



Performance Summary

DCC Blakeman

April - June 2018

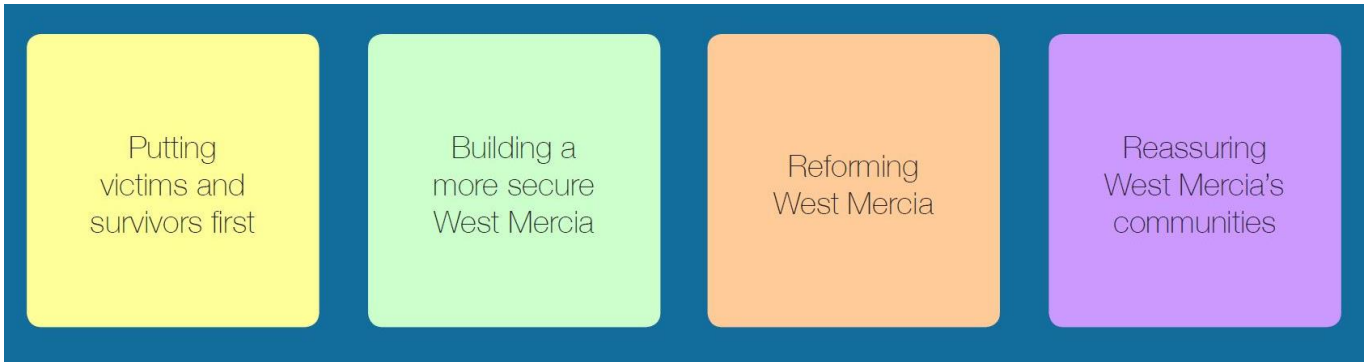
URN: ASI/2018/114- Quarterly report – WMP June 18

Summary

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 quarter Hate Satisfaction decreased	Volumes in expected range Review 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 month CSE – 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

Performance Summary

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

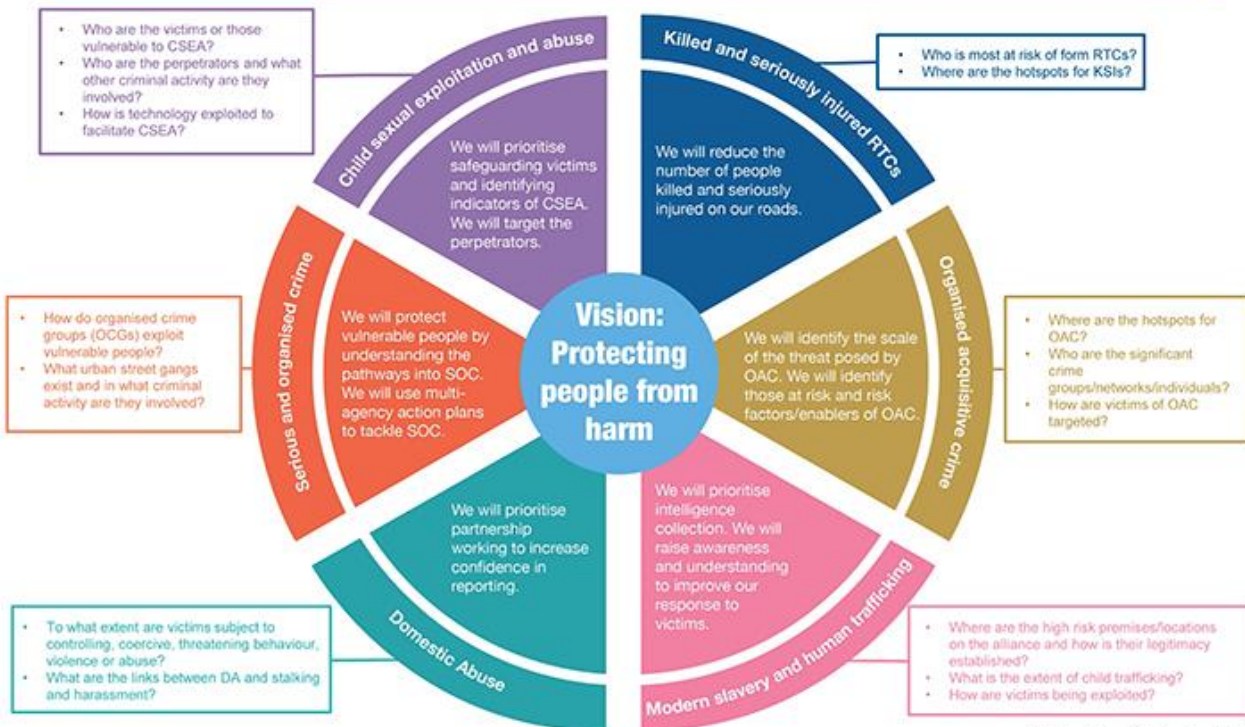


John Campion, PCC Vision



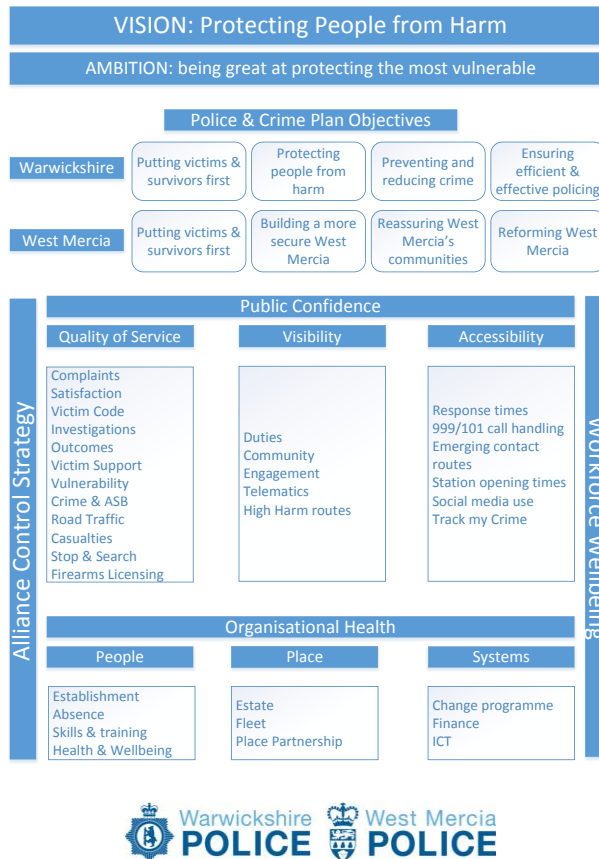
Alliance Control Strategy 2018/19

Strategic Policing Requirement



Review date – September 2018

Alliance Performance Framework

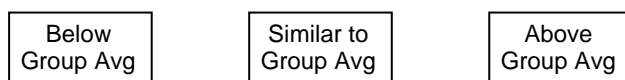


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers 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.

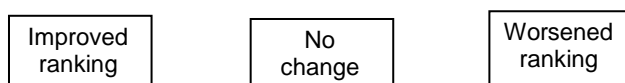
This report provides a quarterly review of performance which then informs the forces Performance Management Group, chaired by the Deputy Chief Constable, where performance information is discussed in greater detail.

Where possible, performance comparisons are made to the Force's 'most similar group' (a group of 8 peer forces designated by the Home Office)¹. 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



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

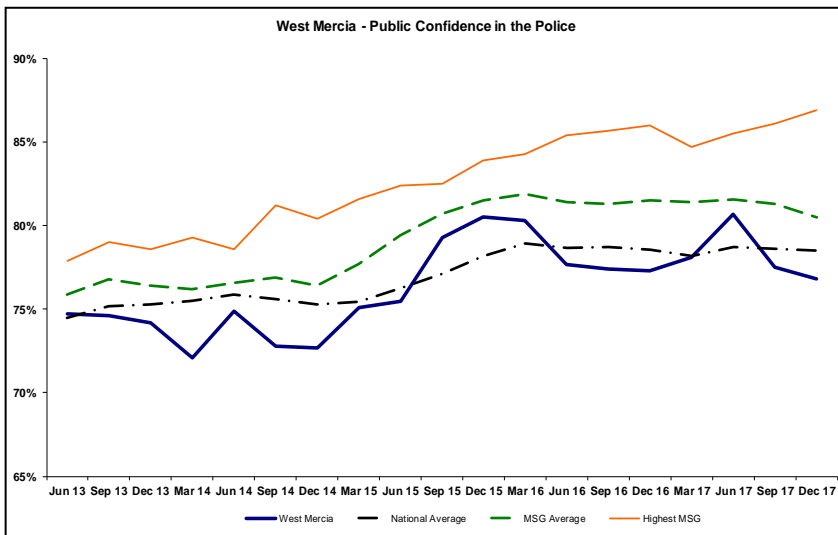
Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to December 2017.

The latest data shows a slight reduction in performance compared to the previous period, with 77% of people having confidence in the police in their local area in the 12 months to December 2017, compared to 78% in the 12 months to September 2017.

The national trend remains static.

Against the Most Similar Group² (MSG) of peer forces, West Mercia is currently ranked 8th out of the 8 forces, the same as the previous reporting period. The force's ranking against all forces has also dropped one place from 26th (Sep-17) to 27th (Dec-17) of 42 forces.

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.



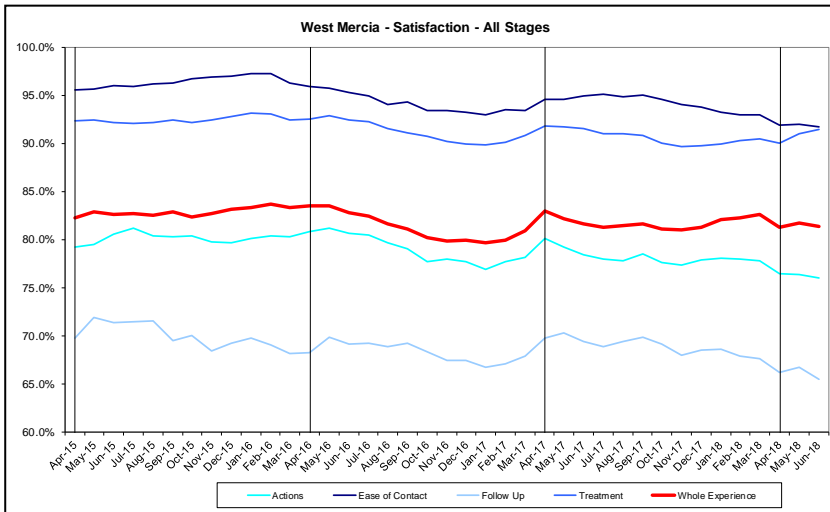
	Sep-17		Dec-17	
	%	Rank	%	Rank
West Mercia	77.5%	8	76.8%	8
MSG Average	81.3%		80.5%	

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



	Apr-18	May-18	Jun-18
Herefordshire	81.9%	82.8%	81.7%
North Worcestershire	83.0%	84.3%	84.0%
Shropshire	80.3%	80.3%	81.5%
South Worcestershire	81.2%	81.3%	80.8%
Telford & Wrekin	79.8%	79.8%	78.8%
West Mercia	81.3%	81.7%	81.4%

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

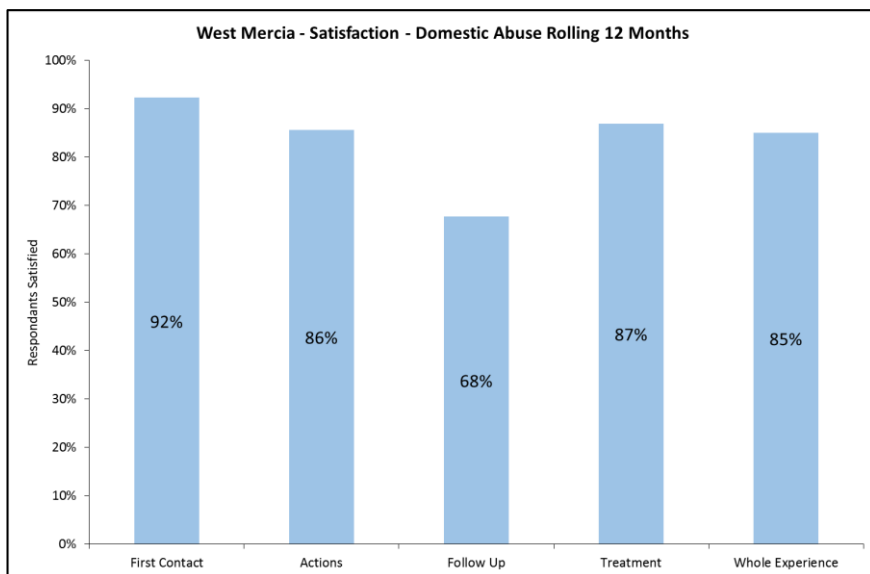
Overall victim satisfaction for 'Whole Experience' saw no significant change last quarter compared to the previous quarter.

On the 29th June the first strategic victim satisfaction group met, chaired by Chief Superintendent Travis. Given the relatively static level of performance over the last 3 years in this area, it is important that we review our processes and identify opportunities for real improvements. An external consultant will review the process of how we survey victims of crime, and the group will develop a delivery plan linking in with the tactical victim satisfaction group to drive activity.

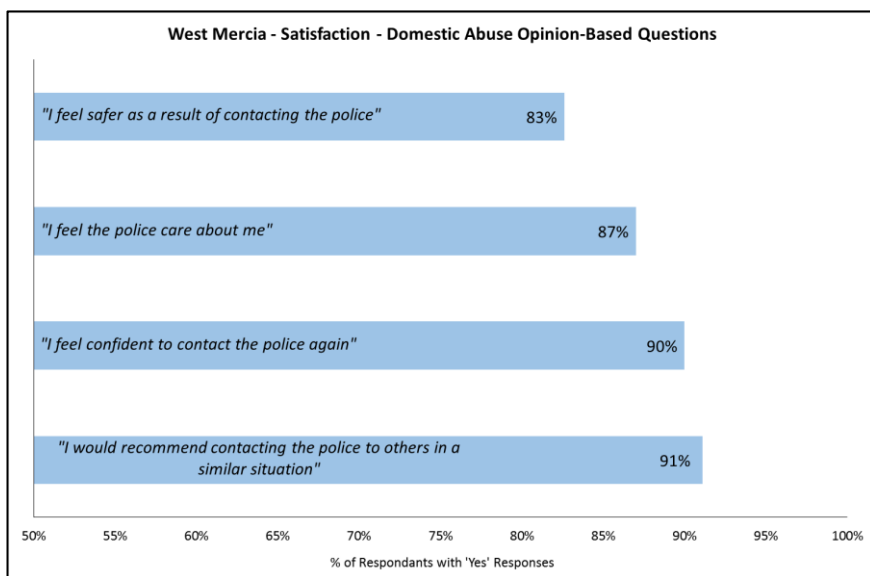
Domestic Abuse

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.



	Apr-18	May-18	Jun-18
First Contact	93.4%	93.0%	92.2%
Actions	87.5%	86.1%	85.6%
Follow Up	70.5%	68.8%	67.7%
Treatment	87.0%	86.2%	86.9%
Whole Experience	85.1%	85.0%	85.0%



	Apr-18	May-18	Jun-18
"I feel safer as a result of contacting the police"	83.0%	82.6%	82.6%
"I feel the police care about me"	86.3%	86.1%	87.0%
"I feel confident to contact the police again"	90.3%	90.3%	90.0%
"I would recommend contacting the police to others in a similar situation"	91.4%	91.5%	91.1%

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. Specific survey feedback narrative is supplied to policing areas so activity can be focused accordingly.

Repeat Victims

Signs of Improvement would be:

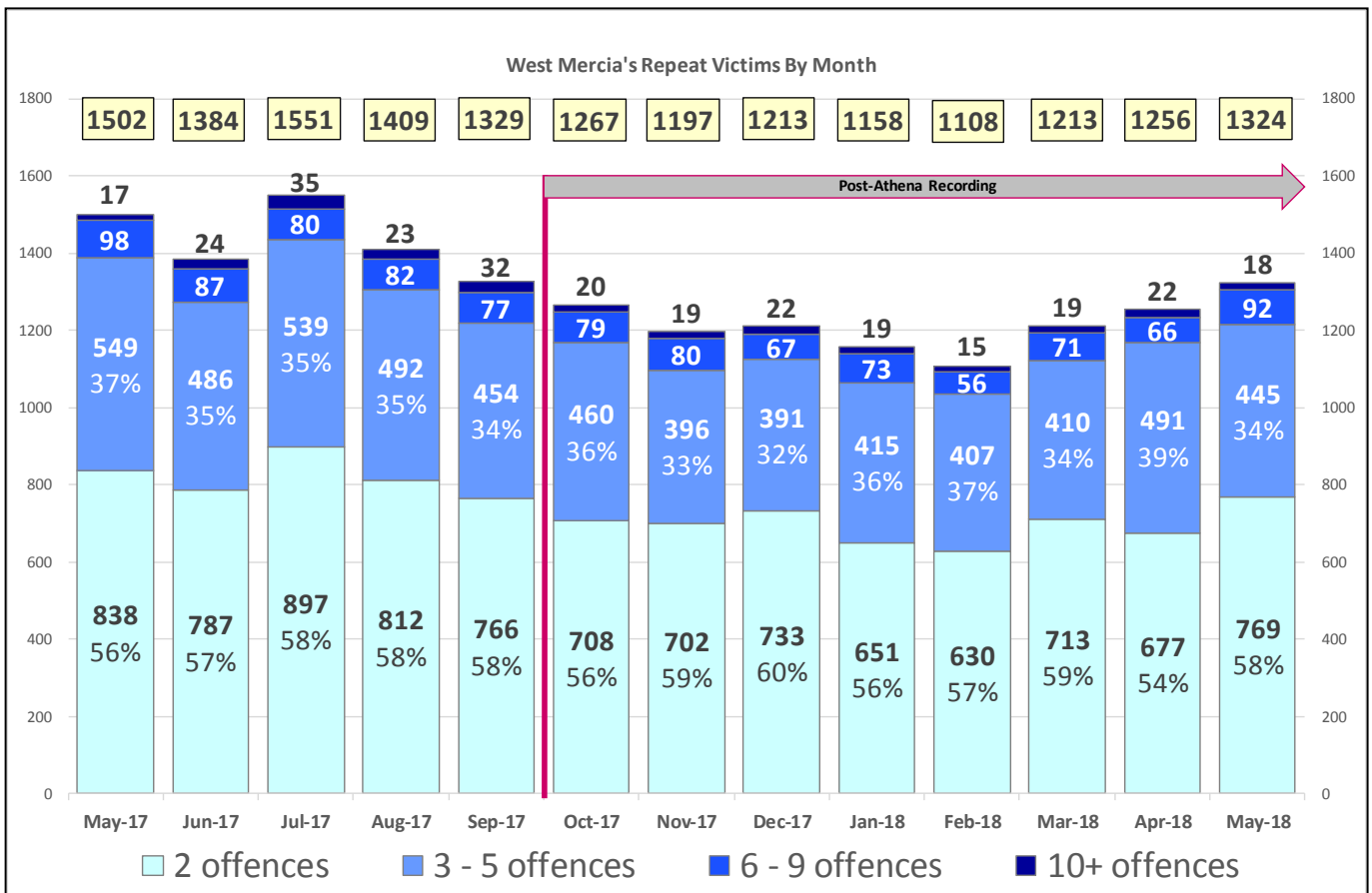
- ❖ Reduction in repeat victims and offenders
- ❖ Improved IOM processes

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 Victimization

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.

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 (May) to give a more accurate analysis.



In May, 28% (1,324) of all victims were repeat victims (subject to at least one further offence in the last 12 months). This is a volume increase from April (1,256) and the repeat rate has slightly increased (27%).

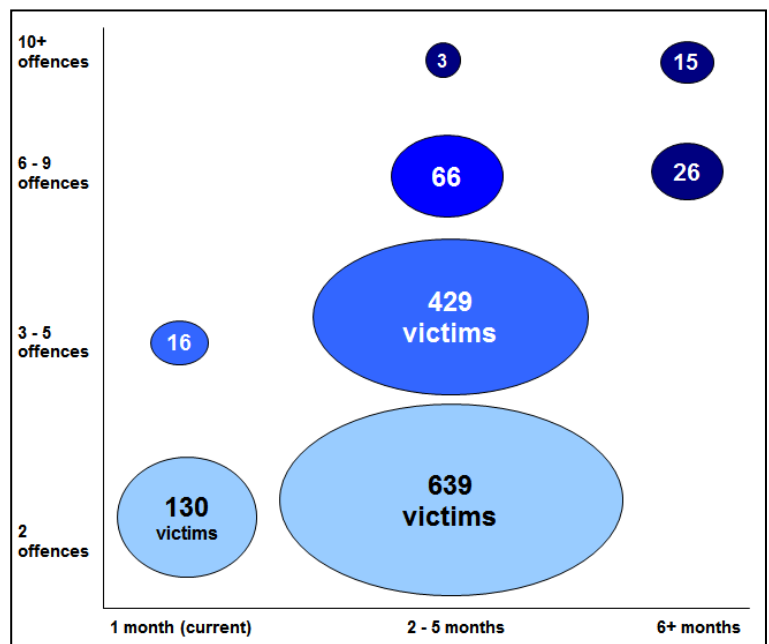
The proportion of repeat victims with 6-9 offences has increased this month to 7% (92 repeat victims), from a recent monthly average of 5.5% (67 offences).

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

18 individuals have been a victim of 10+ offences, representing 228 offences in total.

- 5 in Telford & Wrekin
- 3 in Herefordshire
- 2 in North Worcestershire
- 2 in South Worcestershire
- 6 across 2 or 3 policing areas

Over the last 12 months, 1 of the 10+ victims has been a victim of 22 offences in Herefordshire, of which 3 offences were recorded in May.



These 18 high repeat individuals are specifically highlighted to the Integrated Victim Management team to ensure the most appropriate action is taken to support them.

Integrated Victim Management

As part of Integrated Victim Management (IVM) governance, regular strategic and tactical meetings will be held to assist with the implementation of the model and to ensure consistency of delivery across the force. The IVM team also have close links with the OPCC which will provide scrutiny around the implementation of the model and help determine further integration with PCC funded projects.

The IVM team are currently working closely with partner agencies and police colleagues to help identify those victims with complex needs who could benefit from an enhanced level of victim support from both the police and other agencies.

North Worcestershire Case Study – Case of an elderly couple who both have complex needs. Police were receiving regular calls to their address over domestic abuse concerns.

The couple were a huge demand on multi agency resources. Alongside DAROs and SNT, the IVM team persisted in holding to account other agencies where it was felt that the female party was suffering with the onset of dementia. IVM interventions have resulted in the female party being sectioned for ongoing mental health assessments and the male party has adult safeguarding involved who are the lead agency.

This action has resulted in 9 crimed incidents to police this year prior to interventions to now zero calls since May 2018.

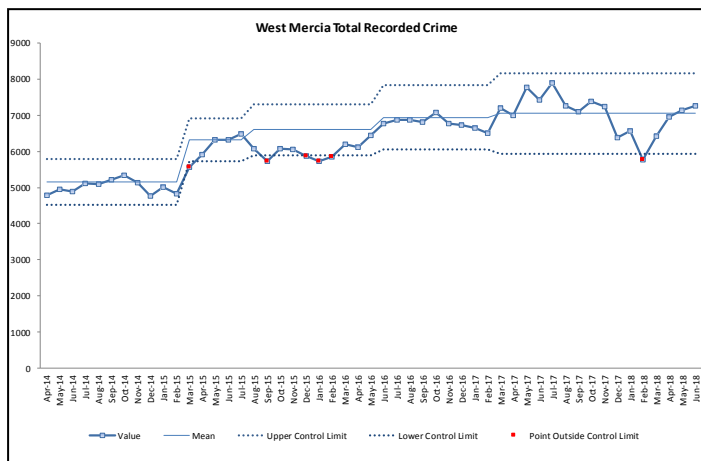
This process is supported by the monthly Repeat Victim analysis developed by ASI which identifies nominals who are experiencing high levels of victimisation or are connected to high levels of crimed incidents at force and policing area levels. These nominals are reviewed and are considered for the IVM cohort. This information is also shared with SNTs and victim satisfaction SPOCs to ensure appropriate contact is made with those individuals who do not form part of the IVM cohort.

Building a More Secure West Mercia

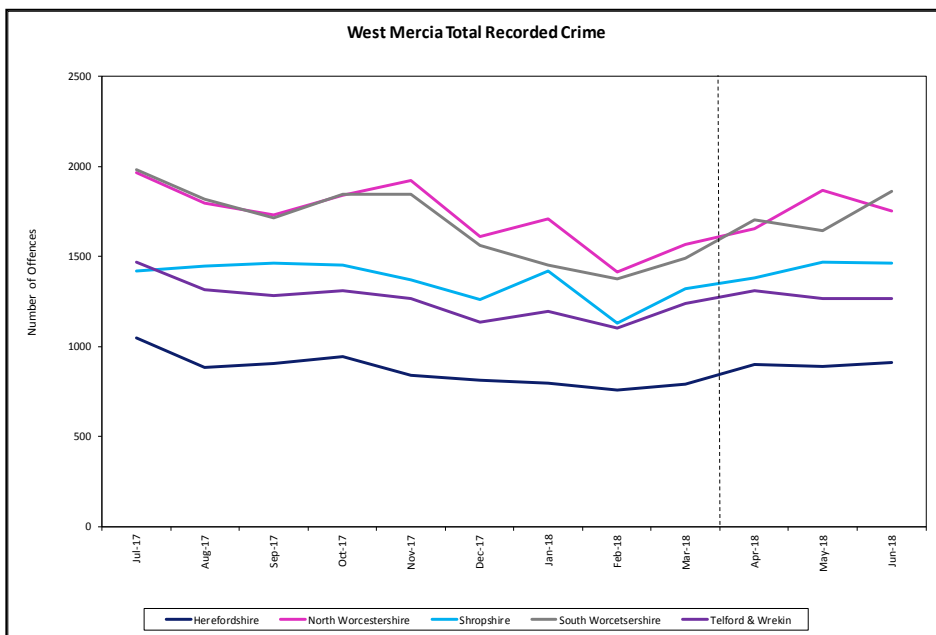
Total Recorded Crime

Signs of Improvement would be:

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



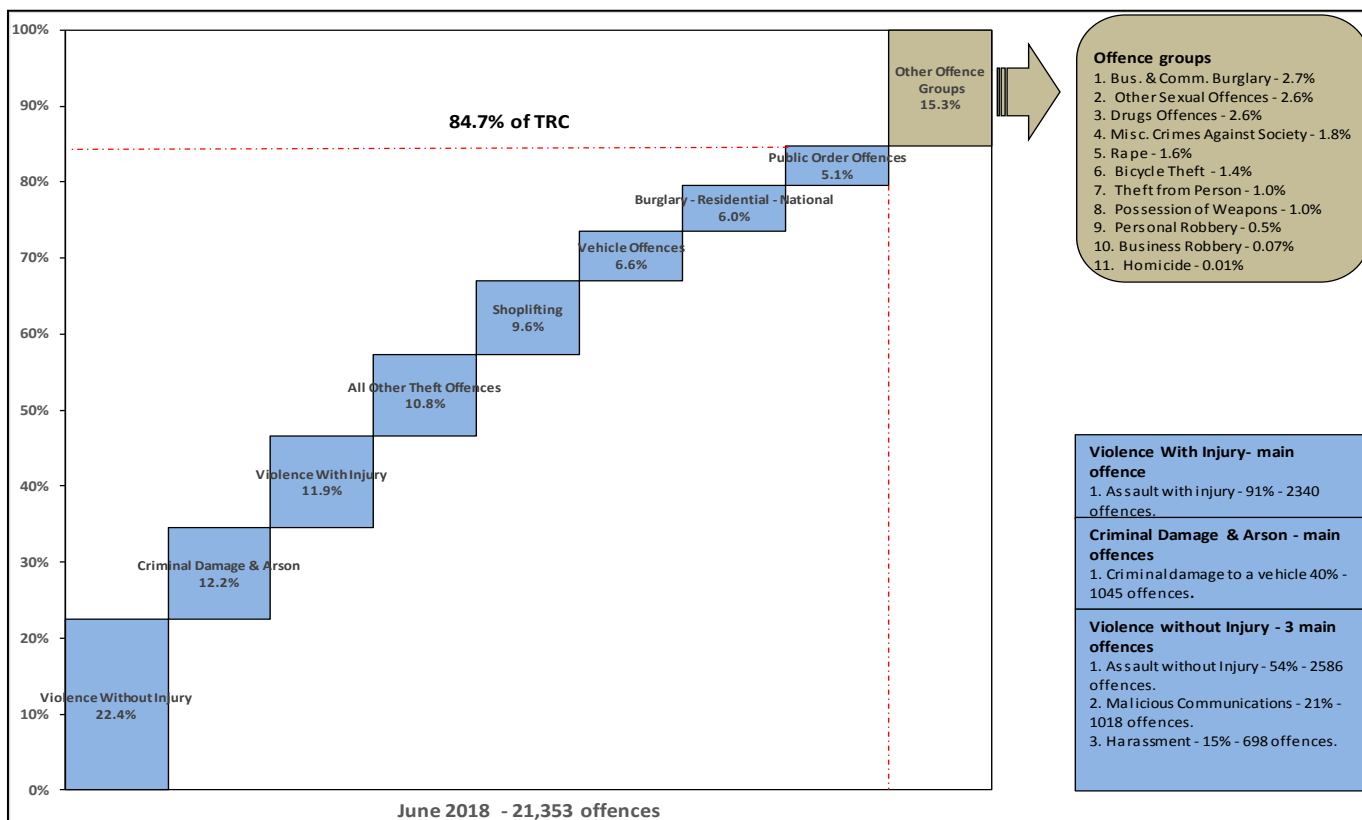
Peer Comparison	
Offence Volume	Below Group Avg
Relative Position	No change



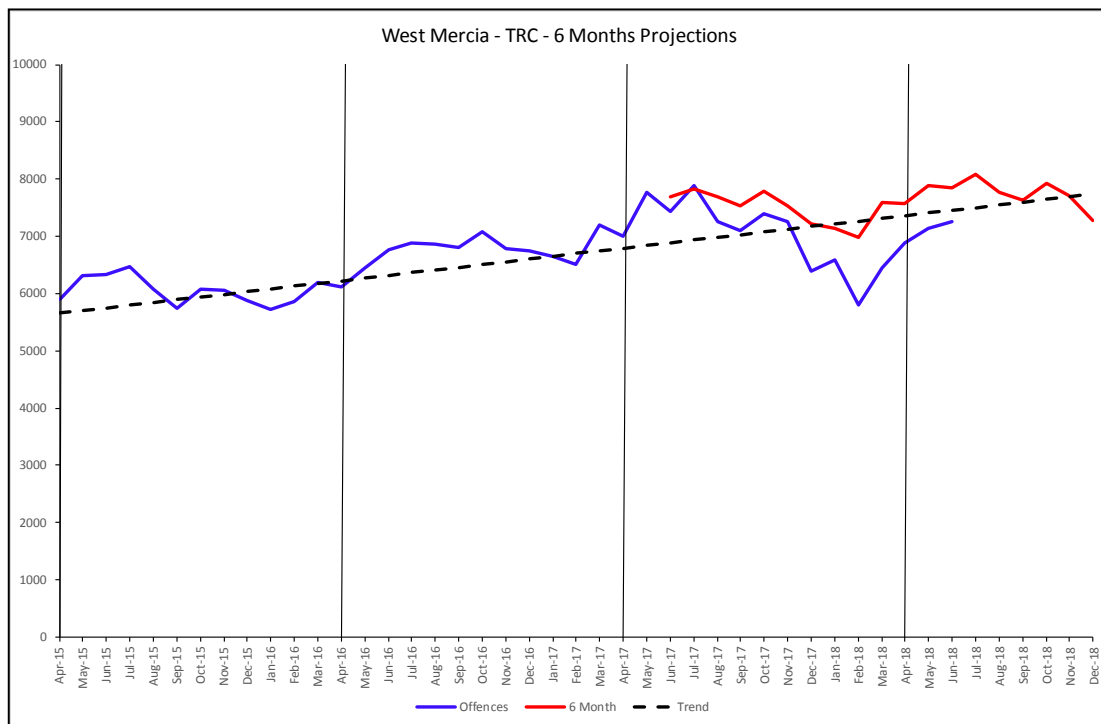
21,353 offences were recorded across West Mercia last quarter. This is an increase compared to the previous quarter (18,711) and is above the quarter average (20,850).

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

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



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

After only 1 quarter of the performance year, it is early to project forward to the year end. However, the following table provides a very early 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	84254	89890	7%
Violence with Injury	10121	10804	7%
Violence without Injury	18064	21112	17%
Sexual Offences – Rape	1181	1374	16%
Sexual Offences – Other	2277	2481	9%
Business Robbery	64	73	14%
Personal Robbery	486	518	7%
Residential Burglary - Dwelling	3258	3246	0%
Business & Community Burglary	4771	4945	4%
Vehicle	6000	5937	-1%
Theft from Person	790	902	14%
Shoplifting	7426	7801	5%
Bicycle Theft	1157	1119	-3%
All Other Theft	9160	9085	-1%
Criminal Damage & Arson	10528	10659	1%

This potential year end position will be discussed at Performance Management Group along with which crime types we would like to target for volume reductions over the course of the year.

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. The data below identifies outcome rates for offences recorded and outcomed in the last quarter (Apr – Jun 2018) compared to the previous quarter (Jan – Mar 2018) and the same period last year.

Over the last year we have seen a reduction in the proportion of offences outcomed as 'action taken'. 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:

Administration: the QA & linking process within ATHENA does means that it takes longer to process an investigation. Further work has identified that there are a number of crimes awaiting finalisation within the system workflow. Work is continuing to reduce this backlog.

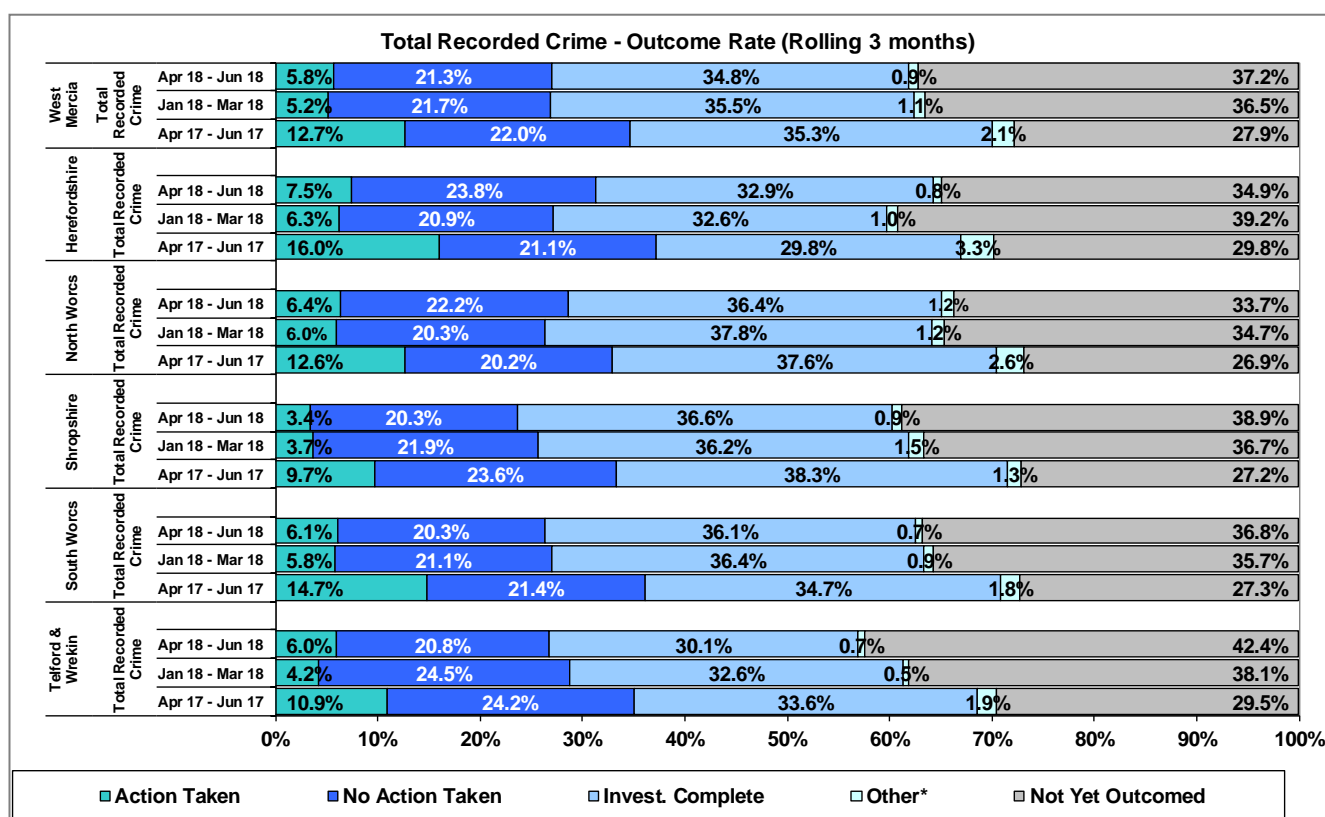
Investigation: an audit in respect of outcome codes was commissioned last month. The final report will be published in August and will therefore be detailed in the next quarter report.

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

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

Outcome Rate

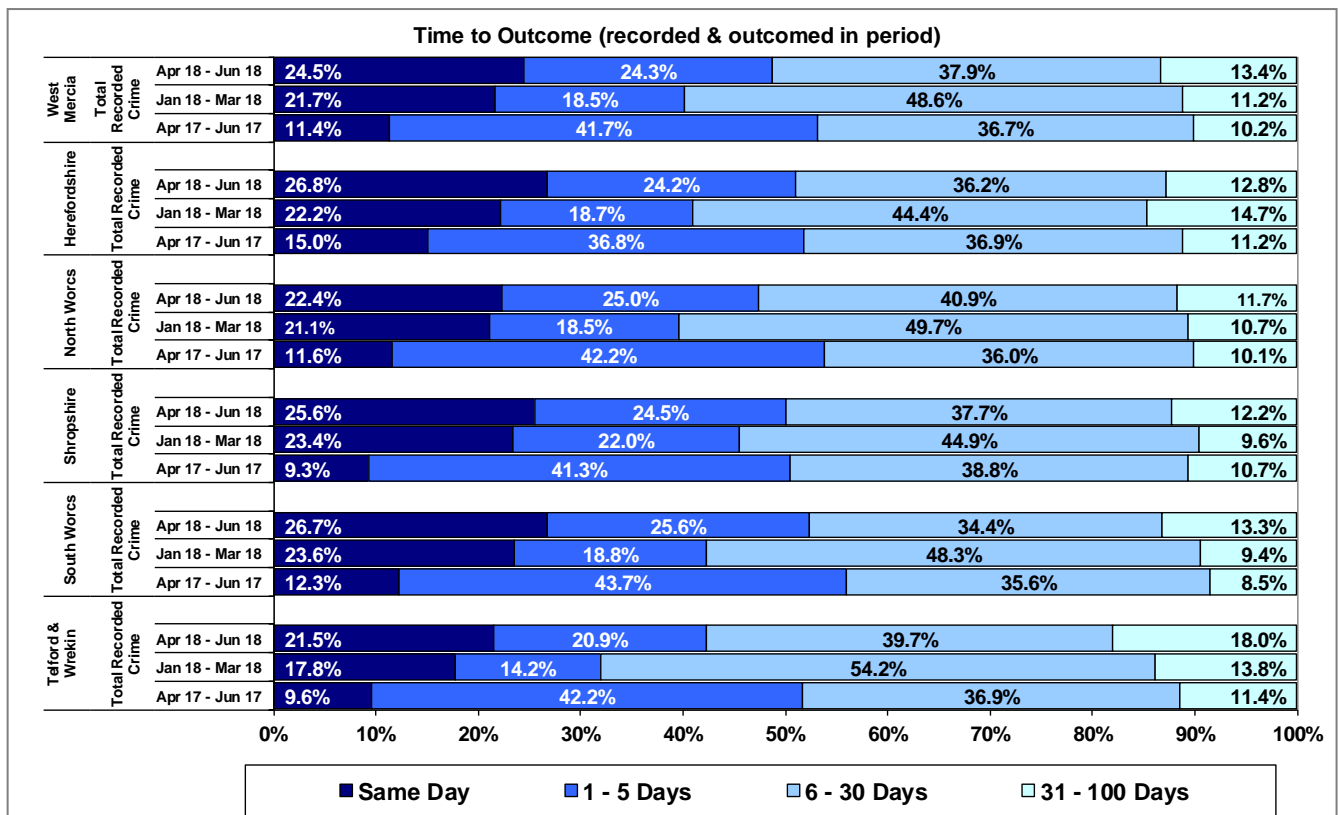
The following chart shows the pattern of outcomes for total recorded crime offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



- Across West Mercia, 63% of offences recorded Apr 18 - Jun 18 were assigned an outcome within the same 3 month period. This is the same rate as Jan 18 – Mar 18 (63%) but a decrease compared to the same period last year (72%).
- 5.8% of offences recorded Apr 18 - Jun 18 were assigned an ‘action taken’ outcome within the same 3 month period, a small increase compared to the previous quarter Jan 18 – Mar 18 (5.2%). Compared to last year’s quarter (13%, Apr 17 - Jun 17), the ‘action taken’ rate has now more than halved.
- Total outcome rates across all policing areas excluding Herefordshire and North Worcestershire have reduced compared to the previous quarter. Herefordshire’s outcome rate (65%) has increased compared to the previous quarter (61%). North Worcestershire has improved by 1 percentage point between quarters (from 65% to 66%). Telford & Wrekin has the lowest outcome rate (58%) for this quarter.
- Total outcome rates across all policing areas have reduced compared to the same period last year.
- The ‘action taken’ rates across all policing areas, excluding Shropshire, in this quarter have increased compared to the previous quarter and have substantially reduced since the same period last year. Shropshire (3.4%) has the lowest ‘action taken’ rates for this quarter.

Time to Outcome

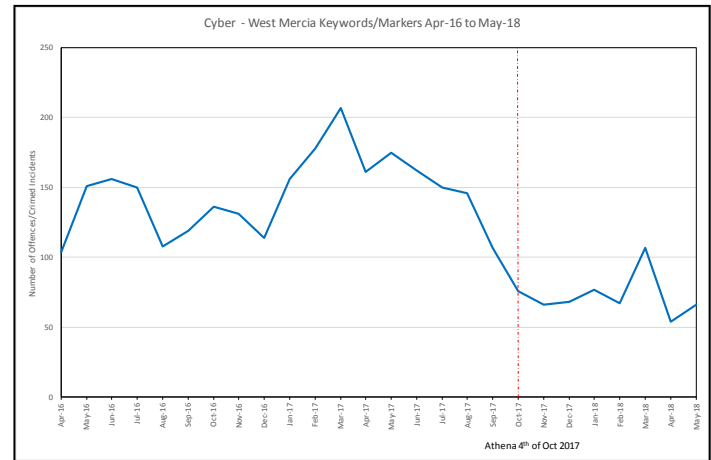
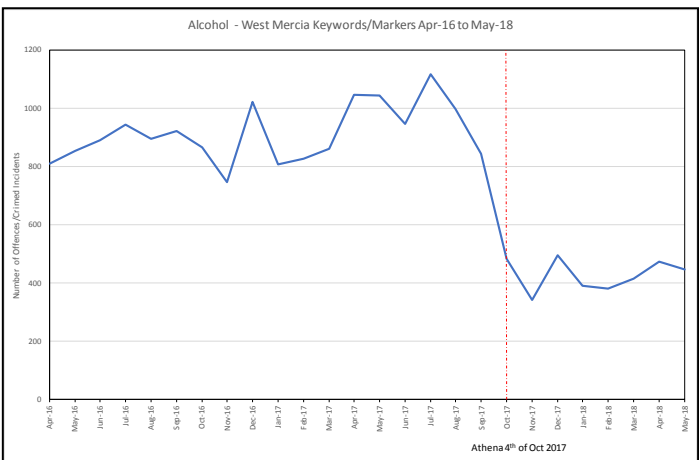
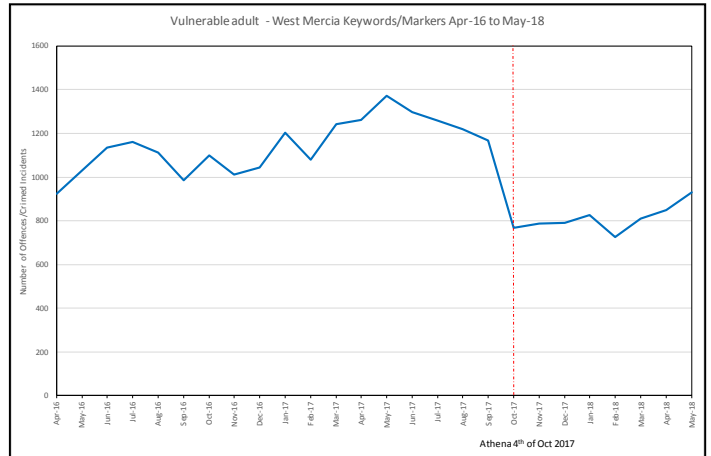
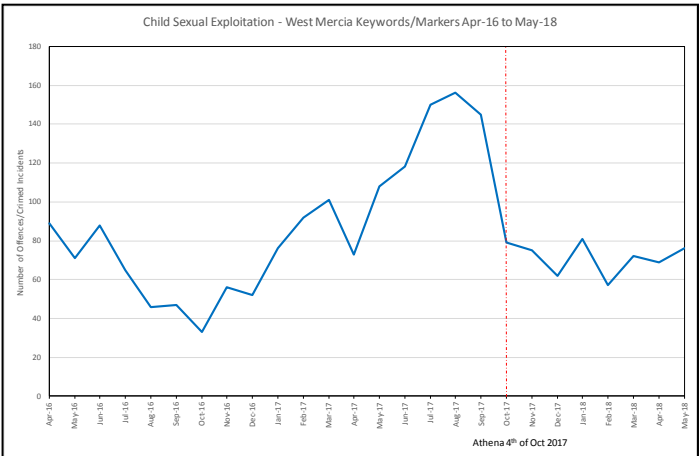
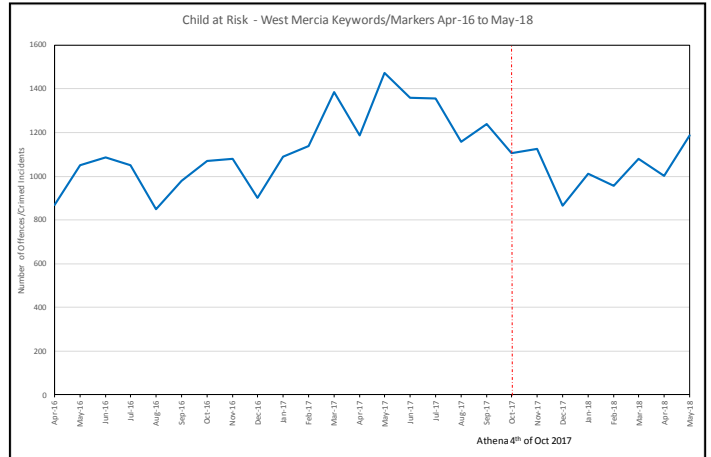
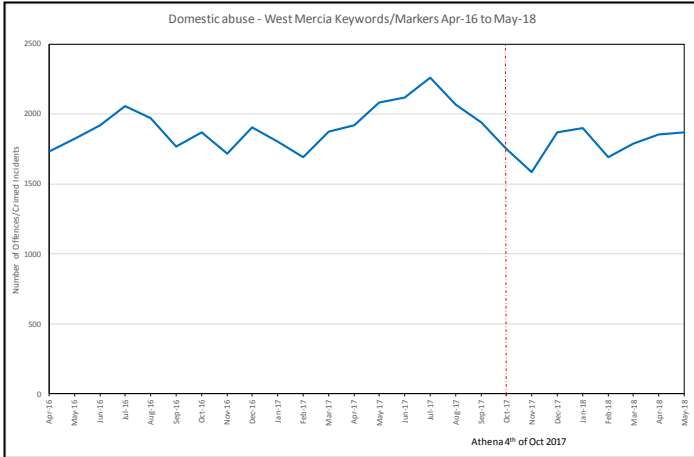
The following chart shows the time taken to assign the outcome after the offence is recorded for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



- Across West Mercia, 49% of offences where an outcome has been assigned were outcomed within 5 days of the offence being recorded. This is an increase compared to the previous quarter (40%) but a decrease on the same quarter last year (53%)
- For the last 3 months (25%, Apr 18 - Jun 18), there has been a 3 percentage-point increase in the number of offences assigned an outcome on the same day as being recorded compared to the previous quarter (22%).
- The difference increases to 14 percentage-points when compared to last year (11%).
- As a result, a greater proportion of offences are now being outcomed on the same day as being recorded compared to '1-5 day' category. It is believed the Incident Progression Team (IPT) have impacted upon this area.

Vulnerability Factors

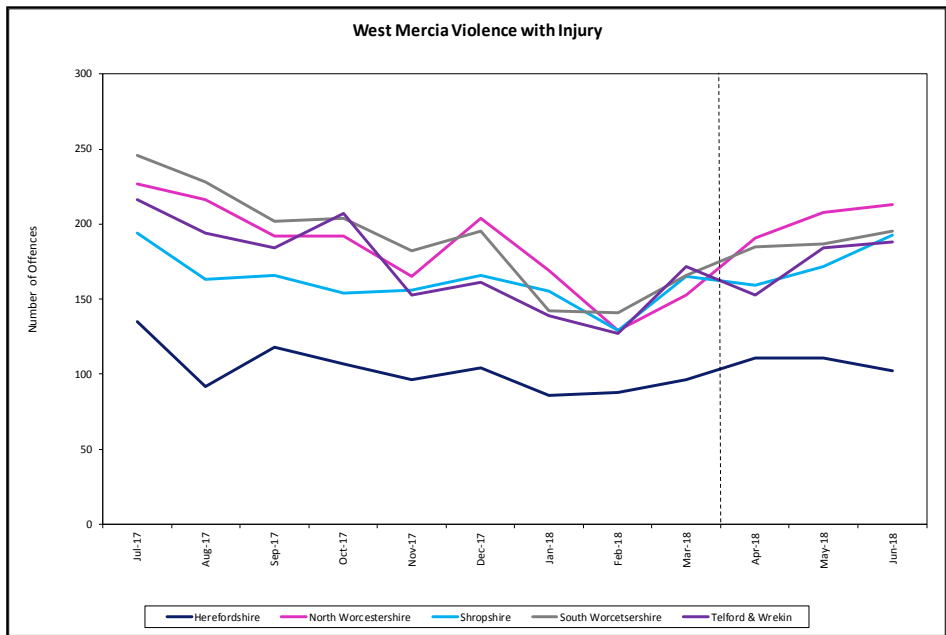
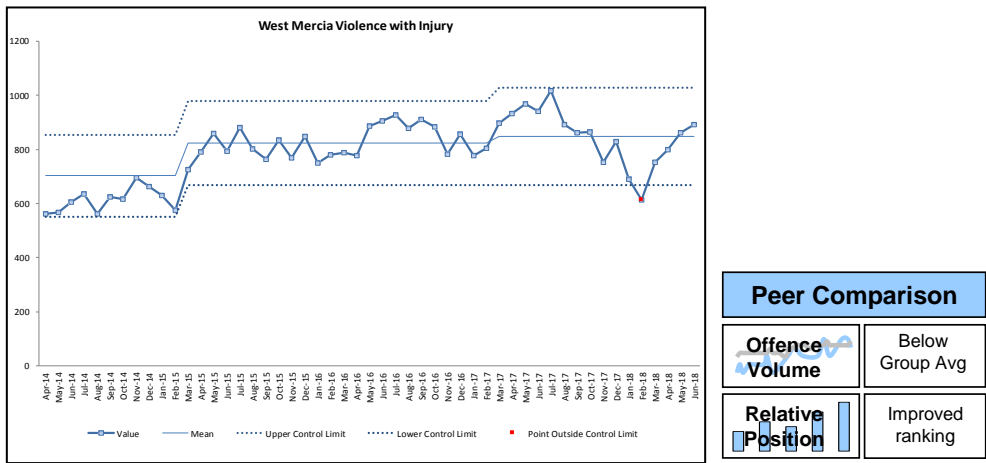
The force identifies vulnerable victims and offences with a vulnerability factor through the use of markers or keywords. Following a notable drop in the identification of these offences in October it would appear that use of the keywords has stabilised, albeit at reduced levels compared to previous months. We will be engaging our corporate communications team to develop suitable internal communication to help improve the application of the keywords, particularly around alcohol and cyber crime.



Violence with Injury³

Signs of Improvement would be:

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

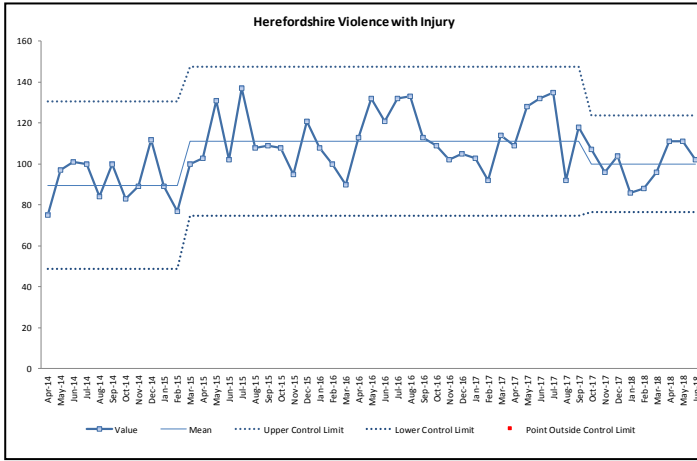


2,552 violence with injury offences were recorded last quarter, a 24% increase compared to the previous quarter (2,057) and above the quarter average (2,457). This is following the usual seasonal pattern of increased offending in summer months. Despite this increase, volumes of recorded offences are 3% lower than in 2017/18.

The increase is predominantly driven by increased volumes of ABH offences

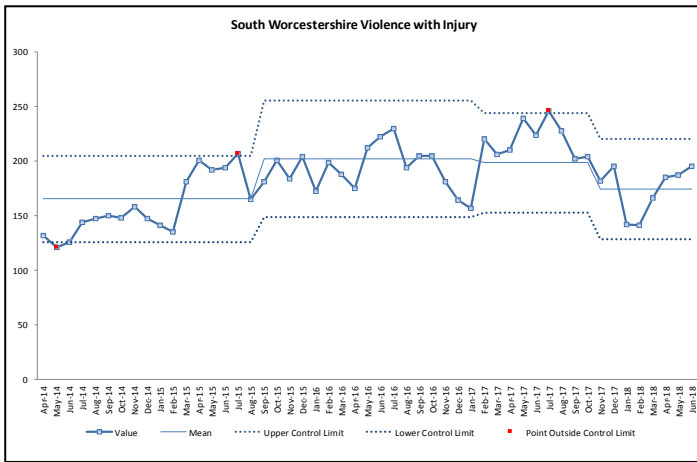
Increased volumes were seen across all policing areas compared to the previous quarter, however volumes remained within the expected range.

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



This is the 8th consecutive month that volumes have remained below the monthly average in Herefordshire.

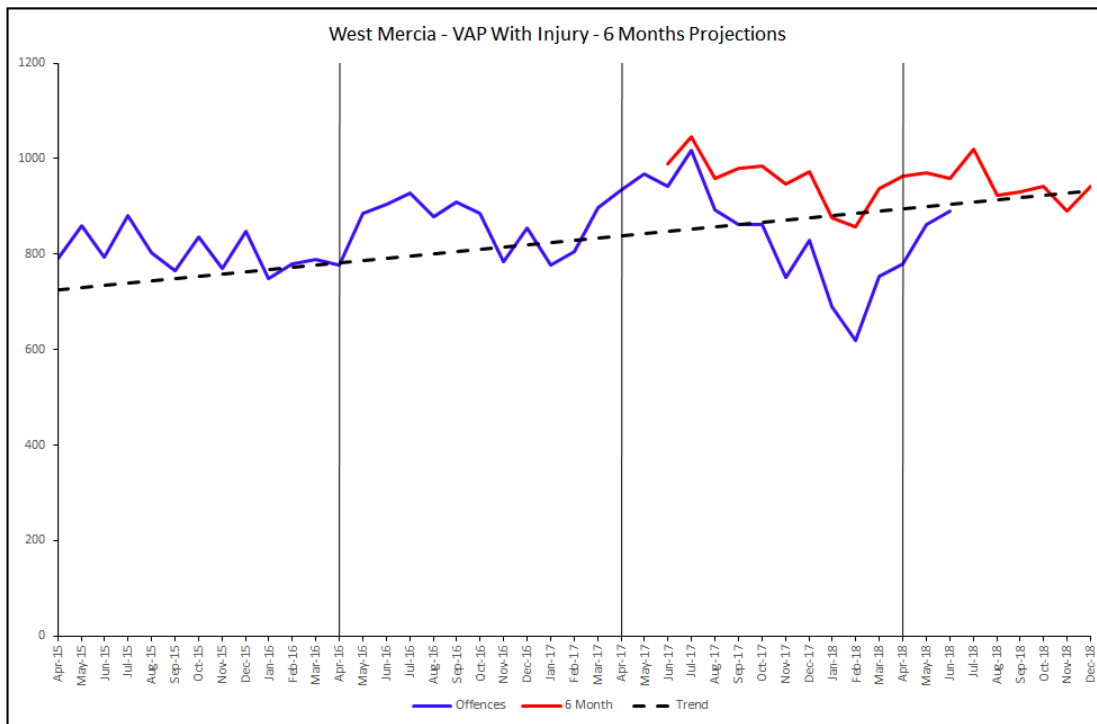
The month average has decreased from 111 to 100 offences per month.



This is the 8th consecutive month that volumes have remained below the monthly average in South Worcestershire.

The month average has decreased from 199 to 174 offences per month.

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.

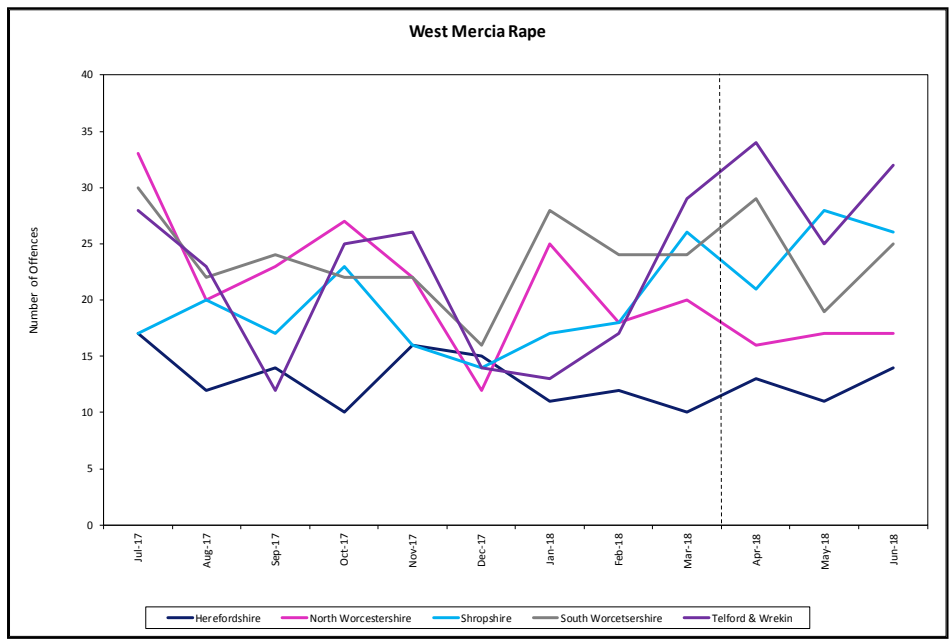
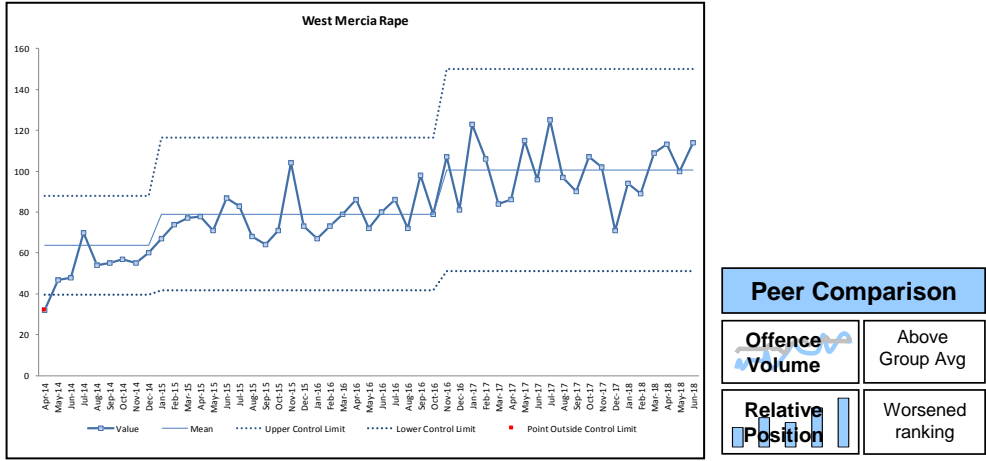


Sexual Offences

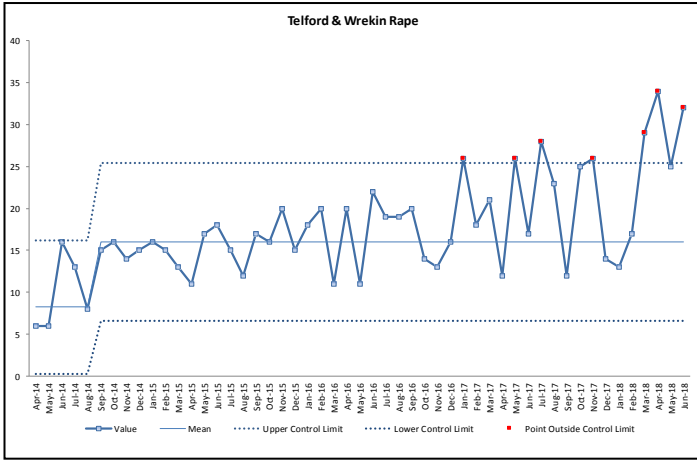
Signs of Improvement would be:

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

Rape



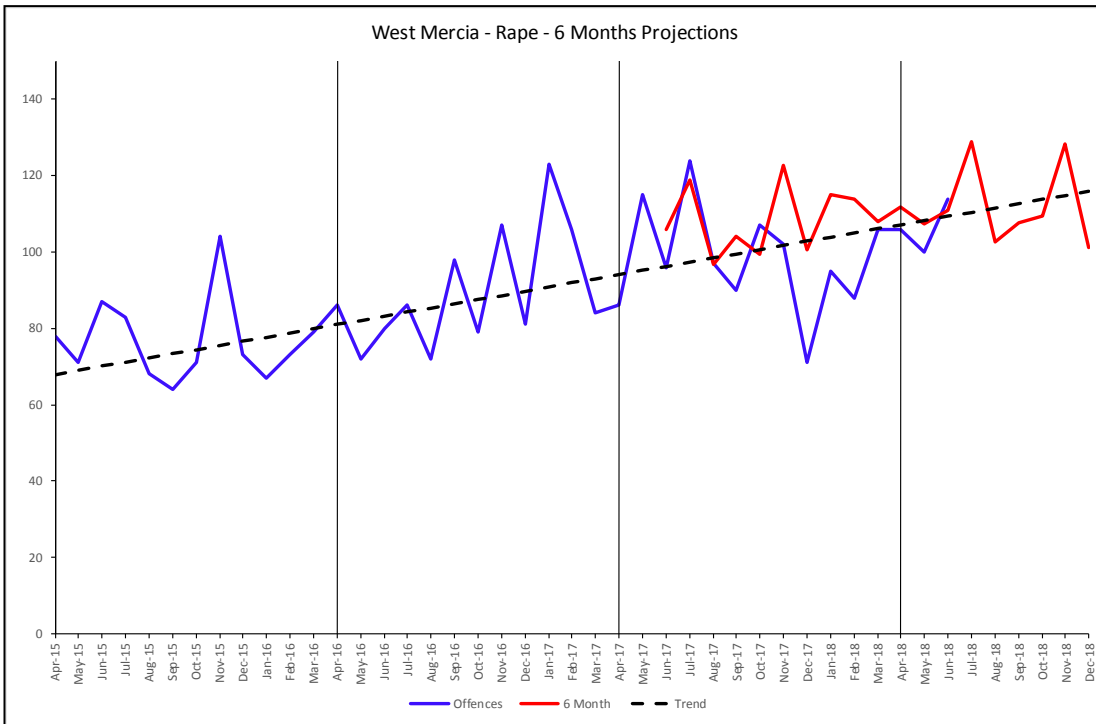
327 rape offences were reported to the police last quarter. This is a 12% increase compared to the previous quarter (292) and above the quarter average (303). Volumes across all policing areas have been within expected levels throughout the quarter, with the exception of Telford & Wrekin.



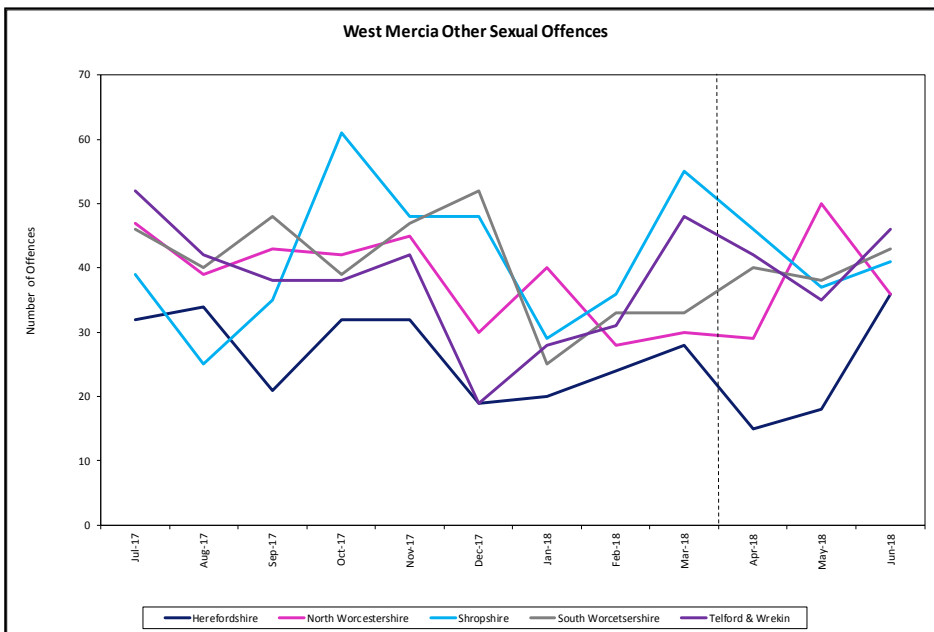
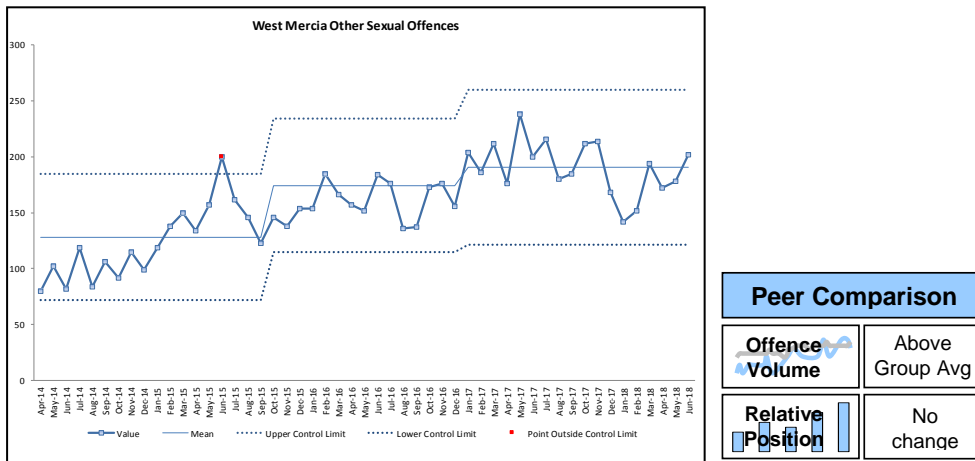
The increased volumes this quarter have been driven by an increase in non-recent offences.

70% (66) of all rape offences were 'non-recent' in this quarter compared to 66% (39) in the previous quarter.

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

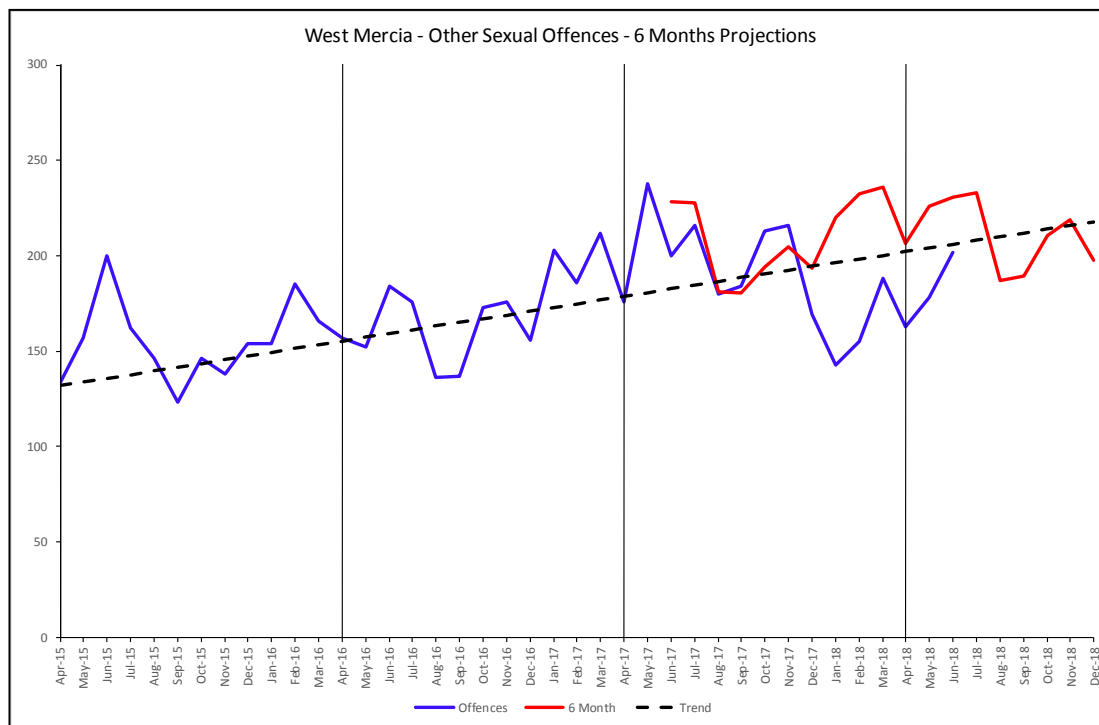


The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

552 other sexual offences were reported to the police last quarter. This is a 13% increase compared to the previous quarter (488) and comparable to the quarter average (554) which has been driven by a 23% (59) increase in reporting of current offences.

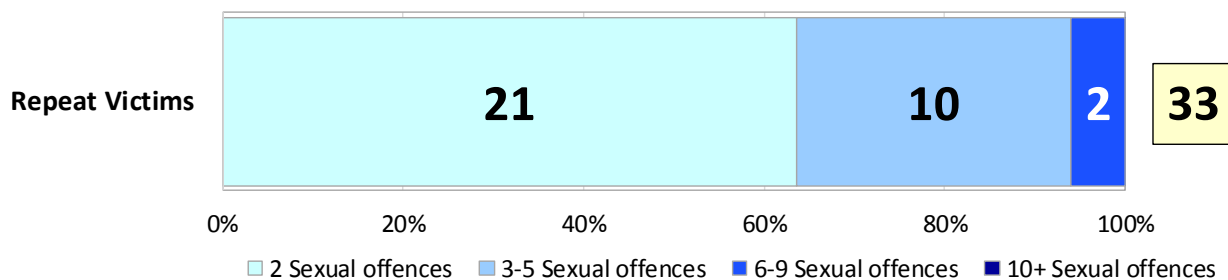
Increased volumes were seen across all policing areas, with the exception of Herefordshire, however volumes have been within expected levels throughout the quarter for all policing areas.

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



Repeat Victims of Sexual Offences

In May (latest available data), 14% (33) of sexual offence victims across West Mercia were repeat victims of another sexual offence in the last 12 months. These figures are an increase on both the number and rate of repeat victims for the previous month (27, 11%). The following chart provides a breakdown of sexual offence repeat victims by instances of repeat victimisation.

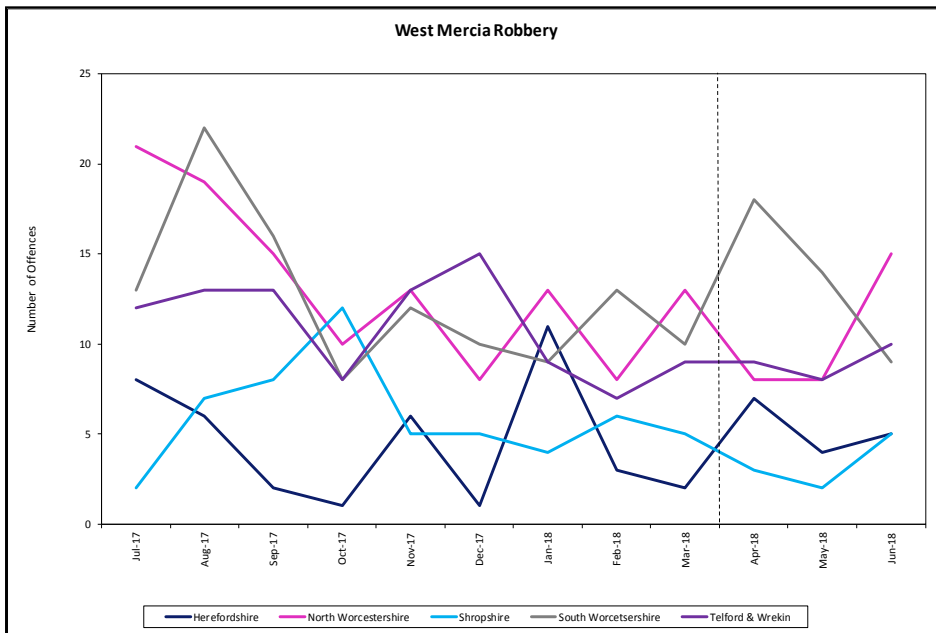
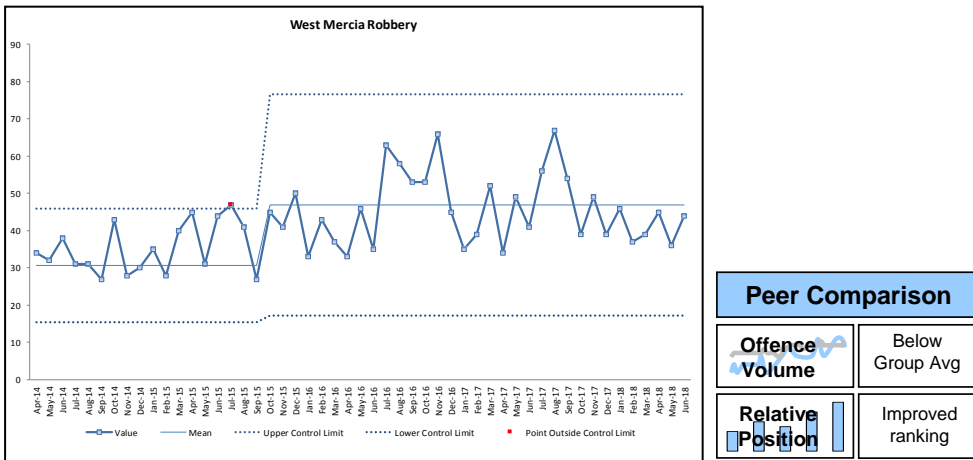


These individuals are included in the repeat victim dataset which is shared with the IVM team on a monthly basis.

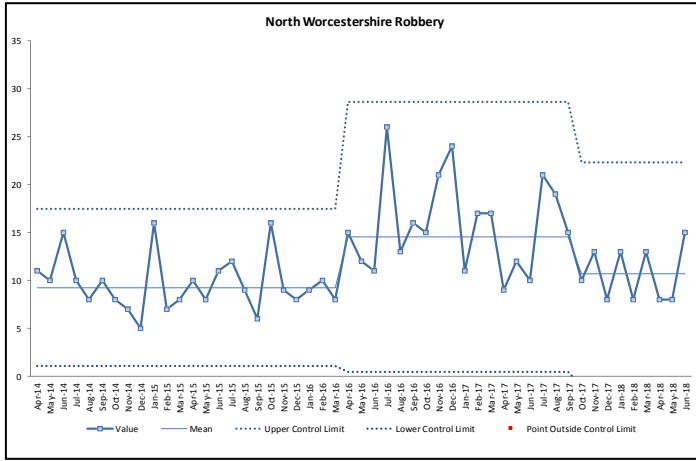
Robbery

Signs of Improvement would be:

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

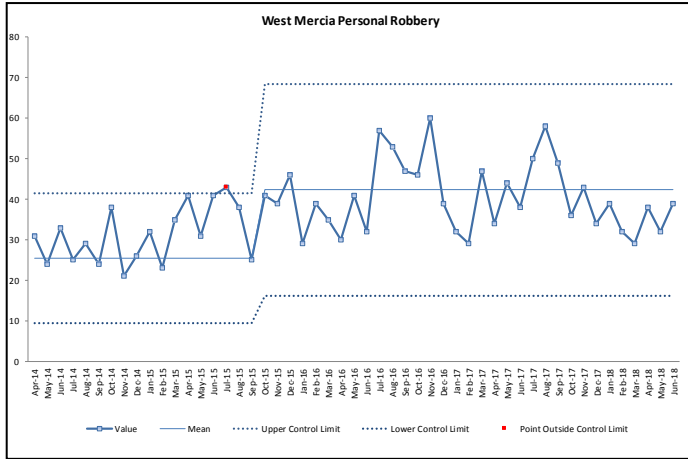


125 offences were recorded in the last quarter. This is comparable to the previous quarter (122) and below the quarter average (138). Volumes for all policing areas remain within expected levels.



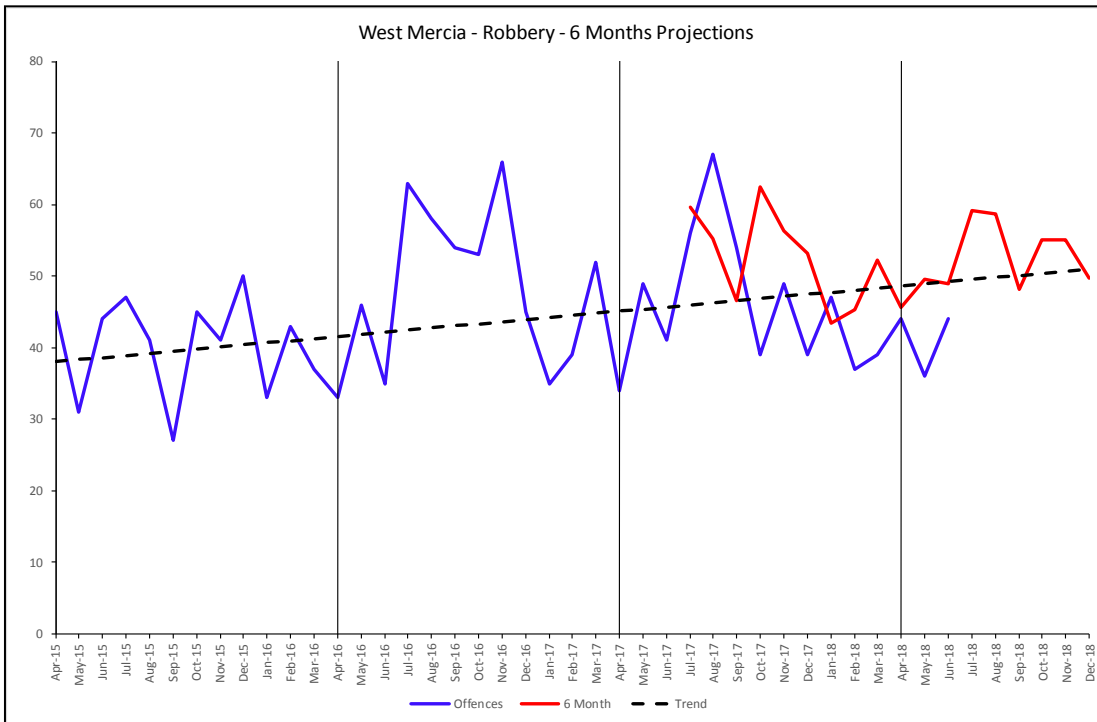
This is the 8th consecutive month that volumes have remained below the monthly average in North Worcestershire.

The monthly average has now decreased from 15 to 11 robbery offences per month.



Personal robbery is consistently the main component of robbery offences. Volumes of personal robbery have seen a small increase this quarter (110) compared to the previous quarter (100), however volumes remain consistently below the monthly average.

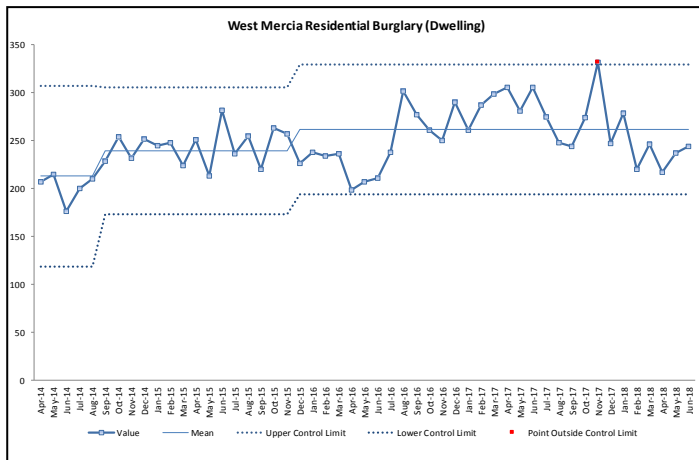
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to increase in the next quarter.



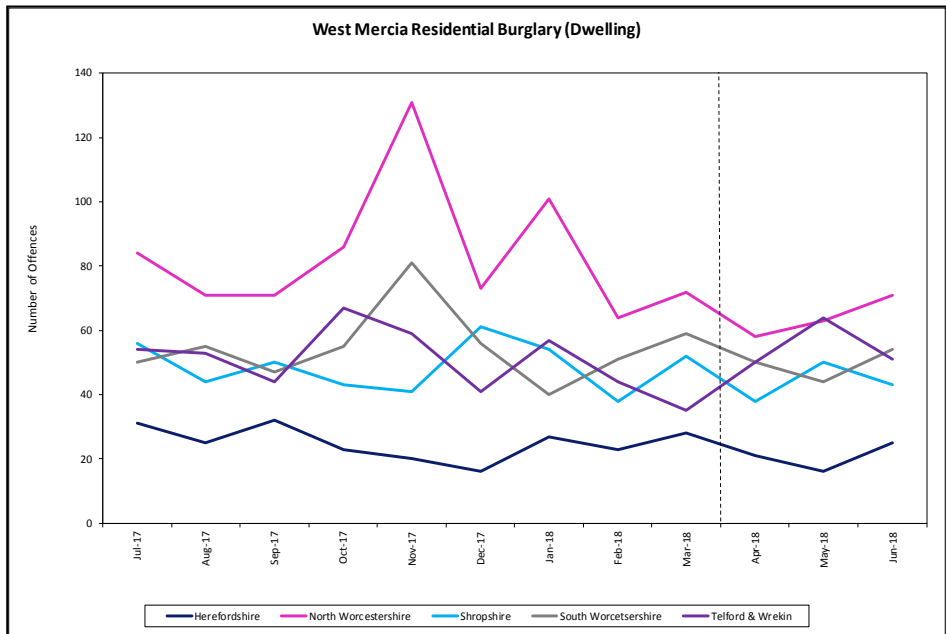
Residential Burglary - Dwelling

Signs of Improvement would be:

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



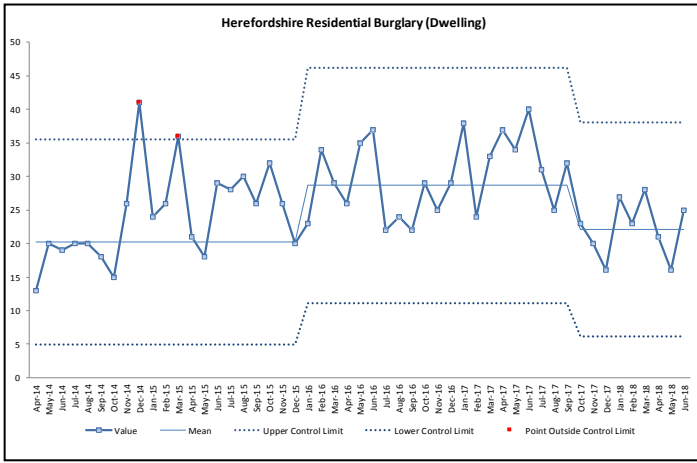
Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	No change



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.

698 residential burglary–dwelling offences were recorded in the last quarter. This is a 6% reduction compared to the previous quarter (745) and below the quarter average (765).

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

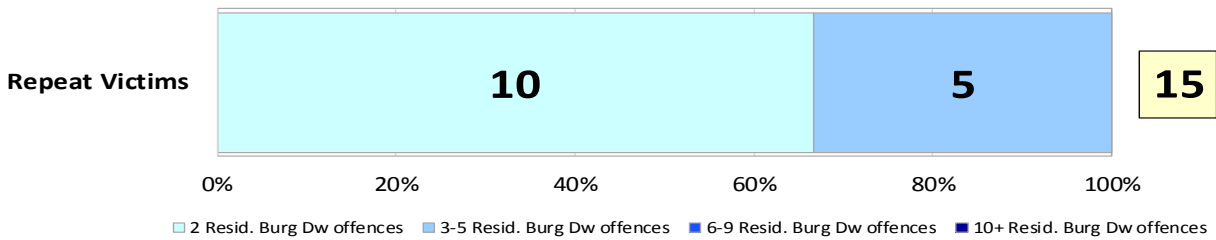


This is the 8th consecutive month that volumes have remained below the monthly average in Herefordshire.

The monthly average has now decreased from 29 to 22 residential burglary-dwelling offences per month.

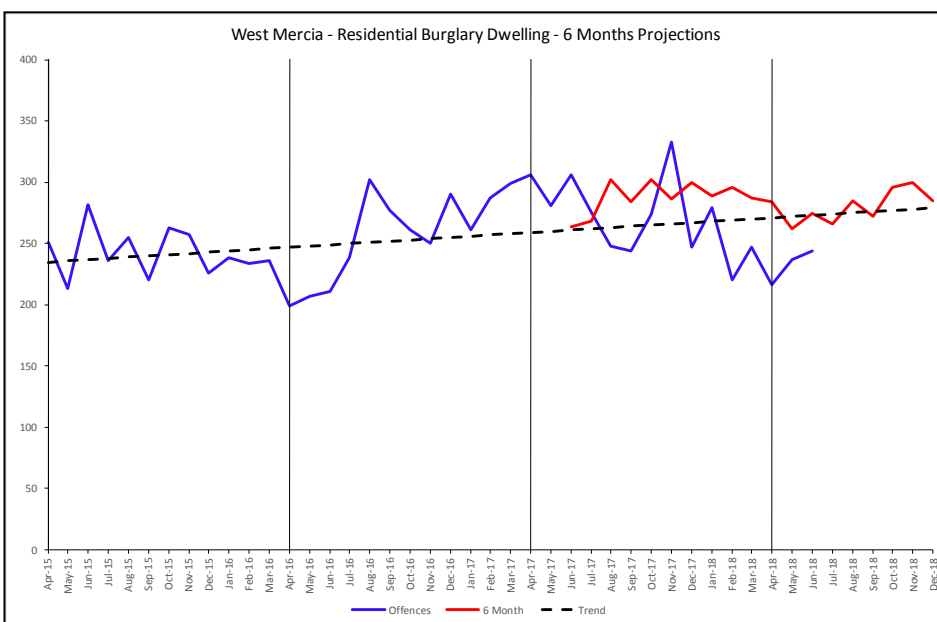
Repeat victims of residential burglary-dwelling Offences

In May (latest available data), 6% (15) of residential burglary victims across West Mercia were repeat victims of another residential burglary-dwelling offence in the last 12 months. These figures are an increase on both the number and rate of repeat victims for the previous month (11, 5%). The following chart provides a breakdown of residential burglary-dwelling repeat victims by instances of repeat victimisation.



Over the last 12 months, 1 South Worcestershire repeat victim has been a victim of 4 residential burglary-dwelling offences, of which 1 offence was recorded in May. ASI are completing work which overlays repeat victims with repeat locations, providing an opportunity to design out crime and target the most vulnerable locations.

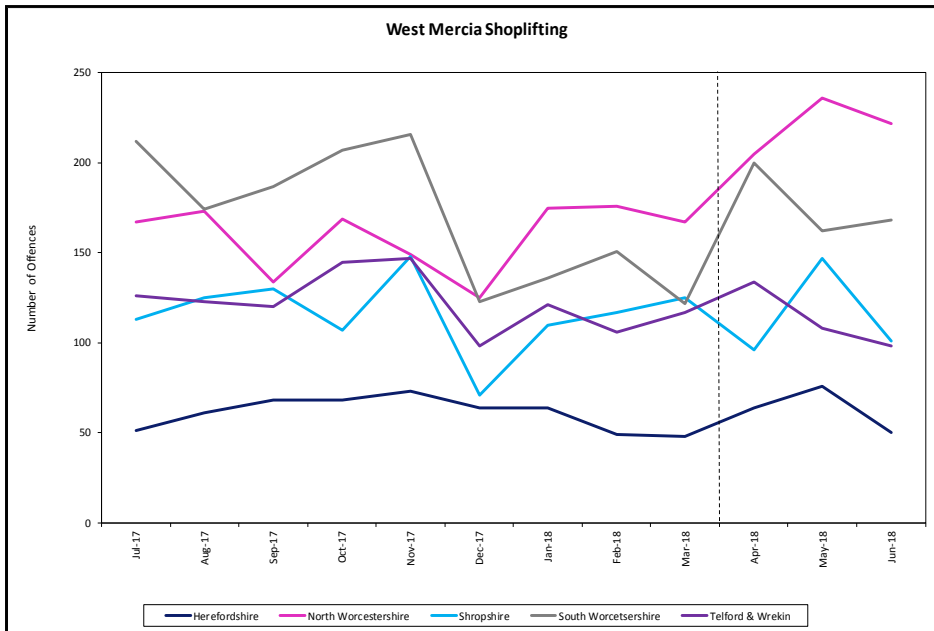
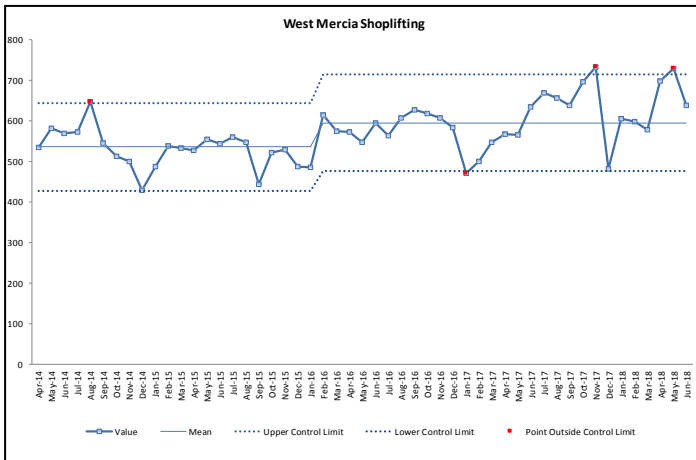
The following chart provides a medium (6 month) projection for residential burglary (dwelling) offences. At force level, volumes are projected to continue on a slow upward trend.



Shoplifting

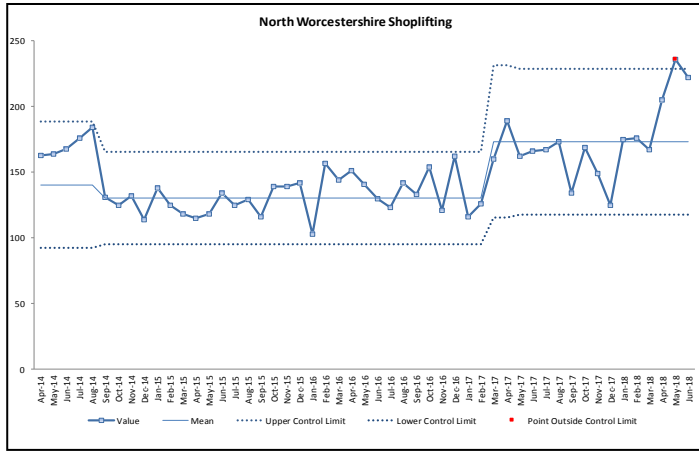
Signs of Improvement would be:

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



2,067 shoplifting offences were recorded in the last quarter. This is a 16% increase compared to the previous quarter (1,784) and above the quarter average (1,931). Exceptional volumes were seen in May but have since returned to more expected levels.

Volume increases were seen across all policing areas with the exception of Shropshire and Telford & Wrekin.

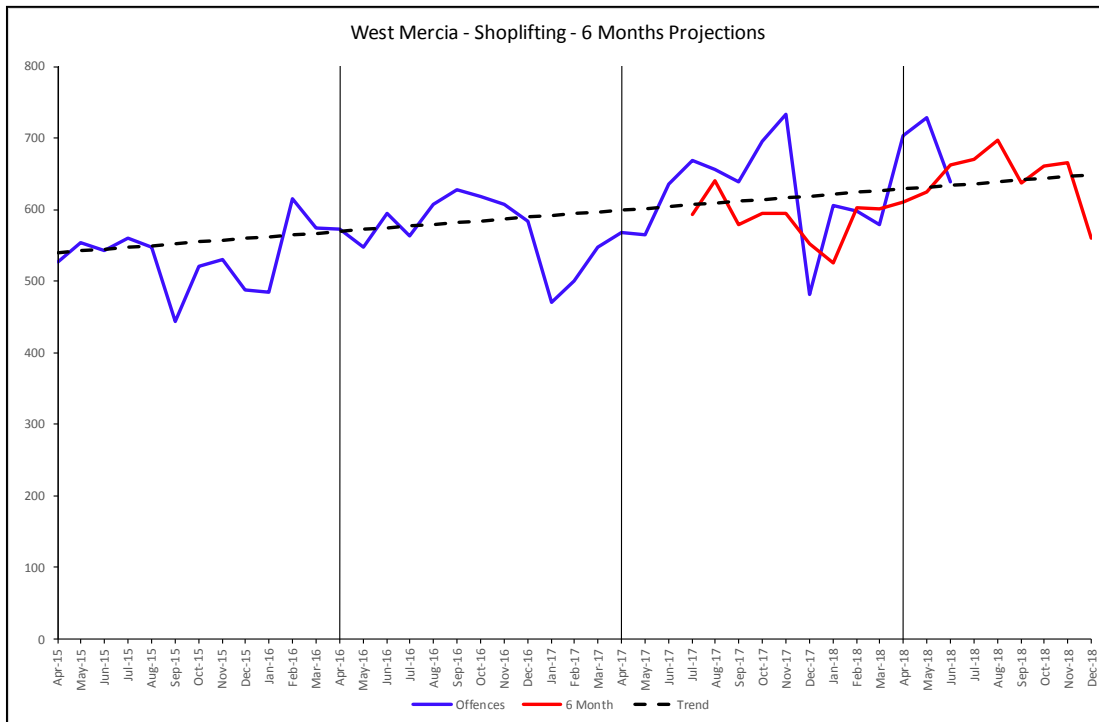


Exceptional volumes were seen across North Worcestershire in the last quarter.

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.

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

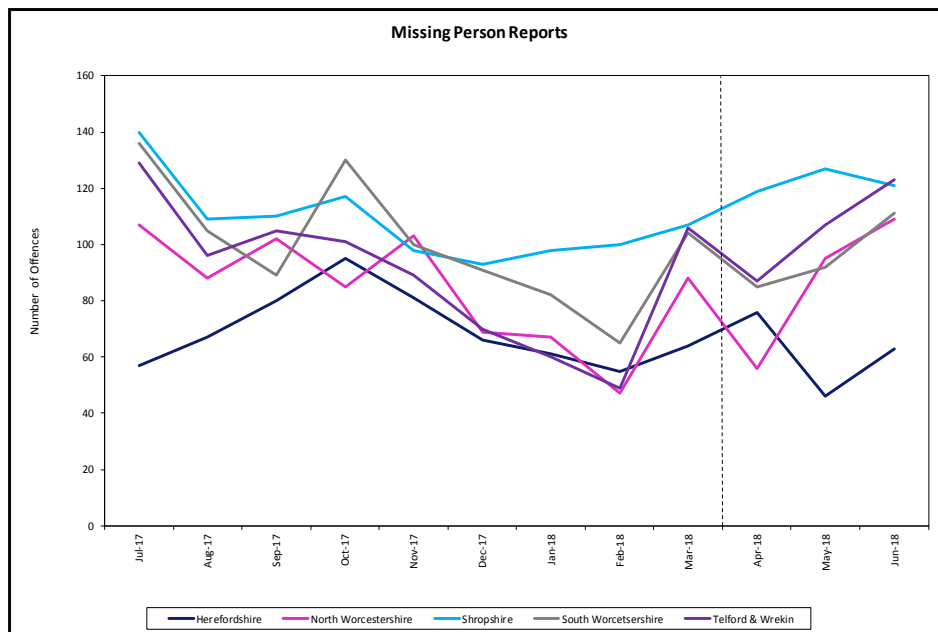
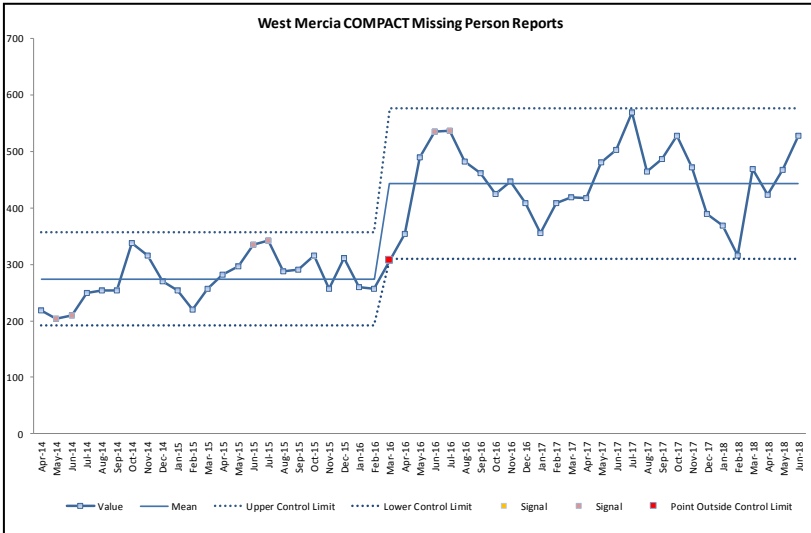


Missing Persons

Signs of Improvement would be:

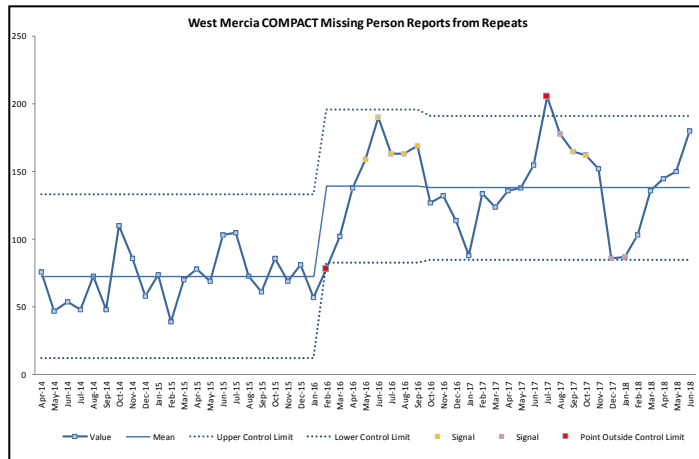
- ❖ Reduction in frequency of repeat missing persons
- ❖ Reduction in duration of missing
- ❖ Overall reduction of missing incidents

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

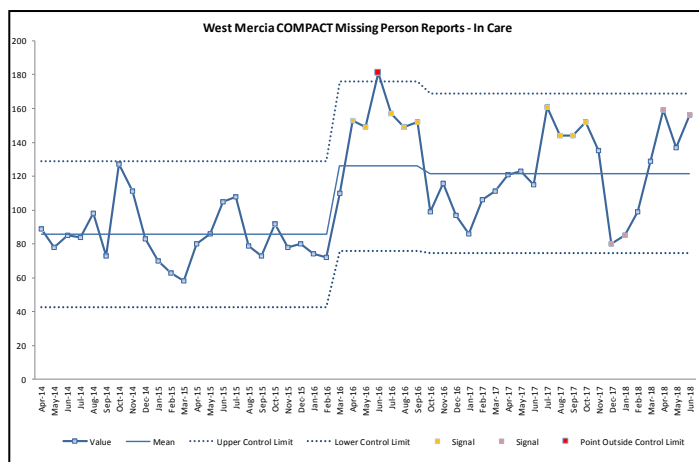


1,417 missing person reports were recorded during the last quarter. This is a 23% increase compared with the previous quarter (1,151). Volumes followed the expected seasonal pattern with increased volumes in spring and summer months. Increased volumes have been seen across all policing areas during this quarter compared with the previous quarter. Volumes in Telford and Wrekin increased by 47% during this quarter (317) compared with the previous quarter (215). The missing person co-ordinator in Telford & Wrekin is required to review the current increases and make recommendations to the Command Team with regards to reducing the quantity of missing episodes.

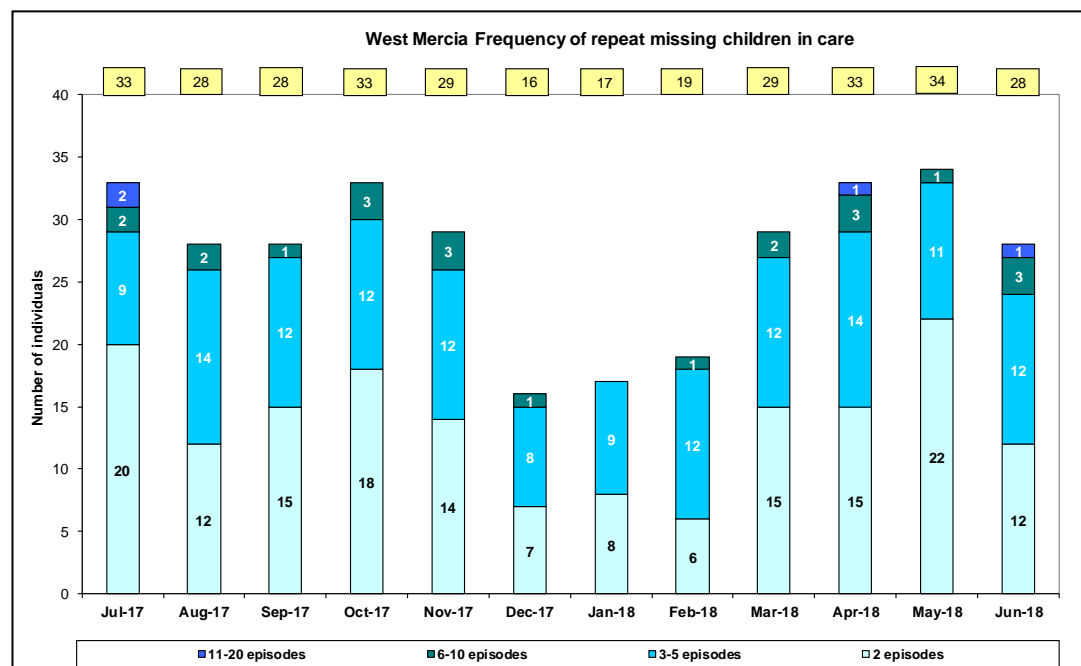
The increase in missing person reports has been driven largely by increased number of reports of repeat MISPERS and 'in-care' (child in the care of the local authority) reports.



475 repeat reports were recorded in the last quarter, a 46% increase compared with the previous quarter (326), with particularly high volumes recorded in June (180). Volumes are 11% higher than during the same period last year.



452 in-care reports were recorded during the last quarter, a 44% increase compared with the previous quarter (313).



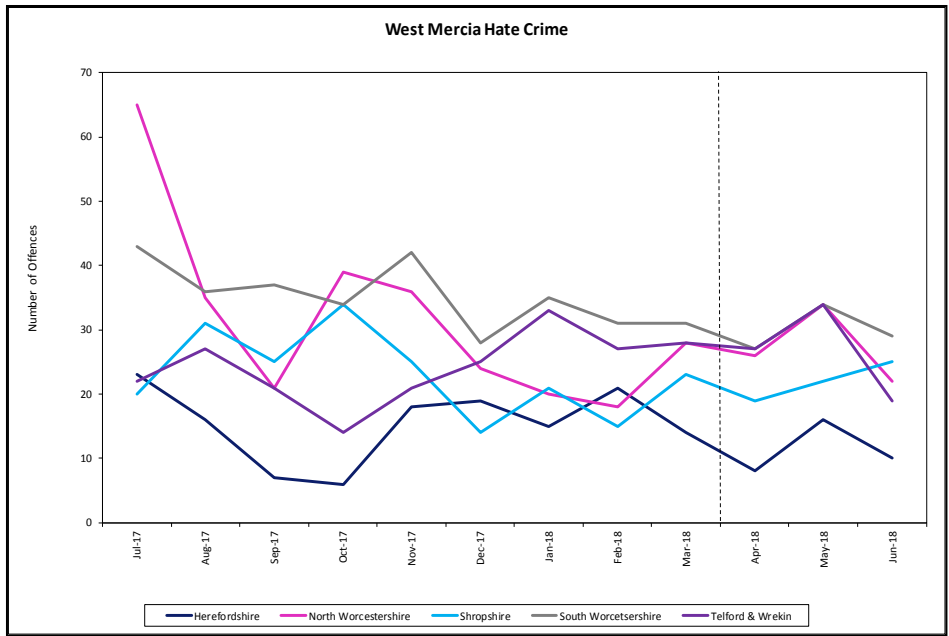
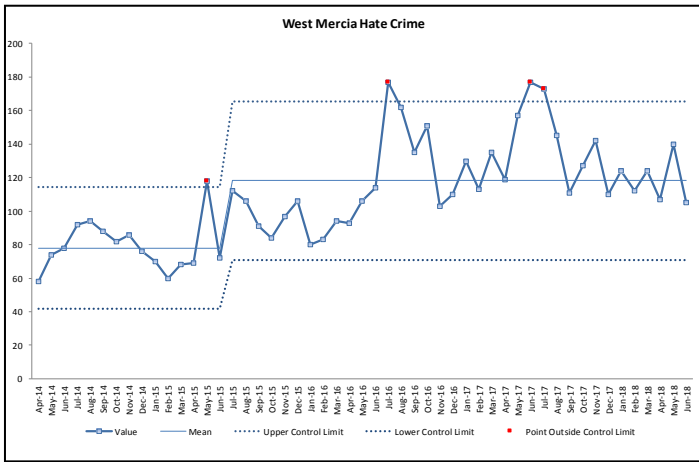
In the last quarter the number of repeat missing children in care has increased compared with the previous quarter (95 vs 65). 9 instances were recorded of an U18 in care going missing more than 5 times compared with 3 during the previous quarter.

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

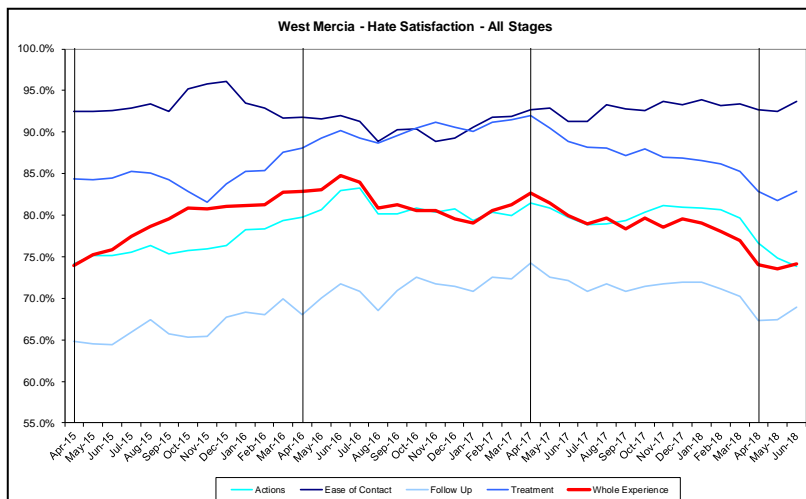


The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends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

352 offences/ incidents were recorded last quarter, a 2% reduction compared to the previous quarter (360) and below the quarter average (380). 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



	Apr-18	May-18	Jun-18
Herefordshire	63.4%	63.2%	66.7%
North Worcestershire	77.8%	73.8%	72.1%
Shropshire	78.2%	80.0%	78.7%
South Worcestershire	68.5%	77.6%	79.0%
Telford & Wrekin	81.3%	80.9%	82.2%
West Mercia	74.1%	73.5%	74.1%

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 quarter⁴, a decrease compared to the previous quarter (78%).

The static nature of hate crime satisfaction rates across the force remains an area of concern. Significant activity continues to address the performance in this area, and forms part of the wider review into our approach to victim satisfaction. The strategic equality and diversity advisor has been tasked to engage with a range of victims to get more detailed feedback on the service received from West Mercia to identify opportunities for improvements, and scrutiny of each areas response to hate crime continues at the quarterly review meetings.

ASI have circulated analysis on the main drivers for hate crime satisfaction. Policing area Commanders should ensure their local plans incorporate these findings into their local plans.

⁴ This is based on interviews undertaken over the last 12 months to give an adequate sample size for analysis

Domestic Abuse

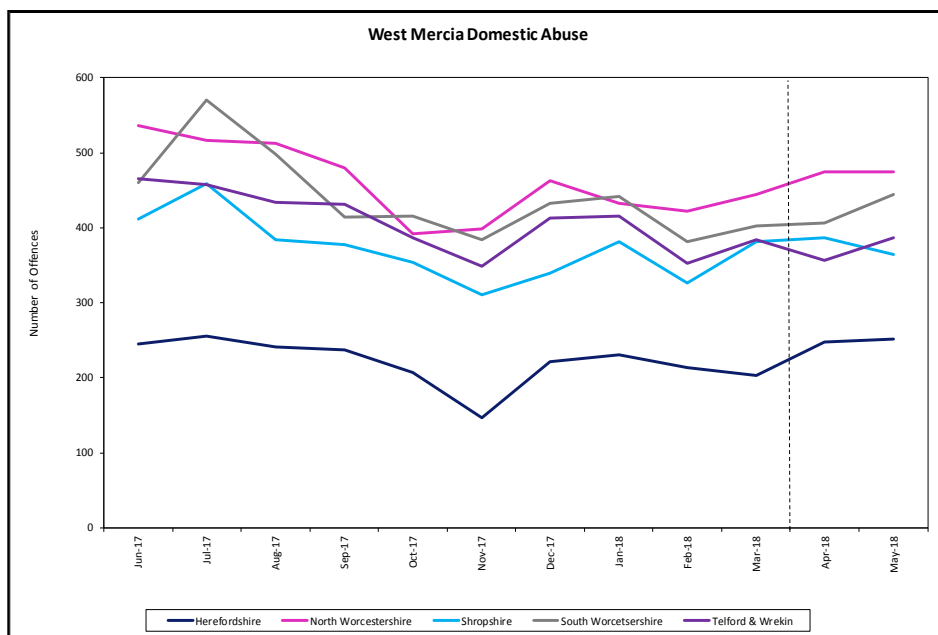
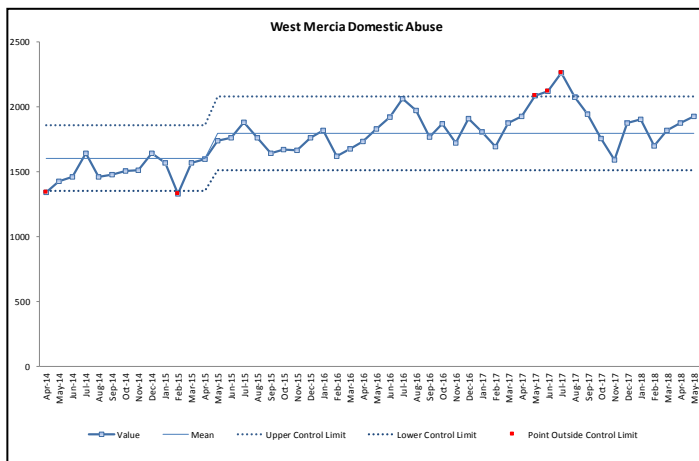
Signs of Improvement would be:

- ❖ 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.



1,922 domestic abuse offences & crimed incidents were recorded in May, a 3% increase compared to the previous month (1,872) and above the monthly average (1,793). Increased volumes were seen across all policing areas with the exception of Shropshire.

Domestic Violence Protection Notices (DVPNs)

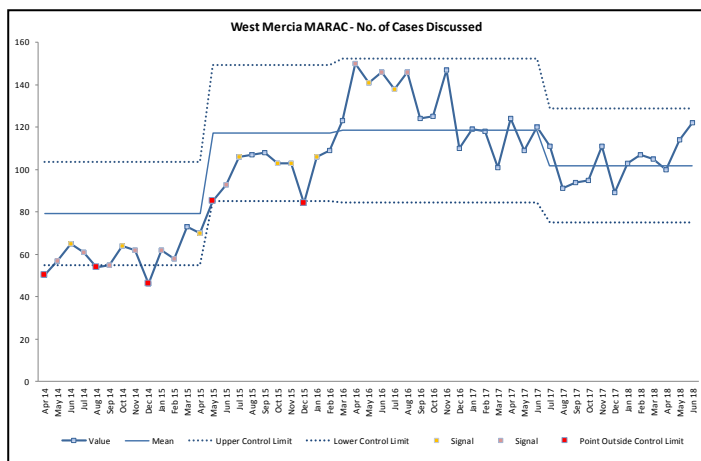
Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat of further violence from the suspect and gives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

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



336 cases were discussed at WMP MARACs last quarter (80 repeat cases). This is an increase compared to the previous quarter (315) and comparable to the quarter average (311).

This increase was driven by increased volumes cases discussed across all policing areas with the exception of Telford & Wrekin last quarter compared to the previous quarter.

Child at Risk / Child Sexual Exploitation

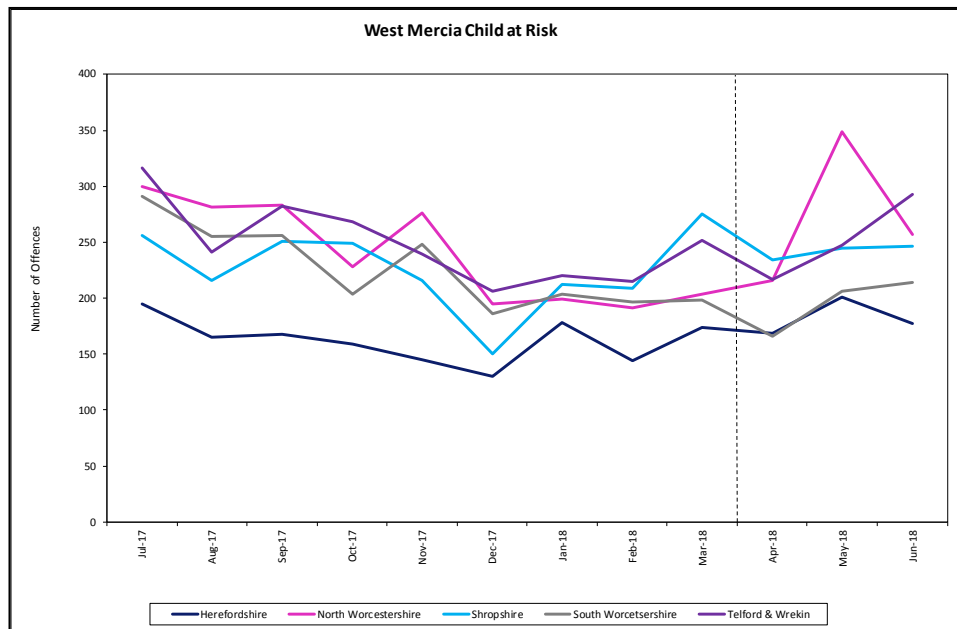
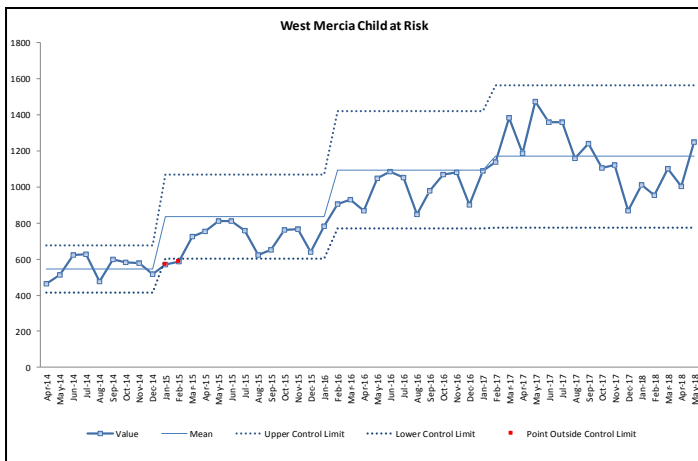
Signs of Improvement would be:

- ❖ 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 May data to give a more accurate analysis.

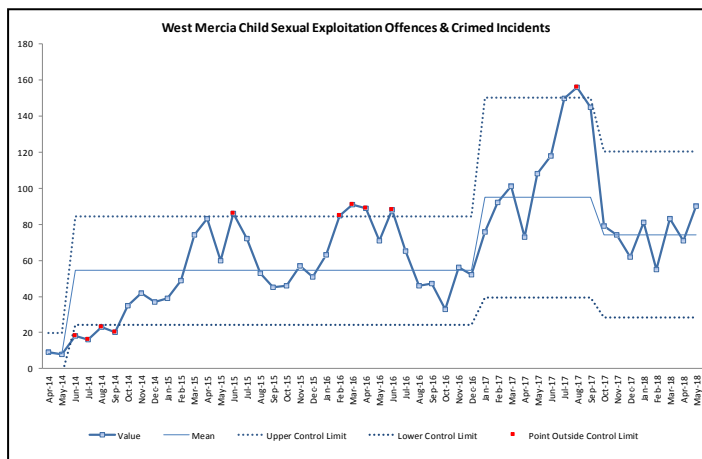
Child at Risk



Child at Risk markers were applied to 1,248 offences/ incidents in May. This is a 25% increase compared to the previous month (1,002) and above the monthly average (1,170). Increases were seen across all policing areas in May.

The use of the Child at Risk marker/keyword has decreased by 18% compared May to the same period last year.

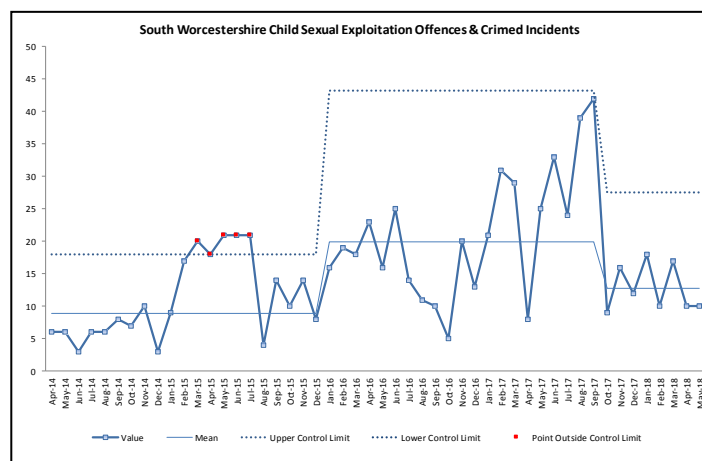
Child Sexual Exploitation (CSE)



‘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.

90 CSE offences/ incidents were recorded in May, an increase compared to the previous month (71) and above the new monthly average (74). Increased volumes were seen across all policing areas with the exception of South Worcestershire and Telford & Wrekin.

Despite this recent increase, volumes over the last 8 months have been below the monthly average. Therefore the monthly average has now decreased from 95 to 74 CSE offences/ incidents per month.



This is reflected in South Worcestershire where the monthly average has decreased from 20 to 13.

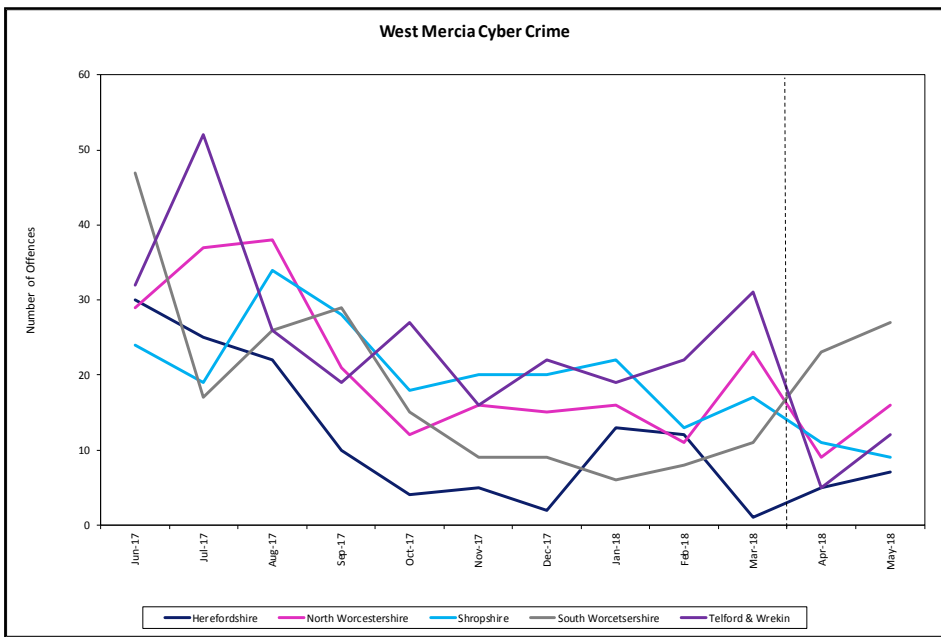
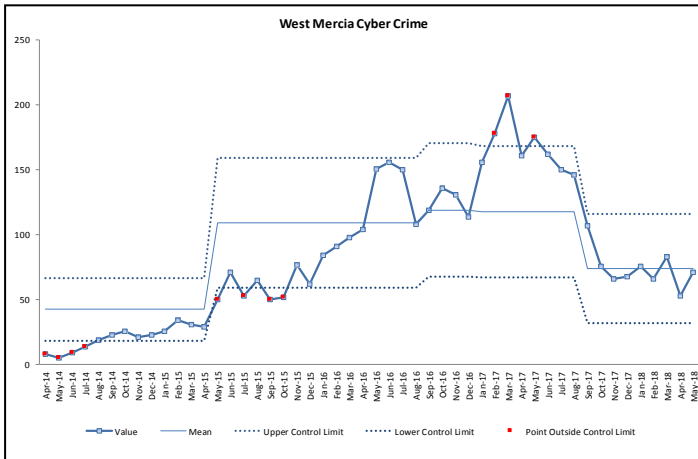
The use of the Child Sexual Exploitation marker/keyword has decreased by 21% comparing May to the same period last year.

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.

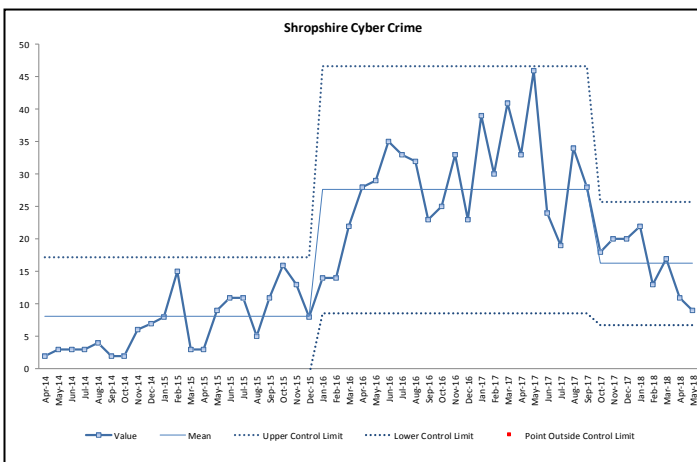
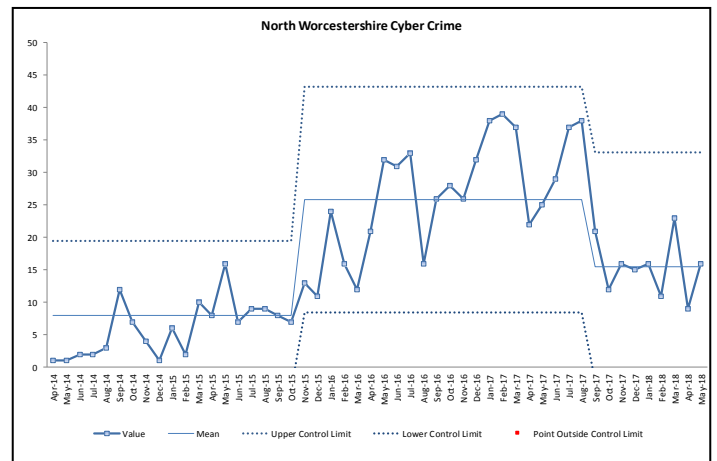
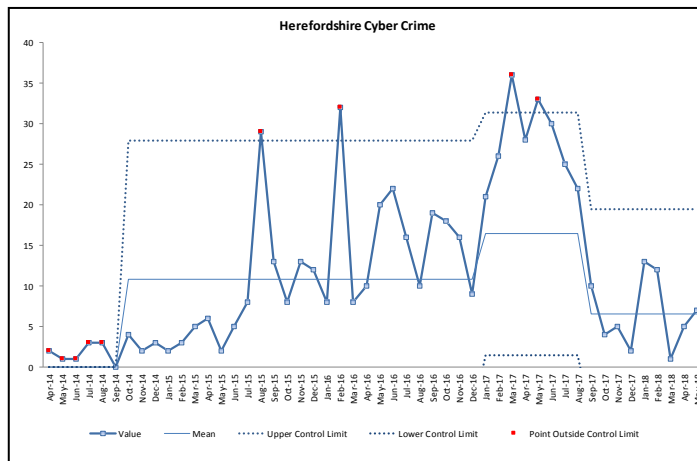
Again, due to changes in data processing procedures, we are reporting on the volume of offences based on May data to give a more accurate analysis.



Only 71 offences were flagged as cyber crime in May. This is an increase compared to the previous month (53) but below the new monthly average (74).

Despite this recent increase, volumes have remained below the monthly average for 8 consecutive months and therefore the monthly average has now decreased from 118 to 74 cyber offences per month.

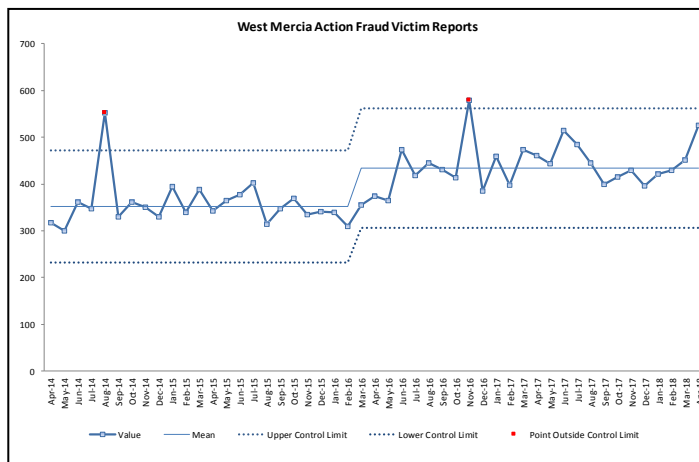
This pattern is reflected in Herefordshire, North Worcestershire and Shropshire.



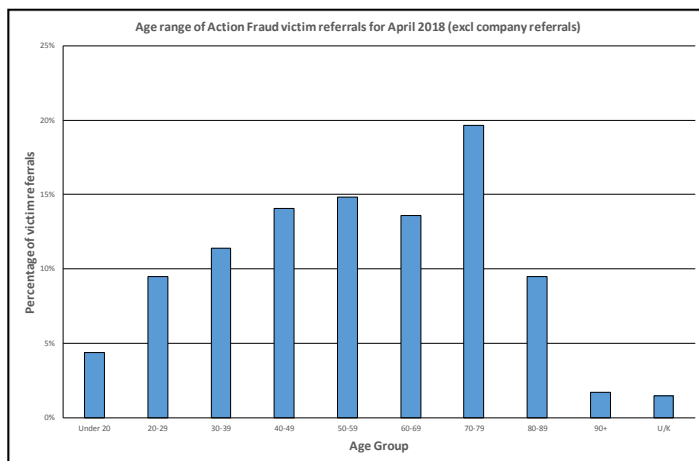
There is a national recognition that there is some confusion over the appropriate use of the cyber/ on-line crime keyword. We will engage our corporate communications team to develop advice and guidance on its appropriate use.

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.



525 Action Fraud victim reports (which exclude company referrals) were recorded in April 2018⁵. This is an increase compared to volumes seen in March 2018 (452) and above the monthly average (434).



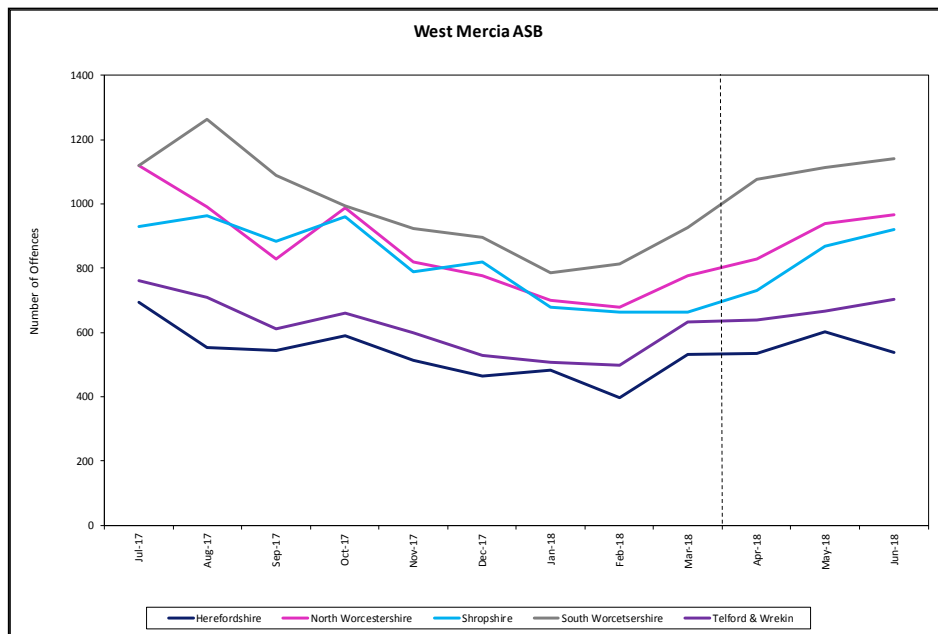
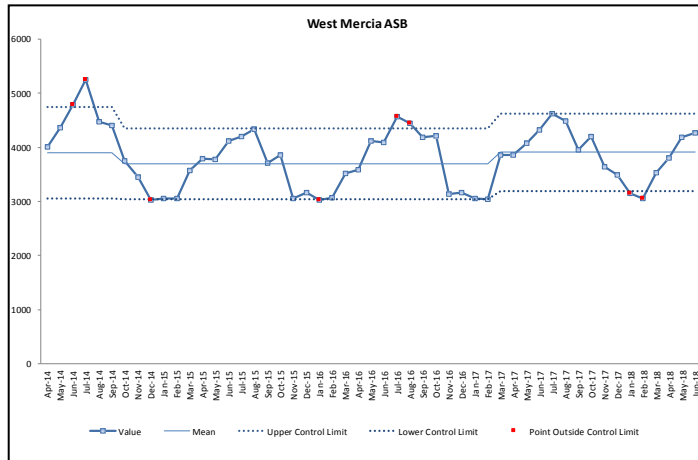
Victims aged 70-79 accounted for 1 in 5 of the Action Fraud victim reports (20%) reported in April 2018. Corporate Communications are required to review their approach to this demographic, ensuring messaging is clear and targeted.

⁵ Data is only available to April 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

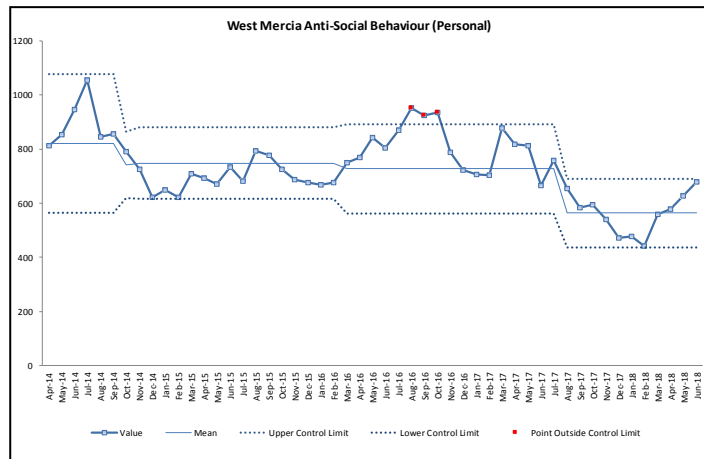


12,269 ASB incidents were recorded in the last quarter; a 26% increase compared to the previous quarter (9,736) but below the quarter average (11,599). Increased volumes were seen across all policing areas last quarter.

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 summer and with reduced volumes during the autumn/winter months.

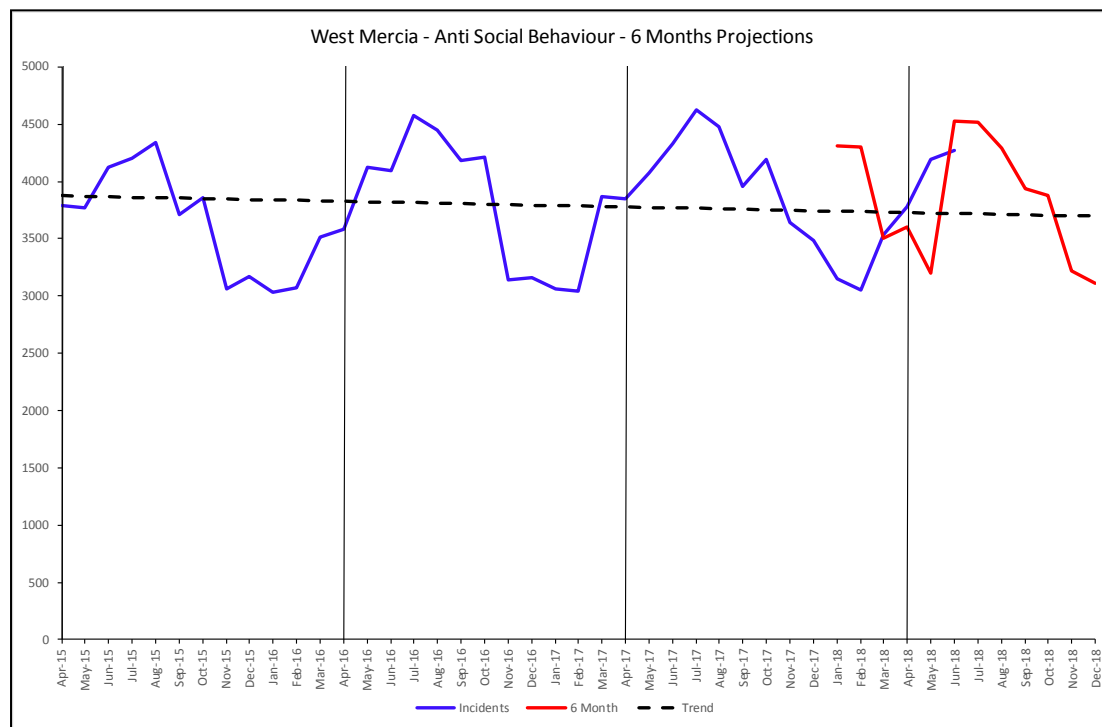
There are three recognised types of ASB: 'personal' is behaviour which is targeted to an individual or group rather than a wider community; 'nuisance' is where the impact is felt by a local community in general rather than individual victims; 'environmental' includes incidents where behaviour has an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



1,921 'personal' ASB incidents were recorded last quarter; a 30% increase compared to the previous quarter (1,478) and above the quarter average (1,741).

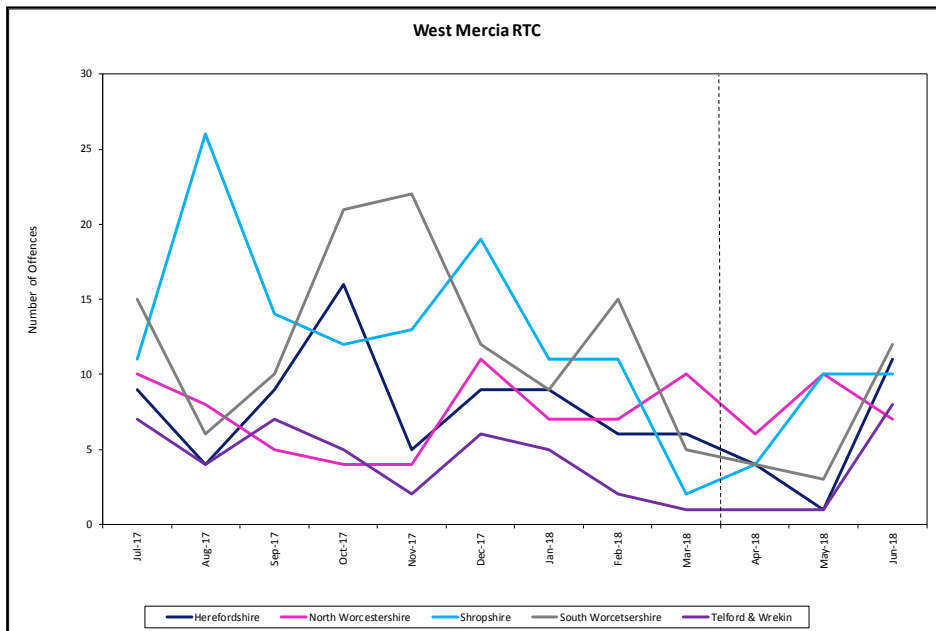
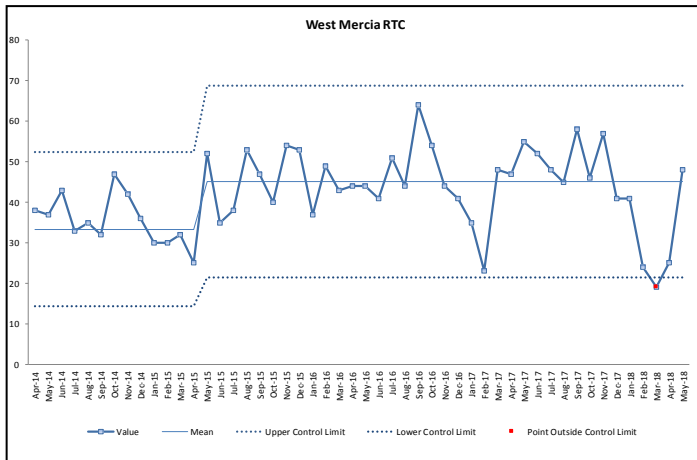
The following chart provides a medium (6 month) projection for ASB incidents which typically follows a seasonal pattern. At force level, the recorded volumes are projected to peak in the next quarter.



Road Traffic Casualties

Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



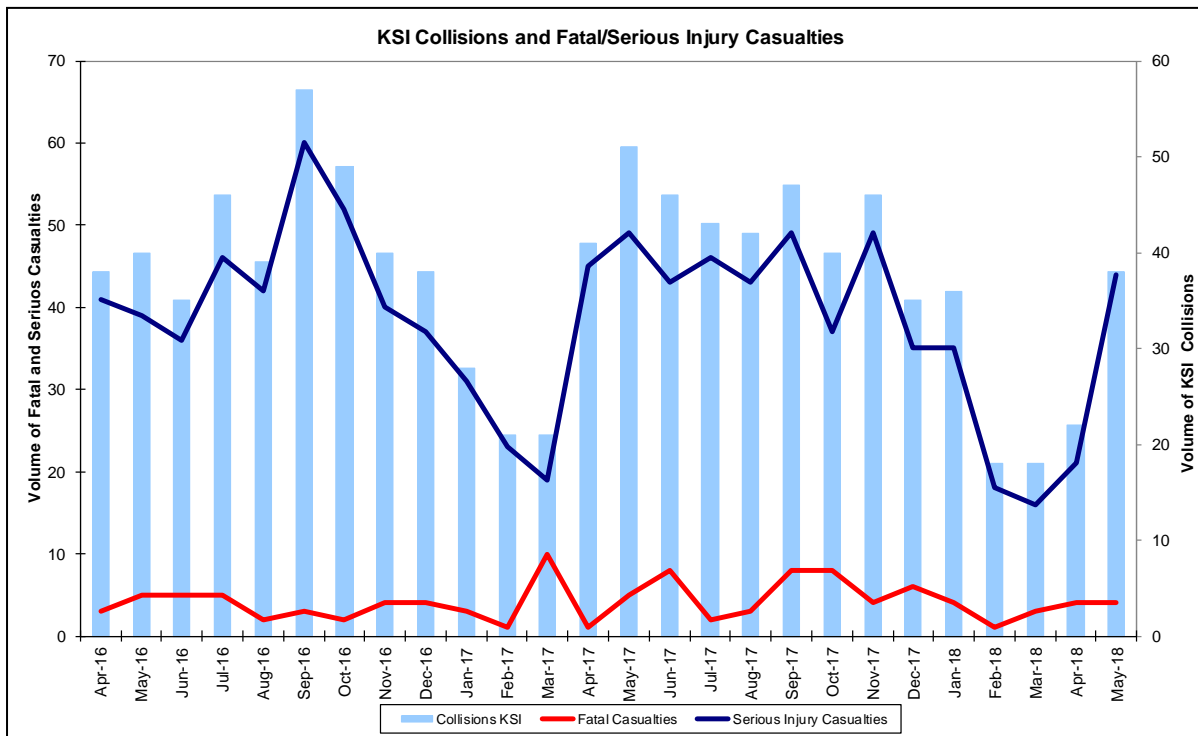
In the last quarter⁶ there were 12 road deaths. This included 5 drivers, 1 car passenger, 4 motor cyclists, 1 pedestrian and 1 cyclist.

4 fatalities occurred in North Worcestershire, 3 in Shropshire, 2 in Herefordshire, 2 in South Worcestershire and 1 in Telford & Wrekin.

In April & May over two thirds (61%) of all fatal and serious injury casualties were car drivers or passengers. 15% were on motorcycles, 11% were pedal cyclists and a further 9% were in goods vehicles.

⁶ At the time of publication data regarding serious injury casualties in June 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 188 sites across West Mercia, 23,306 offences have been recorded from April to June 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.

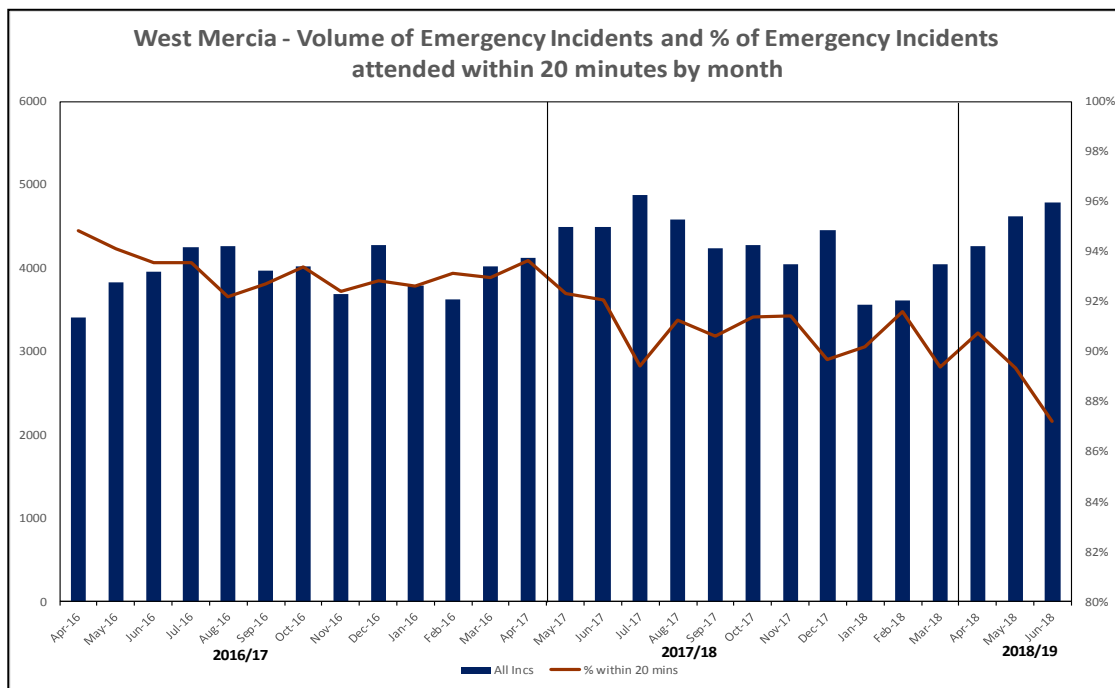
Response Times to Emergency Incidents

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

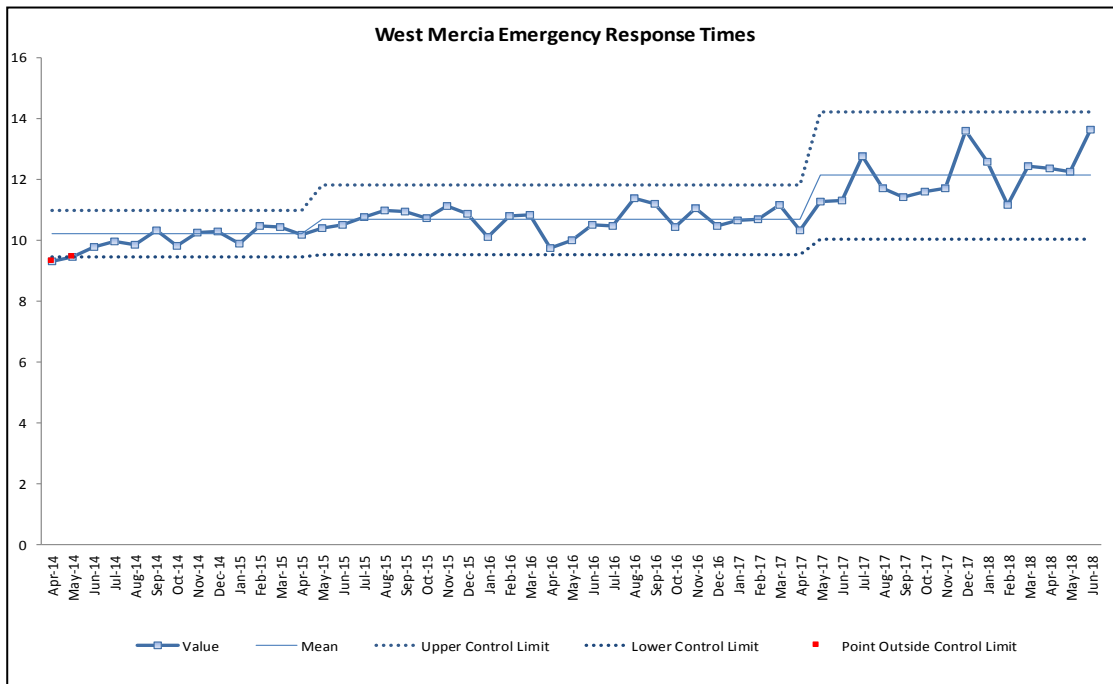
The force managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator,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

13,684 emergency incidents were recorded in the last quarter, an increase of 22% compared to the previous quarter (11,222). Almost 9 out of 10 (87%) emergency incidents were attended within 20 minutes, however over the last quarter the trend is decreasing.



The current average response time for emergency incidents is 13 mins 38 seconds, an increase compared to the previous month and above the monthly average (12 mins 06 seconds).



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

Given the significant surge in demand partially owing to the good weather, expected increases at this time of the year and the world cup, the slight increase in emergency response times is to be expected. West Mercia has seen rising pressure from the number of unresourced jobs throughout June, and this naturally has an impact on available resources. ACC Evans has widened the OCC 999/101 performance CIMM to include demand management linked to the new policing model, what our understanding of demand is, how demand can be reduced, and how to make best use of wider resources such as the incident progression teams.

Criminal Justice – File Quality

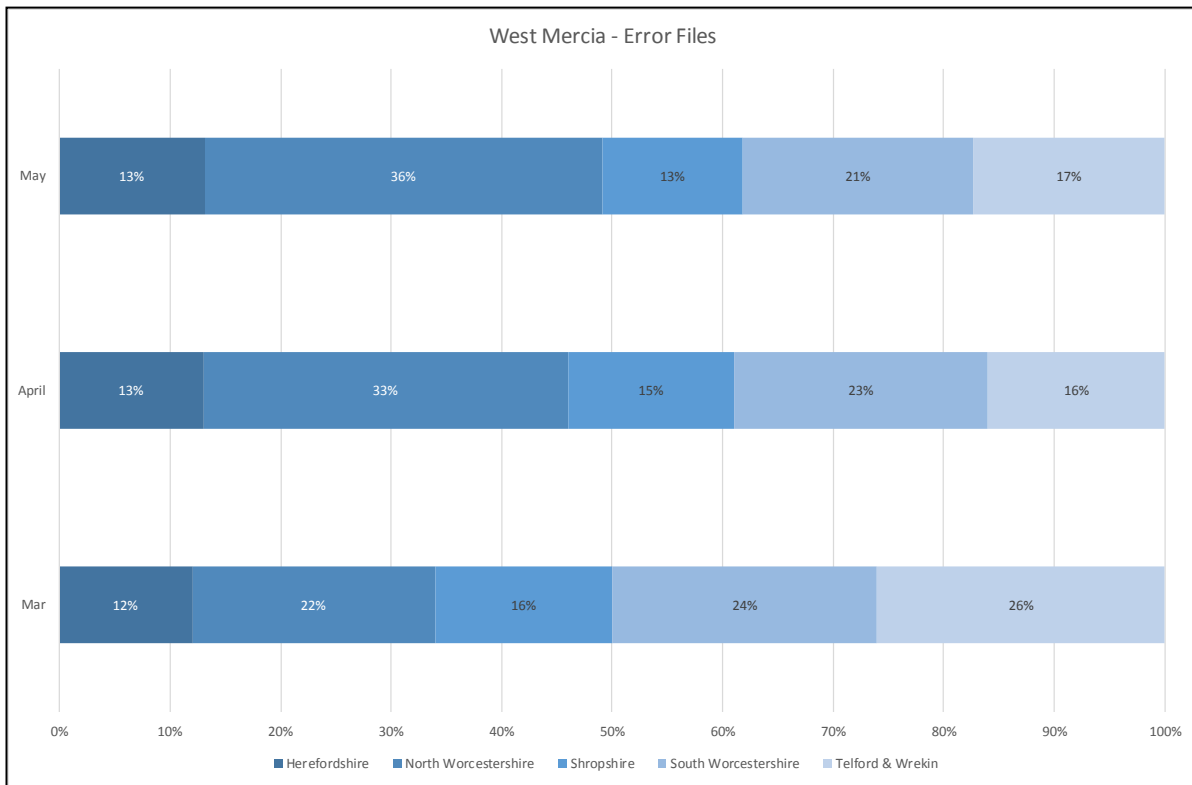
Signs of Improvement would be:
❖ Improved performance against MSG forces

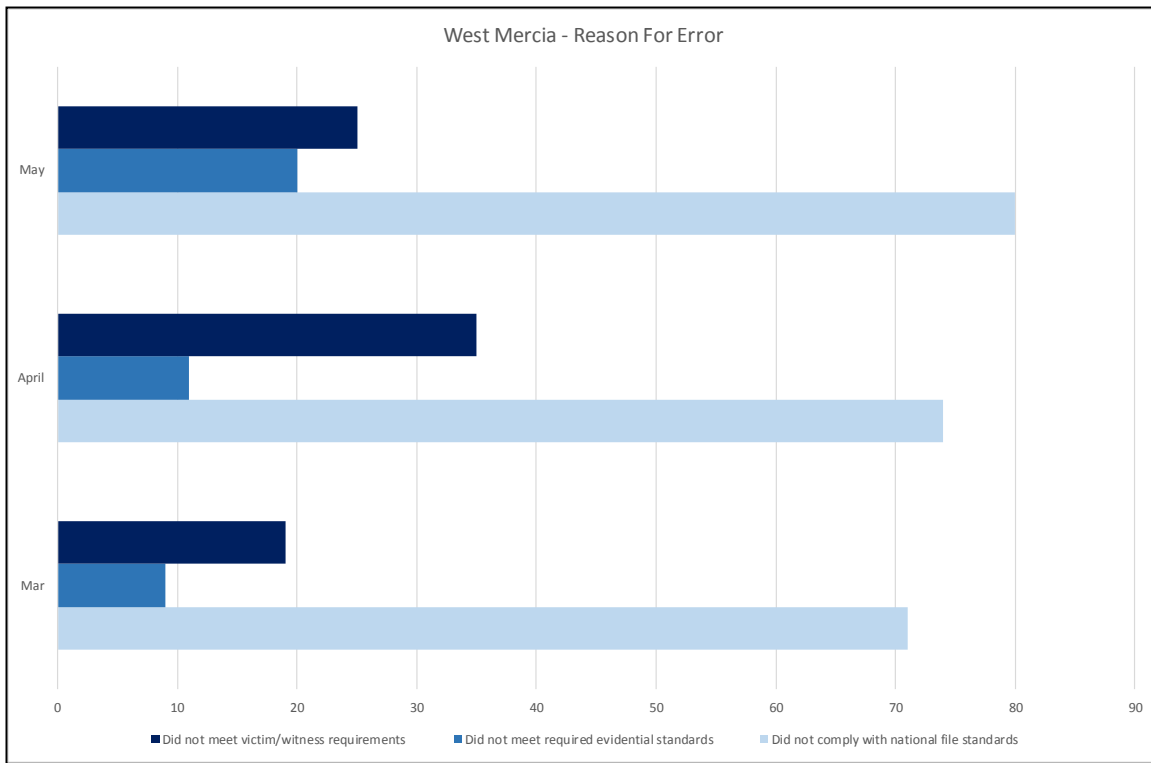
With the implementation of ATHENA, the case element has created some challenges in terms of file submission and quality. An overview of file quality performance is provided in this report. An additional stand alone CJ report will be published alongside this report, providing greater detail across performance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

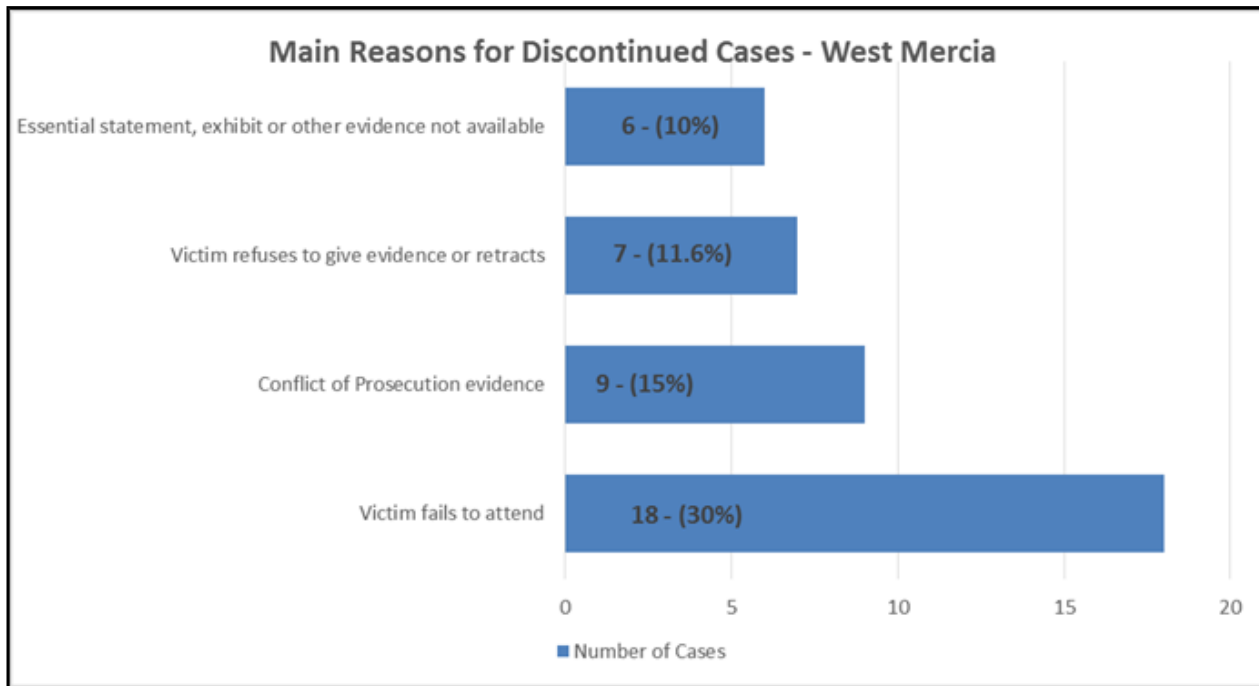
Discontinuance

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 May 58 cases were discontinued across West Mercia. Over a third of these were from North Worcestershire.

Policing Area	Cases discontinued		Rank
	No.	%	
Herefordshire	7	12%	1st
North Worcestershire	19	33%	5th
Shropshire	7	12%	1st
South Worcestershire	16	28%	4th
Telford & Wrekin	9	16%	3rd
West Mercia	58		

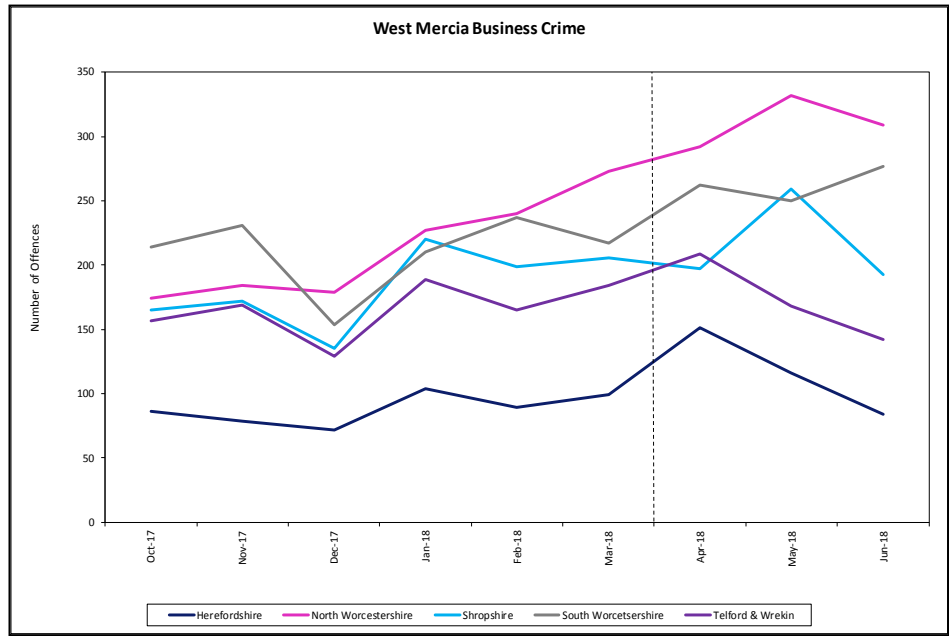
CPS discontinued these cases for 16 differing reasons, the top 4 are shown below.



Reassuring West Mercia

Business Crime

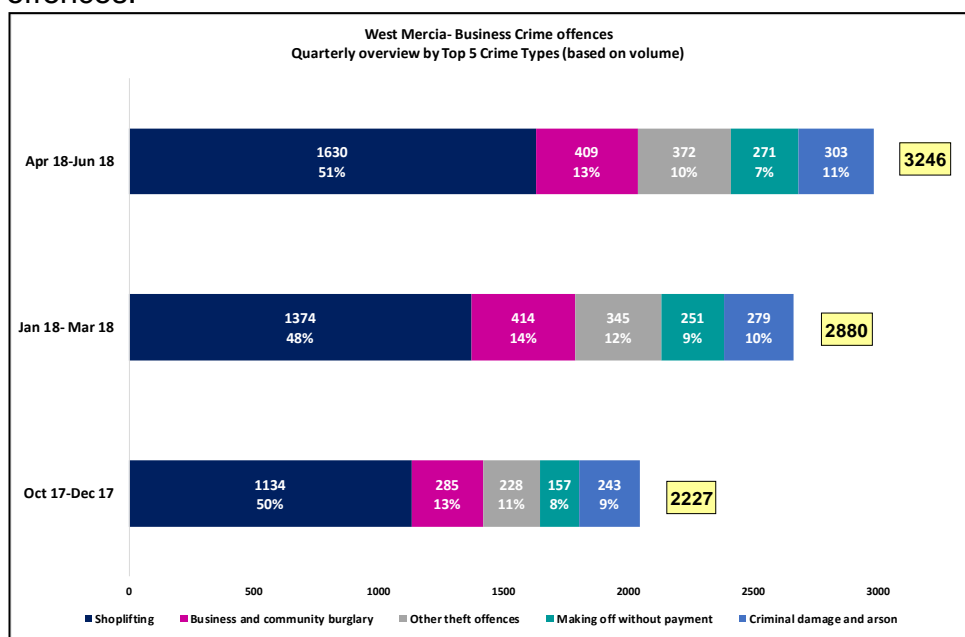
Signs of Improvement would be:
Stable volumes of recorded crime



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

3,241 business crimes were recorded in the last quarter, a 13 % increase on the previous quarter (2,859). Increased volumes were seen across all policing areas with the exception of Telford & Wrekin. The increased volumes is likely to be an indication of improved application of the relevant keywords in Athena as the system embeds.

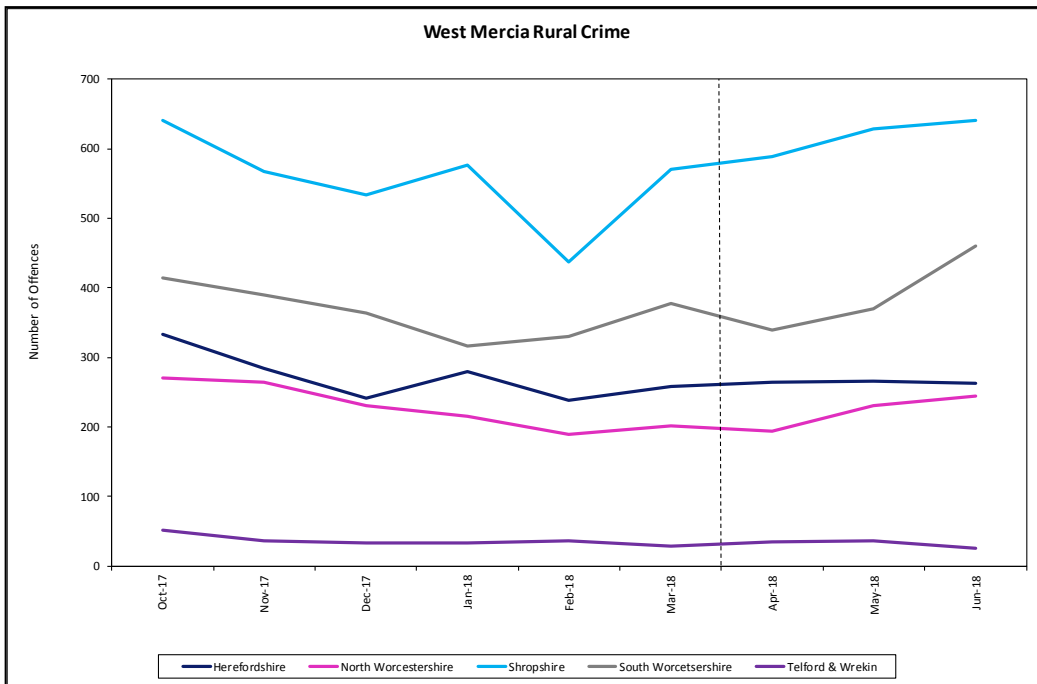
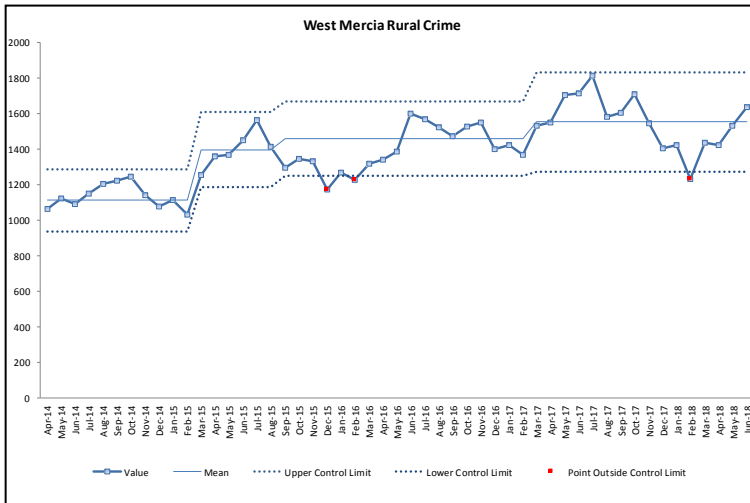
The chart below shows the top 5 'business crime' offence types for West Mercia, ranked by number of offences with percentage share of total business crime by quarter. Over the last 6 months volumes have increased across each crime type with a notable increase in shoplifting offences.



Rural Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

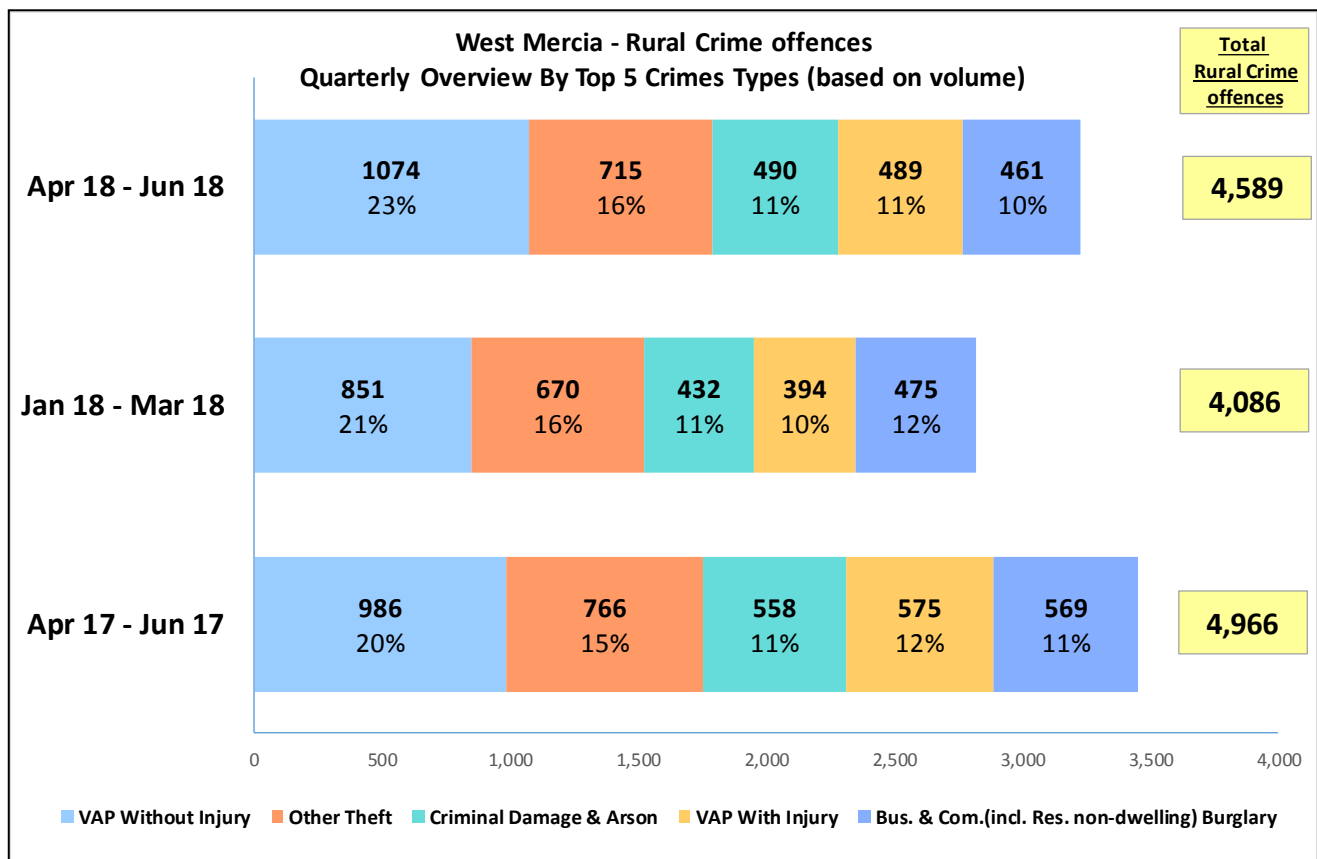


Rural crime offences are a subset of total recorded crime and are identified by their geographical location⁷.

4,589 offences were recorded across West Mercia last quarter. This is a 12% increase on the previous quarter (4,094) and is comparable to the quarter average (4,586). Increased volumes were seen across all policing areas excluding Telford & Wrekin compared to the previous quarter.

⁷ 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.



Reforming West Mercia

Sickness

Signs of Improvement would be:

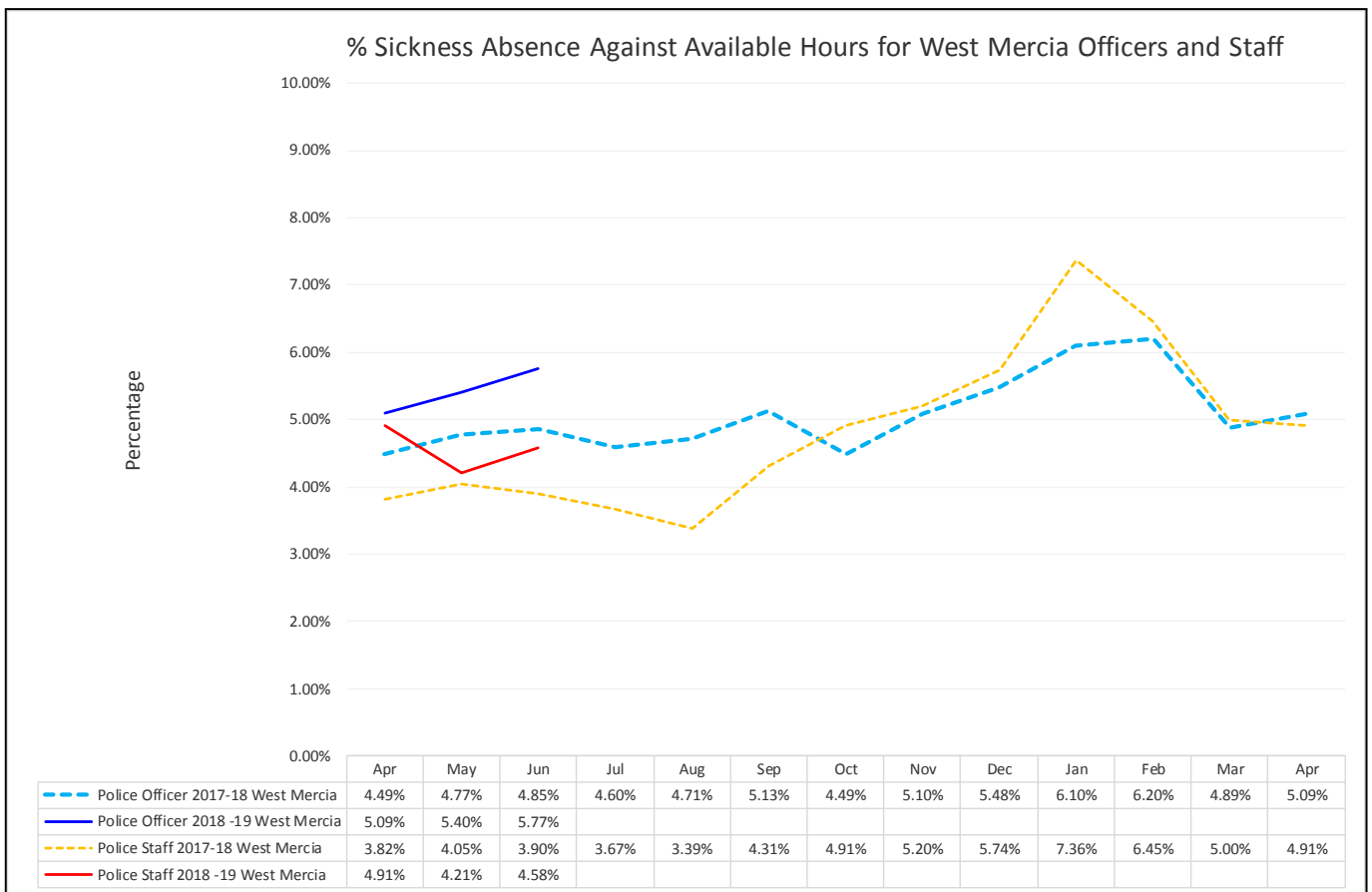
- ❖ Improved staff wellbeing – improving levels of attendance

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

The average percentage of hours lost to sickness for Officers in June is 5.77%, which is an increase from 5.40% in May 2018 and the 3rd consecutive month-on-month increase. For Staff, the average percentage of hours lost in June is 4.58% which is an increase from 4.21% in May 2018.

Over the quarter as a whole Officer sickness has decreased compared the previous quarter (5.42% compared to 5.73%) but is higher than the same period last year (4.70%). Staff sickness shows a similar pattern, with a decrease compared the previous quarter (4.57% compared to 6.27%) but is higher than the same period last year (3.92%).

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 Sickness Absence Profile** - The profile detailing the high level trends for absence, was completed by A&SI and presented at the July meeting. Further detailed analysis has been commissioned by the board to look in particular at the causes of absence due to psychological issues.
- **2017/18 staff survey** - The initial high level results of the survey were shared with the board and communicated to the wider workforce via the intranet on the same day.
- **Health checks** - A series of health checks were carried out across the alliance in June with just under 500 officers and staff taking up the opportunity for a series of checks including blood pressure and cholesterol. 55 people have been referred to their GP based on the results of the checks.
- **Blue Light Framework** - The alliance's self-assessment against the framework has been completed so that the results can be included in the national gap analysis. The results of the assessment will feed into other forums where relevant actions can be progressed and fed back to the Health and Wellbeing Board.
- **Trauma management** - The alliance will be taking part in a pilot survey as part of national research by the Police Dependents' Trust and Cambridge University into trauma management in policing. A benefit of this participation will be a bespoke report regarding our trauma management services.

The next meeting will be held in October 2018.

Complaints

Signs of Improvement would be:

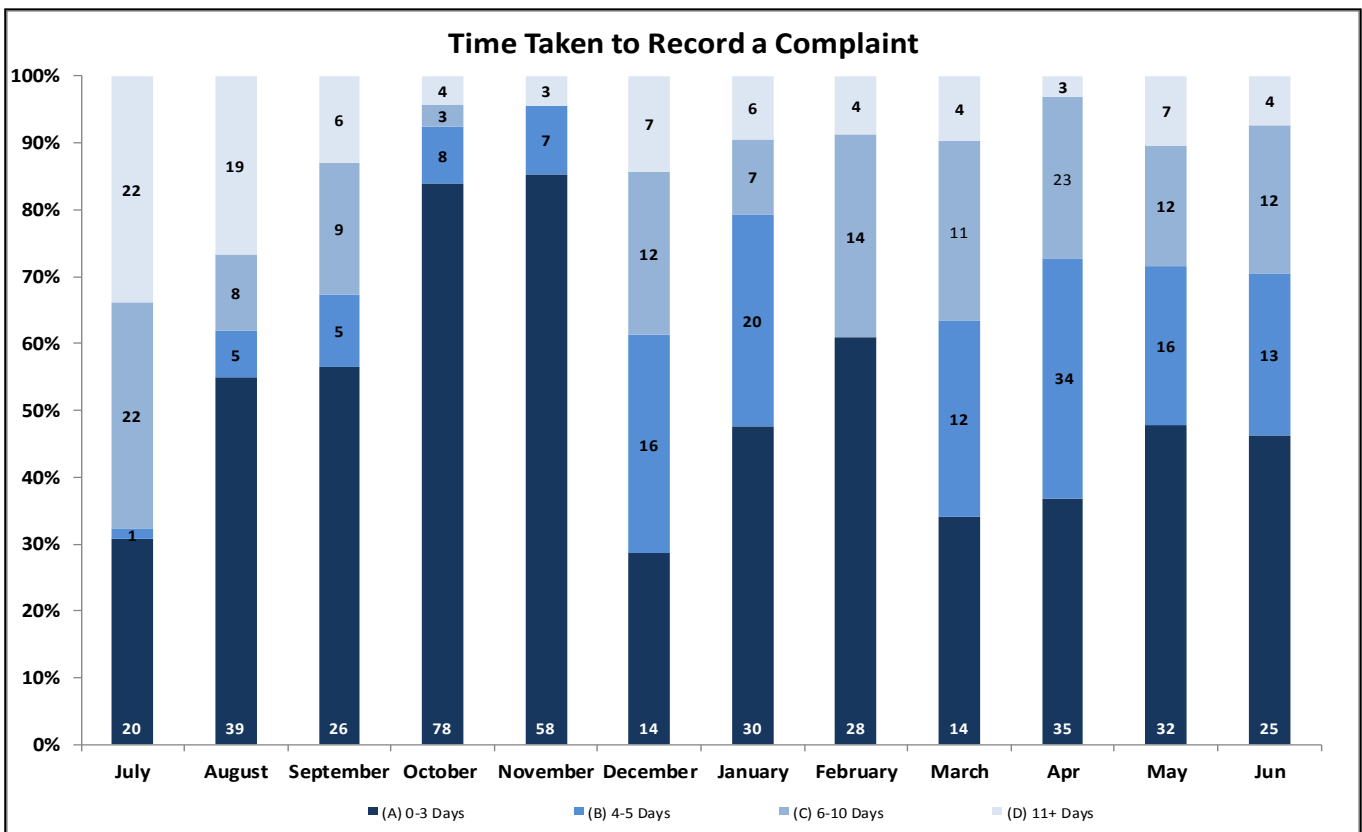
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction of incivility

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

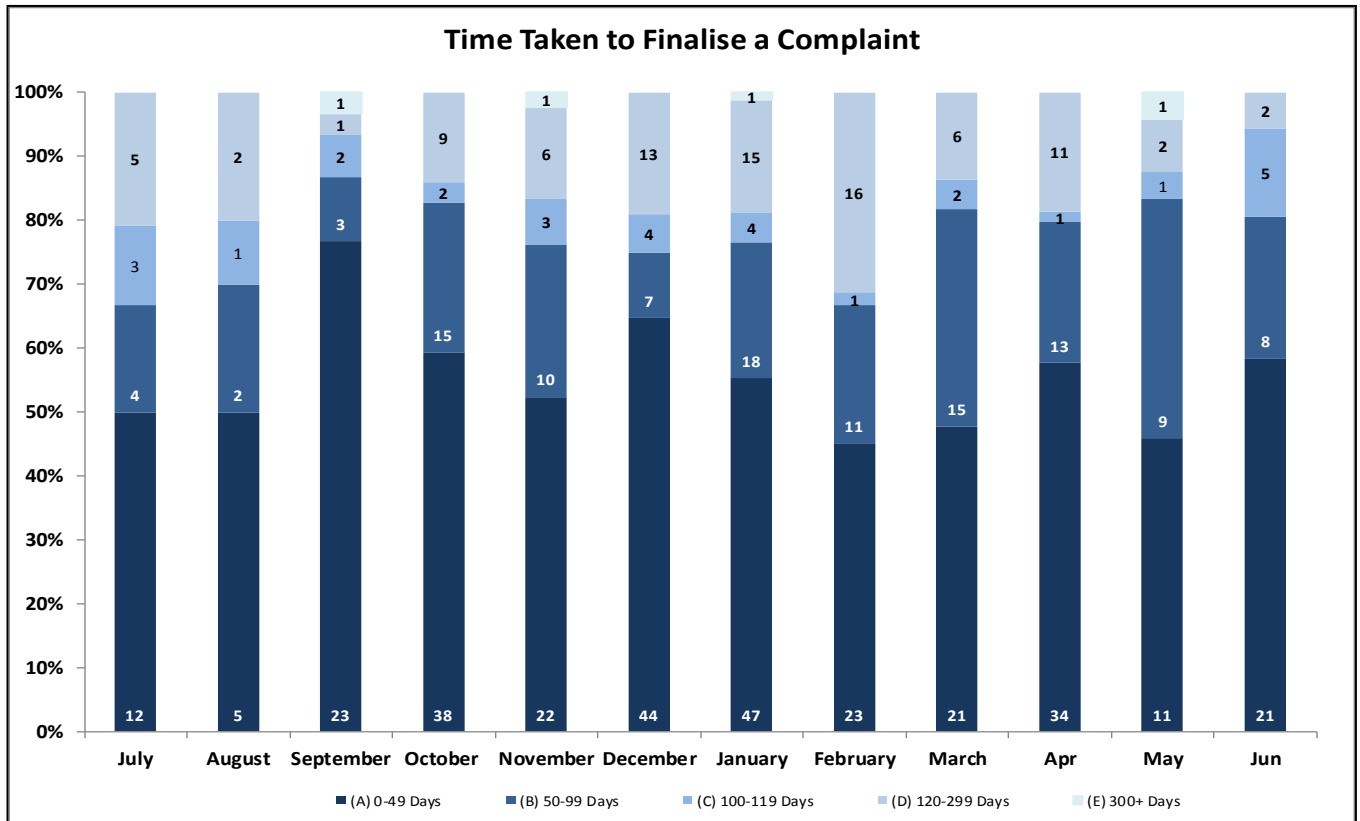
Timeliness to Record & Finalise

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 43% of complaints were recorded in 3 days, well below the 80% aspiration. However 94% 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 87% of cases were finalised in 120 days, an increase compared to the previous quarter (79%).



Call Handling

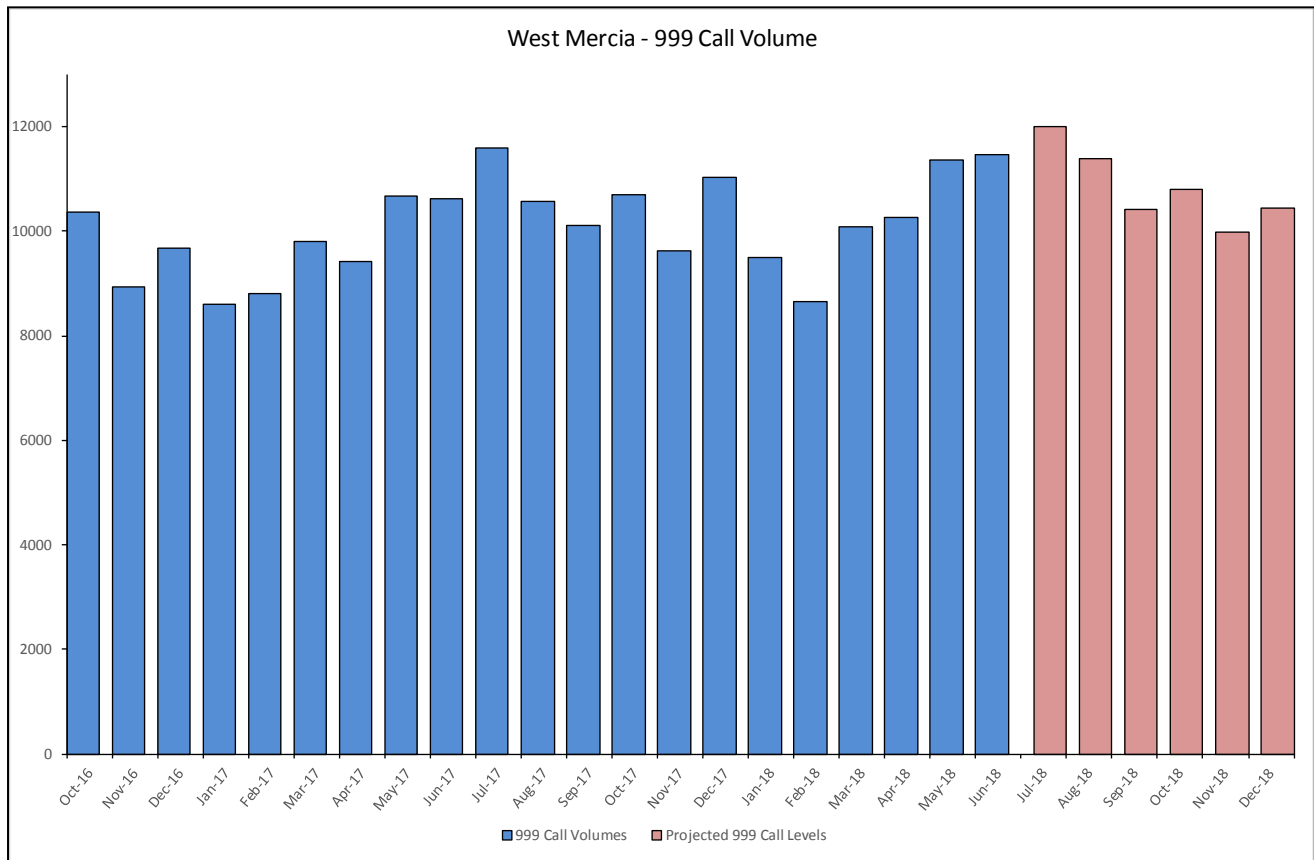
Signs of Improvement would be:

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

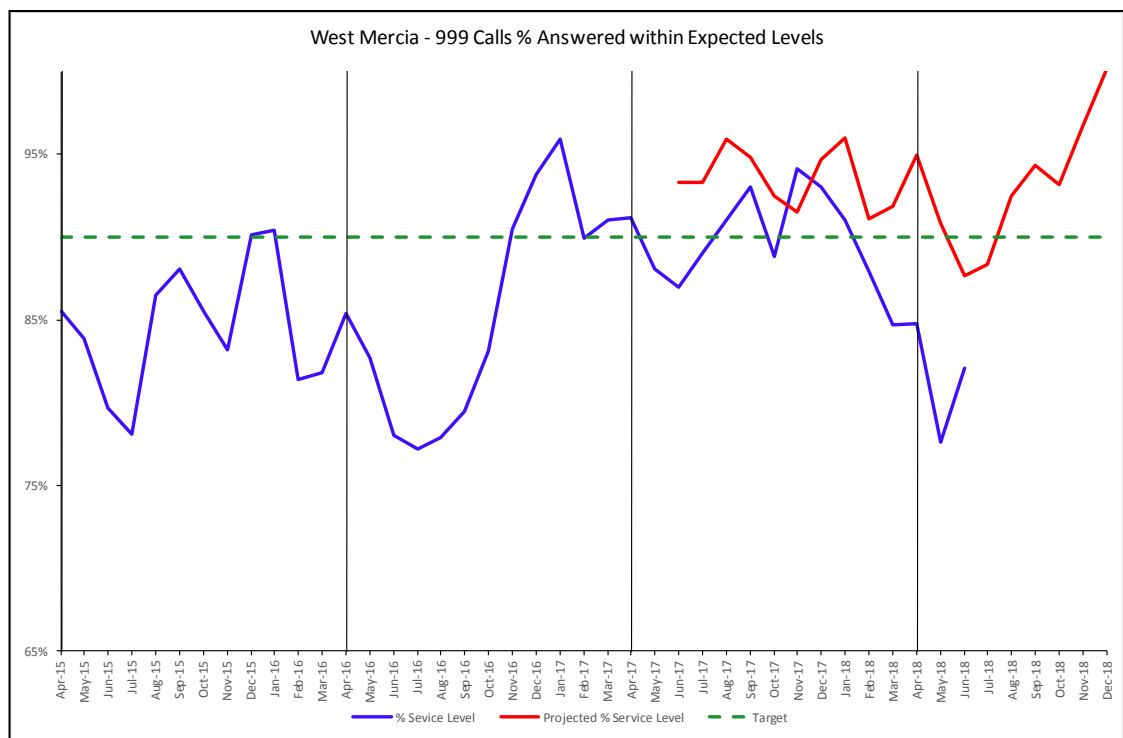
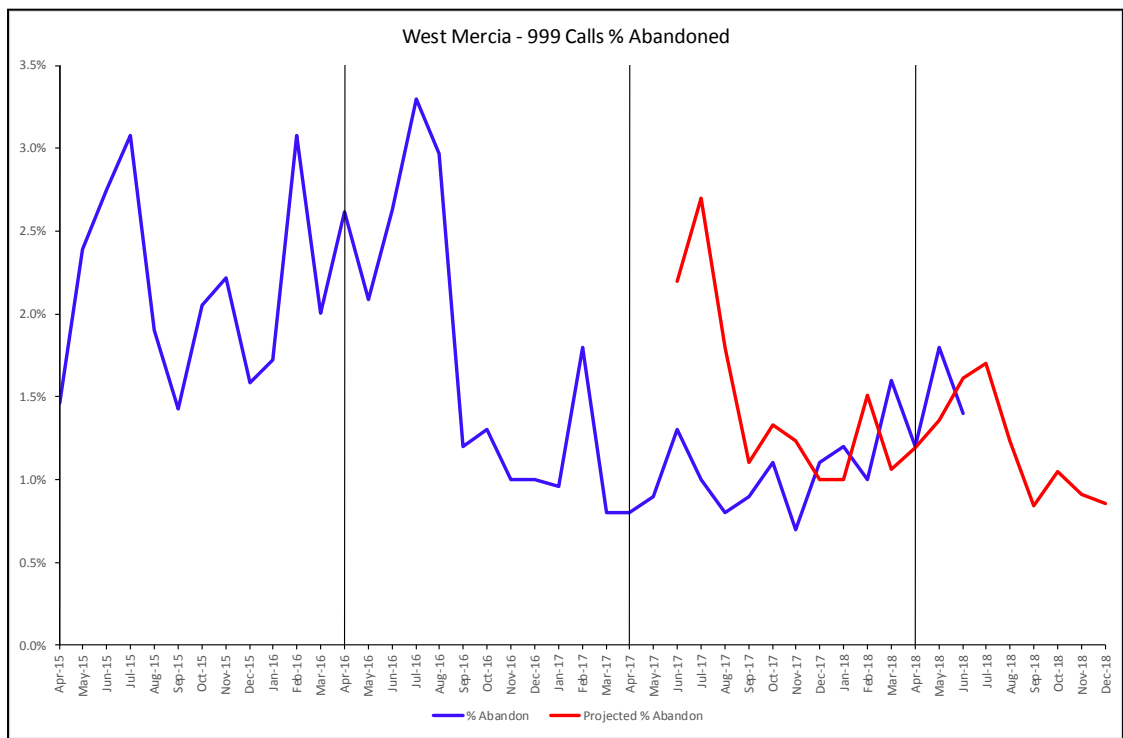
Calls on the 999 system

33,088 calls on the 999 system were received last quarter; an increase compared to the previous quarter (28,231). The abandoned rate last quarter (1.5%) increased slightly when compared to the previous quarter (1.3%).

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.

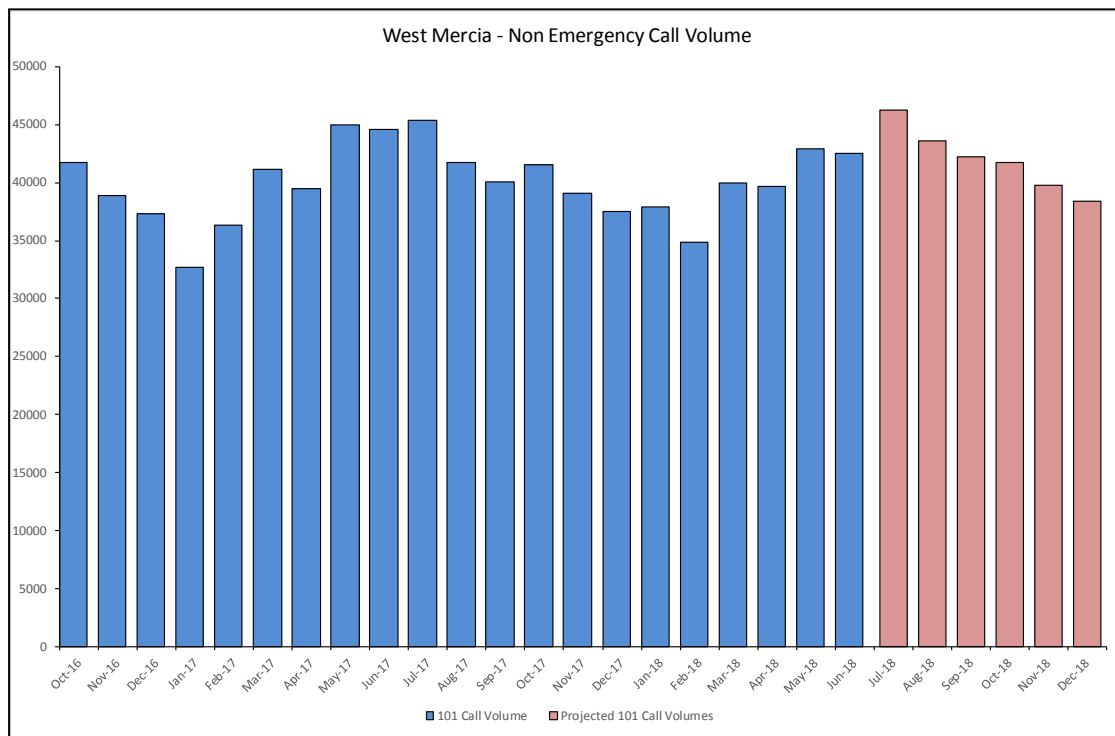


In terms of 999 calls answered within 10 seconds, the goal is for OCC performance to be better than the projection data. Performance in the last quarter has been below the 90% minimum standard and below levels seen in last quarter of 2017/18.

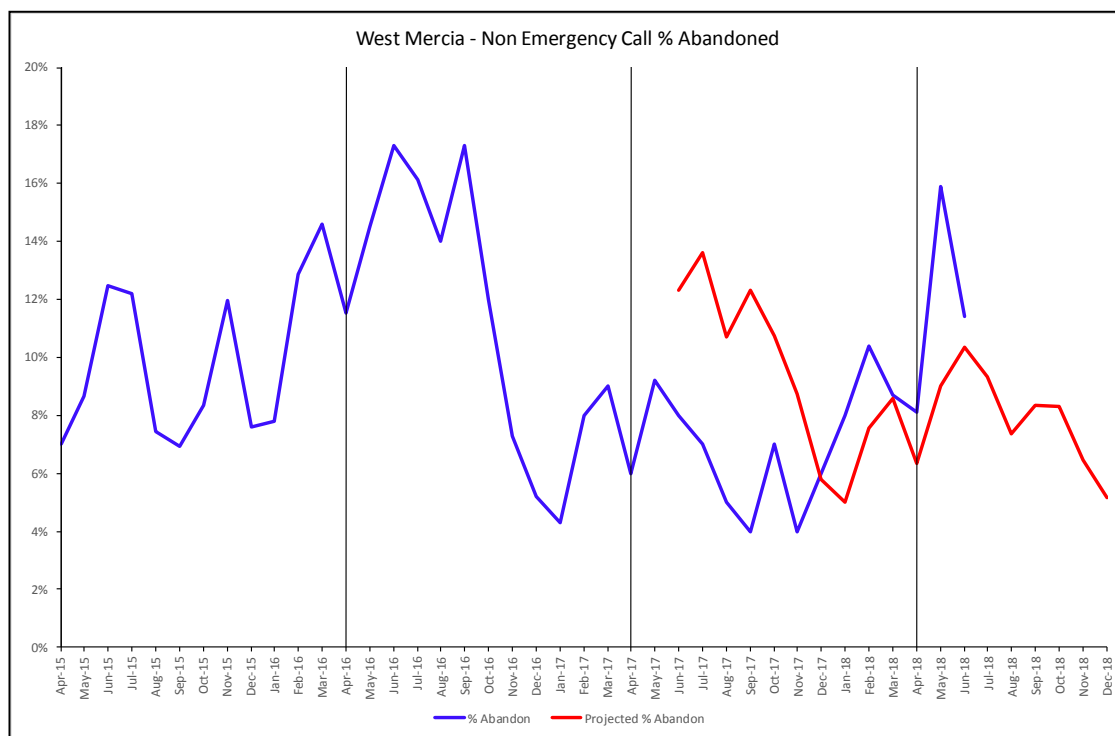
Non-Emergency Calls

125,078 non-emergency calls were received last quarter, an increase compared to the previous quarter (112,761). The abandoned rate this quarter (12%) has increased compared with the previous quarter (9%).

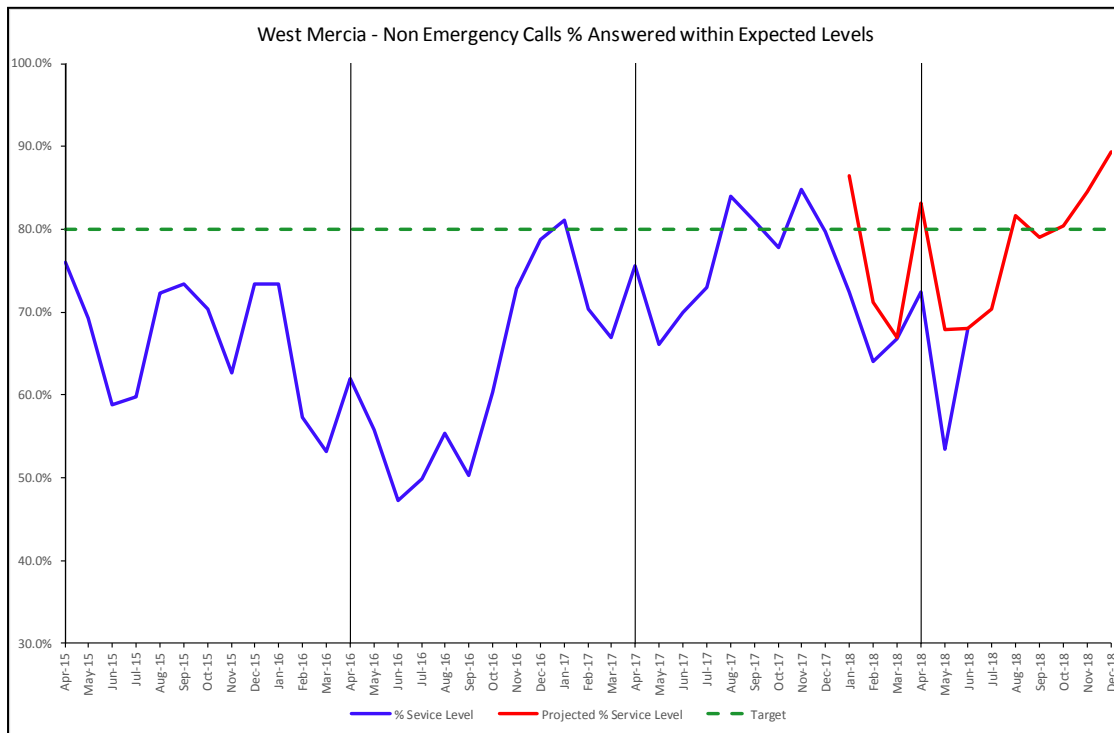
The following charts show the trend in call volumes and abandon rates, along with a 6 month projection of future performance. As with the 999 charts, the projections (red bars or lines) are based entirely on previous performance.



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%).



OCC performance is monitored and actively managed on a weekly basis to ensure appropriate resources are in place to manage demand. Whilst performance in May across both 101 and 999 calls fell significantly there have been steady improvements seen since then on a weekly basis. This is being driven by the CIMM chaired by ACC Evans, and a comprehensive call handling demand resource plan within the OCC.