



Performance Summary

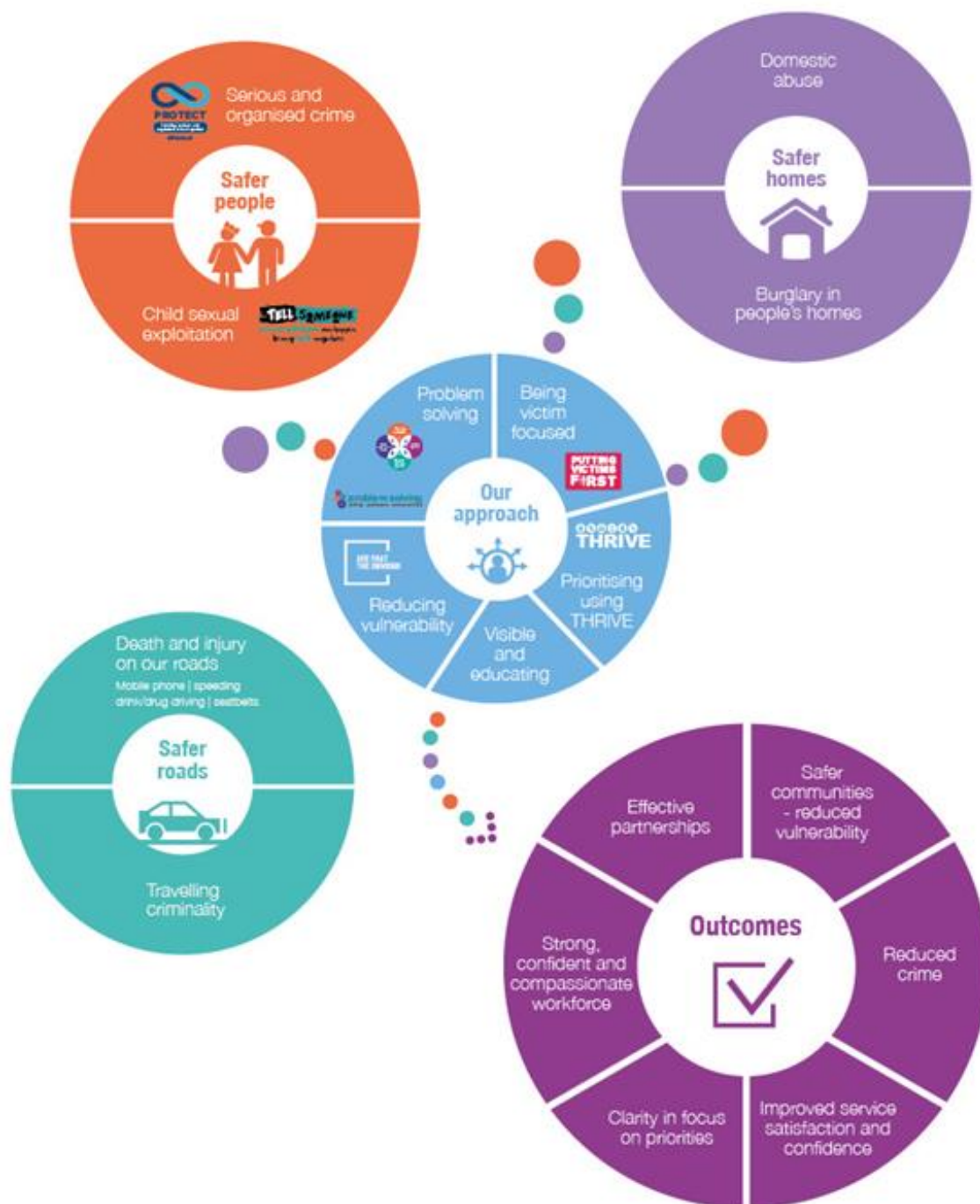
December 2019

URN: ASI/2020/03 - Month report – WMP December 19

Summary

Topic	Inclusion	Data	Commentary	
Putting Victims & Survivors First				
Confidence	Quarter report unless updated	Decrease compared to the previous period and below MSG and national average.	Next update expected end January	4
Victim Satisfaction	Month & quarter	Overall satisfaction – slight increase compared to previous month	Work ongoing against victim satisfaction plan	6
Repeat Victimisation	Month & quarter	Decrease in the volume and rate of repeat victims from last month		7
Building a More Secure West Mercia				
Total Recorded Crime	Month & quarter	Decreased volumes on previous month and below monthly average		9
Violence with Injury	Quarter unless exceptional	Increased volumes on previous month and above monthly average	Exceptional volumes in Herefordshire and increase in the monthly average in Shropshire	17
Violence without Injury	Quarter unless exceptional	Decreased volumes on previous month but above monthly average	No exceptional volumes	19
Sexual Offences – Rape	Quarter unless exceptional	Decreased volumes on previous month and in line with monthly average	No exceptional volumes	21
Sexual Offences – Other	Quarter unless exceptional	Increased volumes on previous month but in line with monthly average	No exceptional volumes	23
Residential Burglary-Dwelling	Quarter unless exceptional	Decreased volumes on previous month but above monthly average	No exceptional volumes	25
Robbery	Quarter unless exceptional	Decreased volumes on previous month but in line with monthly average	No exceptional volumes	27
Drug Offences	Exceptional	Increased volumes on previous month above monthly average	Exceptional volumes at Force level	29
Anti-Social Behaviour	Quarter unless exceptional	Decreased volumes on previous month and significantly below monthly average	Exceptional low volumes across Herefordshire and North & South Worcestershire.	31
Missing Persons Reports	Quarter unless exceptional	Increased volumes on previous month but below monthly average		33
Hate Crime	Month & quarter	Decreased volumes on previous month and below monthly average	Increase in the monthly average in South Worcestershire	34
Hate Crime Satisfaction		Overall satisfaction - increase compared to previous month		
Domestic Abuse	Month & quarter	Increased volumes on previous month and above monthly average	No exceptional volumes	36
Child at Risk	Month & quarter	Decrease volumes on previous month and below monthly average	No exceptional volumes	42
CSE		Increased volumes on previous month but below monthly average		43
Cyber Crime	Month & quarter	Decreased volumes on previous month but above the monthly average.	No exceptional volumes	44
Serious Organised Crime	Quarter	OCG and disruption data		46
Road Traffic Casualties	Quarter unless exceptional	5 road deaths occurred in December.		47
Response Times to Emergency Incidents	Quarter unless exceptional	Average Emergency response times not exceptional		49
Unresourced Incidents	Month & quarter	Volumes relatively stable and within tolerances		51
Intelligence Reports	Month & quarter	Decrease in outstanding submissions	Submissions are now at a manageable level.	53
Criminal Justice – File Quality		Increased volumes on previous month		54
Reassuring West Mercia				
Business Crime	Quarter unless exceptional	Decreased volumes on previous month and below monthly average.	No exceptional volumes	56
Rural Crime	Quarter unless exceptional	Not included due to ongoing development work		
Reforming West Mercia				
Sickness	Month & quarter	Increase in Officer sickness rate compared to the previous month, whilst Staff sickness rate has decreased.		58
Complaints	Quarter report	91% complaints recorded in 10 days and 90% finalised in 120 days		59
Call Handling	Month & quarter	Abandoned rate increased for 999 calls but decreased for 101 calls. Answering of 999 above the standard but below for 101 calls.		61

Our policing priorities



Putting Victims & Survivors First



Confidence in Police

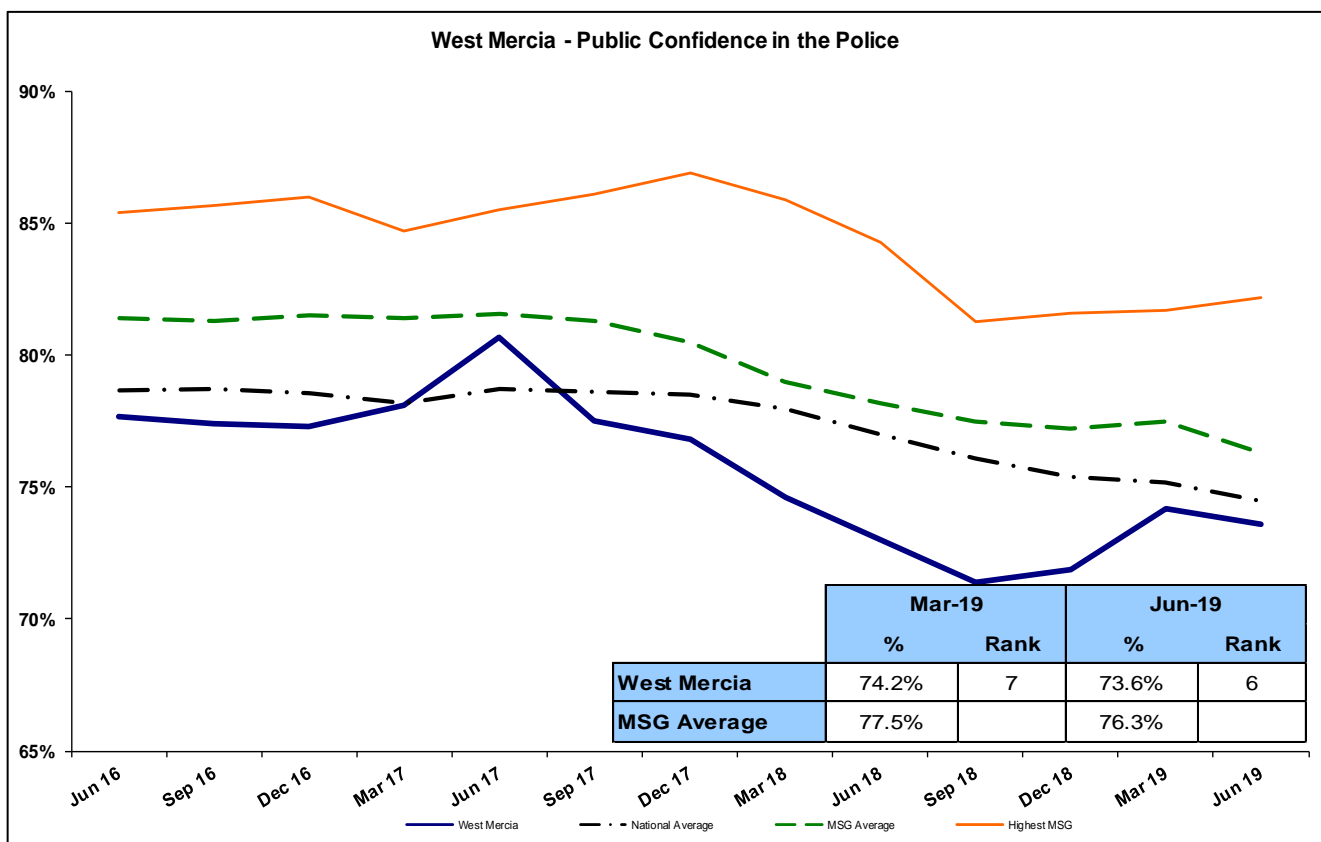
Signs of Improvement would be:

- ❖ 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 June 2019.

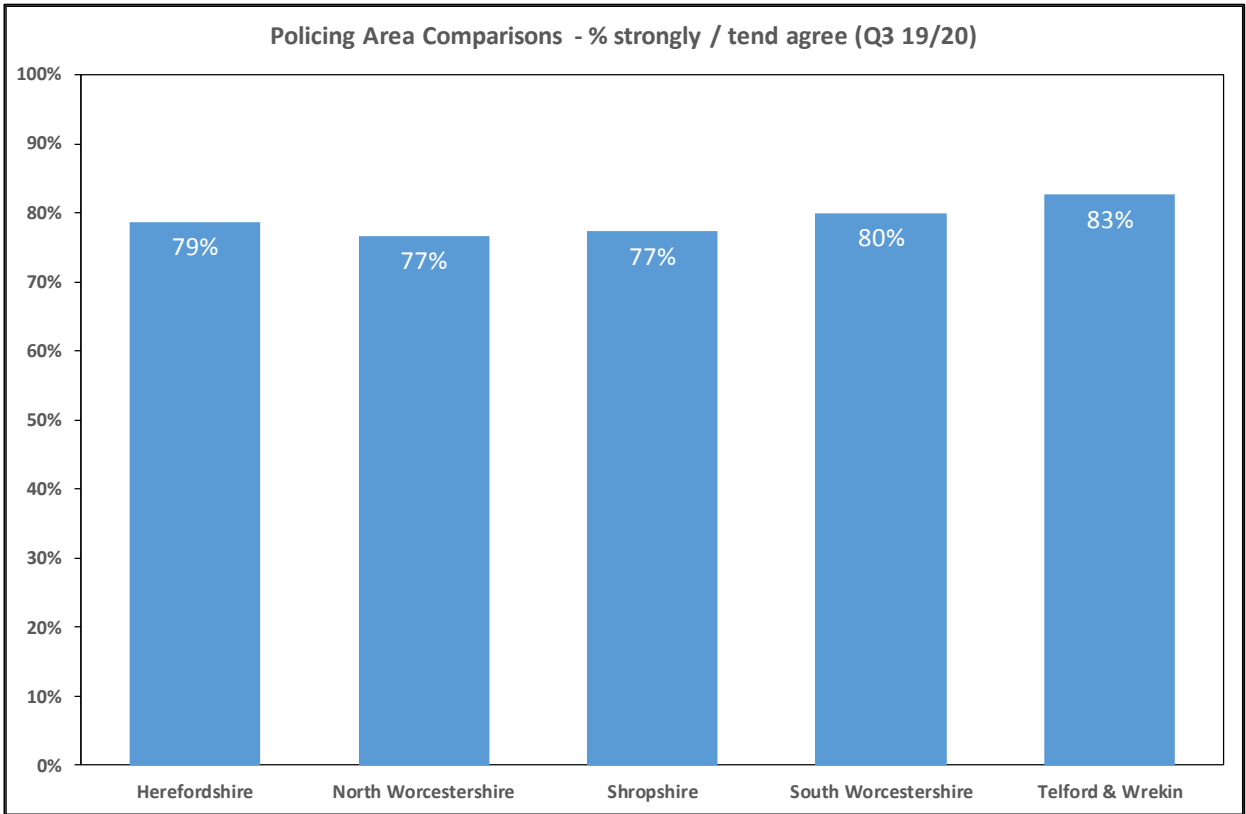
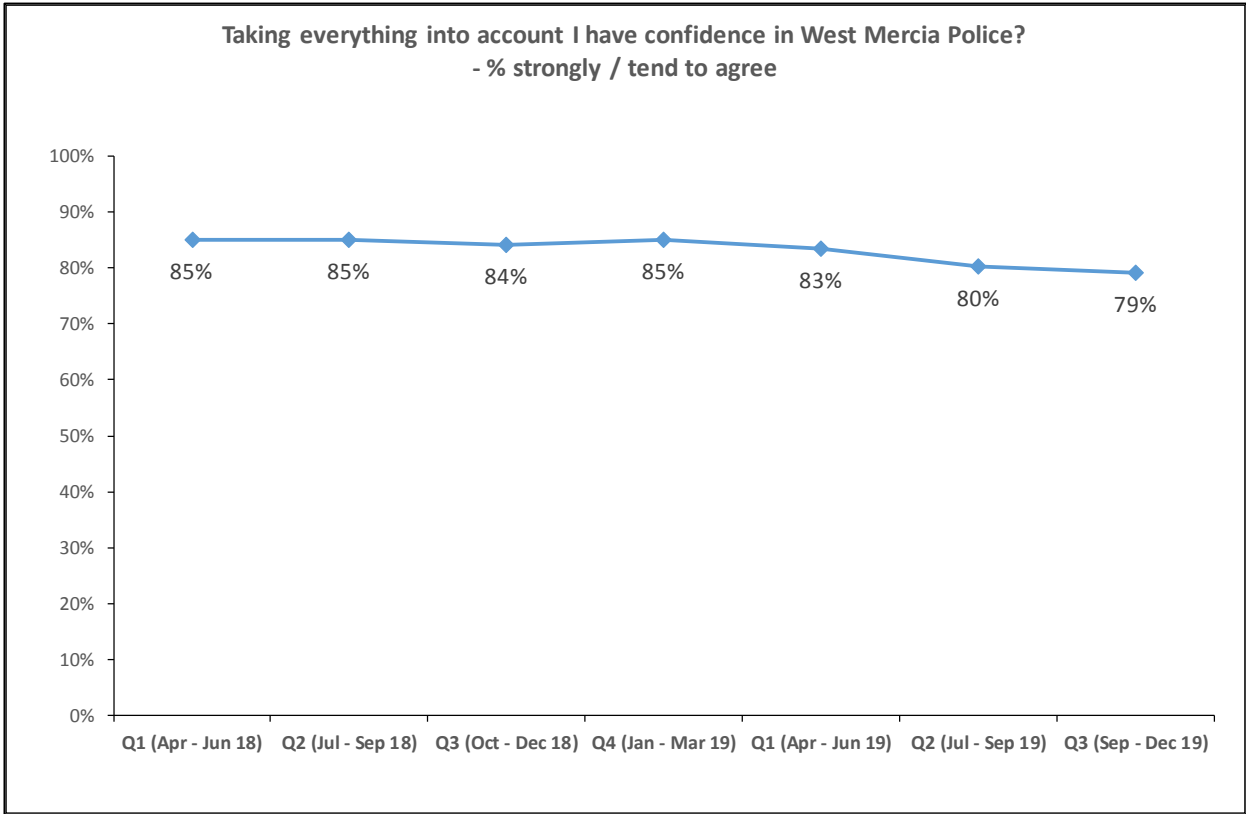
The latest data shows a small decrease in performance compared to the previous period, with 73.6% of people having confidence in the police in their local area in the 12 months to June 2019, compared to 74.2% in the previous period.

Against the Most Similar Group¹ (MSG) of peer forces, West Mercia is ranked 6th 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 23rd out of 42 forces.



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

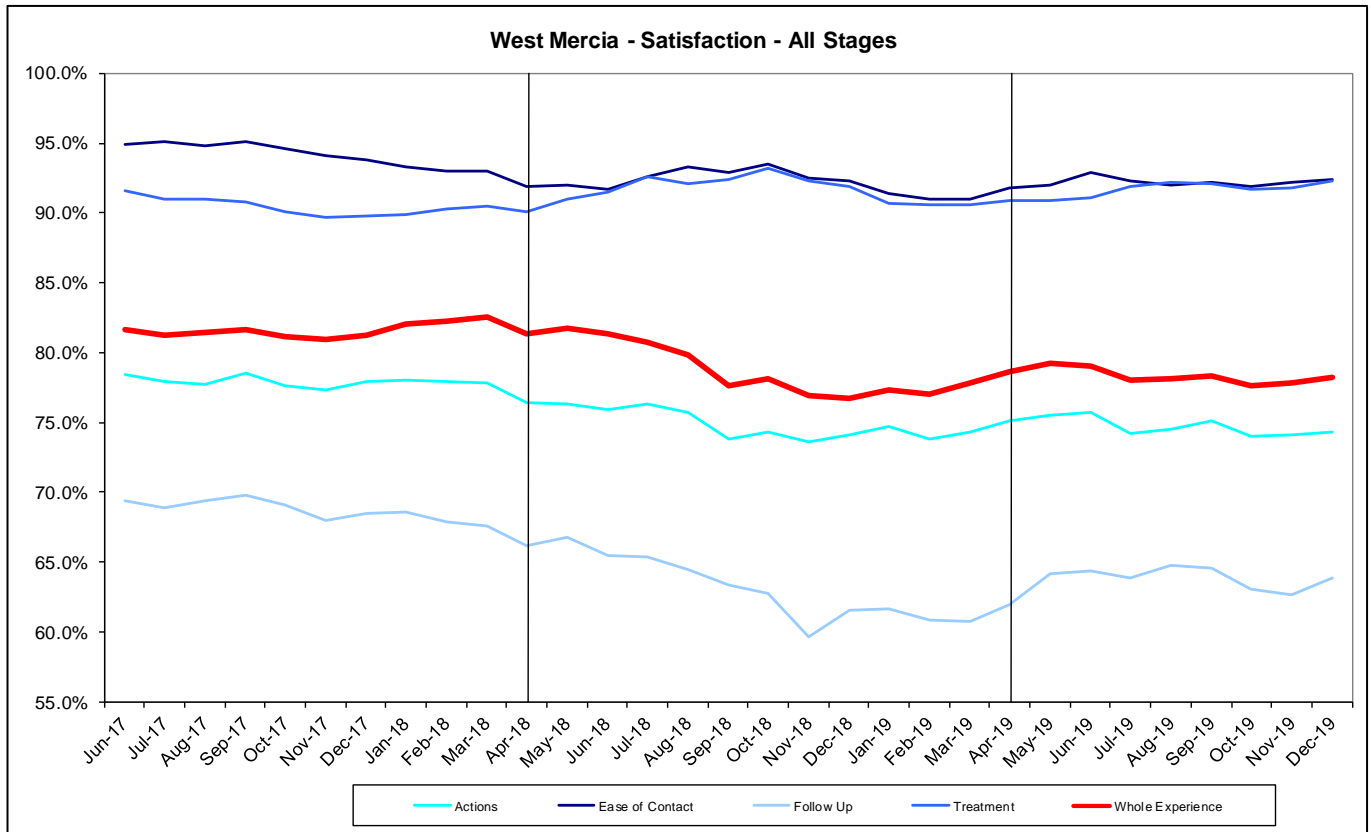
The local survey, commissioned in partnership with the OPCC has shown a small decrease in people’s confidence in West Mercia Police in the last 3 quarters. In Q3 overall confidence was 79%. All policing areas with the exception of South Worcestershire and Telford & Wrekin saw a decrease in confidence in this latest quarter.



Victim Satisfaction

Signs of Improvement would be:

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



	Oct-19	Nov-19	Dec-19
Herefordshire	77.7%	77.9%	76.7%
North Worcestershire	80.7%	83.1%	82.7%
Shropshire	76.4%	75.1%	74.1%
South Worcestershire	76.4%	77.9%	78.8%
Telford & Wrekin	76.5%	74.7%	78.2%
West Mercia	77.6%	77.8%	78.2%

Overall victim satisfaction for 'Whole Experience' in December was 78.2%, a slight increase in comparison to 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

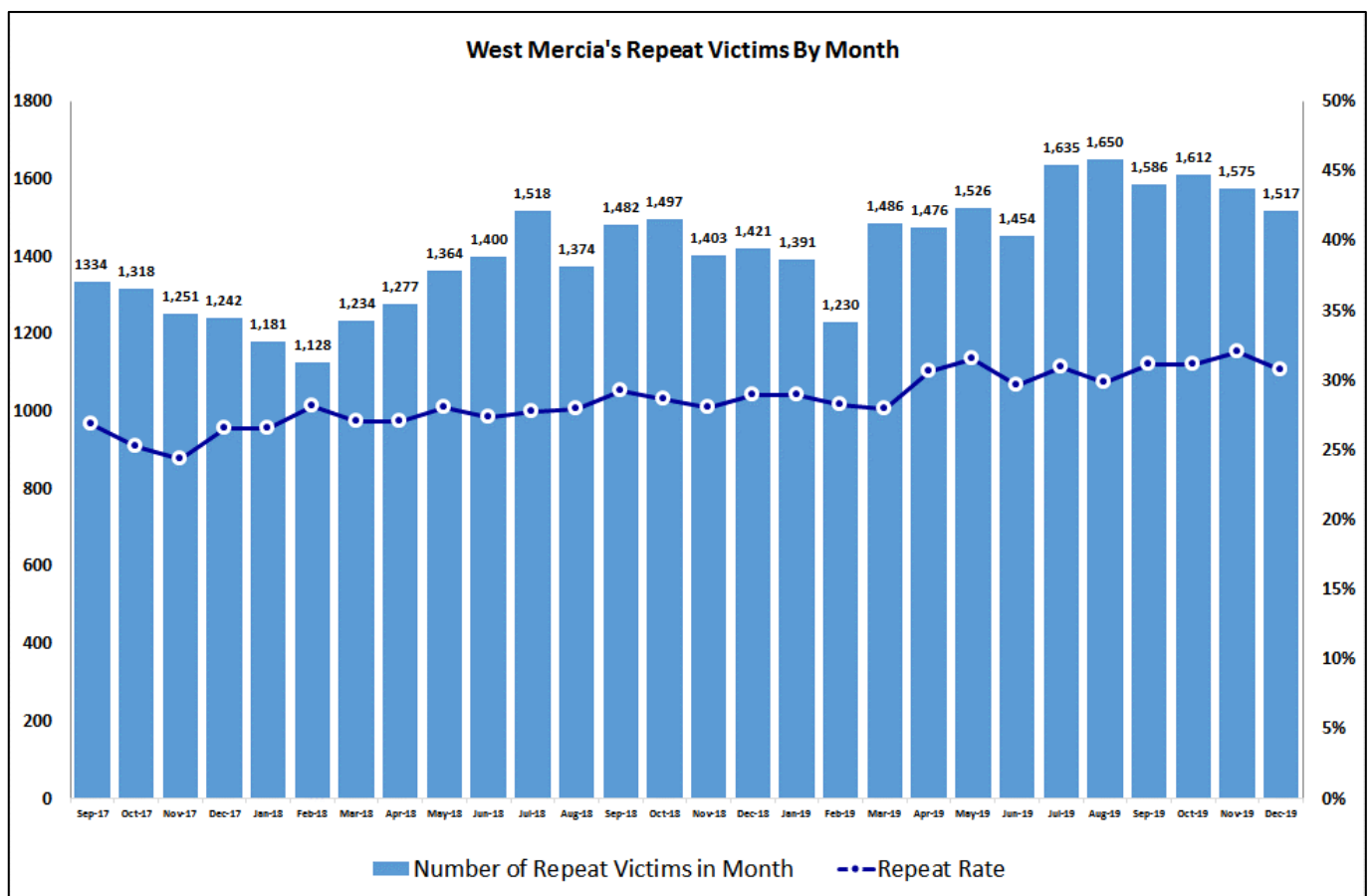
Signs of Improvement would be:

- ❖ 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.



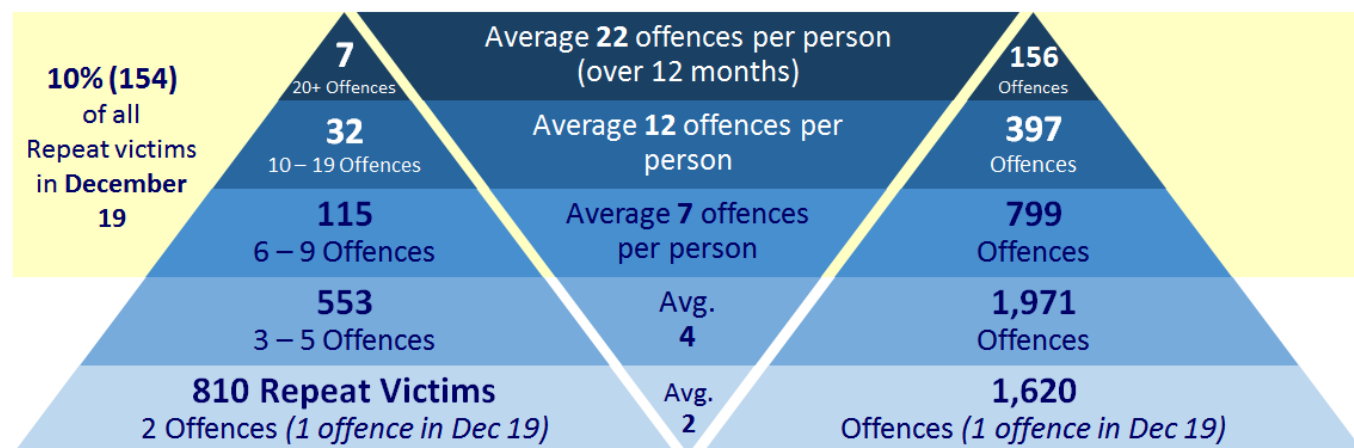
In December 19, 31% (1,517) of all victims (4,926) were repeat victims (subject to at least one further offence in the last 12 months). This proportion has remained fairly consistent since April.

December's repeat victim figure is a 4% decrease on the previous month (1,575) but a 7% increase on the same month last year (1,421) and a 22% increase on the same month two years ago (1,242).

203 (13%) of December's repeat victims were also a repeat victim in November and 60 individuals (4%) were a repeat victim in each of the last 3 months – October, November and December.

All policing areas except Herefordshire and North Worcestershire have seen a decrease in the number and rate of repeat victims. Herefordshire has returned to previous levels as seen in August, September and October. North Worcestershire has remained relatively stable compared to the previous month.

Breakdown of Repeat Victims in December by Number of Offences



December's repeat victim cohort accounts for 4,943 offences recorded in the last 12 months, of which 2,005 offences were recorded in December.

Analysis of the repeat victims shows that there has been an increase in 'high volume' repeat victims (7) with 20+ offences each collectively representing 3% (156) of all repeat offences (4,943) compared to last month (5 repeat victims, 109 offences). These 7 repeat victims have also been repeat victim in each of the last 3 months – October, November and December.

The 7 individuals consist of victims of crime from all policing areas with one victim reporting crimes from across North Worcestershire, South Worcestershire and Herefordshire (22 offences). All 7 individuals feature in the monthly repeat victim report that is sent to our contacts on local policing areas.

The remaining offence bandings have seen a reduction in the number of repeat victims compared to last month.

In addition to repeat victim data, ASI provide policing areas with nominal level data for repeat suspects. This has been very well received and has led to a number of arrests.

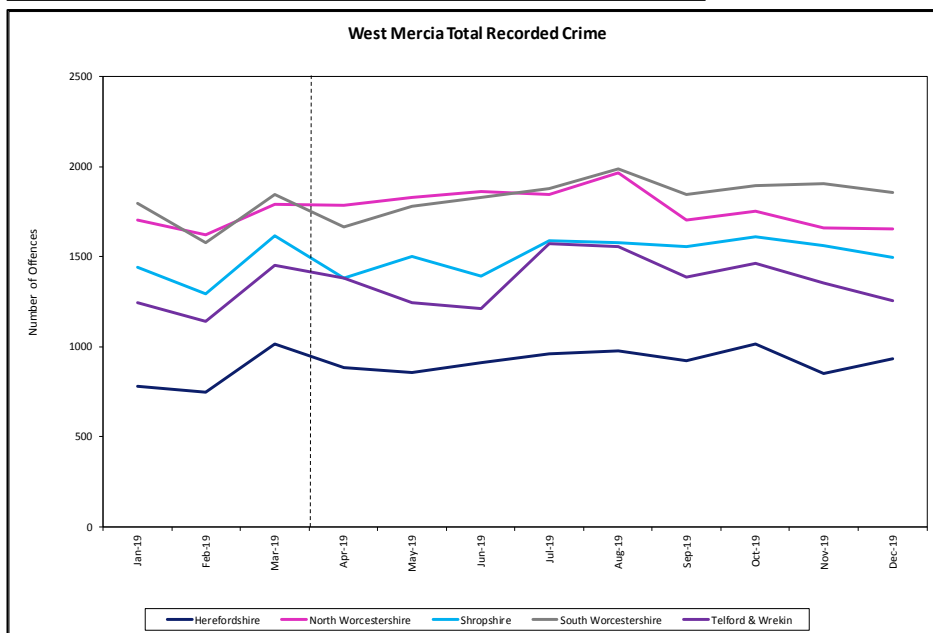
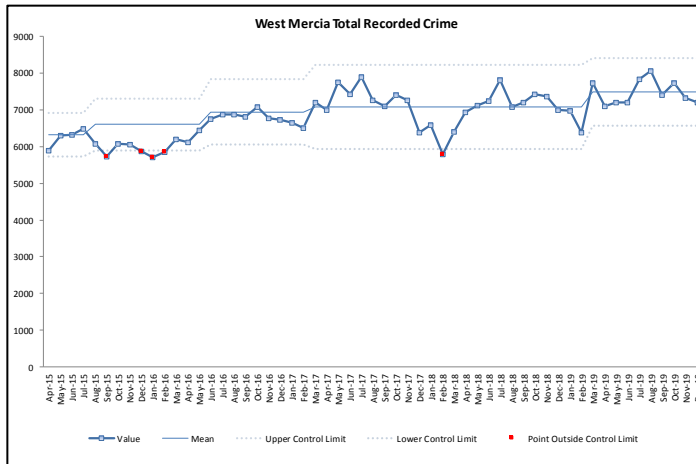
Building a More Secure West Mercia



Total Recorded Crime

Signs of Improvement would be:

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

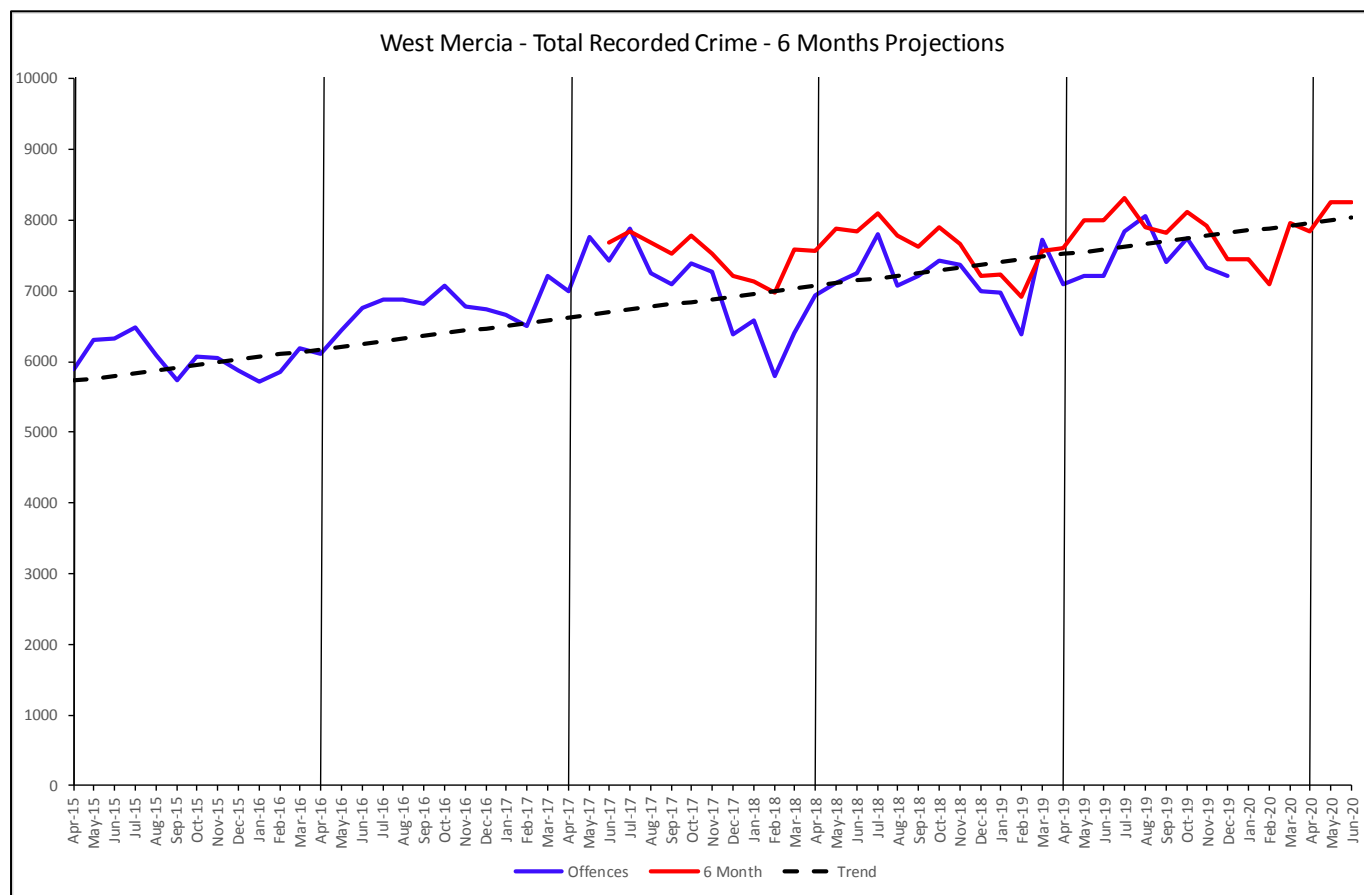


7,205 offences were recorded across West Mercia in December. This was a reduction compared to November (7,336) and below the monthly average (7,486).

Volume reductions were seen across all policing areas with the exception of Herefordshire in December.

As total recorded crime follows a generally seasonal pattern, we expect to see this pattern of decreasing volumes in the winter 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 decrease over the next couple of 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.

	Dec-19	Nov-19	% CHANGE	Dec-18	% CHANGE	Force Level		Policing Area
						Exceptional volumes	Increasing trend	Exceptional volumes
Homicide	3	2	50.0%	1	0.0%			
Violence With Injury	1002	920	8.9%	863	16.1%	N	Y	E
Violence Without Injury	1946	1958	-0.6%	1846	5.4%	N	N	
Rape	102	108	-5.6%	87	17.2%	N	Y	
Other Sexual Offences	179	167	7.2%	172	4.1%	N	N	
Business Robbery	6	8	-25.0%	9	-33.3%	N	Y	
Personal Robbery	42	53	-20.8%	41	2.4%	N	N	
All Robbery	48	61	-21.3%	50	-4.0%	N	N	
Burglary - Residential (dwelling only)	237	245	-3.3%	301	-21.3%	N	Y	
Burglary – Business & Community (incl. Res. non-dwelling)	326	318	2.5%	337	-3.3%	N	N	
Vehicle Offences	449	423	6.1%	422	6.4%	N	N	
Theft from Person	63	80	-21.3%	99	-36.4%	N	Y	
Bicycle Theft	47	62	-24.2%	75	-37.3%	N	N	
Shoplifting	587	645	-9.0%	599	-2.0%	N	N	
All Other Theft Offences	614	656	-6.4%	656	-6.4%	N	N	
Criminal Damage & Arson	801	840	-4.6%	817	-2.0%	N	N	
Drug Offences	238	215	10.7%	179	33.0%	Y	Y	
Possession of Weapons	55	76	-27.6%	48	14.6%	N	N	
Public Order Offences	390	437	-10.8%	318	22.6%	N	N	
Misc. Crimes Against Society	118	123	-4.1%	124	-4.8%	N	N	
TOTAL CRIME:	7,205	7,336	-1.8%	6,994	3.0%	N	N	

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 – December 2019 and the same period last year.

This data should be read as an indication of performance. As we are only comparing nine months, the current % change does not fully reflect all seasonal variations that occur through the year.

	Projected Annual Change	Q1, Q2 & Q3 18/19	Q1, Q2 & Q3 19/20	Change
Total Recorded Crime	↑ 4.2%	65197	67128	↗ 3.0%
Violence With Injury	⇒ 0.5%	7730	8685	↑ 12.4%
Violence Without Injury	↑ 14.7%	15601	17752	↑ 13.8%
Sexual Offences - Rape	↗ 10.2%	957	958	⇒ 0.1%
Sexual Offences - Other	↗ 4.2%	1712	1618	↘ -5.5%
Robbery	↗ 9.6%	458	493	↗ 7.6%
Residential Burglary Dwelling	⇒ -0.8%	2348	2094	↘ -10.8%
Business & Community Burglary	↘ -4.9%	3414	2916	↓ -14.6%
Vehicle	⇒ 0.5%	4366	4016	↘ -8.0%
Theft From Person	↗ 10.9%	678	597	↓ -11.9%
Shoplifting	↗ 6.4%	5866	5902	⇒ 0.6%
Bicycle	⇒ -0.2%	917	653	↓ -28.8%
All other Theft	⇒ 1.4%	6903	6321	↘ -8.4%
Criminal Damage & Arson	⇒ 0.1%	7653	7335	↘ -4.2%
Drug Offences	↘ -7.1%	1516	1746	↑ 15.2%
Possession of Weapons	↑ 16.8%	625	729	↑ 16.6%
Public Order Offences	↗ 7.7%	3357	4261	↑ 26.9%
Misc. Crimes Against Society	⇒ 0.8%	1096	1052	↘ -4.0%

	Projected Annual Change	Q1 & Q2 18/19	Q1 & Q2 19/20	Change
Hate Crime	↑	1139	1423	24.9%
Domestic Abuse	↑	19128	20491	7.1%
Child At Risk	↑	10501	14460	37.7%
Child Sexual Exploitation	↑	668	451	-32.5%

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 – Year to Month trend

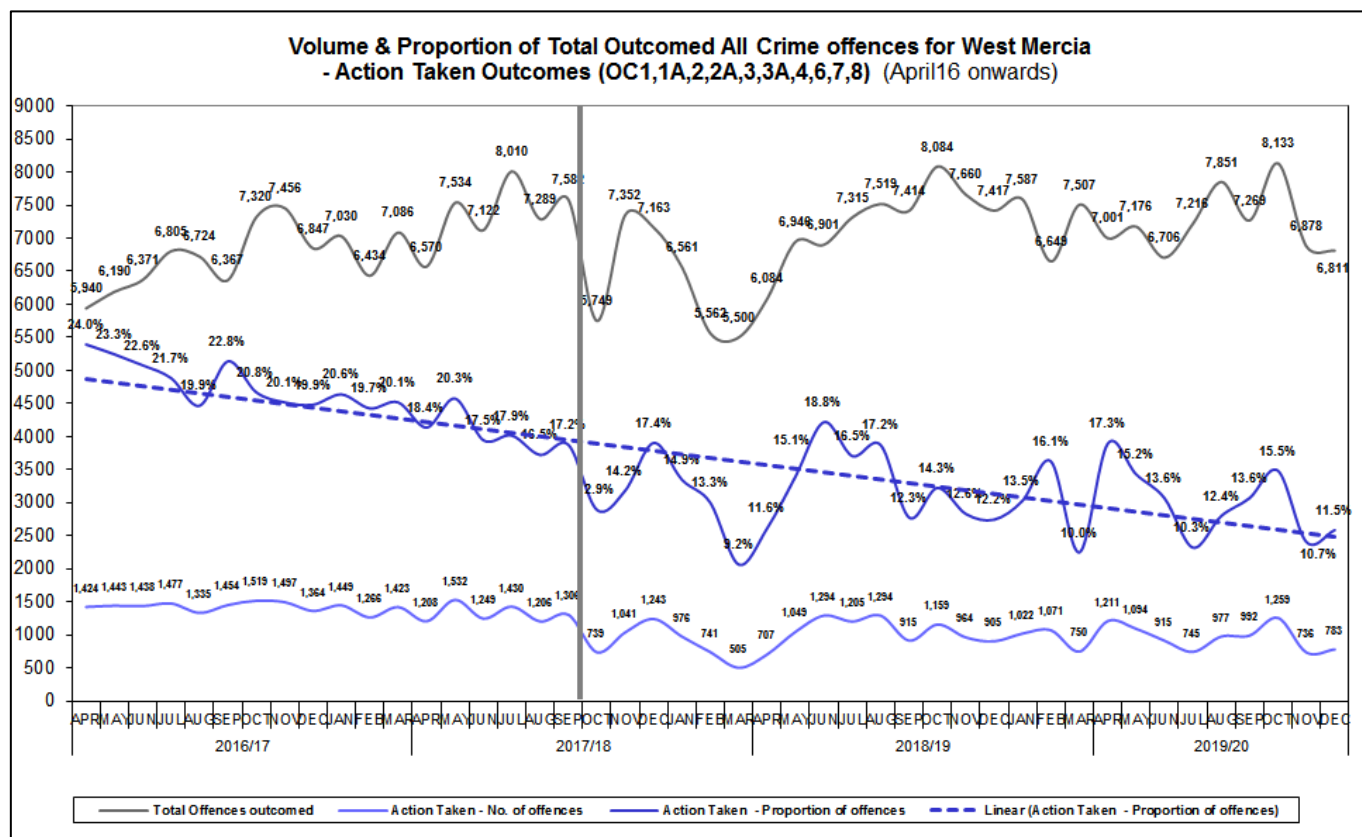
The table below is a 9 month picture, showing the overall outcome rate (% of offences recorded in the period that have been outcomed) and a breakdown by outcome type.

		Outcomed Volumes and % Outcomed			
		Apr 18 - Dec 18		Apr 19 - Dec 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	6,888	12.1%	6,478	11.2%
No Action Taken	OC5,9,10,11,12,13,15,16,17	21,934	38.6%	24,284	42.2%
Investigation complete - no suspect identified	OC14,18	26,685	47.0%	25,031	43.4%
Other*	OC20,21,22	1,276	2.2%	1,818	3.2%
Total Recorded and Outcomed		56,783	100%	57,611	100%
Total Recorded		65,197		67,128	
Outcome Rate		87.1%		85.8%	

- 57,611 offences were recorded and outcomed between Apr – Dec 19. This is a 1% increase compared to Apr – Dec 18 (56,783).
- 86% (57,611) of all offences recorded Apr – Dec 19 (67,128) were assigned an outcome within the 9 month period. This is a slightly lower proportion compared to the equivalent period last year (87%).
- 11% (6,478) of offences recorded in Apr – Dec 19 (57,611) were assigned an 'action taken' outcome within the period. This is a lower proportion compared to the equivalent period last year (12%).
- A greater proportion of offences were assigned a 'no action taken' outcome in Apr – Dec 19 (24,284, 42%) compared to the equivalent period last year (21,934, 39%). The actual number of offences resulting in 'no action taken' has increased by 11% from 21,934 to 24,284.
- A lower proportion of offences resulted in '*Investigation complete – no suspect identified*' between Apr – Dec 19 (25,031, 43%), a 4 percentage point reduction compared to the same period last year (47%). The number of offences assigned this outcome grouping has decreased by 6% from 26,685 to 25,031.

'Action Taken' – Monthly total outcome trends

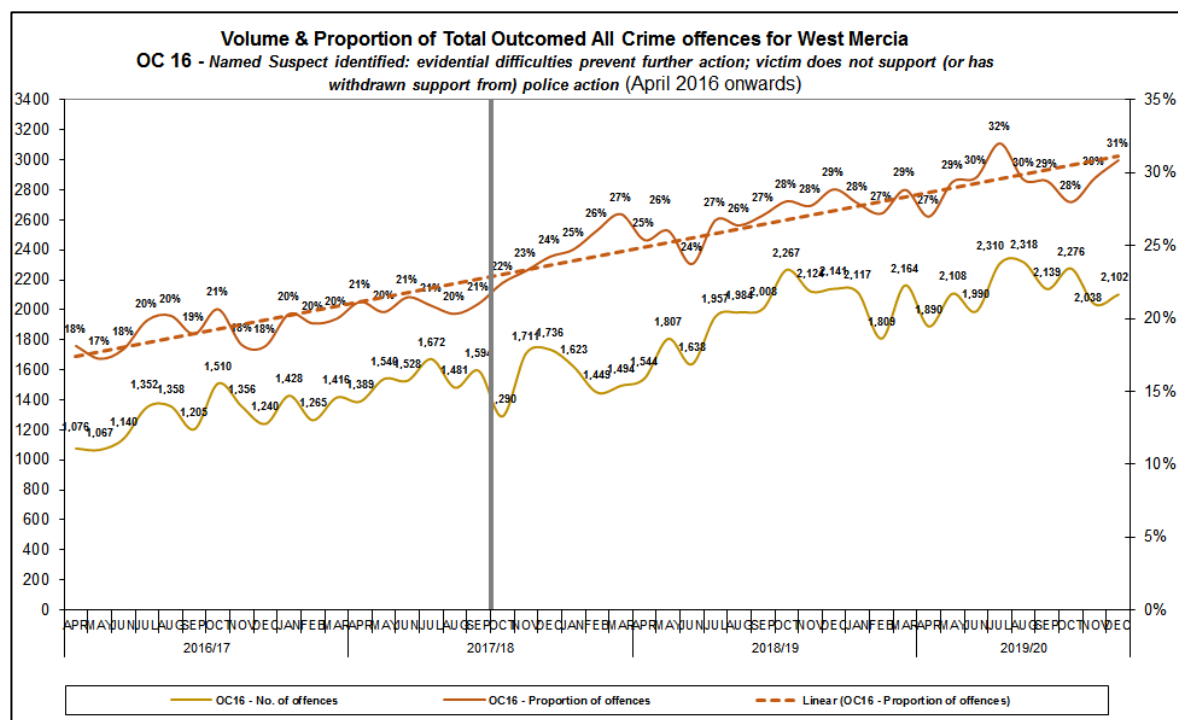
The following chart shows the volume and proportion of total recorded offences outcomed per month by HMIC grouping 'Action Taken' regardless of when they were recorded. 'Action Taken' grouping is made up of outcome codes for traditional detection outcomes – charge/ summons, taken into consideration,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



- Of the 6,811 offences outcomed in December, 783 (11.5%) resulted in an 'action taken' outcome. This is an increase in both volume and proportion rate on November (736, 10.7%).
- 71% (553) of these 'action taken' outcomed offences (783) have resulted in a charge/ summons (including alternate offences). 15% (115) have resulted in an adult/youth caution and 8% (65) have been assigned a community resolution.

Outcome 16 – Monthly total outcome trends

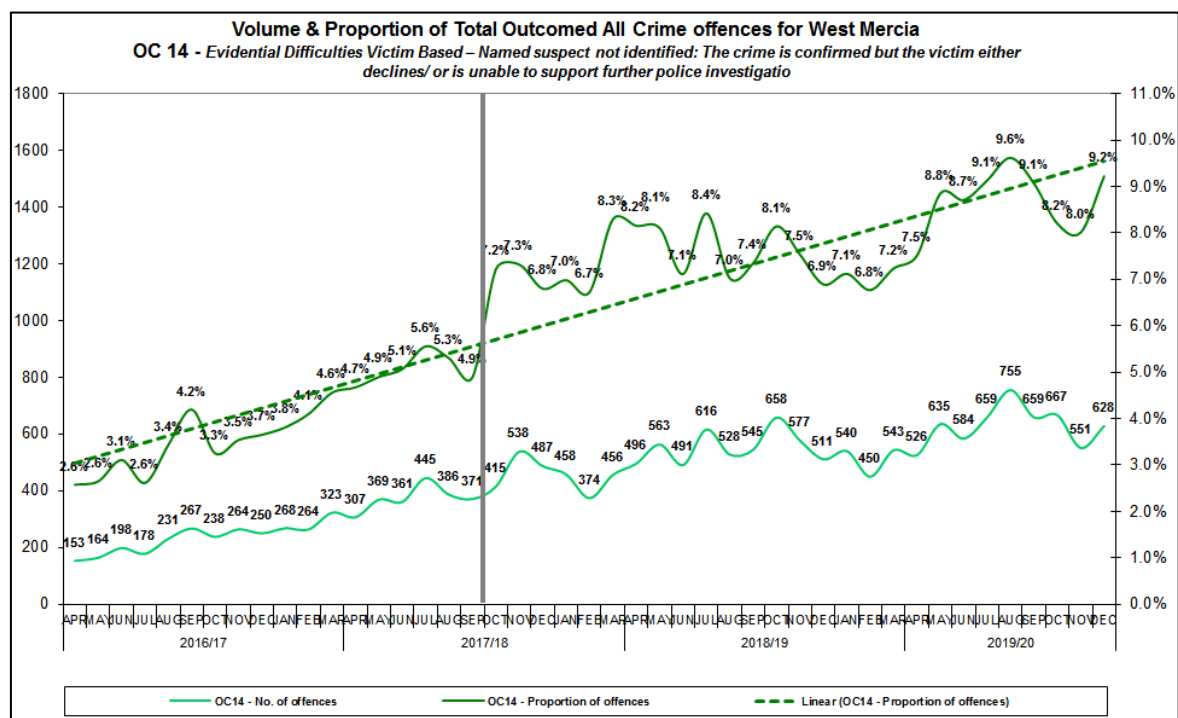
The following chart shows the volume and proportion of total offences outcomed per month by 'outcome code 16' regardless of when they were recorded.



- 2,102 (31%) offences resulted in Outcome 16 in December, a volume and rate increase compared to the previous month (2,038, 30%). The proportion rate is at its highest level since July 19 (32%).

Outcome 14 – Monthly total outcome trends

Since April 16, there has been an overall trend of growth 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', more recently observed from February 19 onwards as shown by the following chart.

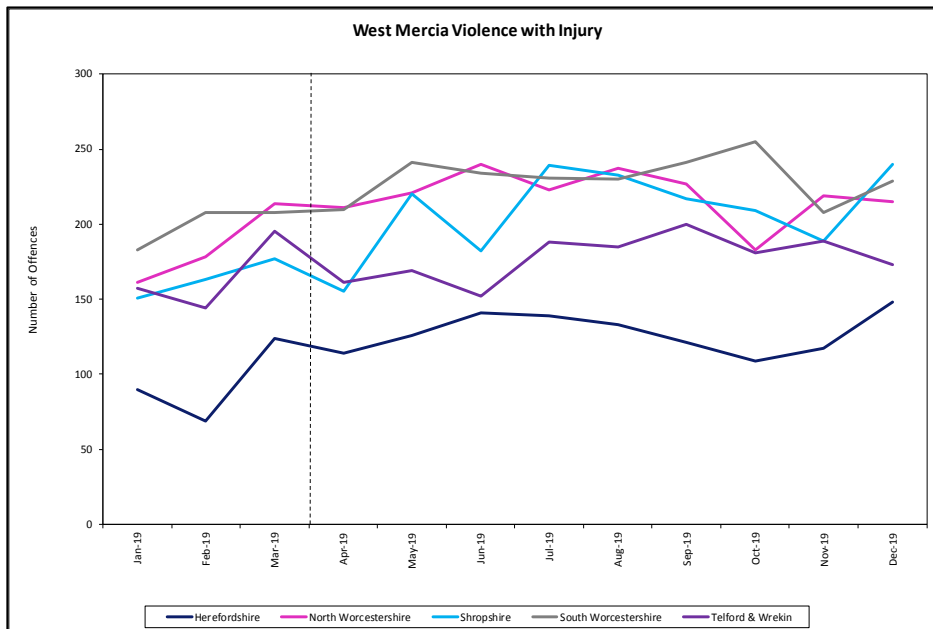
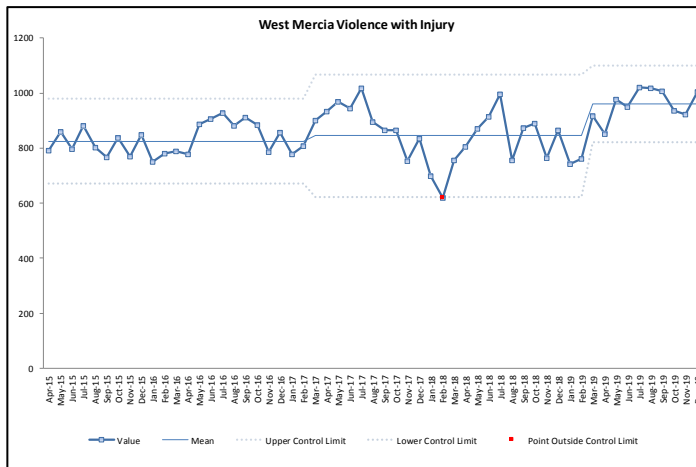


- 628 (9.2%) offences resulted in Outcome 14 in December. This is an increase on the previous month (551, 8%) and back to the levels seen during the summer.
- This general upward trend is likely to be linked to the downward trend in offences assigned an Outcome code 18:- *'Investigation Complete: No 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% (December – 32%).

Violence with Injury²

Signs of Improvement would be:

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

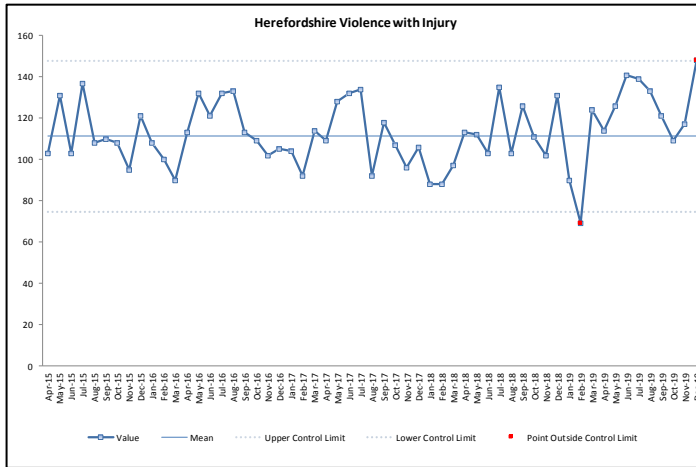


1,005 violence with injury offences were recorded in December. This is an increase compared to November (922) and above the monthly average (960).

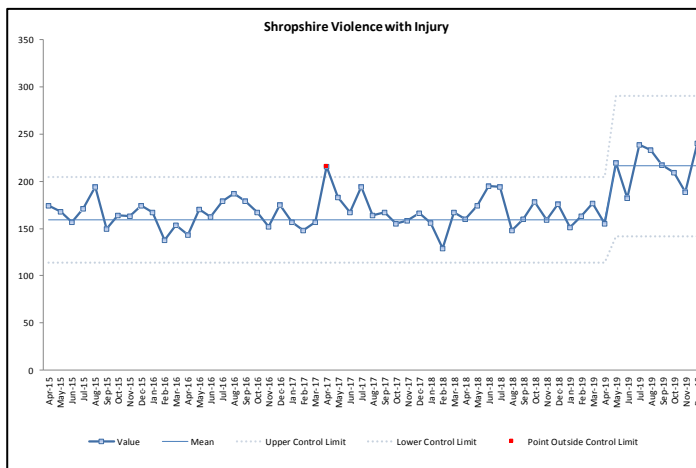
Increased volumes were seen across all policing areas with the exception of North Worcestershire and Telford & Wrekin, with exceptional volumes in Herefordshire.

In Shropshire, following 8 consecutive months of recorded volumes being above the long term monthly average, this average has now increased.

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



148 offences were recorded across Herefordshire; an increase compared to November (117) and significantly above the monthly average (111). ABH offences continue to make up the majority, 95% (141), of offences.

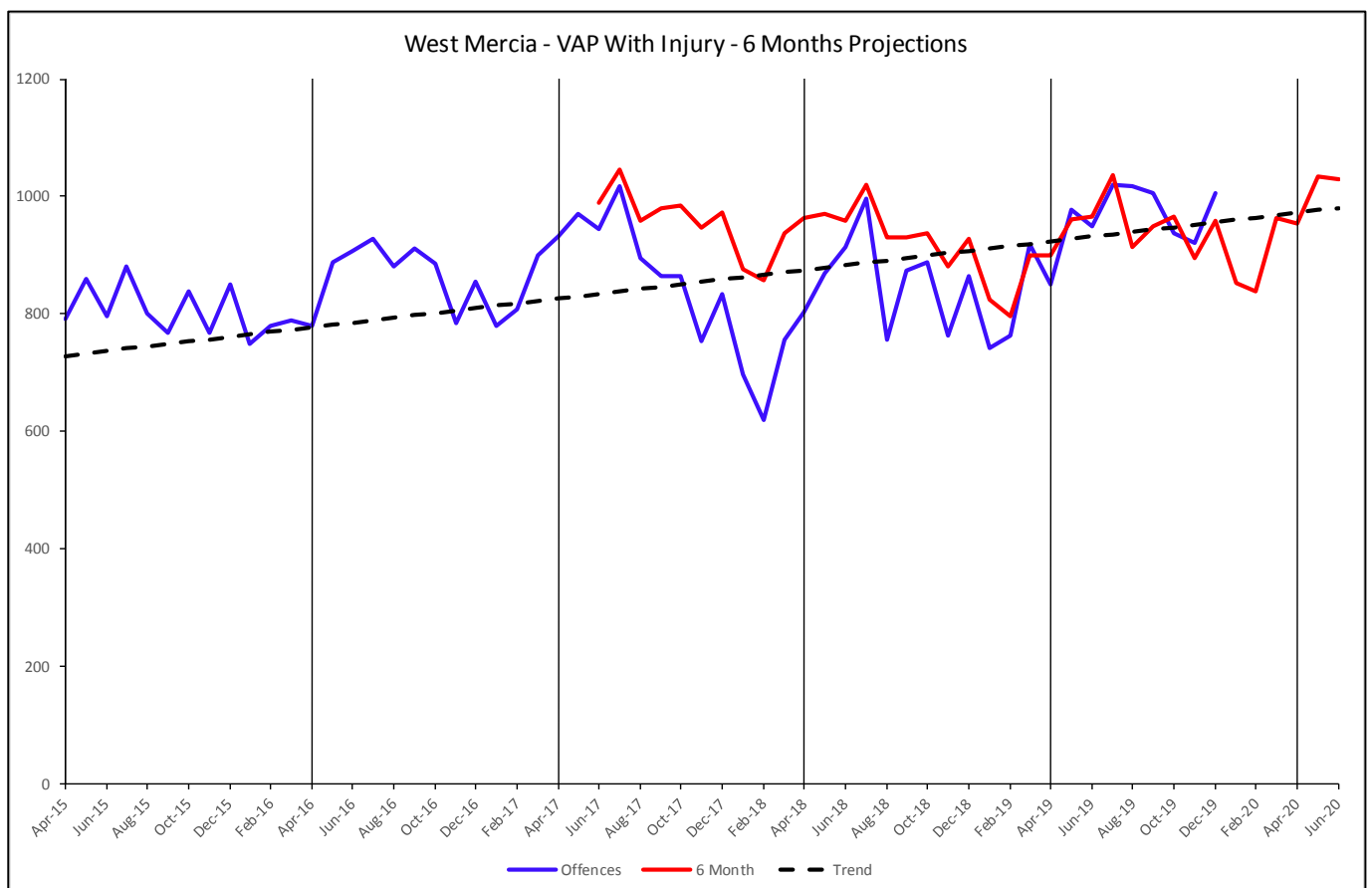


Volumes have been above the monthly average for 8 consecutive months across Shropshire.

The monthly average has now increased from 159 to 216 offences per month.

Again ABH offences continue to make up the majority, 93% (224), of offences.

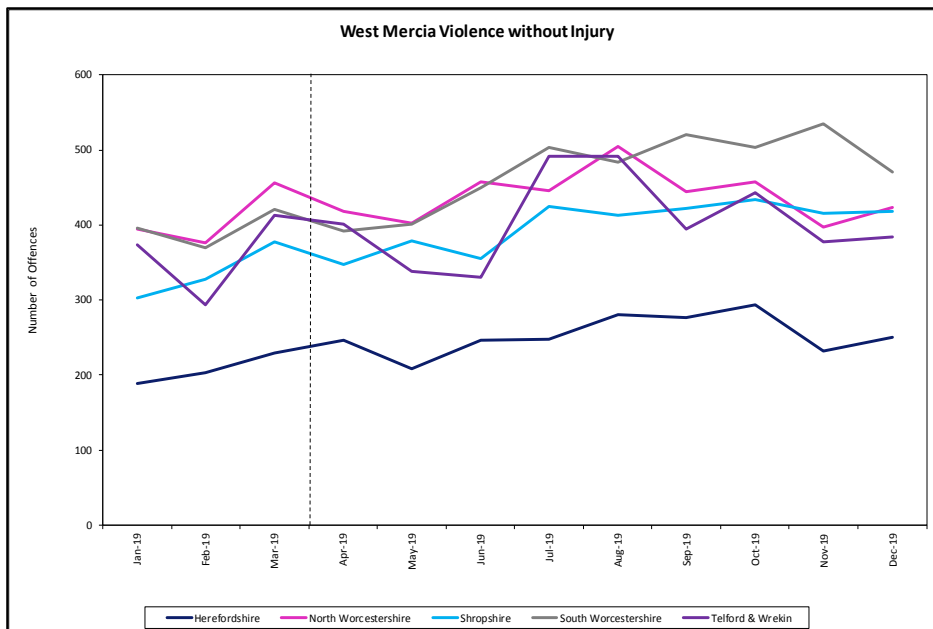
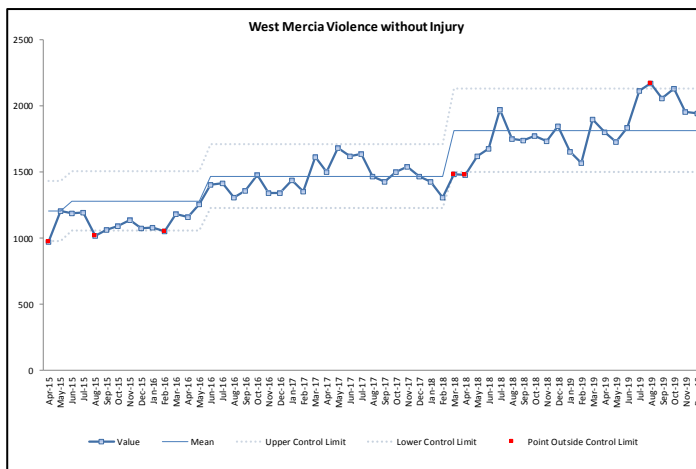
The following chart provides a 6 month projection for violence with injury offences. At force level, the projection indicates a potential decrease in volumes over the next few months.



Violence without Injury

Signs of Improvement would be:

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



1,946 violence without injury offences were recorded in December. This is a reduction compared to November (1,958) but volumes remain above the monthly average (1,816).

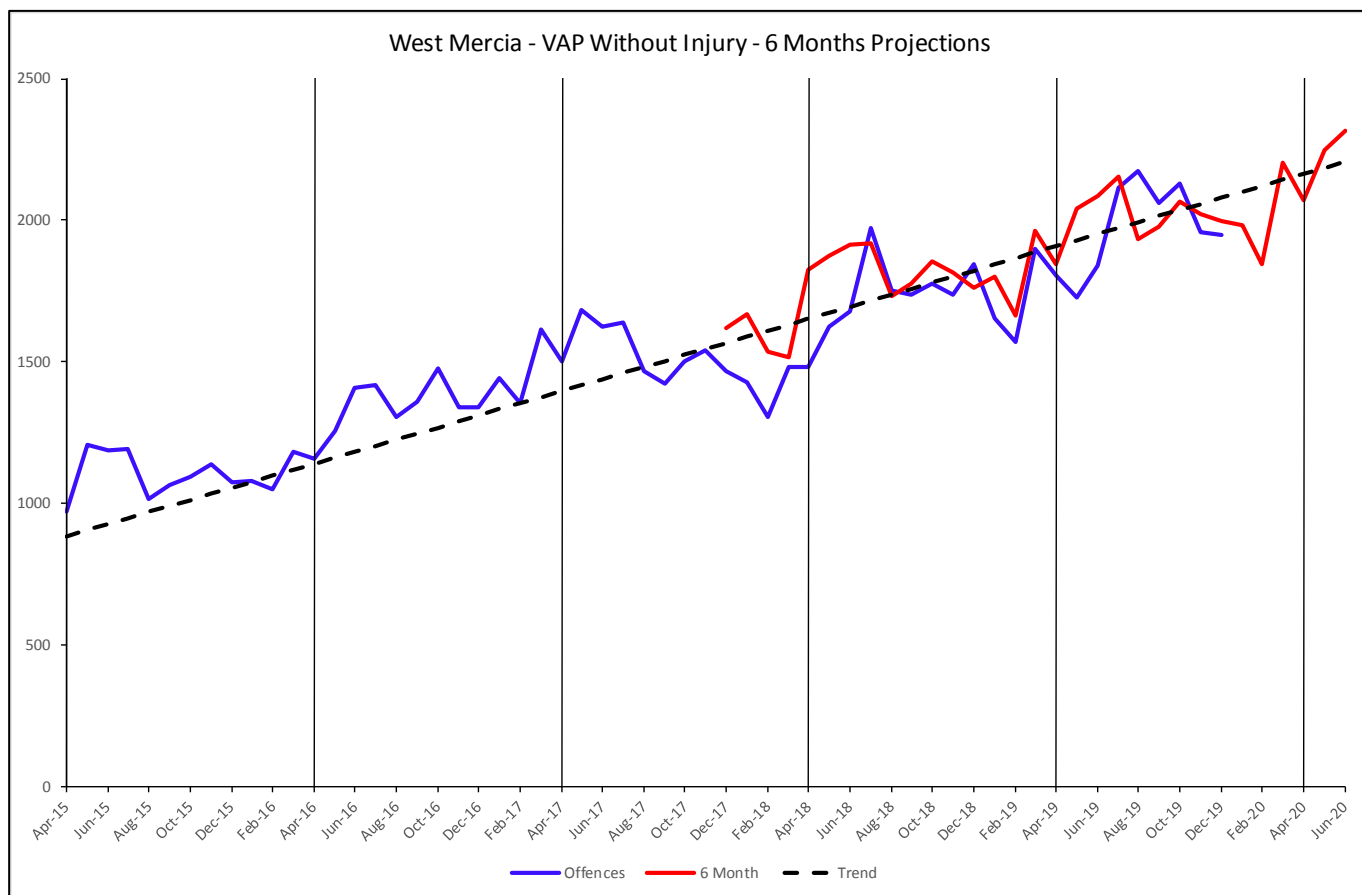
Volume increases were seen across all policing areas with the exception of South Worcestershire.

Volumes have remained above the monthly average for 7 months across West Mercia and South Worcestershire, if this trend continues next month, the monthly average will increase.

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.

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

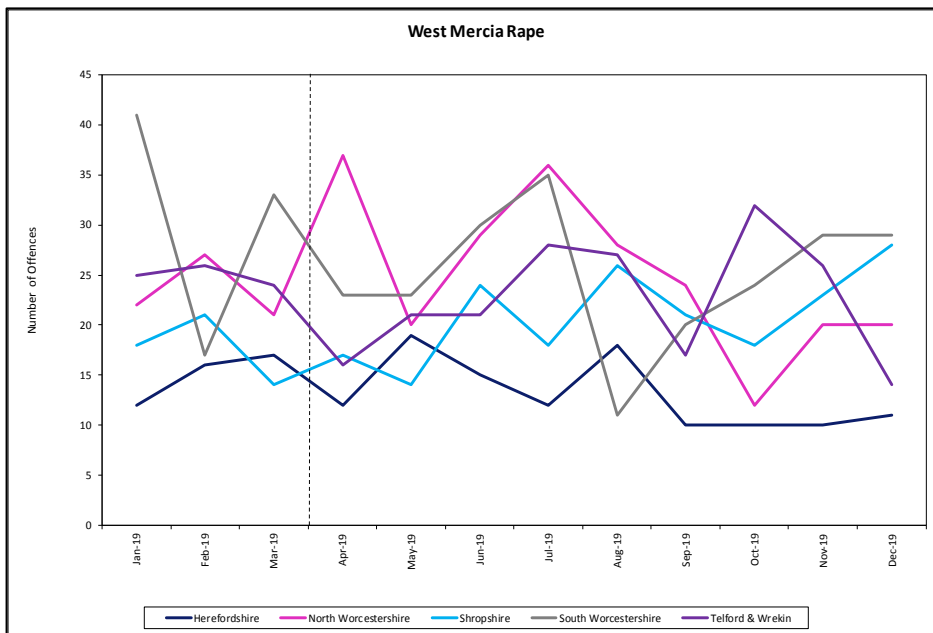
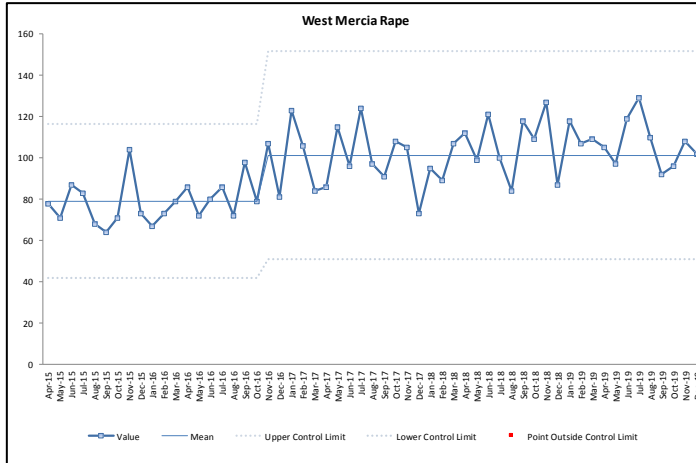


Sexual Offences

Signs of Improvement would be:

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

Rape

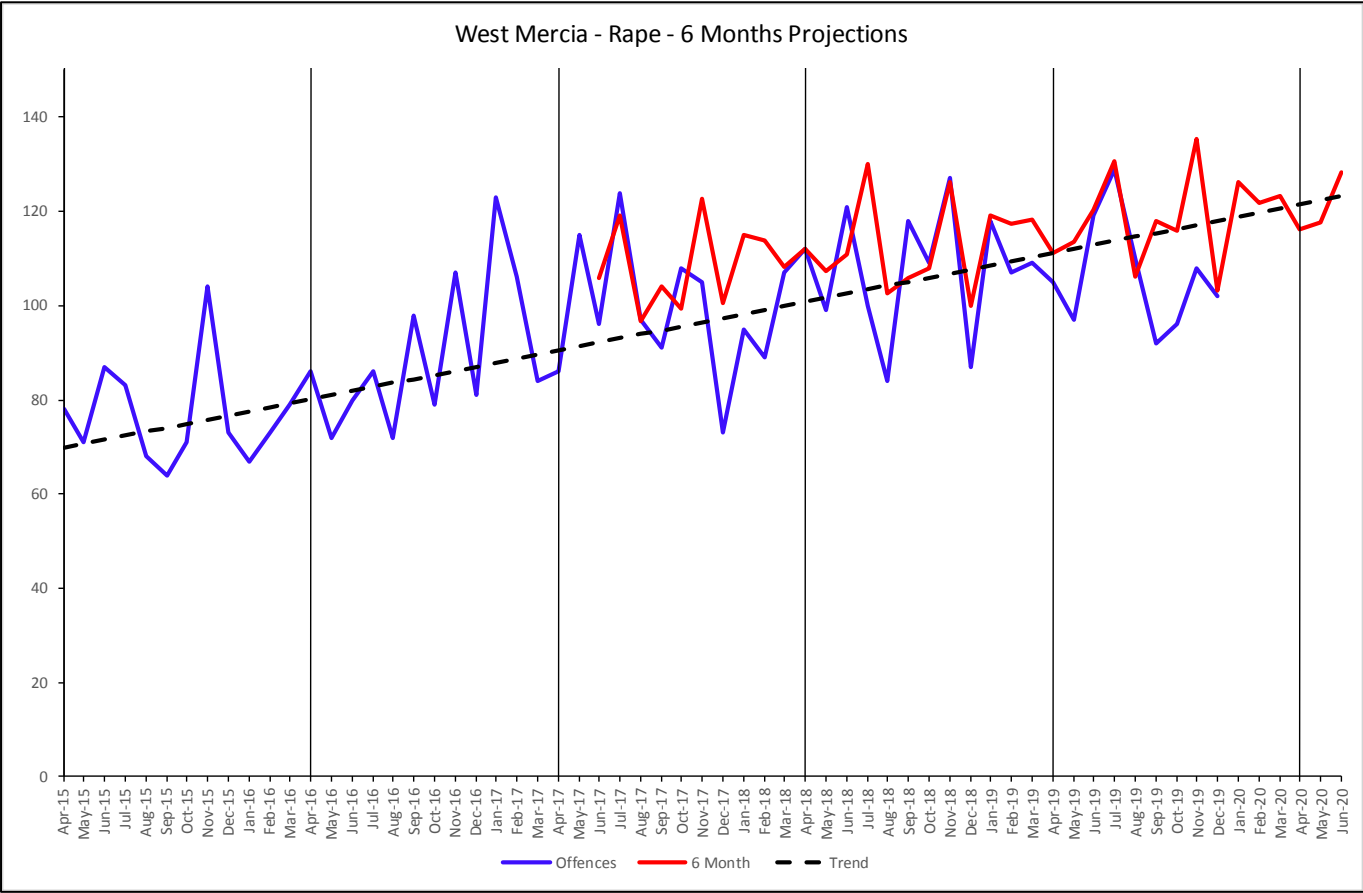


102 rape offences were reported to the police in December; a reduction compared to November (108) but in line with the monthly average (101).

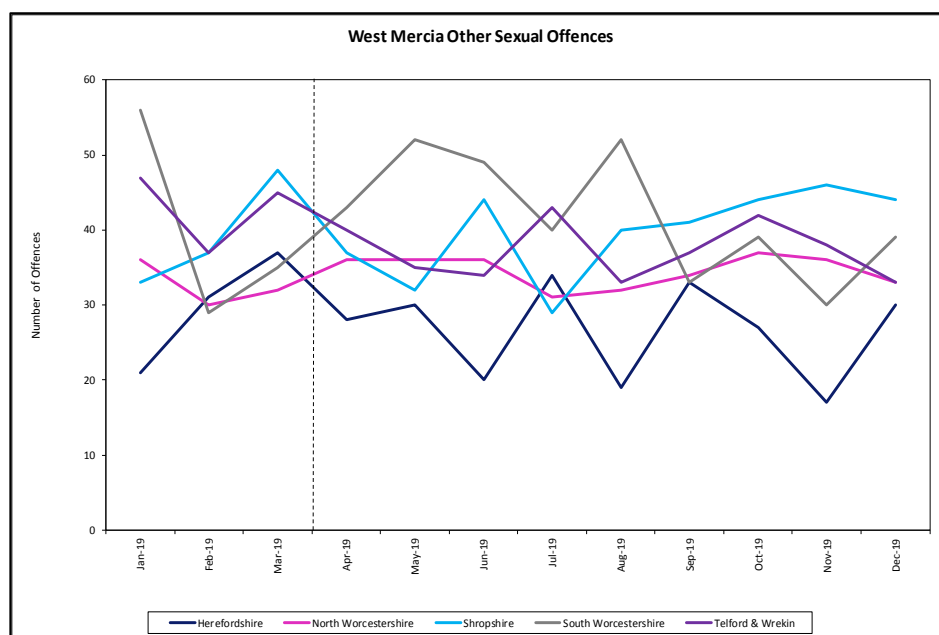
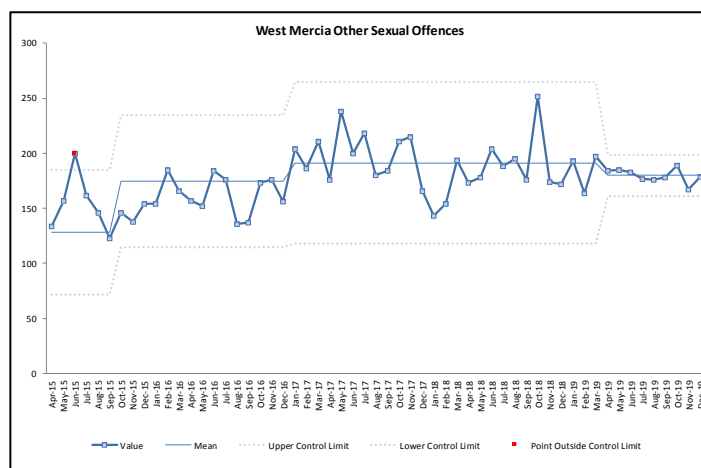
Volumes for all policing areas are within the expected levels.

At force level, the proportion of offences classified as 'recent' (recorded within 28 days of the offence) was lower than average (40% compared to a monthly average of 44%), indicating a higher than average proportion of non-recent offences.

The following chart provides a 6 month projection for rape offences. At force level the recorded volumes are in line with the projection. The projection indicates volumes may increase over the next few months.



Other Sexual Offences



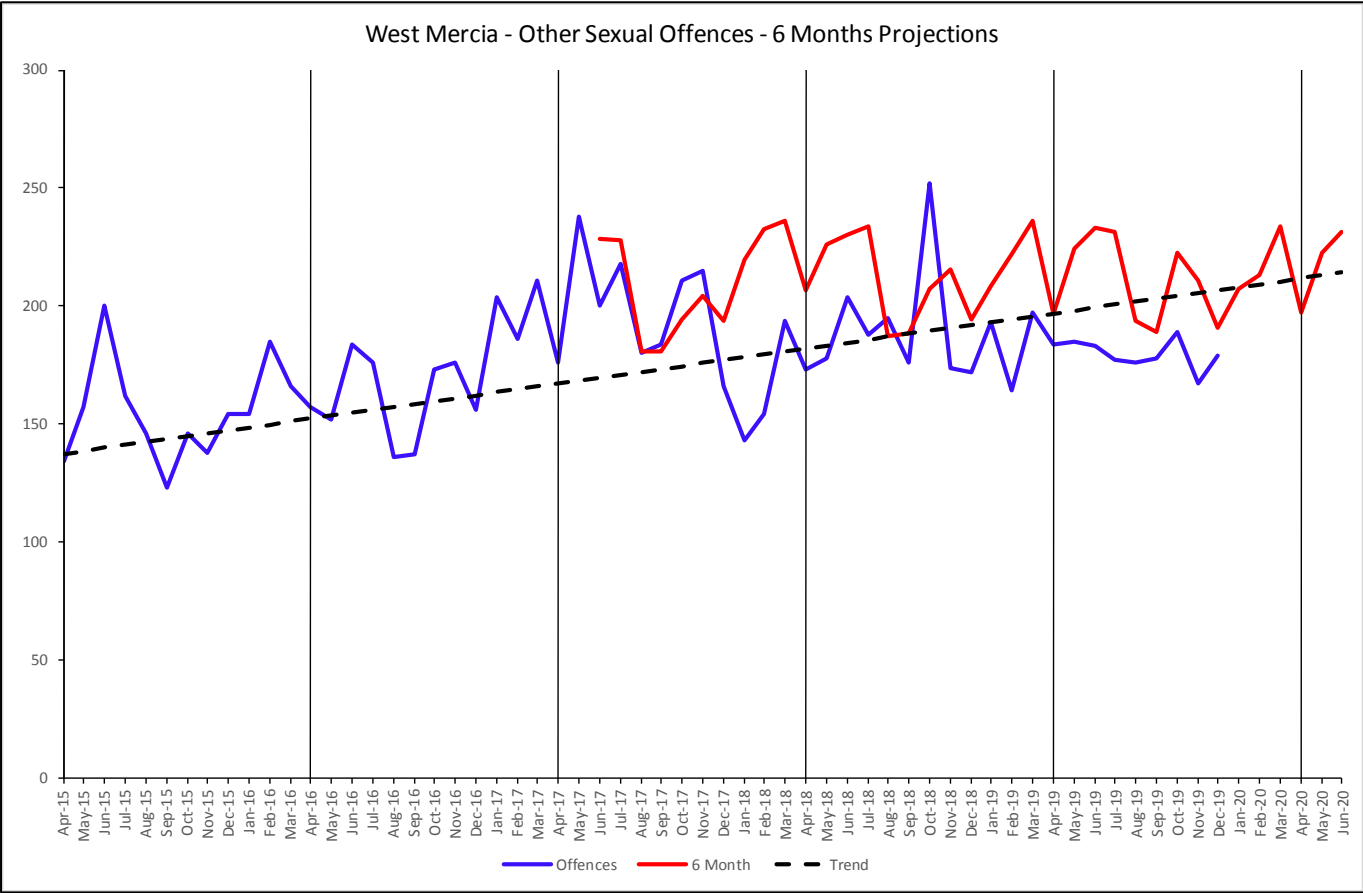
The grouping of other sexual offences refers to all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

179 other sexual offences were reported to the police in December. This is an increase compared with November (167) but volumes are in line with the monthly average (180).

Volumes for all policing areas are within the expected levels.

In December, a higher than average proportion of offences were 'recent' (recorded within 28 days of the offence) - 70% compared to the monthly average of 66%.

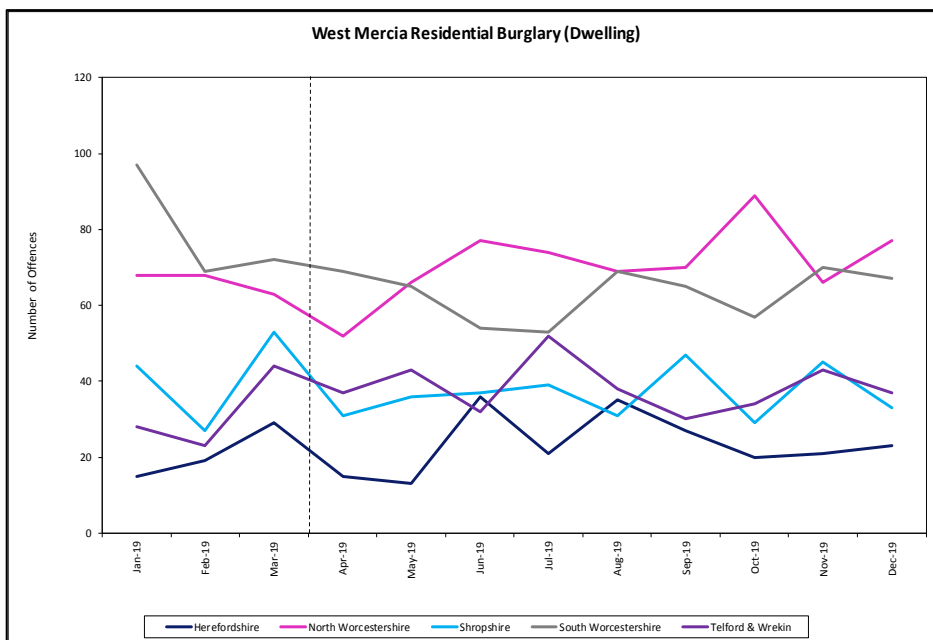
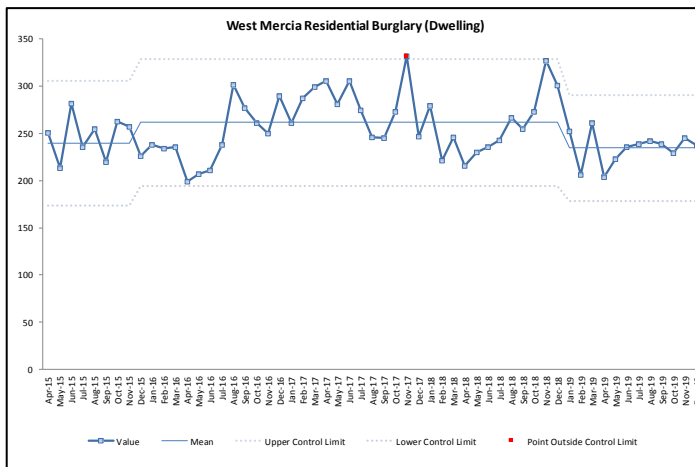
The following chart provides a 6 month projection for other sexual offences. At force level, recent recorded volumes are below the projection. Looking forward, the projection indicates a possible increase in volumes in the next few months.



Residential Burglary- Dwelling

Signs of Improvement would be:

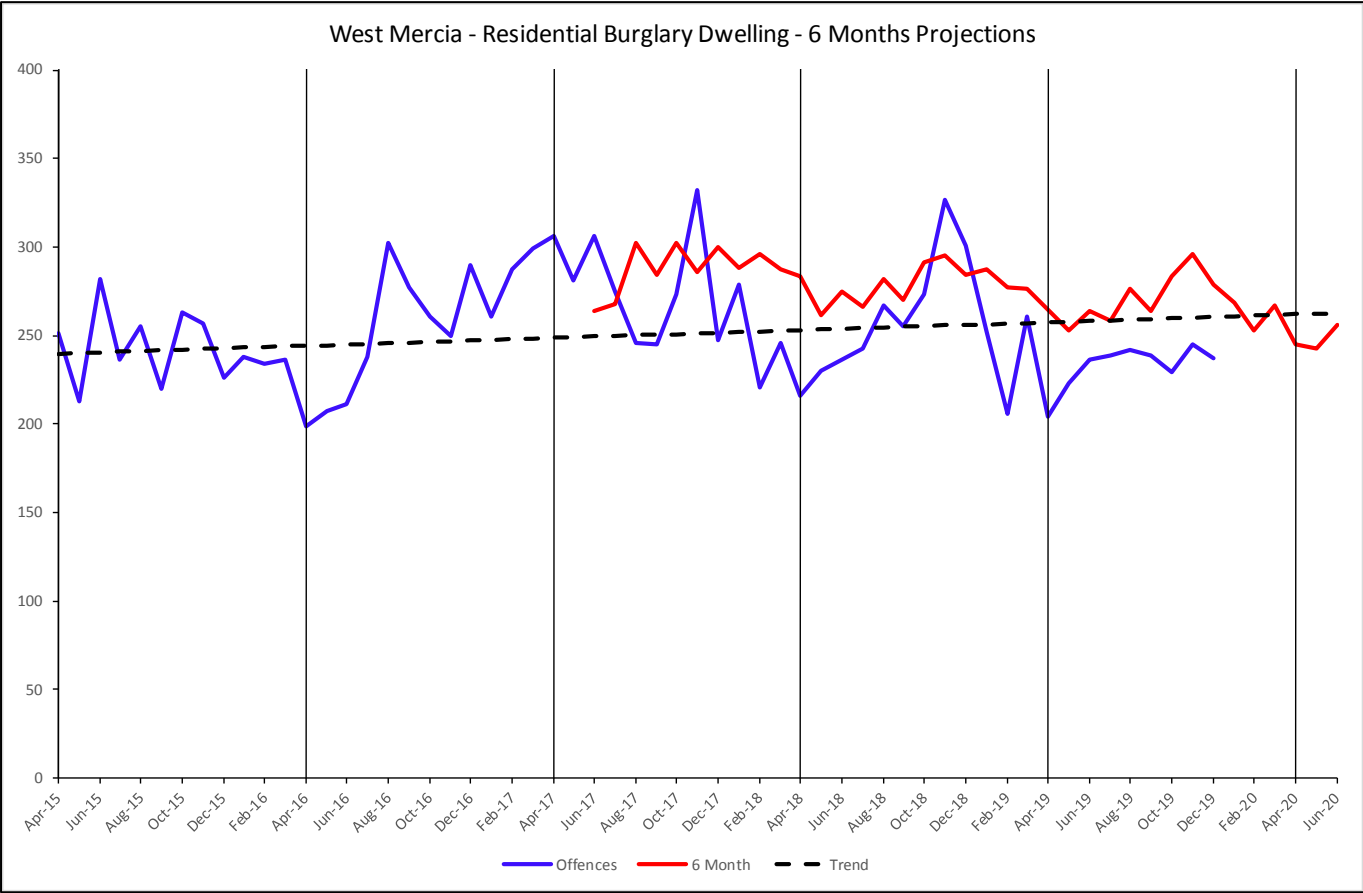
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



237 residential burglary dwelling offences were recorded in December. This is a reduction compared to November (245) but slightly above the monthly average (234).

Reduced volumes were seen across all policing areas with the exception of Herefordshire and North Worcestershire. Volumes for all policing areas are within the expected levels.

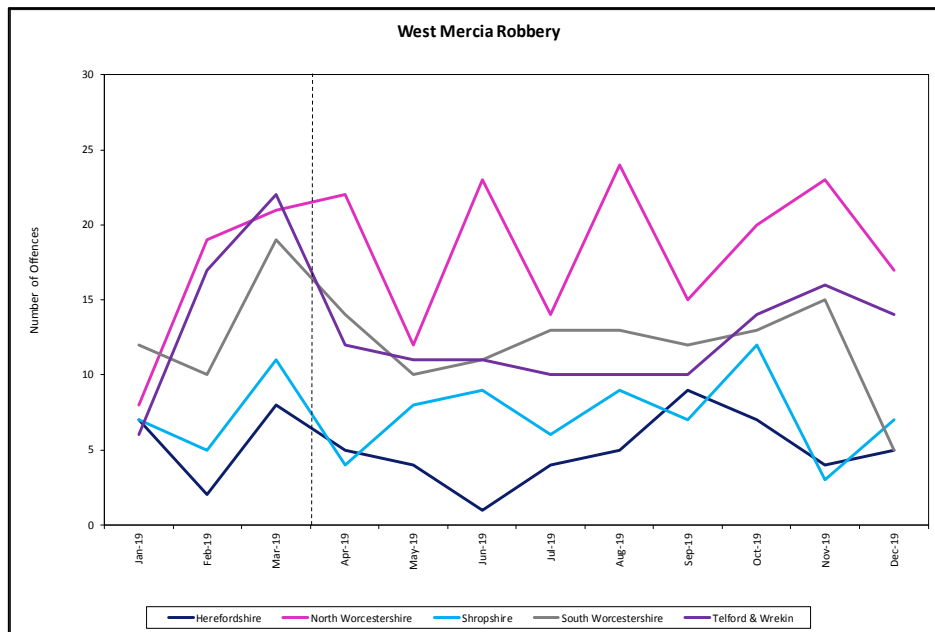
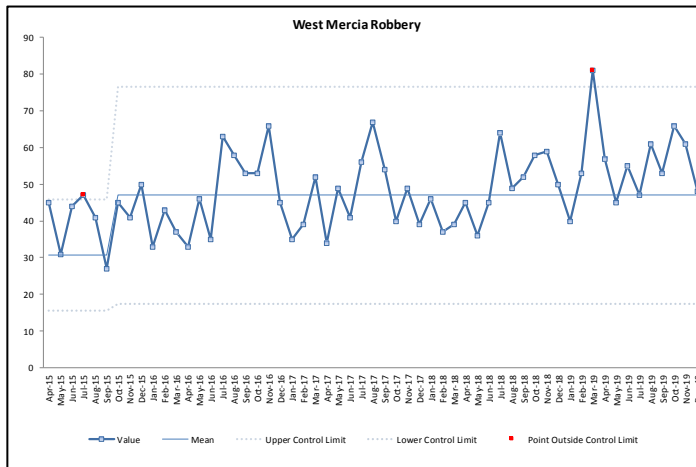
The following chart provides a 6 month projection for residential burglary offences. At force level, recorded volumes continue to be below projection. Looking forward, the projection indicates a possible increase in volumes in the next few months.



Robbery

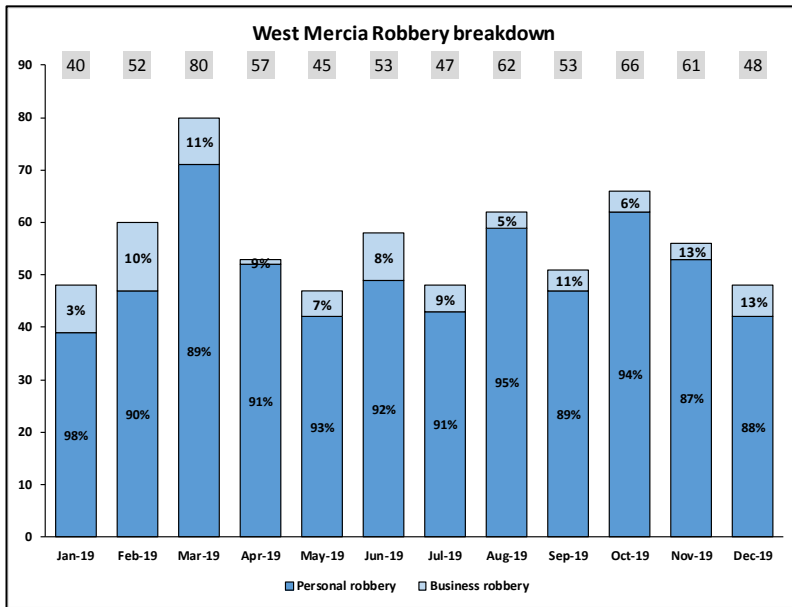
Signs of Improvement would be:

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

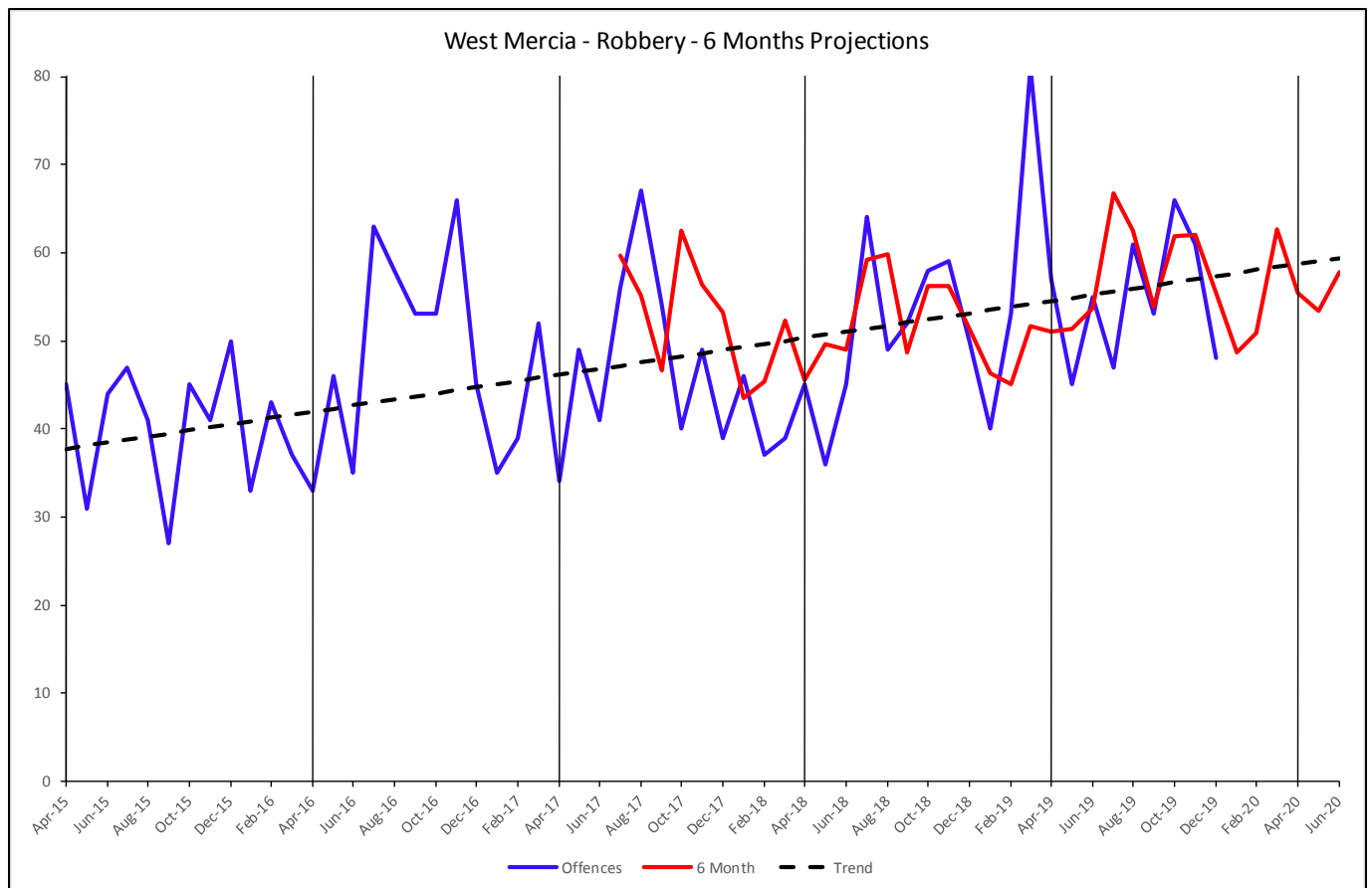


48 robbery offences were recorded in December. This is a reduction compared to November (61) but in line with the monthly average (47).

Reduced volumes were seen across all policing areas with the exception of Herefordshire and Shropshire. Volumes for all policing areas are within the expected levels.



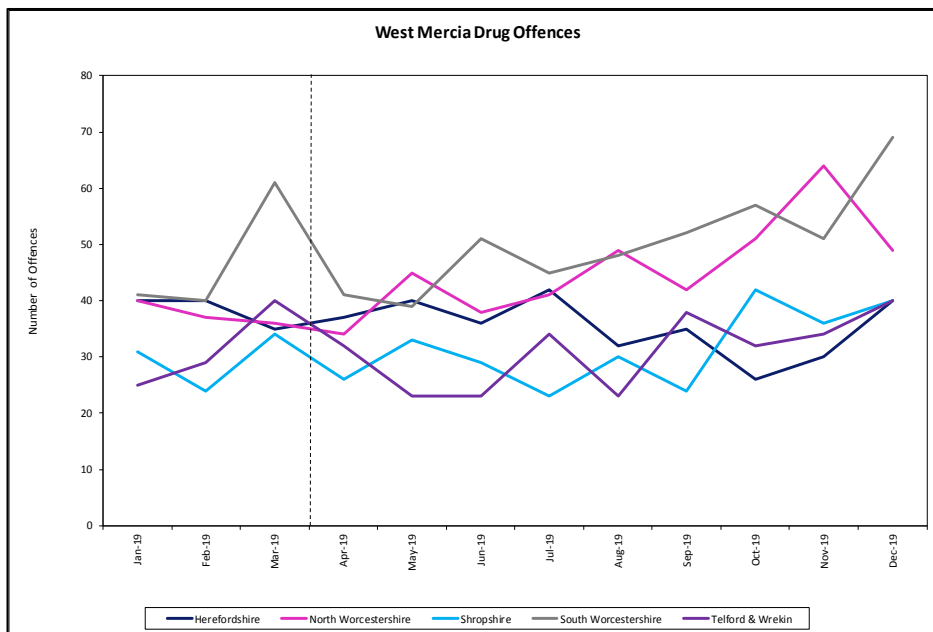
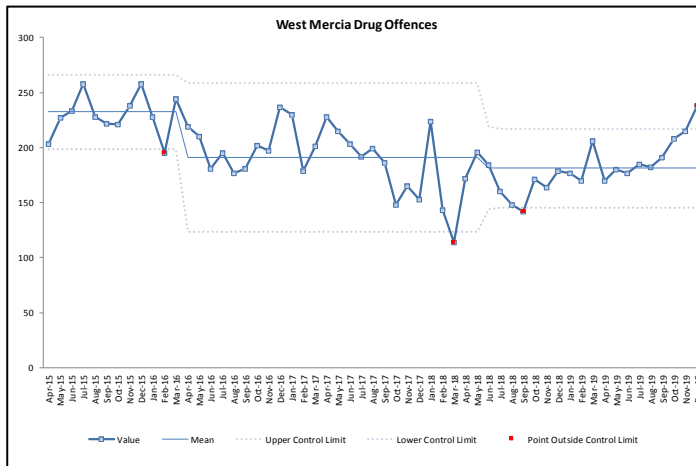
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to increase in the next few months.



Drug Offences

Signs of Improvement would be:

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

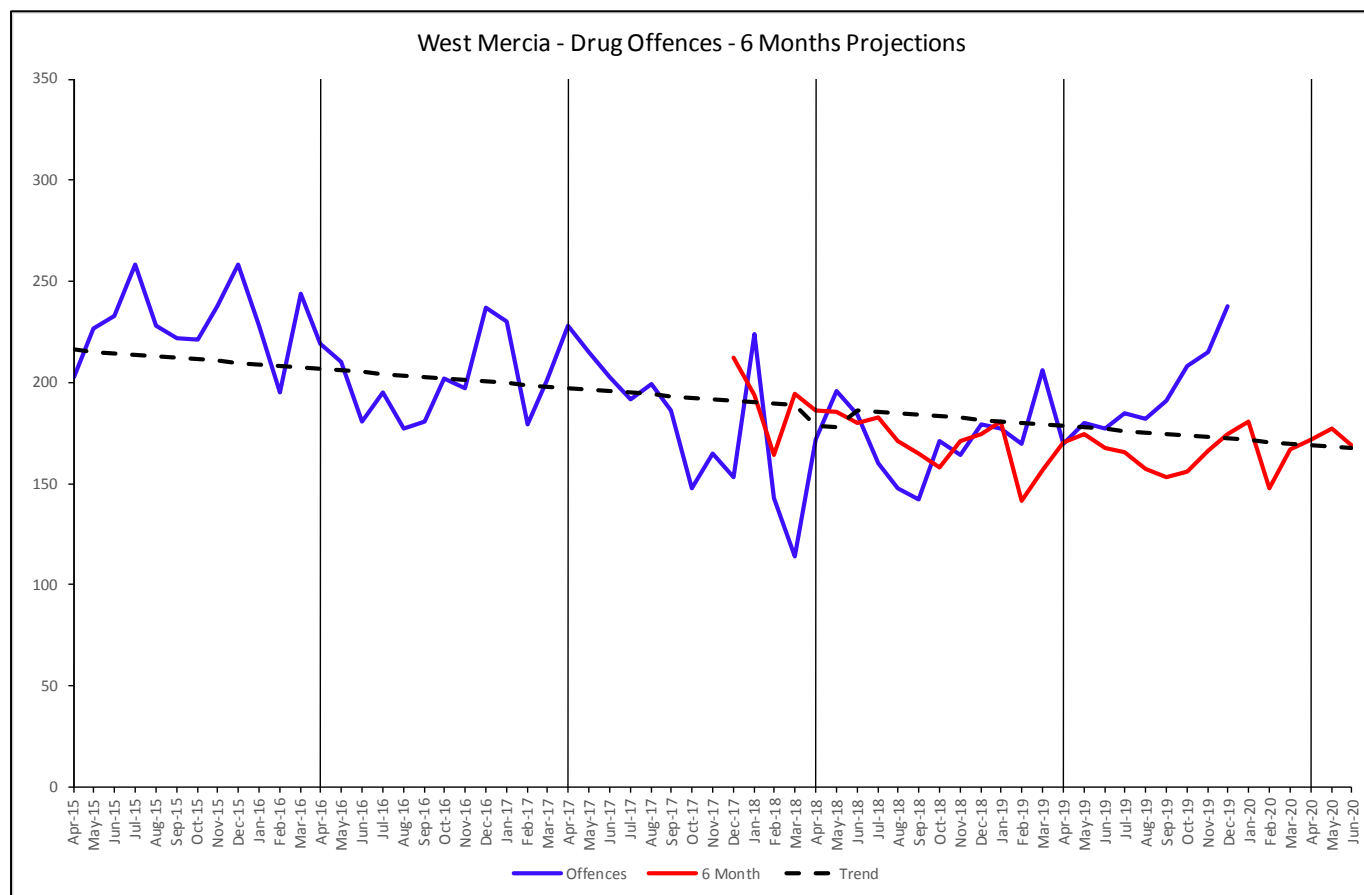


238 drug offences were recorded in December. This is an increase compared to November (215) and significantly above the monthly average (181).

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

The uplift was driven by a 23% (31) increase in the number of possession of controlled drugs offences (including both cannabis and other drugs).

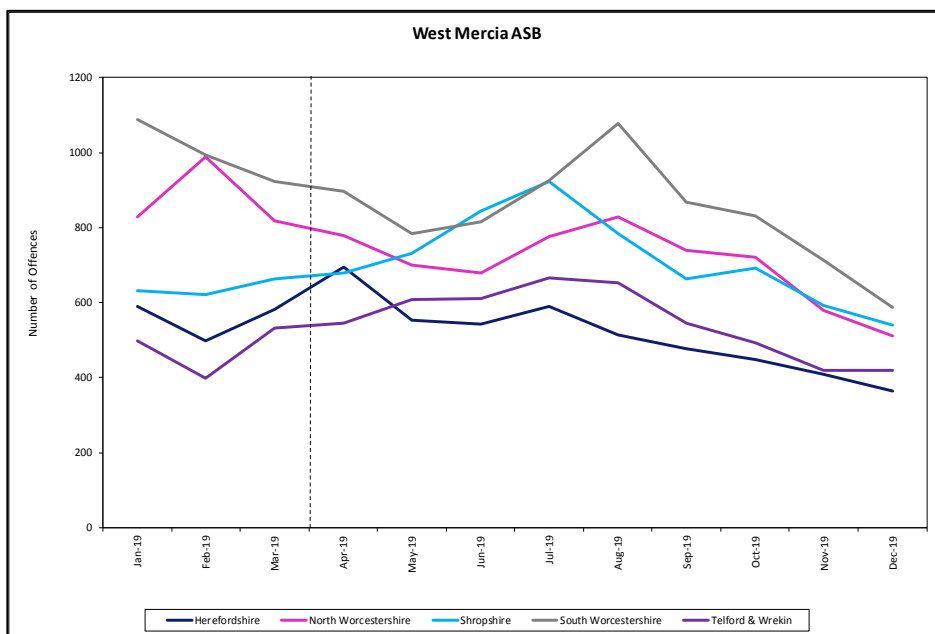
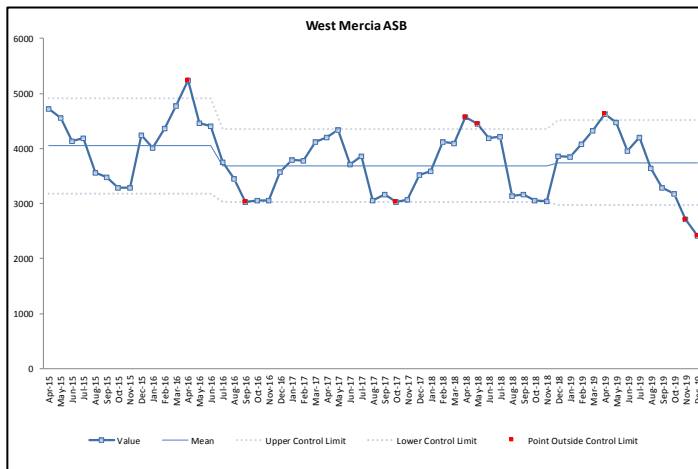
The following chart provides a medium (6 month) projection for public order offences. Based on previous trends, volumes are projected to decrease in the next few months however, it is unlikely given the current pattern of recording.



Anti-Social Behaviour

Signs of Improvement would be:

- ❖ Accurate reporting and risk assessing of ASB incidents

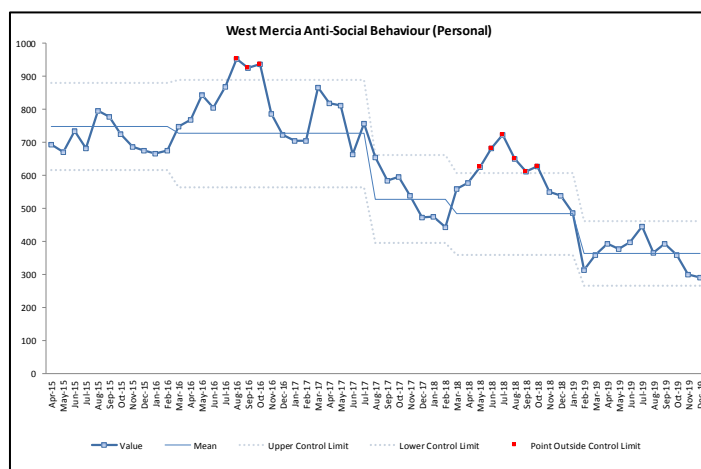


2,421 ASB incidents were recorded in December. This is a reduction compared to November (2,715) and volumes remain significantly below the monthly average (3,741).

Reduced volumes were seen across all policing areas in December, with exceptionally low volumes in Herefordshire and North & South Worcestershire.

ASB generally follows a very seasonal trend, from which we would expect volumes to be at their highest in the early summer, reduce in late summer, have a stable low period September to November and then begin to increase again in December. 2019/20 has seen a variation in this pattern. Following the expected peaks in April and May, and seasonal decline in the late summer, volumes have continued to fall. Recorded incidents are now at their lowest for a number of years.

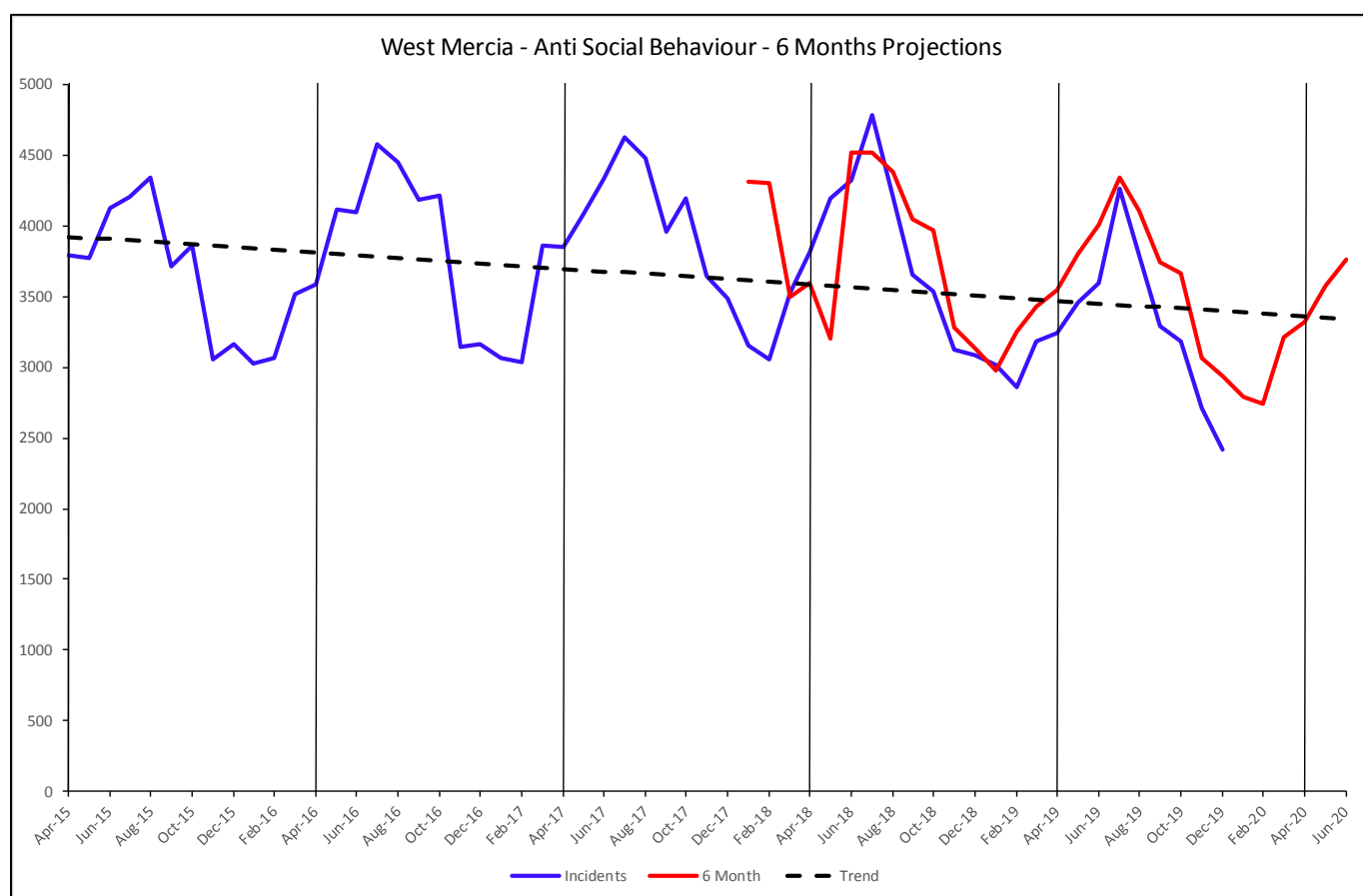
There are three recognised types of ASB: 'personal' is behaviour which is targeted to an individual or group rather than a wider community; 'nuisance' is where the impact is felt by a local community in general rather than individual victims; 'environmental' includes incidents where behaviour has an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



In December, 82% of all ASB incidents were nuisance, 12% personal and 6% environmental. This pattern was broadly similar to that seen in November.

292 'personal' ASB incidents were recorded in December; a decrease compared to the November (300) and below the monthly average (364).

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 follow the seasonal trend and increase in the next few months.

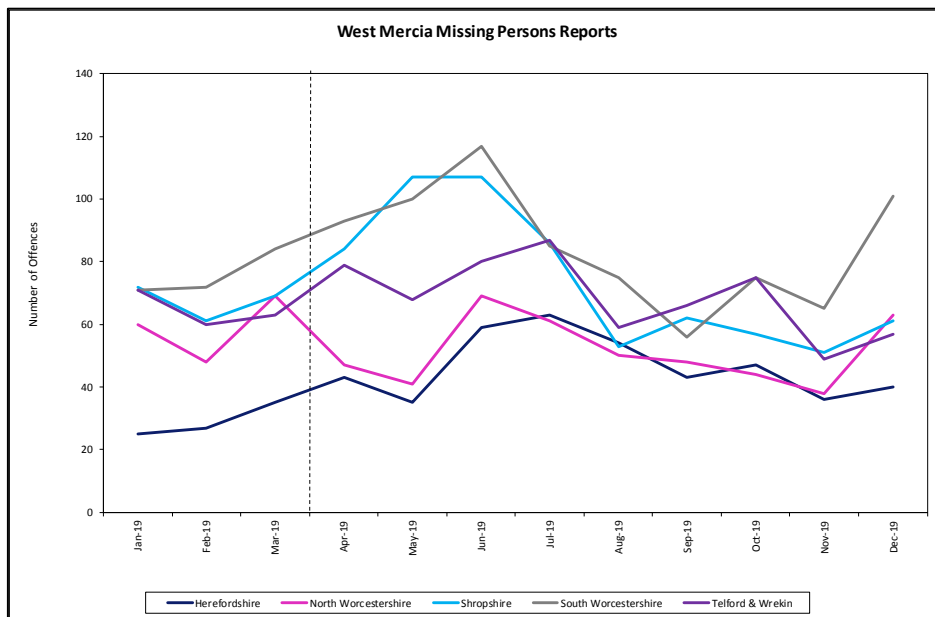
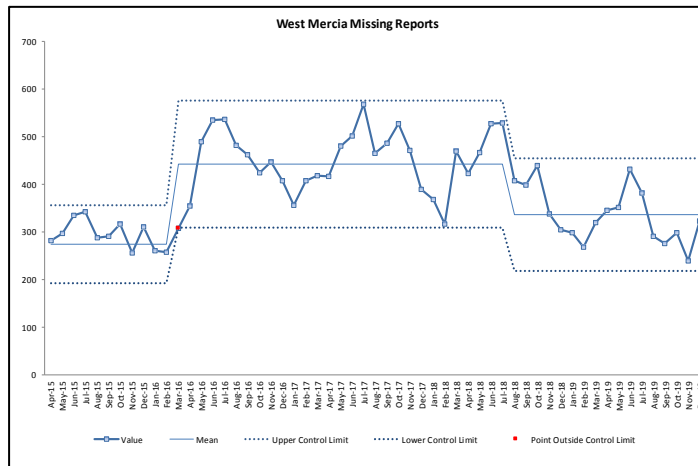


Missing Persons

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).



322 missing person reports were recorded in December. This is an increase compared to November (239) but volumes remain below the monthly average (336).

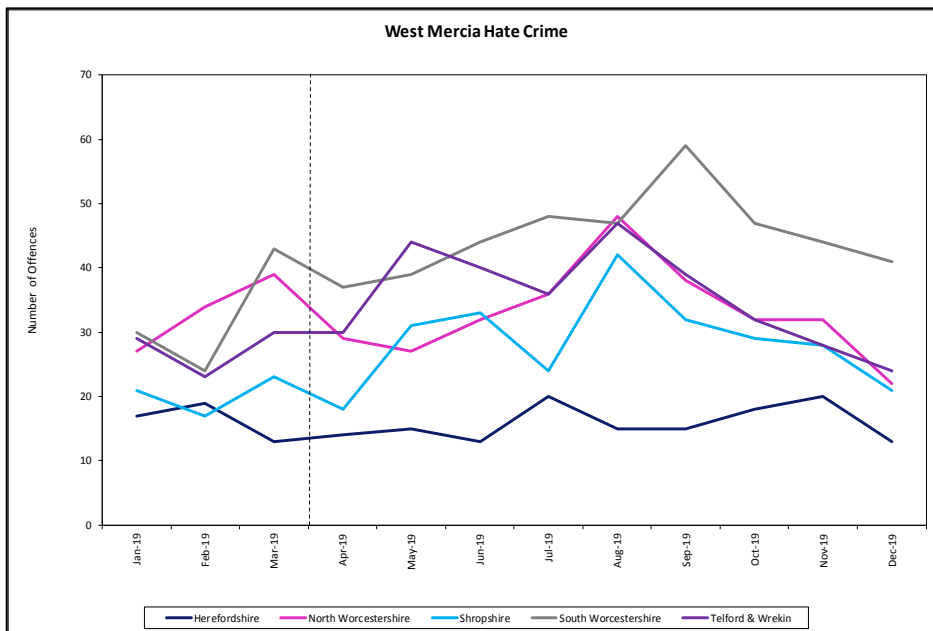
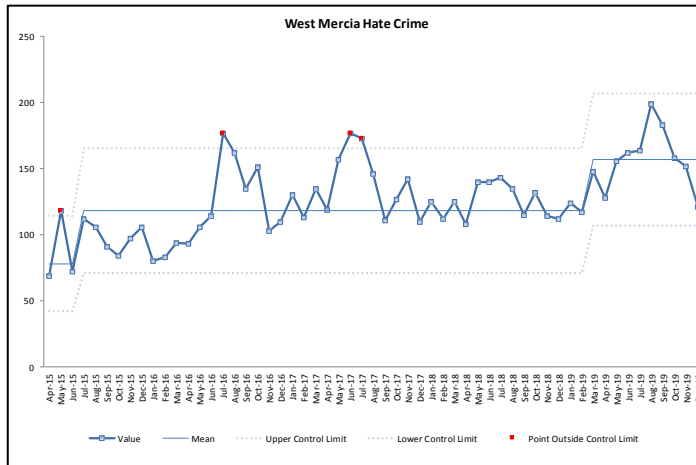
In December this has been driven by more U18s being reported as missing (197). This is an increase compared to November (141) which was exceptionally low.

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

Hate Crime

Signs of Improvement would be:

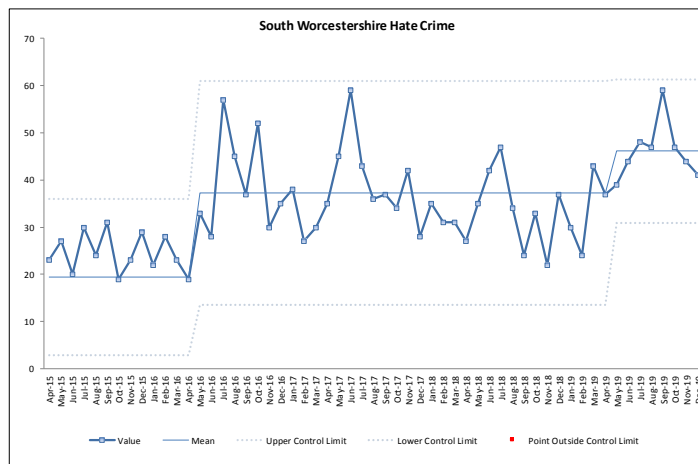
- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



121 hate offences/ incidents were recorded in December. This was a reduction compared to November (152) and volumes remain below the monthly average (157).

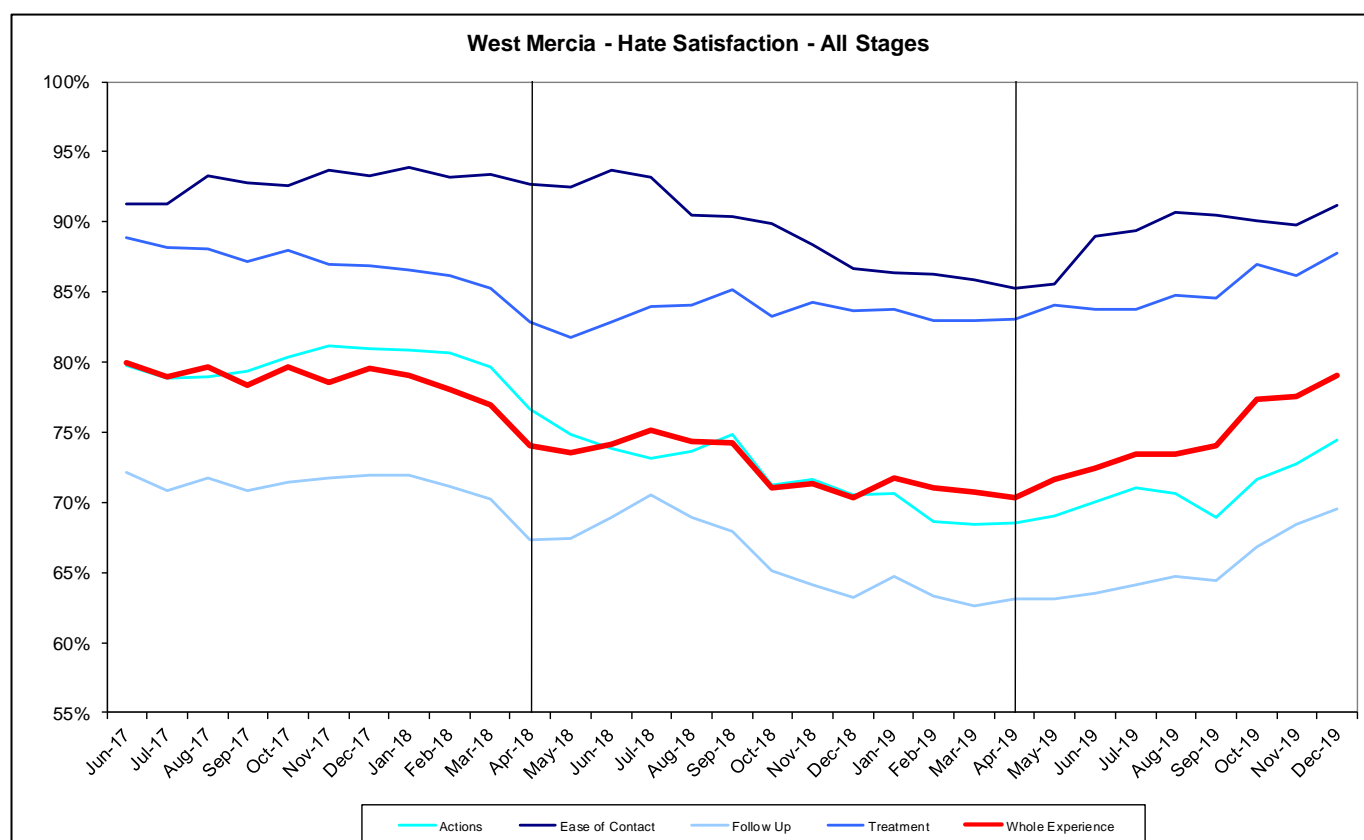
Reduced volumes were seen across all policing areas in December.

Racial based offences continue to account for the majority (58%) of recorded hate crime.



In South Worcestershire, following 8 consecutive months of volumes above the long term monthly average, this average has increased from 37 to 46 offences.

Hate Crime Victim Satisfaction



	Oct-19	Nov-19	Dec-19
Herefordshire	75.6%	78.4%	77.8%
North Worcestershire	73.5%	75.0%	77.2%
Shropshire	76.9%	71.2%	73.6%
South Worcestershire	75.9%	76.6%	77.2%
Telford & Wrekin	84.9%	85.3%	87.8%
West Mercia	77.4%	77.5%	79.0%

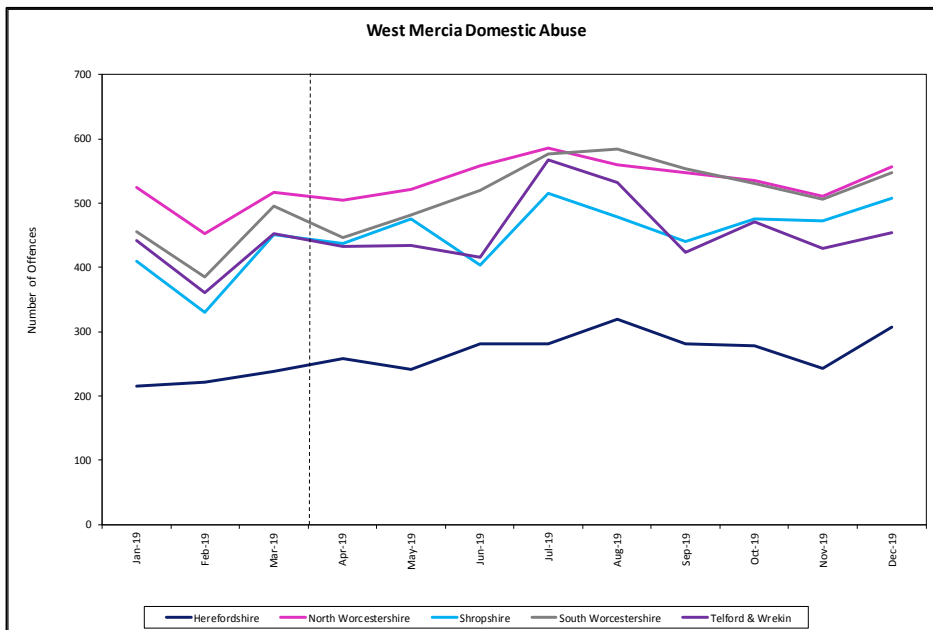
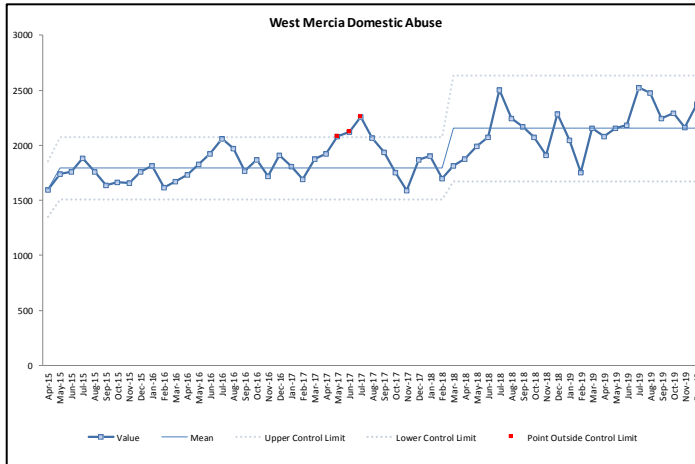
As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low (average of 31 per month). The data is therefore shown on the chart as a rolling 12 month average to give a longer term trend and to prevent short term reactions to what can be significant month-on-month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

Hate crime satisfaction continues to improve. 79% of hate crime victims were satisfied with their overall experience with the police in December, a continued increase on previous months.

Domestic Abuse

Signs of Improvement would be:

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

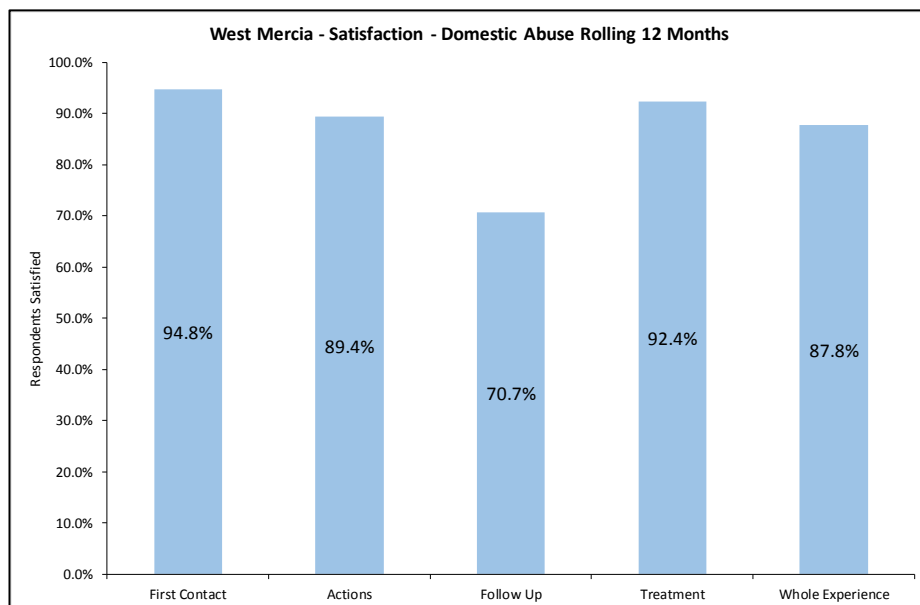


2,374 domestic abuse offences & crimed incidents were recorded in December. This is an increase compared to November (2,163) and above the monthly average (2,154).

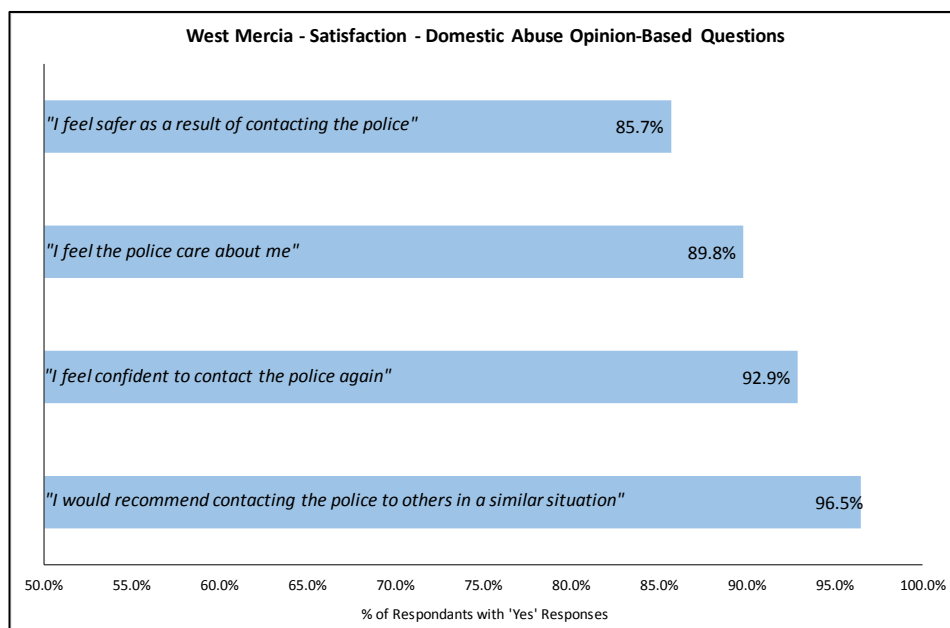
Increased volumes were seen across all policing areas. This is the 7th consecutive month that volumes have remained above the monthly average. If this trend continues next month the monthly average will increase.

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.



	Oct-19	Nov-19	Dec-19
First Contact	93.4%	94.3%	94.8%
Actions	88.6%	89.1%	89.4%
Follow Up	69.8%	71.1%	70.7%
Treatment	92.0%	92.2%	92.4%
Whole Experience	87.4%	87.8%	87.8%



	Oct-19	Nov-19	Dec-19
"I feel safer as a result of contacting the police"	86.0%	85.8%	85.7%
"I feel the police care about me"	89.5%	89.5%	89.8%
"I feel confident to contact the police again"	92.9%	92.7%	92.9%
"I would recommend contacting the police to others in a similar situation"	96.6%	96.6%	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.

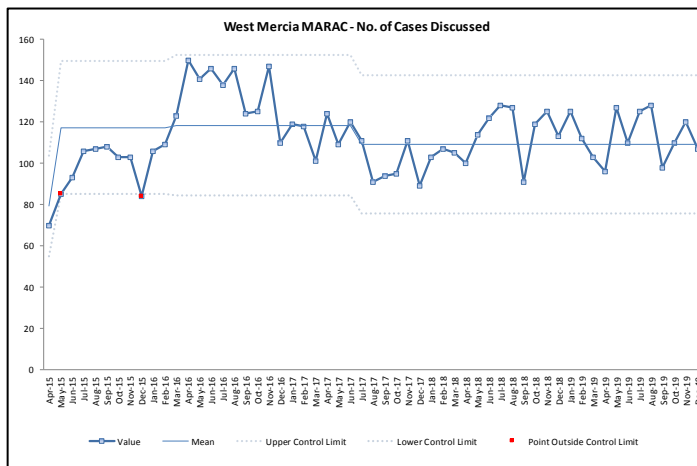
Domestic Violence Protection Notices (DVPNs)

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.

	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
West Mercia	20	17	9	16	20	19	25	20	20	19	18	19	22

MARAC (Multi Agency Risk Assessment Conference)

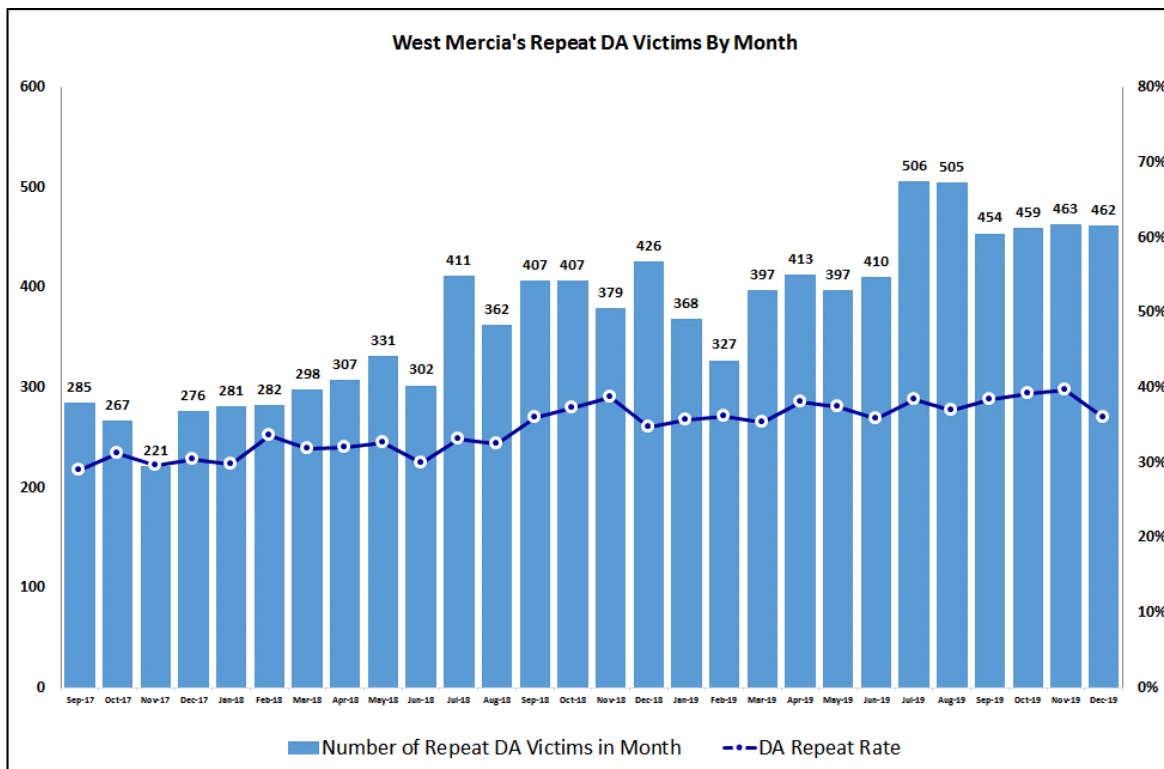
MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors and other specialist statutory and voluntary sectors.



107 cases were discussed at WMP MARACs in December (24 repeat cases). This is a reduction compared to November (120) and below the monthly average (109).

Domestic Abuse Repeat Victimization

A repeat DA victim is defined as an individual recorded as a DA victim in the current reporting month that has had at least one other DA offence in the preceding 12 months. As a repeat DA victim can have presence in both force areas, these counts reflect West Mercia's victims only, but quantifies total DA offences across the two forces. The figures are also affected by the application of domestic abuse markers on offences.

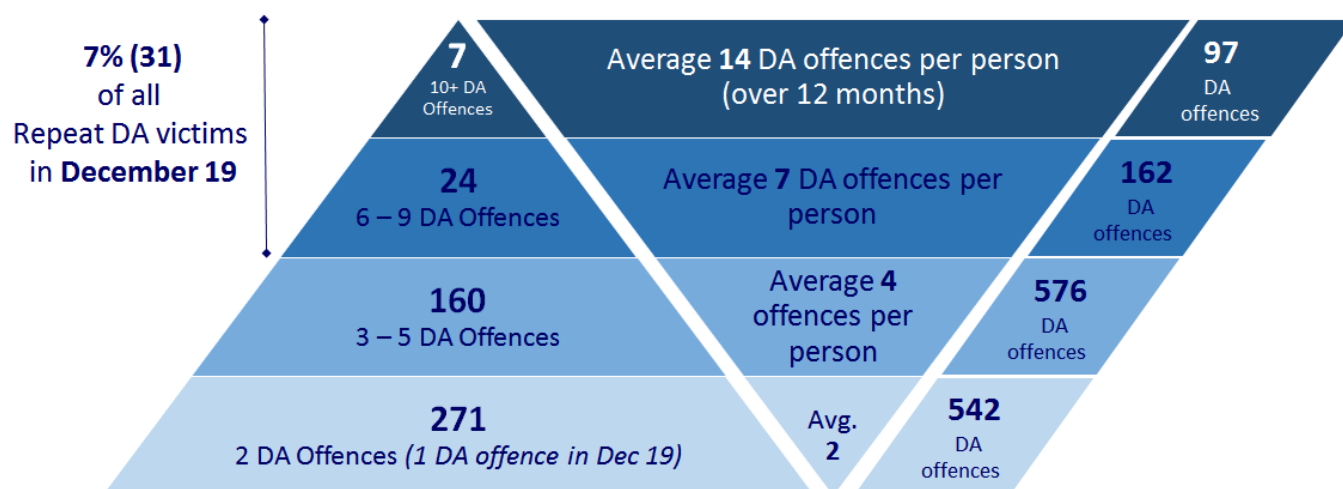


In December, 36% (462) of all DA victims (1,282) were repeat DA victims (subject to at least one further DA offence in the last 12 months).

The number of repeat victims has relatively stabilised in the last four months although the repeat rate has decreased by 4 percentage points from last month (40%).

55 (12%) of December's repeat DA victims were also a repeat DA victim in November and 14 individuals (3%) being a repeat DA victim in each of the last 3 months – October, November and December.

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



December's repeat DA victim cohort accounts for 1,377 DA offences recorded in the last 12 months, of which 627 DA offences were recorded in December.

7 individuals have been a victim of 10+ DA offences in the last 12 months. This represents 97 DA offences, of which 10 were recorded in December.

Outcome Rate – Year to Month trends

The data presented here is a 9 month picture, showing the overall outcome rate (% of DA offences recorded in the period that have been outcomed) and a breakdown by outcome type.

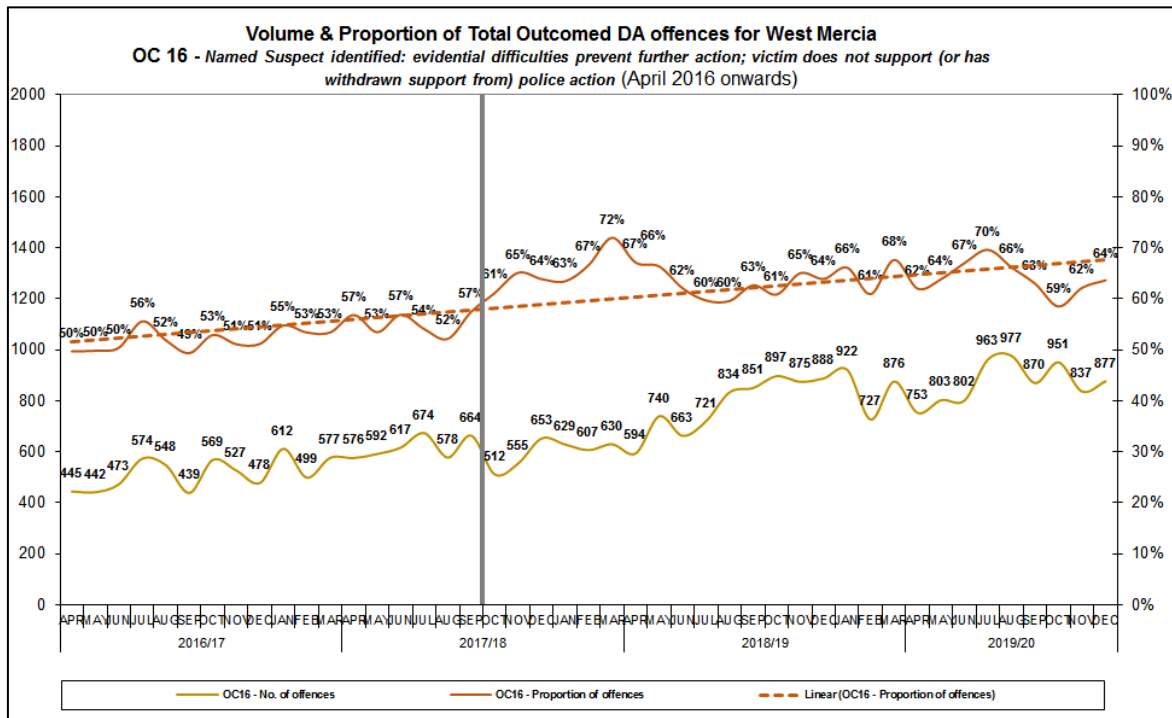
		Outcomed DA Volumes and % Outcomed			
		Apr 18 - Dec 18		Apr 19 - Dec 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	1,126	11.3%	1,161	10.5%
No Action Taken	OC5,9,10,11,12,13,15,16,17	8,192	82.5%	9,077	82.1%
Investigation complete - no suspect identified	OC14,18	407	4.1%	383	3.5%
Other*	OC20,21,22	207	2.1%	433	3.9%
Total Recorded and Outcomed		9,932	100%	11,054	100%
Total Recorded		11,413		13,097	
Outcome Rate		87.0%		84.4%	

- 84% (11,054) of DA offences recorded in Apr – Dec 19 were assigned an outcome within the same 9 month period. This is a 3 percentage point reduction on the equivalent period last year (87%). There was a 15% growth in the number of DA offences recorded in Apr – Dec 19 (13,097) compared to the same period last year (11,413).

- 10.5% (1,161) of recorded/ outcomed DA offences (11,054) in Apr – Dec 19 were assigned an 'action taken' outcome within the same 9 month period. The proportion of offences has slightly decreased compared to the same period last year (11.3%).

Outcome 16 – Monthly outcome trends

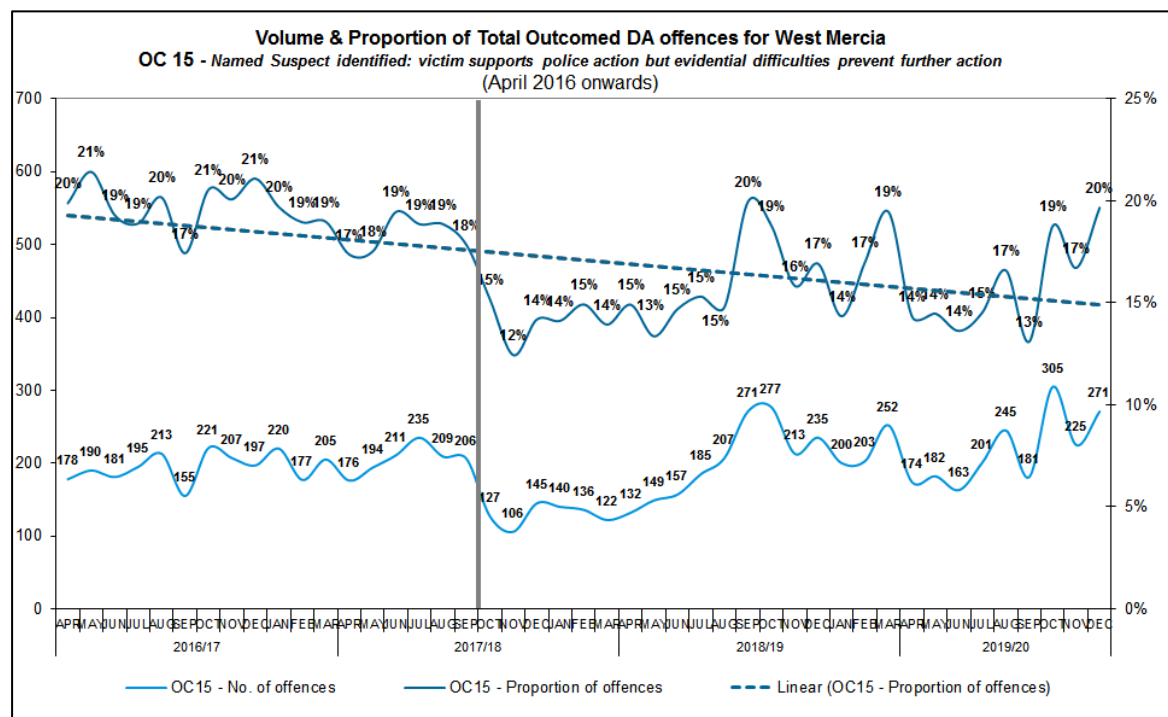
The following chart shows the volume and proportion of DA offences outcomed per month by 'Outcome code 16' regardless of when they were recorded.



- From July 19 (963, 70%), there has been a downward trend in both the number and proportion of DA offences resulting in Outcome 16. However, the proportion has increased in the last 2 months.
- 877 DA offences (64%) resulted in Outcome 16 in December. This is an increase in volume and proportion rate on the previous month (837, 62%).

Outcome 15 – Monthly outcome trends

Since November 17, there has been an increase in the use of Outcome code 15: - 'Named Suspect identified: victim supports police action but evidential difficulties prevent further action' as shown by the chart.



- 271 offences (20%) resulted in Outcome 15 in December, the highest proportion rate seen for this outcome since September 18 (271, 20%). This is a volume increase and a 3 percentage point increase in proportion compared with the previous month (225, 17%).

Child at Risk / Child Sexual Exploitation

Signs of Improvement would be:

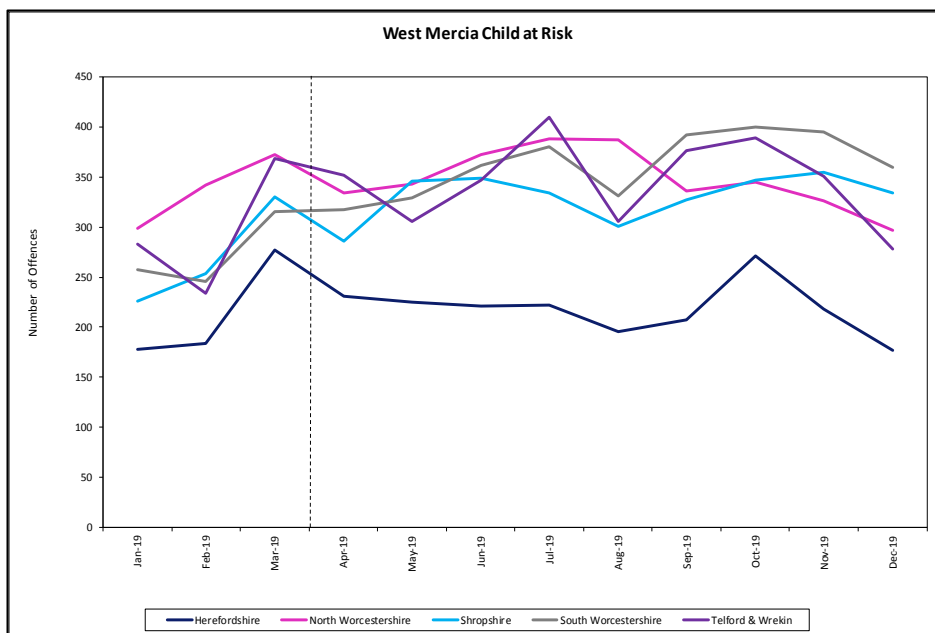
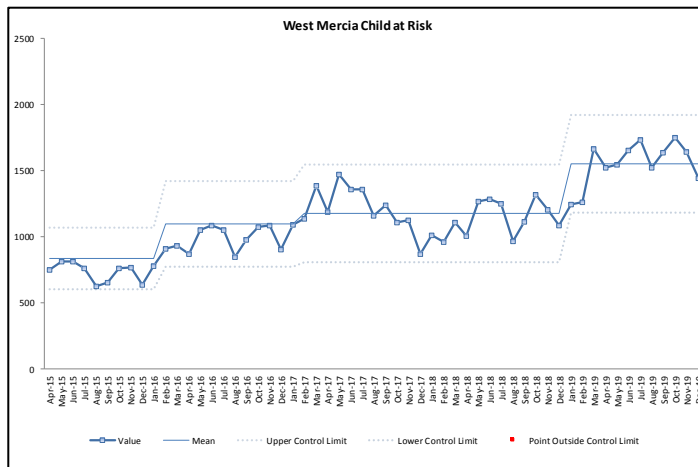
- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat victimisation



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.

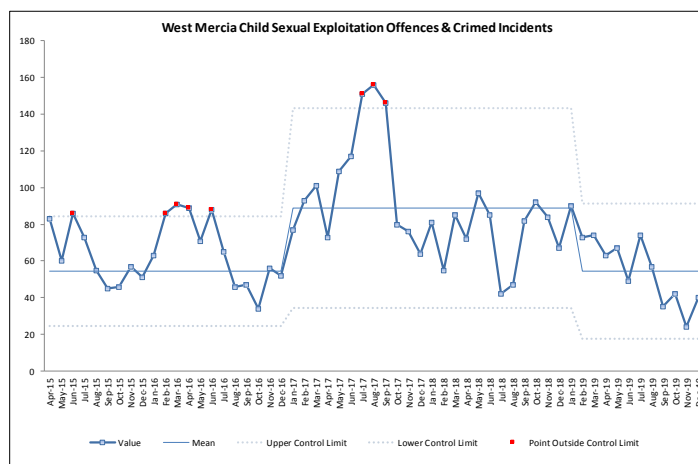
Child at Risk



1,446 Child at Risk markers were applied to offences/incidents in December. This is a decrease compared to November (1,645) and below the monthly average (1,552).

Decreased volumes were seen across all policing areas and are likely to be influenced by school holidays.

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.

40 CSE offences/ incidents were recorded in December; an increase compared to November (24) but below the monthly average (54).

Increased volumes were seen across all policing areas, however all are within expected levels.

There was a higher proportion of ‘non-recent’ offences recorded in December – 55% (22) compared to a monthly average of 52%.

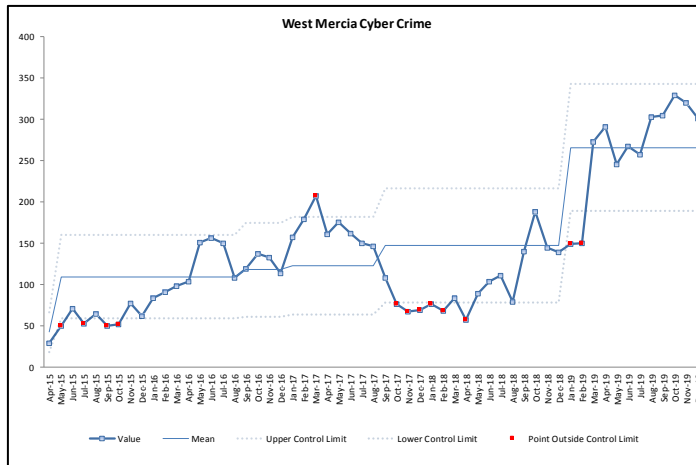
Cyber/ On-line Crime

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.

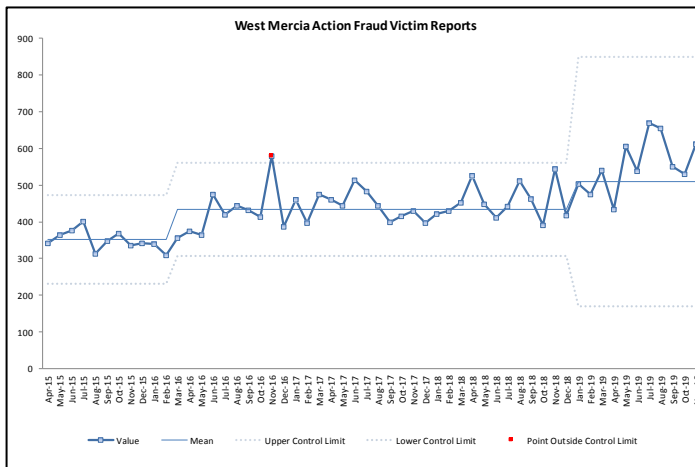


301 offences were flagged as cyber crime in December. This is a reduction compared to November (320) but volumes remain above the monthly average (266).

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

Action Fraud

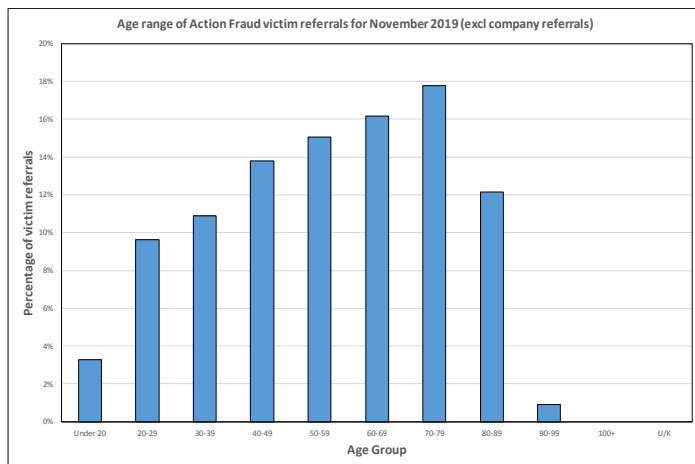
Fraud offences (including those cyber related) are principally recorded through Action Fraud. Offences occurring within West Mercia are then disseminated to the force for investigation and safeguarding of vulnerable victims where appropriate.



613 Action Fraud victim reports (which exclude company referrals) were recorded in November 2019³.

This is an increase compared to volumes seen in October 2019 (531) and volumes remain above the monthly average (510).

This is the 7th consecutive month that volumes have remained above the average. If this trend continues next month the monthly average will increase.



Nearly two thirds (62%) of victim referrals are for victims aged 50 years plus.

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

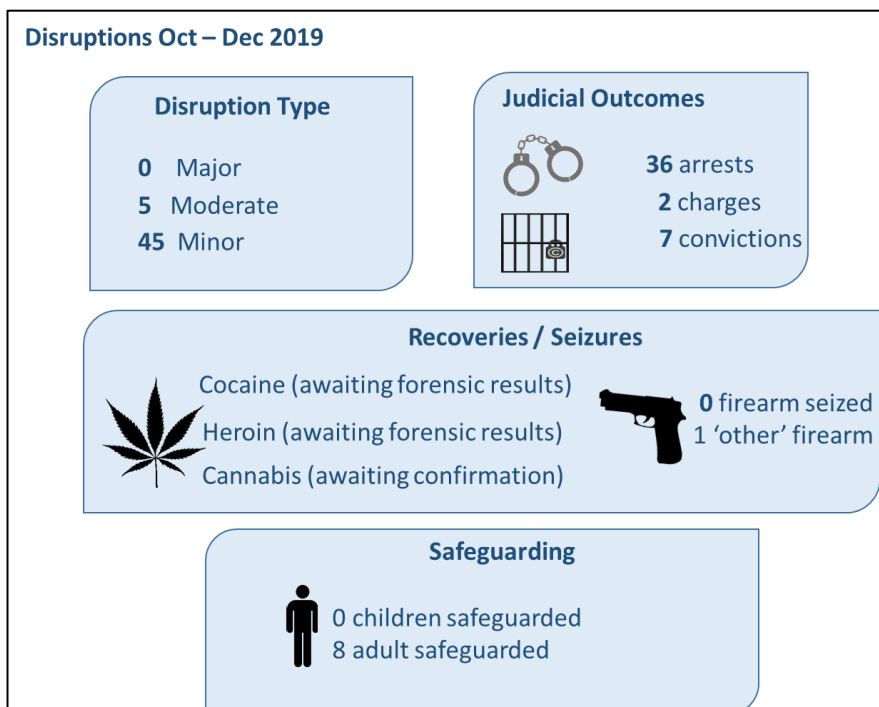
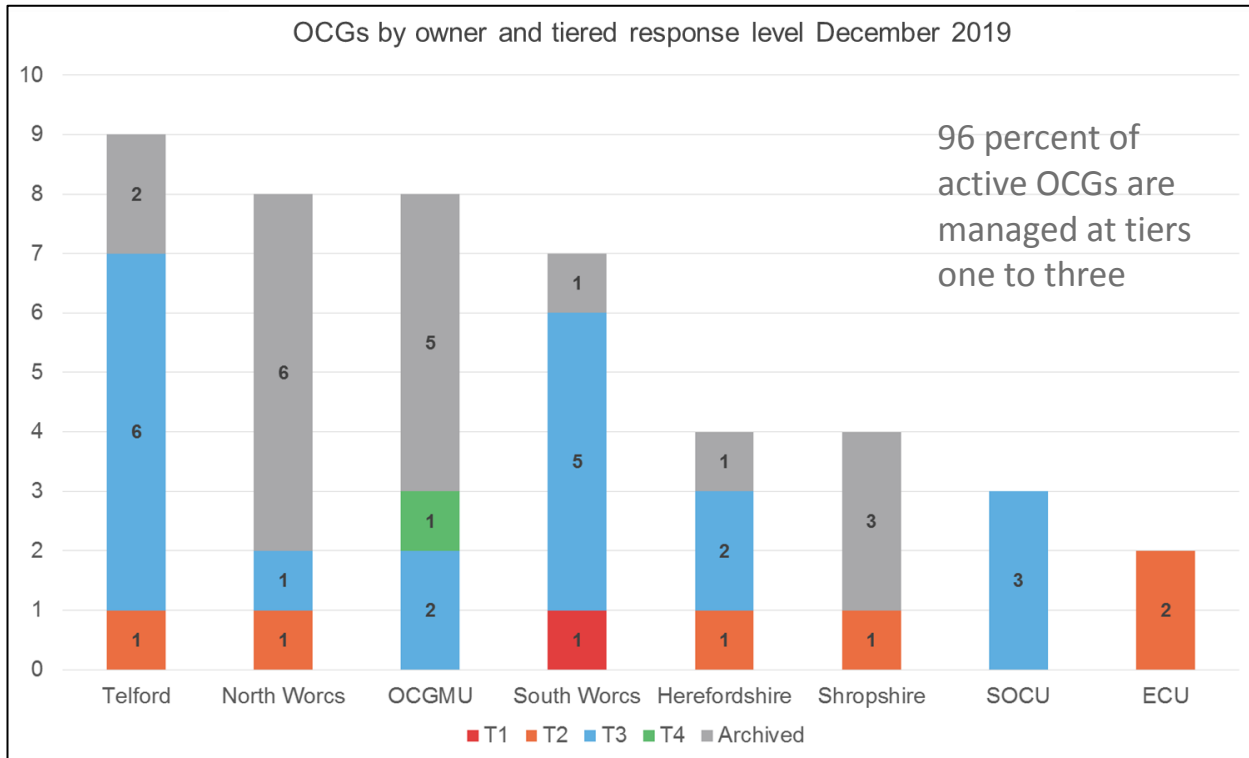
Serious Organised Crime

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 December 2019, there were 27 active and a further 18 archived OCGs across West Mercia. 19 of these active groups are managed by West Mercia local policing areas.

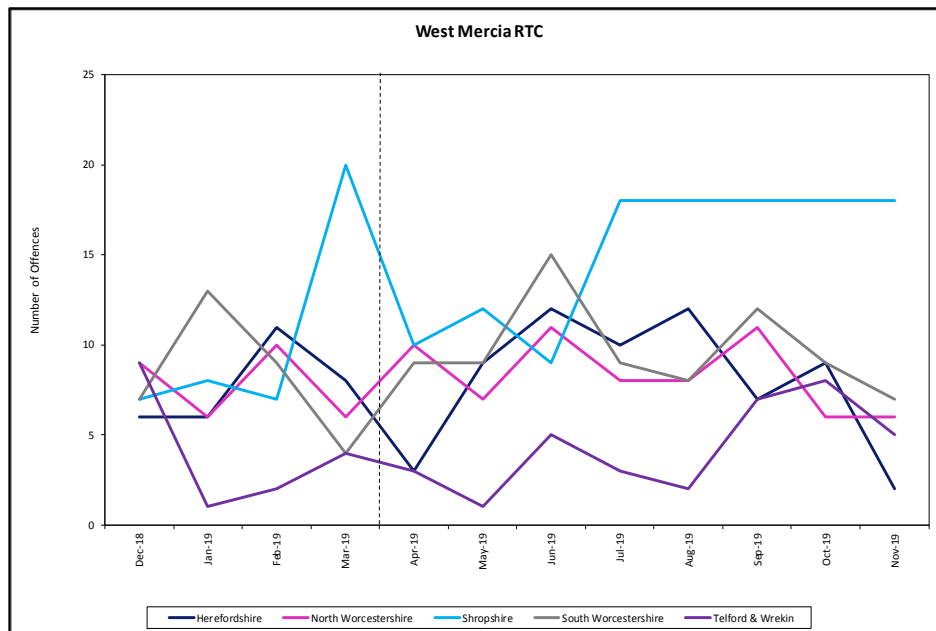
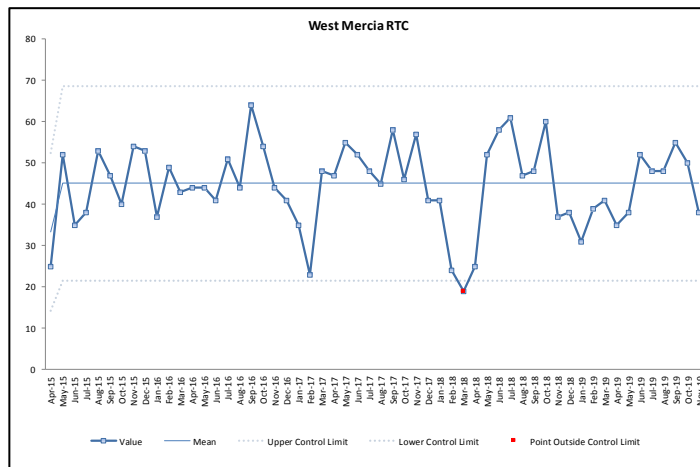


A wider SOC performance document is prepared and discussed with the OPCC on a quarterly basis.

Road Traffic Casualties

Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



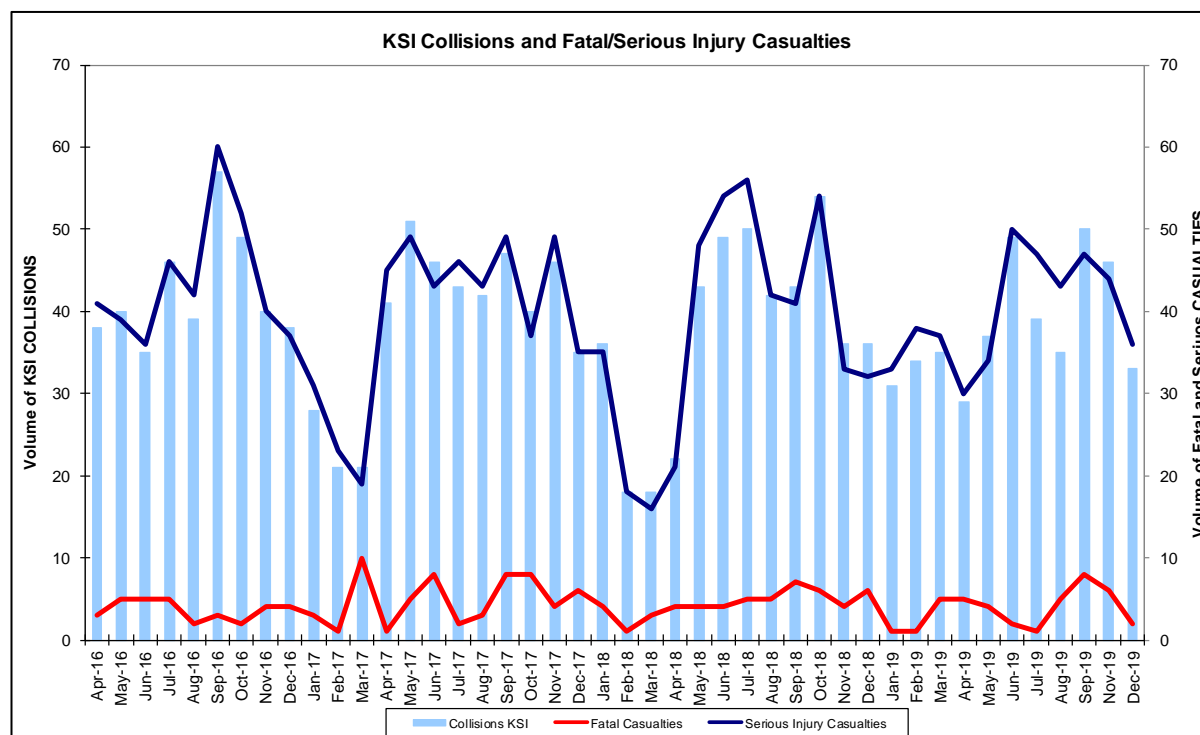
In December⁴ there were 5 road deaths. This included 2 car drivers, 2 motor cyclists, and 1 pedestrian.

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

In November over two thirds (66%) of all fatal and serious injury casualties were car drivers or passengers. 14% were in goods vehicles, 14% were on motorcycles and 7% were cyclists.

⁴ At the time of publication data regarding serious injury casualties in December 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 Police Road Safety team is managed and tasked through Force Operations. The work of the team is focussed on complementing the Force's approach to road safety, and in particular to reducing KSIs. The West Mercia Police Road Safety team 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 187 sites across West Mercia. 58,623 offences have been proceeded with from April to November 2019.

Response Times to Emergency incidents

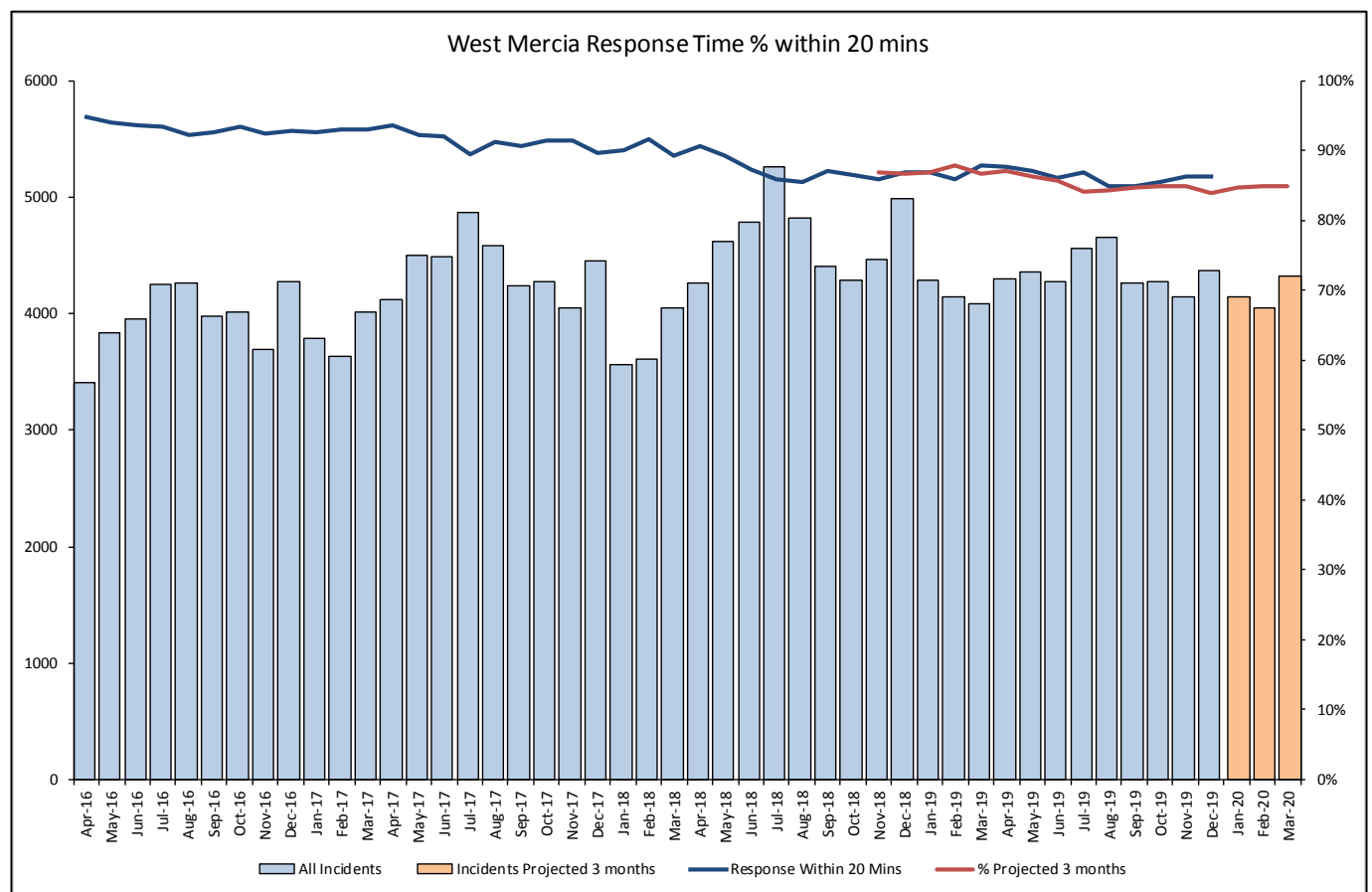
Signs of Improvement would be:

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

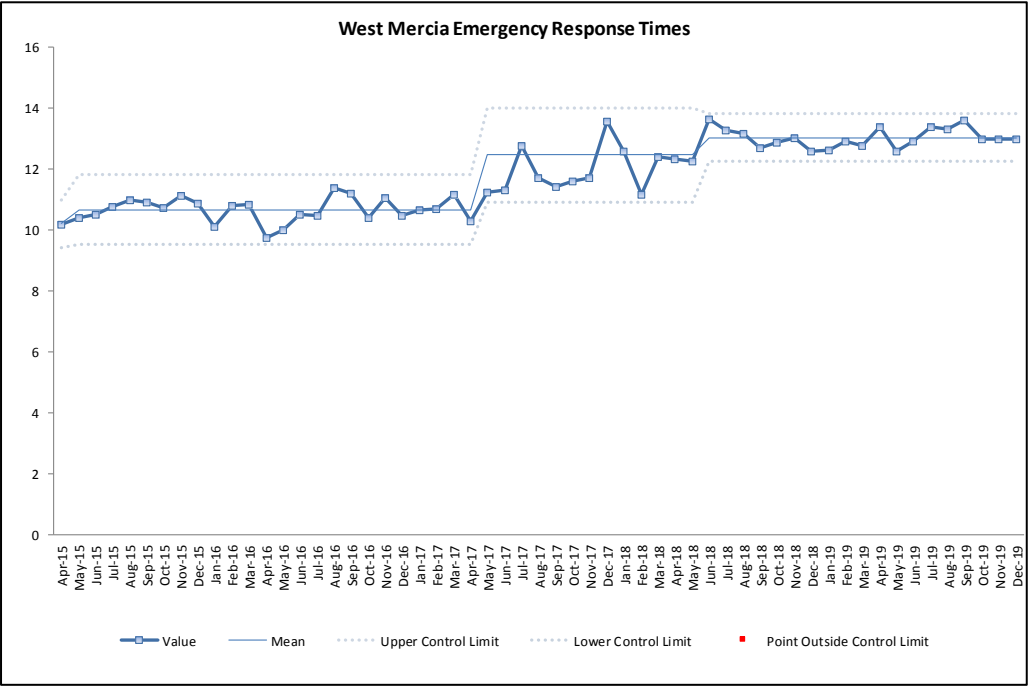
The force managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator,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

4,373 emergency incidents were recorded in December; an increase compared to November (4,143). Almost 9 out of 10 (86%) emergency incidents were attended within 20 minutes last month. Performance is comparable to the previous month.



The current average response time for emergency incidents is 13 mins 00 seconds, comparable to the previous month (12 mins 59 seconds) and in line with the monthly average (13 mins 00 seconds).



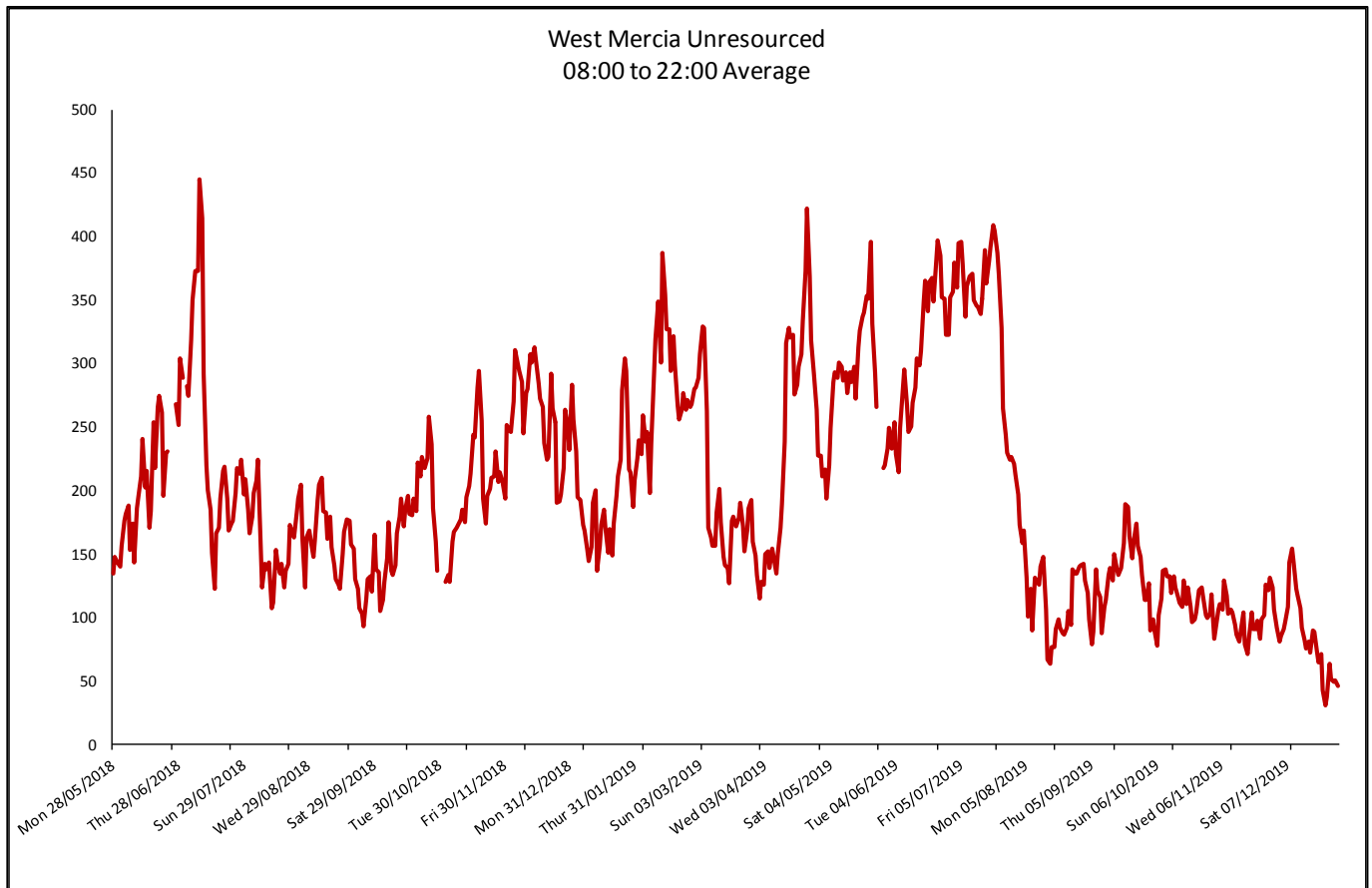
NB: from April 2016 we have been able to produce a more accurate data set

Unresourced Incidents

Signs of Improvement would be:

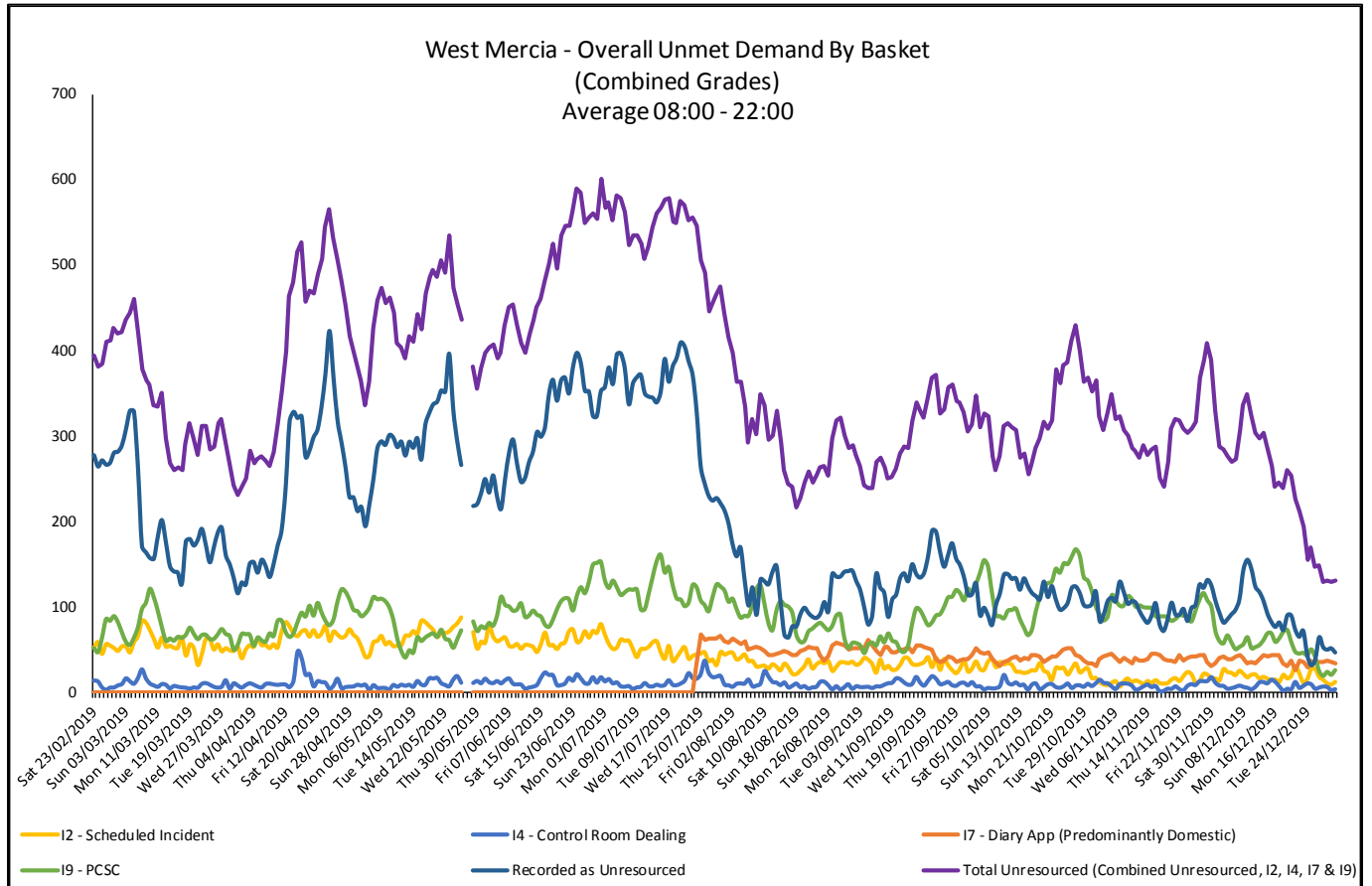
- ❖ Manageable volumes of unresourced incidents

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.



Outstanding Intelligence Reports

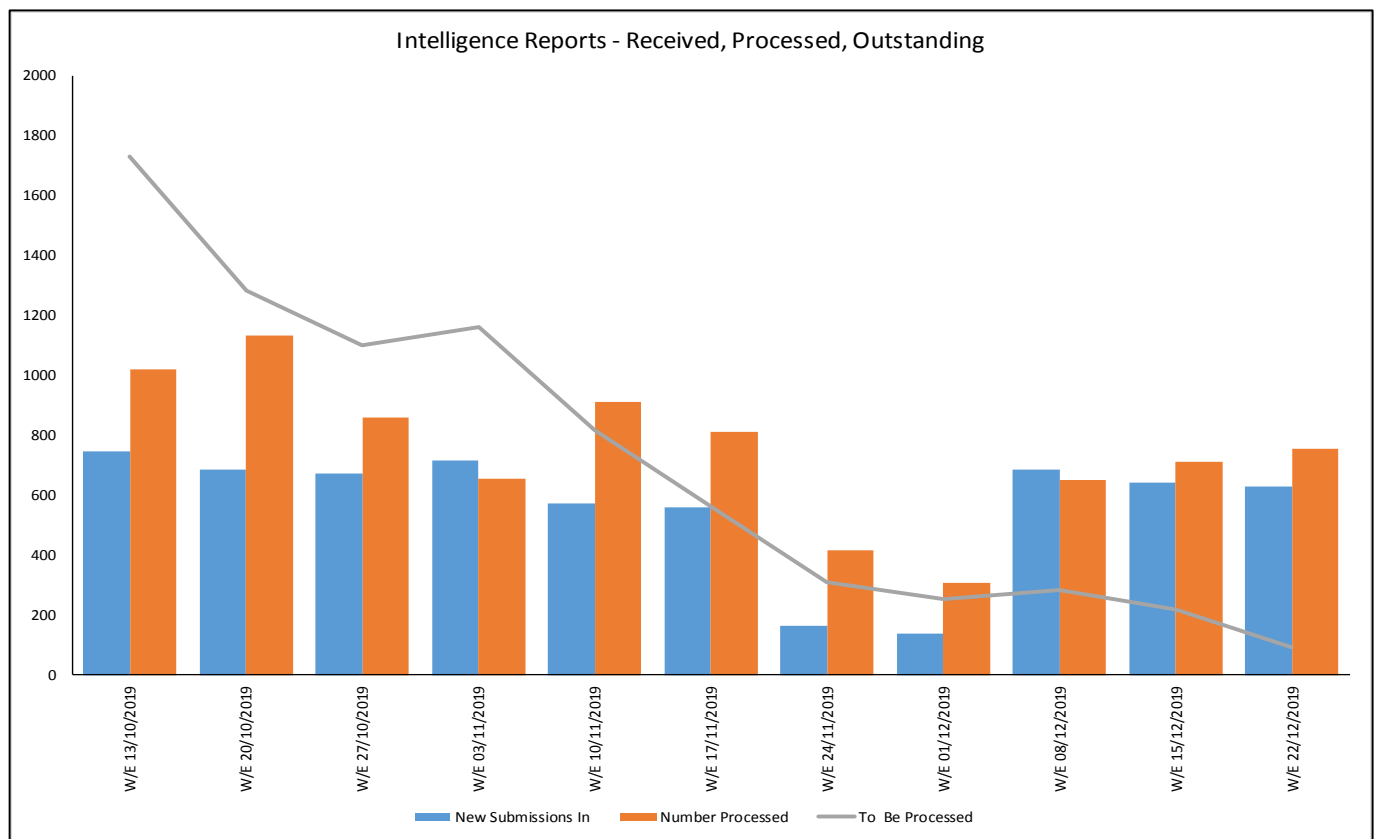
Signs of Improvement would be:

- ❖ 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 22/12/2019 - 91) are at their lowest levels and are now at a manageable volume.

Following this improved performance, this measure is no longer scrutinised on a weekly basis.



Criminal Justice – File Quality

Signs of Improvement would be:

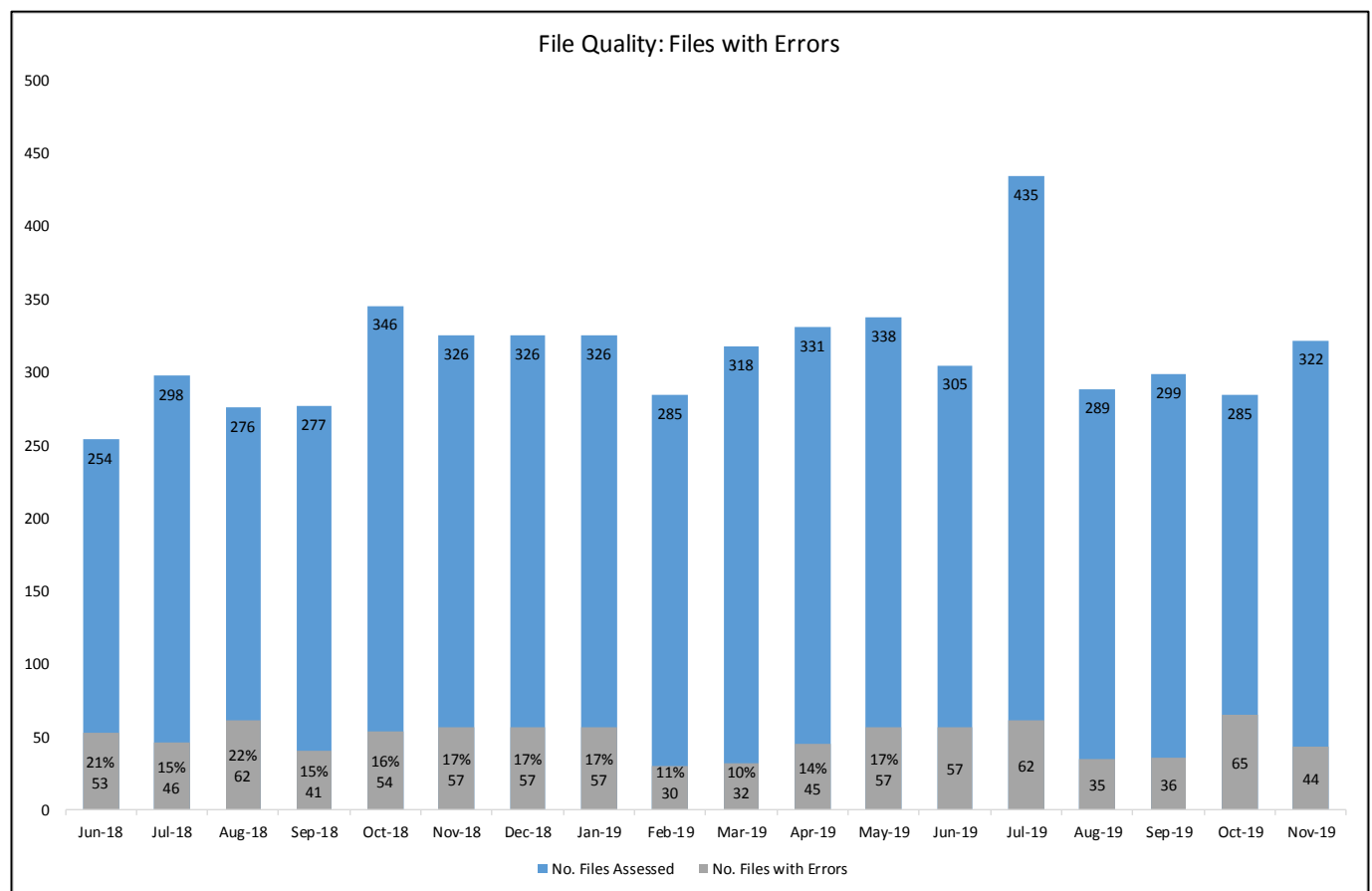
- ❖ Improved performance against MSG forces

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.

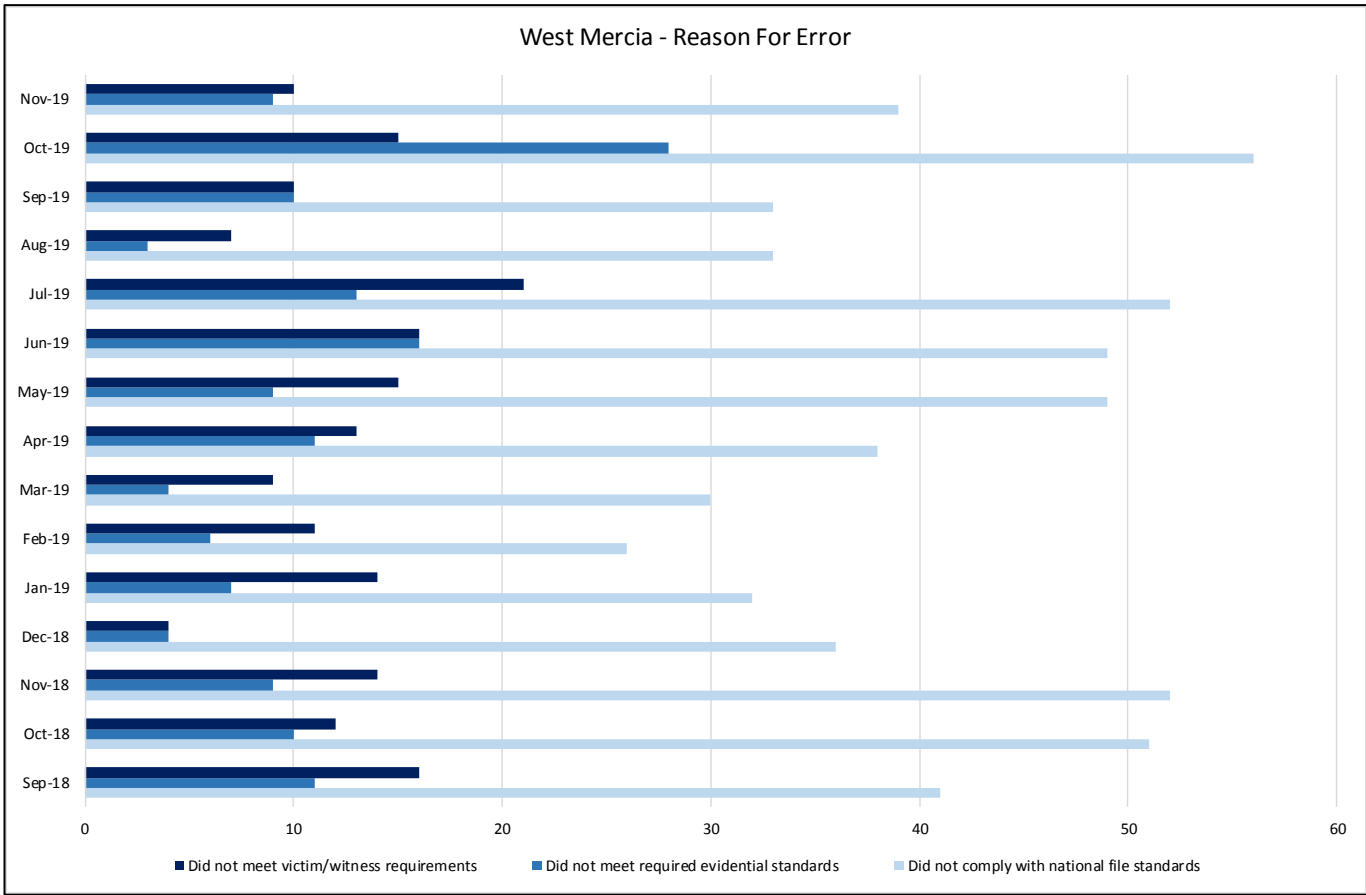
The following chart shows the volume of files that were reviewed by CPS and the proportion of those which they deemed to have errors.



The volume of files with errors has decreased compared to the previous month.

	Dec 18	Jan 19	Feb 19	Mar 19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
Herefordshire & North Worcestershire	9%	10%	9%	5%	15%	12%	16%	15%	14%	11%	15%	14%
Shropshire (including Telford)	16%	8%	15%	13%	9%	19%	15%	11%	12%	8%	42%	13%
South Worcestershire	14%	10%	7%	14%	20%	26%	27%	18%	10%	19%	21%	14%
West Mercia	13%	9%	11%	10%	14%	17%	19%	14%	12%	12%	23%	14%

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



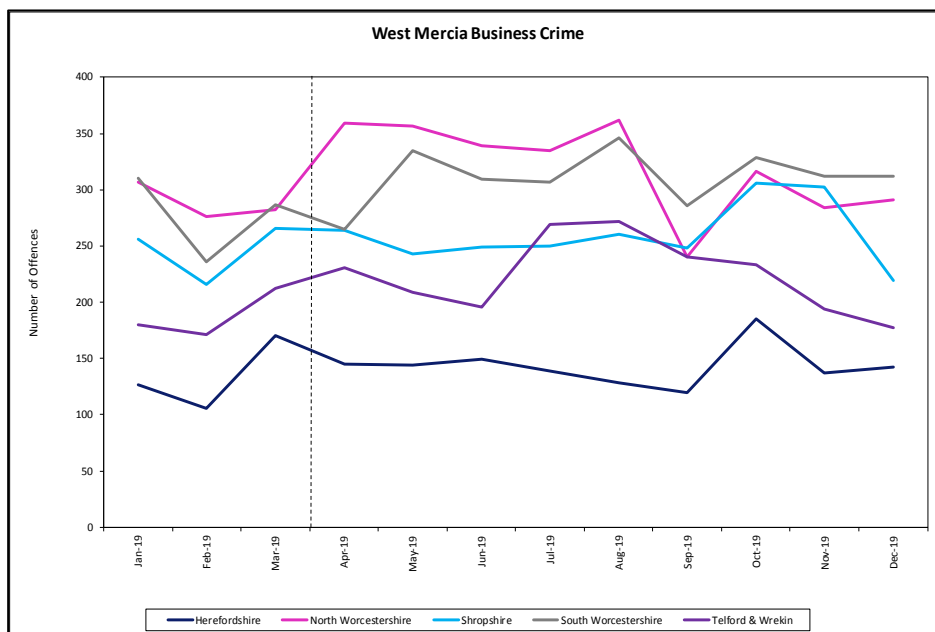
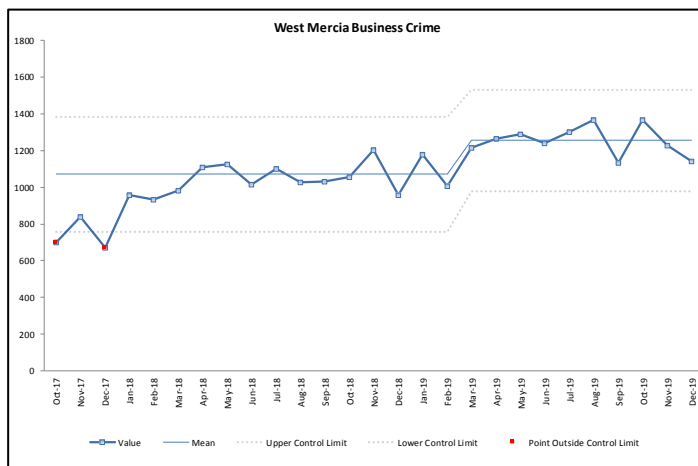
A comprehensive report of criminal justice performance is produced and circulated monthly by the Criminal Justice department.

Reassuring West Mercia

Business Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

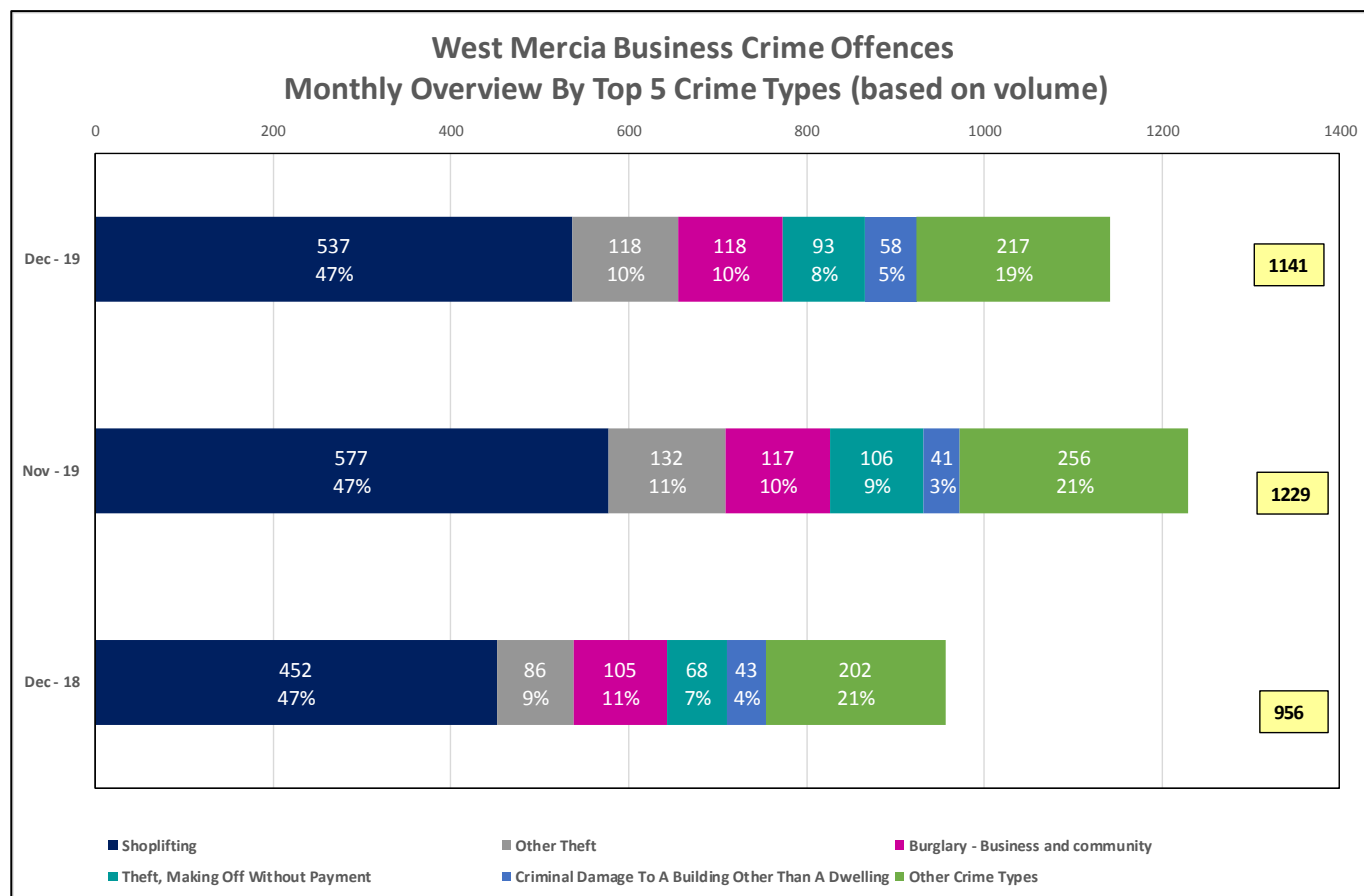


Business crime is identified by the application of a keyword. The charts only shows data from October 2017 as data prior to this is not directly comparable.

1,141 business crimes were recorded in December. This is a reduction compared to November (1,229) and below the monthly average (1,255).

Reduced volumes were seen across Shropshire and Telford & Wrekin in December.

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 compared to the same period last year. Shoplifting remains the top offence and represents 47% of 'business crime' offences.



Reforming West Mercia



Sickness

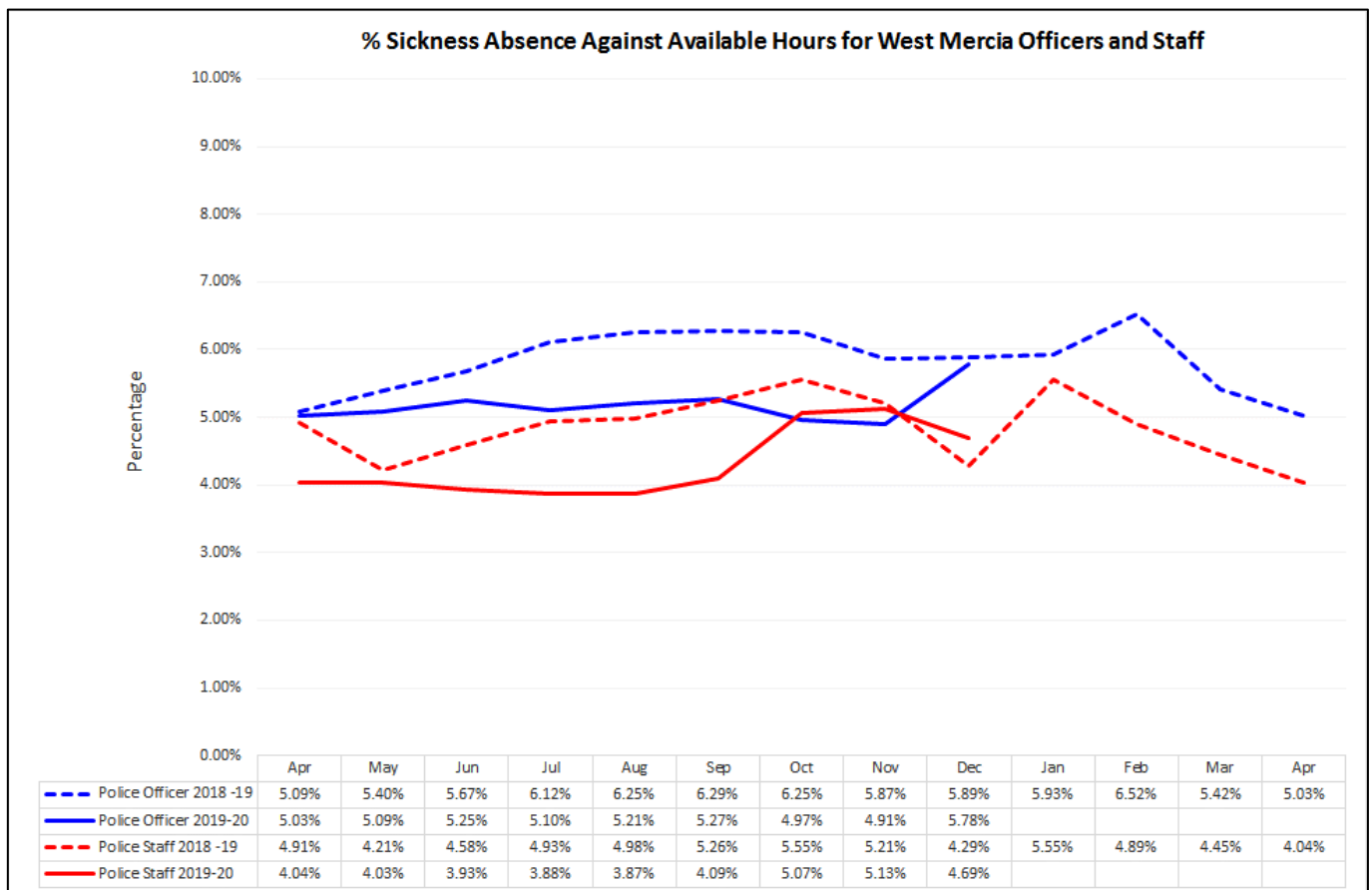
Signs of Improvement would be:

- ❖ 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 December is 5.78% for Officers, an increase from November (4.91%) but lower than the equivalent month in the previous year (5.89%).

For Staff, the average percentage of hours lost in December is 4.69%, a decrease from November (5.13%) but higher than the equivalent month in the previous year (4.29%).



Sickness trends are currently scrutinised at the weekly chief officer meeting and will be discussed at Performance Management Group in January.

Complaints

Signs of Improvement would be:

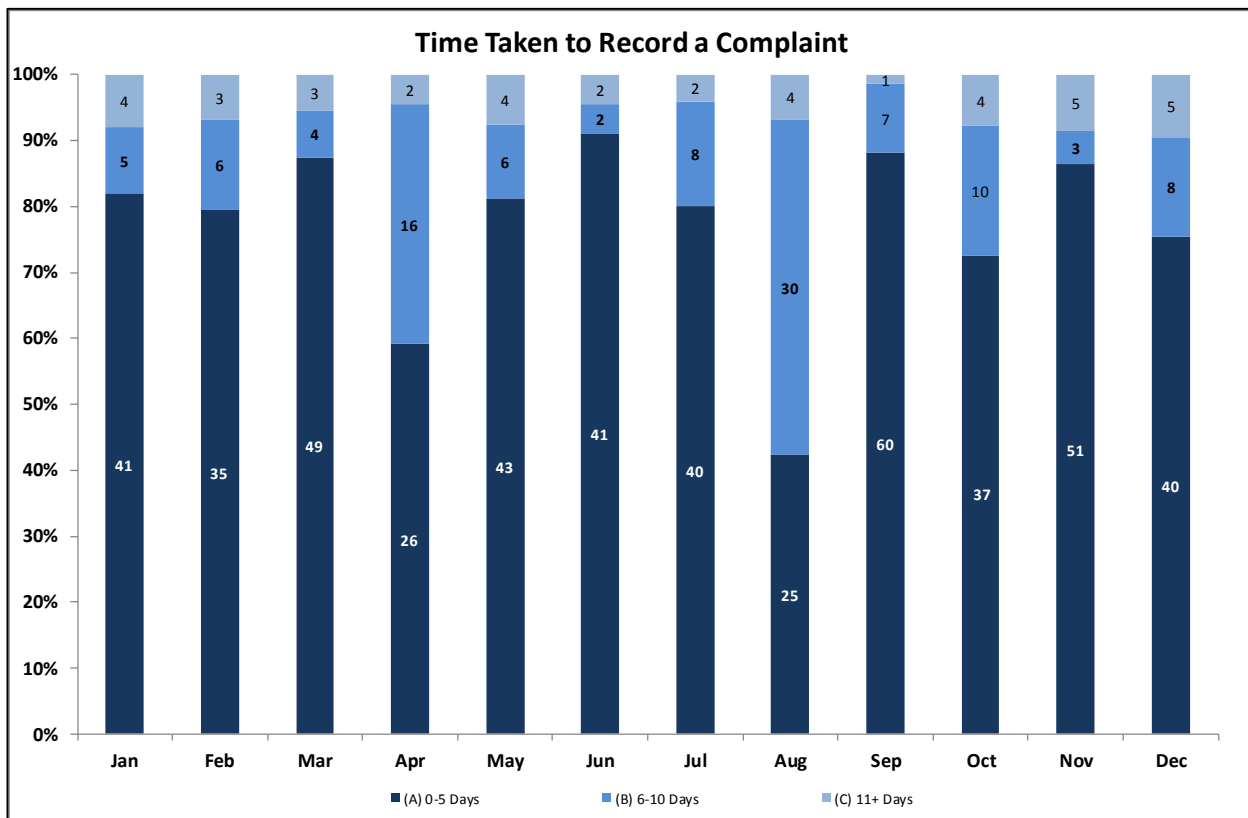
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction of incivility

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

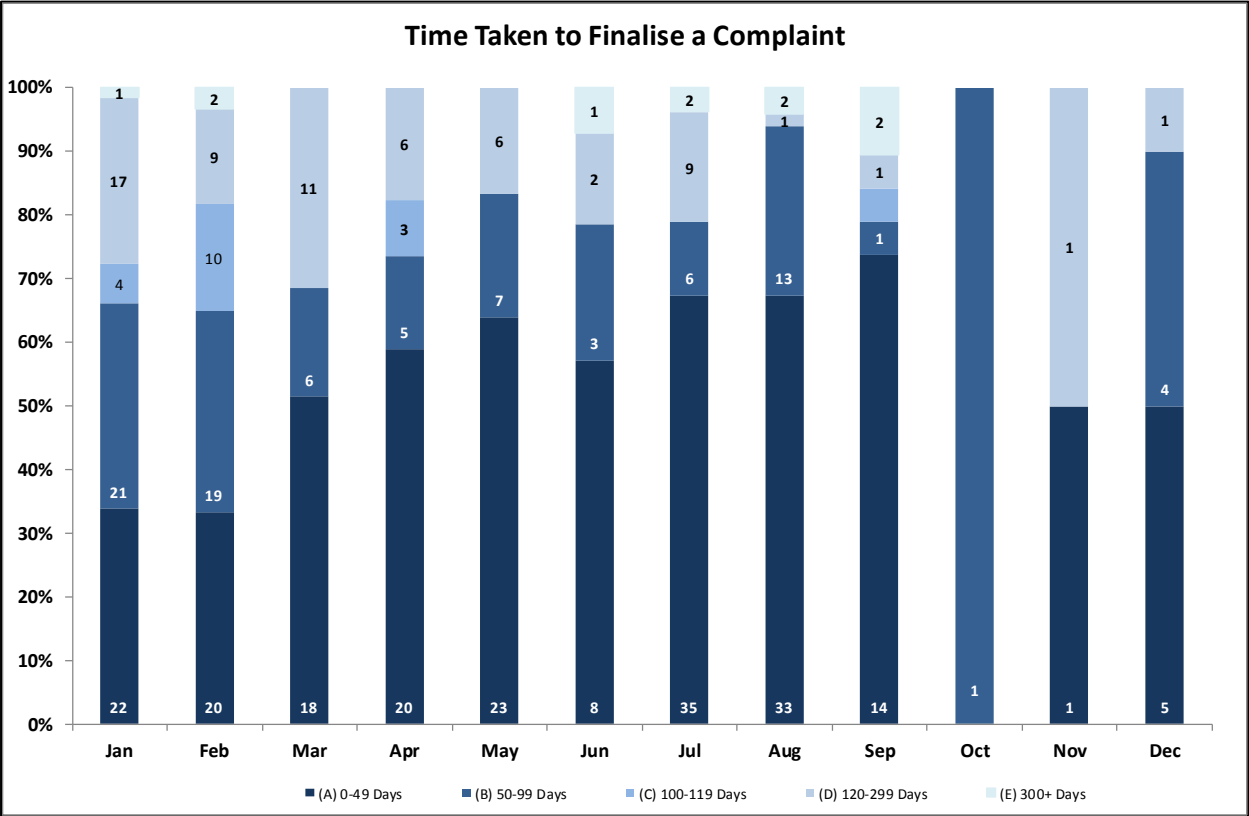
Timeliness to Record & Finalise

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 December, 91% of complaints were recorded within 10 days, comparable to November (92%).



The second national target is to finalise cases within 120 days. In December 90% of cases were finalised in 120 days, an increase compared to November (50%).



Call Handling

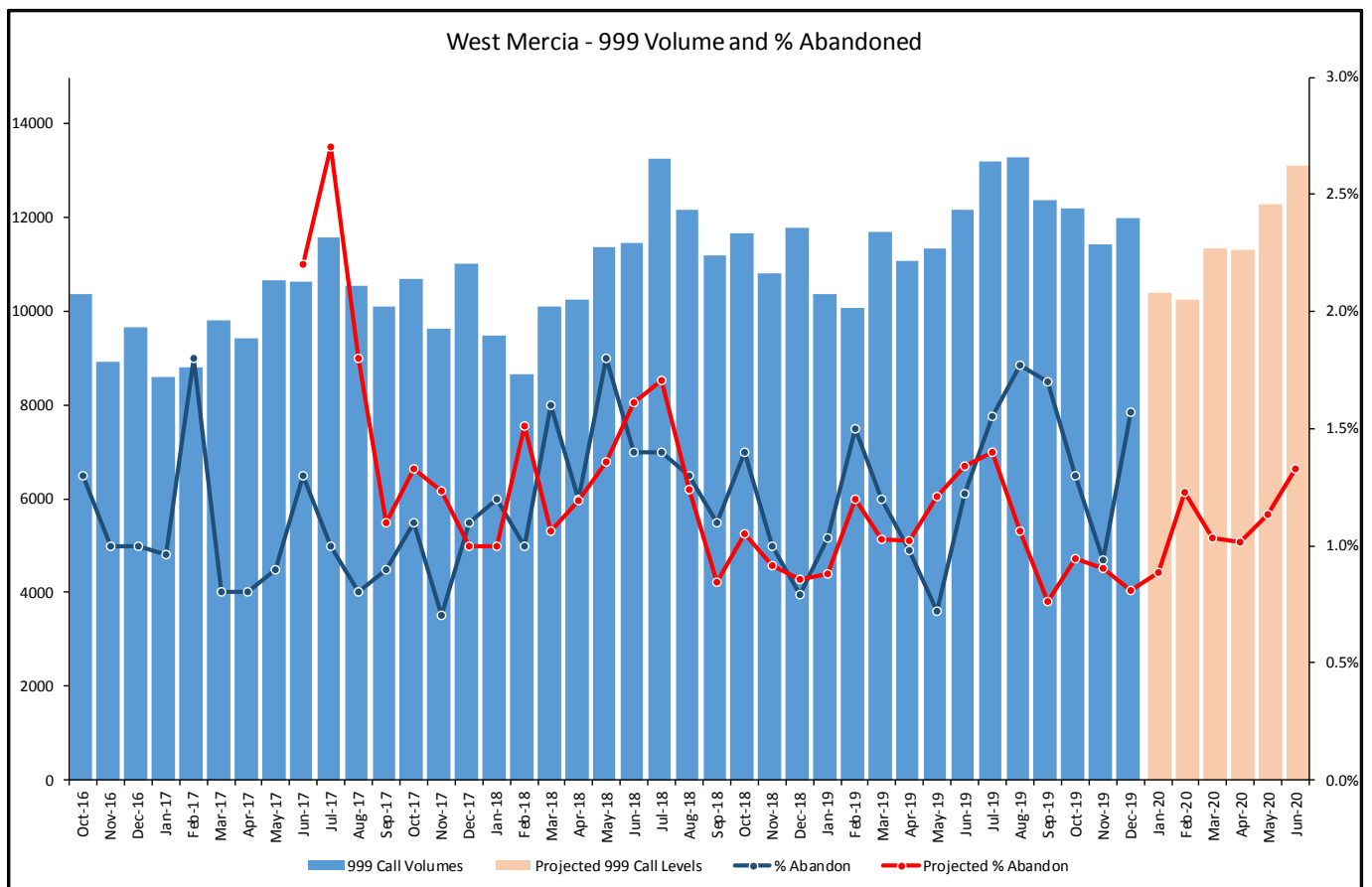
Signs of Improvement would be:

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

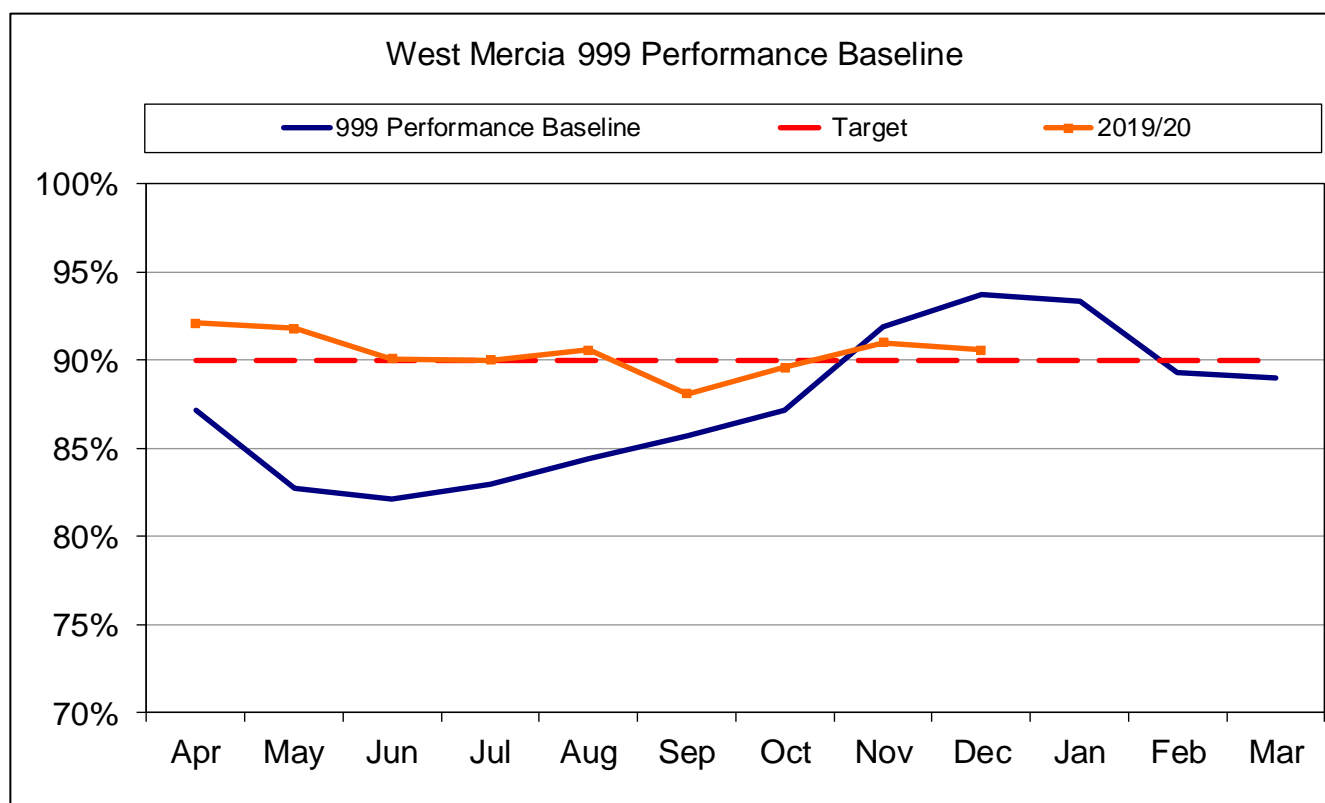
Calls on the 999 system

12,005 calls on the 999 system were received in December; an increase compared to the previous month (11,431). The abandoned rate last month (1.6%) increased compared to the previous month (0.9%).

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.



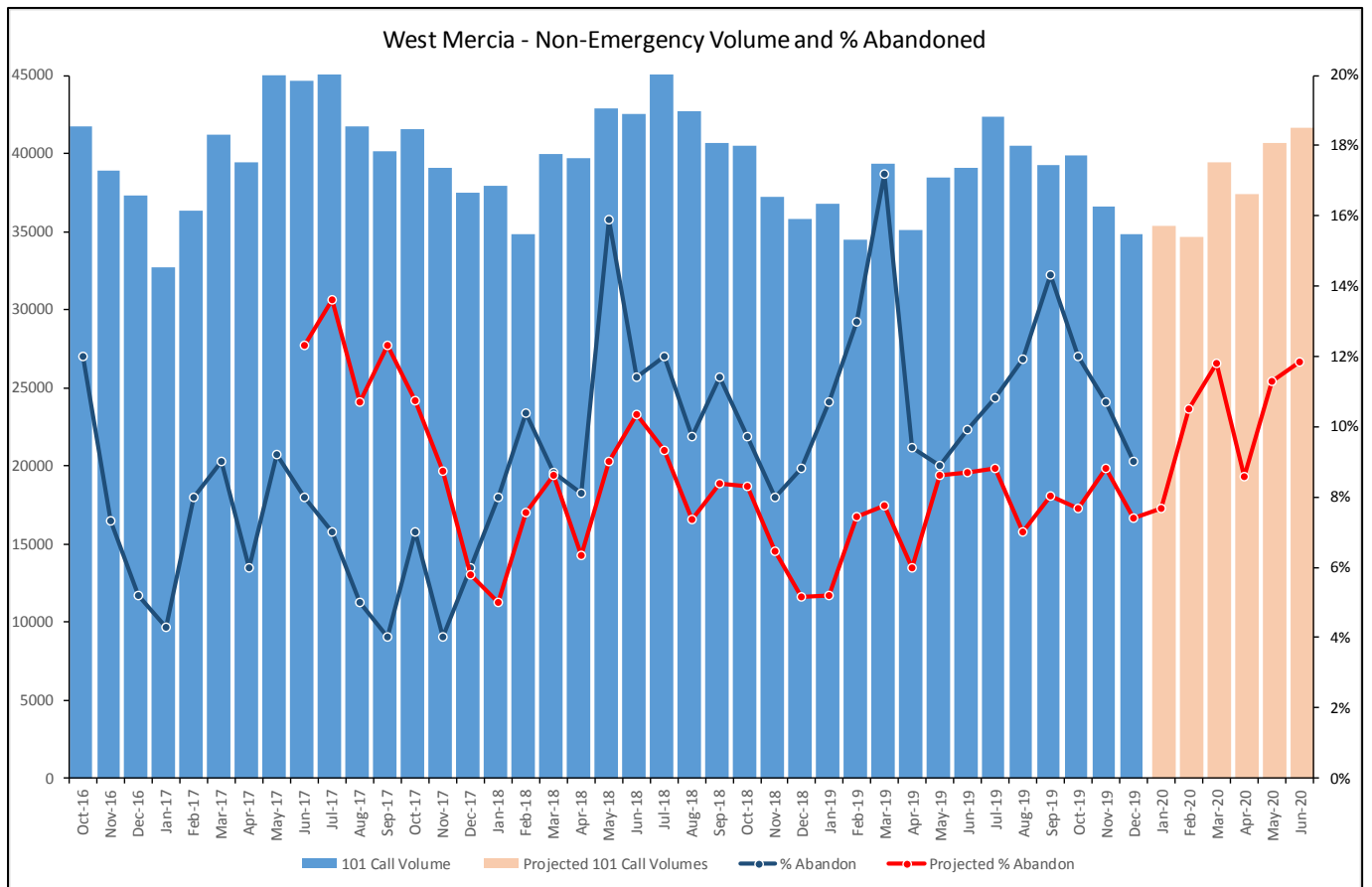
The proportion of 999 calls answered within 10 seconds in December (91%) is in line with the previous month (91%) and is above the target (90%). Current performance is 3% below the baseline.⁵



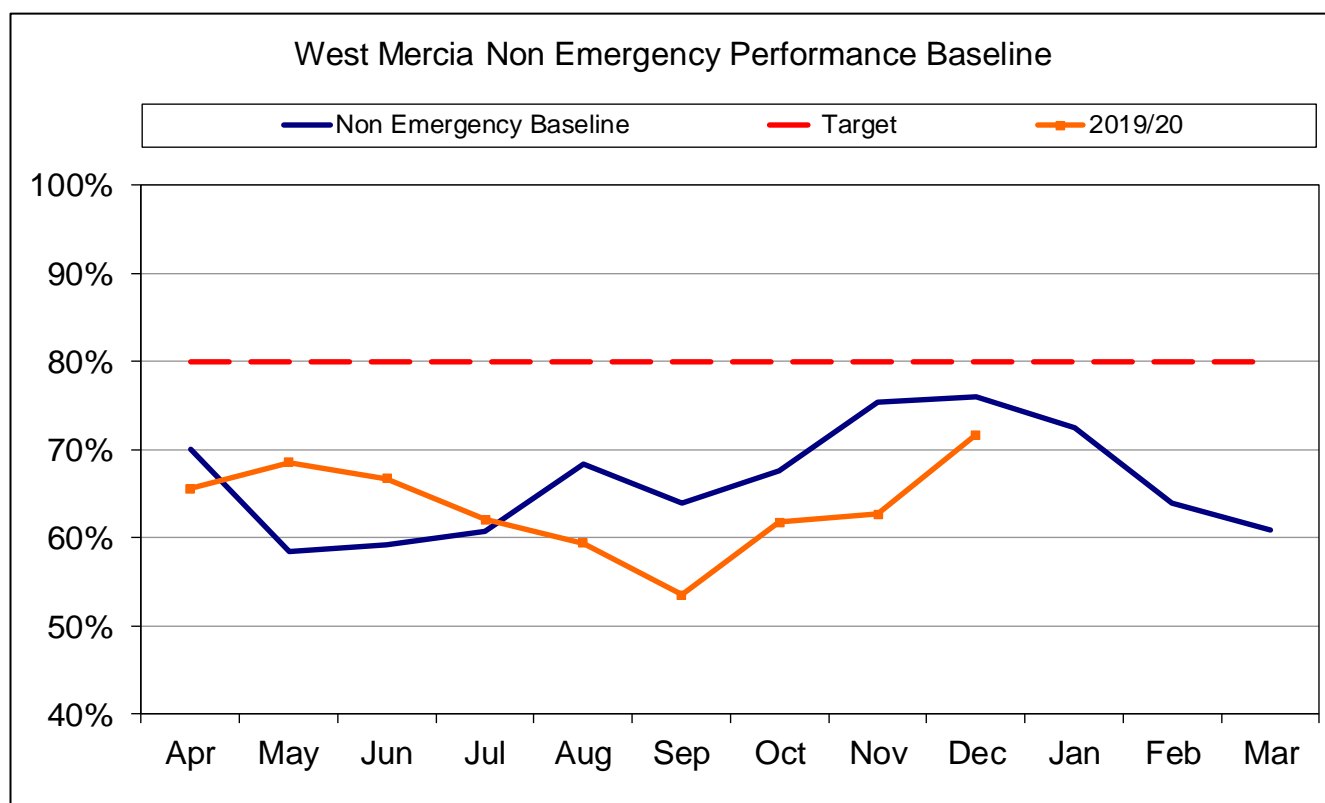
⁵ The baseline is established using the average of the percentage of calls answered within 10 seconds from Apr 2016 to Mar 2019.

Non-Emergency Calls

34,826 non-emergency calls were received in December, a decrease compared to the previous month (36,635). The abandoned rate (9%) improved compared with the previous month (10.7%).



The proportion of calls answered in 30 seconds has increased to 72% in December compared to 63% in November but remains below the expected standard (80%). Current performance is 4% below the baseline⁶.



⁶ 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.