



West Mercia  
**POLICE**

**Performance Summary**

**October - December 2017**

**DCC Blakeman**

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims &amp; Survivors First</b>				
Confidence	Quarter report	Increase on previous period and above the national average.	Confidence will be next be updated in late-January 2018.	4
Victim Satisfaction	Month & quarter	Overall satisfaction saw no significant change compared to the previous quarter.	Positive results from domestic abuse victim survey	5
Repeat Victimisation	Month & quarter	Decrease in number of repeat victims	Trends will continue to be monitored	7
Repeat Offending IOM offenders		<b>Not included this month due to Athena data issues.</b>	<b>We hope to have this available in the near future.</b>	
<b>Building a More Secure West Mercia</b>				
Total Recorded Crime	Month & quarter	Decrease on previous quarter.	Year end projections will be discussed at PMG.	8
Violence with Injury	Quarter unless exceptional	Decrease on previous quarter.	Volumes projected to increase	13
Sexual Offences – Rape	Month & quarter	Decrease on previous quarter.	Volumes in expected range	15
Sexual Offences – Other	Month & quarter	Decrease on previous quarter	Volumes in expected range	17
Residential Burglary - Dwelling	Quarter unless exceptional	Increase on previous quarter.	Exceptional volumes in November	19
Robbery	Quarter unless exceptional	Decrease on previous quarter.	Volumes in expected range	21
Vehicle Offences		Increase on previous quarter	Exceptional volumes in October and November	23
Theft from person		Increase on previous quarter	Report commissioned to understand trends	25
Shoplifting		Decrease on previous quarter	Ongoing monitoring of trends	27
Missing Persons Reports	Quarter unless exceptional	Decrease on previous quarter.	Seasonally expected decrease	29
Hate Crime Hate Crime Satisfaction	Month & quarter	Decrease on previous quarter. Hate Satisfaction remains static	Subject to discussion at PMG	32
Domestic Abuse	Quarter unless exceptional	Decrease on previous quarter.	Application of keywords in ATHENA has affected volumes.	34
Child at Risk /CSE	Month & quarter	CAR – Reduction on previous quarter  CSE – Reduction on previous quarter	Application of keywords in ATHENA has affected volumes.	36
Cyber Crime	Month & quarter	Decrease on previous quarter.	Application of keywords in ATHENA has affected volumes.	38
Anti-Social Behaviour	Quarter unless exceptional	Decrease on previous quarter.	Report commissioned to understand trends in personal ASB.	40
Road Traffic Casualties	Quarter unless exceptional	18 road deaths in the last quarter.	Winter drug & drink driving campaign led to 262 arrests	42
Response Times to Emergency Incidents	Quarter unless exceptional	Decrease in volume of emergency incidents compared to the previous quarter.	Increase in monthly average emergency response time	45
Criminal Justice – File Quality	Quarter report	Errors with non-compliance with national file standards		47
<b>Reassuring West Mercia</b>				
Business Crime	Quarter unless exceptional	<b>Not included this month due to Athena data issues.</b>	<b>We hope to have this available in the near future.</b>	
Rural Crime	Quarter unless exceptional	Decrease on previous quarter	Trends reflect those of total recorded crime	49
<b>Reforming West Mercia</b>				
Sickness	Month & quarter	Increase in sickness rates for both officers and staff.	Health & Wellbeing activity ongoing	51
Complaints	Quarter report	Recording complaints below target	Command team addressing issues	52
Call Handling	Month & quarter	Reduction in call volumes; Abandoned rate comparable to previous quarter.	Performance subject to weekly monitoring.	54
Vetting	Month & quarter	Decrease in outstanding vetting requirements.	Plan to remove backlog by March 2018	58
Firearms Licensing	Quarter Report	Pending applications at manageable levels		59

# 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**



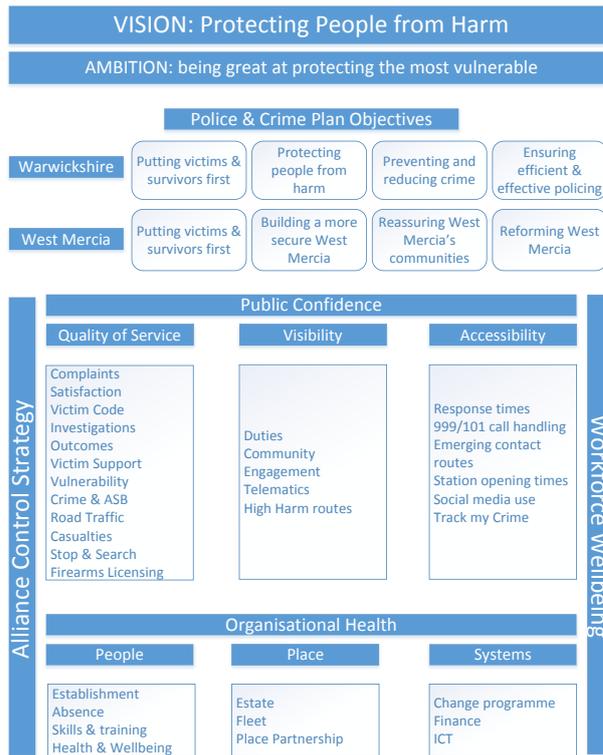
## Alliance Control Strategy 2017/18 Vision: Protecting people from harm



<p>priorities represent the highest risk, taking account of our capacity and capability</p>	<b>Cyber crime</b>	Focussing on cyber dependent crime and the impact on our communities. Maximising evidential opportunities to benefit investigations and address knowledge gaps.
	<b>Child sexual exploitation and abuse</b>	Knowing the signs of CSE&A and safeguarding victims remains a priority. Targeting the perpetrator.
	<b>Serious and organised crime</b>	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'.
	<b>Rape and sexual assault</b>	Safeguarding and recognising victims remains a priority.
	<b>Domestic abuse</b>	Promoting partnership working and increasing confidence in reporting.
	<b>Modern slavery and human trafficking</b>	Increasing threat with significant intelligence gaps. Raising awareness and understanding to improve response and identification of victims.
	<b>Killed and seriously injured RTCs</b>	Supporting the work of the Safer Roads Partnership to reduce the number of people killed and seriously injured on our roads.
	<b>Organised immigration crime</b>	Increase intelligence gathering, understand the link between clandestine entrants as victims of OIC.
	<b>FGM, HBA and FM</b>	Engage with partners and local communities to improve confidence in reporting of female genital mutilation, honour based abuse and forced marriage.
	<b>Foreign national offenders</b>	Targeted operations with partners, understand the impact of the UK leaving the European Union.
<p>Intelligence requirement represents what we need to know more about</p>	<b>Terrorism and violent extremism</b>	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.
	<b>Stalking and harassment</b>	Need to understand the threat, harm and risk.

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

## 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>. Unfortunately, for this period, this comparative data is not available. Following the introduction of ATHENA as the force's crime recording tool in October 2017, there has been a short term disruption to how we provide data to the Home Office and therefore we do not have accurate force comparisons.

<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:

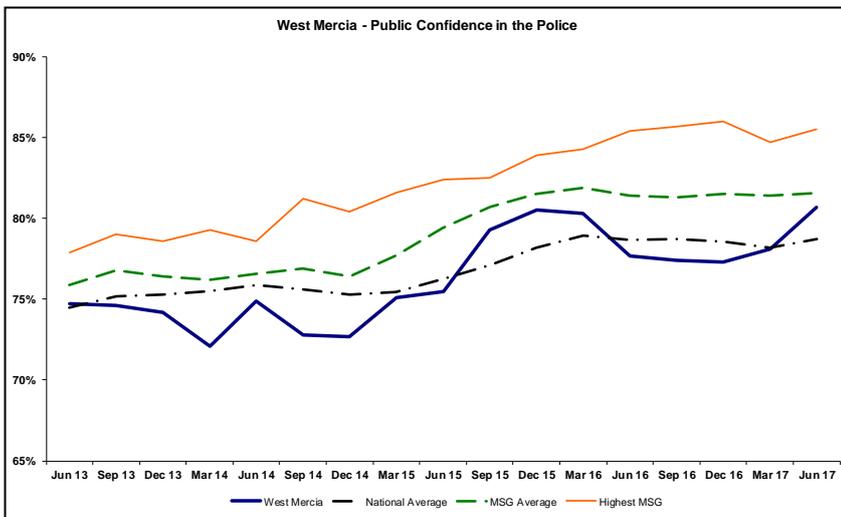
- ❖ Improved confidence: within force and against MSG peer forces

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 June 2017. The next data set will be published at the end of January 2018.

The latest data shows improved performance compared to the previous period. 8 in 10 (81%) people are confident in the police in their local area.

The national picture shows a small improvement compared to the previous quarter, against a longer term stable trend (Mar-16 to Jun-17) at 79%. West Mercia has seen a notable improvement this quarter, with confidence levels returning to those seen in Dec 2015.

Against the Most Similar Group<sup>2</sup> (MSG) of peer forces, West Mercia is currently ranked 4<sup>th</sup> of the 8 forces, this an improvement from the previous reporting period. The force's ranking against all forces has also improved from 25<sup>th</sup> (Mar-17) to 14<sup>th</sup> (Jun-17) of 42 forces.



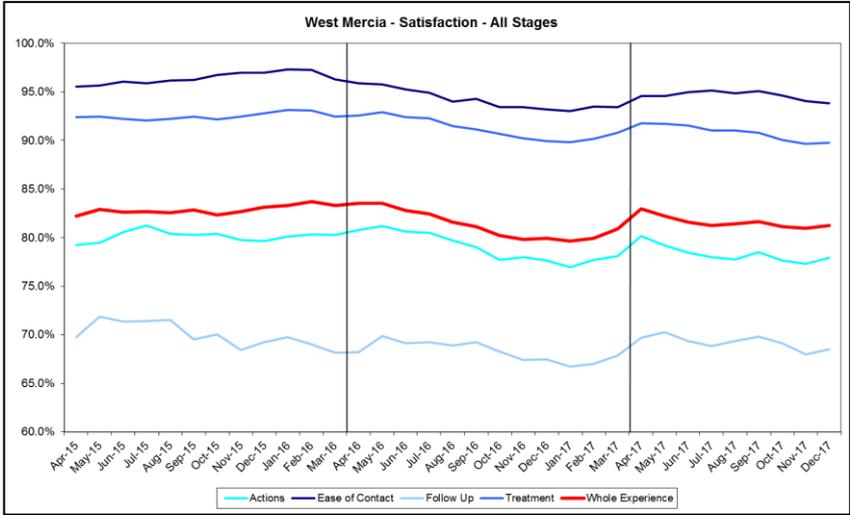
	Mar-17		Jun-17	
	%	Rank	%	Rank
<b>West Mercia</b>	78.1%	8	80.7%	4
<b>MSG Average</b>	81.4%		81.6%	

<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

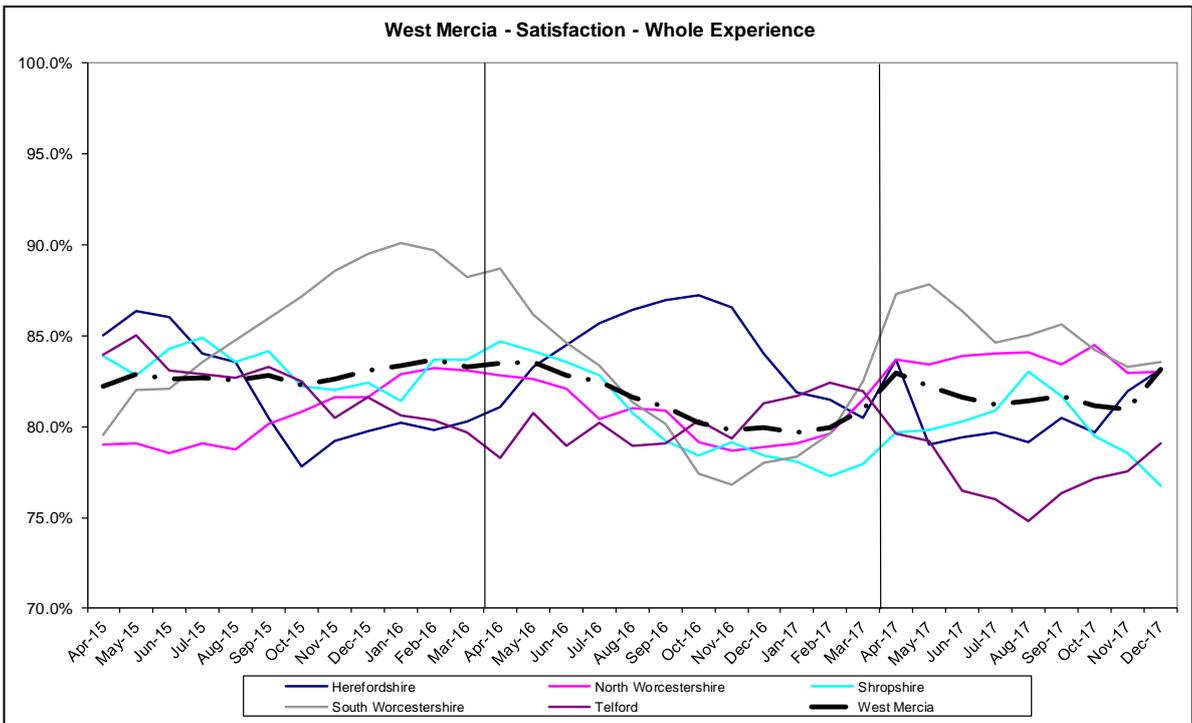


	Oct-17	Nov-17	Dec-17
Herefordshire	79.7%	82.0%	83.1%
North Worcestershire	84.5%	83.0%	83.0%
Shropshire	79.5%	78.6%	76.7%
South Worcestershire	84.2%	83.3%	83.6%
Telford & Wrekin	77.2%	77.5%	79.1%
<b>West Mercia</b>	<b>81.1%</b>	<b>81.0%</b>	<b>81.2%</b>

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. Performance across each measured stage of satisfaction remains static.

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



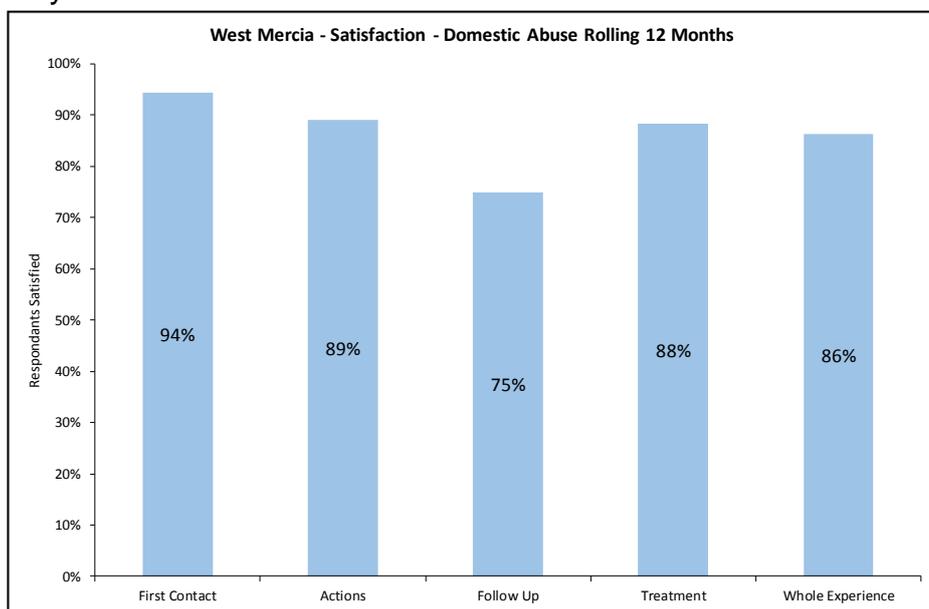
Recovery plans are in place in Telford and Wrekin and Shropshire and performance is expected to see improvements. Other areas that play a key role in victim satisfaction, such as Crime Bureau, have also been requested to put activity in place to ensure service standards are consistently achieved and monitored.

Policing area Commanders should continue to provide appropriate scrutiny in this area and be prepared to update on activity and performance management group (PMG).

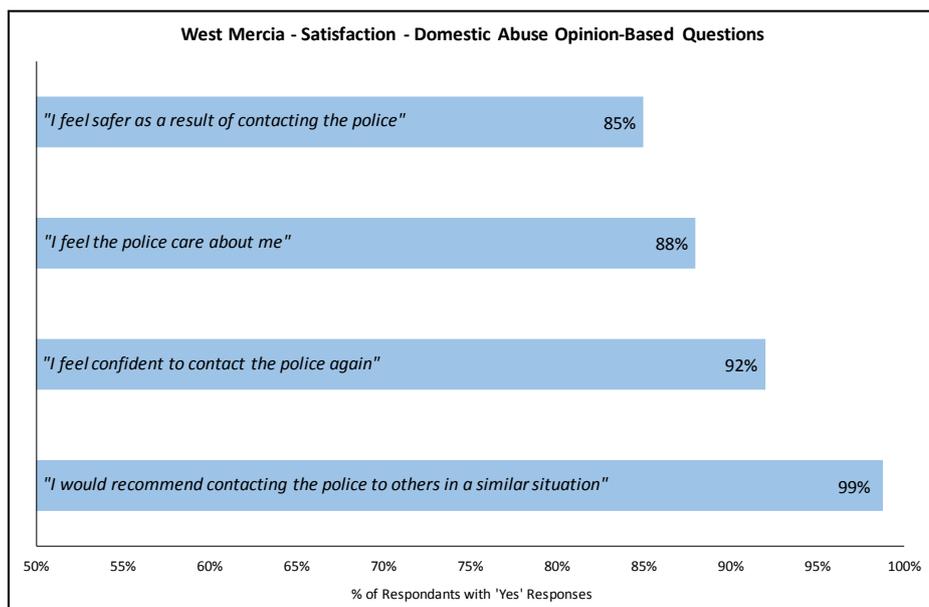
### Domestic Abuse

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.



	Respondents	Satisfied
First Contact	514	485
Actions	483	430
Follow Up	472	354
Treatment	555	490
Whole Experience	554	478



	Respondents	Satisfied
"I feel safer as a result of contacting the police"	512	435
"I feel the police care about me"	523	460
"I feel confident to contact the police again"	539	496
"I would recommend contacting the police to others in a similar situation"	512	506

Although further improvements can be made, the results from these surveys show that West Mercia staff provide a consistently high level of service to victims of domestic abuse.

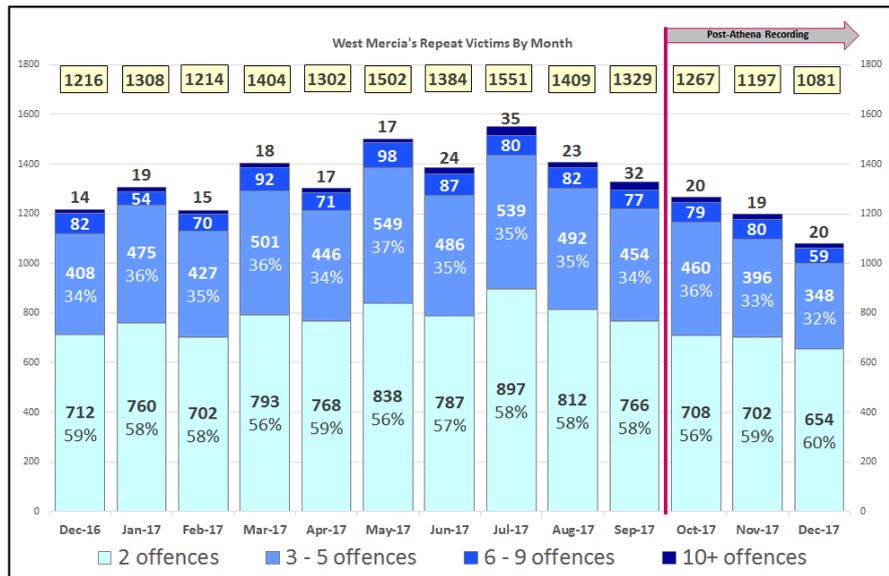
# Repeat Victims

**Signs of Improvement would be:**

- ❖ Reduction in repeat victims and offenders
- ❖ Improved IOM processes

A repeat victim is defined as an individual recorded as a victim in the current reporting month that has had at least one other offence in the preceding 12 months. As a repeat victim 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



Extracting this data following the introduction of ATHENA has been challenging. Although we are content with the accuracy of this, the change of process and modelling means the data may not be directly comparable to previous months.

Activity around the recently introduced Integrated Victim Management plans is likely to be a factor in the reducing volumes of repeat victims.

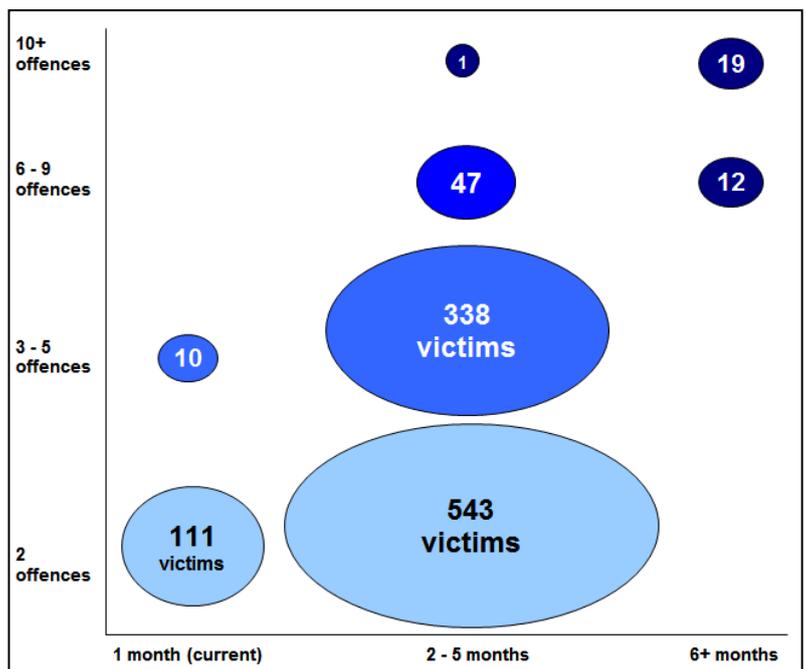
Volumes of repeat victims appear to be notably low in December. This is most likely to be driven by the drop in total recorded crime in this month, as the proportion of all victims remains comparable to that seen in Dec 2016, at 25%.

Going forward we will continue to monitor volumes and proportions of repeat victims and assess what may be impacting this data.

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

20 individuals have been a victim of 10+ offences. 6 in North Worcestershire, 3 in South Worcestershire, 3 in Herefordshire, and 3 in Telford & Wrekin. 5 individuals were ‘10+’ victims across 2 policing areas.

Details of these individuals are shared with policing area command teams to ensure appropriate activity, particularly in terms of risk management plans, is in place.

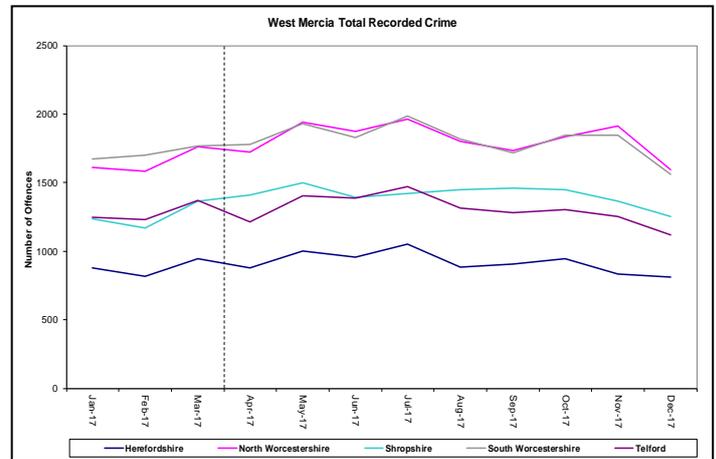
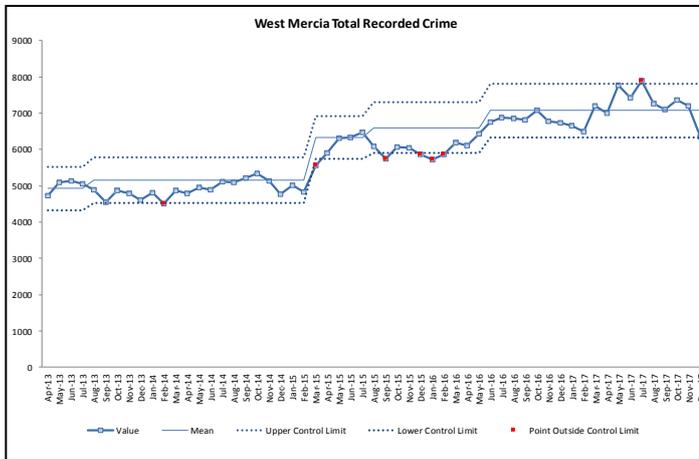


# Building a More Secure West Mercia

## Total Recorded Crime

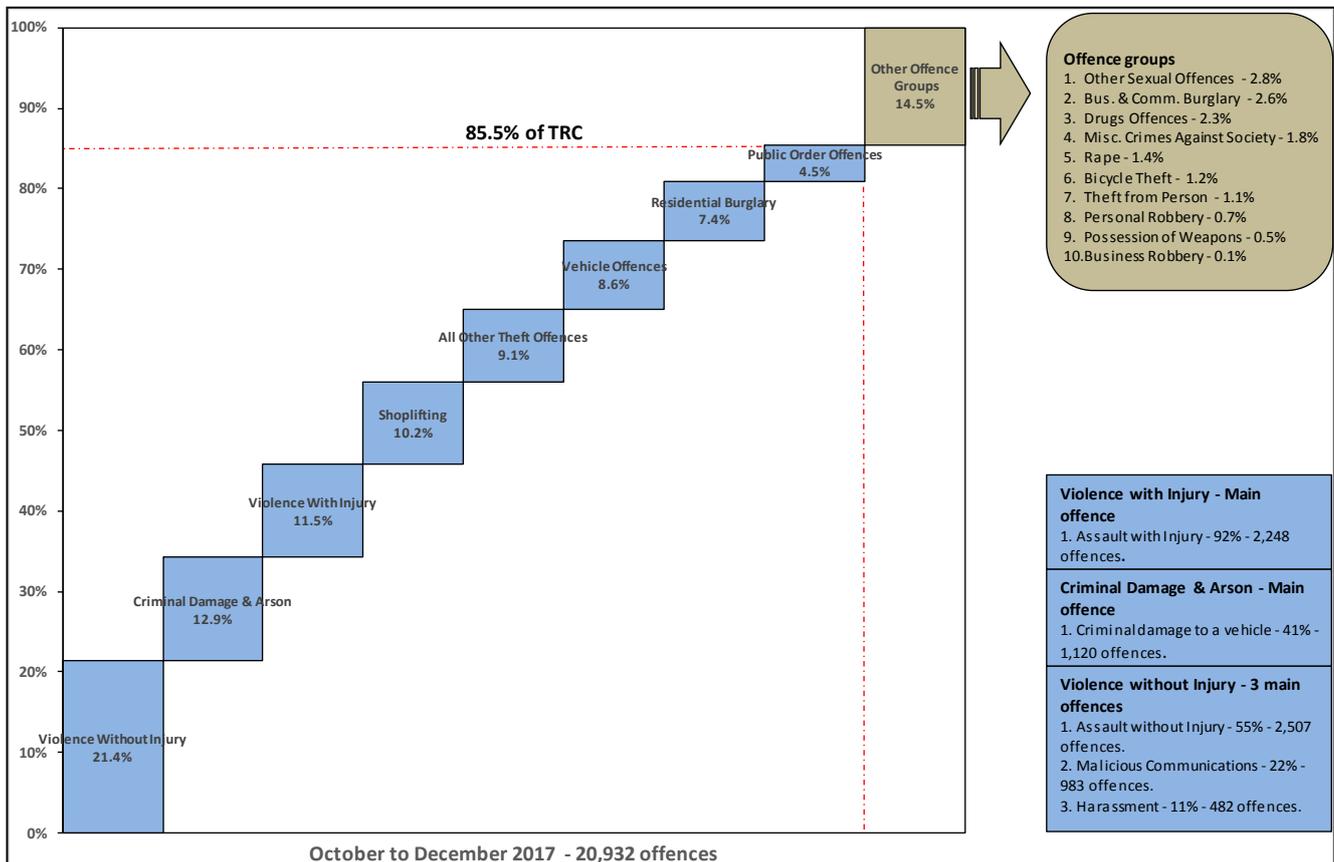
### Signs of Improvement would be:

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



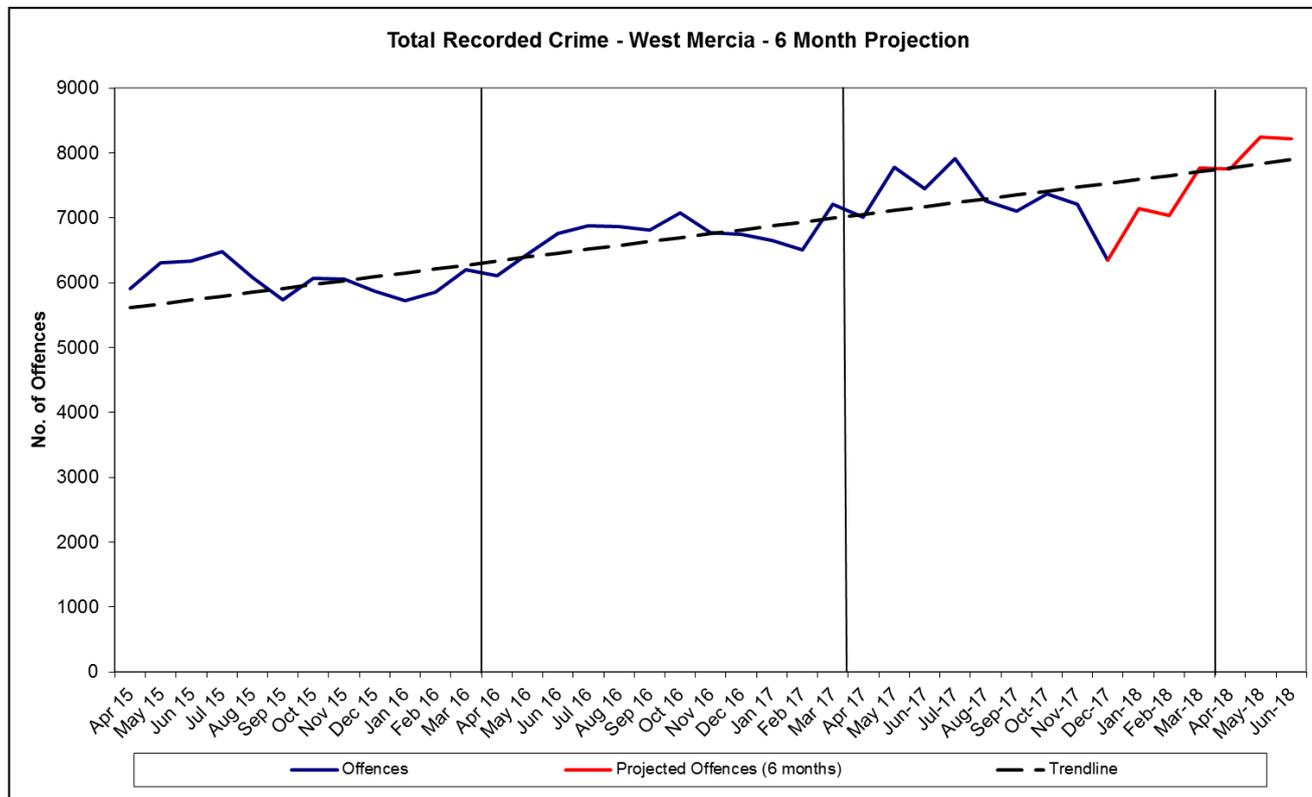
20,932 offences were recorded across West Mercia last quarter. This is a decrease compared to the previous quarter (22,253) and is below the quarter average (21,436). Volumes reflect a fairly seasonal pattern of recorded crime, with the lowest volumes being recorded in the winter months. The marked reduction in December coincides with a short period of cold weather and snow. When data becomes available we will monitor this to determine if this has been seen regionally or nationally

The following chart shows the breakdown of total crime.



Almost a third is violence against the person offences (violence with injury and violence without injury). Policing area commanders are required to include specific violence reduction plans within their policing plans, focusing on prevention and reduction activity, especially in relation to violence linked to the night time economy.

The following chart provides a medium (6 month) projection for total recorded crime. Following lower than usual volumes in Dec, an increase in total recorded crime is projected over the next quarter.



ASI share projection data for key crime types with policing area commanders on a monthly basis. This allows for the continual evaluation of policing plans and their subsequent adjustment to provide the most effective deployment of resources to reduce and prevent crime. Demand for quarter 4 of the performance year will be discussed in more detail at Performance Management Group later in January.

The force has set itself an ambitious target to see recorded volumes below the projection by understanding the drivers and influencing them in the policing plan. The national projection for year-end increases for total recorded crime is 11%; our Most Similar Group of forces (MSG) is projected to see a 10% – 11% increase. West Mercia Police is aiming for an 8% increase at year end.

## Policing Area Comparison by Crime Type

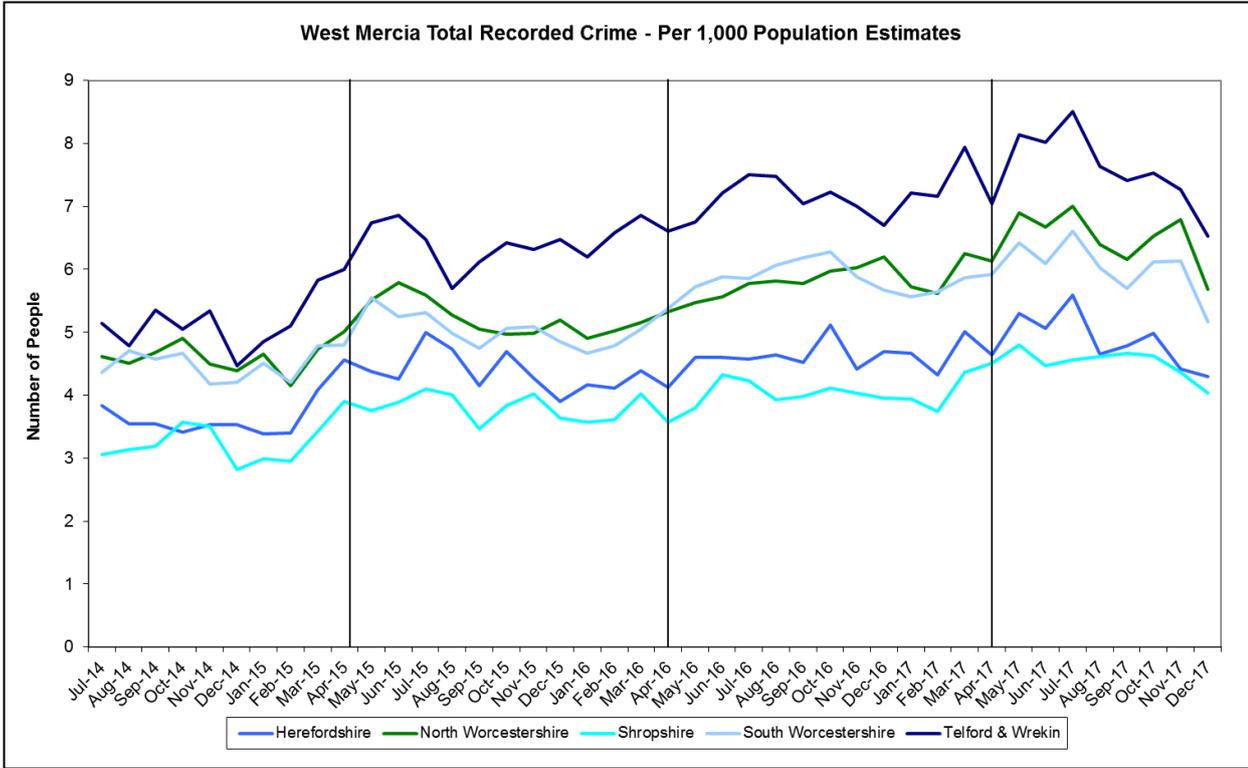
The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing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

	West Mercia				Herefordshire				North Worcestershire				Shropshire				South Worcestershire				Telford & Wrekin			
	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop
Violence With Injury	2425	2632	12%	1.93	301	332	12%	1.59	555	615	10%	1.97	477	507	12%	1.52	577	628	11%	1.91	515	551	14%	2.98
Violence Without Injury	4492	4560	21%	3.57	615	606	24%	3.25	1083	1075	20%	3.85	902	899	22%	2.88	1088	1094	21%	3.61	804	887	22%	4.65
Rape	278	300	1%	0.22	42	41	2%	0.22	61	67	1%	0.22	52	54	1%	0.17	61	78	1%	0.20	62	61	2%	0.36
Other Sexual Offences	589	597	3%	0.47	80	88	3%	0.42	118	124	2%	0.42	152	119	4%	0.49	139	148	3%	0.46	100	117	3%	0.58
Business Robbery	12	15	0%	0.01		0	0%	0.01	2	6	0%	0.01	3	3	0%	0.01	2	3	0%	0.01	5	3	0%	0.03
Personal Robbery	113	124	1%	0.09	9	12	0%	0.05	28	34	1%	0.10	19	15	0%	0.06	28	34	1%	0.09	29	29	1%	0.17
Vehicle Offences	1792	1556	9%	1.42	114	129	4%	0.60	668	545	13%	2.37	318	264	8%	1.01	455	373	9%	1.51	237	246	6%	1.37
Theft from Person	239	180	1%	0.19	23	20	1%	0.12	65	49	1%	0.23	32	27	1%	0.10	85	60	2%	0.28	34	24	1%	0.20
Bicycle Theft	263	300	1%	0.21	38	48	1%	0.20	37	58	1%	0.13	52	61	1%	0.17	100	100	2%	0.33	36	34	1%	0.21
Shoplifting	1882	1783	9%	1.50	203	165	8%	1.07	437	458	8%	1.55	321	301	8%	1.02	538	527	10%	1.78	383	333	10%	2.21
All Other Theft Offences	2123	2295	10%	1.69	302	308	12%	1.60	519	563	10%	1.84	457	487	11%	1.46	501	548	10%	1.66	344	390	9%	1.99
Criminal Damage & Arson	2704	2676	13%	2.15	373	352	14%	1.97	671	635	13%	2.38	536	555	13%	1.71	643	670	12%	2.13	481	465	13%	2.78
Other Crimes Against Society	1925	2357	9%	1.53	285	378	11%	1.51	455	556	9%	1.62	341	406	8%	1.09	516	624	10%	1.71	328	394	9%	1.90
Burglary – Business & Community (incl. Res. non-dwelling)	1235	1224	6%	2.40	147	160	6%	1.88	350	292	7%	3.02	260	284	6%	2.00	324	286	6%	2.62	154	203	4%	2.31
Burglary - Residential (dwelling only)	857	841	4%	1.67	59	88	2%	0.75	291	259	5%	2.51	145	138	4%	1.12	192	192	4%	1.55	170	164	5%	2.55
<b>Total Recorded Crime</b>	<b>20932</b>	<b>21442</b>		<b>16.63</b>	<b>2591</b>	<b>2725</b>		<b>13.69</b>	<b>5341</b>	<b>5334</b>		<b>18.96</b>	<b>4067</b>	<b>4117</b>		<b>12.98</b>	<b>5251</b>	<b>5366</b>		<b>17.42</b>	<b>3682</b>	<b>3900</b>		<b>21.29</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 1,000 of population. Project Vesta is the work led by ACC Evans with regards to understanding demand pressures in Telford. The initial research identified that volumes in the categories of violence with injury, violence without injury and sexual offences were higher than comparative areas. Activity has been implemented to achieve short term performance improvements, and this has been combined with a longer term analytical and evidenced based approach to ensure a greater understanding of the underlying drivers of crime. Examples of short term activity include initiatives linked to the night time economy, and an integrated community management approach. Longer term work focuses on partnership activity and engaging academic research.

Other areas of note are vehicle offences, criminal damage and burglary in North Worcestershire, and business burglary and bicycle theft in South Worcestershire. Policing area commanders are actively seeking to reduce volumes in these areas as part of their seasonal plans



## Crime Outcomes

This quarter report typically includes detail of recorded crime outcomes. Following the introduction of ATHENA we are continuing to develop processes to extract accurate data to identify these details. We hope to have a headline report available by the end of January.

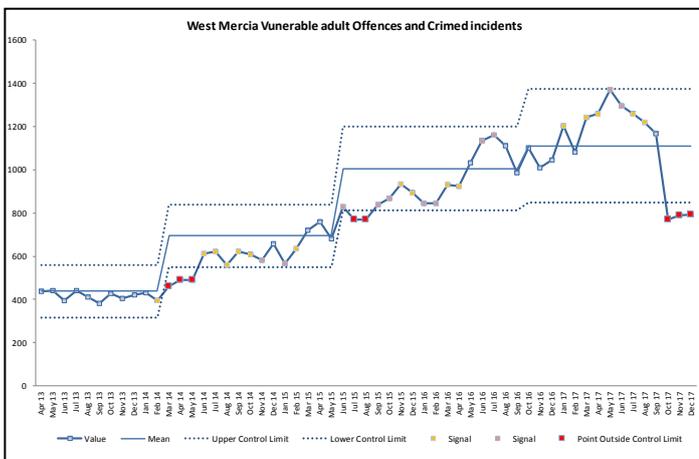
## Vulnerability Factors

The force identifies vulnerable victims and offences with a vulnerability factor through the use of markers or keywords. Since the introduction of ATHENA we have seen a marked decrease in the application of keywords, and therefore our automated reporting processes are unable to capture the full volume of these offences.

This issue has been raised at a number of forums, including the ATHENA critical incident management meeting (CIMM), and is being actively addressed to ensure a consistent application of keywords. This will ensure the accurate recording of offences and subsequent analysis and intervention. A potential solution has been identified, which will see improvements achieved within the next month.

### Vulnerable Adult

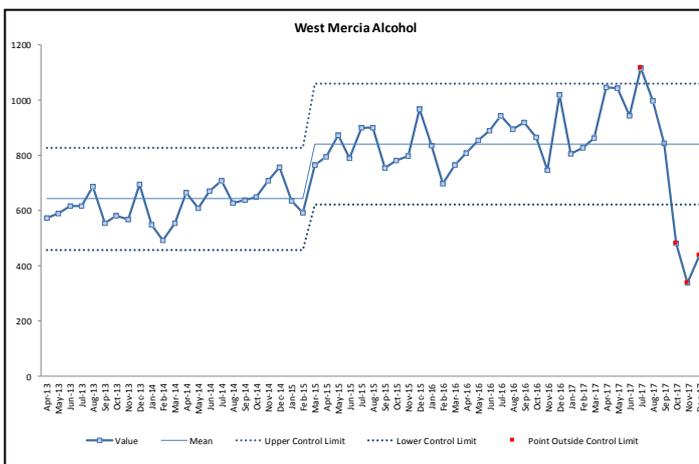
The reduction in recorded offences from October is very notable in vulnerable adult offences. The use of the vulnerable adult marker/keyword has decreased by approximately 36% post



Athena.

### Alcohol Related Offences

The identification alcohol related offences has also been affected. The use of the alcohol keyword/marker has decreased by approximately 57% post Athena.

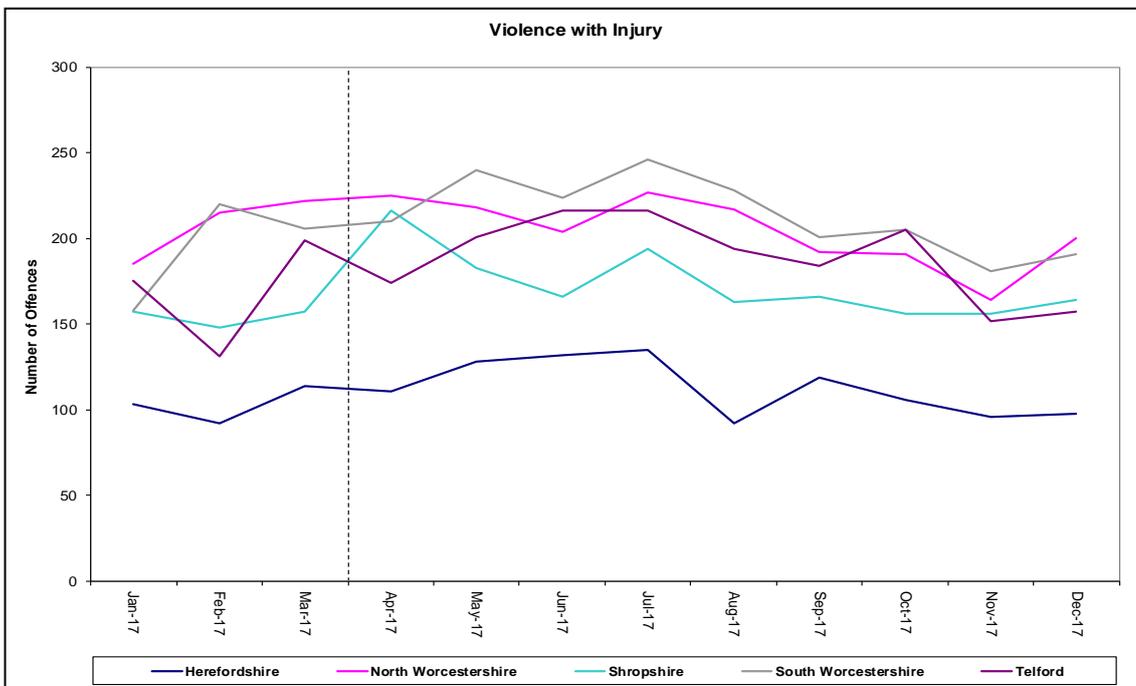
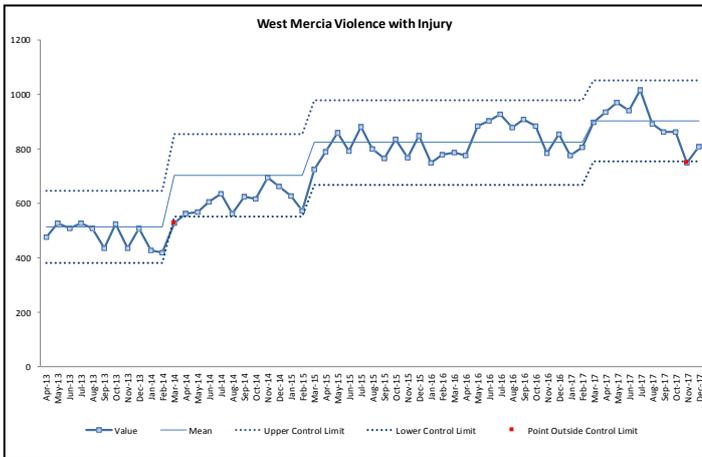


The impact of the limited use of keywords in identifying other offence groups, including domestic abuse offences, child at risk and cyber/online offences, is covered in the relevant areas of this report.

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

**Signs of Improvement would be:**

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



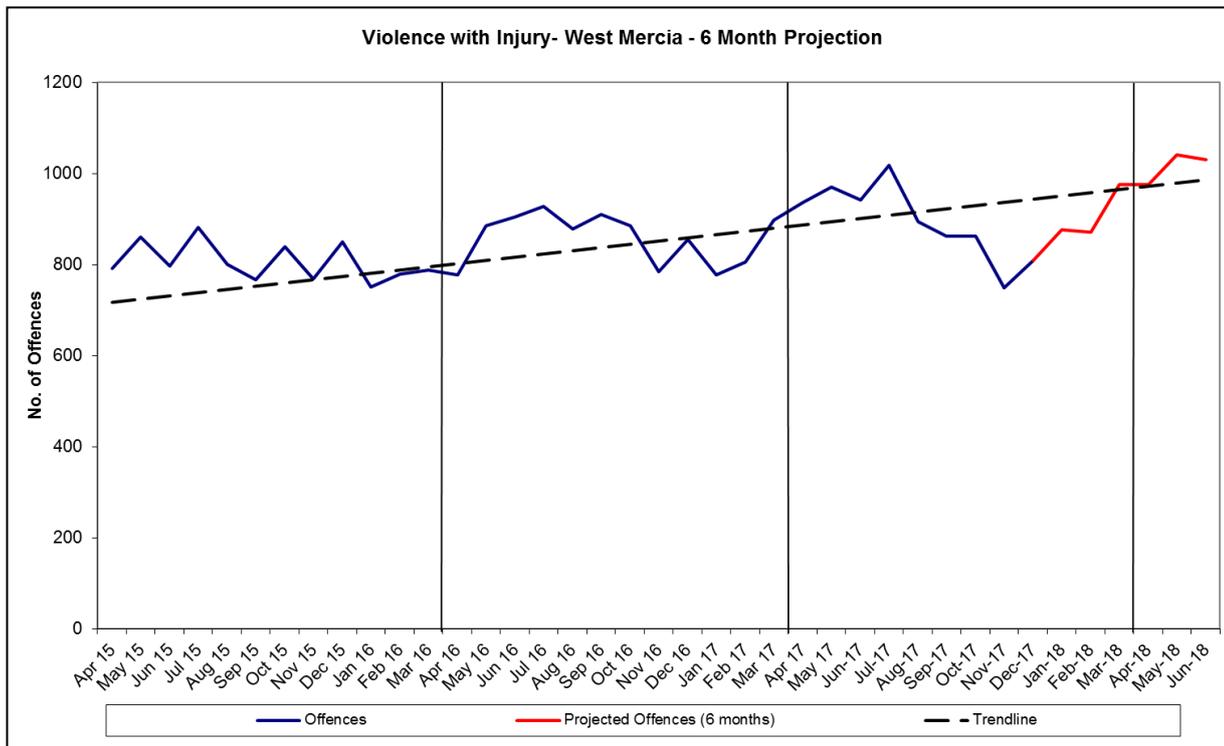
2,422 violence with injury offences were recorded last quarter, a 13% decrease compared to the previous quarter (2,774) and below the quarter average (2,632). Reduced volumes were seen across all policing areas compared to the previous quarter.

The lower volumes seen over the past few months reflect seasonal trends of decreased reporting in winter months and the impact of inclement weather in December.

We are not able to accurately comment on the proportion of offences that are domestic abuse or alcohol related due to the issue with recording appropriate keywords as noted earlier in this report.

<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

The following chart provides a 6 month projection for violence with injury offences. At force level, the projection indicates a potential increase in volumes in the next quarter. Policing area commanders should ensure activity is in place to address this within the violence reduction elements of their policing plans.

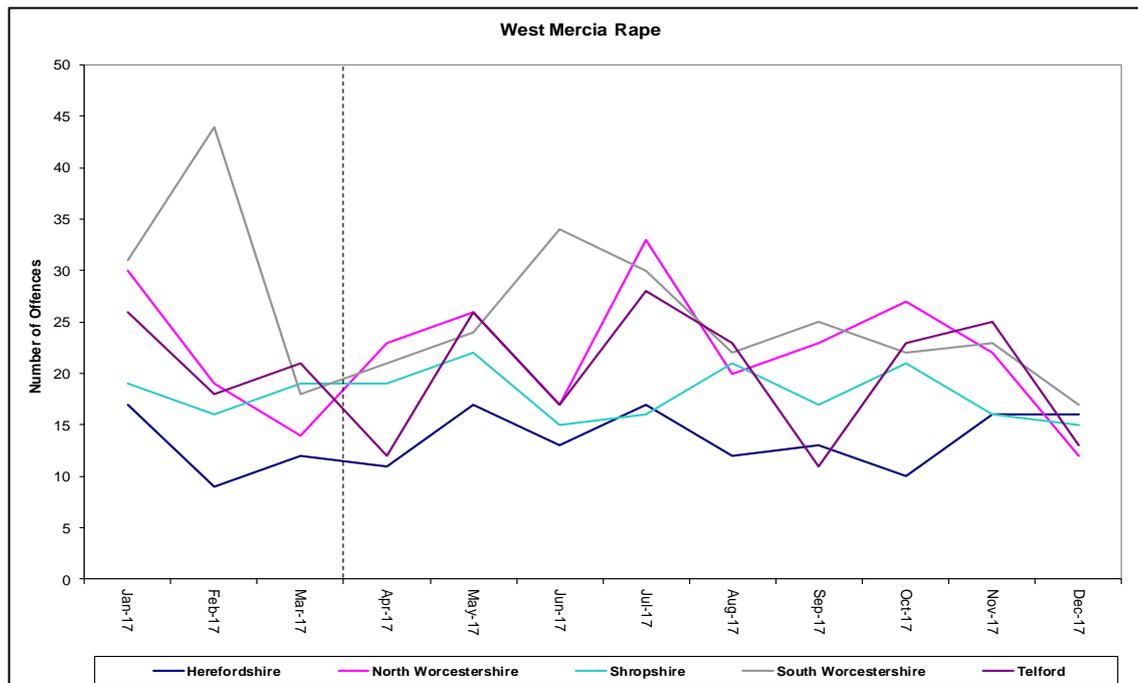
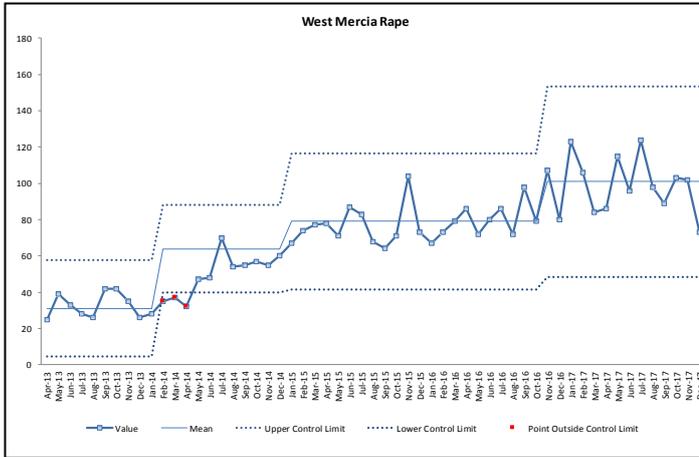


# Sexual Offences

**Signs of Improvement would be:**

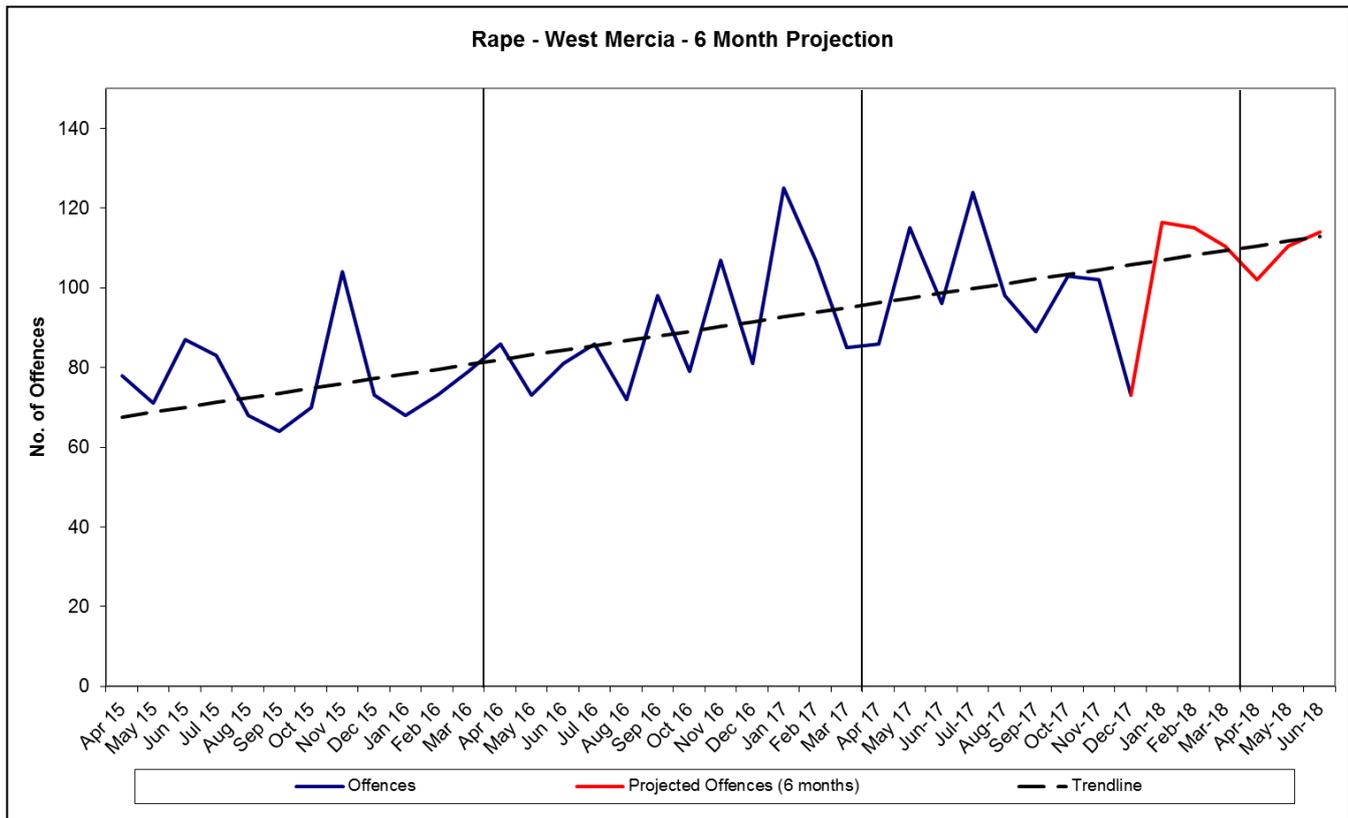
- ❖ Wider opportunities for victims to report offences
- ❖ Investigation of offences meeting victim expectations

## Rape

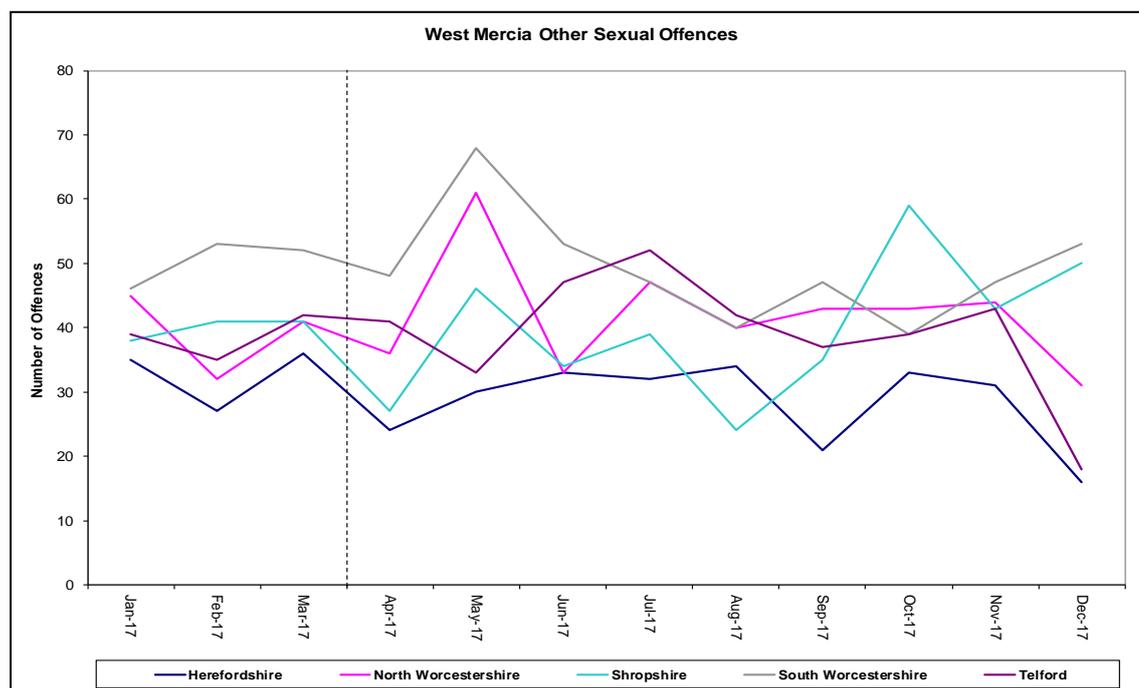
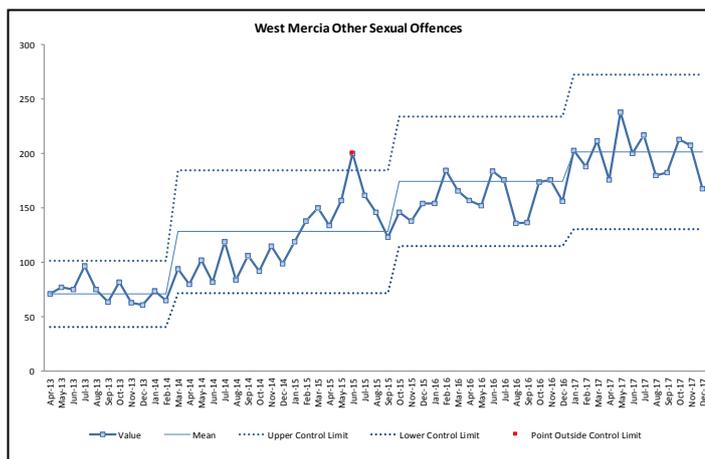


278 rape offences were reported to the police last quarter. This is an 11% decrease compared to the previous quarter (311) and below the quarter average (300). Decreases were seen across all policing areas with the exception of Herefordshire where volumes remained stable.

The following chart provides a medium (6 month) projection for rape offences. Following the marked reduction in volumes in December, the projection indicates an increase in the next quarter. We will continue to monitor actual volumes against these projections.



## Other Sexual Offences



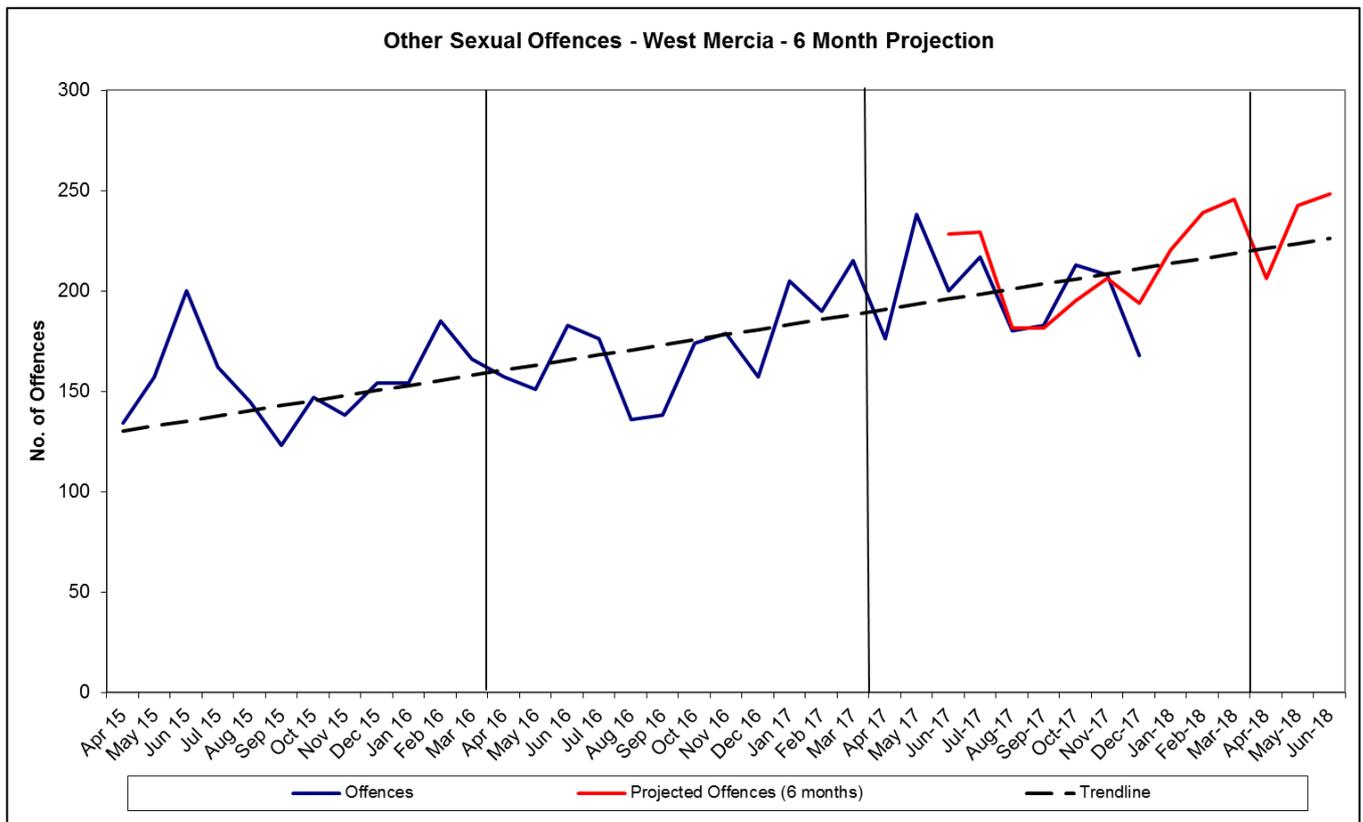
The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

589 other sexual offences were reported to the police last quarter. This is a 2% reduction compared to the previous quarter (580) and is below to the quarter average (597). Volumes were significantly high in Shropshire in October but have now returned to expected levels.

Across West Mercia, 10% (23) of victims in December were repeat victims of another sexual offence<sup>4</sup> in the last 12 months.

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

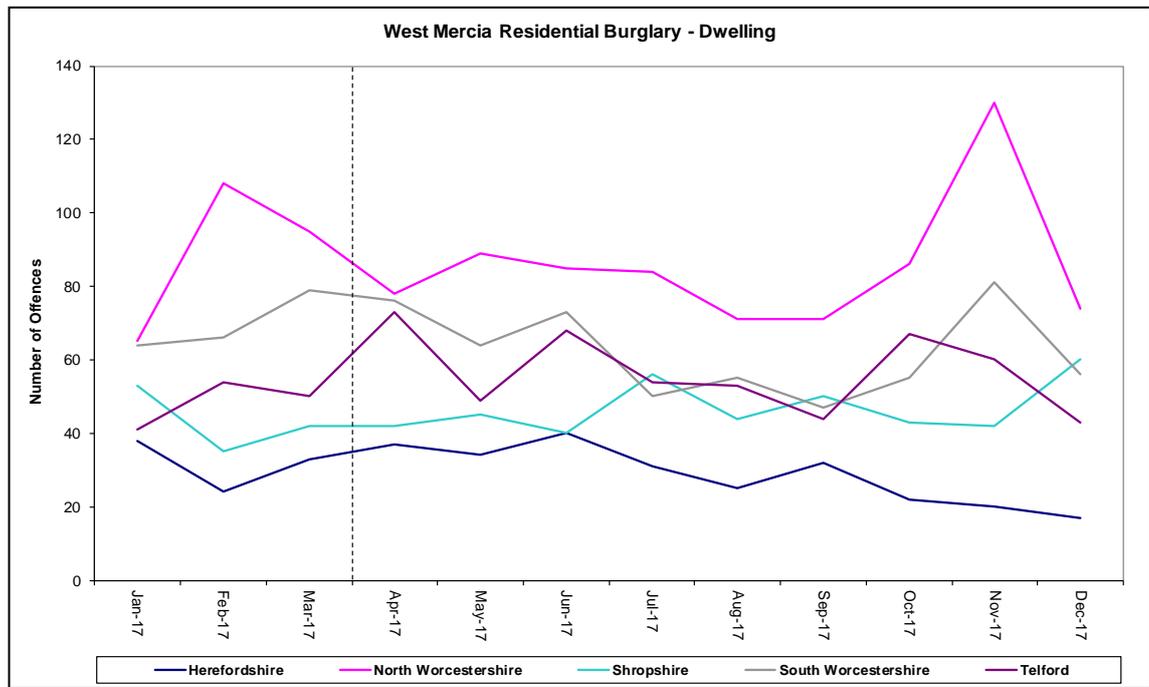
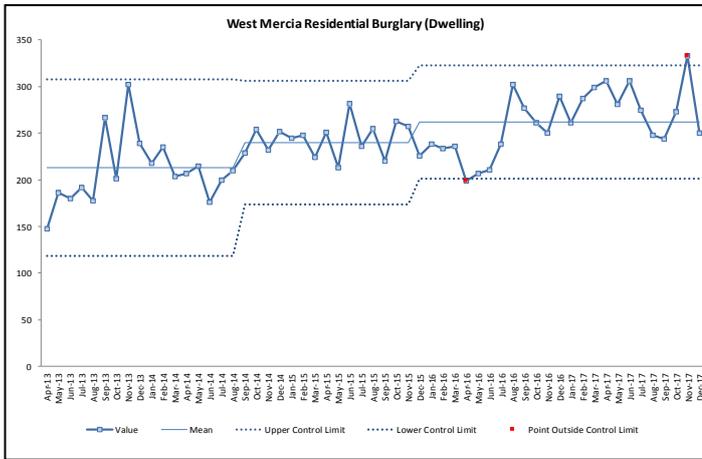
The following chart provides a medium (6 month) projection for other sexual offences. At force level, the projection indicates a continued upward trend.



# Residential Burglary - Dwelling

**Signs of Improvement would be:**

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



This data is a subset of residential burglary offences, excluding those offences targeting sheds and outbuildings, so that it remains consistent with the previous domestic burglary classification.

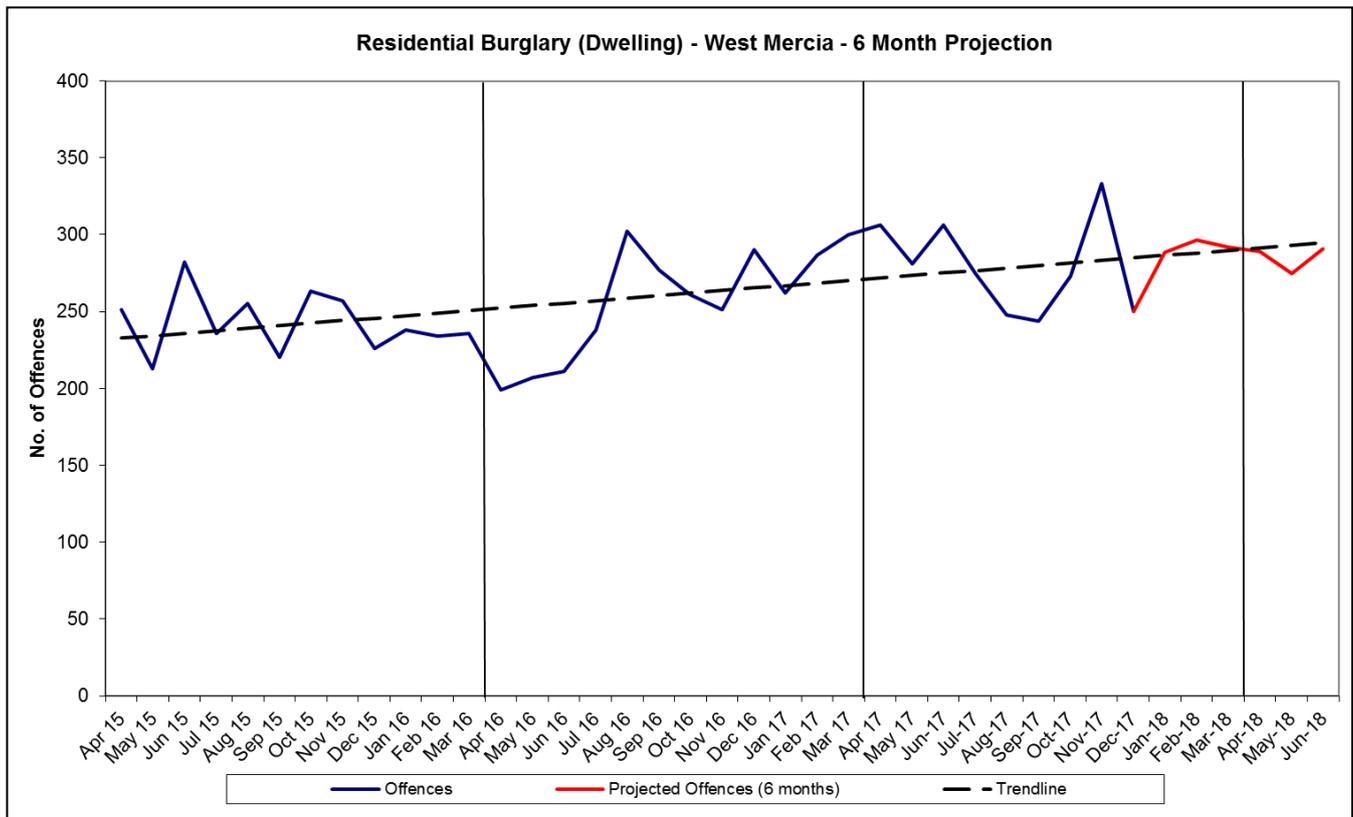
856 residential burglary–dwelling offences were recorded in the last quarter; a 12% increase compared to the previous quarter (767) and above the quarter average (841).

There was a notable spike in offending in North Worcestershire in November, however following an effective targeted response from the Command Team, volumes have returned to expected levels in December.

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 medium (6 month) projection for residential burglary (dwelling) offences. At force level, volumes are projected to continue on a slow upward trend.

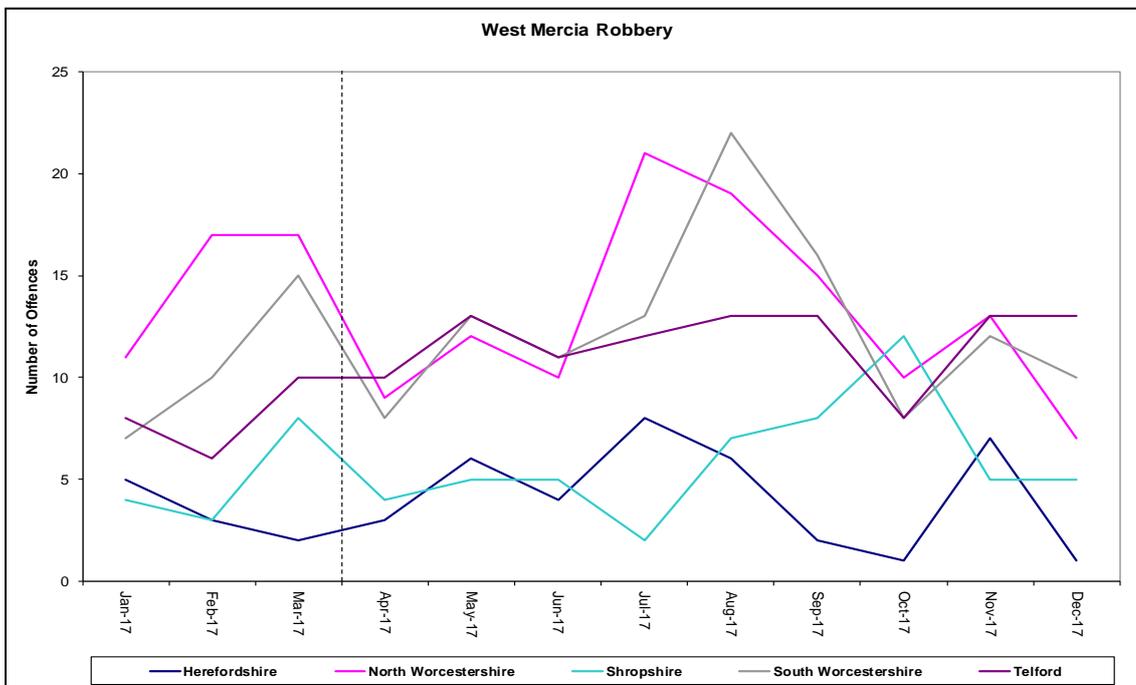
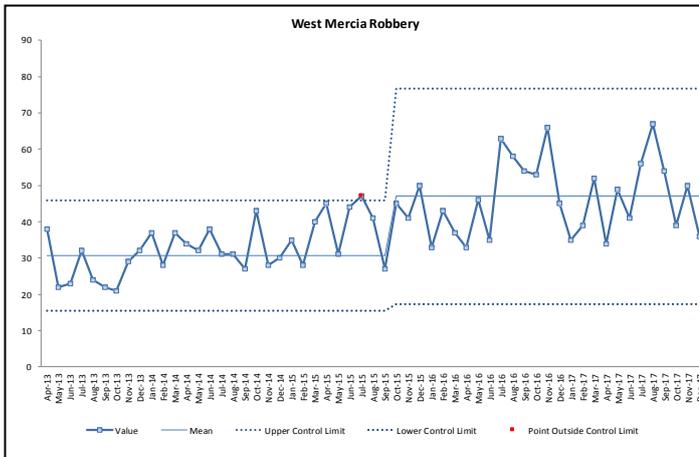


When the data becomes available, ASI will commence a bespoke piece of work on outcome rates for burglary offences, in line with the force’s desire to focus policing activity on proactivity, intelligence and prevention.

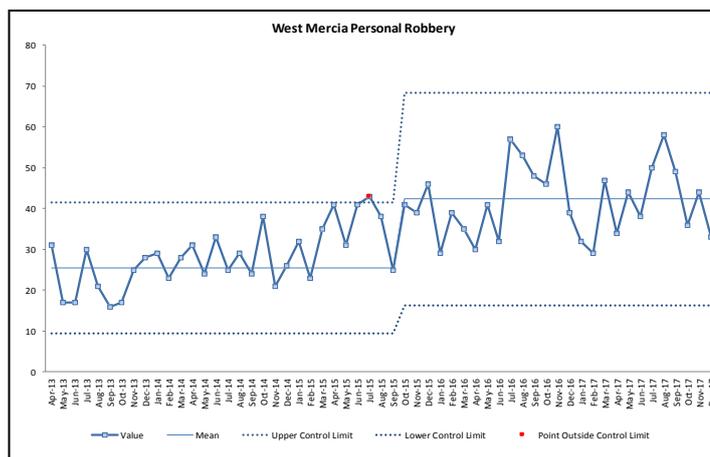
# Robbery

## Signs of Improvement would be:

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

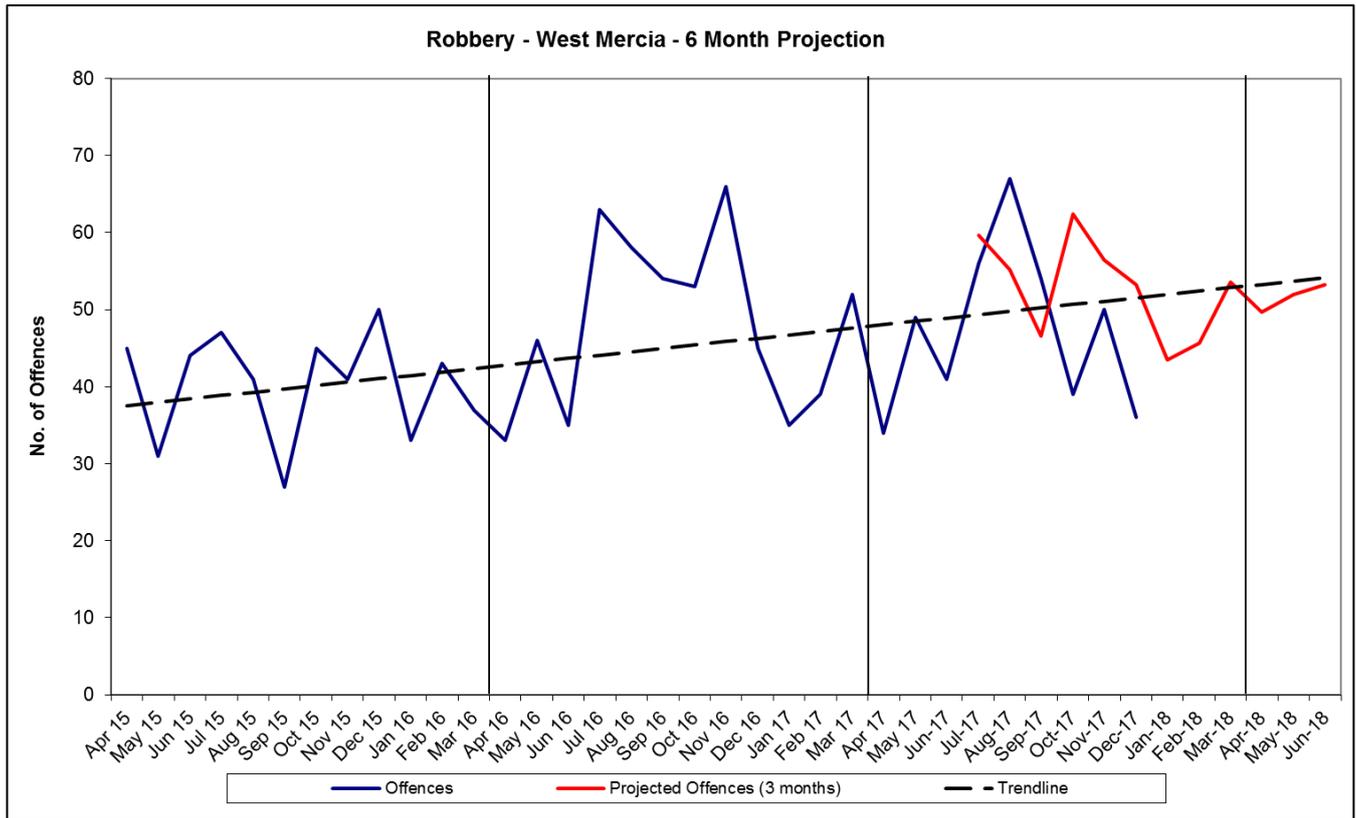


125 offences were recorded in the last quarter, a 29% reduction compared to the previous quarter (177) and below the quarter average (138).



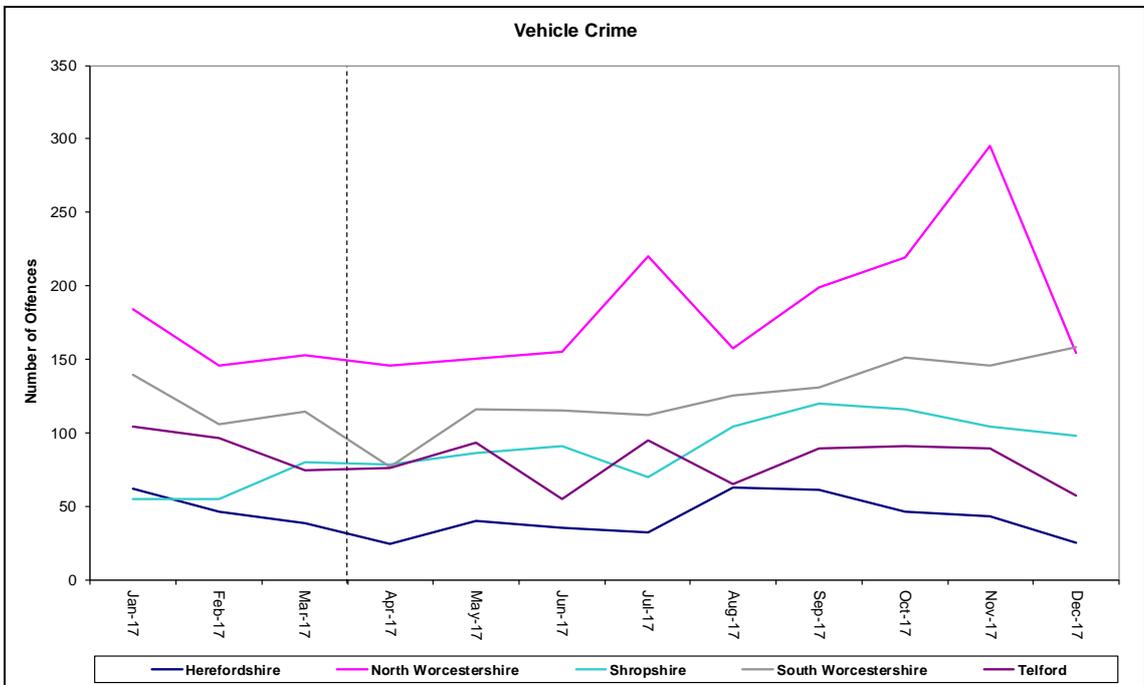
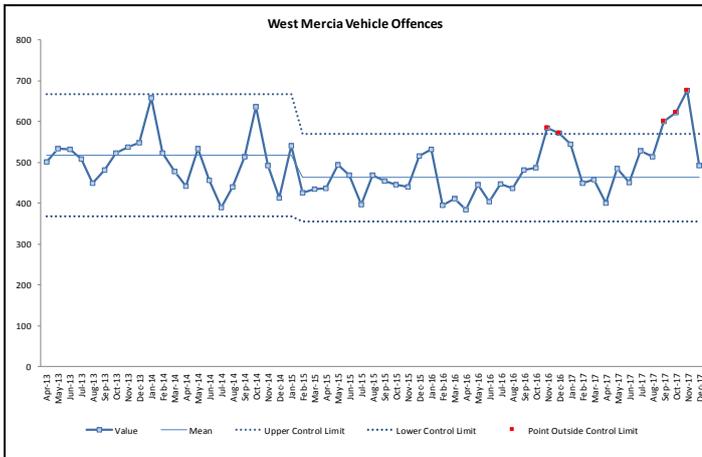
Consistently 90% of all robbery is personal robbery. Volumes of personal robbery have seen a 27% decrease this quarter (114) compared to the previous quarter (156).

The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to increase in the next quarter, continuing a slow upward trend.



# Vehicle Crime

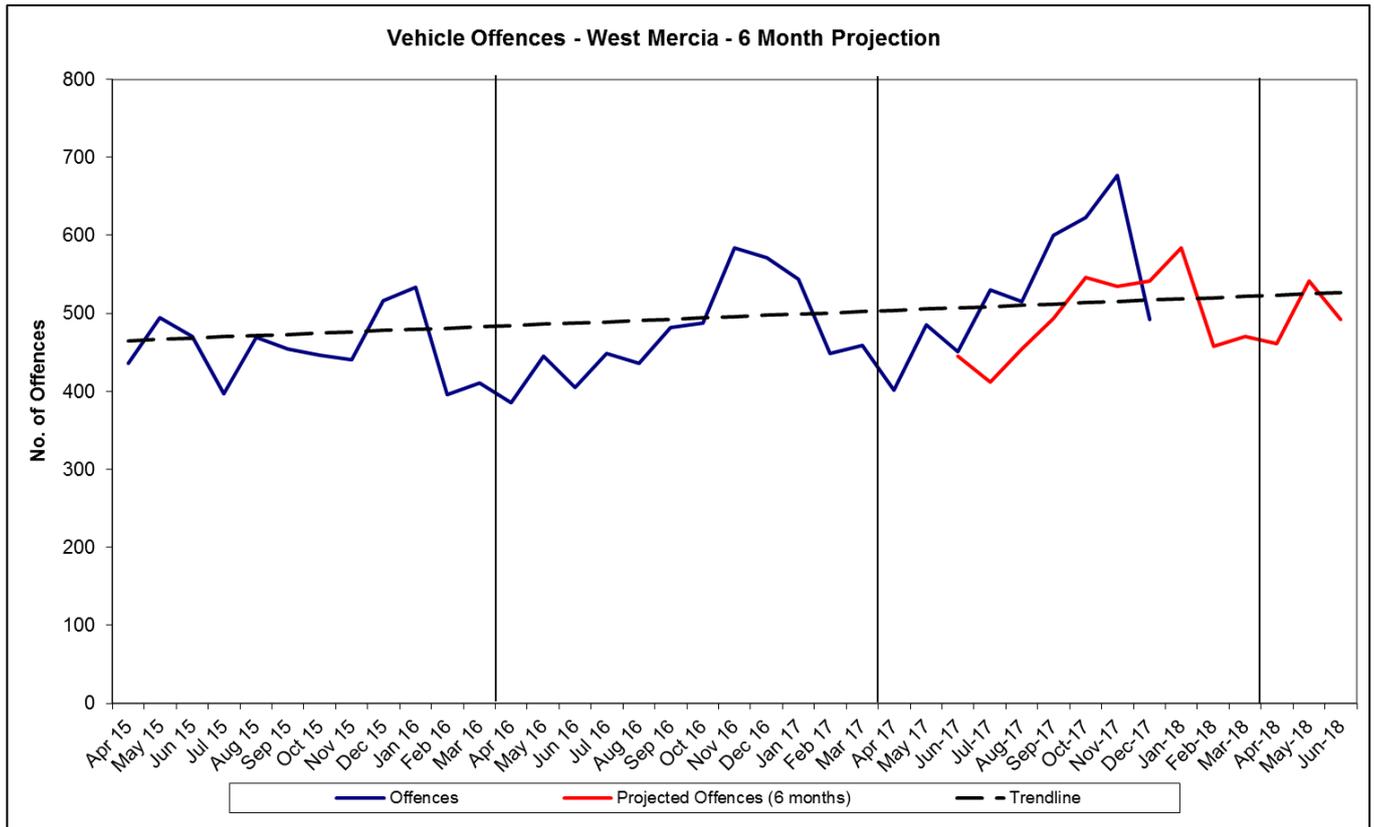
**Signs of Improvement would be:**  
 ❖ Stable volumes of recorded crime



1,792 vehicle offences were recorded in the last quarter. This is a 9% increase compared to the previous quarter (1,643) and above the quarter average (1,556). Exceptional volumes were seen in October and November. This follows a fairly seasonal pattern of increased reporting in the autumn although a significant decrease was seen in December, possibly due to inclement weather.

The increase this quarter was driven by exceptional volumes in North Worcestershire and to a lesser extent increasing volumes in South Worcestershire. The increase was driven by theft from a motor vehicle offences. Again there has been positive activity by the North Worcestershire command team, bringing recorded volumes back to expected levels in December through intelligence led, proactive policing.

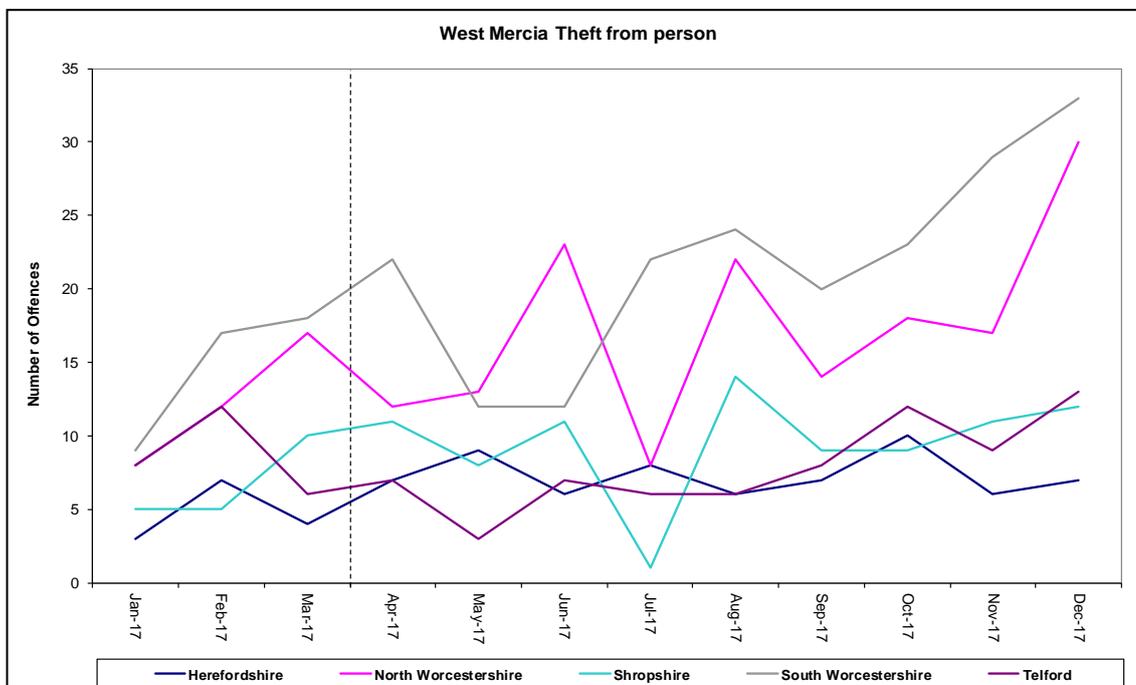
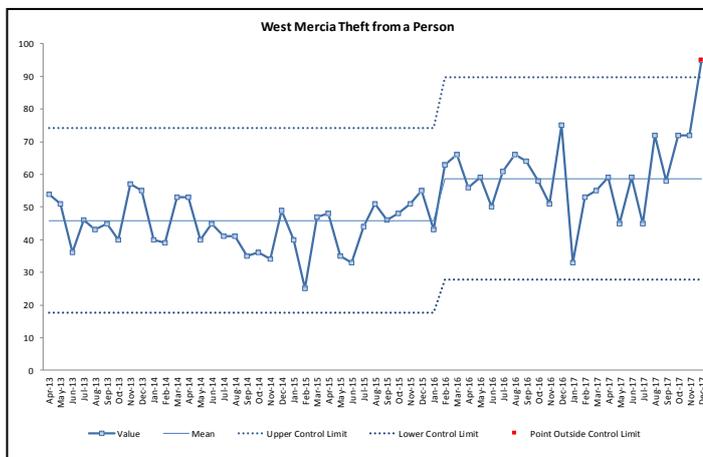
The following chart provides a medium (6 month) projection for vehicle offences. At force level, volumes are projected to remain fairly steady in the next quarter.



# Theft from Person

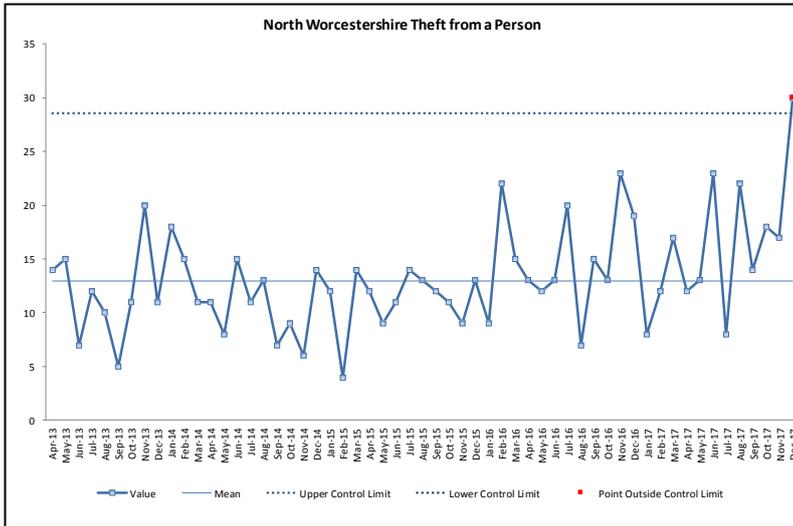
## Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

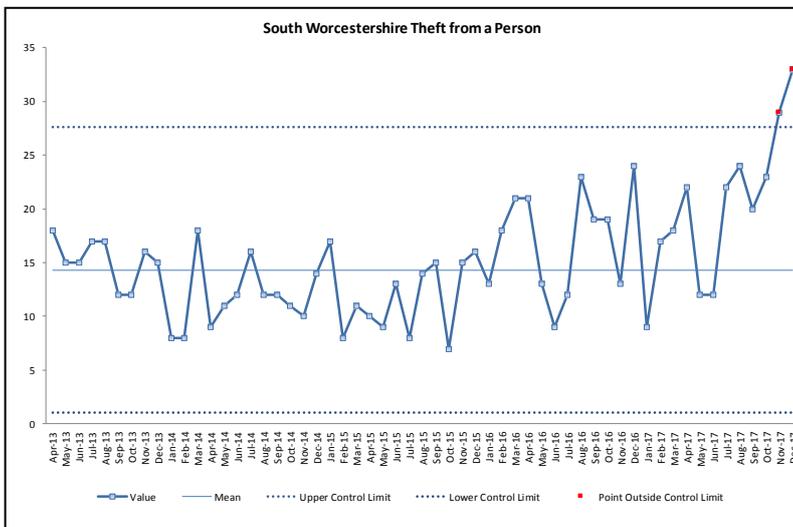


239 theft from person offences were recorded last quarter, a 37% increase compared to the previous quarter (175) and above the quarter average (180). Exceptional volumes were seen in December.

Volumes have increased across all policing areas, with exceptional volumes recorded in North Worcestershire in December and South Worcestershire in both November and December.



Volumes increased by 48% in North Worcestershire this quarter (65) when compared with the previous quarter (44).



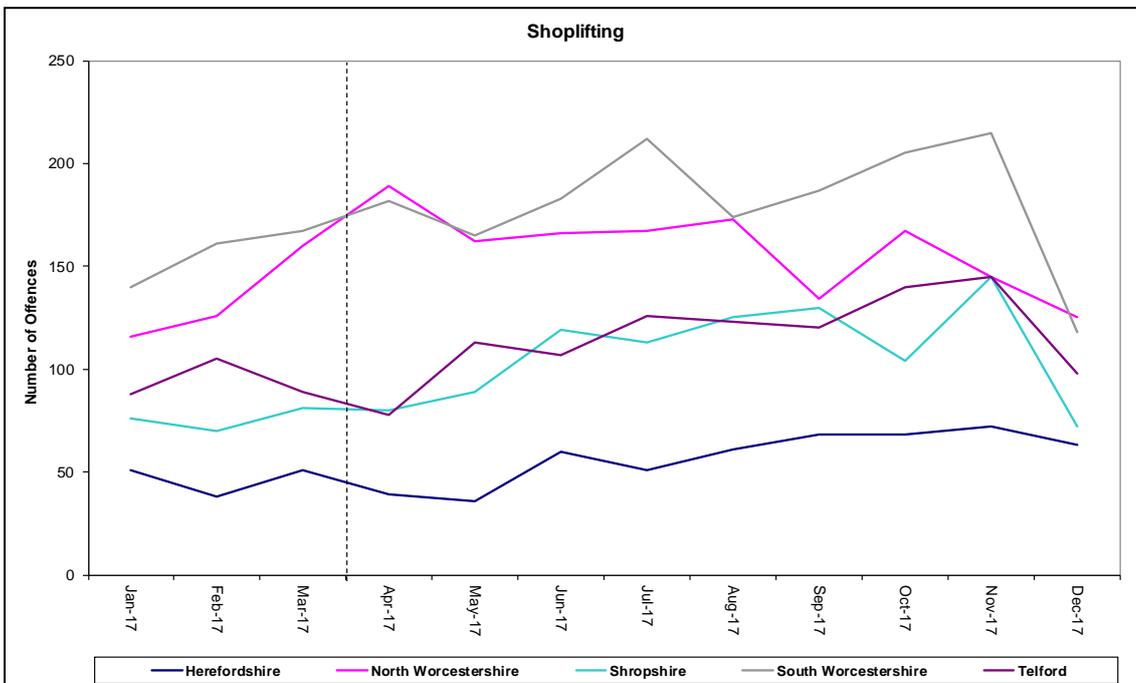
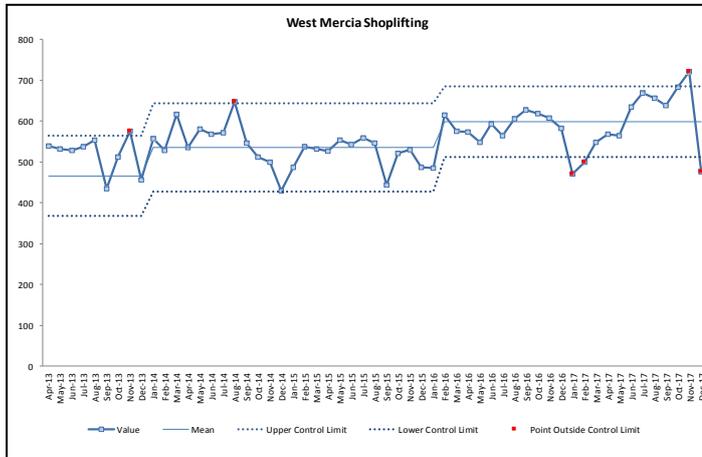
Volumes increased by 32% this quarter (85) in South Worcestershire when compared with the previous quarter (66) and were 102% above the quarterly average (42).

There appears to be some correlation with increases in this category and decreases in other linked categories. A specific report has been commissioned to better understand these trends moving forwards.

# Shoplifting

Signs of Improvement would be:

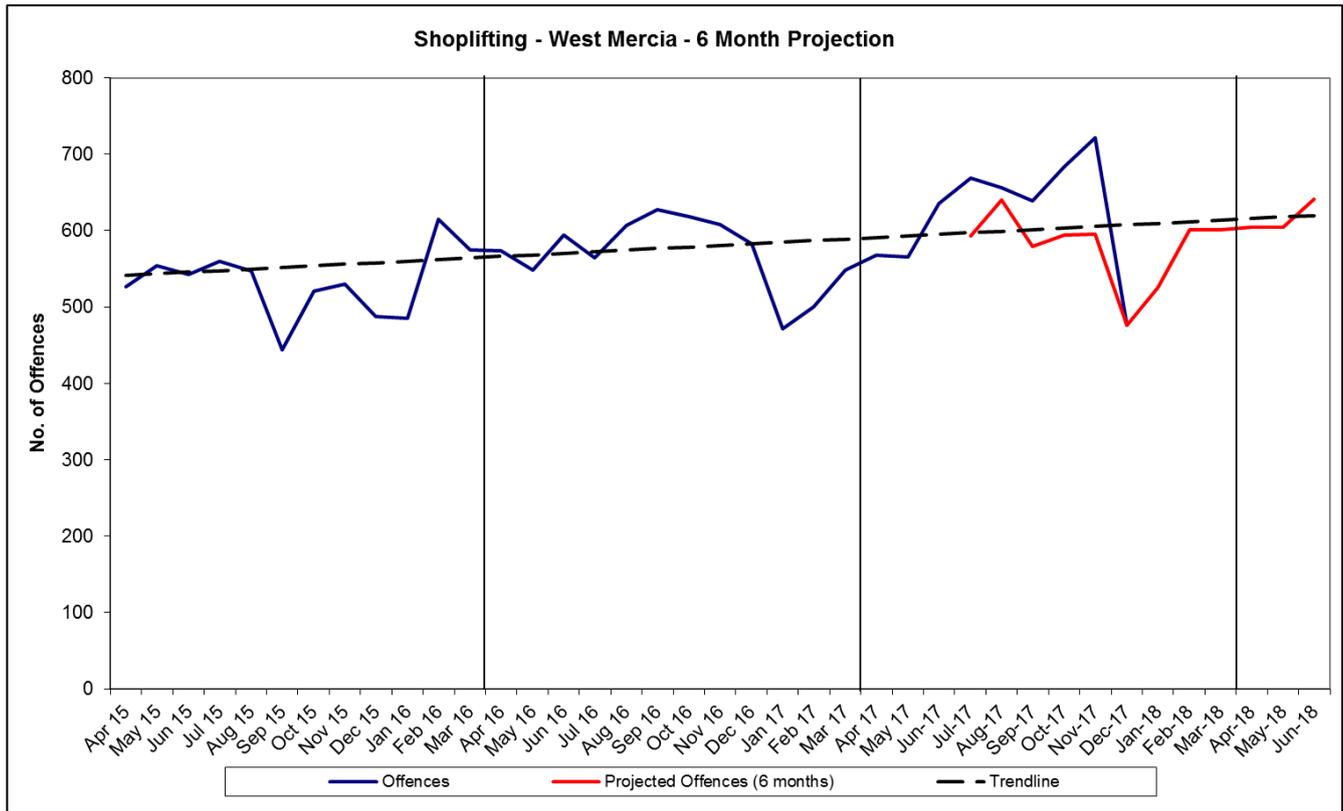
- ❖ Stable volumes of recorded crime



1,882 shoplifting offences were recorded last quarter, a 4% reduction compared to the previous quarter (1,964) but above the quarter average (1,783). Shoplifting follows a fairly seasonal trend with a reduced volume of recorded offences often seen in December. This was repeated in December 17, although this followed increased volumes in October and November.

We will continue to monitor volumes of shoplifting offences and will commission a specific piece of research if necessary.

The following chart provides a medium (6 month) projection for shoplifting offences. At force level, volumes are projected to increase in the next quarter.

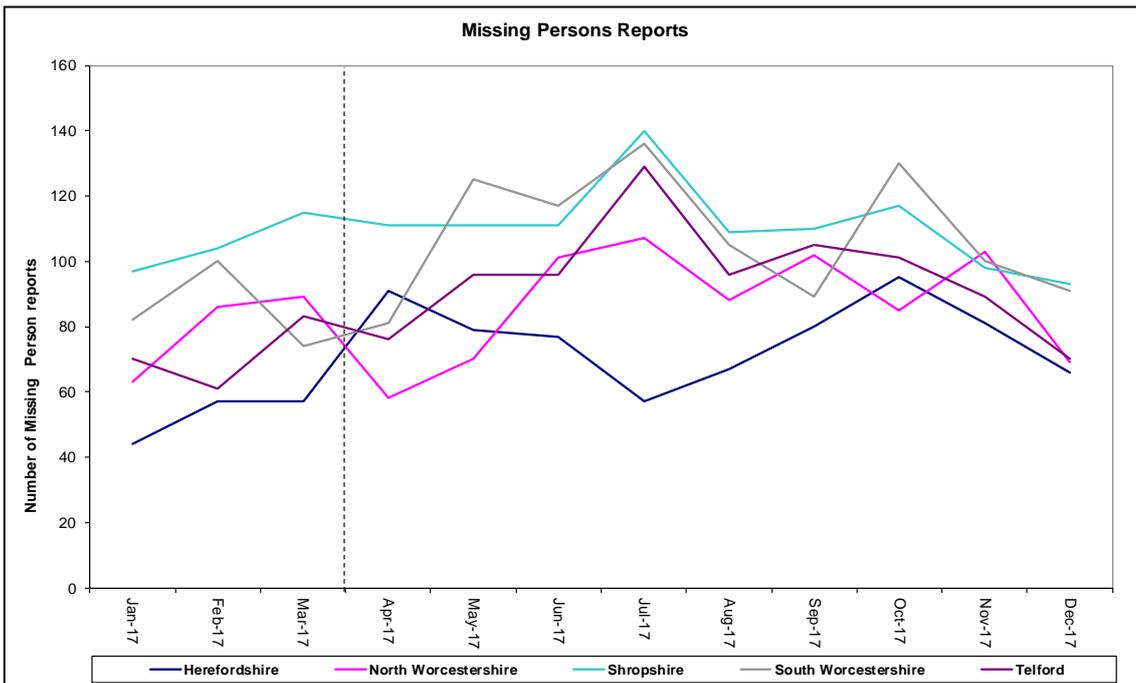
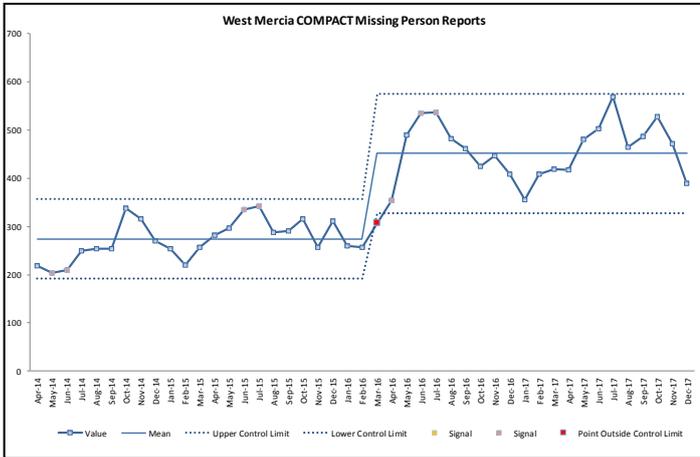


# Missing Persons

**Signs of Improvement would be:**

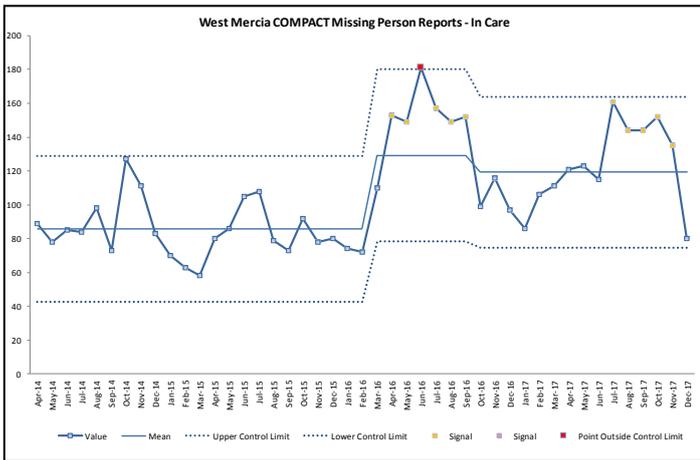
- ❖ Reduction in frequency of repeat missing persons
- ❖ Reduction in duration of missing
- ❖ Overall reduction of missing incidents

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

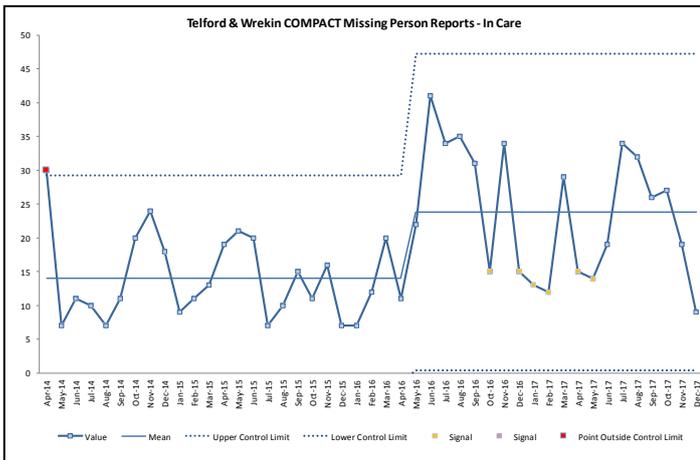


1,388 missing person reports were recorded in the last quarter. This is a 9% reduction compared to the previous quarter (1,520). Volumes follow a fairly seasonal pattern, typically peaking in the summer, hence a reduction in this quarter would be expected. Reductions in volume have been seen across all policing areas with the exception of Herefordshire. Telford and Wrekin has seen a 21% decrease in the last quarter. Telford have refreshed their focus on missing people, placing a new Inspector in charge of this area of business. They are ensuring partnership meetings and subsequent interventions take place in a timely manner for all repeat missing children.

The reduction in missing person reports has been driven by decreased 'in-care' (child in the care of the local authority) reports and U18 reports.

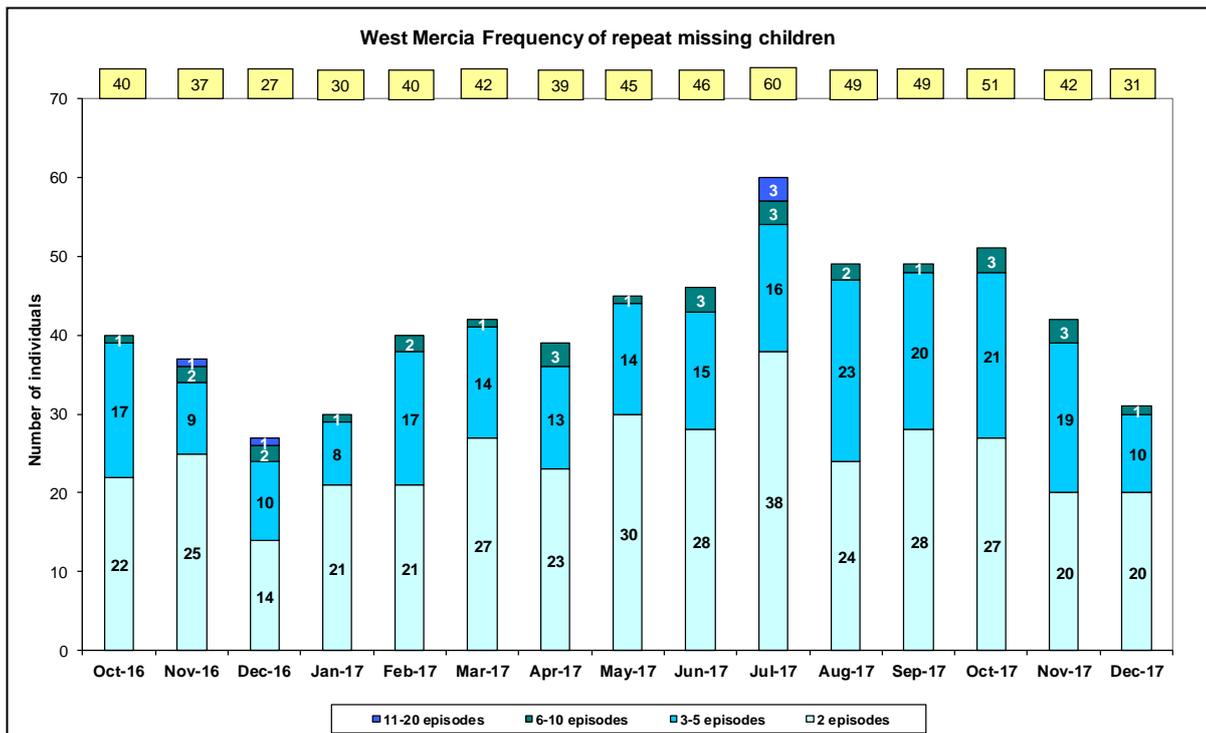


367 in-care reports were recorded in the last quarter, an 18% decrease compared with the previous quarter (448) with particularly low volumes recorded in December (80). Volumes are higher than during the same period last year (312).



Lower volumes of in-care reports were seen across all policing areas except Herefordshire. Volumes across Telford & Wrekin (55) decreased by 40% compared with the previous quarter (92).

In the last quarter the number of repeat missing children has decreased by 15% compared with the previous quarter. (124 vs 158). This follows the expected cyclical pattern with volumes traditionally reaching an annual low in the winter and peaking in the summer months.

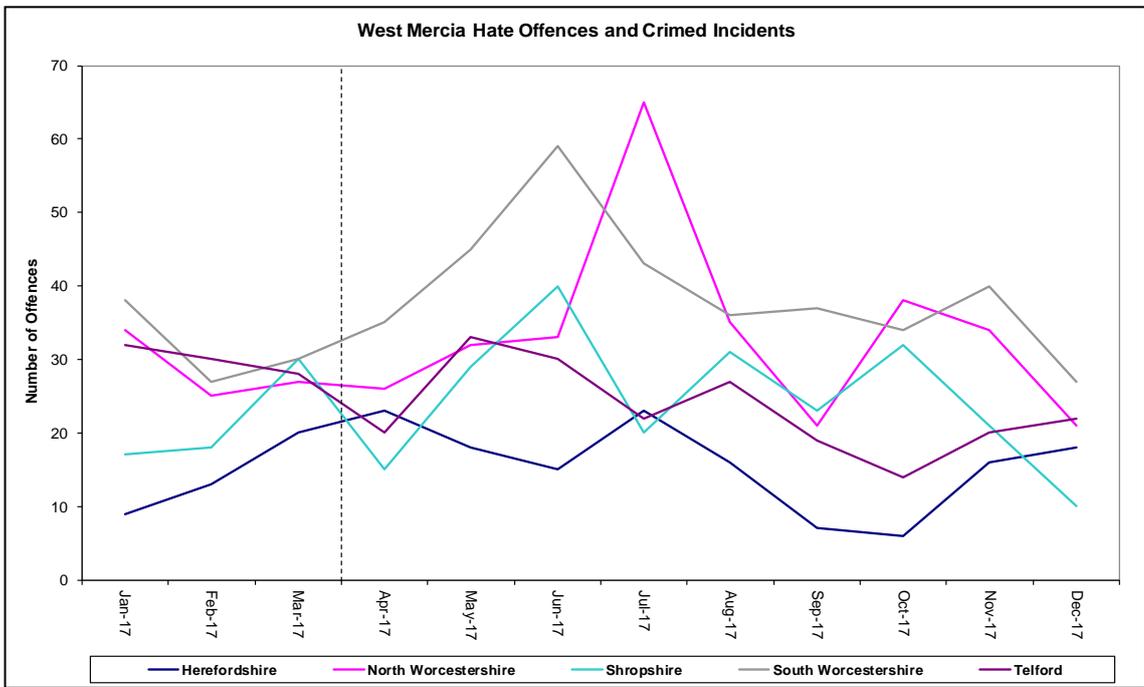
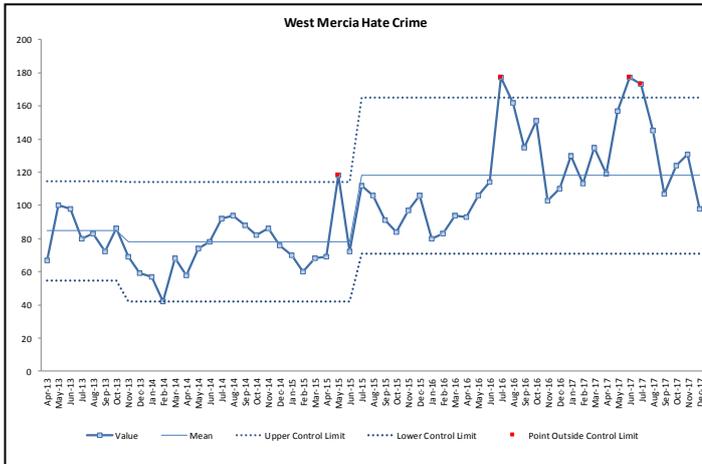


Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. Any performance issues (unrelated to recording changes) are reported to the missing person co-ordinators and the force lead for missing persons for further investigation.

# Hate Crime

**Signs of Improvement would be:**

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction

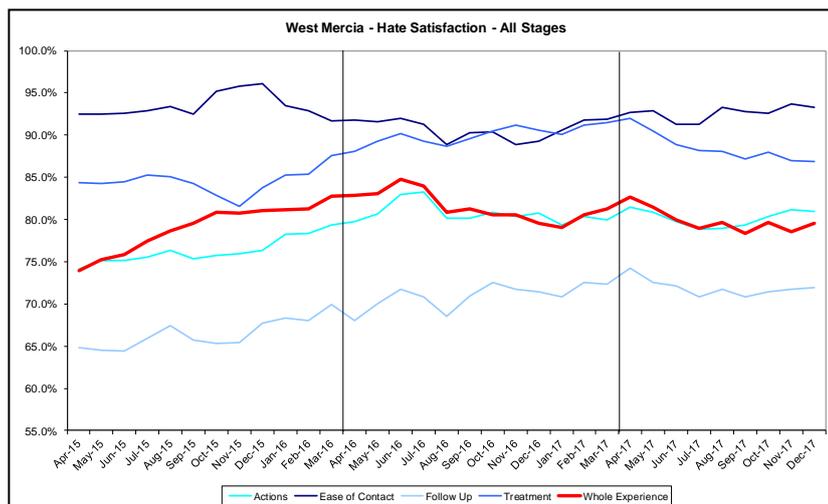


The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends and ensure victims receive the best level of service. Ultimately, the long term aim is to reduce the volume of offending and the number of victims subject to hate offences. However we understand hate crime is under reported and we also aim to increase confidence in reporting which will show as higher crime levels.

353 offences/ incidents were recorded last quarter, a 17% reduction compared to the previous quarter (425) and below the quarter average (403). Volume reductions were seen across all policing areas last quarter.

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

## Hate Crime Victim Satisfaction



	Oct-17	Nov-17	Dec-17
Herefordshire	74.0%	73.5%	72.7%
North Worcestershire	75.4%	75.4%	78.2%
Shropshire	82.3%	82.5%	82.3%
South Worcestershire	81.5%	80.2%	82.2%
Telford & Wrekin	83.9%	79.7%	80.0%
West Mercia	79.7%	78.6%	79.6%

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>, the same as the previous quarter.

Shropshire saw an increase in satisfaction this quarter (82.4%) compared to the previous quarter (77.7%), with improvements across all measured stages of satisfaction.

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

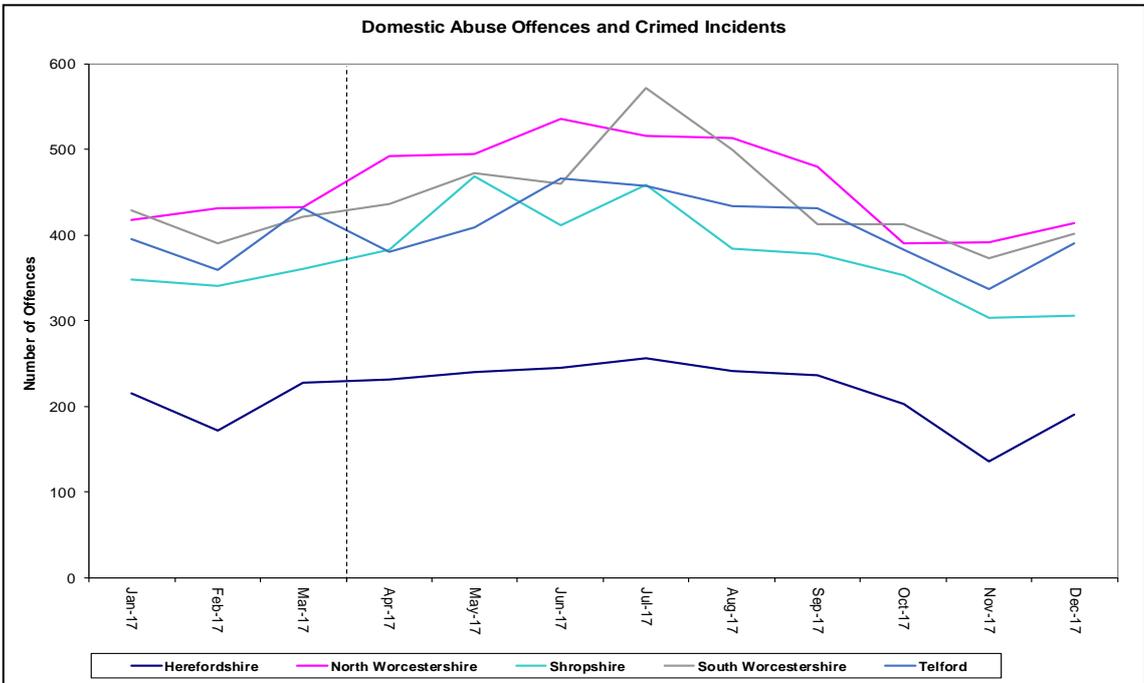
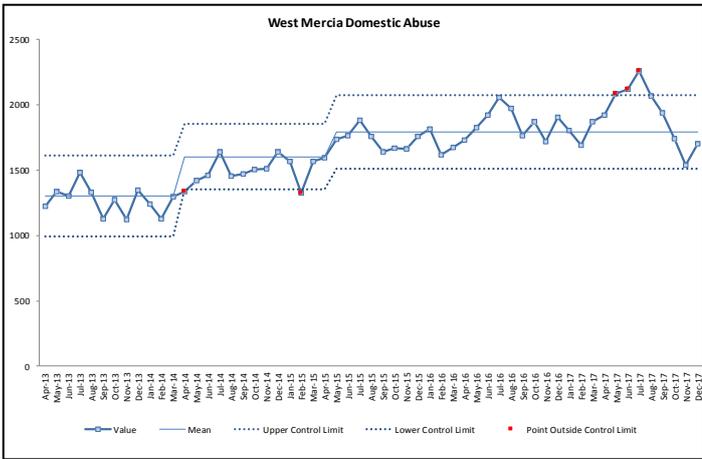
The static nature of hate crime satisfaction rates across the force is of concern and action has been taken to understand and address this situation. Each policing area has produced a clear PIER plan setting out how they will drive improvements. Hate crime satisfaction and these plans will be discussed in more detail at Performance Management Group later in January 2018.

<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/ keyword 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.

4,987 domestic abuse offences & crimed incidents were recorded last quarter, a 20% reduction compared to the previous quarter (6,269) and below the quarter average (5,688).

Trends in domestic abuse volumes follow a seasonal pattern with lower volumes over winter months. However, as noted earlier in this report, we anticipate that some of the decrease is attributable to the limited use of appropriate keywords in ATHENA. Volumes recorded in Oct-Dec 2017 are 9% lower than the same period last year.

For reassurance, the lower levels of DA crime shown in performance data does not mean that crimes are not being identified as domestic related or that safeguarding referrals are failing to be made to partners.

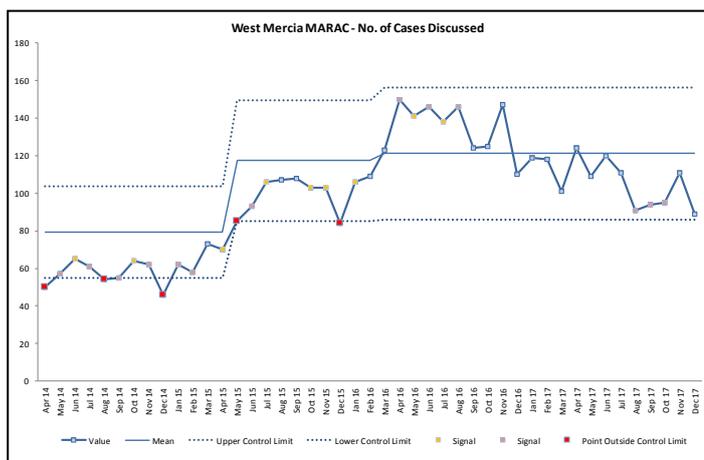
## Domestic Violence Protection Notices (DVPNs)

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.

The introduction of ATHENA has meant a change of process for logging DVPN activity. At the moment our automated systems are not able to quantify these accurately. However the strategic vulnerability team are assured that they continue to be used and that the new processes are being embedded. The team have a number of training events planned in February, focussing on both the use of DVPNs and how they should be recorded on force systems.

## 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.



295 cases were discussed at WMP MARACs last quarter (69 repeat cases). This is comparable to the previous quarter (296) and below average.

The number of cases discussed since April 2016 continues to decline.

A significant decrease was seen in South Worcestershire, 48% (26) whilst increases were seen in Herefordshire, Shropshire and Telford & Wrekin.

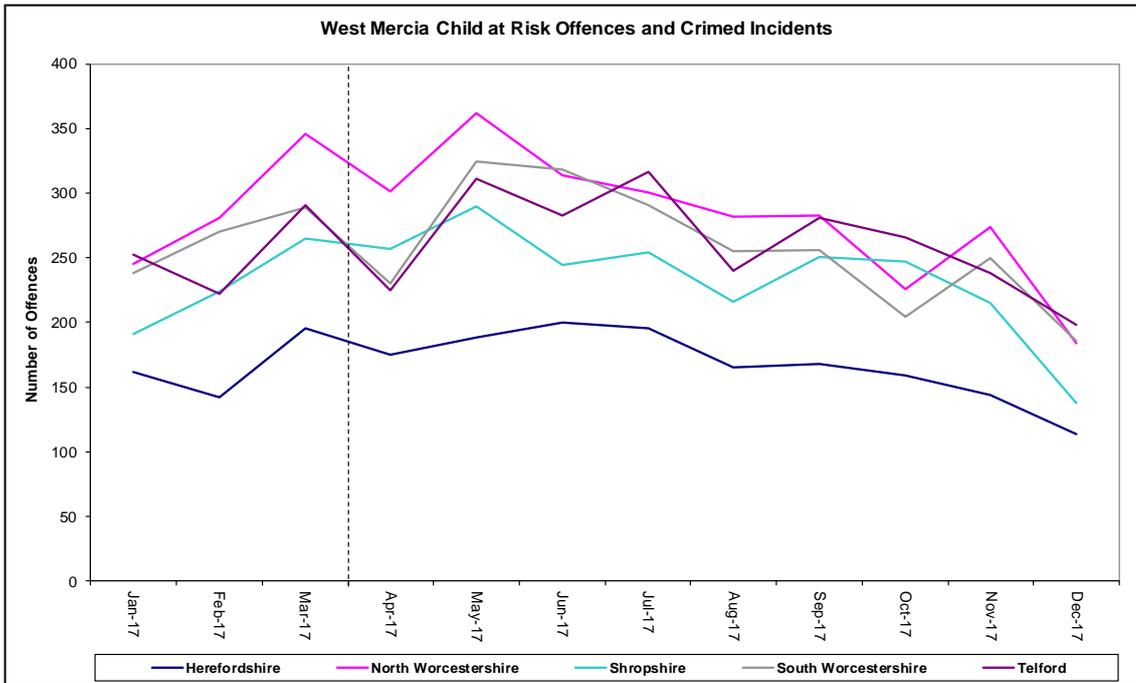
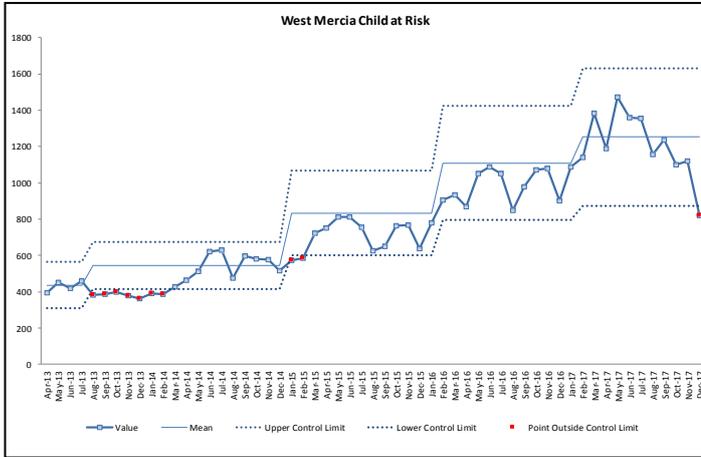
In recent months there has been a process change in South Worcestershire whereby the DA Risk Officers were deciding which high risk cases should be taken to MARAC. The strategic lead for vulnerability has become aware of this and has introduced an immediate change in procedure which will ensure all high risk cases will be brought to MARAC going forward.

# Child at Risk / Child Sexual Exploitation

**Signs of Improvement would be:**

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

## Child at Risk

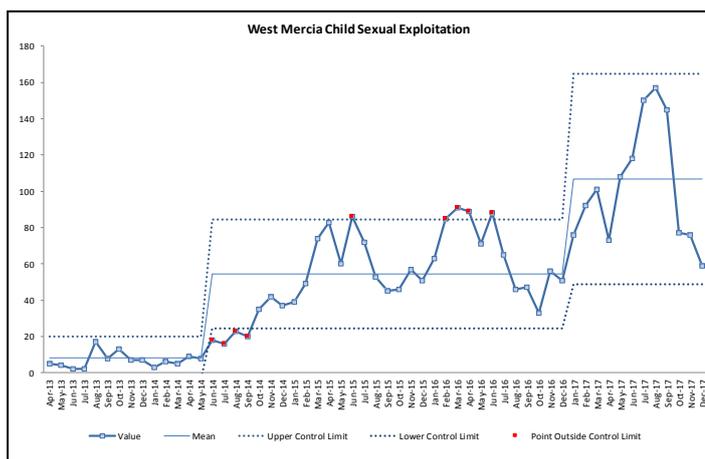


Child at risk markers were applied to 3,043 offences/ incidents last quarter, a 19% reduction compared to the previous quarter (3,753) and below the quarter average (3,608).

Volume reductions were seen across all policing areas.

As with other instances of the application of markers or keywords, we anticipate that the significant decrease in the number of identified child at risk related offences is due to the limited use of the appropriate keywords in ATHENA. The quality assurance process within the system, which can take place a number of days after the offence is initially recorded, may also be a factor in the low numbers seen in December. This may increase when the data is refreshed in January. The use of the child at risk markers/keywords has decreased by approximately 19% when comparing Jul – Sep and Oct – Dec.

## Child Sexual Exploitation (CSE)



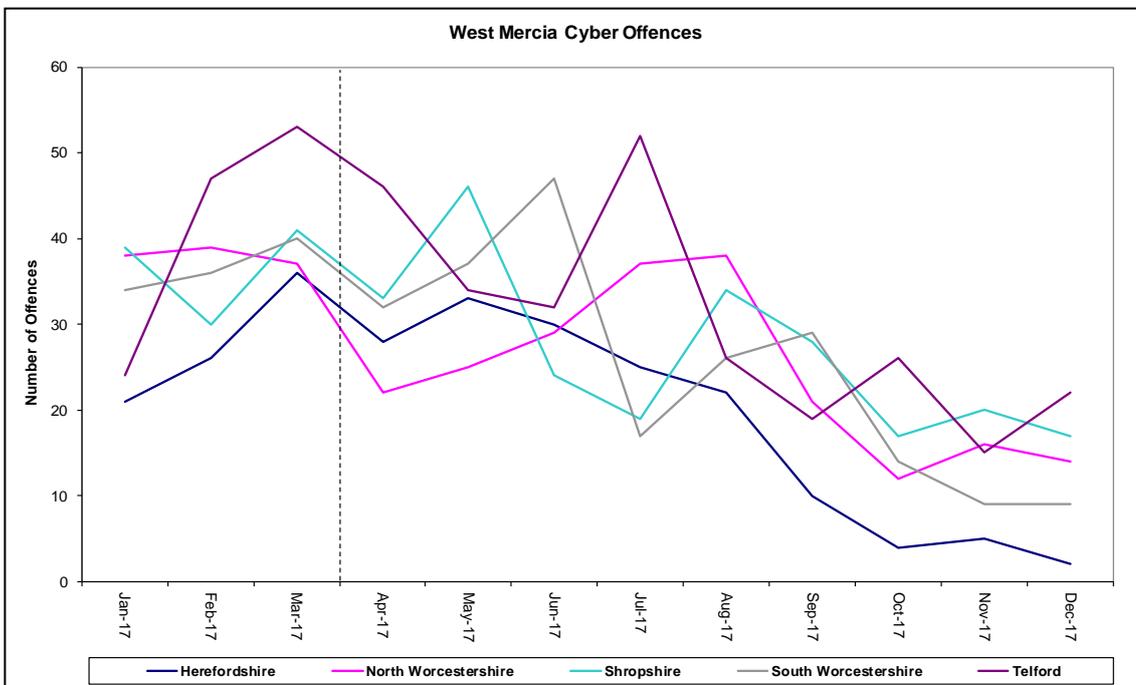
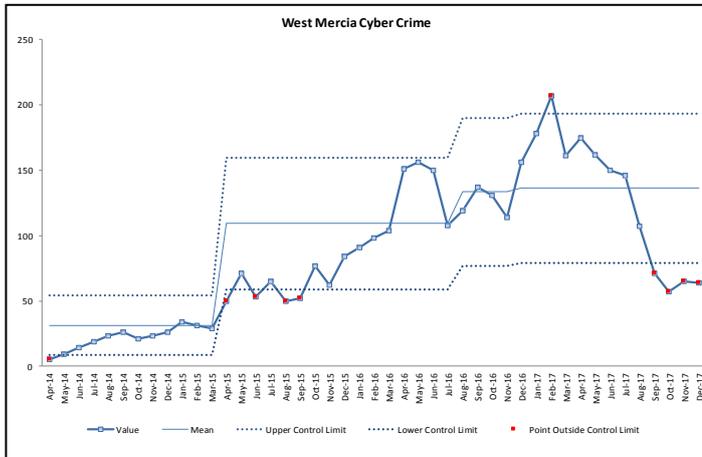
‘Child Sexual Exploitation’ (CSE) is one specific ‘Child at Risk’ marker, identifying offences where children and those under 18 have been, or are, at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on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

212 CSE offences/ incidents were recorded last quarter, a reduction compared to the previous quarter (452) and below the quarter average (308). Reduced volumes were recorded across all policing areas.

Again we anticipate that the significant decrease in the number of identified child sexual exploitation related is due to the limited use of the appropriate keyword in ATHENA. The use of the child sexual exploitation markers/keywords has decreased by approximately 53% when comparing Jul – Sep and Oct – Dec.

# Cyber/ On-line Crime

**Signs of Improvement would be:**  
 ❖ Increased reporting, reflecting greater victim confidence



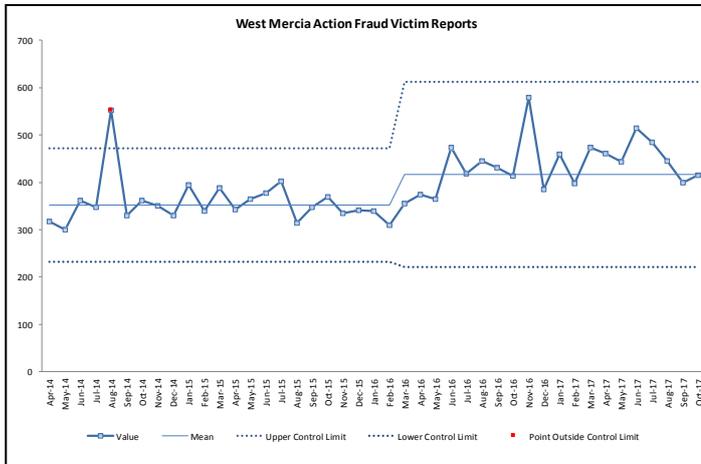
A marker for cyber crime offences was introduced in April 2014, in order to assist in the identification of such offences. The marker is an internal method of being able to identify those offences with an online presence, including sexual and violence without injury (harassment) offences. The general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

202 offences were flagged as cyber/online crime this quarter, with reduced volumes seen across all policing areas.

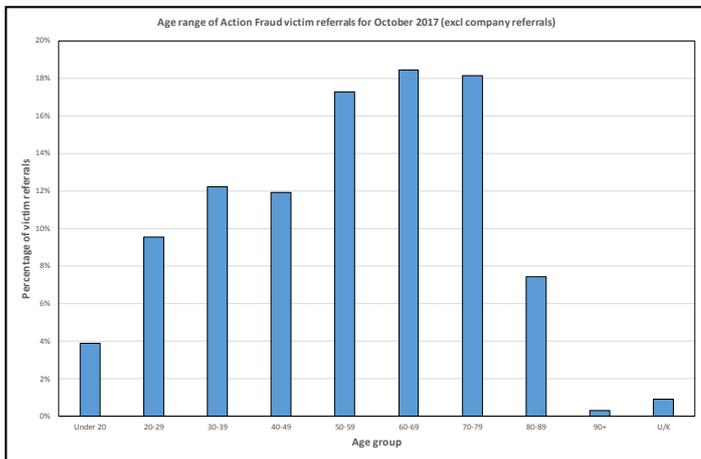
As with other instances of the application of markers or keywords, we anticipate that the significant decrease in the number of identified cyber offences is due to the limited use of the appropriate keywords in ATHENA. The use of the cyber crime markers/keywords has decreased by approximately 50% when comparing Jul – Sep and Oct – Dec.

## 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.



416 Action Fraud victim reports (which exclude company referrals) were recorded in October 2017<sup>6</sup>. This is an increase compared to volumes seen in September 2017 (399) and the same as the monthly average (416).

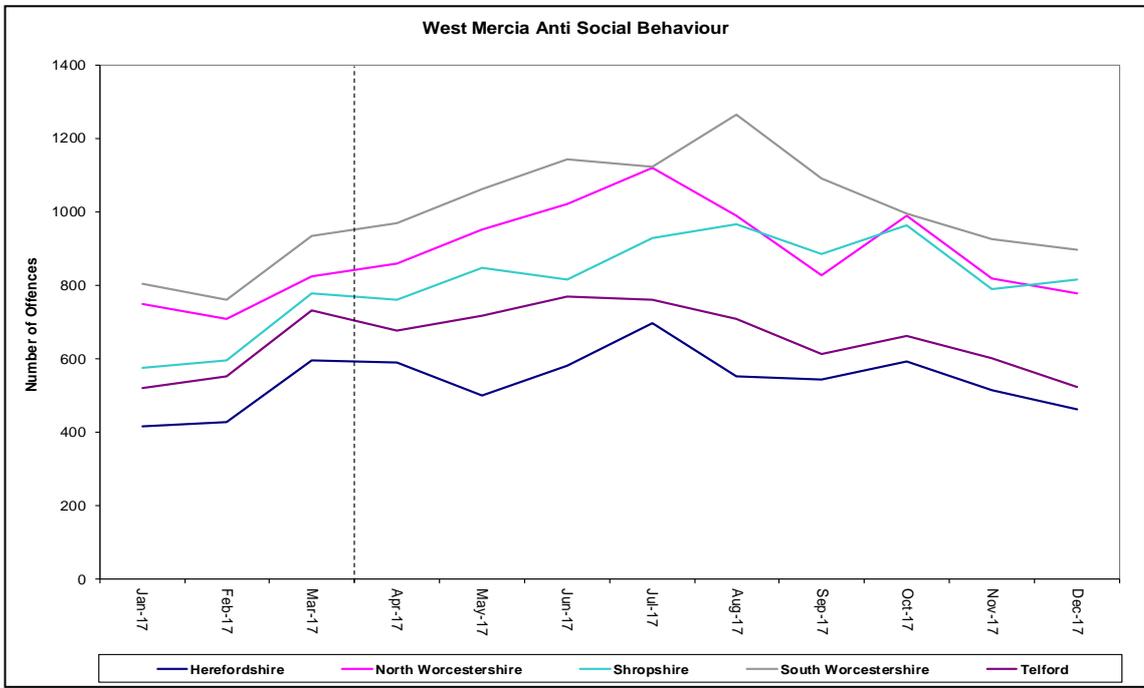
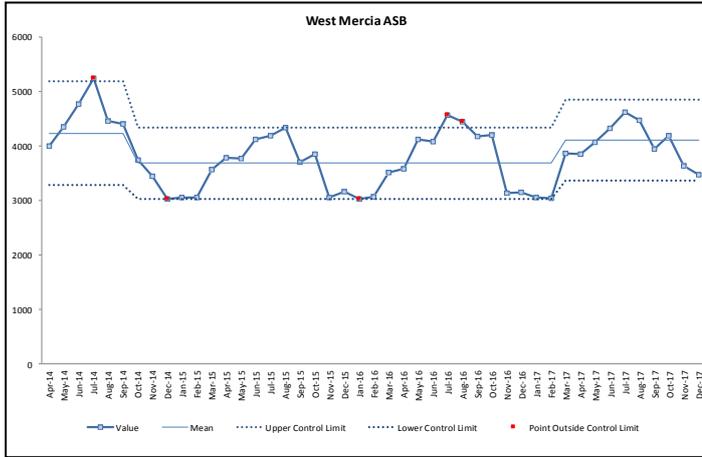


Victims aged 50+ accounted for the largest proportion of Action Fraud victim reports (62%) reported in October 2017.

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

# Anti-Social Behaviour

**Signs of Improvement would be:**  
 ❖ Accurate reporting and risk assessing of ASB incidents

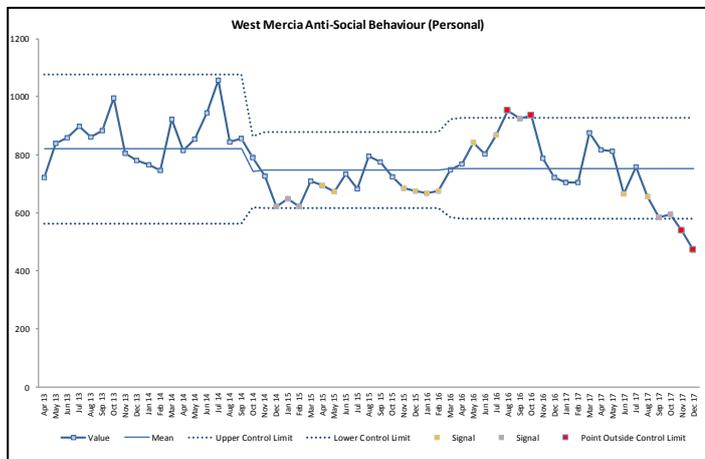


11,318 ASB incidents were recorded in the last quarter; a 14% reduction compared to the previous quarter (13,064) and below the quarter average (11,651).

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.

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.

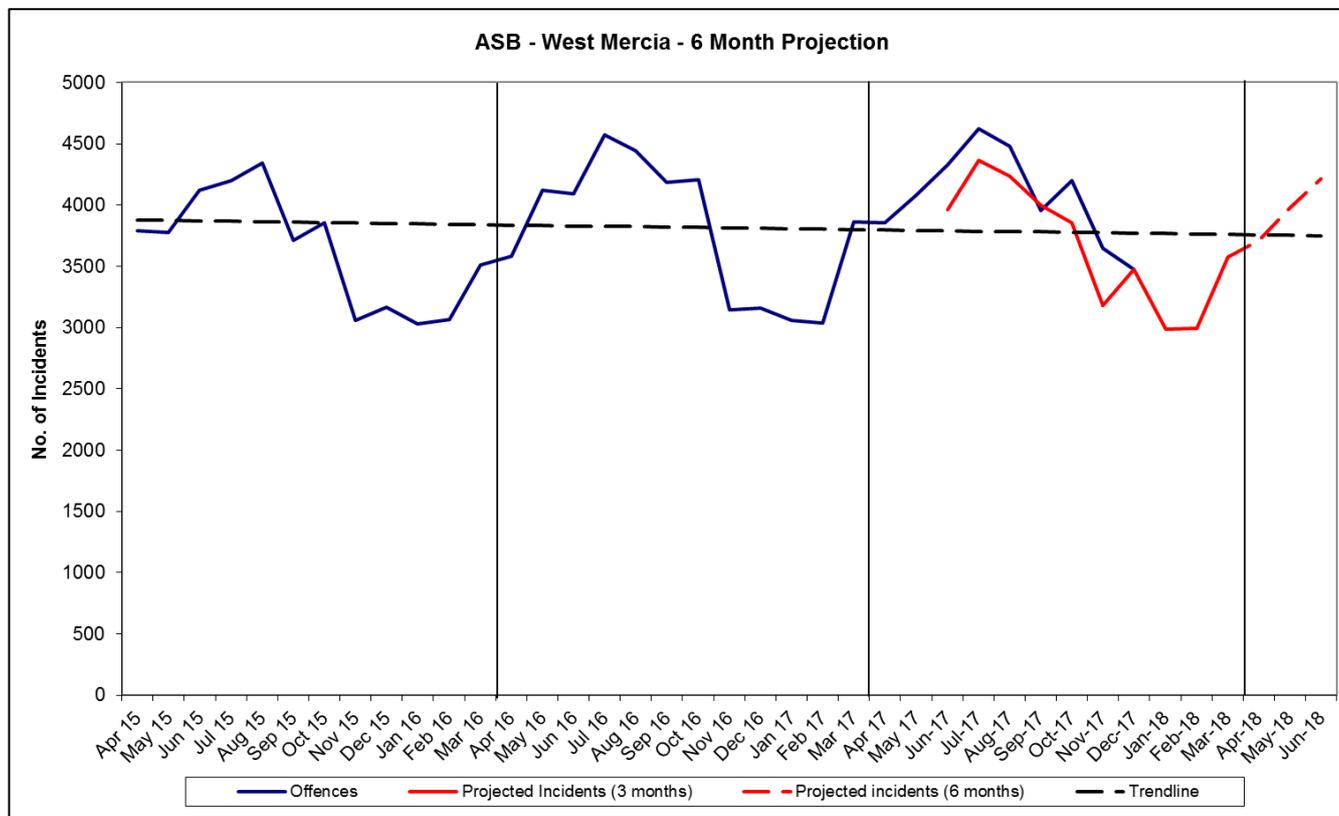
In the last quarter, 81% of all ASB incidents were nuisance, 14% personal and 5% environmental. This pattern was broadly similar to that seen in the previous quarter.



1,606 'personal' ASB incidents were recorded last quarter, a 20% reduction compared to the previous quarter (1,997) and below the quarter average (2,044).

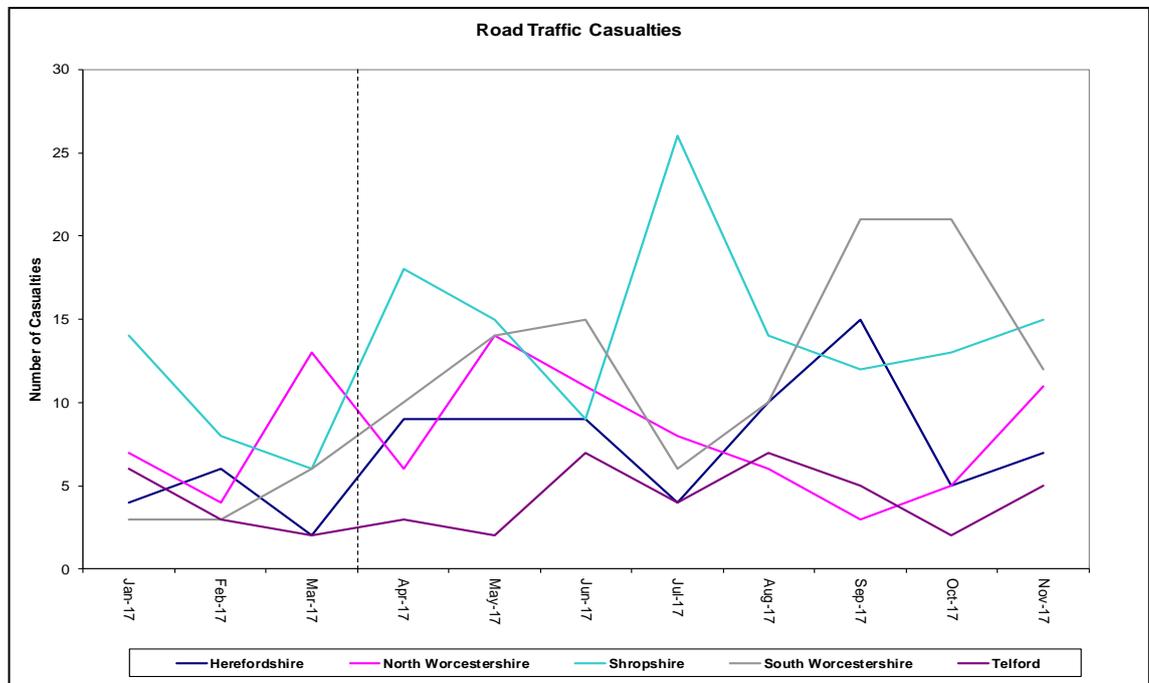
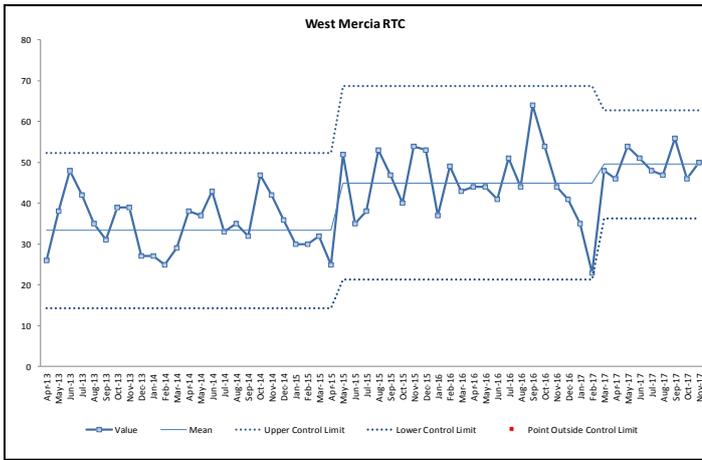
A specific report has been commissioned to better understand what is driving this decrease in personal ASB.

The following chart provides a 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



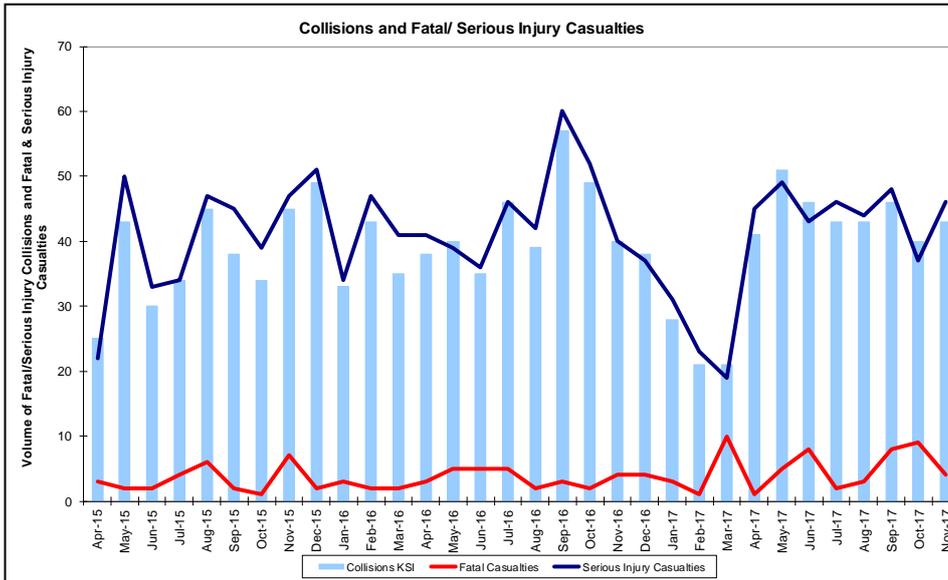
In the last quarter<sup>7</sup> there were 18 road deaths. This included 5 drivers, 4 car passengers, 2 motor cycle riders, 1 motor cycle passenger, 2 cyclists and 4 pedestrians.

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

The monthly average number of KSIs has increased from 45 to 49.

In October & November almost two thirds (61%) of all fatal and serious injury casualties were car drivers or passengers. 13% were on motorcycles, 11% were cyclists and a further 13% were in good vehicles.

<sup>7</sup> At the time of publication data regarding serious injury casualties in December 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 both serious injury and fatal casualties.

The West Mercia Safer Roads Partnership (SRP) is managed and tasked through Force Operations. The work of the SRP is focussed on complimenting the Force’s approach to road safety, and in particular to reducing KSIs. The SRP will work with the operational arm of Force Operations and importantly, alongside local policing areas to help enforce, educate and engineer road safety where tasked to do so.

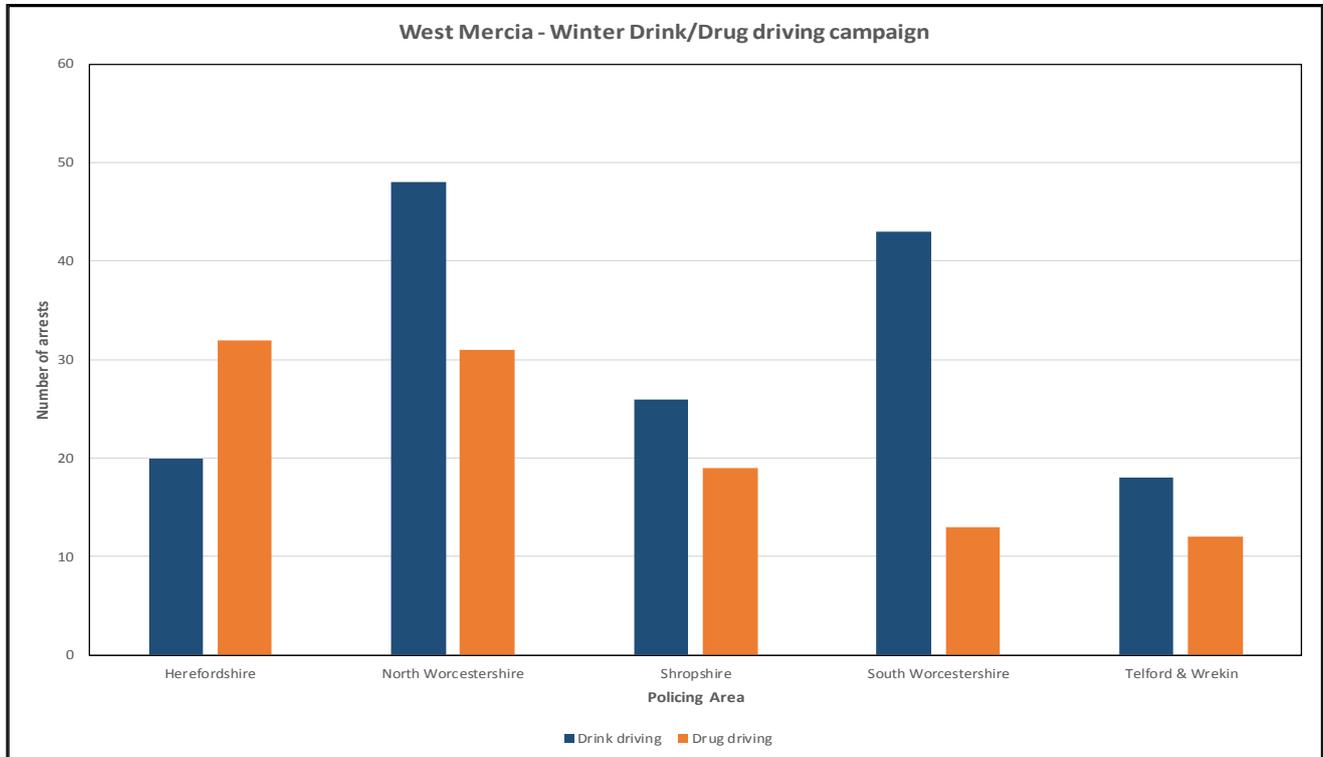
Speed enforcement is driven through the Community Concern Programme. This programme operates fixed and mobile enforcement cameras at 147 sites across West Mercia and 45,790 offences have been recorded from April to November 2017.

Planned activity for 2018 includes a series of alliance wide roads policing enforcement operations, in conjunction with the Motor Insurance Bureau; a series of media campaigns targeting driver attitude; a refreshed focus on the ‘Fatal 4’ (Speeding, Seat Belts, Drink/Drug Driving and Mobile phone use); and a robust Local Policing performance framework to drive roads policing activity.

## Winter Drink/ Drug Driving Campaign

The alliance's Winter drink/drug driving campaign resulted in a total of 262 arrests across West Mercia - 155 for drink driving and 107 for drug driving. This is almost a quarter (24%) lower than the arrests in 2016.

The chart below provides a breakdown of the 2017 campaign arrests by policing area.



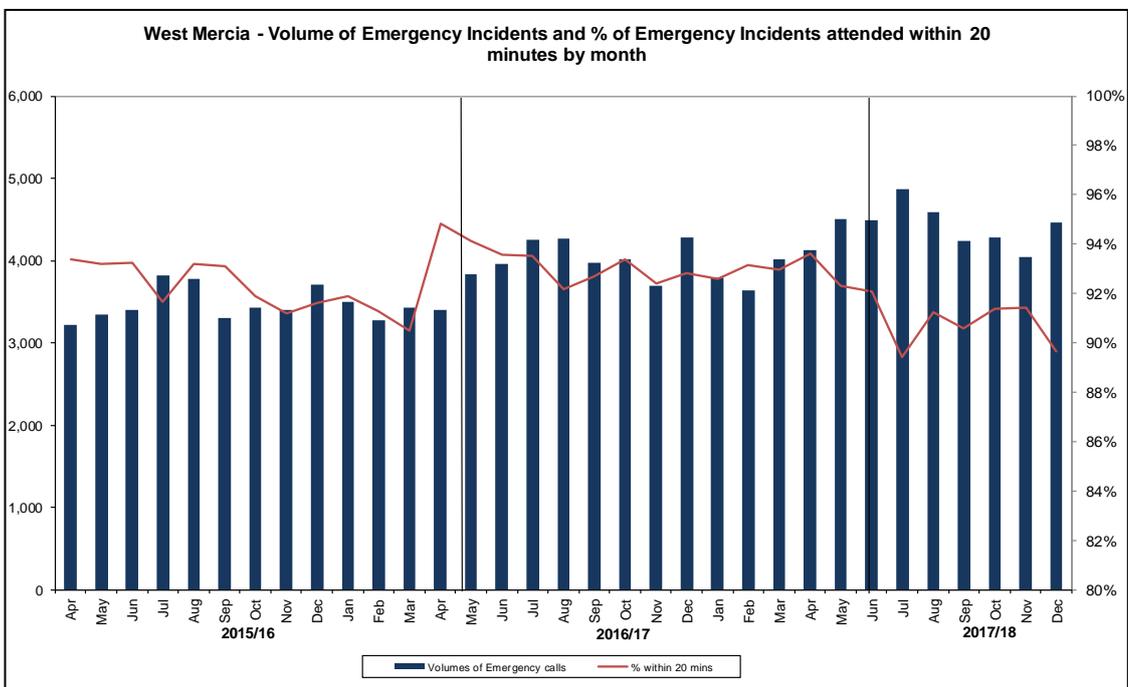
# Response Times to Emergency Incidents

**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.

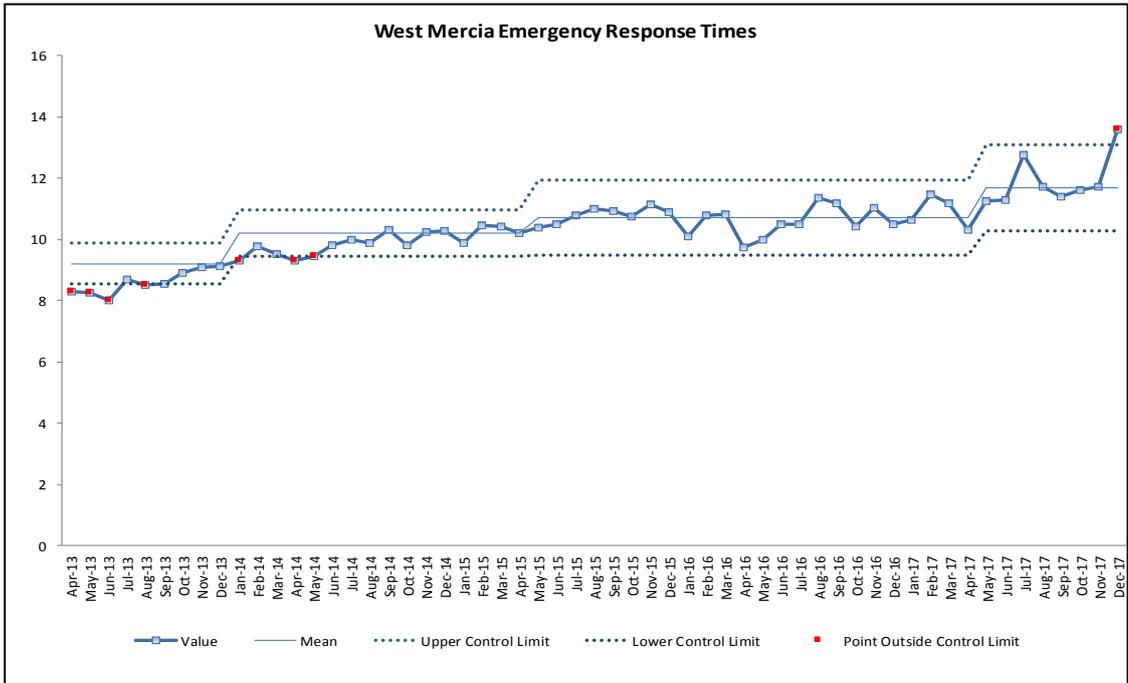
The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the alliance forces as a minimum standard.

12,783 emergency incidents were recorded in the last quarter, a reduction of 7% compared to the previous quarter. 9 out of 10 emergency incidents are attended within 20 minutes.



The current average response time for emergency incidents is 13 mins 35 seconds, an exceptional increase compared to both the previous month and the monthly average (11 mins 43 seconds).

The average emergency response time increased from 10 mins 42 seconds to 11 mins 42 seconds last month.



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

A new operational policing framework will be introduced from April 2018 which will better align resources to demand. It is anticipated that this will drive improvements in response times.

# Criminal Justice – File Quality

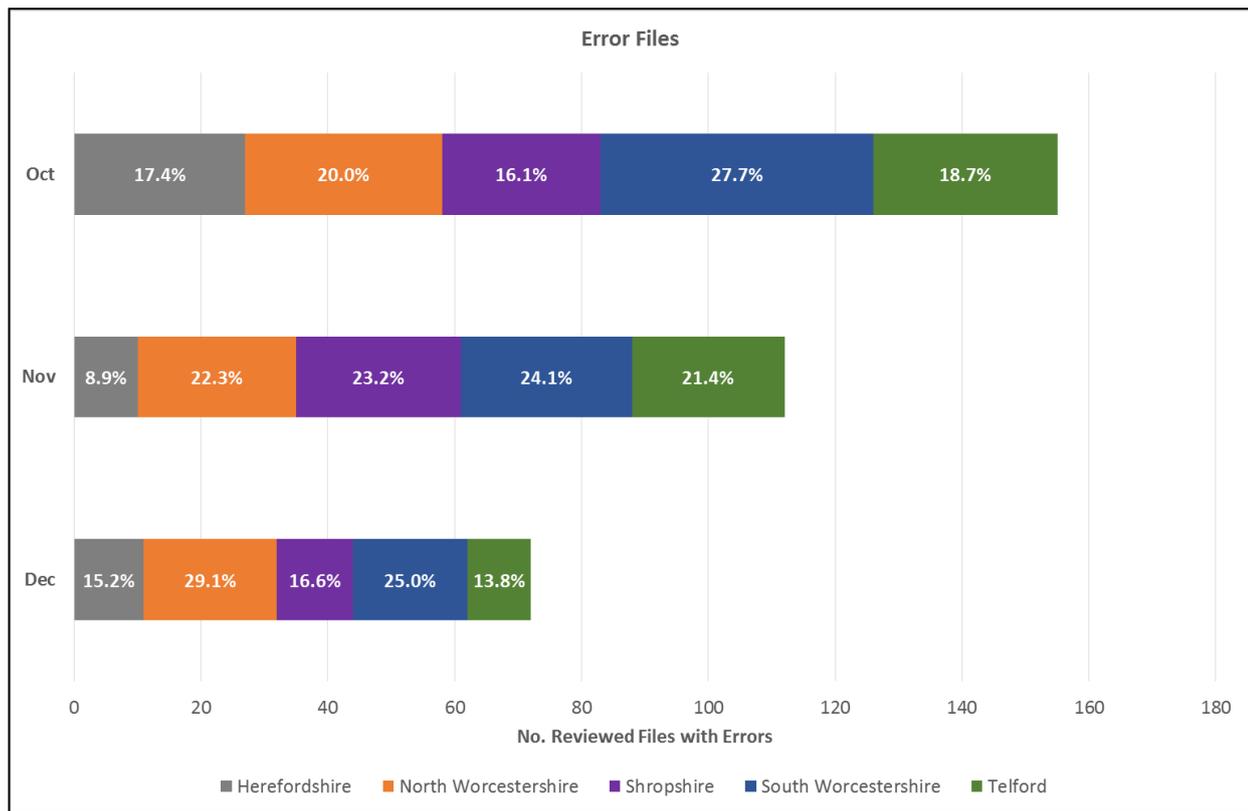
**Signs of Improvement would be:**  
❖ Improved performance against MSG forces

With the implementation of ATHENA, the case element has created some challenges in terms of file submission and quality. An overview of file quality performance will be provided in quarterly performance reports going forward, with further details made available to Chief Officers and policing area command teams through other dedicated reports.

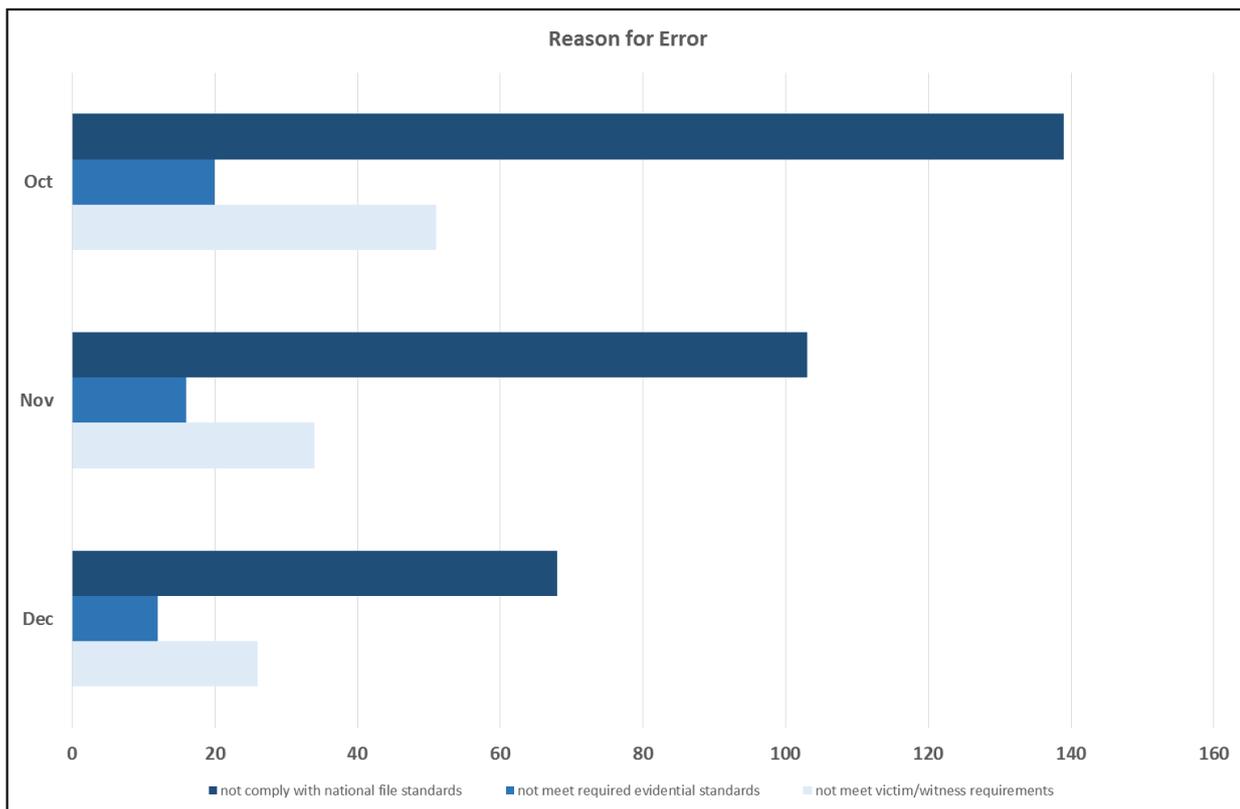
## Case File Quality Assessment (CFQA)

The quality of case files is assessed monthly by CPS, with assessment criteria including complying with national file standards, meeting required evidential standards and meeting victim/witness requirements.

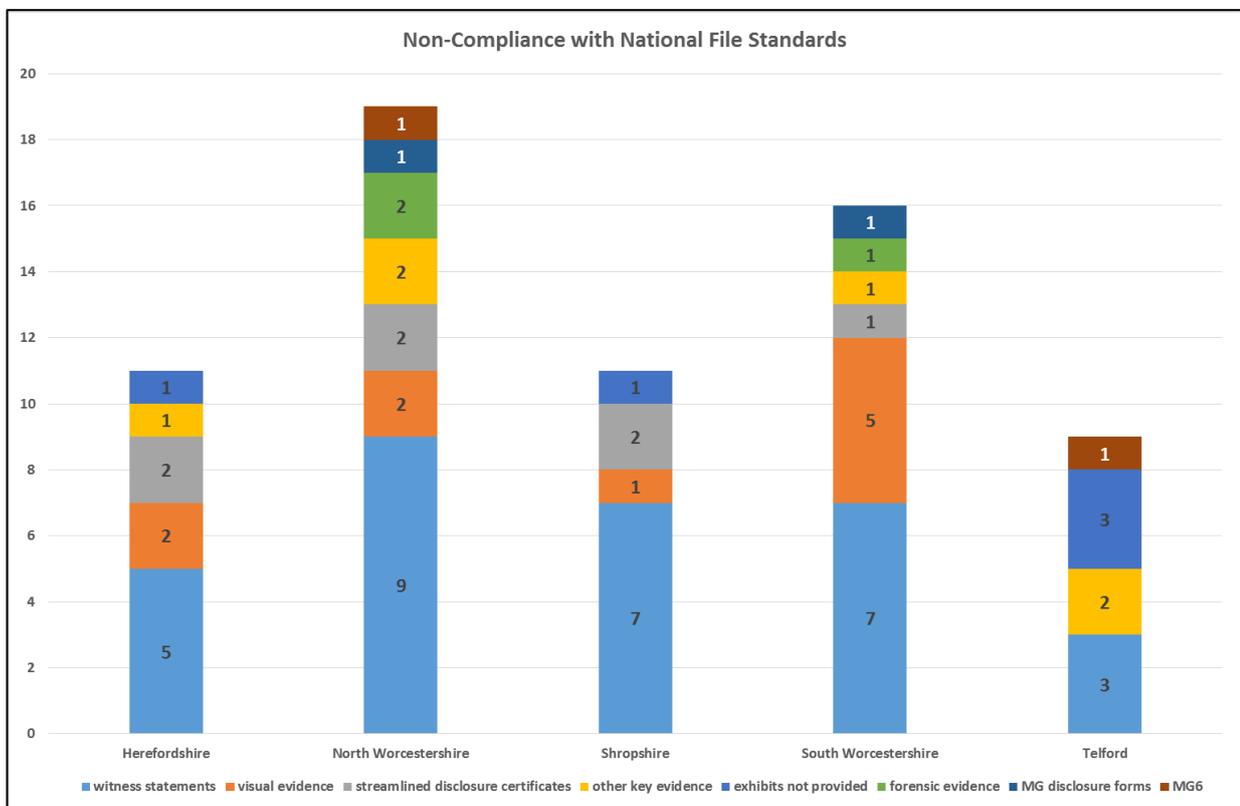
The following chart shows the volume of files considered by CPS to have errors. Although it would appear that the overall volume of error files has reduced (from 155 in October to 72 in December), CPS have not yet disclosed the total number of files that were assessed and therefore we cannot comment on the overall proportion of files that have errors.



Most of the errors were identified as non-compliance with national file standards.



The following chart shows the non-compliance issues by policing area for December. Poor quality or missing witness statements is the most common error. Missing or poor quality visual evidence (CCTV , BWV etc) was seen in files from all policing areas except Telford.

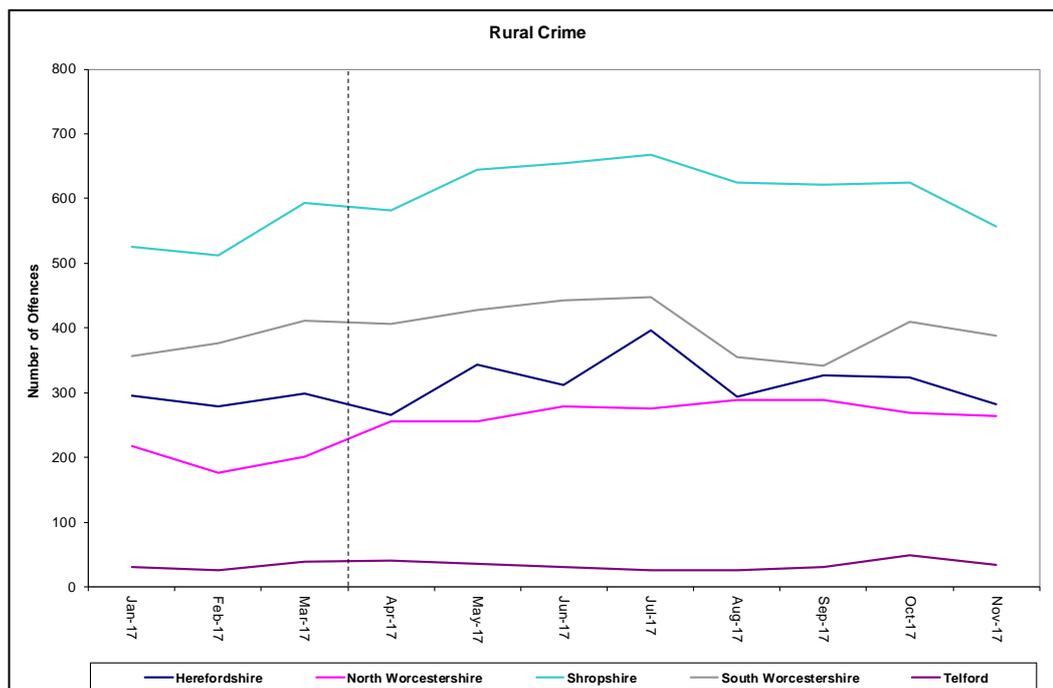
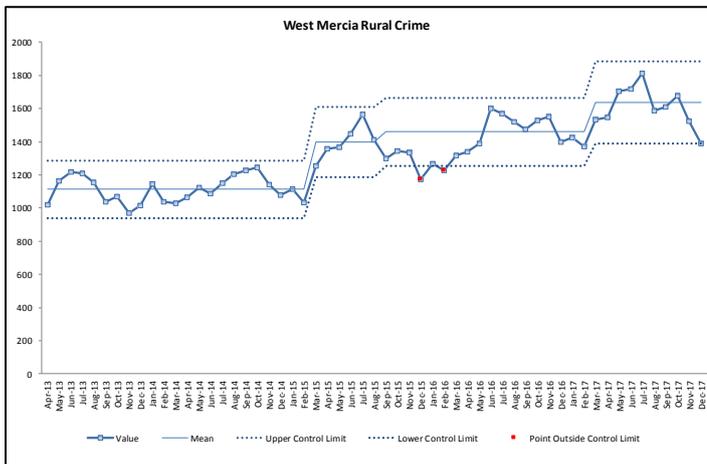


# Reassuring West Mercia

## Rural Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



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

4,588 offences were recorded across West Mercia last quarter. This is an 8% reduction on the previous quarter (5,010) and is lower than the quarter average (4,762). Reduced volumes were seen across all policing areas except South Worcestershire compared to the previous quarter. Following 8 consecutive months of above average recording across West Mercia, the monthly average increased in October (from 1,460 to 1,635 offences per month).

<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 lower volumes seen over the past few months reflect seasonal trends of decreased reporting in the autumn and winter and the impact of inclement weather in December

The main offence types prevalent in this quarter are; business & community (incl. residential. non-dwelling) burglary (12%), assault without injury (11%) and other theft (10%).

We are currently investigating alternative approaches to identifying rural crime to better understand the specific impact on the rural community.

# Reforming West Mercia

## Sickness

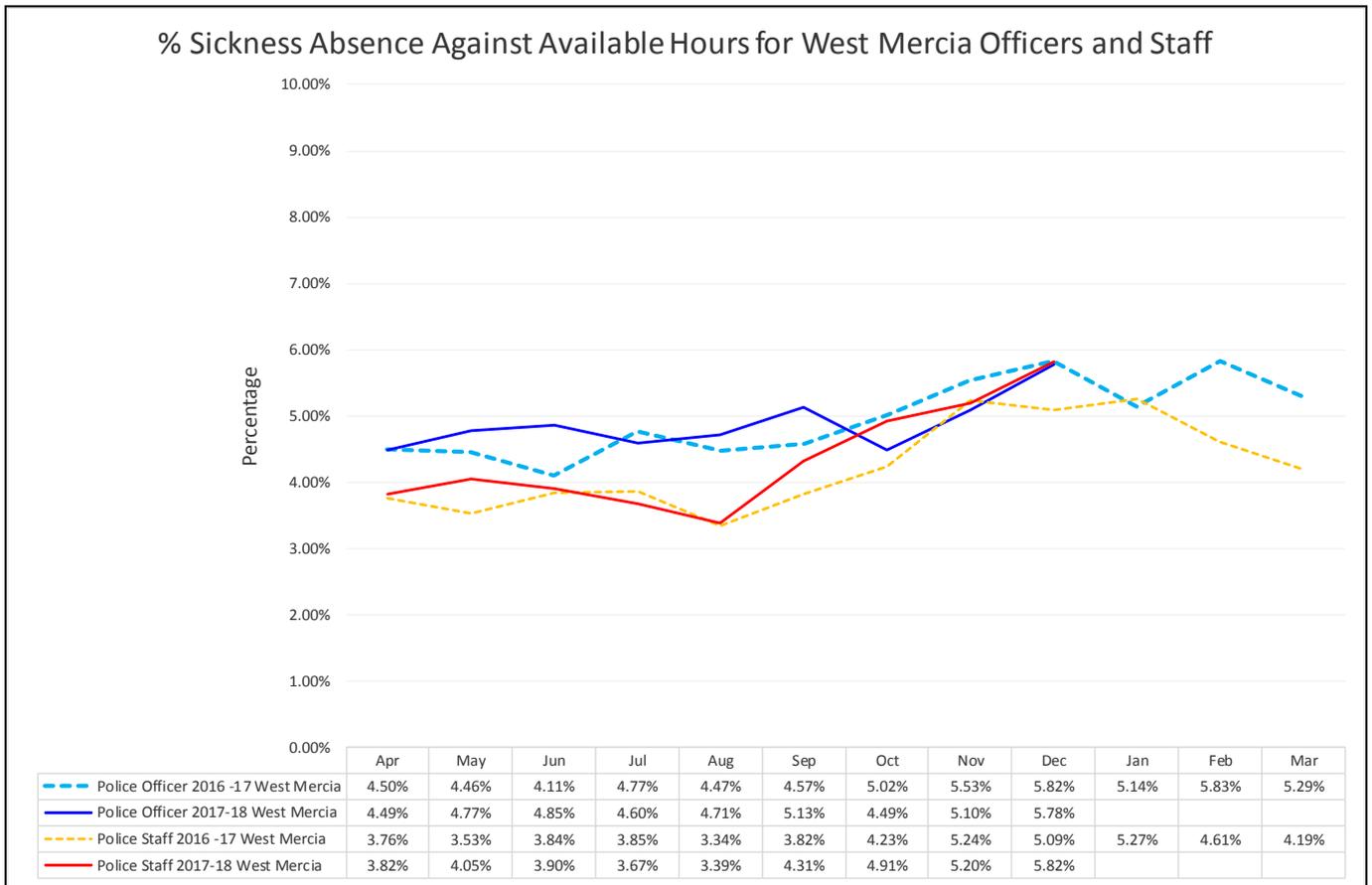
### Signs of Improvement would be:

- ❖ Improved staff wellbeing – improving levels of attendance

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

For officers, the average percentage of hours lost to sickness in December was 5.78%, which is an increase from 5.10% in November 2017. For staff, the hours lost in December was 5.82% which is also an increase from 5.20% in November 2017.

During the last quarter, sickness absence levels for both officers and staff have increased month on month. This is following a seasonal pattern of increased sickness in winter months



## Health & Wellbeing Board

The Health & Wellbeing Board is held quarterly and is chaired, on behalf of both Forces, by Chief Constable Martin Jelley. The next Health and Wellbeing Board meeting is scheduled for January 2018. Richard Elkin oversees a number of absence monitoring and scrutiny groups to ensure appropriate interventions are being progressed within departments.

# Complaints

**Signs of Improvement would be:**

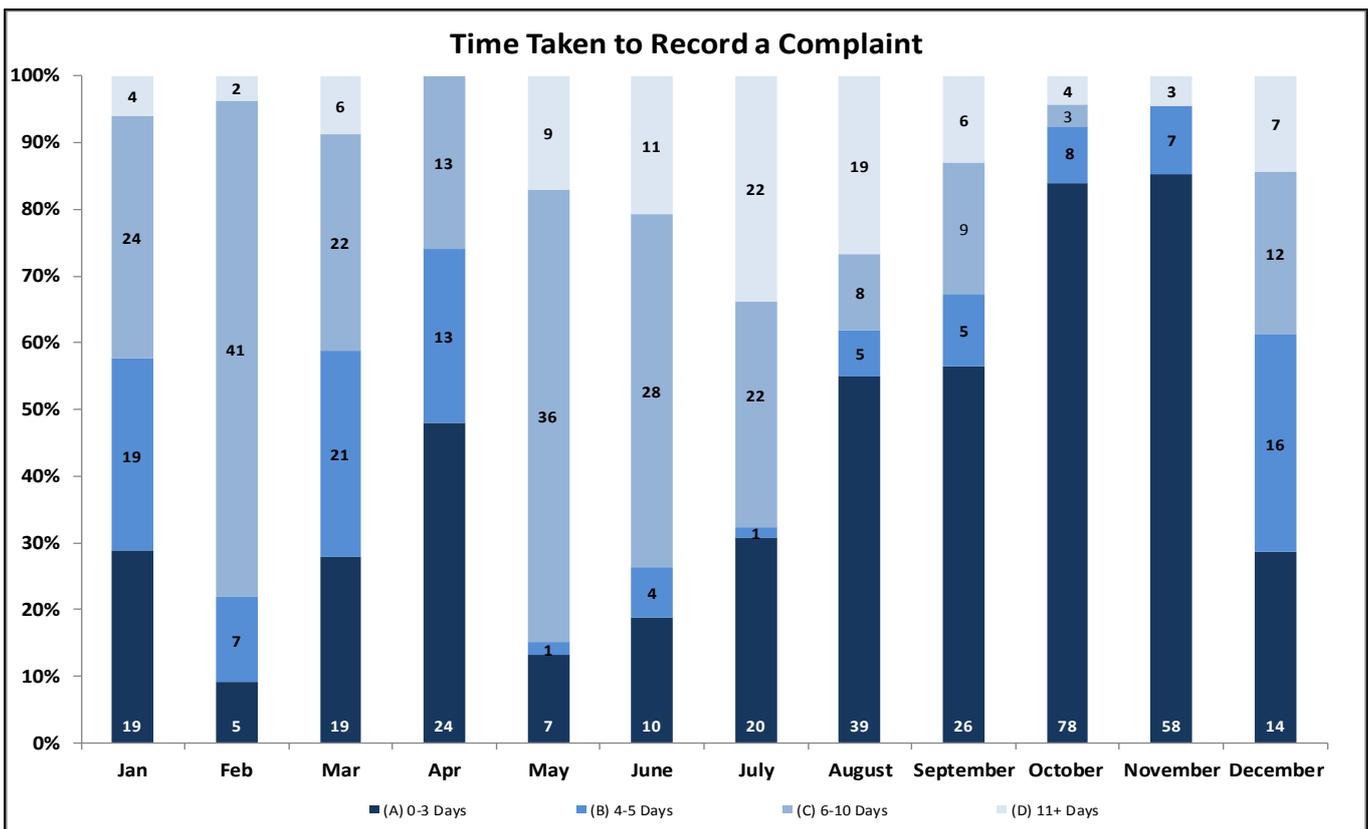
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction of incivility

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

## Timeliness to Record & Finalise

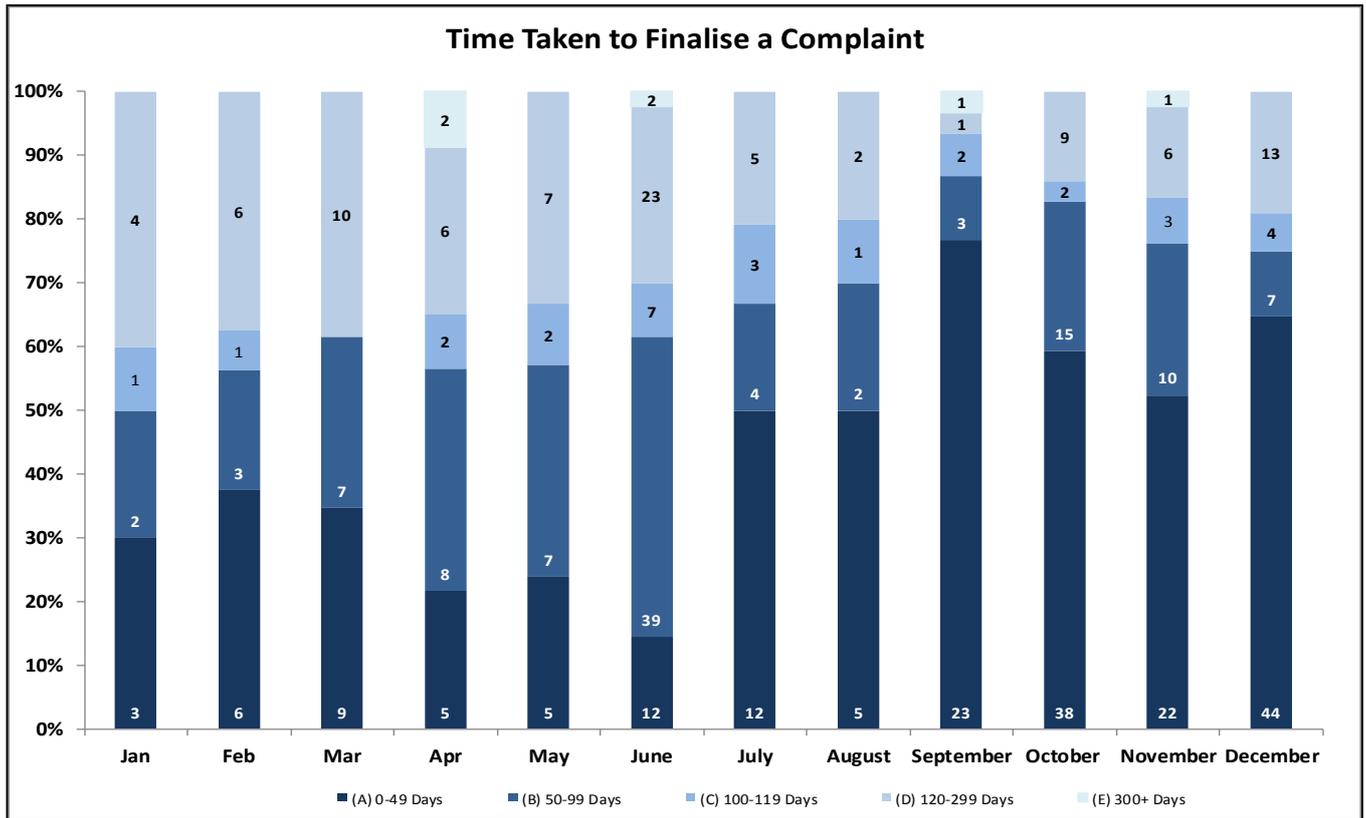
Due to previous performance issues identified in relation to the timeliness of recording complaints and finalisation of complaints, the below focuses on these two areas. The charts help to provide a greater understanding of the forces position and progress.

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 71% of complaints were recorded in 3 days, slightly below this 80% aspiration. However 86% of complaints were recorded within the 10 day national target.



The command team are aware of this recent fall in performance and are actively addressing the issue. A number of challenges are being worked through including additional training and staff realignment. Performance is expected to see improvements in the coming months.

The second national target is to finalise cases within 120 days. In the last quarter 83% of cases were finalised in 120 days, an increase compared to the previous quarter (69%).



# Call Handling

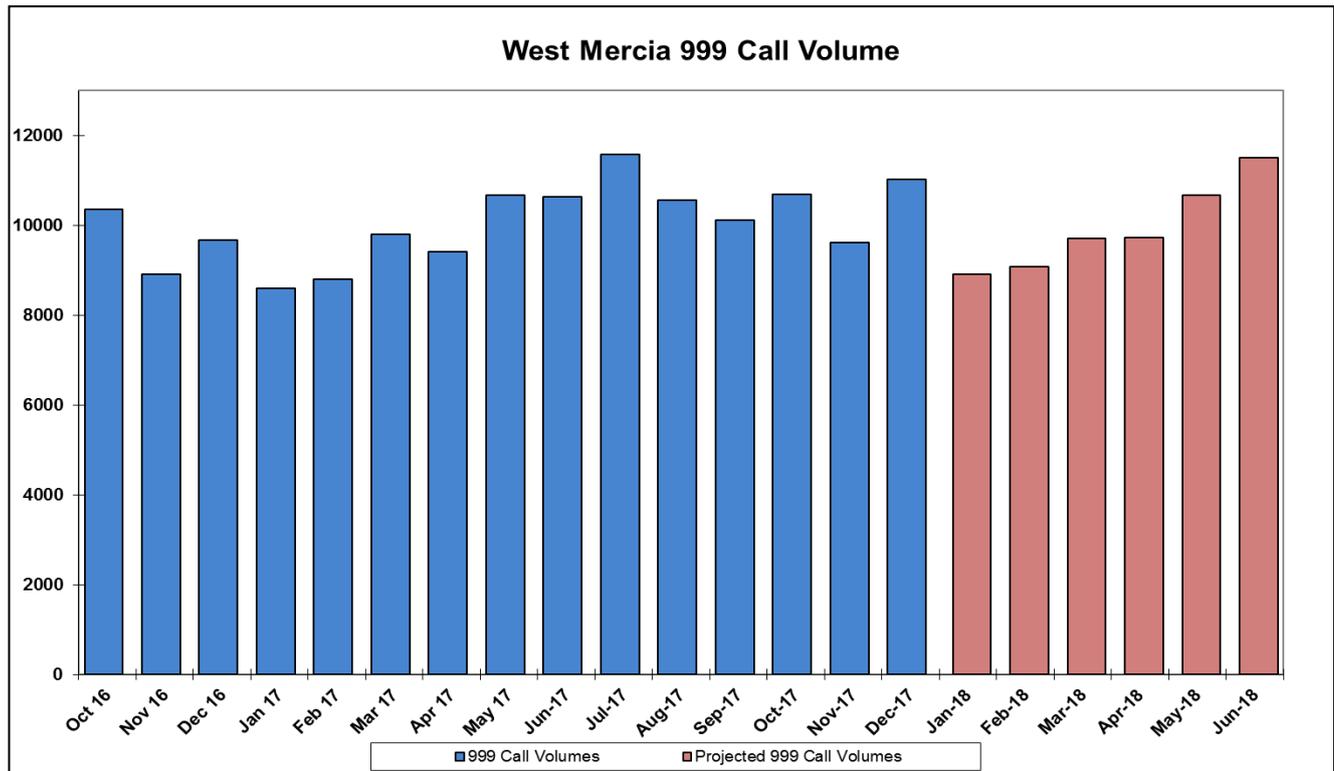
**Signs of Improvement would be:**

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

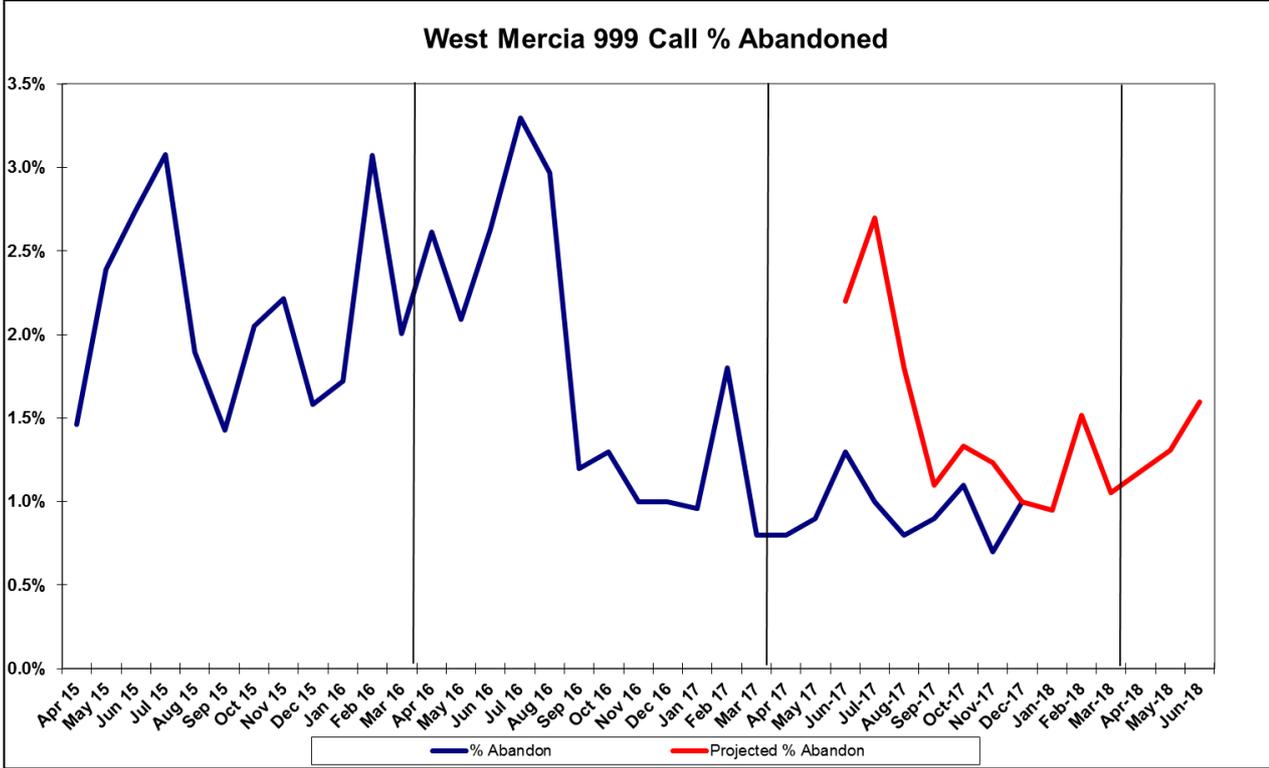
## Calls on the 999 system

31,333 calls on the 999 system were received last quarter; a reduction compared to the previous quarter (32,256). The abandoned rate last quarter (1.0%) was comparable to the previous quarter (0.9%).

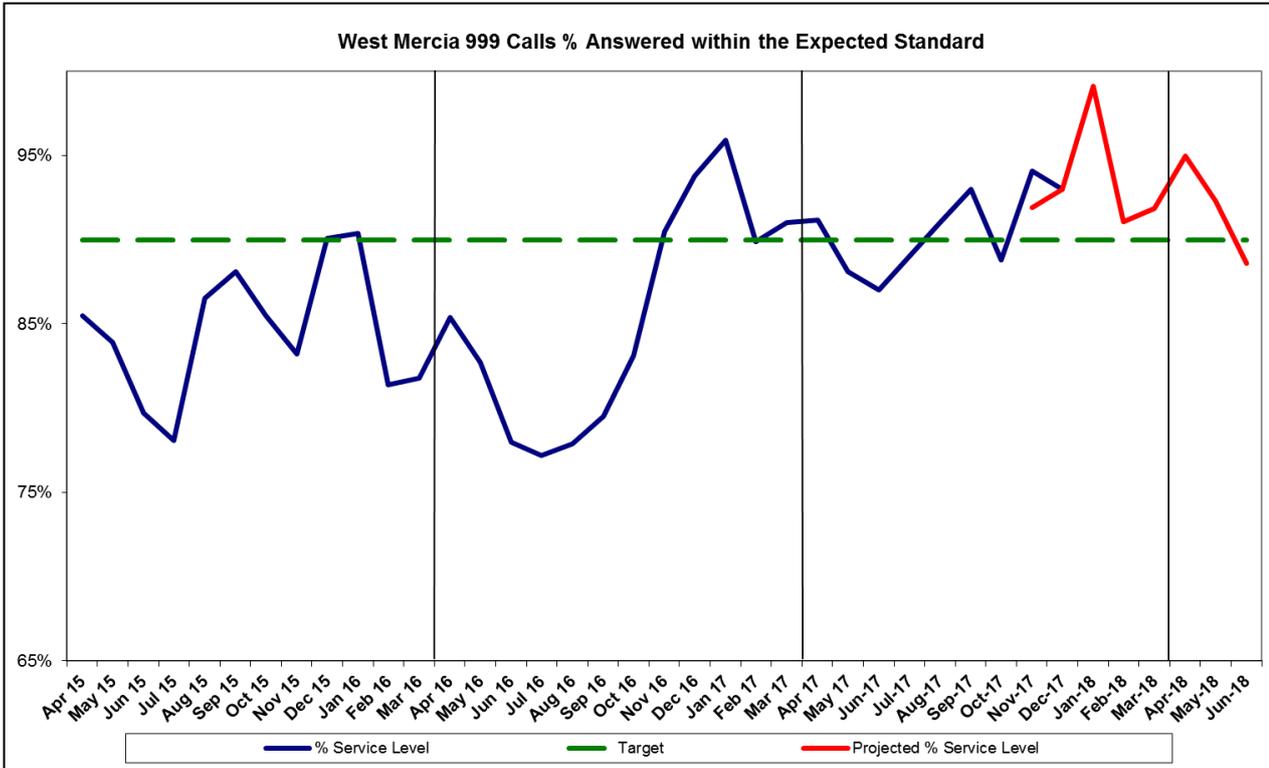
The following charts show the trend in call volumes and abandon rates, along with a 6 month projection of future performance. The projections (red bars or lines) are based entirely on previous performance and demand.



The abandon rate performance has continued to exceed the expected standard and is better than the projected position. The goal is for OCC performance to be better than then projection data.



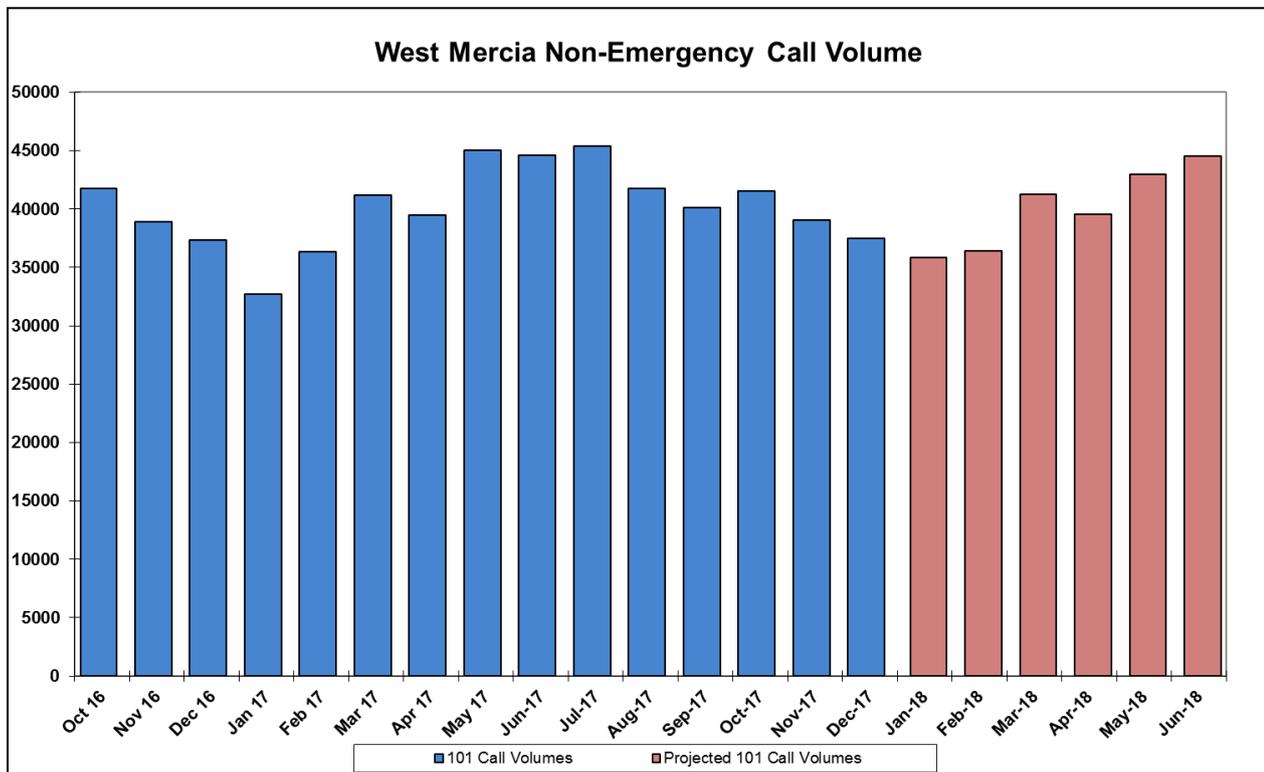
The proportion of 999 calls answered within 10 seconds increased for the last quarter compared to the previous quarter and remained above the expected standard. The % service level continued to follow the expected seasonal pattern with performance improving in the winter months. Again, the goal is for OCC performance to be better than then projection data.



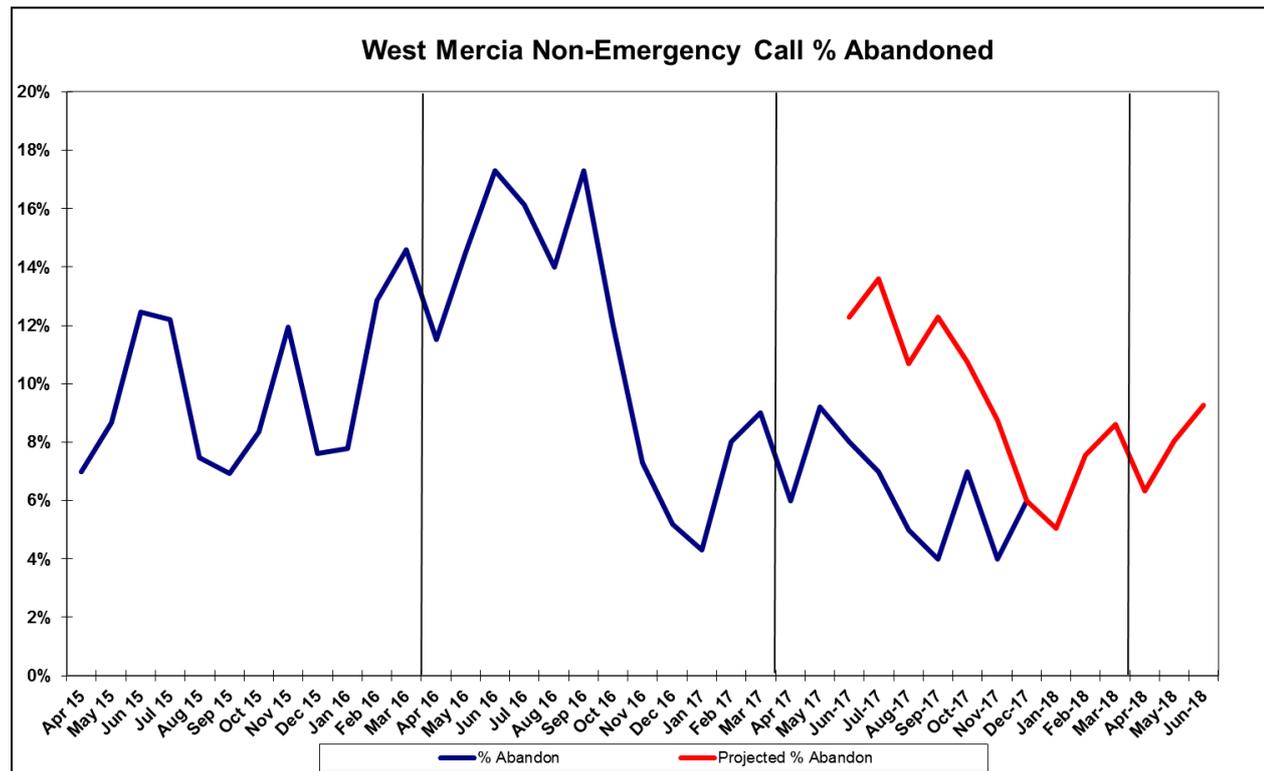
## Non-Emergency Calls

118,083 non-emergency calls were received last quarter, a reduction compared to the previous quarter (127,242). The abandoned rate this quarter (5.5%) was comparable with the previous quarter (5.4%).

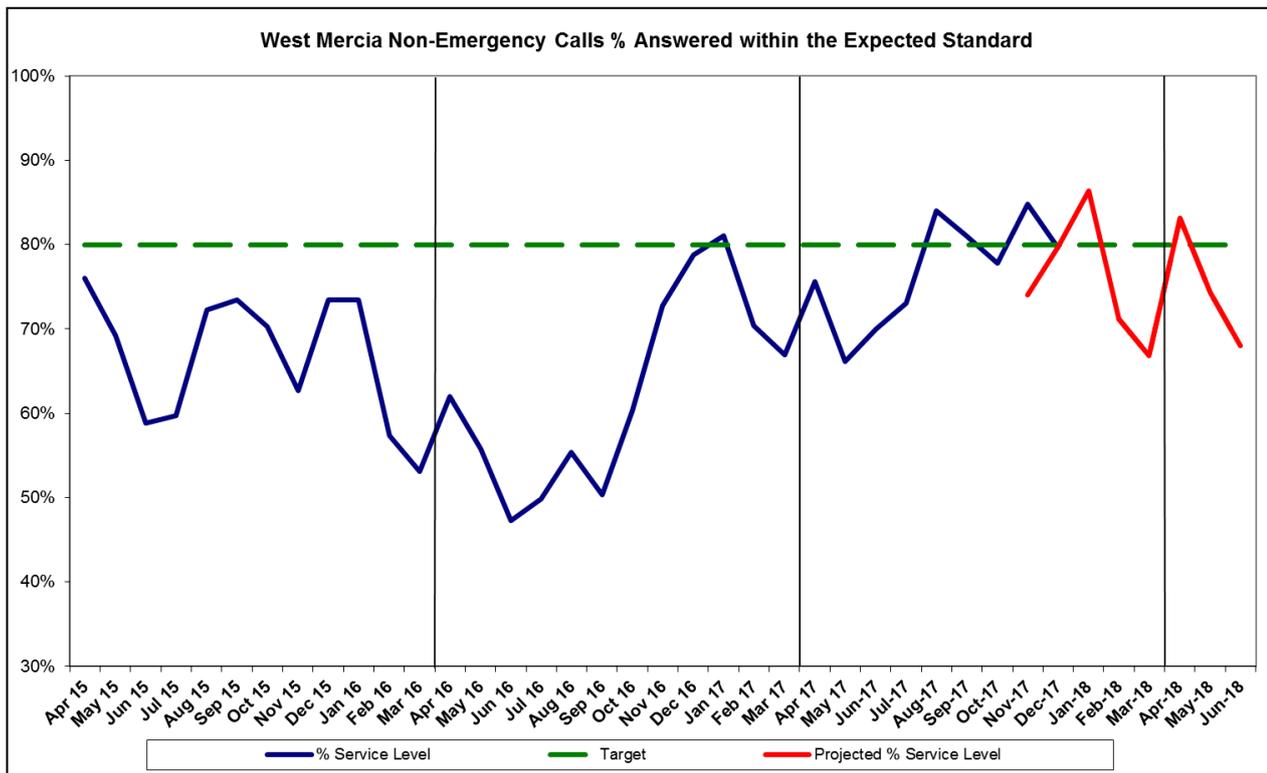
The following charts show the trend in call volumes and abandon rates, along with a 6 month projection of future performance. As with the 999 charts, the projections (red bars or lines) are based entirely on previous performance.



The abandon rate performance has remained better than the projection. The goal is for OCC performance to be better than then projection data.



The proportion of calls answered in 30 seconds has increased in the last quarter compared to the previous quarter. Performance last quarter remained above the expected standard (80%).



OCC performance is monitored and actively managed on a weekly basis to ensure appropriate resources are in place to manage demand.

## Personnel Vetting

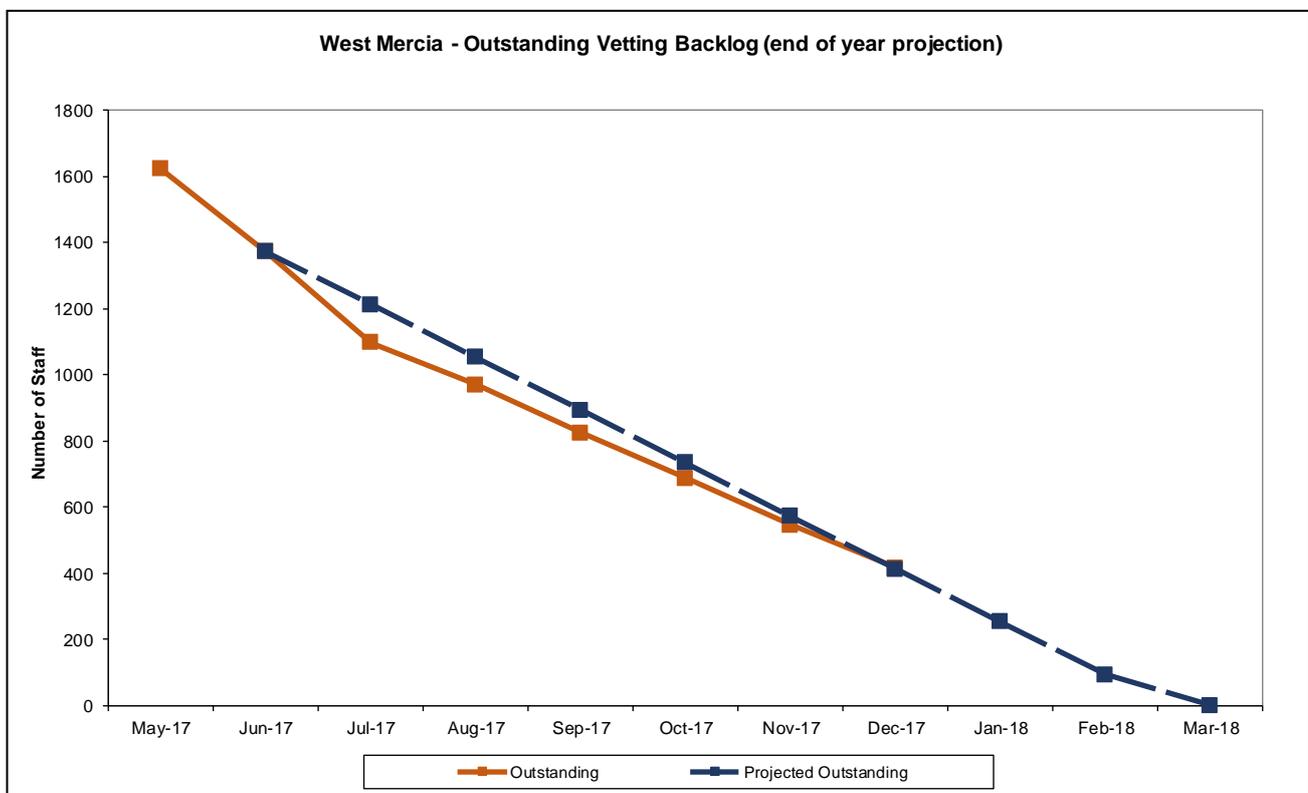
### Signs of Improvement would be:

- ❖ 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 413 personnel do not have up-to-date vetting as of December 2017, a decrease compared to November 2017 (547).

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

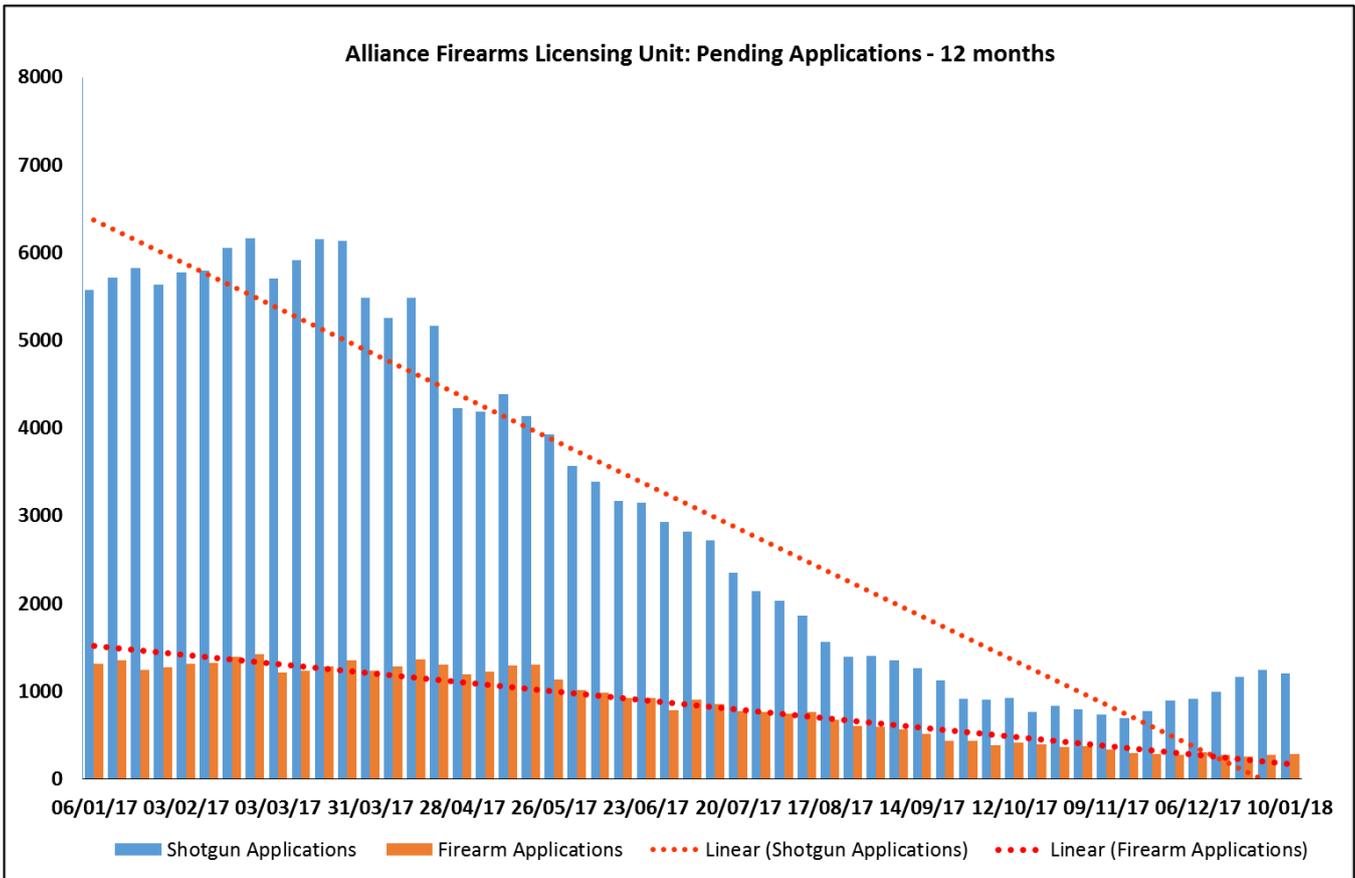


# Firearms Licensing

**Sign of Improvement would be:**  
❖ Timeliness in processing applications and renewal certificates

Performance within the Firearms Licensing Unit (FLU) is focused on maintaining a stable position in terms of pending applications. This includes applications for both grant and renewal of shotgun and firearm certificates. The Unit receives approximately 1,000 applications each month.

The chart below indicates how the volume of pending applications (particularly in terms of shotgun applications) has been brought to manageable levels during 2017. Having 1,000 pending applications will be considered as business as usual going forward.



Work has also begun to address the long term issue of the 5 year license renewal cycle, with an aim to level out this demand. The Firearms Licensing IAG will be helping to promote the early renewal scheme and an article will feature in the British Association of Shooting and Conservation (BASC) magazine.