



# Performance Summary

**DCC Blakeman**

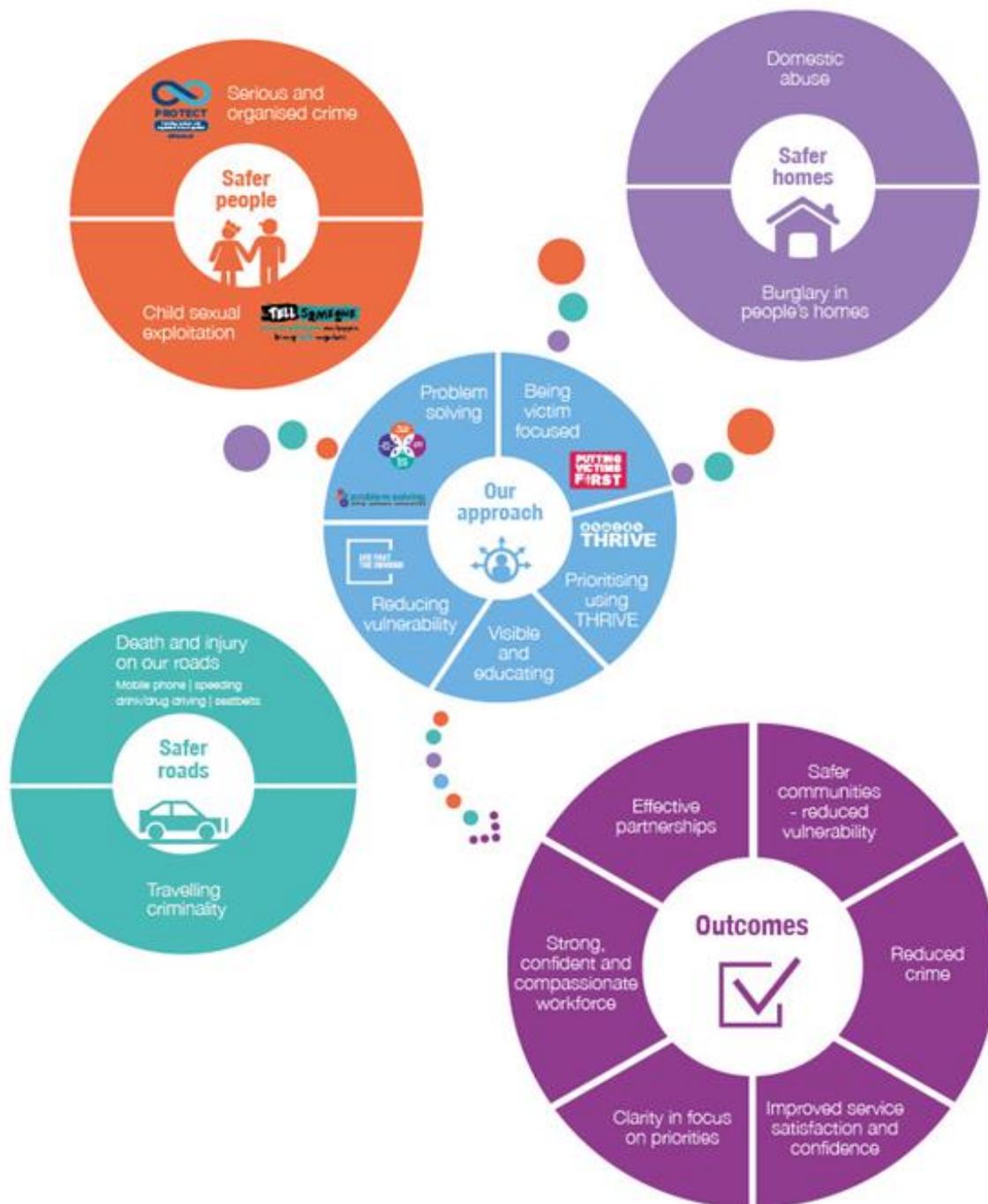
September 2019

URN: ASI/2019/254 - Month report – WMP September 19

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims &amp; Survivors First</b>				
<b>Confidence</b>	Quarter report unless updated	Increase compared to the previous period but below MSG and national average.	Awaiting update	<b>4</b>
<b>Victim Satisfaction</b>	Month & quarter	Overall satisfaction - no significant change compared to previous month	Work ongoing against victim satisfaction plan	<b>6</b>
<b>Repeat Victimisation</b>	Month & quarter	Decrease in the volume of repeat victims and an increase in the repeat rate from last month		<b>7</b>
<b>Building a More Secure West Mercia</b>				
<b>Total Recorded Crime</b>	Month & quarter	Decreased volumes on previous month but above monthly average		<b>9</b>
<b>Violence with Injury</b>	Quarter unless exceptional	Decreased volumes on previous month but above monthly average	Exceptional volumes in Shropshire and increase in the monthly average in South Worcestershire	<b>17</b>
<b>Violence without Injury</b>	Quarter unless exceptional	Decreased volumes on previous month but above monthly average	Exceptional volumes in South Worcestershire	<b>19</b>
<b>Sexual Offences – Rape</b>	Quarter unless exceptional	Decreased volumes on previous month and below monthly average	No exceptional volumes	<b>21</b>
<b>Sexual Offences – Other</b>	Quarter unless exceptional	Increased volumes on previous month but below monthly average	No exceptional volumes	<b>23</b>
<b>Residential Burglary-Dwelling</b>	Quarter unless exceptional	Volumes comparable with the previous month and above monthly average	Decrease in the monthly average across West Mercia and Shropshire.	<b>25</b>
<b>Robbery</b>	Quarter unless exceptional	Decreased volumes on previous month but above monthly average	Decrease in monthly average in Shropshire.	<b>27</b>
<b>Public Order</b>	Exceptional	Decreased volumes on previous month but significantly above monthly average	Exceptional volumes in North Worcestershire.	<b>30</b>
<b>Anti-Social Behaviour</b>	Quarter unless exceptional	Decreased volumes on previous month and significantly below monthly average		<b>32</b>
<b>Missing Persons Reports</b>	Quarter unless exceptional	Decreased volumes on previous month and below monthly average		<b>34</b>
<b>Hate Crime</b>	Month & quarter	Decreased volumes on previous month but significantly above monthly average	Exceptional volumes in West Mercia	<b>35</b>
<b>Hate Crime Satisfaction</b>		Overall satisfaction - no significant change compared to previous month		
<b>Domestic Abuse</b>	Month & quarter	Decreased volumes on previous month but above monthly average	Exceptional volumes in South Worcestershire	<b>37</b>
<b>Child at Risk</b>	Month & quarter	Increased volumes on previous month and above monthly average	Exceptional volumes in Telford & Wrekin. Increased in monthly average in Shropshire	<b>42</b>
<b>CSE</b>		Decreased volumes on previous month and below monthly average		<b>44</b>
<b>Cyber Crime</b>	Month & quarter	Increased volumes on previous month and above the recalculated monthly average.	Increase in monthly average across West Mercia. Exceptional volumes in Shropshire and Telford & Wrekin	<b>45</b>
<b>Serious Organised Crime</b>	Quarter	OCG and disruption data		<b>47</b>
<b>Road Traffic Casualties</b>	Quarter unless exceptional	8 road deaths occurred in September.		<b>48</b>
<b>Response Times to Emergency Incidents</b>	Quarter unless exceptional	Average Emergency response times not exceptional		<b>50</b>
<b>Unresourced Incidents</b>	Month & quarter	Volumes relatively stable and within tolerances		<b>52</b>
<b>Intelligence Reports</b>	Month & quarter	Decrease in outstanding submissions	Reduction in the backlog	<b>54</b>
<b>Criminal Justice – File Quality</b>		Data unavailable due to delays from CPS	Not included in this report	
<b>Reassuring West Mercia</b>				
<b>Business Crime</b>	Quarter unless exceptional	Decreased volumes on previous month but above monthly average.	Exceptional volumes in Telford & Wrekin	<b>55</b>
<b>Rural Crime</b>	Quarter unless exceptional	Not included due to ongoing development work		
<b>Reforming West Mercia</b>				
<b>Sickness</b>	Month & quarter	Increase in Officer and Staff sickness rates compared to the previous month.		<b>57</b>
<b>Complaints</b>	Quarter report	99% complaints recorded in 10 days and 84% finalised in 120 days	Not included in this monthly report	<b>58</b>
<b>Call Handling</b>	Month & quarter	Abandoned rate decreased for 999 calls but increased for 101 calls. Answering of 999 & 101 calls both below the standard.		<b>60</b>

# Our policing priorities



# Putting Victims & Survivors First



## Confidence in Police

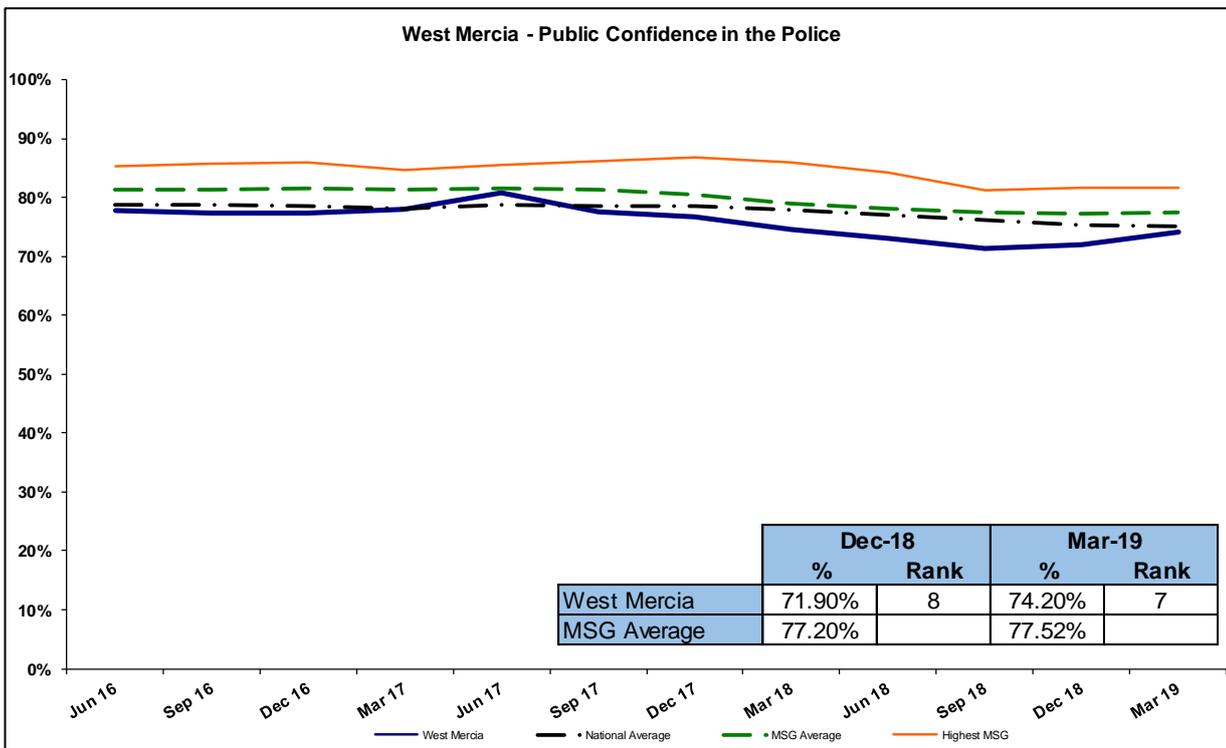
### Signs of Improvement would be:

- ❖ 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 (Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to March 2019. The next update is due to be released later in October.

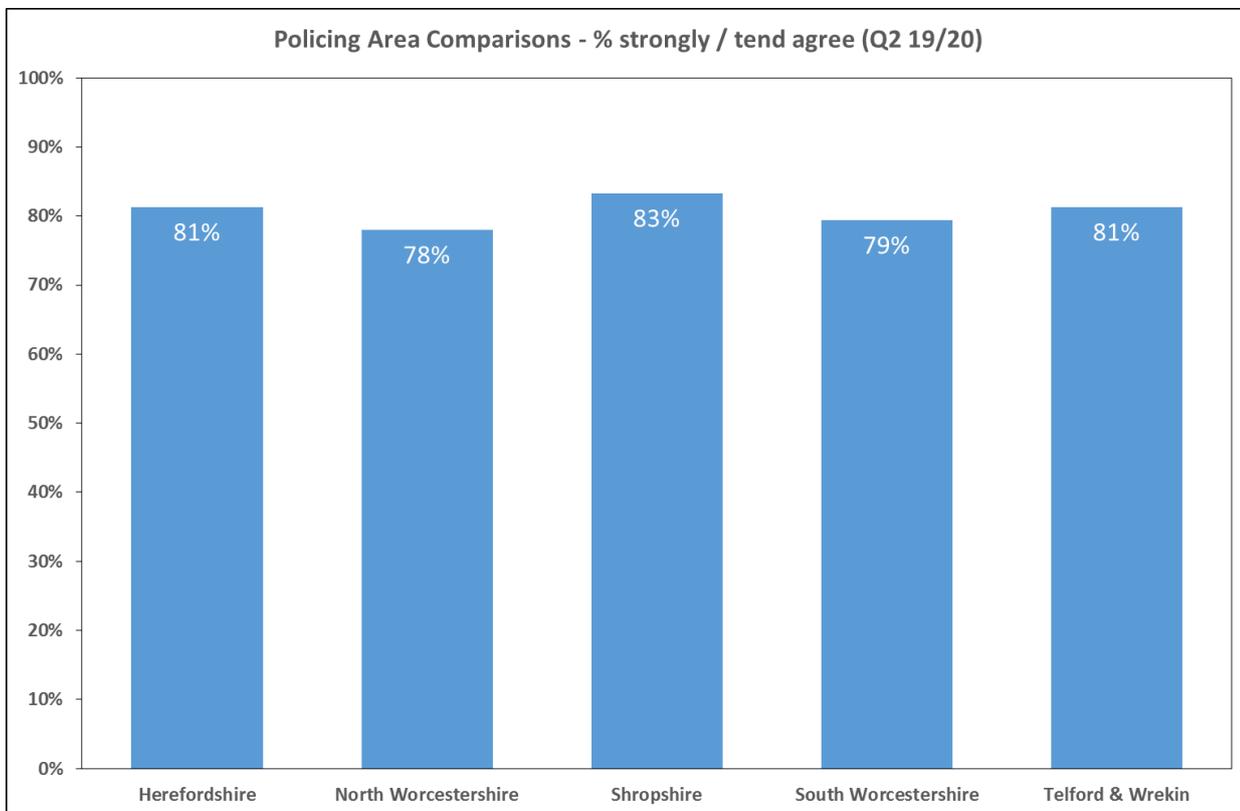
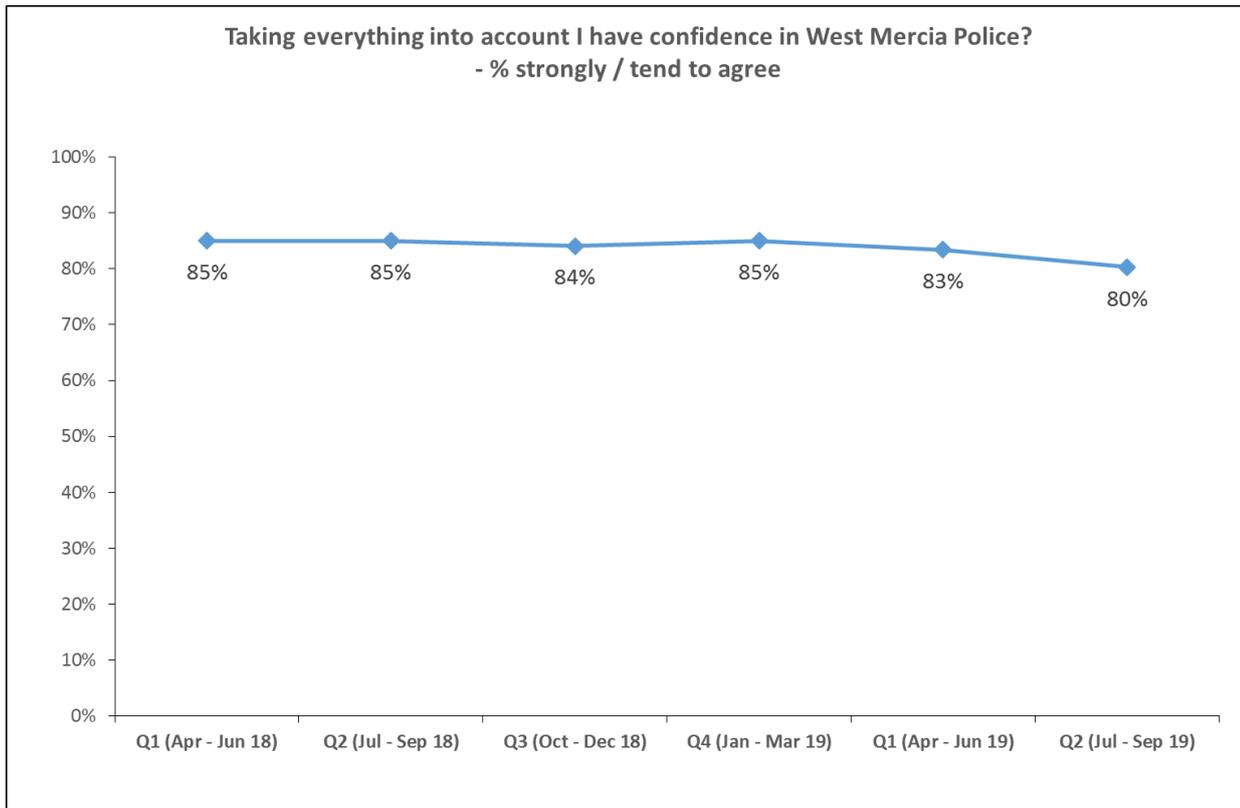
The latest data shows an increase in performance compared to the previous period, with 74% of people having confidence in the police in their local area in the 12 months to March 2019, compared to 72% in the previous period.

Against the Most Similar Group<sup>1</sup> (MSG) of peer forces, West Mercia is ranked 7<sup>th</sup> out of the 8 forces, an improvement of 1 place compared to the previous reporting period. The force's ranking against all forces has improved to 24<sup>th</sup> out of 42 forces.



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

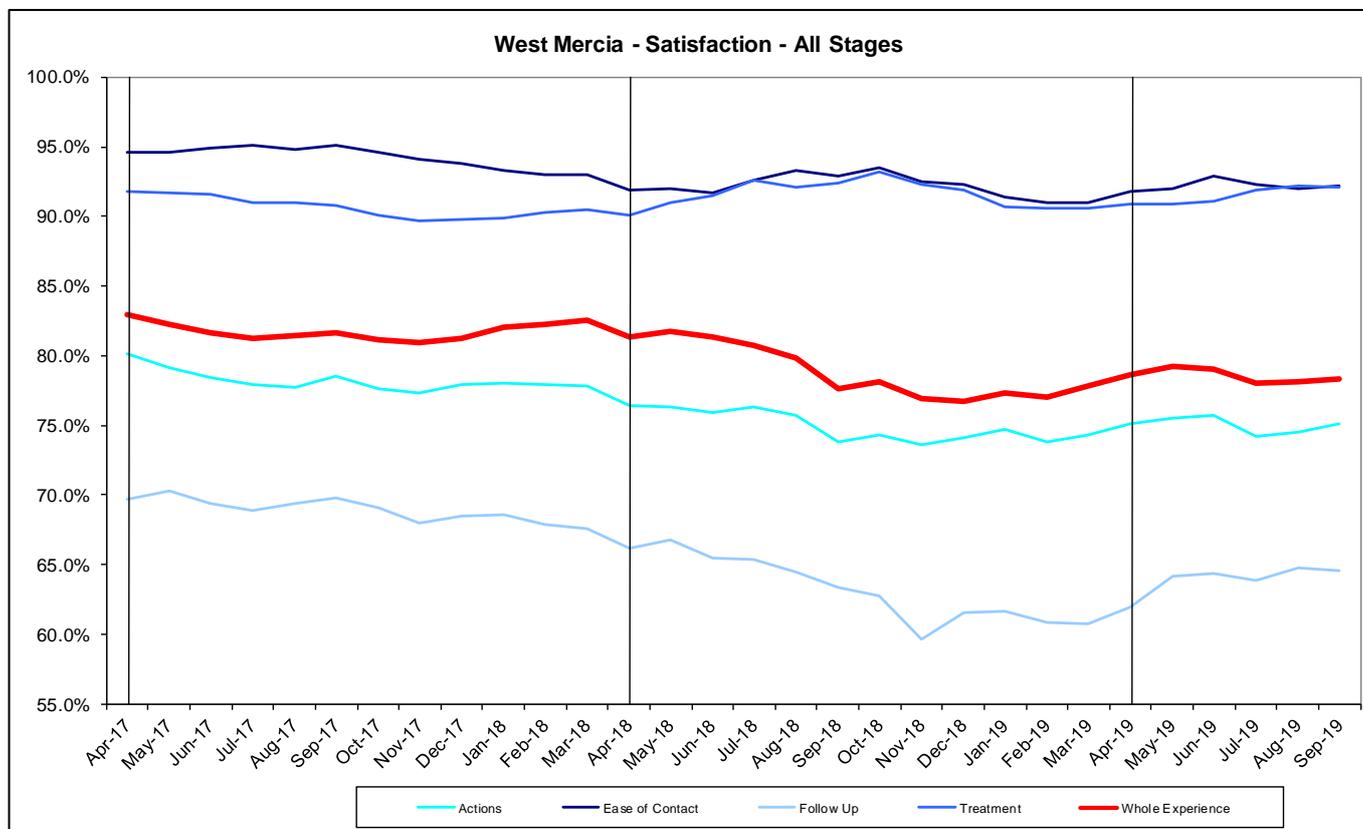
The local survey, commissioned in partnership with the OPCC has shown a small decrease in people’s confidence in West Mercia Police. In Q2 overall confidence was 80%, compared to a fairly consistent 83%-85% over previous quarters. All policing areas saw a decrease in confidence in this latest quarter.



## Victim Satisfaction

### Signs of Improvement would be:

- ❖ Improved satisfaction: across all four stages & whole experience



	Jul-19	Aug-19	Sep-19
Herefordshire	79.5%	78.4%	79.4%
North Worcestershire	80.1%	81.9%	82.0%
Shropshire	77.4%	76.3%	76.2%
South Worcestershire	75.3%	75.2%	74.6%
Telford & Wrekin	78.0%	79.2%	79.7%
<b>West Mercia</b>	<b>78.0%</b>	<b>78.1%</b>	<b>78.3%</b>

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.

ASI continue to provide basic satisfaction data by ‘team’ which enables each policing area to specifically target areas for improvement and identify where good performance and good practice exists.

## Repeat Victims

### Signs of Improvement would be:

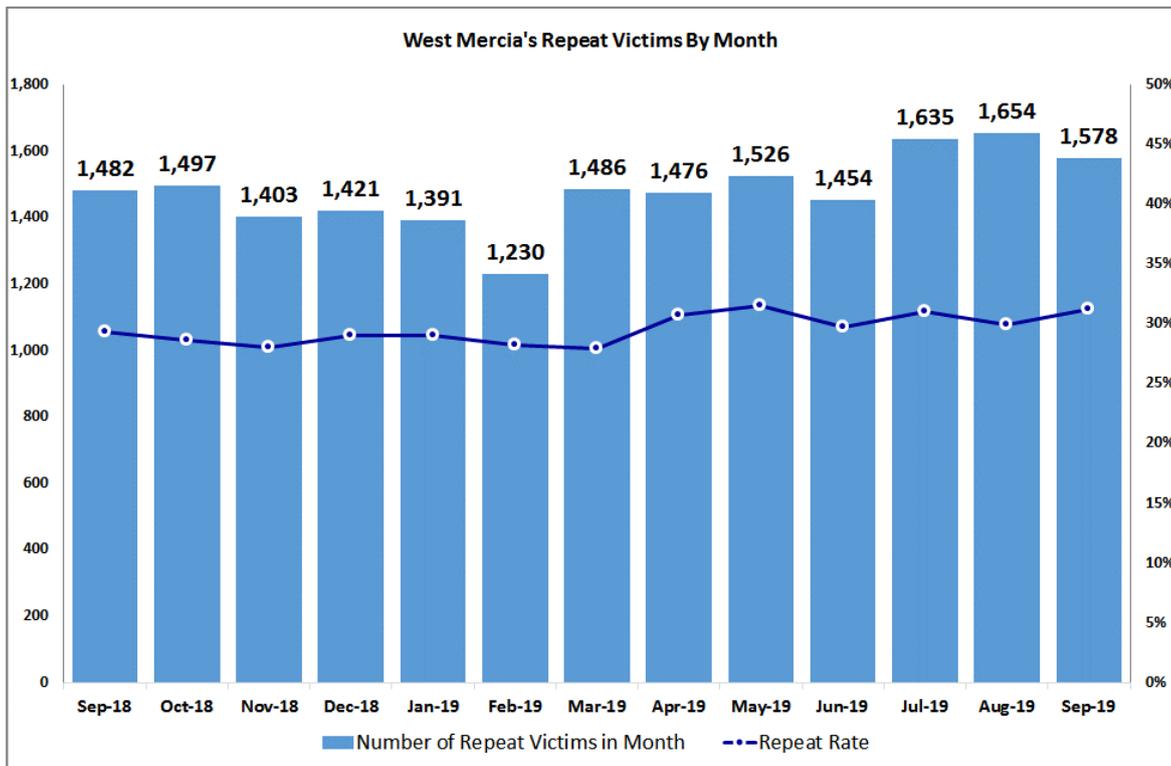
- ❖ Reduction in repeat victims and offenders

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 Victimisation

Details of repeat victims are provided to local policing colleagues on a weekly and monthly basis. These reports allow the tracking of high risk repeat victims to ensure all necessary safeguarding procedures are in place.

ASI continue to pilot and develop a report detailing repeat suspects. This has been very well received in the pilot area of Telford & Wrekin and will be rolled out to other policing areas shortly.



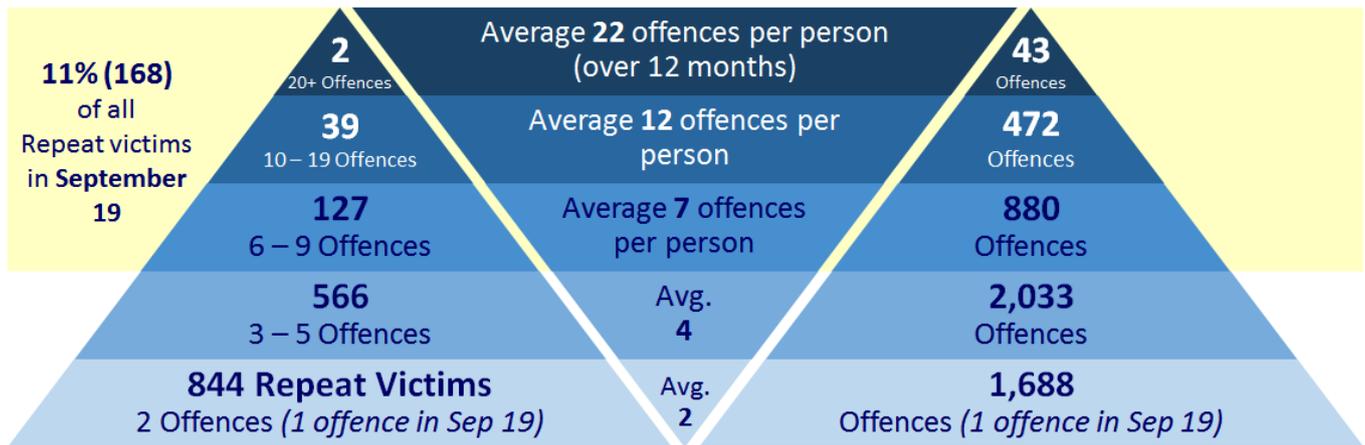
In September, 31% (1,578) of all victims (5,053) were repeat victims (subject to at least one further offence in the last 12 months). This proportion has remained fairly consistent since April.

218 (14%) of September's repeat victims were also a repeat victim in August and 70 individuals (4%) were a repeat victim in each of the last 3 months – July, August and September.

139 (9%) of September's repeat victims were also a repeat victim in July but were dormant in August.

All policing areas except North Worcestershire have seen an increase in the rate of repeat victims despite seeing the volume remaining stable or reduced in September. This is linked to the decrease in total recorded crime for this month.

**Breakdown of Repeat Victims in September by Number of Offences**



September’s repeat victim cohort accounts for 5,116 offences recorded in the last 12 months, of which 2,249 offences were recorded in September. There has been a decrease in low volume repeat victims with 3-5 offences each (566) compared to last month (624).

41 individuals have been a victim of 10 or more offences in the last 12 months, with 1 Telford & Wrekin victim and 1 South Worcestershire victim representing over 20 offences each. The 44 ‘10+’ victims represent 515 offences, of which 72 offences were recorded in September. This figure remains relatively consistent with the previous month (44 repeat victims, 579 offences).

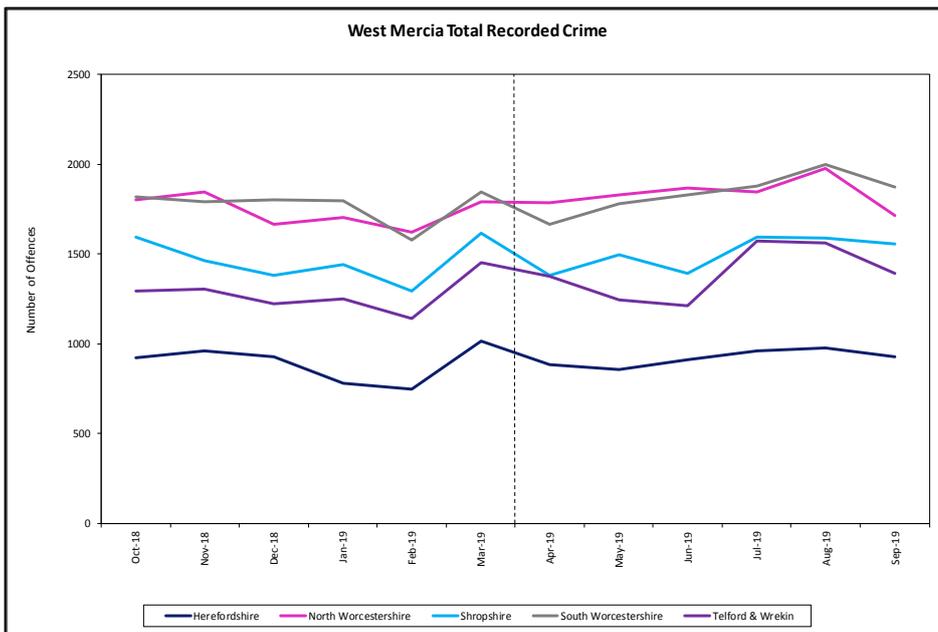
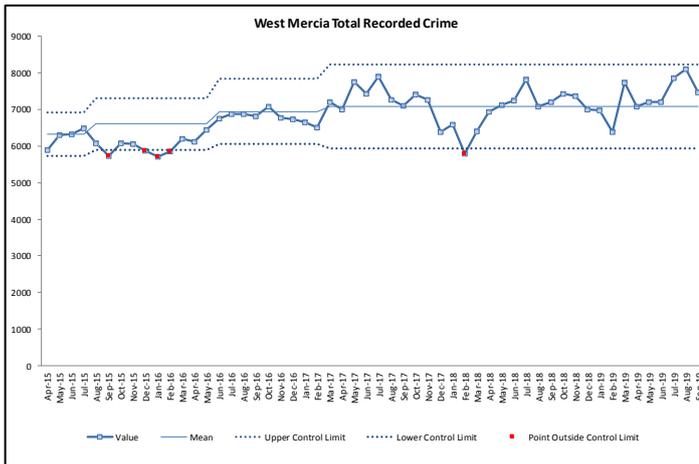
# Building a More Secure West Mercia



## Total Recorded Crime

### Signs of Improvement would be:

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

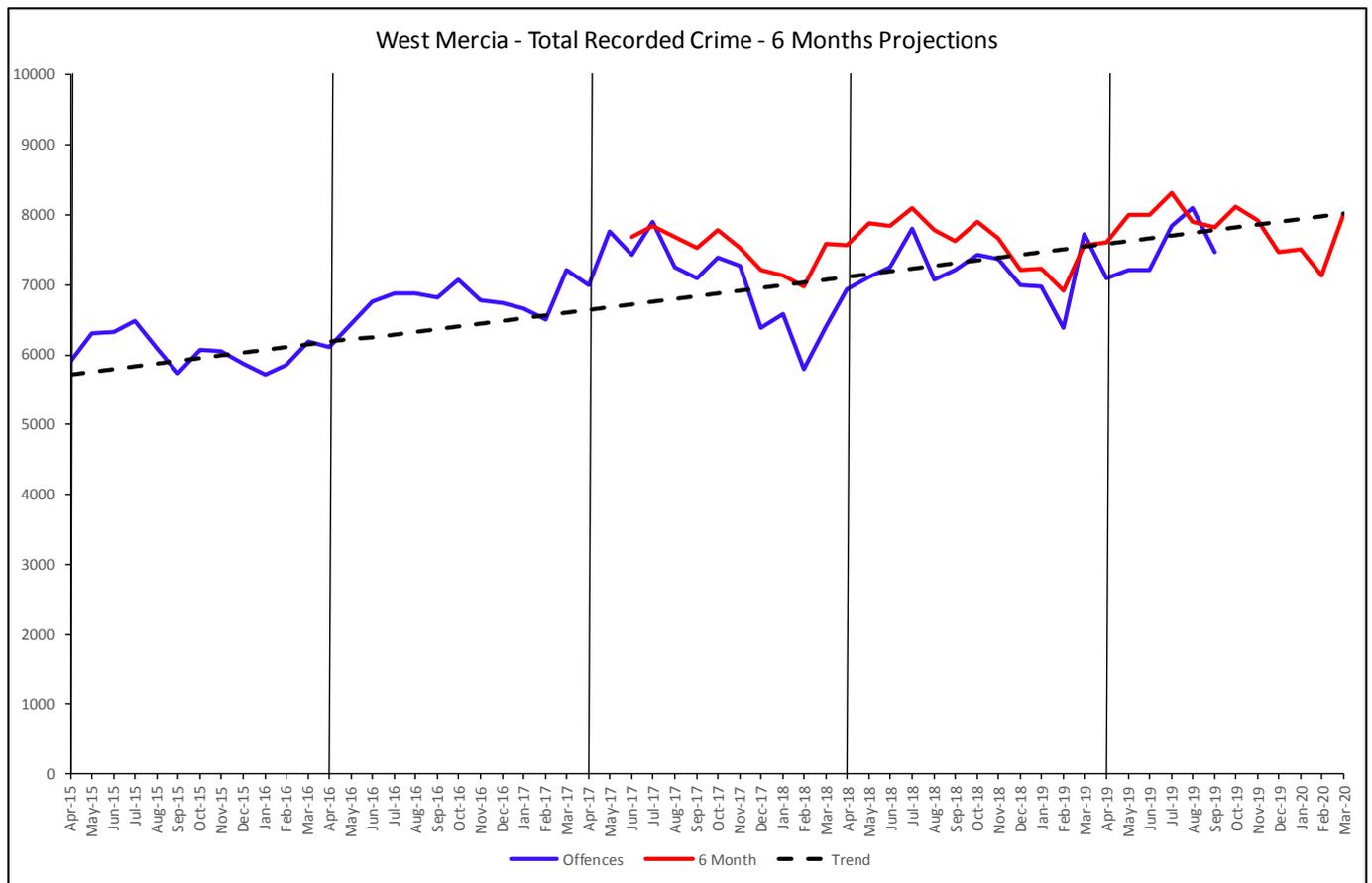


7,462 offences were recorded across West Mercia in September. This was a reduction compared to August (8,103) but above the monthly average (7,086).

Volume reductions were seen across all policing areas in September.

As total recorded crime follows a generally seasonal pattern, we expect to see this pattern of decreasing volumes as we go into the autumn months.

The following chart provides a 6 month projection for total recorded crime. At force level, the recorded volumes are slightly below our projection. The usual seasonal pattern is for total recorded crime to start to decrease over the next few months.



## Crime Breakdown

The following table indicates headline performance of major crime groupings. It shows recorded volumes against the previous month and the same month last year and indicates where performance has become exceptional on the control charts.

	Sep-19	Aug-19	% CHANGE	Sep-18	% CHANGE	Force Level		Policing Area
						Exceptional volumes	Increasing trend	Exceptional volumes
Homicide	0	0	0.00%	1	-100.0%			
Violence With Injury	999	1027	-2.73%	877	13.9%	N	Y	F
Violence Without Injury	2099	2209	-4.98%	1747	20.1%	N	N	C
Rape	98	112	-12.50%	119	-17.6%	N	N	
Other Sexual Offences	183	175	4.57%	178	2.8%	N	N	
Business Robbery	7	3	133.33%	6	16.7%	N	N	
Personal Robbery	46	59	-22.03%	46	0.0%	N	N	
<b>All Robbery</b>	<b>53</b>	<b>62</b>	<b>-14.52%</b>	<b>52</b>	<b>1.9%</b>	<b>N</b>	<b>N</b>	
Burglary - Residential (dwelling only)	244	245	-0.41%	255	-4.3%	N	Y	
Burglary – Business & Community (incl. Res. non-dwelling)	310	342	-9.36%	397	-21.9%	N	N	D (low)
Vehicle Offences	478	456	4.82%	439	8.9%	N	N	
Theft from Person	55	95	-42.11%	63	-12.7%	N	N	
Bicycle Theft	79	92	-14.13%	132	-40.2%	N	N	
Shoplifting	556	720	-22.78%	584	-4.8%	N	N	
All Other Theft Offences	635	787	-19.31%	791	-19.7%	N	N	
Criminal Damage & Arson	835	833	0.24%	868	-3.8%	N	N	
Drug Offences	193	182	6.04%	143	35.0%	N	Y	
Possession of Weapons	59	95	-37.89%	69	-14.5%	N	Y	
Public Order Offences	500	600	-16.67%	382	30.9%	Y	N	D
Misc. Crimes Against Society	137	104	31.73%	133	3.0%	N	N	
<b>TOTAL CRIME:</b>	<b>7,513</b>	<b>8,136</b>	<b>3.68%</b>	<b>7,230</b>	<b>3.9%</b>	<b>N</b>	<b>N</b>	

In August we identified a number of exceptions for Telford & Wrekin, including violence without injury, shoplifting and public order offences. These have all seen volume reductions in September and are within expected levels, although public order remains high.

## 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 – September 2019 and the same period last year.

This data should only be read as an early indication of performance. As we are only comparing six months, the current % change does not fully 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 & Q2 18/19	Q1 & Q2 19/20	Change
Total Recorded Crime	↑ 4.1%	43397	44929	↗ 3.5%
Violence With Injury	⇒ 0.4%	5214	5809	↑ 11.4%
Violence Without Injury	↑ 14.5%	10247	11754	↑ 14.7%
Sexual Offences - Rape	↗ 9.8%	633	647	⇒ 2.2%
Sexual Offences - Other	↗ 3.8%	1113	1089	⇒ -2.2%
Robbery	↗ 9.7%	291	319	↗ 9.6%
Residential Burglary Dwelling	⇒ -1.0%	1447	1393	↘ -3.7%
Business & Community Burglary	↘ -5.0%	2249	1937	↓ -13.9%
Vehicle	⇒ 0.4%	2722	2669	⇒ -1.9%
Theft From Person	↗ 11.0%	446	392	↓ -12.1%
Shoplifting	↗ 6.3%	3914	4013	↗ 2.5%
Bicycle	⇒ -0.2%	615	470	↓ -23.6%
All other Theft	⇒ 1.2%	4808	4339	↘ -9.8%
Criminal Damage & Arson	⇒ -0.1%	5231	4843	↘ -7.4%
Drug Offences	↘ -6.9%	1002	1087	↗ 8.5%
Possession of Weapons	↑ 16.9%	418	494	↑ 18.2%
Public Order Offences	↗ 7.8%	2327	2978	↑ 28.0%
Misc. Crimes Against Society	⇒ 0.9%	720	696	↘ -3.3%

	Projected Annual Change	Q1 & Q2 18/19	Q1 & Q2 19/20	Change
Hate Crime	↑	781	988	26.5%
Domestic Abuse	↑	12857	13712	6.7%
Child At Risk	↑	6887	9613	39.6%
Child Sexual Exploitation	↑	425	342	-19.5%

## 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.

### Outcome Rate – Six month trend

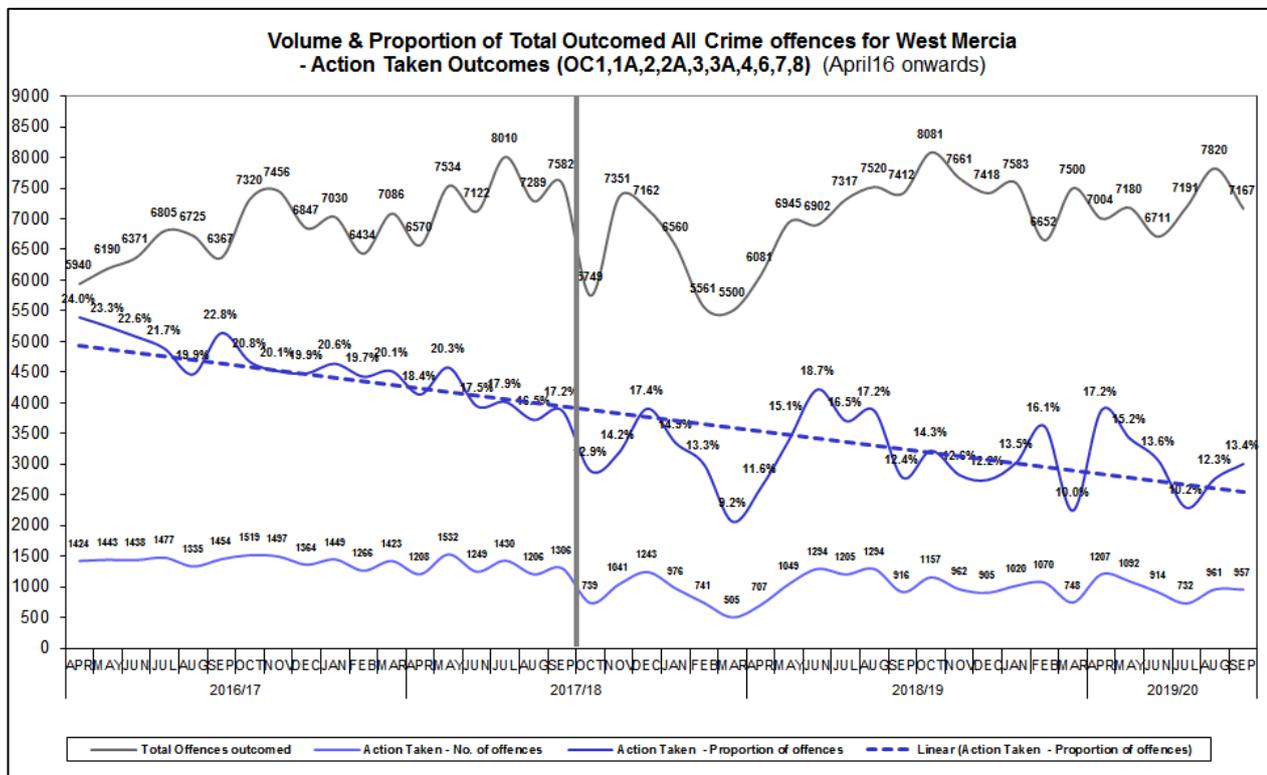
The data presented here is a 6 month picture, showing the overall outcome rate (% of offences recorded in the period that have been outcomed) and a breakdown by outcome type.

		Outcomed Volumes and % Outcomed			
		Apr 18 - Sep 18		Apr 19 - Sep 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	4,094	12.0%	3,849	10.6%
No Action Taken	OC5,9,10,11,12,13,15,16,17	12,765	37.3%	15,173	41.8%
Investigation complete - no suspect identified	OC14,18	16,733	48.9%	16,354	45.1%
Other*	OC20,21,22	661	1.9%	913	2.5%
<b>Total Recorded and Outcomed</b>		<b>34,253</b>	<b>100%</b>	<b>36,289</b>	<b>100%</b>
<b>Total Recorded</b>		<b>43,397</b>		<b>44,932</b>	
<b>Outcome Rate</b>		<b>78.9%</b>		<b>80.8%</b>	

- 36,289 offences were recorded and outcomed between Apr – Sep. This is a 6% increase compared to Apr – Sep 18 (34,253).
- 81% (36,289) of all offences recorded Apr – Sep (44,932) were assigned an outcome within the 6 month period. This rate has increased by two percentage points compared to the same 6 month period last year (79%).
- 11% (3,849) of offences recorded in Apr – Sep (36,289) were assigned an 'action taken' outcome within the period. This is a lower proportion compared to the equivalent period last year (12%).
- A greater number and proportion of offences were assigned a 'no action taken' in Apr – Sep (15,173, 42%).

## 'Action Taken' – Monthly total outcome trends

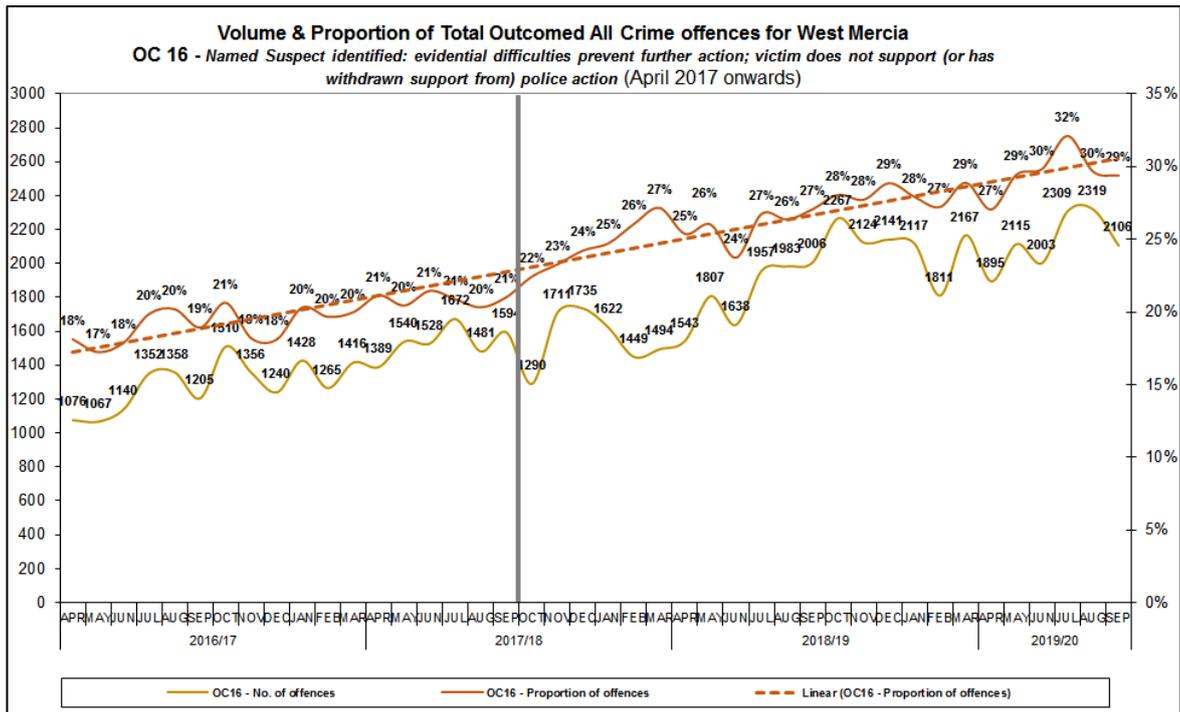
The following chart shows the volume and proportion of total recorded offences outcomed per month by HMIC grouping 'Action Taken' regardless of when they were recorded. 'Action Taken' grouping is made up of outcome codes for traditional detection outcomes – charge/ summons, taken into consideration, community resolution etc.



- 7,167 offences were outcomed in September regardless of when they were recorded. This is an 8% reduction compared to August (7,820).
- 13% (957) of all offences outcomed in September resulted in an 'action taken' outcome. The volume has remained relatively stable compared to August (961) but it is an increase in the proportion of offences (12%). Of these 957 'action taken' offences:
  - 76% (725) were charge/ summons (including alternate offences)
  - 13% (120) were adult/youth caution
  - 7% (69) were community resolution.

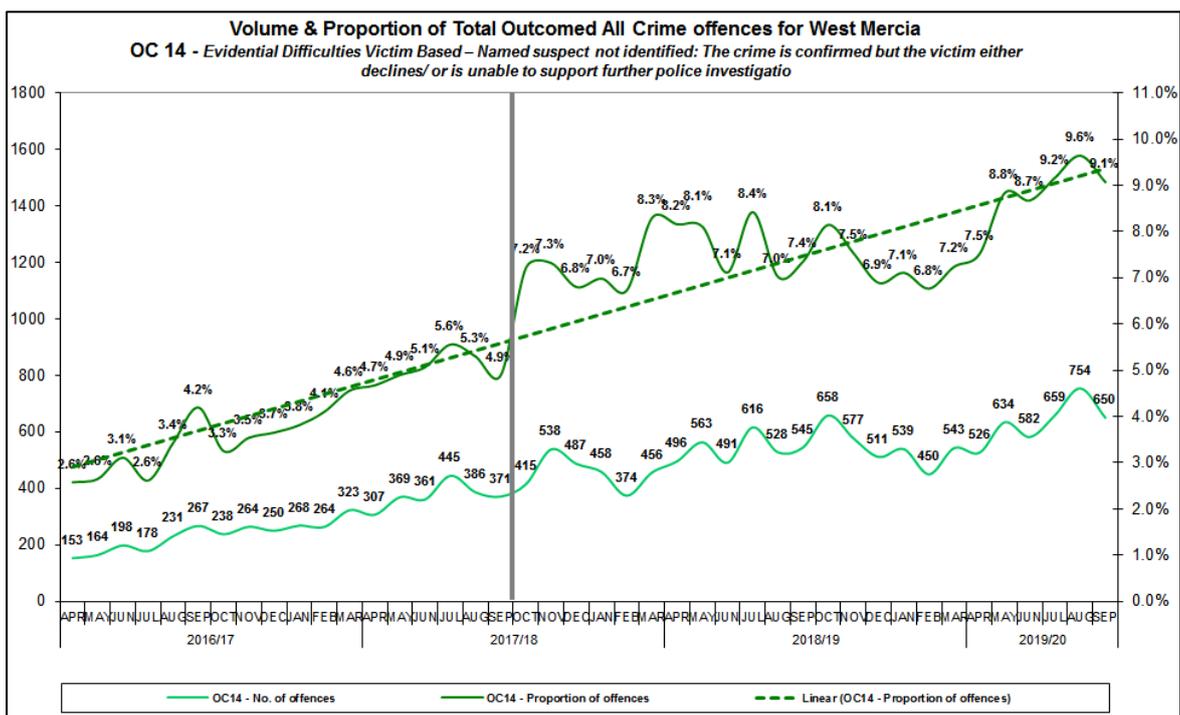
## Outcome 16 – Monthly total outcome trends

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



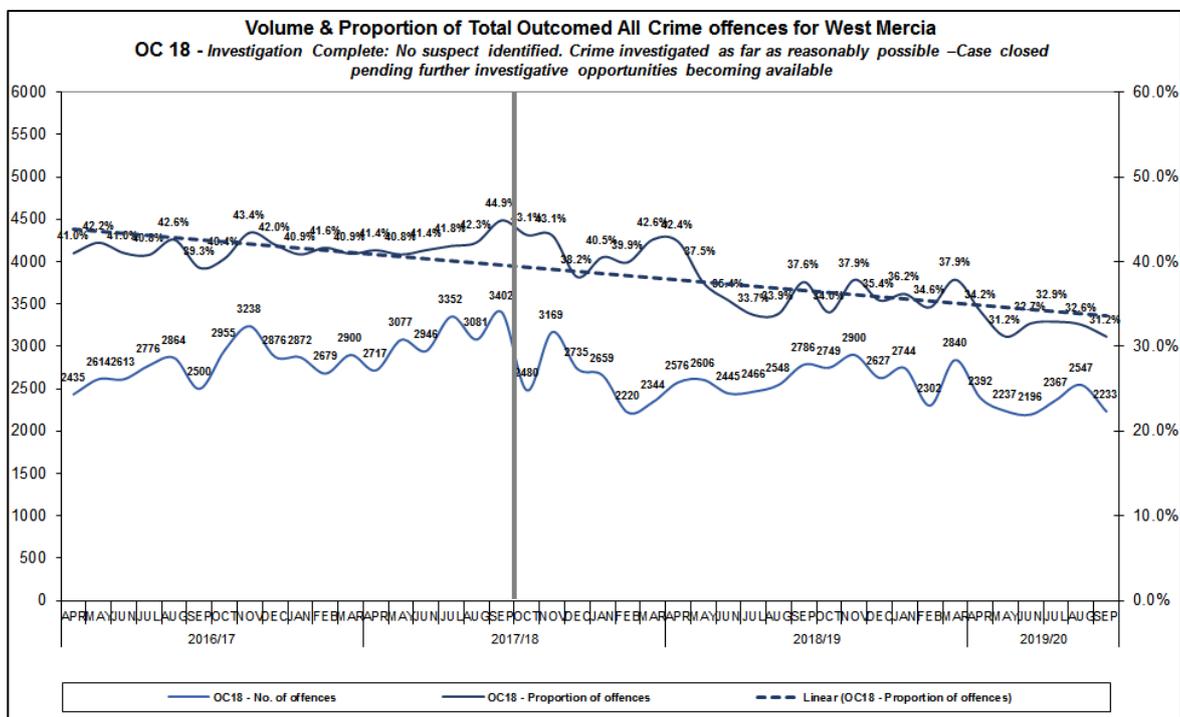
- Since April 16, there has been an upward trend in the number and proportion of total outcomed offences resulting in Outcome 16.
- 2,106 (29%) offences resulted in Outcome 16 in September. This is a decrease in both volume and proportion from August.

## Outcome 14 – Monthly total outcome trends



- Since April 18, there has been an increase in the use of Outcome code 14.
- 650 (9.1%) offences resulted in Outcome 14 in September. This is a reduction on the previous month (754, 9.6%).

- This general upward trend is likely to be linked to the downward trend in offences assigned an Outcome code 18:- ‘Investigation Complete: No suspect identified. Crime investigated as far as reasonably possible –Case closed pending further investigative opportunities becoming available’.
- Since April 19, the proportion of Outcome 18 offences has stabilised within a range from 31% to 34% (September – 31%).



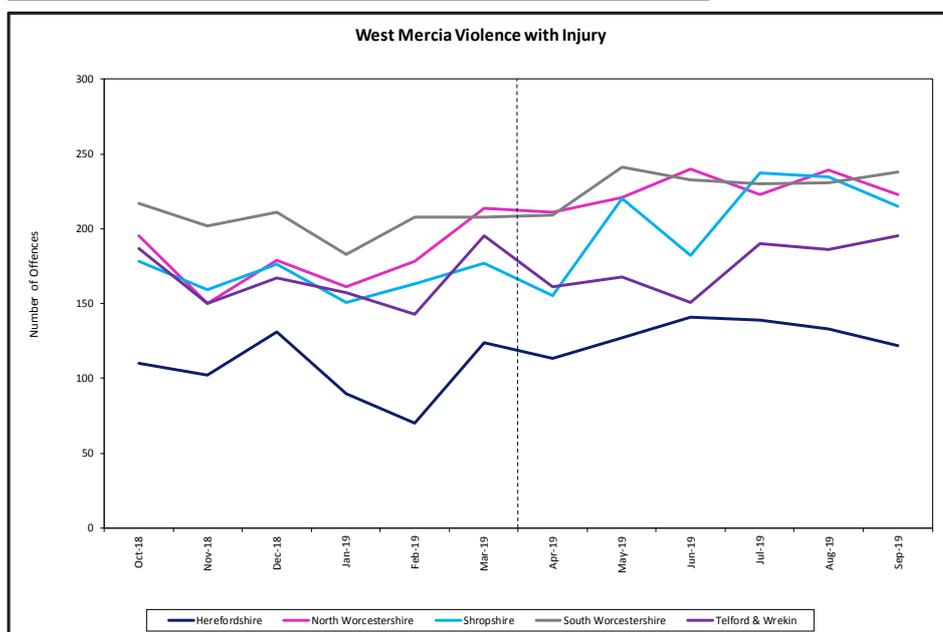
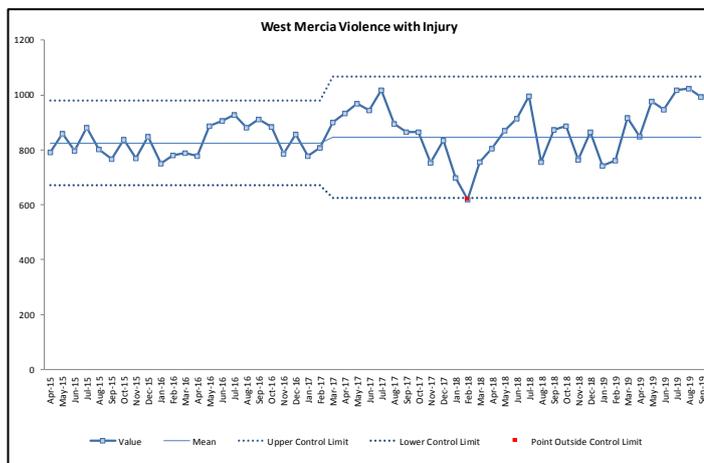
ACC Wessell has responsibility for delivering against the recommendations from the 2019 integrated PEEL assessment relating to investigations. Alongside the work that is ongoing to reduce demand, this will be key to addressing the performance issues linked to outcomes, in particular outcome 16.

This will be closely managed within the Service Improvement Board, alongside the other points linked to investigations raised by HMIC. This will be discussed at Performance Management Group in October.

## Violence with Injury<sup>2</sup>

### Signs of Improvement would be:

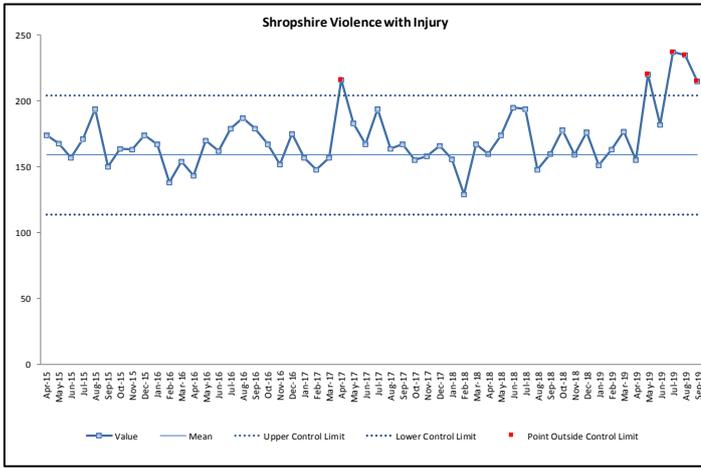
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



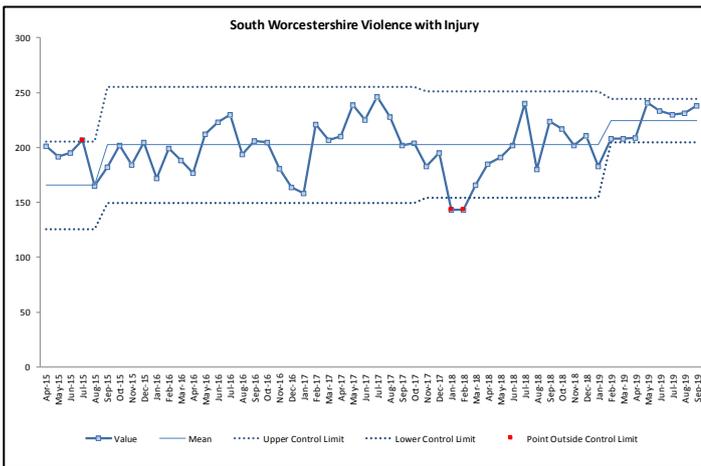
993 violence with injury offences were recorded in September. This is a reduction compared to August (1,024) but remains above the monthly average (845).

Volume reductions were seen across all policing areas with the exception of South Worcestershire and Telford & Wrekin. Volumes remain exceptional in Shropshire despite a month on month decrease. In South Worcestershire, volumes have been above average for 8 months, hence the monthly average has increased.

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



215 offences were recorded in Shropshire; a decrease compared to August (235) but volumes remain significantly above the monthly average (164). ABH offences continue to make up the majority, 81% (176), of offences.

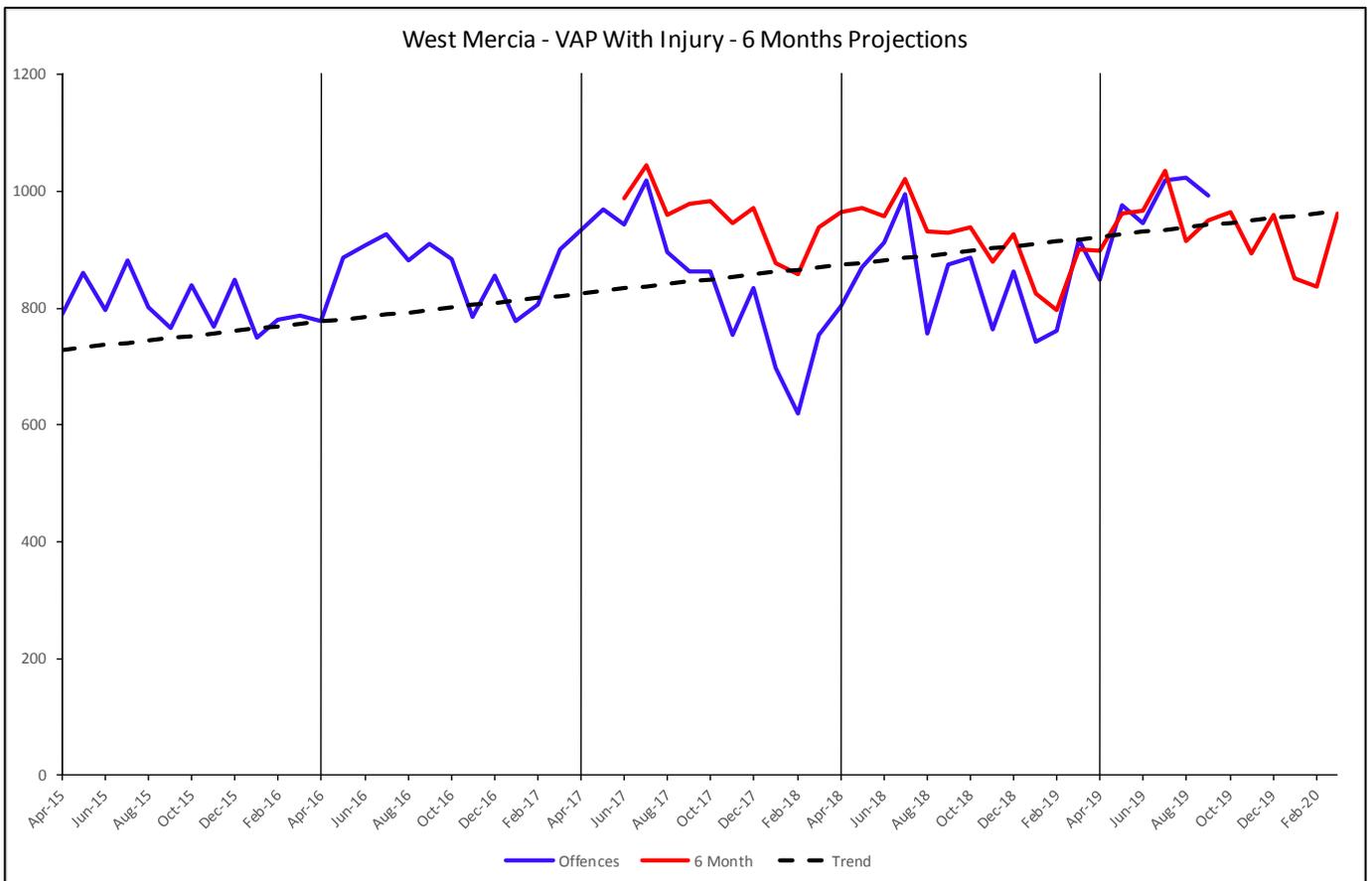


Volumes have been above the monthly average for 8 consecutive months across South Worcestershire.

The monthly average has now increased from 202 to 225 offences per month.

Again ABH offences continue to make up the majority, 85% (202), of offences.

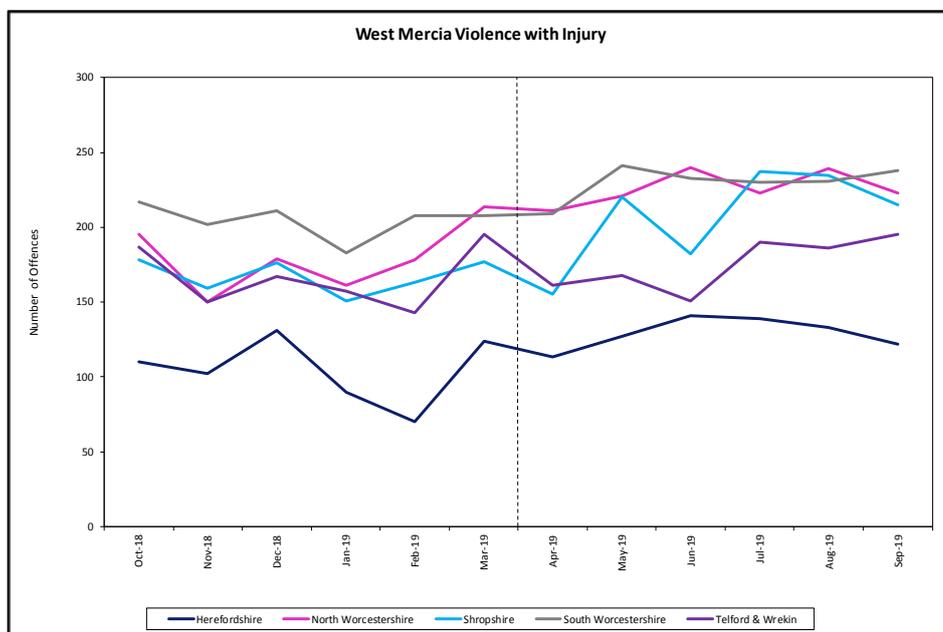
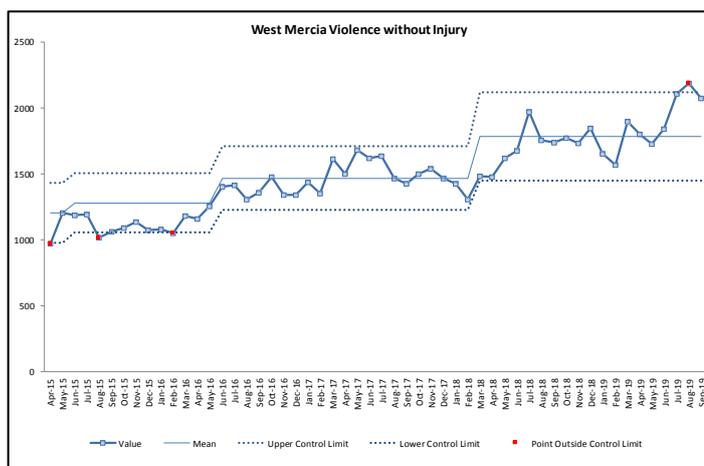
The following chart provides a 6 month projection for violence with injury offences. At force level, the projection indicates a potential decreasing trend in the next few months.



## Violence without Injury

### Signs of Improvement would be:

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



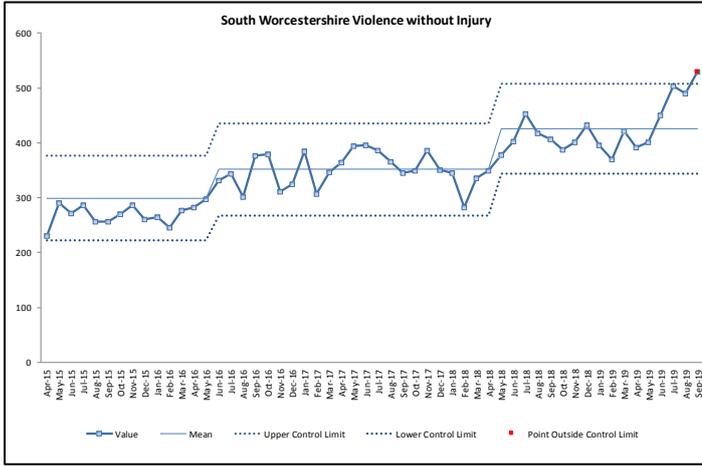
2,076 violence without injury offences were recorded in September. This is a reduction compared to August (2,191) but remains above the monthly average (1,824).

Exceptional volumes were seen in South Worcestershire.

Volume reductions were seen across North Worcestershire and Telford & Wrekin.

The findings from the West Mercia HMICFRS CDI inspection found that the most common errors for not recording reports of crime were in the categories of Harassment, Common Assault, Malicious Communications (all of which fall within violence without injury) and Sec 4 & 4A Public Order. This is consistent with the findings from our internal audits.

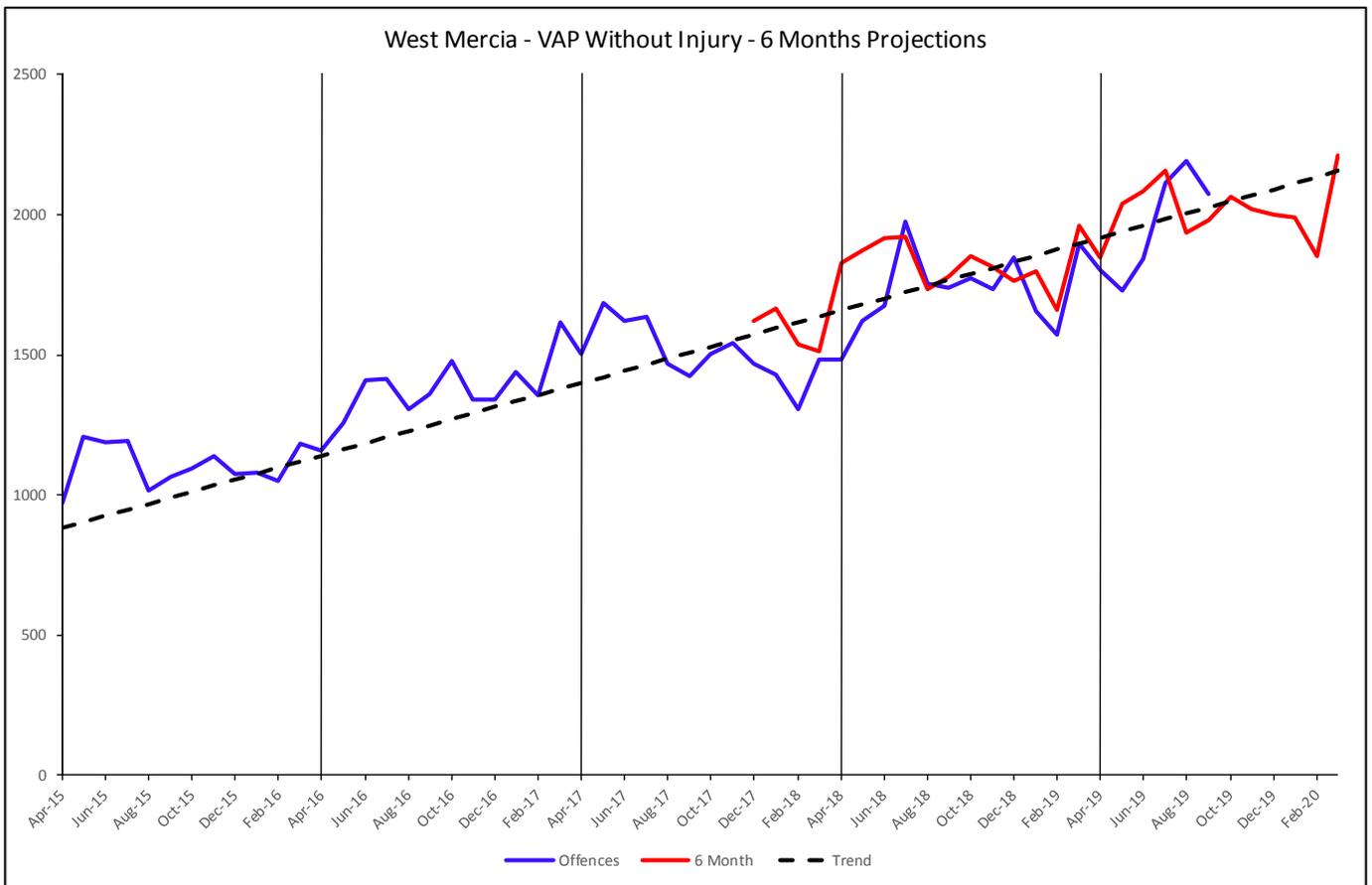
With continued staff training in this area, we would expect volumes to remain high.



529 offences were recorded in South Worcestershire; an increase compared to August (490) and above the monthly average (425).

Overall the uplift was driven by an increase in harassment, controlling/coercive behaviour and in stalking offences.

The following chart provides a 6 month projection for violence without injury offences. At force level the recorded volumes are above the projection. The projection indicates volumes may decrease slightly over the next few months.

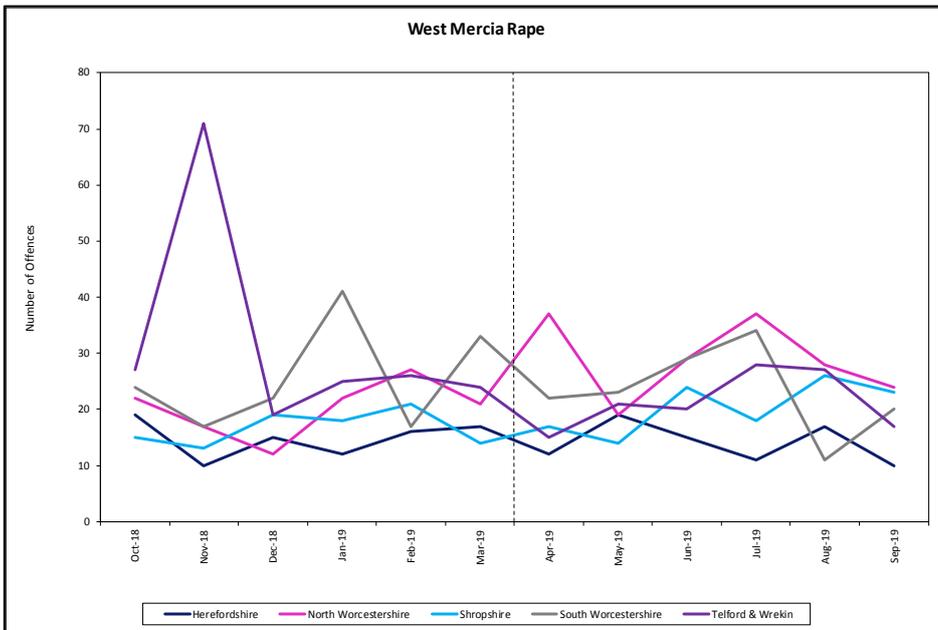
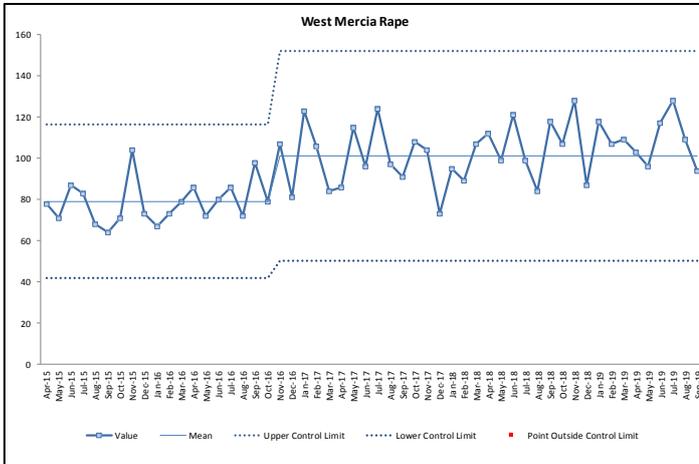


# Sexual Offences

**Signs of Improvement would be:**

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

## Rape

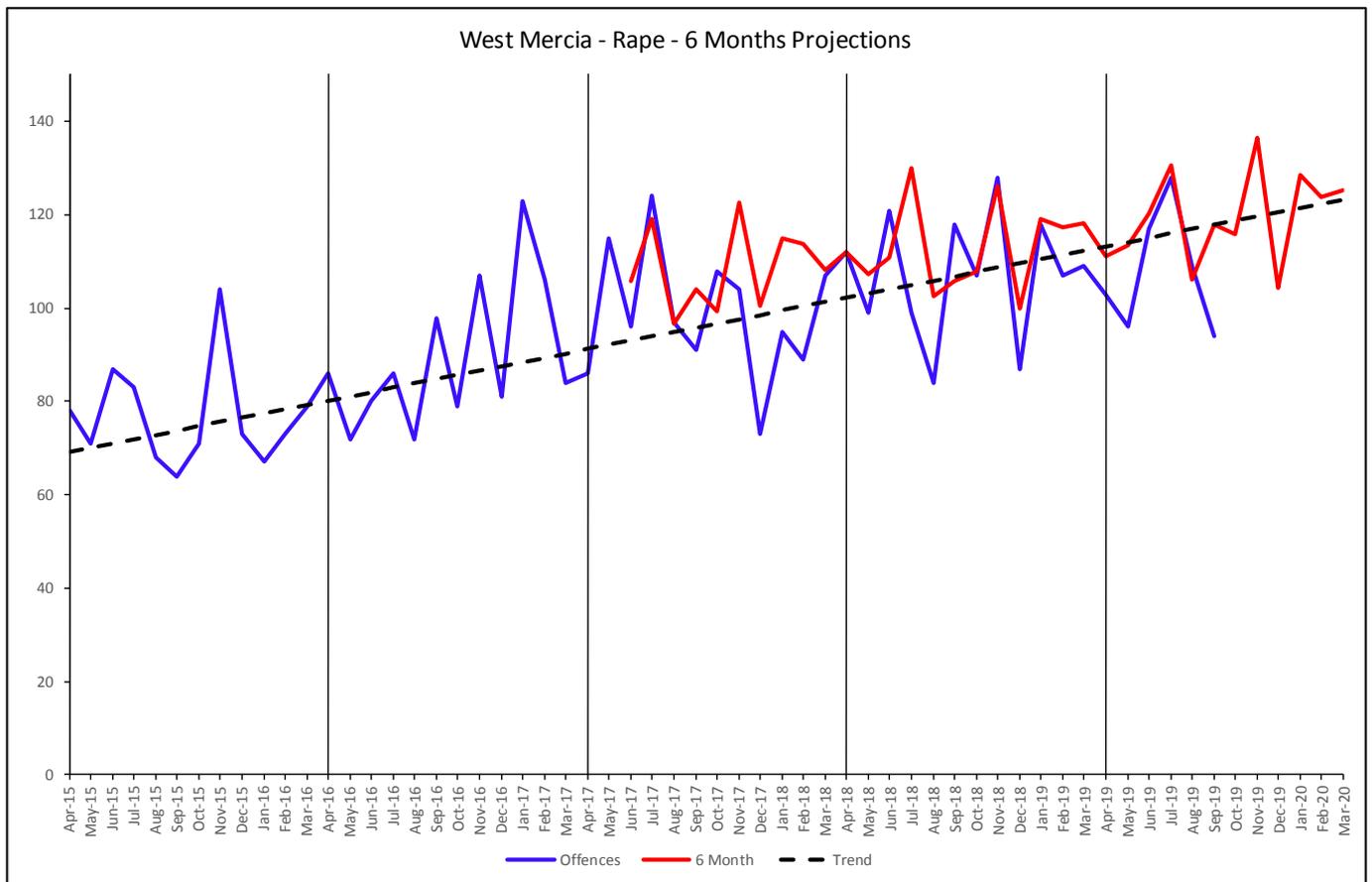


94 rape offences were reported to the police in September; a reduction compared to August (109) and below the monthly average (100).

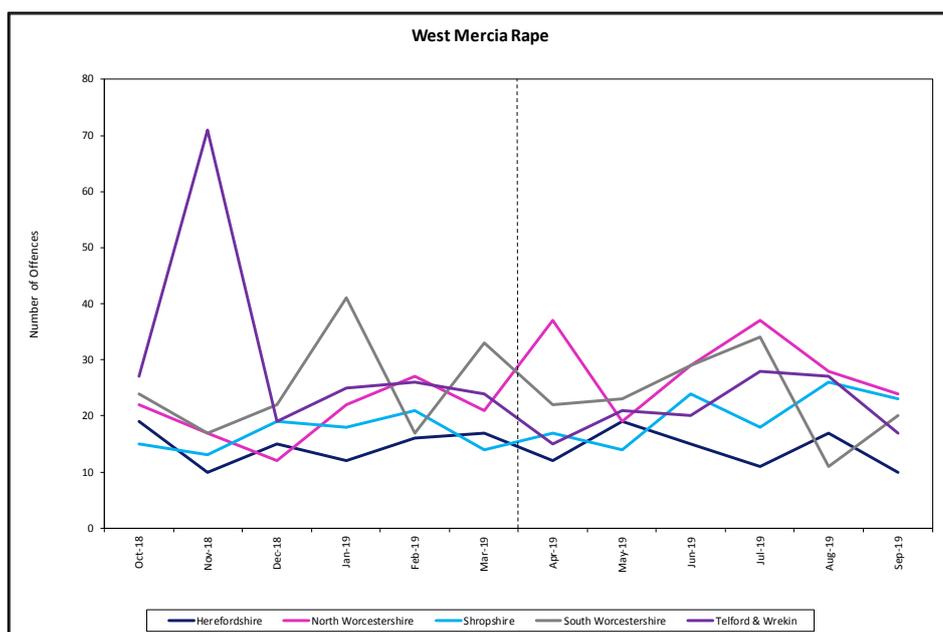
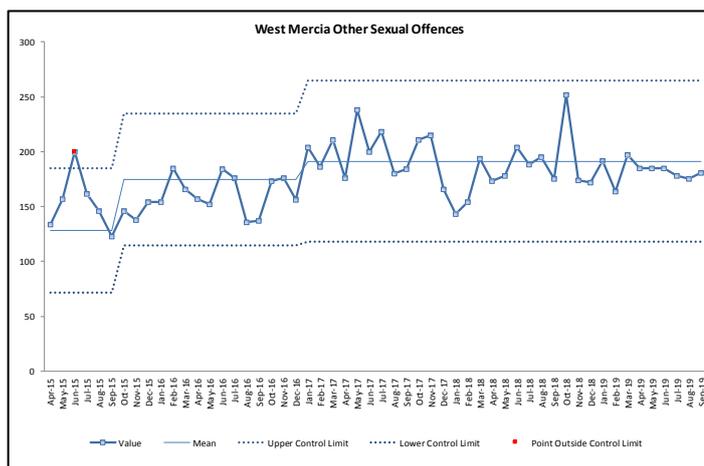
Reduced volumes were seen across all policing areas with the exception South Worcestershire, but volumes are within the expected levels.

At force level, there was a higher than average proportion of offences classified as ‘recent’ (recorded within 28 days of the offence), at 54% compared to a monthly average of 42%.

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 increase over the next few months.



## Other Sexual Offences

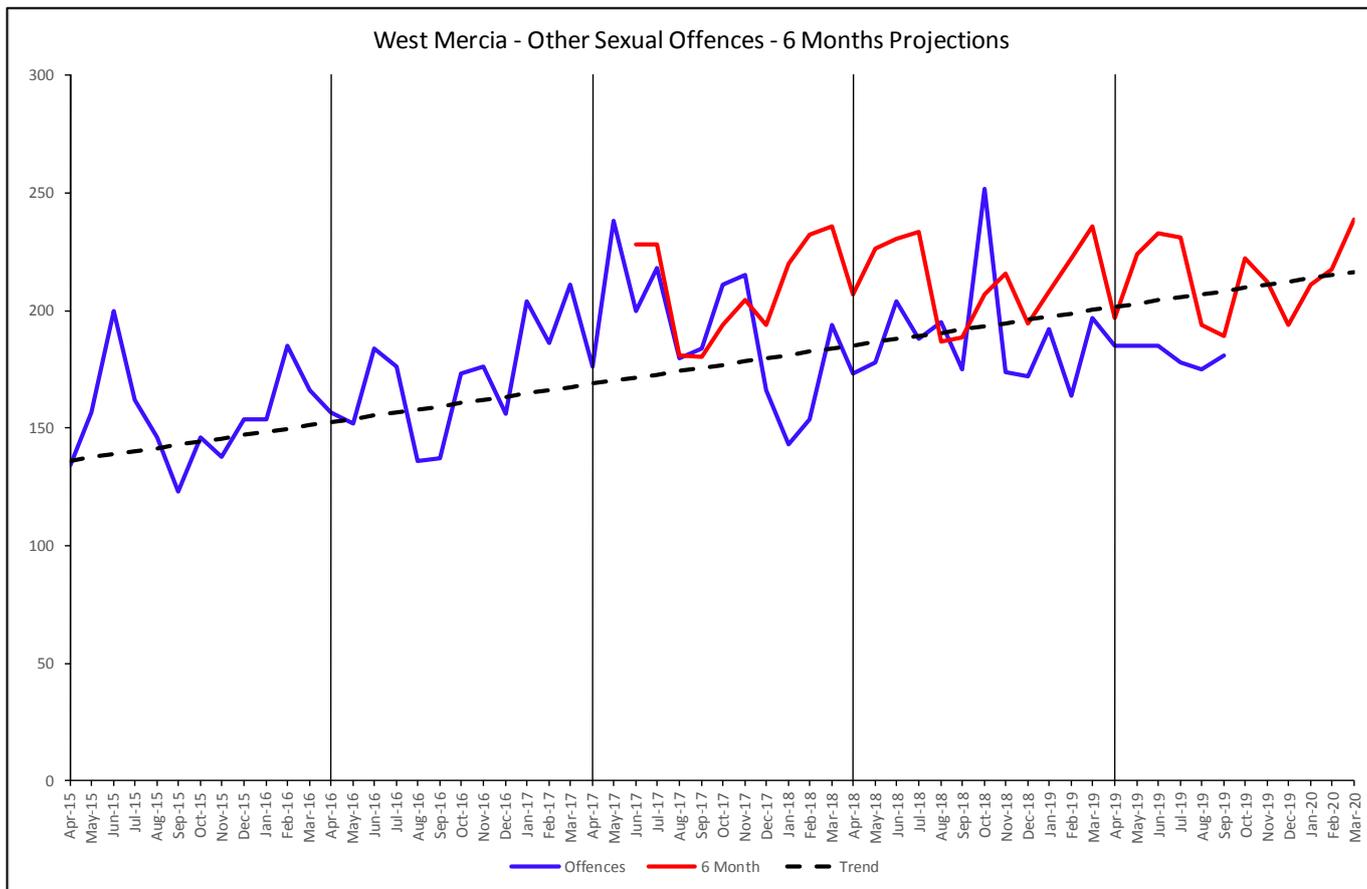


The grouping of other sexual offences refers to all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

181 other sexual offences were reported to the police in September. This is an increase compared with August (175) but remains below the monthly average (191). Increased volumes were seen across all policing areas with the exception of South Worcestershire but volumes are within the expected levels.

61% of offences are recent (recorded within 28 days of the offence) which is above the monthly average of 59%.

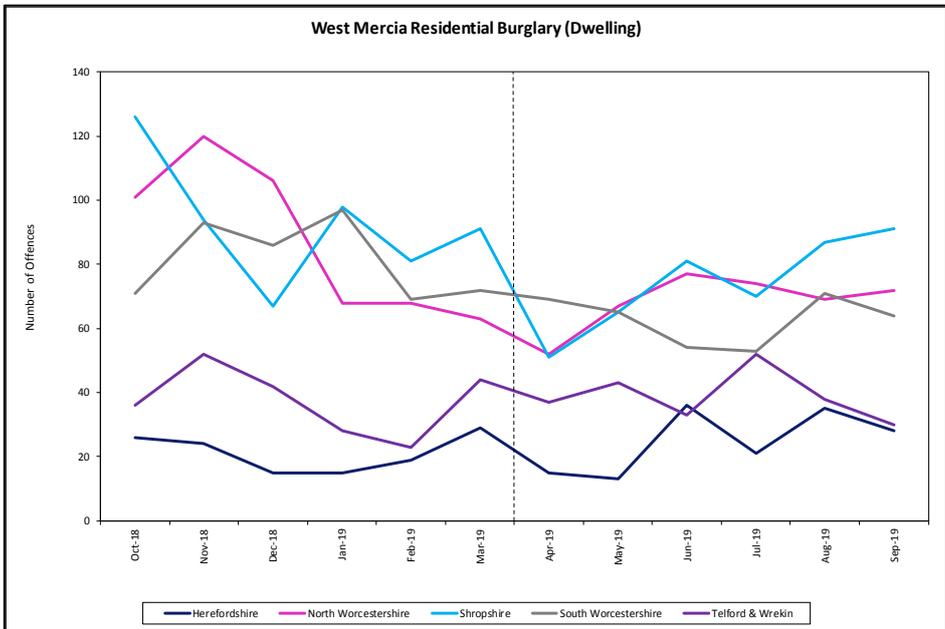
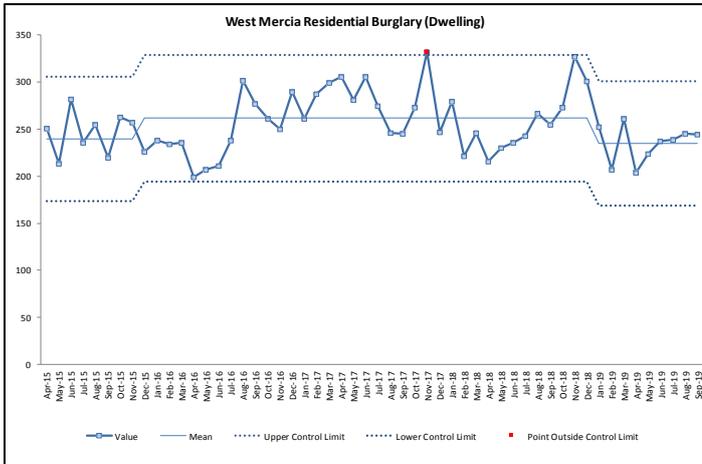
The following chart provides a 6 month projection for other sexual offences. At force level, recent recorded volumes are below the projection. Looking forward, the projection indicates a possible increase in volumes in the next few months.



# Residential Burglary- Dwelling

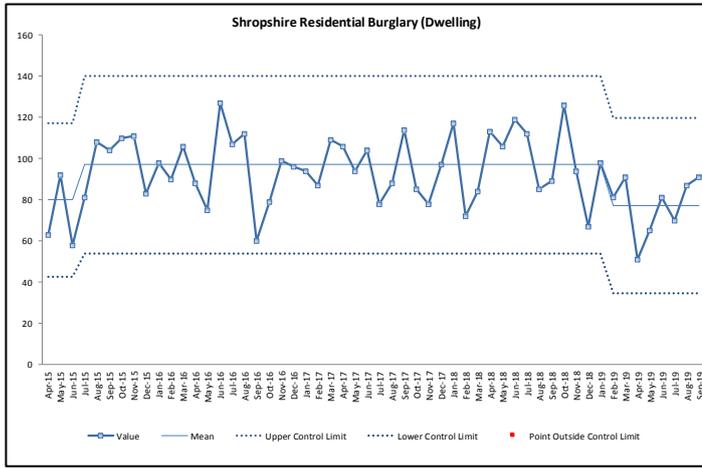
**Signs of Improvement would be:**

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



244 residential burglary dwelling offences were recorded in September. This is comparable to August (245) and remains slightly above the monthly average (235).

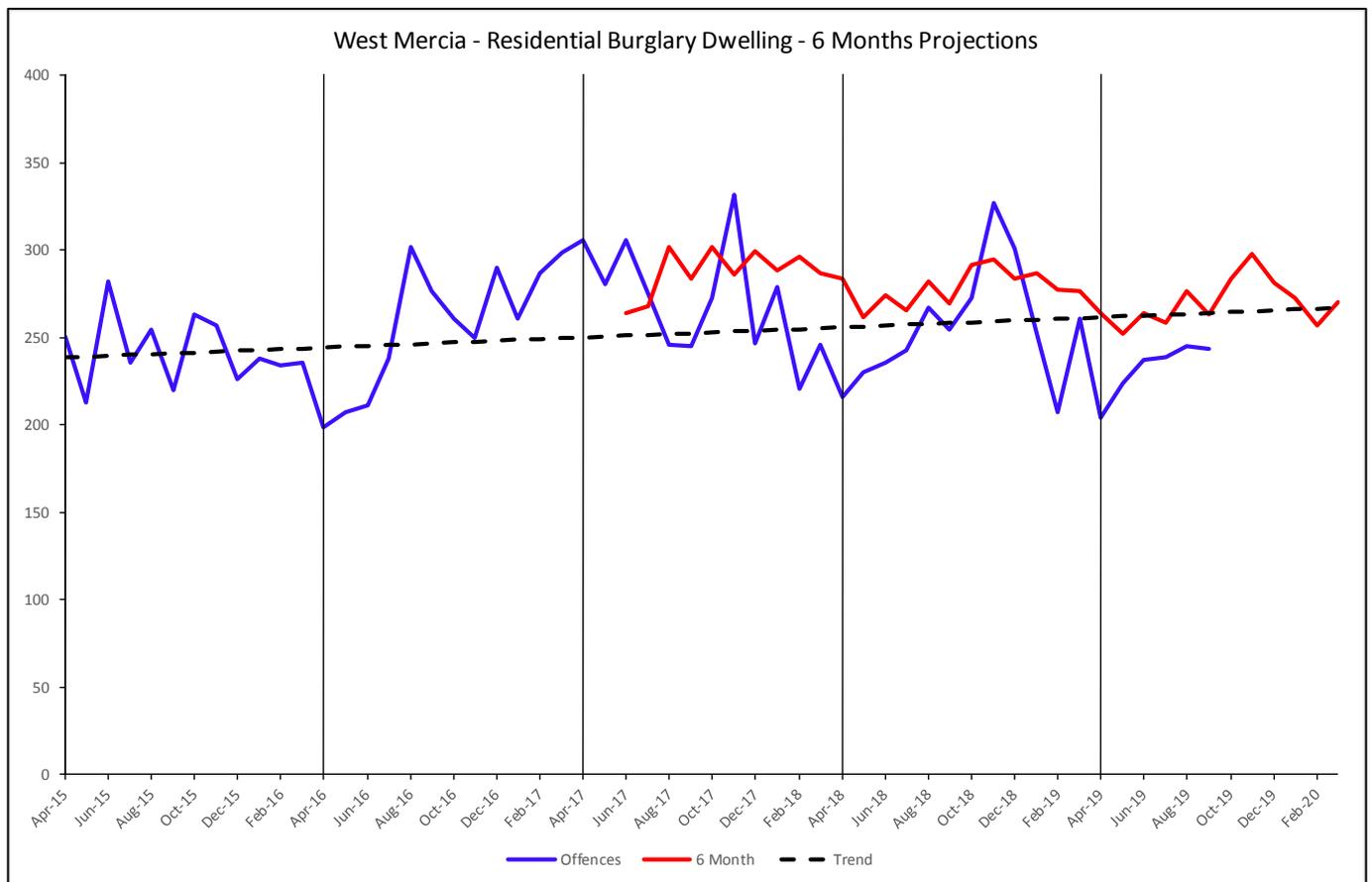
Reduced volumes were seen across all policing areas with the exception of North Worcestershire and Shropshire. In Shropshire, despite the month on month increase, volumes have been below the long term average for 8 months, hence this monthly average has reduced.



Volumes have been below the monthly average for 8 consecutive months across Shropshire.

The monthly average has now decreased from 97 to 77 offences per month.

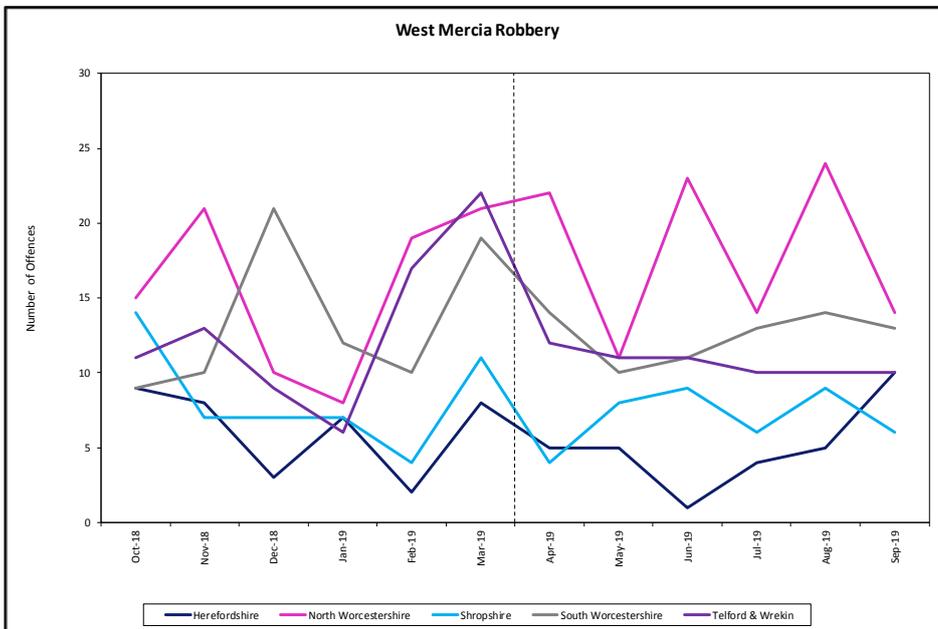
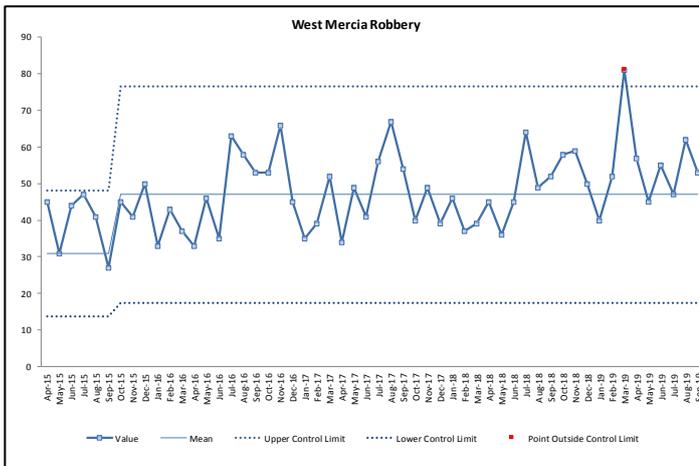
The following chart provides a 6 month projection for residential burglary offences. At force level, recorded volumes continue to be below projection. Looking forward, the projection indicates a possible increase in volumes in the next few months.



# Robbery

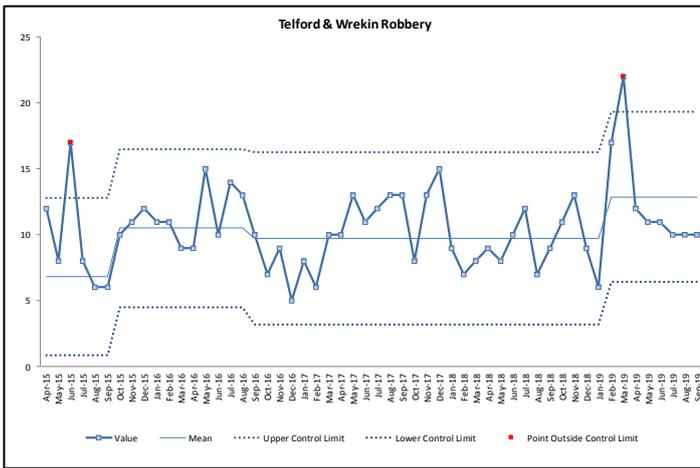
## Signs of Improvement would be:

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



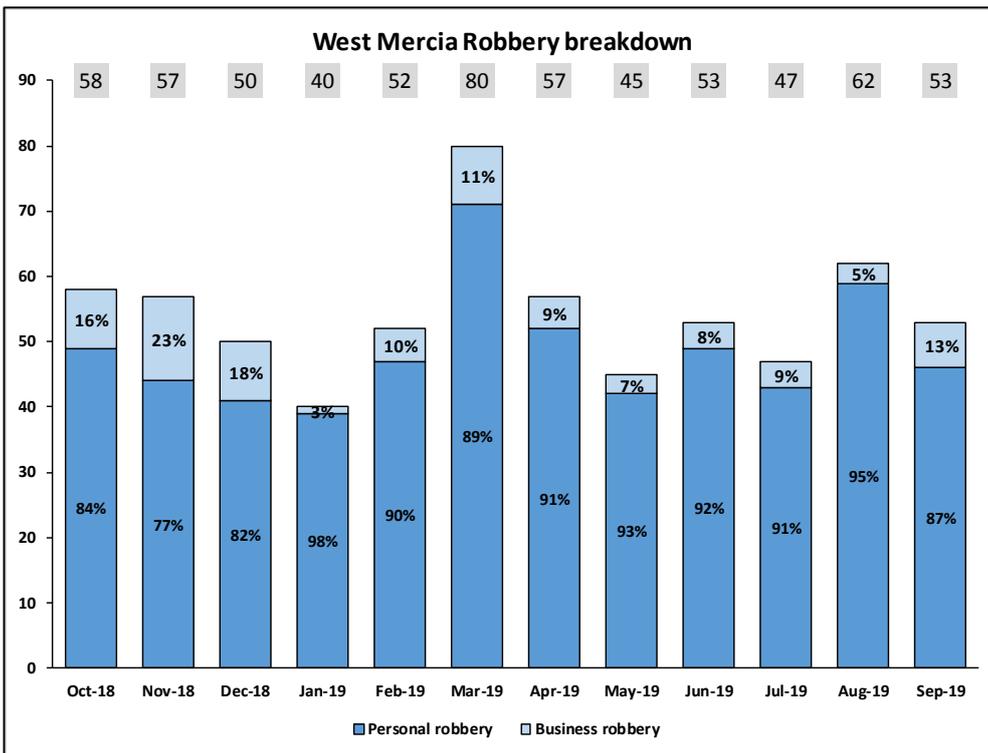
53 robbery offences were recorded in September. This is a reduction compared to August (62) but above the monthly average (47).

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

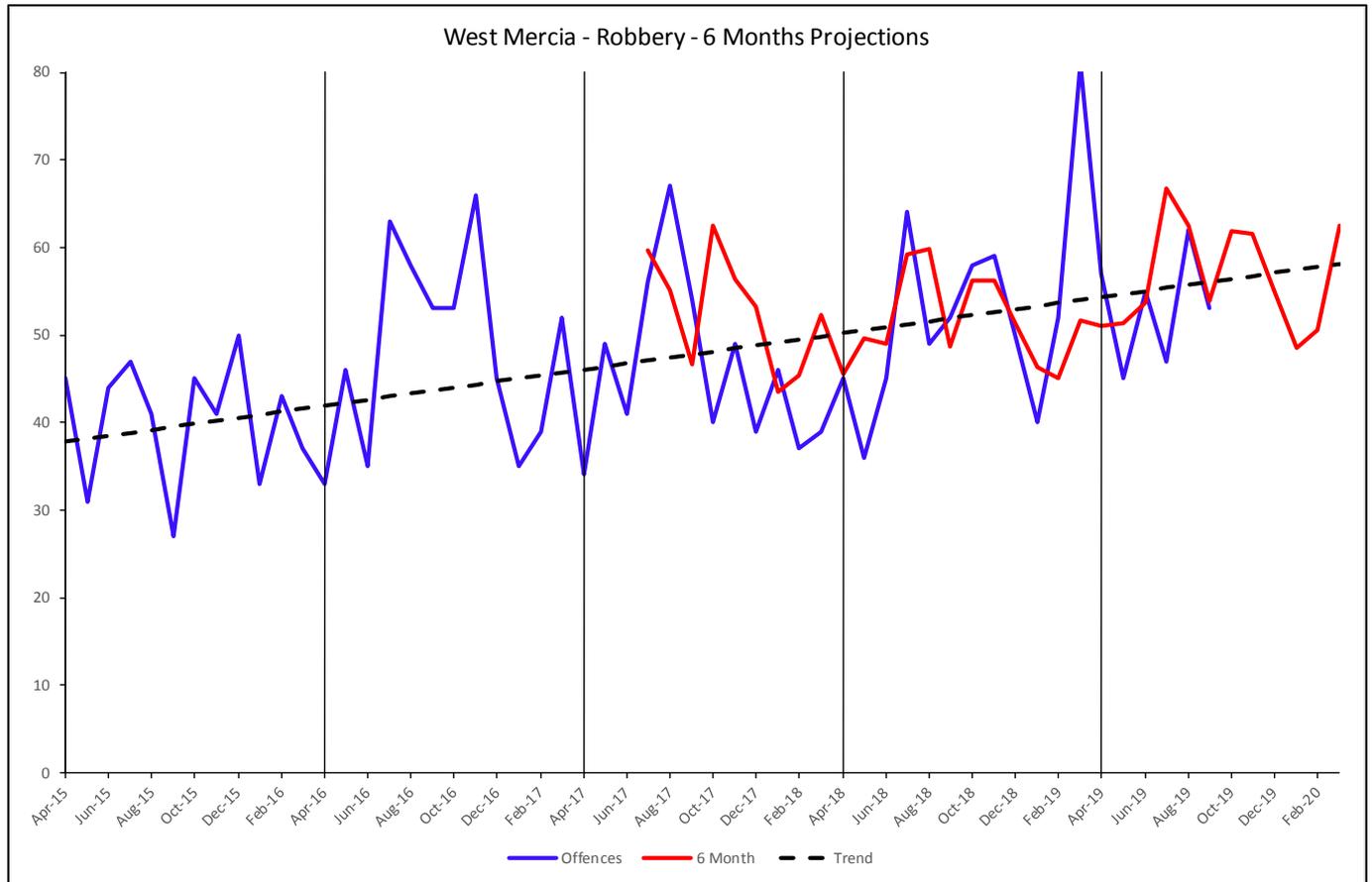


As the volume of robbery offences each month is low, even small changes can have an impact on statistical calculations.

In Telford & Wrekin volumes have been above the monthly average for 8 consecutive months, albeit by only 1 or 2 offences for the last 5 months. However this has generated an increase in the monthly average from 10 to 13 offences per month.



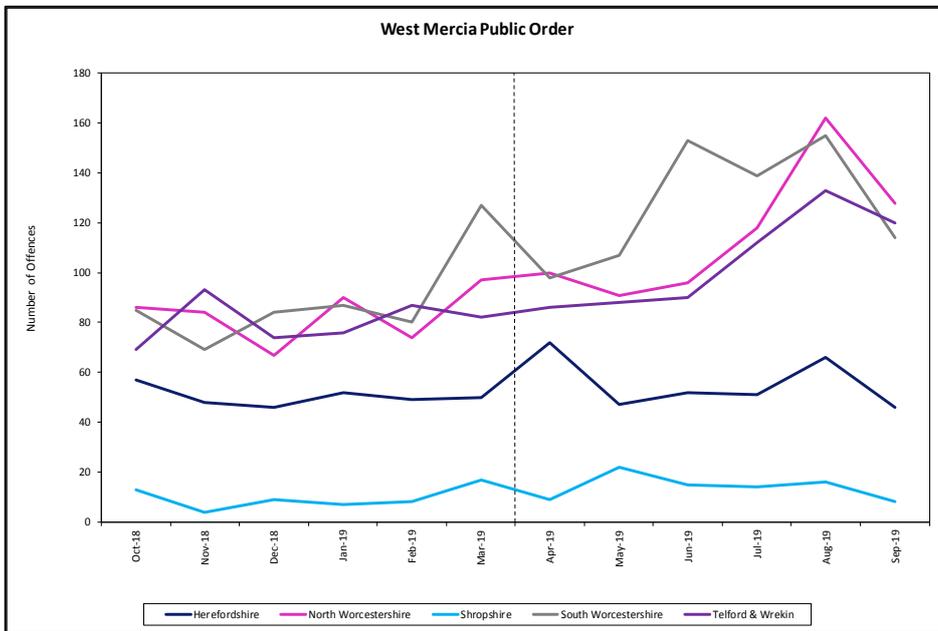
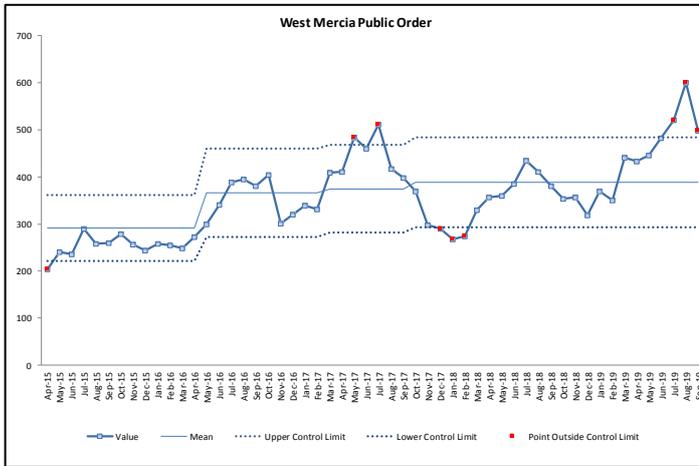
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to increase in the next few months.



# Public Order

## Signs of Improvement would be:

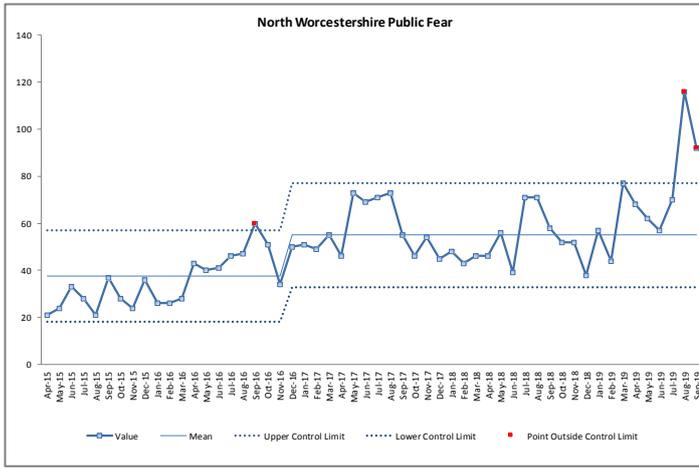
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



498 public order offences were recorded across West Mercia in September. This is a decrease compared to August (600) but volumes still remain significantly above the monthly average (388) for the third consecutive month.

Reduced volumes were seen across all policing areas, although volumes remain exceptional in North Worcestershire.

Over 70% of all public order offences are ‘public fear, alarm & distress’ offences.

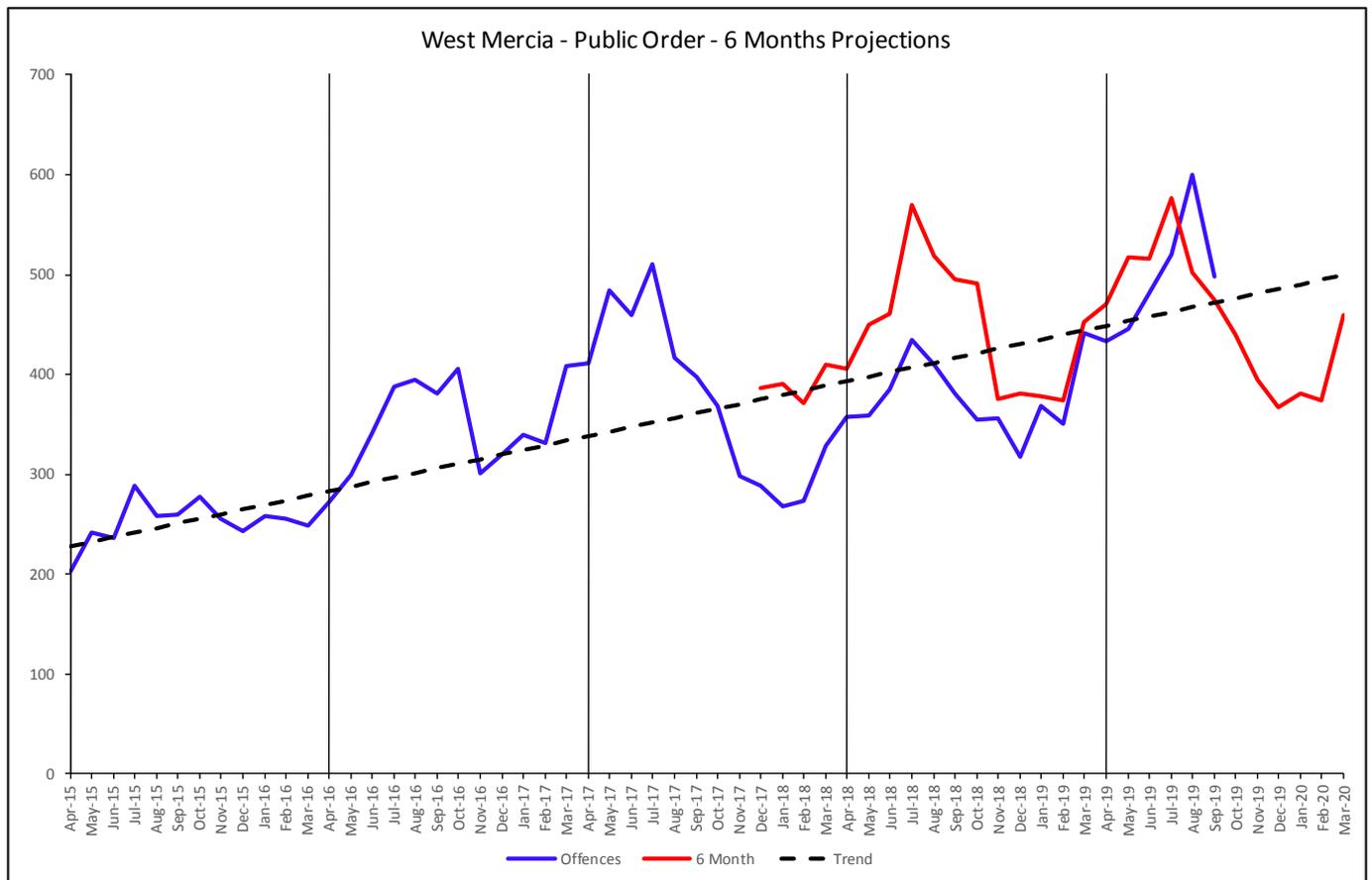


92 public fear offences were recorded in North Worcestershire; a decrease compared to August (116) but volumes remain significantly above the monthly average (55).

The recent increase is seen in Sec4 & 4a public order offences.

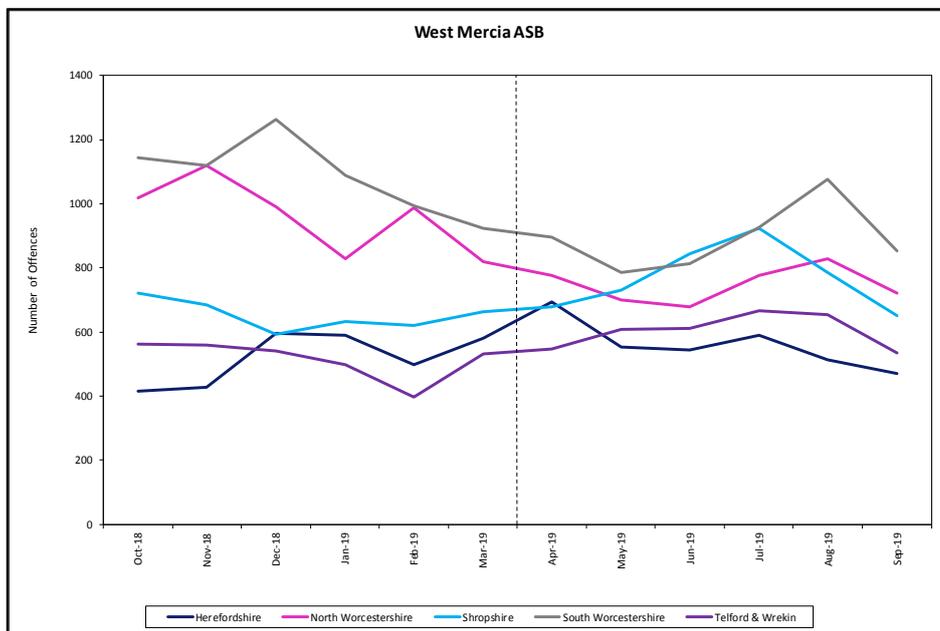
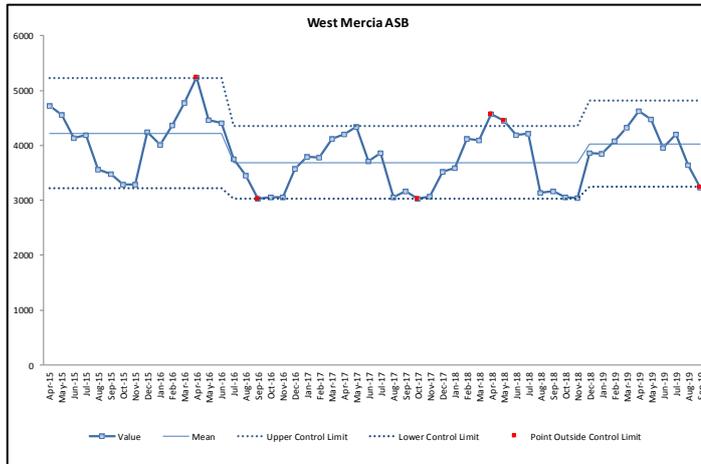
As noted previously in this report, the recording of Sec 4 & 4A public order offences has been subject to recent staff training following internal audits and feedback from the recent HMICFRS CDI inspection. We would therefore expect to see continued higher levels of recording in this area.

The following chart provides a medium (6 month) projection for public order offences. Based on previous trends, volumes are projected to decrease in the next few months. However this trend may not be followed given the above.



# Anti-Social Behaviour

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

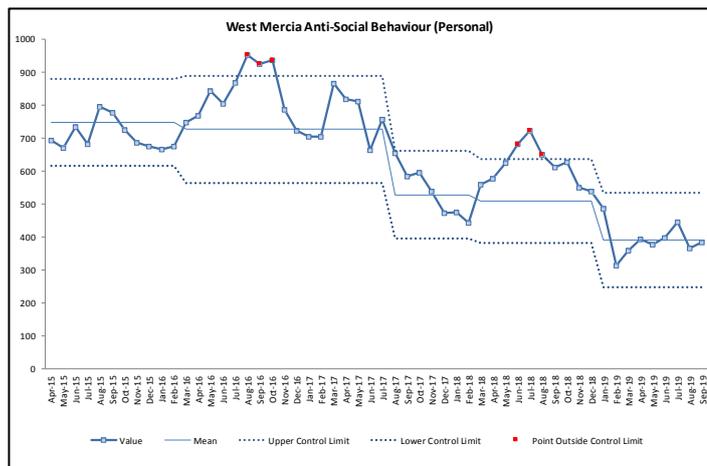


3,233 ASB incidents were recorded in September. This is a reduction compared to August (3,645) and significantly below the monthly average (4,026).

Reduced volumes were seen across all policing areas in September.

ASB is following the expected seasonal trend. The autumn/winter months are expected to show reduced volumes following the summer peaks.

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.

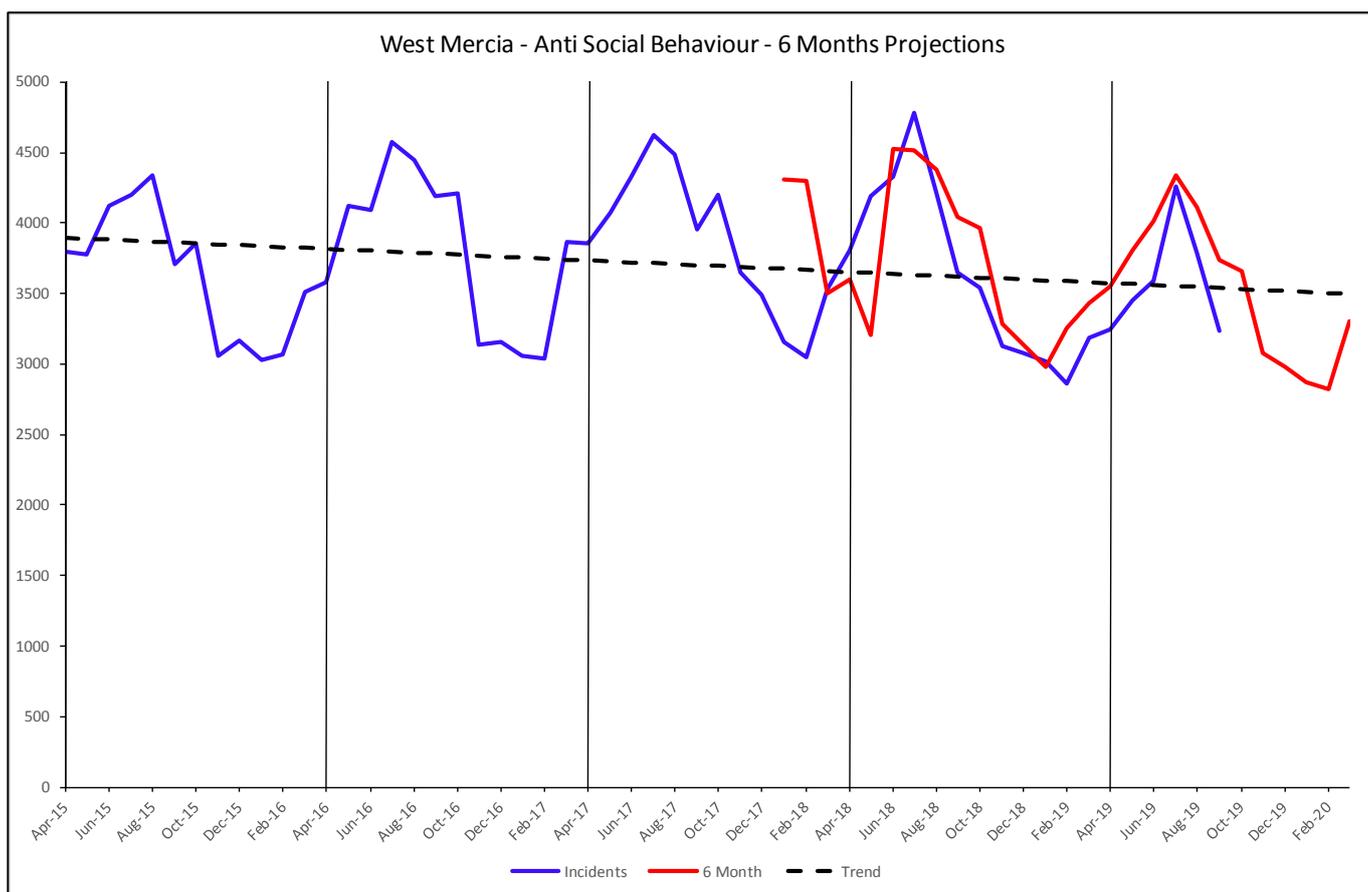


In September, 83% of all ASB incidents were nuisance, 12% personal and 5% environmental. This pattern was broadly similar to that seen in August.

392 'personal' ASB incidents were recorded in September; an increase compared to the previous month (367) but volumes remain below the monthly average (392).

The monthly average decreased in August from 509 to 392 ASB incidents per month.

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 decrease in the next few months.

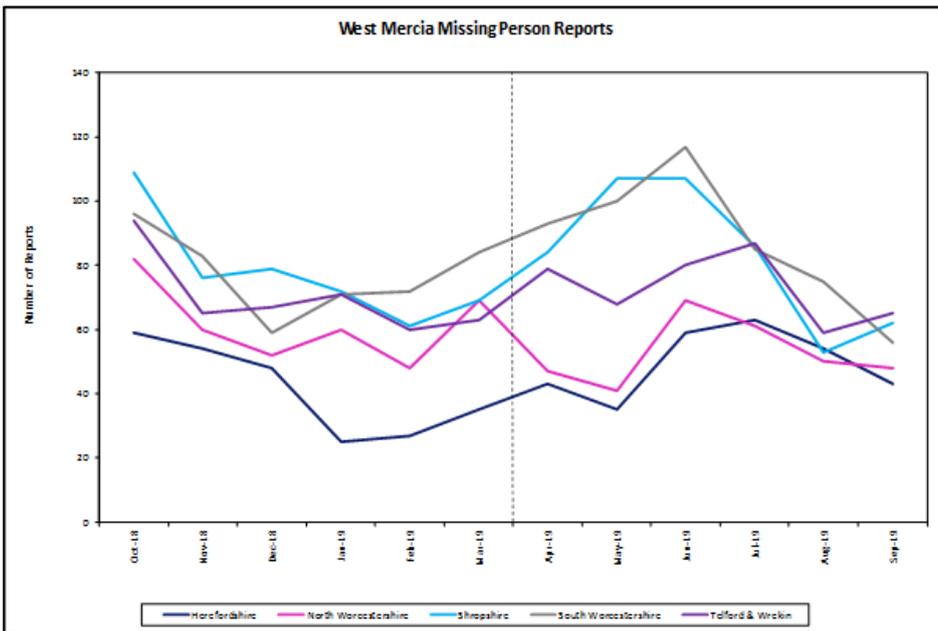
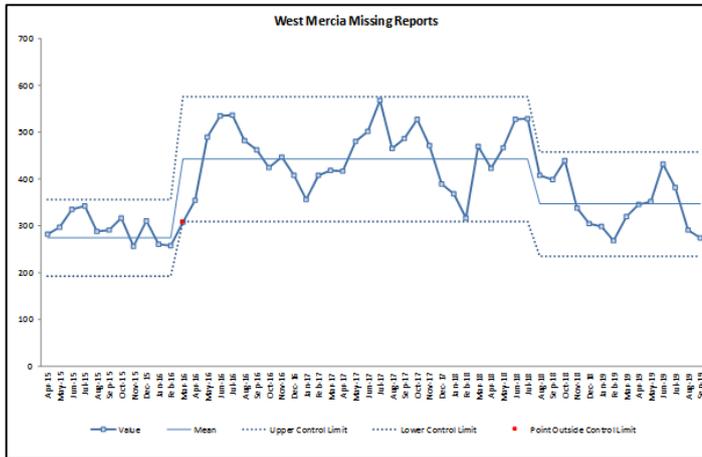


# Missing Persons

**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).



274 missing person reports were recorded in September. This a reduction compared to August (291) and below the monthly average (347).

In September this has been driven by fewer U18s being reported as missing (155). This is the third consecutive month on month decrease since a peak in June (281).

South Worcestershire has seen the number of missing individual’s reduce by almost half in September compared to August (from 61 to 33 individuals).

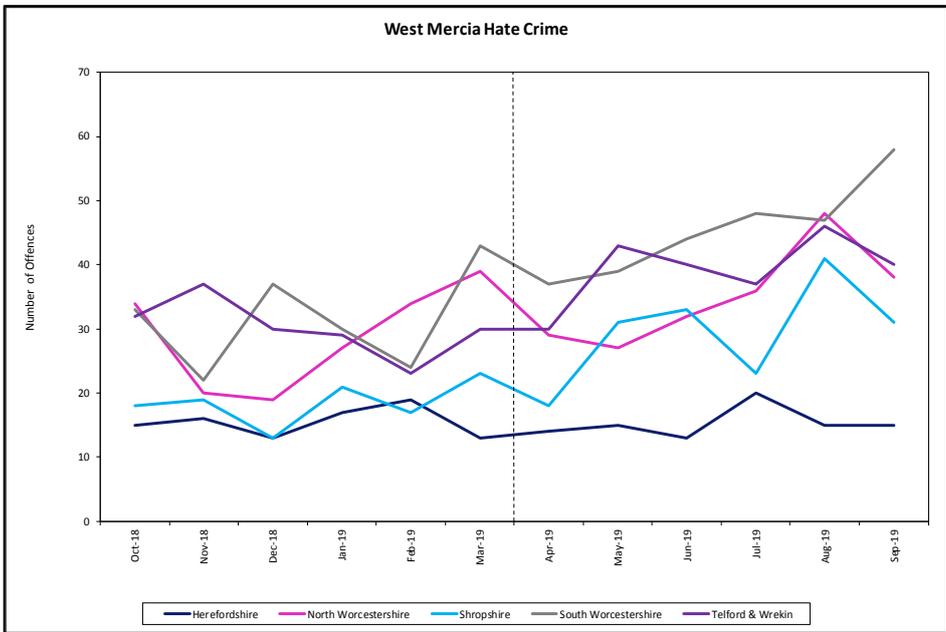
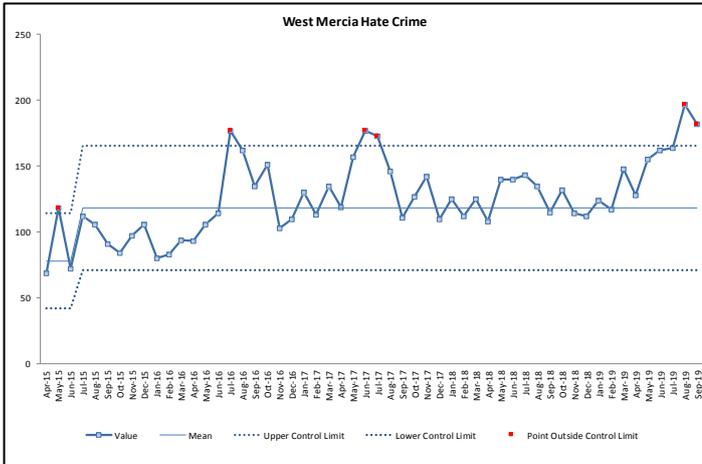
North Worcestershire has seen 8 consecutive months of below average volumes for each category of ‘repeat mispers’, ‘U18s’ and those ‘missing in care’.

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



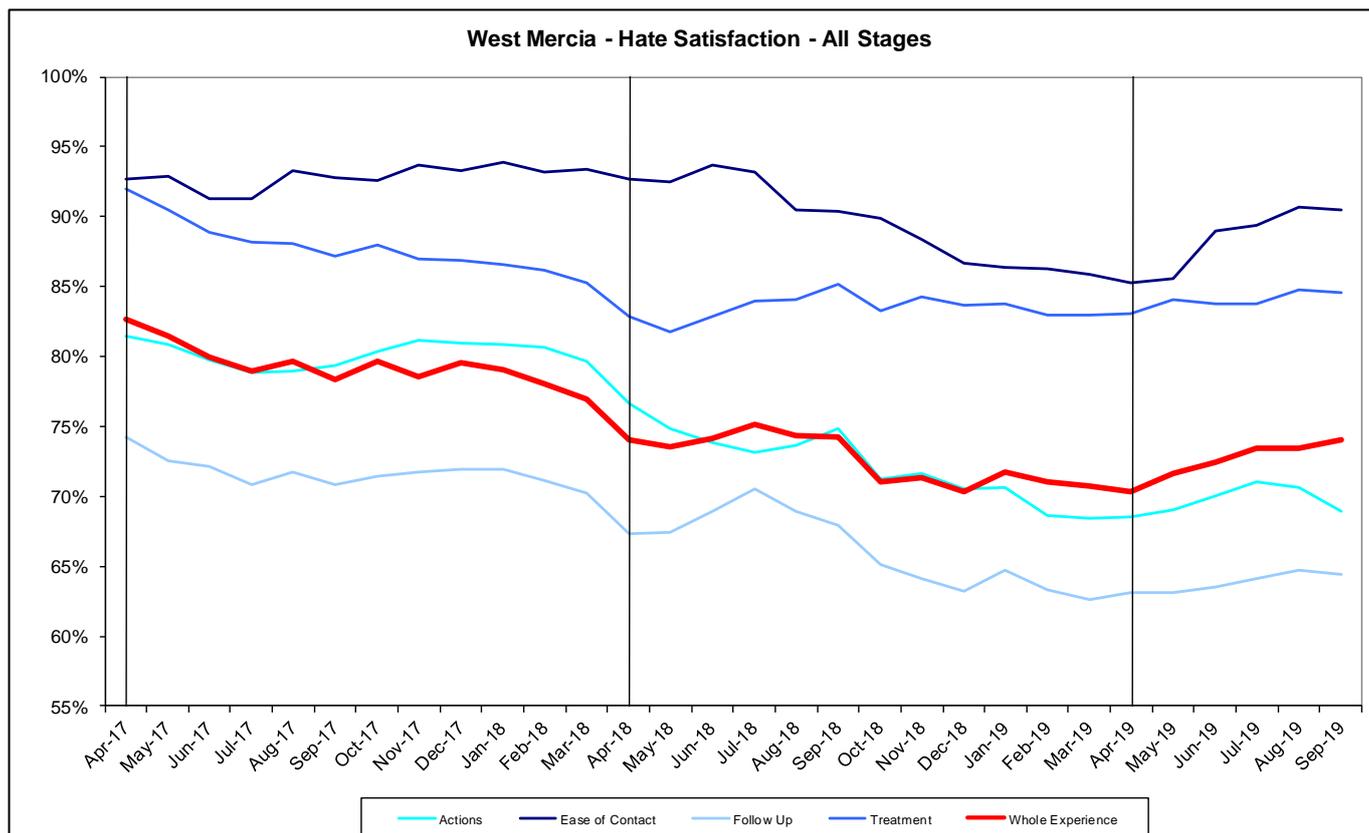
182 hate offences/ incidents were recorded in September. This was a reduction compared to August (197) but volumes remain significantly above the monthly average (130).

Reduced or stable volumes were seen across all policing areas with the exception of South Worcestershire.

Racial based offences continue to account for the majority (63%) of recorded hate crime, in line with the monthly average.

Volumes of 'sexual orientation / homophobic' related offences/incidents have reduced from the peak in August, however volumes remain above average.

## Hate Crime Victim Satisfaction



	Jul-19	Aug-19	Sep-19
Herefordshire	75.0%	74.4%	75.0%
North Worcestershire	72.2%	70.3%	71.1%
Shropshire	65.1%	70.5%	73.3%
South Worcestershire	79.1%	75.6%	72.3%
Telford & Wrekin	72.2%	75.7%	79.2%
<b>West Mercia</b>	<b>73.5%</b>	<b>73.5%</b>	<b>74.1%</b>

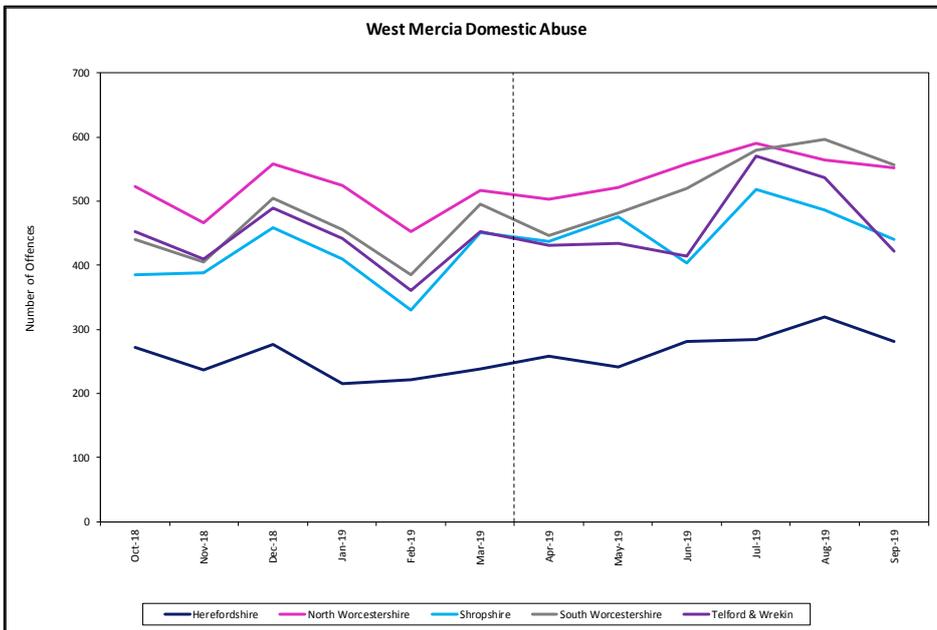
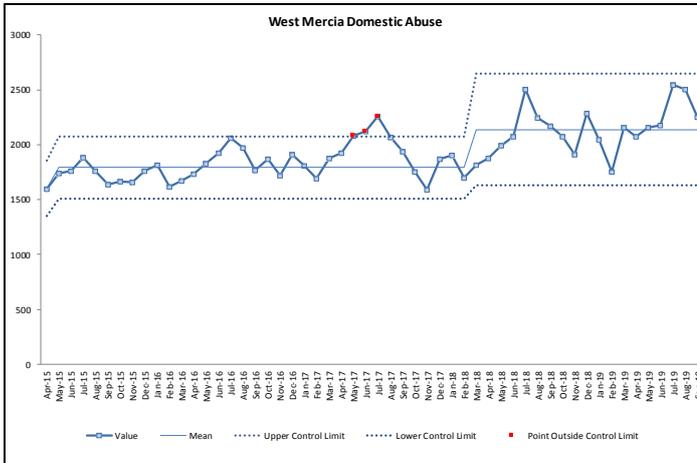
As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low (average of 31 per month). The data is therefore shown on the chart as a rolling 12 month average to give a longer term trend and to prevent short term reactions to what can be significant month-on-month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

74% of hate crime victims were satisfied with their overall experience with the police in September.

# Domestic Abuse

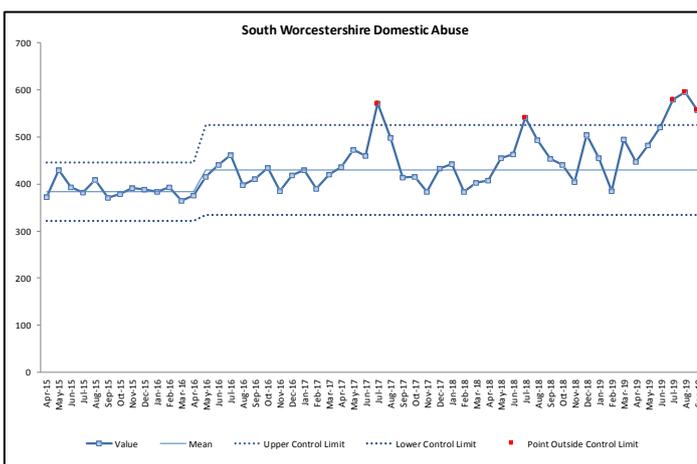
## Signs of Improvement would be:

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



2,254 domestic abuse offences & crimed incidents were recorded in September. This is a decrease compared to August (2,503) but volumes remain above the monthly average (2,137).

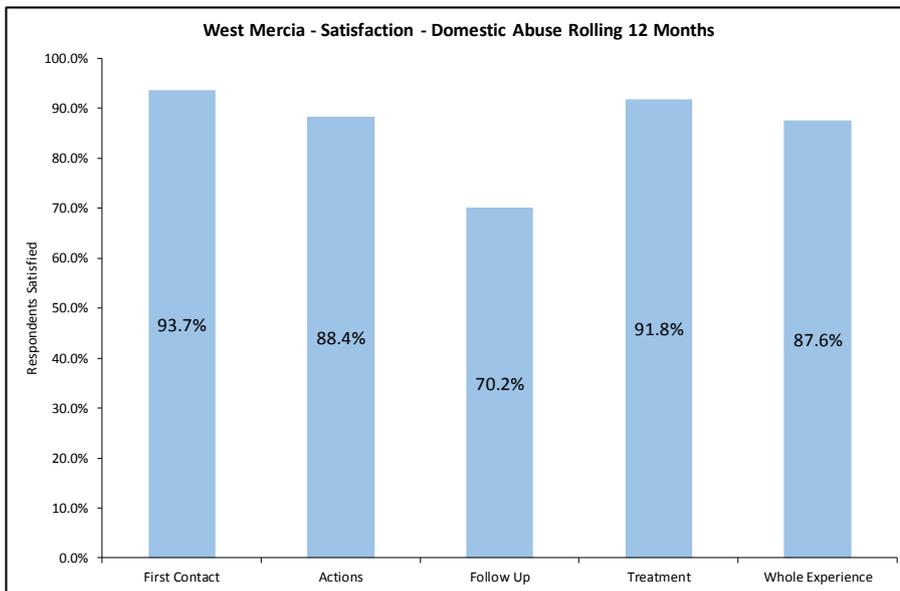
Reduced volumes were seen across all policing areas. Despite a month on month decrease, South Worcestershire continues to see exceptional volumes in September.



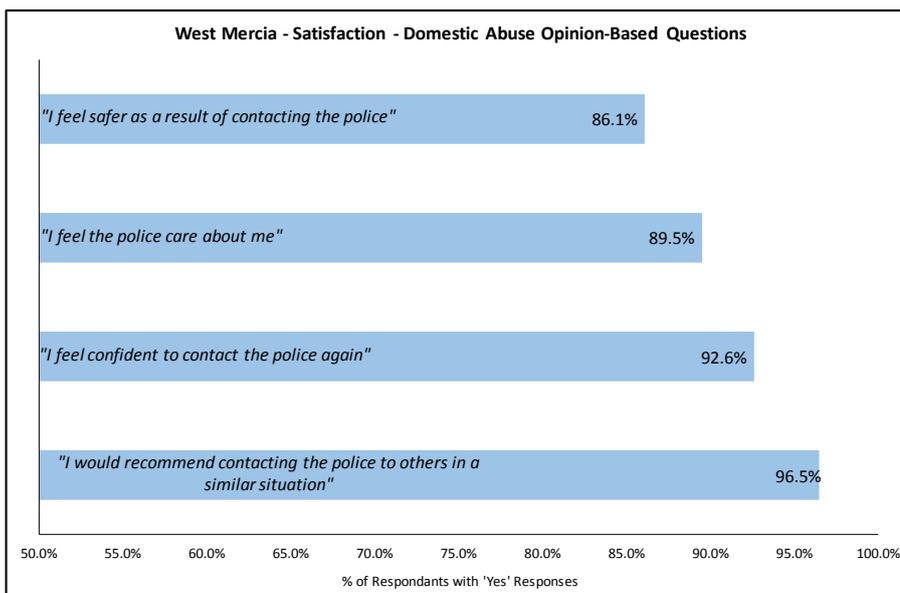
557 offences were recorded in South Worcestershire; a decrease compared to August (596) but volumes remain significantly above the monthly average (430).

## 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.



	Jul-19	Aug-19	Sep-19
<b>First Contact</b>	94.2%	94.0%	93.7%
<b>Actions</b>	88.6%	89.1%	88.4%
<b>Follow Up</b>	72.6%	71.9%	70.2%
<b>Treatment</b>	90.6%	91.1%	91.8%
<b>Whole Experience</b>	87.8%	87.0%	87.6%



	Jul-19	Aug-19	Sep-19
"I feel safer as a result of contacting the police"	85.7%	85.7%	86.1%
"I feel the police care about me"	89.6%	89.1%	89.5%
"I feel confident to contact the police again"	92.8%	92.7%	92.6%
"I would recommend contacting the police to others in a similar situation"	96.1%	96.2%	96.5%

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.

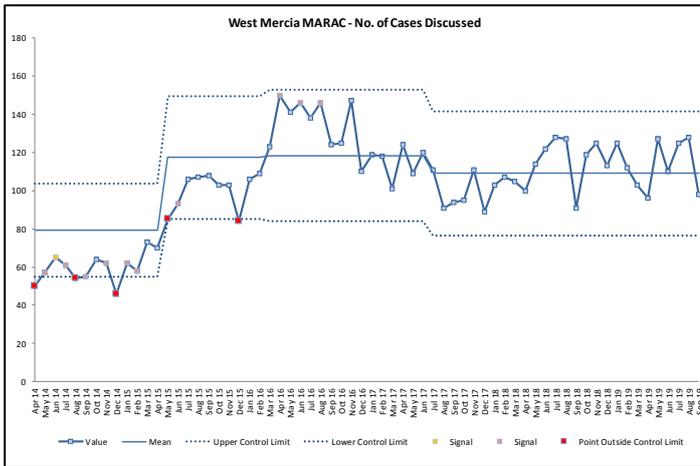
## Domestic Violence Protection Notices (DVPNs)

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.

	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
<b>West Mercia</b>	13	8	21	20	17	9	16	20	19	25	20	20	19

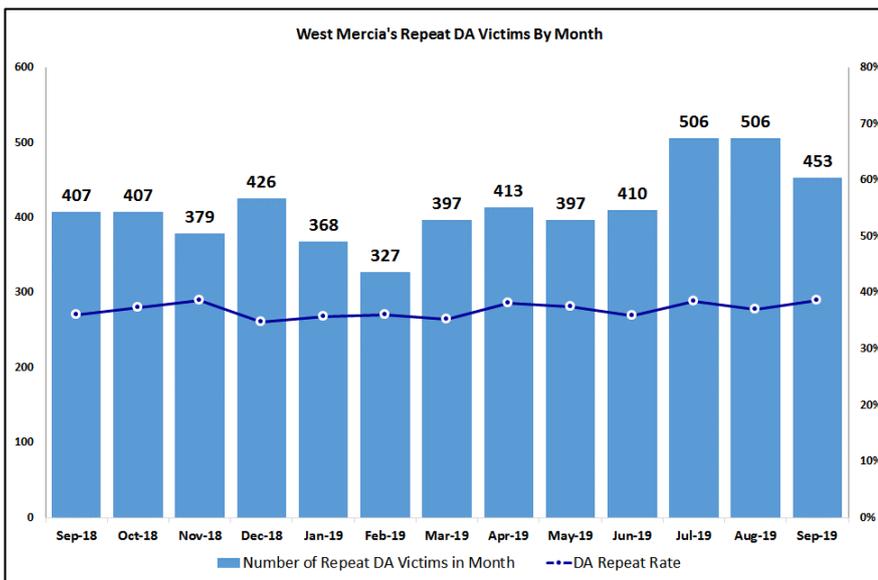
## MARAC (Multi Agency Risk Assessment Conference)

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.



98 cases were discussed at WMP MARACs in September (28 repeat cases). This is a reduction compared to August (128) and slightly below the monthly average (109).

## Domestic Abuse Repeat Victimization



In September, 39% (453) of all DA victims (1,175) were repeat DA victims (subject to at least one further DA offence in the last 12 months).

The number of repeat victims has decreased compared to the previous month (506) although the repeat rate has increased by two percentage points (37%).

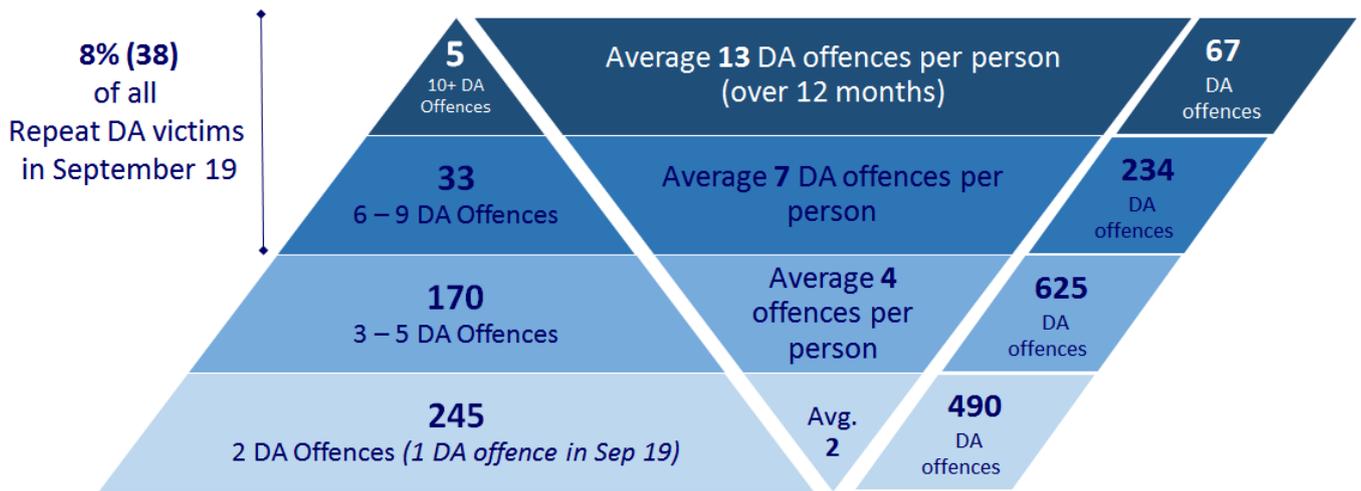
This lower volume of repeat victims reflects the reduction in DA offences recorded in September.

49 (11%) of September's repeat DA victims were also a repeat DA victim in August. This is a decrease on the volume and proportion of recurring repeat DA victims when compared to the August/ July's repeat victims (71, 14%).

13 individuals (3%) being a repeat DA victim in each of the last 3 months – July, August and September.

37 (8%) of September's repeat DA victims were also a repeat DA victim in July but were dormant in August.

## Breakdown of Repeat DA Victims in September by Number of DA Offences



September’s repeat DA victim cohort accounts for 1,416 DA offences recorded in the last 12 months, of which 687 DA offences were recorded in September.

5 individuals have been a victim of 10+ DA offences in the last 12 months. This represents 67 DA offences, of which 9 were recorded in September.

## Outcome Rate – Six month trends

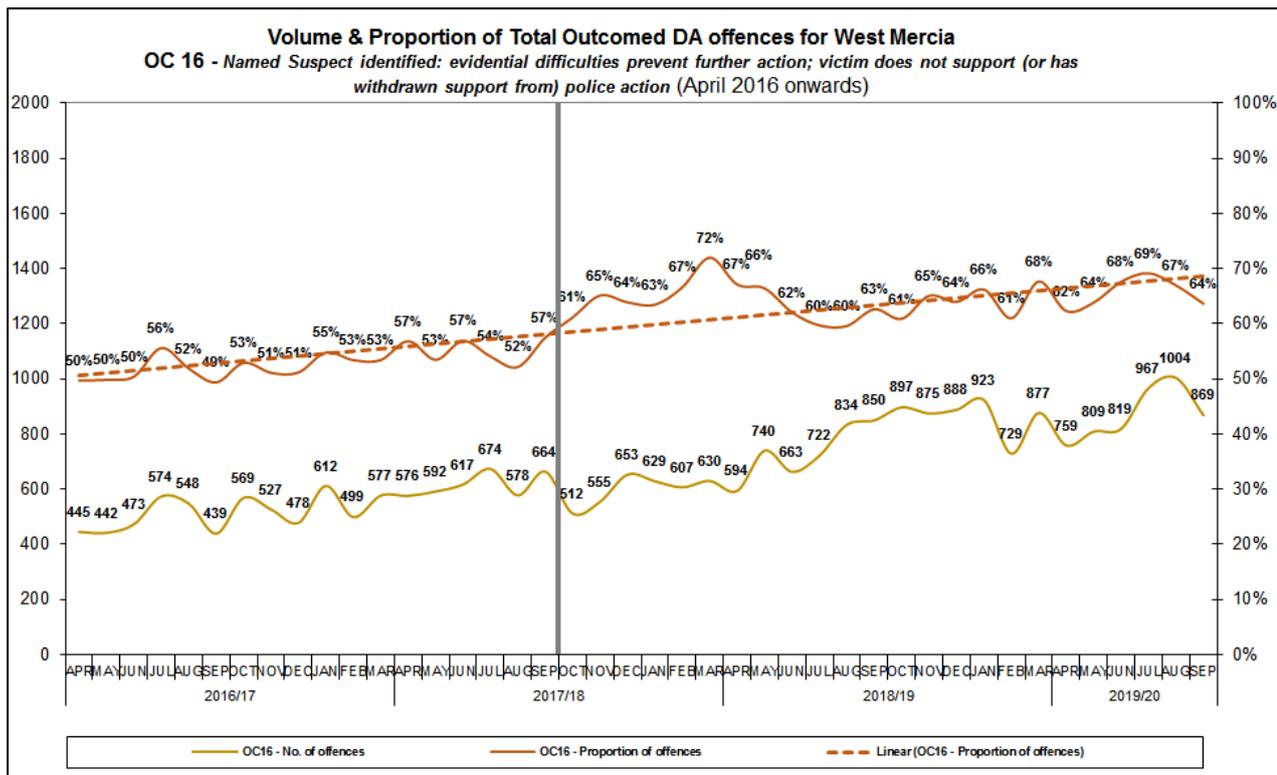
The data presented here is a 6 month picture, showing the overall outcome rate (% of DA offences recorded in the period that have been outcomed) and a breakdown by outcome type.

		Outcomed DA Volumes and % Outcomed			
		Apr 18 - Sep 18		Apr 19 - Sep 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	682	11.8%	718	10.5%
No Action Taken	OC5,9,10,11,12,13,15,16,17	4,783	82.5%	5,676	82.9%
Investigation complete - no suspect identified	OC14,18	244	4.2%	262	3.8%
Other*	OC20,21,22	89	1.5%	192	2.8%
<b>Total Recorded and Outcomed</b>		<b>5,798</b>	<b>100%</b>	<b>6,848</b>	<b>100%</b>
<b>Total Recorded</b>		<b>7,465</b>		<b>8,741</b>	
<b>Outcome Rate</b>		<b>77.7%</b>		<b>78.3%</b>	

- 78% (6,848) of DA offences recorded in Apr – Sep were assigned an outcome within the same 6 month period. This outcome rate remains consistent with the equivalent period last year (78%). There was a 17% growth in the number of DA offences recorded in Apr – Sep (8,741) compared to the same period last year (7,465).
- 11% (718) of recorded/ outcomed DA offences (6,848) in Apr – Sep 19 were assigned an ‘action taken’ outcome within the same 6 month period. This proportion has decreased by one percentage point compared to the same period last year (12%).

## 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.
- 869 DA offences (64%) resulted in Outcome 16 in September. This is a reduction in volume and proportion rate on the previous month (1004, 67%).

An audit is currently ongoing to assess the appropriate use of OC16 for DA offences. The initial findings from this will be discussed at Performance Management Group in October.

A report is now available on the force performance dashboard which identifies all DA offences outcomed by code 14, 16, 18, 20 or 22. This allows further scrutiny of the appropriate use of these outcome methods.

# Child at Risk / Child Sexual Exploitation



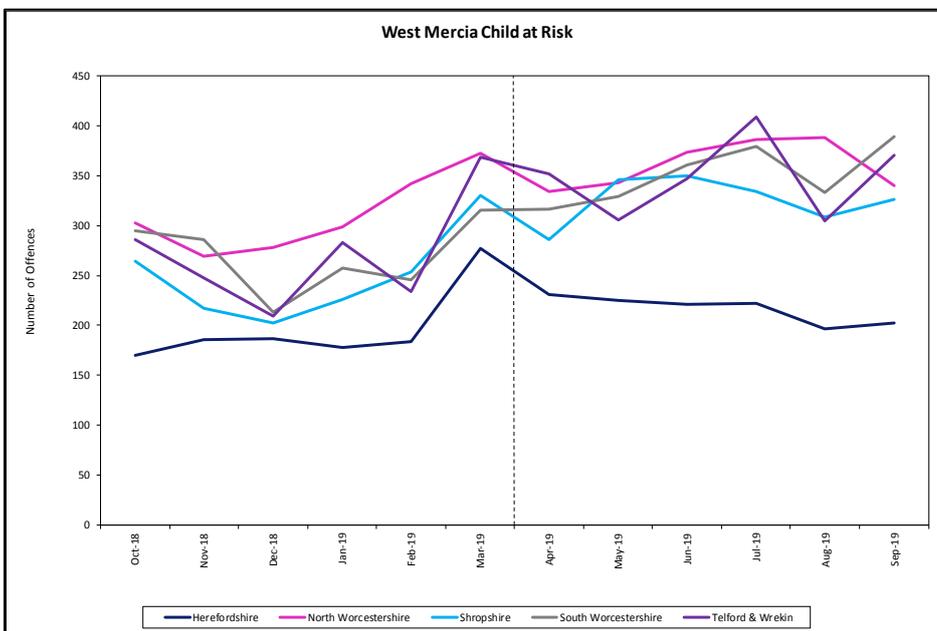
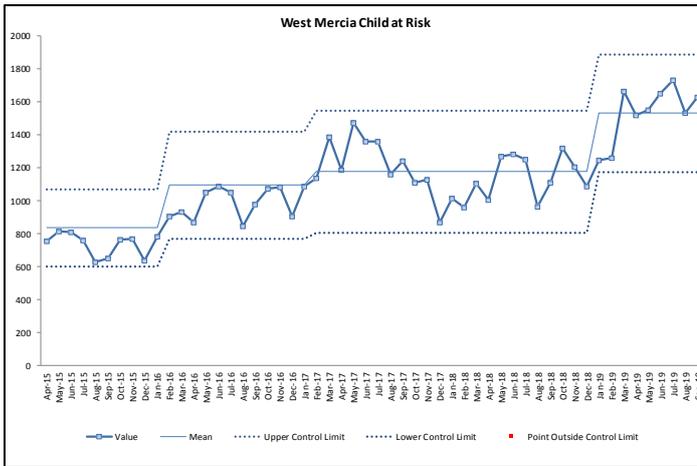
**Signs of Improvement would be:**

- ❖ 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.

Since March 2019, crime bureau staff have had a remit to focus on the correct application of keywords in Athena. This 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.

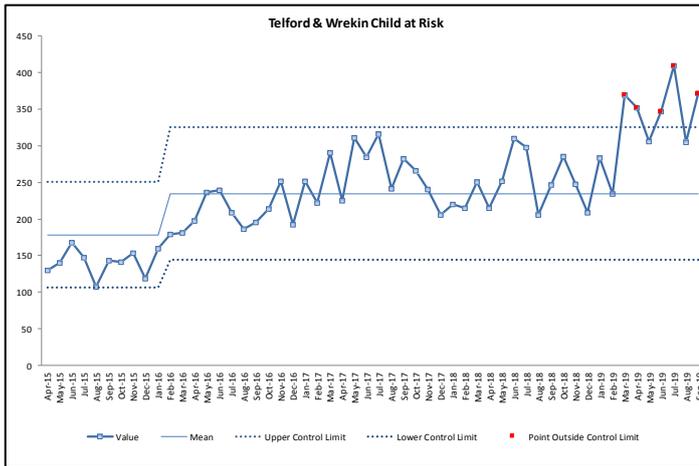
## Child at Risk



1,628 Child at Risk markers were applied to offences/incidents in September. This is an increase compared to August (1,532) and above the monthly average (1,531).

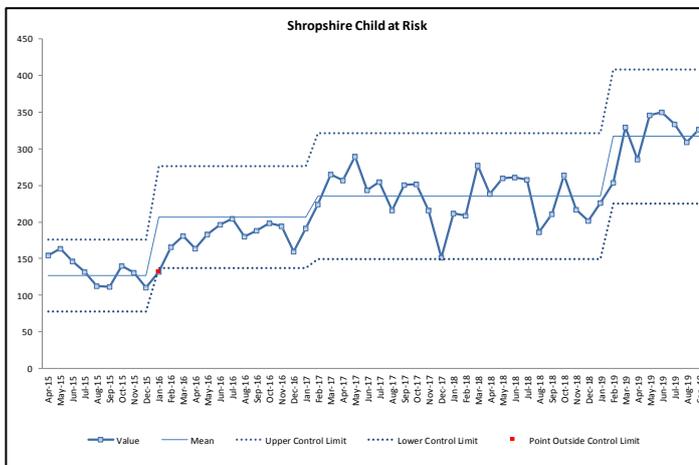
Increased volumes were seen across all policing areas with the exception of North Worcestershire.

Exceptional volumes were seen in Telford & Wrekin. In Shropshire, following 8 months of volumes above the monthly average, this average has now increased.



371 offences were recorded in Telford & Wrekin; an increase compared to August (305) and significantly above the monthly average (235).

This is the 7<sup>th</sup> consecutive month that volumes have remained above the monthly average. If this trend continues in October the monthly average will increase.

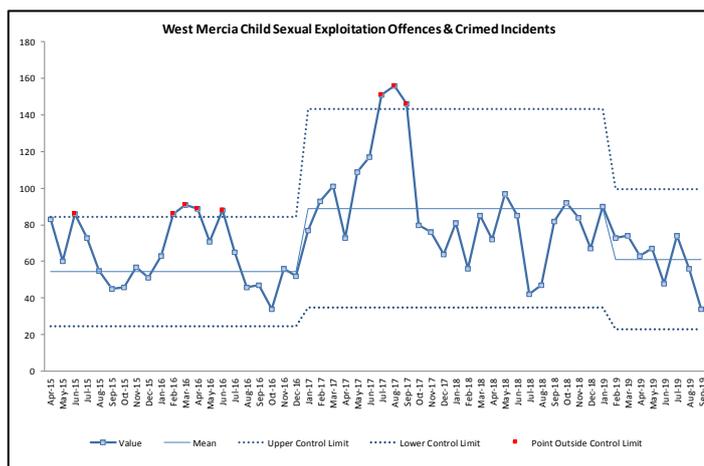


This is the 8<sup>th</sup> consecutive month that volumes have remained above the monthly average across Shropshire.

The average has increased from 234 to 317 offences per month.

It is likely that the continued scrutiny in the application of markers along with usual seasonal uplifts has contributed to current levels.

## 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.

34 CSE offences/ incidents were recorded in September; a decrease compared to August (56) and below the monthly average (61).

Reduced volumes were seen across all policing areas with the exception of Herefordshire.

As noted above, the continued focus on the correct application of keywords is likely to be responsible for the recent reduction in recorded offences/ incidents.

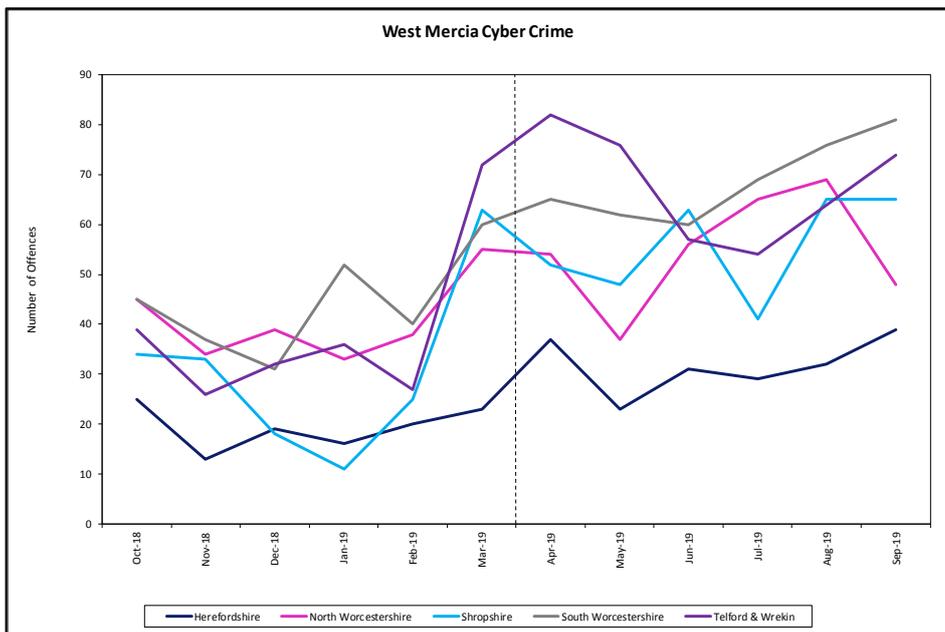
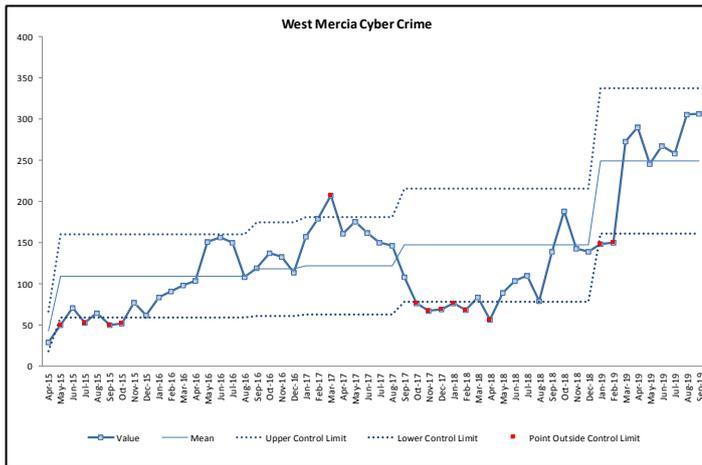
There was a higher proportion of ‘non-recent’ offences recorded in September – 56% (19) compared to a monthly average of 52%.

# 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.

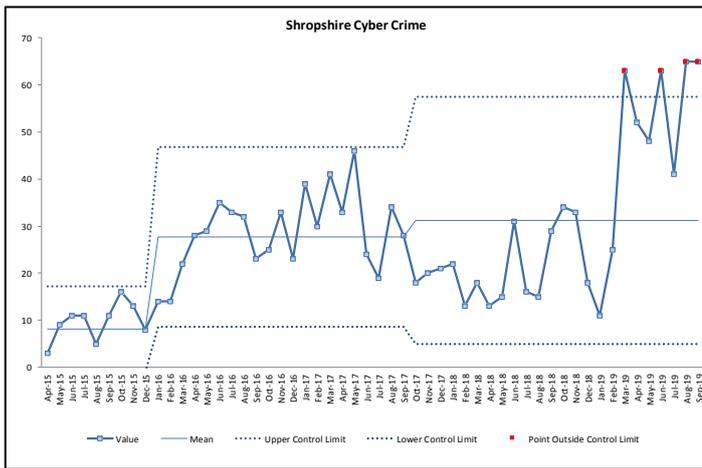
**The continuing increase in reporting is likely to be influenced by an increased focus on the correct application of keywords and a change in the dissemination of cyber crime by the NFIB with the addition of the national aim to investigate all cyber offences.**



307 offences were flagged as cyber crime in September. This is comparable to August (306) and volumes remain above the monthly average (249).

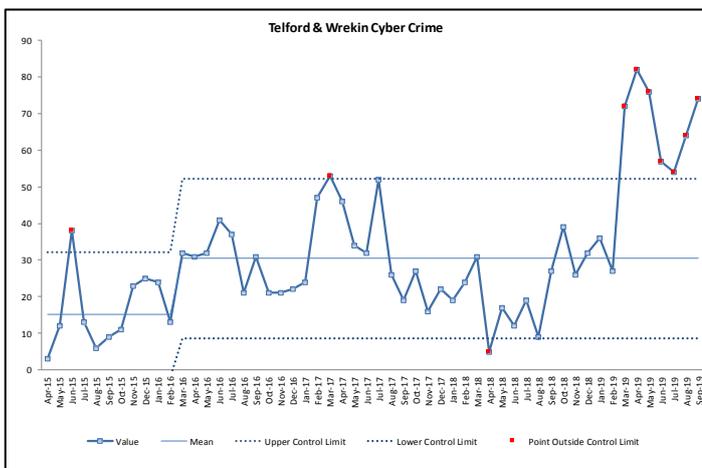
This is the 8<sup>th</sup> consecutive month that volumes have remained above the monthly average across West Mercia. The monthly average has subsequently increased from 147 to 249 offences per month.

Exceptional volumes were seen across Shropshire and Telford & Wrekin in September.



65 offences were recorded in Shropshire in September; in-line with August (65) and remaining significantly above the monthly average (31).

This is the 7<sup>th</sup> consecutive month that volumes have remained above the monthly average. If this trend continues the monthly average will increase in October.

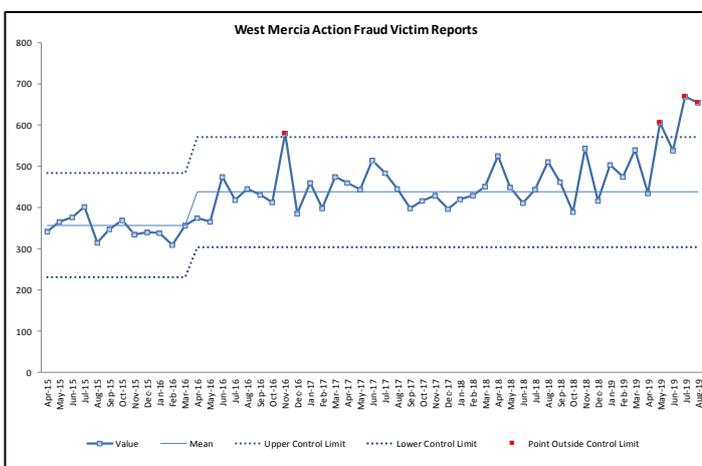


74 offences were recorded in Telford & Wrekin in September; an increase compared to August (64) and volumes remain significantly above the monthly average (30).

This is the 7<sup>th</sup> consecutive month that volumes have remained above the monthly average. If this trend continues the monthly average will increase in October.

## 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.



665 Action Fraud victim reports (which exclude company referrals) were recorded in August 2019<sup>3</sup>.

This is a decrease compared to volumes seen in July 2019 (669) and volumes remain significantly above the monthly average (438).

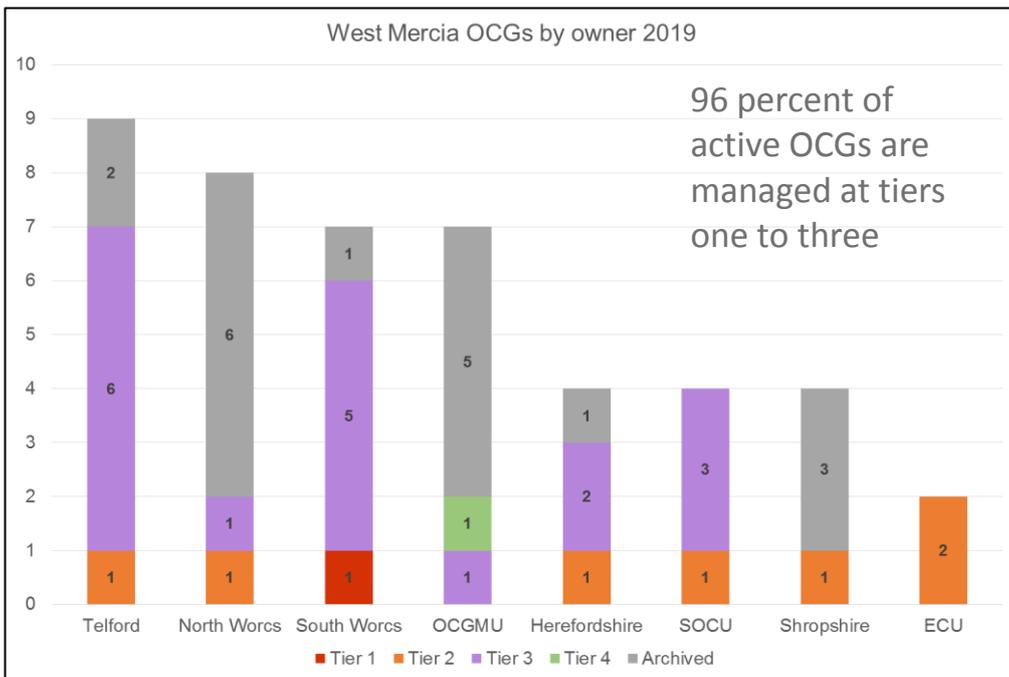
<sup>3</sup> Data is only available to August 2019 due to the delay in receiving and processing the data from Action Fraud.

# 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 of September 2019, there were 25 active and a further 18 archived OCGs across West Mercia. 19 of these active groups are managed by West Mercia local policing areas.



### Disruptions Jul – Sept 2019

#### Disruption Type

- 0 Major
- 5 Moderate
- 14 Minor

#### Judicial Outcomes

27 arrests

7 charges

4 convictions

#### Recoveries / Seizures

Cocaine (awaiting forensic results)

Heroin (awaiting forensic results)

0.25 kg Cannabis

0 firearm seized

#### Safeguarding

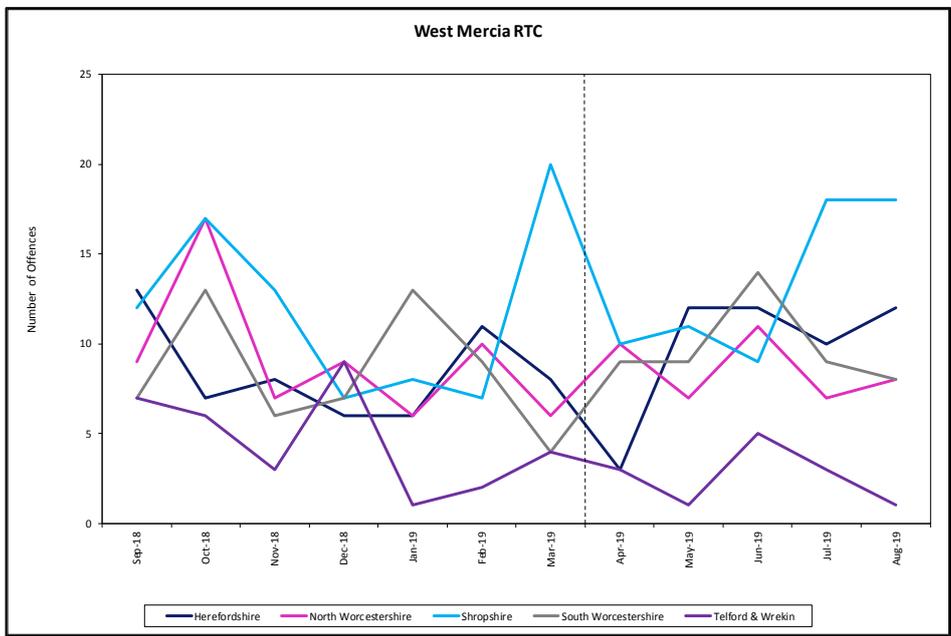
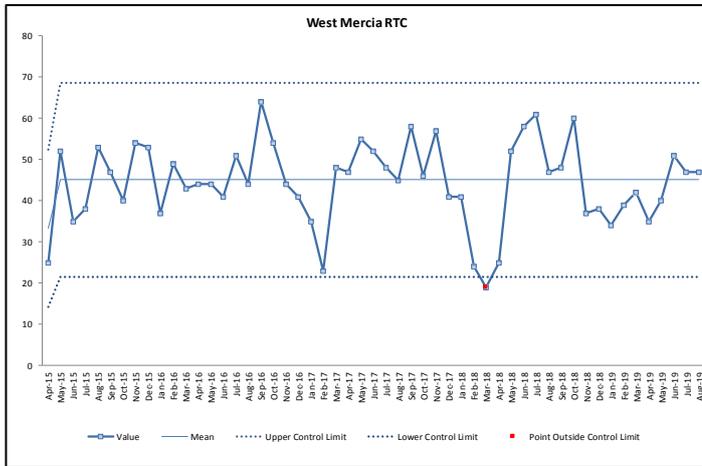
0 children safeguarded

1 adult safeguarded

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

# Road Traffic Casualties

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



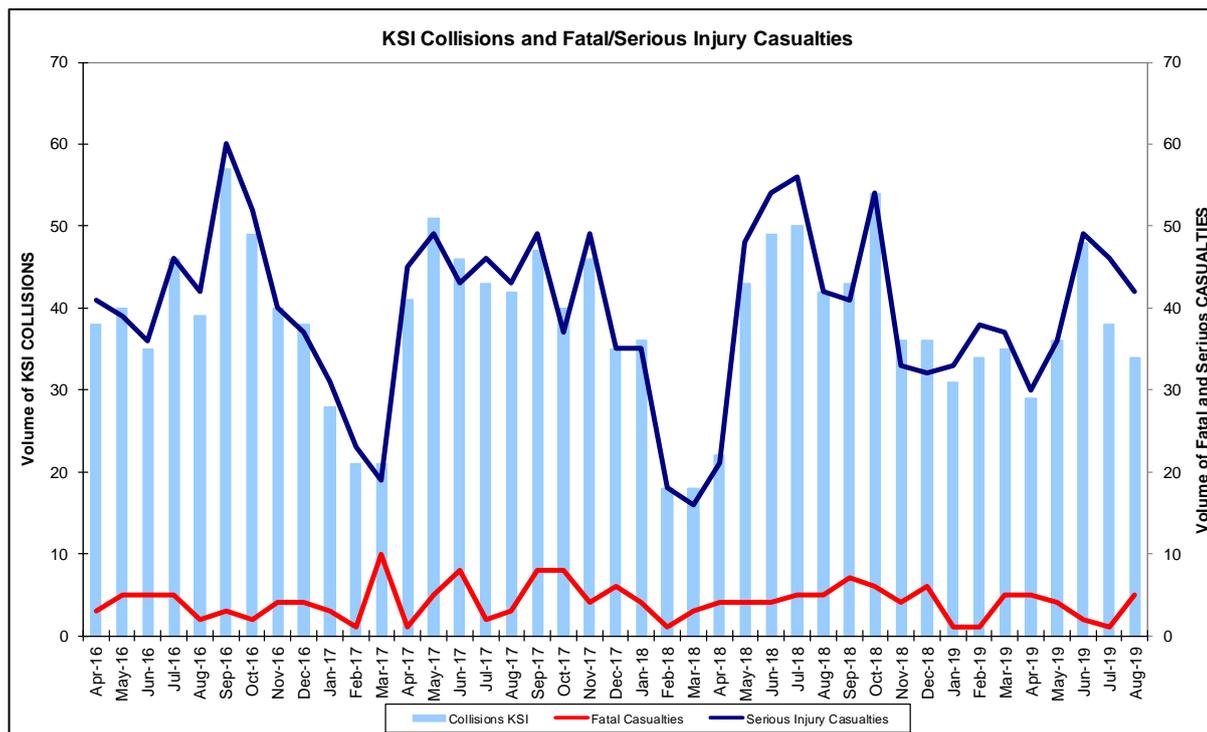
In September<sup>4</sup> there were 8 road deaths. This included 2 car driver, 1 motor cyclist, 1 HGV driver, 1 pickup driver, 1 car passenger, 1 pillion passenger and 1 pedestrian.

4 fatalities occurred in Herefordshire, 2 in Shropshire, 1 in North Worcestershire and 1 in South Worcestershire.

In August over half (56%) of all fatal and serious injury casualties were car drivers or passengers. 19% were on motorcycles, 17% were goods vehicles and 5% were cyclists.

<sup>4</sup> At the time of publication data regarding serious injury casualties in September is unavailable. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.

The chart indicates the volume of fatal and serious injury collisions and the pattern of both serious injury and fatal casualties.



The West Mercia Safer Roads Partnership (SRP) is managed and tasked through Force Operations. The work of the SRP is focussed on 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 175 sites across West Mercia. 35,026 offences have been recorded from April to August 2019.

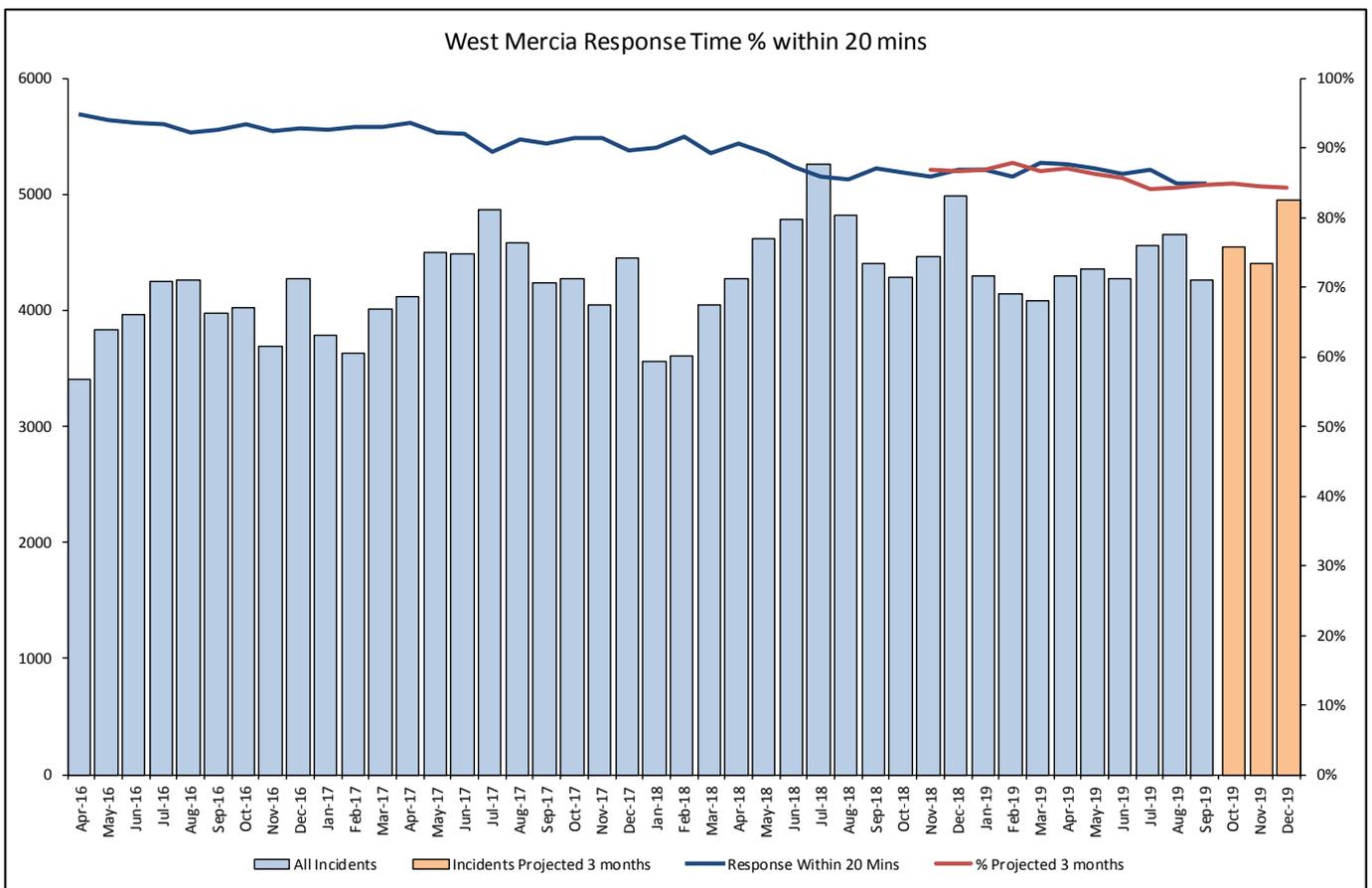
# Response Times to Emergency incidents

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

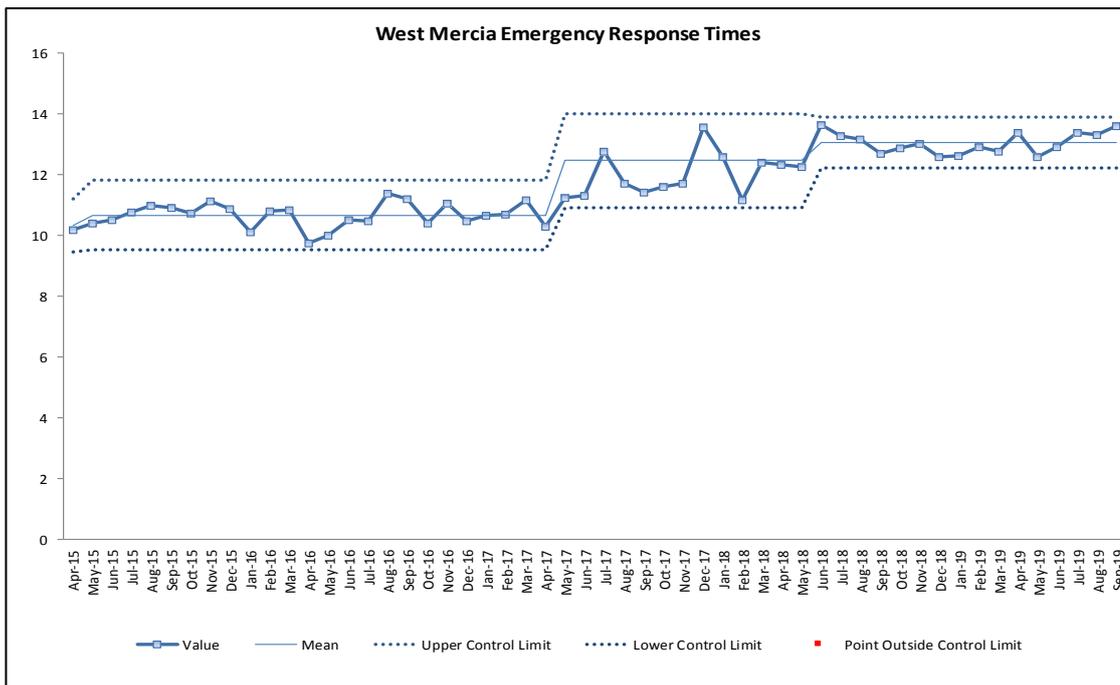
The force managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator,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

4,267 emergency incidents were recorded in September; a reduction compared to August (4,652). Almost 9 out of 10 (85%) 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 13 mins 36 seconds, an increase compared to the previous month (13 mins 18 seconds) and above the monthly average (13 mins 00 seconds).



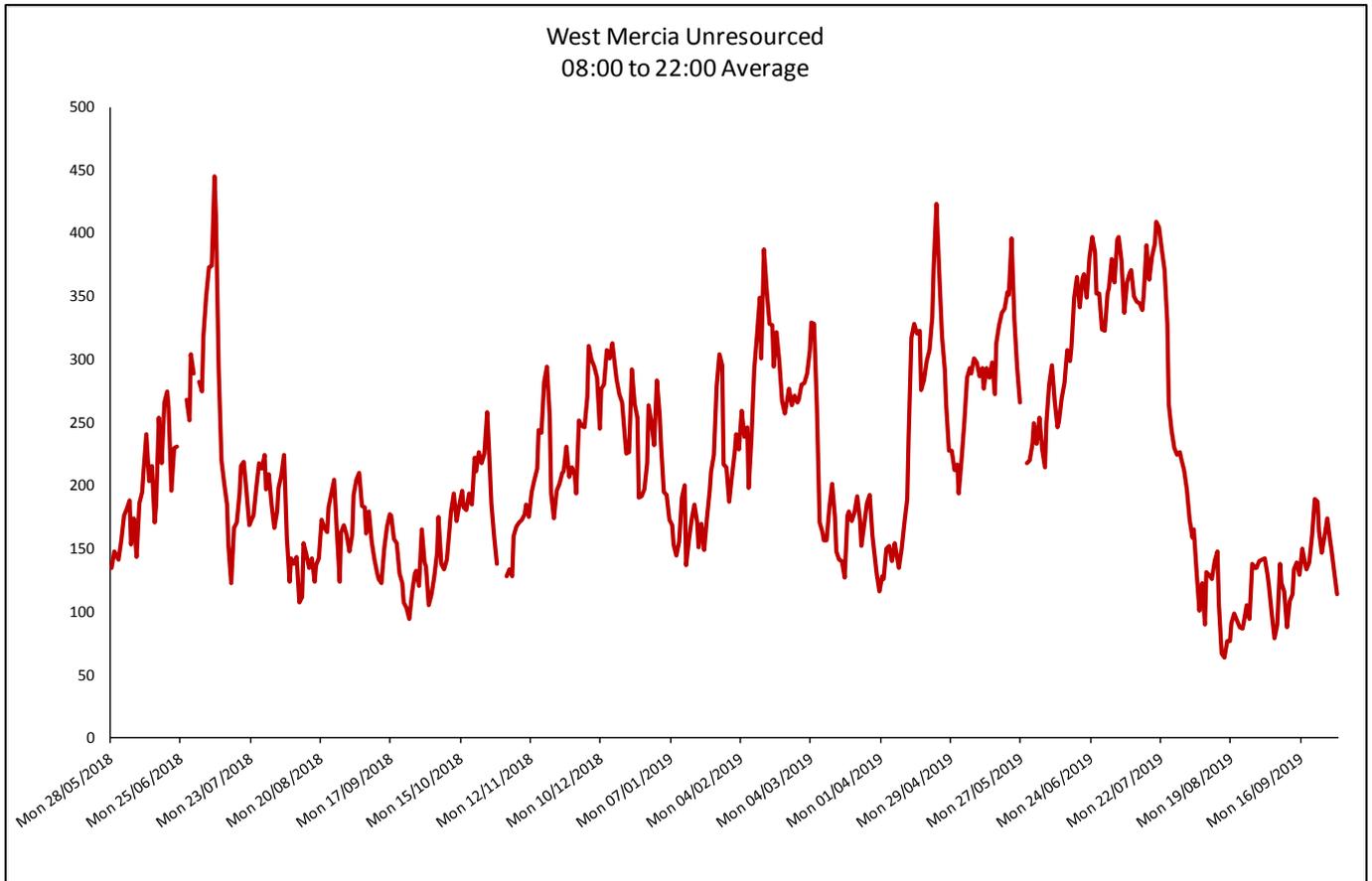
NB: from April 2016 we have been able to produce a more accurate data set

# Unresourced Incidents

## Signs of Improvement would be:

- ❖ Manageable volumes of unresourced incidents

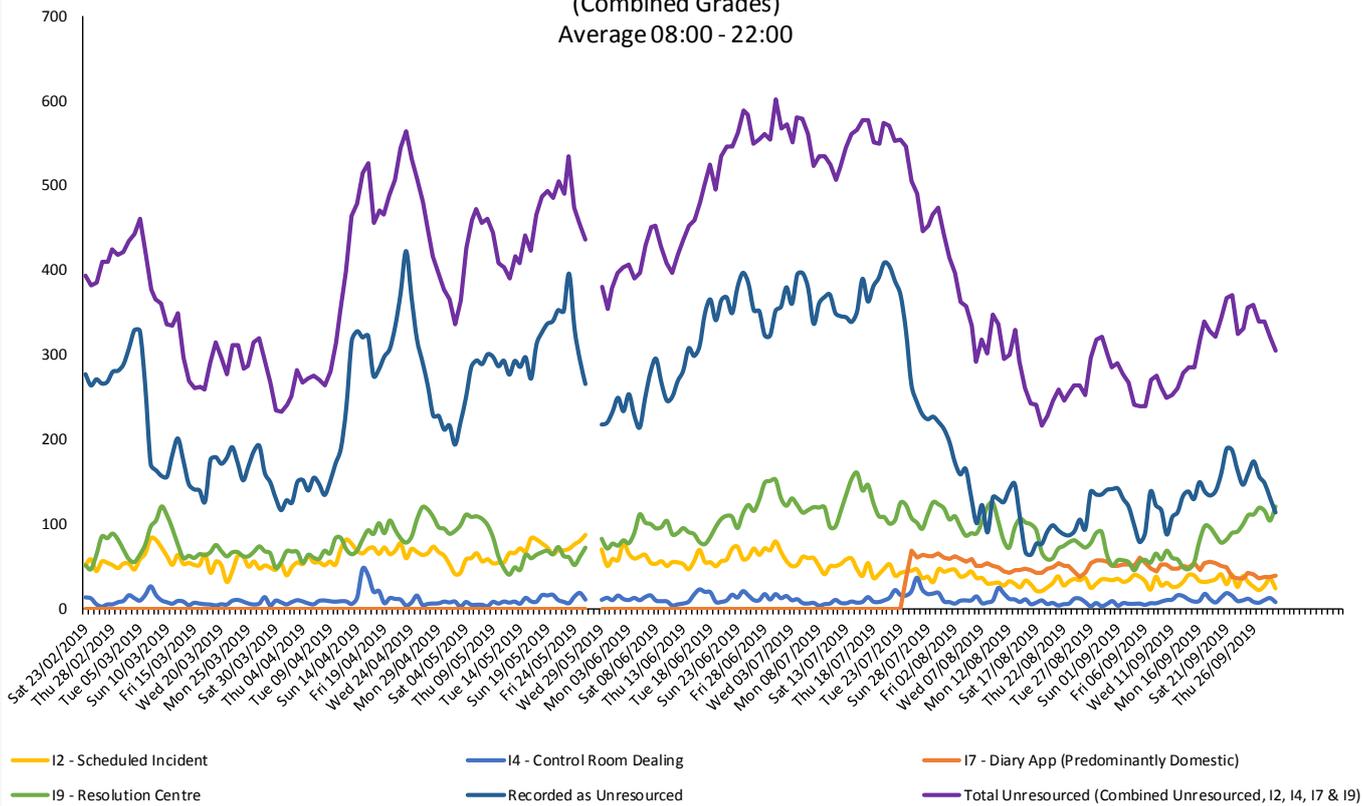
Volumes of unresourced incidents are captured on an hourly basis. This data is shared with senior officers on a daily basis and features in the weekly performance summary each Monday.



Unresourced levels are monitored on a daily basis across the policing areas and scrutinised within the weekly report.

The impact of the Demand Reduction project continues to be seen, with significantly reduced volumes of unresourced incidents from late July onwards. This, and other impacts of the Demand Reduction project will be discussed at Performance Management Group in October.

West Mercia - Overall Unmet Demand By Basket  
 (Combined Grades)  
 Average 08:00 - 22:00

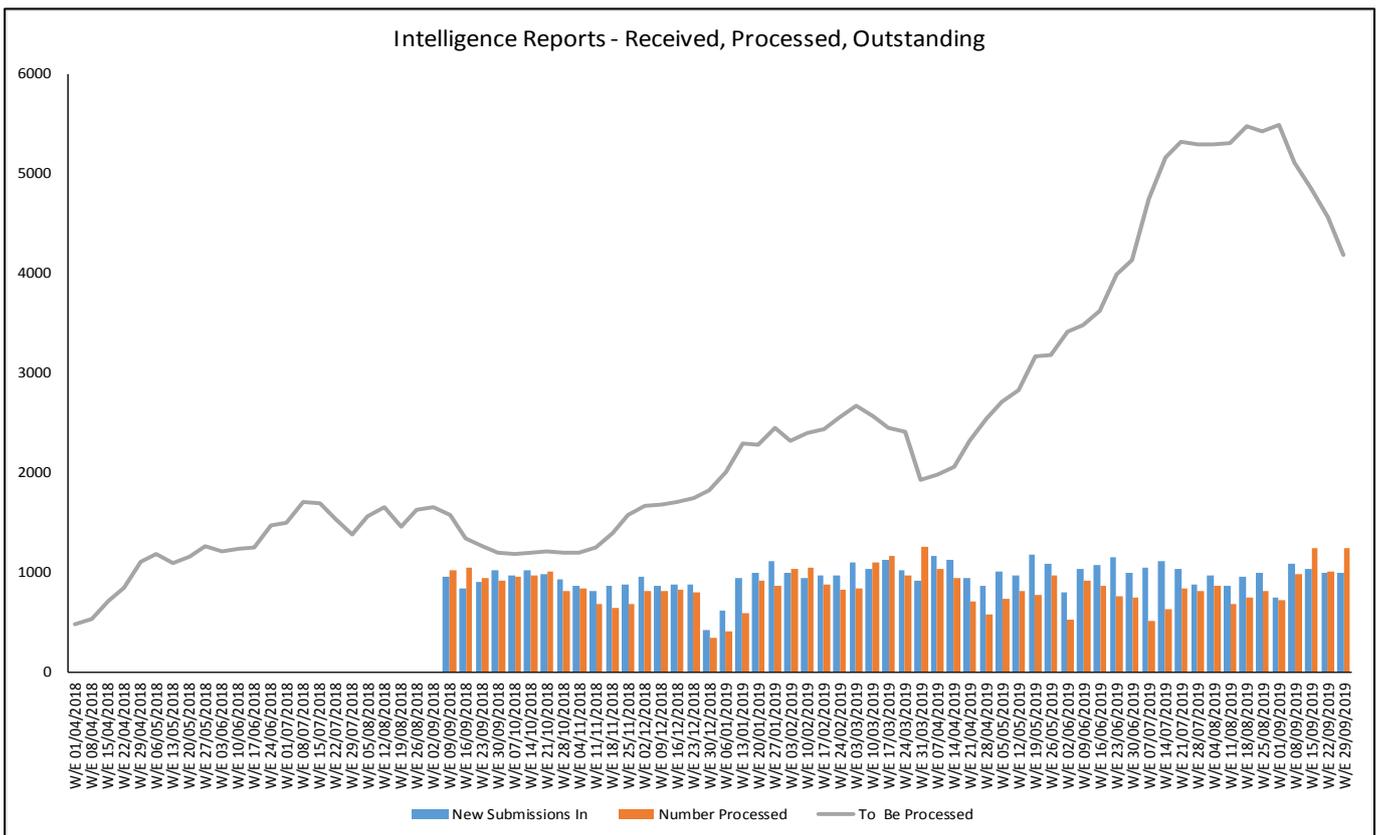


# Outstanding Intelligence Reports

**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 - W/E 29/09/2019 4,188) have reduced and are at levels seen at the end of June (W/E 30/06/2019 - 4,188).



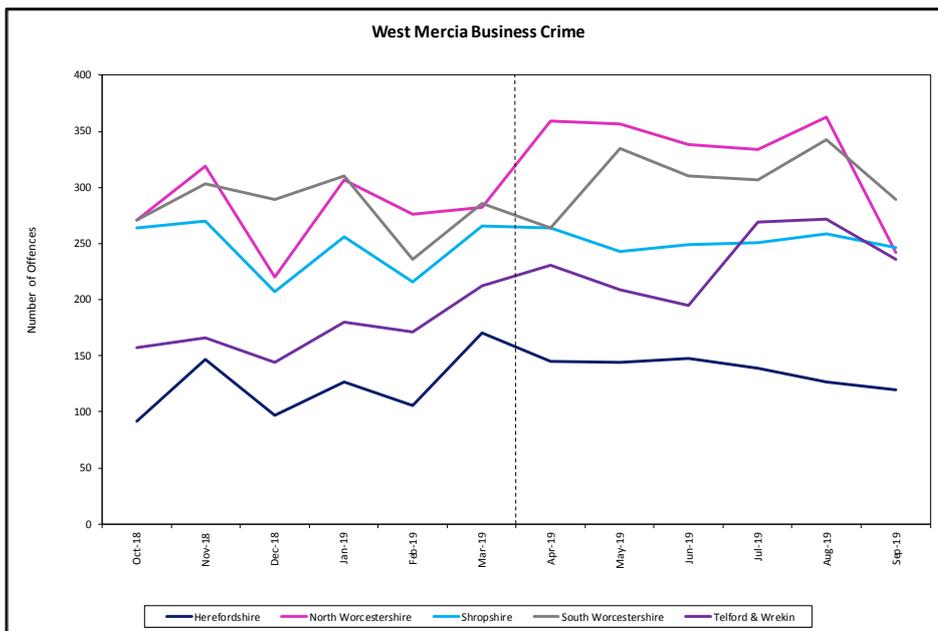
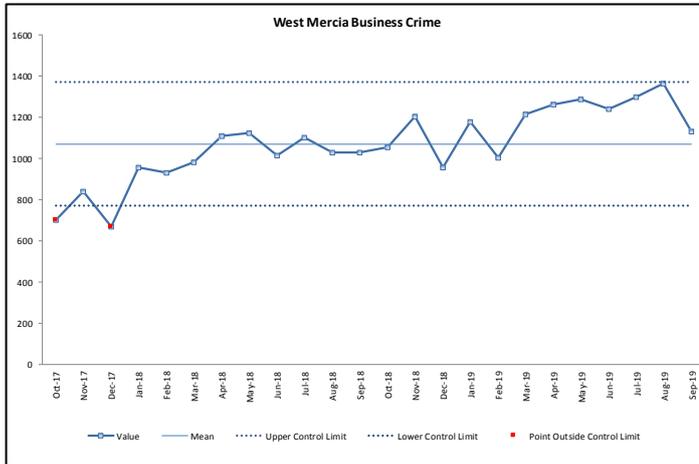
The recruitment to achieve the agreed FTE of 16 total staff for West Mercia has now concluded. As an additional interim measure, 5 FIOs from policing areas began work in early September to help tackle the backlog – this has clearly had an impact and will continue until the full FTE is reached.

# Reassuring West Mercia

## Business Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



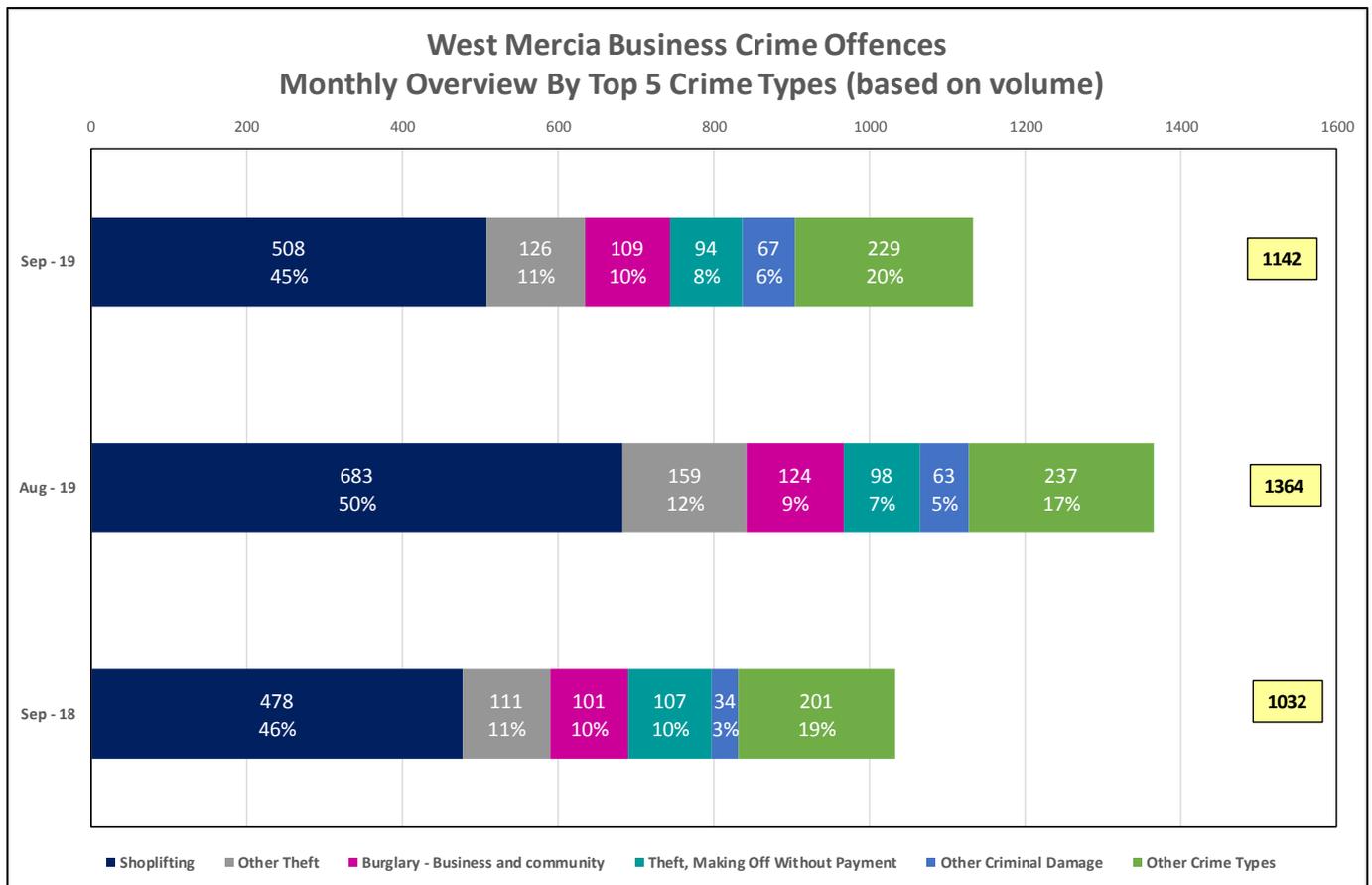
Business crime is identified by the application of a keyword. The charts only shows data from October 2017 as data prior to this is not directly comparable.

1,133 business crimes were recorded in September. This is a decrease compared to August (1,364) but volumes remain above the monthly average (1,071).

This is the 7<sup>th</sup> consecutive month that volumes have remained above the monthly average if this trend continues in October the monthly average will increase.

Reduced volumes were seen across all policing areas in September.

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. The percentage breakdown remains broadly similar to the previous month and the same month last year, although volumes have increased. Shoplifting remains the top offence and represents 45% of 'business crime' offences.



# Reforming West Mercia



## Sickness

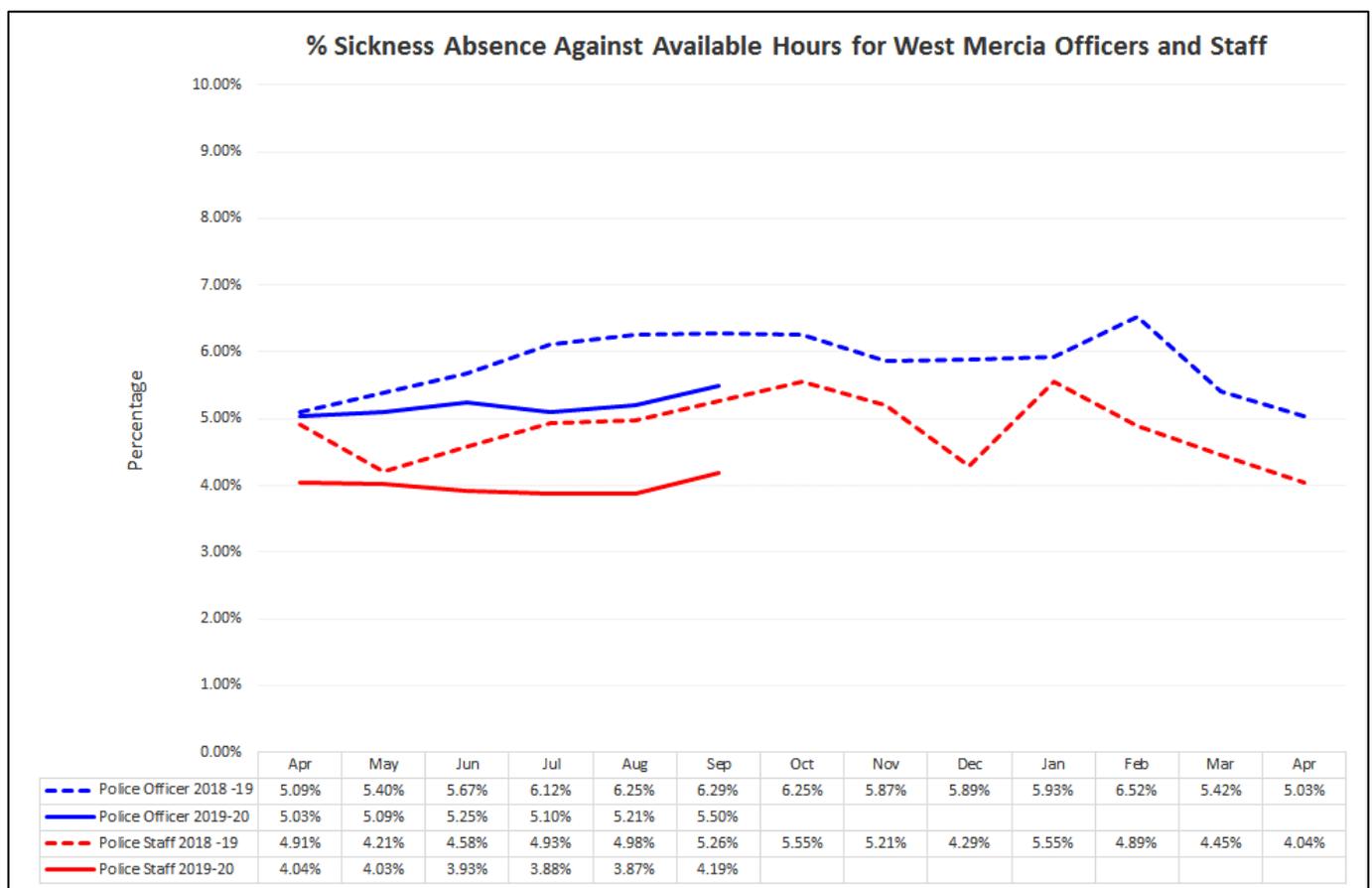
### Signs of Improvement would be:

- ❖ Improved staff wellbeing – improving levels of attendance

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

The average percentage of hours lost to sickness in September is 5.50% for Officers, an increase from August (5.21%) but lower than the equivalent month in the previous year (6.29%).

For Staff, the average percentage of hours lost in September is 4.19%, an increase from August (3.87%) but lower than the equivalent month in the previous year (5.26%).



Both officer and staff sickness rates continue to be below those seen last year. As we enter a period of change, particularly for police staff, the health and wellbeing team continue to promote the wealth of support available to all staff.

# Complaints

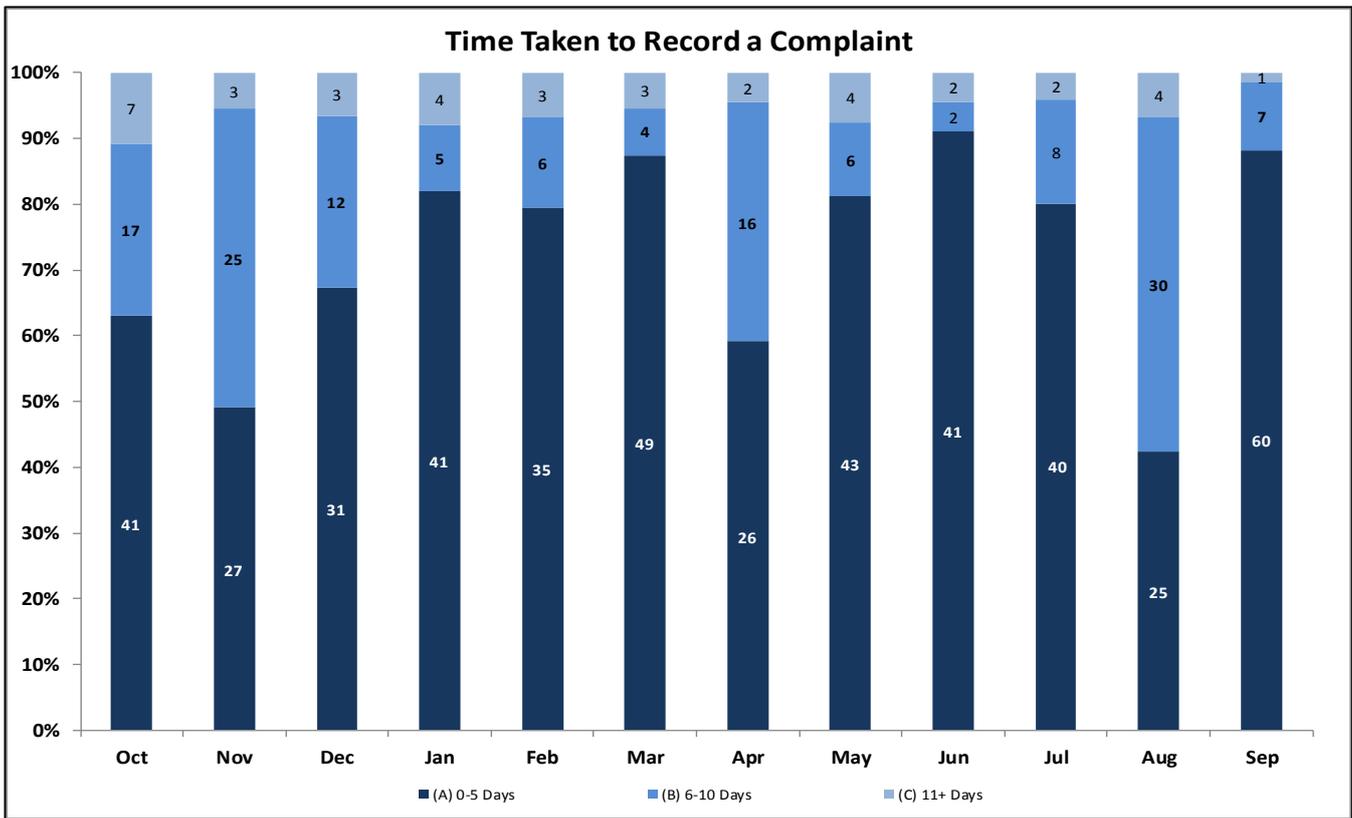
- Signs of Improvement would be:**
- ❖ Overall reduction in complaints
  - ❖ Timeliness within national guidelines
  - ❖ Reduction in severity of complaints
  - ❖ Reduction of incivility

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

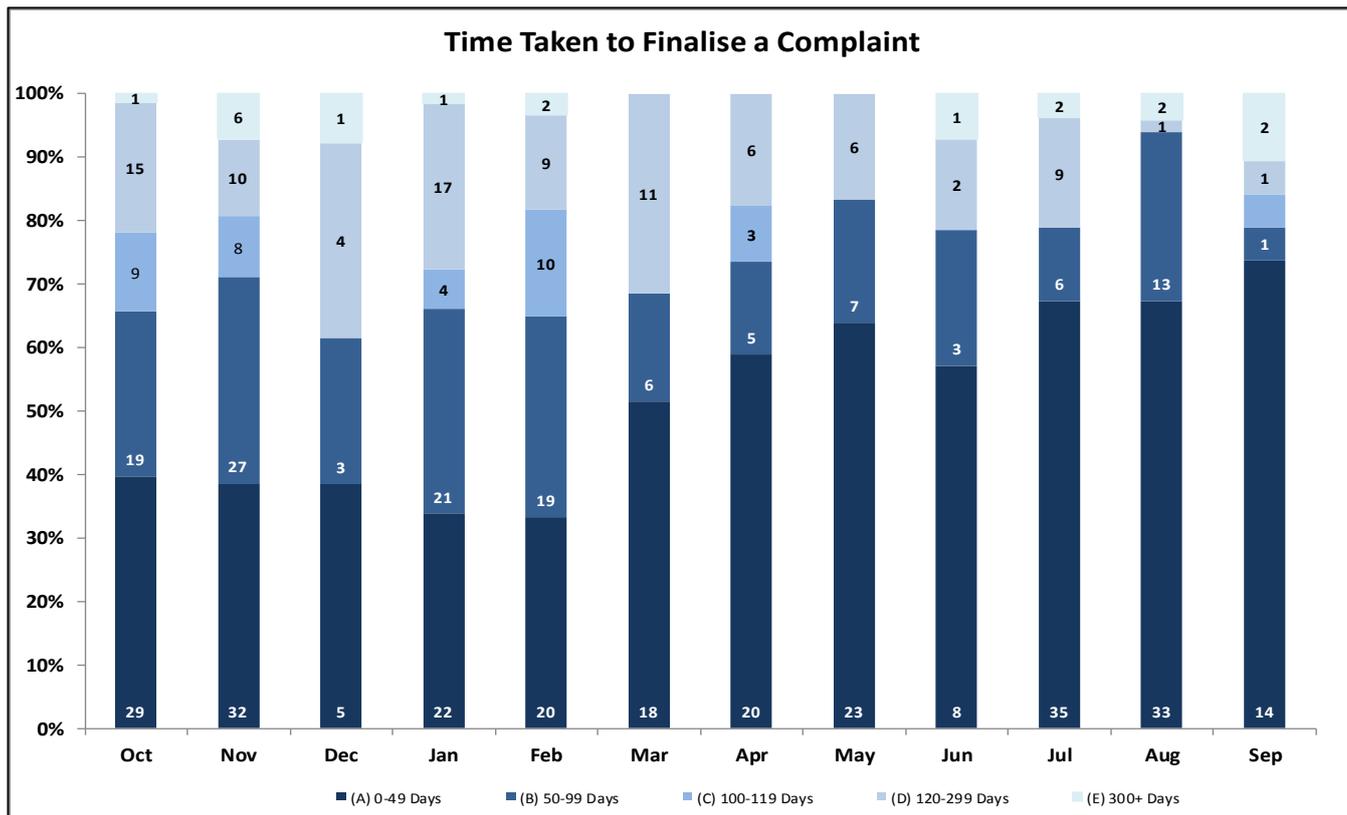
## Timeliness to Record & Finalise

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 September 99% of complaints were recorded within 10 days, an increase compared to August (93%).



The second national target is to finalise cases within 120 days. In September 84% of cases were finalised in 120 days, a decrease compared to August (94%).



# Call Handling

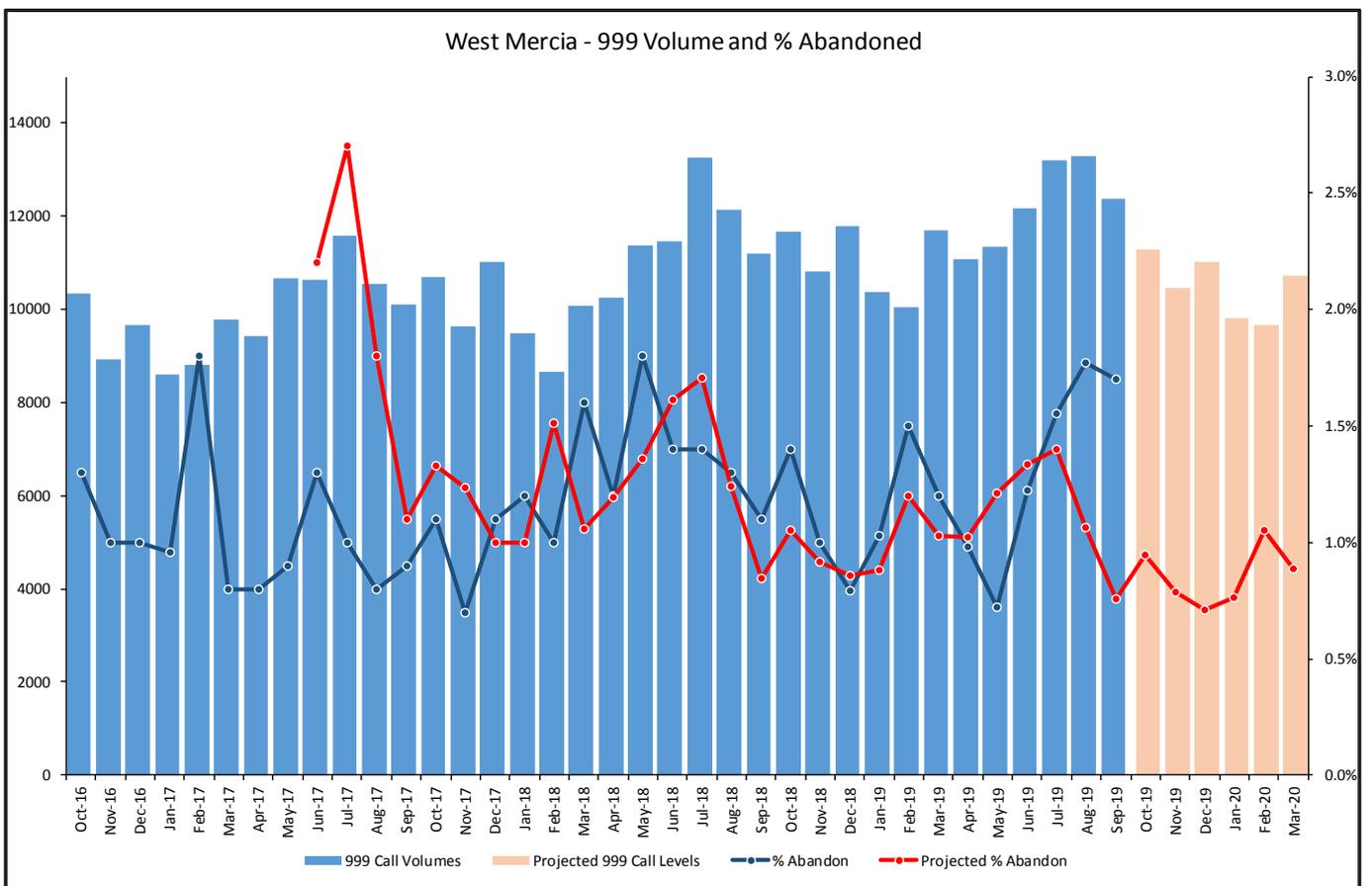
**Signs of Improvement would be:**

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

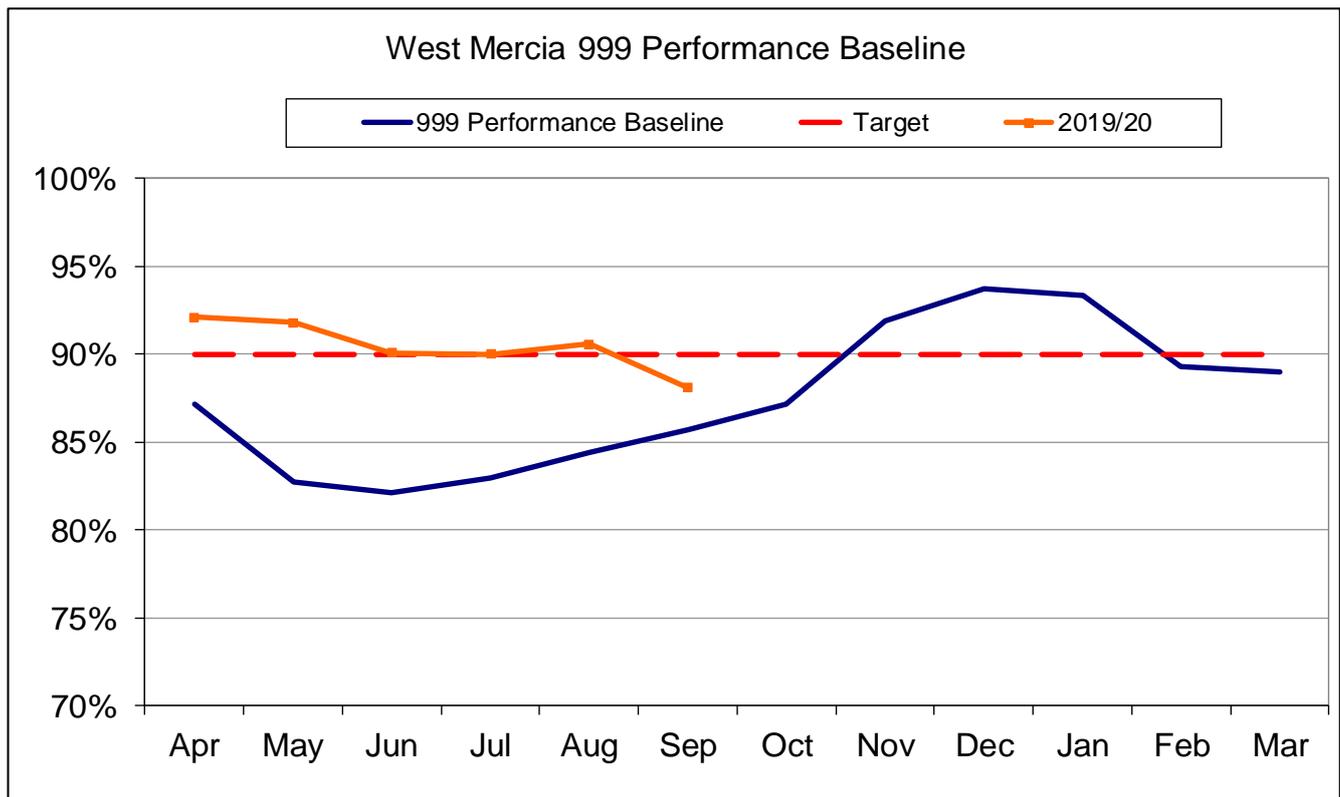
## Calls on the 999 system

12,372 calls on the 999 system were received in September; a decrease compared to the previous month (13,330). The abandoned rate last month (1.7%) decreased compared to the previous month (1.8%).

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.



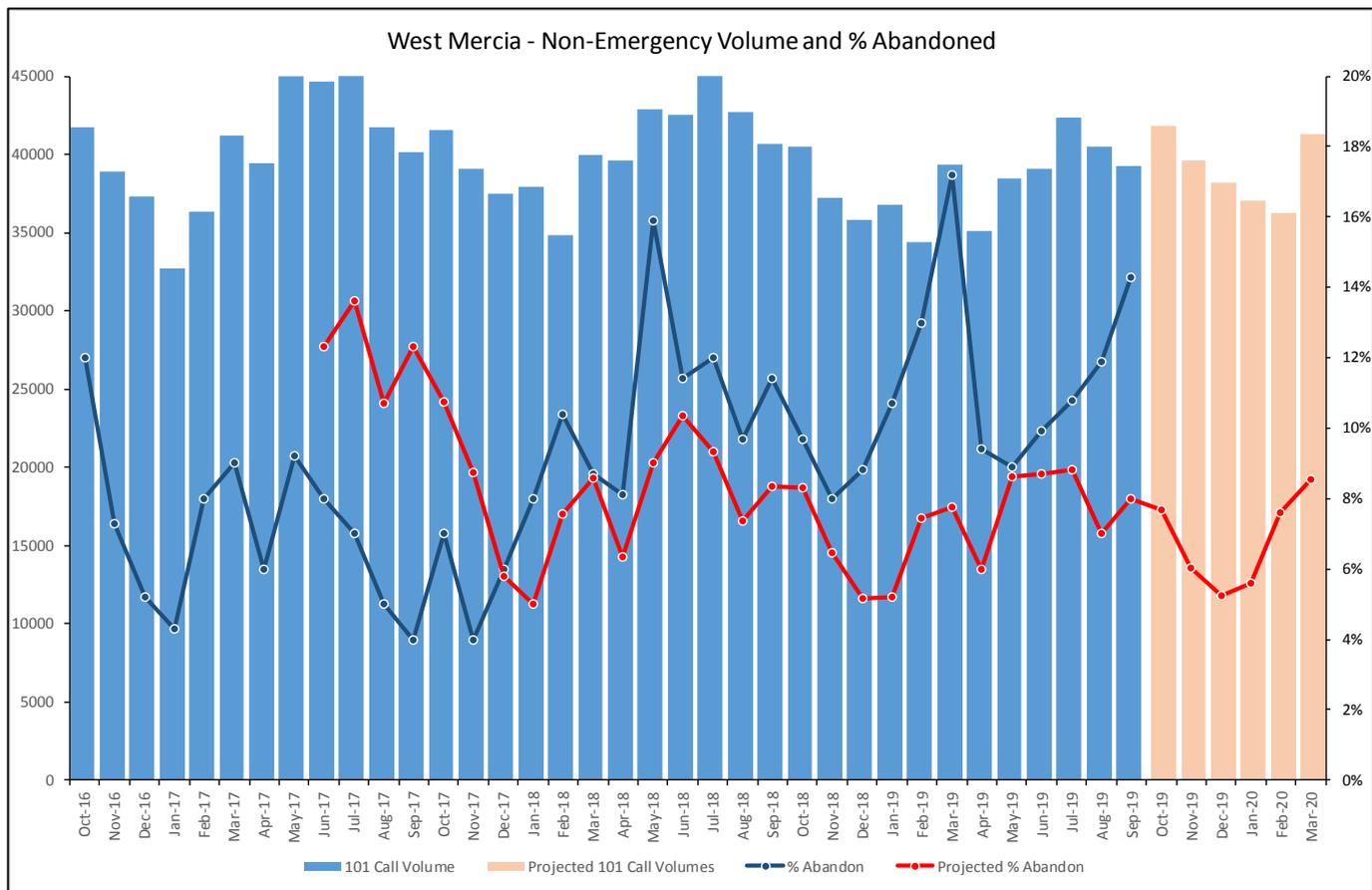
The proportion of 999 calls answered within 10 seconds in September (88%) has decreased compared with the previous month (91%) and is below the target (90%). Current performance and is 6% above the baseline.<sup>5</sup>



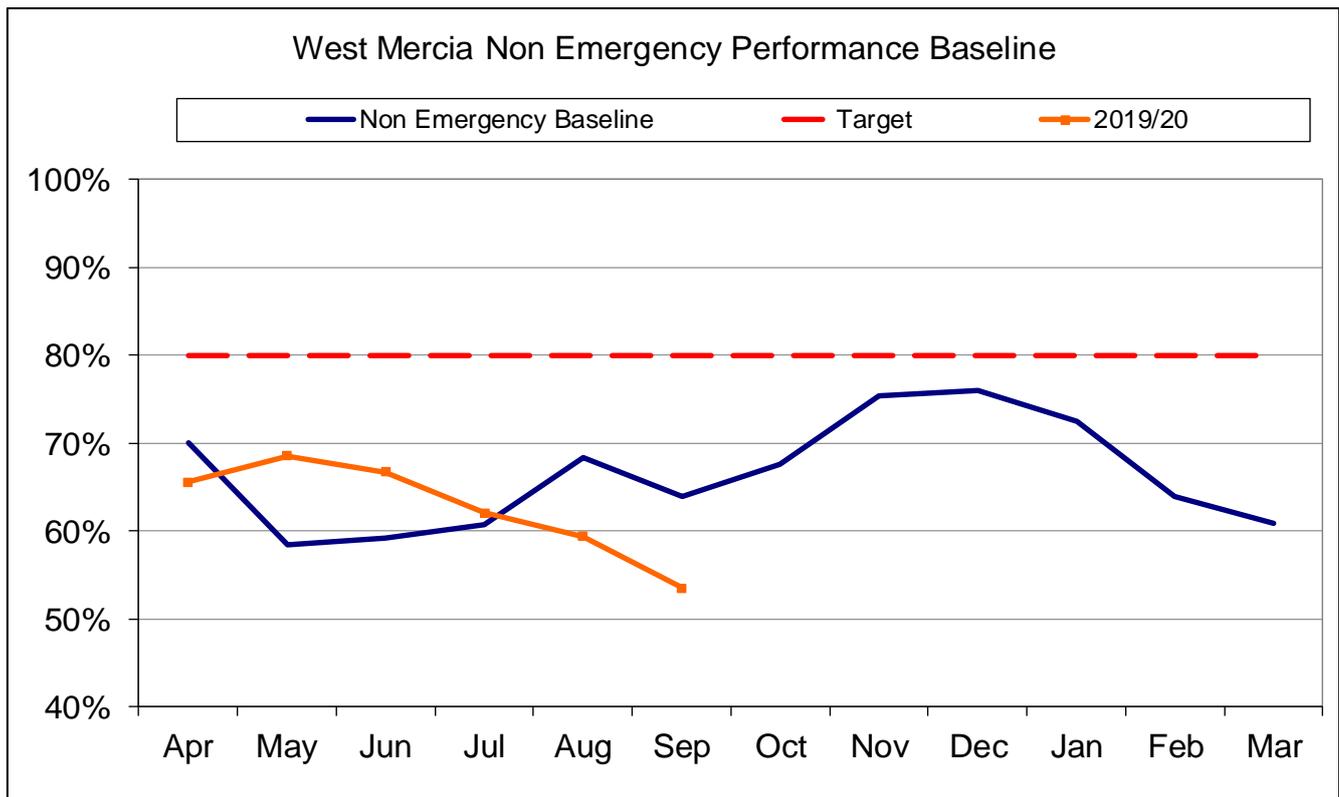
<sup>5</sup> The baseline is established using the average of the percentage of calls answered within 10 seconds from Apr 2016 to Mar 2019.

### Non-Emergency Calls

39,282 non-emergency calls were received in September, a decrease compared to the previous month (40,495). The abandoned rate (14%) increased compared with the previous month (12%).



The proportion of calls answered in 30 seconds has decreased to 54% in September compared to 59% in August and remains below the expected standard (80%). Current performance is 10% below the baseline<sup>6</sup>.



<sup>6</sup> 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.