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| **Topic** | **Inclusion** | **Data** | **Commentary** | **Pg** |
| ***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 | 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 Secure West Mercia*** |
| **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 monthCSE – 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 Mercia*** |
| **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 Mercia*** |
| **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 |