**Summary**

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| **Topic** | **Inclusion** | **Data** | **Commentary** |  |
| ***Putting Victims & Survivors First*** |
| **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 | Growth in the volume 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 Secure West Mercia*** |
| **Total Recorded Crime** | Month & quarter | Increase on previous quarter | Increase in line with seasonal trends | 9 |
| **Violence with Injury** | Quarter unless exceptional | Increase on previous quarter | Decrease in the monthly average across Herefordshire & South Worcestershire. | 16 |
| **Sexual Offences – Rape** | Month & quarter | Increase on previous quarter | Exceptional volumes in Telford – driven by non-recent offences | 17 |
| **Sexual Offences – Other** | Month & quarter | Increase on previous quarter | Volumes in expected range | 20 |
| **Robbery** | Quarter unless exceptional | Increase on previous quarter | Volumes in expected range | 22 |
| **Residential Burglary – Dwelling** | Quarter unless exceptional | Decrease on previous quarter | Volumes in expected range | 24 |
| **Shoplifting** | Quarter unless exceptional | Increase on previous quarter | Exceptional volumes were seen in May. | 26 |
| **Missing Persons Reports** | Quarter unless exceptional | Increase on previous quarter | Seasonally expected increase | 28 |
| **Hate Crime****Hate Crime Satisfaction** | Month & quarter | Decrease on previous quarterHate Satisfaction decreased | Volumes in expected rangeReview of satisfaction processes | 30 |
| **Domestic Abuse** | Quarter unless exceptional | Increase on previous month | Volumes in expected range | 32 |
| **Child at Risk /CSE** | Month & quarter | CaR – Increase on previous monthCSE – Increase on previous month | Volumes in expected range | 34 |
| **Cyber Crime** | Month & quarter | Decrease on previous month | Decrease in the monthly average | 36 |
| **Anti-Social Behaviour** | Quarter unless exceptional | Increase on previous quarter | ASB volumes are following the expected seasonal trend | 39 |
| **Road Traffic Casualties** | Quarter unless exceptional | 12 road deaths in the quarter |  | 41 |
| **Response Times to Emergency Incidents** | Quarter unless exceptional | Increase in volume of emergency incidents compared to the previous quarter | Increase in monthly average emergency response time | 43 |
| **Criminal Justice – File Quality** | Quarter report | Errors with non-compliance with national file standards  | More detailed CJ performance report available | 45 |
| ***Reassuring West Mercia*** |
| **Business Crime** | Quarter unless exceptional | Increase on the previous quarter | Increased volumes across all Policing areas except Telford and Wrekin | 48 |
| **Rural Crime** | Quarter unless exceptional | Increase on previous quarter | Trends reflect those of total recorded crime | 49 |
| ***Reforming West Mercia*** |
| **Sickness** | Month & quarter | Increase in both Officer and Staff sickness rate compared to previous quarter | Health & Wellbeing activity ongoing | 51 |
| **Complaints** | Quarter report | Recording complaints below 80% aspirational target. |  | 53 |
| **Call Handling** | Month & quarter | Increase in call volumes; Abandoned rate for 999 and non 999 calls has increased compared to the previous quarter | Improvement activity and demand resource plan driven by senior management and  | 55 |