

Performance Summary

January - March 2018

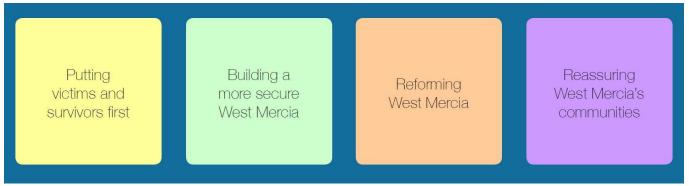
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Summary

Summary		D. C.	0	1
Topic	Inclusion	Data	Commentary	
Putting Victims & S		T =	T	ı
Confidence	Quarter report	Reduction compared to the previous period and below the national average.	Confidence strategy launched to drive improvements.	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		Not included this month due to Athena data issues.	We hope to have this available in the near future.	
Building a More Se	cure West Mer	cia		
Total Recorded Crime	Month & quarter	Decrease on previous quarter	Year-end volumes 5% above 2016/17	9
Violence with Injury	Quarter unless exceptional	Decrease on previous quarter	Exceptionally low volumes in Jan & Feb	18
Sexual Offences – Rape	Month & quarter	Increase on previous quarter	Exceptional volumes in Telford	21
Sexual Offences – Other	Month & quarter	Decrease on previous quarter	Volumes in expected range	23
Residential Burglary - Dwelling	Quarter unless exceptional	Decrease on previous quarter	Volumes in expected range	25
Robbery	Quarter unless exceptional	Decrease on previous quarter	Volumes in expected range	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	31
Domestic Abuse	Quarter unless exceptional	Decrease on previous month	Outcomes to be discussed at PMG.	33
Child at Risk /CSE Month & quarter		CaR – Reduction on previous month CSE – Reduction on previous month	Application of keywords in ATHENA has affected volumes	36
Cyber Crime	Month & quarter	Decrease on previous month	Application of keywords in ATHENA has affected volumes	38
Anti-Social Behaviour Quarter unless exceptional		Decrease on previous quarter	Exceptional low volumes in January & February however following the expected seasonal trend	40
Road Traffic Casualties	Quarter unless exceptional	9 road deaths in the quarter		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	44
Criminal Justice – File Quality	Quarter report	Errors with non-compliance with national file standards		46
Reassuring West N	<i>lercia</i>			
Business Crime	Quarter unless exceptional	Not included this month due to Athena data issues.	We hope to have this available in the near future.	
Rural Crime	Quarter unless exceptional	Decrease on previous quarter	Trends reflect those of total recorded crime	49
Reforming West M				•
Sickness	Month & quarter	Increase in Officer sickness rate; increase in Staff sickness rate compared to previous quarter	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 for 999 and non 999 calls has increased compared to the previous quarter	Performance subject to weekly monitoring.	54
Vetting	Month & quarter	Vetting backlog cleared		58
Firearms Licensing	Quarter Report	Pending applications maintained at manageable levels		59

Performance Summary

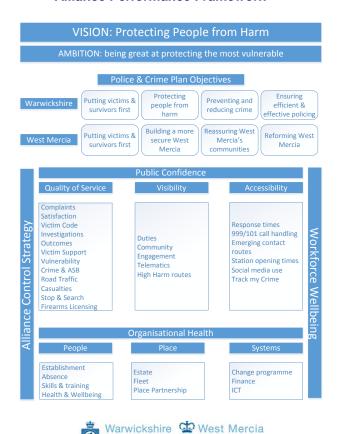
This performance document aims to report on areas of performance that relate to the priorities contained in the Police and Crime Plan and key areas of risk identified in the Alliance Control Strategy.



John Campion, PCC Vision



Alliance Performance Framework



The document does not report on all aspects of performance

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)¹. Two issues are highlighted:

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

Below
Group Avg
Similar to
Group Avg
Group Avg

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

Improved ranking No change Worsened ranking

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

Putting Victims & Survivors First

Confidence in Police

Signs of Improvement would be:

Improved confidence: within force and against MSG peer forces

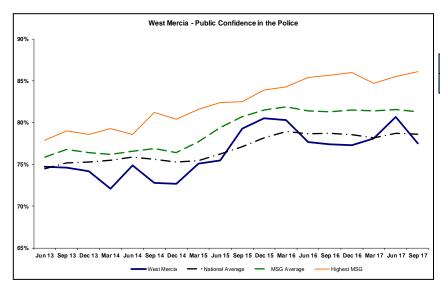
Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to September 2017.

The latest data shows a reduction in performance compared to the previous period, with 78% of people having confidence in the police in their local area in the 12 months to September 2017 (compared to 81%) in the 12 months to June 2017.

The national trend remains fairly static.

Against the Most Similar Group² (MSG) of peer forces, West Mercia is currently ranked 8th out of the 8 forces, a drop from 4th in the previous reporting period. The force's ranking against all forces has also dropped from 14th (Jun-17) to 26th (Sep-17) of 42 forces.

Although performance is not where we want it to be, confidence levels have improved over the longer term. The alliance has recently launched a confidence strategy and this is driving activity from which we expect to see improvements in this area. The strategy is available on the force website.



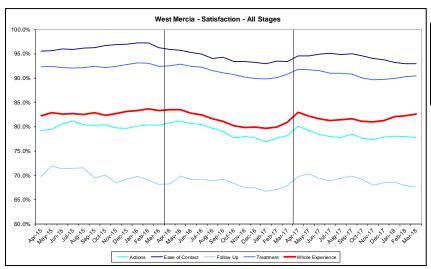
	Jur	1-17	Sep-17						
	%	Rank	%	Rank					
West Mercia	80.7%	4	77.5%	8					
MSG Average	81.6%		81.3%						

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

Victim Satisfaction

Signs of Improvement would be:

Improved satisfaction: across all four stages & whole experience



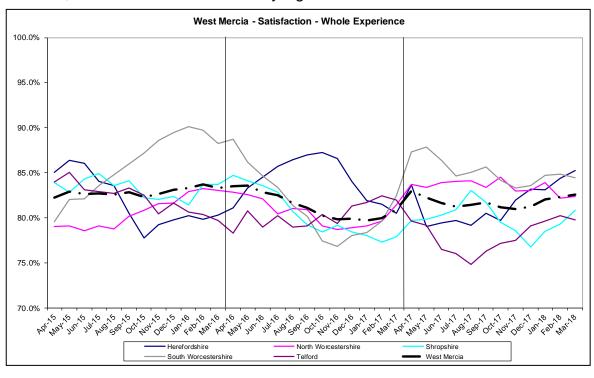
	Jan-18	Feb-18	Mar-18
Herefordshire	83.1%	84.3%	85.2%
North Worcestershire	83.9%	82.2%	82.3%
Shropshire	78.5%	79.3%	80.8%
South Worcestershire	84.0%	84.8%	84.4%
Telford & Wrekin	79.6%	80.2%	79.8%
West Mercia	82.1%	82.3%	82.6%

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. However there has been some small incremental improvements over the quarter in Herefordshire and Shropshire. Performance across each measured stage of satisfaction remains static. This will be a focus of discussion at the Performance Management Group meeting in April where policing area commanders will provide an update on their plans for the next performance year.

From February all policing areas have adopted the Integrated Victim Management process and it is expected that this will lead to an improvement in satisfaction. This will be monitored closely and will be reviewed through the quarterly review process and in the monthly performance reports.

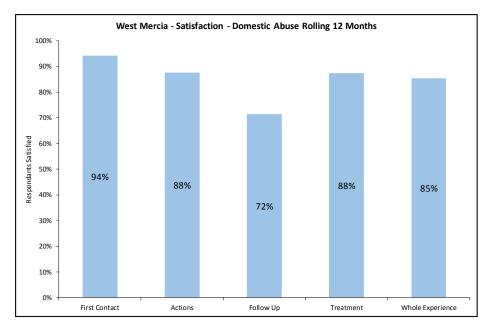
The following chart should be used to indicate longer term trends rather than month on month variation, which is often not statistically significant.



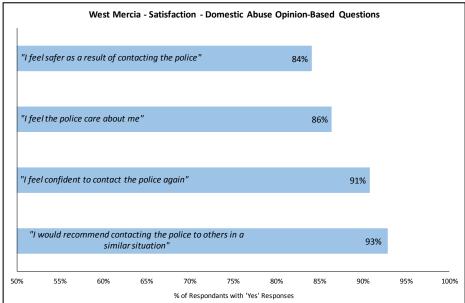
Domestic Abuse

The domestic abuse satisfaction survey aims to gain a better understanding of how police actions affect the victim's experience. As well as measuring the five stages of satisfaction a series of opinion-based closed questions are also included in the survey.

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



	Respondents	Satisfied
First Contact	532	501
Actions	531	465
Follow Up	520	372
Treatment	594	520
Whole Experience	595	508



	Respondents	YES' Response
"I feel safer as a result of contacting the police"	535	450
"I feel the police care about me"	552	477
"I feel confident to contact the police again"	578	525
"I would recommend contacting the police to others in a similar situation"	528	486

Although further improvements can be made, the results of these surveys indicate that West Mercia staff provide a generally high level of service to victims of domestic abuse. However follow up continues to be an area where there is most scope for improvement. In conjunction with the wider approach to victim satisfaction, policing areas need to continue to drive improvements in this area. ASI will ensure the specific survey feedback narrative is supplied to policing areas so activity can be focused accordingly.

Repeat Victims

Signs of Improvement would be:

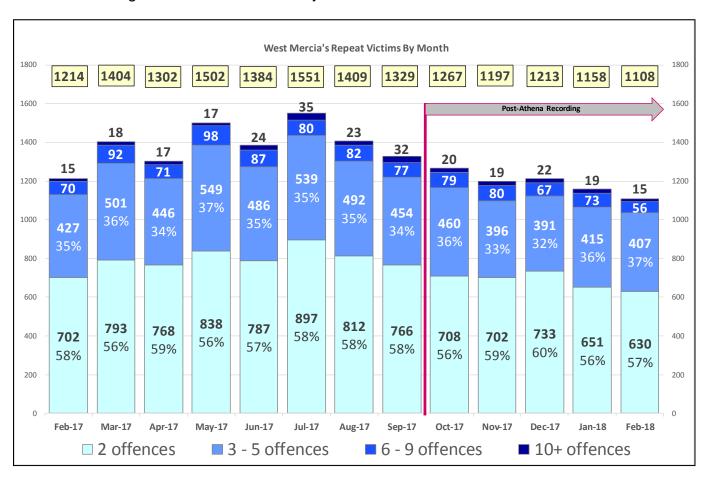
- Reduction in repeat victims and offenders
- Improved IOM processes

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 Victimisation

The introduction of ATHENA has meant a change of process and modelling of repeat victims. This means that the data post October may not be directly comparable to previous months.

One issue that highlights this incompatibility is the delay in the time taken to link victim information to a recorded offence. Due to this time delay, it means that repeat victim analysis is more accurate when carried out towards the middle/end of the month as the volumes of victims/ repeat victims increases substantially. Going forward, reporting will concentrate on the previous month's data to give a more accurate analysis.

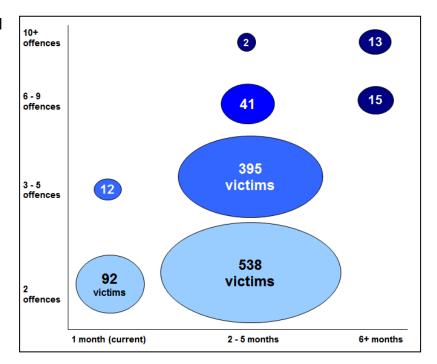


In February, 28% (1,108) of all victims were repeat victims (subject to at least one further offence in the last 12 months). This is a volume decrease from January (1,158) but an increase in the repeat rate from the previous month (26%).

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

15 individuals have been a victim of 10+ offences, representing 179 offences in total.

- 4 in Telford & Wrekin
- 4 in North Worcestershire
- 3 in Herefordshire
- 3 in South Worcestershire
- 1 across more than 2 policing areas



Despite reporting on the previous month's data for performance purposes, we do continue to monitor volumes and proportions of repeat victims and make nominal level data available to local policing colleagues as soon as the data is available mid-month.

Going forward, this data will be presented to the newly created Integrated Victim Management team to help them focus their activity on breaking the cycle of repeat victimisation for those most vulnerable individuals.

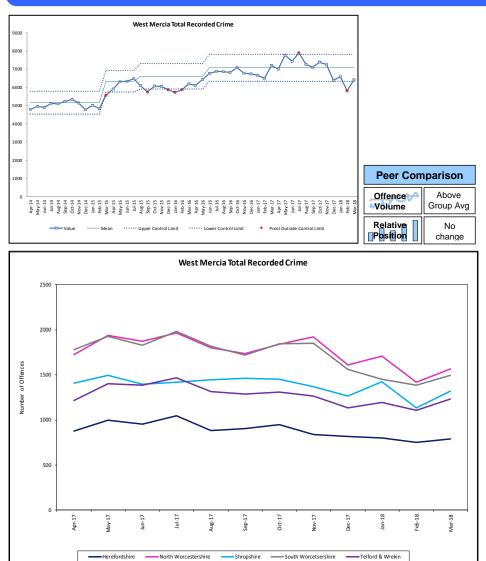
Over the next few months ASI will be working with the team to develop a performance framework to monitor how policing area activity is having an impact on repeat victim trends and cohorts. This will attempt to track the most prolific repeat victims and assess whether our activity and intervention is having a positive impact on their situation.

Building a More Secure West Mercia

Total Recorded Crime

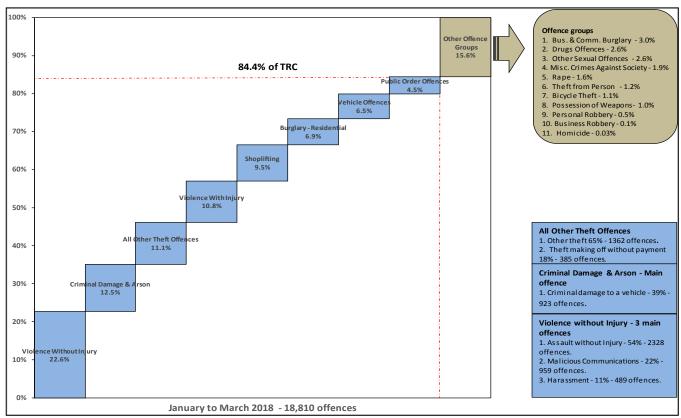
Signs of Improvement would be:

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

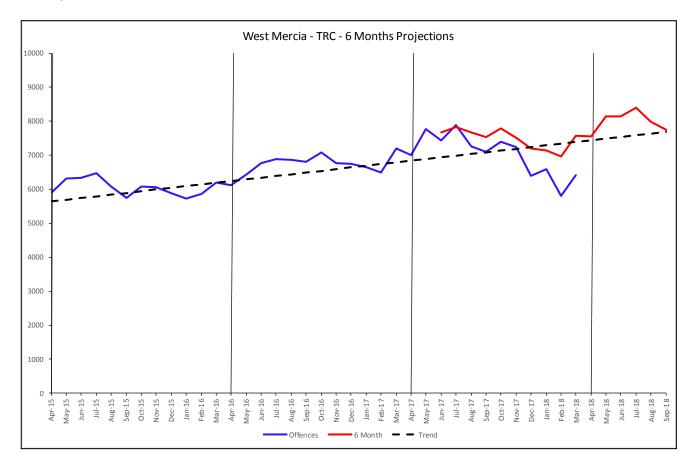


18,810 offences were recorded across West Mercia last quarter. This is a decrease compared to the previous quarter (21,028) and is below the quarter average (21,070). Volumes reflect a fairly seasonal pattern of recorded crime, with the lowest volumes being recorded in the winter months and increased volumes being recorded in the spring/summer. The decrease seen this year is more pronounced than in previous years as it follows the increased volumes recorded earlier in the year. The exceptional low volumes in February was considered in the February report. Although we have seen reduced volumes of recorded crime since the introduction of ATHENA in October, there was no evidence of crime recording issues in February.

The following chart shows the breakdown of total crime. Compared to the previous quarter we have seen proportion decreases in a number of crime groups including acquisitive crime types, where we have targeted reduction activity (i.e. criminal damage, residential burglary, shoplifting and vehicle offences).



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



A&SI continue to share projection data for key crime types with policing area commanders on a monthly basis. This is intended to help inform the policing plans and, in turn, ensure the most effective deployment of resources across the force area to reduce and prevent crime.

Earlier in the year the force set an ambition for year-end recorded crime volumes to be less than 8% above those recorded in 2016/17. There was a clear directive that this should be achieved principally by reducing volumes of acquisitive crime, including burglary and vehicle offences. Alongside this we have continued to encourage victims of high harm offences (including domestic abuse and sexual offences) to report crime to the police.

Volumes of recorded crime for 2017/18 were in fact 5% higher than in 2016/17. Comparative national and MSG data is not yet available, however data from February suggests a national and MSG increase of about 10-12%.

The following table shows the percentage change in recorded crime from 2016/17 to 2017/18. This is only a binary, year on year comparison and therefore does not show the wider context behind any notable changes.

	WEST MERCIA	Herefordshire	North Worcestershire	Shropshire	South Worcestershire	Telford & Wrekin	
Total Recorded Crime	5%	2%	8%	11%	-2%	4%	
Violence with Injury	-2%	-6%	-8%	2%	0%	2%	
Violence without Injury	10%	10%	11%	12%	8%	8%	
Rape	12%	16%	7%	26%	-1%	10%	
Other Sexual Offences	12%	7%	6%	21%	11%	8%	
Robbery	-5%	18%	-24%	-17%	3%	15%	
Residential Burglary (dwell only)	6%	-2%	6%	19%	-14%	33%	
Business & Community (incl non dwell)	-9%	-5%	-4%	-1%	-21%	-14%	
Vehicle Offences	6%	-15%	15%	28%	-8%	-3%	
Theft from Person	18%	35%	25%	-8%	31%	-7%	
Bicycle Theft	7%	-11%	37%	6%	7%	-4%	
Shoplifting	9%	17%	18%	26%	-3%	-1%	
Other Theft	5%	-4%	14%	13%	-1%	-4%	
Criminal Damage & Arson	5%	1%	14%	7%	-5%	6%	
Other Crimes Against Society	2%	2%	2%	5%	-5%	8%	
ASB	2%	1%	0%	9%	2%	-4%	

As we go into the 2018/19 performance year we will be considering projections for the year and the potential impact of local and national campaigns and strategies, including the recently published Serious Violence Strategy.

Policing Area Comparison by Crime Type

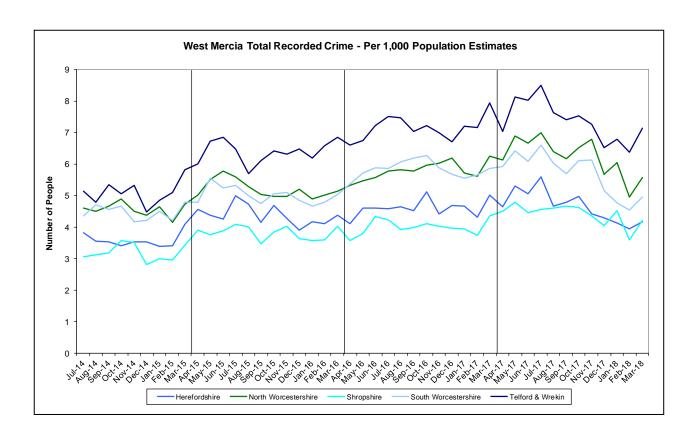
The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing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

		West N	Mercia			Herefor	rdshire	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	2048	2527	11%	1.63	272	323	12%	1.44	451	574	10%	1.60	449	503	12%	1.43	445	594	10%	1.48	431	533	12%	2.49
Violence Without Injury	4254	4526	23%	3.38	546	596	23%	2.88	1005	1070	21%	3.57	867	904	22%	2.77	973	1077	22%	3.23	863	880	24%	4.99
Rape	288	294	2%	0.23	32	39	1%	0.17	63	67	1%	0.22	60	56	2%	0.19	76	73	2%	0.25	57	60	2%	0.33
Other Sexual Offences	480	567	3%	0.38	69	82	3%	0.36	97	118	2%	0.34	118	120	3%	0.38	91	133	2%	0.30	105	114	3%	0.61
Business Robbery	23	16	0%	0.02	2	1	0%	0.01	7	6	0%	0.02	6	3	0%	0.02	4	3	0%	0.01	4	4	0%	0.02
Personal Robbery	98	121	1%	0.08	13	12	1%	0.07	28	32	1%	0.10	10	15	0%	0.03	26	33	1%	0.09	21	30	1%	0.12
Vehicle Offences	1227	1499	7%	0.97	93	115	4%	0.49	441	534	9%	1.57	265	284	7%	0.85	259	347	6%	0.86	169	220	5%	0.98
Theft from Person	218	200	1%	0.17	44	28	2%	0.23	57	54	1%	0.20	35	30	1%	0.11	63	65	1%	0.21	19	23	1%	0.11
Bicycle Theft	202	289	1%	0.16	37	47	2%	0.20	37	57	1%	0.13	32	55	1%	0.10	57	93	1%	0.19	39	38	1%	0.23
Shoplifting	1783	1856	9%	1.42	160	170	7%	0.85	518	488	11%	1.84	353	333	9%	1.13	408	514	9%	1.35	344	350	10%	1.99
All Other Theft Offences	2084	2292	11%	1.66	256	303	11%	1.35	482	563	10%	1.71	485	503	13%	1.55	497	545	11%	1.65	364	379	10%	2.10
Criminal Damage & Arson	2350	2631	12%	1.87	303	342	13%	1.60	554	638	12%	1.97	458	536	12%	1.46	558	642	13%	1.85	477	474	13%	2.76
Other Crimes Against Society	1882	2247	10%	1.50	304	356	13%	1.61	448	531	10%	1.59	323	387	8%	1.03	464	589	11%	1.54	343	384	10%	1.98
Burglary - Business & Comm	1118	1193	6%	2.17	142	158	6%	1.81	278	296	6%	2.40	273	280	7%	2.10	259	278	6%	2.09	166	181	5%	2.49
Burglary - Residential (dwelling	749	815	4%	1.46	79	84	3%	1.01	236	251	5%	2.03	145	142	4%	1.12	152	177	4%	1.23	137	162	4%	2.06
Total Recorded Crime	18810	21075		14.94	2354	2655		12.43	4704	5278		16.70	3879	4149		12.38	4332	5163		14.37	3541	3832		20.47

Data is based on ONS mid-2016 population estimates

This table shows where policing areas are outliers in terms of volume of crime per 1,000 of population. Project Vesta in Telford & Wrekin was introduced to better understand the local issues and demand pressures in this area. Telford has seen a reduction in recorded crime in a number of target areas, most specifically violent crime.

North Worcestershire is also highlighted as an outlier for vehicle and residential burglary (dwelling) offences. This has been recognised by the command team and the implementation of a comprehensive action plan has led to reduction in recorded crime in these areas.



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)
- 'other'*
- '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.

Traditionally we would report on the latest completed quarter, however having extracted this data we have concerns over its quality and accuracy and have therefore taken the decision not to include it here.

Prior to the introduction of ATHENA in October 2017 we were already seeing a reduction in the proportion of offences outcomed as 'action taken' and, within the 3 month time period, an increasing proportion of those not yet outcomed.

Since the launch of ATHENA the data is showing a further and more pronounced drop in the action taken rate and an increase in those offences not outcomed in the 3 months. Also, there is a trend for offences to take longer to be assigned an outcome.

We are therefore doing some further investigation to understand what may be driving this change. Initial analysis suggests this may be linked to a number factors, including:

<u>Administration</u>: the QA & linking process in ATHENA means it takes longer to process an investigation therefore there may be an increased number of offences classed as not yet outcomed as they have not been through this administrative finalisation process.

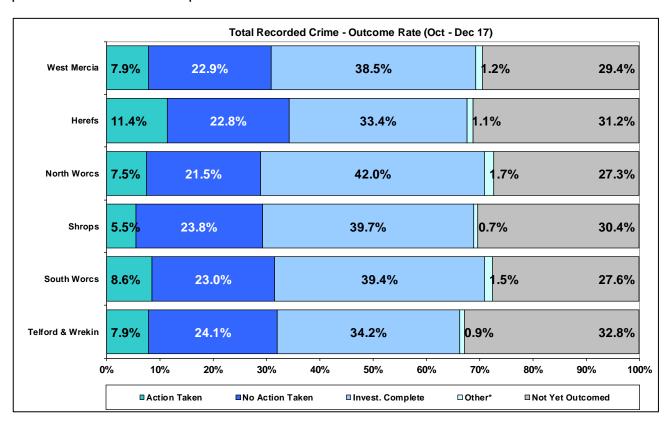
<u>Investigation</u>: Operational demand continues to increase which, along with the additional time taken to record crime in ATHENA as the system embeds, may influence the time it is taking to assign an outcome.

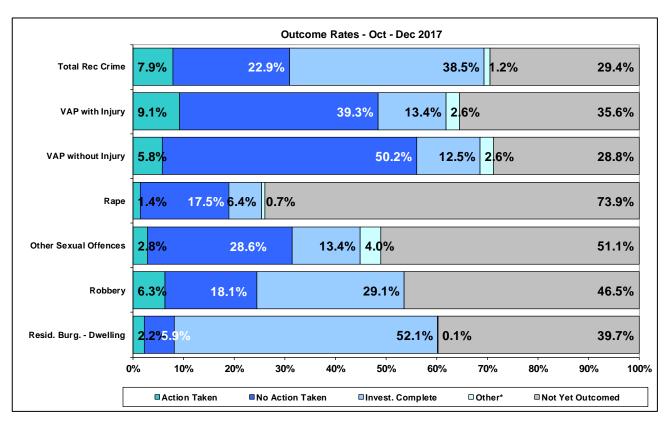
<u>Process</u>: Over the last 12 months a number of investigation processes have changed, including the introduction of 'released under investigation' (to replace bail processes) and the increased use of postal requisition orders. Again, these may be influencing factors in these trends.

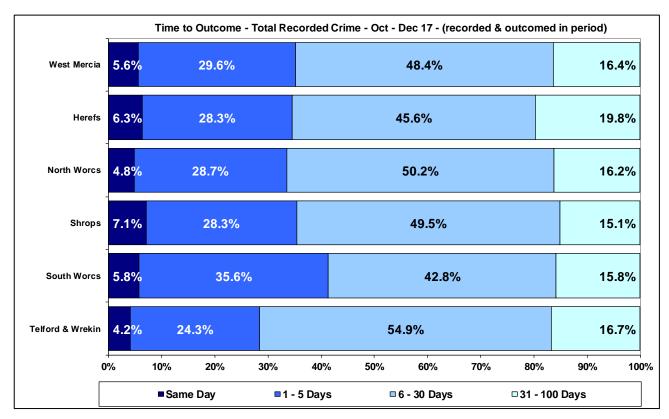
We will provide a more comprehensive report on outcomes when we are more confident on what is driving the change.

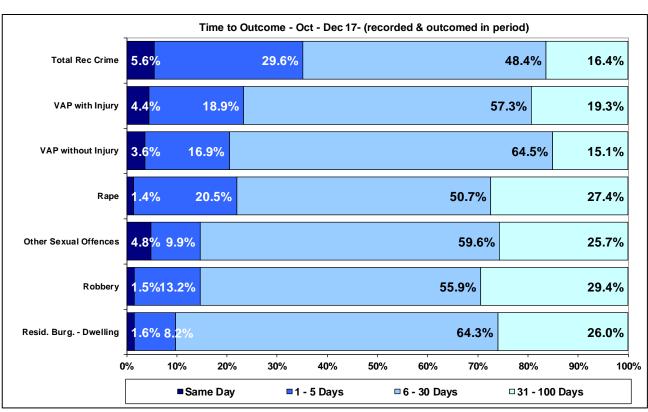
^{* &#}x27;Other' outcome category includes: 'further investigation not in the public interest' and 'transferred to external agency'

In the meantime, the data below identifies outcome rates for offences recorded and outcomed in the period Oct - Dec 2017. This data is likely to be influenced by the factors listed above, but it provides an indication of performance.





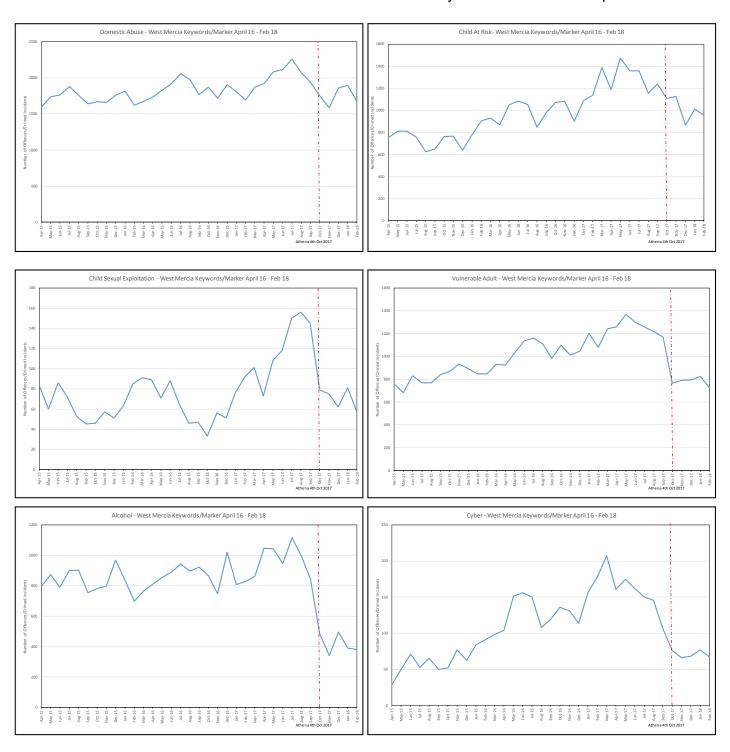




Vulnerability Factors

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.

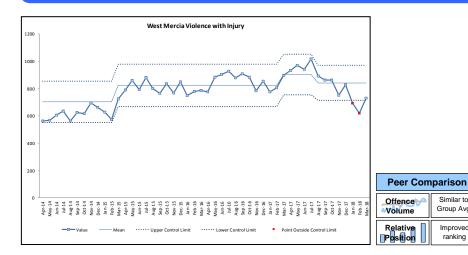
The following charts show the trends in the application of the keywords. Following an initial notable drop in October it would appear that use of the keywords has stabilised, albeit at reduced levels compared to previous months. The Athena Programme Team need to consider what further action can now be taken to ensure the use of keywords continue to improve.

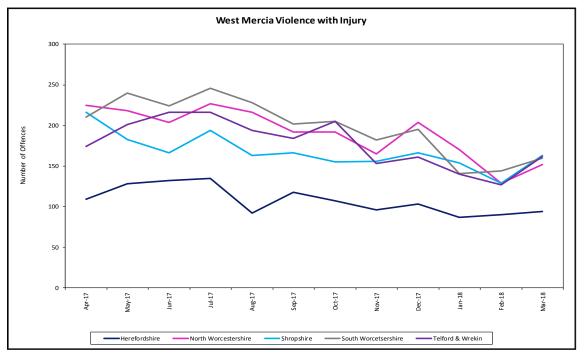


Violence with Injury³

Signs of Improvement would be:

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

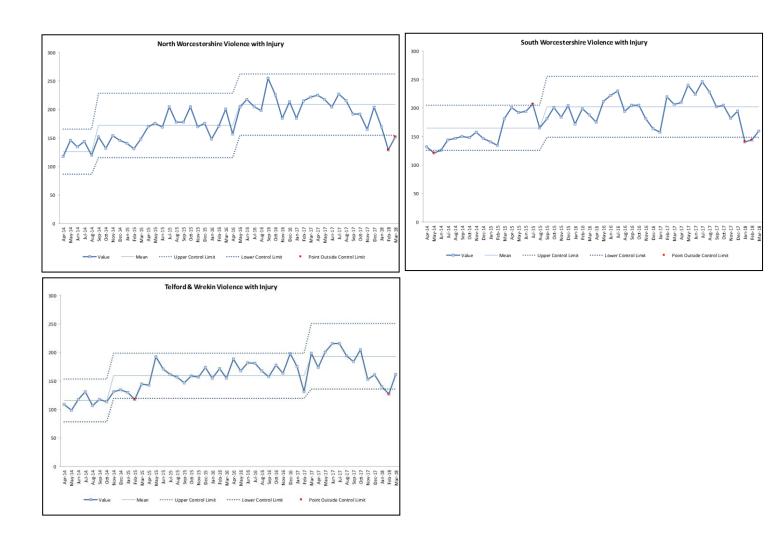




2,042 violence with injury offences were recorded last quarter, a 16% decrease compared to the previous quarter (2,445) and below the quarter average (2,527). Exceptional low volumes were recorded across West Mercia in January and February. Reduced volumes were seen across all policing areas compared to the previous quarter.

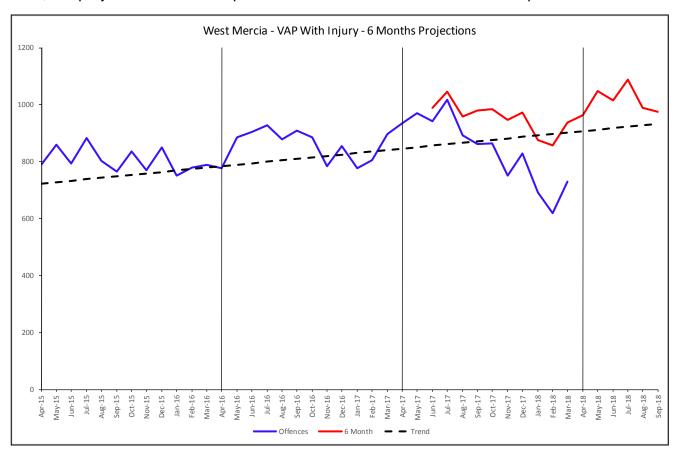
The decrease this quarter was driven by exceptionally low volumes across North Worcestershire and South Worcestershire and Telford & Wrekin, most notably in assault with injury offences.

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



Whilst the lower volumes seen over the past few months reflect seasonal trends of decreased reporting in winter months, levels are significantly lower than in previous years. An initial analysis of data recording appeared to show no process issues in this area, suggesting that this was a genuine decrease in offending. Subsequently the alliance has undertaken a more comprehensive audit of crime recording, the results of which will be available shortly.

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.

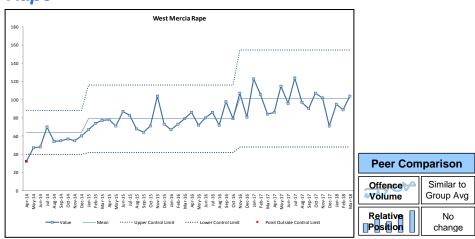


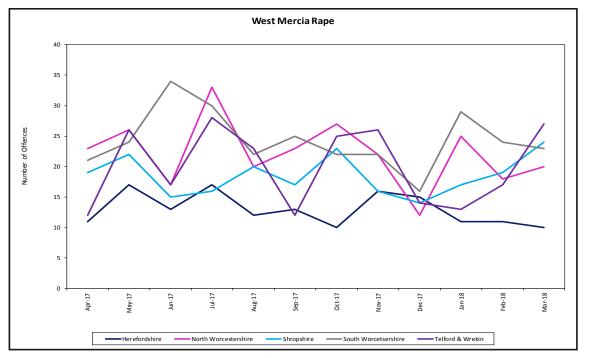
Sexual Offences

Signs of Improvement would be:

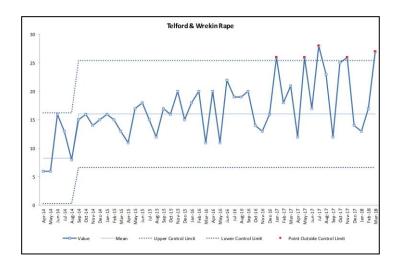
- Wider opportunities for victims to report offences
- Investigation of offences meeting victim expectations

Rape

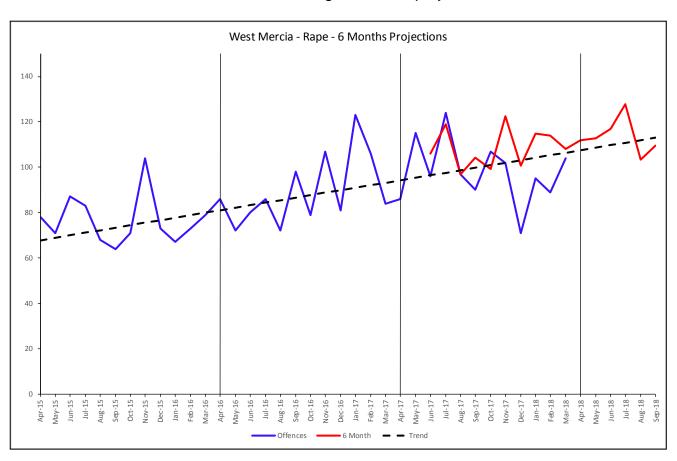




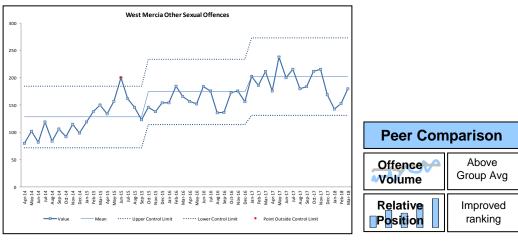
288 rape offences were reported to the police last quarter. This is a 3% increase compared to the previous quarter (280) but below the quarter average (294). Volumes across all policing areas have been within expected levels throughout the quarter, with the exception Telford & Wrekin. The increased volumes here in March are driven by an increase in historical offences committed more than 5yrs ago.

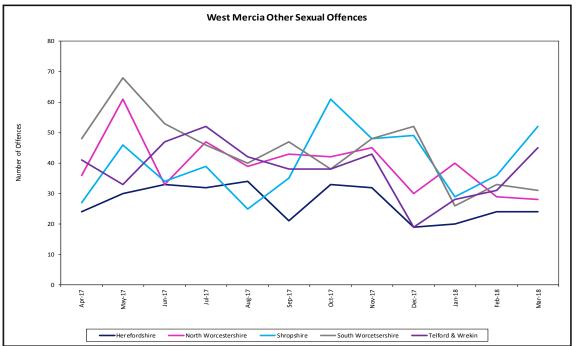


The following chart provides a medium (6 month) projection for rape offences. Following the increase in volumes in March, the projection indicates a continued increase in the next quarter. We will continue to monitor actual volumes against these projections.



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.

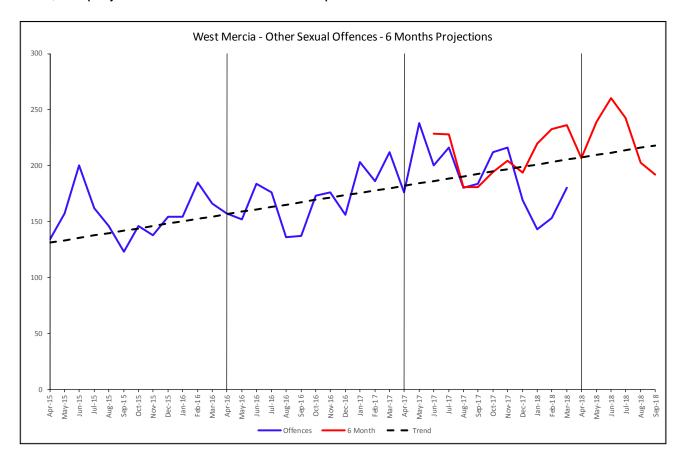
476 other sexual offences were reported to the police last quarter. This is a 20% reduction compared to the previous quarter (597) and is below to the quarter average (567). Volumes across all policing areas have been within expected levels throughout the quarter.

Across West Mercia, 16% (34) of victims in February were repeat victims of another sexual offence⁴ in the last 12 months. This is an increase in both the number of repeat sexual offence victims (22) and the repeat rate (11%) from January. Nominal data of these victims is included in the data shared with the IVM team and policing area management teams.

23

⁴ This includes both rape and other sexual offences.

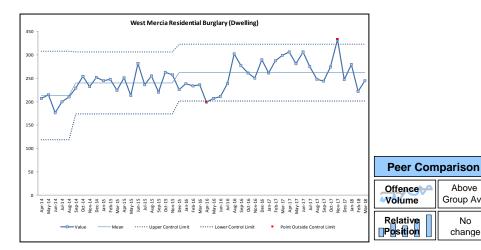
The following chart provides a medium (6 month) projection for other sexual offences. At force level, the projection indicates a continued upward trend.

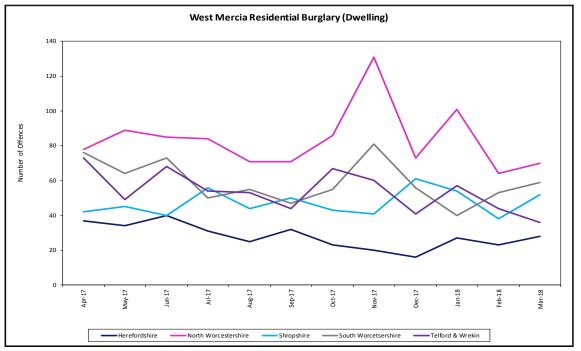


Residential Burglary - Dwelling

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.

Above

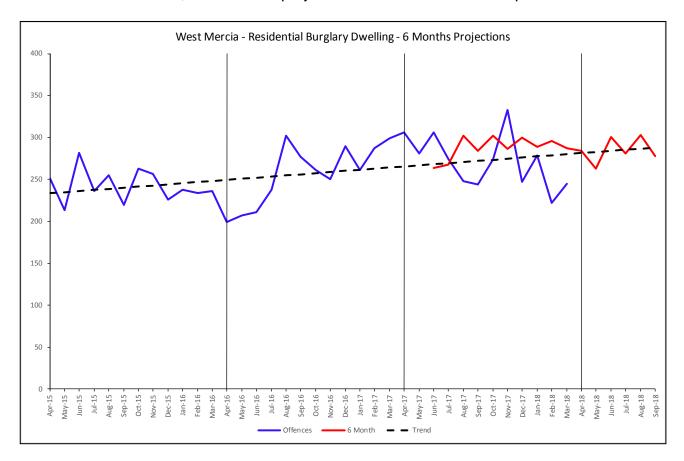
Group Avg

No change

746 residential burglary-dwelling offences were recorded in the last quarter. This is a 13% reduction compared to the previous quarter (854) and below the quarter average (815). The reduction of burglary dwelling offences has been the focus of the policing plans over recent months.

Volumes have remained within expected levels for all policing areas throughout the quarter.

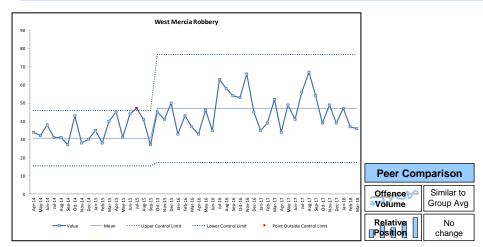
The following chart provides a medium (6 month) projection for residential burglary (dwelling) offences. At force level, volumes are projected to continue on a slow upward trend.

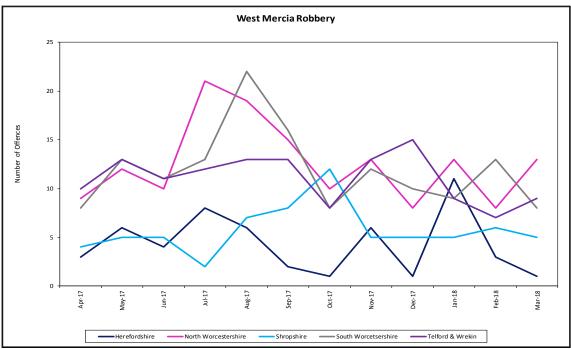


Robbery

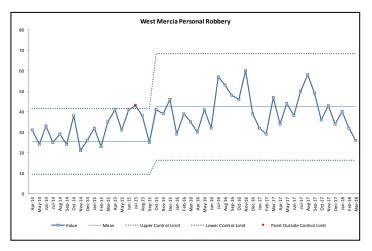
Signs of Improvement would be:

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





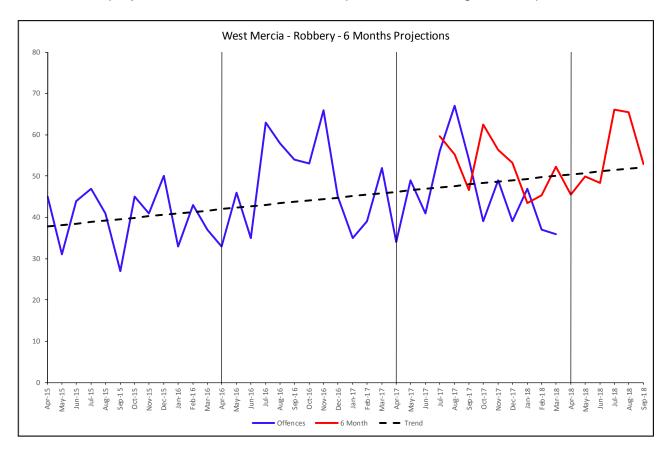
120 offences were recorded in the last quarter. This is a 6% reduction compared to the previous quarter (127) and below the quarter average (137). Volumes for all policing areas remain within expected levels.



Personal robbery is consistently the main component of robbery offences. Volumes of personal robbery have seen a 14% decrease this quarter (98) compared to the previous quarter (114).

The recently published Home Office Serious Violence Strategy will drive further work to support those individuals at greater propensity to become subjects and victims of robbery offences, especially young persons.

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.

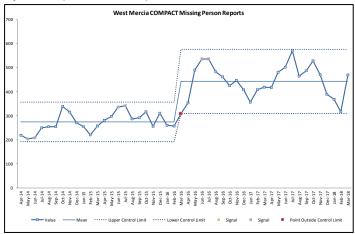


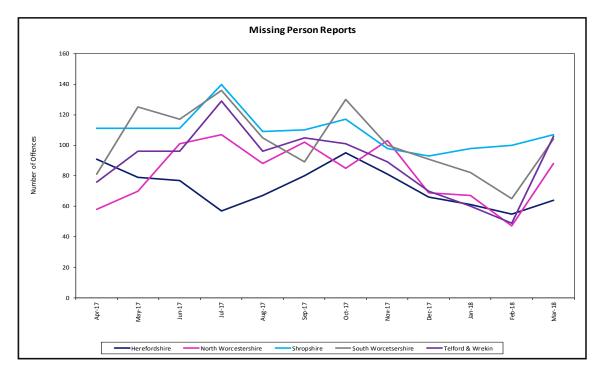
Missing Persons

Signs of Improvement would be:

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

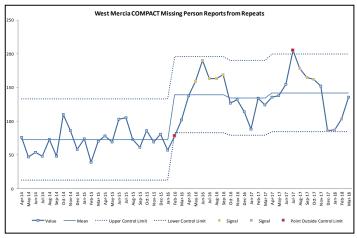
The figures discussed in this section relate to data recorded on the force missing persons system (COMPACT).



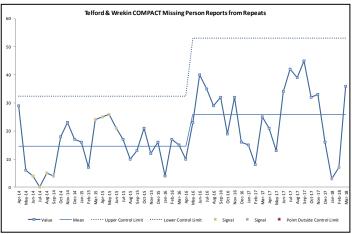


1,153 missing person reports were recorded in the last quarter. This is a 17% reduction compared with the previous quarter (1,388). Volumes follow a seasonal pattern with the lowest volumes typically recorded throughout the winter, as such, low volumes would be expected during this quarter. Reductions in volume have been seen across all policing areas. Herefordshire experienced a 26% reduction in missing person reports during the last quarter when compared with the previous quarter.

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

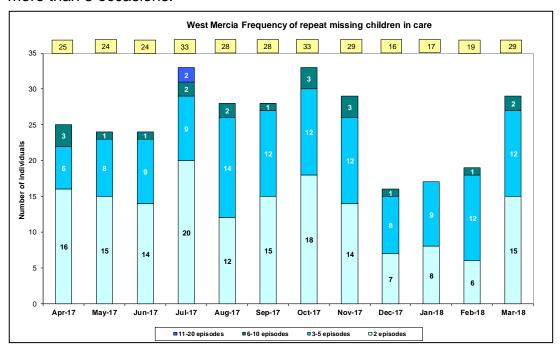


326 repeat reports were recorded in the last quarter, a 19% decrease compared with the previous quarter (400), with particularly low volumes recorded in January (87). Volumes are comparable to the same period last year (346).



Lower volumes of repeat reports were seen across all policing areas except Shropshire. Volumes across Telford & Wrekin (46) decreased by 43% compared with the previous quarter (81), and were notably low in January and February.

In the last quarter the number of repeat missing children in care has decreased compared with the previous quarter (65 vs 78). There has been a small reduction in individuals missing on more than 5 occasions.

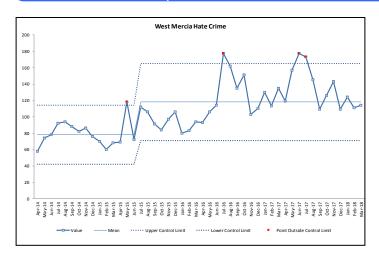


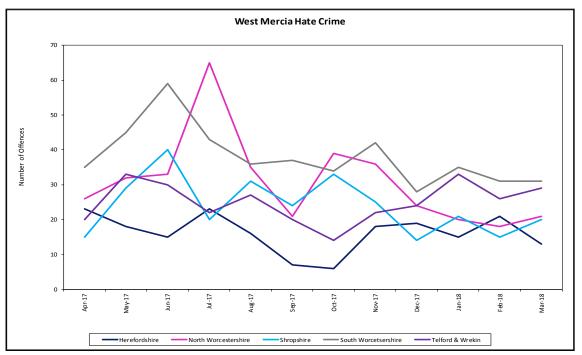
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. Any performance issues (unrelated to recording changes) are reported to the missing person co-ordinators and the force lead for missing persons for further investigation.

Hate Crime

Signs of Improvement would be:

- Increased reporting
- Sustained / improved victim satisfaction



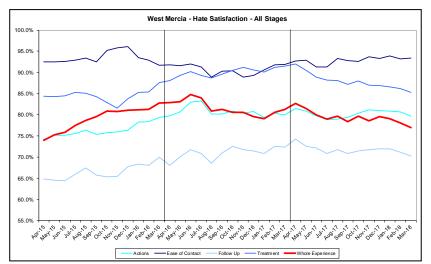


The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends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

349 offences/ incidents were recorded last quarter, an 8% reduction compared to the previous quarter (378) and below the quarter average (402). This has been driven by volume reductions across all the policing areas with the exception of Herefordshire and Telford & Wrekin.

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

Hate Crime Victim Satisfaction



	Jan-18	Feb-18	Mar-18
Herefordshire	69.8%	70.5%	67.4%
North Worcestershire	79.3%	76.9%	79.6%
Shropshire	80.7%	81.0%	80.7%
South Worcestershire	78.6%	76.2%	71.2%
Telford & Wrekin	84.5%	83.6%	84.5%
West Mercia	79.0%	78.1%	77.0%

As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low. This amounts to an average of 31 per month at force level and in some months there can be no surveys completed in some policing areas, particularly in Herefordshire where victim numbers are typically lowest. The data is 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, however the low sample size will still have some bearing on the results.

78% of hate crime victims were satisfied with their overall experience with the police last quarter⁵, comparable to the previous quarter (79%).

The static nature of hate crime satisfaction rates across the force remains an area of concern. Action plans have been produced for both Herefordshire and South Worcestershire. These were presented in the quarter review meetings and will be discussed in more detail at Performance Management Group later in April.

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

Domestic Abuse

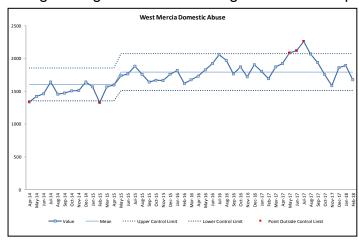
Signs of Improvement would be:

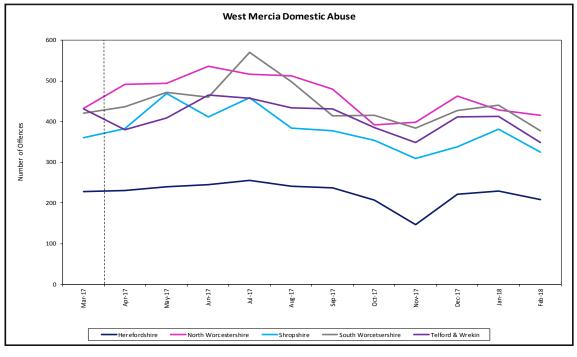
- Increased reporting, reflecting greater victim confidence
- Reduction in repeat domestic abuse victims

Domestic abuse offences are identified for analysis purposes through the application of appropriate keywords in the crime recording system. Since the introduction of ATHENA we have seen a decrease in the application of keywords, and therefore our automated reporting processes are unable to capture the full volume of these offences. It is anticipated that this situation will improve as the ATHENA processes continue to embed and officers are reminded of their importance.

The introduction of ATHENA has also led to a change in data processing whereby it can now be a number of days after the initial recording of the investigation when the application of keywords is quality assured. This means that the number of offences identified through the use of these keywords is likely to change throughout the month

Because of this we are reporting on the volume of domestic abuse offences based on February data to give a more accurate analysis. For reassurance, this delay in reporting for performance purposes does not mean that crimes are not being identified as domestic related or that safeguarding referrals are failing to be made to partners.





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.

1,676 domestic abuse offences & crimed incidents were recorded in February, a 10% reduction compared to the previous month (1,862) and below the monthly average (1,793). Reduced volumes were seen across all policing areas last month compared to the previous month.

Trends in domestic abuse volumes follow a seasonal pattern with generally lower volumes over winter months. The current data appears to indicate a recent improvement in the application of the keywords. The use of the domestic abuse markers/keywords has decreased by 3% comparing Oct to Feb to 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.

Issues surrounding the outcomes of domestic abuse offences, particularly around the use of outcome 16 will be a feature of the next Performance Management Group meeting in April. (Outcome 16 relates to: named suspect identified: evidential difficulties prevent further action; victim does not support police action).

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 in the process of DVPN data extraction. At the present time DVPNs cannot be broken down by policing area. Also the extraction and quality assurance cannot be completed in time for the publication of this report so the data provided will be a month behind.

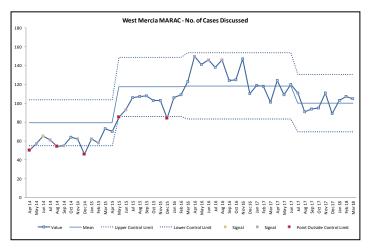
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
West Mercia	20	19	18	21	24	16	3	5	19	9	20

The introduction of ATHENA has meant a change of process for logging DVPN activity. Currently 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 run a number of training events focussing on both the use of DVPNs and how they should be recorded on force systems.

It is acknowledged that there are a number of other civil orders utilised in relation to Domestic Abuse, and we hope to report on these in future in order that a fuller picture of interventions can be achieved.

MARAC (Multi Agency Risk Assessment Conference) Awaiting data to update

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.



315 cases were discussed at WMP MARACs last quarter (101 repeat cases). This is an increase compared to the previous quarter (295) and comparable to the quarter average (315).

In the last quarter, following 8 consecutive months of below average volumes the monthly average has decreased from 118 to 100 number of cases discussed per month.

This was driven by reductions across Shropshire (23%) and North Worcestershire (5%) last quarter compared to the previous quarter.

Child at Risk / Child Sexual Exploitation

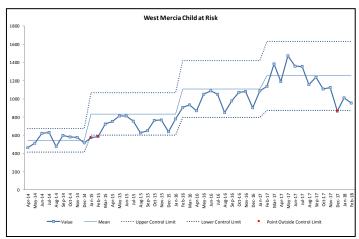
Signs of Improvement would be:

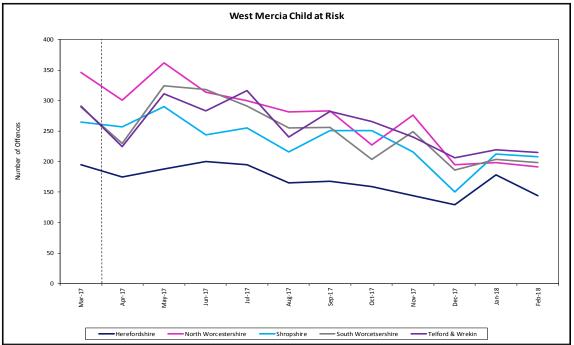
- Increased reporting, reflecting greater victim confidence
- Reduction in repeat victimisation

Child at Risk and Child Sexual Exploitation offences are identified for analysis purposes through the application of appropriate keywords in the crime recording system.

As noted earlier in this report, due to changes in data processing procedures, we are reporting on the volume of offences based on February data to give a more accurate analysis.

Child at Risk

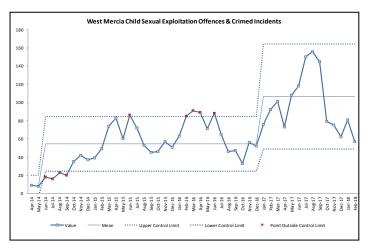




Child at Risk markers were applied to 956 offences/ incidents in February. This is a reduction compared to the previous month (1,011) and remains below the monthly average (1,253). The reduction was driven by volume decreases across all policing areas in February.

The use of the Child at Risk marker/keyword has increased by 4% comparing Oct to Feb to the same period last year.

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.

57 CSE offences/ incidents were recorded in February, a decrease compared to the previous month (81) and remaining below the monthly average (107). Volume reductions were seen across all policing areas with the exception of Telford & Wrekin. The use of the CSE marker/keyword increased notably earlier in 2017 (May to September) and then dropped following the introduction of ATHENA. The current data has been showing signs that the identification of these offences is starting to improve, however we are continuing to promote the importance of applying the keywords.

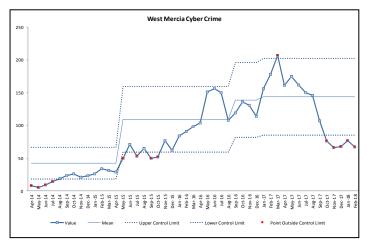
Cyber/ On-line Crime

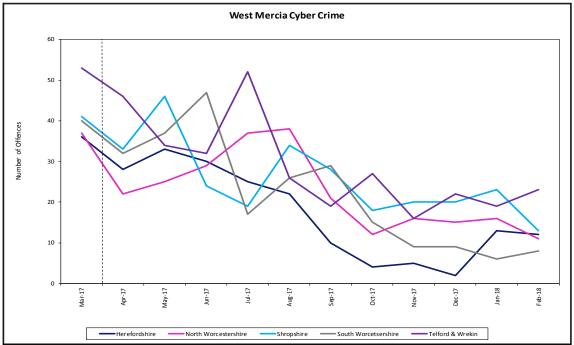
Signs of Improvement would be:

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.

Again, due to changes in data processing procedures, we are reporting on the volume of offences based on February data to give a more accurate analysis.





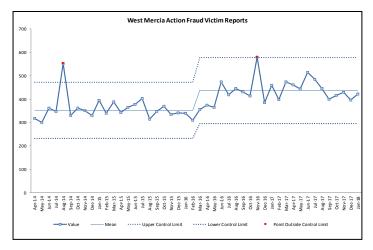
Only 67 offences were flagged as cyber crime in February. This is a reduction compared to the previous month (77) and volumes remain significantly below the monthly average (144). This is the 5th month that volumes have remained significantly below the monthly average.

We anticipate that this decrease is driven by the limited application of keywords in ATHENA. The use of the cyber/ online marker/keyword has decreased by over 49% post ATHENA when comparing Apr-17 to Sep 17 and Oct-17 to Mar-18.

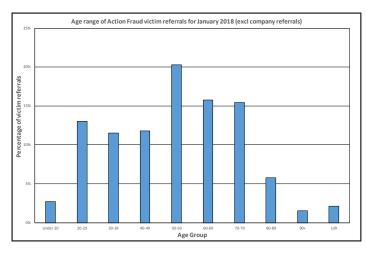
We will be working with the Information Management Unit and the ASI Audit team to ensure more accurate use of these keywords.

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.



421 Action Fraud victim reports (which exclude company referrals) were recorded in January 2018⁶. This is an increase compared to volumes seen in December 2018 (397) but below the monthly average (437).



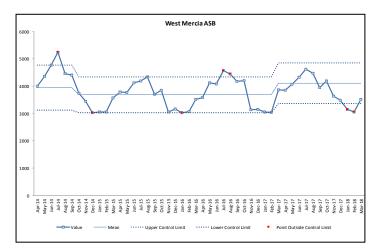
Victims aged 50+ accounted for the largest proportion of Action Fraud victim reports (59%) reported in January 2018.

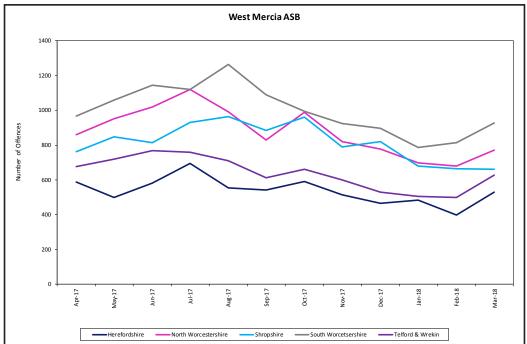
⁶ Data is only available to January 2018 due to the delay in receiving and processing the data from Action Fraud.

Anti-Social Behaviour

Signs of Improvement would be:

❖ Accurate reporting and risk assessing of ASB incidents



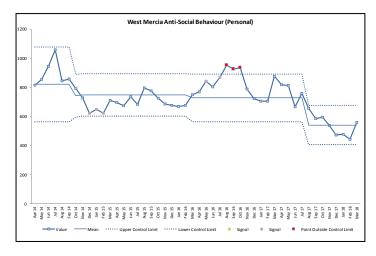


9,720 ASB incidents were recorded in the last quarter; a 14% reduction compared to the previous quarter (11,329) and below the quarter average (11,592). Exceptionally low volumes were seen across West Mercia in January & February. Reduced volumes were seen across all policing areas last quarter.

ASB is following the expected seasonal trend. The spring months are expected to show an increasing volume of incidents with volumes at their highest during the late spring/summer and with 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.

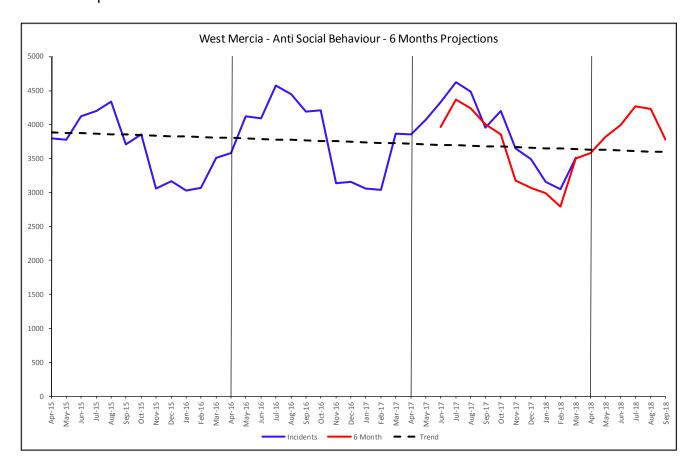
In the last quarter, 79% of all ASB incidents were nuisance, 15% personal and 6% environmental. This pattern was broadly similar to that seen in the previous quarter.



1,478 'personal' ASB incidents were recorded last quarter; an 8% reduction compared to the previous quarter (1,606) and below the quarter average (1,844).

In this quarter there have been 8 consecutive months when volumes have remained below the month average. The monthly average has subsequently decreased from 728 to 540 personal ASB incidents per month.

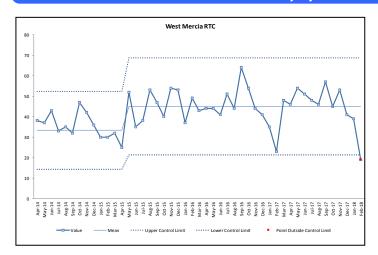
The following chart provides a medium (6 month) projection for ASB incidents. At force level, the recorded volumes are in line with our previous projection and are set to continue on a seasonal upward trend.

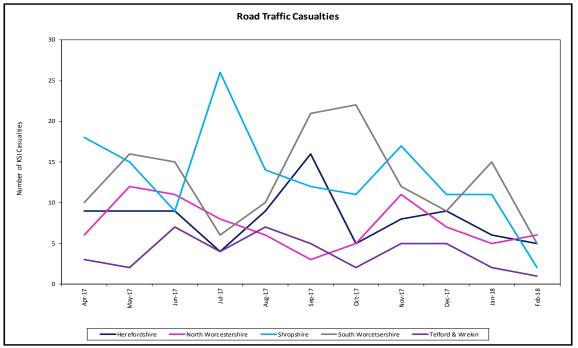


Road Traffic Casualties

Signs of Improvement would be:

Reduction in fatal and serious injury casualties





In the last quarter⁷ there were 9 road deaths. This included 5 drivers, 1 car passenger, 1 motor cycle rider and 2 pedestrians.

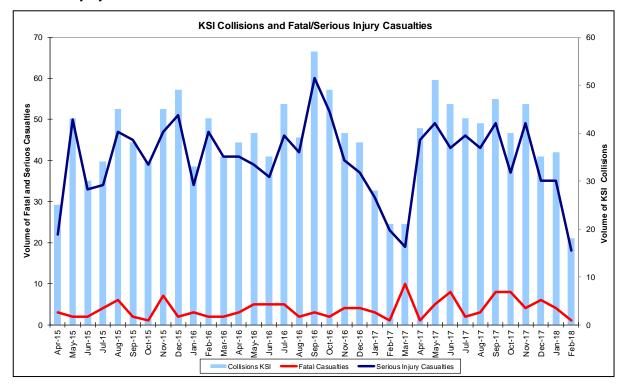
3 fatalities occurred in Herefordshire, 3 in South Worcestershire, 2 in Shropshire and 1 in North Worcestershire.

In the previous quarter report it was reported that the KSI monthly average had increased (45 to 49). However in the last quarter KSI volumes have been updated and this has led to a revision of the control chart and the monthly average has remained at 45.

In January & February over two thirds (70%) of all fatal and serious injury casualties were car drivers or passengers. 10% were on motorcycles, 10% were good vehicles and a further 5% were in pedal cyclists.

⁷ At the time of publication data regarding serious injury casualties in March 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 171 sites across West Mercia and 59,083 offences have been recorded from April 2017 to February 2018.

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.

Response Times to Emergency Incidents

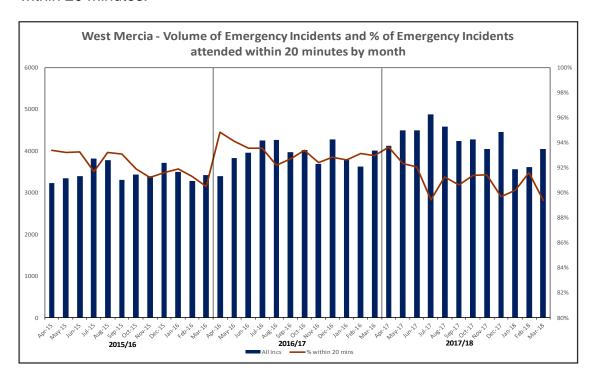
Signs of Improvement would be:

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

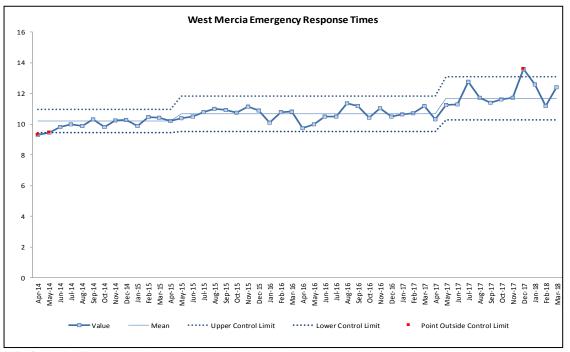
The alliance managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator,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

11,222 emergency incidents were recorded in the last quarter, a reduction of 12% compared to the previous quarter (12,783). Almost 9 out of 10 (89%) emergency incidents were attended within 20 minutes.



The current average response time for emergency incidents is 12 mins 25 seconds, an increase compared to the previous month and above the monthly average (11 mins 42 seconds).



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

A new operational policing framework has been introduced from April 2018 which will better align resources to demand. It is also designed to reduce demand on operational resources and we therefore anticipate improvements in response times once it is embedded.

Criminal Justice - File Quality

Signs of Improvement would be:

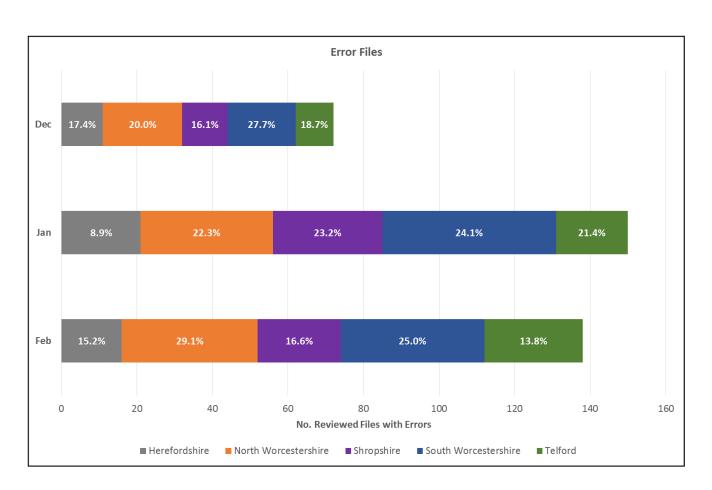
Improved performance against MSG forces

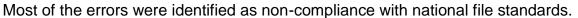
With the implementation of ATHENA, the case element has created some challenges in terms of file submission and quality. An overview of file quality performance will provided in quarterly performance reports going forward. In addition a stand alone CJ report will be published alongside this report, providing greater detail across performance measures.

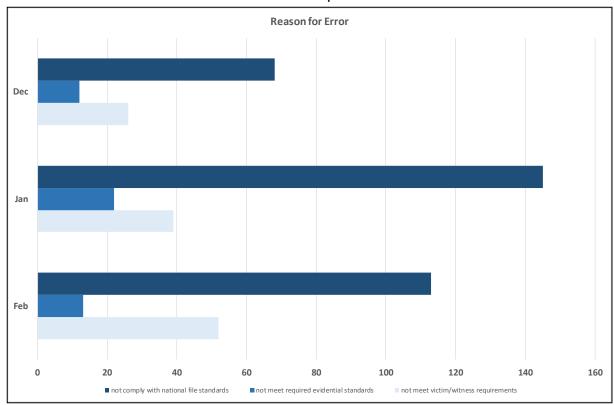
Case File Quality Assessment (CFQA)

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 that were reviewed by CPS which they deemed to have errors. In each month, the largest proportions were in North and South Worcestershire.







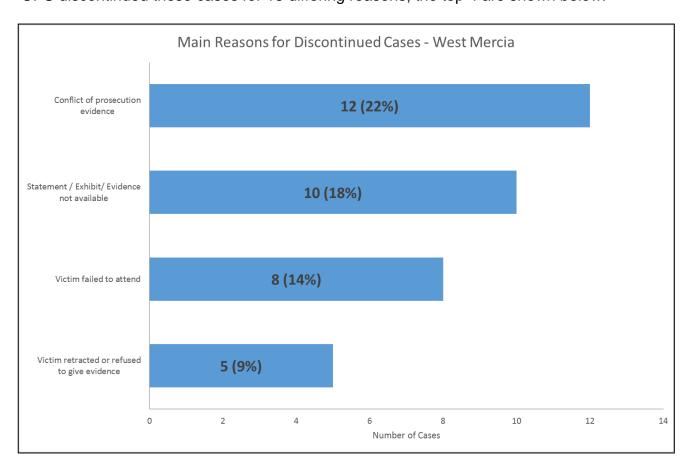
Discontinuance

The number of cases that are discontinued are monitored monthly by our local CPS Team, along with the reasons given as to why the case was discontinued.

In February 55 cases were discontinued across West Mercia. Over a third of these were from South Worcestershire.

	Cases discontinued	
	No.	%
Herefordshire	6	11%
North Worcestershire	16	29%
Shropshire	4	7%
South Worcestershire	19	34%
Telford & Wrekin	10	18%
West Mercia	55	

CPS discontinued these cases for 16 differing reasons, the top 4 are shown below.

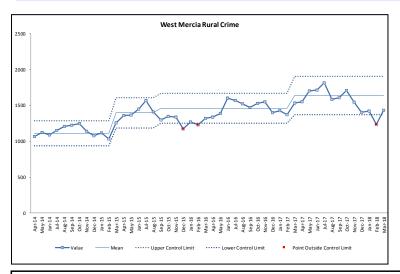


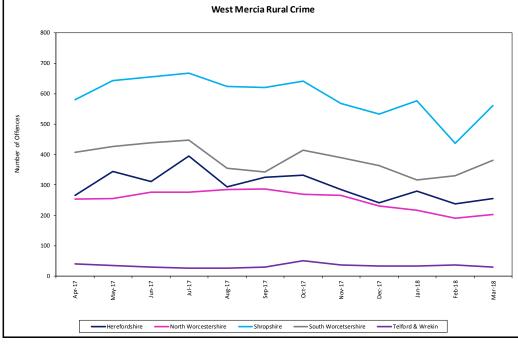
Reassuring West Mercia

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 location⁸.

4,086 offences were recorded across West Mercia last quarter. This is a 12% reduction on the previous quarter (4,656) and is lower than the quarter average (4,678). Reduced volumes were seen across all policing areas compared to the previous quarter.

Exceptional low volumes were recorded in February across West Mercia, following the pattern of total crime.

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

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

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:

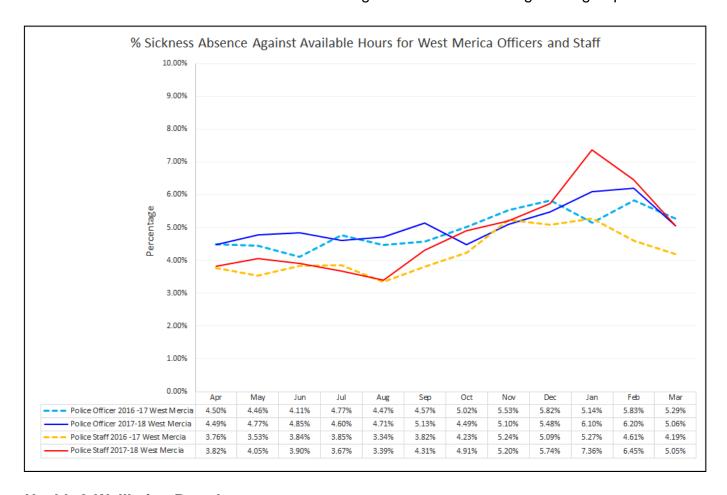
Improved staff wellbeing – improving levels of attendance

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

The average percentage of hours lost to sickness for Officers in March 2018 is 5.06%, which is a decrease from 6.20% in February 2018. For Staff, the average percentage of hours lost in March 2018 is 5.05% which is a decrease from 6.45% in February 2018.

The average percentage of hours lost to sickness for Officers in the last quarter is 5.79%, which is an increase on the previous quarter (5.02%) and the same quarter last year (5.42%). For Staff, average percentage of hours lost to sickness in the last quarter is 6.29%, which is an increase on the previous quarter (5.28%) and the same quarter last year (4.69%).

Sickness levels continue to be scrutinised through the workforce management group



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 April 2018.

Complaints

Signs of Improvement would be:

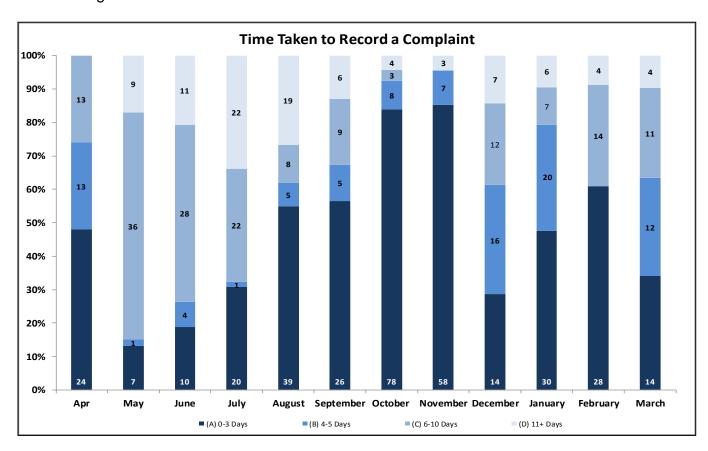
- Overall reduction in complaints
- Timeliness within national guidelines
- Reduction in severity of complaints
- Reduction of incivility

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for April 2017 to March 2018.

Timeliness to Record & Finalise

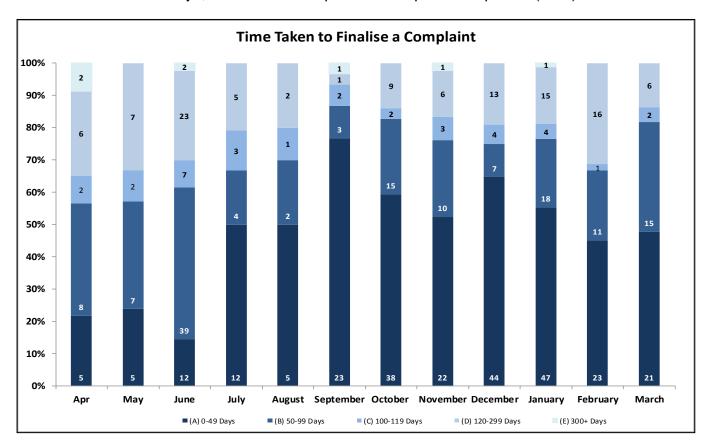
Due to previous performance issues identified in relation to the timeliness of recording complaints and finalisation of complaints, the below focuses on these two areas. The charts help to provide a greater understanding of the forces position and progress.

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 last quarter only 48% of complaints were recorded in 3 days, below the 80% aspiration. However 91% of complaints were recorded within the 10 day national target.



Having been aware of a fall in performance towards the end of 2017, the command team have actively addressed the issue. A number of challenges are being worked through including additional training and staff realignment. Performance has shown some improvement but there is more progress to be made.

The second national target is to finalise cases within 120 days. In the last quarter 79% of cases were finalised in 120 days, a decrease compared to the previous quarter (83%).



Call Handling

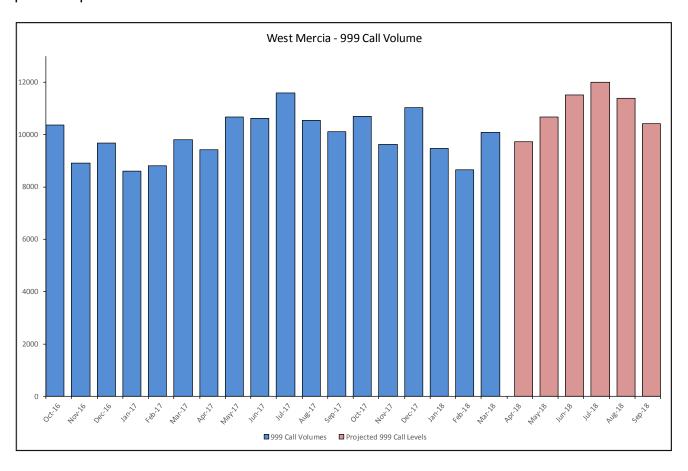
Signs of Improvement would be:

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

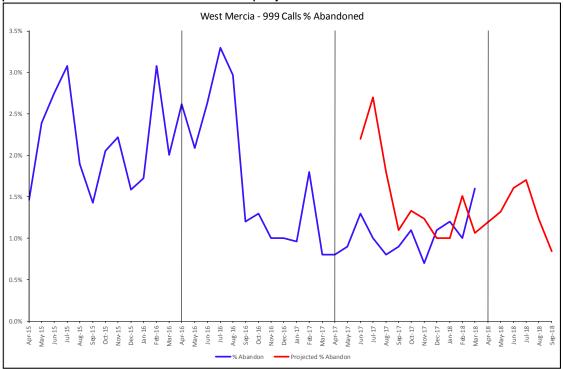
Calls on the 999 system

28,231 calls on the 999 system were received last quarter; a reduction compared to the previous quarter (31,333). The abandoned rate last quarter (1.3%) increased slightly when compared to the previous quarter (1.0%).

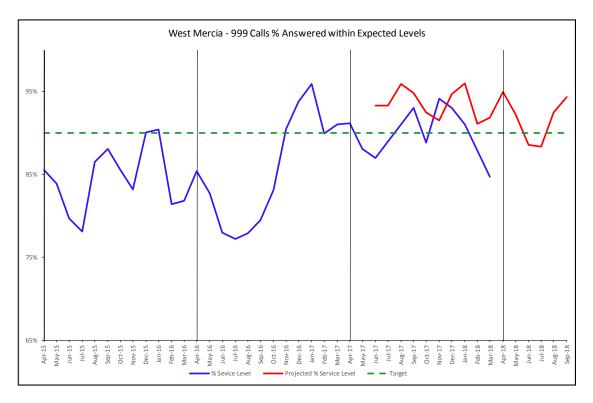
The following charts show the trend in call volumes and abandon rates, along with a 6 month projection of future performance. The projections (red bars or lines) are based entirely on previous performance and demand.



The abandon rate performance is now higher than the projected position. The goal is for OCC performance to be better than then projection data.



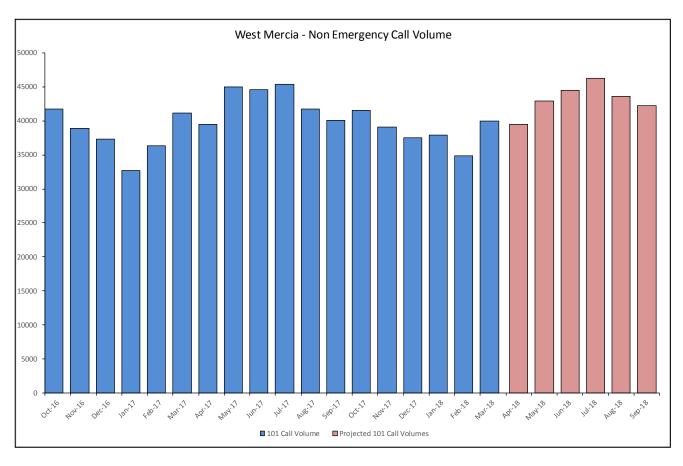
In terms of 999 calls answered within 10 seconds, the goal is for OCC performance to be better than the projection data. Performance throughout 2017/18 has been much improved on the previous year, albeit there have been a number of recent challenges that have created performance pressures, leading to a fall below the 90% minimum standard.



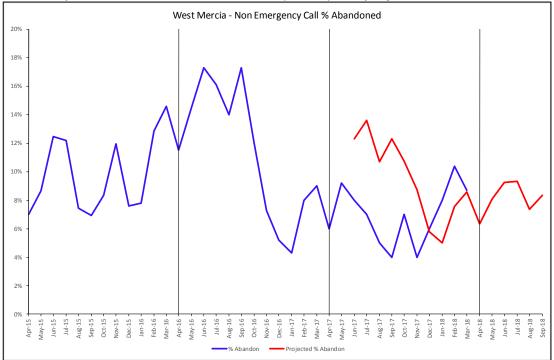
Non-Emergency Calls

112,761 non-emergency calls were received last quarter, a reduction compared to the previous quarter (118,083). The abandoned rate this quarter (9%) has increased comparable with the previous quarter (6%).

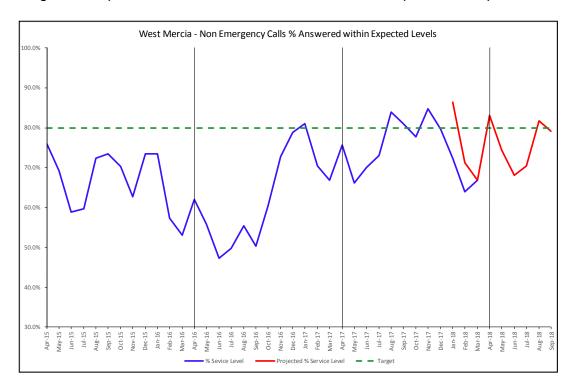
The following charts show the trend in call volumes and abandon rates, along with a 6 month projection of future performance. As with the 999 charts, the projections (red bars or lines) are based entirely on previous performance.



The abandon rate performance has increased and is above the projected standard. The goal is for OCC performance to be better than (below) the projection data.



The proportion of calls answered in 30 seconds has decreased in the last quarter compared to the previous quarter and has fallen below the expected standard (80%). However over the longer term, performance in 2017/18 remains much improved compared to the previous year.



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

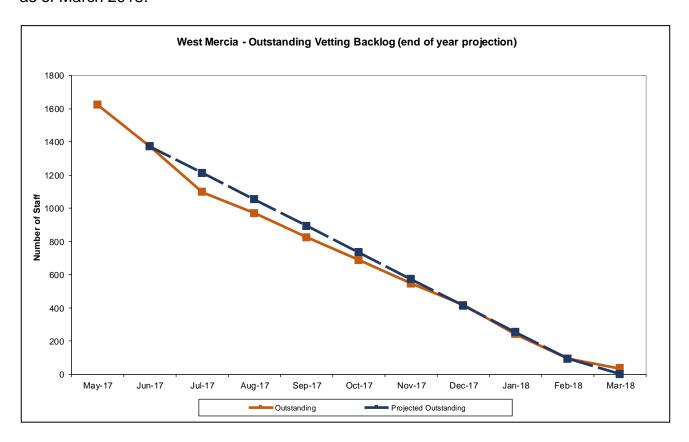
Personnel Vetting

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.

A projected was set in June 2017 which suggested the backlog would be cleared by end March 2018. This has been achieved - only approximately 35 personnel do not have up-to-date vetting as of March 2018.



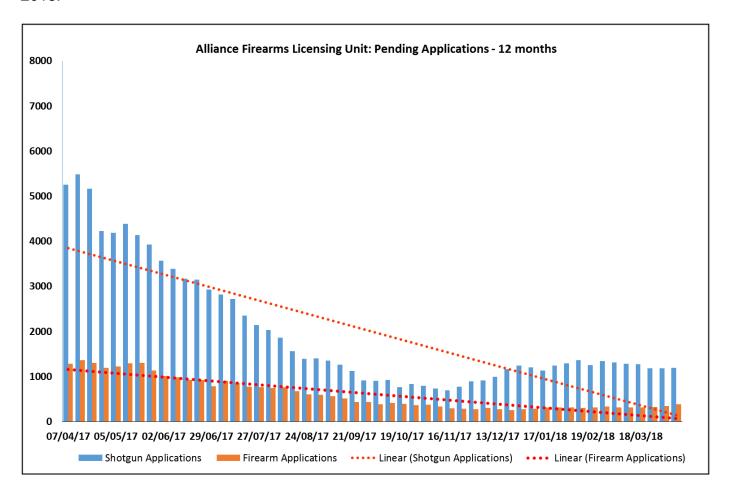
Firearms Licensing

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 indicates how the volume of pending applications (particularly in terms of shotgun applications) was brought to manageable levels during 2017 and is being maintained through 2018.



Work continues in addressing the long term issue of the 5 year license renewal cycle, with an aim to level out this demand. The Firearms Licensing IAG has been prominent in promoting this early renewal scheme and an article have featured in the British Association of Shooting and Conservation (BASC) magazine and other shooting publications.