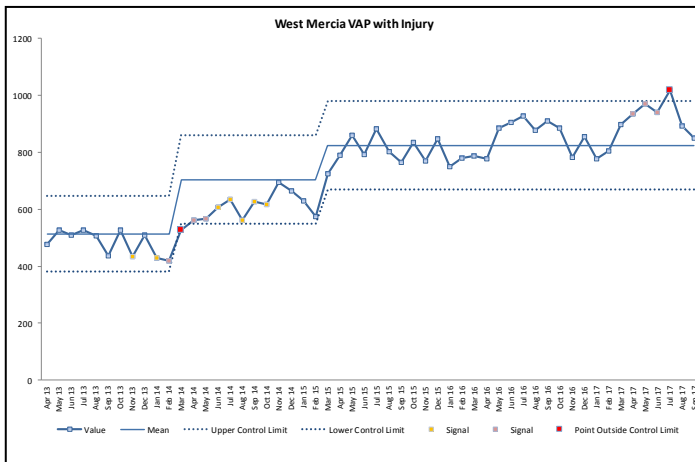
The alliance lead for outcomes is required to provide a report in time for next quarterly reporting (with a specific focus on burglary, rape and violence), which details the challenges faced, the reasons why, and the proposed further activity required.

\* 'Other' outcome category includes: 'further investigation not in the public interest', 'transferred to external agency', not in public interest to proceed' and 'finalised investigated not yet assigned an outcome'.

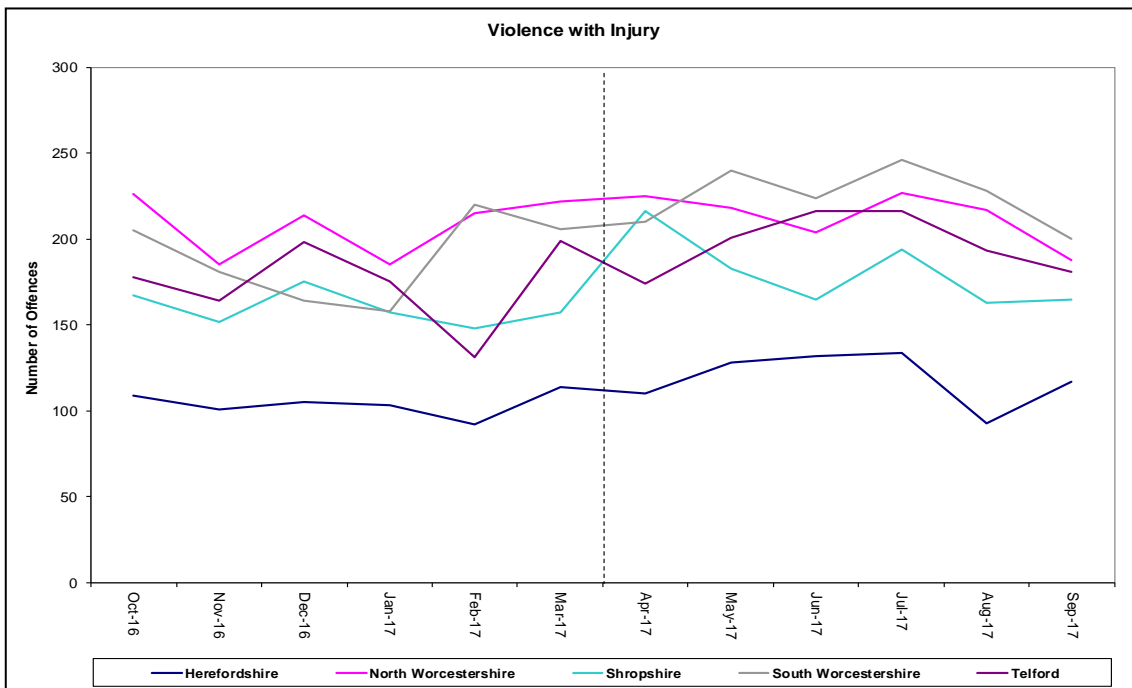
## Violence with Injury<sup>3</sup>

### 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	No change



2,762 violence with injury offences were recorded last quarter, a 3% decrease compared to the previous quarter (2,846) but above the quarter average (2,654). Reduced volumes were seen across all policing areas compared to the previous quarter with the exception of South Worcestershire where volumes remained stable.

This is the 7<sup>th</sup> consecutive month volumes have remained above the monthly average in West Mercia. If this trend continues there will be an increase in the monthly average. The higher volumes seen over the past few months reflect seasonal trends of increased reporting across the summer, with volumes beginning to decrease going into the autumn months.

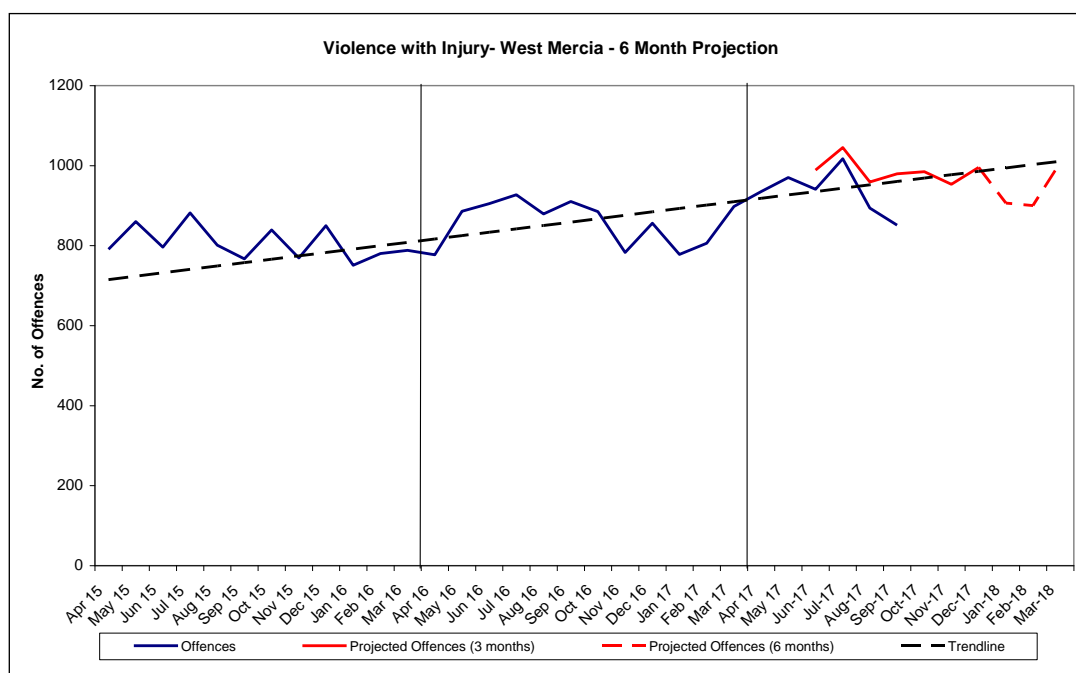
<sup>3</sup>**Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

Violent crime was a focus of the summer policing plans. All policing areas reported lower volumes than those projected, indicating successful initiatives and tasking. These plans will be reviewed and discussed at Performance Management Group.

The proportion of violent offences that are alcohol or domestic abuse related has remained relatively stable compared to the previous quarter, with volumes remaining around the monthly averages.

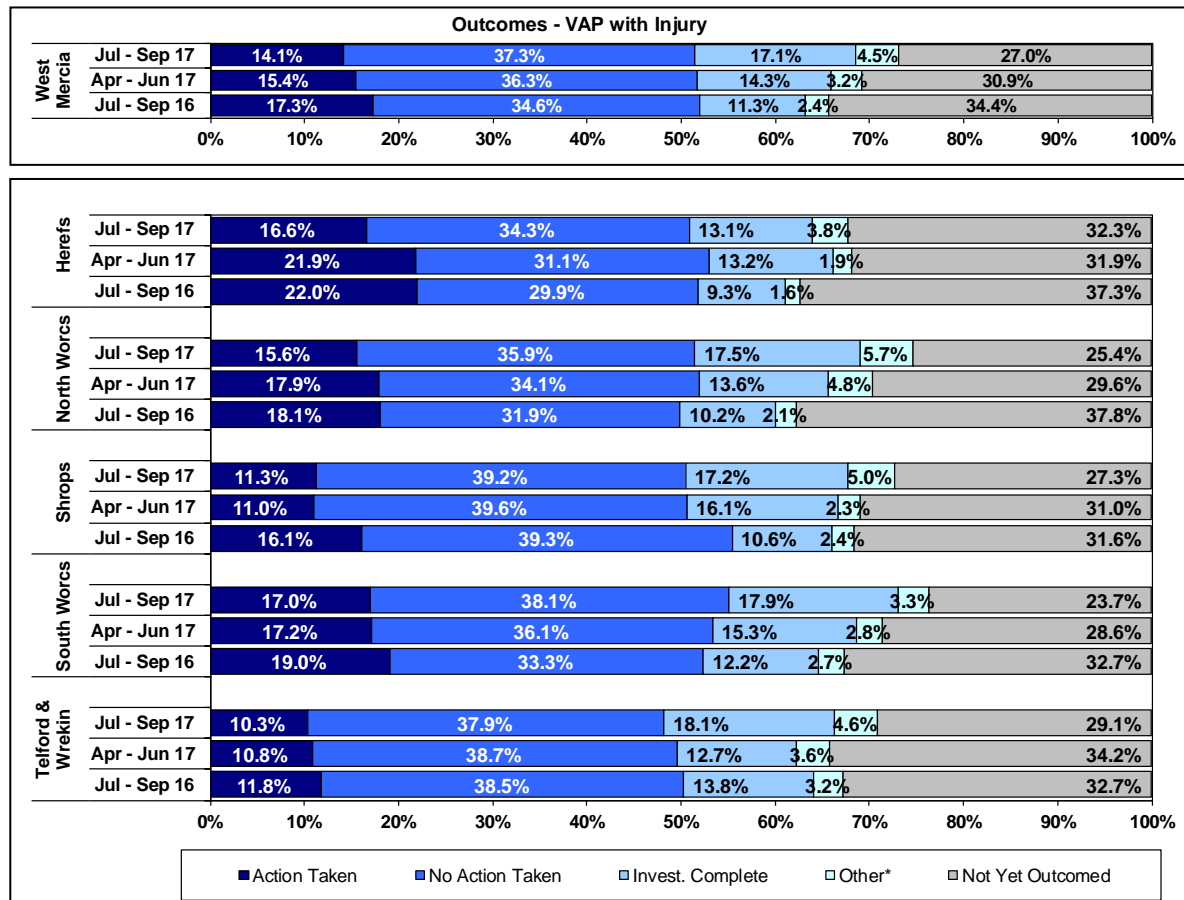


The following chart provides a short (3 month) and medium (6 month) projection for violence with injury offences. At force level, the recorded volumes are below our previous projection but continue on an upward trend.



## Outcomes

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



Across West Mercia, 73% of offences recorded Jul – Sep 2017 were assigned an outcome within the same 3 month period, an increase compared to Apr – Jun 2017 (69%) and the same period last year (66%). Approximately 14% of offences recorded Jul – Sep 2017 were assigned an 'action taken' outcome within the same 3 month period, a small decrease compared to the previous quarter Apr – Jun 2017 (15%).

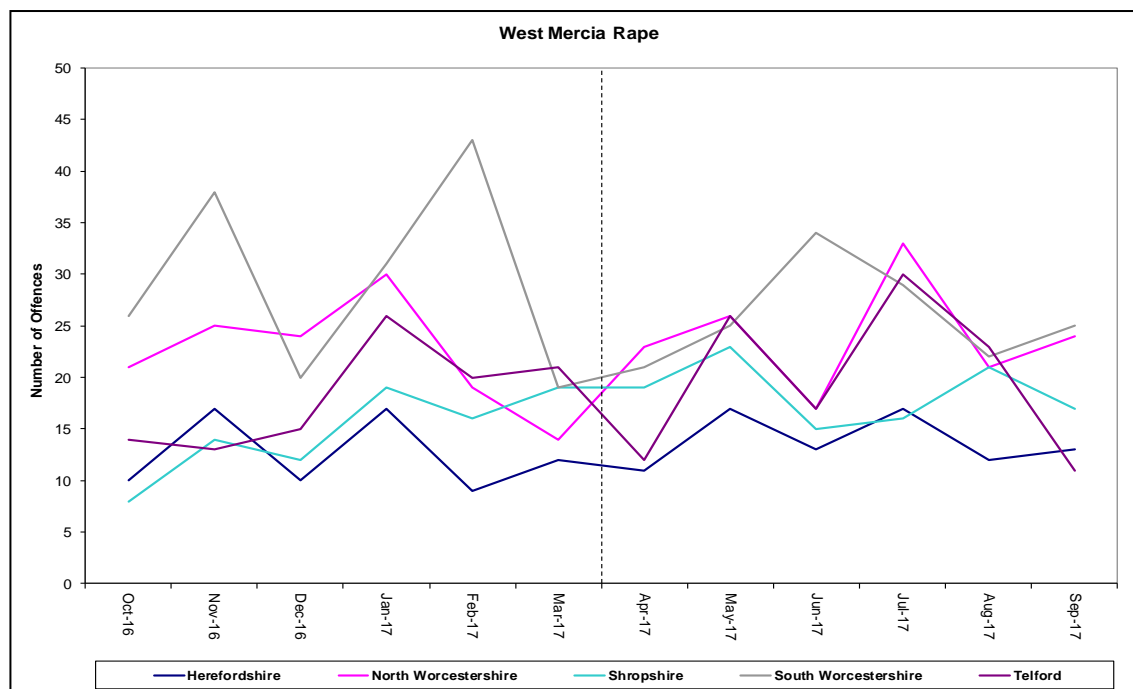
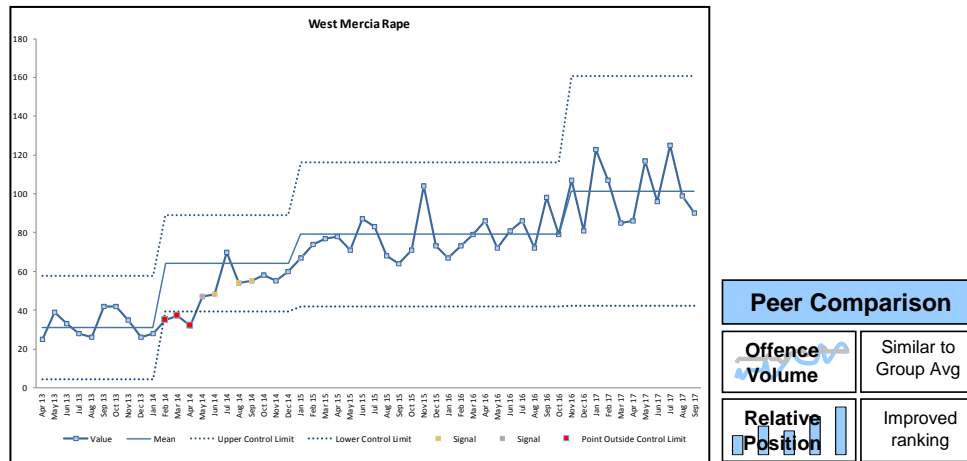
West Mercia ranks 6<sup>th</sup> against a peer group of 8 most similar forces for 'violence with injury' offences assigned 'action taken' outcomes May – Jul 2017 and are below the group average.

## Sexual Offences

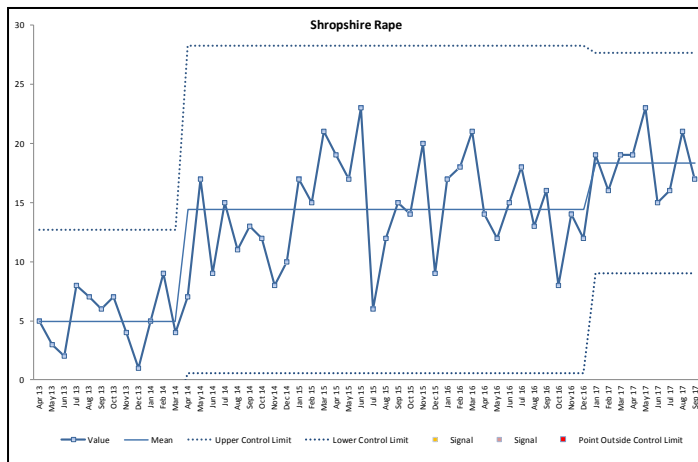
### Signs of Improvement would be:

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

### Rape

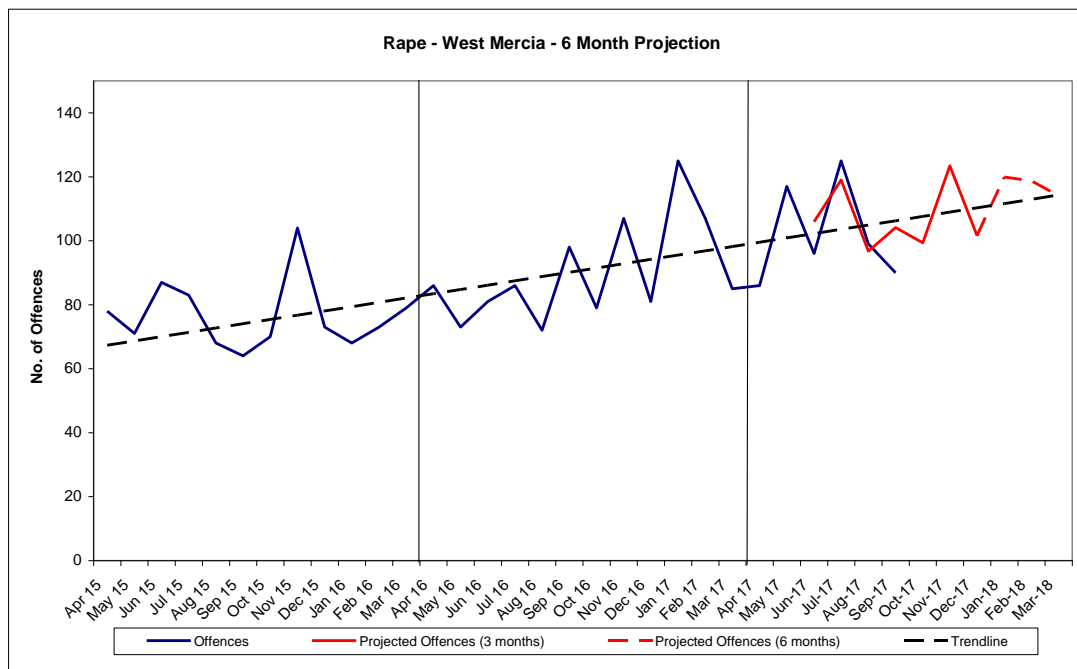


314 rape offences were reported to the police last quarter. This is a 5% increase compared to the previous quarter and above the quarter average (299) but volumes remain within the expected range. Increases were seen across Herefordshire, North Worcestershire and Telford & Wrekin compared to the previous quarter.



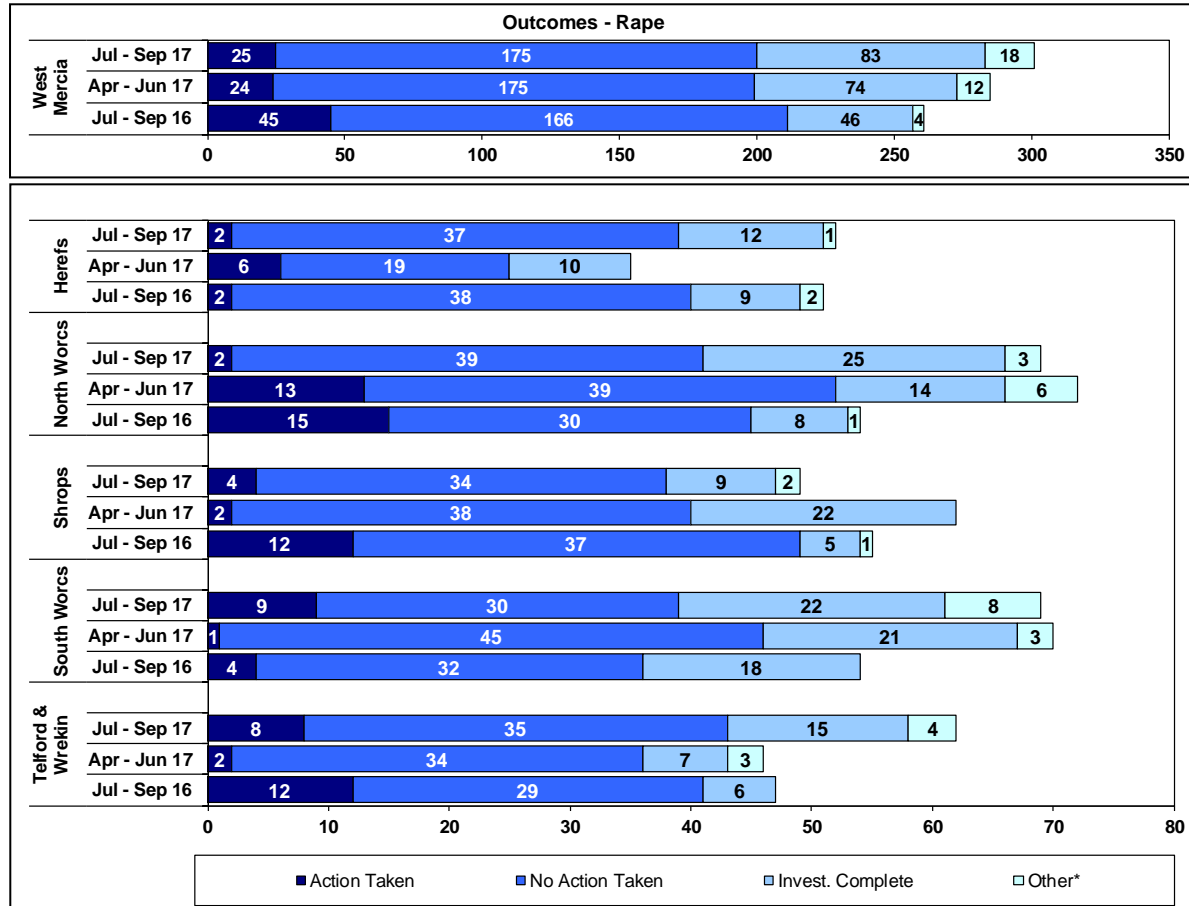
Following 8 consecutive months of above average recording across Shropshire the monthly average increased in July (from 14 to 18 offences per month).

The following chart provides a short (3 month) and medium (6 month) projection for rape offences. At force level, the recorded volumes are below our previous projection but continue on an upward trend.



## 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.

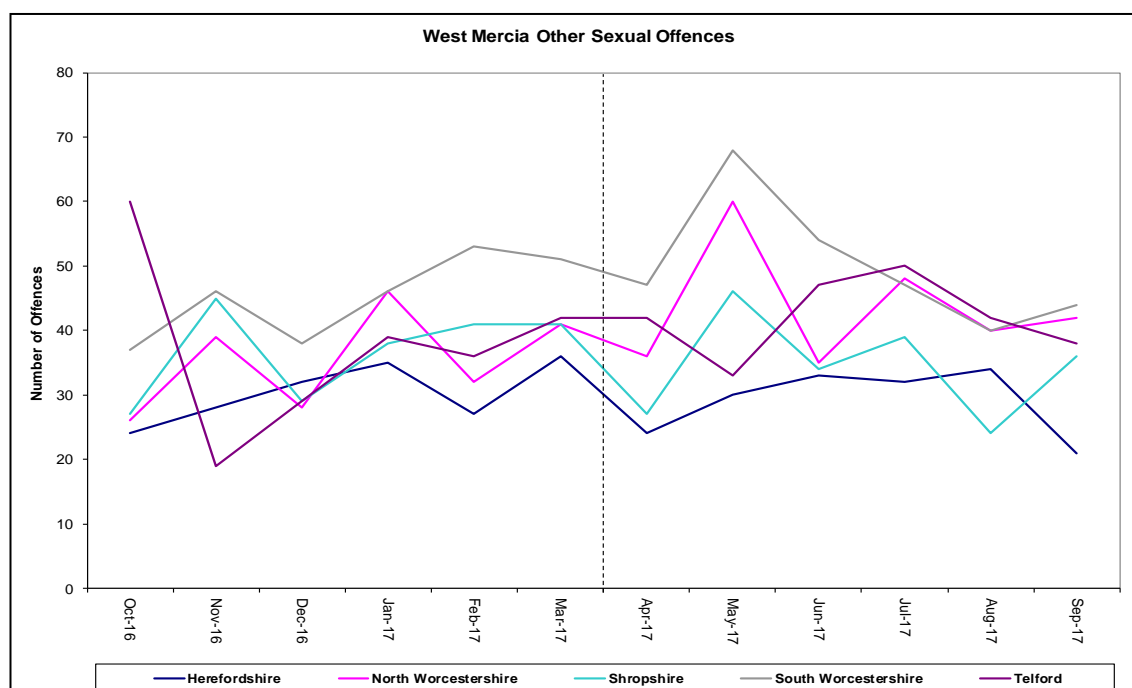
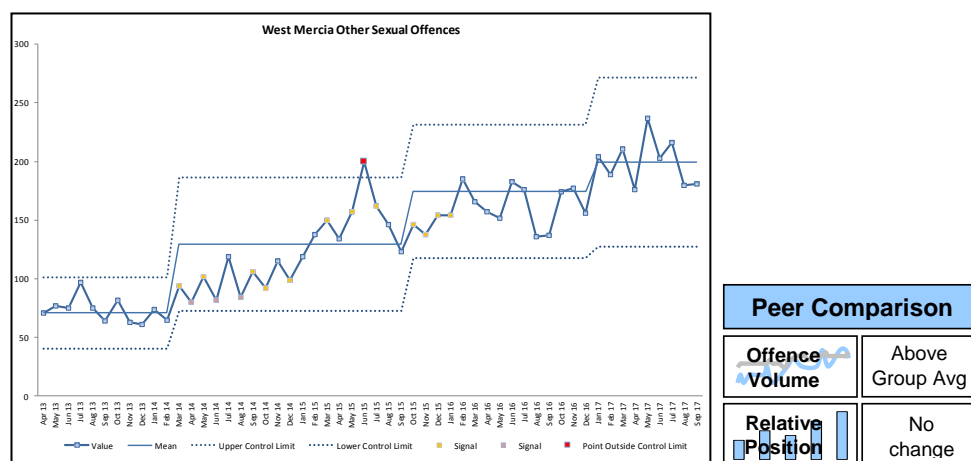


Across West Mercia, 301 rape offences were assigned an outcome Jul - Sep 2017, an increase on the previous quarter (285). The number of rape offences assigned an 'action taken' outcome Jul - Sep 2017 (25) is comparable to Apr - Jun 2017 (24) but below the same period last year (45).

West Mercia ranks 3<sup>rd</sup> against a peer group of 8 most similar forces for rape offences assigned 'action taken' outcomes May – Jul 2017 and are just below the group average.



## Other Sexual Offences



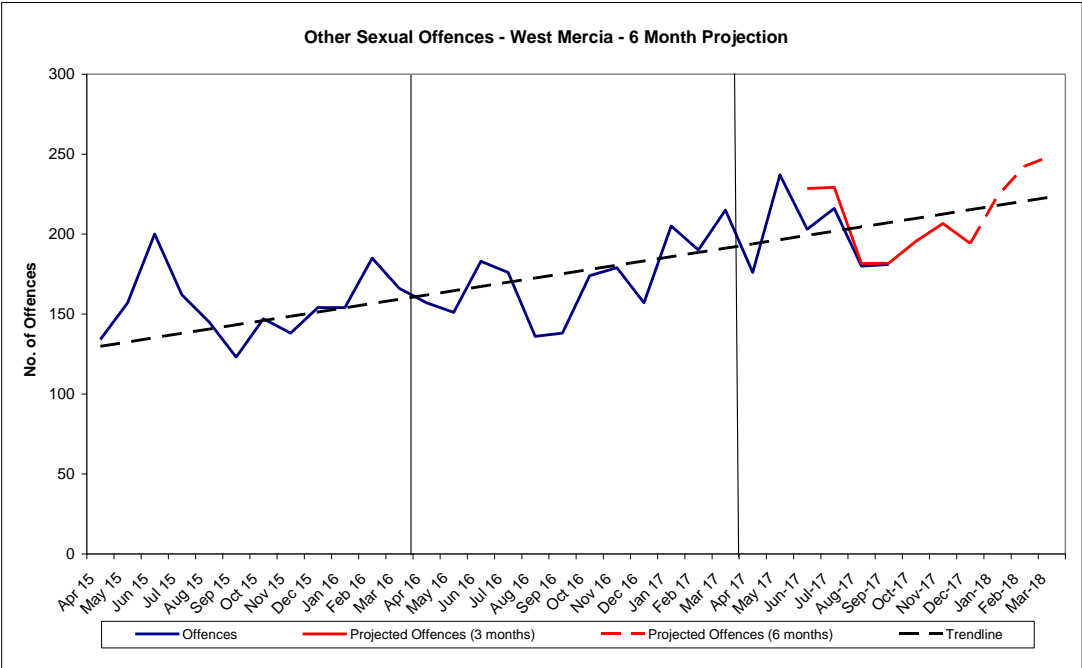
The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

577 other sexual offences were reported to the police last quarter. This is a 6% reduction compared to the previous quarter (616) and is comparable to the quarter average (576). Volume reductions were seen across North Worcestershire, Shropshire and South Worcestershire compared to the previous quarter.

Across West Mercia, 13% (30) of victims in September were repeat victims of another sexual offence<sup>4</sup> in the last 12 months, a reduction compared to August (15% - 38). Of these, one female was the victim of 11 rape offences and 1 sexual assault occurring in Shropshire. 11 of these offences were committed between April and September 2017 and were reported within two days of the offence occurring. The victim is currently subject to a high risk DA management plan.

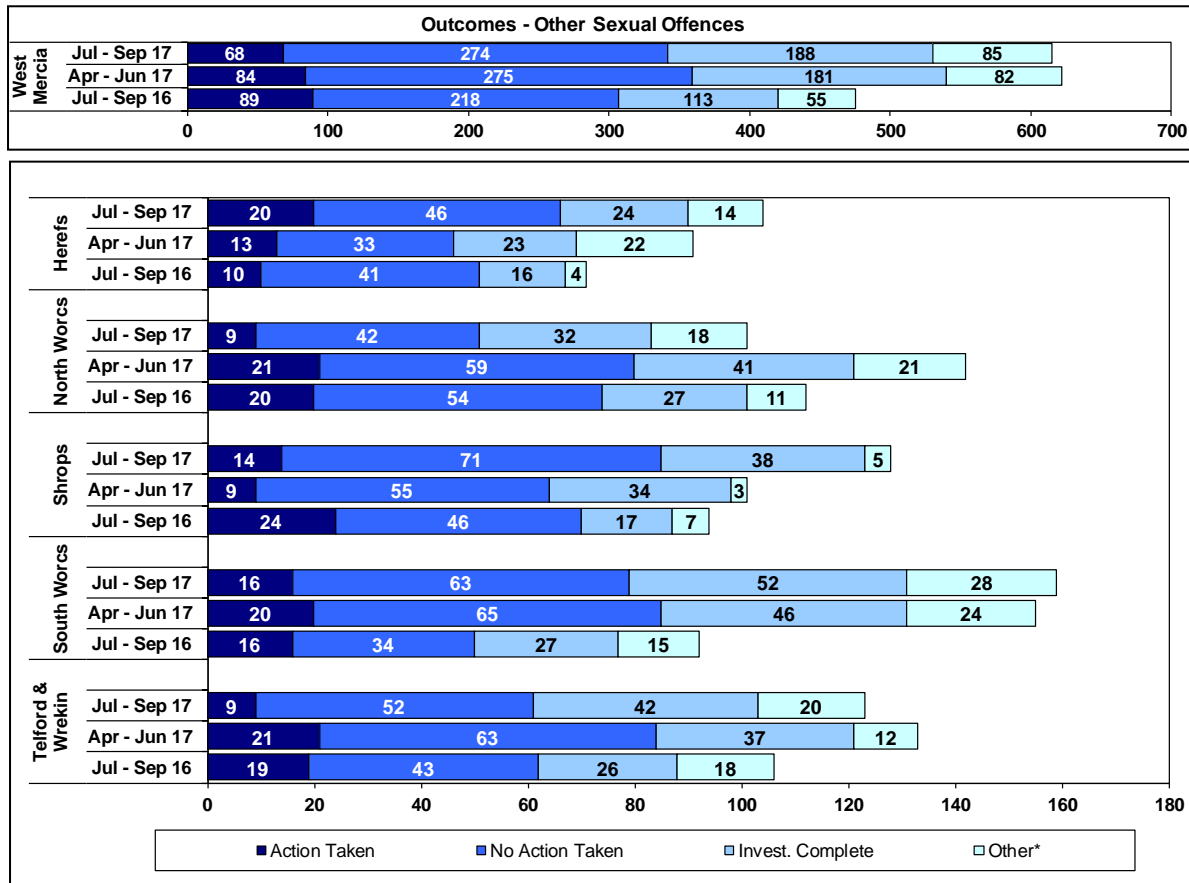
<sup>4</sup> This includes both rape and other sexual offences.

The following chart provides a short (3 month) and medium (6 month) projection for other sexual offences. At force level, the recorded volumes are in line with our previous projection and continue on an upward trend.



## 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.



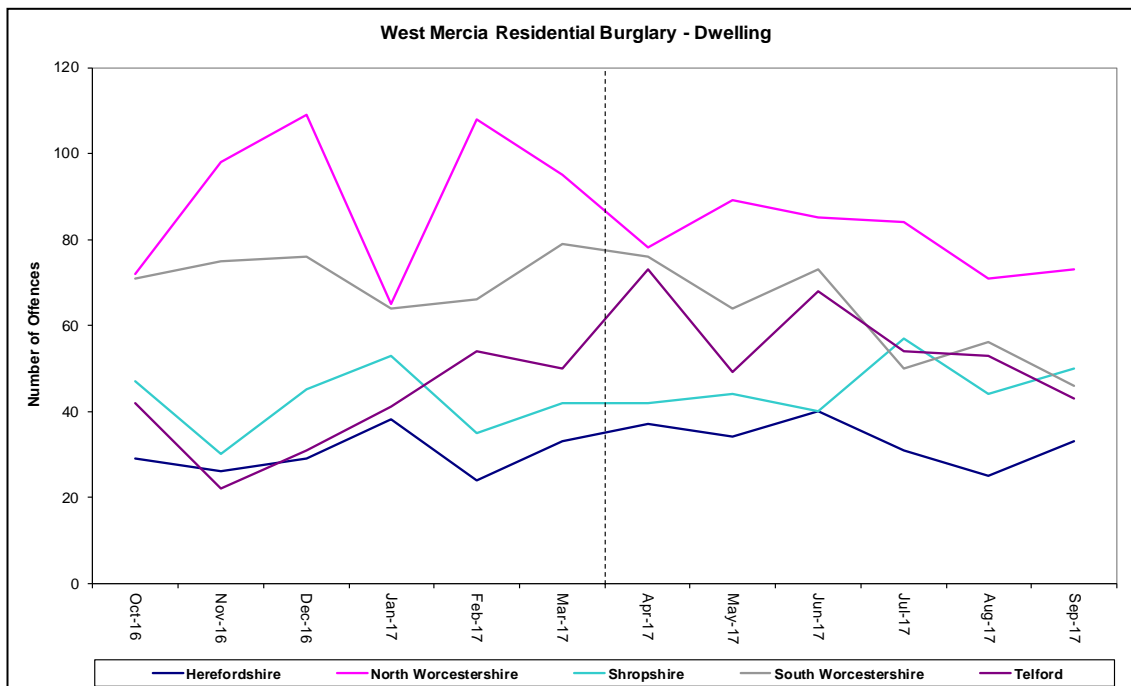
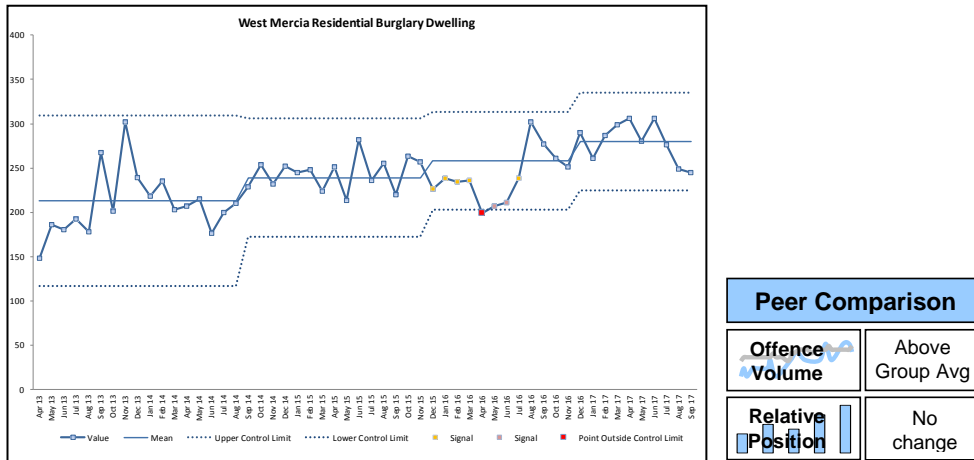
Across West Mercia, 615 other sexual offences were assigned an outcome Jul - Sep 2017, a decrease compared to Apr - Jun 2017 (631) but an increase compared to the same period last year (475). The number of offences assigned an 'action taken' outcome Jul - Sep 2017 (68) has decreased compared to the previous quarter (84).

West Mercia ranks 6<sup>th</sup> against a peer group of 8 most similar forces for other sexual offences assigned 'action taken' outcomes May – Jul 2017 and are below the group average.

## Residential Burglary - Dwelling

### Signs of Improvement would be:

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



As of April 2017, the Home Office classification for domestic burglary was changed to residential burglary.

This revision now includes all offences in sheds and outbuildings located within the curtilage of the property, as long as the use of the building is residential and not commercial.

Previously these offences would have been classified as burglary other building. We therefore expect to see a higher volume of residential burglary offences compared to the previous domestic burglary classification.

In order to provide a clearer comparison to previous data, a subset of residential burglary (Residential Burglary – Dwelling) has been created which **only** incorporates the criteria of the old domestic burglary classification i.e. excluding those offences targeting sheds and outbuildings.

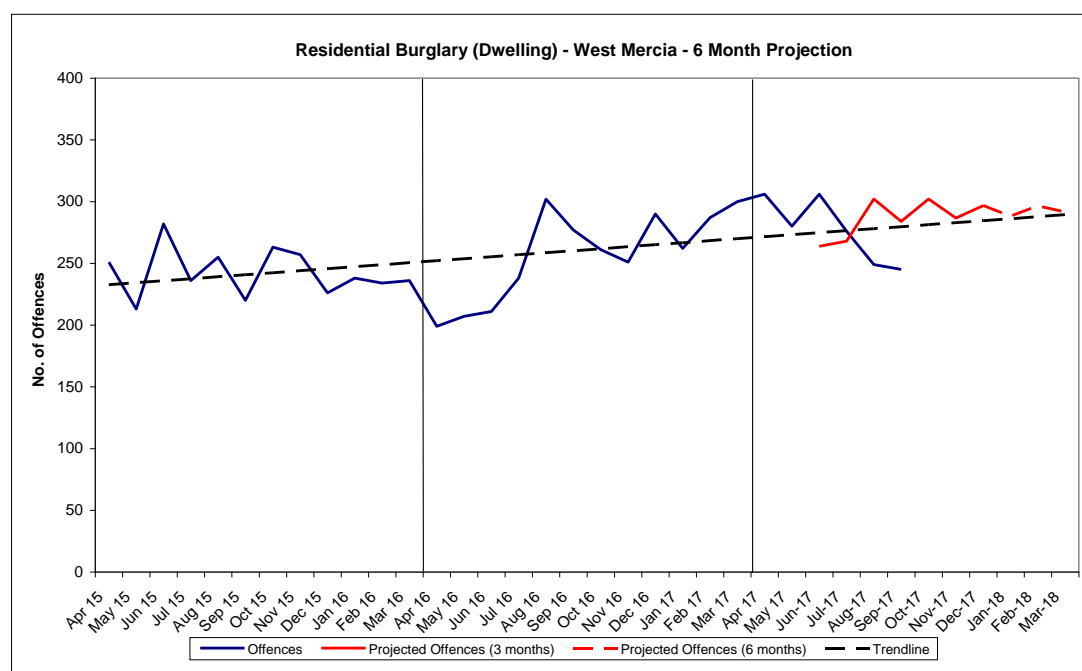
770 residential burglary–dwelling offences were recorded in the last quarter; a 14% reduction compared to the previous quarter (892) and below the quarter average (828).

Volume reductions over the quarter were seen across all policing areas with the exception of Shropshire. There were no exceptional volumes recorded across policing areas in the last quarter.

The repeat victim rate for residential burglary–dwelling is 6% of victims (13) in September experiencing another burglary offence in the previous 12 months. 4 of these victims were from North Worcestershire, 3 from Herefordshire, 3 from South Worcestershire, 2 from Telford & Wrekin and 1 from Shropshire.

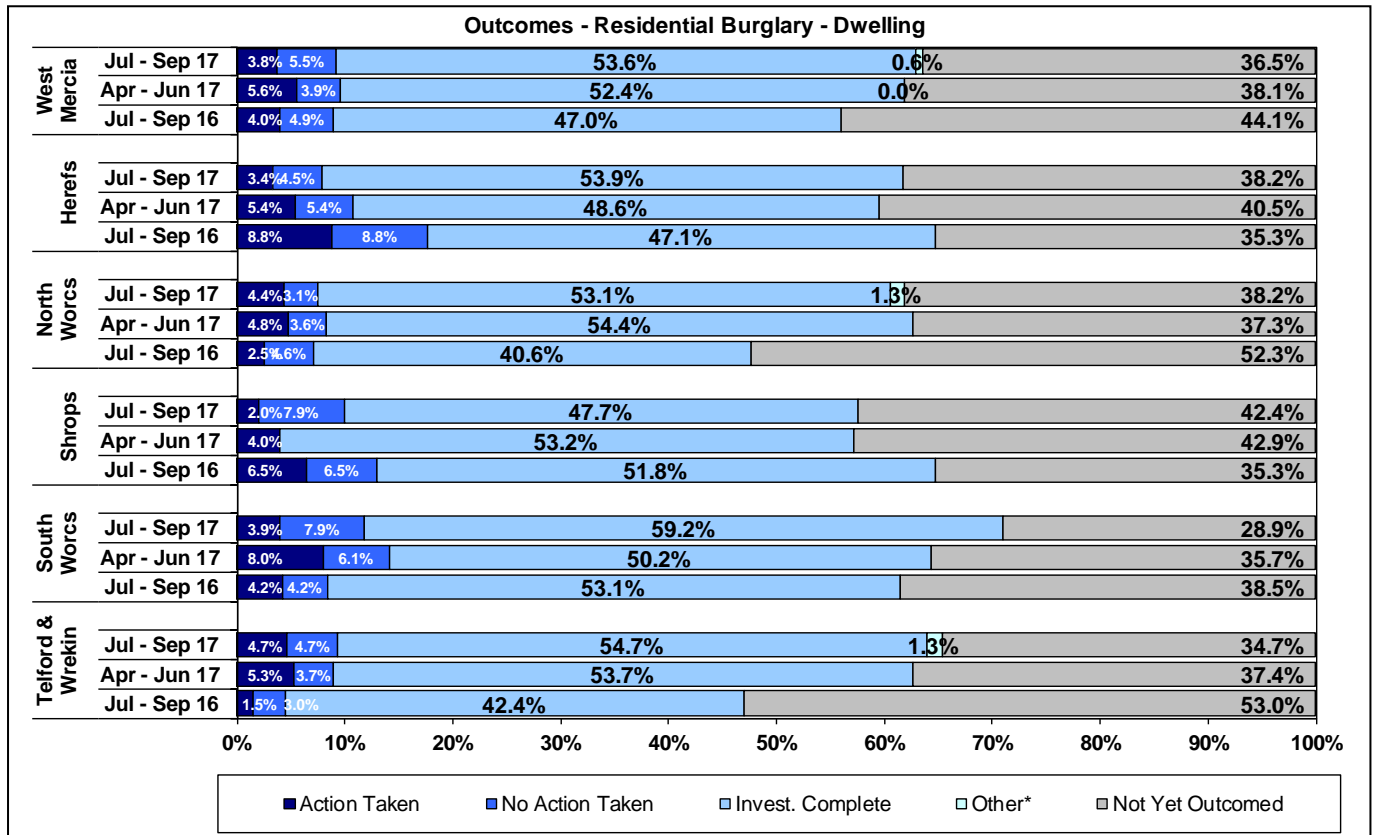
A level of service for burglary victims has previously been agreed and this is currently being audited to ensure it is being adhered to. It is expected that local policing areas will have targeted prevention campaigns for burglary and that winter plans will focus on reducing burglary and wider acquisitive crime.

The following chart provides a short (3 month) and medium (6 month) projection for residential burglary (dwelling) offences. At force level, the recorded volumes are below our previous projection but continue on an upward trend.



## Outcomes

The following chart shows the pattern of outcomes for residential burglary - dwelling offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcome in each three month period.



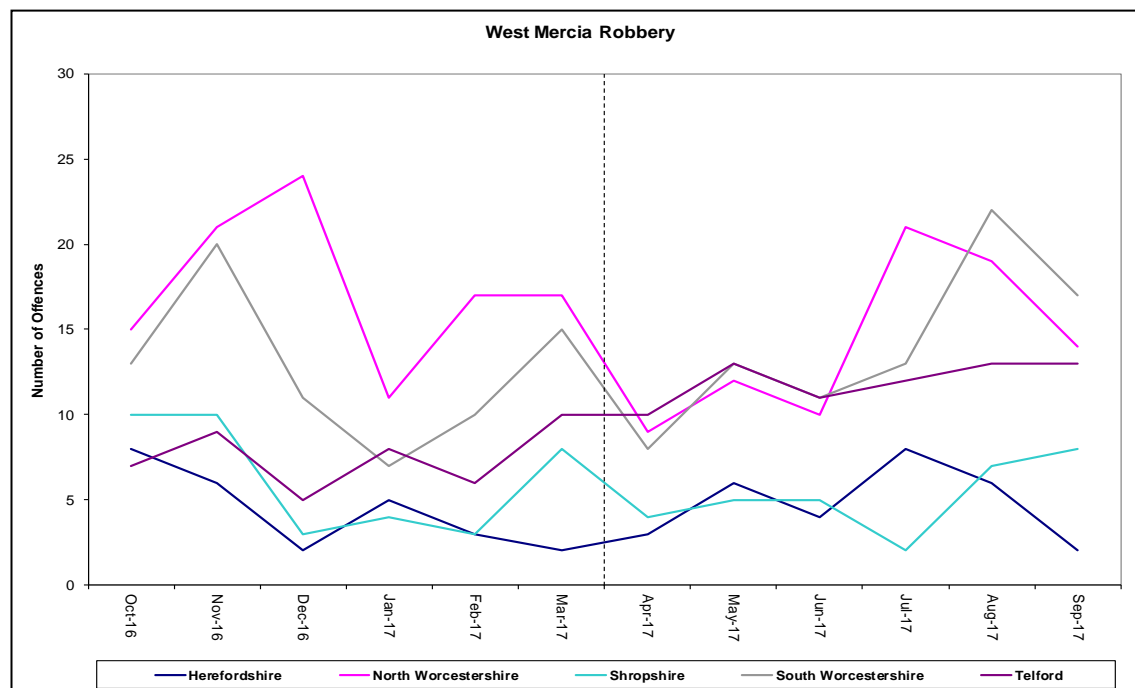
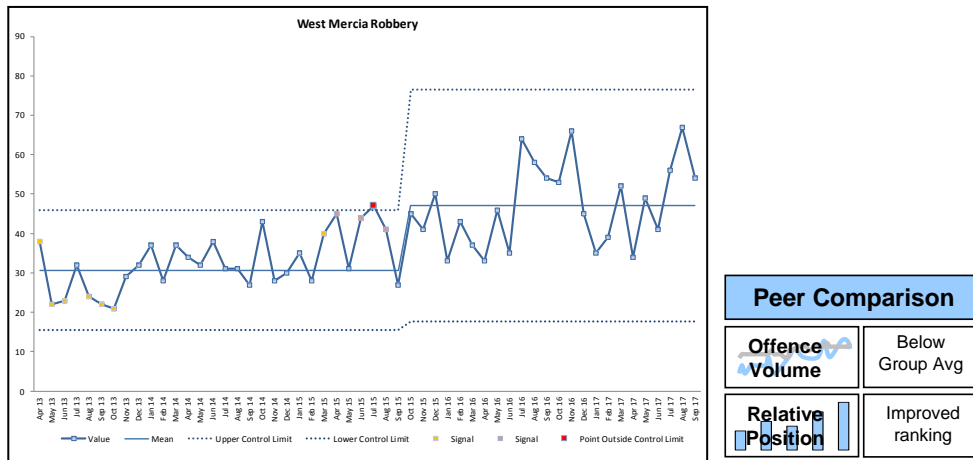
Across West Mercia, 64% of offences recorded Jul - Sep 2017 were assigned an outcome within the same 3 month period, a small increase compared to Apr - Jun 2017 (62%). 4% of offences recorded Jul - Sep 2017 were assigned an 'action taken' outcome within the same 3 month period, a decrease on the previous quarter (6%).

West Mercia ranks 5<sup>th</sup> against a peer group of 8 most similar forces for residential burglary - dwelling offences assigned 'action taken' outcomes May – Jul 2017 and are just below the group average.

## Robbery

### Signs of Improvement would be:

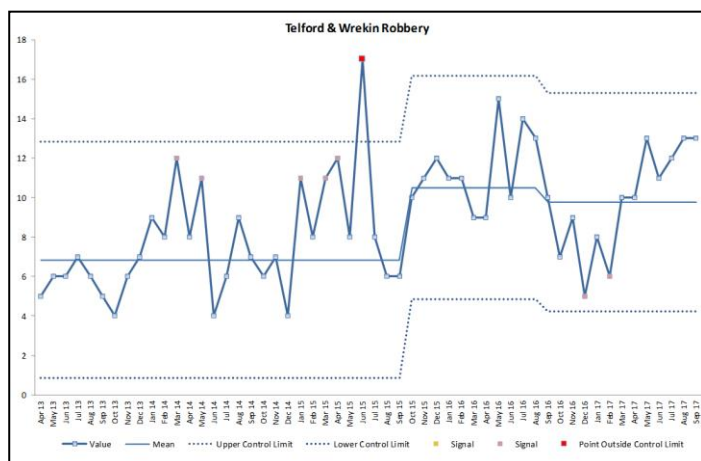
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with Most Similar Group



177 offences were recorded in the last quarter, a 43% increase compared to the previous quarter (124) and above the quarter average (148). A similar pattern of increased reporting was seen at the same time last year.

Volume increases were seen across all policing areas.

The increase in volumes has been driven by a 36% increase in personal robbery offences in this quarter (158) compared with the previous quarter (116), however volumes remain within the expected range.

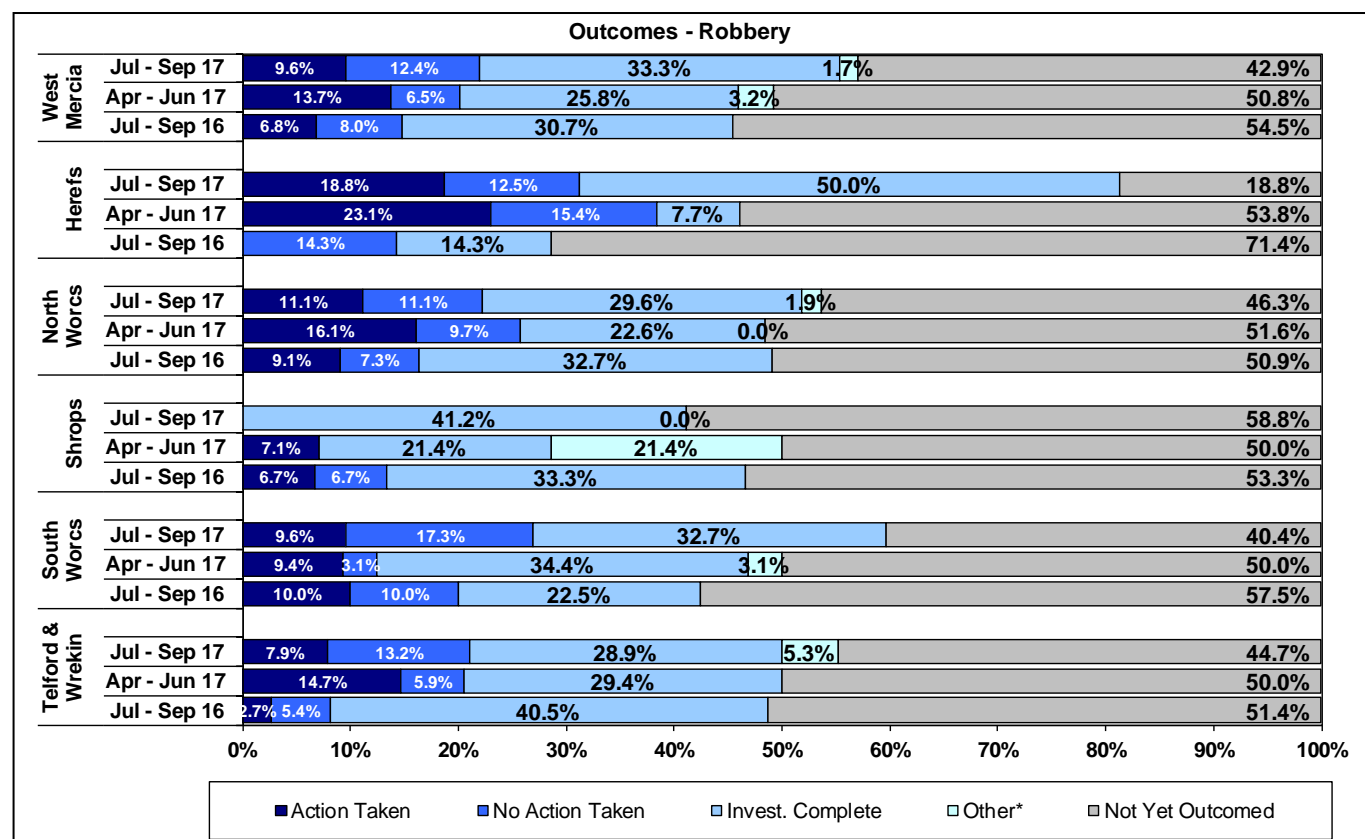


Volumes in Telford & Wrekin have been above the monthly average for 7 consecutive months and the average will increase if this trend continues next month.

Policing Commander for Telford will ensure a plan is in place to reduce this level of offending.

## Outcomes

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



Across West Mercia, 57% of offences recorded Jul - Sep 2017 were assigned an outcome within the same 3 month period, an increase compared to Apr - Jun 2017 (49%) and the same period last year (46%). 10% of offences recorded Jul - Sep 2017 were assigned an 'action taken' outcome within the same 3 month period, a reduction compared to the previous quarter (14%).

West Mercia ranks 7<sup>th</sup> against a peer group of 8 most similar forces for robbery offences assigned 'action taken' outcomes May – Jul 2017 and are below the group average.

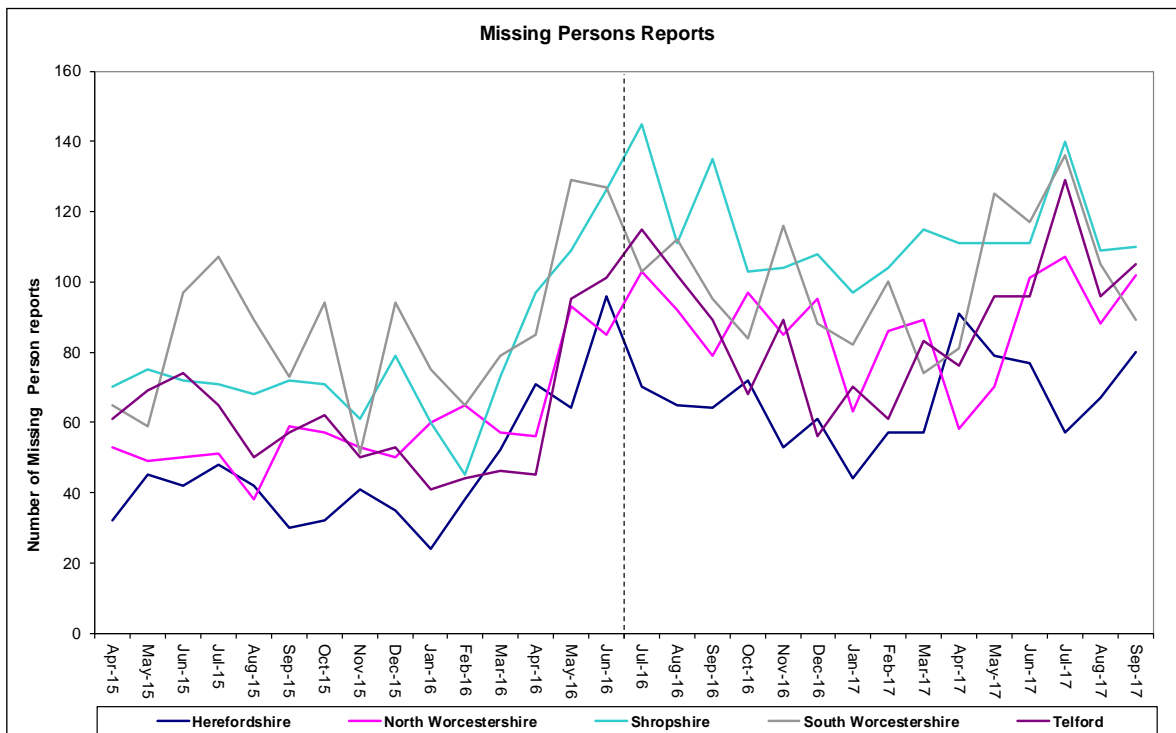
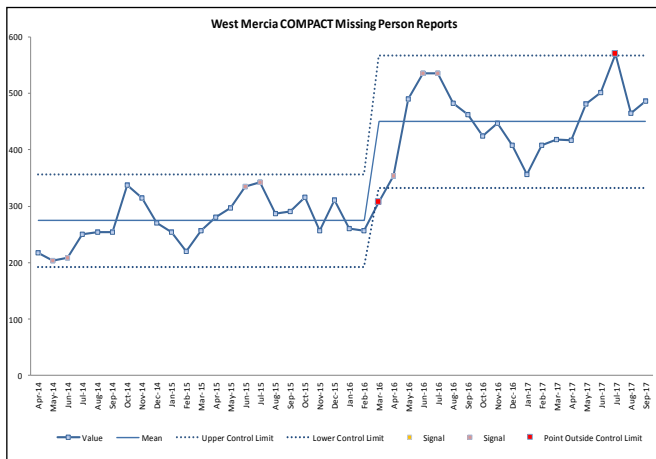


## Missing Persons

### Signs of Improvement would be:

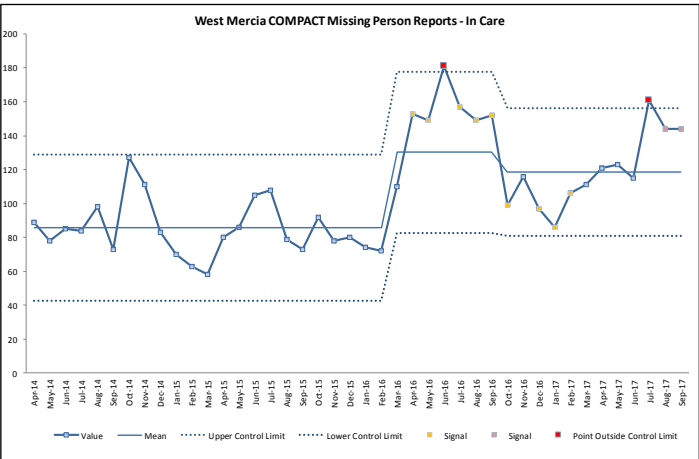
- ❖ Reduction in frequency of repeat missing persons
- ❖ Reduction in duration of missing
- ❖ Overall reduction of missing incidents

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



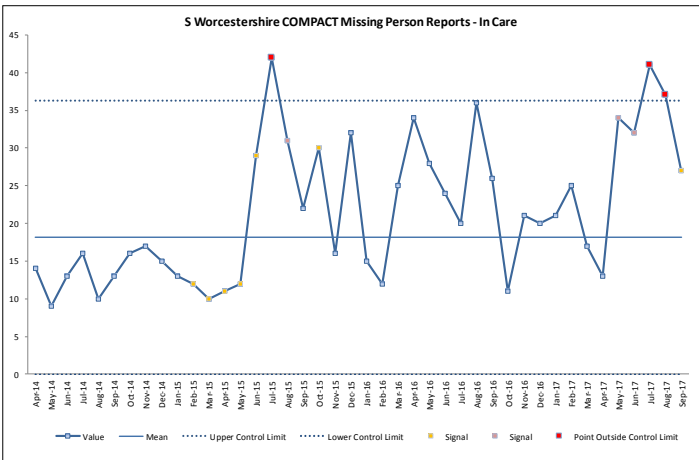
1,520 missing person reports were recorded in the last quarter. This is a 9% increase compared to the previous quarter (1,392) and a 3% increase compared to the same quarter last year (1,481). This has been driven by an increase in volumes across all policing areas with the exception of Herefordshire. North Worcestershire has seen a 30% increase in missing person reports in the last quarter and Telford & Wrekin has seen a 23% increase. It should be noted that an increase would be expected due to seasonal factors.

The uplift in missing person reports has been driven by increased in-care reports and U18 repeat reports (children who go missing more than once.)

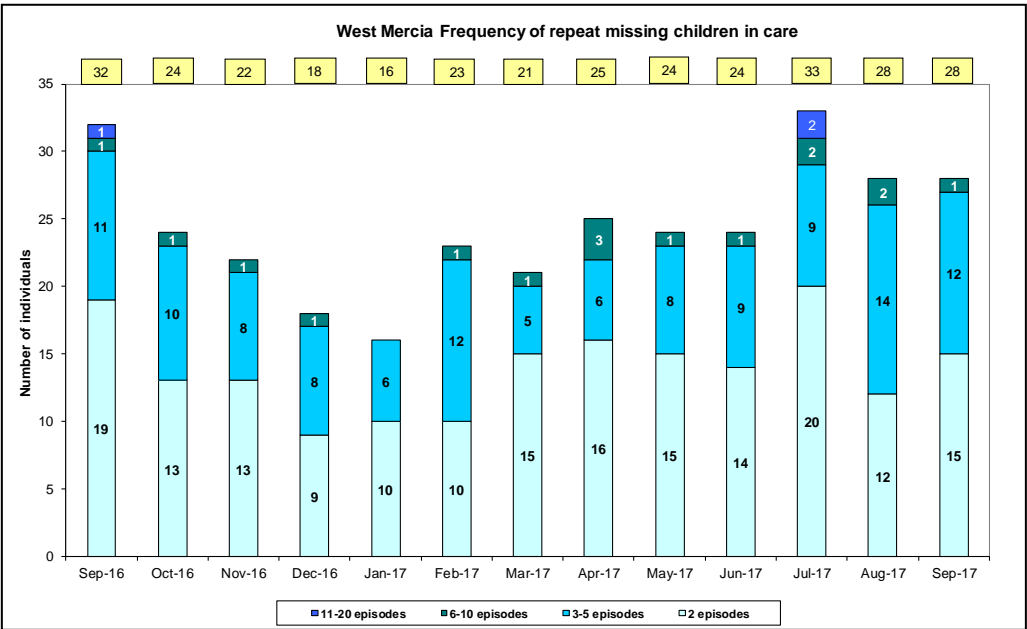


449 in-care reports were recorded in the last quarter, a 29% increase compared with the previous quarter (349) with exceptional volumes recorded in July (161). Volumes are comparable with the same period last year (458)

Higher volumes were seen across all policing areas with the exception of Herefordshire last quarter compared to the previous quarter. Exceptional volumes were recorded in South Worcestershire in July and August.



In the last quarter the number of repeat missing children in care has increased by 22% compared to the previous quarter (89 vs. 73). This was driven by a spike in July.



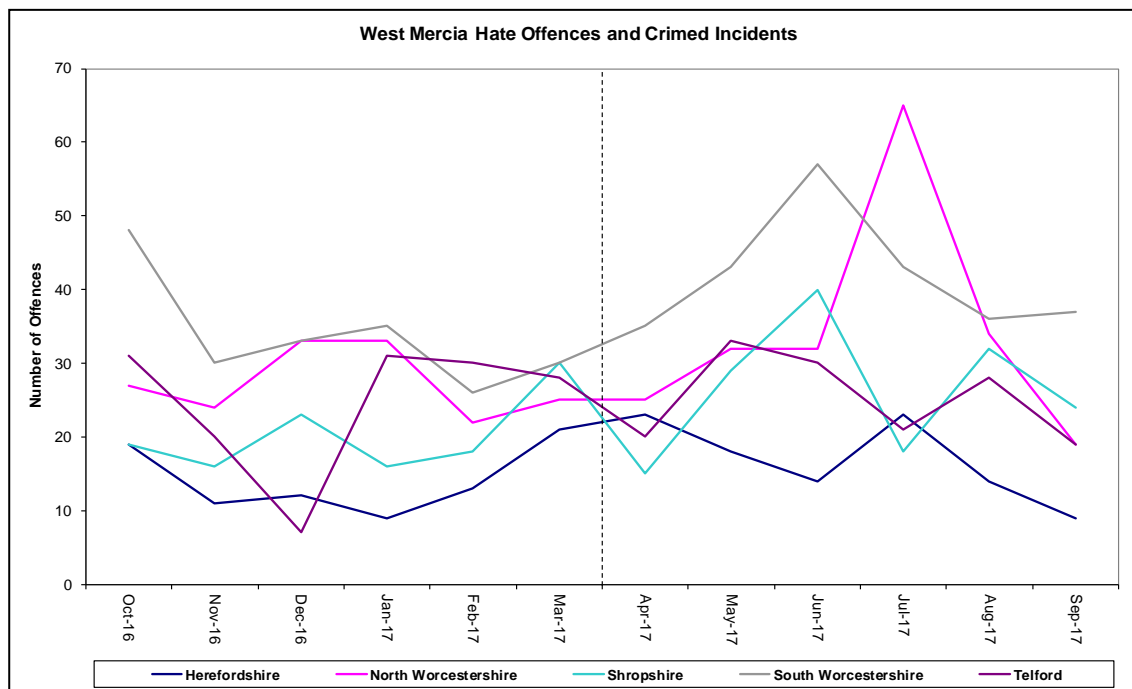
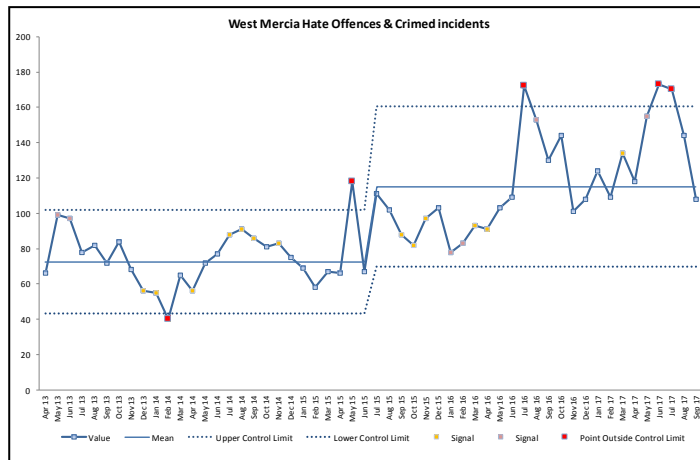
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. Any performance issues (unrelated to recording changes) are reported to the missing person co-ordinators and the force lead for missing persons for further investigation.

Missing Person lead is to review whether there are further opportunities to reduce frequency of repeat missing children.

## Hate Crime

### Signs of Improvement would be:

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction

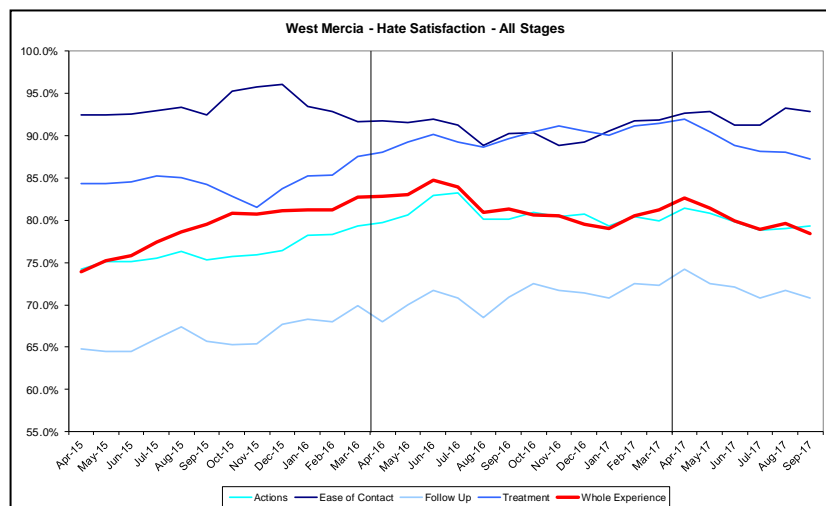


The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends 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.

422 offences/ incidents were recorded last quarter, a 5% reduction compared to the previous quarter (446) but above the quarter average (397). Exceptional volumes were recorded in July across West Mercia. Volume reductions were seen across all policing areas with the exception of North Worcestershire, where exceptional volumes were recorded in July.

As with the previous quarter, the majority of hate crimes were of a racial nature.

## Hate Crime Victim Satisfaction



	Jul-17	Aug-17	Sep-17
Herefordshire	74.5%	75.0%	74.5%
North Worcestershire	80.3%	77.1%	73.9%
Shropshire	75.9%	78.2%	78.9%
South Worcestershire	81.4%	82.8%	82.3%
Telford & Wrekin	80.3%	83.3%	81.0%
West Mercia	79.0%	79.7%	78.4%

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.

79% of hate crime victims were satisfied with their overall experience with the police last quarter<sup>5</sup>, this is a small reduction compared to the previous quarter (81%).

Performance decreased across all policing areas with the exception of Telford & Wrekin and decreased or remained stable across all measured stages of satisfaction - most notably for 'Treatment'.

Victims of hate crime will be a key focus of the Integrated Victim Management process.

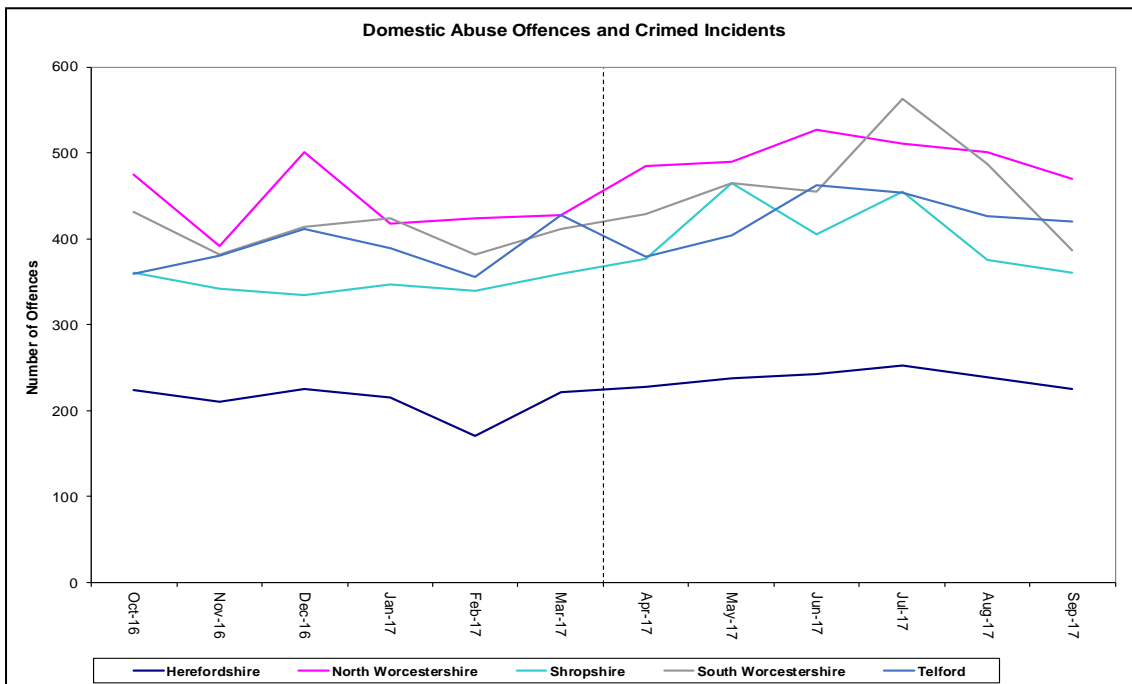
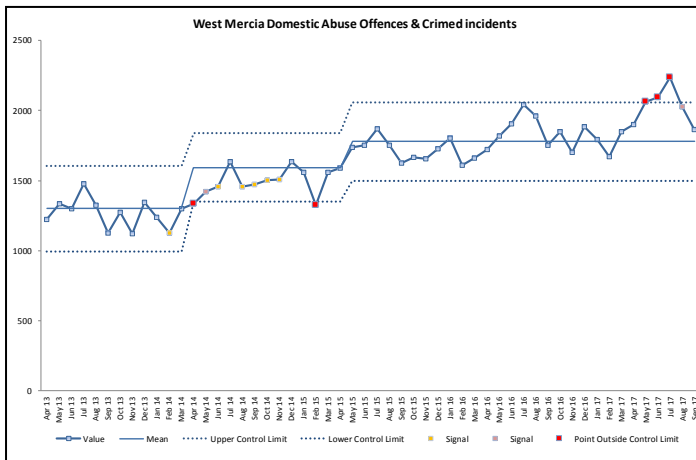
The static nature of hate crime satisfaction rates across the force is of concern and action needs to be taken to understand and address this decline. Each LPA is required to review their current approach and ensure robust plans are in place to improve service in this area.

<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



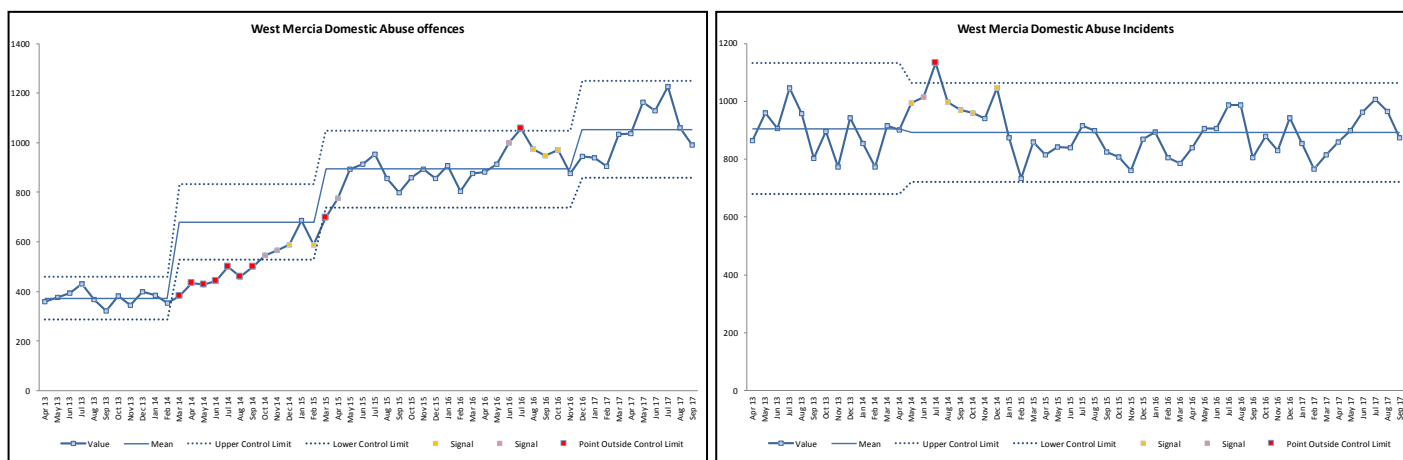
The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of a marker on relevant offences helps ensure we recognise the vulnerability of victims and we apply the appropriate level of service and support with multi agency partners.

6,125 domestic abuse offences & crimed incidents were recorded last quarter, a 1% increase compared to the previous quarter (6,051) and above the quarter average (5,731).

This is the 7<sup>th</sup> consecutive month that volumes have remained above the monthly average. If this trend continues there will be an increase in the monthly average.

Volumes increased across Herefordshire, South Worcestershire and Telford & Wrekin.

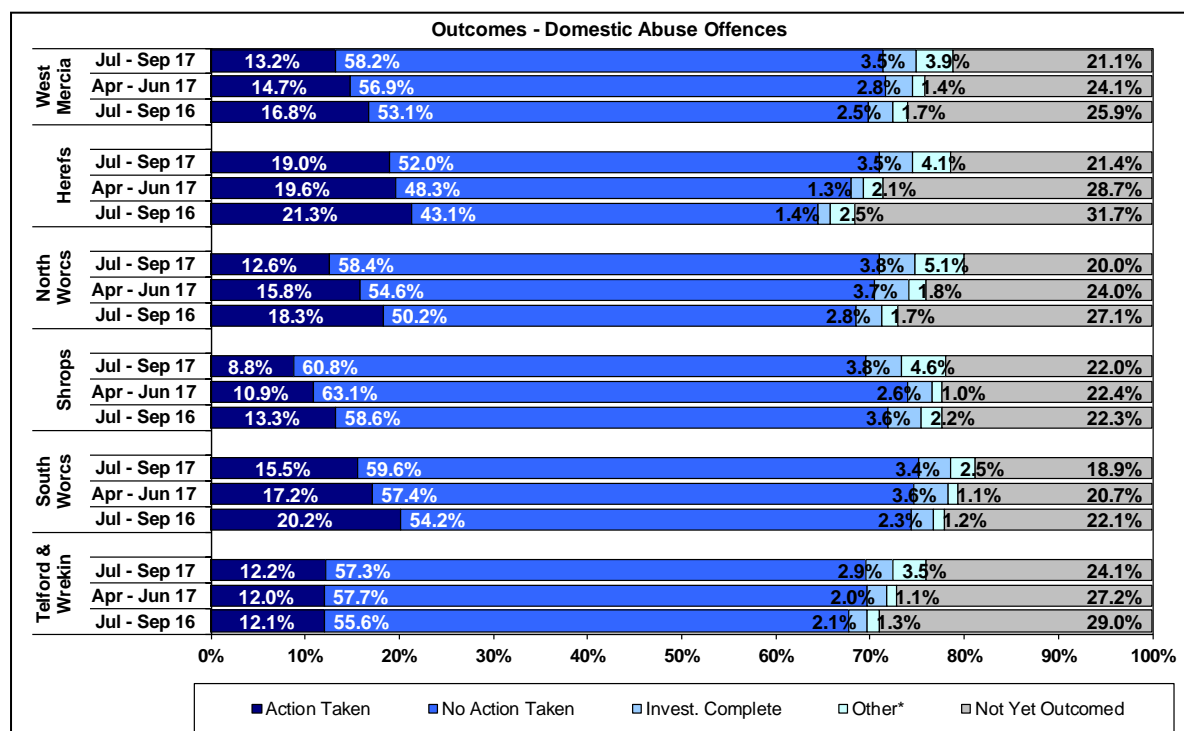
The increases seen over the past few months reflect seasonal trends of increased reporting across the summer, with volumes beginning to decrease going into the autumn months. A similar pattern is seen for both recorded crime and incidents. The higher volumes recorded have been predominantly driven by 'current' offences/ incidents, in particular common assault and ABH offences and emotional abuse incidents.



30% (289) of domestic abuse victims in September experienced another domestic abuse offence in the previous 12 months. This is a small reduction compared to August (31% - 318).

## Outcomes

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



Across West Mercia, 79% of offences recorded Jul - Sep 2017 were assigned an outcome within the same 3 month period, an increase compared to Apr - Jun 2017 (76%). 13% of offences recorded Jul - Sep 2017 were assigned an 'action taken' outcome within the same 3 month period, a decrease on the previous quarter (15%).

## 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.

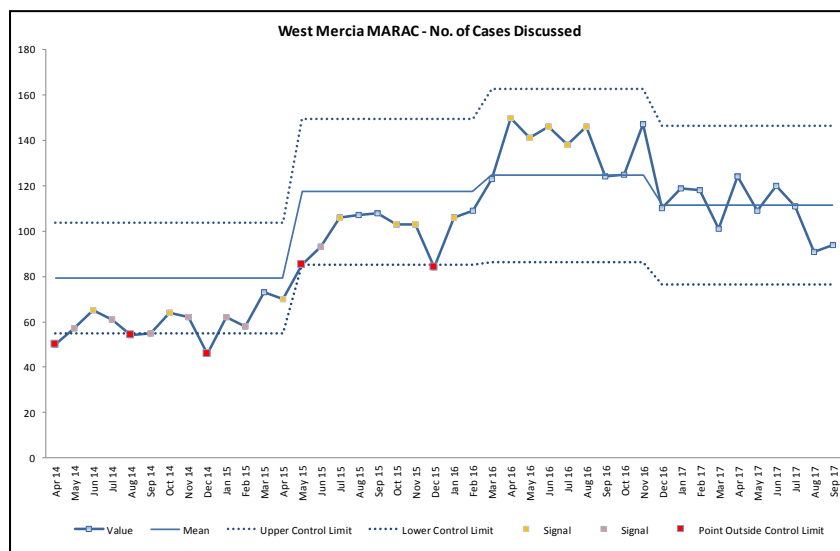
	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Total
Herefordshire	0	0	2	1	1	1	1	3	1	1	0	2	1	14
North Worcestershire	1	6	5	8	7	5	7	6	6	9	7	6	7	80
Shropshire	0	1	0	1	0	0	0	3	2	1	3	2	2	15
South Worcestershire	8	7	3	7	8	4	7	8	10	4	10	11	4	91
Telford & Wrekin	2	1	1	0	1	1	2	0	0	3	2	3	2	18
<b>West Mercia</b>	<b>11</b>	<b>15</b>	<b>11</b>	<b>17</b>	<b>17</b>	<b>11</b>	<b>17</b>	<b>20</b>	<b>19</b>	<b>18</b>	<b>22</b>	<b>24</b>	<b>16</b>	<b>218</b>

62 DVPNs were authorised across West Mercia last quarter, an increase compared to the previous quarter (57).

There is a significant disparity in DVPN numbers across policing areas and this does not appear to reflect the threat and risk within each respective area. The Worcestershire policing areas have consistently higher numbers of DVPNs, and other policing areas should ensure they review their own approach and take on good practices from Worcestershire.

## 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.



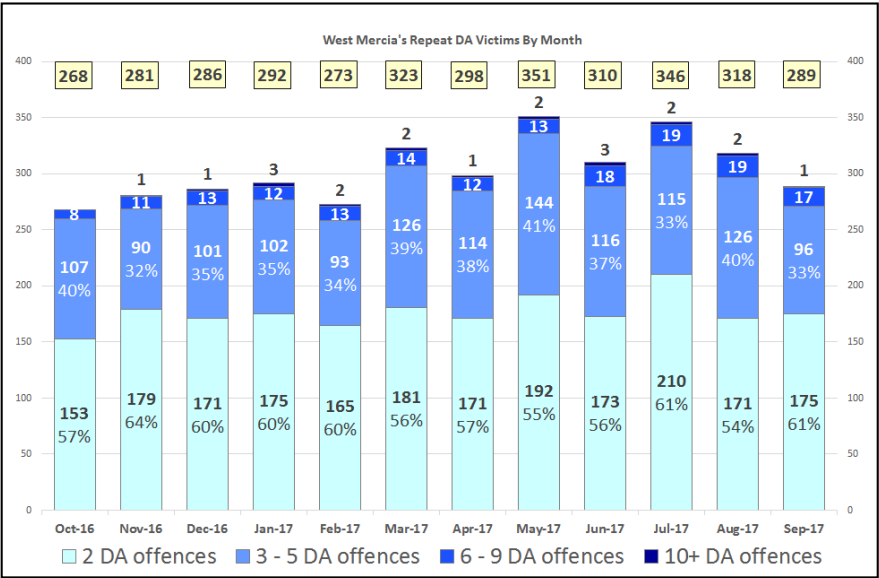
296 cases were discussed at WMP MARACs last quarter (88 repeat cases). This is a decrease compared to the previous quarter (353) and below average.

Following 8 consecutive months of below average recording the monthly average decreased in July (from 125 to 111 offences per month). The number of cases discussed since April 2016 continues to decline.

Small decreases were seen across all policing areas with the most notable seen across North Worcestershire (80 cases Q2, compared to 112 cases Q1).

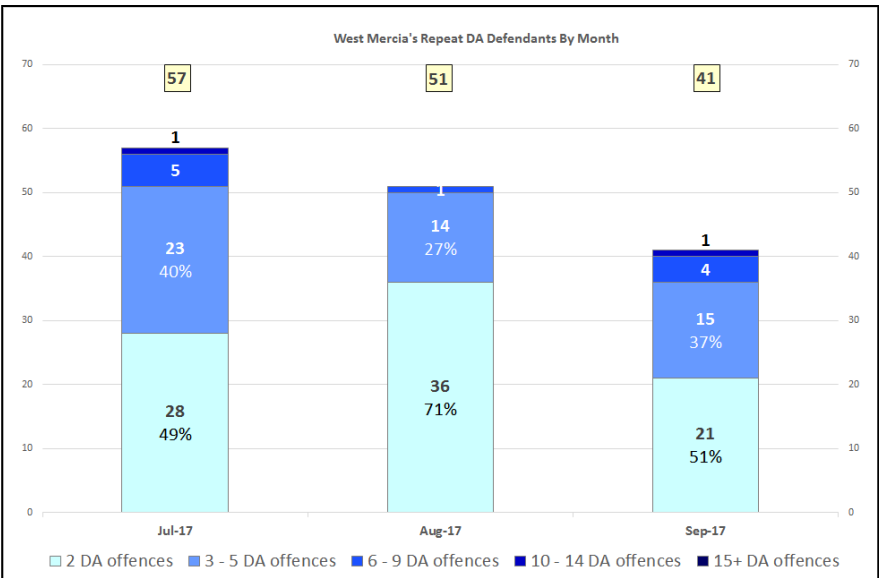
## Repeat Victimisation

There were 959 victims of domestic abuse in September; 30% of these individuals (289) have also been a victim of additional DA offences in the last 12 months.



## Repeat Offending

There were 166 defendants of domestic abuse in September; 25% of these individuals (41) have also been an offender of additional DA offences in the last 12 months.



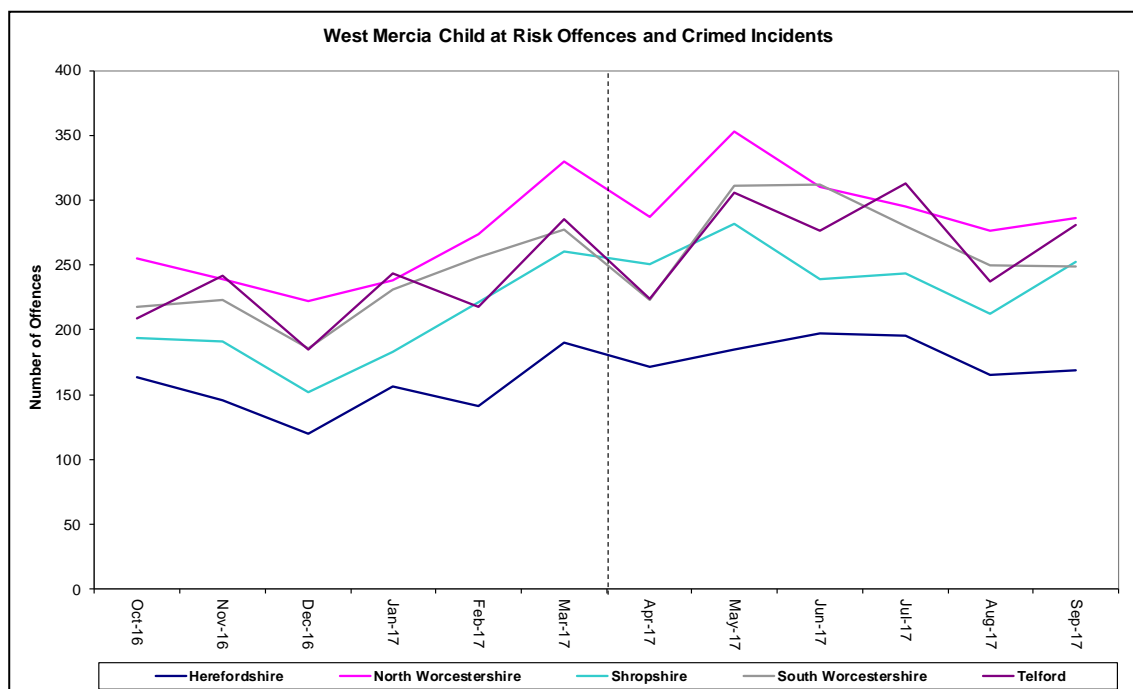
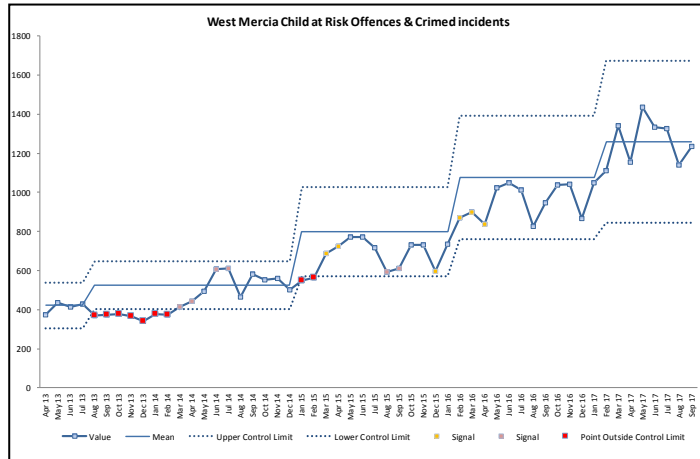


## Child at Risk / Child Sexual Exploitation

### Signs of Improvement would be:

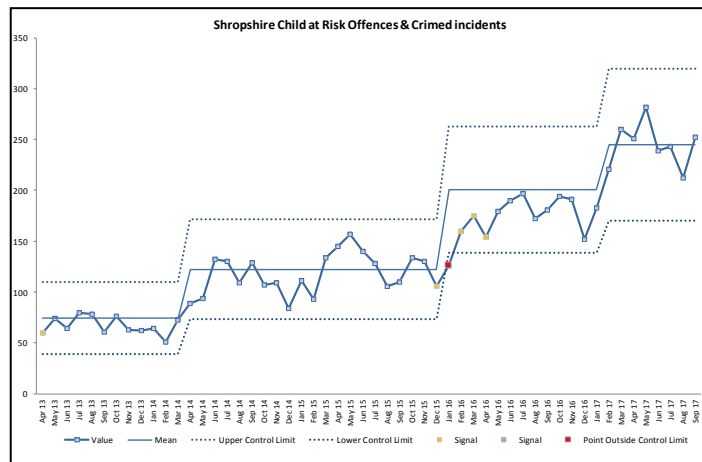
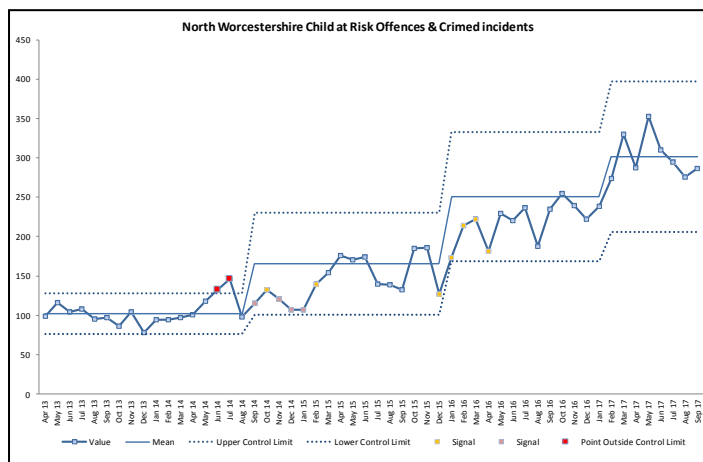
- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat victimisation

### Child at Risk



Child at risk markers were applied to 3,703 offences/ incidents last quarter, a 6% reduction compared to the previous quarter (3,927) and above the quarter average (3,520). This is the 8<sup>th</sup> consecutive month that volumes have remained above average, subsequently the monthly average has increased from 1,077 to 1,260 offences per month.

Volume reductions were seen across all policing areas.

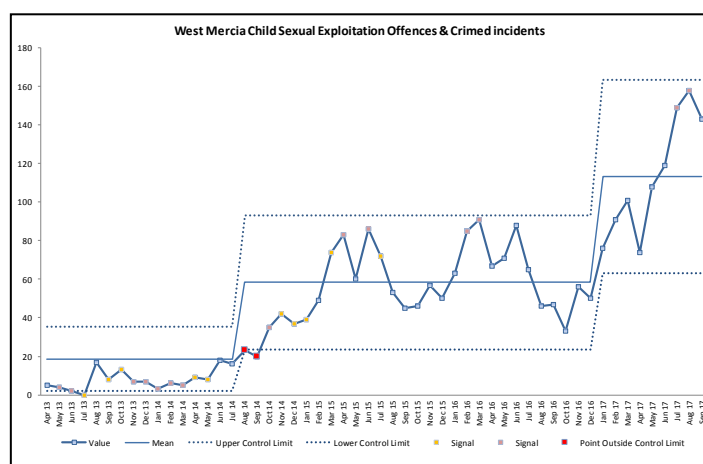


This is the 8<sup>th</sup> consecutive month that volumes have remained above the monthly average across North Worcestershire and Shropshire and the monthly average has now increased (from 251 offences/ incidents per month to 301 in North Worcestershire and from 201 to 245 in Shropshire).

Higher volumes have been seen across all policing areas since February 2017. These have been driven by uplifts in 'current' offences/ incidents, in particular common assault, ABH, sexual activity, sexting and public fear offences and emotional abuse incidents. However, the proportion of 'current' to 'non-recent' offences/incidents reduced compared to the previous quarter (71% of offences in Q2 were 'current', compared to 74% of offences in Q1).

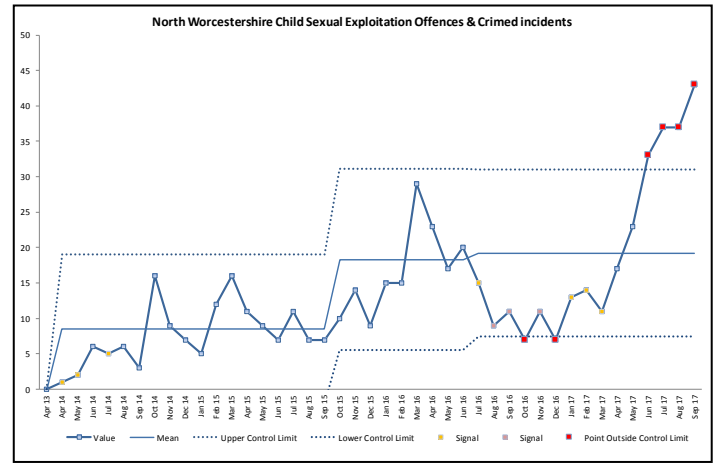
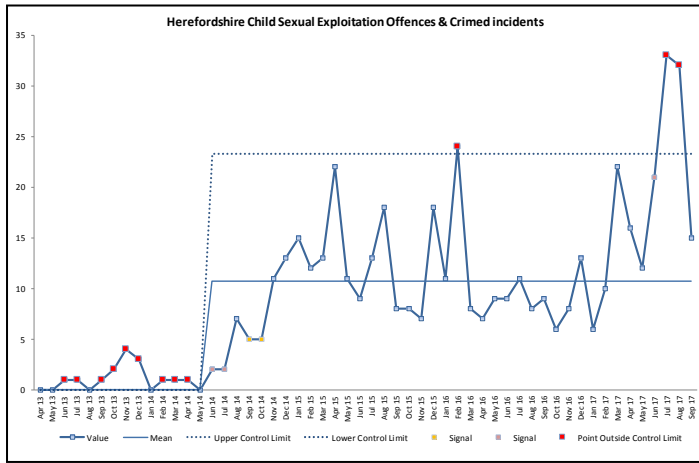
21% (102) of child at risk victims in September experienced another child at risk offence in the previous 12 months. This is an increase compared to August 18% (85).

## Child Sexual Exploitation (CSE)



'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.

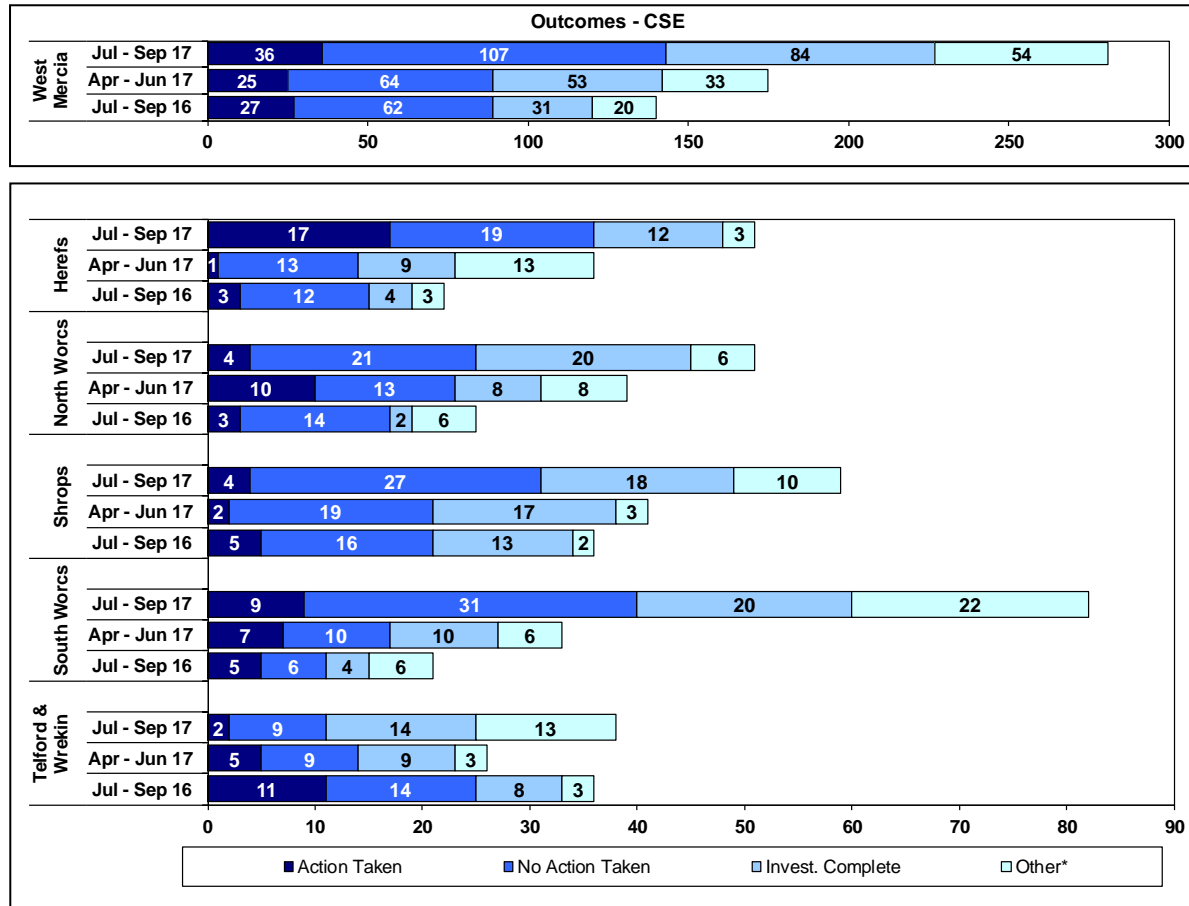
450 CSE offences/ incidents were recorded last quarter, an increase compared to the previous quarter (301) and above the quarter average (290). Higher volumes were recorded across all policing areas. Exceptional volumes were recorded in July and August across Herefordshire and in every month in the last quarter across North Worcestershire.



The higher volumes recorded last quarter across West Mercia were driven by uplifts in ‘non-recent’ offences, in particular sexual assault (58 Q2, compared to 24 offences Q1), abuse of children through sexual exploitation (17 offences Q2, compared to 1 offence Q1) and rape (59 offences Q2, compared to 28 offences Q1).

## 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.

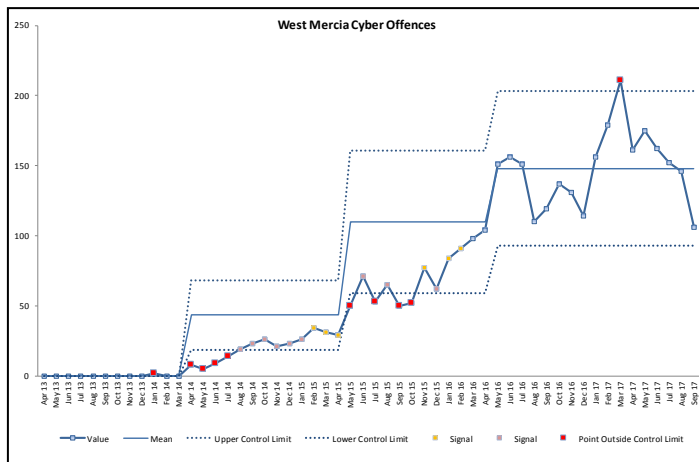


Across West Mercia, 281 offences were assigned an outcome Jul - Sep 2017, an increase compared to Apr - Jun 2017 (175 offences). The number of offences with a CSE marker assigned an 'action taken' outcome Jul - Sep 2017 (36) has increased compared to the previous quarter (25) and same period last year (27). However, these increases should be considered against the significant increase in recorded offences.

## Cyber/ On-line Crime

### Signs of Improvement would be:

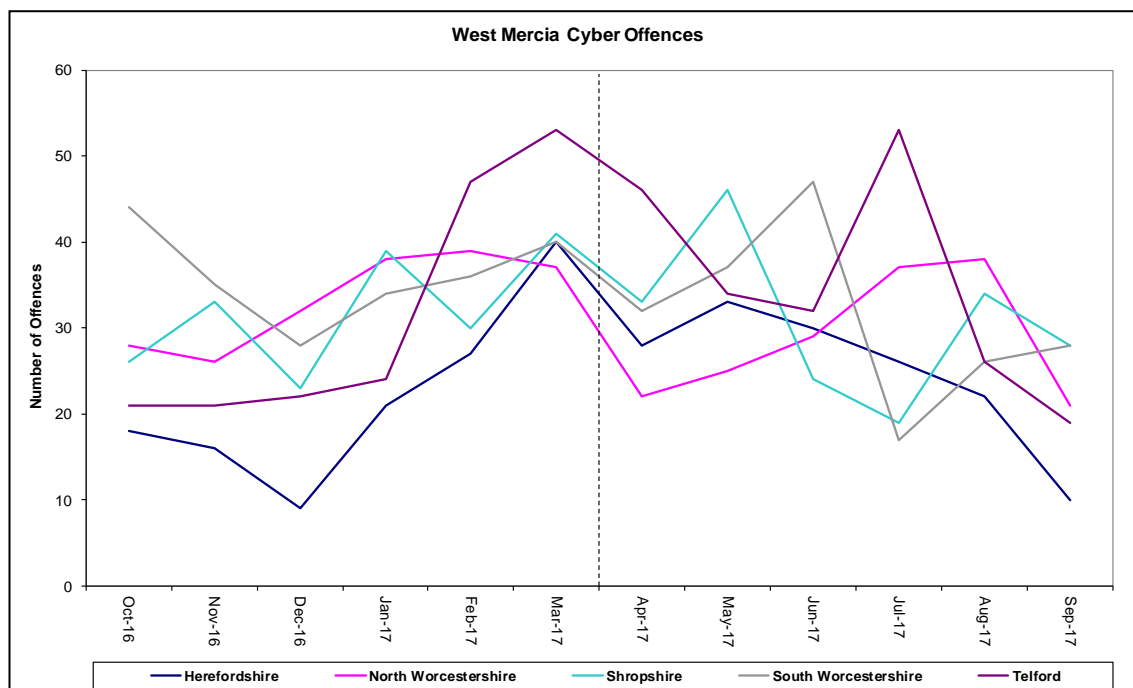
- ❖ Increased reporting, reflecting greater victim confidence



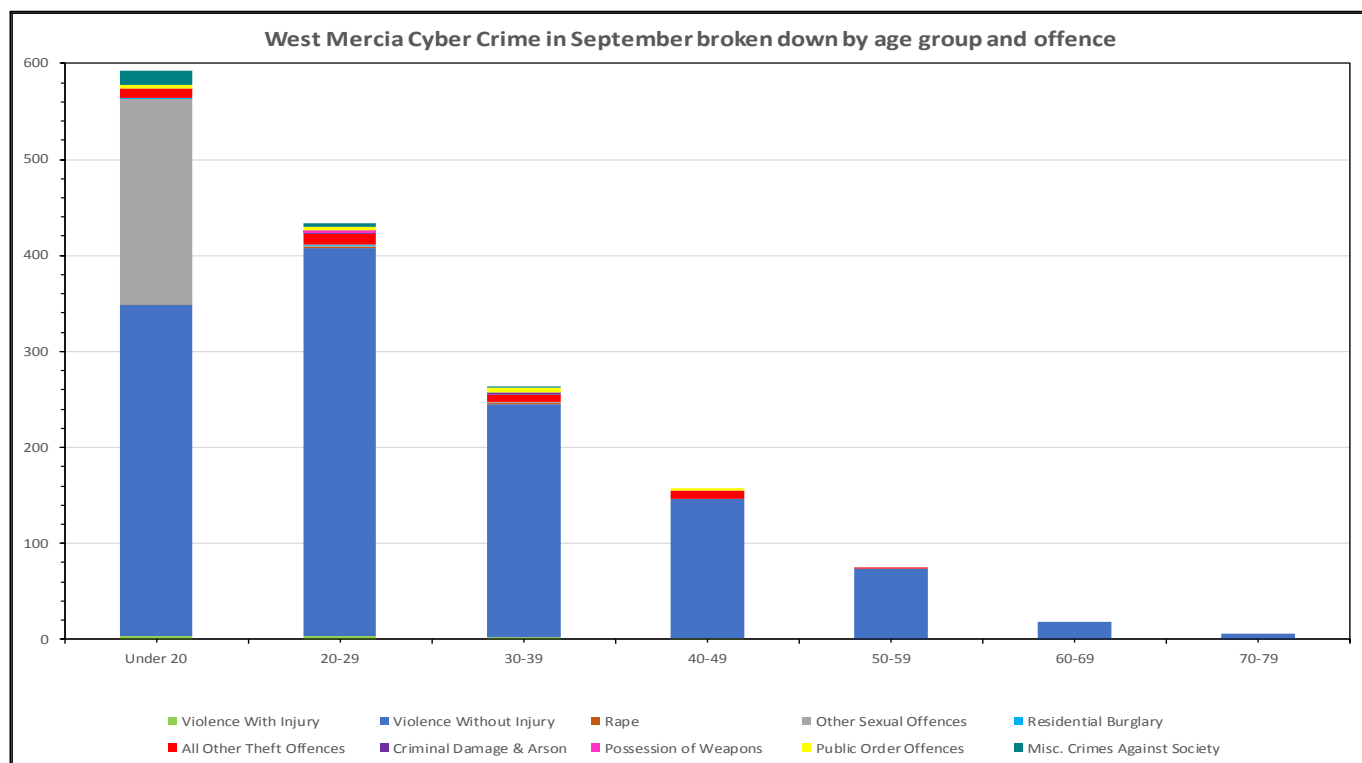
A marker for cyber crime offences was introduced in April 2014, in order to assist in the identification of such offences. The marker is an internal method of being able to identify those offences with an online presence, including sexual and violence without injury (harassment) offences. The general 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.

404 offences were flagged as cyber/online crime this quarter; a 19% reduction compared to the previous quarter (498) and below the quarter average (458). Reduced volumes were seen across all policing areas with the exception of North Worcestershire.

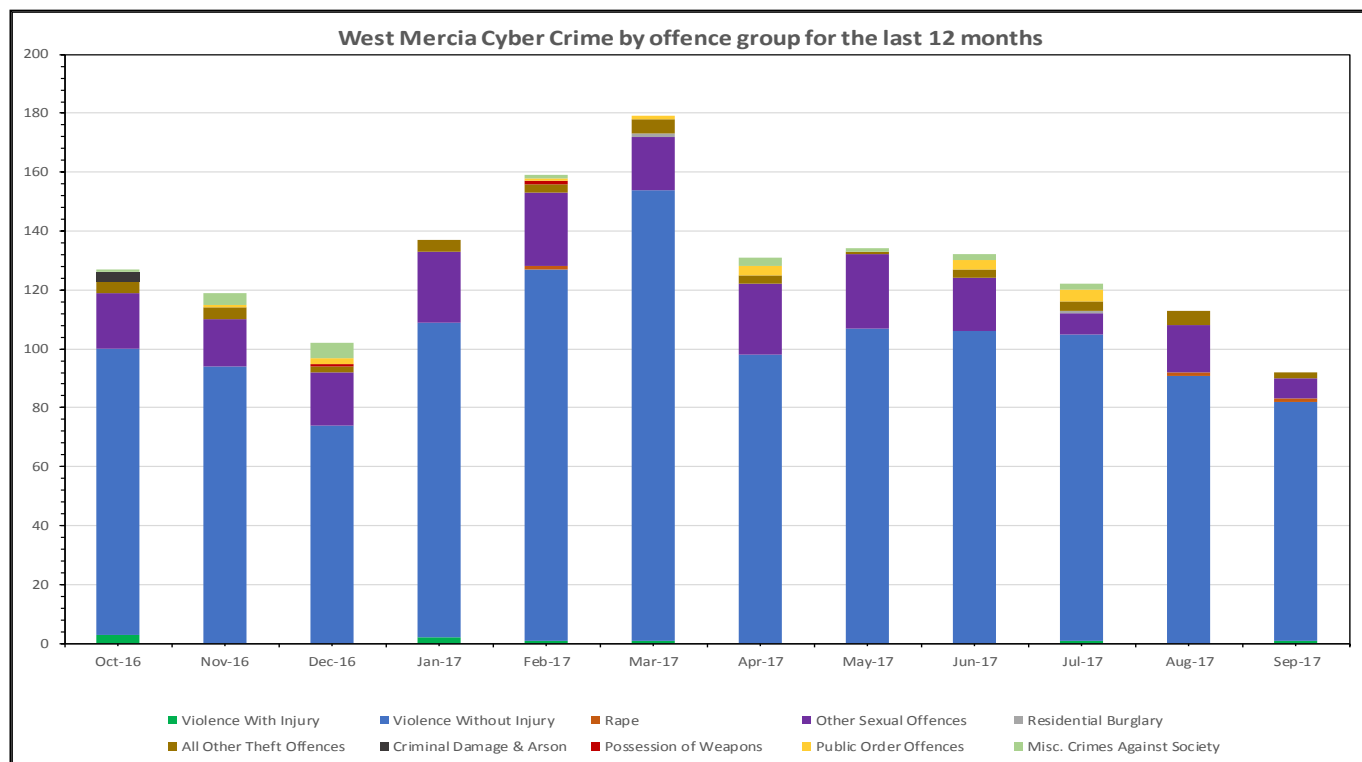
The volume of cyber crime will be closely monitored following the launch of the cyber strategy.



58% (106) of all cyber crimes recorded in September were malicious communications offences (Violence without injury offences).

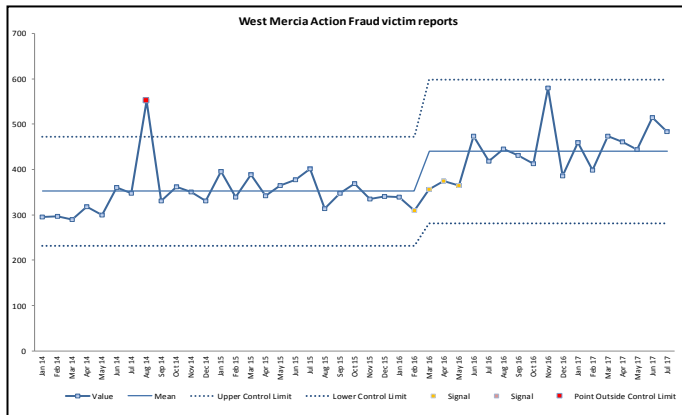


The OCC staff began a new initiative in August where self-help information is sent out to victims in order to aid in the prevention of further offences. It is too early to ascertain how this has impacted cyber related malicious communication offences but this will be monitored in the chart below going forward.

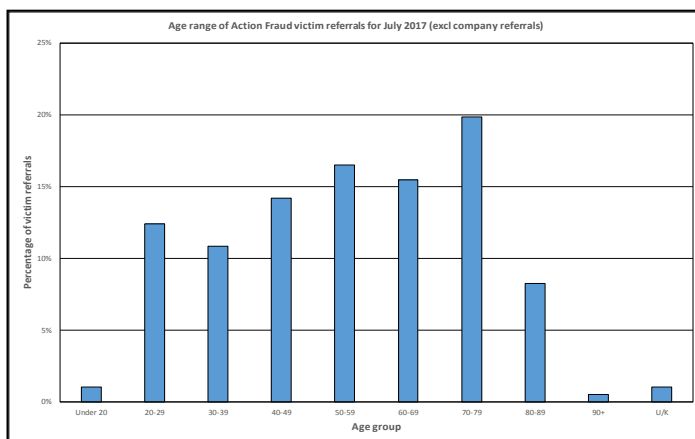


## Action Fraud

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.



484 Action Fraud victim reports (which exclude company referrals) were recorded in July 2017<sup>6</sup>. This is a decrease compared to volumes seen in June 2017 (514) but is above the monthly average (440).



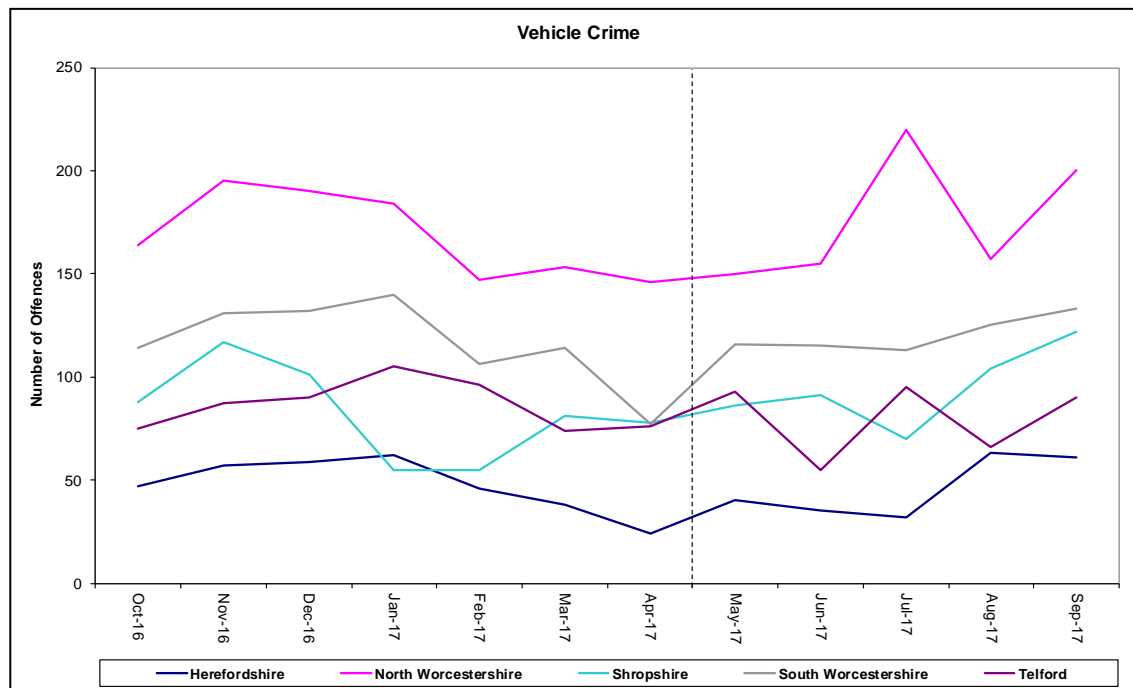
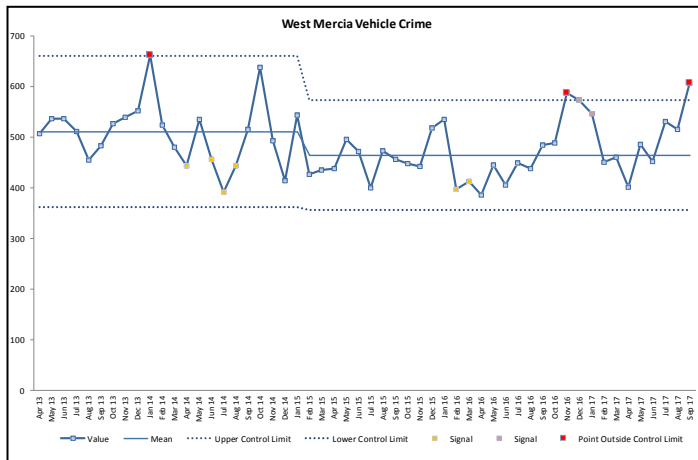
Victims aged 70-79 accounted for the largest proportion of Action Fraud victim reports (19%) reported in July 2017.

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

## Vehicle Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



1,651 vehicle offences were recorded in the last quarter. This is a 24% increase compared to the previous quarter (1,337) and above the quarter average (1,523). This follows a fairly seasonal pattern of increased reporting in the autumn. Volume increases were recorded across all policing areas last quarter compared to the previous quarter.

The increase has been driven by an uplift in Shropshire with 122 offences recorded in September, compared to the monthly average of 71. During the last quarter 297 vehicle offences were recorded in Shropshire, a 16% (42) increase compared to the previous quarter. The increase was driven by theft from a motor vehicle and vehicle interference offences.

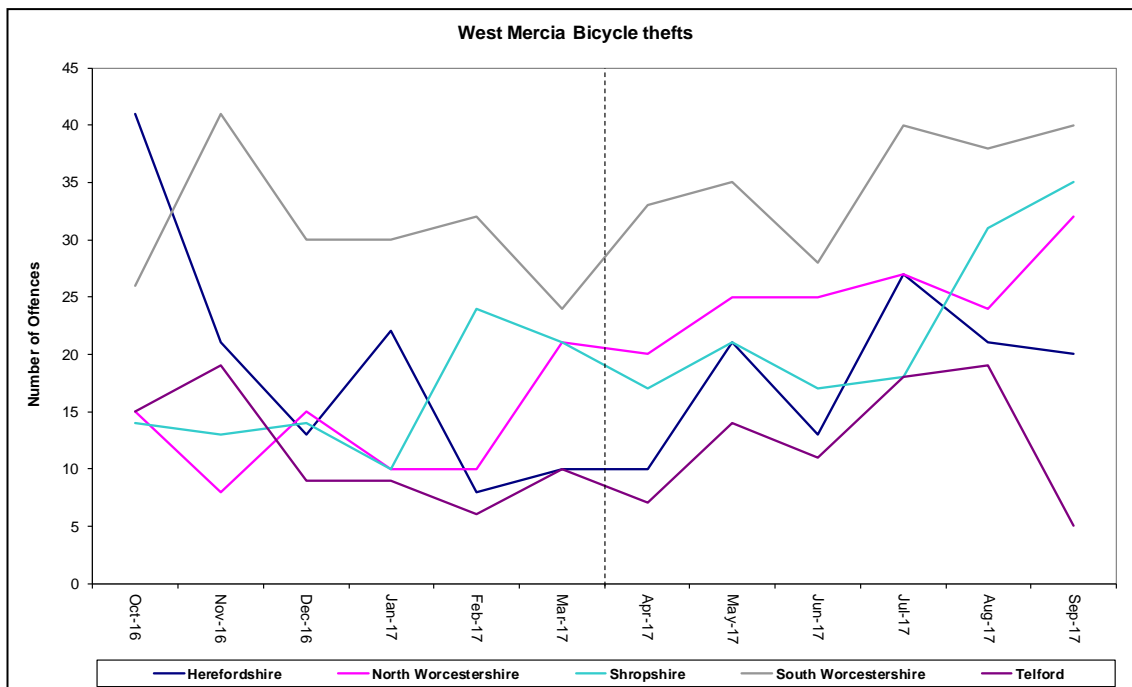
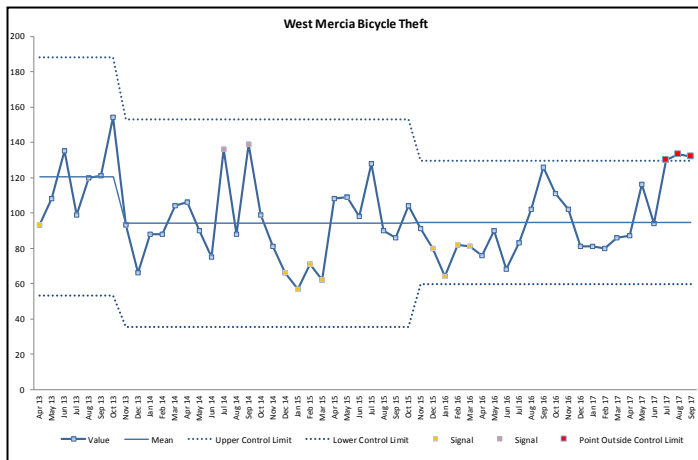
Vehicle crime will be discussed at PMG and will be a specific focus of autumn / winter policing plans.



## Bicycle Theft

### Signs of Improvement would be:

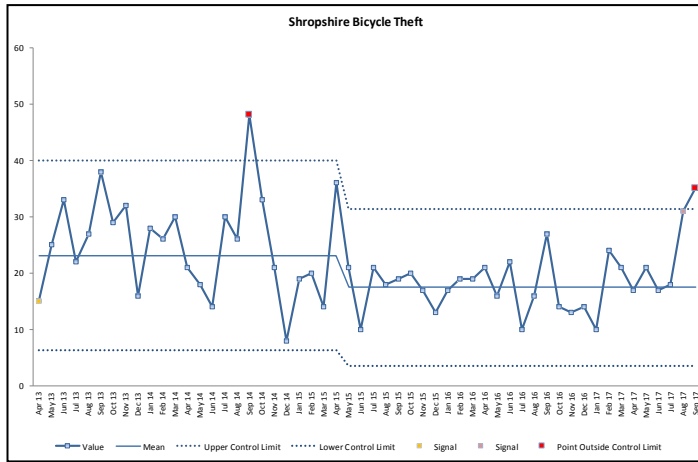
- ❖ Stable volumes of recorded crime



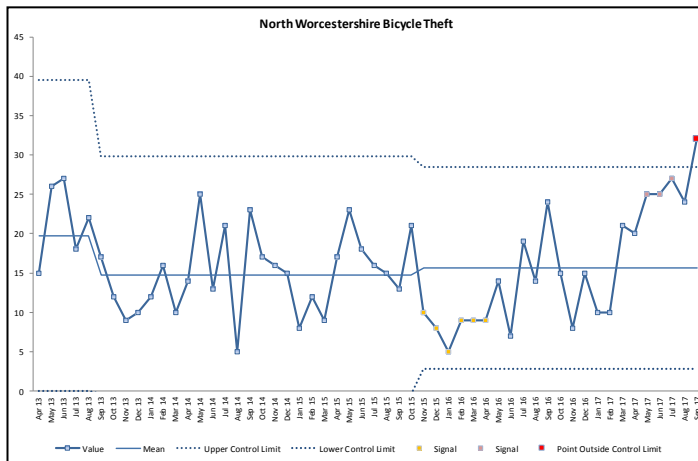
395 bicycle theft offences were recorded last quarter, a 33% increase compared to the previous quarter (297) and above the quarter average (308). Exceptional volumes have been recorded in each month during the last quarter.

Volumes have increased across all policing areas, with exceptional volumes recorded in North Worcestershire and Shropshire in September. The increased volumes are consistent with seasonal trends.

A bespoke piece of work will be commissioned to better understand this issue including working with manufacturers to see how opportunities for offending can be minimised. This will also link to the Policing Area winter policing plans.



Volumes have increased by 53% in Shropshire (84).

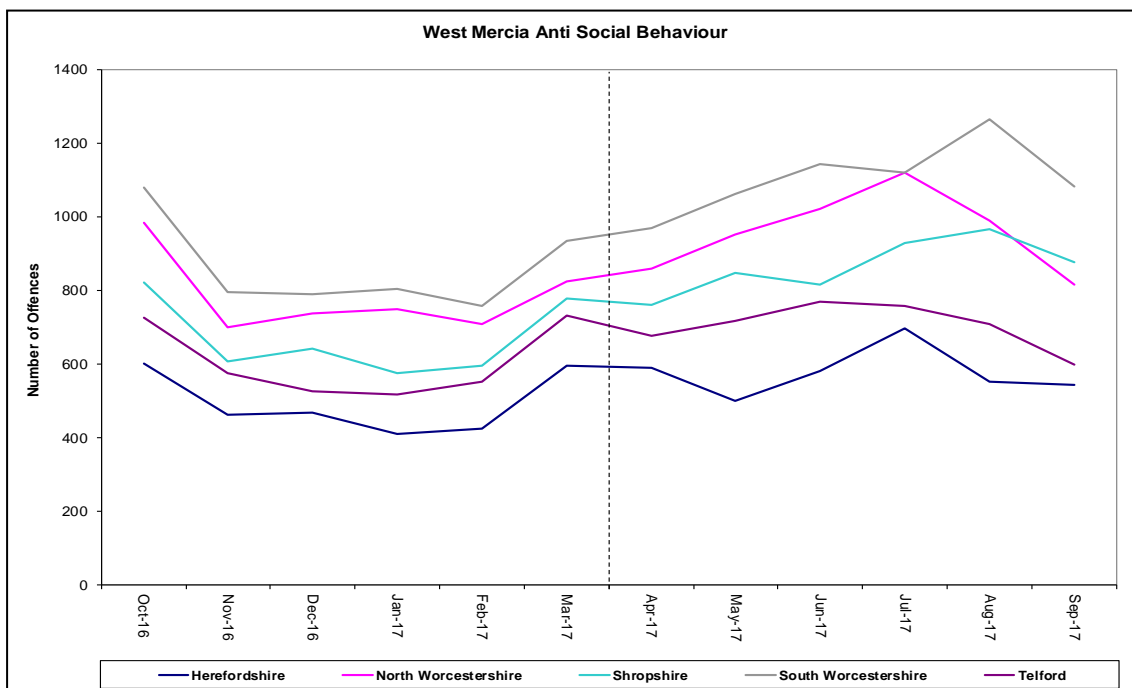
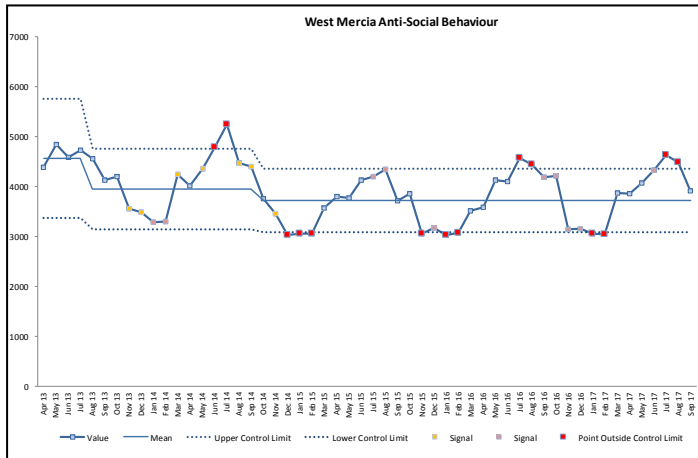


Volumes have been above average for 7 consecutive months in North Worcestershire. A change in average will occur if this trend continues next month.

## Anti-Social Behaviour

### Signs of Improvement would be:

- ❖ Accurate reporting and risk assessing of ASB incidents



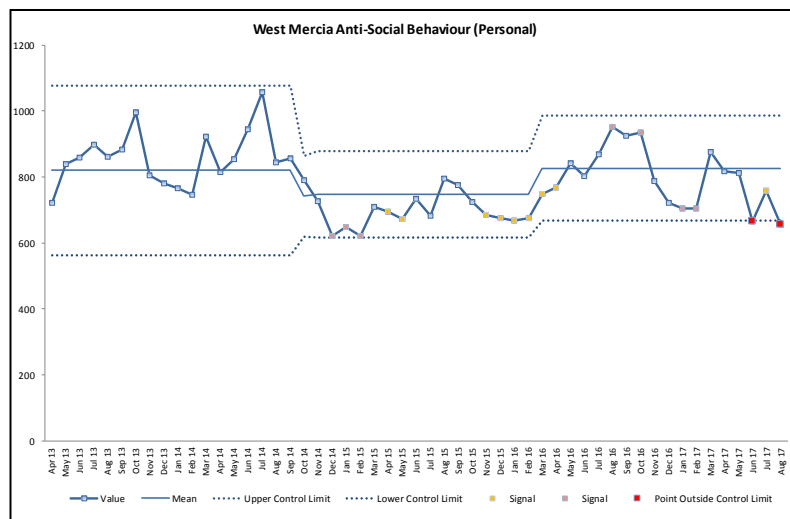
13,020 ASB incidents were recorded in the last quarter; a 6% increase compared to the previous quarter (12,254) and above the quarter average (11,434).

ASB is following the expected seasonal trend, with recorded incidents at their highest during the late spring/summer months and reduced volumes during the autumn/winter months.

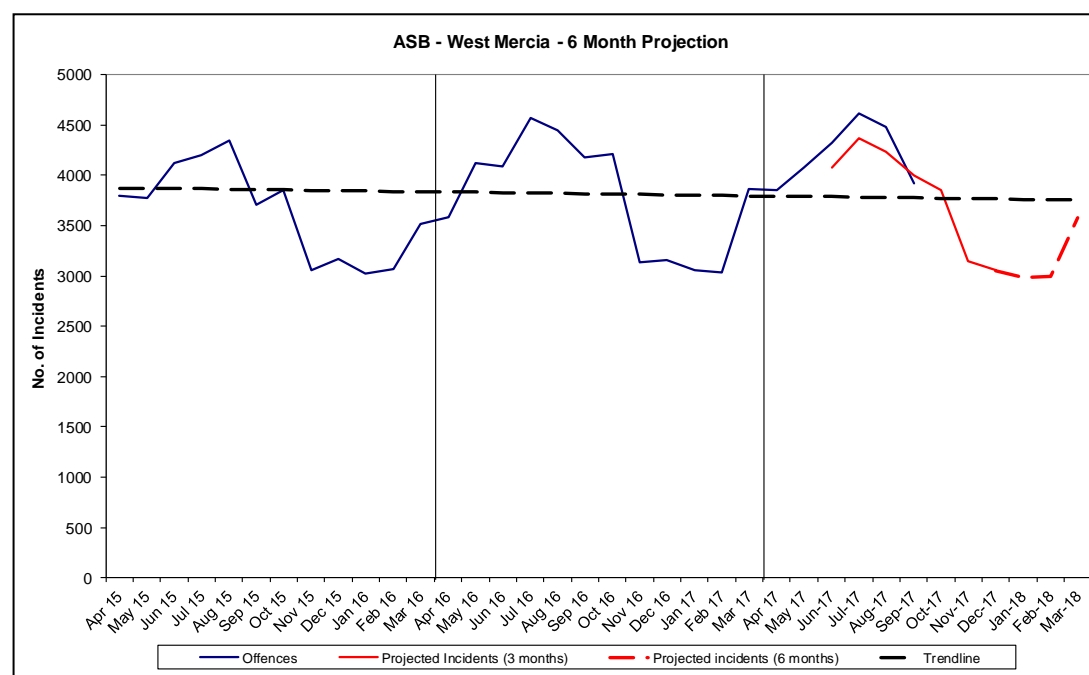
ASB was a focus of the summer policing plans. Despite the local initiatives put in place, volumes were above those projected in both Shropshire and South Worcestershire. The summer plans will be reviewed and discussed at Performance Management Group.

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, 79% of all ASB incidents were nuisance, 15% personal and 6% environmental. This pattern was broadly similar to that seen in the previous quarter.



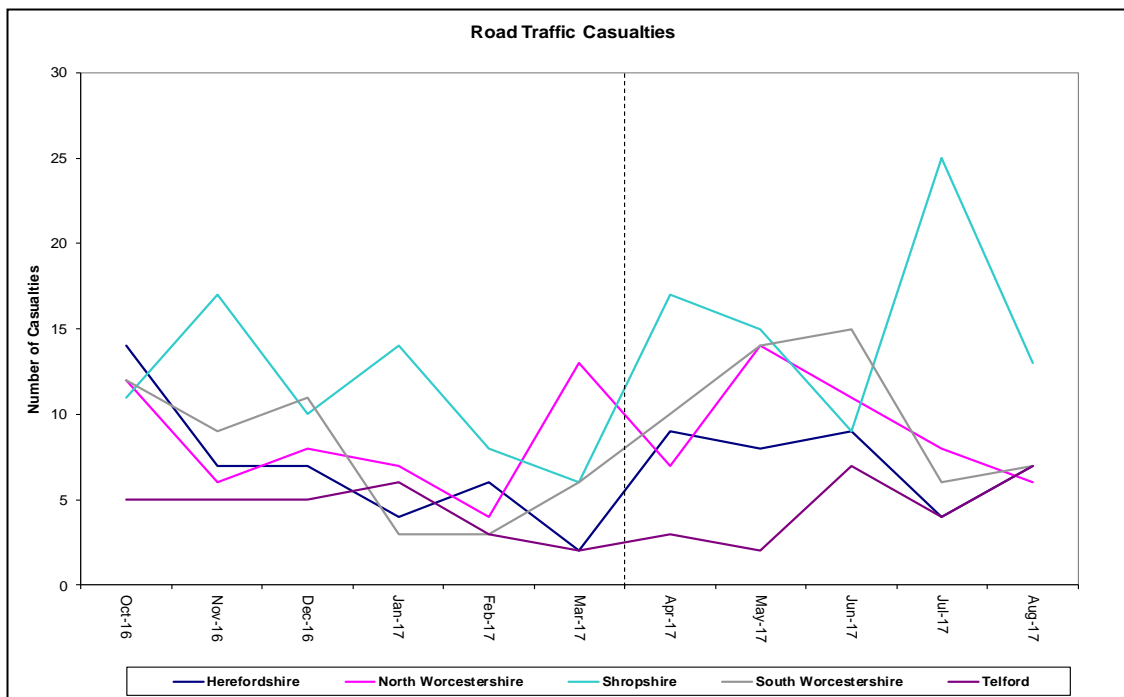
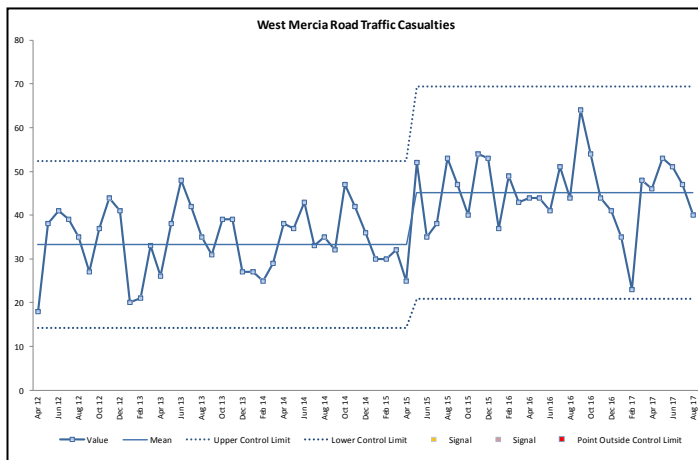
The following chart provides a short (3 month) and medium (6 month) projection for ASB incidents. At force level, the recorded volumes are in line with our previous projection and continue on a downward seasonal trend.



## Road Traffic Casualties

### Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties

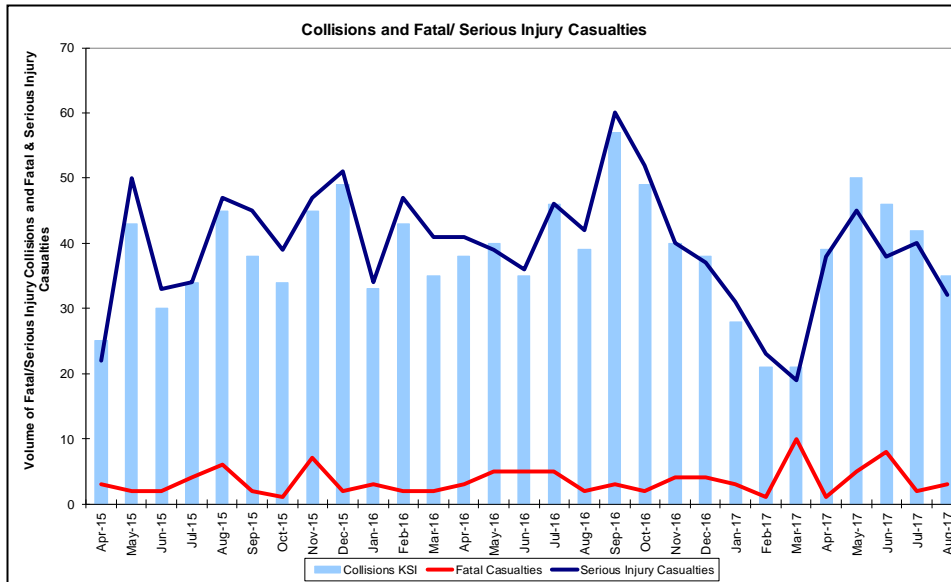


In the last quarter<sup>7</sup> there were 14 road deaths. This included 7 drivers, 3 car passengers, 2 motor cycle riders, 1 cyclist and 1 pedestrian.

5 fatalities occurred in Herefordshire, 4 in South Worcestershire, 3 in Shropshire, 1 in North Worcestershire, and 1 in Telford & Wrekin.

In July & August over half (55%) of all fatal and serious injury casualties were car drivers or passengers; just over a quarter (29%) were on motorcycles and just under a tenth (9%) were good vehicles.

<sup>7</sup> At the time of publication data regarding serious injury casualties in September is unavailable. 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.

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. This programme operates fixed and mobile enforcement cameras at 163 sites across West Mercia and 29,449 offences have been recorded from April to August 2017.

The Safer Roads Partnership has identified 6 high harm routes across West Mercia and from this group one higher harm route, 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.

The Head of Operations will progress a piece of work looking at contributing factors to KSIs in each policing area and ensure findings are visible and available to policing areas and partners.

## Response Times to Emergency Incidents

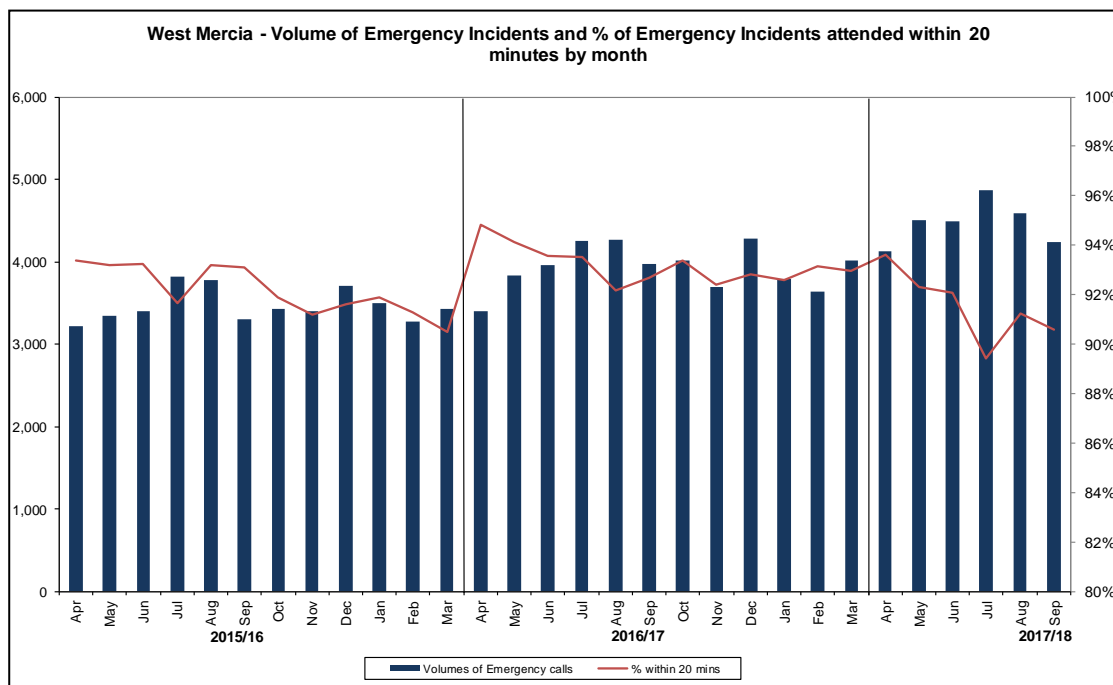
### Signs of Improvement would be:

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

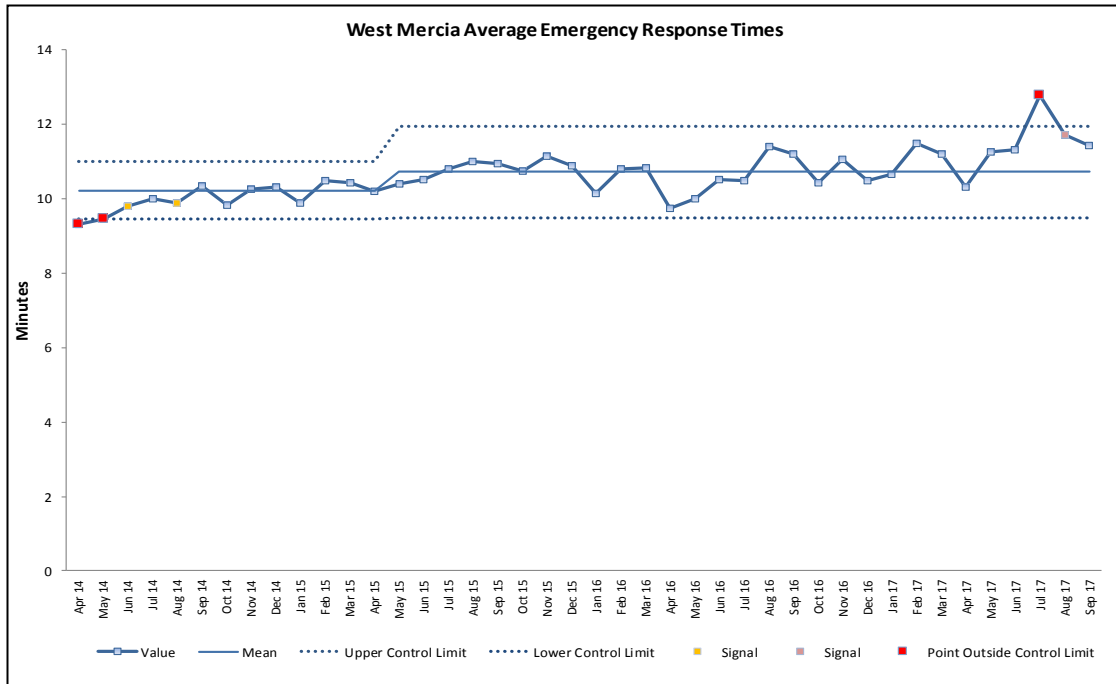
The alliance managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator,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

13,701 emergency incidents were recorded in the last quarter, an increase of 4% compared to the previous quarter and 10% greater than the same period last year. Despite this increase in volume, more than 9 out of 10 emergency incidents are attended within 20 minutes.



The current average response time for emergency incidents is 11 mins 25 seconds this is in line with the previous month (11 mins 43 seconds) but is above the monthly average (10 mins 42 seconds).



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.

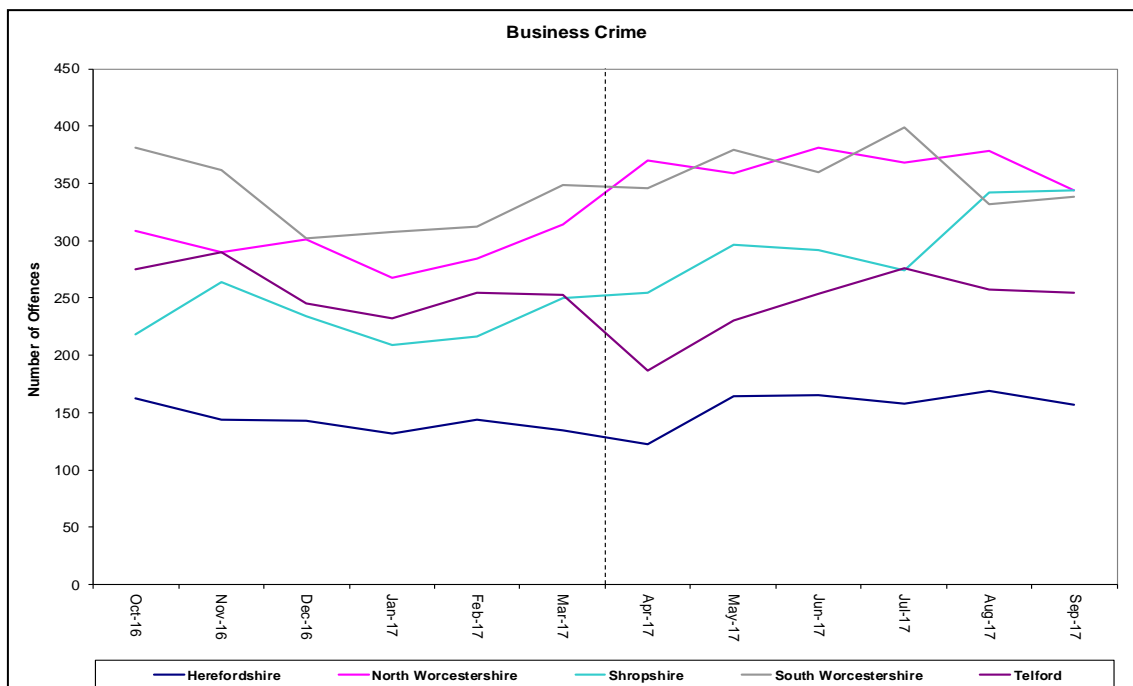
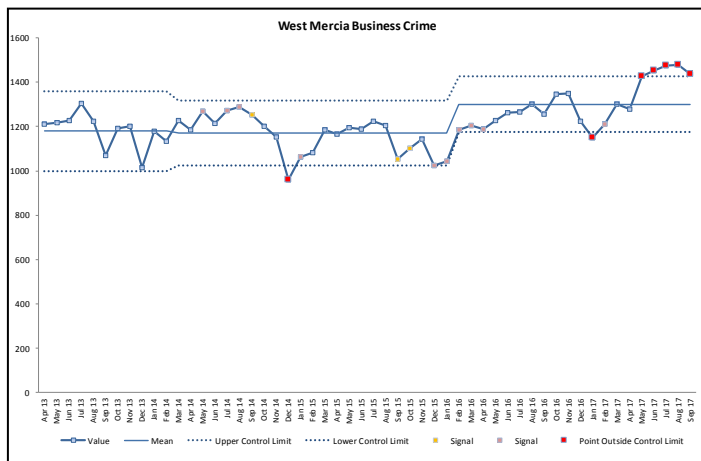


# Reassuring West Mercia

## Business Crime

### Signs of Improvement would be:

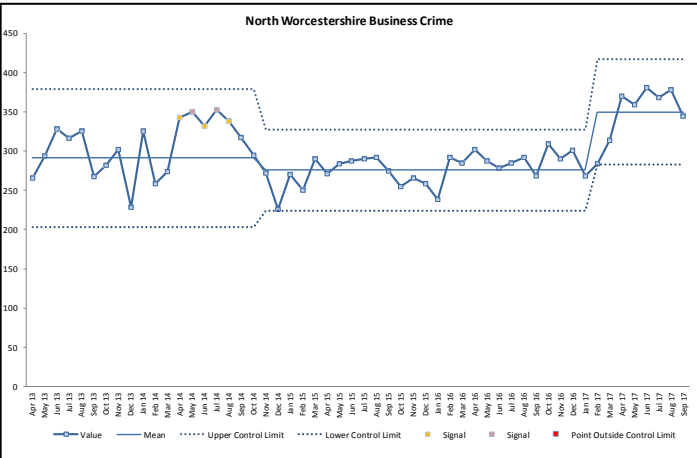
- ❖ Stable volumes of recorded crime



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.

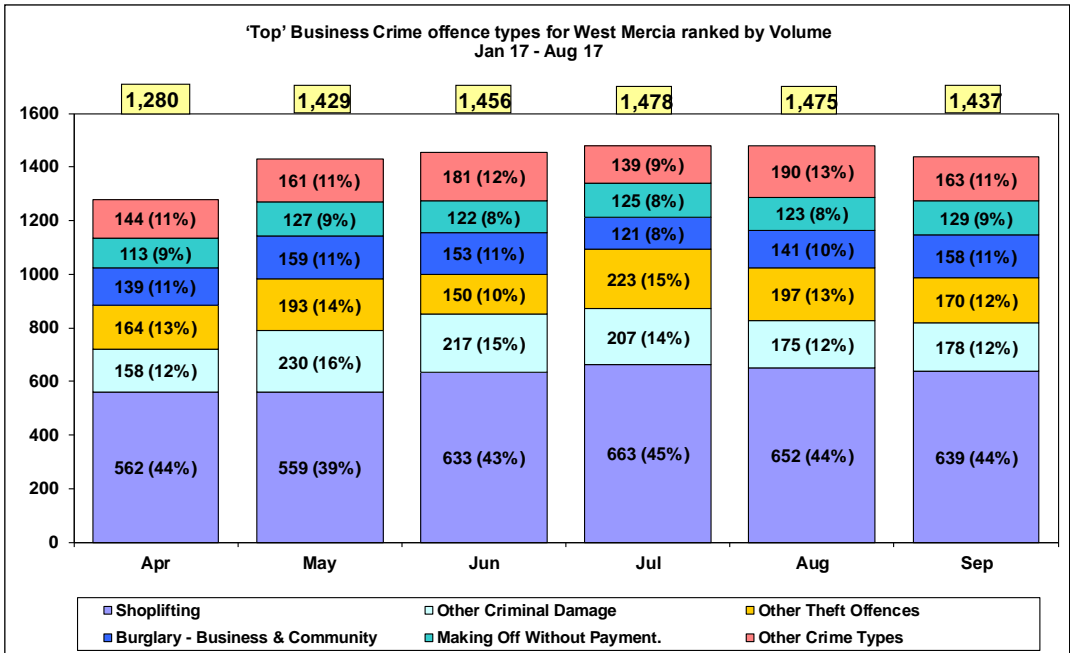
4,391 offences were recorded in this quarter. This is a 6% increase compared to the previous quarter (4,160) and above the quarter average (4,033). Trends in business crime often mirror those of total recorded crime, however the increase seen this quarter is more pronounced than that for total crime.

Volume increases for this quarter have been seen across all policing areas with the exception of North Worcestershire and South Worcestershire. Exceptional volumes have been recorded across Shropshire in August and September. Volumes have remained above average in Shropshire for 7 consecutive months and an increase in the average will occur if this trend continues next month.

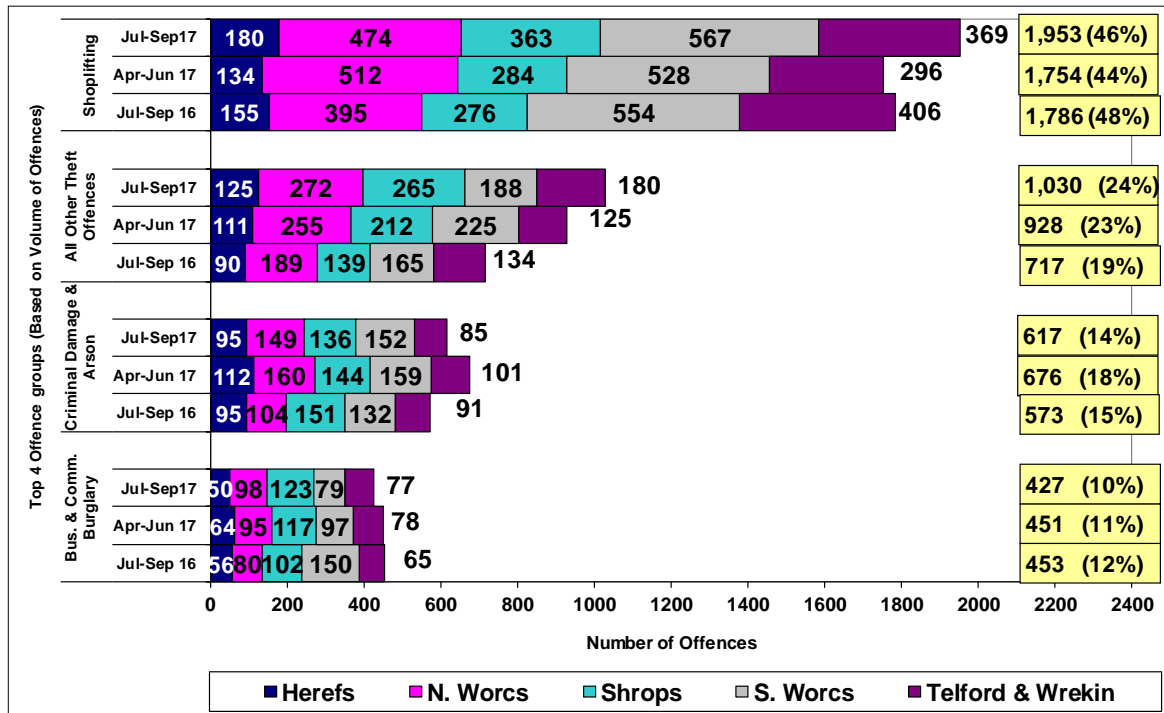


Following 8 consecutive months of above average recording across North Worcestershire the monthly average increased in July (from 276 to 350 offences per month). North Worcestershire to link this to their winter policing plan.

This chart shows the top 5 ‘business crime’ offence types for West Mercia, ranked by number of offences with percentage share of total business crime by month. Over the last 6 months, increasing volumes in shoplifting, ‘other theft’ offences, making off without payment offences and ‘other crime types’ have driven this growth trend.



The following chart shows the top 4 business crime offence types ranked by number of offences with percentage share of total business crime, broken down by policing area for the last quarter compared to previous quarter and previous year.



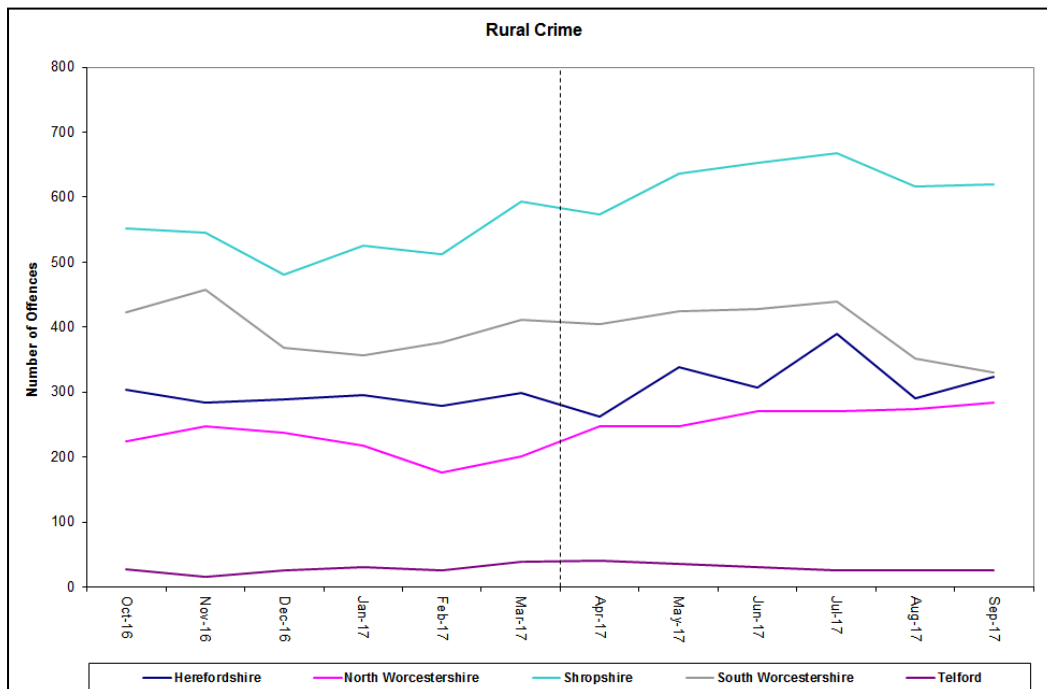
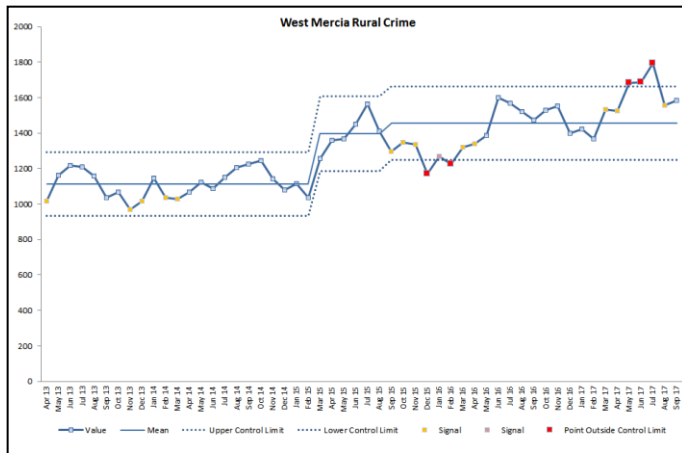
The 16% growth in this quarter compared to last quarter in other theft offences is most noticeable in Shropshire (+53 offences) and Telford & Wrekin (+55 offences).

The rise in business crime was reviewed following last month's performance report and a detailed report was produced for North Worcestershire command team.

## 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>.

4,936 offences were recorded across West Mercia last quarter. This is comparable to the previous quarter (4,895) and is above the quarter average (4,569). Exceptional volumes have been recorded in July across West Mercia.

Volumes have increased across Herefordshire, North Worcestershire and Shropshire this quarter compared to last.

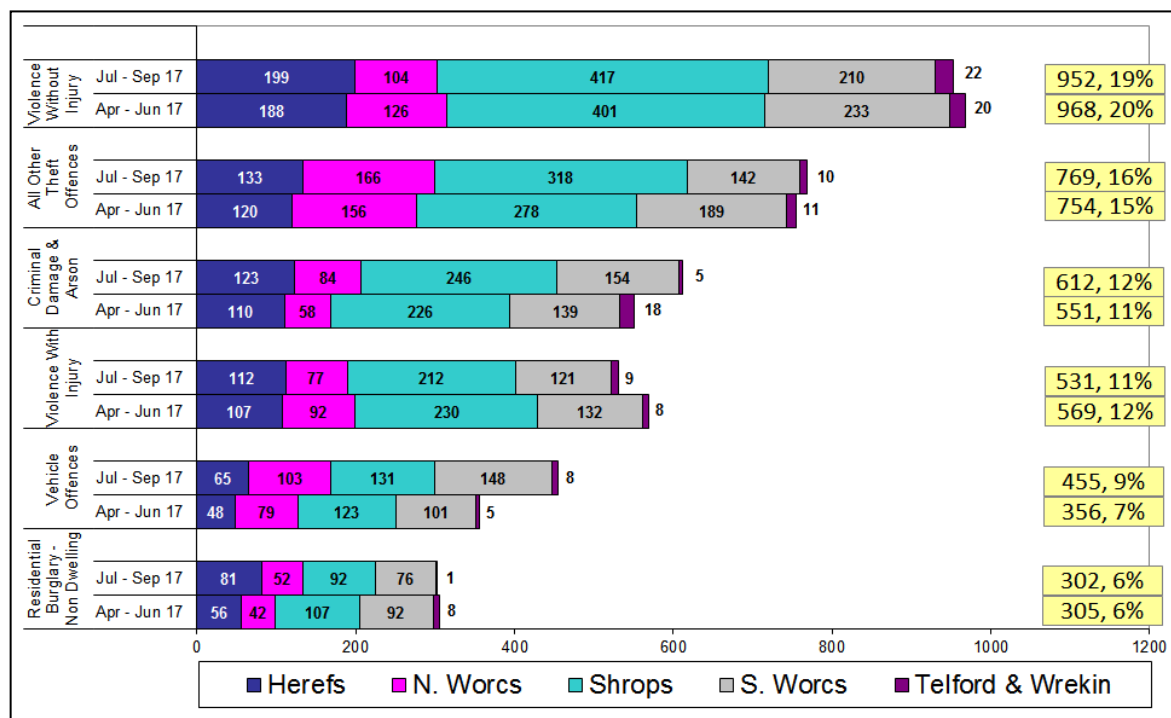
This is the 7<sup>th</sup> consecutive month that volumes have remained above the monthly average in Shropshire. If this trend continues there will be an increase in the monthly average.

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

The following chart shows the top 6 'rural crime' offence types ranked by number of offences with the percentage share of total rural crime, broken down by policing area for the last quarter compared to previous quarter and previous year. The main sub-category offence types prevalent in this quarter are; assault without injury (11%), other theft (11%) and assault with injury offences (10%).

Two offence types have seen notable volume growth this quarter;

- 28% increase in vehicle crime (+99 offences)
- 11% growth in criminal damage & arson (+61 offences)



Following the changes to burglary classifications in April 2017, the category 'residential burglary – non dwelling' refers to offences within the curtilage of a residential property but where the offence took place away from the house i.e. in a shed or outbuilding.

# Reforming West Mercia

## Sickness

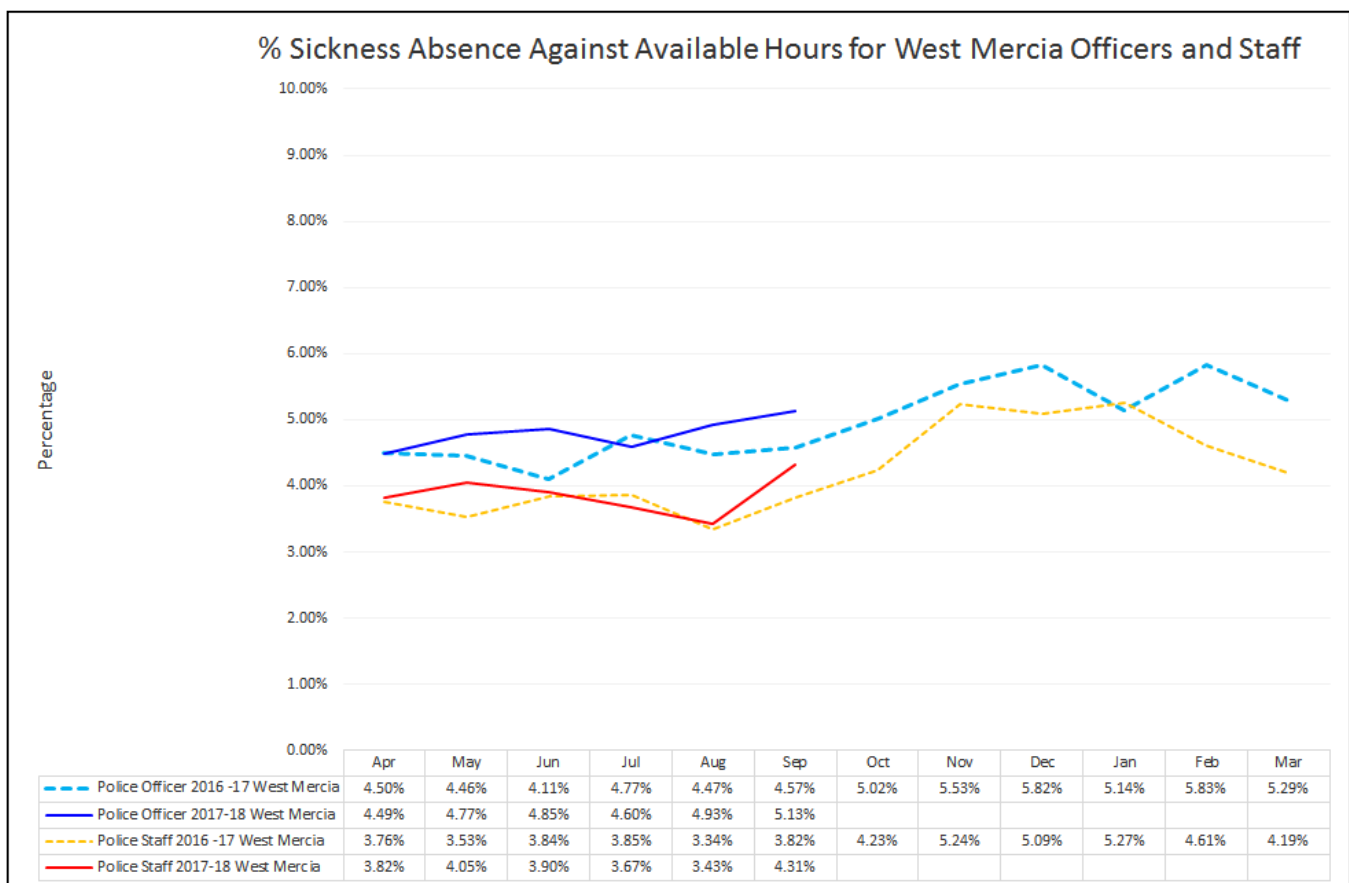
### Signs of Improvement would be:

- ❖ Improved staff wellbeing – improving levels of attendance

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

The average percentage of hours lost to sickness in September has increased for both officers (5.13%) and staff (4.31%).

During the last quarter, sickness absence levels for Officers have increased month on month. Staff sickness levels decreased slightly in August but increased in September.



## Health & Wellbeing Board

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

- completion of the 2017 Virgin Pulse Challenge
- programme of health checks commenced to link in with the national Know Your Numbers campaign
- web chats focusing on Attendance Management and Mental Health
- ongoing health promotion activity planned to tie in with national campaigns e.g. Stoptober
- increased usage of EAP demonstrating effective proactive promotion of the service

## Complaints

### Signs of Improvement would be:

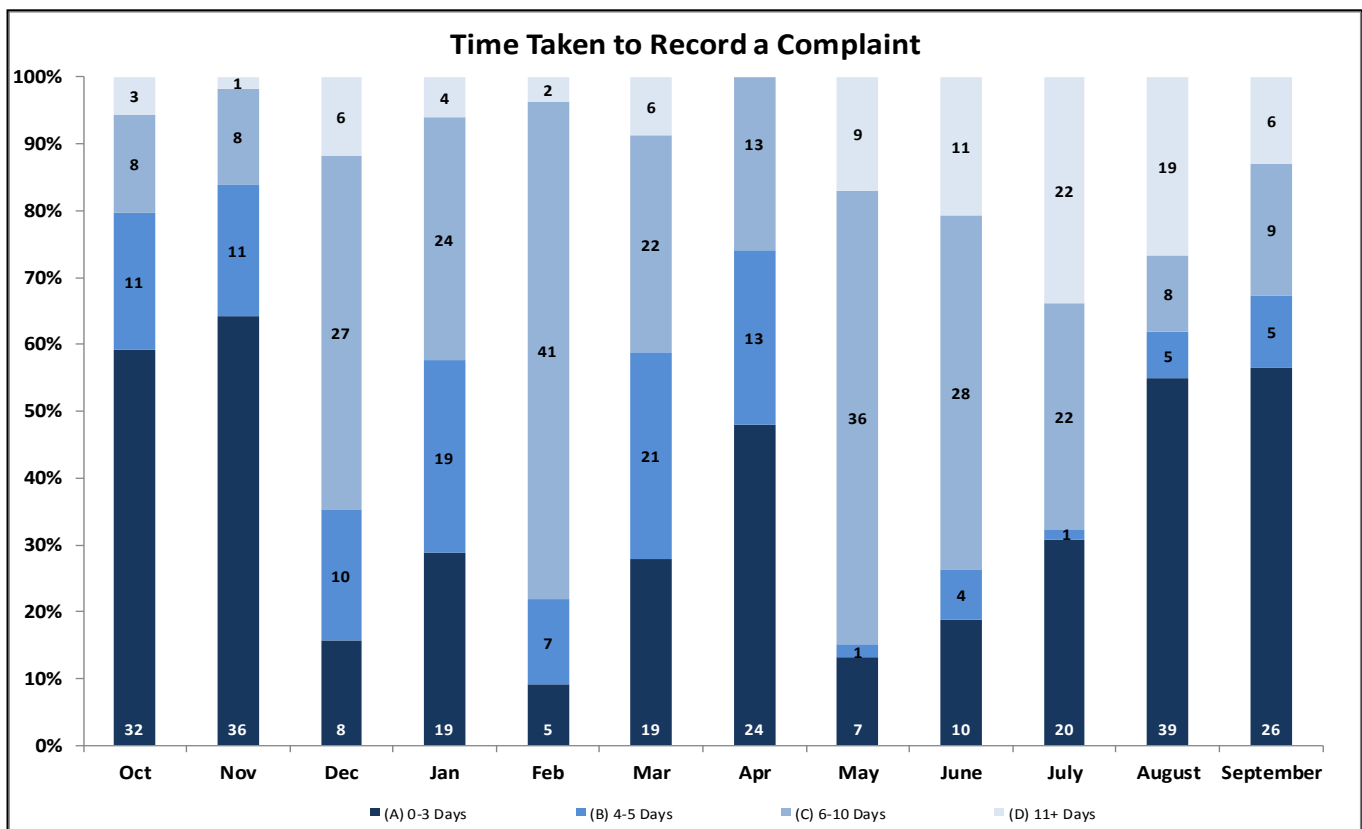
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction of incivility

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

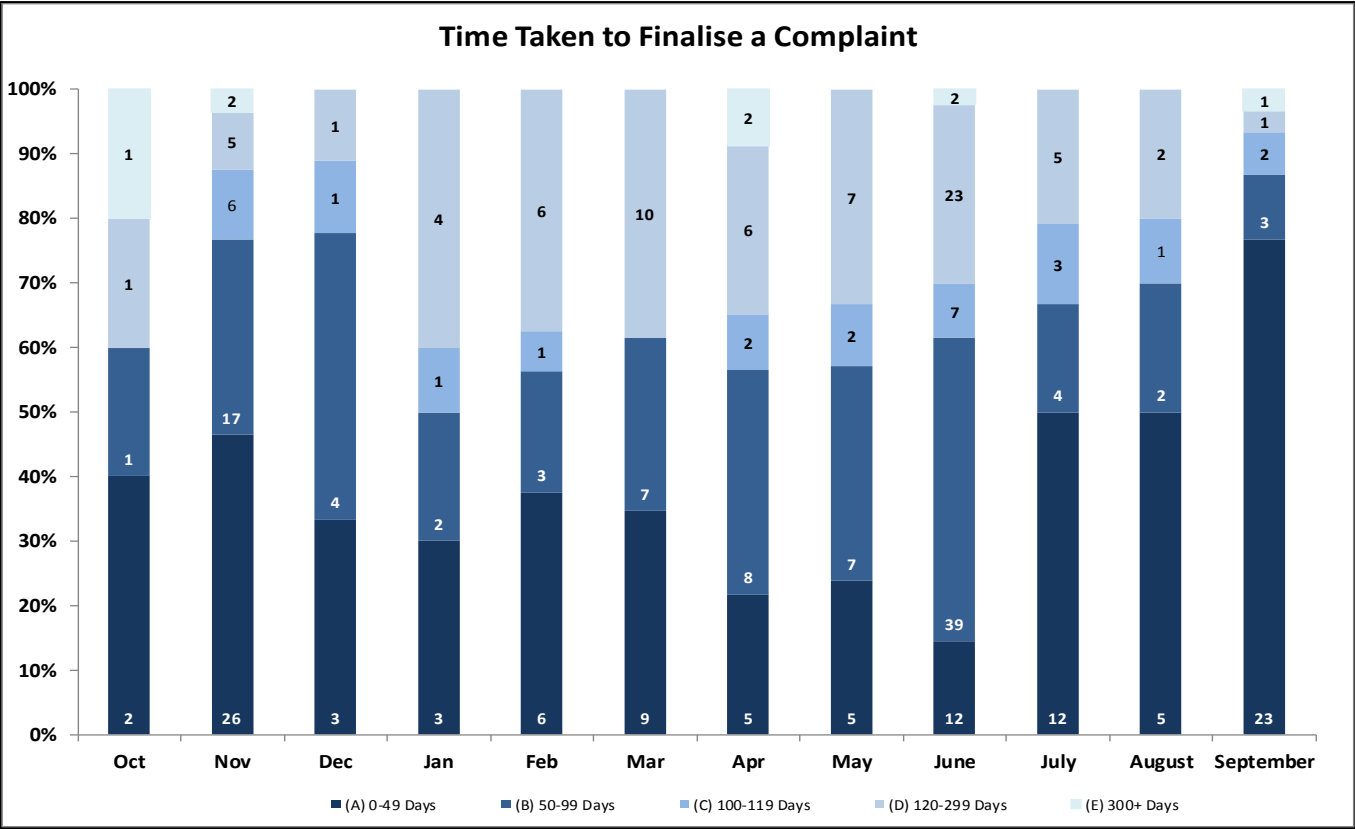
### Timeliness to Record & Finalise

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 have an aspiration to improve on this and to record & action 80% of all complaints within 3 days. Over the quarter only 46% of complaints were recorded in 3 days - notably below this 80% aspiration. However 74% of complaints were recorded within the 10 day national target.



The second national target is to finalise cases within 120 days. In the last quarter 86% of cases were finalised in 120 days, an increase compared to the previous quarter (66%).



Head of Professional Standards should ensure there is a plan in place to see improvements in timeliness of recording and further improvements in timeliness of finalisation.



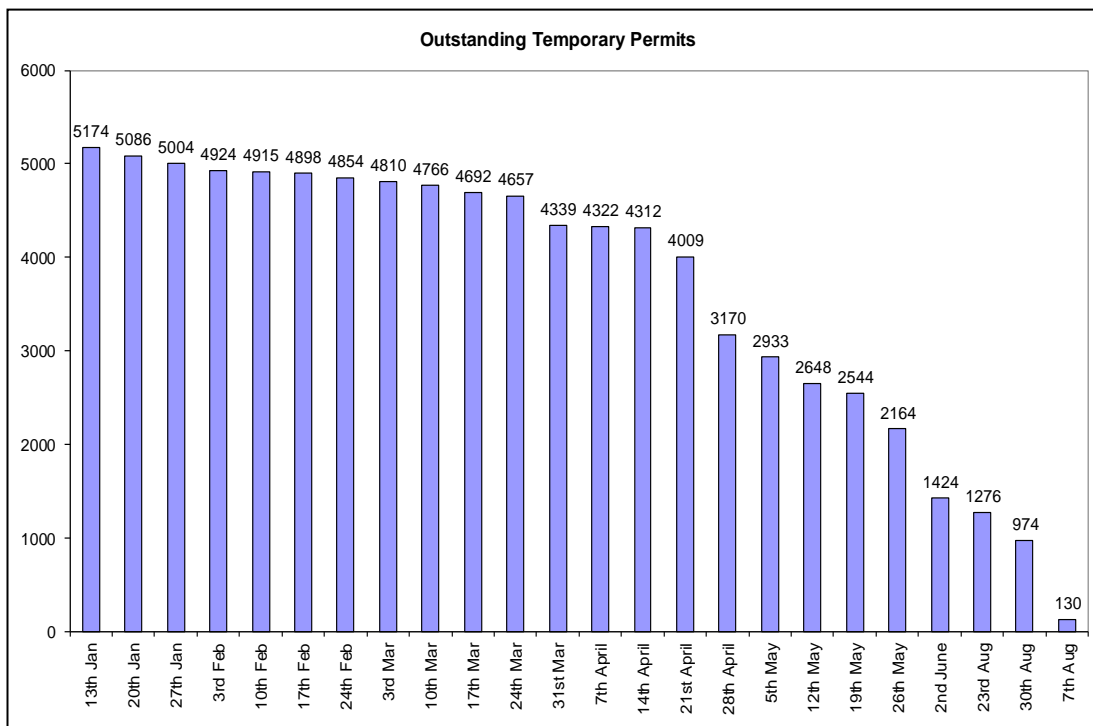
## Firearms Licensing

### Sign of Improvement would be:

- ❖ Timeliness in processing renewal applications

The Kier Commissioning Review of the Firearms Licencing Unit was completed in October 2016 and the last year has seen the implementation of the resulting action plan.

The chart below shows how the backlog of temporary permits has been reducing since January 2017. As of September, all temporary permits have been replaced by full certificates.



Recruitment of additional staff will be complete by the end of October and a return to 'business as usual' should be achieved by end of December with all outstanding certificates being granted.

A demand reduction project also commenced in October 2017 with the aim of managing the demand over the next five year renewal cycle.

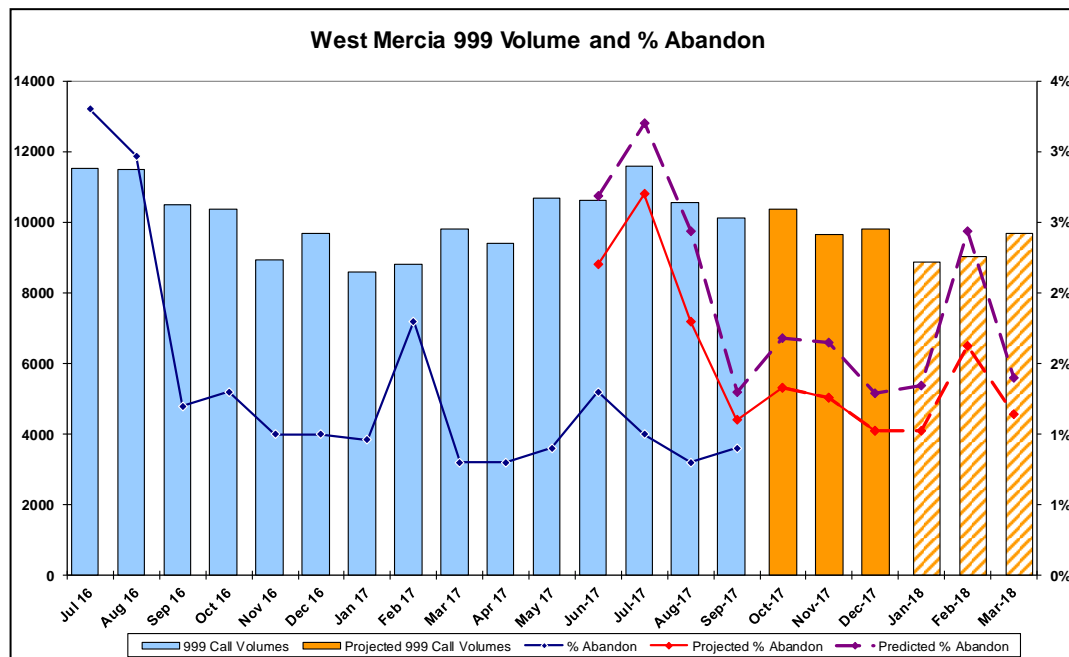
## Call Handling

### Signs of Improvement would be:

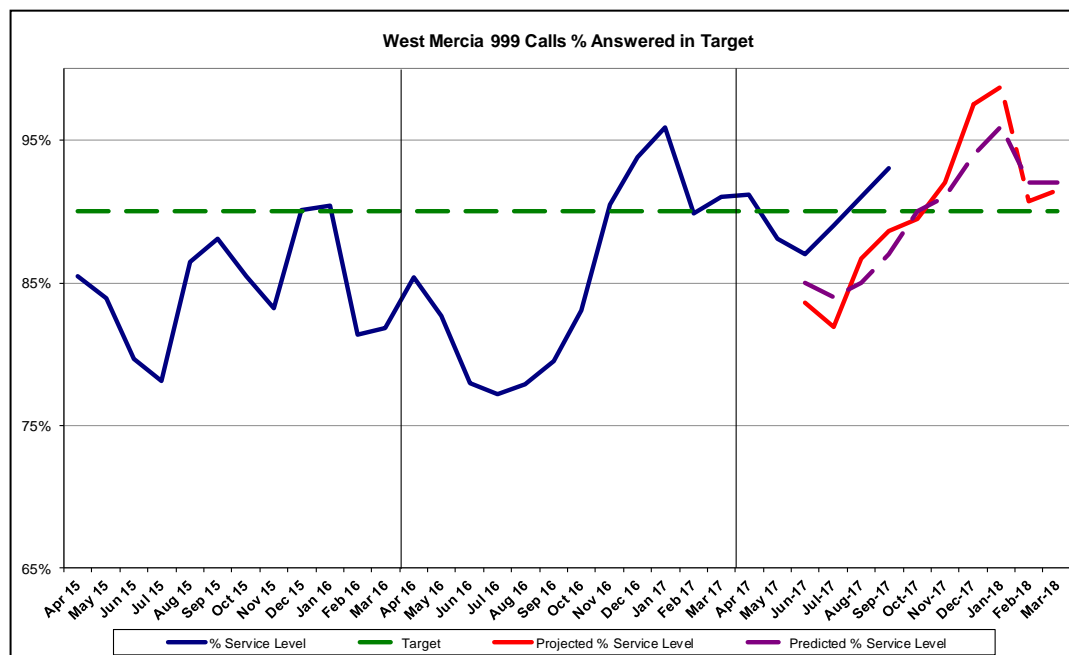
- ❖ Increase % of calls answered in target time
- ❖ Reduction in abandon rates

### Calls on the 999 system

32,256 calls on the 999 system were received last quarter; an increase compared to the previous quarter (30,721). The abandoned rate reduced this quarter (0.9%) compared to the previous quarter (1.1%).

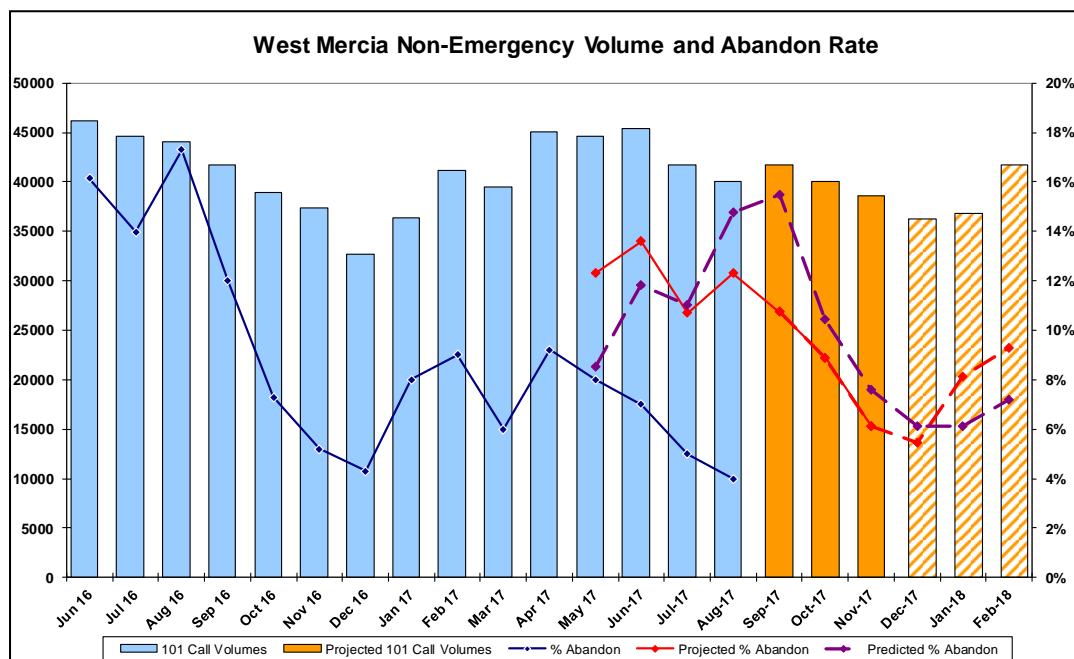


The proportion of 999 calls answered within 10 seconds increased for the last quarter compared to the previous quarter and in the last 2 months of the quarter was above the 90% target. The % Service level follows a seasonal pattern, with performance dipping in summer months as call volumes increase. Performance in the last quarter (91%) has been higher than the same period in the last 2 years (78% and 86%) despite an increase in call volumes.

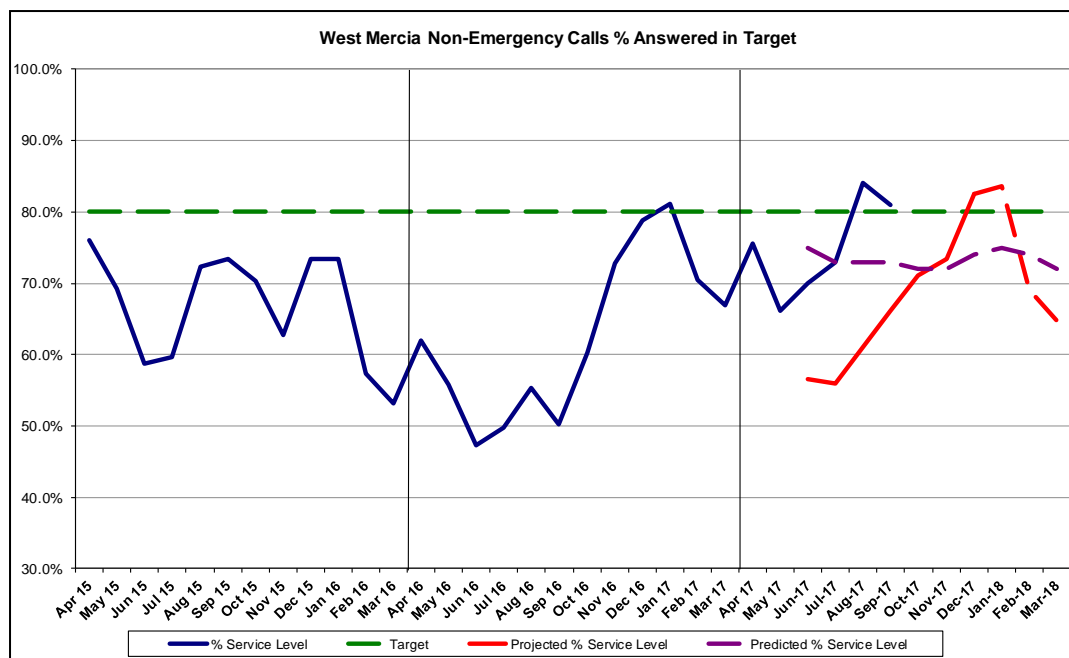


## Non-Emergency Calls

127,242 non-emergency calls were received last quarter, a reduction compared to the previous quarter (129,092). The abandoned rate this quarter (5.4%) is lower than the previous quarter (7.8%).



The % of calls answered in 30 seconds increased in the last quarter compared to the previous quarter and exceed the 80% target in August and September. Performance has been higher than the same period in the last 2 years (52% and 68%).



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.

## Personnel Vetting

### Signs of Improvement would be:

- ❖ Reduced volume of outstanding backlog

The backlog of retrospective personnel vetting was highlighted during a HMIC inspection in 2016/17. Following the inspection, the alliance was afforded two years to establish a plan and resolve the current backlog. The backlog forms part of the Professional Standards business review and a business plan is currently being produced to further address the matter.

Across West Mercia, approximately 824 personnel do not have up-to-date vetting as of September 2017, a decrease compared to August 2017 (971).

The projection indicates a continued downward trend in volumes, with the backlog expected to be cleared by March 2018. Current performance is better than predicted.

