



# Performance Summary

## DCC Blakeman

July - September 2018

URN: ASI/2018/157- Quarterly report – WMP September 18

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims &amp; Survivors First</b>				
Confidence	Quarter report	Reduction compared to the previous period and below the national average	Local confidence survey report circulated	4
Victim Satisfaction	Month & quarter	Overall satisfaction saw small decrease compared to the previous quarter.	Feedback received from independent consultant review of service	6
Repeat Victimisation	Month & quarter	Reduction in the volume of repeat victims	Trends will continue to be monitored	8
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	Increase on previous quarter	In-line with the expected seasonal trends.	10
Violence with Injury	Quarter unless exceptional	Comparable with the previous quarter	Volumes in expected range	17
Violence without Injury	Exceptional	Increase on previous quarter	Exceptional volumes except for Herefordshire	19
Sexual Offences – Rape	Month & quarter	Decrease on previous quarter	Exceptional volumes in Telford – driven by non-recent offences	21
Sexual Offences – Other	Month & quarter	Decrease on previous quarter	Volumes in expected range	23
Robbery	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	25
Residential Burglary – Dwelling	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	27
Theft from person	Exceptional	Increase on previous quarter	Exceptional volumes across Herefordshire, North Worcestershire and Telford & Wrekin.	29
Public Order	Exceptional	Increase on previous quarter	In-line with the expected seasonal trends.	32
Harassment	Exceptional	Increase on previous quarter	Exceptional volumes across most policing areas	34
Missing Persons Reports	Quarter unless exceptional	Decrease on previous quarter	Seasonally expected decrease	35
Hate Crime Hate Crime Satisfaction	Month & quarter	Decrease on previous quarter Hate Satisfaction stable	Volumes in expected range	36
Domestic Abuse	Quarter unless exceptional	Decrease on previous month	Exceptional volumes	38
Child at Risk /CSE	Month & quarter	CaR – Decrease on previous month  CSE – Increase on previous month	Volumes in expected range	40
Cyber Crime	Month & quarter	Decrease on previous month	Volumes in expected range	42
Anti-Social Behaviour	Quarter unless exceptional	Increase on previous quarter	ASB volumes are following the expected seasonal trend	44
Road Traffic Casualties	Quarter unless exceptional	17 road deaths in the quarter		46
Response Times to Emergency Incidents	Quarter unless exceptional	Increase in volume of emergency incidents compared to the previous quarter	Decrease in monthly average emergency response time	48
Criminal Justice – File Quality	Quarter report		More detailed CJ performance report available	50
<b>Reassuring West Mercia</b>				
Business Crime	Quarter unless exceptional	Decrease on the previous quarter		57
Rural Crime	Quarter unless exceptional	Increase on previous quarter	Trends reflect those of total recorded crime	58
<b>Reforming West Mercia</b>				
Sickness	Month & quarter	Increase in both Officer and Staff sickness rate compared to previous quarter	New Delivery Board convened	57
Complaints	Quarter report	Recording complaints below 80% aspirational target.		58
Call Handling	Month & quarter	Increase in call volumes; Abandoned rate for 999 and non 999 calls has decreased compared to the previous quarter		60

## 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 Champion, PCC Vision**



## Alliance Control Strategy 2018/19

Strategic Policing Requirement

Terrorism

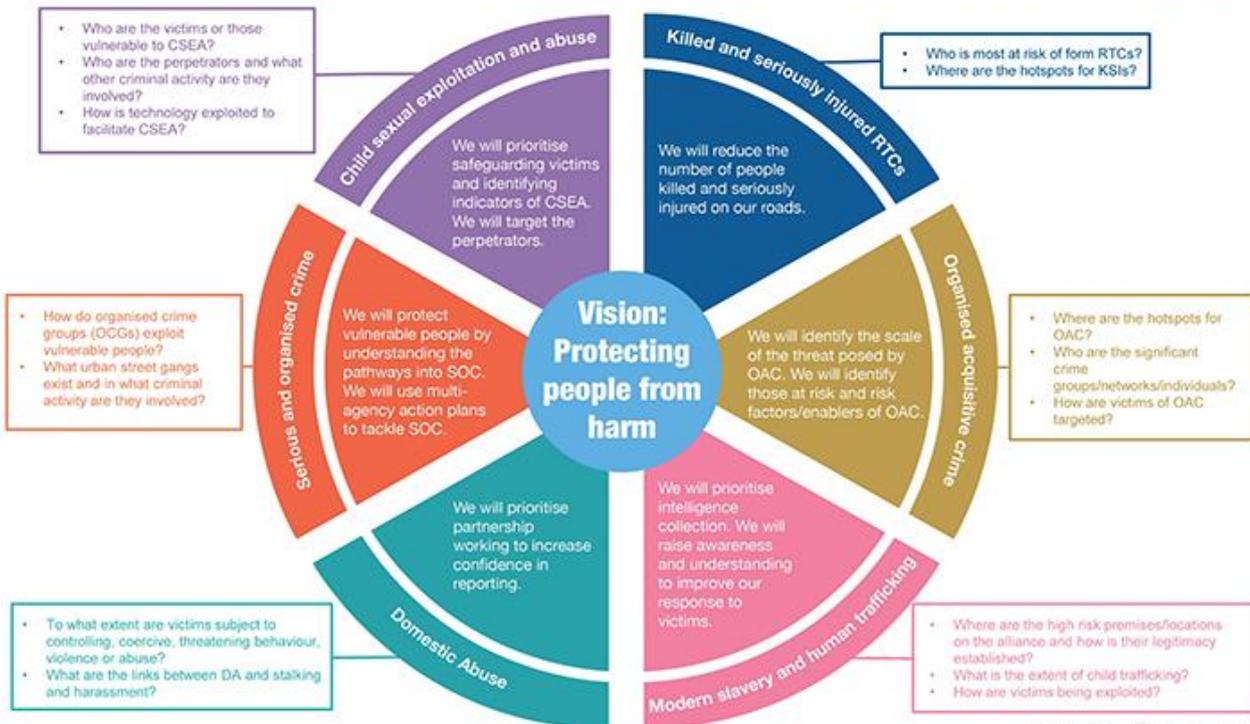
Serious and organised crime

Cyber crime

Threats to public order

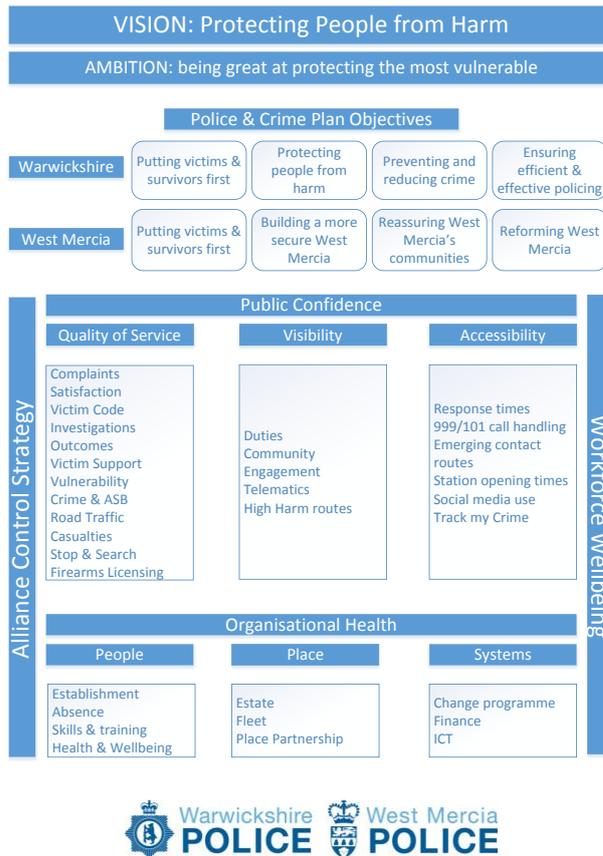
Civil emergencies

Child sexual exploitation and abuse



Review date – September 2018

## Alliance Performance Framework

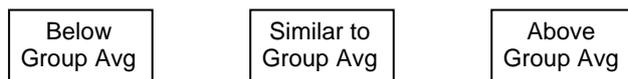


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers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

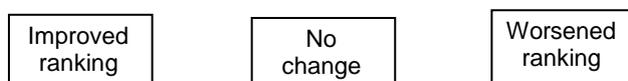
This report provides a quarterly review of performance which then informs the forces Performance Management Group, chaired by the Deputy Chief Constable, where performance information is discussed in greater detail.

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

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



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



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

# Putting Victims & Survivors First

## Confidence in Police

### Signs of Improvement would be:

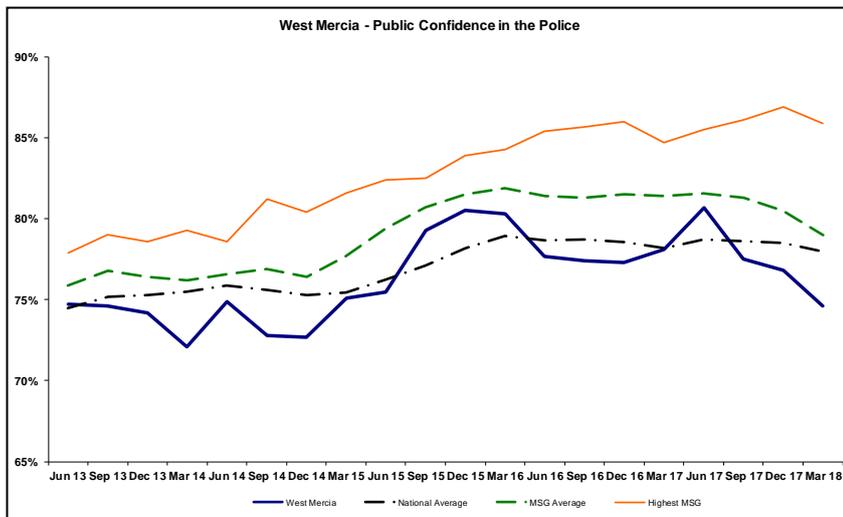
- ❖ Improved confidence: within force and against MSG peer forces

Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to March 2018.

The latest data shows a reduction in performance compared to the previous period, with 75% of people having confidence in the police in their local area in the 12 months to March 2018, compared to 77% in the 12 months to December 2017.

The national trend remains static.

Against the Most Similar Group<sup>2</sup> (MSG) of peer forces, West Mercia is currently ranked 7<sup>th</sup> out of the 8 forces, one position higher than the previous reporting period. However, the force's ranking against all forces has dropped from 27<sup>th</sup> (Dec-17) to 35<sup>th</sup> (Mar-18) of 42 forces.

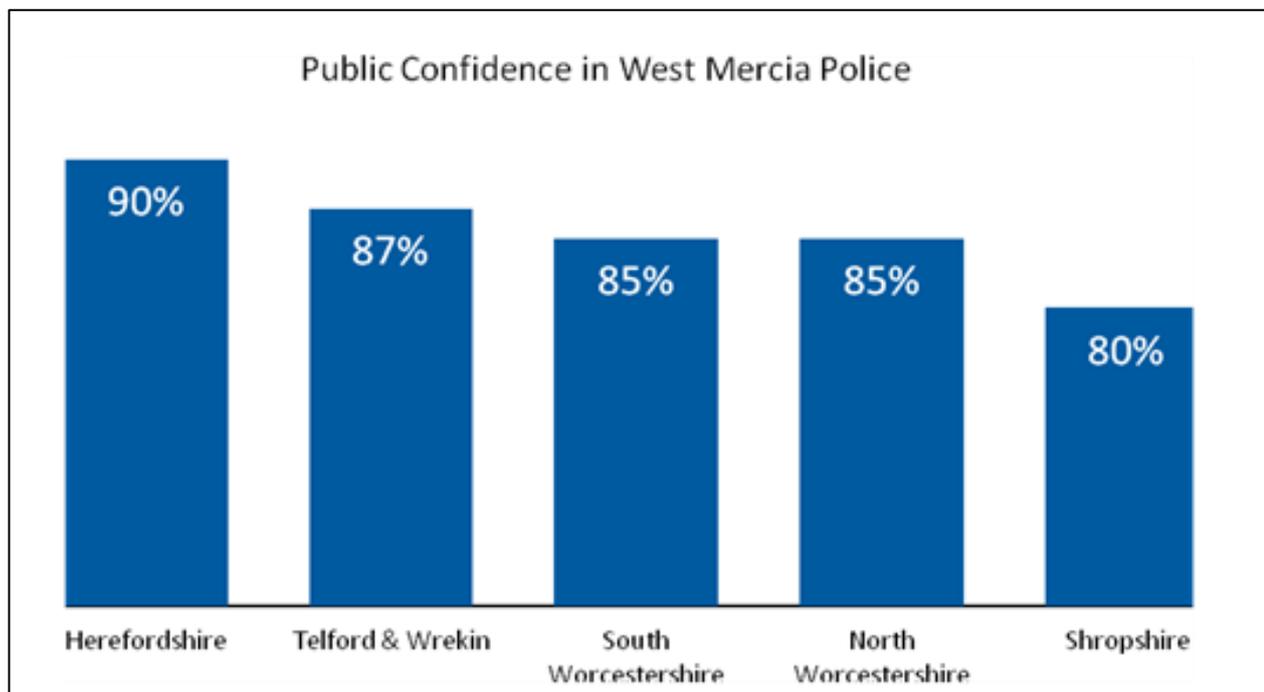


	Dec-17		Mar-18	
	%	Rank	%	Rank
West Mercia	76.8%	8	74.6%	7
MSG Average	80.5%		79.0%	

In April 2018, the force, in partnership with the PCC, commissioned an independent survey to assess local residents' views and perceptions of policing in West Mercia. Using some key questions taken directly from the CSEW, this local focused survey is intended to complement the national data, but also allow for a more local picture of public confidence, reflecting the broader role the force undertakes in addition to a focus on crime. The results from the first three months of the survey (April – June) are now available.

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

Over four fifths (85%) have confidence in West Mercia Police. The following chart shows a breakdown by policing area.

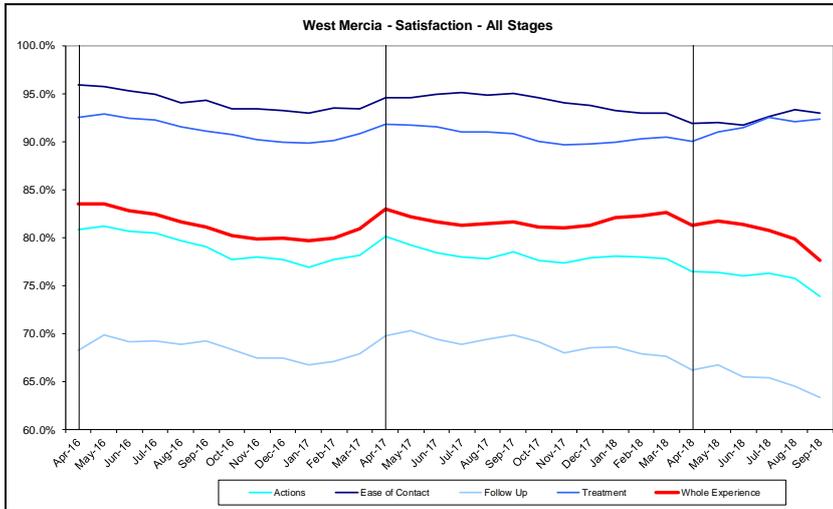


Source: Public Views & Perceptions of Policing in West Mercia, Q1

A summary report for this first phase of the survey has been circulated. The results from quarter 2 will be available shortly.

# Victim Satisfaction

**Signs of Improvement would be:**  
 ❖ Improved satisfaction: across all four stages & whole experience



	Jul-18	Aug-18	Sep-18
Herefordshire	83.6%	83.7%	80.4%
North Worcestershire	81.5%	83.6%	82.6%
Shropshire	79.0%	73.4%	70.1%
South Worcestershire	80.1%	78.3%	76.9%
Telford & Wrekin	79.7%	80.2%	77.7%
<b>West Mercia</b>	<b>80.7%</b>	<b>79.8%</b>	<b>77.6%</b>

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

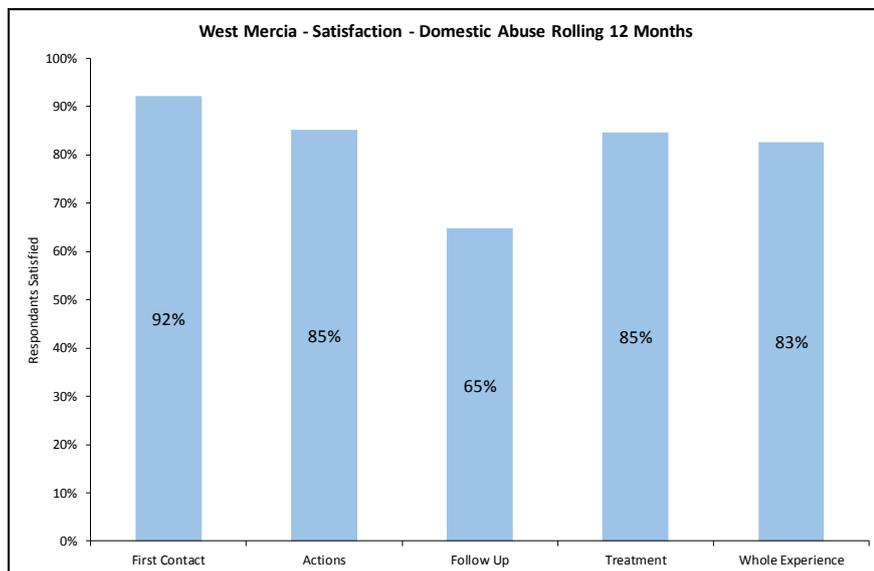
Overall victim satisfaction for 'Whole Experience' decreased last quarter compared to the previous quarter. Satisfaction decreased across all policing areas. Actions and Follow Up also saw a performance decrease.

The force has recently engaged an independent consultant to review our processes for assessing victim satisfaction and to help inform any decision making as to where improvements can be made. He has produced a report and ASI are writing a series of recommendations which will go to the strategic steering group. The desire is for the consultant to return to provide training to key leads who will then be able to cascade the learning across the organisation. This will be to improve the knowledge of how to improve service delivery across different victim groups such as different demographic groups. This is very much aimed at improving reassurance which he has identified as a key driver for improving satisfaction.

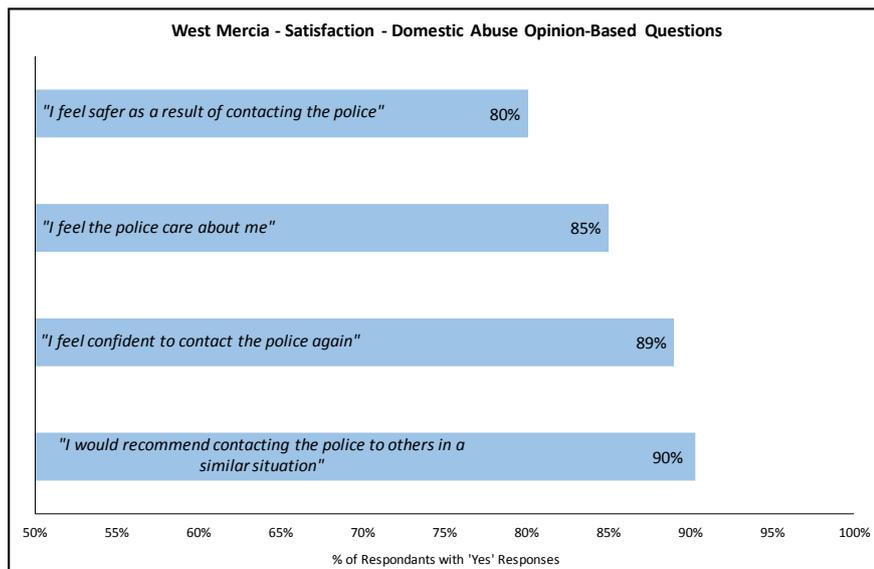
## Domestic Abuse

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 reported on at force level only.



	Jul-18	Aug-18	Sep-18
First Contact	92.1%	92.1%	92.2%
Actions	85.3%	85.1%	85.2%
Follow Up	66.8%	65.5%	64.8%
Treatment	86.5%	85.9%	84.7%
Whole Experience	84.2%	83.9%	82.6%



	Jul-18	Aug-18	Sep-18
"I feel safer as a result of contacting the police"	82.3%	82.3%	80.1%
"I feel the police care about me"	86.4%	87.4%	85.3%
"I feel confident to contact the police again"	89.7%	88.7%	88.8%
"I would recommend contacting the police to others in a similar situation"	91.2%	91.2%	90.3%

The results of these surveys continue to be pleasing and show that West Mercia staff provide a generally high level of service to victims of domestic abuse. However despite the generally positive results, follow up continues to be an area where there is most scope for improvement.

Victim follow up continues to be impacted by the IMU backlog, where officers are waiting for crimes to be returned, which means that victim details and focus on follow up activity can be lost.

## Repeat Victims

### Signs of Improvement would be:

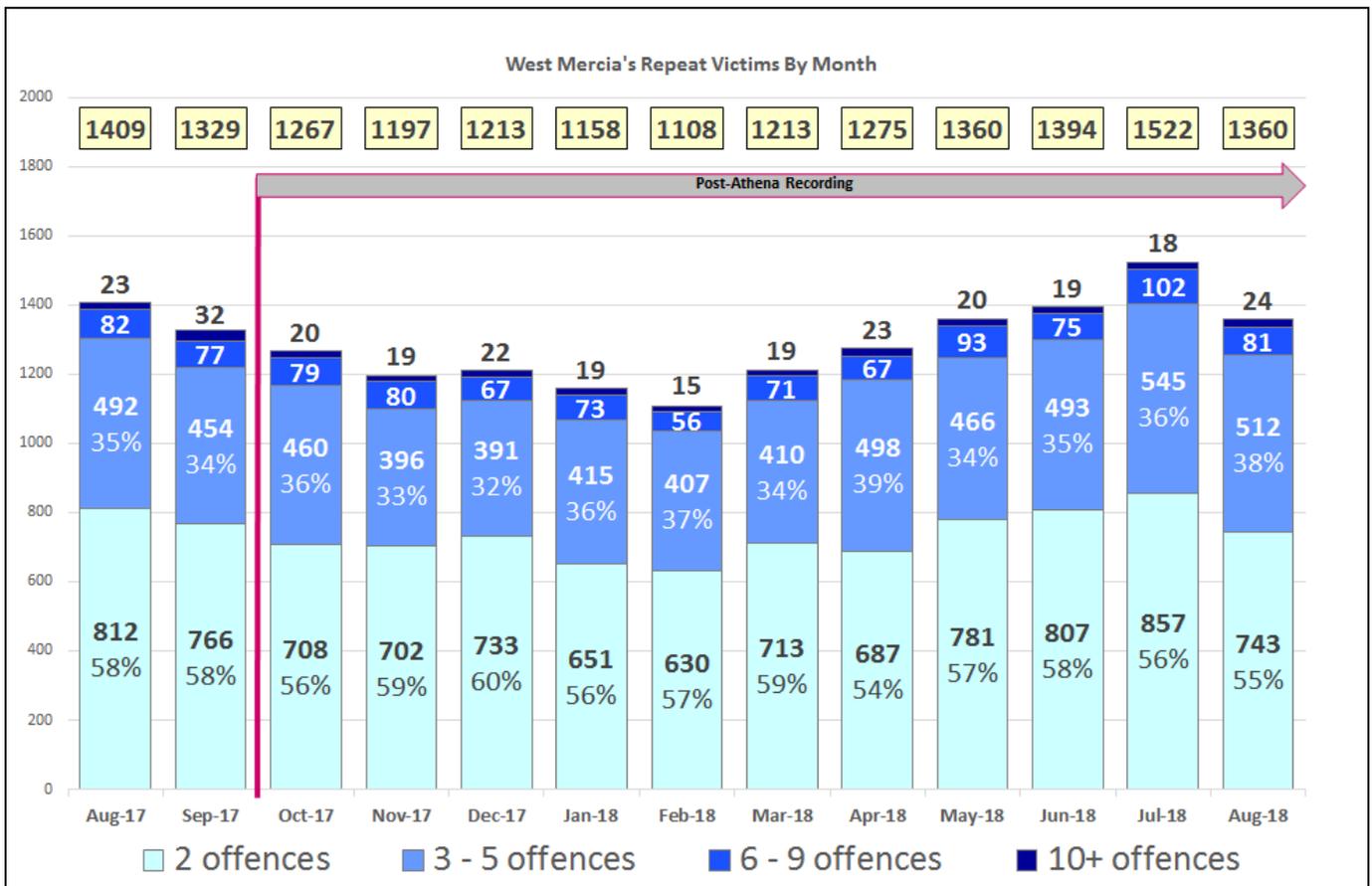
- ❖ Reduction in repeat victims and offenders
- ❖ Improved IOM processes

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

The introduction of ATHENA in October 2017 meant a change of process and modelling of repeat victims. This means that the data post October 17 may not be directly comparable to previous months.

As noted in previous reports, due to the delay in linking victim information to an offence, the data presented in this report will relate to the previous month (August) to give a more accurate analysis.



In August, 28% (1,360) of all victims (4,878) were repeat victims (subject to at least one further offence in the last 12 months). The number of repeat victims has reverted to the same levels seen prior to the spike in July and the repeat rate has remained the same.

205 (15%) of August's repeat victims were also a repeat victim in July, with 43 individuals (3%) being a repeat victim in each of the last 3 months – June, July and August.

## Frequent Repeat Victims

'Frequent repeat victims' are those individuals who are identified as a repeat victim in the current reporting month (August) who have also been identified as a repeat victim more than once in the previous 11 months.

This chart indicates the frequency of repeat victimisation for August's 1,360 repeat victims over the last 12 months.



323 (24%) of August's repeat victims have appeared as a repeat victim in 3 or more months over the last 12 months, an 11% decrease compared to the previous month (364, 24%).

August's frequent repeat victim cohort (323) amounts to 1,748 offences recorded in the last 12 months, of which 407 offences were recorded in August.

3 individuals have appeared as a repeat victim in 10 or more months in the last 12 months. This represents 65 offences, of which 4 offences were recorded in August.

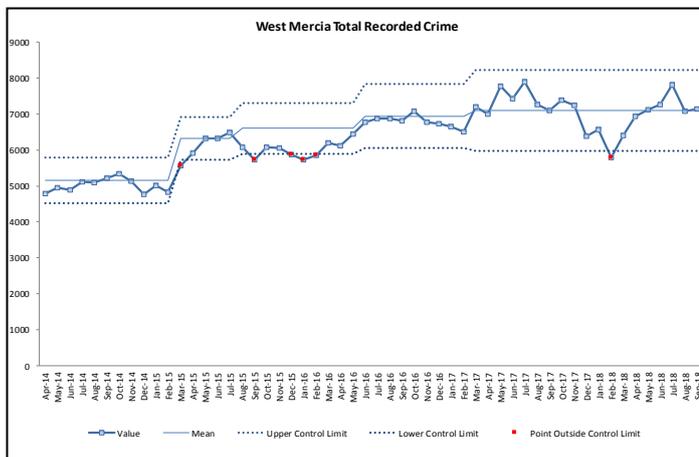
- Since July 17, one Telford & Wrekin victim has been a repeat victim each month excluding December (no crimes recorded). This amounts to 26 offences recorded in total and 1 offence recorded in August. This individual featured in last month's report.
  - This victim is known to the Harm Reduction Unit (Vulnerability).
- One South Worcestershire IVM victim has been a repeat victim each month for the last 10 out of 12 months excluding September and February (no crimes recorded). This amounts to 17 offences recorded in total and 1 offence recorded in August. This individual featured in last month's report.
  - For some time, a single point of contact in SNT has been assigned to this victim. Moving forward, the IVM team are keen to try another multi agency approach again from a fresh perspective.
- One North Worcestershire victim has been a repeat victim each month for the last 10 out of 12 months excluding May and July (no crimes recorded). This amounts to 23 offences recorded in total and 2 offences recorded in August.
  - The victim is known to the IVM team and is currently supported by the SNT.

# Building a More Secure West Mercia

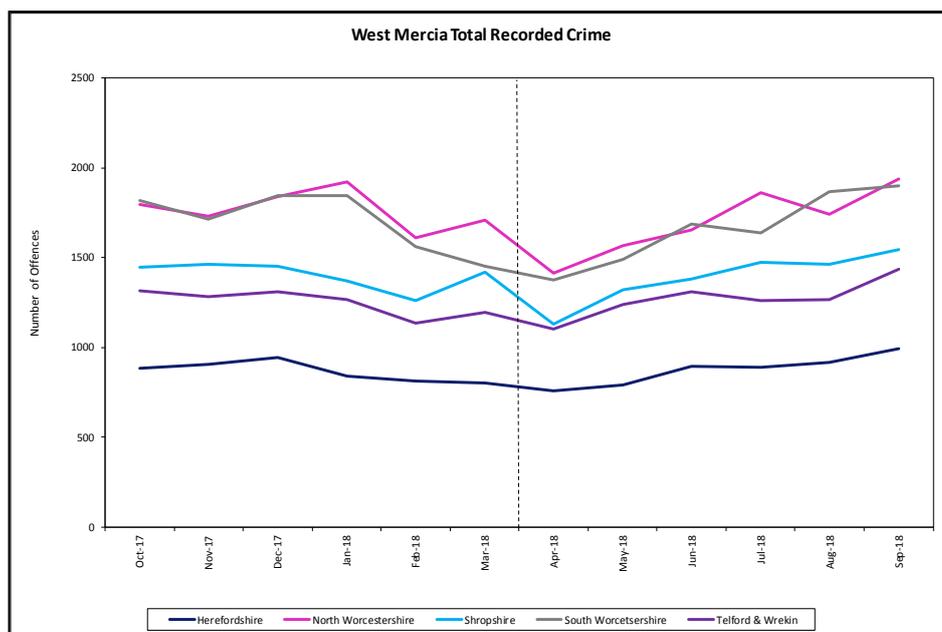
## Total Recorded Crime

### Signs of Improvement would be:

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



Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	No change

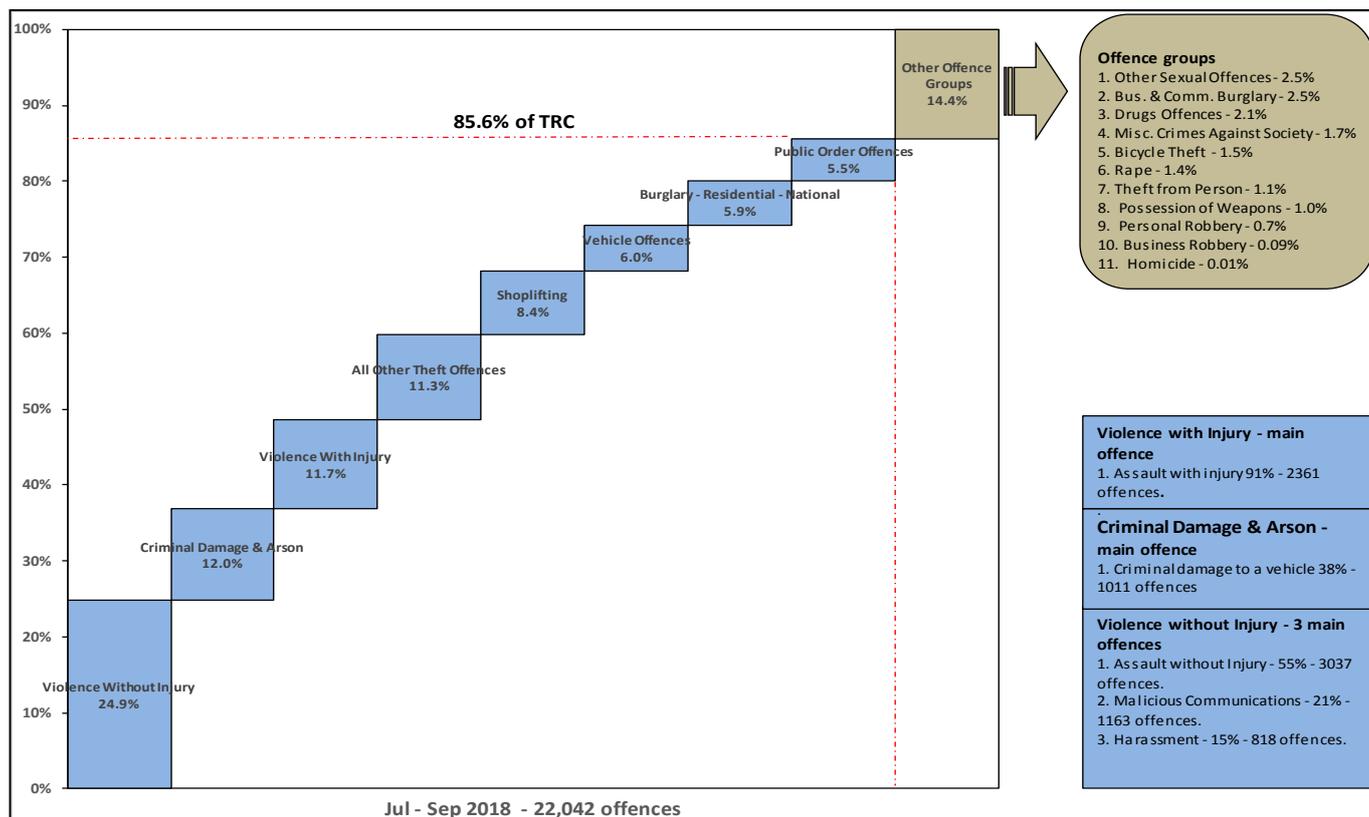


22,042 offences were recorded across West Mercia last quarter. This is a 3.4% increase compared to the previous quarter (21,313) and is above the quarter average (20,788).

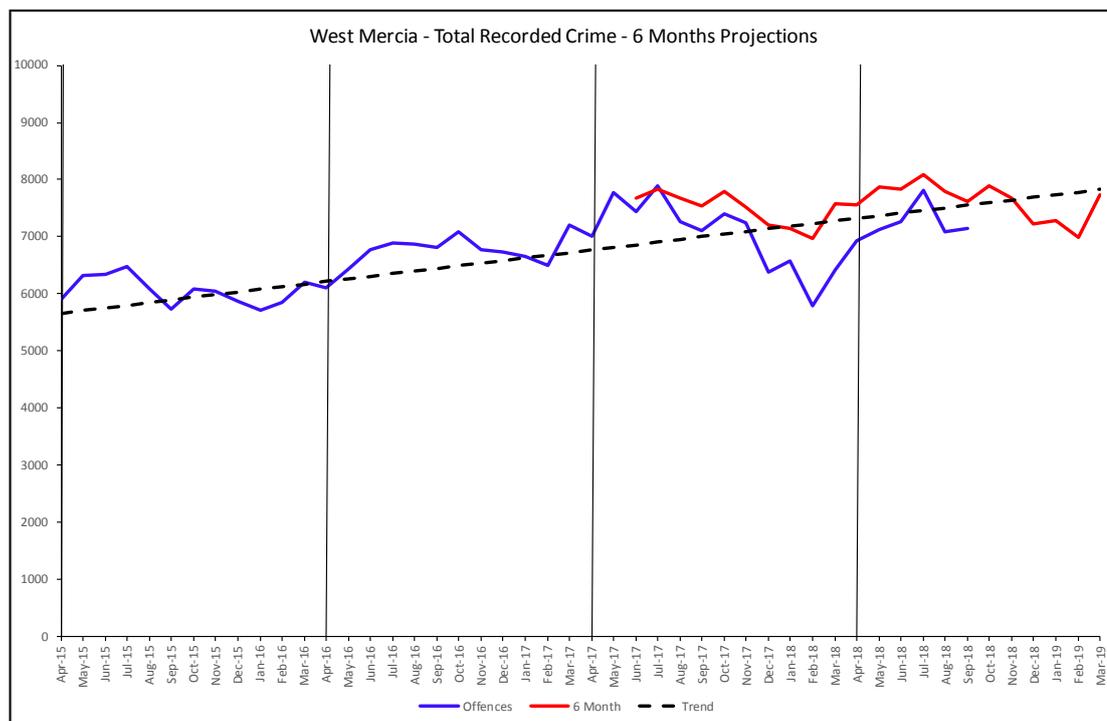
Total recorded crime is following a generally seasonal pattern, with volume increases in spring / summer months and reductions in the autumn / winter months.

Increased volumes were seen across all policing areas last quarter with the exception of Telford & Wrekin.

The following chart shows the breakdown of total crime. Compared to the previous quarter we have seen proportion increases in assault without injury, assault with injury and other theft and malicious communication offences.



The following chart provides a medium (6 month) projection for total recorded crime. The projected trend is for a small decrease on current volumes in total recorded crime 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.

The following table provides an indication of where crime volumes may be at the end of 2018/19. These projections are based entirely on the recorded crime patterns of the previous 4 years and do not take account of any changes to the policing or social environment.

	17/18 Year End	18/19 Projection	Projected % Change
Total Recorded Crime	84251	88169	5%
Violence with Injury	10130	10492	4%
Violence without Injury	18061	21189	17%
Sexual Offences – Rape	1179	1311	11%
Sexual Offences – Other	2280	2389	5%
Business Robbery	63	74	17%
Personal Robbery	487	524	8%
Residential Burglary - Dwelling	3259	3155	-3%
Business & Community Burglary	4770	4663	-2%
Vehicle	5996	5732	-4%
Theft from Person	789	920	17%
Shoplifting	7425	7624	3%
Bicycle Theft	1157	1114	-4%
All Other Theft	9159	9159	0%
Criminal Damage & Arson	10530	10525	0%

In line with our local policing priorities, policing areas are expected to have activity in place to reduce the number of victims of crime across West Mercia.

Clear plans are required to target travelling criminality, within our safer roads priority, who are using our roads to commit a range of offences such as vehicle crime, burglary and shoplifting will help to reduce the theft based offences across the policing areas.

Whilst increasing the confidence in domestic violence victims coming forward to report offences to police, as part of our safer homes priority area, repeat victims of domestic abuse should receive enhanced support and robust activity to prevent being victim of further offences.

As we head into the winter months, focused activity is required as part of a “lighten up” campaign to make homes safer across West Mercia and reduce the likelihood of them being a victim of domestic burglary.

In addition to specific crime reduction activity linked to our local policing priorities, each policing area is expected to have serious violence reduction activity in place, particularly as we are nearing the festive season. Any activity planned for the festive season is to be built into Op Presence.

## 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)

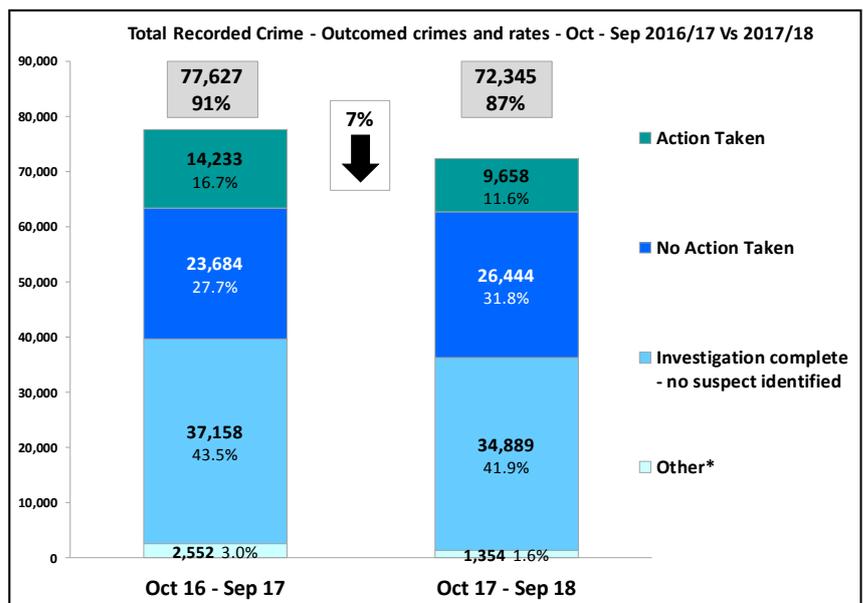
Twelve months have passed since the introduction of ATHENA in October 17. The data presented here is a 12 month picture, showing outcome performance pre and post ATHENA. Over the last year, we have seen a reduction in the proportion of overall offences outcomed including the proportion identified as ‘action taken’. Furthermore, there is a trend for offences to take longer to be assigned an outcome.

We will provide a more comprehensive annual report on outcomes outlining results in more detail. We are aiming to set a clear aspiration on what good looks like for outcomes, comparing to other forces nationally and looking to learn from best practice. It should be noted that it is expected that the work of the Incident Progression Teams is expected to positively impact on our outcome rates and we will be closely following the progress of this change in process.

## Outcome Rate

The following charts show the pattern of outcomes for total recorded crime offences for the last 12 months and the previous 12 months, firstly by force and secondly by policing area. The number of crimes and outcome rates relate to those offences recorded and outcomed in each 12 month period.

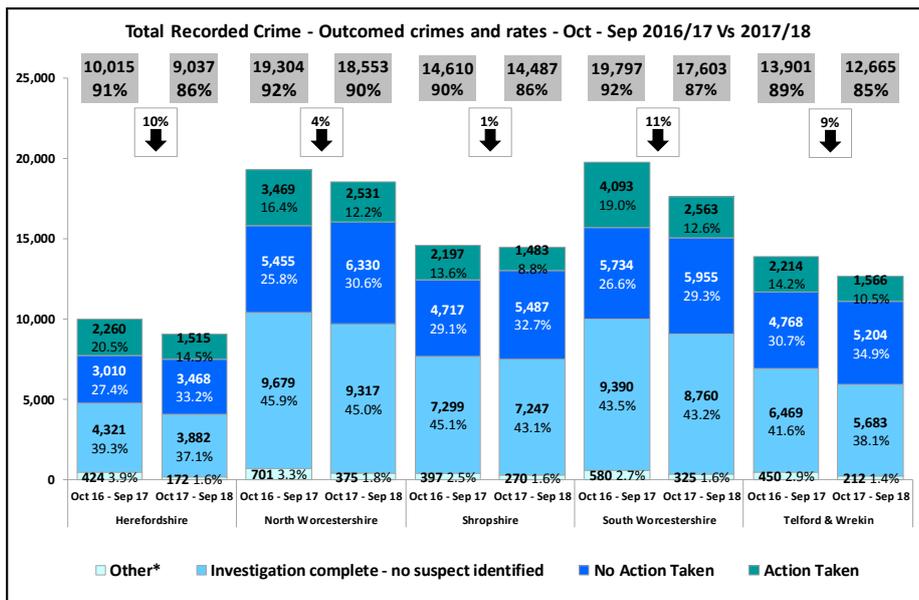
- Across West Mercia, 87% (72,345) of all offences (83,171) recorded in the last 12 months were assigned an outcome within the same 12 month period. This is a lower volume and outcome rate than the previous 12 months (77,627, 91%).
- There has been a 7% reduction in the number of offences recorded and outcomed in the last 12 months compared to last year.
- 12% (9,658) of all offences recorded in the last 12 months were assigned an ‘action taken’ outcome within the same 12



\* ‘Other’ outcome category includes: ‘further investigation not in the public interest’ and ‘transferred to external agency’

month period. This is a lower volume and outcome rate than the previous 12 months (14,233, 17%).

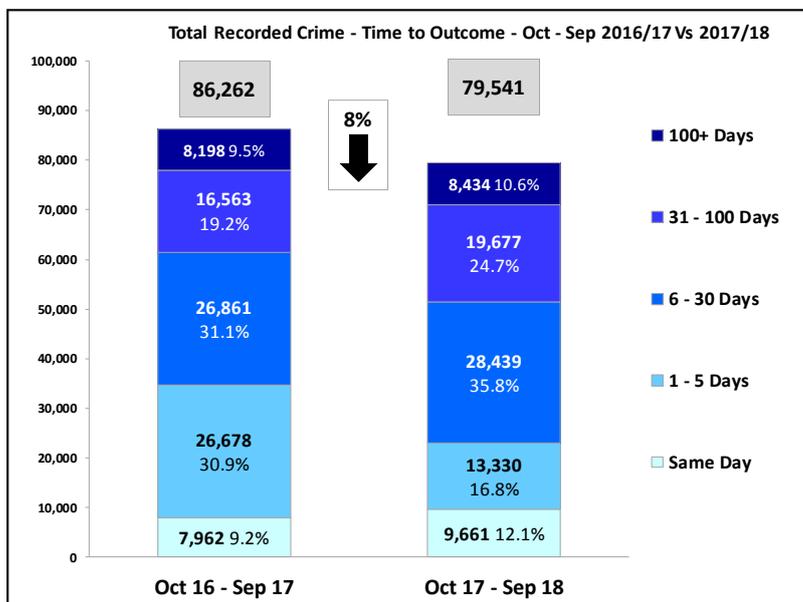
- Total outcome rates across all policing areas have reduced compared to the previous year.
- The 'action taken' rates across all policing areas, for the last 12 months have decreased compared to the previous year, by an average 5 percentage points.
- Shropshire has the lowest 'action taken' rate for the last 12 months (8.8%).

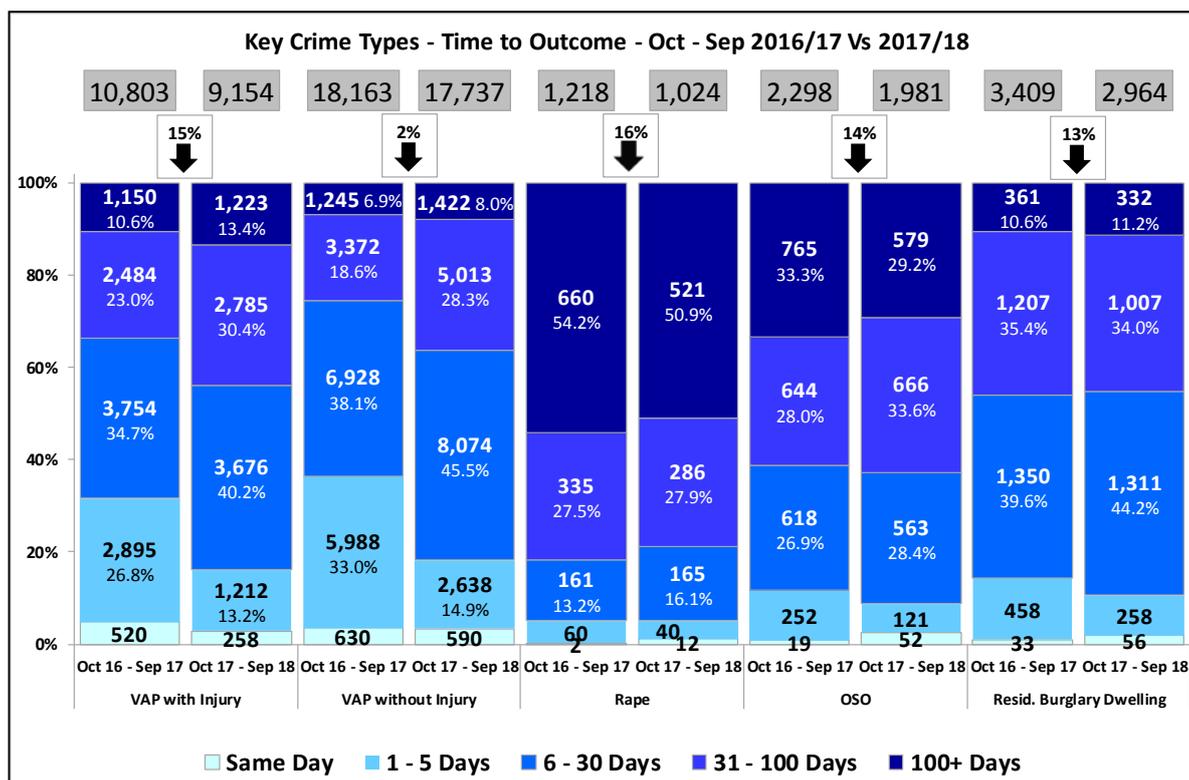


### Time to Outcome

In order to include outcomes that may have taken a long time to assign, the following charts cover offences outcomed in the last 12 months regardless of when the offence was initially recorded, firstly by total recorded crime, and secondly by key crime types. These figures can then be compared to the equivalent 12 month period last year.

- There has been an 8% reduction in the number of offences outcomed in the last 12 months compared to last year.
- Across West Mercia, 29% of offences where an outcome has been assigned were outcomed within 5 days of the offence being recorded. This is a decrease compared to the previous year (40%).

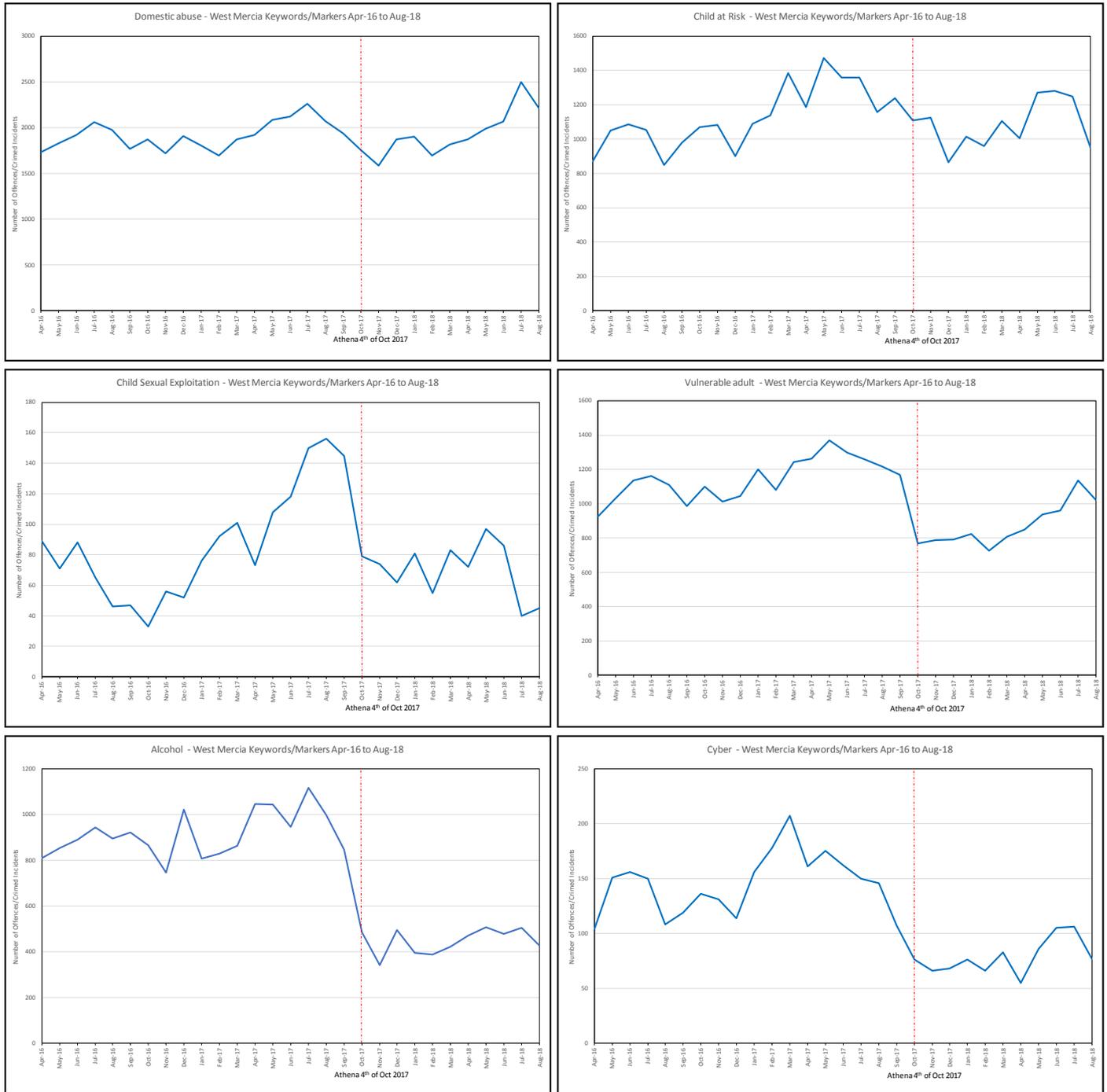




- Violence with injury offences** - 15% reduction in the number of violence with injury offences outcomed in the last 12 months compared to last year. A greater proportion of violence with injury offences (84%) are being outcomed 6+ days after the offence is recorded compared to 12 months ago (68%).
- Violence without injury offences** - 2% decrease in the number of violence without injury offences outcomed in the last 12 months compared to last year. A greater proportion of violence without injury offences (82%) are being outcomed 6+ days of the offence being recorded compared to 12 months ago (64%).
- Rape offences** – 16% reduction in the number of rape offences outcomed in the last 12 months compared to last year. The proportion of rape offences outcomed on the same day has increased from 0.2% to 1.2% in the last 12 months. This trend is subject to further investigation to understand what may be driving this change. The proportion of rape offences outcomed 30+ days of the offence being recorded has remained the same in the last 12 months compared to the previous year (95%).
- Other sexual offences** - 14% reduction in the number of other sexual offences outcomed in the last 12 months compared to last year. The proportion of other sexual offences outcomed on the same day has increased from 0.8% to 3.8% in the last 12 months. Similarly to rape offences, this trend is subject to further investigation. A greater proportion of other sexual offences (91%) are being outcomed 6+ days of the offence being recorded compared to 12 months ago (88%).
- Residential burglary dwelling offences** - 13% reduction in the number of residential burglary dwelling offences outcomed in the last 12 months compared to last year. In the last 12 months, a greater proportion of residential burglary dwelling offences (44%) are being outcomed between 6 - 30 days of the offence being recorded compared to last year (40%).

# Vulnerability Factors

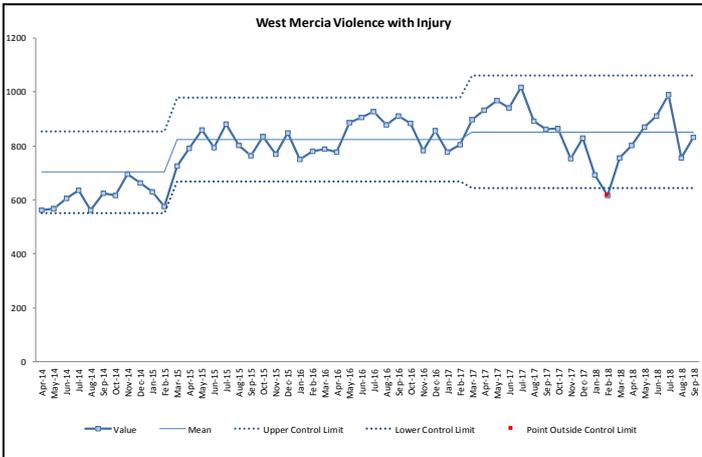
The force identifies vulnerable victims and offences with a vulnerability factor through the use of markers or keywords. Following a notable drop in the identification of these offences in October 2017 it would appear that use of the keywords has stabilised in more recent months, albeit at reduced levels compared to previous months.



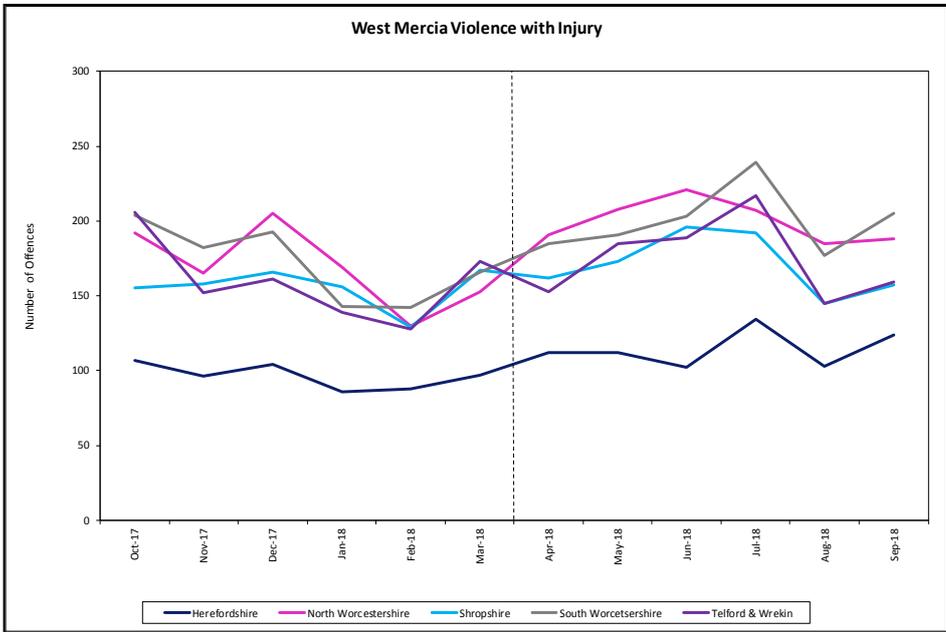
# Violence with Injury<sup>3</sup>

**Signs of Improvement would be:**

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



Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	No change



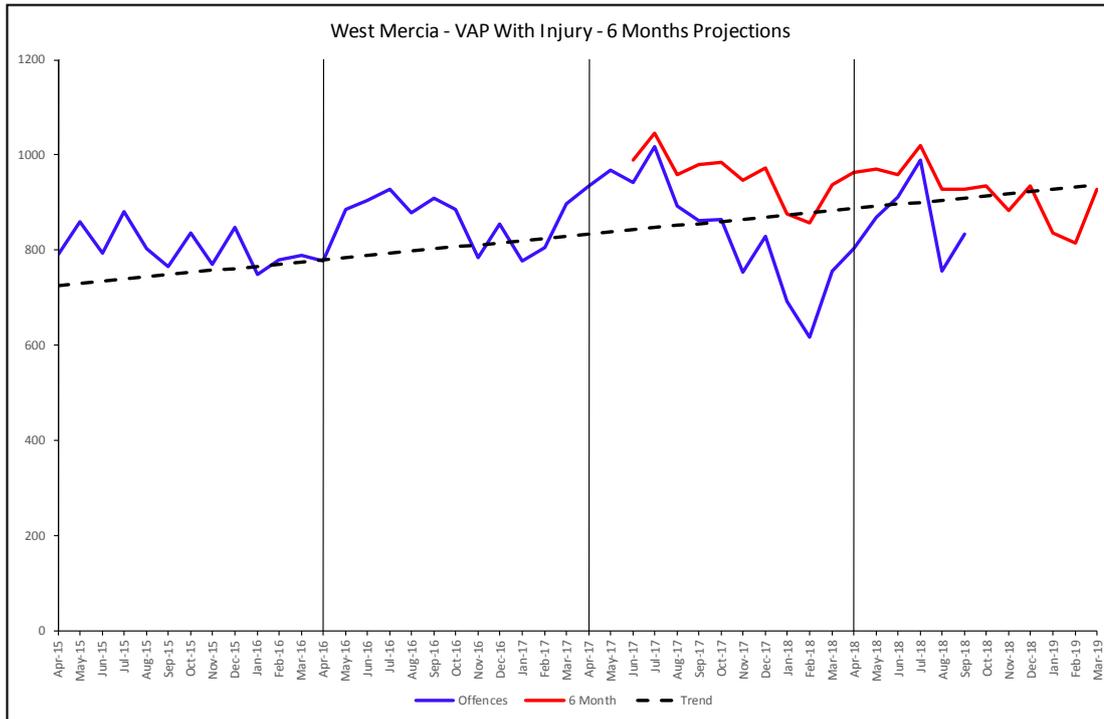
2,577 violence with injury offences were recorded last quarter, a slight reduction compared to the previous quarter (2,583). Volumes are above the quarter average (2,418), as we would expect given the seasonal increased offending in summer months.

Positively, offences of assault with injury on an officer fell by 17% (11) in the last quarter compared to the previous quarter.

Increased volumes were seen across Herefordshire and South Worcestershire compared to the previous quarter, however volumes remained within the expected range.

<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

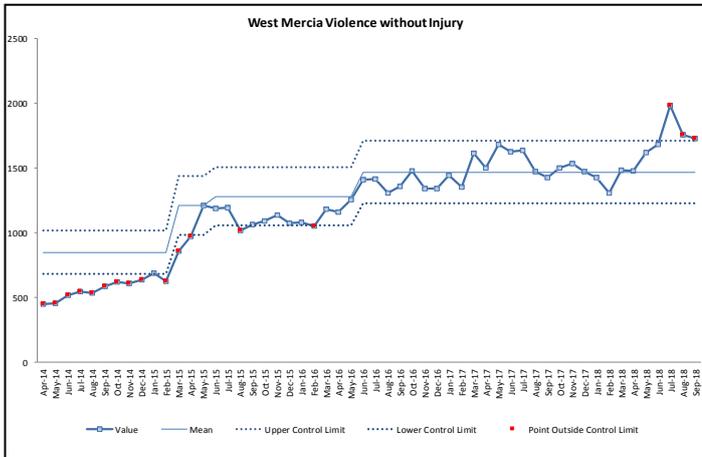
The following chart provides a 6 month projection for violence with injury offences. At force level, the projection indicates a potential increase in volumes in the next quarter.



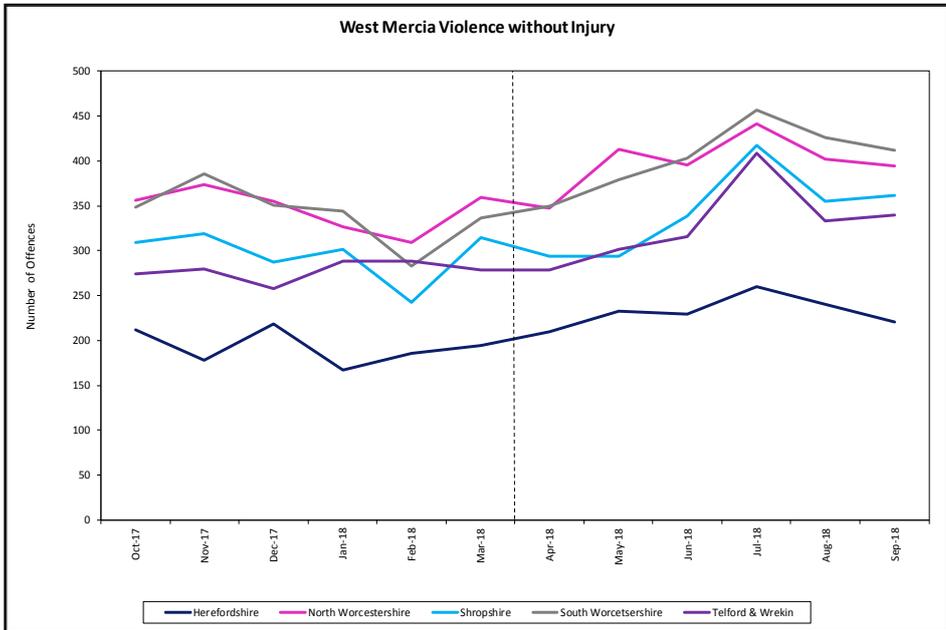
# Violence without Injury

**Signs of Improvement would be:**

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



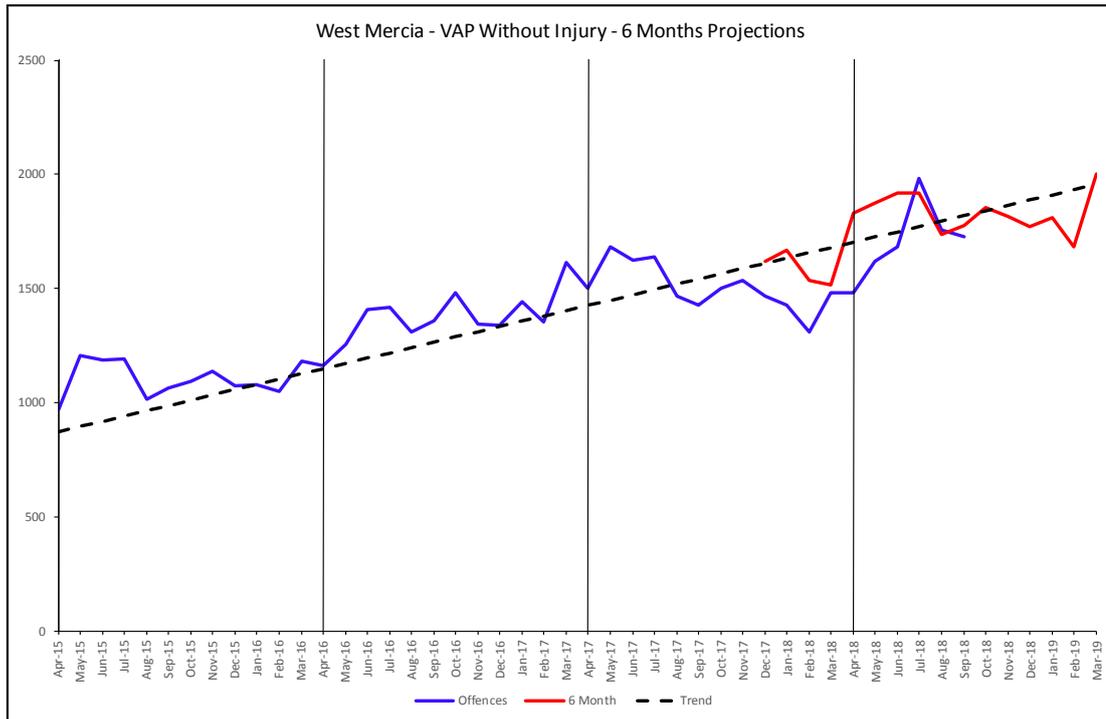
Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	No change



5,469 violence without injury offences were recorded last quarter. This was a 14% increase compared to the previous quarter (4,781) and above the quarter average (4,743). Increased volumes were seen across all policing areas last quarter.

Exceptional volumes were seen in every month in the last quarter, across West Mercia and all policing areas, with the exception of Herefordshire in July.

The following chart provides a 6 month projection for violence without injury offences. At force level, the projection indicates a potential slight increase in volumes in the next quarter.

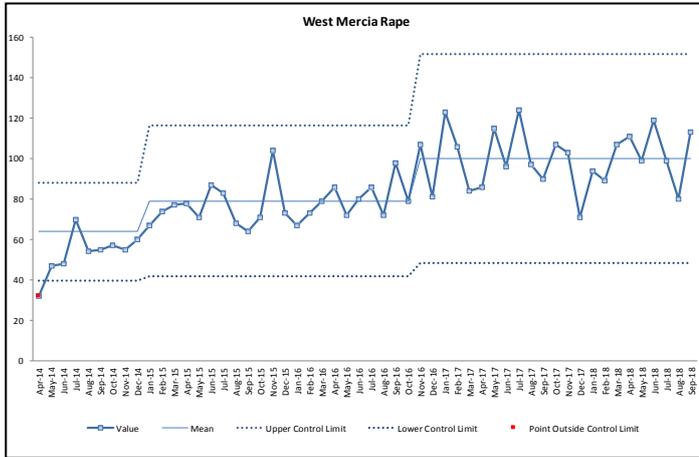


# Sexual Offences

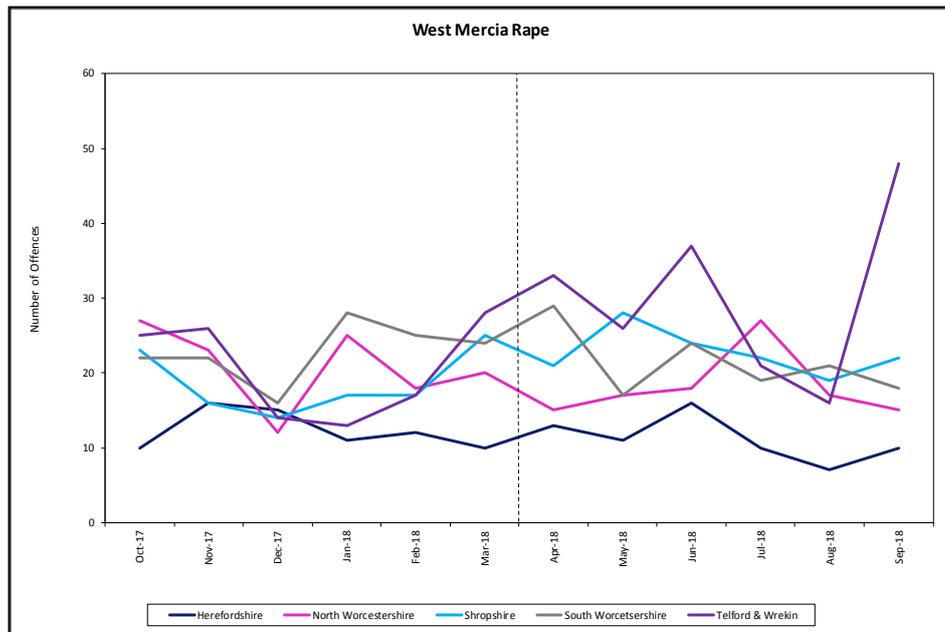
**Signs of Improvement would be:**

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

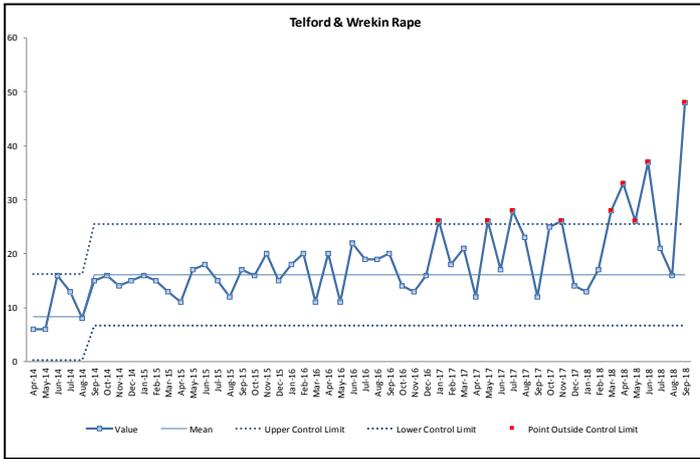
## Rape



Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	Worsened ranking



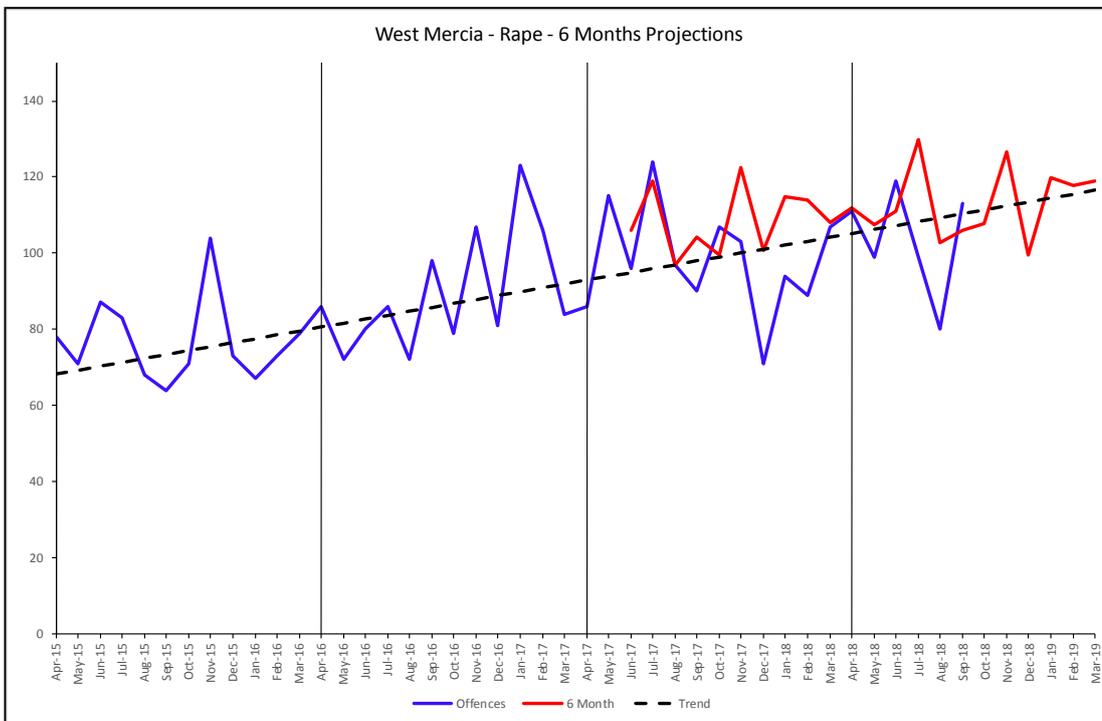
292 rape offences were reported to the police last quarter. This is an 11% reduction compared to the previous quarter (329) and below the quarter average (298). Volumes across all policing areas have been within expected levels throughout the quarter, with the exception of Telford & Wrekin.



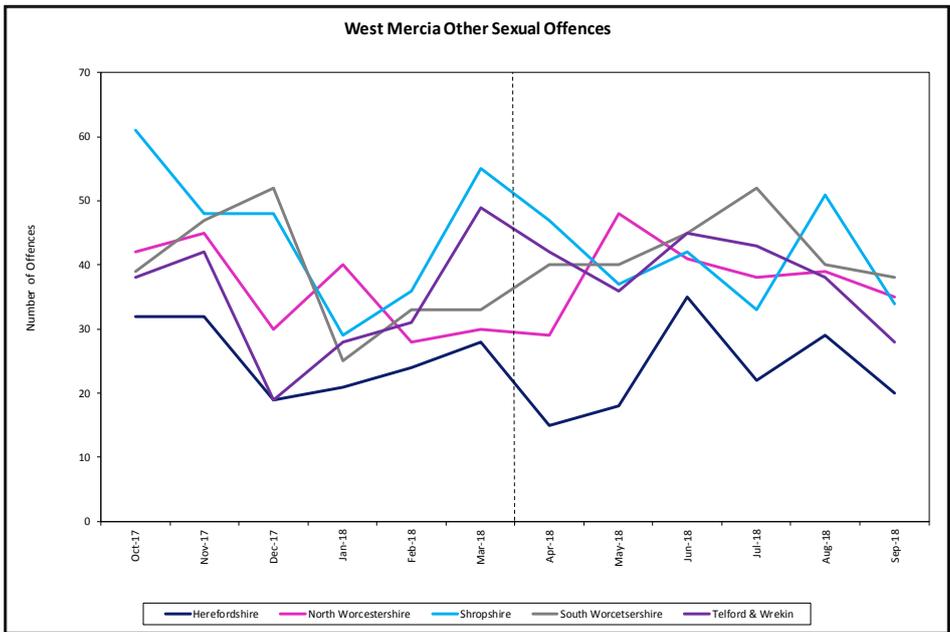
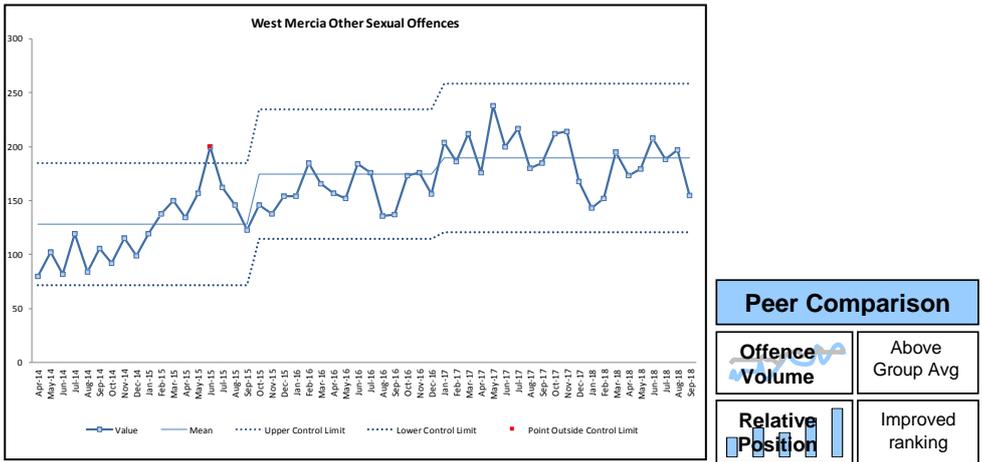
The increased volumes this quarter have been driven by an increase in non-recent offences.

70% (66) of all rape offences in Telford & Wrekin were 'non-recent' in this quarter. This significant increase in recorded offences is linked to a specific local operation.

The following chart provides a medium (6 month) projection for rape offences. Volumes have continued to rise in the last quarter and the projection indicates a further increase in the next quarter. We continue to monitor actual volumes against these projections.



# Other Sexual Offences

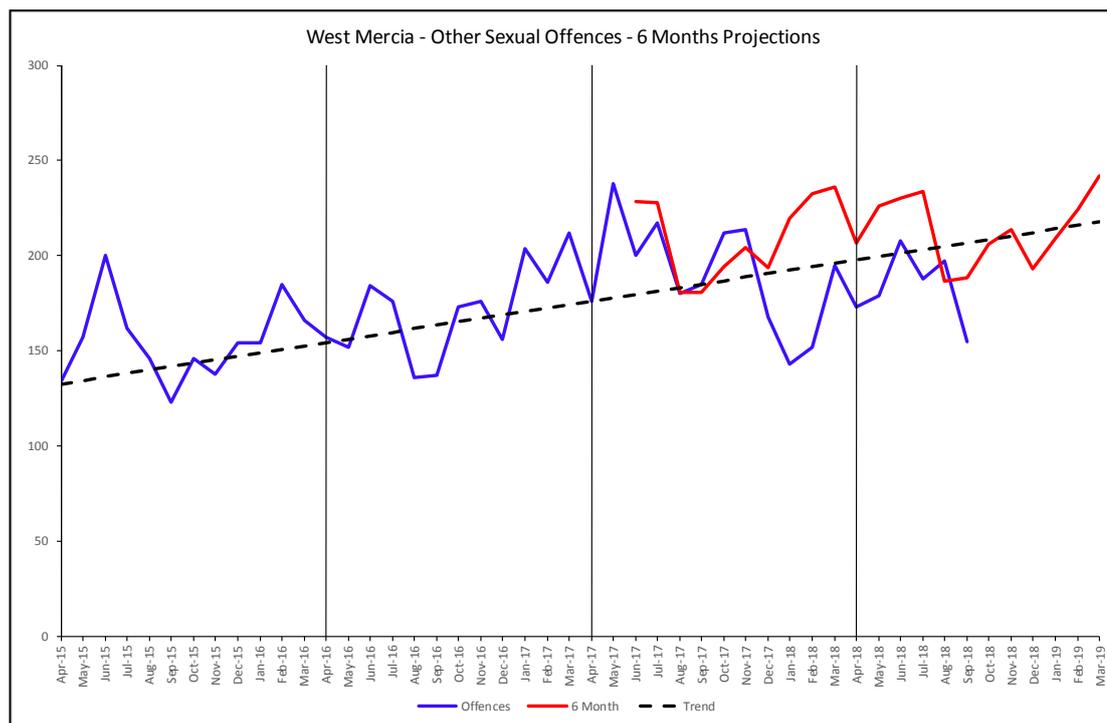


The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

540 other sexual offences were reported to the police last quarter. This is a 4% decrease compared to the previous quarter (560) and slightly below the quarter average (546). Overall the proportion of reported current and non-recent offences has remained stable.

Reduced volumes were seen across all policing areas last quarter, with the exception of Herefordshire and South Worcestershire, however volumes have been within expected levels for all policing areas.

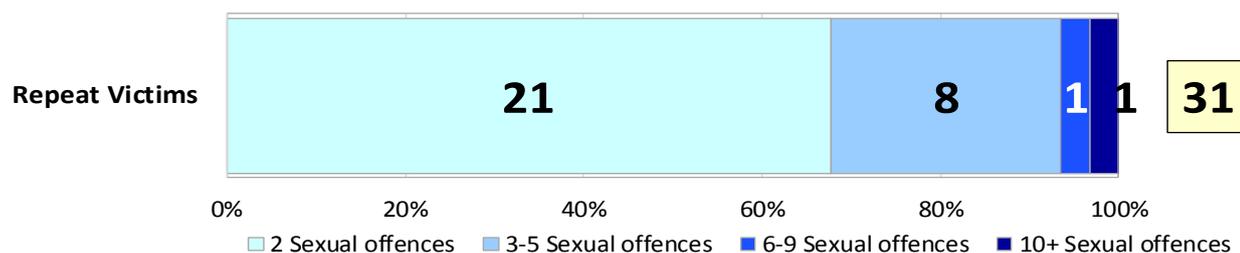
The following chart provides a medium (6 month) projection for other sexual offences. At force level, the projection an increase in volumes in the next quarter.



### Repeat Victims of Sexual Offences

This data, at individual nominal level, forms part of the dataset provided to the policing area IVM teams.

In August, (latest available data) 12% (31) of victims across West Mercia were repeat victims of another sexual offence<sup>4</sup> in the last 12 months. Both the repeat rate, and the number of repeat victims, have decreased compared to the previous month (13%, 36). The following chart shows the breakdown of sexual offence repeat victims by the number of instances of repeat victimisation.



One Telford & Wrekin victim (who is under 16) has reported 10 current and non-recent sexual offences in the last 12 months, of which:

- 4 non-recent offences and 1 current offences were recorded on the same day in June
- 1 was recorded in August.

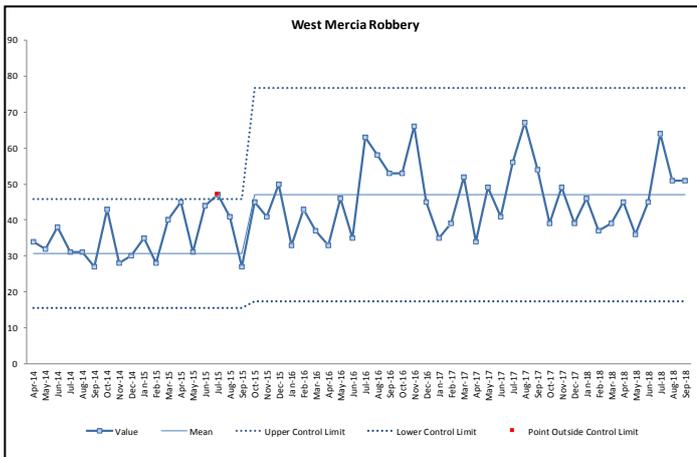
Work continues in Telford to increase trust and confidence within communities to come forward and report instances of sexual abuse.

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

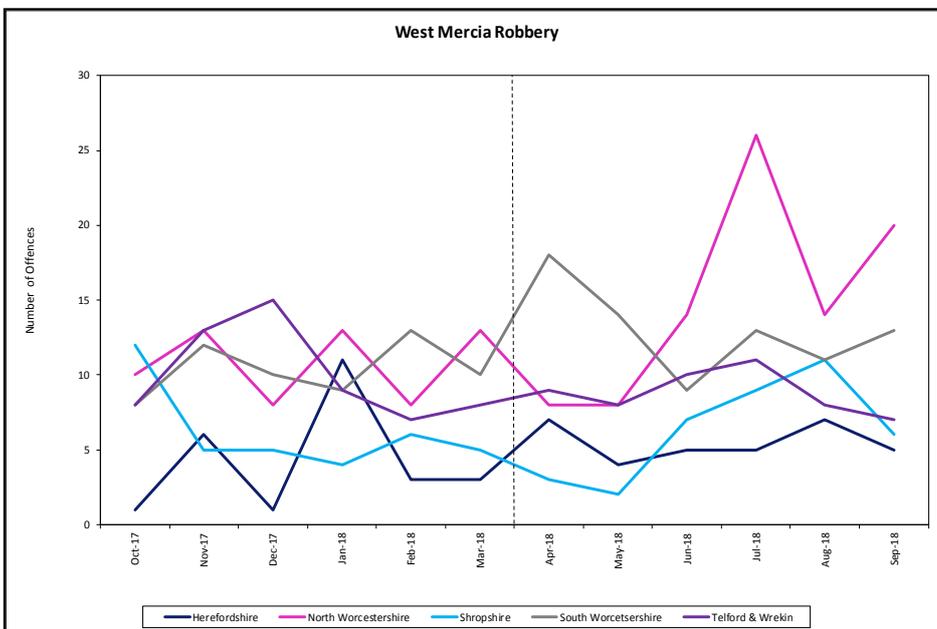
# Robbery

## Signs of Improvement would be:

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

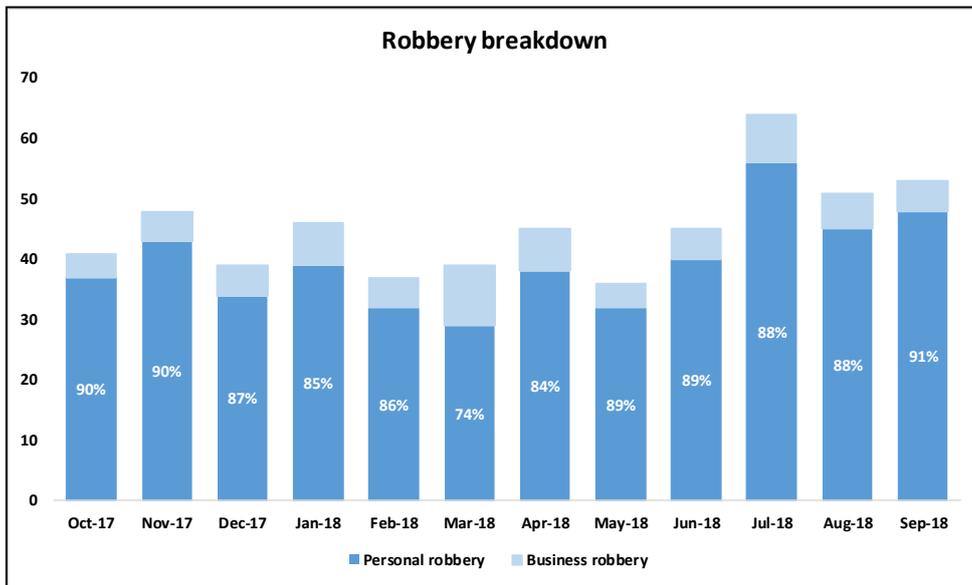


Peer Comparison	
Offence Volume	Below Group Avg
Relative Position	No change

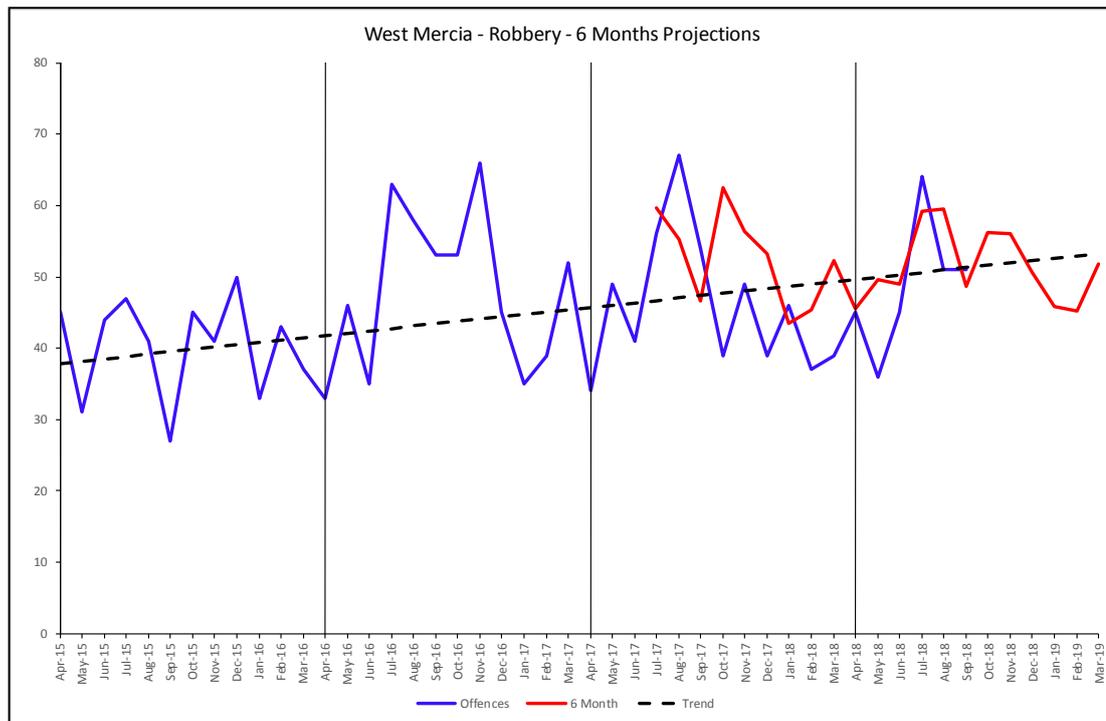


166 offences were recorded in the last quarter. This is a 32% increase compared to the previous quarter (126) and above the quarter average (135). Increased volumes were seen across all policing areas last quarter with the exception of South Worcestershire and Telford & Wrekin however volumes remain within expected levels. The increase was driven predominantly by an increase in personal robbery offences with the chart below depicting a breakdown of robbery offences.

Notably North Worcestershire saw an increase in volumes in July. This was driven by personal robbery, mainly of low harm / slight injury nature.



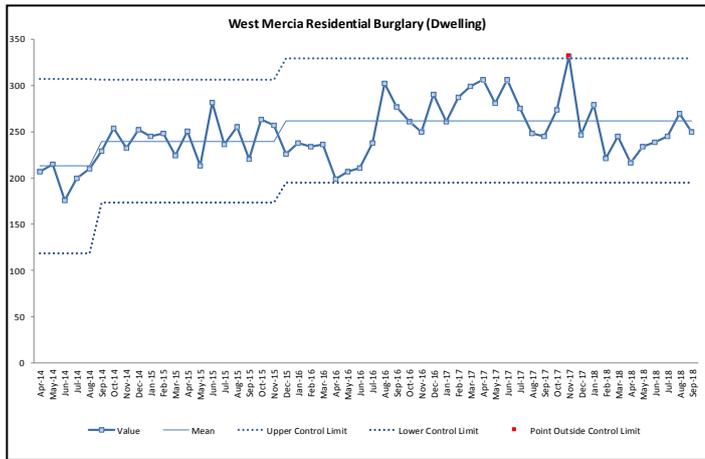
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to increase in the next quarter.



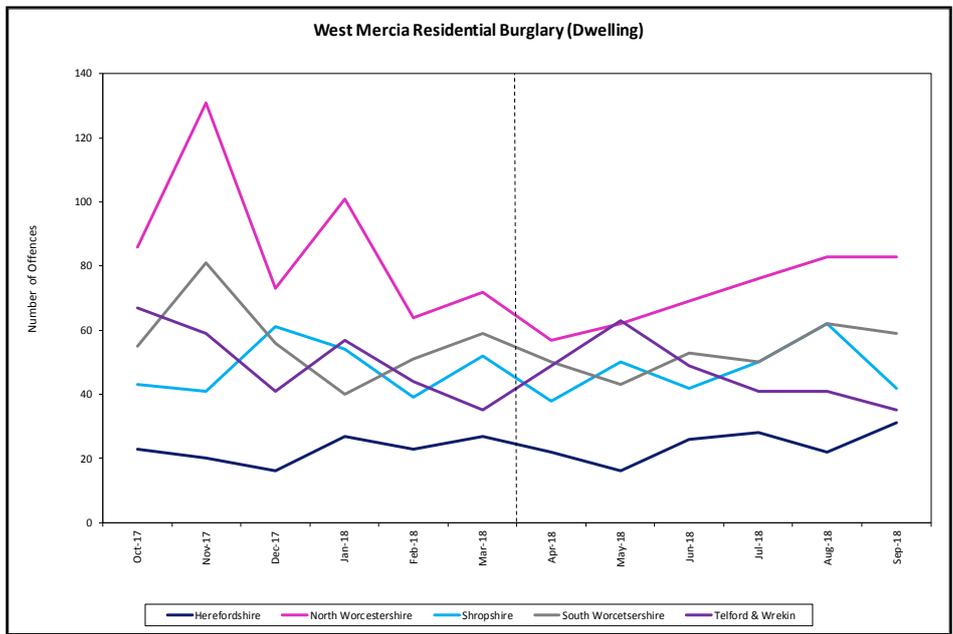
# Residential Burglary - Dwelling

**Signs of Improvement would be:**

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



Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	No change



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.

765 residential burglary–dwelling offences were recorded in the last quarter. This is an 11% increase compared to the previous quarter (689) but is in line with the quarter average (763).

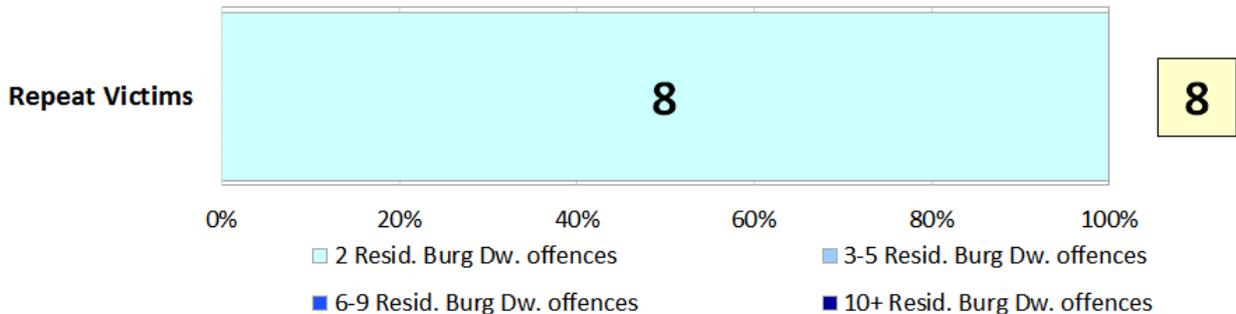
Volumes have increased across all policing areas last quarter with the exception of Telford & Wrekin. However volumes remained within expected levels for all policing areas throughout the quarter.

Key activity is required through corporate communications, particularly around the seasonal light up campaign which focuses on burglary reduction activity at a time when burglary rates are traditionally highest (November-January).

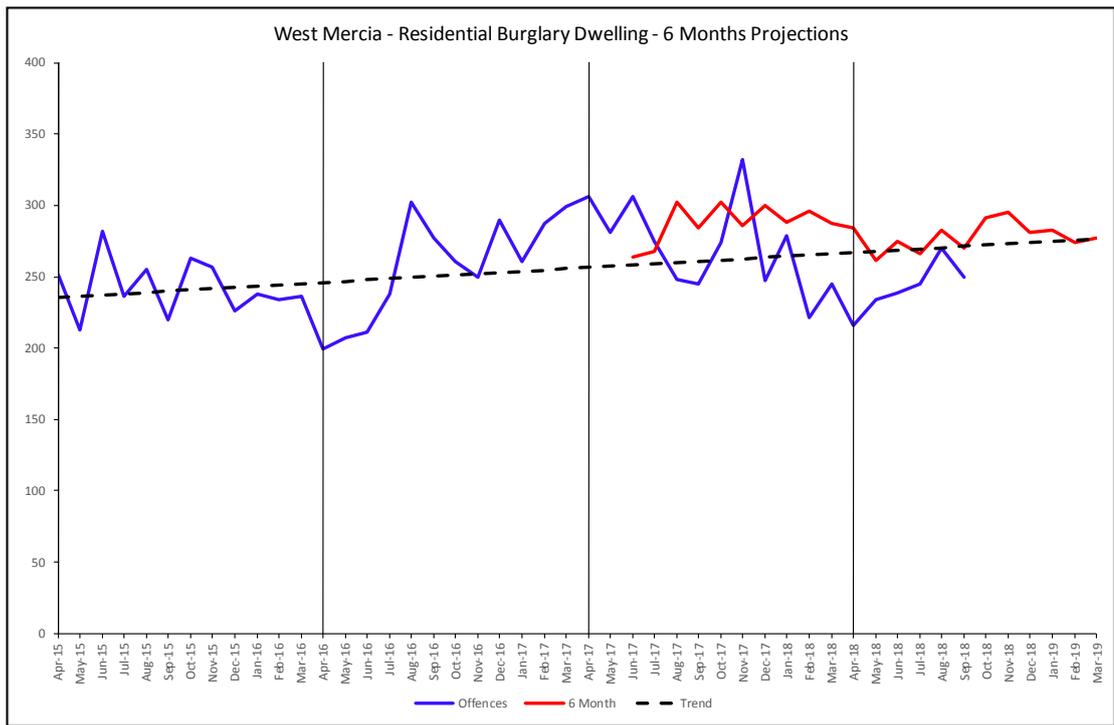
### Repeat victims of residential burglary-dwelling Offences

This data, at individual nominal level, forms part of the dataset provided to the policing area IVM teams.

In August (latest available data), 3% (8) of residential burglary victims across West Mercia were repeat victims of another residential burglary-dwelling offence in the last 12 months. These figures have remained stable from the previous month (9, 4%). The following chart provides a breakdown of residential burglary-dwelling repeat victims by instances of repeat victimisation.



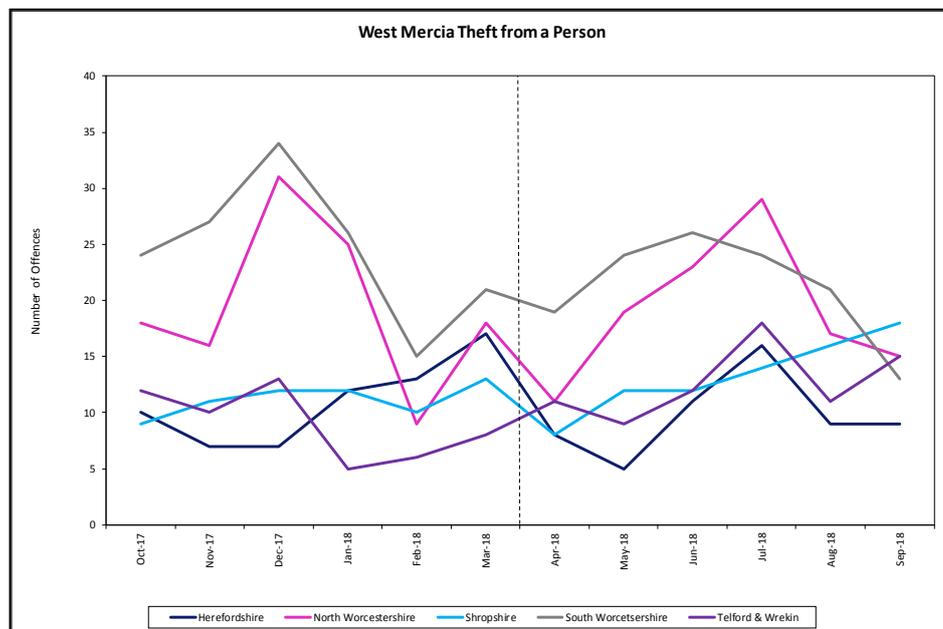
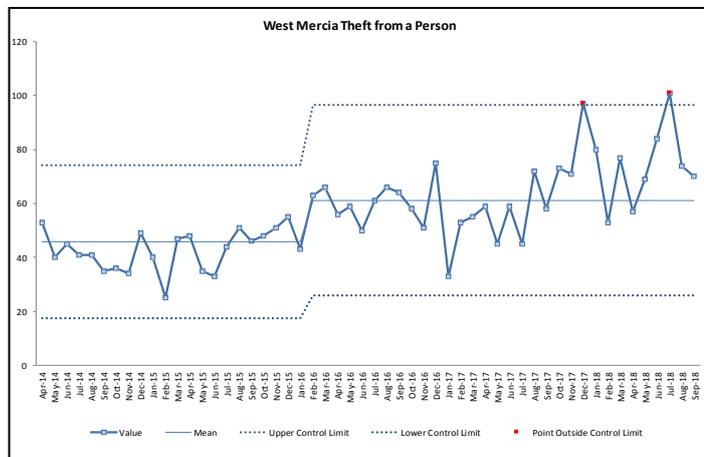
The following chart provides a medium (6 month) projection for residential burglary (dwelling) offences. At force level, volumes are projected to show a seasonal increase in the last quarter.



# Theft from Person

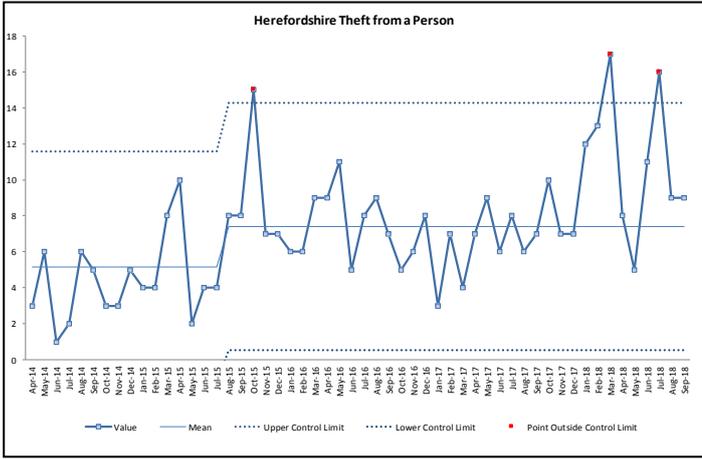
## Signs of Improvement would be:

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

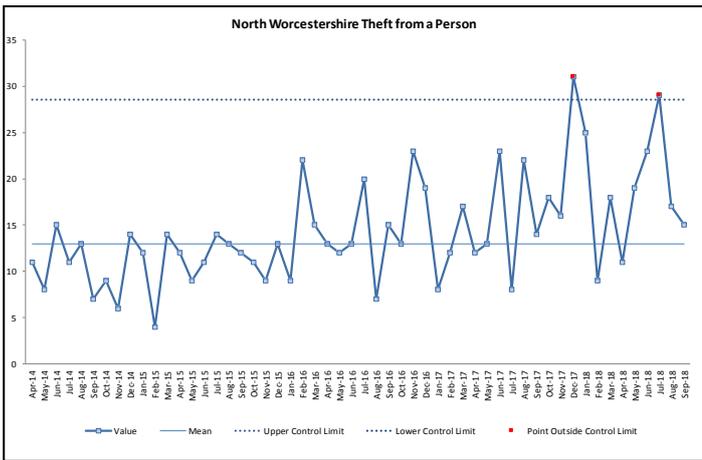


245 theft from person offences were recorded in the last quarter. This is a 17% increase compared to the previous quarter (210) and above the quarter average (227). Exceptional volumes were seen across West Mercia in July; driven by exceptional volumes across Herefordshire, North Worcestershire and Telford & Wrekin.

Volume increases were seen across all policing areas last quarter with the exception of South Worcestershire.



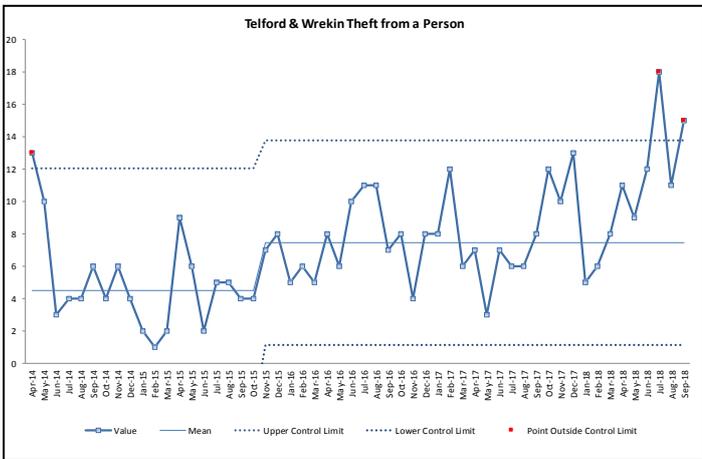
34 offences were recorded across Herefordshire during the last quarter, a 42% increase compared with the previous quarter (24) and 62% above the quarterly average (21). This increase was driven largely by exceptional volumes in July (16).



Exceptional volumes were seen across North Worcestershire in the last quarter.

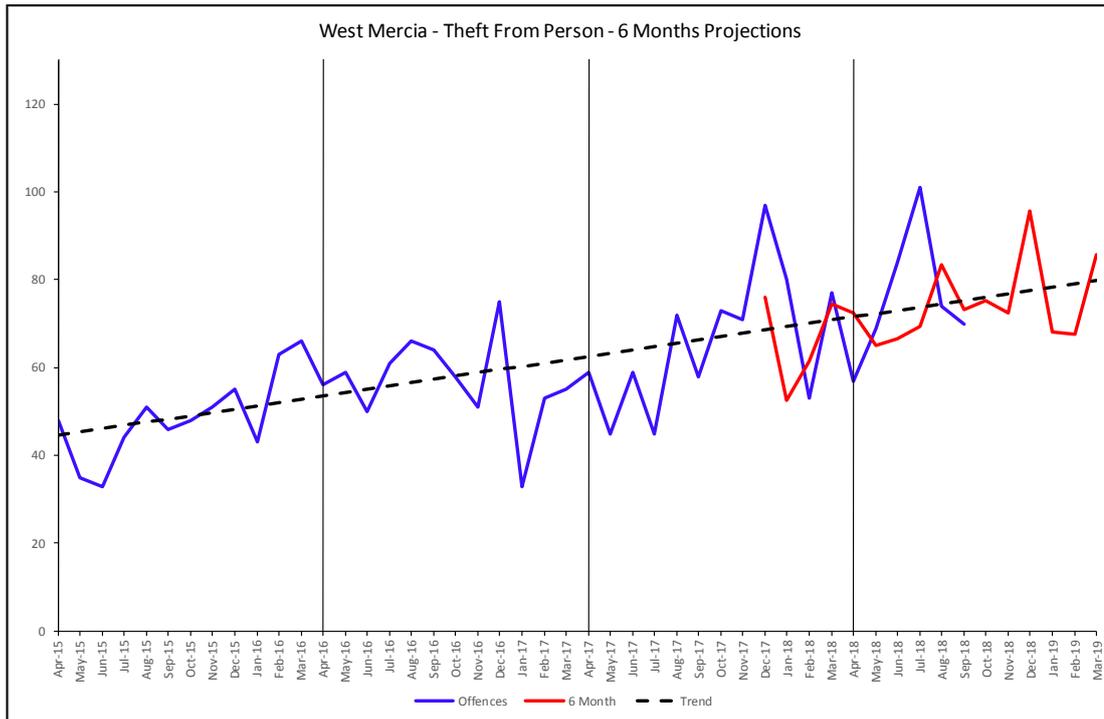
This was identified in the May report.

North Worcestershire policing area has implemented a number of initiatives which has now seen numbers start to decline.



44 offences were recorded across Telford & Wrekin during the last quarter. This is a 38% increase compared with the previous quarter (32) and 83% higher than the quarterly average. Exceptional volumes were recorded in both July (18) and September (15).

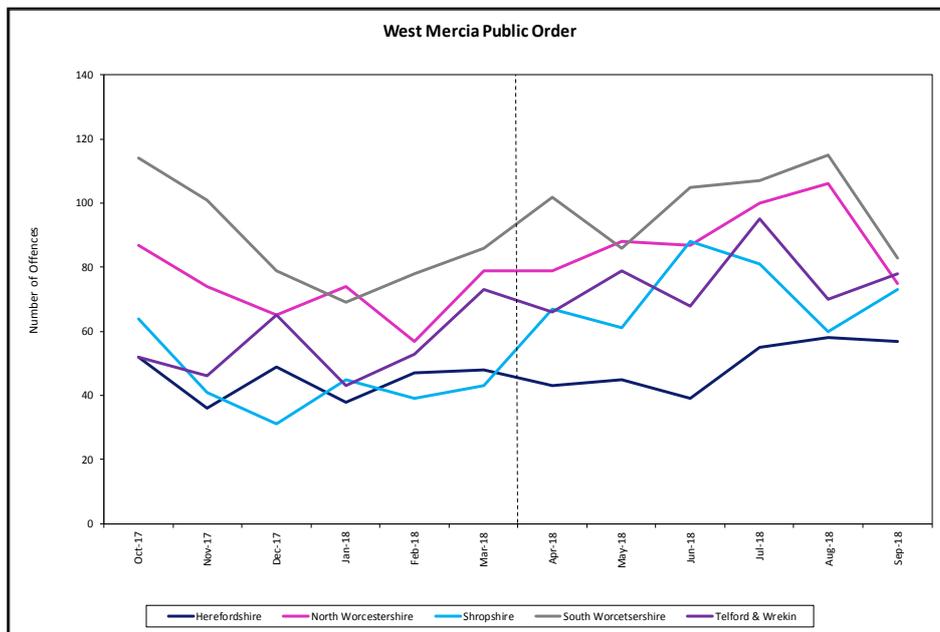
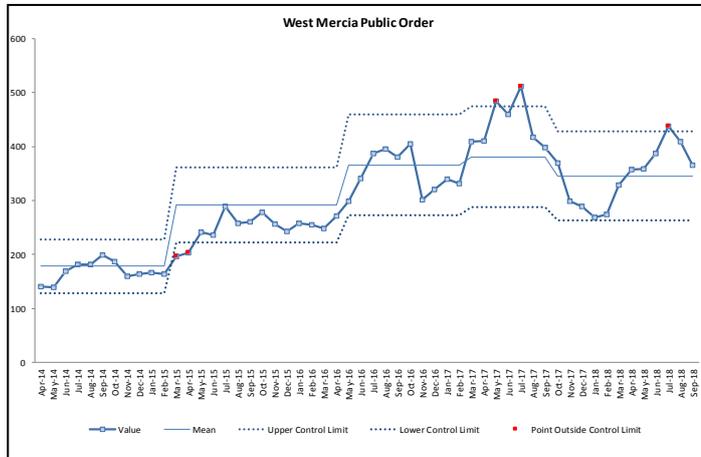
The following chart provides a medium (6 month) projection for theft from person offences. At force level, volumes are projected to increase in the next quarter.



# Public Order

## Signs of Improvement would be:

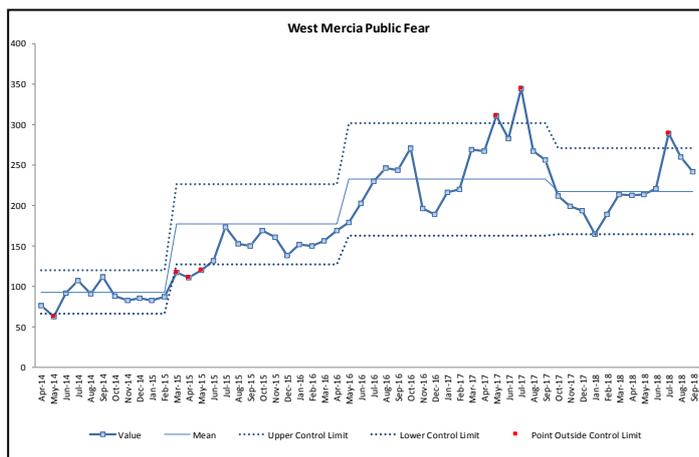
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



1,213 public order offences were recorded in the last quarter. This is a 10% increase compared to the previous quarter (1,103) and above the quarter average (1,036). Exceptional volumes were seen across West Mercia (and all policing areas) in July.

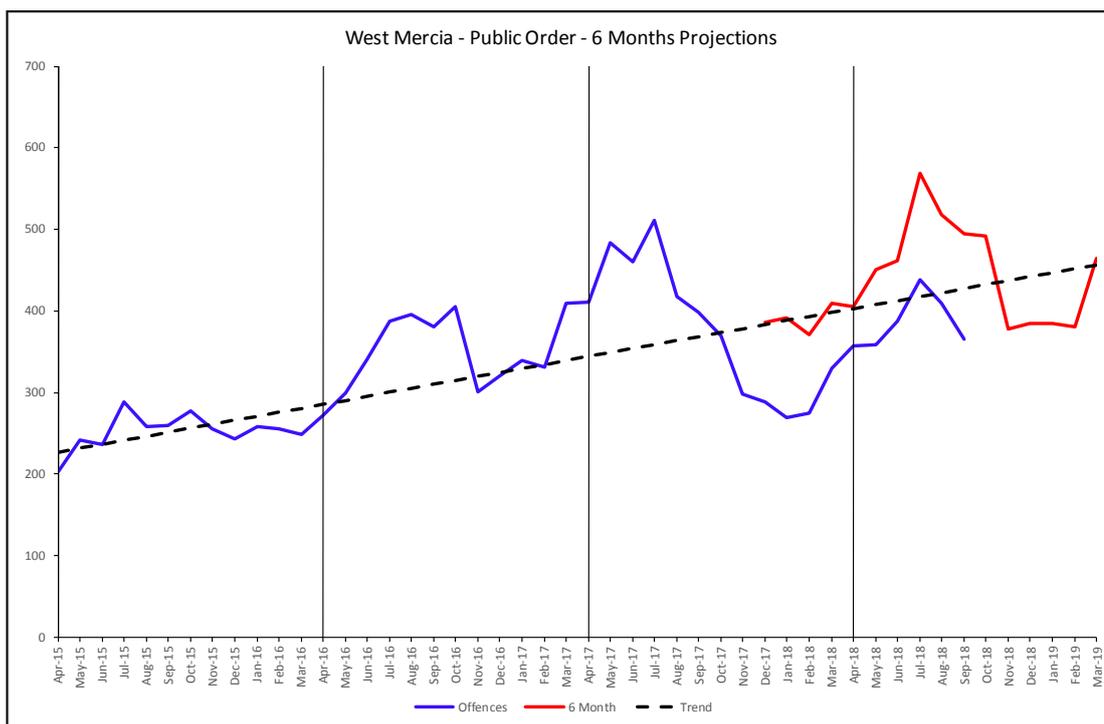
## Public fear, alarm & distress offences

Closer inspection of public order offences reveals that public fear, alarm & distress offences were driving the exceptional monthly increase for West Mercia and represented 62% of all public order offences in July 18. Increased volumes were seen across all policing areas with the exception of Shropshire.



The increase in public fear offences across the summer months was influenced by the sustained good weather and the football World Cup.

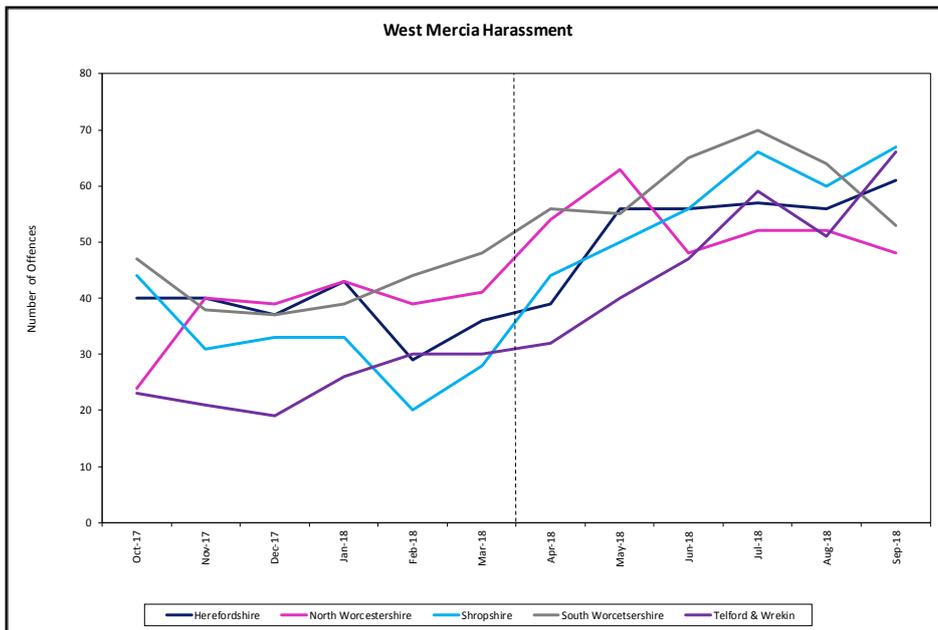
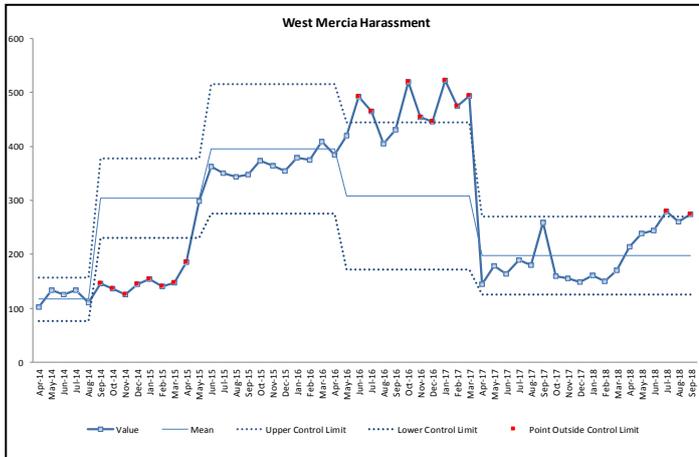
The following chart provides a medium (6 month) projection for public order offences. At force level, volumes are projected to decrease in the next quarter.



# Harassment

## Signs of Improvement would be:

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



813 harassment offences were recorded in the last quarter. This is a 17% increase compared to the previous quarter (696) and above the quarter average (613). Exceptional volumes were seen in the quarter across most policing areas.

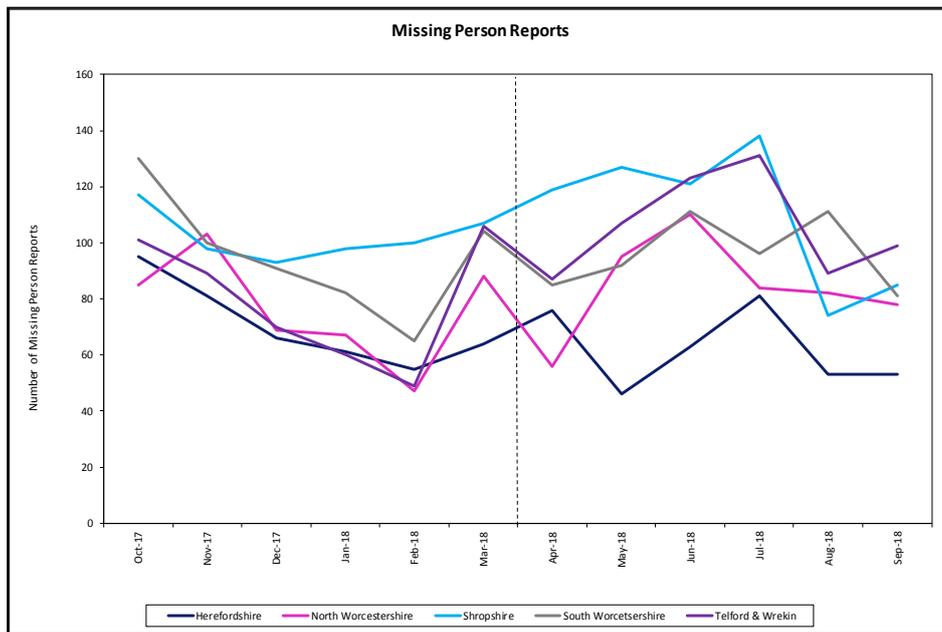
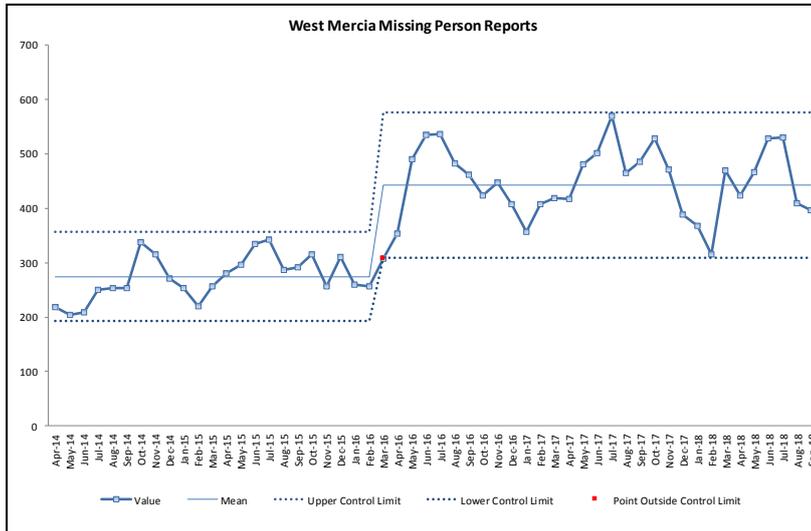
In July ASI looked in more detail at this increase. The greatest volume and increase has been seen in sec2 harassment offences.

# 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).

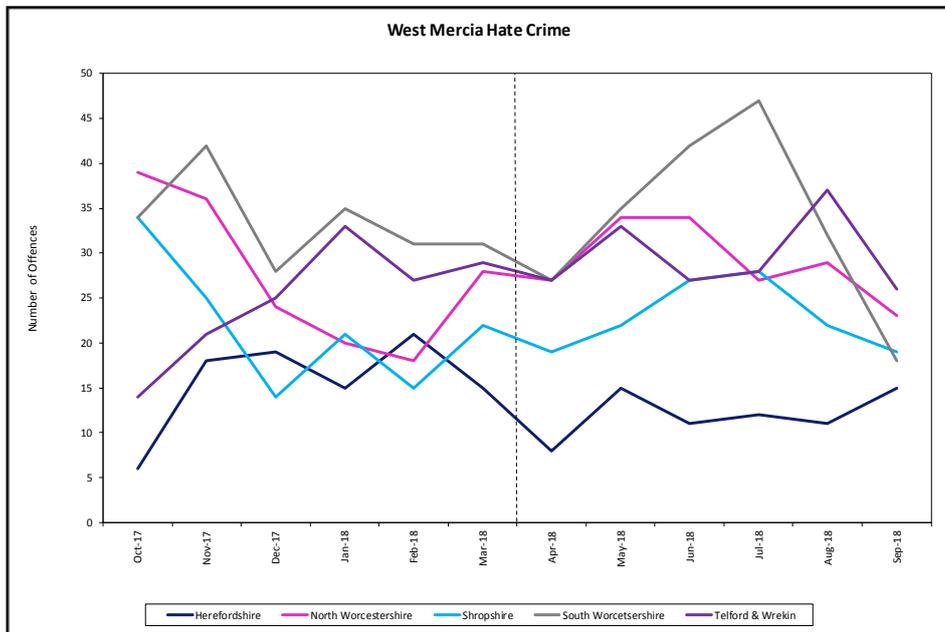
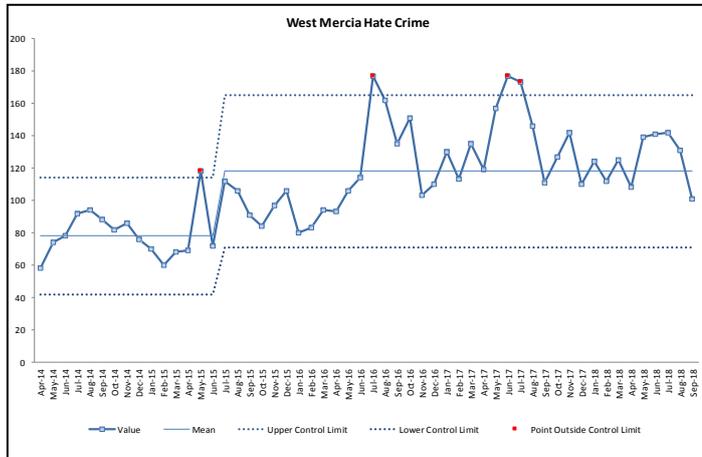


1,335 missing person reports were recorded during the last quarter. This is a 6% decrease compared with the previous quarter. Volumes followed the expected seasonal pattern with increased volumes in spring and summer months, but with low volumes recorded during August due to the school summer holidays. Volumes recorded were stable across each of the policing areas compared with the previous quarter with the exception of Shropshire which recorded a significant reduction in missing person reports. A&SI will continue to monitor trends and provide detailed feedback to local missing person co-ordinators on a monthly basis.

# Hate Crime

**Signs of Improvement would be:**

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction

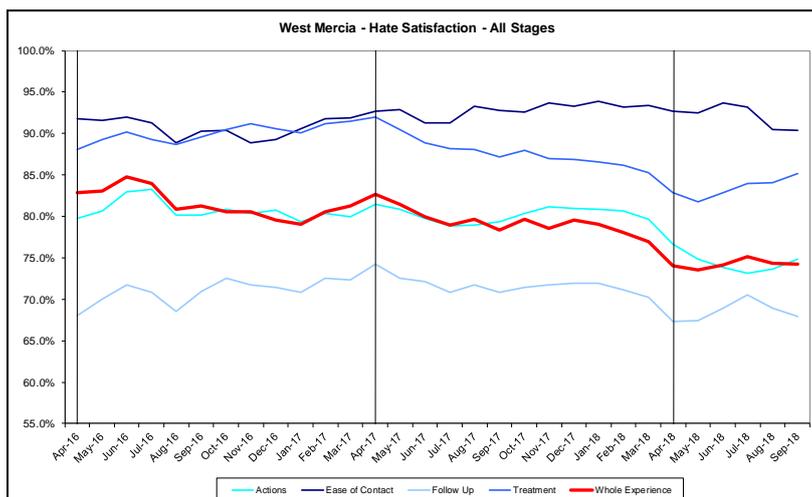


The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends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

374 offences/ incidents were recorded last quarter, a 4% reduction compared to the previous quarter (388) and just below the quarter average (376). Volumes remain within the expected range across all policing areas.

As with the previous quarter, the majority of hate crimes were of a racial nature at both Force and local policing area level.

## Hate Crime Victim Satisfaction



	Jul-18	Aug-18	Sep-18
Herefordshire	67.7%	70.4%	75.0%
North Worcestershire	76.0%	78.4%	81.3%
Shropshire	85.1%	81.4%	78.6%
South Worcestershire	69.2%	71.4%	71.8%
Telford & Wrekin	77.1%	70.6%	67.3%
<b>West Mercia</b>	<b>75.1%</b>	<b>74.4%</b>	<b>74.3%</b>

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.

74% of hate crime victims were satisfied with their overall experience with the police last quarter<sup>5</sup>, the same percentage as the previous quarter.

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

# Domestic Abuse

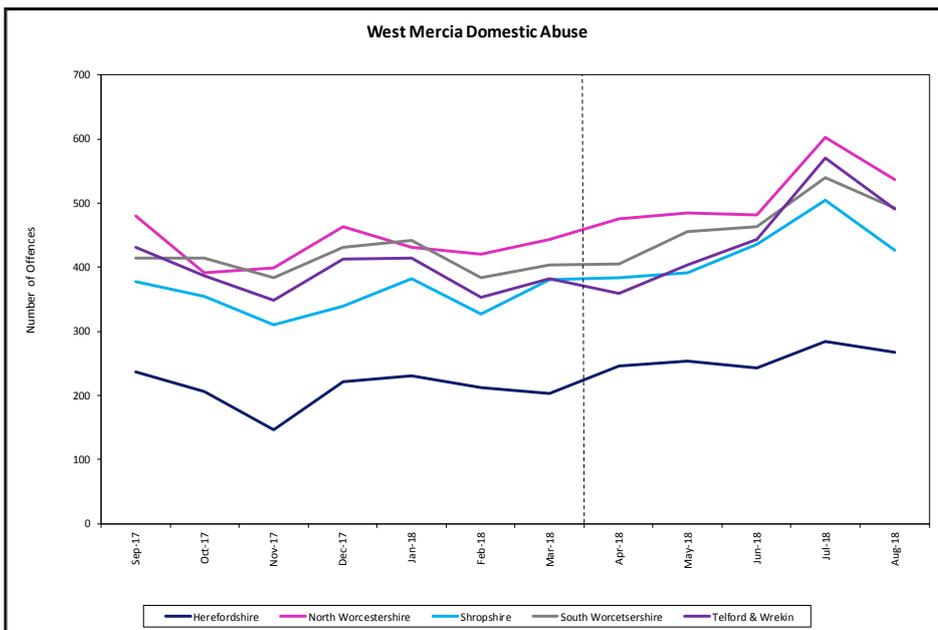
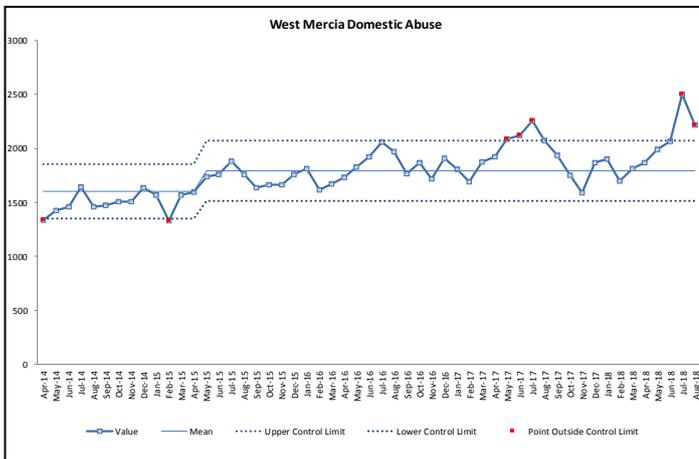
## Signs of Improvement would be:

- ❖ 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.

In this report we will continue to report on the volume of domestic abuse offences based on the previous month's data as there continues to be a delay in the application of the keyword due to the quality assurance process.

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.



2,215 domestic abuse offences & crimed incidents were recorded in August, an 11% decrease compared to the previous month (2,500) but significantly above the monthly average (1,793). Exceptional volumes were recorded across West Mercia last month with violence without injury making up 58% (745) of recorded crimes.

## Domestic Violence Protection Notices (DVPNs)

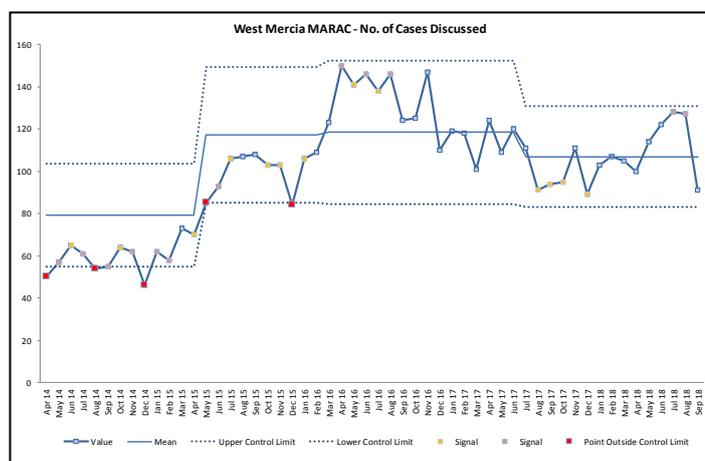
Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat of further violence from the suspect and gives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

	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
West Mercia	24	16	3	5	19	9	20	19	16	17	10	26	17

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.



346 cases were discussed at WMP MARACs last quarter (93 repeat cases). This is an increase compared to the previous quarter (336) and above the quarter average (323). This was driven by increased volumes of cases discussed across North Worcestershire and Shropshire last quarter compared to the previous quarter.

# Child at Risk / Child Sexual Exploitation

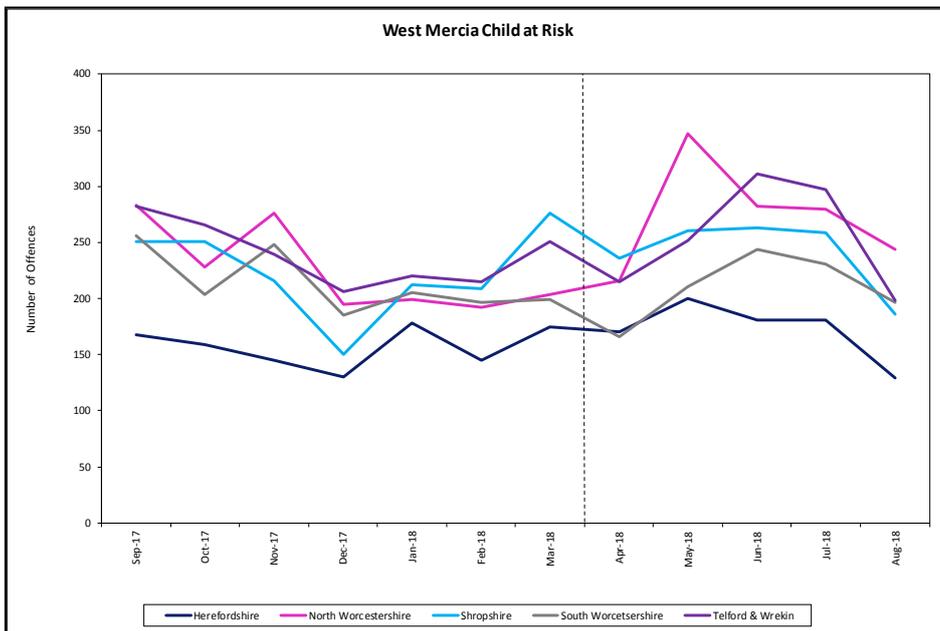
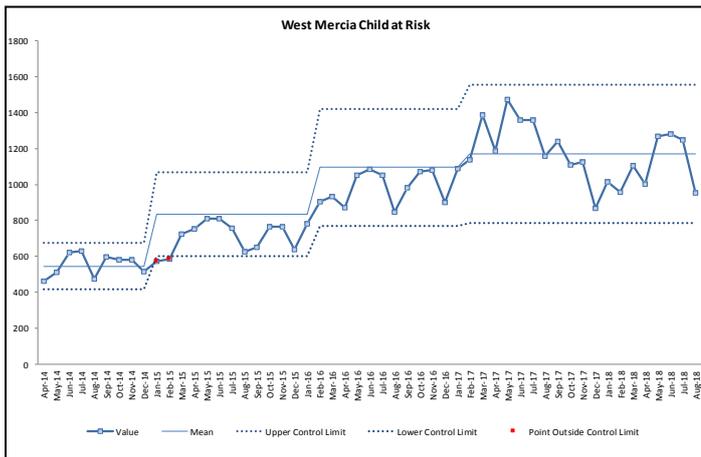
**Signs of Improvement would be:**

- ❖ 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 July data to give a more accurate analysis.

## Child at Risk

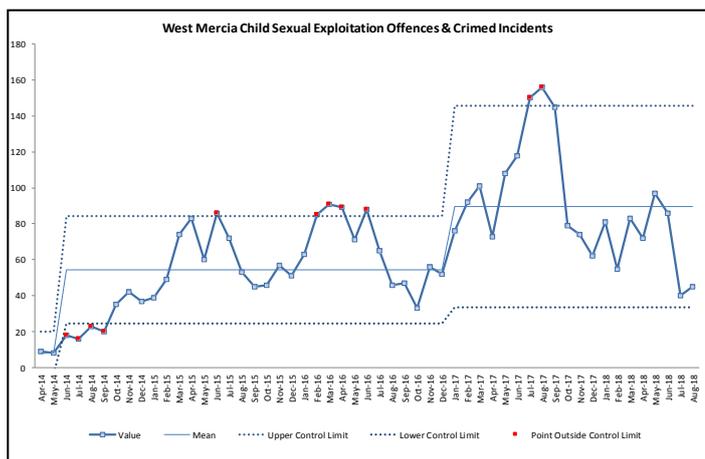


Child at Risk markers were applied to 954 offences/ incidents in August. This is a 24% decrease compared to the previous month (1,248) and below the monthly average (1,170).

Reduced volumes were seen across all policing areas in August – this is consistent with previous years.

The use of the Child at Risk marker/keyword has decreased by 12% (782) when comparing 18/19 year to month figures to 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.

45 CSE offences/ incidents were recorded in August, an increase compared to the previous month (40) and below the monthly average (90). Increased volumes were seen across all policing areas with the exception of South Worcestershire and Telford & Wrekin.

The use of the Child Sexual Exploitation marker/keyword has decreased by 43% (268) when comparing 18/19 year to month figures to last year.

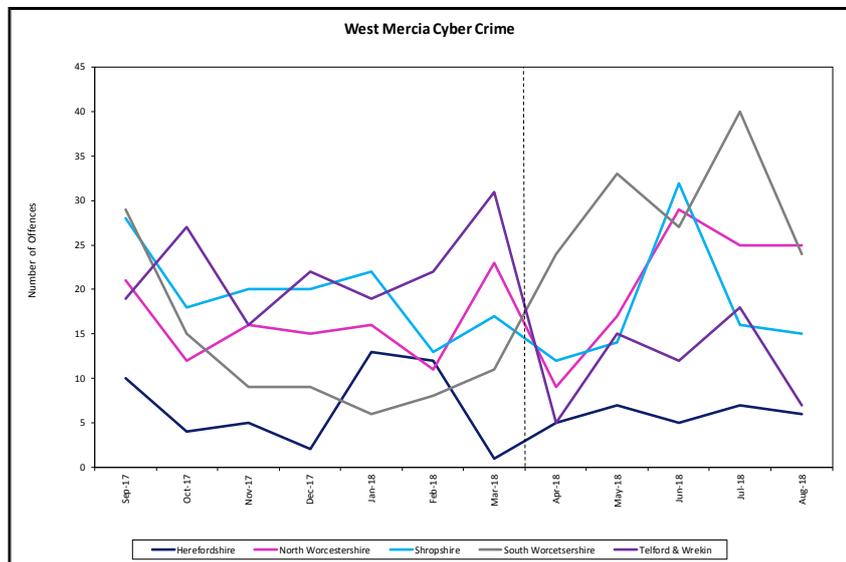
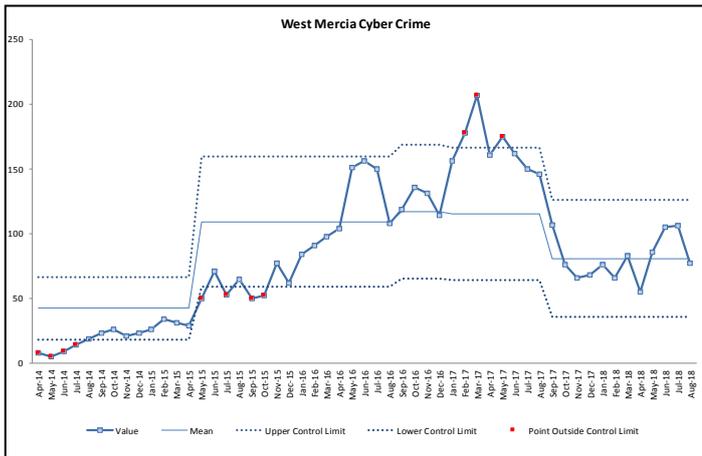
# Cyber/ On-line Crime

**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.

There are concerns currently with the number of reported offences of cyber crime. Again, due to changes in data processing procedures, we are reporting on the volume of offences based on August data to give a more accurate analysis. We are linked in to the Athena management organisation in relation to this, who are trying to develop a solution.

However, the issue for cyber is wider than this, and the Home Office in conjunction the NPCC, are looking at improving the data quality around online crime. Many forces are using different flags, and there is a wide variety in what is being measured. The range of crime, from drugs being sold online, social media offences, through to cyber attacks, emphasise the vast range of what could be flagged as an online crime. It has become clear that the total number of online crimes appears to be under recorded nationally because of the complexities linked to flagging and the number of offences with an online presence. The decision on whether a single marker or a range of flags is required, and clear guidance on what constitutes online crime is awaited.

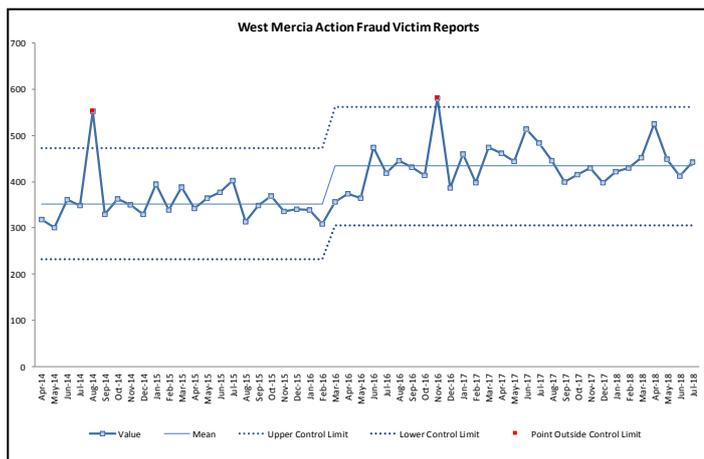


Only 77 offences were flagged as cyber crime in August. This is a reduction compared to the previous month (106) and below the new monthly average (81).

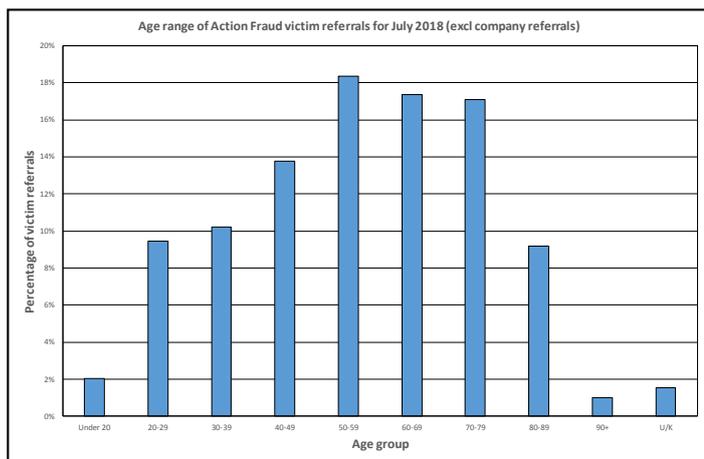
Volume reductions were seen across all policing areas with the exception of North Worcestershire.

## 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.



443 Action Fraud victim reports (which exclude company referrals) were recorded in July 2018<sup>6</sup>. This is an increase compared to volumes seen in June 2018 (412) and above the monthly average (434).



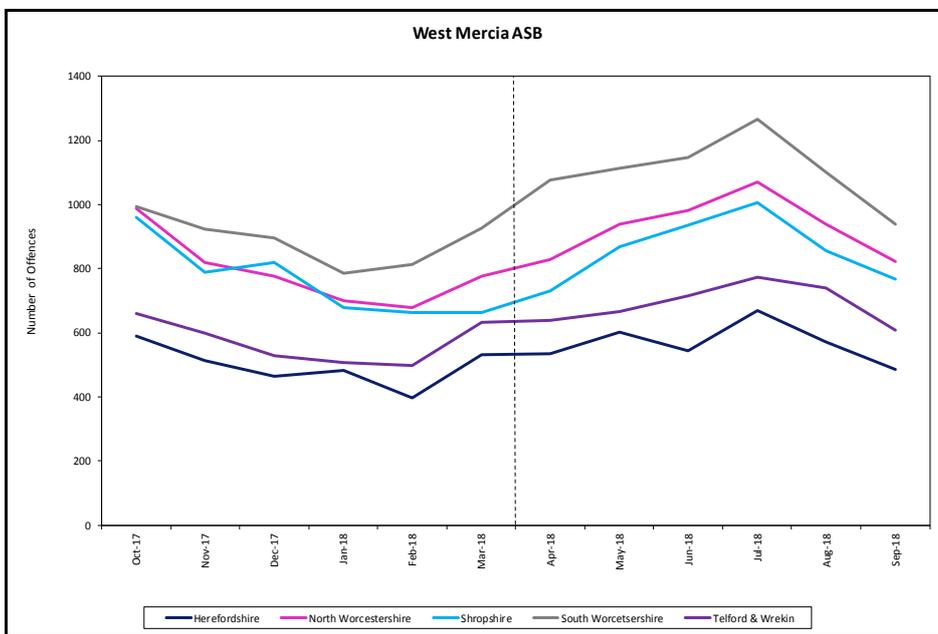
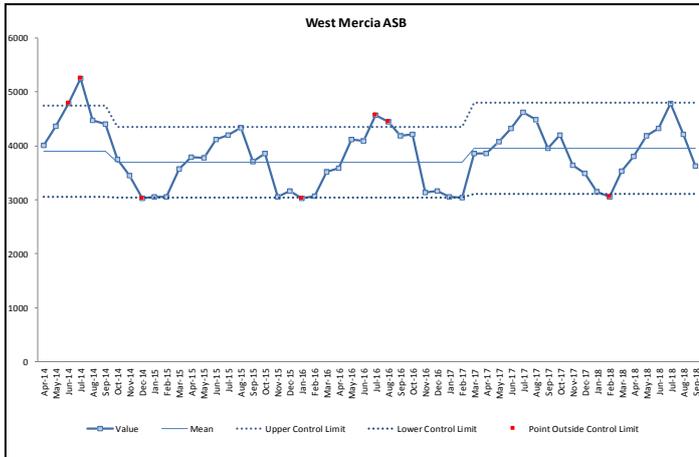
Victims aged over 50 accounted for over 6 in 10 (62%) Action Fraud victim reports reported in July 2018.

<sup>6</sup> Data is only available to July 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

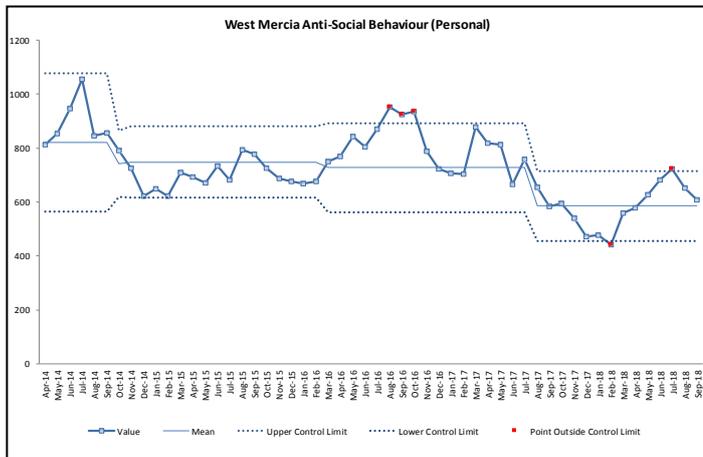


12,618 ASB incidents were recorded in the last quarter; a 2% increase compared to the previous quarter (12,325) but below the quarter average (11,502). Increased volumes were seen across all policing areas last quarter with the exception of South Worcestershire.

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

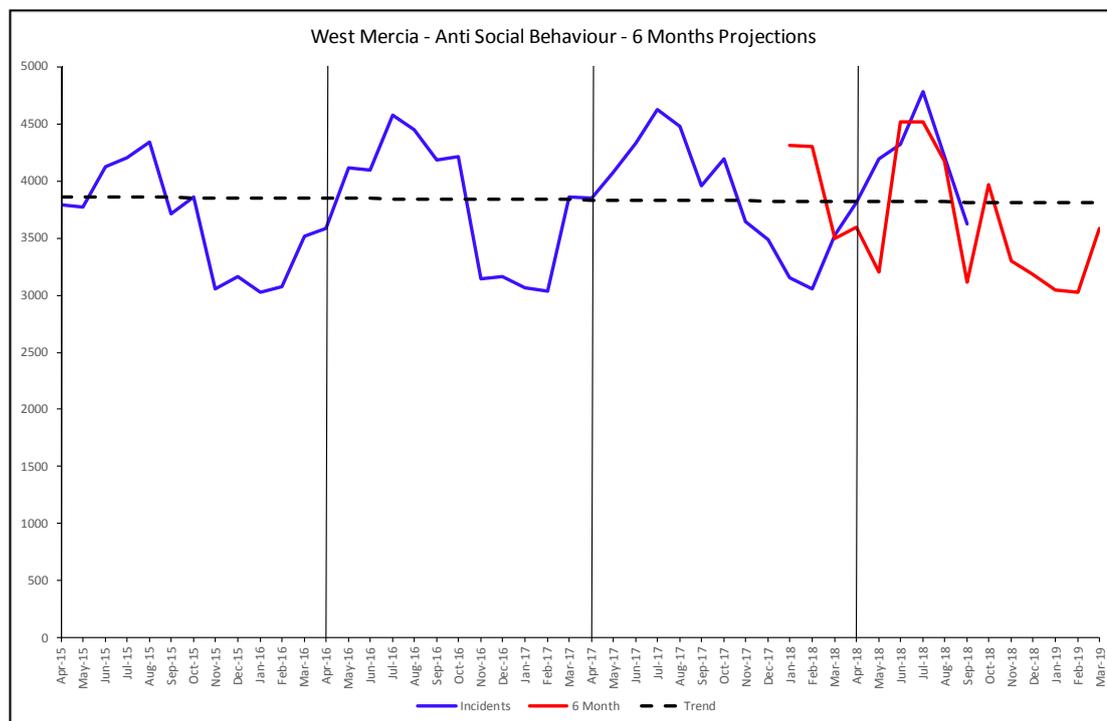
There are three recognised types of ASB: 'personal' is behaviour which is targeted to an individual or group rather than a wider community; 'nuisance' is where the impact is felt by a local community in general rather than individual victims; 'environmental' includes incidents where behaviour has an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

In the last quarter, 78% of all ASB incidents were nuisance, 16% personal and 6% environmental. This pattern was broadly similar to that seen in the previous quarter.



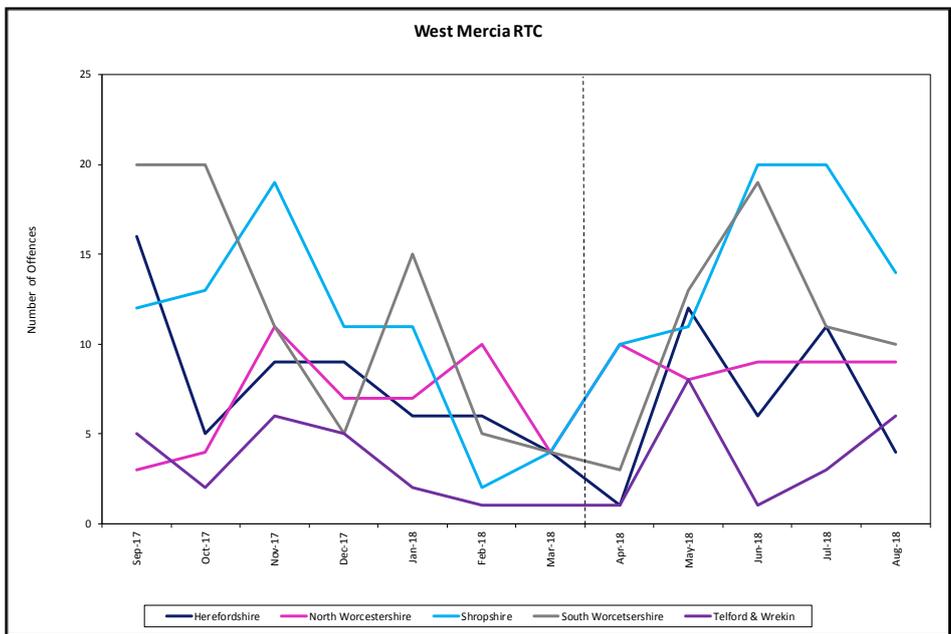
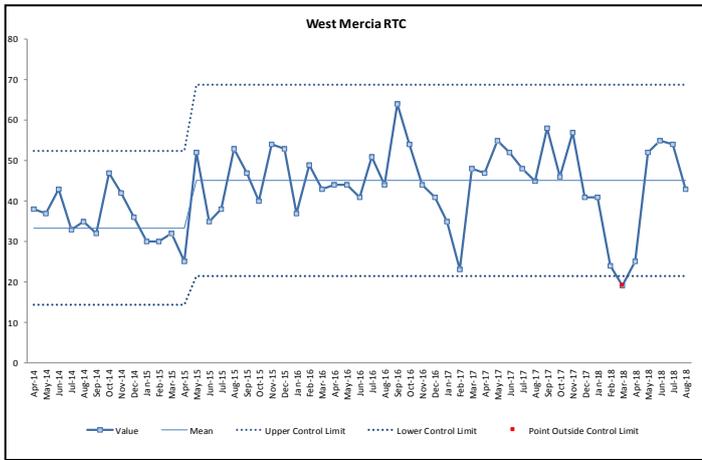
1,984 'personal' ASB incidents were recorded last quarter; a 5% increase compared to the previous quarter (1,886) and above the quarter average (1,739).

The following chart provides a medium (6 month) projection for ASB incidents which typically follows a seasonal pattern. As projected recorded volumes peaked in the last quarter and are projected to decrease in the next quarter.



# Road Traffic Casualties

**Signs of Improvement would be:**  
 ❖ Reduction in fatal and serious injury casualties



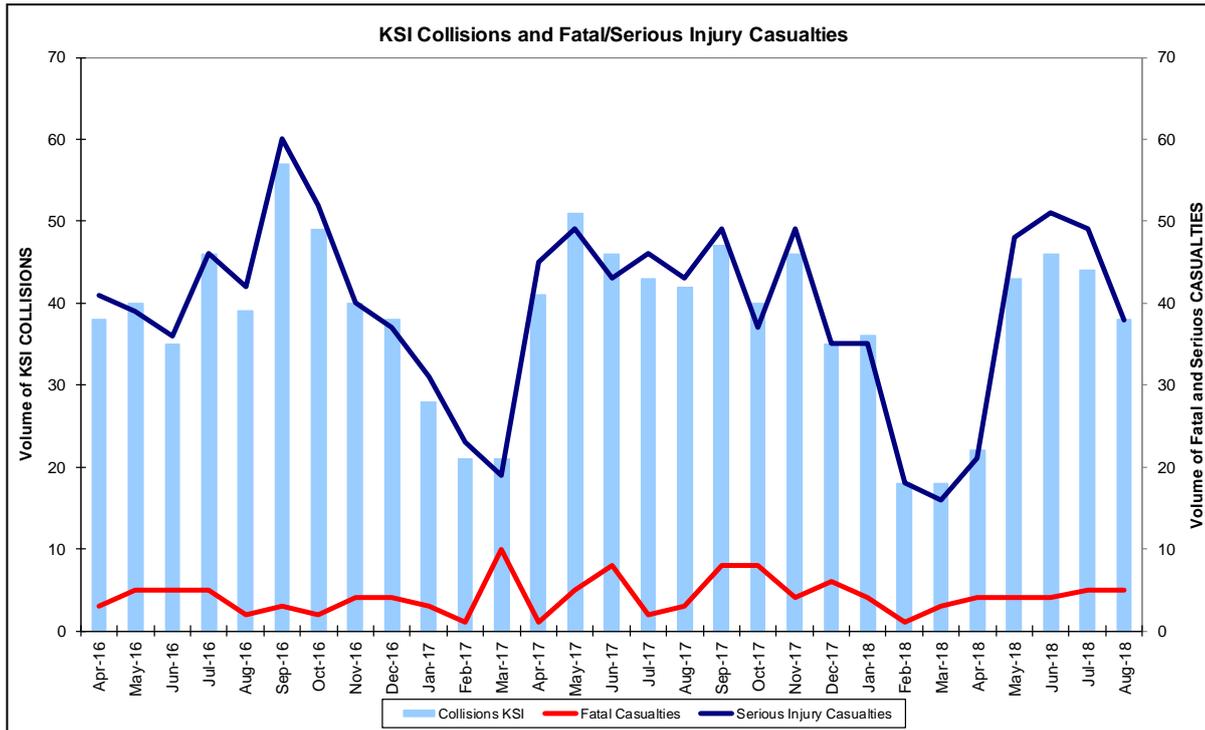
In the last quarter<sup>7</sup> there were 17 road deaths. This included 4 car drivers, 3 motor cyclists, 3 pedestrians, 2 car passenger, 2 cyclists, 1 van driver, 1 tractor driver and 1 mobility scooter driver.

6 fatalities occurred in Herefordshire, 5 in Shropshire, 3 in South Worcestershire (1 on the motorway), 2 in Telford & Wrekin and 1 in North Worcestershire.

In July & August over two thirds (61%) of all fatal and serious injury casualties were car drivers or passengers. 17% were on motorcycles, 12% were in goods vehicles and a further 5% were pedal cyclists.

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

The chart indicates the volume of fatal and serious injury collisions and the pattern of 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 operates through fixed and mobile enforcement cameras at 171 sites across West Mercia, 41,414 offences have been recorded from April to August 2018.

Activity currently being progressed includes a series of force 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.

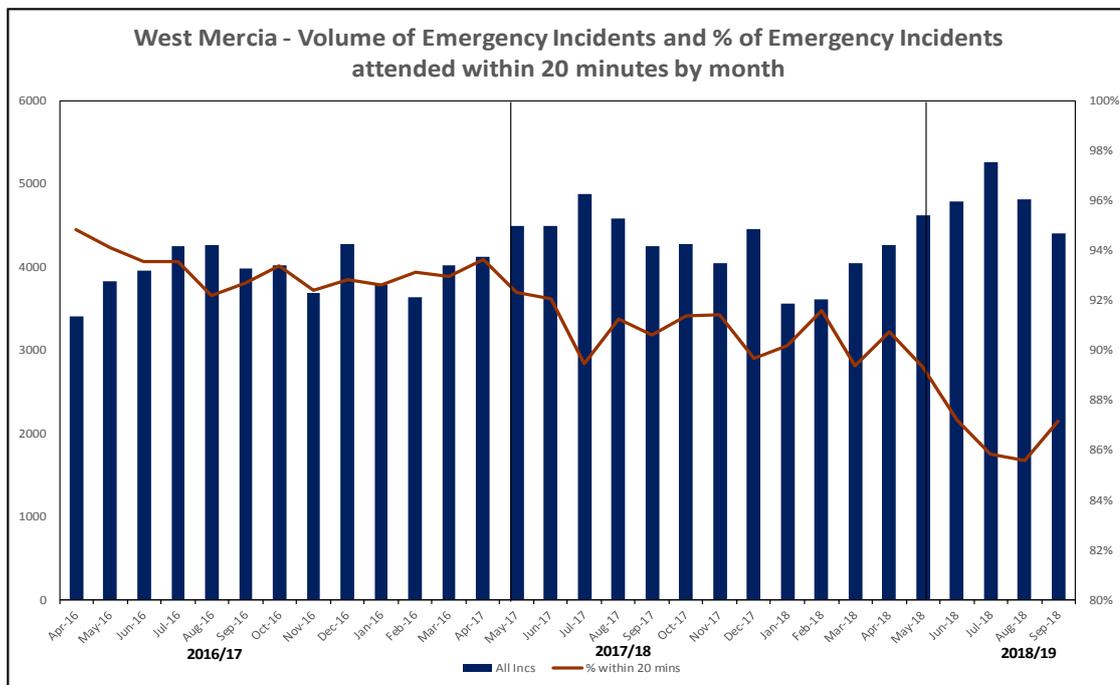
# Response Times to Emergency Incidents

**Signs of Improvement would be:**  
 ❖ Respond to all incidents in a timely manner and provide a high quality of service

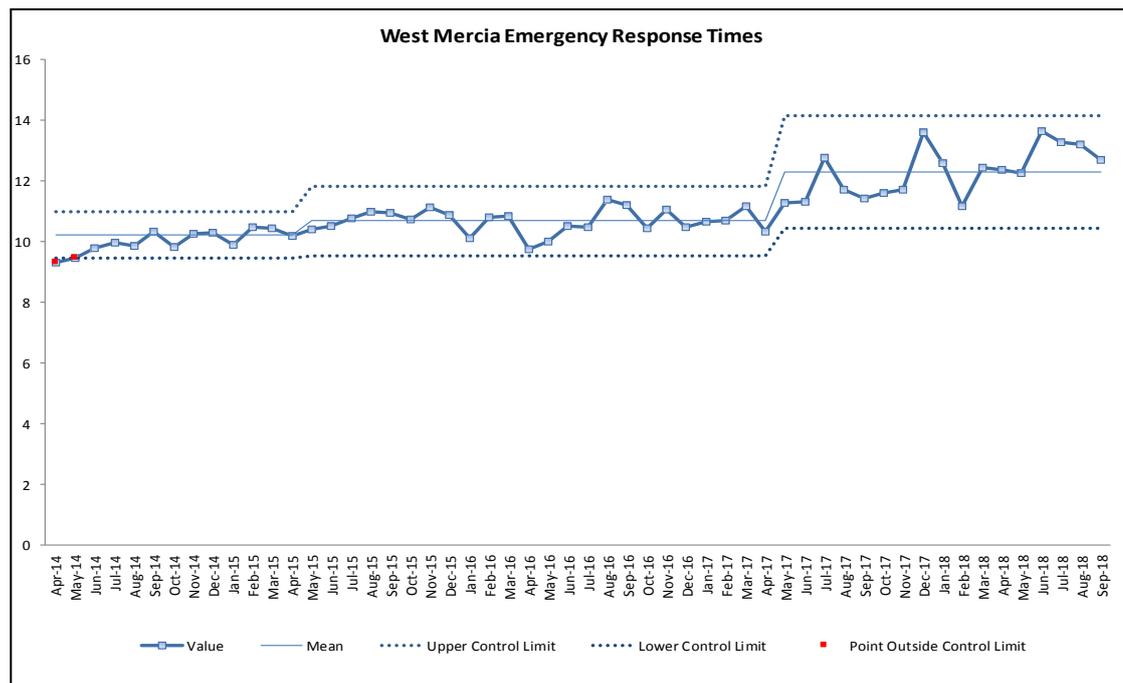
The force managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator,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

14,489 emergency incidents were recorded in the last quarter, an increase of 6% compared to the previous quarter (13,684). Almost 9 out of 10 (86%) emergency incidents were attended within 20 minutes and over the last quarter. Performance is lower than the same time last year, however data for September is showing an improvement following a downward trend over the previous 5 months..



The current average response time for emergency incidents is 12 mins 42 seconds, a decrease compared to the previous month but above the monthly average (12 mins 18 seconds).



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

There is a range of activity in place that we expect to have a positive impact on response times. Following feedback, we have altered the shift patterns across our patrol and OPU teams that will better match demand. ACC Wessell leads on demand reduction activity and it is expected that this will improve officer availability to ensure improved response times to incidents. DCC Blakeman has convened a health and wellbeing delivery group which aims to reduce officer sickness which would also be expected to improve performance in this area.

## Criminal Justice – File Quality

### Signs of Improvement would be:

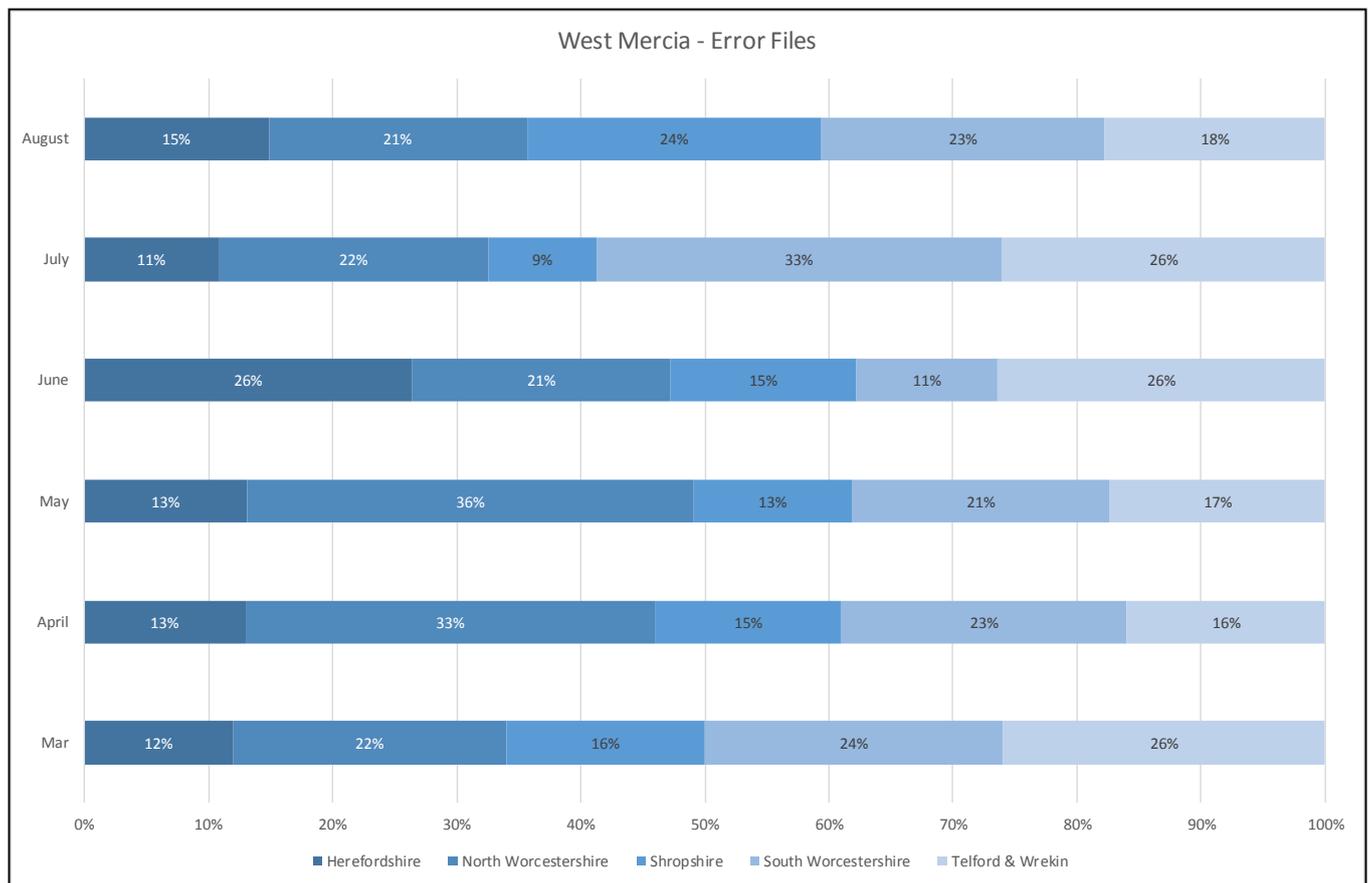
- ❖ Improved performance against MSG forces

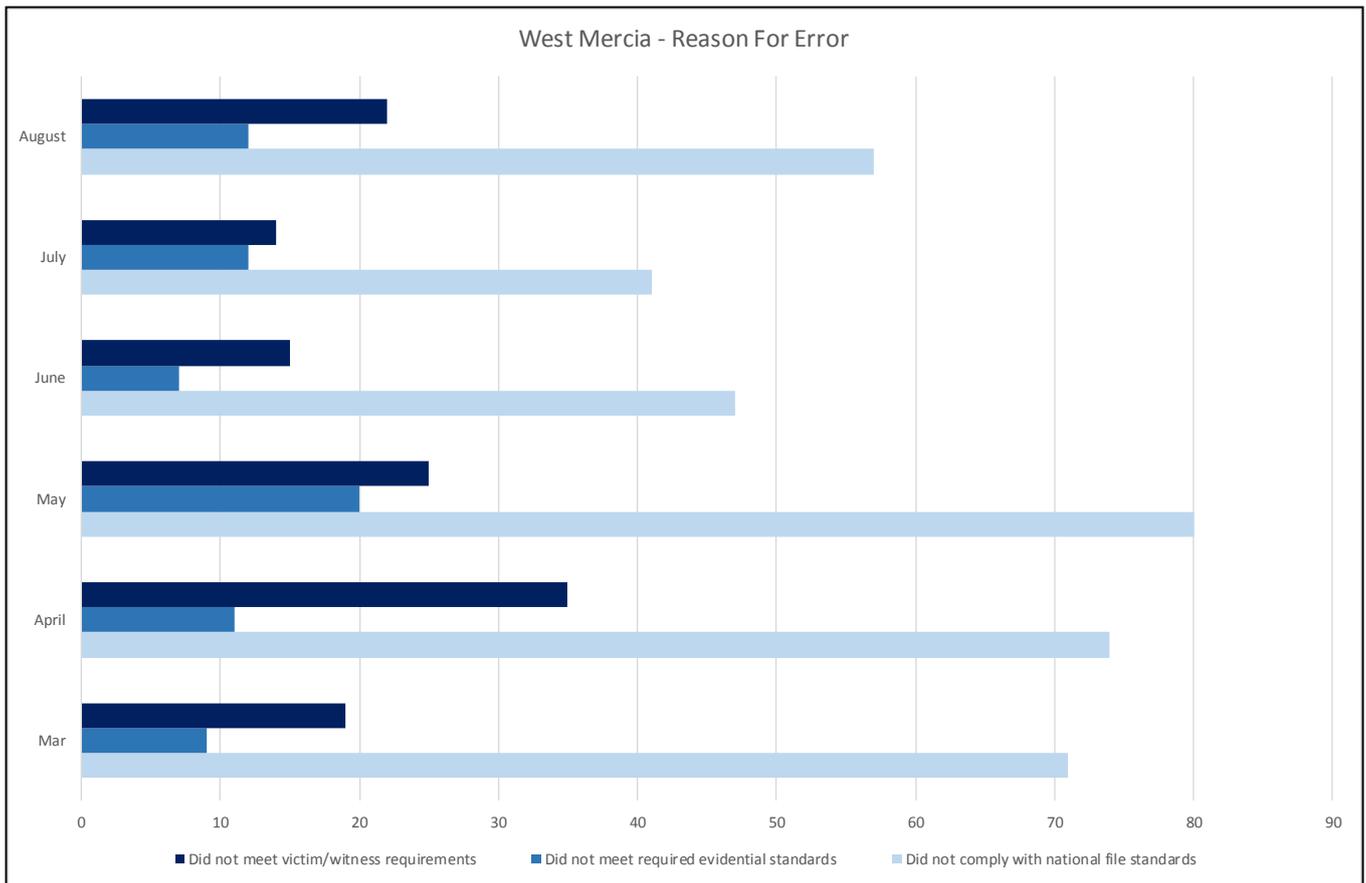
With the implementation of ATHENA, the case element has created some challenges in terms of file submission and quality. An overview of file quality performance is provided in this report. An additional stand alone CJ report will be published alongside this report, providing greater detail across performance 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.





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

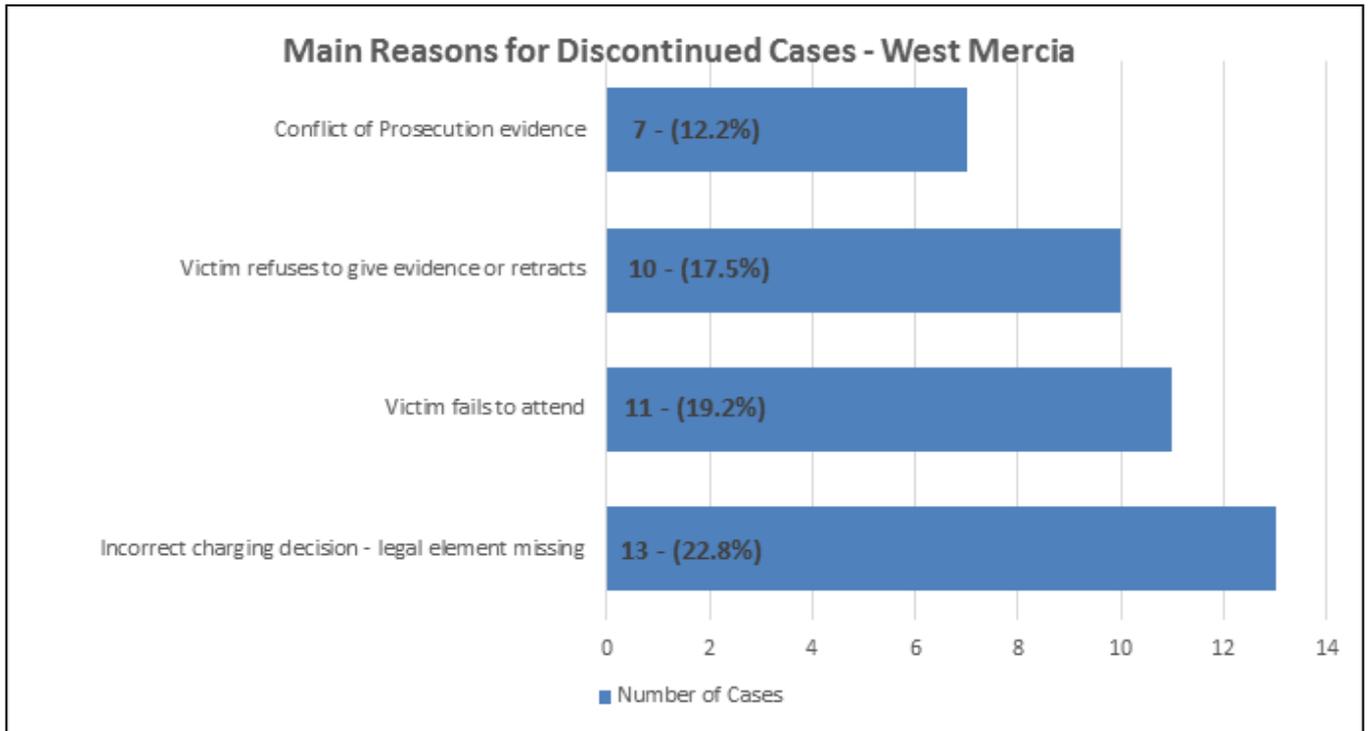
### **Discontinuance**

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 August 96 cases were discontinued across West Mercia. 19% of these were for Herefordshire.

Policing Area	No. Successful Cases	No. Unsuccessful Cases	%	Rank
Herefordshire	96	23	19%	5 <sup>th</sup>
North Worcestershire	144	22	13%	2 <sup>nd</sup>
Shropshire	84	16	16%	4 <sup>th</sup>
South Worcestershire	155	19	11%	1 <sup>st</sup>
Telford & Wrekin	94	16	15%	3 <sup>rd</sup>
<b>West Mercia</b>	<b>573</b>	<b>96</b>	<b>14%</b>	

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



### **Implementation of MG compiler**

The preparation of post charge files has changed (as of 15<sup>th</sup> October) In summary, the expected business benefits are in the key areas of increased efficiency, improved performance and improved health and wellbeing of our staff.

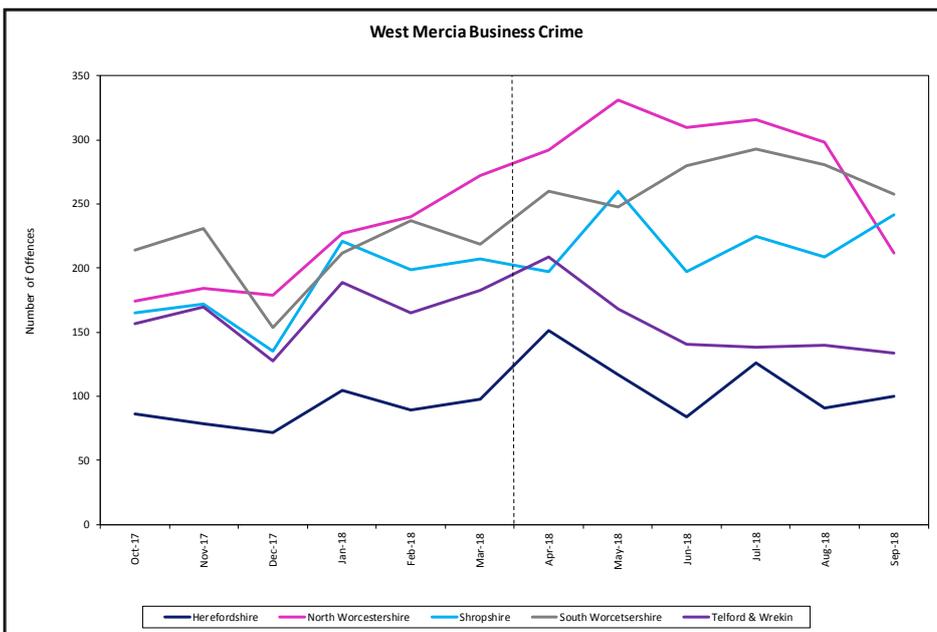
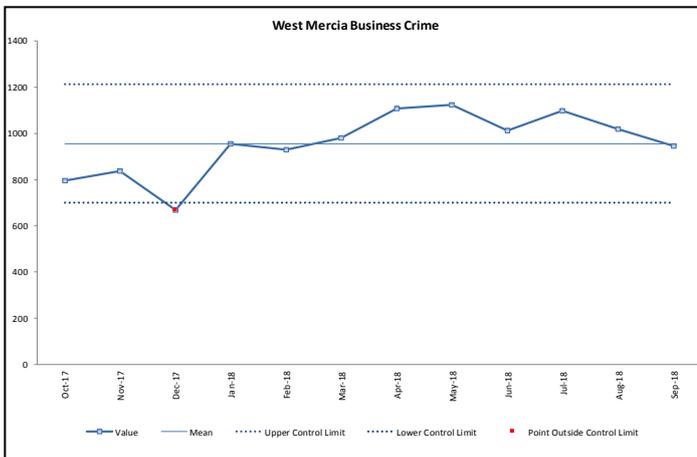
The change was vital given the high levels of overtime being incurred, increase in hours worked and issues with timeliness and quality of files submitted to CPS. This has led to health and wellbeing concerns for our staff which cannot be ignored. The new process will enable us to move forward to full digital remand within the timescale set whilst reducing demand on front line staff for file submission.

The introduction of a more user friendly file build system should help to significantly improve file quality and CJ performance by removing 'user-error' factors which negatively impact on our compliance rates. It is expected that the time to build files will reduce significantly which will free up officer time and reduce the burden placed in them in the first place.

# Reassuring West Mercia

## Business Crime

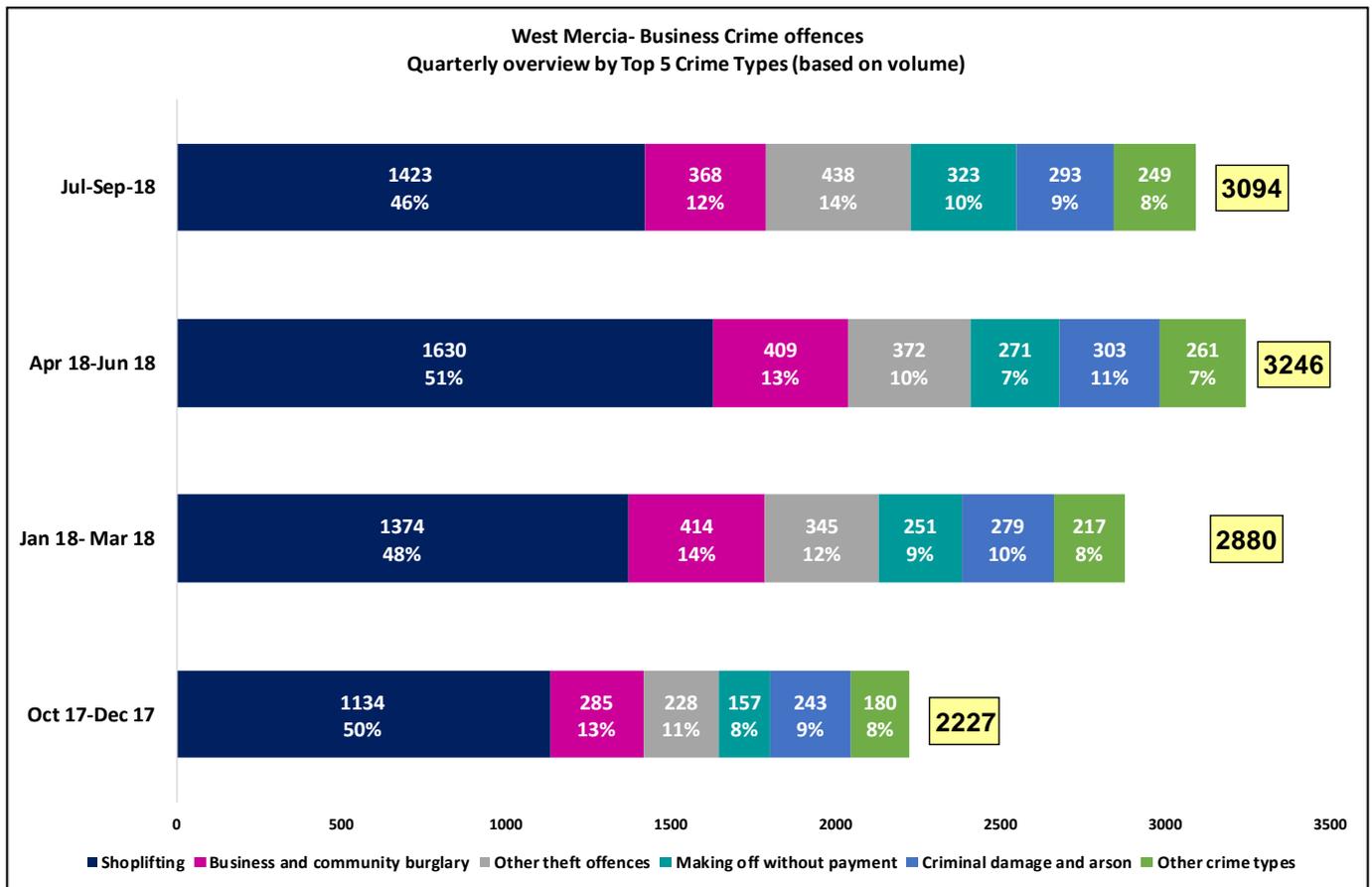
Signs of Improvement would be:  
Stable volumes of recorded crime



Business crime is now identified by the application of a keyword. The charts only shows data from October 2017 as data prior to this is not directly comparable.

3,063 business crimes were recorded in the last quarter, a 6% reduction on the previous quarter (3,245) but above the quarter average (2,668). Reduced volumes were seen across all policing areas with the exception of Shropshire and South Worcestershire. Volumes had been increasing since the introduction of Athena, but the reduction in volumes this quarter could suggest that recorded volumes have reached a representative level of offences committed.

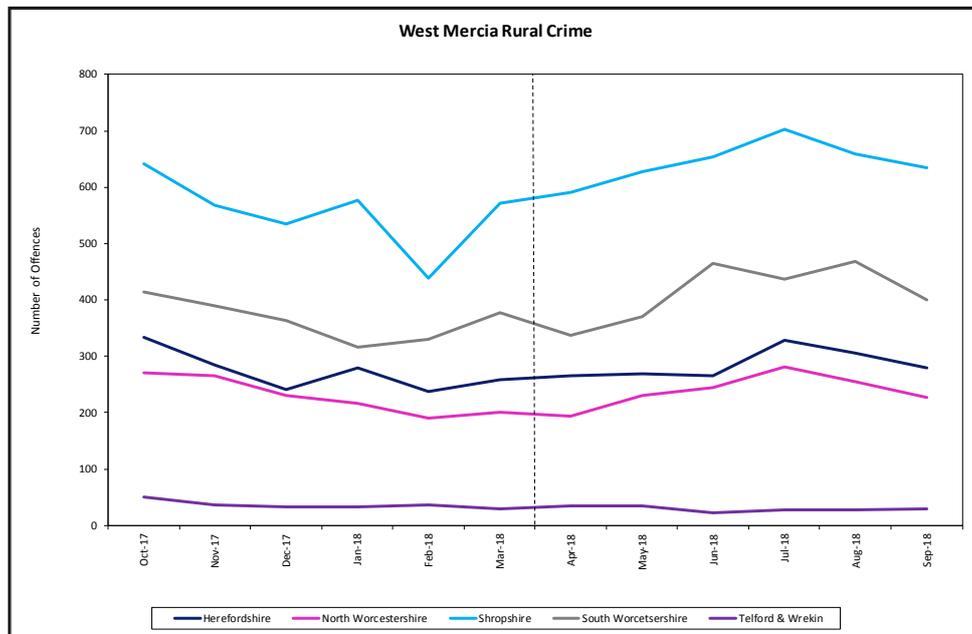
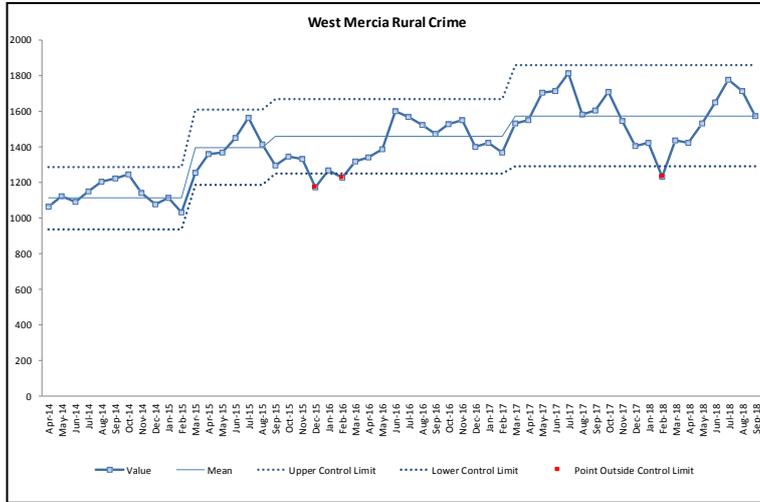
The chart below shows the top 5 'business crime' offence types for West Mercia, ranked by number of offences with percentage share of total business crime by quarter. The chart shows that Shoplifting fell in this quarter, but Other theft offences and Making off without payment offences increased.



# Rural Crime

## Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

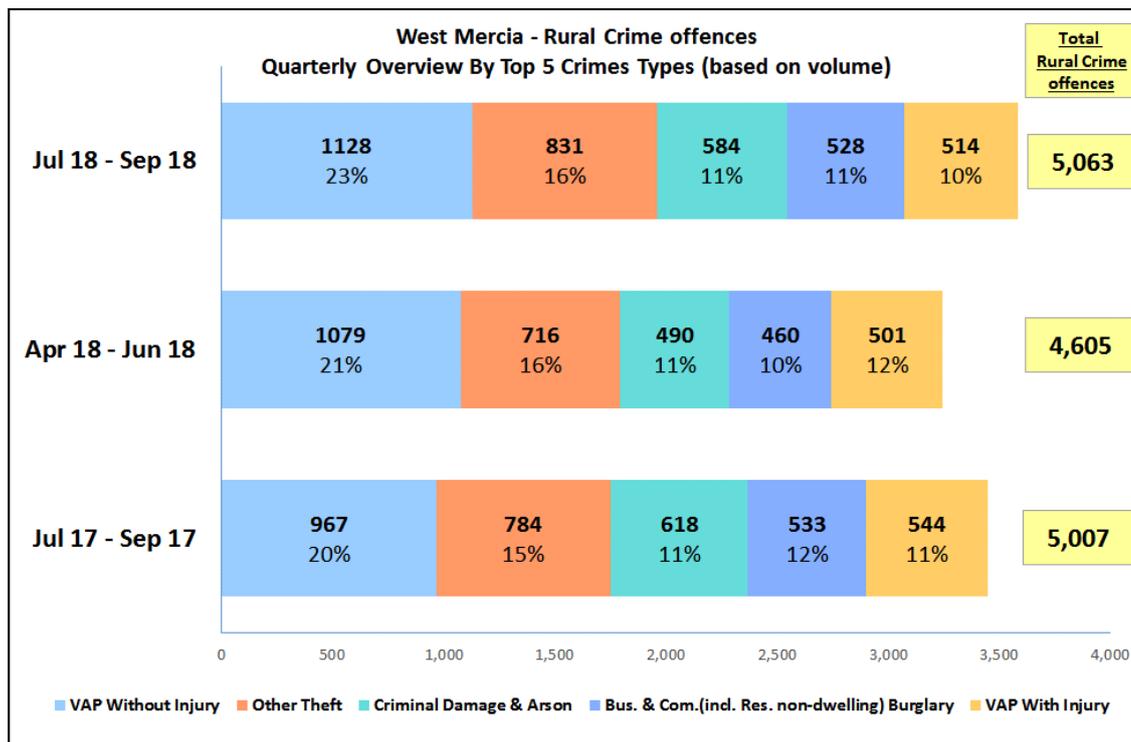


Rural crime offences are a subset of total recorded crime and are identified by their geographical location<sup>8</sup>.

5,063 offences were recorded across West Mercia last quarter. This is a 10% increase on the previous quarter (4,605) and is higher than the quarter average (4,604). Increased volumes were seen across all policing areas excluding Telford & Wrekin compared to the previous quarter.

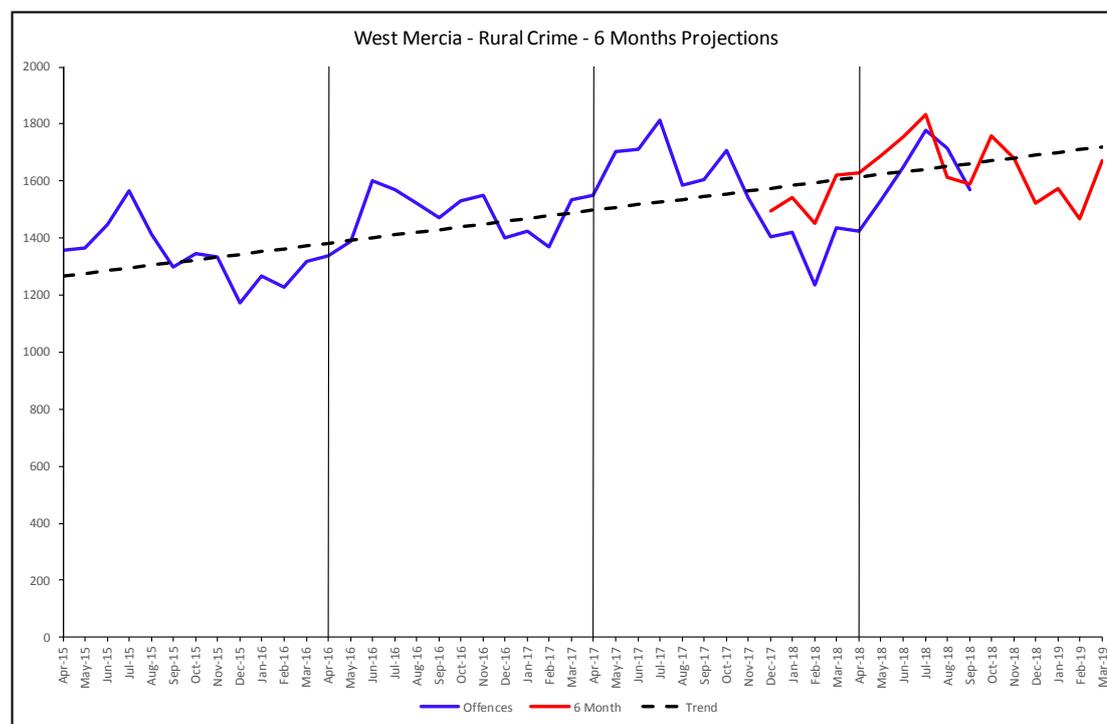
<sup>8</sup> Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

This chart shows the top 5 'rural crime' offence types for West Mercia ranked by number of offences with percentage share of total rural crime broken down by policing area for the last quarter compared to previous quarter and previous year.



The top 5 'rural crime' offence types in this quarter represent 71% of all rural crime offences compared to 70% for the last quarter.

The following chart provides a medium (6 month) projection for rural crime offences. At force level, the recorded volumes have been below the projection and volumes but expected to increase in the next quarter.



# Reforming West Mercia

## Sickness

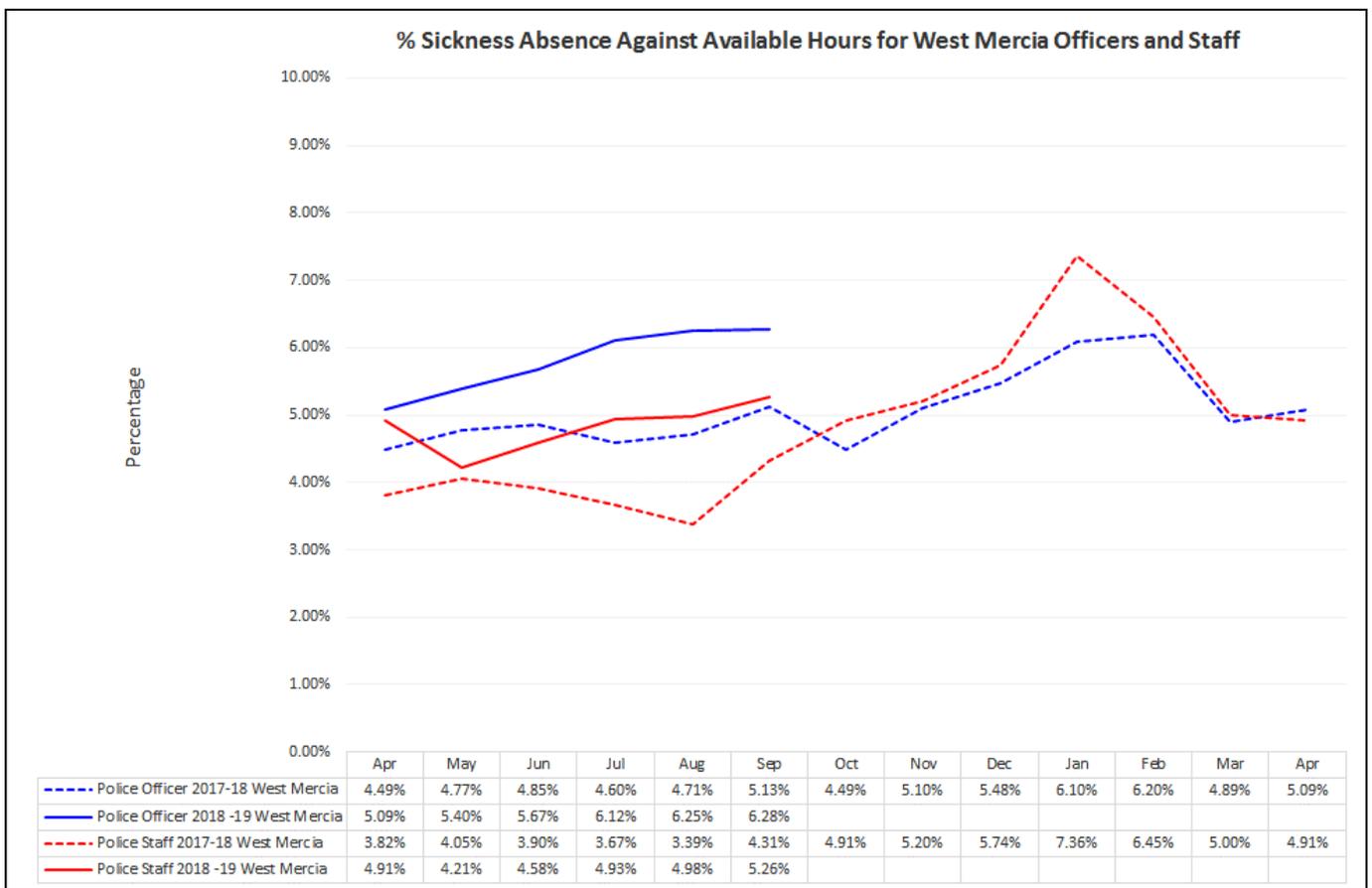
### Signs of Improvement would be:

- ❖ Improved staff wellbeing – improving levels of attendance

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

The average percentage of hours lost to sickness in September is 6.28% for Officers, which is an increase from 6.25% in August and the 6<sup>th</sup> consecutive month-on-month increase. For Staff, the average percentage of hours lost in September is 5.26% which is an increase from 4.98% in August and the 4<sup>th</sup> consecutive month-on-month increase.

From the start of 2018/19 for both officers and staff, monthly and quarterly sickness levels have been higher than the equivalent months and quarters in 2017/18.



## Health & Wellbeing Board

The first West Mercia Health and Wellbeing Delivery Board was held on 25<sup>th</sup> September. Given the rising sickness levels and feedback received from staff, 100 little things, and surveys such as the Durham Survey, Police Federation Survey and Health and Wellbeing Survey a committee needed to be established to look at the various issues raised which impacts on the health and wellbeing of staff. This board will report to the Strategic Health and Wellbeing Board chaired by CC Martin Jelley.

# Complaints

**Signs of Improvement would be:**

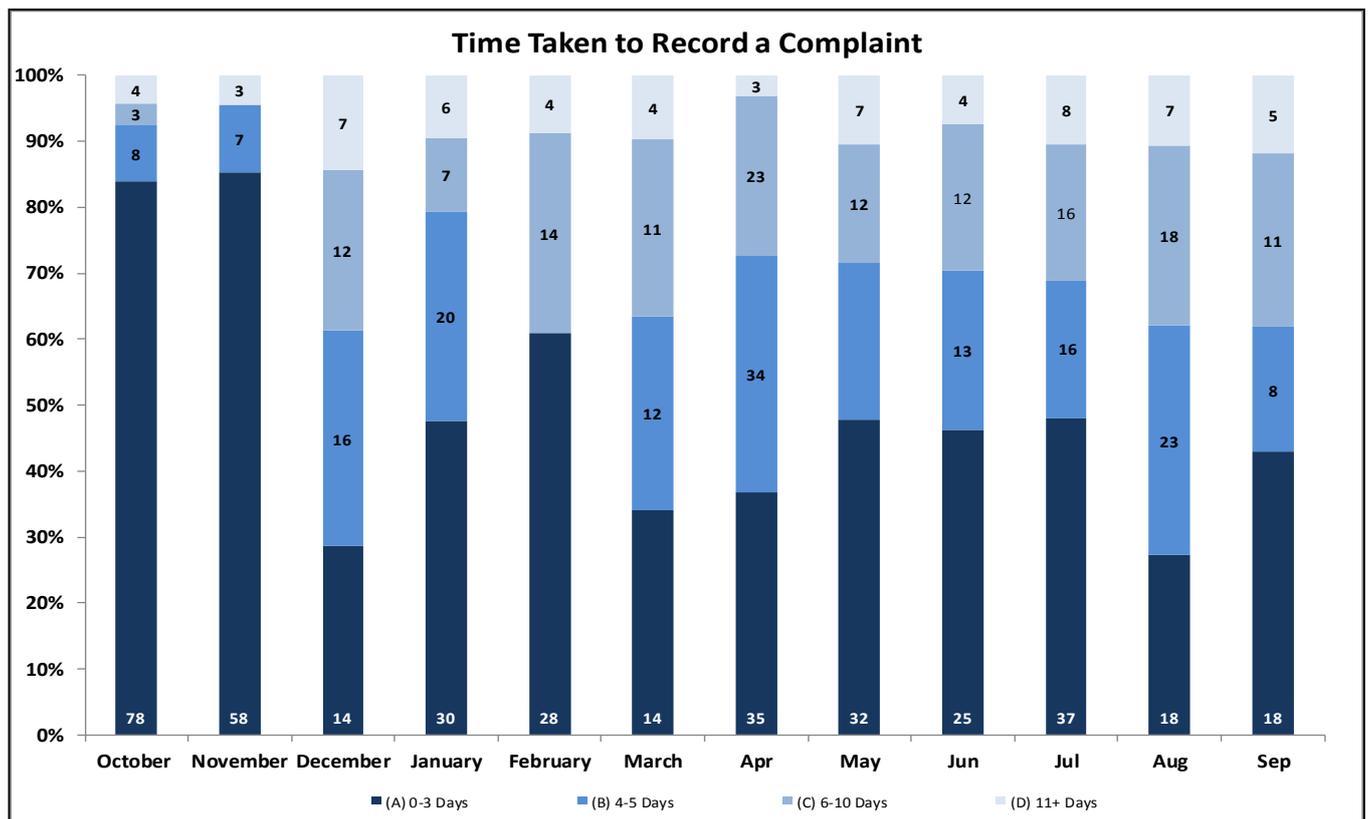
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction of incivility

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

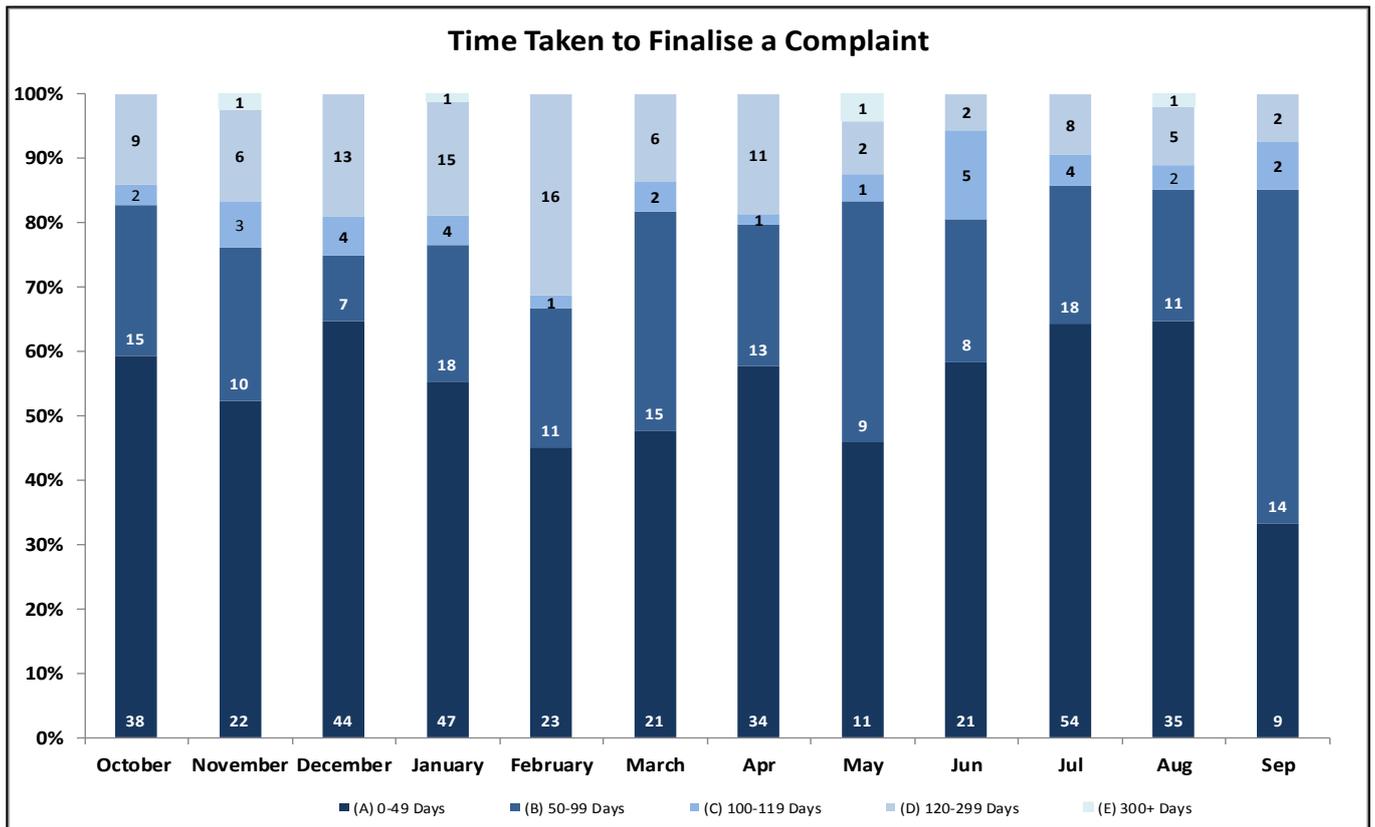
## Timeliness to Record & Finalise

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. We have an aspiration to improve on this and to record & action 80% of all complaints within 3 days. Over the last quarter only 40% of complaints were recorded in 3 days, well below the 80% aspiration. However 89% of complaints were recorded within the 10 day national target.



The second national target is to finalise cases within 120 days. In the last quarter 90% of cases were finalised in 120 days, an increase compared to the previous quarter (87%).



# Call Handling

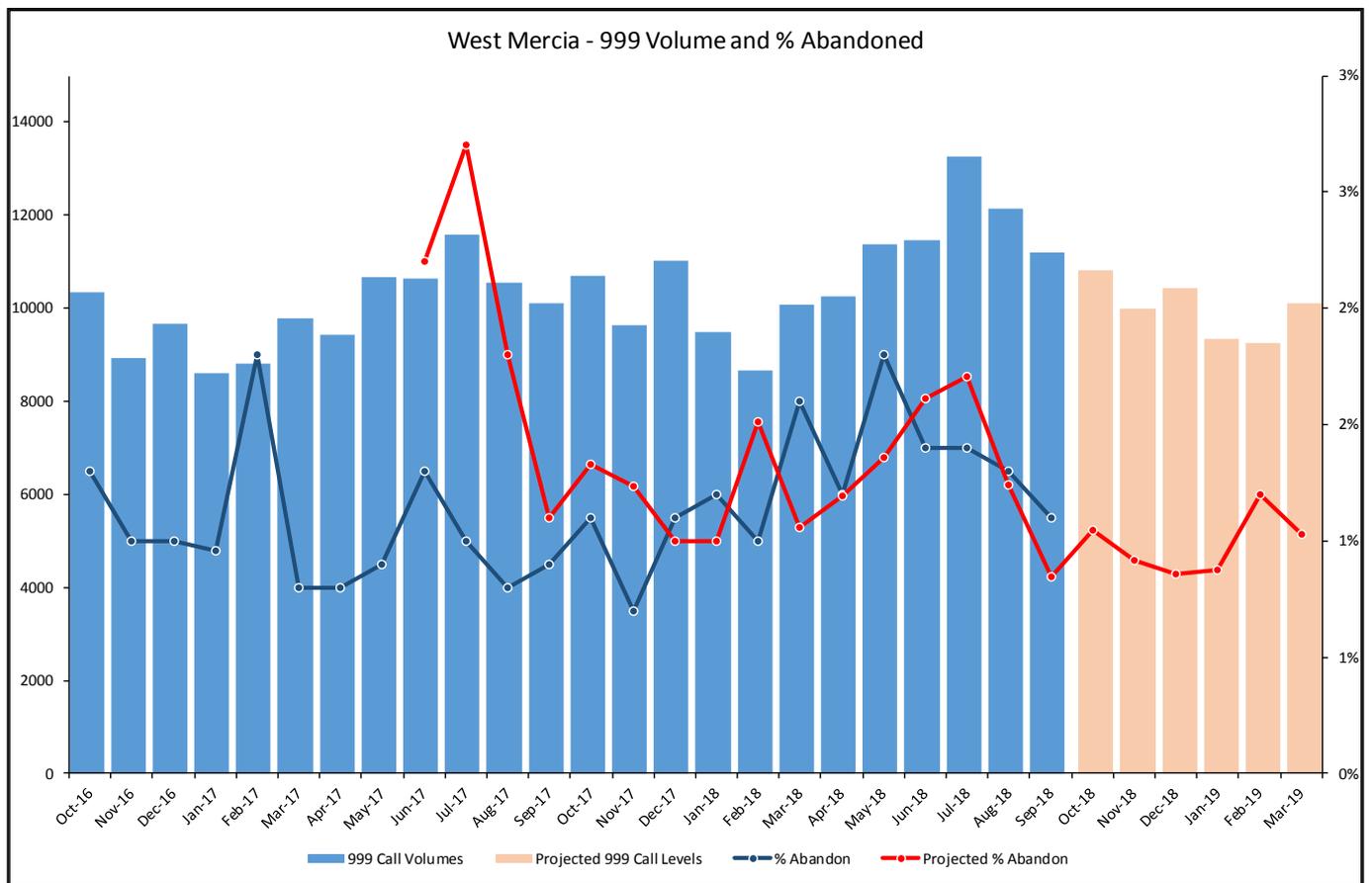
**Signs of Improvement would be:**

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

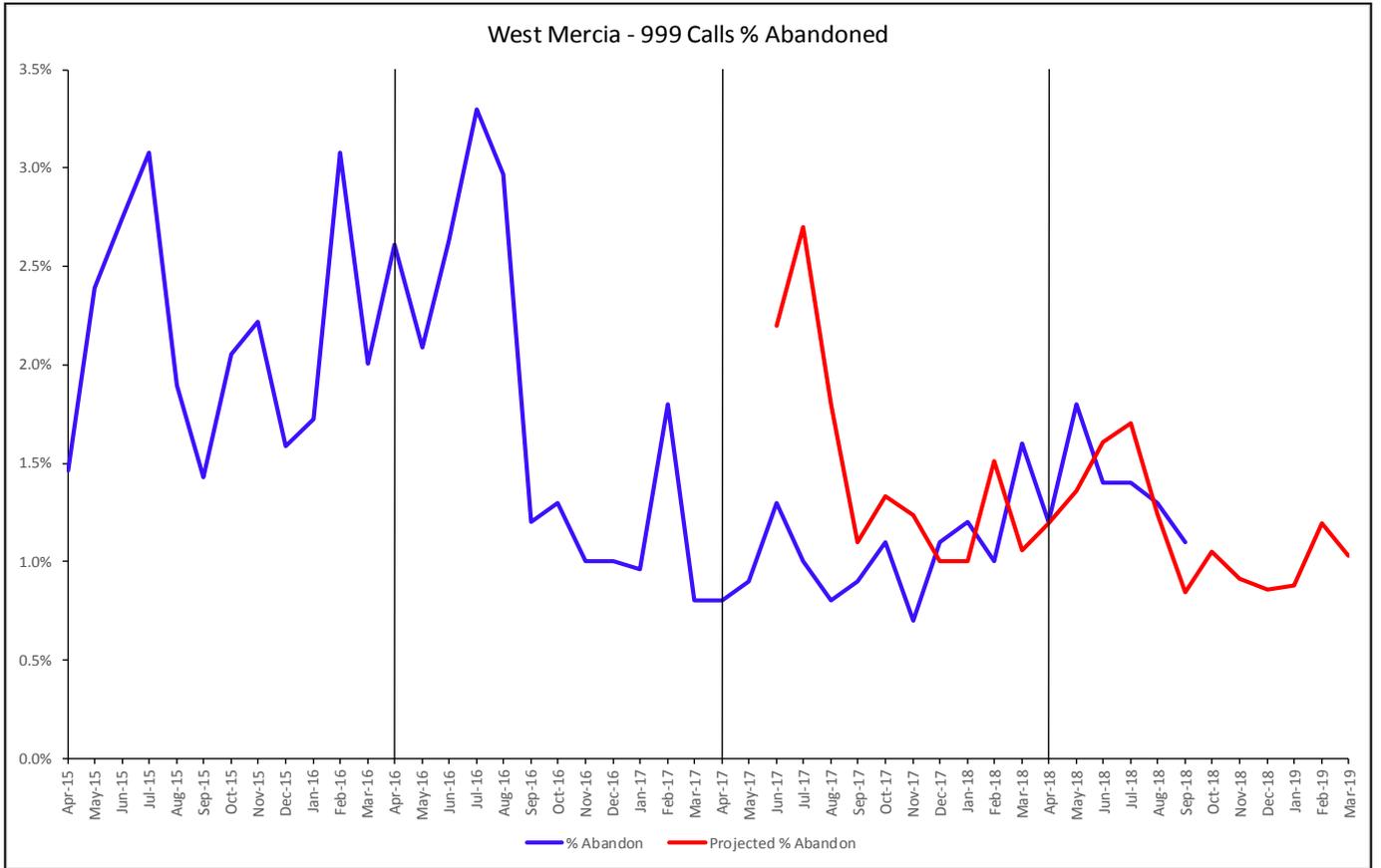
## Calls on the 999 system

36,615 calls on the 999 system were received last quarter; an increase compared to the previous quarter (33,088). The abandoned rate last quarter (1.3%) decreased slightly when compared to the previous quarter (1.5%).

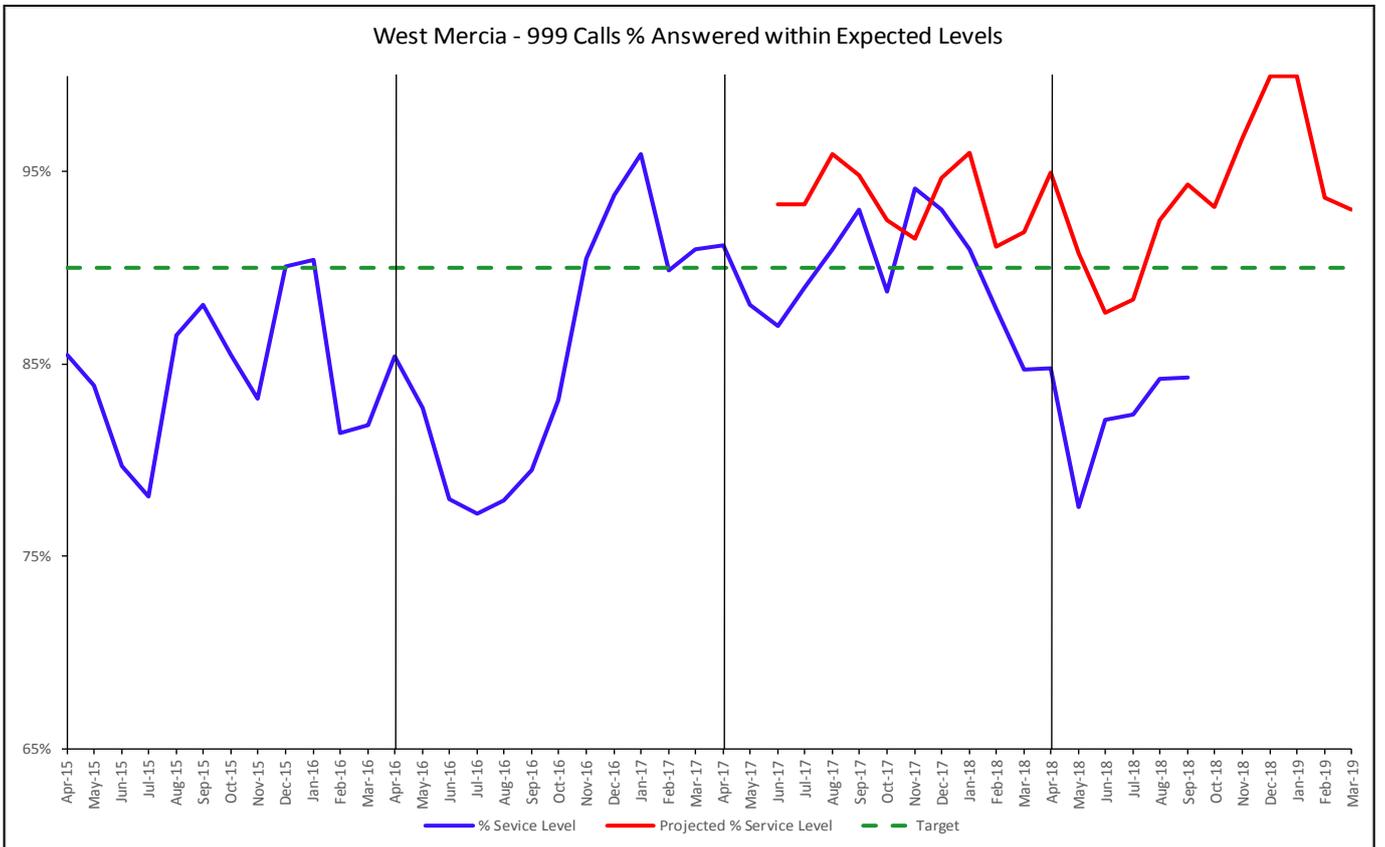
The following charts show the trend in call volumes and abandon rates, along with a 6 month projection of future performance. The projections (red bars or lines) are based entirely on previous performance and demand.



The abandon rate performance is currently better than the projected position.



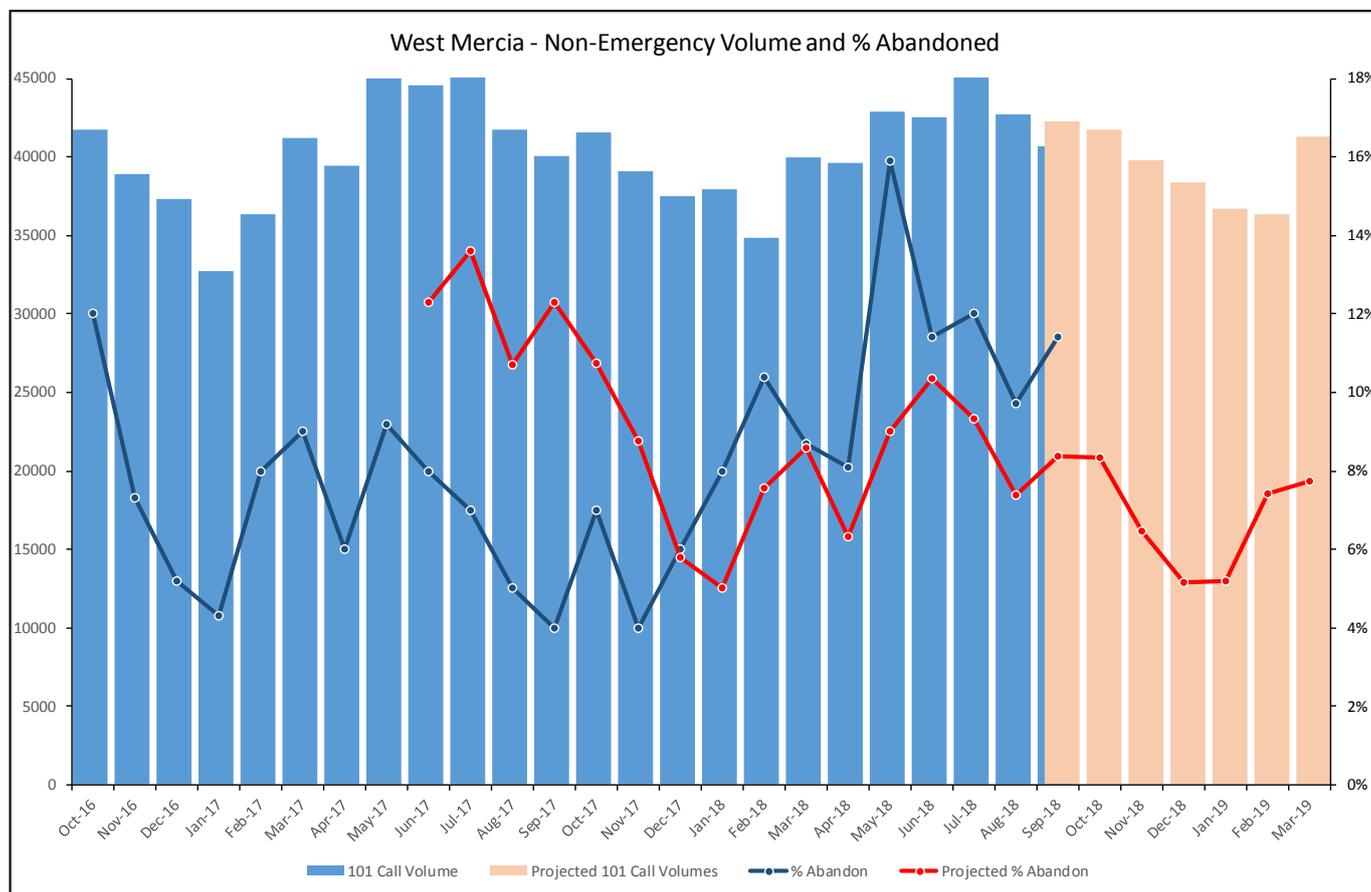
In terms of 999 calls answered within 10 seconds, the goal is for OCC performance to be better than the projection data. Performance in the last quarter has been below the 90% minimum standard.



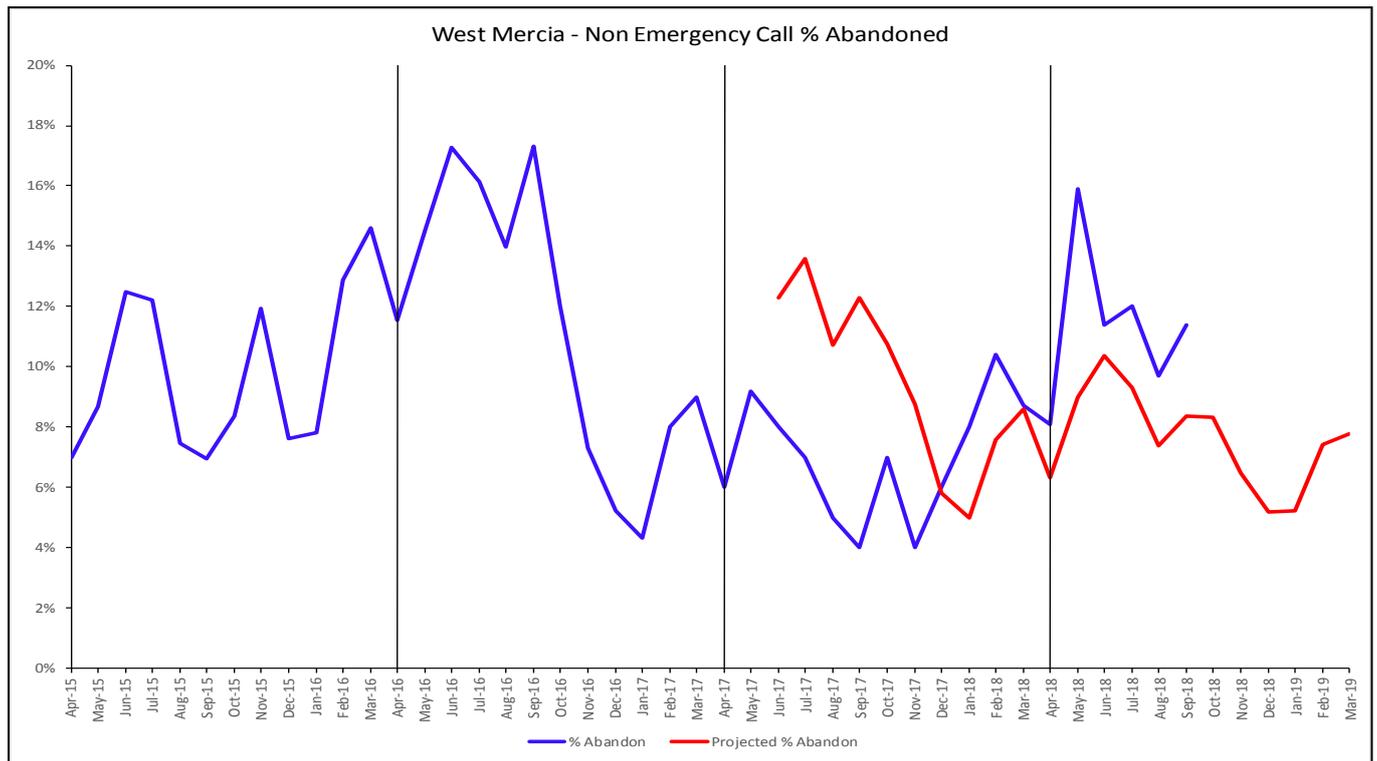
## Non-Emergency Calls

131,119 non-emergency calls were received last quarter, an increase compared to the previous quarter (125,078). The abandoned rate this quarter (11%) has slightly decreased compared with the previous quarter (11.8%).

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 remains below the expected standard (80%).

