



Performance Summary

DCC Blakeman

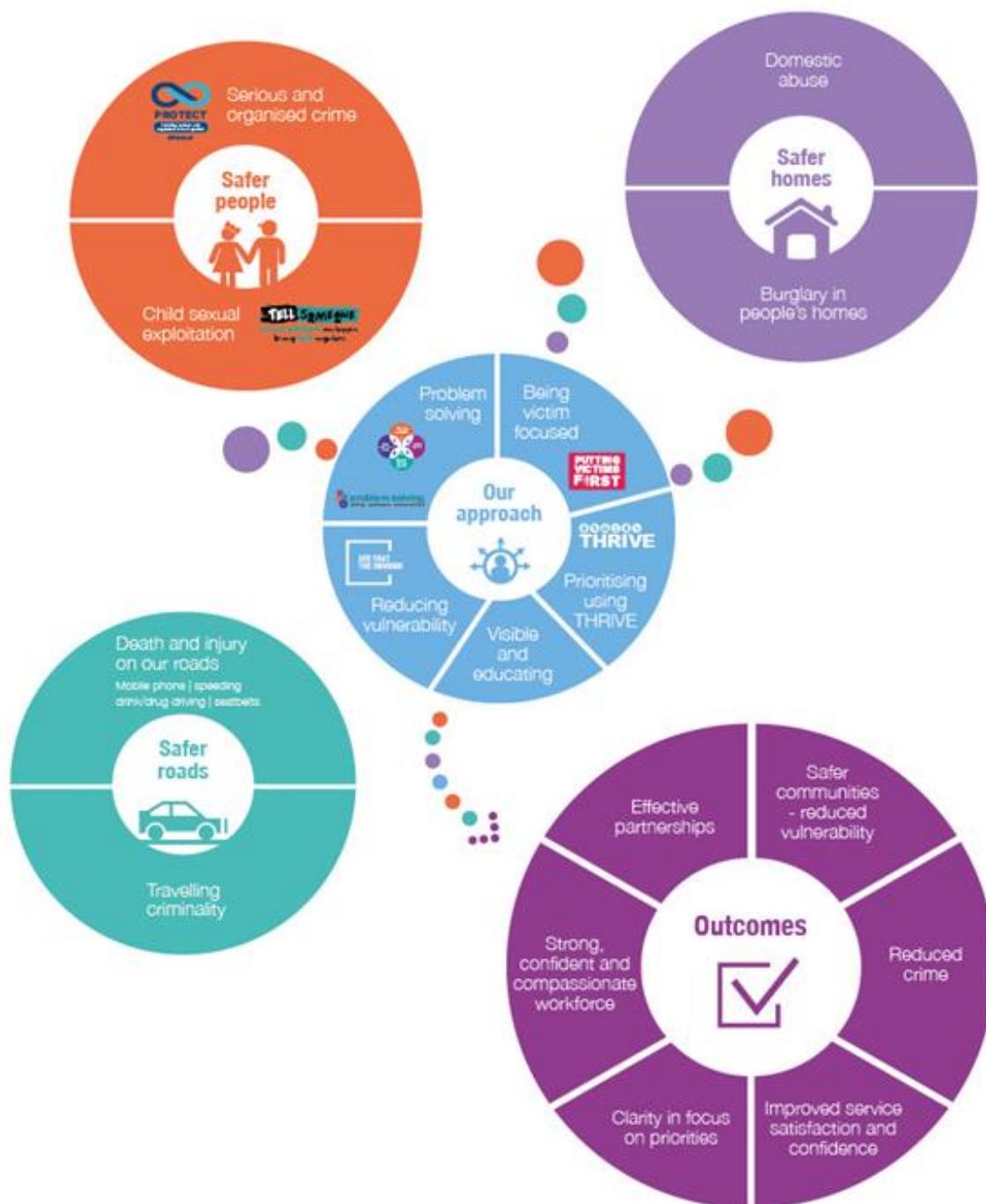
June 2019

URN: ASI/2019/192- Month report – WMP June 19

Summary

Topic	Inclusion	Data	Commentary	
Putting Victims & Survivors First				
Confidence	Quarter report unless updated	Increase compared to the previous period but below MSG and national average.		4
Victim Satisfaction	Month & quarter	Overall satisfaction - no significant change compared to previous month	Work begun against victim satisfaction plan	6
Repeat Victimisation	Month & quarter	Decrease in the volume of repeat victims and repeat rate from last month		7
Building a More Secure West Mercia				
Total Recorded Crime	Month & quarter	Increased volumes on previous month and above monthly average	No exceptional volumes	10
Violence with Injury	Quarter	Decreased volumes on previous month but above monthly average	No exceptional volumes	17
Violence without Injury	Quarter	Increased volumes on previous month and above monthly average	No exceptional volumes	19
Sexual Offences – Rape	Month & quarter	Increased volumes on previous month and above monthly average	No exceptional volumes	21
Sexual Offences – Other	Month & quarter	Increased volumes on previous month but below monthly average	No exceptional volumes	23
Residential Burglary-Dwelling	Quarter	Increased volumes on previous month but below monthly average	No exceptional volumes	25
Robbery	Quarter	Increased volumes on previous month and above monthly average	No exceptional volumes	27
Public Order	Exceptional	Increased volumes on previous month and above monthly average	Exceptional volumes in South Worcestershire and increase monthly average for Telford & Wrekin	29
Missing Persons Reports	Quarter	Increased volumes on previous month and above monthly average	No exceptional volumes	
Hate Crime	Month & quarter	Increased volumes on previous month and above monthly average	No exceptional volumes	32
Hate Crime Satisfaction		Overall satisfaction - no significant change compared to previous month		
Domestic Abuse	Month & quarter	Decreased volumes on previous month but above monthly average	No exceptional volumes	34
Child at Risk	Month & quarter	Increased volumes on previous month and significantly above monthly average	Exceptional volumes in South Worcestershire, Shropshire and Telford & Wrekin. An increase in the monthly average in Herefordshire. Reduction in the monthly average in Herefordshire and Shropshire	39
CSE		Decreased volumes on previous month and below monthly average		41
Cyber Crime	Month & quarter	Increased volumes on previous month and above monthly average	Exceptional volumes in Herefordshire, Shropshire and Telford & Wrekin.	43
Serious Organised Crime	Quarter	OCG and disruption data		46
Anti-Social Behaviour	Quarter	Increased volumes on previous month and above monthly average	No exceptional volumes	47
Road Traffic Casualties	Quarter	2 road deaths occurred in the previous month.		49
Response Times to Emergency Incidents	Quarter	Decrease in the volume of emergency incidents compared to the previous month	Increase in average emergency response time last month	51
Unresourced Incidents	Month & quarter	Volumes remain high.		53
Intelligence Reports	Month & quarter	Increase in outstanding submissions	Funding in place for additional staff	54
Criminal Justice – File Quality	Quarter			55
Reassuring West Mercia				
Business Crime	Quarter	Decreased volumes on previous month and below monthly average	No exceptional volumes	57
Rural Crime	Quarter unless exceptional	Decreased volumes on previous month and below monthly average	Volumes not exceptional	59
Reforming West Mercia				
Sickness	Month & quarter	Increase in Officer sickness rate compared to the previous month. Staff sickness rate has decreased.		62
Complaints	Quarter report	96% complaints recorded in 10 days and 93% finalised in 120 days.		63
Call Handling	Month & quarter	999 and 101 abandoned rate has increased. Answering of 999 calls above the standard but below for 101 calls.		65

Our policing priorities



Putting Victims & Survivors First



Confidence in Police

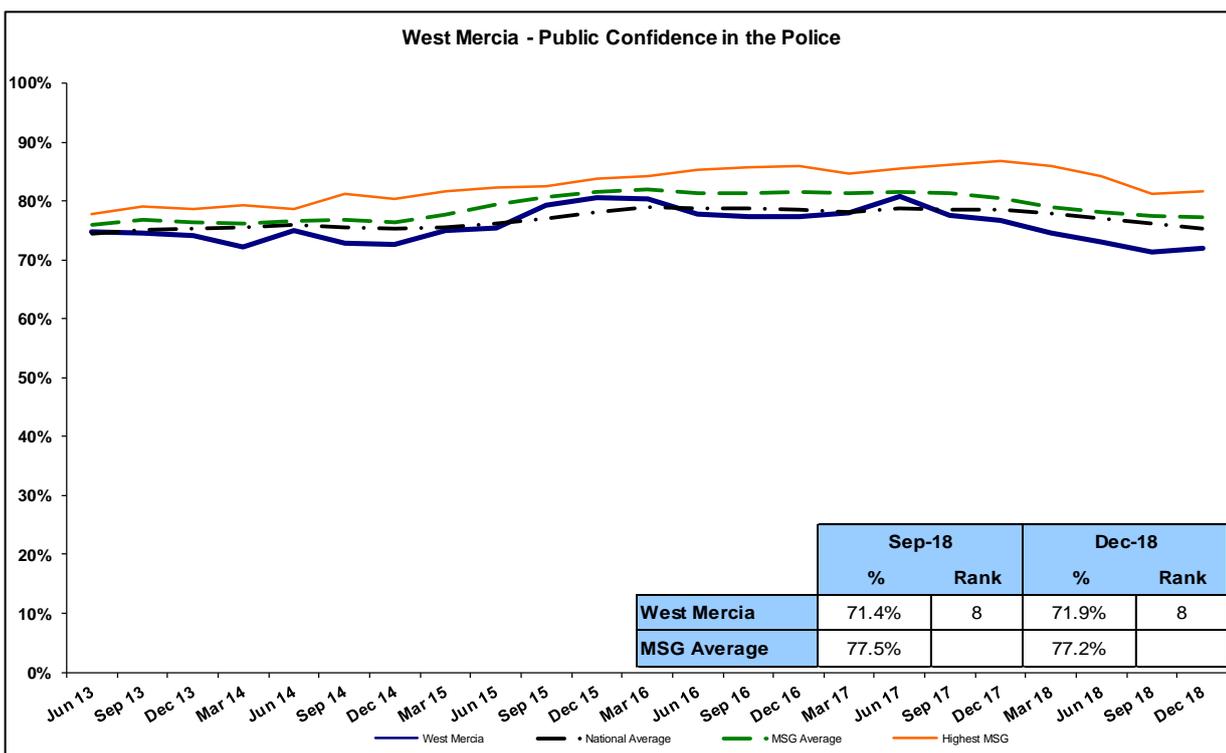
Signs of Improvement would be:

- ❖ 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 2018. (Data to March 2019 will be available later in July).

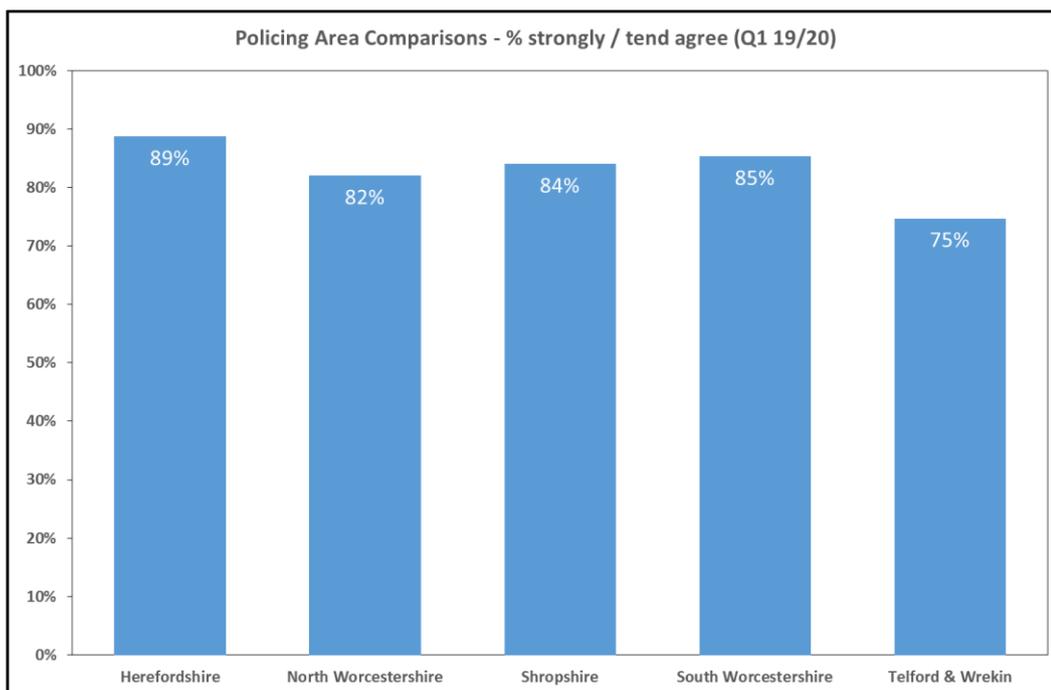
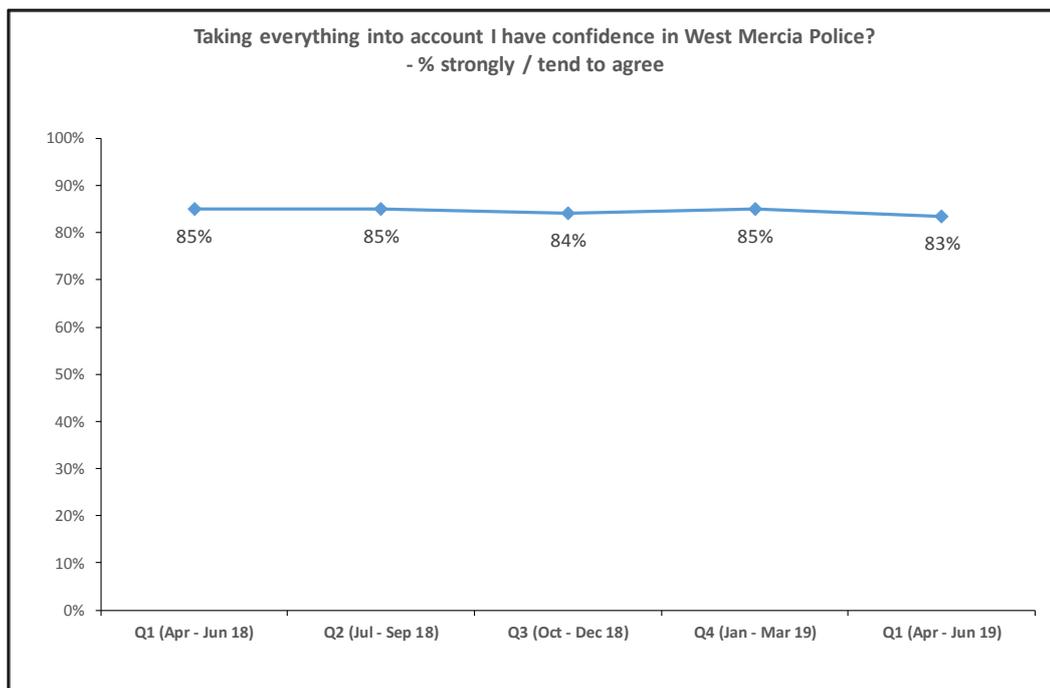
The latest data shows a small increase in performance compared to the previous period, with 72% of people having confidence in the police in their local area in the 12 months to December 2018, compared to 71% in the previous period.

Against the Most Similar Group¹ (MSG) of peer forces, West Mercia is currently ranked 8th out of the 8 forces, in line with the previous reporting period. The force's ranking against all forces has improved to 32nd out of 42 forces.



¹ Most Similar Forces for West Mercia are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorks, Suffolk, Warwickshire and Wiltshire.

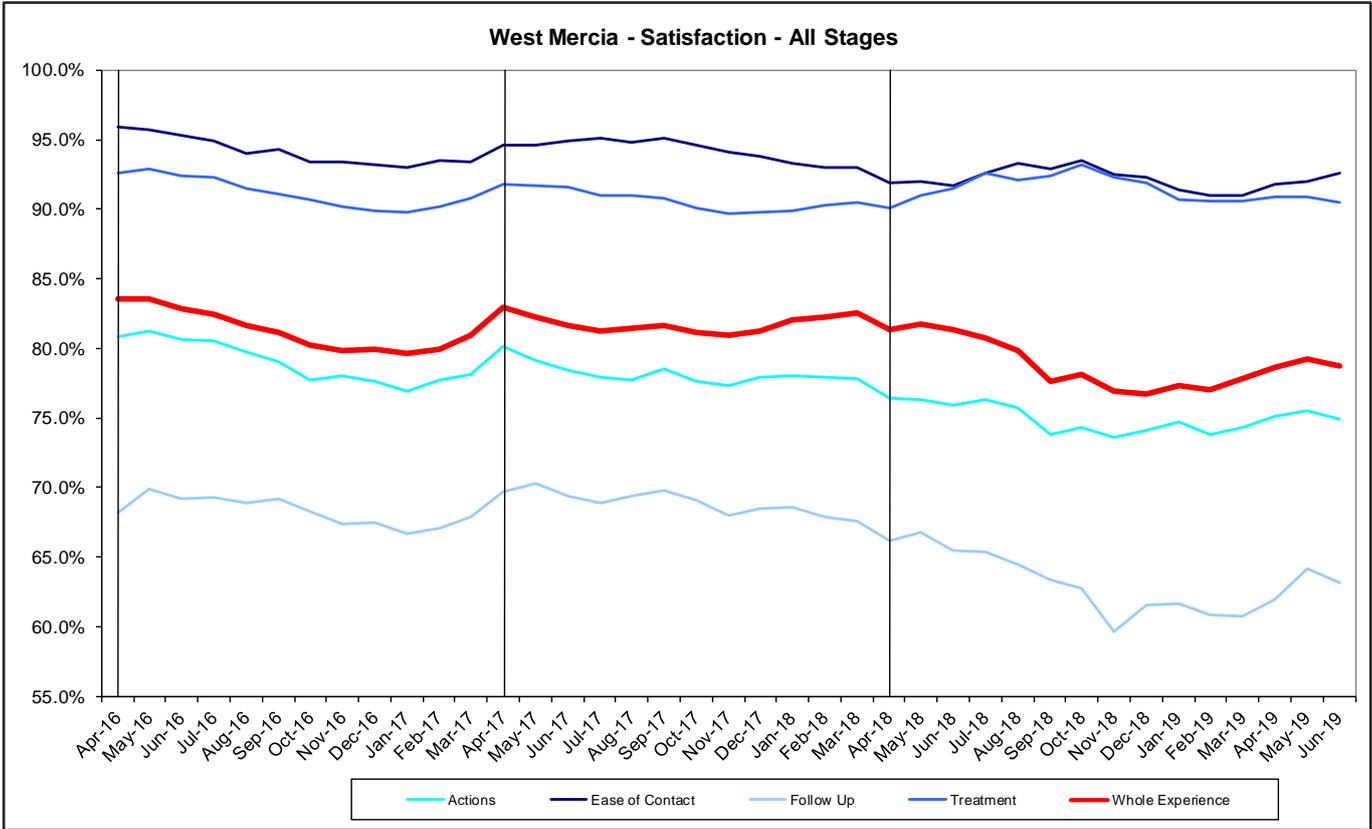
The local survey, commissioned in partnership with the OPCC has shown confidence in West Mercia Police to be consistently around 85% throughout 2018/19 and the first quarter of 2019/20.



The results of this survey will be discussed at the Performance Management Group meeting in July, with a view to developing a clear plan and response to the findings, particularly focussing on those issues relevant in each policing area.

Victim Satisfaction

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



	Apr-19	May-19	Jun-19
Herefordshire	80.1%	79.0%	80.2%
North Worcestershire	80.8%	81.3%	80.4%
Shropshire	74.0%	77.3%	78.3%
South Worcestershire	78.2%	78.7%	77.7%
Telford & Wrekin	80.5%	80.1%	77.4%
West Mercia	78.6%	79.3%	78.8%

Overall victim satisfaction for ‘Whole Experience’ is consistent with the previous month. There are differences in performance across the policing areas but caution should be taken in interpreting these trends given the lower numbers when analysing at this level.

As part of the victim satisfaction plan, A&SI have been able to disaggregate satisfaction by ‘team’ – the results of this have been shared with C/Supt Harding.

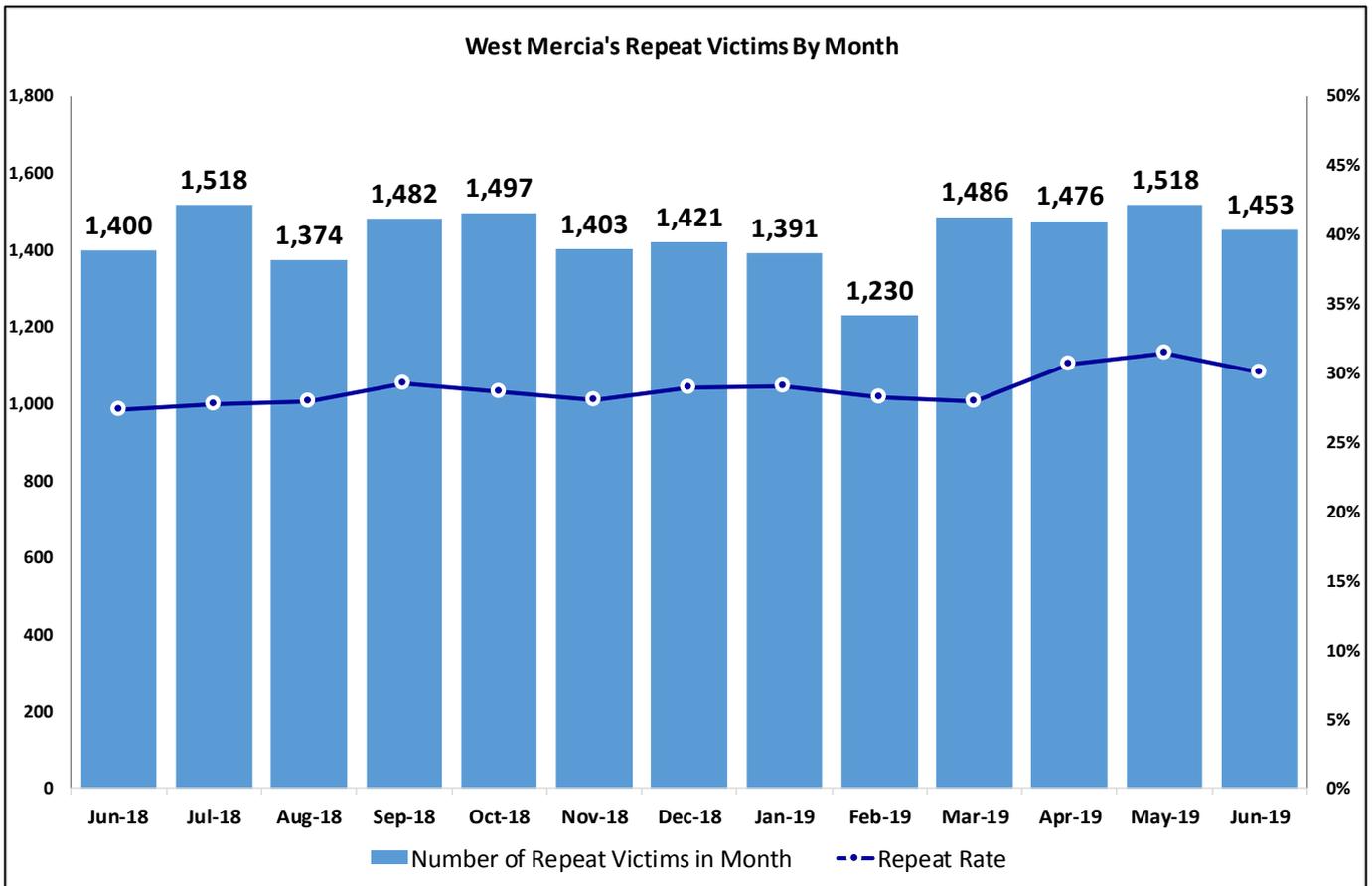
Repeat Victims

Signs of Improvement would be:

- ❖ Reduction in repeat victims and offenders

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 only, but quantifies total offences across the two forces.

Repeat Victimization

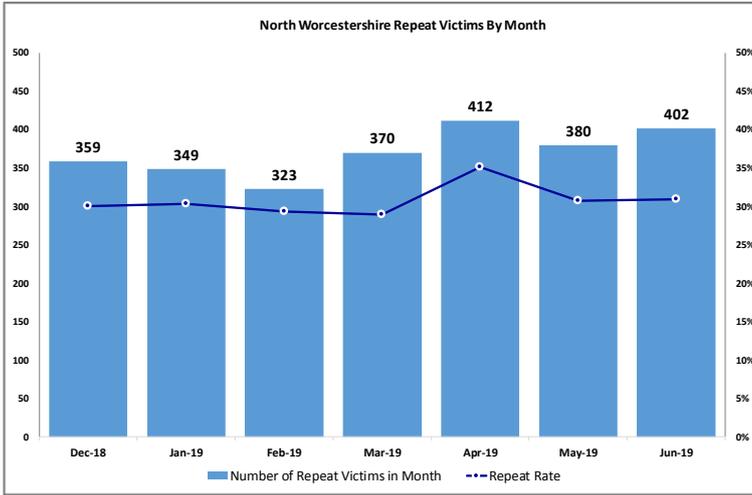


In June, 30% (1,453) of all victims (4,843) were repeat victims (subject to at least one further offence in the last 12 months). This is a decrease in the number and rate of repeat victims compared to the previous month (1,518, 31%).

217 (15%) of June's repeat victims were also a repeat victim in May. This is a volume increase and 2 percentage point increase in the monthly proportion of recurring repeat victims when compared to the May/ April's repeat victims (194, 13%).

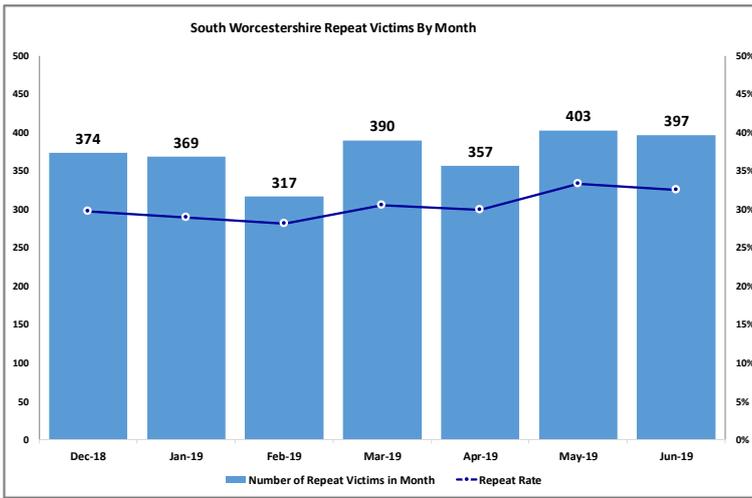
50 individuals (3%) were a repeat victim in each of the last 3 months – April, May and June. This is a volume increase in the number of recurring repeat victims when compared to the March, April and May repeat victims (45, 3%).

120 (8%) of June's repeat victims were also a repeat victim in April but were dormant in May.



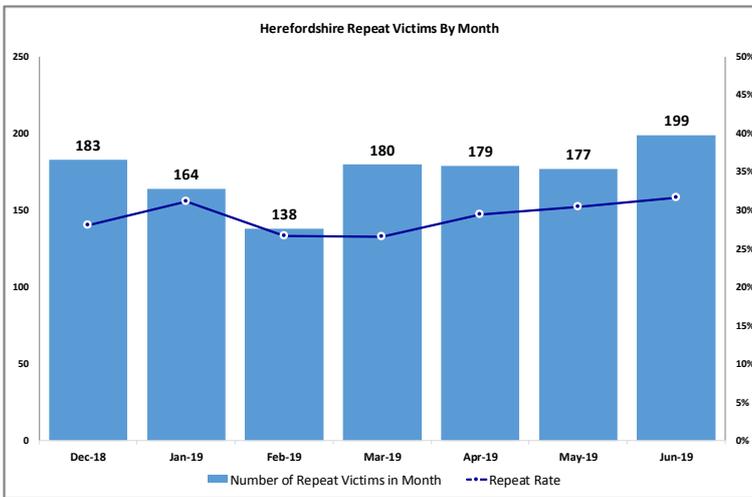
402 repeat victims were identified across North Worcestershire in June; an increase on the previous month (380).

Nearly one third of all North Worcestershire victims are a repeat victim (31% repeat rate).



397 repeat victims were identified across South Worcestershire in June; a decrease on the previous month (403).

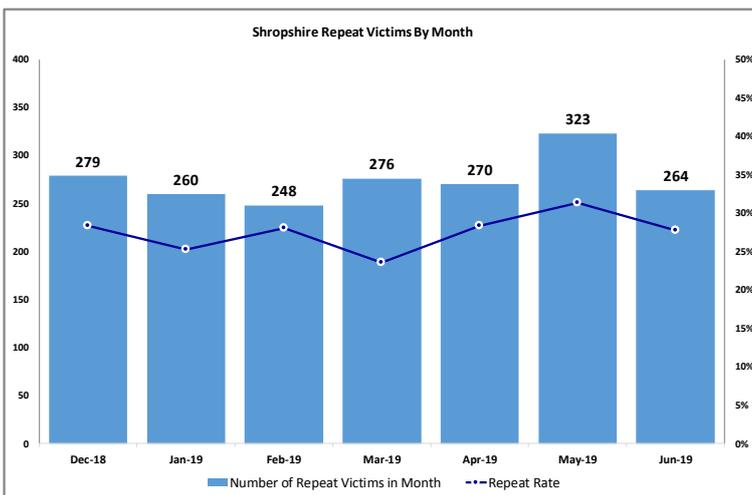
Nearly one third of all South Worcestershire victims are a repeat victim (32% repeat rate).



199 repeat victims were identified across Herefordshire in June; an increase on the previous month (177).

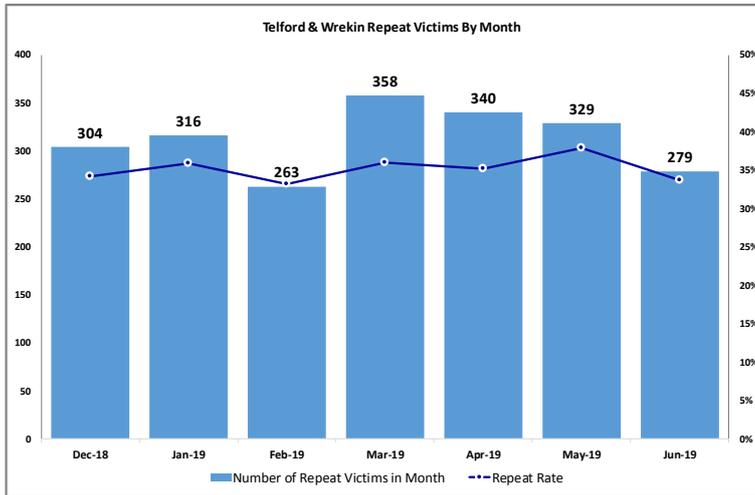
This is the fourth consecutive month where the repeat rate has increased, partly caused by an overall decrease in the number of total Herefordshire victims in April and May.

Nearly one third of all Herefordshire victims are a repeat victim (32% repeat rate).



264 repeat victims were identified across Shropshire in June; a sharp decrease on the previous month (323).

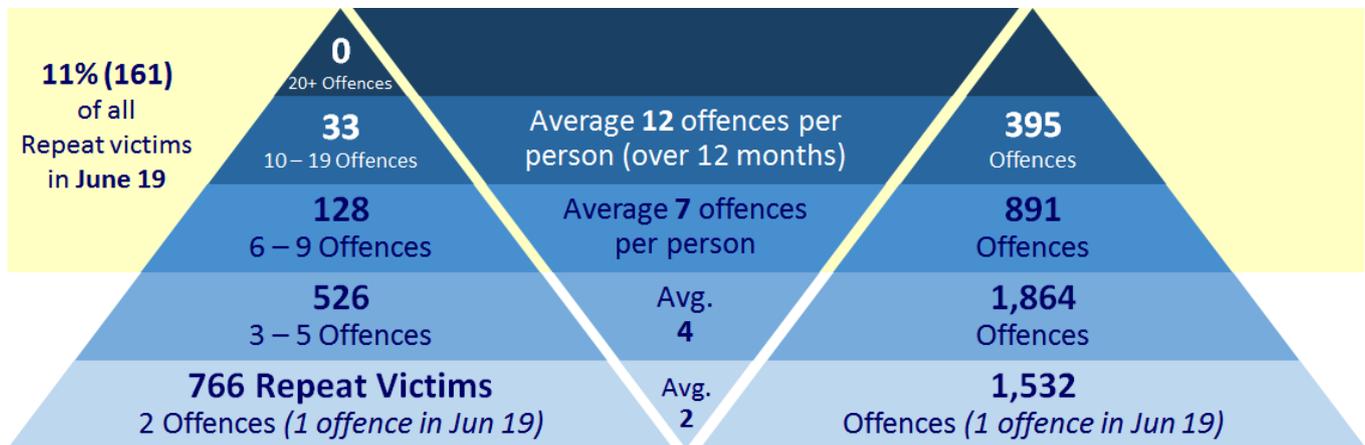
The repeat rate has decreased by 3 percentage points to 28%, the lowest repeat rate of all the policing areas.



279 repeat victims were identified across Telford & Wrekin in June; a sharp decrease on the previous month (329). This is the third consecutive month where a volume decrease has been seen.

The repeat rate has decreased by 4 percentage points from 38% to 34%, but remains the highest repeat rate of all the policing areas.

Breakdown of Repeat Victims in June by Number of Offences



June's repeat victim cohort accounts for 4,682 offences recorded in the last 12 months, of which 1,989 offences were recorded in June.

33 individuals have been a victim of 10 or more offences in the last 12 months. They represent 395 offences, of which 73 offences were recorded in June. This remains relatively consistent with the previous month (34 repeat victims, 418 offences).

Repeat Victimisation Strategic activity

Details of repeat victims are provided to local policing colleagues on a weekly and monthly basis so that the necessary safeguarding procedures are actioned. Following increased volumes of repeat victims in May, ASI have provided an overview analysis of where this increase was most apparent.

Repeat victimisation will be an agenda item at the new Victim Focus Working Group in July. This meeting will include representatives from IVM teams, Victim Services, Local Policing and ASI.

Furthermore, a victim demand analysis will be undertaken by ASI in July. This will help develop an understanding of the make-up of different victim cohorts, including repeat victims, in terms of crime types and vulnerabilities to ensure that the most appropriate service is provided by Victim Services and IVM teams.

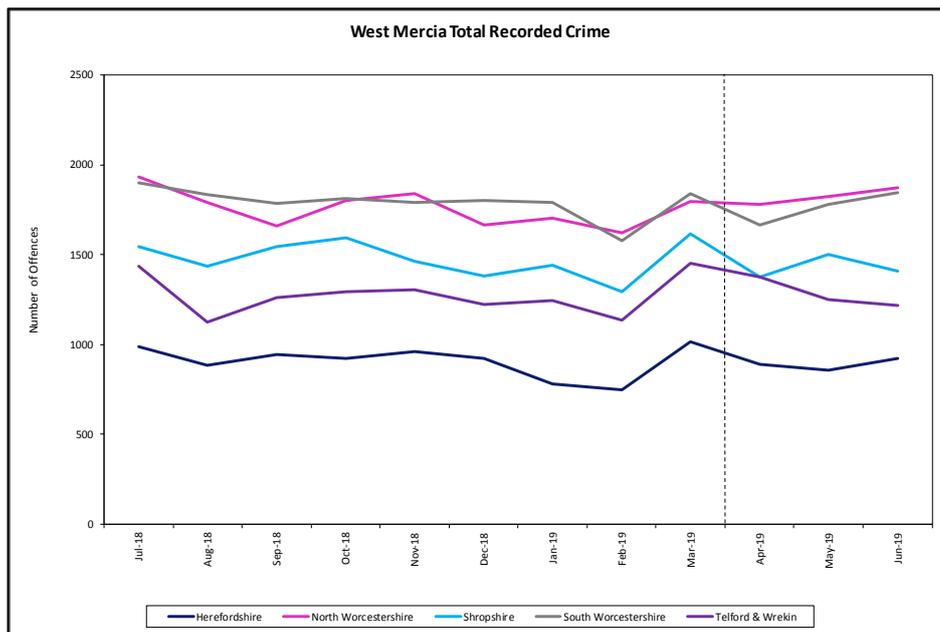
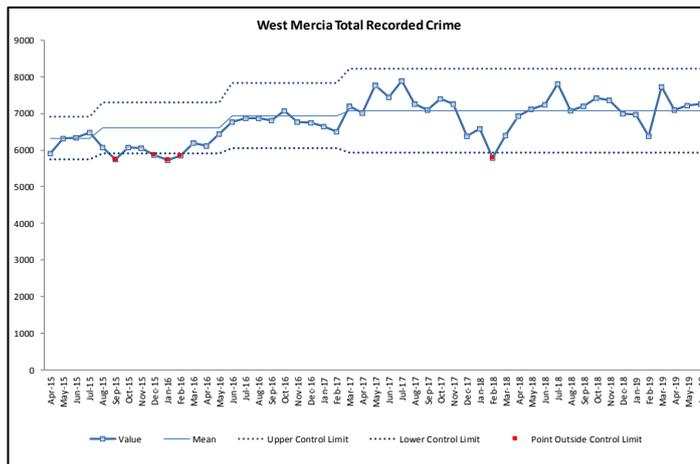
Building a More Secure West Mercia



Total Recorded Crime

Signs of Improvement would be:

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

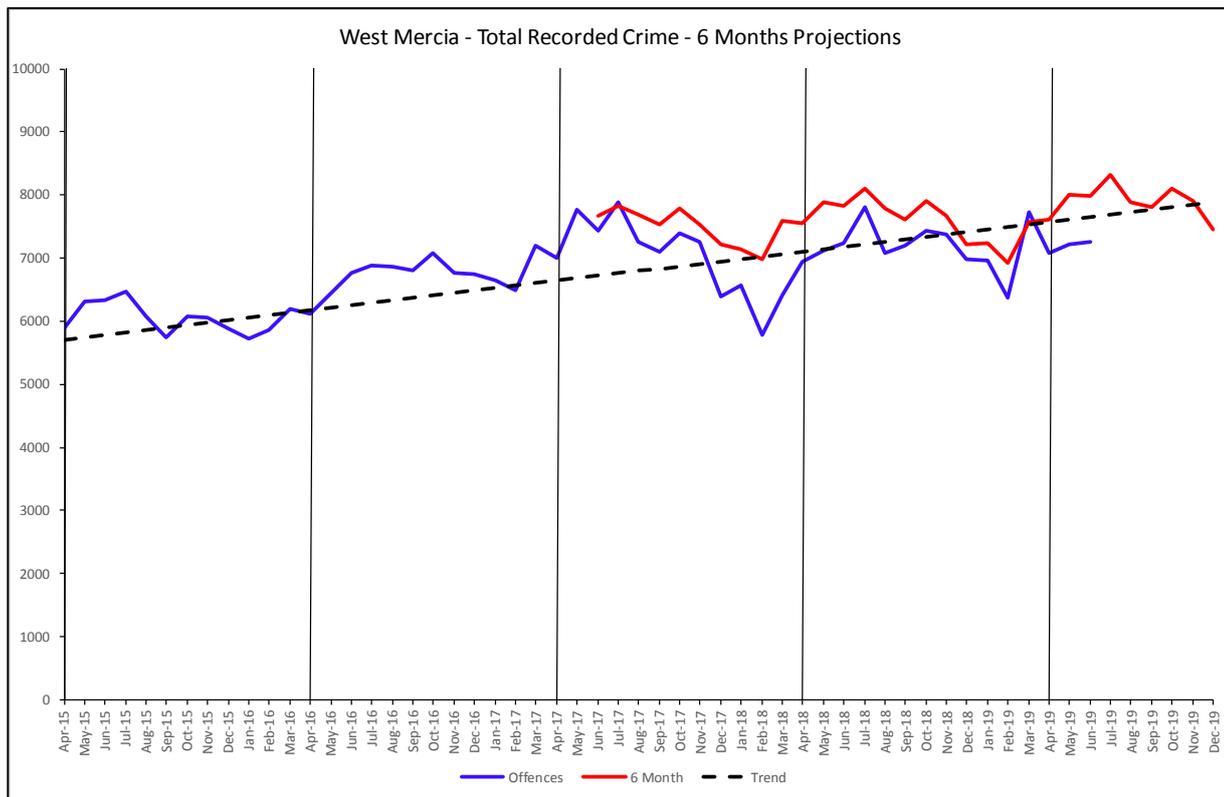


7,264 offences were recorded across West Mercia in June. This was an increase compared to the previous month (7,212) and above the monthly average (7,082).

As total recorded crime follows a generally seasonal pattern, we would expect to see a month on month increase in volumes going forward in the summer months.

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

The following chart provides a 6 month projection for total recorded crime. At force level, the recorded volumes over the last few months continue to remain below our projections. The usual seasonal pattern is for total recorded crime to rise over the next few months.



Policing Area Comparison by Crime Type

The following table indicates the crime volumes per 1,000 population for each policing area. The shading indicates an increase in the crime rate compared to the previous month.

Data is based on ONS mid-2017 population estimates

	West Mercia				Herefordshire				North Worcestershire				Shropshire				South Worcestershire				Telford & Wrekin			
	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)
Violence With Injury	940	0.74	0.77	0.66	140	0.73	0.66	0.58	236	0.83	0.78	0.74	179	0.56	0.70	0.49	236	0.77	0.80	0.68	149	0.85	0.95	0.91
Violence Without Injury	1871	1.47	1.37	1.41	251	1.31	1.13	1.31	465	1.64	1.43	1.46	365	1.15	1.20	1.10	452	1.48	1.32	1.28	338	1.92	1.94	2.25
Rape	109	0.09	0.08	0.08	16	0.08	0.10	0.06	28	0.10	0.06	0.12	21	0.07	0.05	0.05	26	0.09	0.08	0.07	18	0.10	0.12	0.09
Other Sexual Offences	188	0.15	0.14	0.15	22	0.12	0.16	0.15	37	0.13	0.13	0.13	46	0.14	0.09	0.12	48	0.16	0.16	0.15	35	0.20	0.20	0.23
Business Robbery	4	0.00	0.00	0.00				0.01	1	0.00	0.00	0.01	1	0.00			2	0.01					0.01	0.02
Personal Robbery	49	0.04	0.04	0.04	1	0.01	0.03	0.02	21	0.07	0.04	0.07	7	0.02	0.03	0.01	9	0.03	0.03	0.05	11	0.06	0.06	0.06
Vehicle Offences	429	0.34	0.35	0.37	24	0.13	0.14	0.23	165	0.58	0.59	0.48	93	0.29	0.28	0.40	95	0.31	0.36	0.37	52	0.30	0.27	0.27
Theft from Person	57	0.04	0.05	0.05	4	0.02	0.04	0.05	22	0.08	0.07	0.05	11	0.03	0.04	0.03	11	0.04	0.05	0.06	9	0.05	0.03	0.06
Bicycle Theft	78	0.06	0.06	0.06	7	0.04	0.06	0.05	17	0.06	0.04	0.05	17	0.05	0.05	0.06	25	0.08	0.06	0.05	12	0.07	0.09	0.12
Shoplifting	664	0.52	0.55	0.51	76	0.40	0.41	0.30	185	0.65	0.68	0.72	108	0.34	0.40	0.44	181	0.59	0.66	0.40	114	0.65	0.60	0.74
All Other Theft Offences	665	0.52	0.58	0.56	92	0.48	0.59	0.43	164	0.58	0.72	0.57	127	0.40	0.48	0.49	164	0.54	0.53	0.57	118	0.67	0.63	0.83
Criminal Damage & Arson	778	0.61	0.63	0.64	99	0.52	0.38	0.53	184	0.65	0.76	0.74	155	0.49	0.52	0.50	206	0.68	0.70	0.68	134	0.76	0.78	0.77
Other Crimes Against Society	860	0.68	0.67	0.61	114	0.60	0.57	0.64	172	0.61	0.71	0.66	157	0.49	0.59	0.41	261	0.86	0.62	0.55	156	0.89	0.97	0.98
Burglary – Business & Community (incl. Res. non-dwelling)	325	0.63	0.60	0.63	38	0.49	0.49	0.50	97	0.84	0.56	0.70	81	0.62	0.50	0.39	72	0.58	0.74	0.79	37	0.56	0.72	0.84
Burglary - Residential (dwelling only)	247	0.48	0.44	0.40	36	0.46	0.18	0.20	80	0.69	0.58	0.45	40	0.31	0.28	0.24	56	0.45	0.53	0.57	35	0.53	0.65	0.54
Total Recorded Crime	7265	5.71	5.71	5.57	920	4.82	4.53	4.65	1874	6.61	6.50	6.26	1408	4.43	4.75	4.35	1845	6.05	5.88	5.44	1218	6.93	7.16	7.84

Performance against annual projections

At the beginning of the financial year we set a projection for crime volumes for 2019/20, based on recorded volumes over the past 3 years. The following table shows this annual projection and the current direction of travel comparing April – June 2019 and the same period last year.

This data should only be read as an early indication of performance. As we are only comparing one quarter, the current % change does not reflect any seasonal variations that may occur through the year. Furthermore, as volumes are relatively low, % changes can be potentially misleading.

	Projected Annual Change	Q1 18/19	Q1 19/20	Change
Total Recorded Crime	↑ 4.2%	21289	21563	⇒ 1.3%
Violence With Injury	⇒ 0.5%	2584	2775	↗ 7.4%
Violence Without Injury	↑ 14.6%	4774	5433	↑ 13.8%
Sexual Offences - Rape	↗ 10.3%	331	317	↘ -4.2%
Sexual Offences - Other	↗ 4.1%	553	564	⇒ 2.0%
Robbery	↗ 9.7%	126	155	↑ 23.0%
Residential Burglary Dwelling	⇒ -0.9%	682	675	⇒ -1.0%
Business & Community Burglary	↘ -5.0%	1153	960	↓ -16.7%
Vehicle	⇒ 0.5%	1395	1334	↘ -4.4%
Theft From Person	↗ 10.8%	211	174	↓ -17.5%
Shoplifting	↗ 6.4%	2060	2018	⇒ -2.0%
Bicycle	⇒ -0.2%	287	229	↓ -20.2%
All other Theft	⇒ 1.3%	2310	2126	↘ -8.0%
Criminal Damage & Arson	⇒ 0.0%	2593	2381	↘ -8.2%
Drug Offences	↘ -7.0%	561	538	↘ -4.1%
Possession of Weapons	↑ 16.8%	218	261	↑ 19.7%
Public Order Offences	↗ 7.8%	1162	1359	↑ 17.0%
Misc. Crimes Against Society	⇒ 0.9%	422	346	↓ -18.0%

	Projected Annual Change	Q1 18/19	Q1 19/20	Change
Hate Crime	↑	388	443	14.2%
Domestic Abuse	↑	5932	6355	7.1%
Child At Risk	↑	3553	4686	31.9%
Child Sexual Exploitation	↑	255	180	-29.4%

Crime Outcomes

A review has been undertaken on the reporting of outcomes. By excluding those offences that are yet to receive an outcome, this provides a more 'like for like' and stable comparison to be made between time periods.

PLEASE DO NOT USE THE BELOW TO COMPARE WITH %s FROM MONTHLY REPORTS PRIOR TO APRIL 2019.

Outcome Rate – Short term trends

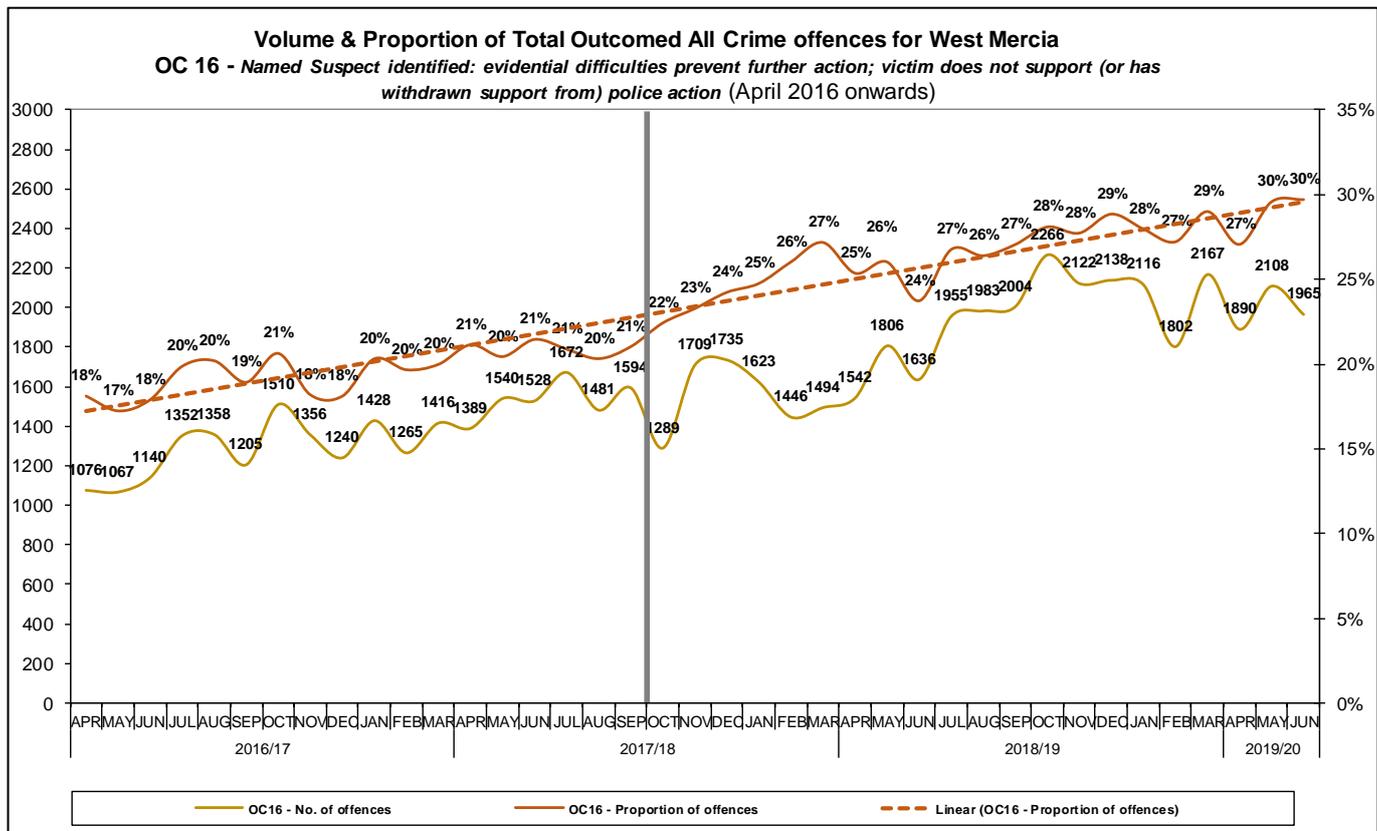
The data presented here is a rolling 3 month picture, showing the overall outcome rate (% of offences recorded in the period that have been outcomed) and a breakdown by outcome type.

		Outcomed Volumes and % Outcomed							
		Jan 19 - Mar 19		Feb 19 - Apr 19		Mar 19 - May 19		Apr 19 - Jun 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	1,431	9.2%	1,615	9.2%	1,735	10.7%	1,612	10.5%
No Action Taken	OC5,9,10,11,12,13,15,16,17	5,938	38.3%	5,949	38.3%	6,347	39.2%	6,092	39.7%
Investigation complete - no suspect identified	OC14,18	7,800	50.3%	7,638	50.3%	7,759	47.9%	7,296	47.6%
Other*	OC20,21,22	336	2.2%	346	2.2%	368	2.3%	340	2.2%
Total Recorded and Outcomed		15,505	100%	15,548	100%	16,209	100%	15,340	100%
Total Recorded		21,066		21,189		22,021		21,560	
Outcome Rate		73.6%		73.4%		73.6%		71.2%	

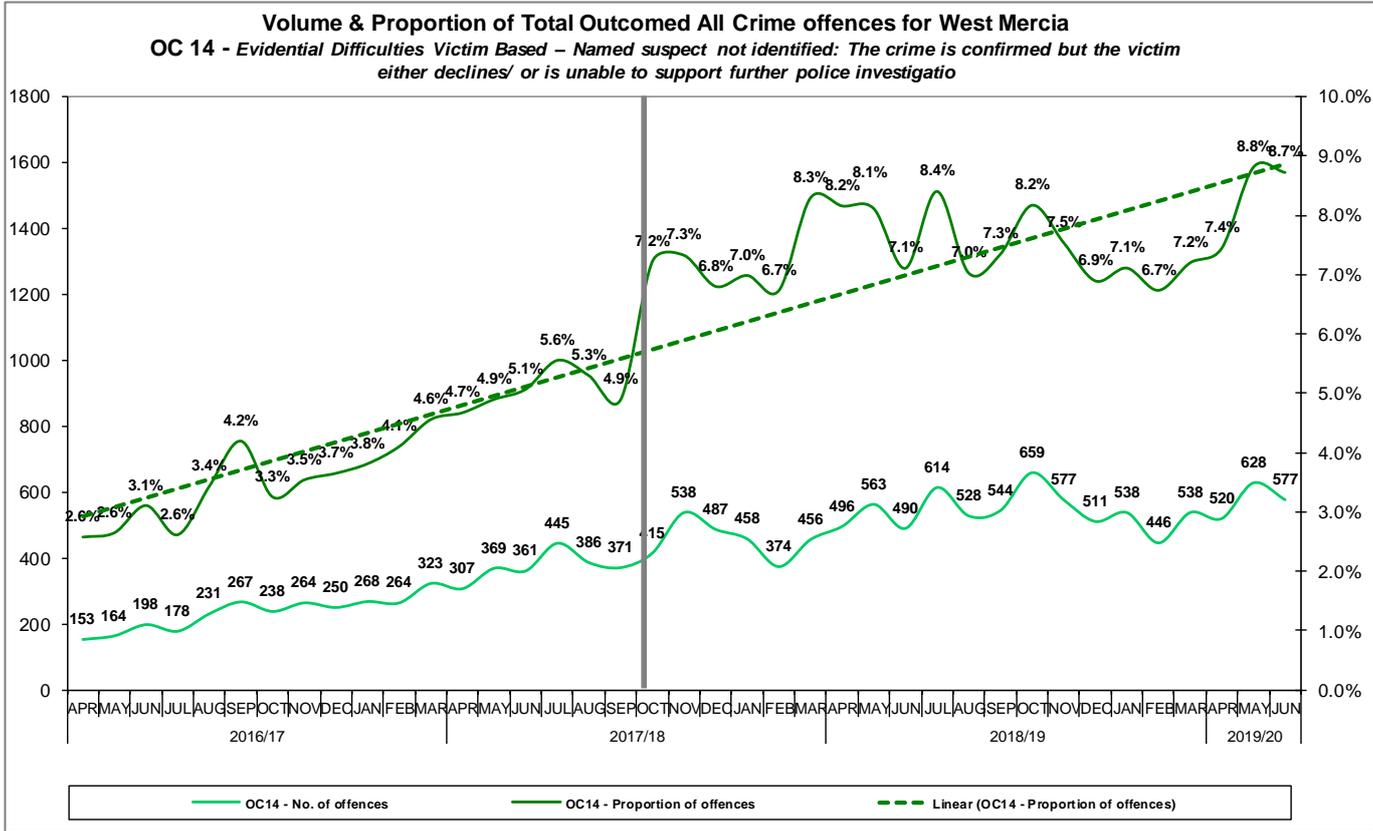
- 71% (15,340) of all offences recorded Apr - Jun (21,560) were assigned an outcome within the same 3 month period. This is a decrease compared to the previous three month period (Mar - May, 74%).
- 11% (1,612) of offences recorded in Apr – Jun (15,340) were assigned an 'action taken' outcome within the period. This proportion is comparable to the previous three month period (Mar - May, 11%).

Outcome 16 – Monthly total outcome trends

The following chart shows the volume and proportion of total recorded offences outcomed per month by 'Outcome code 16' regardless of when they were recorded.



- Since April 16, there has been an upward trend in the number and proportion of total outcomed offences resulting in Outcome 16.
- For the last 10 months, the proportion of Outcome 16 offences has stabilised within a range from 27% to 30%.
- 1,965 total recorded offences resulted in Outcome 16 in June. This is a decrease on May (2,108).
- The proportion of offences resulting in Outcome 16 has remained the same from May to June (30% respectively).
- Since April 18, there has been an increase in the use of Outcome code 14: - *'Evidential Difficulties Victim Based – Named suspect not identified: The crime is confirmed but the victim either declines/ or is unable to support further police investigation to identify the offender.'* as shown by the following chart.
- 577 offences resulted in Outcome 14 in June. This is a decrease on the previous month (628) but volumes remain comparable to previous months prior to May. This is the second consecutive month where the proportion of offences resulting in Outcome 14 has exceeded 8%, not seen since September 18.

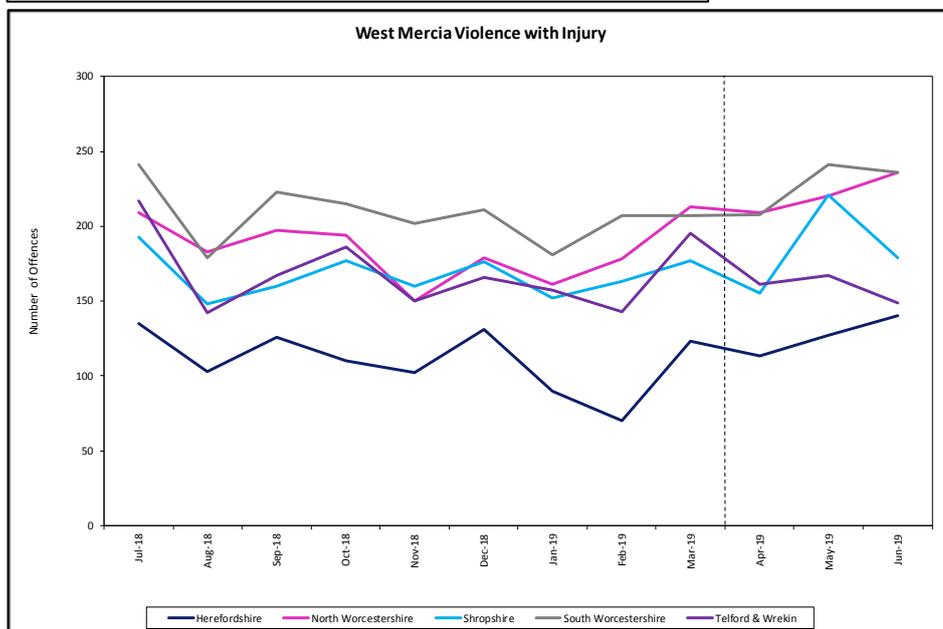
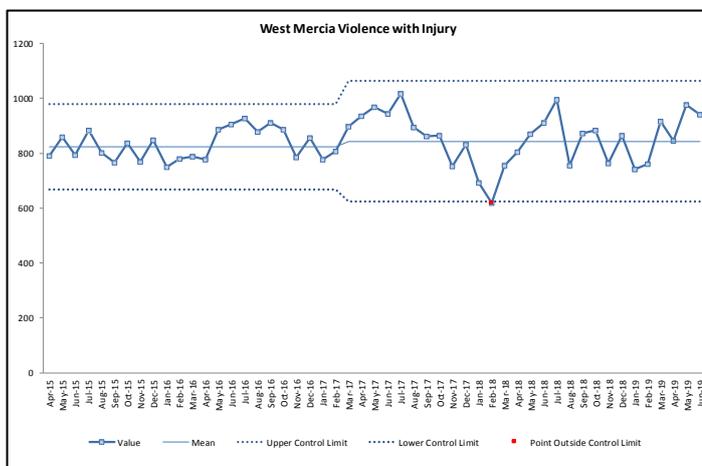


Outcomes, and specifically Outcome 16, are planned to be an agenda item at Performance Management Group in July.

Violence with Injury²

Signs of Improvement would be:

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

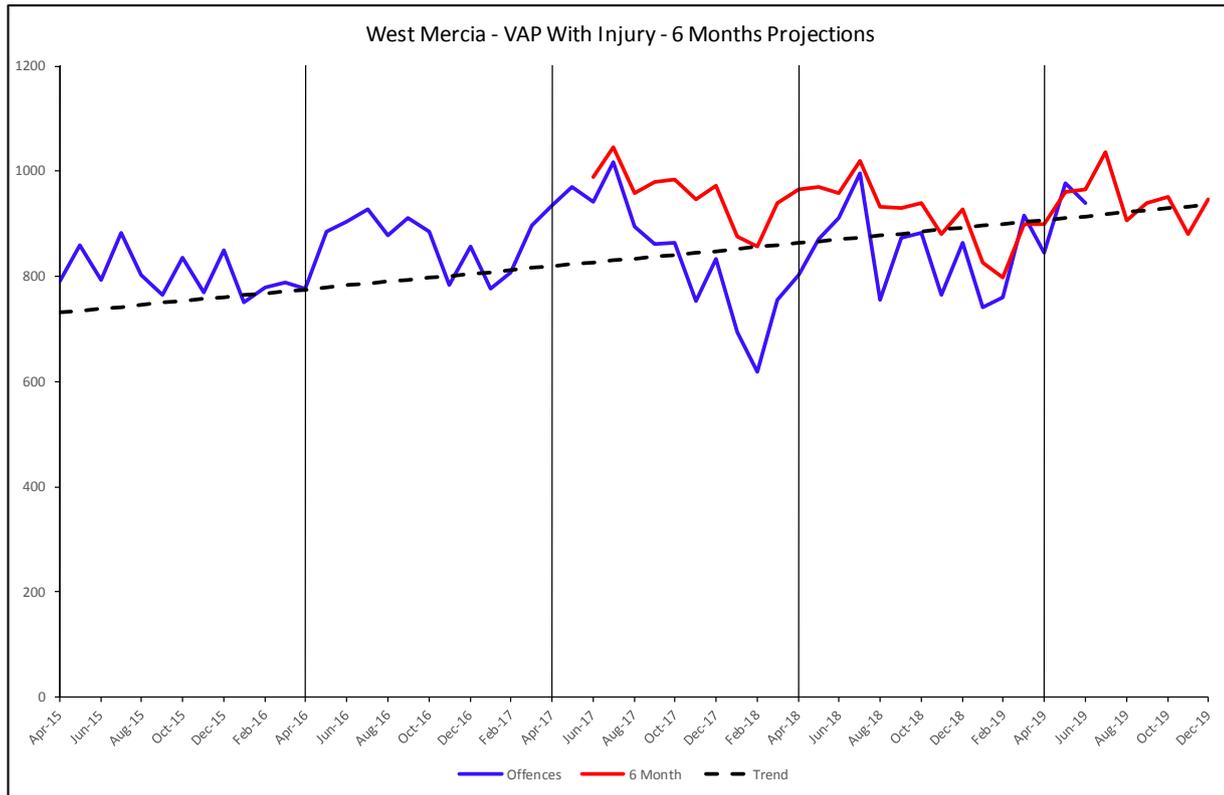


940 violence with injury offences were recorded in June. This is a decrease compared to May (976) but above the monthly average (844).

Volume reductions were seen across all policing areas with the exception of Herefordshire and North Worcestershire, however volumes remained within the expected range.

²Violence with Injury includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

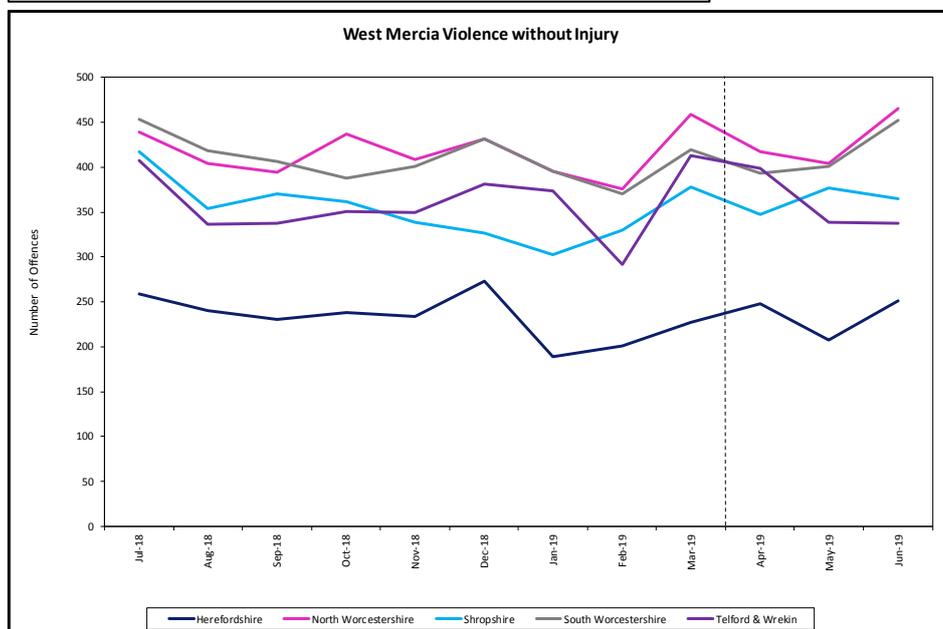
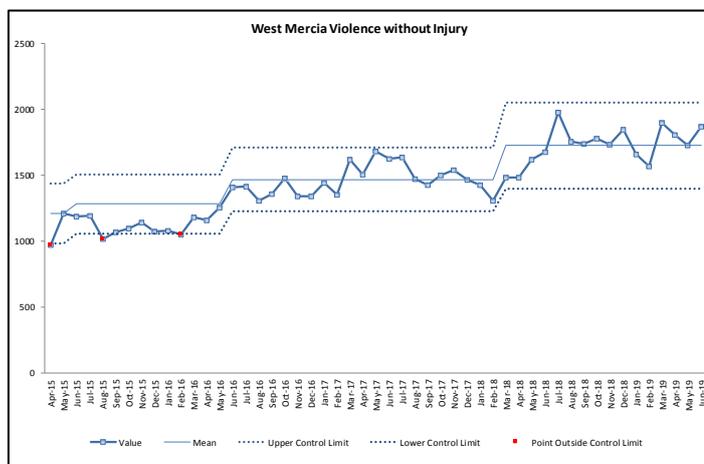
The following chart provides a 6 month projection for violence with injury offences. At force level, the projection indicates a potential increase in volumes next month.



Violence without Injury

Signs of Improvement would be:

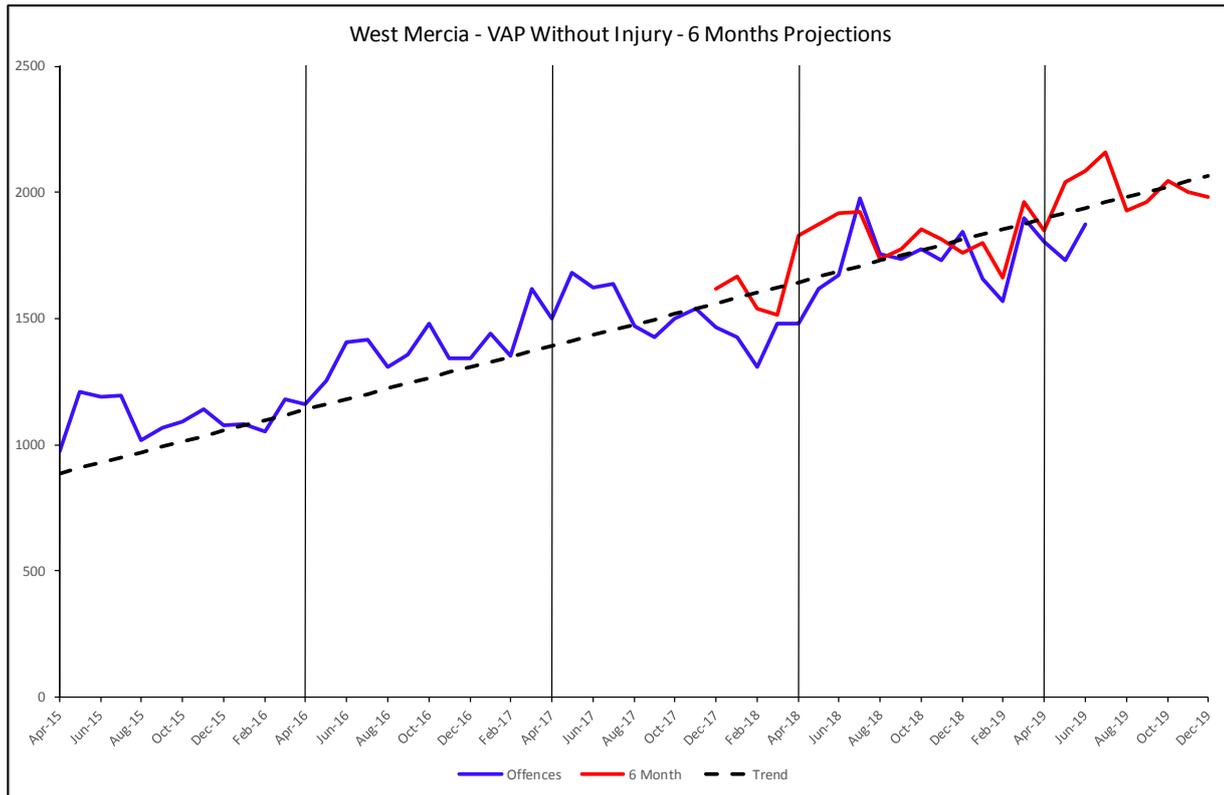
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



1,871 violence without injury offences were recorded in June. This is an increase compared to May (1,729) and above the monthly average (1,725).

Volume increases were seen across all policing areas with the exception of Shropshire and Telford & Wrekin. Overall the uplift was driven by a 9% (82) increase in common assault offences.

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

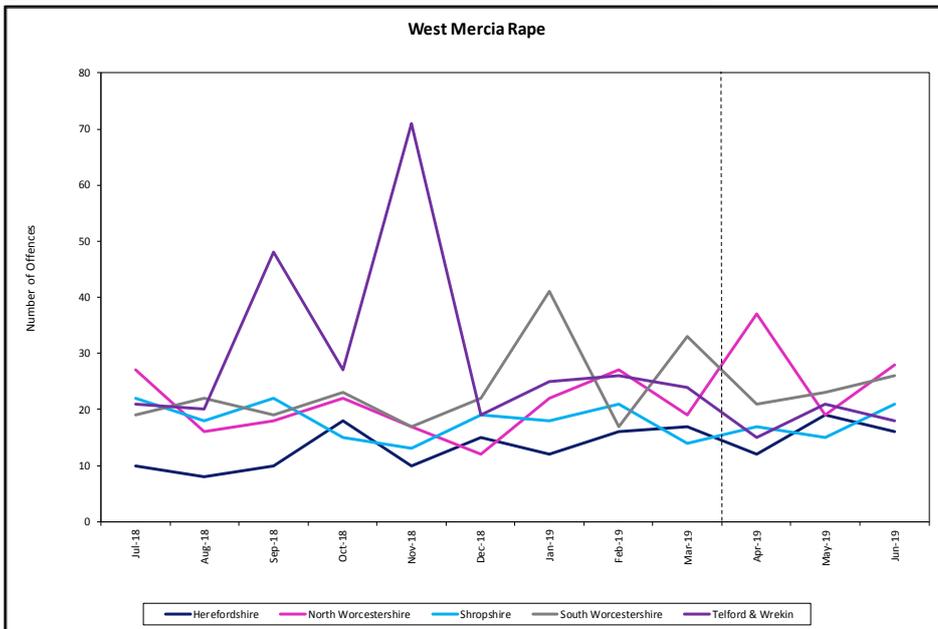
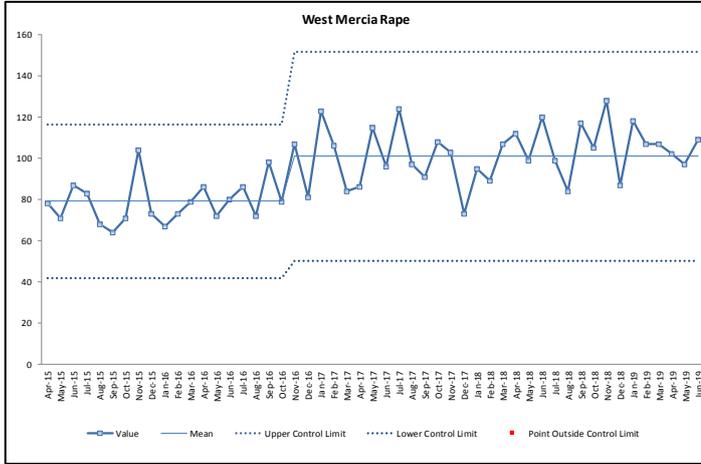


Sexual Offences

Signs of Improvement would be:

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

Rape

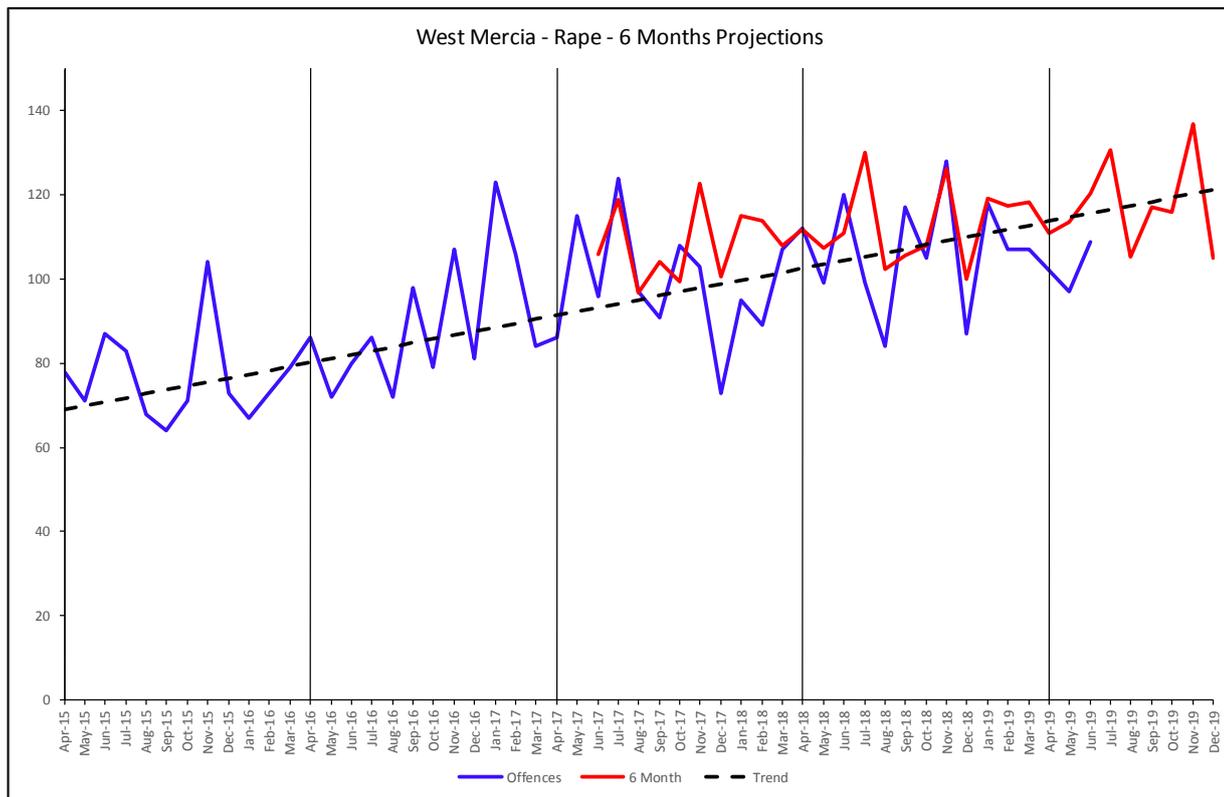


109 rape offences were reported to the police in June; an increase compared to May (97) and above the monthly average (101).

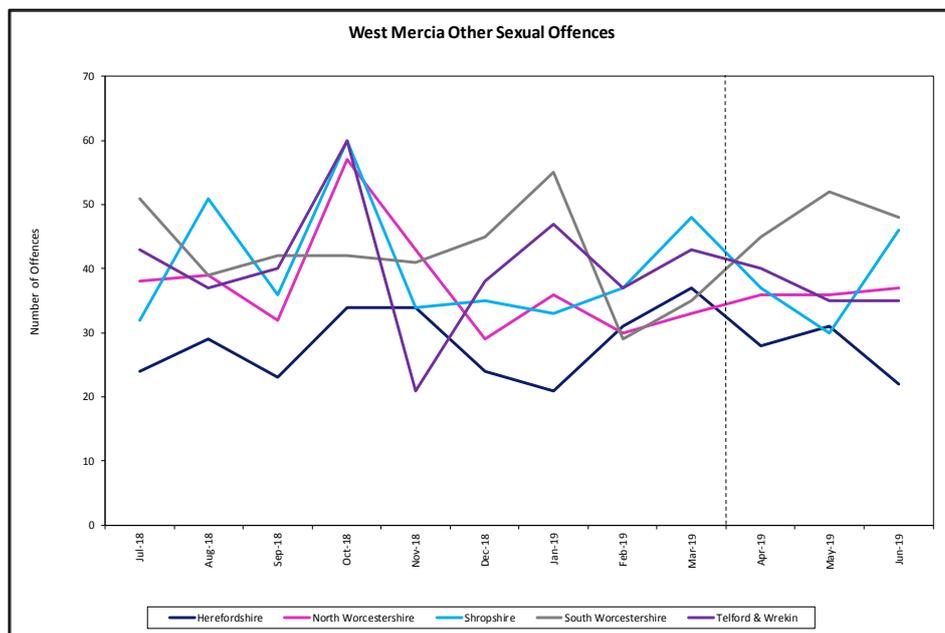
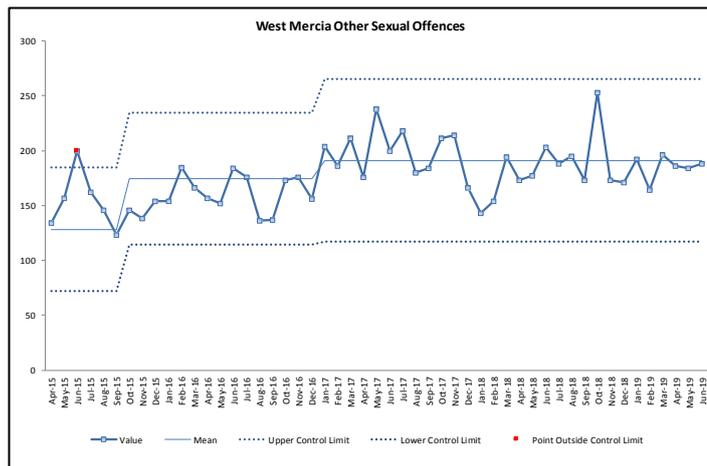
Increased volumes were seen across all policing areas with the exception Herefordshire and Telford & Wrekin, but volumes are within the expected levels.

At force level, there was a slightly higher than average proportion of offences classified as 'recent' (recorded within 28 days of the offence), at 47% compared to a monthly average of 43%.

The following chart provides a 6 month projection for rape offences. At force level the recorded volumes are below the projection. The projection indicates volumes may decrease next few month.



Other Sexual Offences

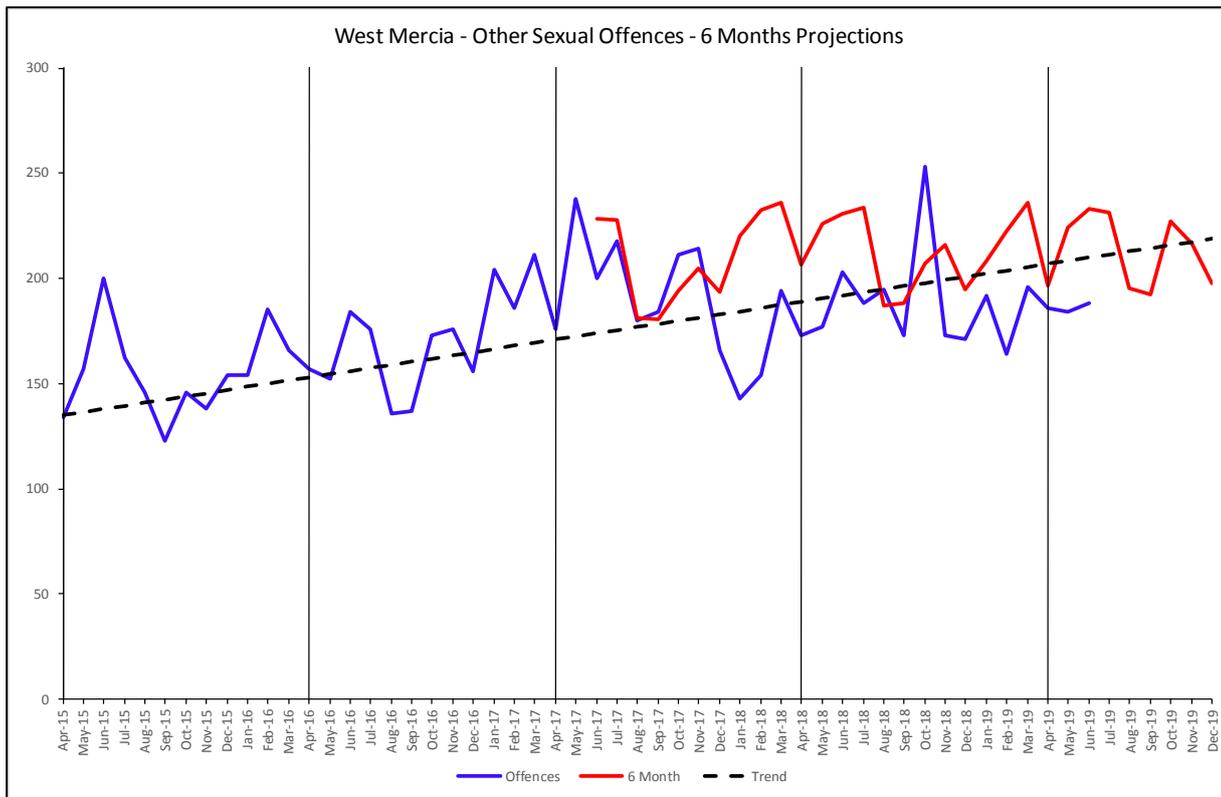


The grouping of other sexual offences refers to all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

188 other sexual offences were reported to the police in June. This is a small increase compared with May (184) and remains below the monthly average (191). Increased volumes were seen across North Worcestershire and Shropshire but volumes are within the expected levels.

65% of offences are recent (recorded within 28 days of the offence) which is above the monthly average of 60%.

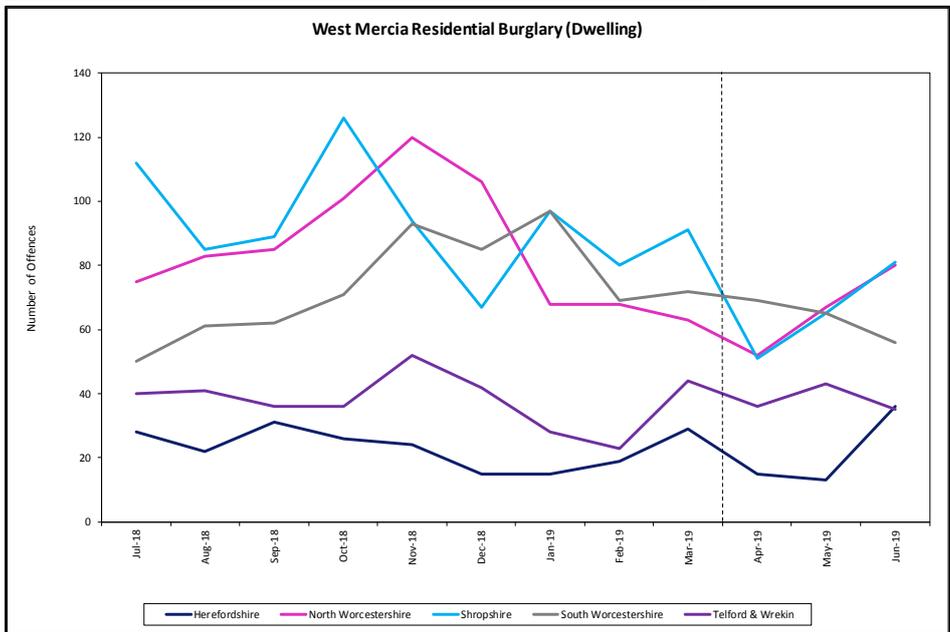
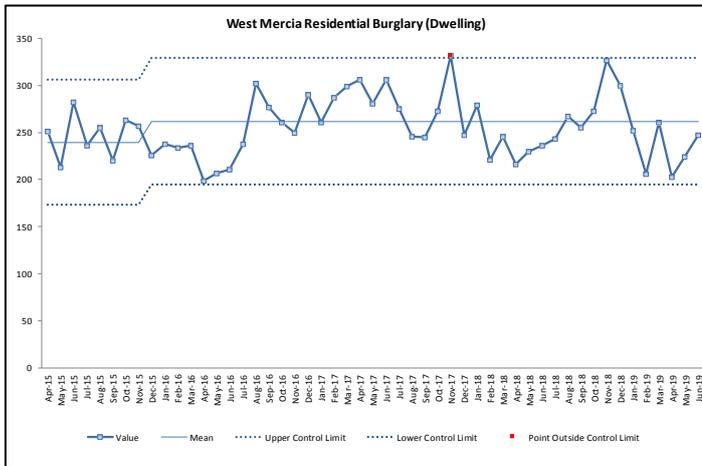
The following chart provides a 6 month projection for other sexual offences. At force level, recent recorded volumes are below the projection. Looking forward, the projection indicates a possible decrease in volumes in the next few months.



Residential burglary - Dwelling

Signs of Improvement would be:

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

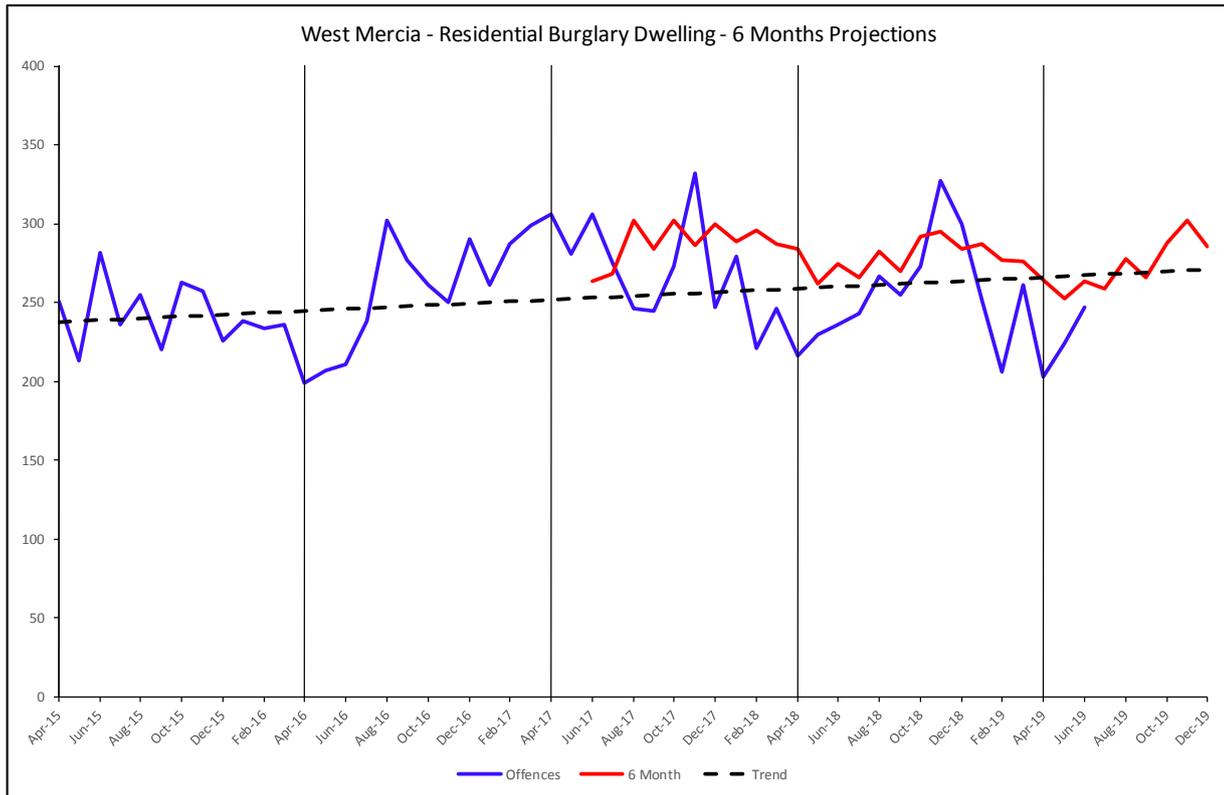


This data is a subset of residential burglary offences, excluding those offences targeting sheds and outbuildings, so that it remains consistent with the previous domestic burglary classification.

247 residential burglary–dwelling offences were recorded in June. This is an increase compared to May (224) but below the monthly average (262).

Increased volumes were seen across all policing areas with the exception of South Worcestershire and Telford & Wrekin, but remain within the expected range.

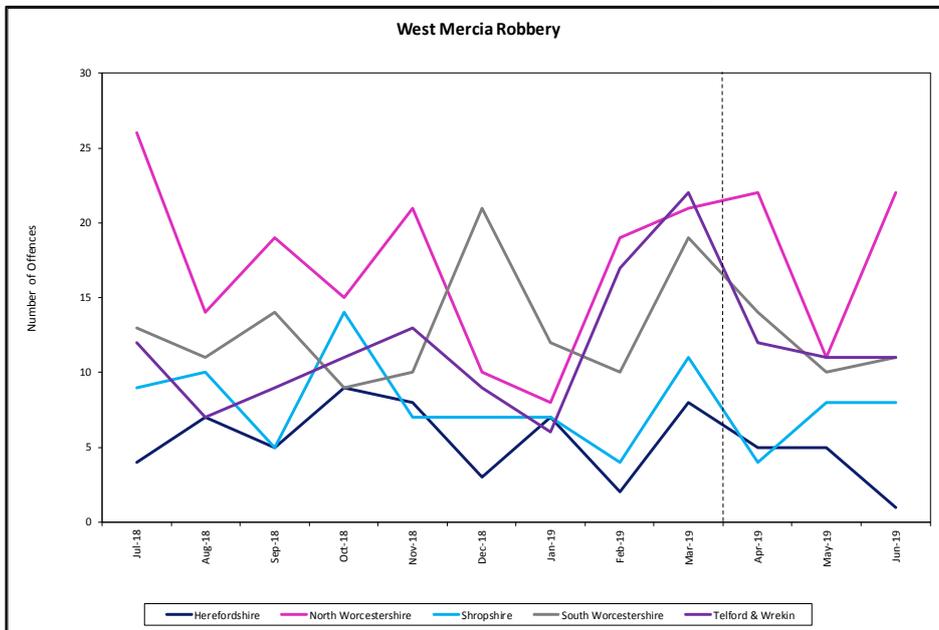
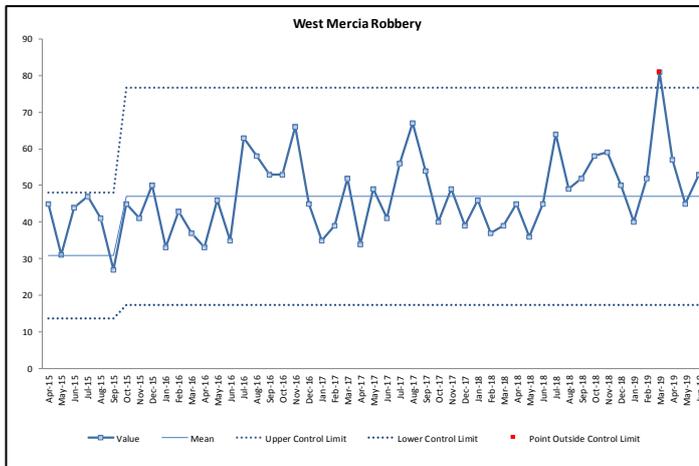
The following chart provides a medium (6 month) projection for residential burglary (dwelling) offences. At force level, volumes are projected to increase in the next few months.



Robbery

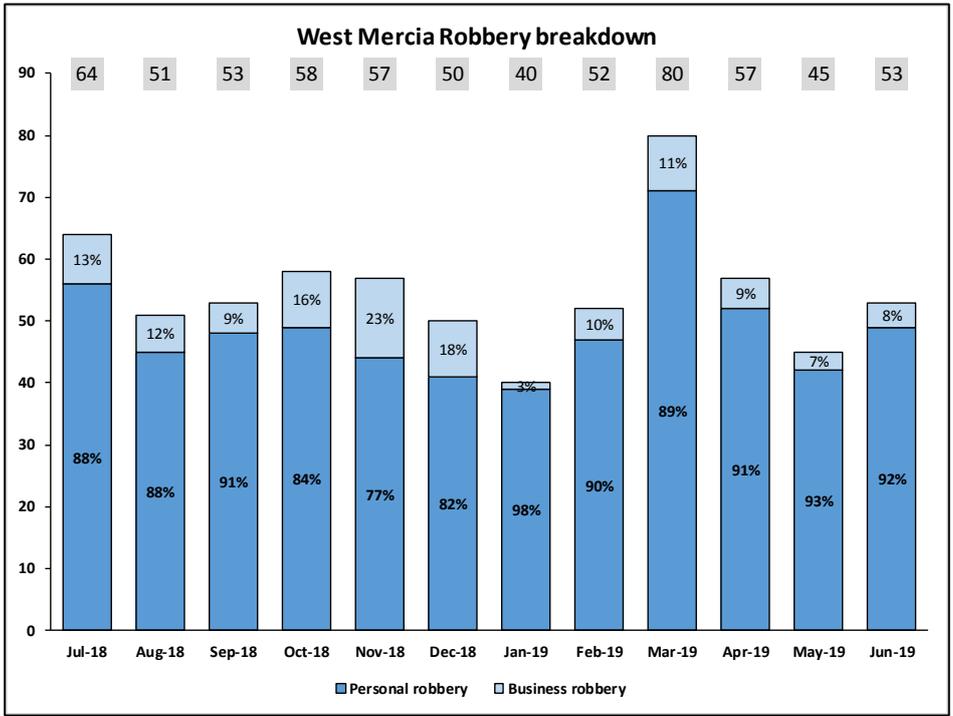
Signs of Improvement would be:

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

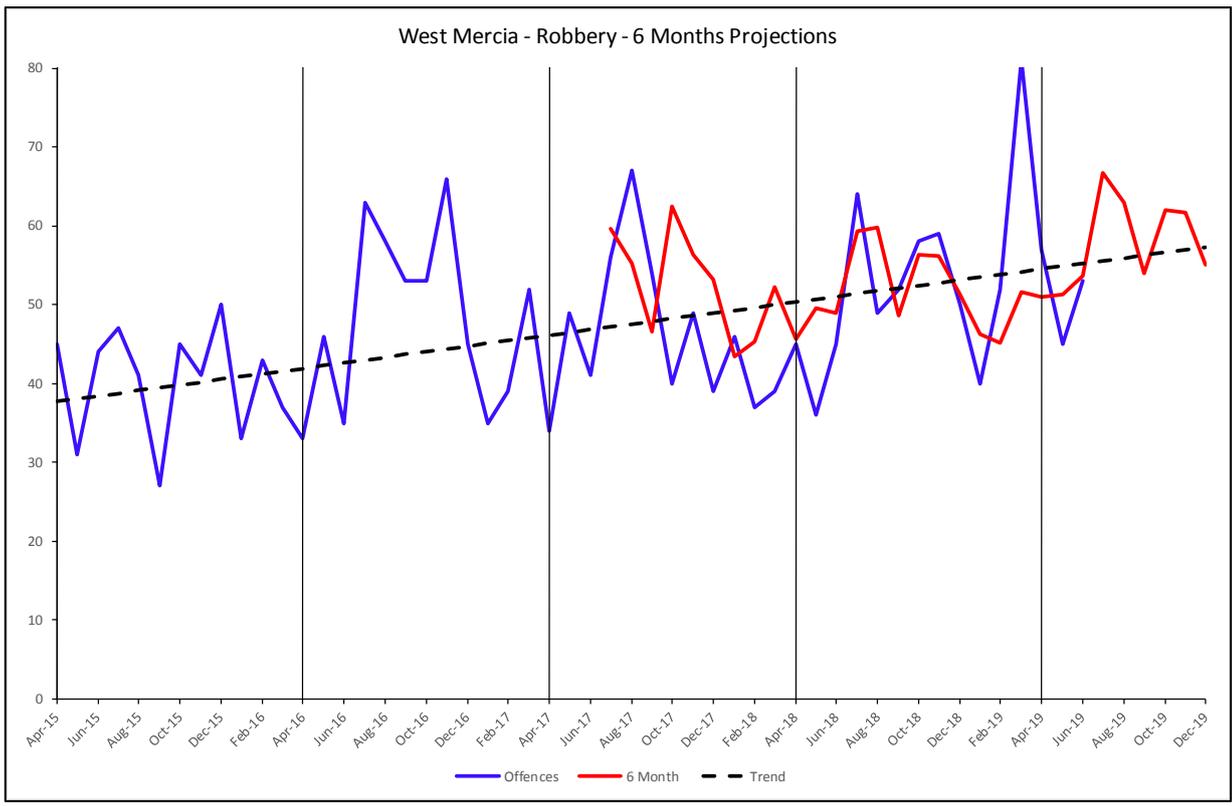


53 robbery offences were recorded in June. This is an increase compared to May (45) and above the monthly average (47).

No exceptional volumes were recorded but increased volumes seen across North and South Worcestershire last month. There was no business robbery recorded for Herefordshire or Telford and Wrekin in June.



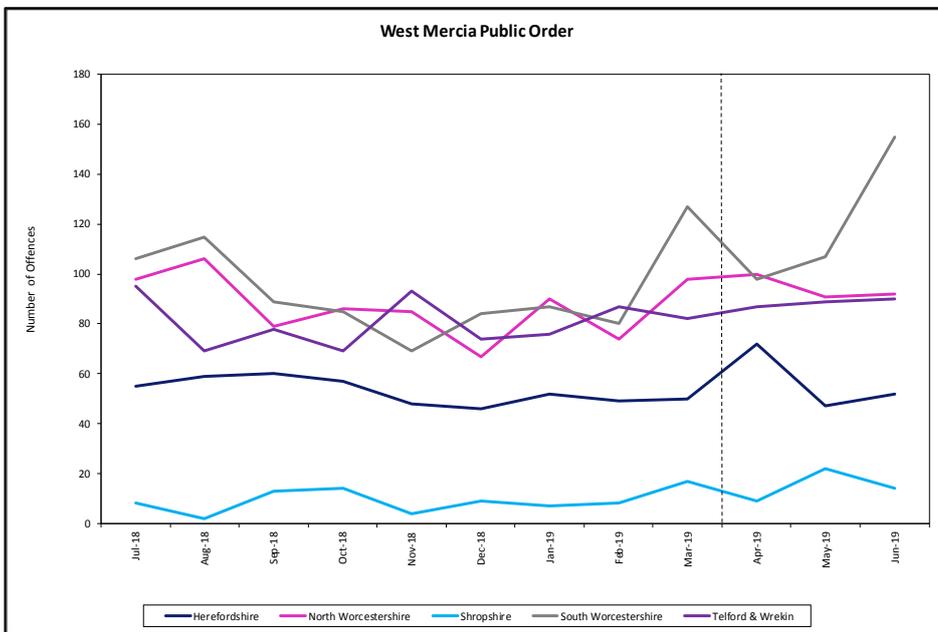
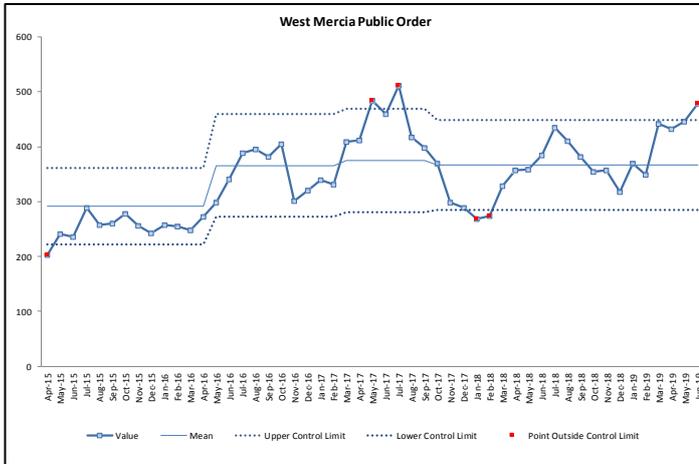
The following chart provides a medium (6 month) projection for robbery offences. At force level, the trend is for volumes to increase in the next few months.



Public Order

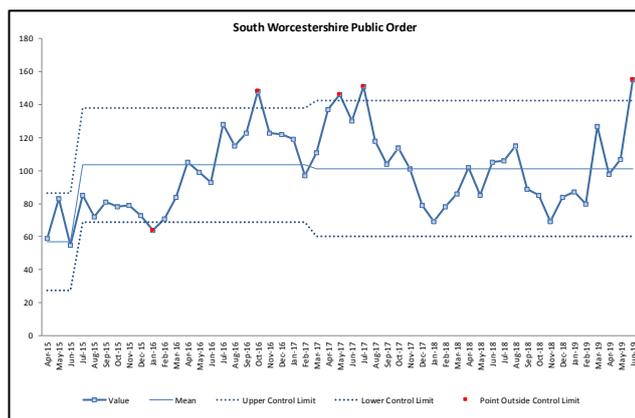
Signs of Improvement would be:

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

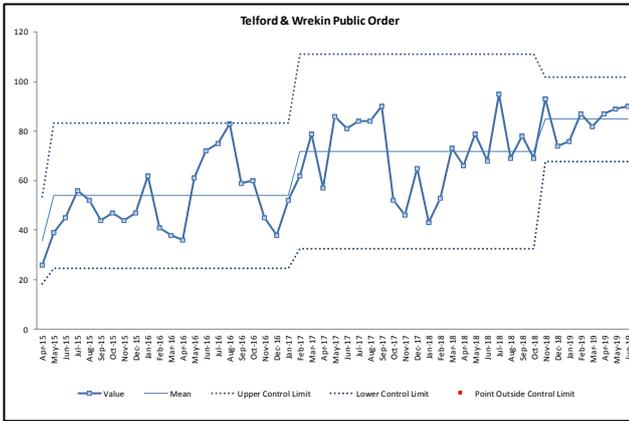


479 public order offences were recorded across West Mercia in June. This is an increase compared with the previous month (446) and significantly above the monthly average (367).

Increased volumes were seen across all policing areas with the exception of Shropshire. Exceptional volumes were seen in South Worcestershire. The monthly average has also increased across Telford in the last month.



155 offences were recorded in South Worcestershire in June; an increase compared to May (107) and significantly above the monthly average (101).



90 offences were recorded in Telford in June; a small increase compared to May (89) and above the monthly average (85).

This is the 8th consecutive month that volumes have remained above the monthly average across Telford. The monthly average has increased from 72 to 85 offences per month.

Breach of criminal behaviour and non-molestation orders

The increase in public order offences in South Worcestershire is driven by an increase in recorded breaches of criminal behaviour and non-molestation orders (32 were recorded in June compared to only 7 in both April and May).

Public fear, alarm & distress offences

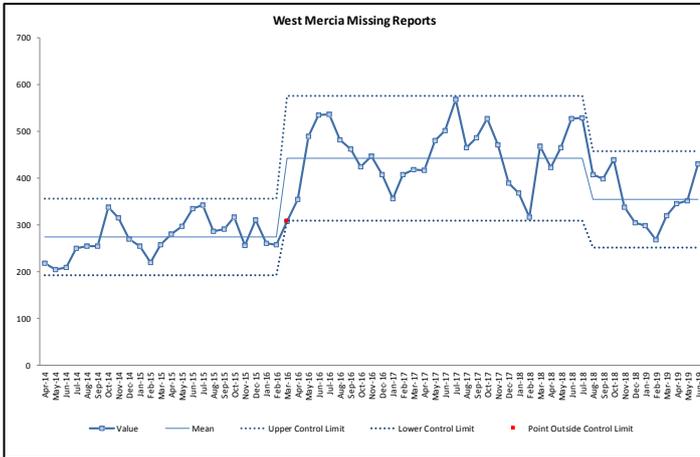
There was also an increase in the volume of ‘public fear, alarm & distress’ offences recorded in June (89 compared to 79 in May) as well as ‘racially or religiously aggravated public fear’ offences (21 compared to 13 in May).

Missing Persons

Signs of Improvement would be:

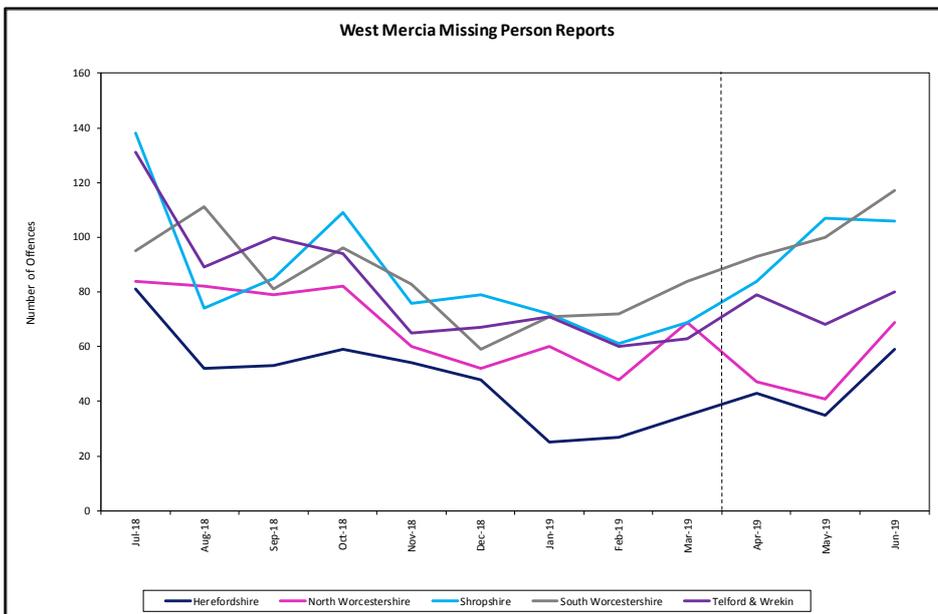
- ❖ Reduction in frequency of repeat missing persons
- ❖ Reduction in duration of missing
- ❖ Overall reduction of missing incidents

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



431 missing person reports were recorded in June. This is an increase compared with May (351) and above the monthly average (355)

There has been a significant increase of missing person reports since March (320). In June this has been driven by more Under 18 individuals being reported as missing (280). The percentage of the total missing persons reports being for Under 18's has increased to 65%.

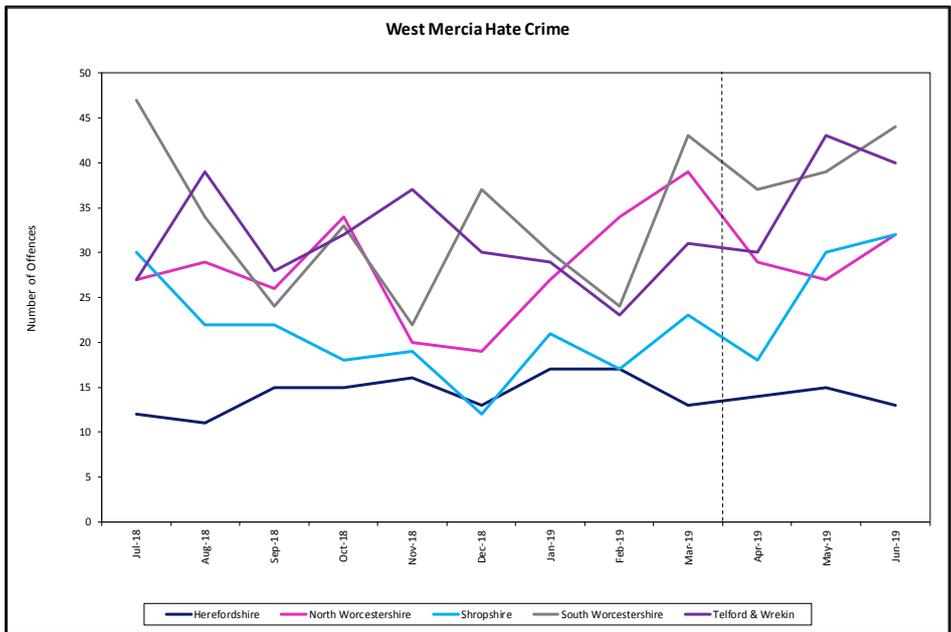
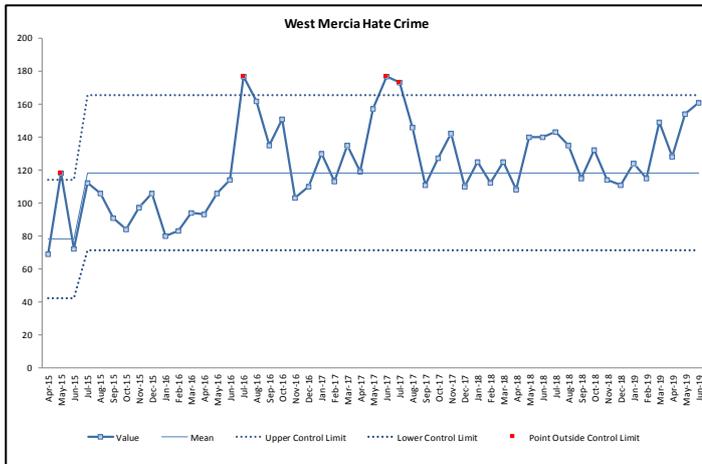


ASI continue to monitor trends and provide detailed feedback to local missing person co-ordinators on a monthly basis.

Hate Crime

Signs of Improvement would be:

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction

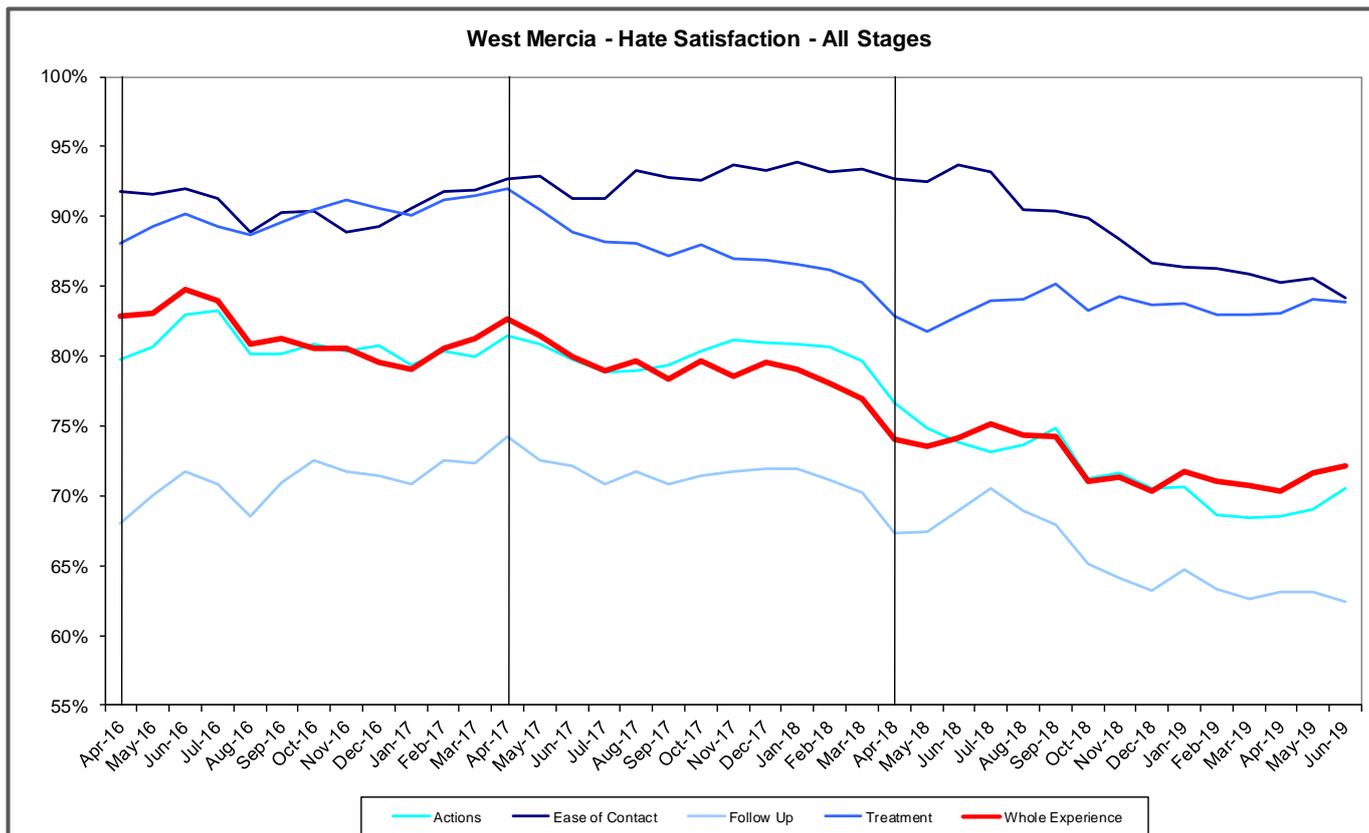


161 hate offences/ incidents were recorded in June. This is an increase compared to May (154) and above the monthly average (118).

Increased volumes were seen across all policing areas with the exception of Herefordshire and Telford & Wrekin in June.

Racial based offences/incidents continue to account for the majority (67%), this is above the monthly average (62%).

Hate Crime Victim Satisfaction



	Apr-19	May-19	Jun-19
Herefordshire	71.8%	75.6%	75.6%
North Worcestershire	73.3%	73.8%	74.1%
Shropshire	67.5%	65.0%	67.4%
South Worcestershire	74.2%	75.6%	75.0%
Telford & Wrekin	62.7%	65.7%	67.1%
West Mercia	70.4%	71.7%	72.2%

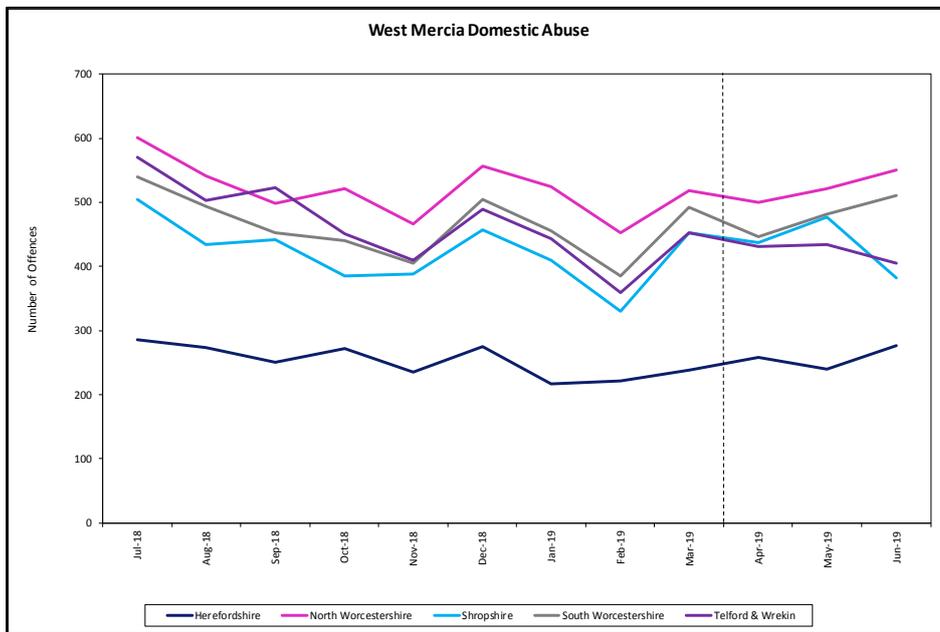
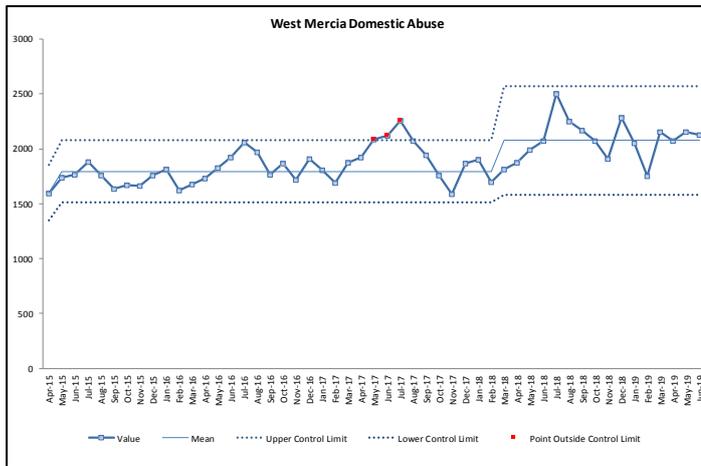
As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low (average of 31 per month). The data is therefore shown on the chart as a rolling 12 month average to give a longer term trend and to prevent short term reactions to what can be significant month-on-month variations.

72% of hate crime victims were satisfied with their overall experience with the police in June, consistent with the previous month.

Domestic Abuse

Signs of Improvement would be:

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

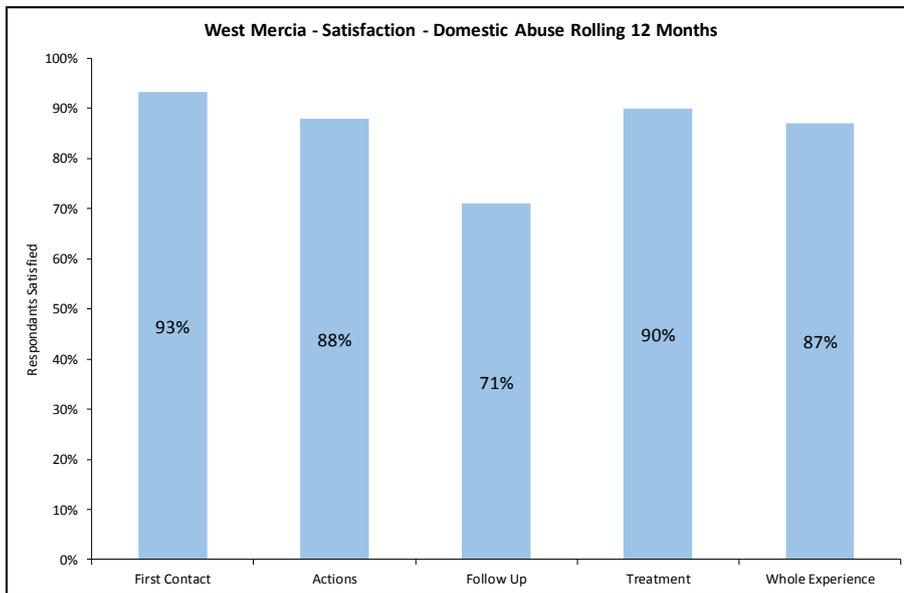


2,126 domestic abuse offences & crimed incidents were recorded in June. This is a small reduction compared to May (2,154) but remains above the monthly average (2,077).

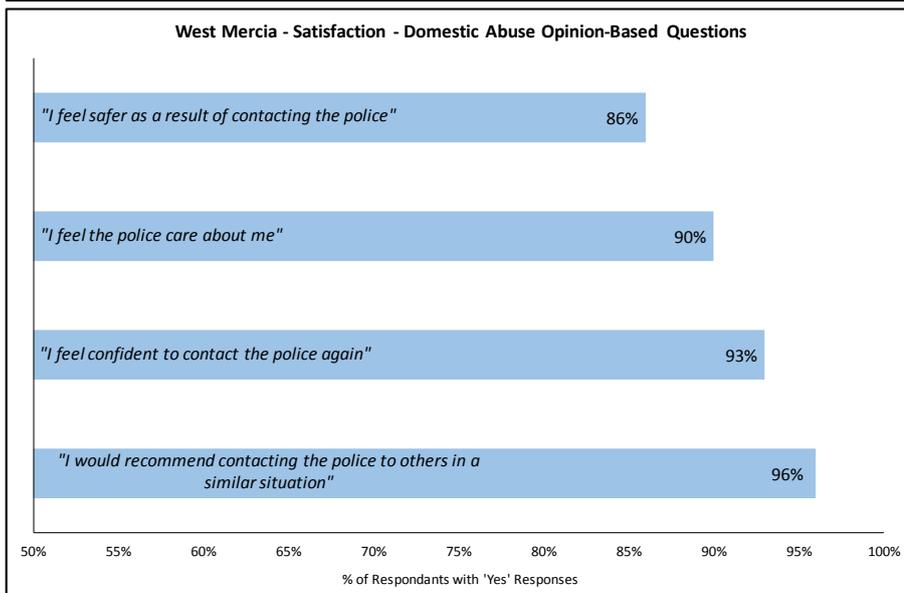
Reduced volumes were seen across Shropshire and Telford & Wrekin, but volumes remain within expected levels.

Victim 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.



	Apr-19	May-19	Jun-19
First Contact	92%	93%	93%
Actions	87%	89%	88%
Follow Up	69%	71%	71%
Treatment	89%	90%	90%
Whole Experience	87%	87%	87%



	Apr-19	May-19	Jun-19
"I feel safer as a result of contacting the police"	85%	86%	86%
"I feel the police care about me"	90%	90%	90%
"I feel confident to contact the police again"	92%	92%	93%
"I would recommend contacting the police to others in a similar situation"	95%	95%	96%

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.

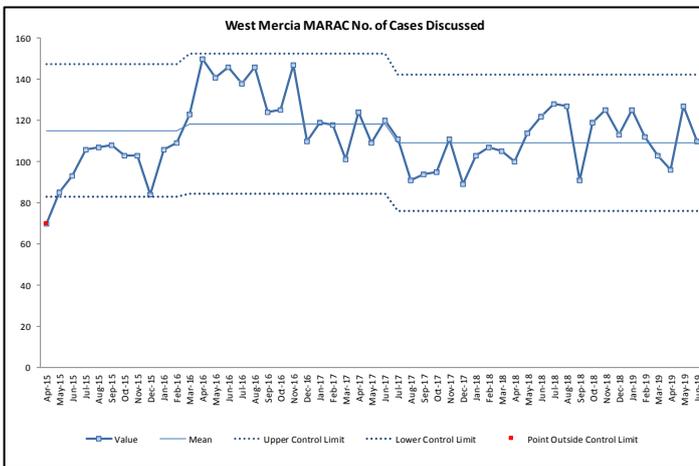
Domestic Violence Protection Notices (DVPNs)

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.

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
West Mercia	9	21	14	13	8	21	20	17	9	16	20	19	9

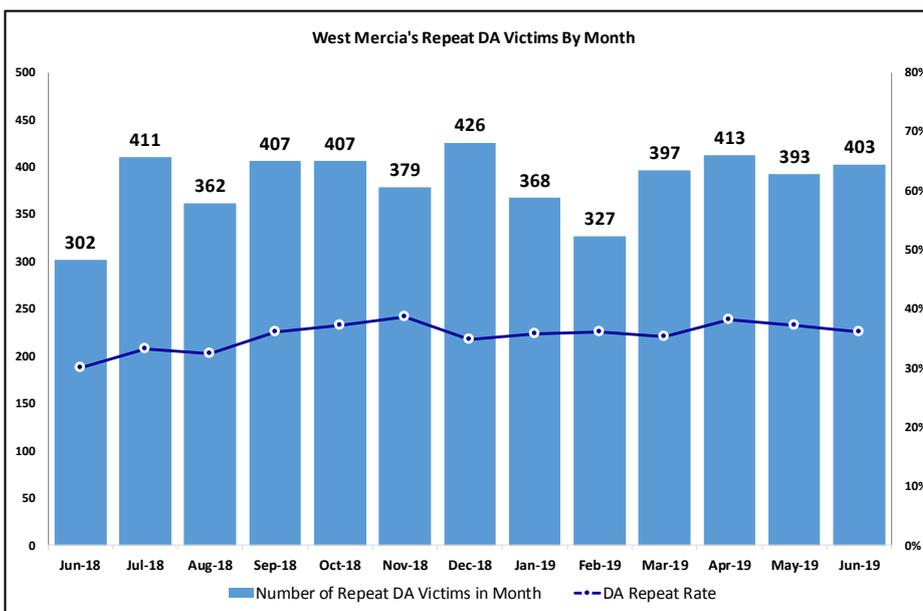
MARAC (Multi Agency Risk Assessment Conference)

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.



110 cases were discussed at WMP MARACs in June (28 repeat cases). This is a reduction compared to May (127) and in line with the monthly average (109).

Domestic Abuse Repeat Victimization



In June, 36% (403) of all DA victims (1,116) were repeat DA victims (subject to at least one further DA offence in the last 12 months).

This is a small increase in volume and decrease in repeat rate compared to the previous month (393, 37%).

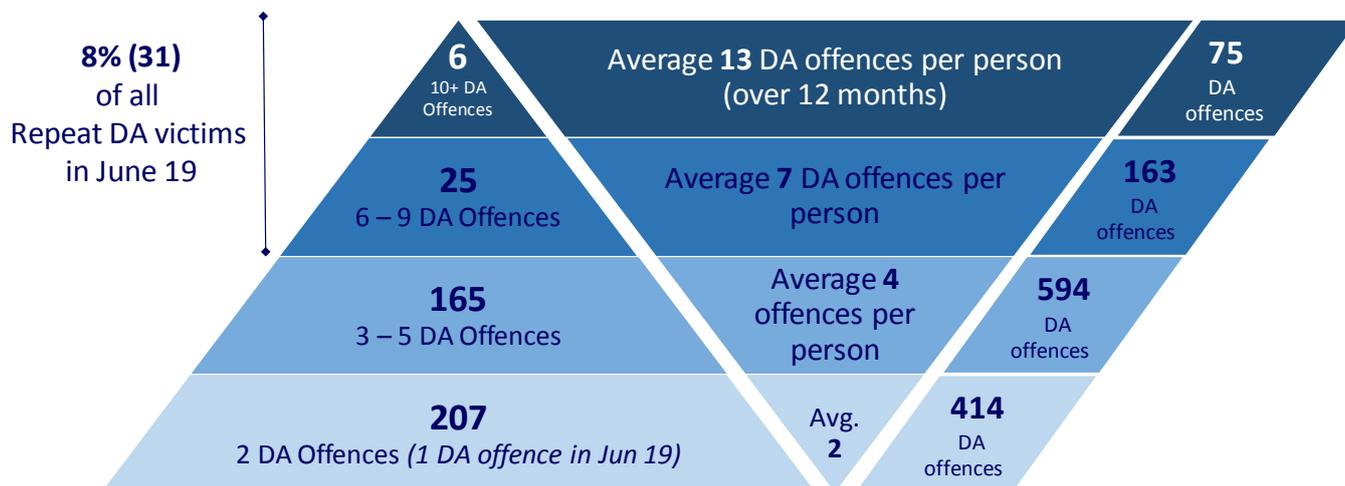
This does not reflect the overall pattern of repeat victims, which have seen a decline in both volume and proportion this month, indicating that the overall decrease is not being driven by domestic abuse victims.

61 (15%) of June’s repeat DA victims were also a repeat DA victim in May. This is a volume increase and a 1 percentage point increase in the monthly proportion of recurring repeat DA victims when compared to the May/ April’s repeat victims (55, 14%).

14 individuals (3%) being a repeat DA victim in each of the last 3 months – April, May and June.

36 (9%) of June’s repeat DA victims were also a repeat DA victim in April but were dormant in May.

Breakdown of Repeat DA Victims in June by Number of DA Offences



June’s repeat DA victim cohort accounts for 1,246 DA offences recorded in the last 12 months, of which 582 DA offences were recorded in June.

6 individuals have been a victim of 10+ DA offences in the last 12 months. This represents 75 DA offences, of which 13 were recorded in June.

Outcome Rate – Short term trends

The data presented here is a rolling 3 month picture, showing the overall outcome rate (% of DA offences recorded in the period that have been outcomed) and a breakdown by outcome type.

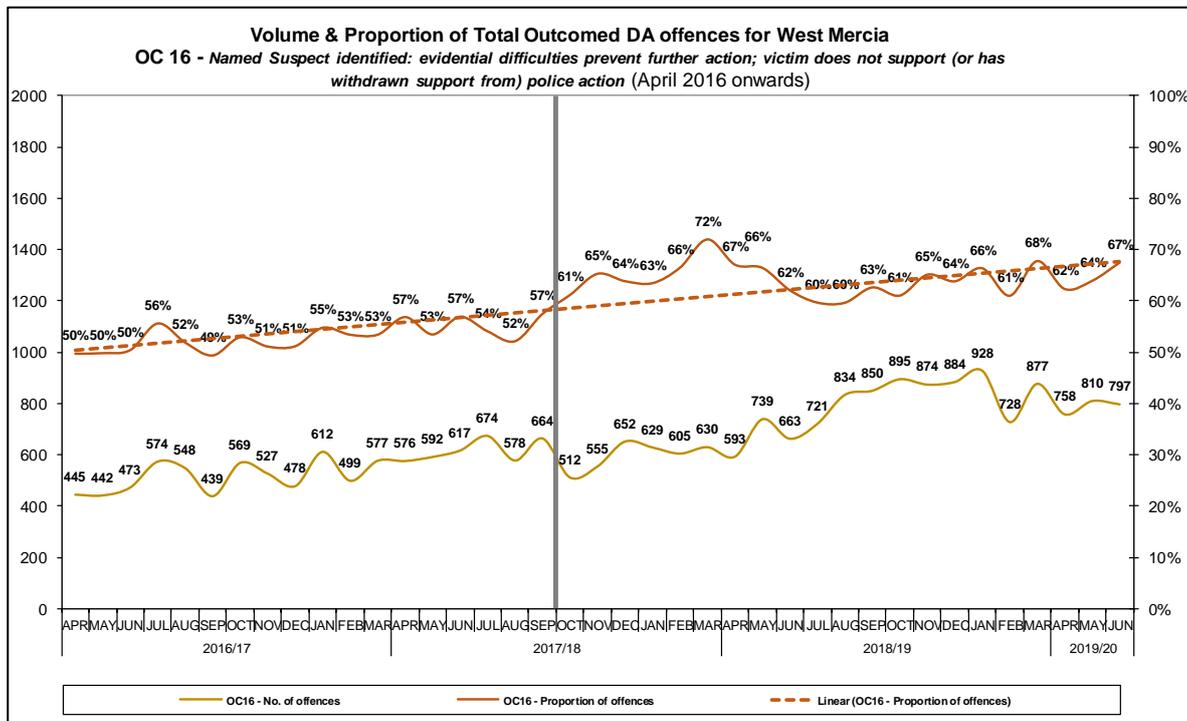
		Outcomed Volumes and % Outcomed							
		Jan 19 - Mar 19		Feb 19 - Apr 19		Mar 19 - May 19		Apr 19 - Jun 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	257	9.5%	272	9.5%	312	10.8%	312	11.3%
No Action Taken	OC5,9,10,11,12,13,15,16,17	2,324	86.0%	2,289	86.0%	2,417	84.0%	2,288	82.8%
Investigation complete - no suspect identified	OC14,18	74	2.7%	85	2.7%	100	3.5%	105	3.8%
Other*	OC20,21,22	48	1.8%	43	1.8%	50	1.7%	58	2.1%
Total Recorded and Outcomed		2,703	100%	2,689	100%	2,879	100%	2,763	100%
Total Recorded		3,635		3,725		3,940		3,950	
Outcome Rate		74.4%		72.2%		73.1%		69.9%	

- Across West Mercia, 70% of DA offences recorded in Apr - Jun were assigned an outcome within the same 3 month period. This is a decline of 3 percentage points on the previous three-month period (73%).

- 11% (312) of recorded/ outcomed offences (2,763) in Apr - Jun were assigned an 'action taken' outcome within the same three-month period. This is remaining stable with the proportion and volume seen in Mar - May (11%, 312).

Outcome 16 – Monthly outcome trends

The following chart shows the volume and proportion of DA offences outcomed per month by 'Outcome code 16' regardless of when they were recorded.



- Since April 16, there has been an upward trend in the number and proportion of DA offences resulting in Outcome 16.
- 797 DA offences resulted Outcome 16 across West Mercia in June. This is a decrease on the previous month (810). The proportion of offences resulting in Outcome 16 has increased by 3 percentage points from 64% to 67%.
- For the last 12 months, the proportionality of Outcome 16 DA offences has relatively stabilised within a range from 62% to 68%.

Child at Risk / Child Sexual Exploitation

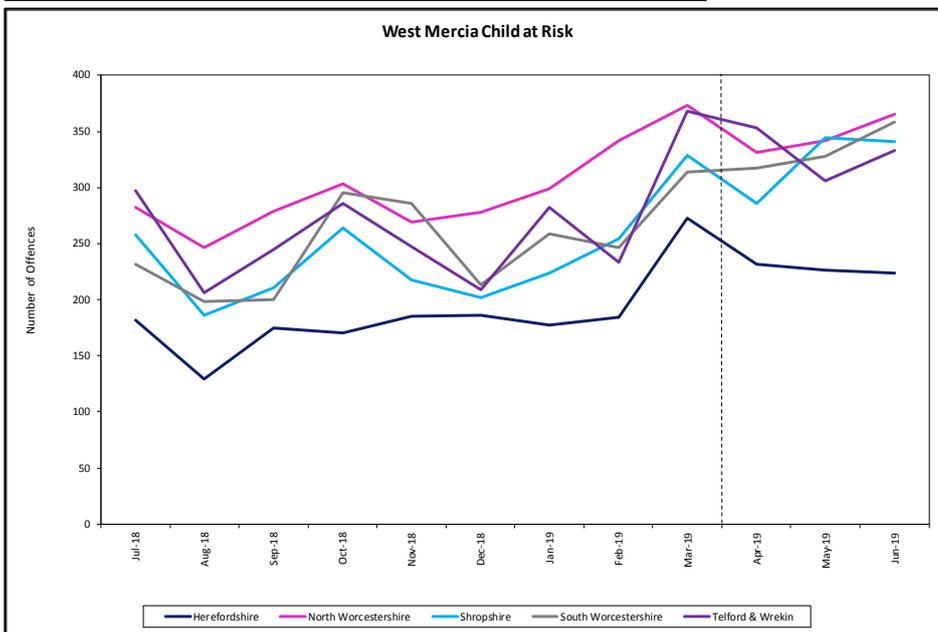
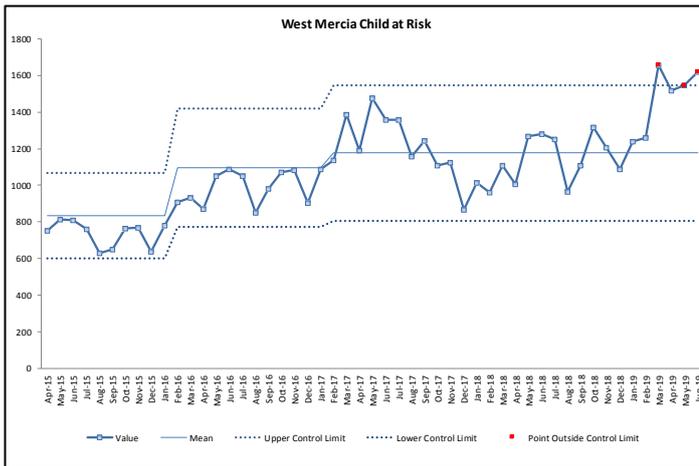


Signs of Improvement would be:

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

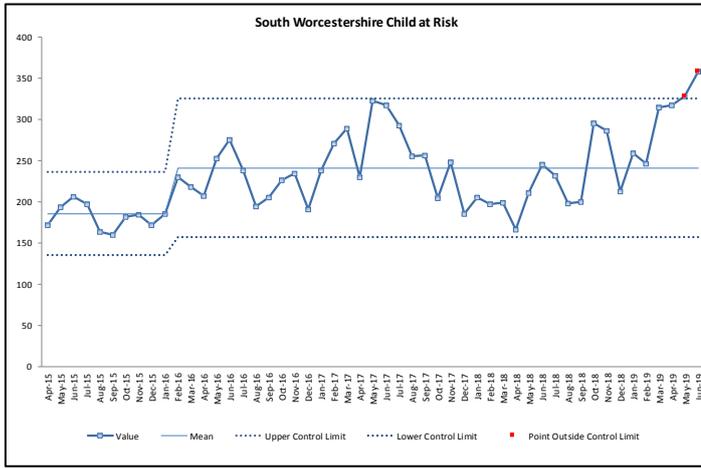
Child at Risk and Child Sexual Exploitation offences are identified for analysis purposes through the application of appropriate keywords in the crime recording system. **The continuing increase in reporting is likely to be influenced by an increased focus on the correct application of keywords which was instigated in March 2019.**

Child at Risk

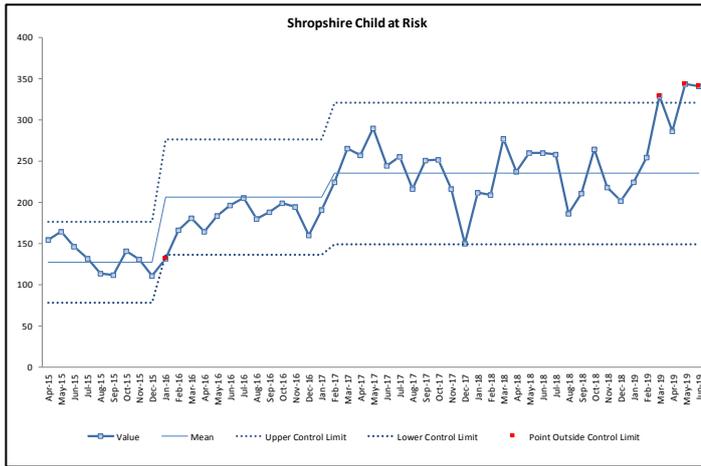


1,621 Child at Risk markers were applied to offences/incidents in June. This is an increase compared to May (1,546) and volumes remain significantly above the monthly average (1,176).

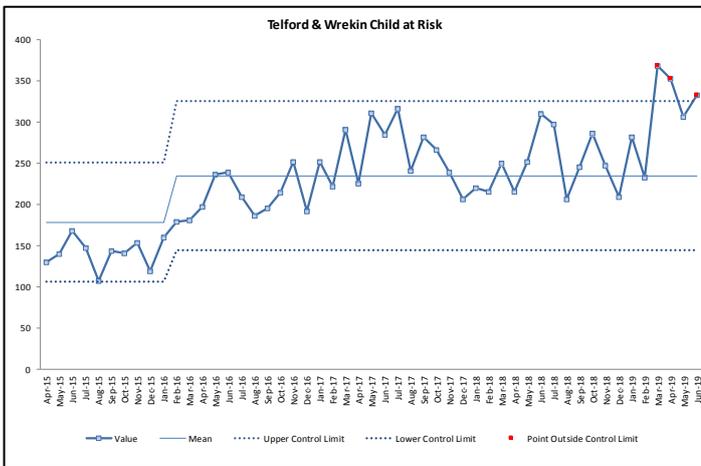
Exceptional volumes were seen across South Worcestershire, Shropshire and Telford & Wrekin in June. The monthly average across Herefordshire has also increased. It is likely that the continued scrutiny in the application of markers along with usual seasonal uplifts has contributed to current levels.



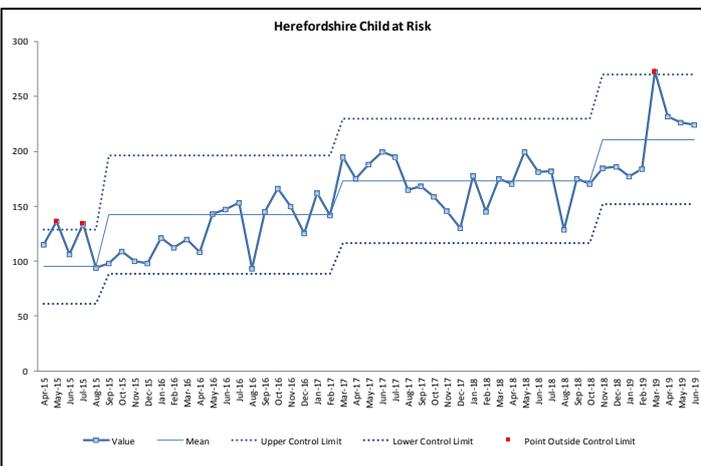
358 offences/incidents were recorded across South Worcestershire in June; an increase compared to May (328) and volumes remain significantly above the monthly average (241).



344 offences/incidents were recorded across Shropshire in June; a slight reduction compared to May (341) but volumes remain significantly above the monthly average (235).

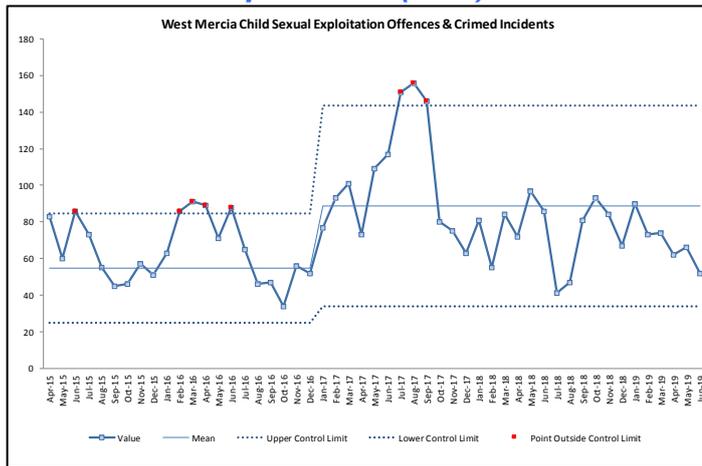


333 offences/incidents were recorded across Telford & Wrekin in June; an increase compared to May (306) but significantly above the monthly average (235).



This is the 8th consecutive month that volumes have remained above the monthly average across Herefordshire. The monthly average has increased from 173 to 211 offences per month.

Child Sexual Exploitation (CSE)



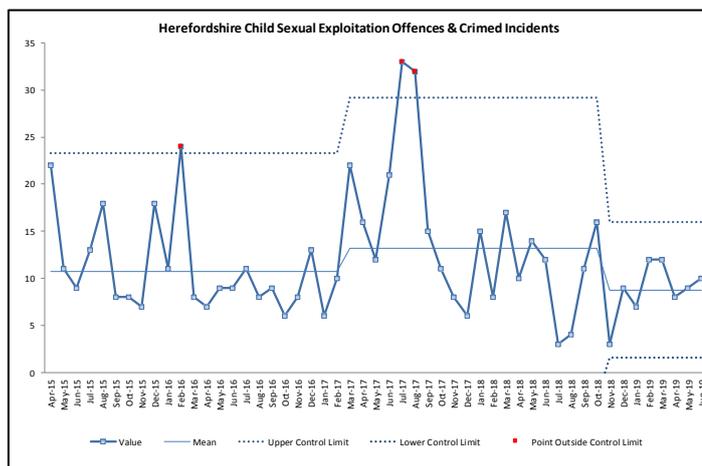
‘Child Sexual Exploitation’ (CSE) is a specific behaviour, identifying offences where children and those under 18 have been, or are, at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on them.

52 CSE offences/ incidents were recorded in June; a reduction compared to May (66) and below the monthly average (89).

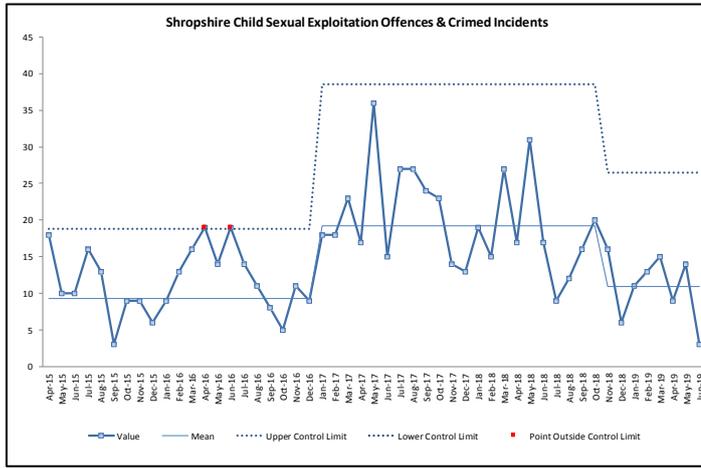
This is the 8th consecutive month that volumes have remained below the monthly average across Herefordshire and Shropshire. The monthly average has decreased across both policing areas in June.

Reduced volumes were seen across all policing areas with the exception of Herefordshire and South Worcestershire. Of the 42 recorded crimes 69% (29) were ‘recent’ offences. This is 20% higher than the monthly average.

There were 14 victims involved in the 29 ‘recent’ offences although 1 was identified to be an adult reporting 2 incidents of non recent CSE. 12 suspects were identified, 7 of whom were under the age of 18 at the time of offence.



This is the 8th consecutive month that volumes have remained below the monthly average across Herefordshire. The monthly average has decreased from 13 to 9 offences per month.



This is the 8th consecutive month that volumes have remained below the monthly average across Shropshire. The monthly average has decreased from 19 to 11 offences per month.

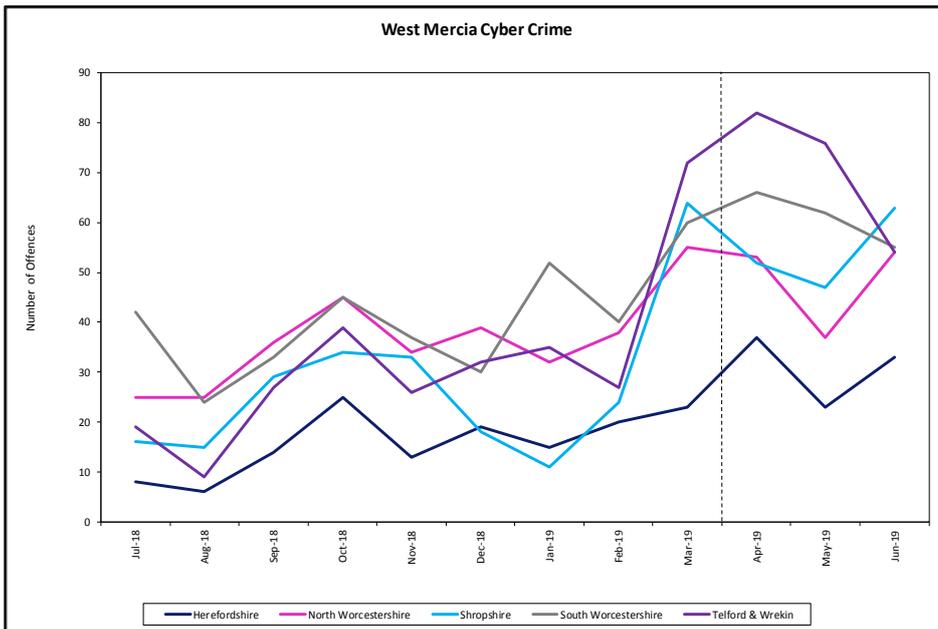
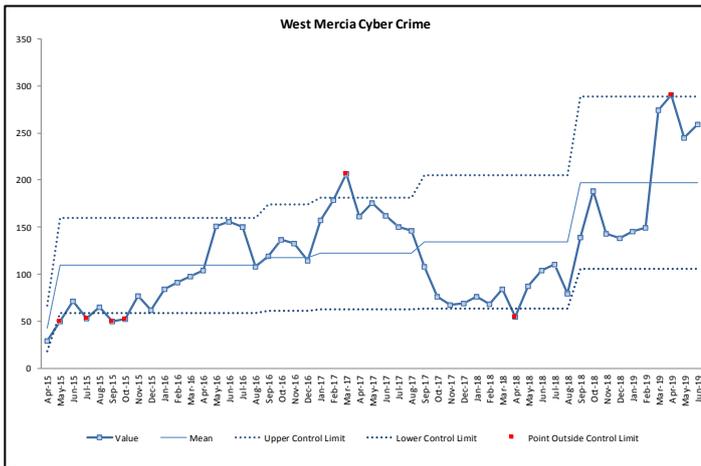
The recent focus of crime bureau staff on the correct application of keywords in Athena has had an impact on the volumes of both child at risk and child sexual exploitation offences. We believe that these keywords are now more accurately assigned and therefore the recorded volumes are a more accurate reflection of offending.

Cyber/ On-line Crime

Signs of Improvement would be:
 ❖ Increased reporting, reflecting greater victim confidence

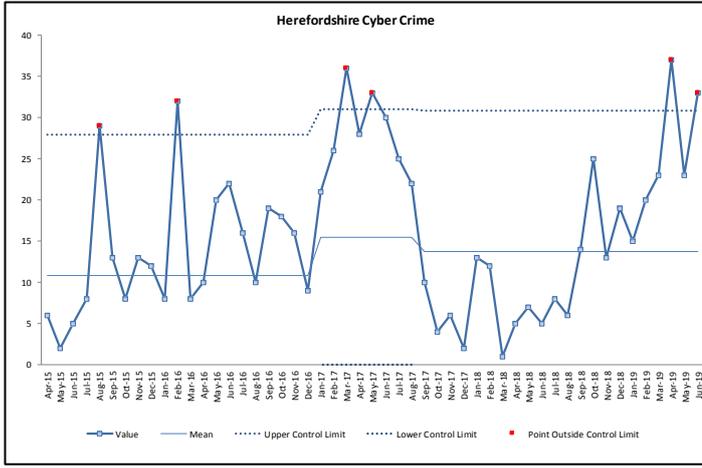
The cyber/ on-line keyword is used to identify those offences with an online presence, including sexual and violence without injury (harassment) offences.

The continuing increase in reporting is likely to be influenced by an increased focus on the correct application of keywords and a change in the dissemination of Cyber crime by the NFIB with the addition of the national aim to investigate all cyber offences.

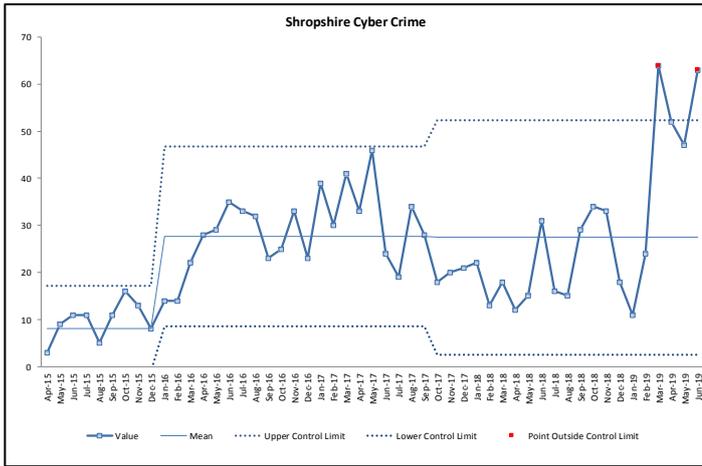


259 offences were flagged as cyber crime in June. This is an increase compared to May (245) but below the monthly average (197). Exceptional volumes were seen across Herefordshire, Shropshire and Telford & Wrekin.

Increased volumes were seen across all policing areas with the exception of South Worcestershire and Telford & Wrekin.



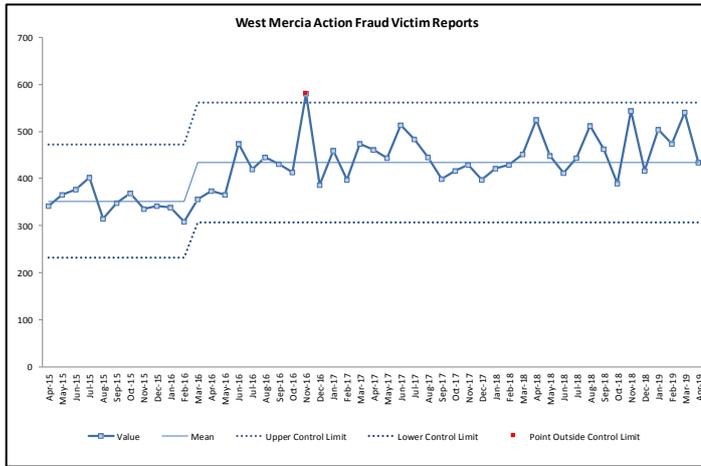
33 offences/incidents were recorded across Herefordshire in June; an increase compared to May (23) and significantly above the monthly average (14).



63 offences/incidents were recorded across Shropshire in June; an increase compared to May (47) and significantly above the monthly average (27).

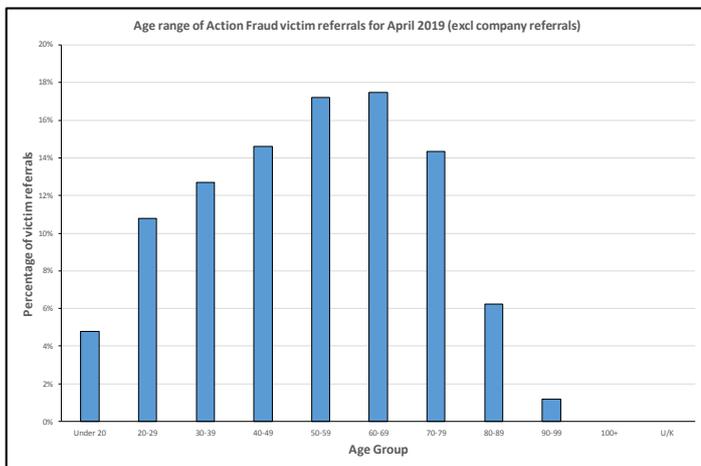
Action Fraud

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.



434 Action Fraud victim reports (which exclude company referrals) were recorded in April 2019³.

This is a decrease compared to volumes seen in March 2019 (540) and in line with the monthly average (434).



Over a half (56%) of victim referrals are for victims aged 50 years plus.

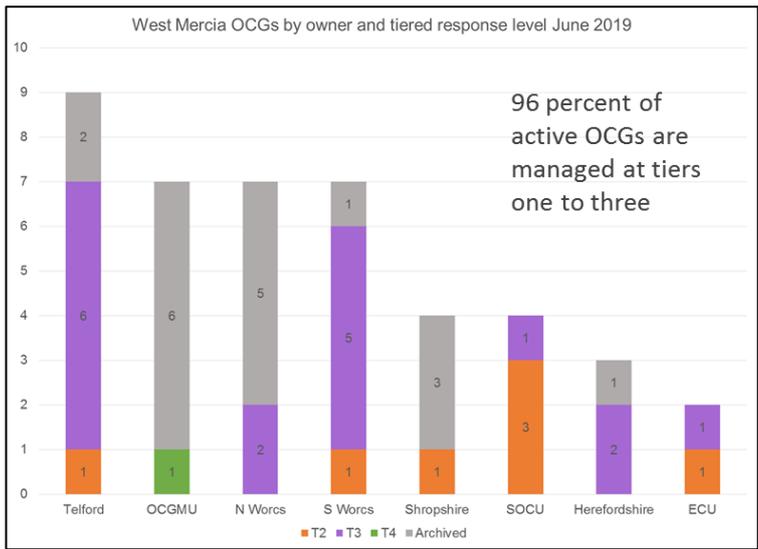
³ Data is only available to April 2019 due to the delay in receiving and processing the data from Action Fraud.

Serious Organised Crime

Signs of Improvement would be:
 ❖ Improved reporting of disruption activity against Organised Crime Groups

OCG management is delivered locally through the LRO who tasks local officers and staff with the delivery of objectives in line with their “4P” plan (Pursue, Prevent, Protect, and Prepare).

As at June 2019, there were 25 active and a further 18 archived OCGs across West Mercia. 18 of these active groups are managed by West Mercia local policing areas.



Disruptions Apr – Jun 2019

Disruption Type

- 0 Major
- 6 Moderate
- 21 Minor

Judicial Outcomes

- 20 arrests
- 4 charges
- 16 convictions

Recoveries / Seizures

- Cannabis (awaiting forensic results)
- Heroin (awaiting forensic results)
- 0.5 kg other Class A drug (Cocaine)
- 0 firearm seized

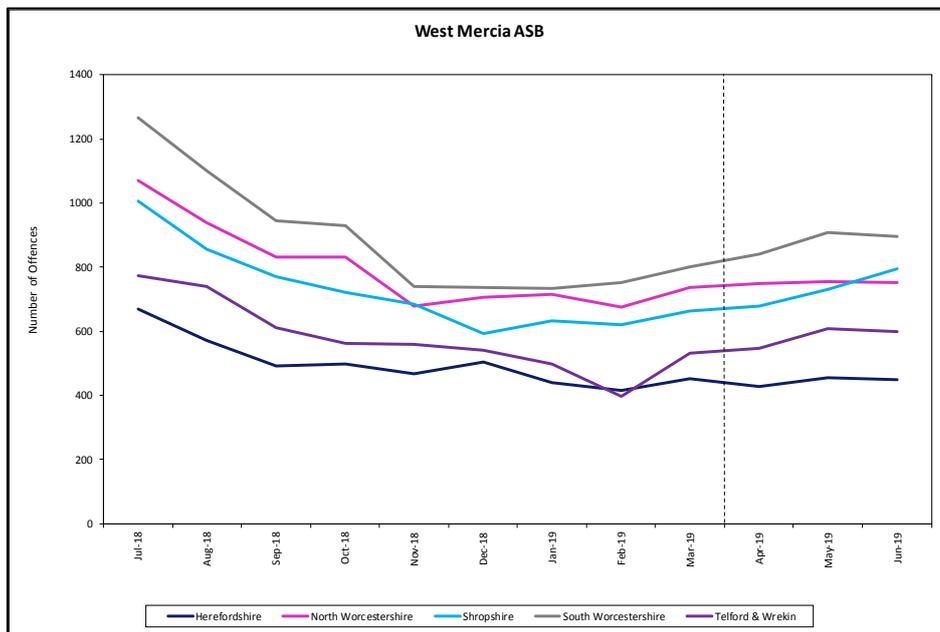
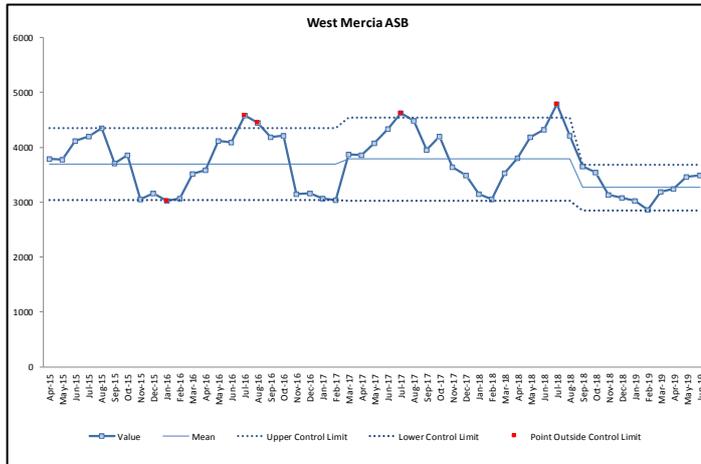
Safeguarding

- 2 children safeguarded
- 3 adults safeguarded

A wider SOC performance document is prepared and discussed with the OPCC on a quarterly basis.

Anti-Social Behaviour

Signs of Improvement would be:
 ❖ Accurate reporting and risk assessing of ASB incidents

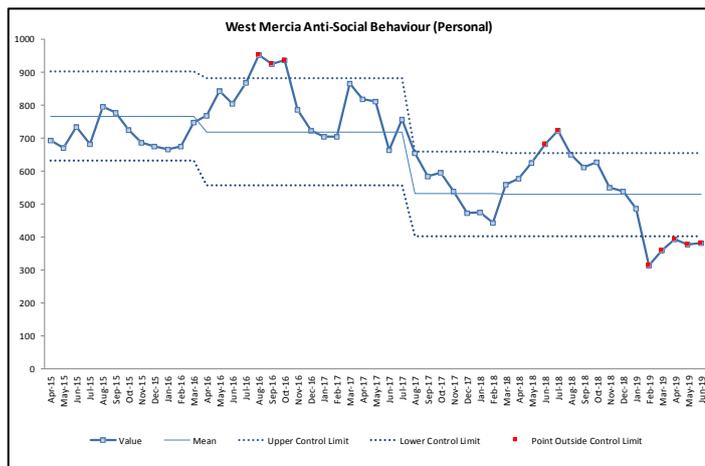


3,489 ASB incidents were recorded in June. This is an increase compared to May (3,455) and above the monthly average (3,266).

Increased volumes were seen across Shropshire in June.

ASB is following the expected seasonal trend. The summer months are expected to show volumes at their highest before volumes decrease in the autumn months.

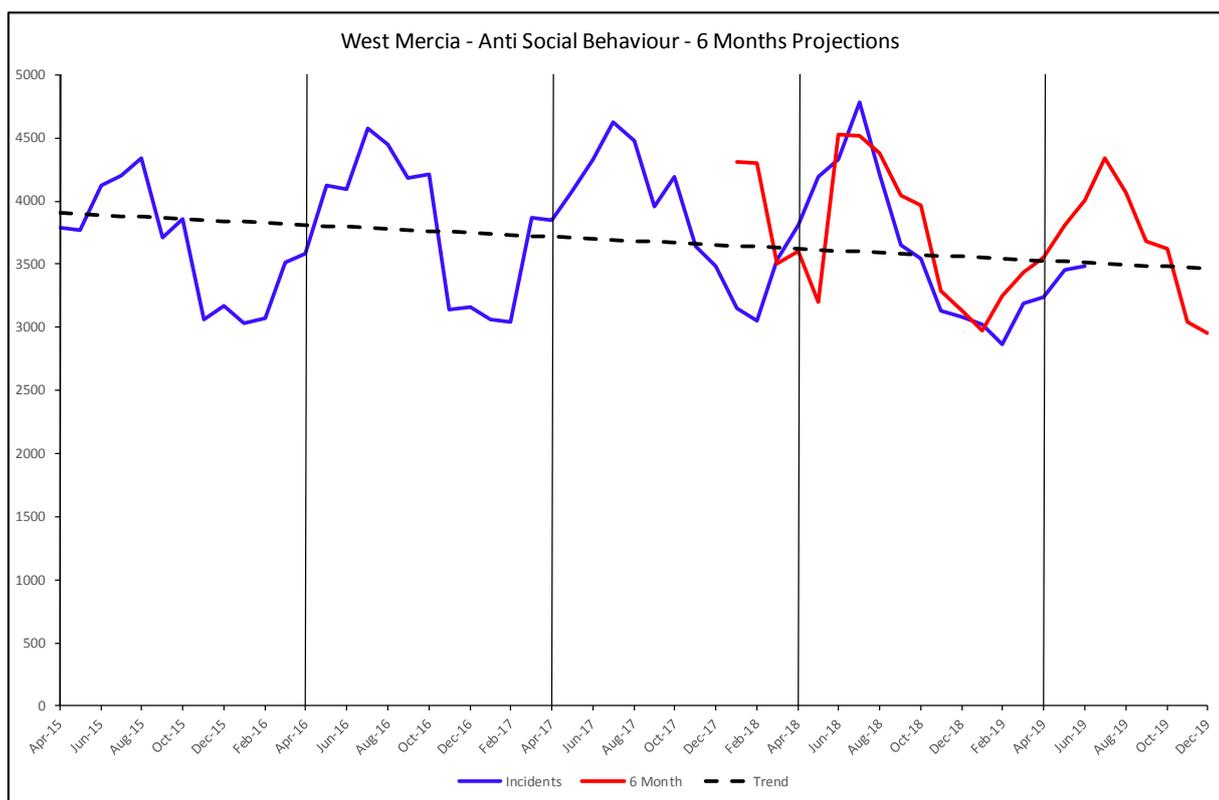
There are three recognised types of ASB: 'personal' is behaviour which is targeted to an individual or group rather than a wider community; 'nuisance' is where the impact is felt by a local community in general rather than individual victims; 'environmental' includes incidents where behaviour has an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



In June, 83% of all ASB incidents were nuisance, 11% personal and 6% environmental. This pattern was broadly similar to that seen in May.

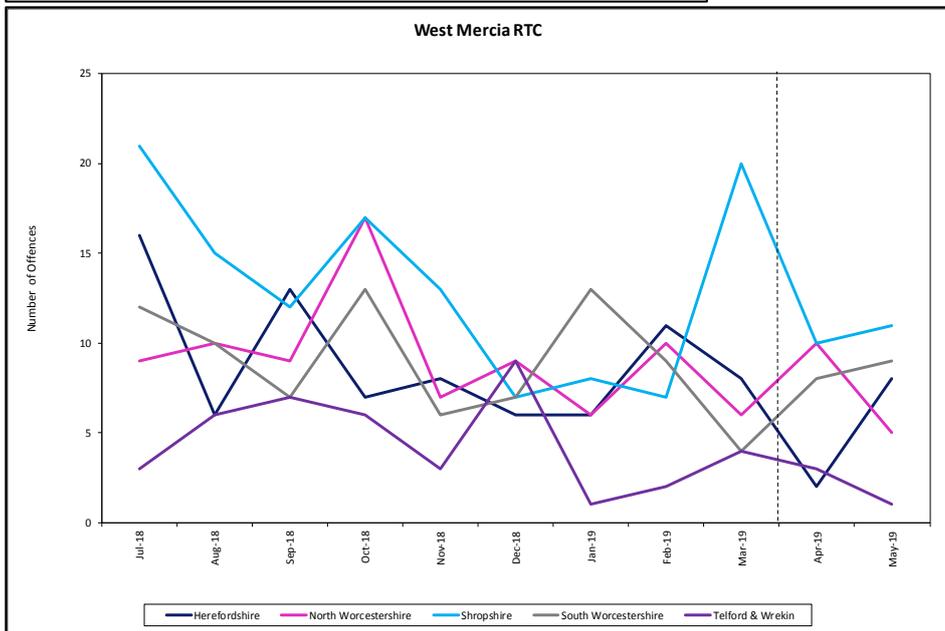
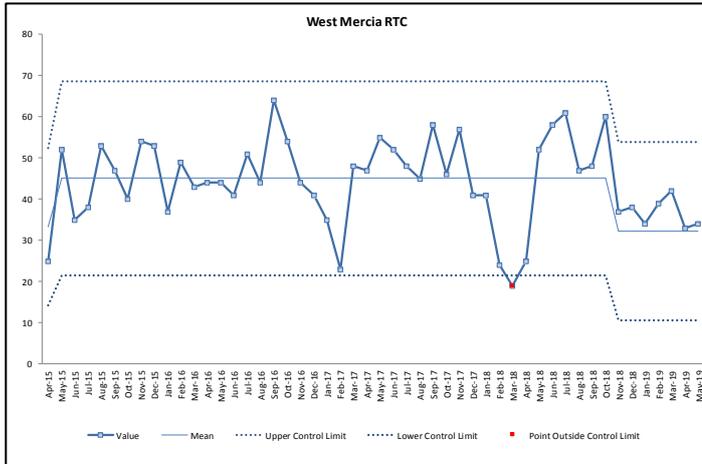
382 'personal' ASB incidents were recorded In June; a 1% increase compared to the previous month (378) but volumes remain significantly below the monthly average (529).

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 increase in the next few months.



Road Traffic Casualties

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



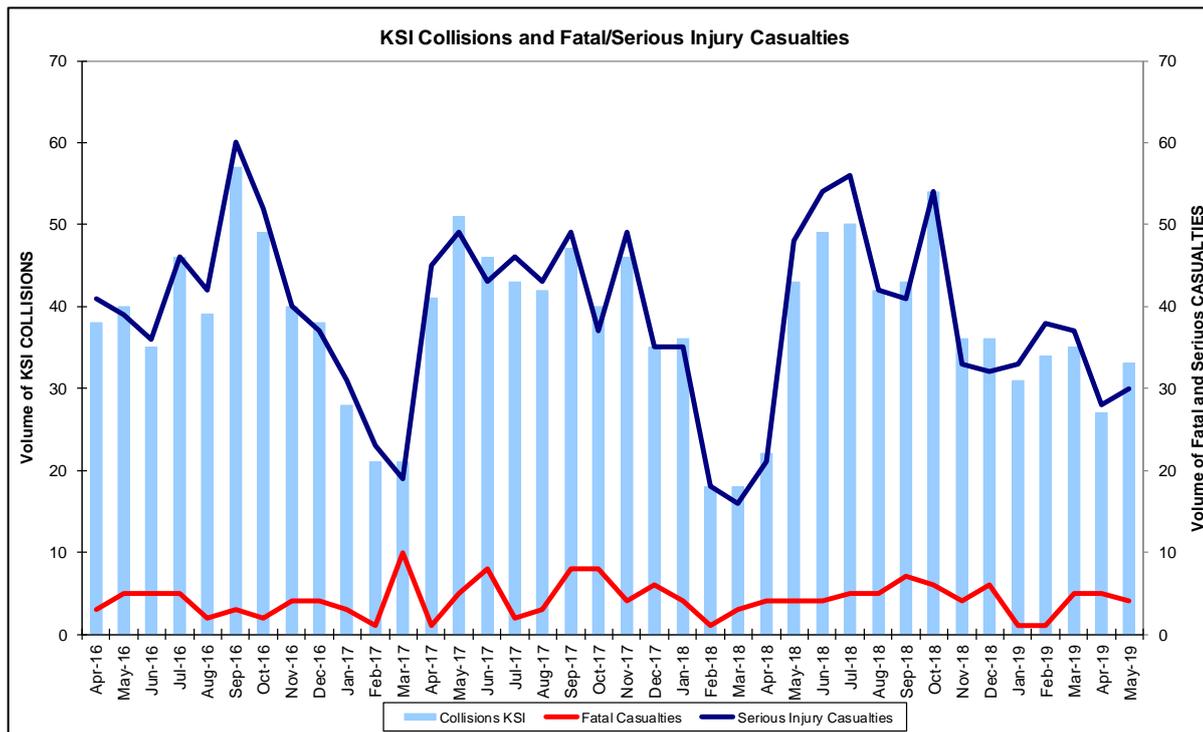
In June⁴ there were 2 road deaths. This included 1 motor cyclist and 1 pedestrian.

The 2 fatalities occurred in South Worcestershire.

In May almost two thirds (62%) of all fatal and serious injury casualties were car drivers or passengers. 22% were on motorcycles, 12% were goods vehicles.

⁴ 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 complementing 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 159 sites across West Mercia. 19,157 offences have been recorded from April to June 2019.

Response Times to Emergency incidents

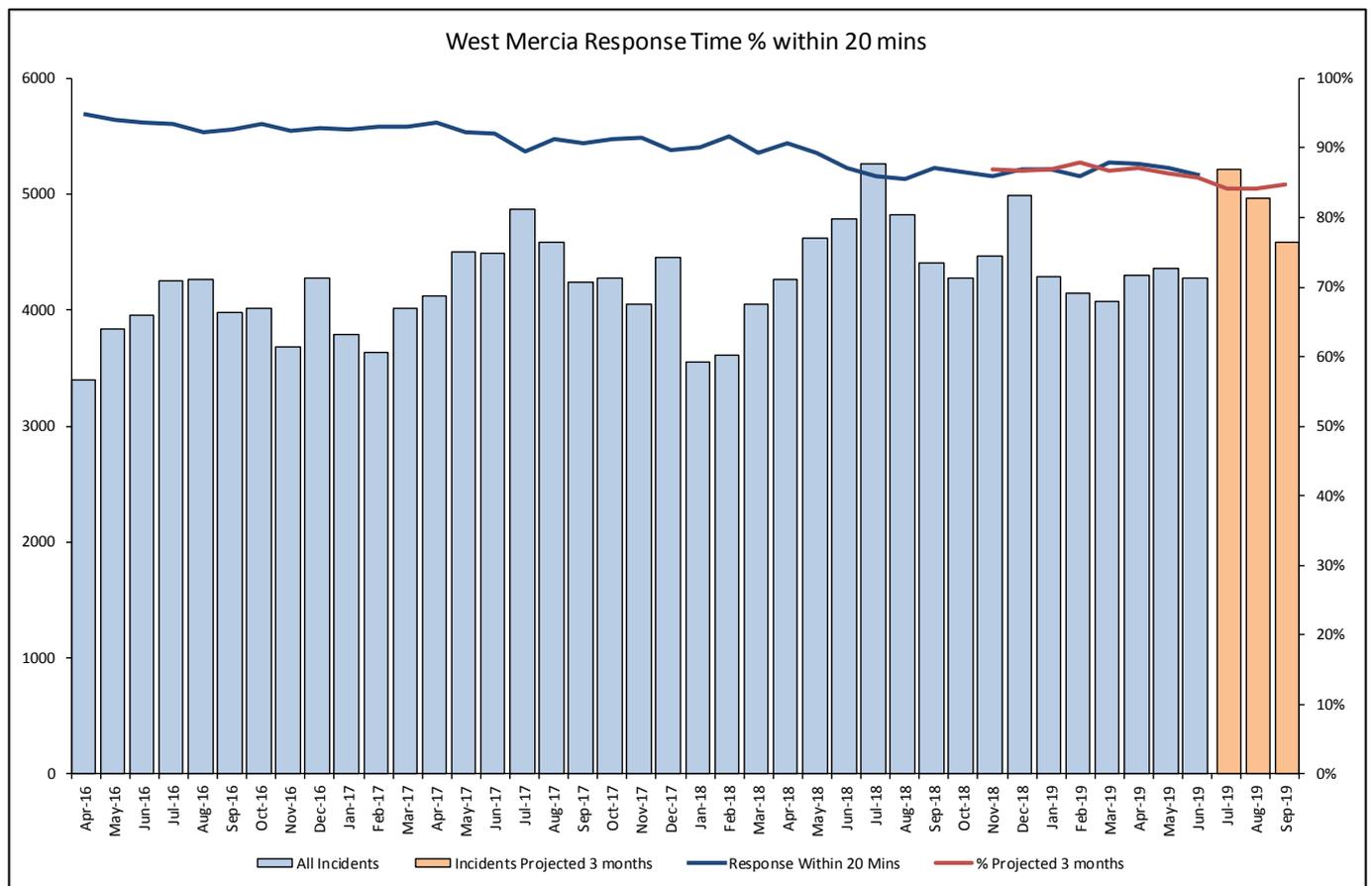
Signs of Improvement would be:

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

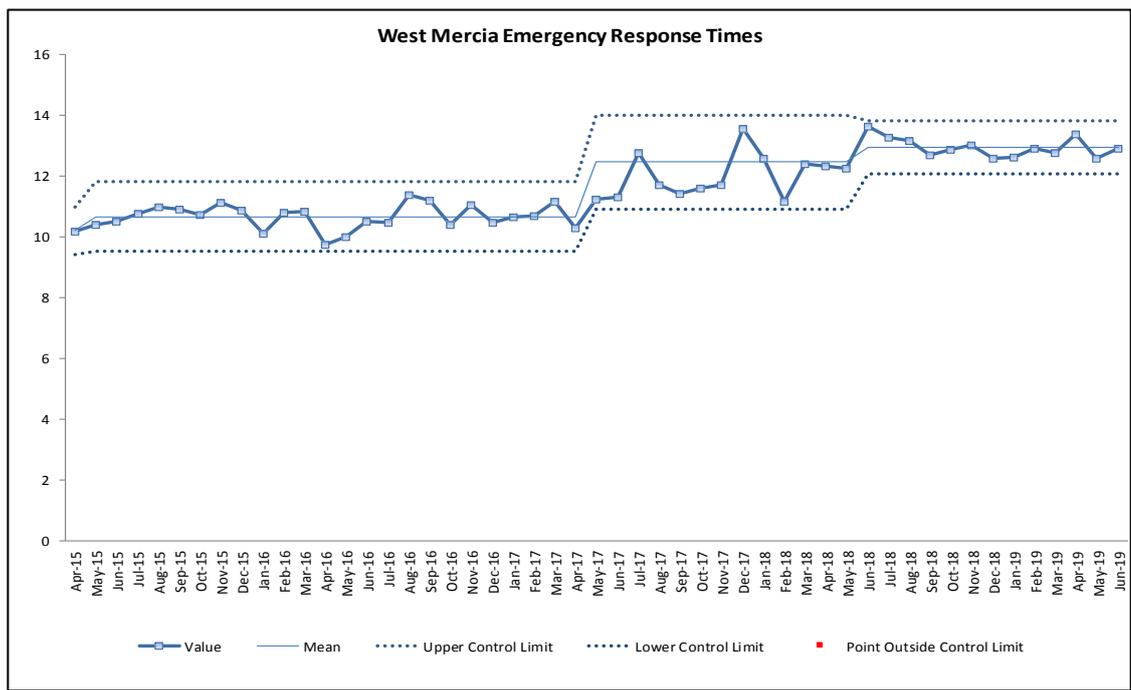
The force managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator,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

4,277 emergency incidents were recorded in June; a reduction compared to May (4,356). Almost 9 out of 10 (86%) emergency incidents were attended within 20 minutes last month. Performance is comparable to the same time last year and the previous month.



The current average response time for emergency incidents is 12 mins 55 seconds, an increase compared to the previous month (12 mins 36 seconds) but below the monthly average (13 mins 00 seconds).



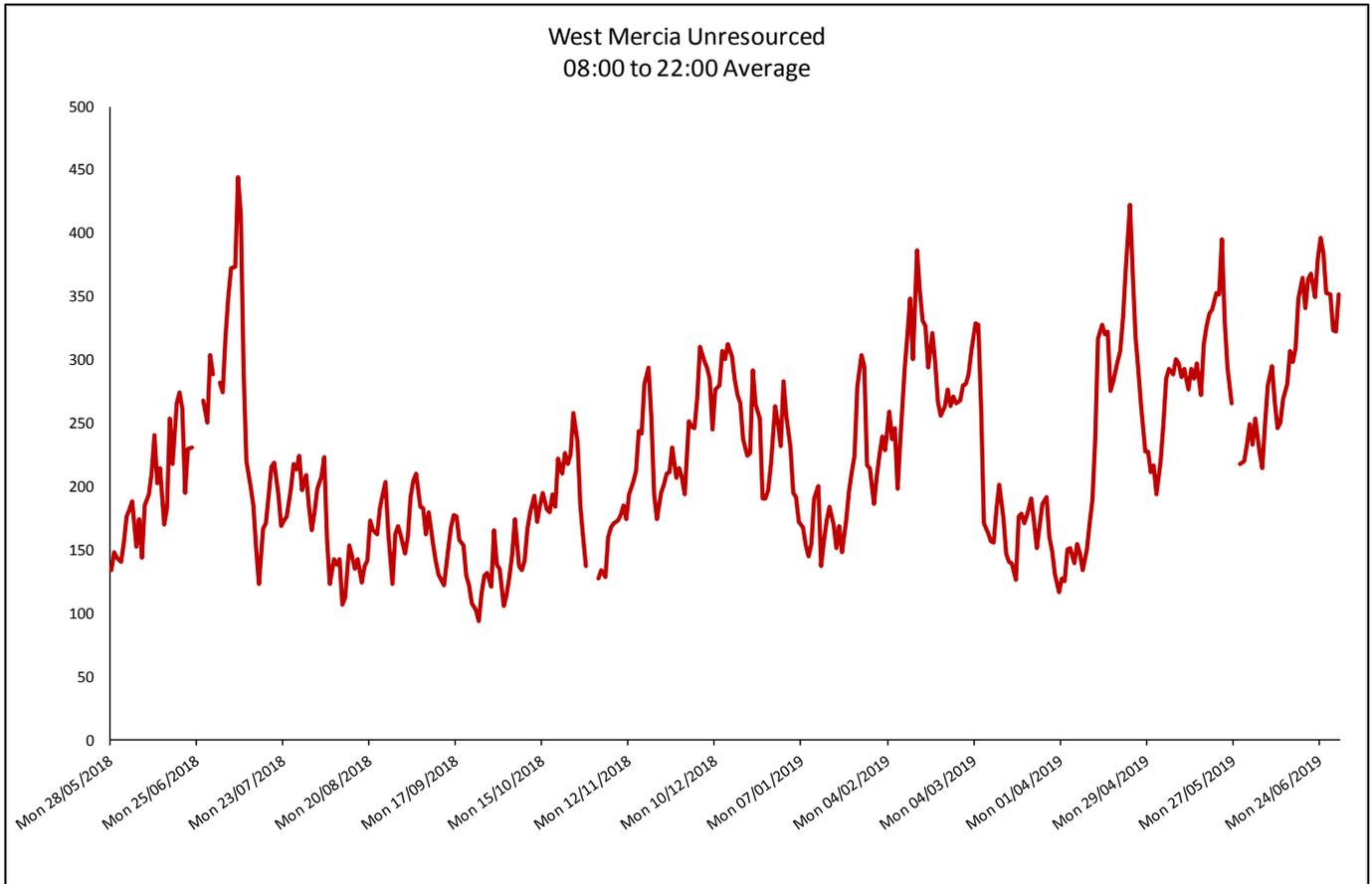
NB: from April 2016 we have been able to produce a more accurate data set

Unresourced Incidents

Signs of Improvement would be:

- ❖ Manageable volumes of unresourced incidents

Volumes of unresourced incidents are captured on an hourly basis. This data is shared with senior officers on a daily basis and features in the weekly performance summary each Monday.



Following a decrease in at the end of May levels increased again in June, which is not unexpected as we move into the summer months.

Unresourced levels are monitored on a daily basis across the policing areas and scrutinised within the weekly report, with a particular emphasis on those areas who are consistently above tolerance levels (over 40 unresourced incidents).

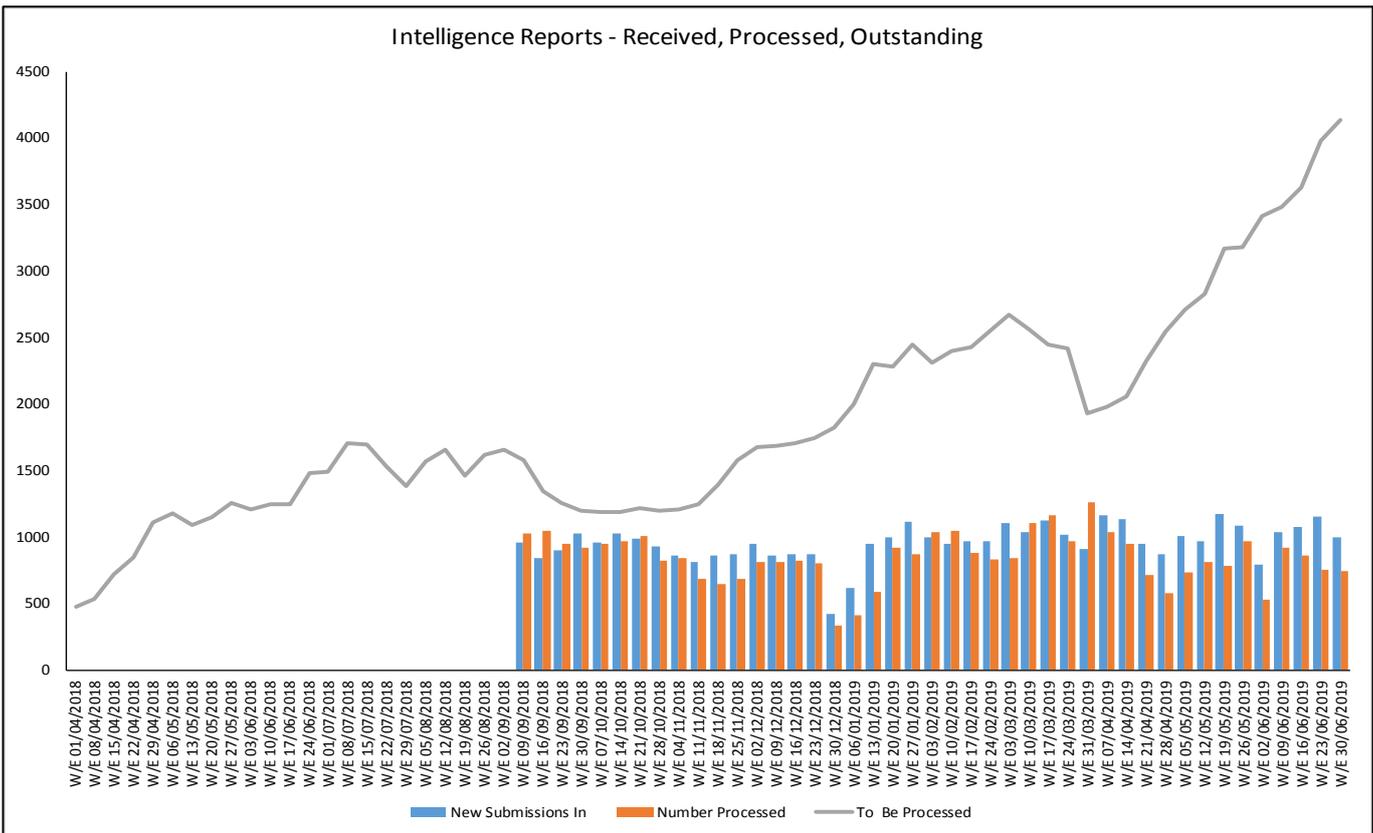
Chief Superintendent Purcell is leading on demand work to ensure effective working processes are in place so that West Mercia is able to more effectively respond to the demand coming in to the organisation.

Outstanding Intelligence Reports

Signs of Improvement would be:
 ❖ Manageable volumes of intelligence logs

Data relating to the status of intelligence reports is presented in the weekly performance report. The data shows volumes of new submissions, those that have been processed in the week and the resulting volume that are yet to be processed.

The following chart shows the trend in outstanding reports from April 2018. Volumes to be processed (Outstanding) are at their highest level (over 4000) and volumes continue to see an increasing trend (4,136 W/E 30/06/2019).



Funding for additional processing staff has been agreed, however there will inevitably be a lead-in time for the resources to be appointed and to start to positively impact on the figures.

Criminal Justice – File Quality

Signs of Improvement would be:

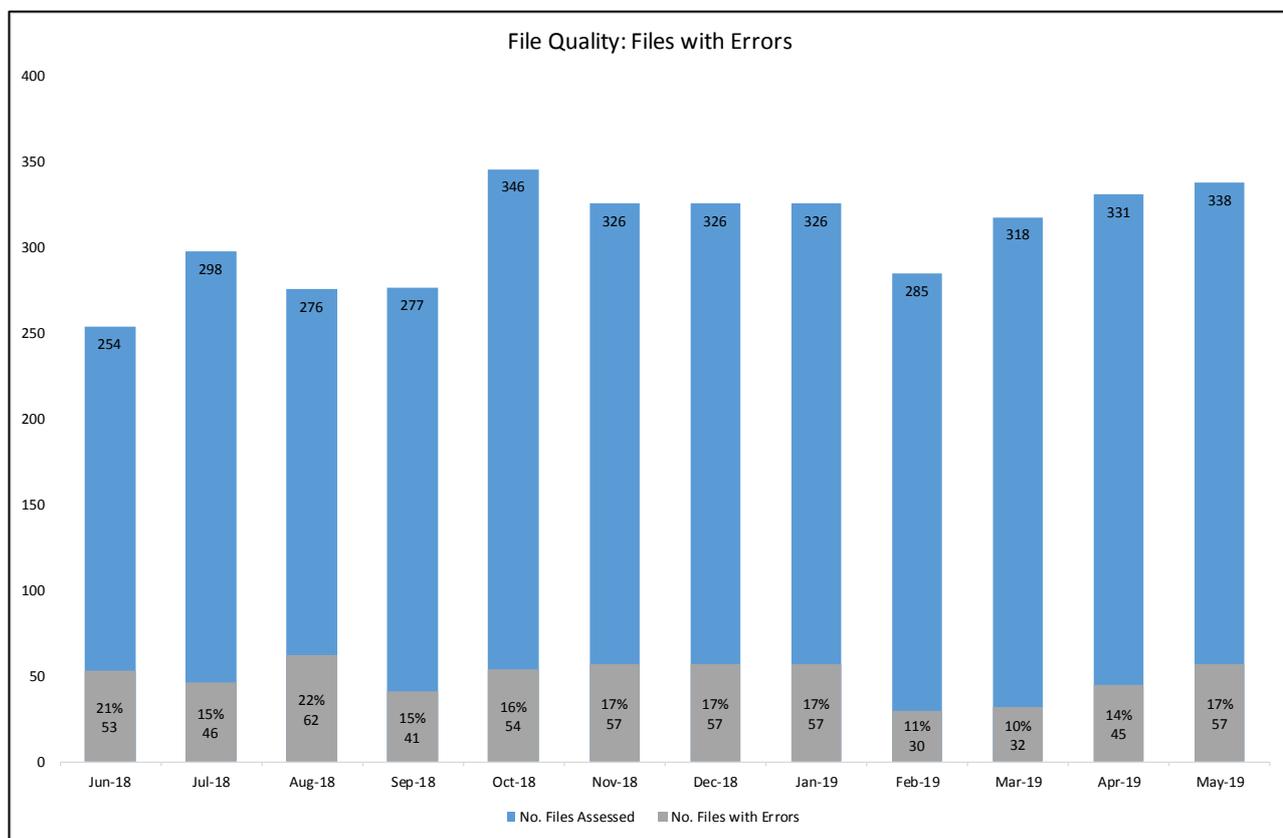
- ❖ Improved performance against MSG forces

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.

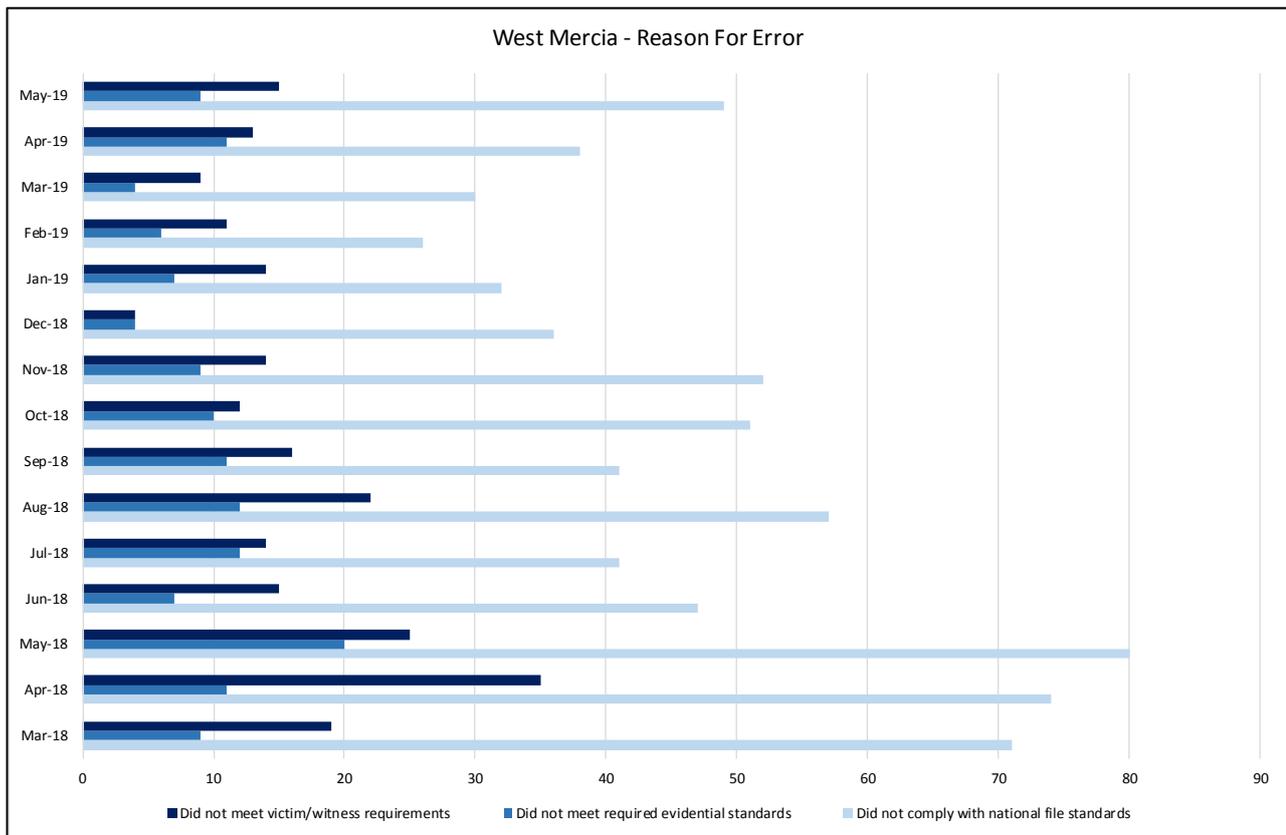
The following chart shows the volume of files that were reviewed by CPS and the proportion of those which they deemed to have errors.



The volume of files with errors has increased in the last quarter.

	Jun 18	Jul 18	Aug 18	Sept 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
Herefordshire & North Worcestershire	19%	12%	17%	13%	13%	15%	9%	10%	9%	5%	15%	12%
Shropshire (including Telford)	31%	15%	39%	24%	15%	14%	16%	8%	15%	13%	9%	19%
South Worcestershire	12%	22%	17%	9%	24%	29%	14%	10%	7%	14%	20%	26%
West Mercia	21%	15%	22%	15%	16%	17%	13%	13%	11%	11%	16%	20%

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



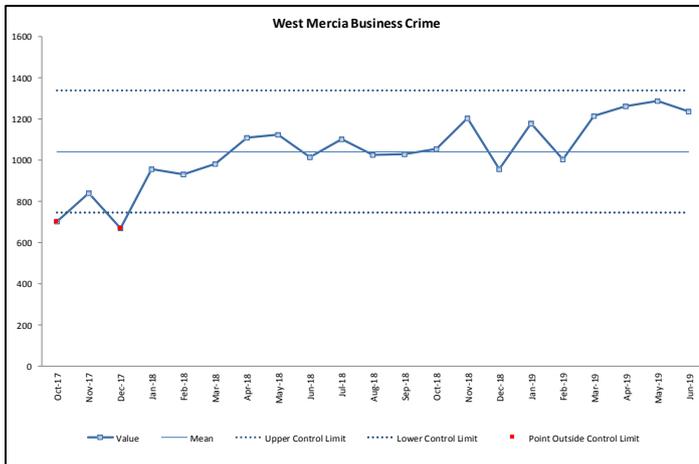
Reassuring West Mercia



Business Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

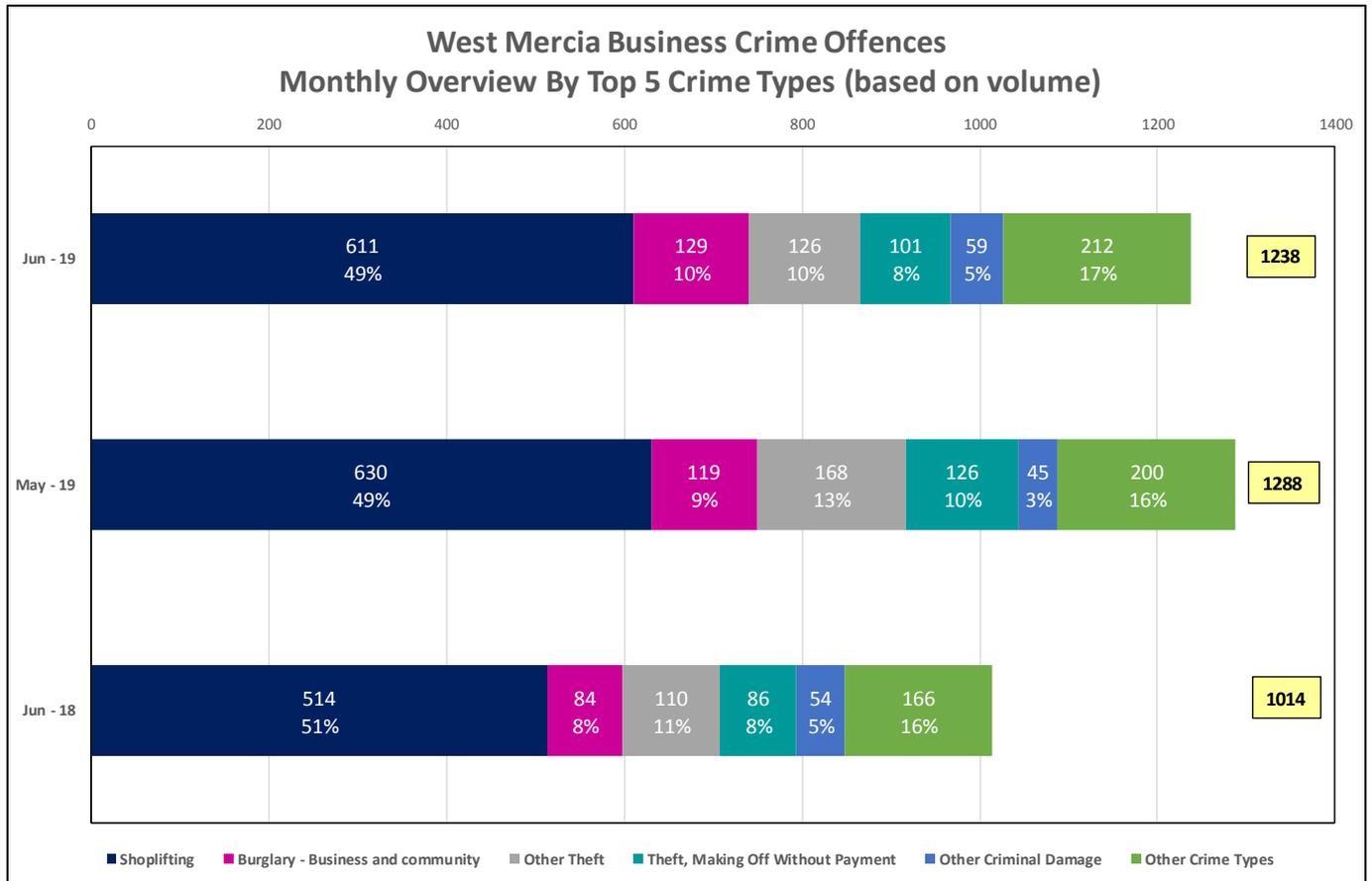


Business crime is identified by the application of a keyword. The charts only shows data from October 2017 as data prior to this is not directly comparable.

1,238 business crimes were recorded in June. This is a decrease compared to May (1,288) but above the monthly average (1,042).

North and South Worcestershire has seen a slight drop where the other Policing Areas have remained steady.

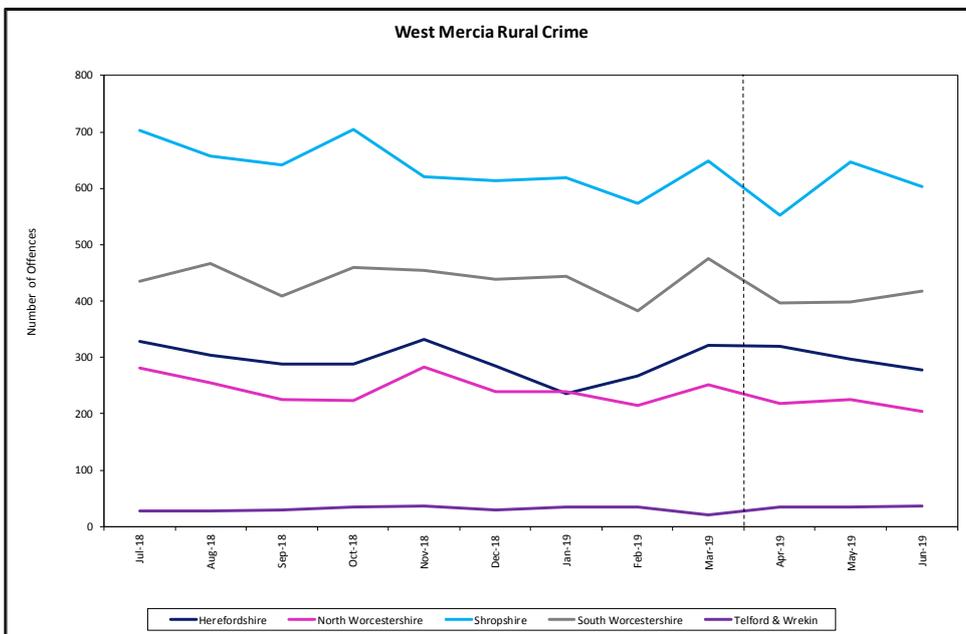
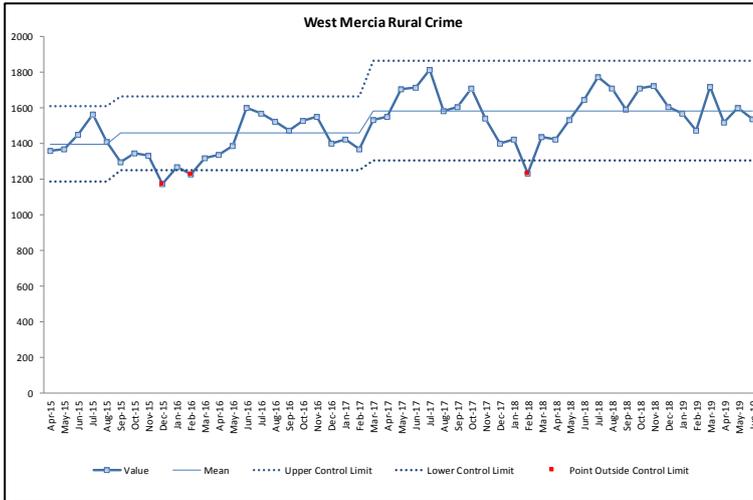
The chart below shows the top 5 'business crime' offence types for West Mercia, ranked by number of offences with percentage share of total business crime by month (May vs. June). The chart shows that the percentage of crimes was broadly similar to the previous month and the same month last year, although business crime has increased compared to the same period last year. Shoplifting remains the top offence and represents half of the 'business crime' offences.



Rural Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



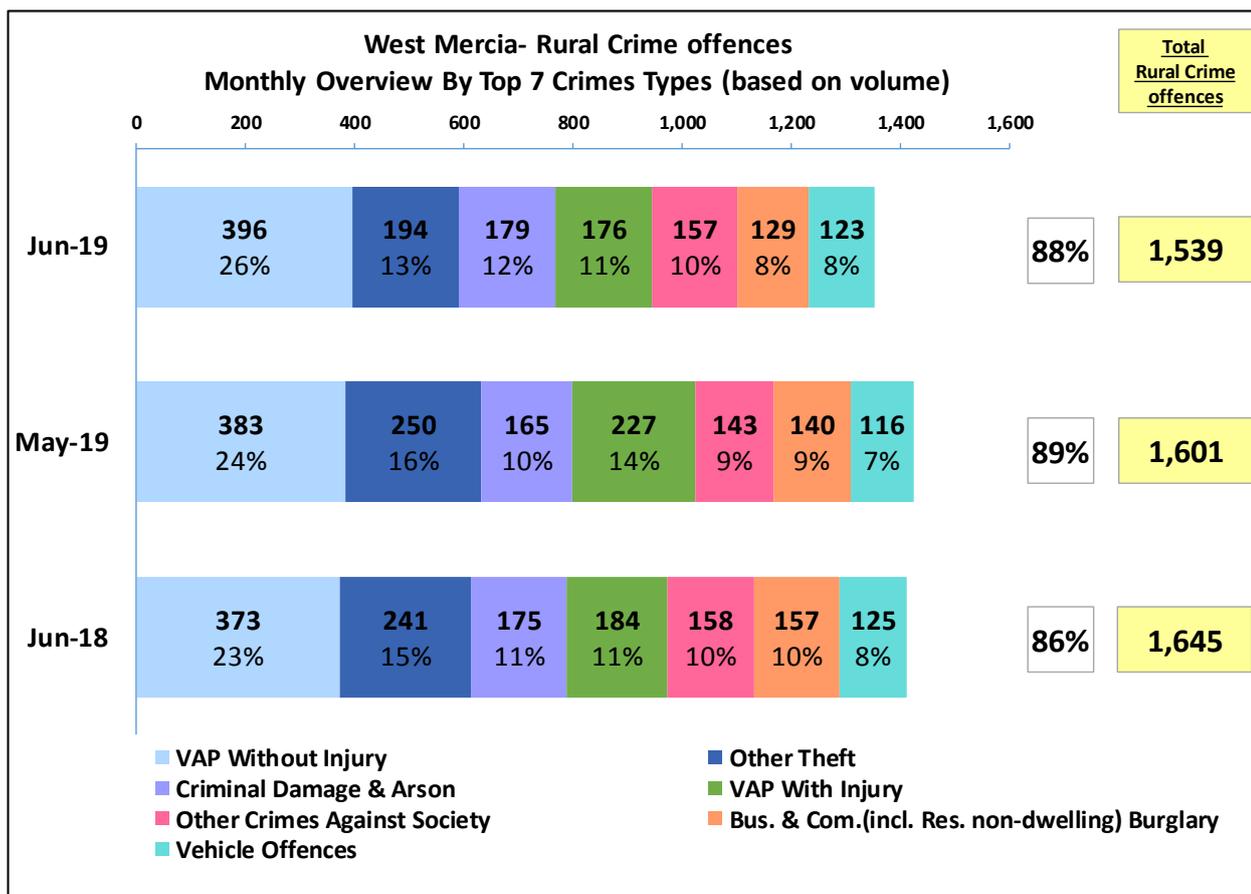
Rural crime offences are a subset of total recorded crime and are identified by their geographical location⁵.

1,539 rural offences were recorded across West Mercia in June. This is a decrease compared to May (1,601) and below the monthly average (1,584).

Increased volumes were seen in South Worcestershire and Telford & Wrekin, but volumes remained within expected levels.

⁵ 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 7 'rural crime' offence types for West Mercia ranked by number of offences with percentage share of total rural crime broken down by crime type for the last month compared to previous month.



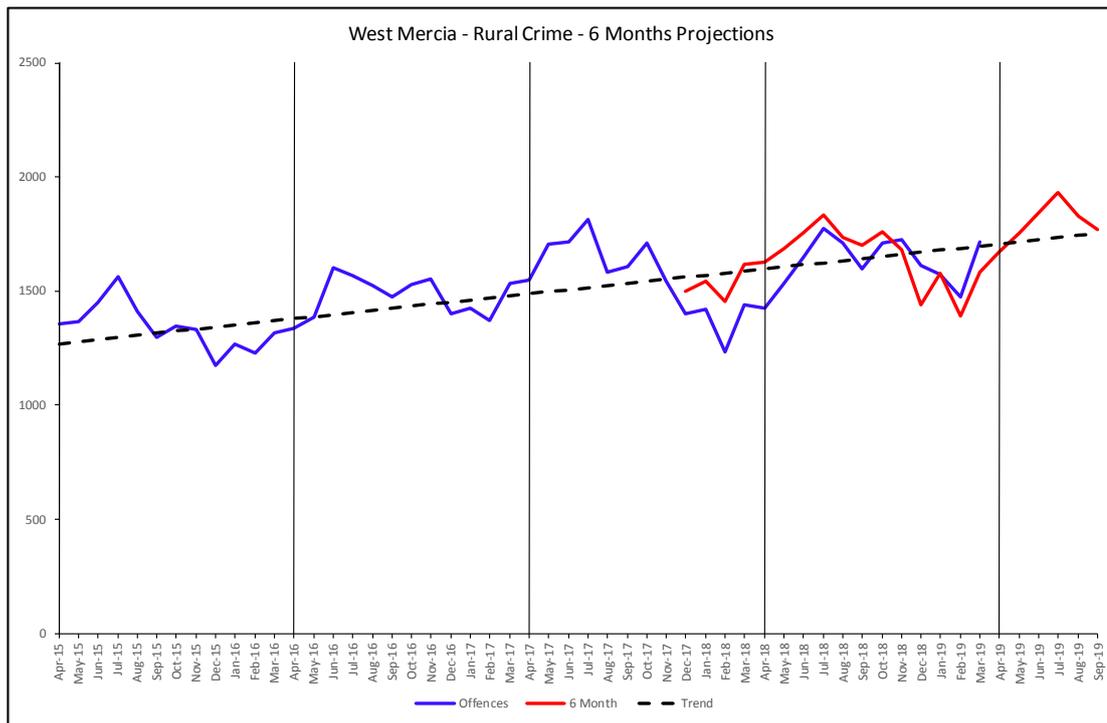
The top 7 'rural crime' offence types represent 88% of all rural crime offences across West Mercia in June, which is comparable to the previous month (89%).

396 violence without injury offences were recorded in rural locations across West Mercia in June. This is a 3% increase on the previous month (383) and a 6% increase on the equivalent month last year (316). This offence type now represents 26% of all rural crime in June 19 compared to 23% in June 18.

179 criminal damage & arson offences were recorded in this month. This is an 8% increase on the previous month (165) and an increase of 4 offences on the same month last year (175). This offence type now represents 12% of all rural crime in June compared to 10% in May.

The top 7 crime types are not necessarily pure rural crimes; VAP with and without injury offences are experienced everywhere, and they are not therefore solely a rural crime, and the value of these offence types appearing in this document is limited. ASI plan to discuss this with the PCC's office to agree on how rural crime is reported on in the future.

The following chart provides a medium (6 month) projection for rural crime offences. At force level, the recorded volumes have been slightly above the projection and volumes are expected to increase in the next few months.



Reforming West Mercia



Sickness

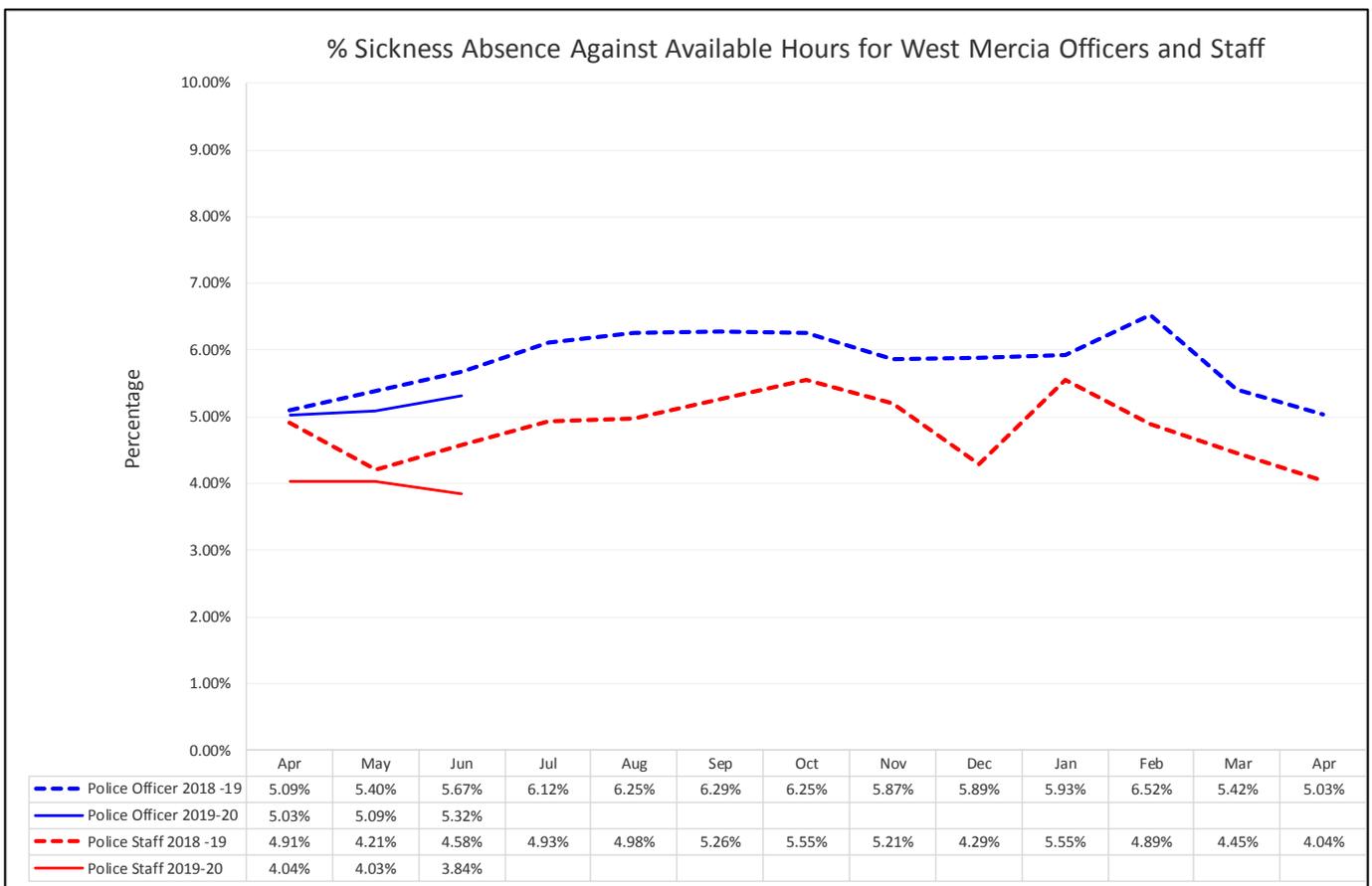
Signs of Improvement would be:

- ❖ 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 June is 5.32% for Officers, an increase from 5.09% in May but lower than the equivalent month in the previous year (5.67%).

For Staff, the average percentage of hours lost in June (3.84%) has decreased compared to the previous month (4.03%) and is lower than the equivalent month in the previous year (4.58%).



Recent health and wellbeing activity has focussed on mental health and demand reduction. The “Backup Buddy” initiative, an app for 24 hour support and advice, has just been launched and will soon be introducing a new Peer Support Scheme, in collaboration with the National Police Wellbeing Service (Oscar Kilo).

Complaints

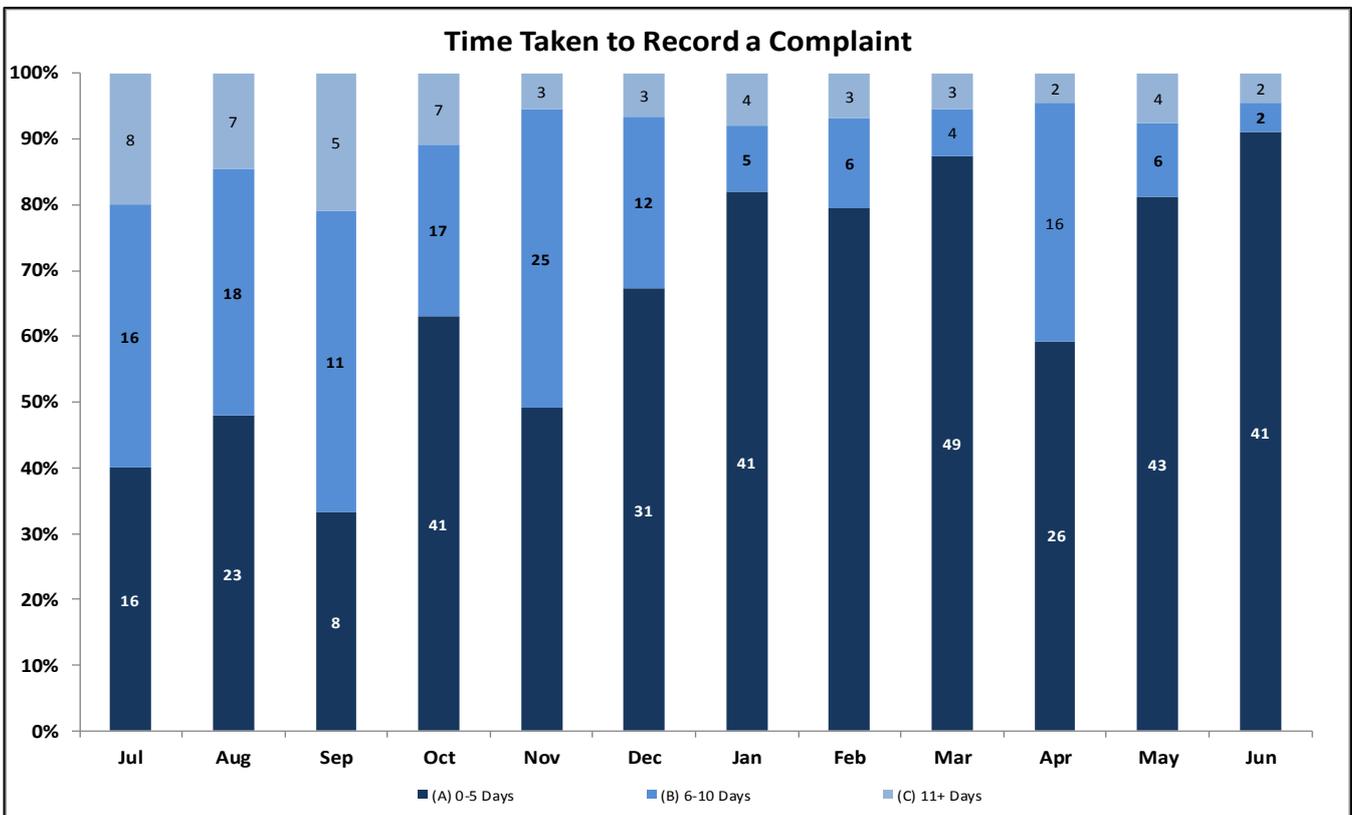
- Signs of Improvement would be:**
- ❖ Overall reduction in complaints
 - ❖ Timeliness within national guidelines
 - ❖ Reduction in severity of complaints
 - ❖ Reduction of incivility

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for July 2018 to June 2019.

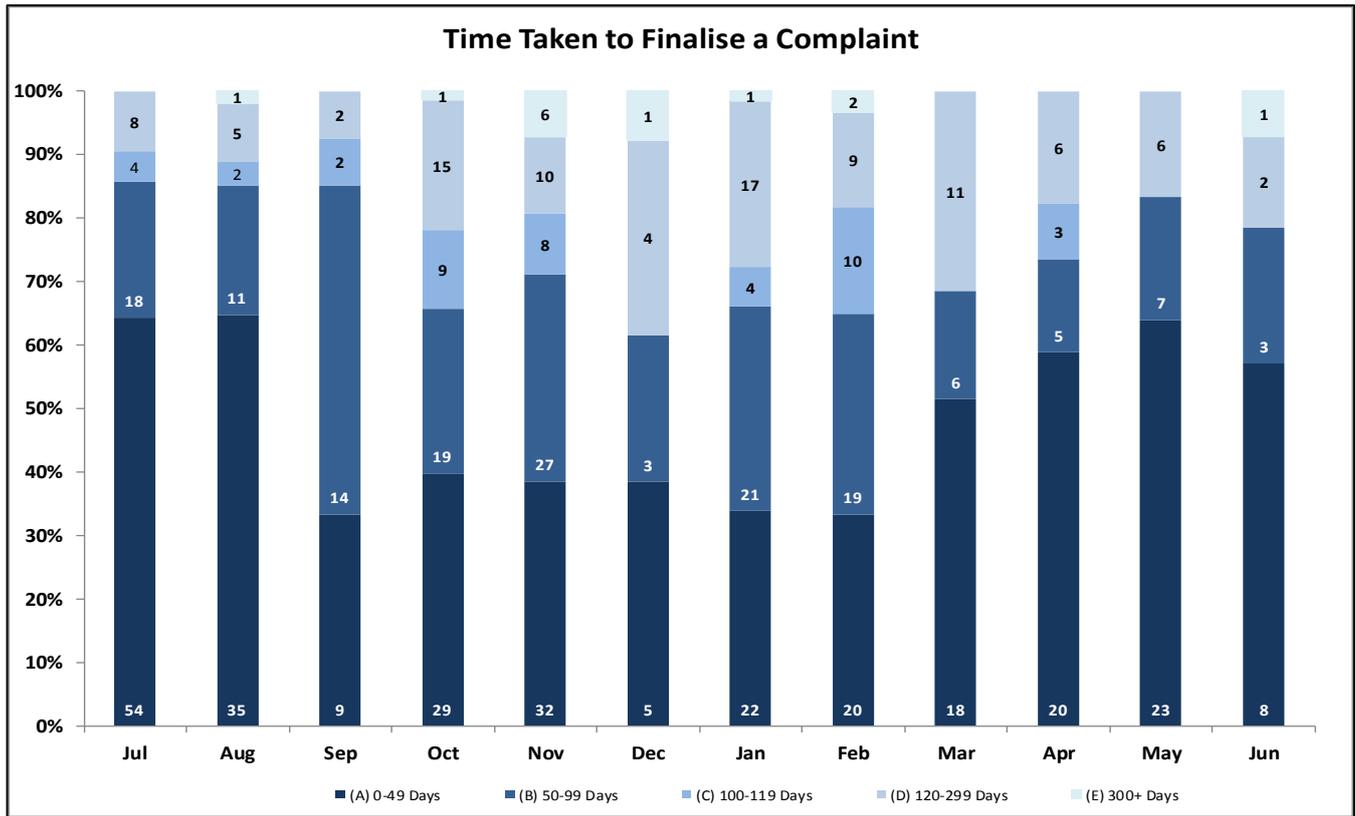
Timeliness to Record & Finalise

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. In June 96% of complaints were recorded within 10 days, an increase compared to May (93%).



The second national target is to finalise cases within 120 days. In June 93% of cases were finalised in 120 days, a decrease compared to May (100%).



Call Handling

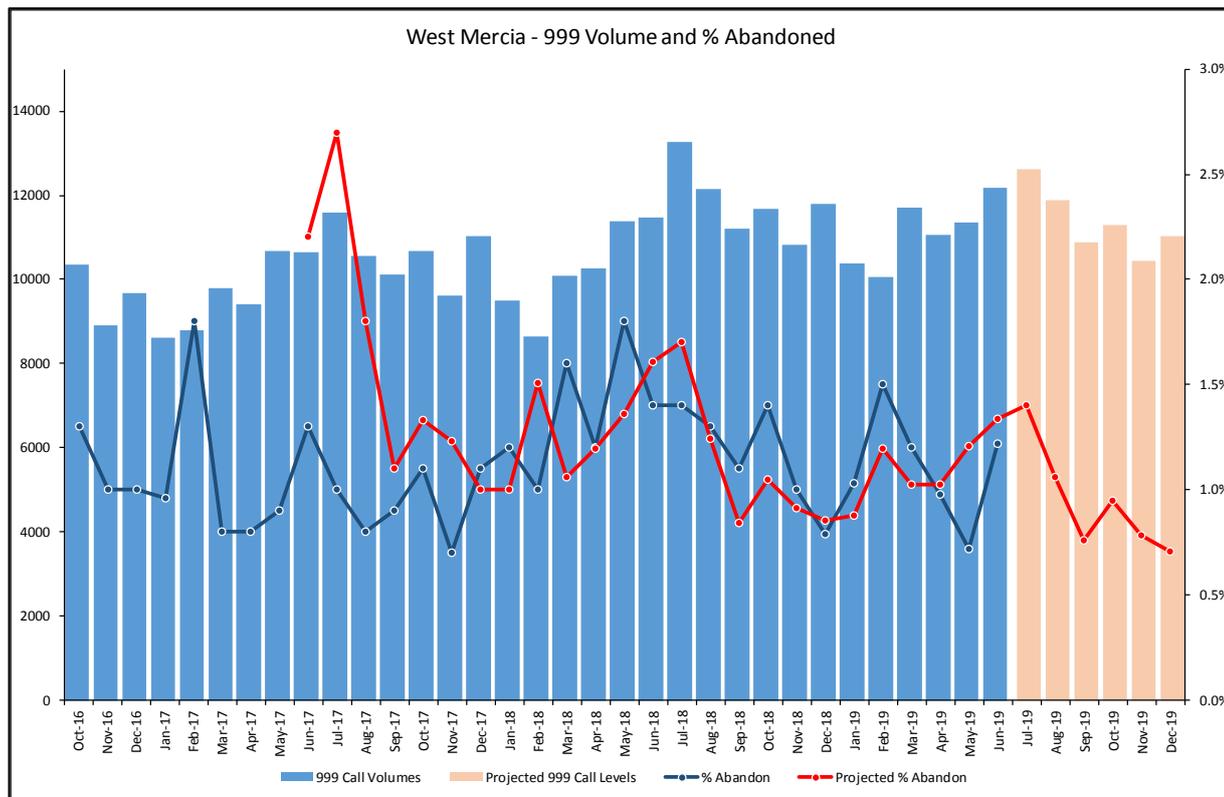
Signs of Improvement would be:

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

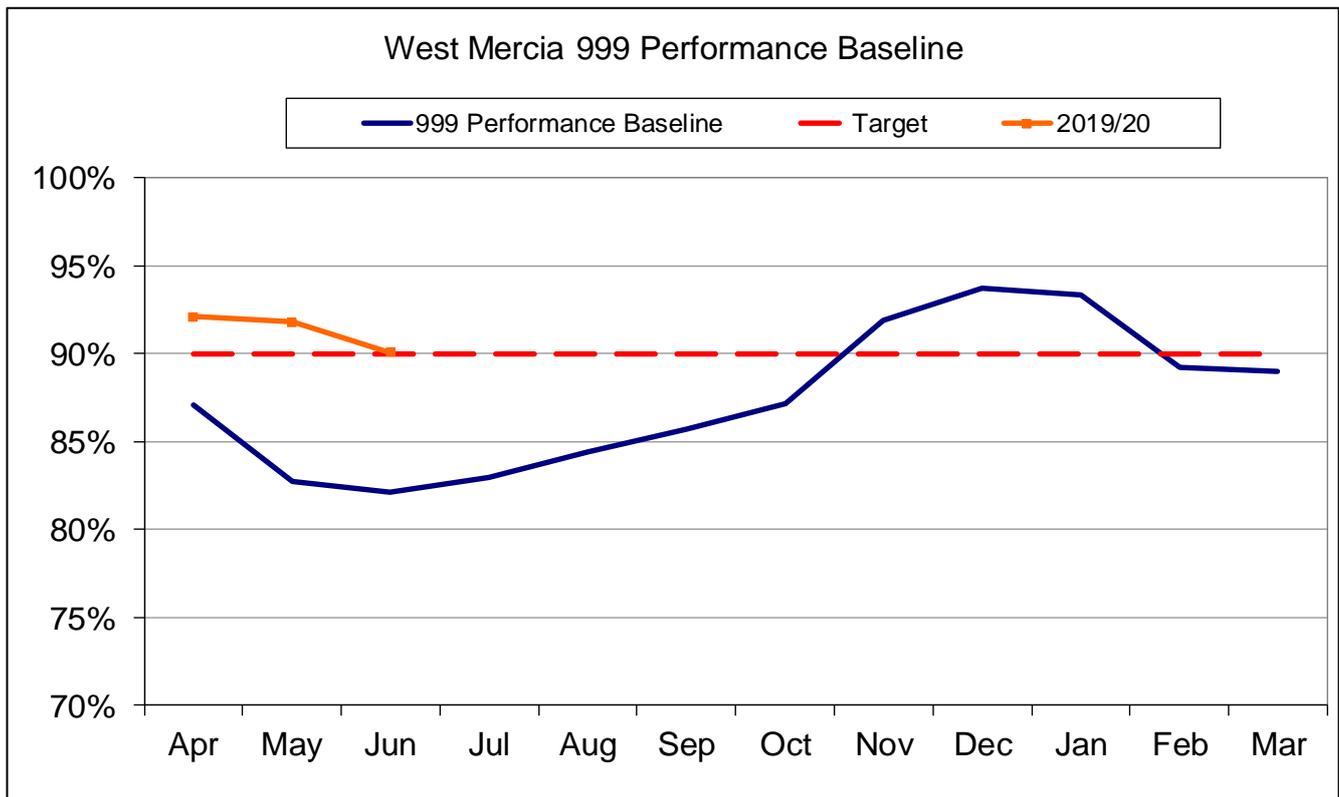
Calls on the 999 system

12,169 calls on the 999 system were received in June; an increase compared to May (11,358). The abandoned rate last month (1.2%) increased slightly compared to the previous month (0.7%).

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.



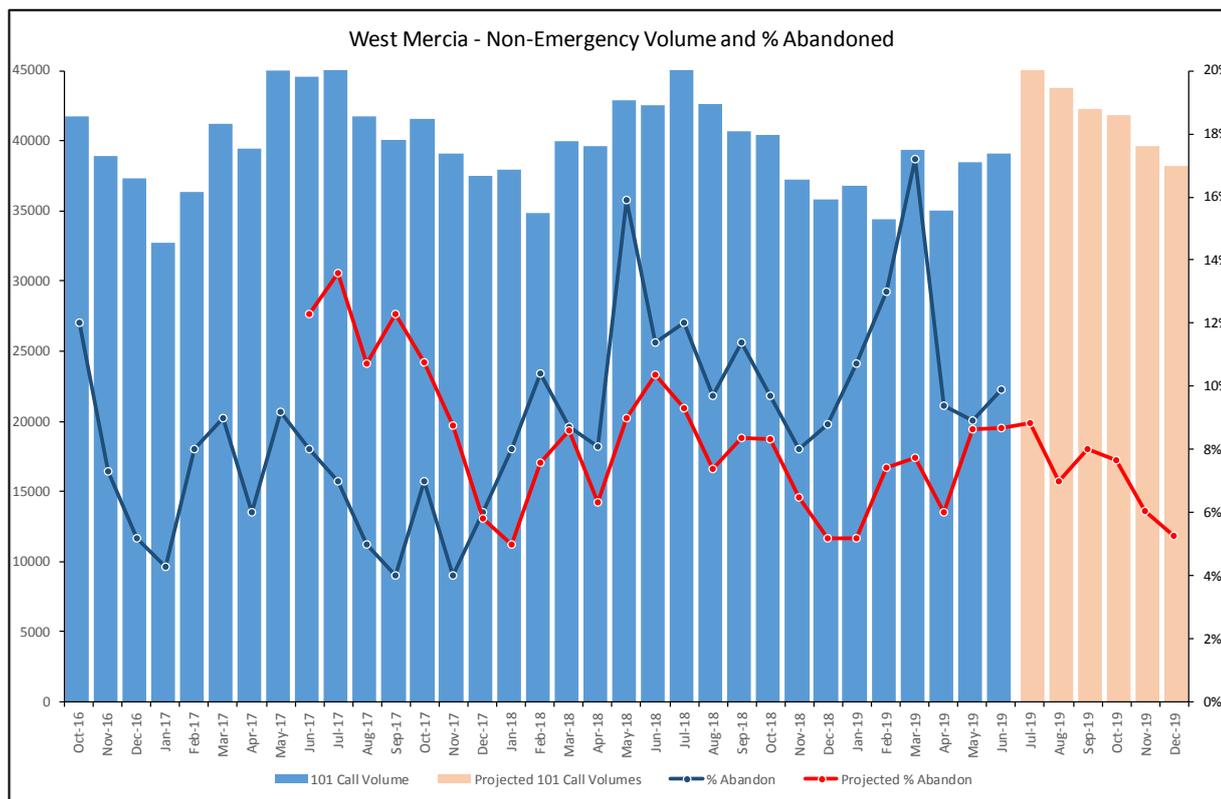
The proportion of 999 calls answered within 10 seconds in June (92%) has decreased compared with the previous month (90%) but is above both the 90% target and the baseline.⁶ Performance is currently 8% above the baseline.



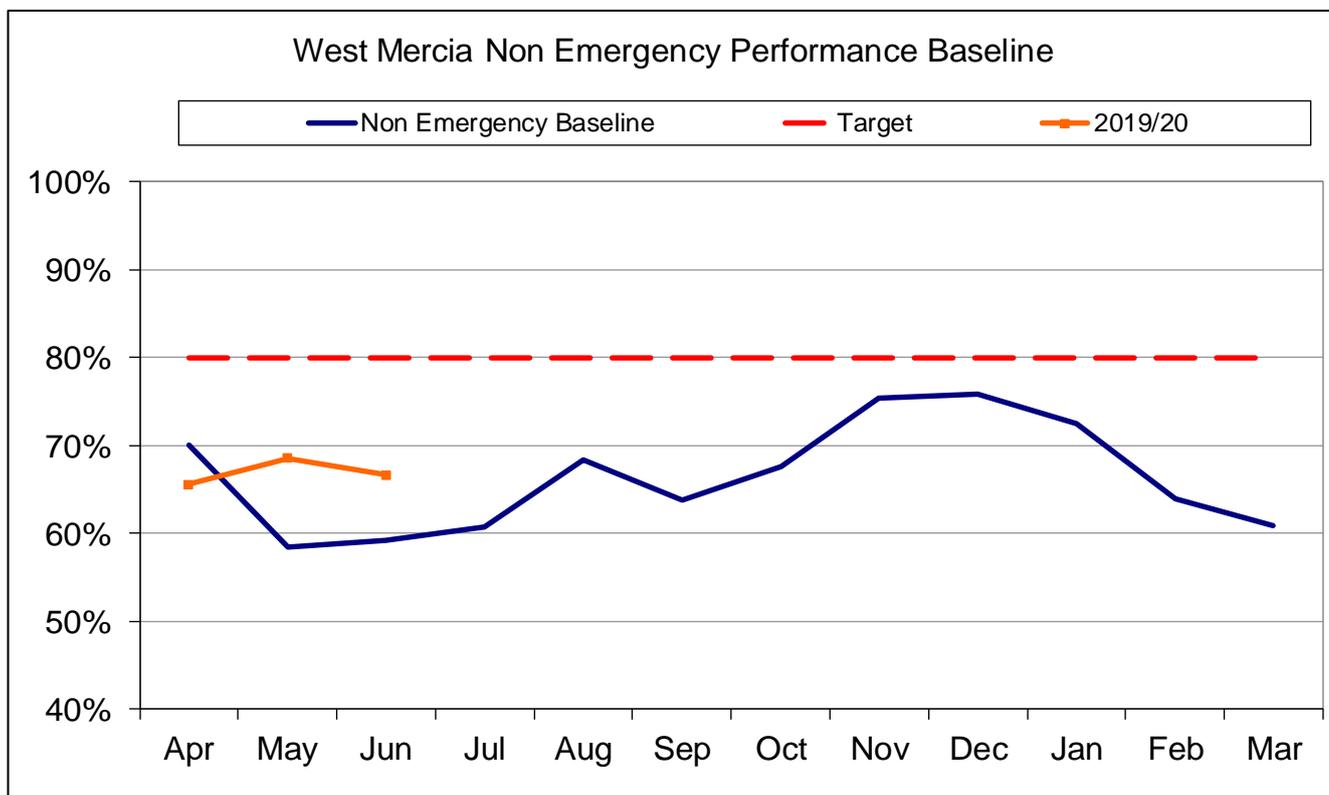
⁶ The baseline is established using the average of the percentage of calls answered within 10 seconds from Apr 2016 to Mar 2018.

Non-Emergency Calls

39,077 non-emergency calls were received in June, an increase compared to May (38,464). The abandoned rate last month (10.0 %) increased compared with the previous month (9.0%).



The proportion of calls answered in 30 seconds has decreased to 67% in June compared to 69% in May but remains below the expected standard (80%). Current performance is 8% above the baseline⁷.



⁷ The baseline is established using the average of the percentage of all non-emergency calls to OCC answered within 30 seconds from Apr 2016 to Mar 2019.