



Performance Summary

DCC Blakeman

October - December 2018

URN: ASI/2019/26- Quarterly report – WMP December 18

Summary

Topic	Inclusion	Data	Commentary	
Putting Victims & Survivors First				
Confidence	Quarter report unless updated	Reduction compared to previous period and below national average.	Local confidence survey shows stable results	2
Victim Satisfaction	Month & quarter	Overall satisfaction – consistent with previous quarter	Independent assessment of force processes undertaken.	4
Repeat Victimisation	Month & quarter	Number and repeat rate of repeat victims have decreased from last month	Work is ongoing to develop IVM product	6
Building a More Secure West Mercia				
Total Recorded Crime	Month & quarter	Decreased volumes on previous quarter but above quarter average	No exceptional volumes	8
Violence with Injury	Quarter unless exceptional	Decreased volumes on previous quarter and below quarter average	No exceptional volumes	16
Violence without Injury	Quarter unless exceptional	Decreased volumes on previous quarter but above quarter average	Exceptional volumes in Telford & Wrekin	18
Harassment	Monthly Increase	Increased volumes on previous quarter and above quarter average	Exceptional volumes in North and South Worcestershire	21
Sexual Offences – Rape	Month & quarter	Increased volumes on previous quarter and above quarter average.	No exceptional volumes	24
Sexual Offences – Other	Month & quarter	Increased volumes on previous quarter and above quarter average.	Exceptional volumes in Shropshire and Telford & Wrekin	26
Residential Burglary-Dwelling	Quarter unless exceptional	Increased volumes on previous quarter and above quarter average.	Exceptional volumes in South Worcestershire	28
Robbery	Quarter unless exceptional	Volumes in line with previous quarter and above quarter average	Volumes not exceptional	30
Theft from person	Exceptional	Increased volumes on previous quarter and above quarter average	Exceptional volumes in Shropshire	33
Vehicle crime	Exceptional	Increased volumes on previous quarter and above the quarter average	Exceptional volumes in Herefordshire and Shropshire	36
Shoplifting	Exceptional	Increased volumes on previous quarter and above the quarter average	Exceptional volumes in North Worcestershire	38
Hate Crime	Month & quarter	Decreased volumes on previous month and below monthly average.	No exceptional volumes	40
Hate Crime Satisfaction		Decrease compared with previous quarter		
Domestic Abuse	Month & quarter	Decreased volumes on previous month and below monthly average	No exceptional volumes	42
Child at Risk	Month & quarter	Decreased volumes on previous month but above monthly average	No exceptional volumes	47
CSE		Decreased volumes on previous month and in line with monthly average	Exceptional volumes in South Worcestershire	48
Cyber Crime	Month & quarter	Decreased volumes on previous month but above monthly average	Increased due to a Crime Bureau drive on all keywords	49
Serious Organised Crime	Quarter	OCG and disruption data		51
Road Traffic Casualties	Quarter unless exceptional	15 road deaths in last quarter		52
Response Times to Emergency Incidents	Quarter unless exceptional	Decrease in the volume of emergency incidents compared to previous quarter	Decrease in average emergency response time last month	55
Unresourced Incidents	Month & quarter	Volumes consistently high	Activity to understand volumes underway	57
Intelligence Reports	Month & quarter	Increase in outstanding submissions		58
Criminal Justice – File Quality	Quarter		More detailed CJ report available	59
Reassuring West Mercia				
Business Crime	Monthly Increase	Increased volumes on previous quarter and above quarter average		63
Rural Crime	Quarter unless exceptional	Decreased volumes on previous quarter but above quarter average.	Exceptional volumes in South Worcestershire	65
Reforming West Mercia				
Sickness	Month & quarter	Increase in both Officer and Staff sickness rate compared to previous quarter		68
Complaints	Quarter report	92% complaints recorded in target time		69
Call Handling	Month & quarter	999 & 101 abandoned rate has decreased. Answering of 999 calls above standard but below for 101 calls.		71

Putting Victims & Survivors First

Confidence in Police

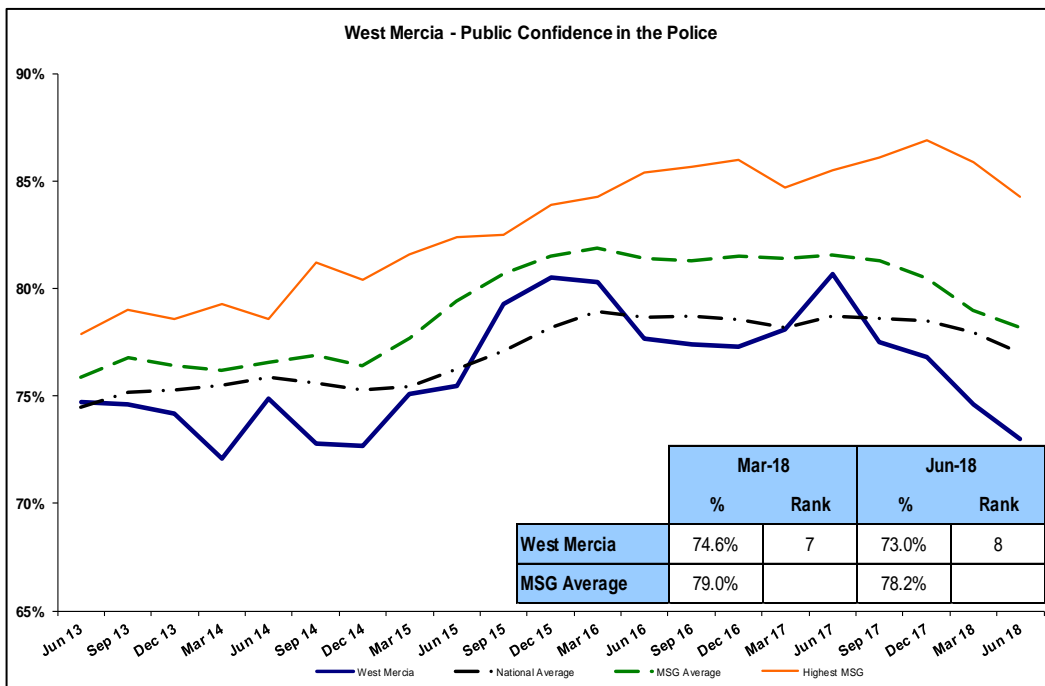
Signs of Improvement would be:

- ❖ 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 2018.

The latest data shows a small reduction in performance compared to the previous period, with 73% of people having confidence in the police in their local area in the 12 months to June 2018, compared to 75% in the 12 months to March 2018. This trend is consistent with national and MSG performance.

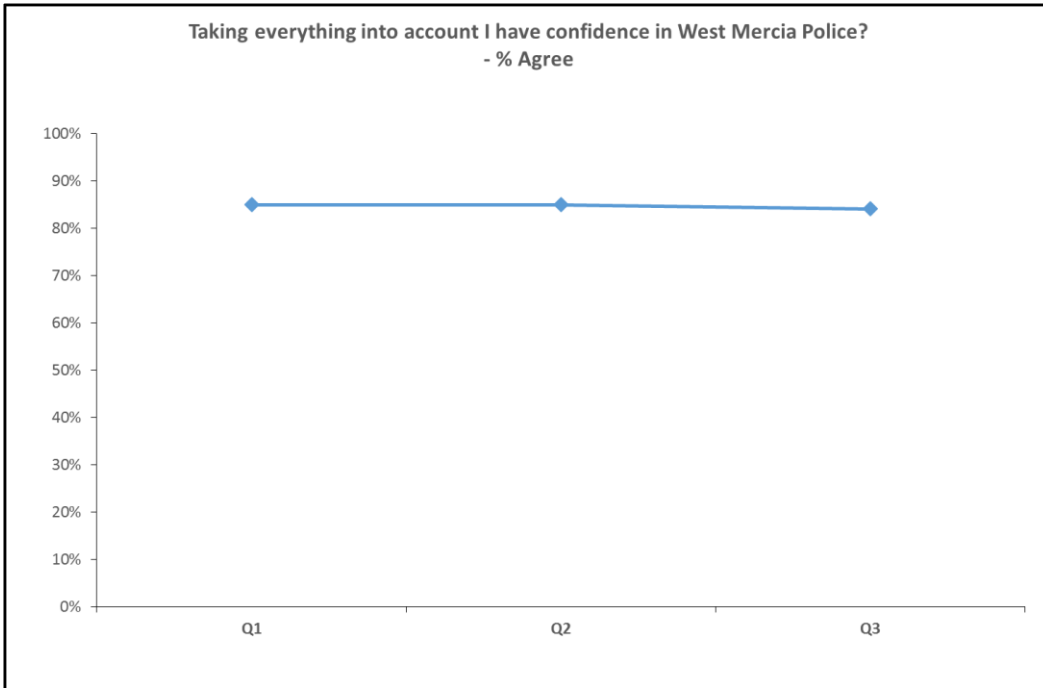
Against the Most Similar Group¹ (MSG) of peer forces, West Mercia is currently ranked 8th out of the 8 forces, one position lower than the previous reporting period. The force's ranking against all forces has remained stable at 35th out of 42 forces.



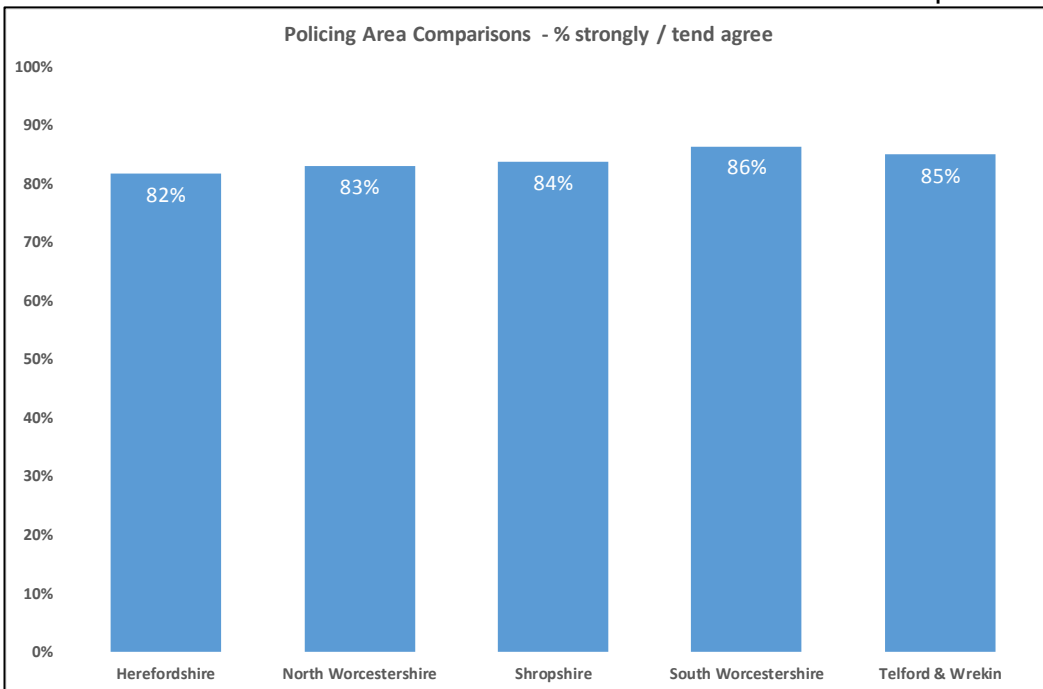
In April 2018, the force, in partnership with the PCC, commissioned an independent survey to assess local residents' views and perceptions of policing in West Mercia. Using some key questions taken directly from the CSEW, this local focused survey is intended to complement the national data, but also allow for a more local picture of public confidence, reflecting the broader role the force undertakes in addition to a focus on crime.

The results from the first 9 months of the survey (April – December) are now available.

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



Overall confidence in West Mercia Police has remained stable in quarter 3 (84%).



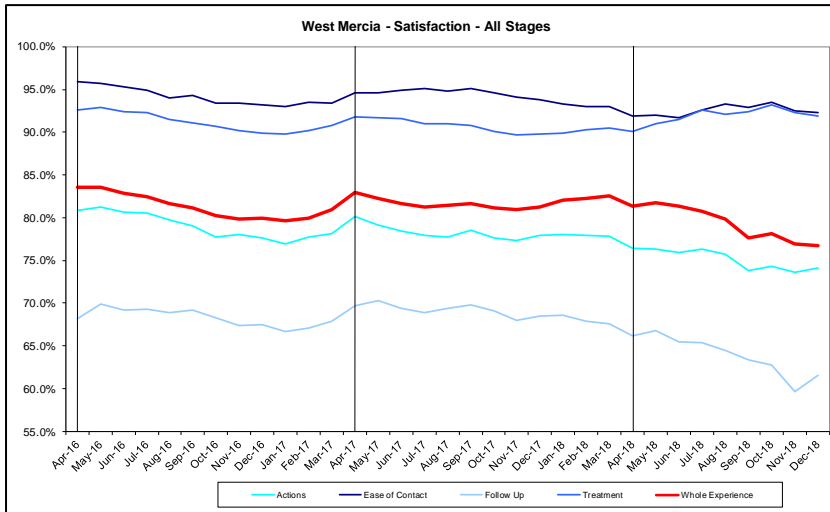
In terms of comparing the confidence figures from the national crime survey and the independent survey commissioned in partnership with the PCC it is worth noting the following:

- The questions are worded slightly different:
 - CSEW survey: Taking everything into account I have confidence **in the police in this area**.
 - Independent Survey: Taking everything into account I have confidence in **West Mercia Police**.
- It is believed the independent survey is a much bigger sample than CSEW. This in theory means the SMSR has a 'higher' likelihood of being representative of the whole population.

Victim Satisfaction

Signs of Improvement would be:

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



	Oct-18	Nov-18	Dec-18
Herefordshire	82.2%	82.2%	82.3%
North Worcestershire	80.8%	77.6%	77.6%
Shropshire	72.1%	68.8%	67.5%
South Worcestershire	78.4%	78.3%	78.0%
Telford & Wrekin	77.4%	77.7%	78.2%
West Mercia	78.1%	76.9%	76.7%

Overall victim satisfaction for ‘Whole Experience’ remained consistent last quarter compared to the previous quarter.

The alliance has recently engaged an independent consultant to review our processes for assessing victim satisfaction and to help inform any decision making as to where improvements can be made. The findings have been received and A&SI have presented a report outlining a response to the recommendations at the Strategic Victim Satisfaction Group on 14th December.

The headline findings are that our approach is consistent with best practise albeit there are some small changes we can make. The major recommendation around introducing email and text surveys is reliant on sourcing an appropriate technology solution as the current victim care database is not suitable. Options are currently being scoped but this is very unlikely to be resolved in the near future.

The victim satisfaction #MakeltPersonal event on Tuesday 18th December, where the consultant Malcom Hibberd presented his views on how to improve victim satisfaction, was extremely well attended and led to a full discussion about how we can make a step change in our approach to victim satisfaction. Overseen by the strategic group, the tactical group will now develop how we will roll out the training linked to Malcolm’s recommendations.

Malcolm’s research shows that if we can increase the feeling of reassurance experienced by the victim, this has the greatest impact in improving overall victim satisfaction. How to improve reassurance will be the key focus of the input, as it is not easily defined. If we can successfully achieve this and improve our follow up, considerable improvements will be expected in overall satisfaction.

The areas of contact, reassurance and follow up are critical in achieving victim satisfaction. We understand what drives a victim to feel satisfied with the service they receive. If victims answer 'YES' to the below questions, this is more likely to result in an overall more satisfied response throughout their experience, and it is important that our staff fully understand this.

Have you received updates as frequently as expected?

Did the Police contact you within 7 days of reporting the incident?
Did the police officer ask how frequently you wanted to be contacted?
Did the officer offer you the opportunity make a Victim Personal Statement (VPS)?
Did they make you feel reassured?
Did they give you contact details for someone who would be dealing with your case?

Repeat Victims

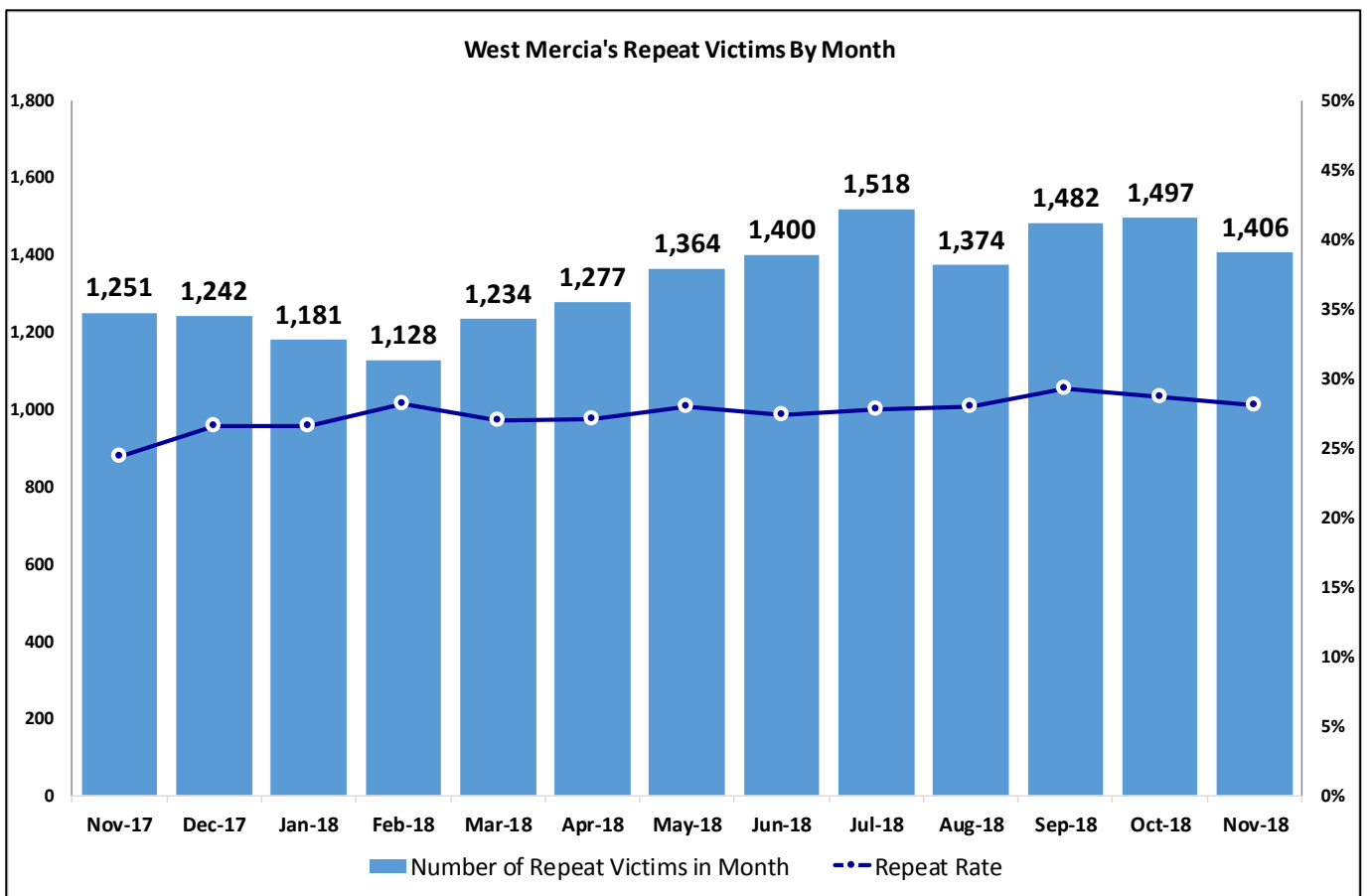
Signs of Improvement would be:

- ❖ 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 alliance.

Repeat Victimisation

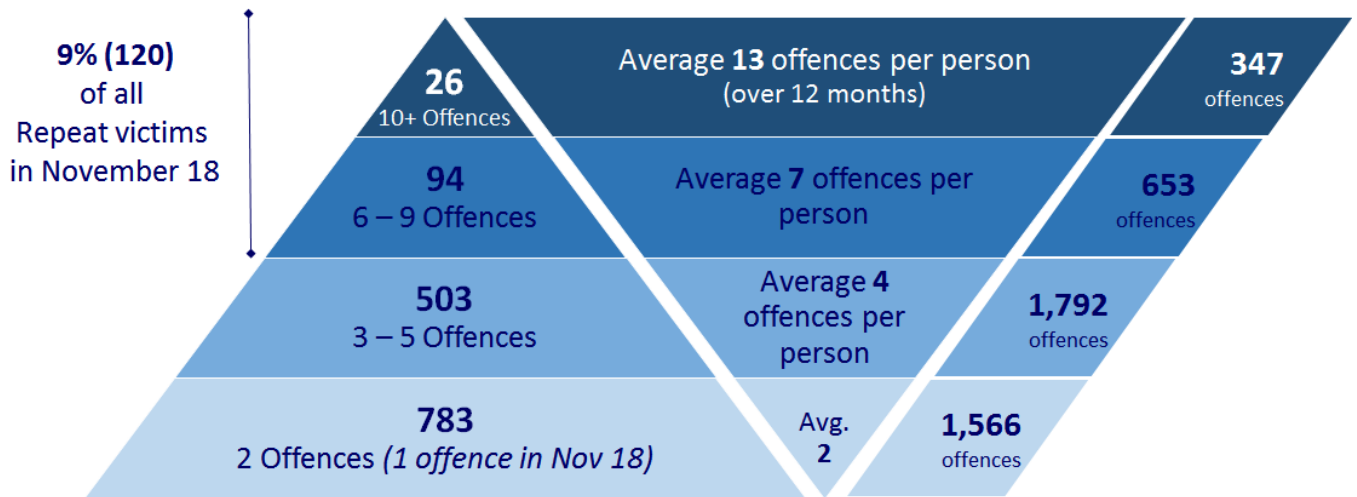
Following the introduction of ATHENA, the time taken to link victim information to an offence is longer. As a result, the data presented in this report relates to the previous month (November) to give a more accurate analysis.



In November, 28% (1,406) of all victims (5,005) were repeat victims (subject to at least one further offence in the last 12 months). This is a volume reduction from the previous month, but a similar repeat rate (1,497, 29%).

189 (13%) of November's repeat victims were also a repeat victim in October with 48 individuals (3%) being a repeat victim in each of the last 3 months – September, October and November.

Breakdown of Repeat Victims in November by Number of Offences



November’s repeat victim cohort accounts for 4,358 offences recorded in the last 12 months, of which 1,918 offences were recorded in November. The number and proportion of repeat victims with 6+ offences have increased slightly to 120 individuals (9%) from the previous month (115, 8%).

26 individuals have been a victim of 10 or more offences in the last 12 months, an increase from the 15 individuals seen in the previous month. This represents 347 offences, of which 93 offences were recorded in November.

Repeat Victimization forum

In the last quarter, ASI have met with IVM and safeguarding SPOCs to refine the reporting requirements around repeat victimisation, with the intention of understanding the strategic view around IVM / safeguarding as well as the operational needs across the 5 policing areas.

Issues discussed included the timeliness of the report and the lack of ability to drill down on the data geographically. Both issues are linked to Athena processes, however we are working to seek a resolution.

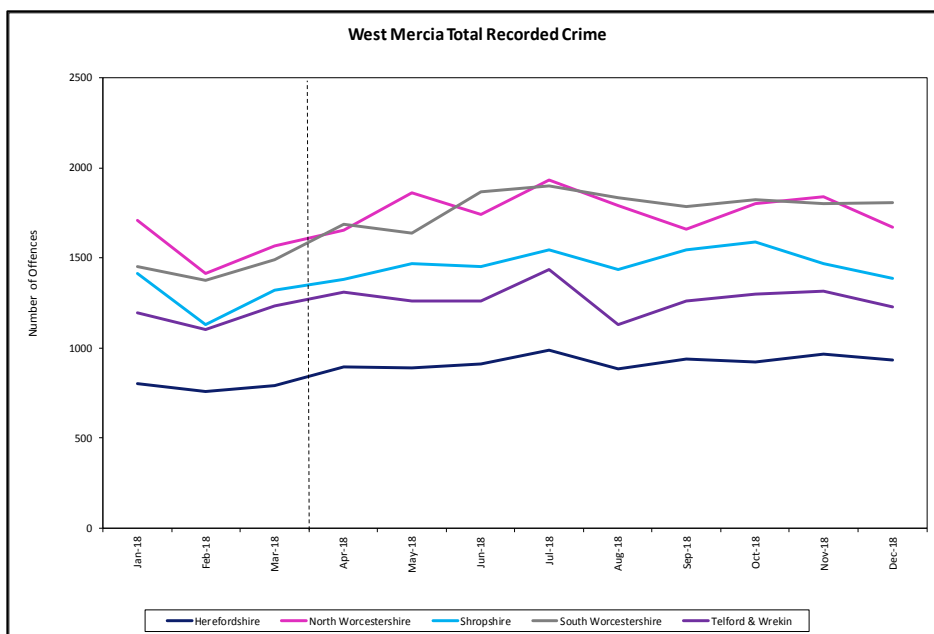
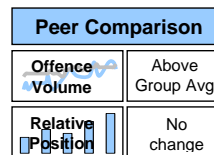
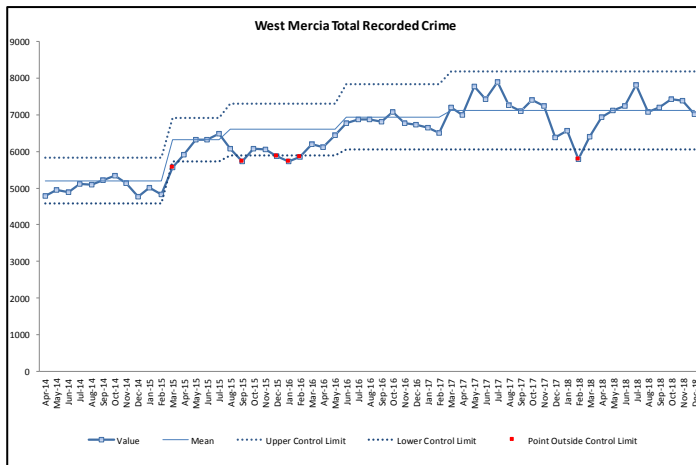
The concept to start tracking an IVM cohort from a performance perspective was also considered, with a terms of reference to be outlined and discussed during the next meeting, in January 19.

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

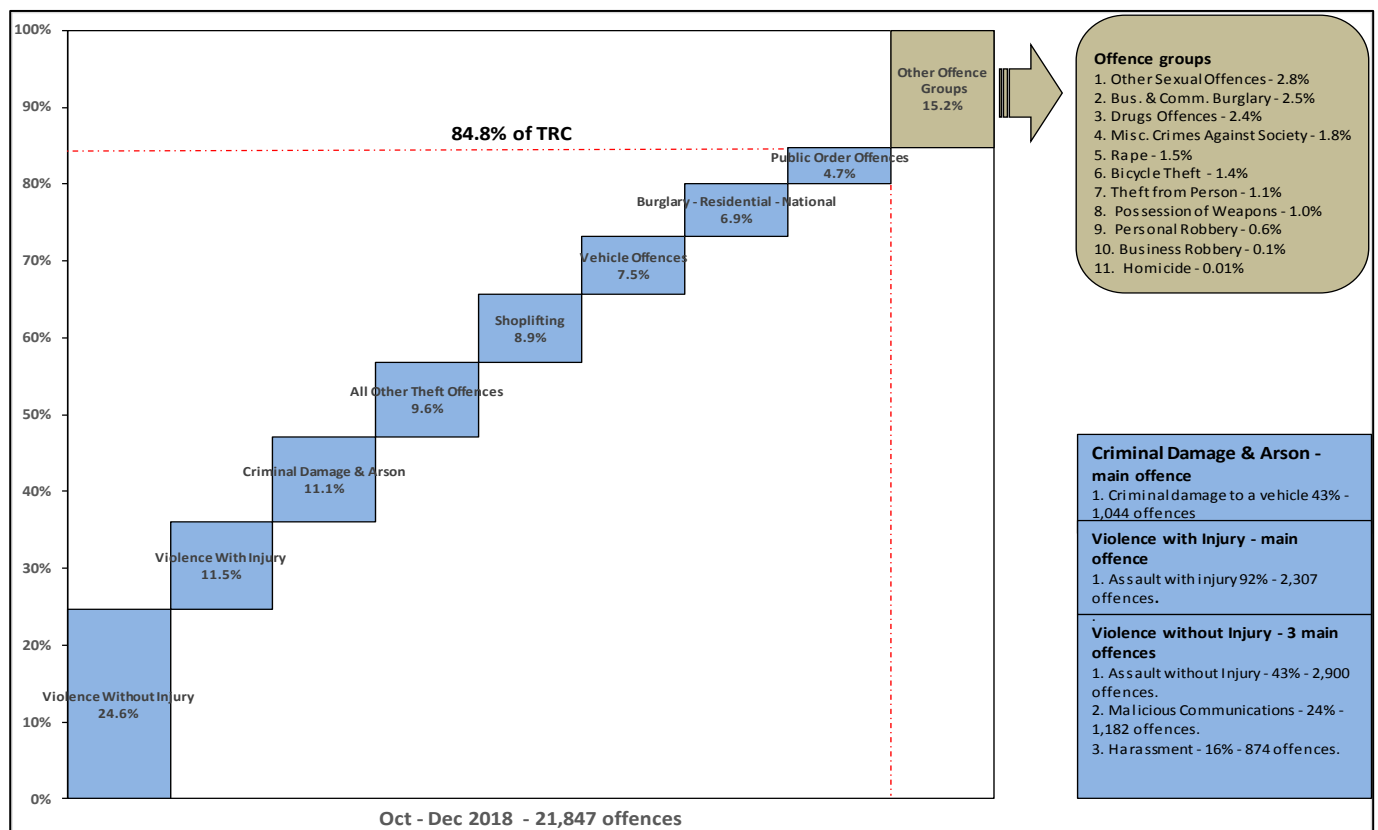


21,847 offences were recorded across West Mercia last quarter. This is a 1% decrease compared to the previous quarter (22,087) but is above the quarter average (20,997).

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

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

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



The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing areas are highlighted in the table. A long term trend is shown on the subsequent chart.

Policing Area Comparison by Crime Type

Data is based on ONS mid-2016 population estimates

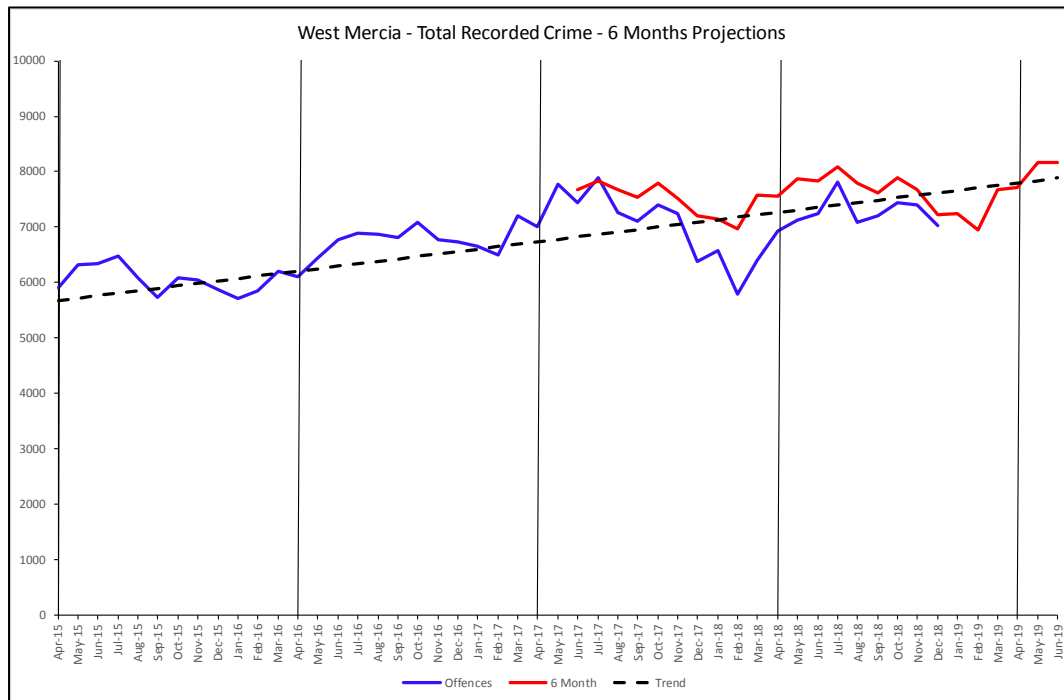
	West Mercia				Herefordshire				North Worcestershire				Shropshire				South Worcestershire				Telford & Wrekin			
	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	%Total Crime	Per 1,000 Pop
Violence With Injury	2584	2443	12%	2.05	327	326	12%	1.73	622	545	12%	2.21	529	499	12%	1.69	580	575	11%	1.92	526	499	14%	3.04
Violence Without Injury	4774	4959	22%	3.79	668	673	25%	3.53	1155	1166	22%	4.10	924	989	21%	2.95	1130	1150	22%	3.75	897	982	23%	5.19
Rape	328	310	2%	0.26	40	36	1%	0.21	50	56	1%	0.18	71	60	2%	0.23	71	67	1%	0.24	96	91	3%	0.55
Other Sexual Offences	555	552	3%	0.44	69	78	3%	0.36	116	114	2%	0.41	124	123	3%	0.40	125	121	2%	0.41	121	117	3%	0.70
Business Robbery	16	22	0%	0.01	1	1	0%	0.01	7	7	0%	0.02		4	0%		5	5	0%	0.02	3	5	0%	0.02
Personal Robbery	110	124	1%	0.09	15	16	1%	0.08	23	35	0%	0.08	12	16	0%	0.04	36	34	1%	0.12	24	23	1%	0.14
Vehicle Offences	1395	1399	7%	1.11	126	124	5%	0.67	455	458	9%	1.62	295	304	7%	0.94	333	335	6%	1.10	186	179	5%	1.08
Theft from Person	211	225	1%	0.17	24	32	1%	0.13	53	55	1%	0.19	32	40	1%	0.10	70	64	1%	0.23	32	34	1%	0.18
Bicycle Theft	287	280	1%	0.23	46	40	2%	0.24	52	53	1%	0.18	52	52	1%	0.17	93	91	2%	0.31	44	44	1%	0.25
Shoplifting	2059	1912	10%	1.64	190	173	7%	1.00	661	549	13%	2.35	344	361	8%	1.10	527	509	10%	1.75	337	320	9%	1.95
All Other Theft Offences	2308	2245	11%	1.83	362	319	13%	1.91	488	527	9%	1.73	531	513	12%	1.69	578	549	11%	1.92	349	337	9%	2.02
Criminal Damage & Arson	2590	2500	12%	2.06	313	310	12%	1.65	602	582	11%	2.14	508	519	12%	1.62	705	650	14%	2.34	462	439	12%	2.67
Other Crimes Against Society	2235	2121	10%	1.78	334	336	12%	1.76	540	507	10%	1.92	412	372	10%	1.31	532	504	10%	1.77	417	402	11%	2.41
Burglary – Business & Community	1153	1133	5%	2.24	116	135	4%	1.48	251	261	5%	2.16	338	296	8%	2.61	263	287	5%	2.13	185	155	5%	2.78
Burglary - Residential (dwelling only)	685	776	3%	1.33	62	72	2%	0.79	187	249	4%	1.61	130	139	3%	1.00	146	180	3%	1.18	160	136	4%	2.40
Total Recorded Crime	21293	21001		16.92	2694	2671		14.23	5263	5164		18.69	4302	4287		13.73	5194	5119		17.23	3840	3761		22.20

This table shows where policing areas are outliers in terms of volume of crime per 1,000 of population. Given the demographic make-up of Telford & Wrekin, and how this differs from the other West Mercia policing areas, it will frequently appear to be an outlier in this measure. Telford performs well against its peer policing areas nationally, with some recent improvements within its group of comparative areas.

North Worcestershire faces performance pressures from vehicle offences and shoplifting and to some extent violence and domestic burglary.

ASI will be producing a regular product of MSG comparator data for each policing area.

The following chart provides a medium (6 month) projection for total recorded crime. The projected trend is for a small decrease on current volumes over the next quarter.



ASI continue to share projection data for key crime types with policing area commanders on a monthly basis. This is intended to help inform the policing plans and, in turn, ensure the most effective deployment of resources across the force area to reduce and prevent crime.

The following table provides an indication of where crime volumes may be at the end of 2018/19. These projections are based entirely on the recorded crime patterns of the previous 4 years and do not take account of any changes to the policing or social environment.

	17/18 Year End	18/19 Projection	Projected % Change
Total Recorded Crime	84248	87074	3%
Violence with Injury	10132	10251	1%
Violence without Injury	18059	21083	17%
Sexual Offences – Rape	1180	1305	11%
Sexual Offences – Other	2279	2391	5%
Business Robbery	63	88	39%
Personal Robbery	487	516	6%
Residential Burglary - Dwelling	3259	3204	-2%
Business & Community Burglary	4769	4572	-4%
Vehicle	5996	5776	-4%
Theft from Person	789	911	16%
Shoplifting	7426	7701	4%
Bicycle Theft	1157	1140	-1%
All Other Theft	9159	8990	-2%
Criminal Damage & Arson	10532	10206	-3%

In line with our local policing priorities, policing areas have 6 month crime reduction plans across all of the policing areas which are actively discussed in monthly performance meetings with the ACC. These will be discussed further at the next Performance Management Group meeting.

Crime Outcomes

Crime Outcomes are the way that forces record how an investigation has been finalised. There are 24 different outcome options which help to give a complete picture of the results of investigations into reported crimes. These outcome options are sub-divided into categories of:

- ‘action taken’ (i.e. charge and summons, caution, penalty notice, cannabis warning and community resolution);
- ‘no action taken’ (i.e. prosecution prevented, evidential difficulties etc.)
- ‘investigation complete’ (i.e. offences where there are no identified offenders and no other productive lines of enquiry)
- ‘other’*
- ‘not yet outcomed’ (i.e. offences still under active investigation)

The data presented here is a 12 month picture, showing outcome performance by outcome rates and time to outcome.

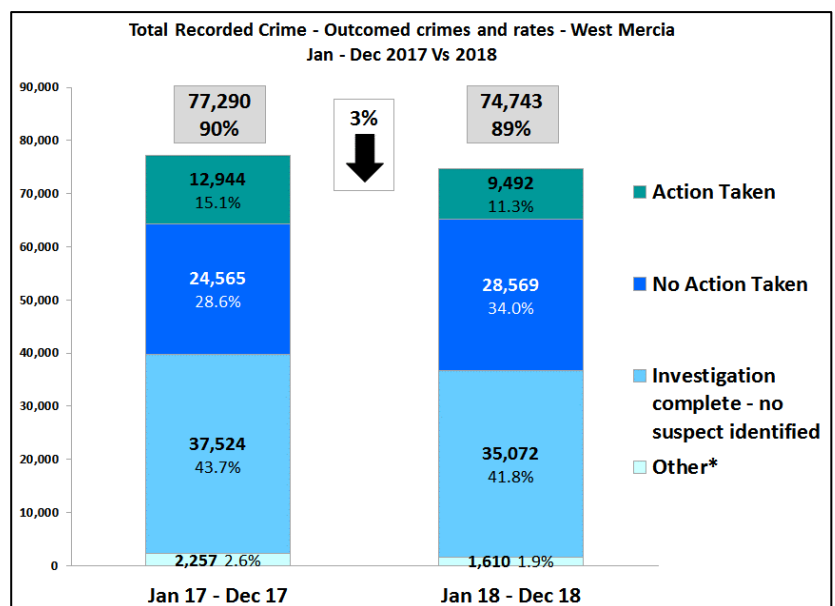
A review is being undertaken on the reporting of outcomes as there is a range of ways the data can be presented – this is expected to be implemented for the new financial year. The below data has been kept consistent with previous reporting to allow more direct comparisons.

A draft report has also been produced focusing on Outcome 16 performance to better understand the drivers behind performance and put forward a number of recommendations. This is due to be presented at Performance Management Group on 16th January.

Outcome Rate

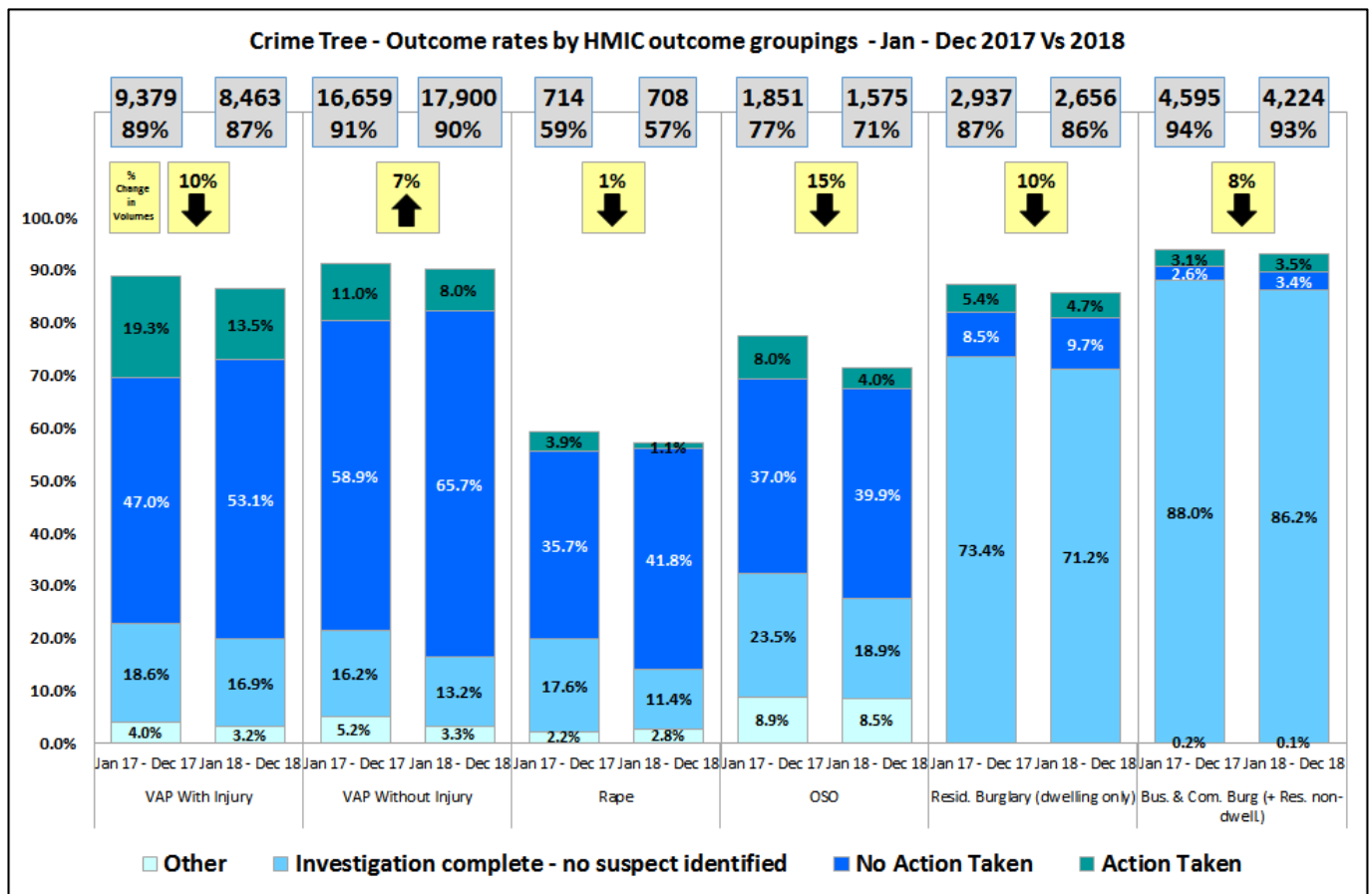
The following charts show the pattern of outcomes for total recorded crime offences for the last 12 months and the previous 12 months, firstly by force and secondly by policing area. The number of crimes and outcome rates relate to those offences recorded and outcomed in each 12 month period.

- Across West Mercia, 89% (74,743) of all offences (84,000) recorded in the last 12 months were assigned an outcome within the same 12 month period. This is in line with the outcome rate from the previous 12 months (77,290, 90%).
- **11%** (9,492) of all offences recorded in the last 12 months were assigned an ‘**action taken**’ outcome within the same 12 month period. This is a lower volume and outcome rate than the previous 12 months (12,944, 15%). This is a consistent trend across all policing areas.



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

The following chart shows the pattern of outcomes for key crime types for the last 12 months and the previous 12 months. The number of crimes and outcome rates relate to those offences recorded and outcomed in each 12 month period.

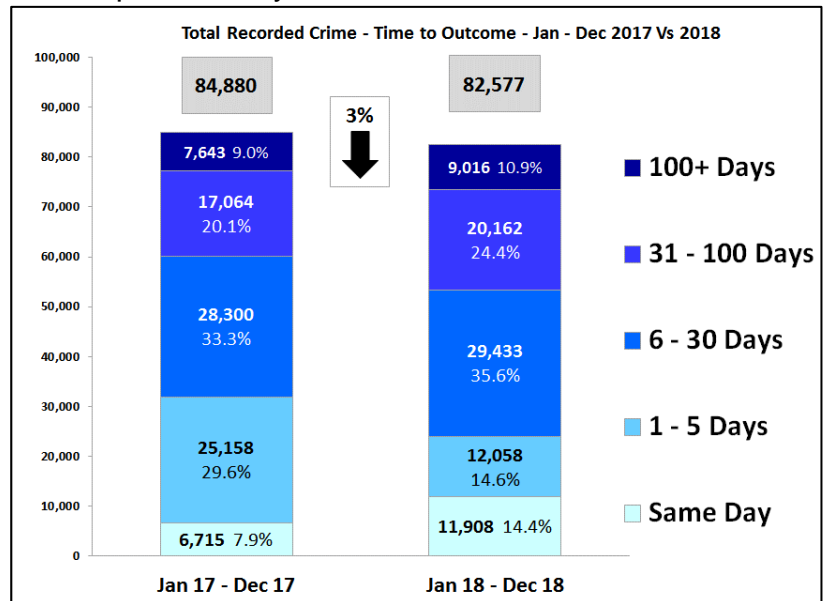


- **Violence with injury**
 - 'Action taken': 6 percentage point **decrease** from 19% to 13%.
 - 'No Action taken': 6 percentage point **increase** from 47% to 53%.
- **Violence without injury -**
 - 'Action taken': 3 percentage point **decrease** from 11% to 8%.
 - 'No Action taken': 7 percentage point **increase** from 59% to 66%.
- **Rape -**
 - 'Action taken': 3 percentage point **decrease** from 4% to 1%.
 - 'No Action taken': 6 percentage point **increase** from 36% to 42%.
- **Other sexual offences -**
 - 'Action taken' rate has **halved** from 8% to 4%.
 - 'No Action taken': 3 percentage point **increase** from 37% to 40%.
- **Residential burglary dwelling -**
 - 'Action taken' rate is relatively **stable** between years (5.4% to 4.7%).
 - 'No Action taken': 1 percentage point **increase** from 9% to 10%.
- **Business & Community Burglary (incl. Res. Non-dwelling) -**
 - 'Action taken' rate has remained **stable** at 3% for both years.
 - 'No Action taken' rate has remained relatively **stable**.

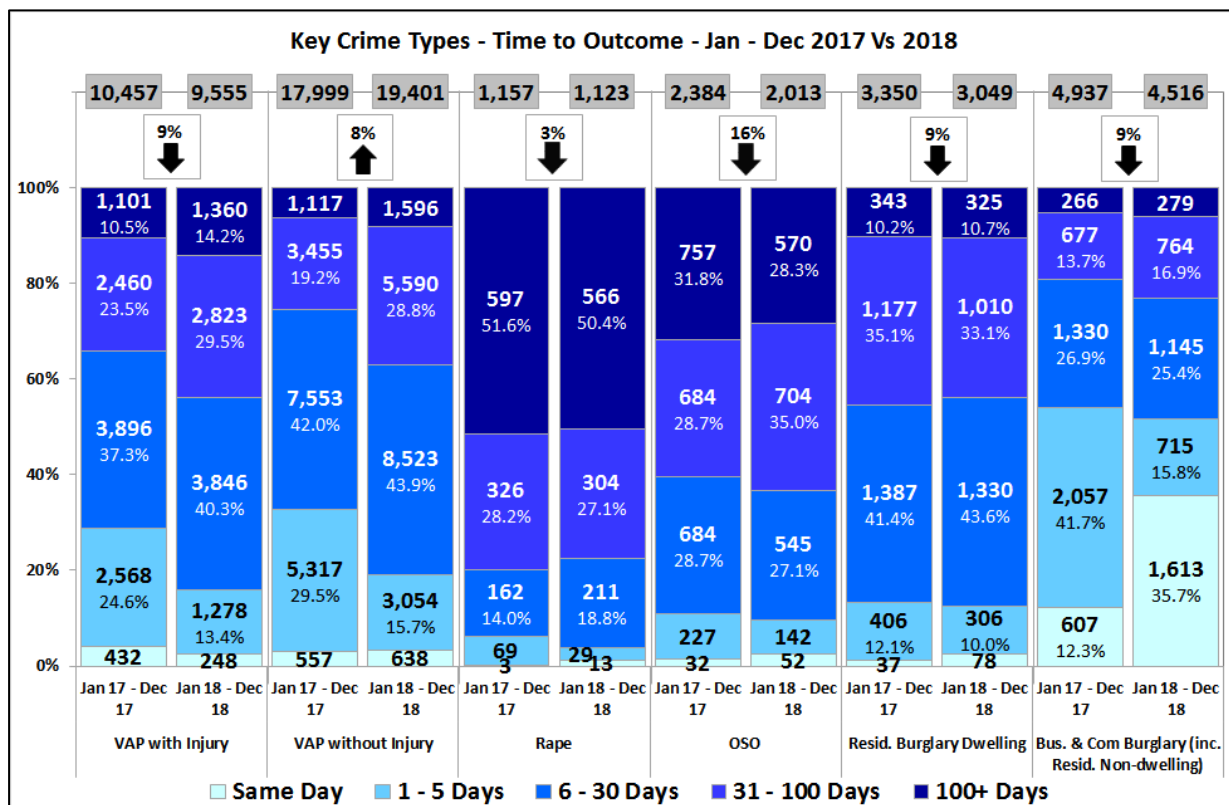
Time to Outcome

In order to include outcomes that may have taken a long time to assign, the following charts cover offences outcomed in the last 12 months regardless of when the offence was initially recorded, firstly by total recorded crime, and secondly by key crime types. These figures can then be compared to the equivalent 12 month period last year.

- Across West Mercia, **29%** of offences where an outcome has been assigned were outcomed within 5 days of the offence being recorded. This is a **decrease** compared to the previous year (38%).
- A **greater proportion** of offences are recorded and outcomed on the **same day** (14%) compared to the previous 12 months (8%).



- This overall trend is consistent across the main crime types



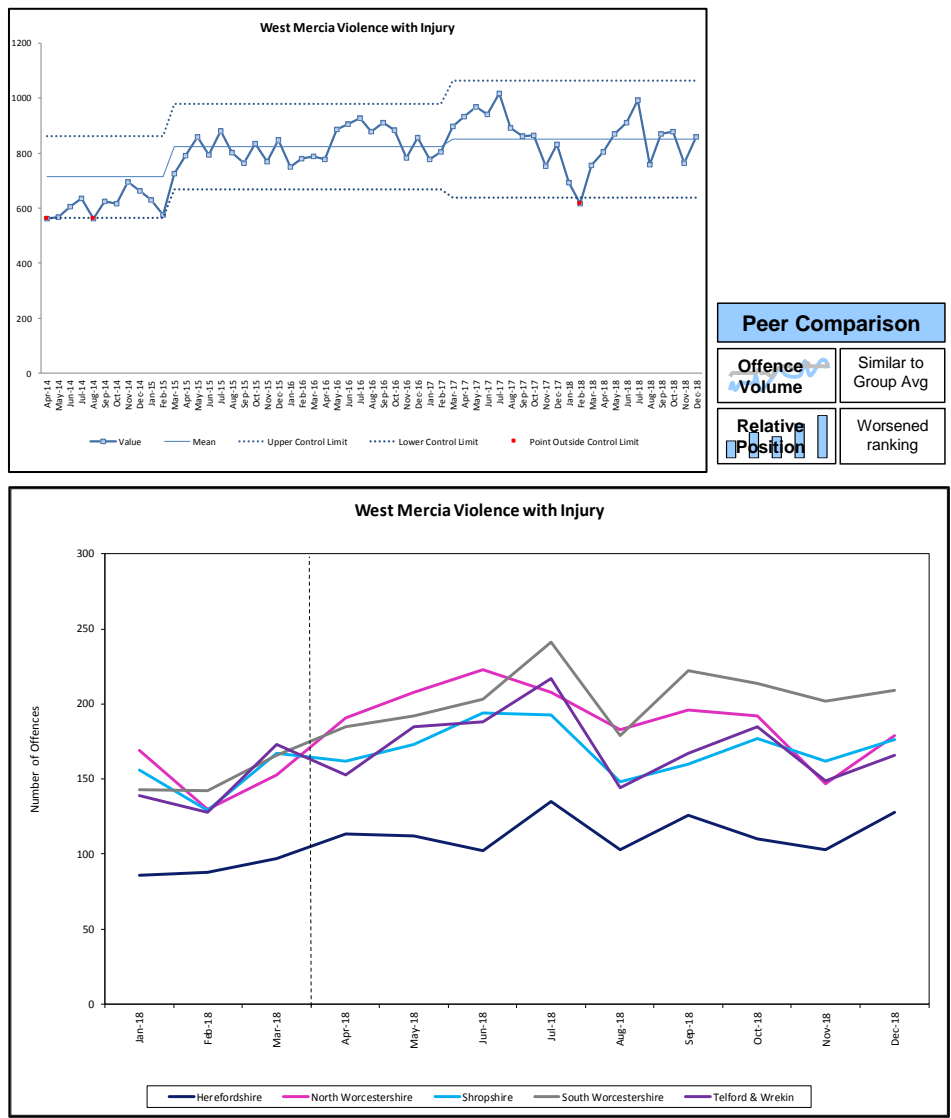
- **Violence with injury** - A greater proportion (84%) are being outcomed 6+ days after the offence is recorded compared to 12 months ago (71%).
- **Violence without injury** - A greater proportion (81%) are being outcomed 6+ days of the offence being recorded compared to 12 months ago (67%).

- **Rape** –. The proportion of rape offences outcomed on the same day has increased from 0.3% to 1.2% in the last 12 months. The proportion of rape offences outcomed 6+ days of the offence being recorded has remained relatively stable in the last 12 months (96%) compared to the previous year (94%).
- **Other sexual offences** - The proportion outcomed on the same day has increased from 1.3% to 2.6% in the last 12 months. The proportion outcomed 6+ days of the offence being recorded has remained relatively the same in the last 12 months (90%) compared to the previous year (89%).
- **Residential burglary dwelling** - A greater proportion of offences (44%) are being outcomed between 6 - 30 days of the offence being recorded compared to last year (41%). The proportion of offences recorded and outcomed on the same day has increased from 1.1% (37 offences) to 2.6% (78 offences) in the last 12 months.
- **Business & Community Burglary (incl. Res. Non-dwelling)** - The proportion of offences recorded and outcomed on the same day has increased from 12% to 36% in the last 12 months.

Violence with Injury²

Signs of Improvement would be:

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

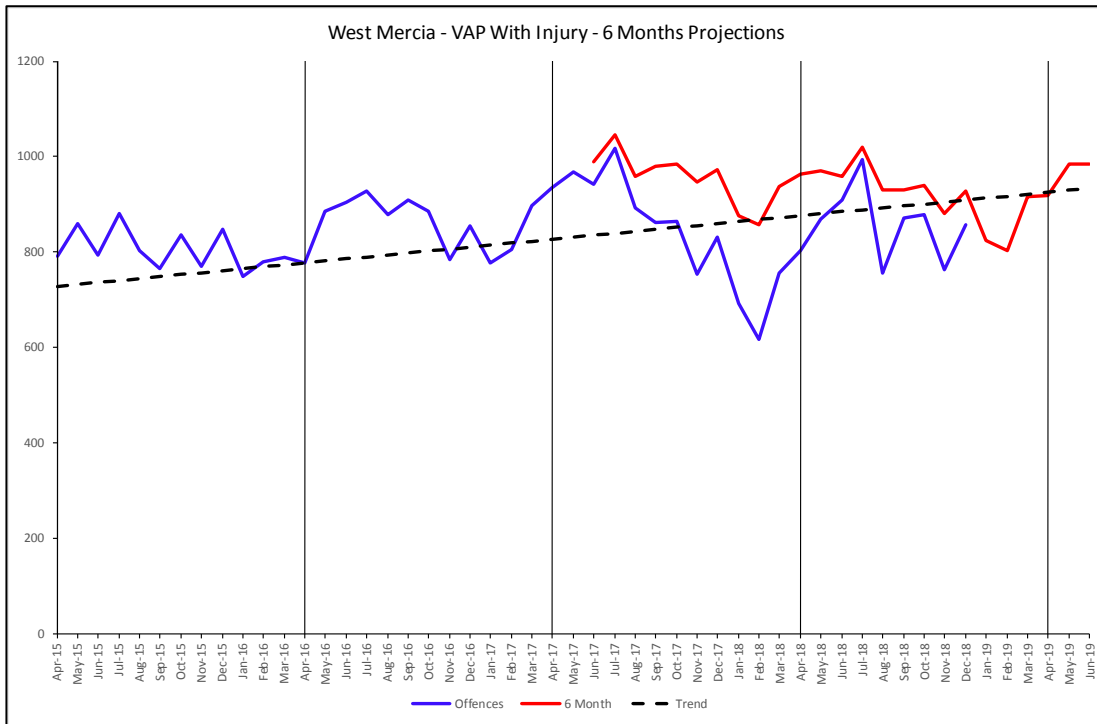


2,499 violence with injury offences were recorded last quarter, a 5% reduction compared to the previous quarter (2,622) and below the quarter average (2,443).

Reduced volumes were seen across all policing areas with the exception of Shropshire last quarter, however volumes remained within the expected range.

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

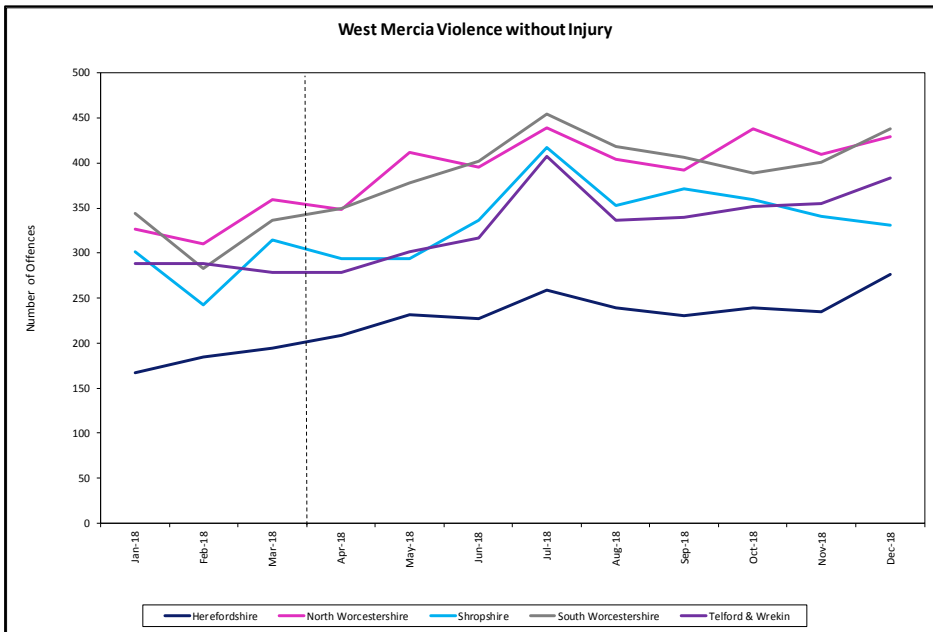
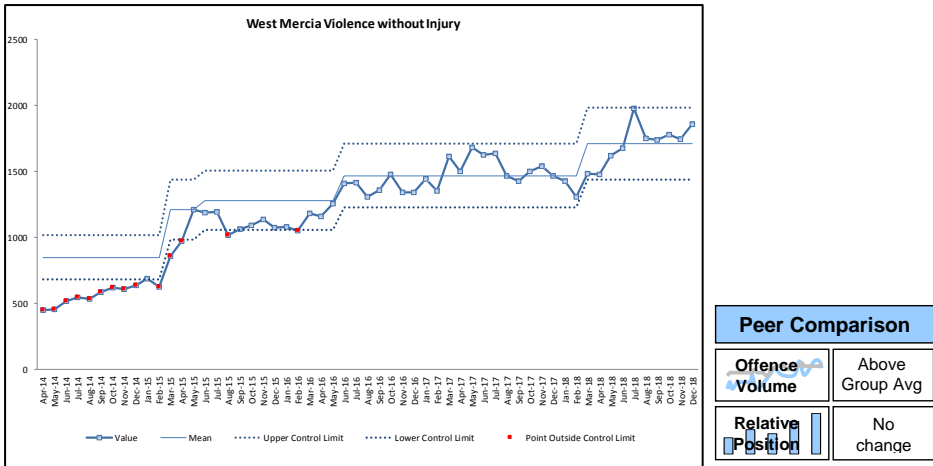
The following chart provides a 6 month projection for violence with injury offences. At force level, the projection indicates a potential slight decrease in volumes in the next quarter.



Violence without Injury

Signs of Improvement would be:

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

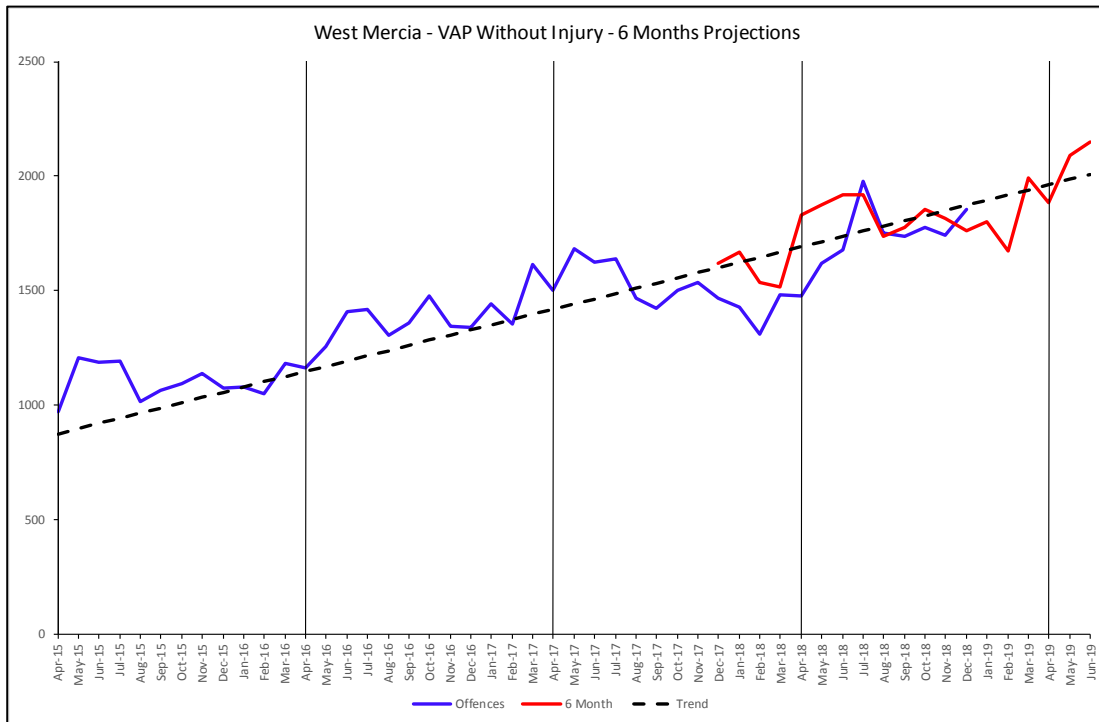


5,376 violence without injury offences were recorded last quarter. This was a 2% reduction compared to the previous quarter (5,468) and above the quarter average (4,959).

In the last quarter volumes have remained above the monthly average for 8 consecutive months across West Mercia therefore the monthly average has increased from 1,467 to 1,710.

A change in the monthly average has been seen across all the policing areas in the last quarter with the exception of Telford and Wrekin. However, we anticipate an increase in Telford next month - exceptional volumes were seen here in December.

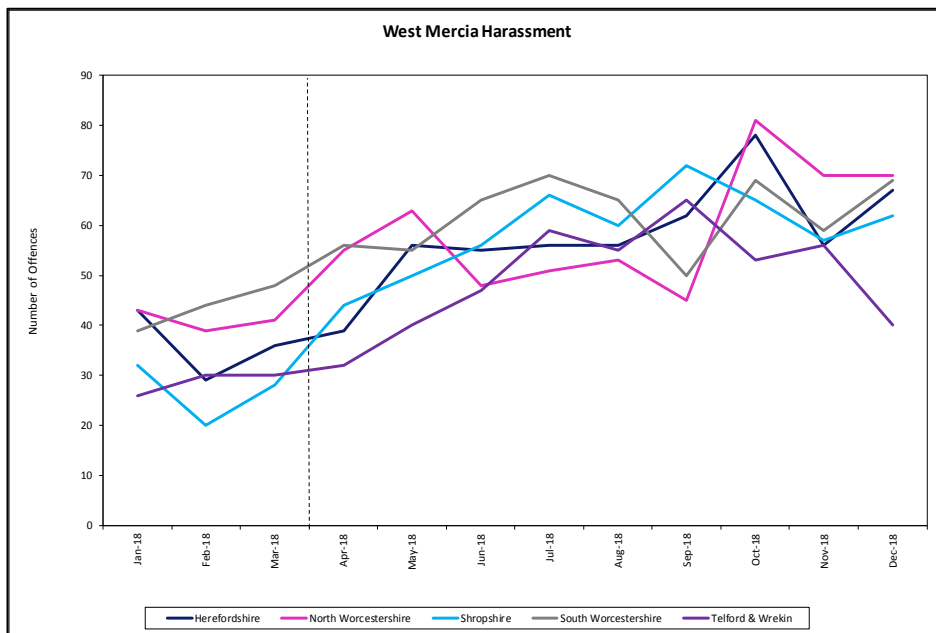
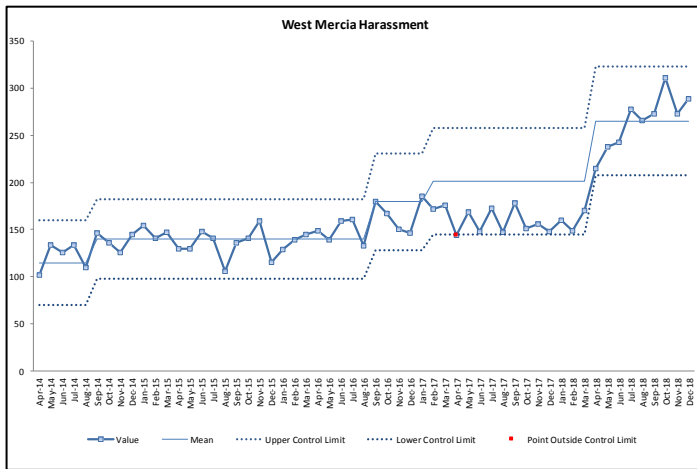
The following chart provides a 6 month projection for violence without injury offences. At force level, the projection indicates a potential slight decrease in volumes in the next quarter.



Harassment

Signs of Improvement would be:

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



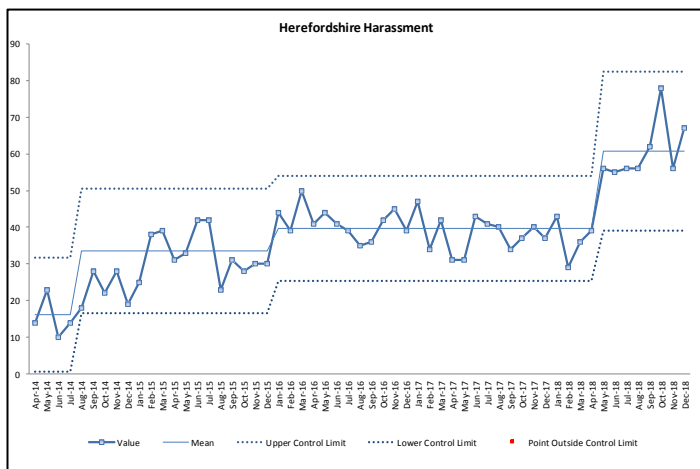
Harassment is a sub-set of violence against the person offences.

873 harassment offences were recorded in the last quarter. This is a 7% increase compared to the previous quarter (817) and above the quarter average (716). Exceptional volumes were seen in North and South Worcestershire during the quarter.

At force level, in the last quarter volumes have remained above the monthly average for 8 consecutive months and therefore the monthly average has increased from 201 to 265. An increase in the monthly average has also been seen in Herefordshire and Shropshire in the last quarter.

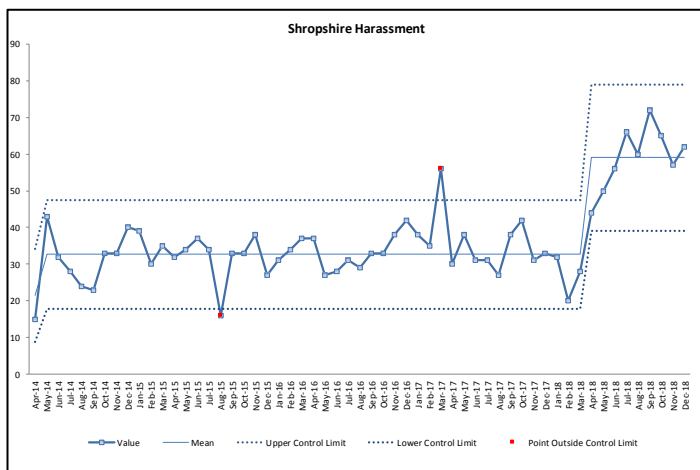
The notable increase from April 2018 is due to a change in the Home Office counting rules at this time. From April forces are able to record an offence of harassment in addition to a more serious notifiable crime reported at the same time. This change is intended to help better understand the extent of harassment offences (this change also relates to stalking and coercive

behaviour offences). When we have 12 months of data we will analyse this to identify any patterns or trends in terms of victims and perpetrators.



In the last quarter volumes have remained above the monthly average for 8 consecutive months across Herefordshire.

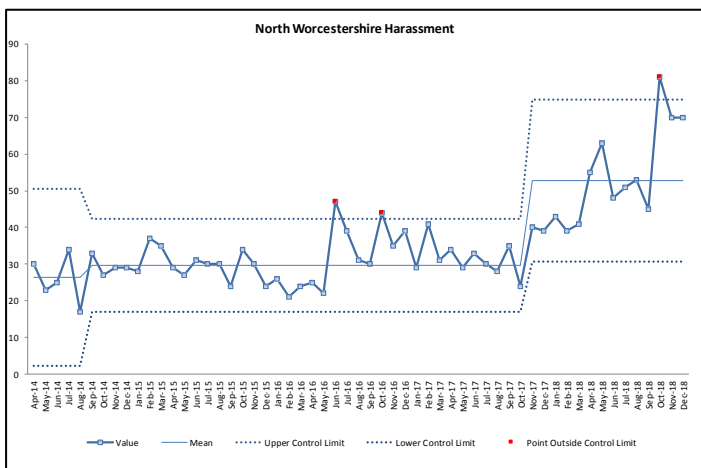
The monthly average has now increased from 40 to 61 harassment offences per month.



In the last quarter volumes have remained above the monthly average for 8 consecutive months across Shropshire.

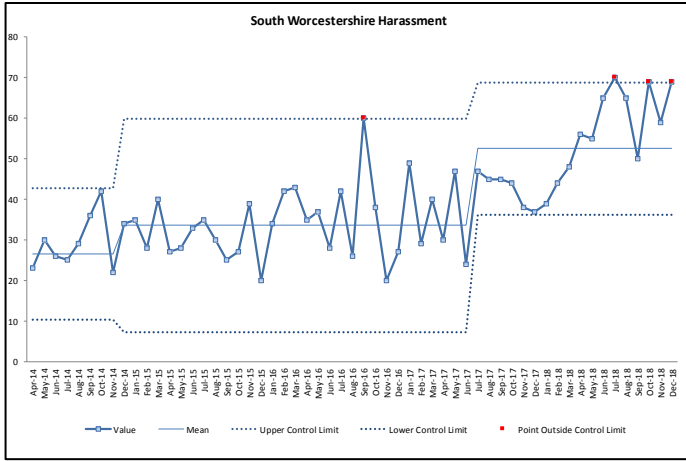
The monthly average has now increased from 33 to 59 harassment offences per month.

Across Worcestershire volumes have been exceptional in the quarter.



221 offences were recorded across North Worcestershire in the last quarter; an increase compared with the previous quarter (149) and above the quarterly average (165).

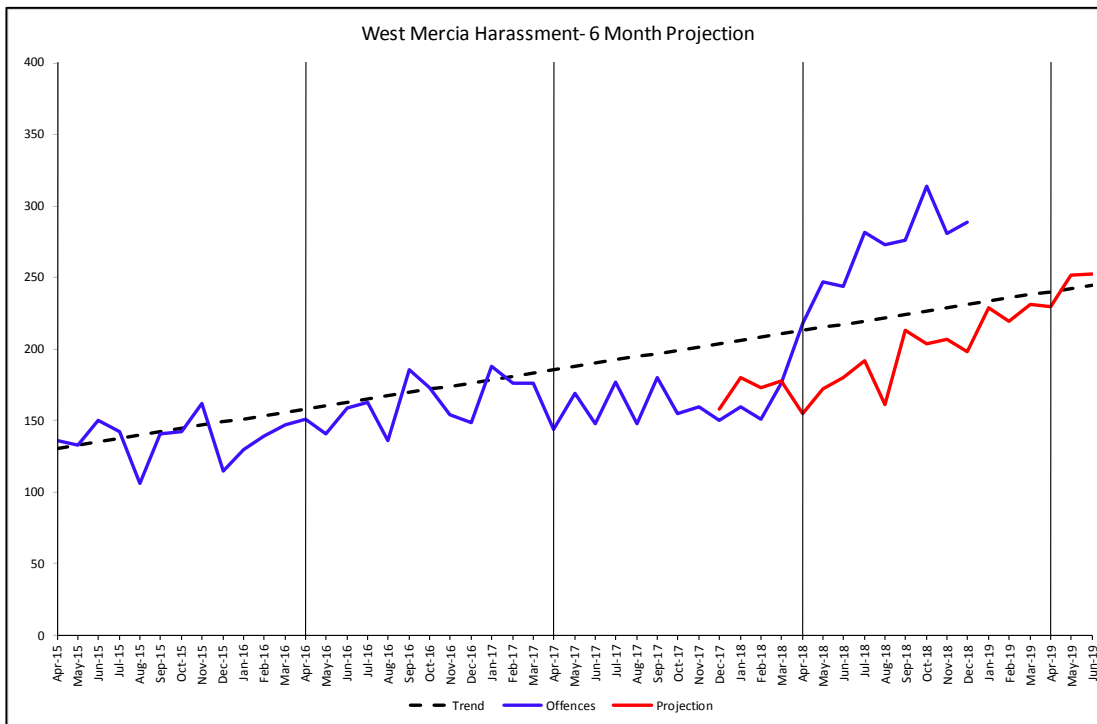
Exceptional volumes were record in October.



197 offences were recorded across South Worcestershire in the last quarter; an increase compared with the previous quarter (185) and above the quarterly average (172).

Exceptional volumes were record in October and December.

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

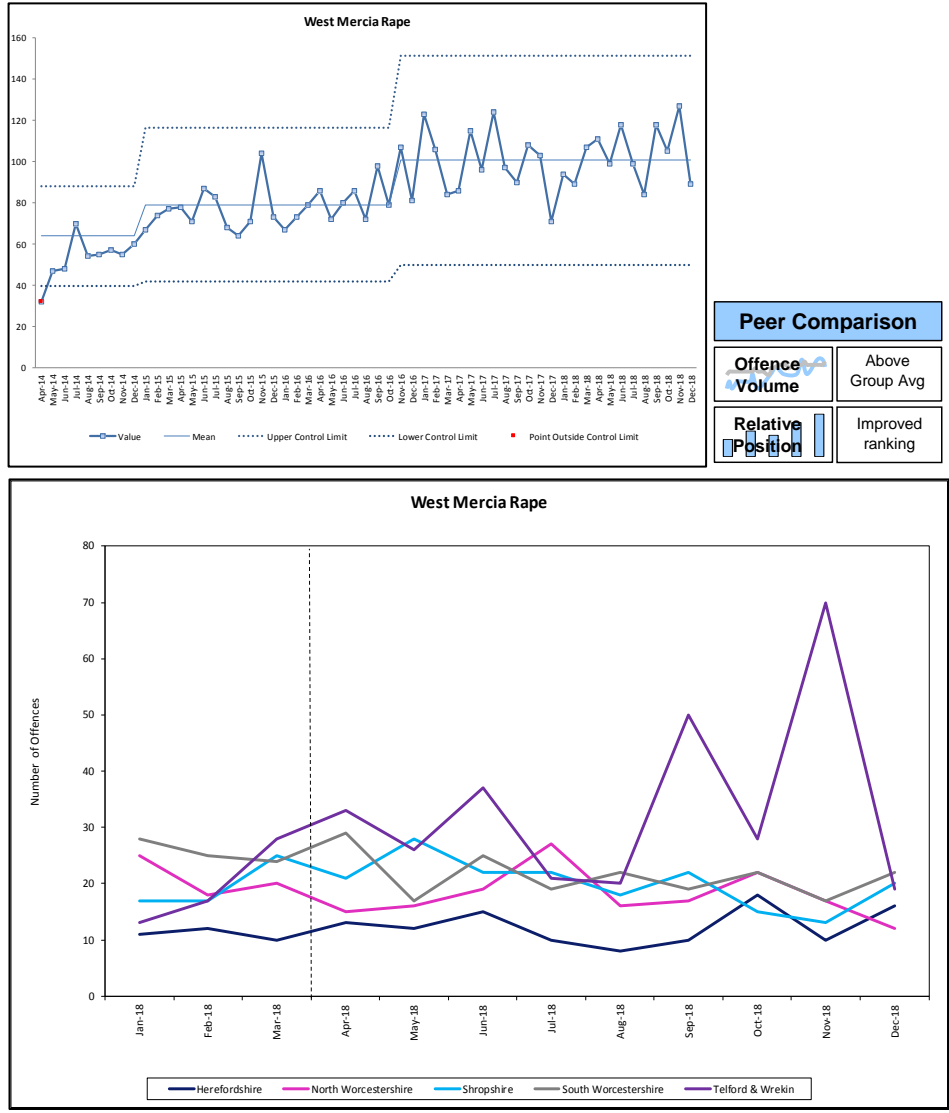


Sexual Offences

Signs of Improvement would be:

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

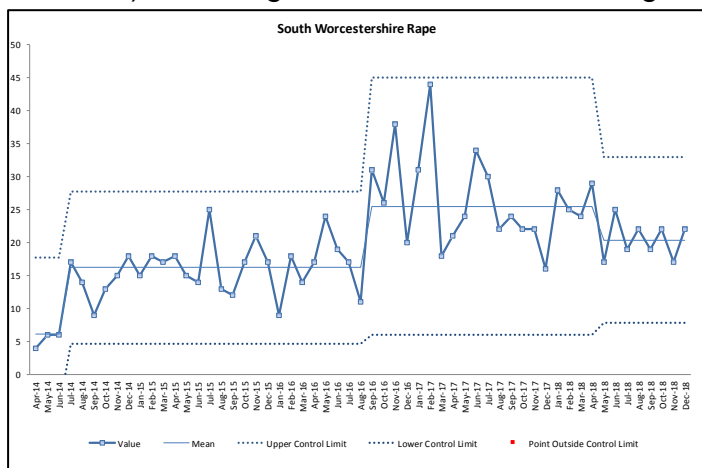
Rape



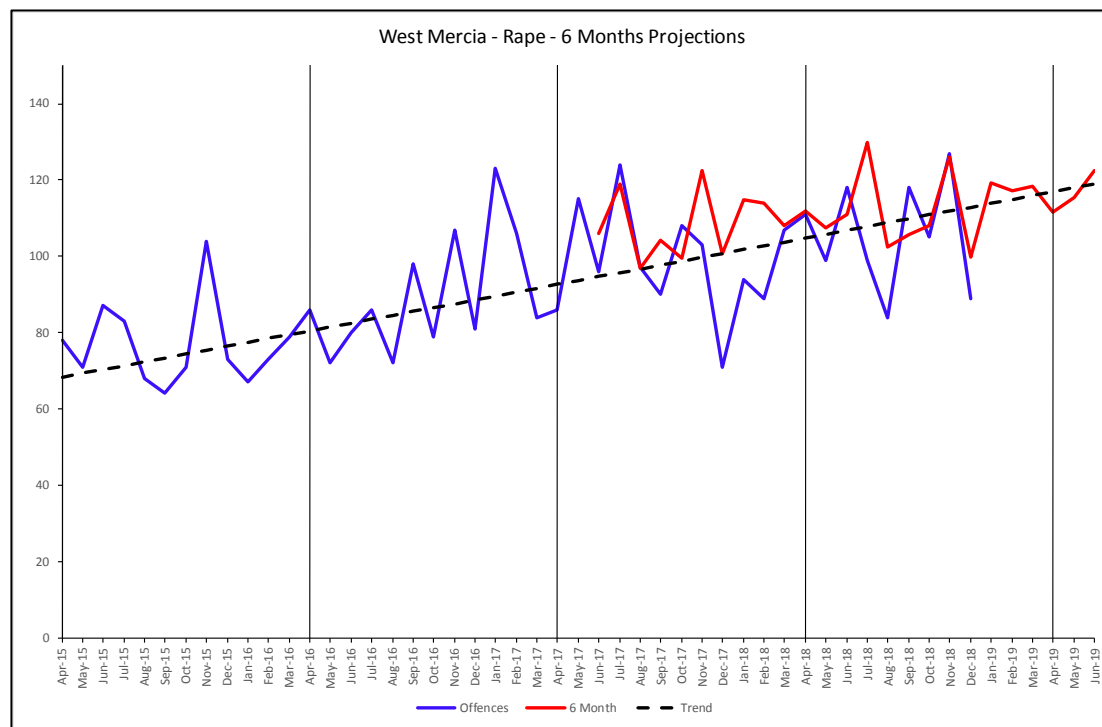
321 rape offences were reported to the police last quarter. This is a 7% increase compared to the previous quarter (301) and above the quarter average (310). Volume increases have been seen across all policing areas in the last quarter, with the exception of North Worcestershire and Shropshire.

66% (219) of all rape offences were ‘non-recent’ in this quarter. This is driven by the notable spike in Telford & Wrekin in November. The majority of these offences related to one individual recording multiple non-recent offences. This is a further indication that the work of the CSE and other teams within Telford & Wrekin is leading to increased confidence amongst victims to come forward and report offences.

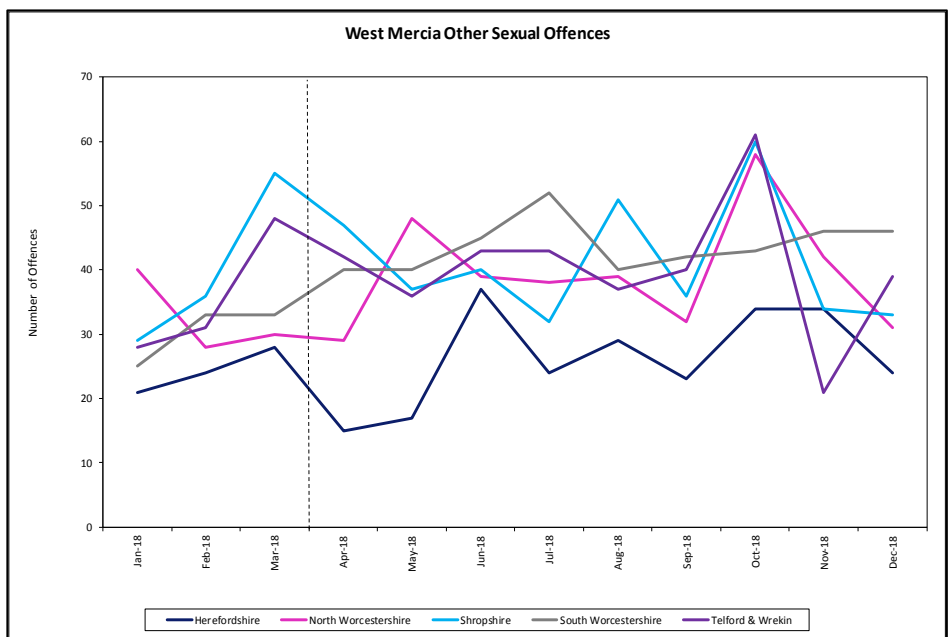
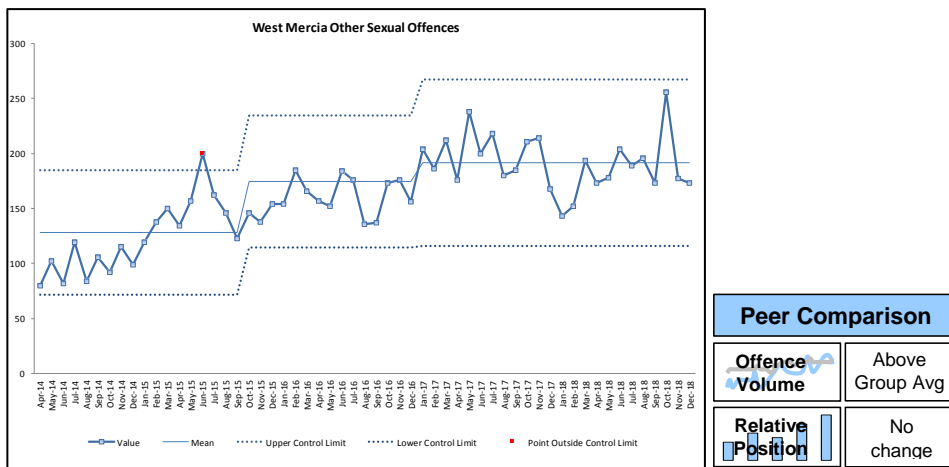
In South Worcestershire we have seen a decrease in the monthly average (from 26 to 20 rape offences), following 8 months of below average volumes.



The following chart provides a medium (6 month) projection for rape offences. Volumes are in line with the last quarter and the projection indicates an increase in the next quarter. We continue to monitor actual volumes against these projections.



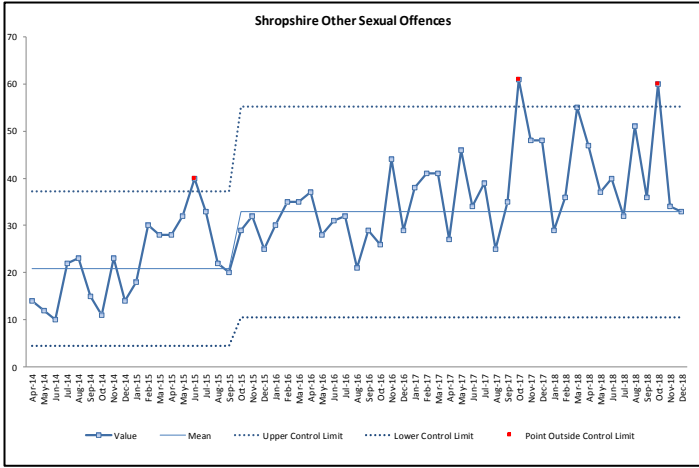
Other Sexual Offences



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

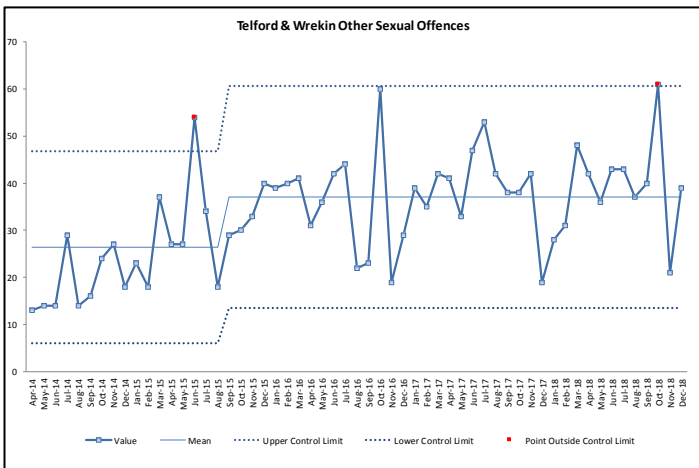
606 other sexual offences were reported to the police last quarter. This is a 9% increase compared to the previous quarter (558) and above the quarter average (552).

Increased volumes were seen across all policing areas last quarter, with exceptional volumes recorded in Shropshire and Telford & Wrekin in October. For both areas this increase was driven by both areas recording higher than usual levels of ‘non recent’ offences.



127 offences were recorded across Shropshire in the last quarter; a 7% increase compared with the previous quarter (119) and above the quarter average (123).

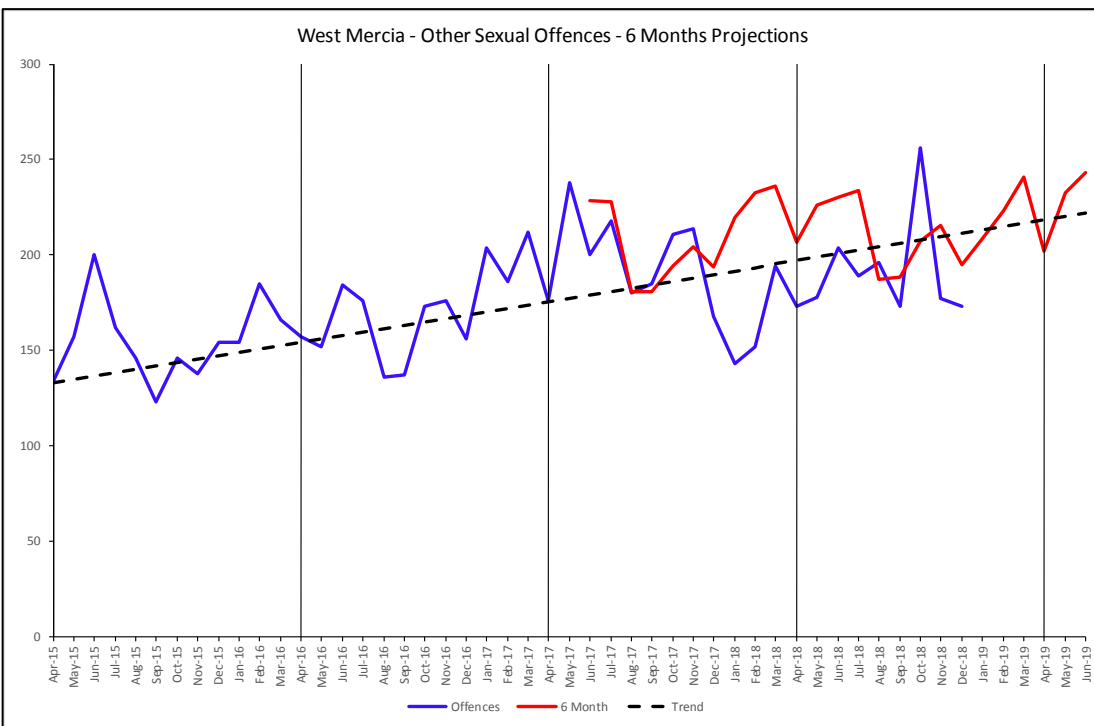
Exceptional volumes were recorded in October, where 48% (29) of offences were 'non-recent'.



121 offences were recorded across Telford & Wrekin in the last quarter; comparable with the previous quarter (120) and above the quarter average (117).

Exceptional volumes were recorded in October, 52% (32) of which were 'non-recent'.

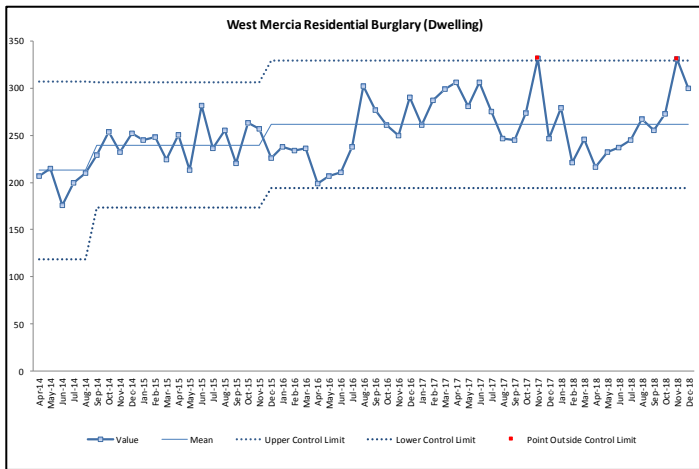
The following chart provides a medium (6 month) projection for other sexual offences. At force level, the projection indicates an increase in volumes in the next quarter.



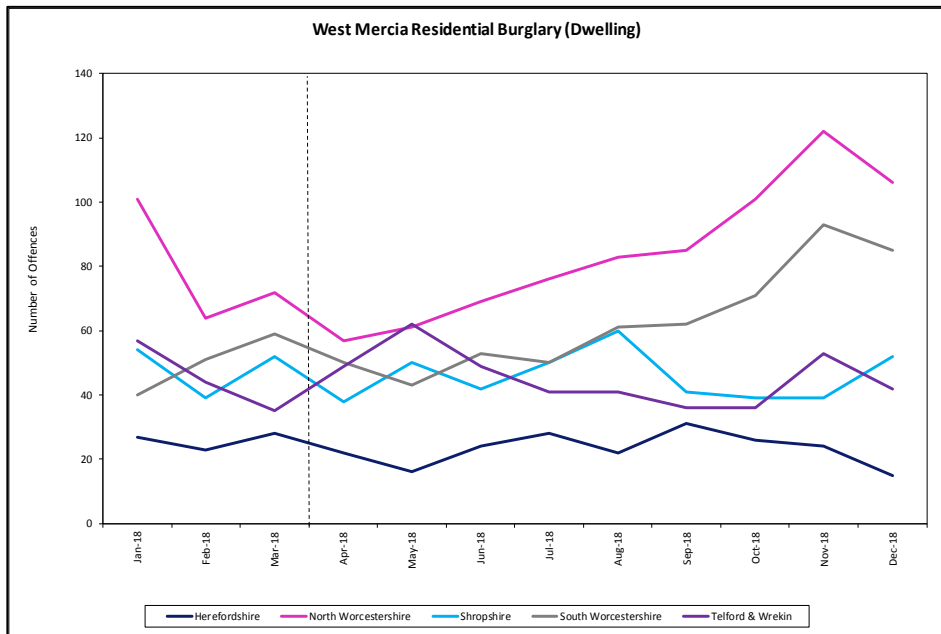
Residential Burglary - Dwelling

Signs of Improvement would be:

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



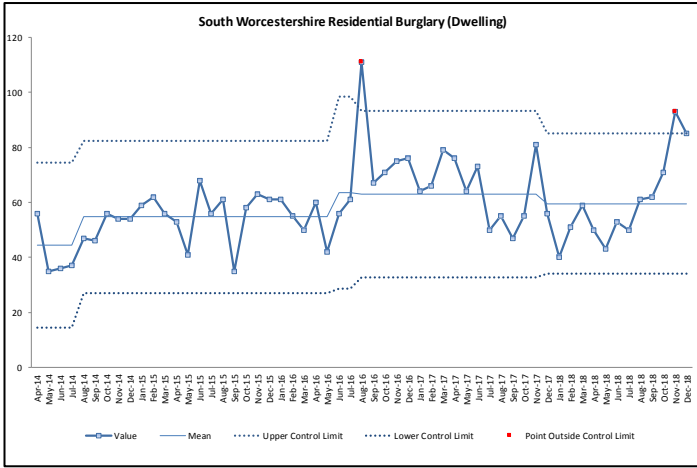
Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	No change



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

904 residential burglary–dwelling offences were recorded in the last quarter. This is an 18% increase compared to the previous quarter (767) and above the quarter average (776). Exceptional volumes were recorded across South Worcestershire in November.

Volumes have increased across all policing areas last quarter with the exception of Herefordshire and Shropshire.

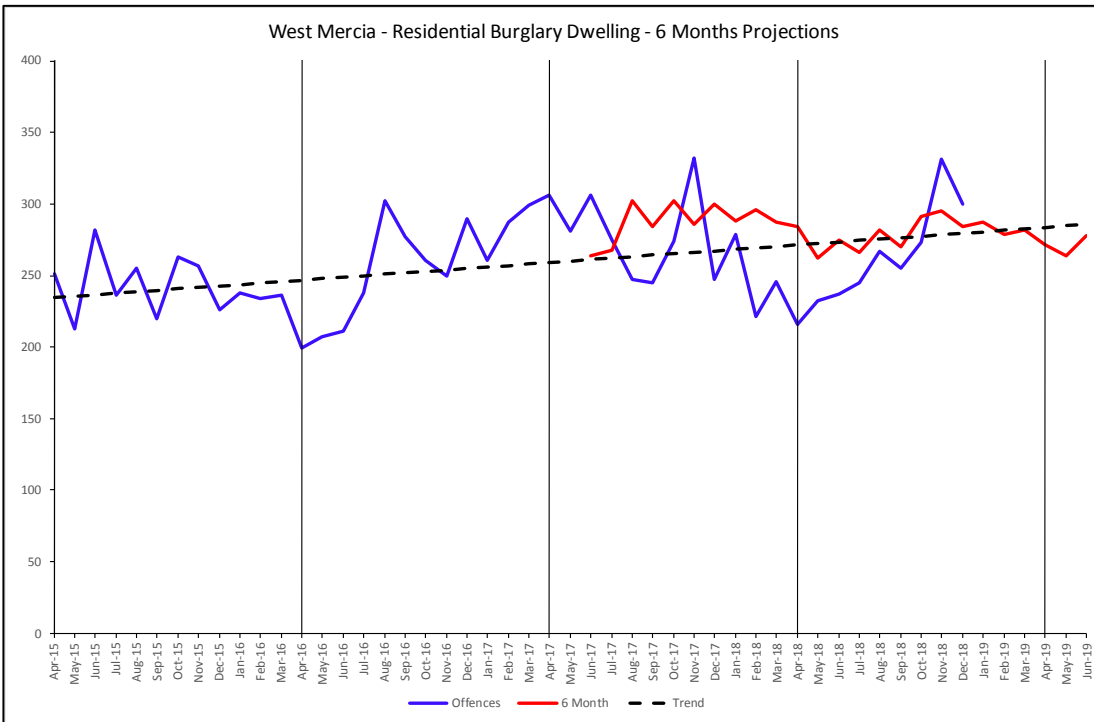


249 offences were recorded across South Worcestershire in the last quarter; a 44% increase compared with the previous quarter (173) and above the quarter average (180).

Exceptional volumes were recorded in November (93). A similar peak (81) was also seen in November last year and is viewed as business-as-usual on the policing area.

Further analysis revealed that 57% of these offences were located in Wychavon district.

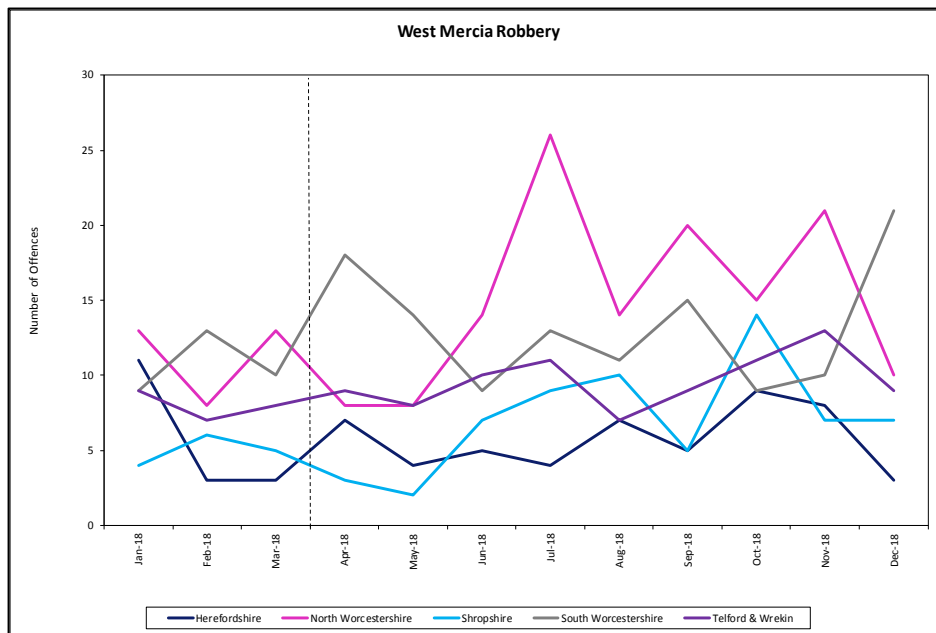
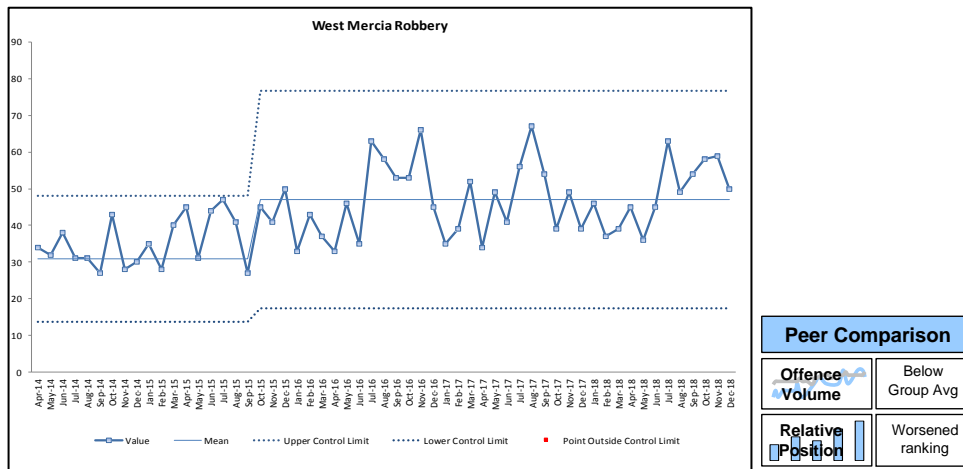
The following chart provides a medium (6 month) projection for residential burglary (dwelling) offences. At force level, volumes are projected decrease in the next quarter.



Robbery

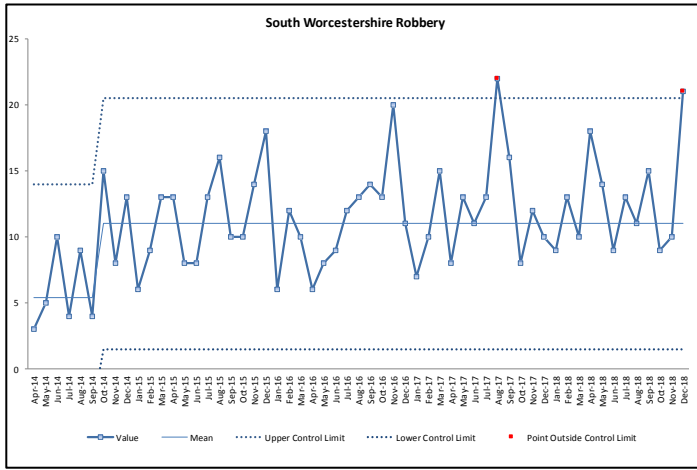
Signs of Improvement would be:

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



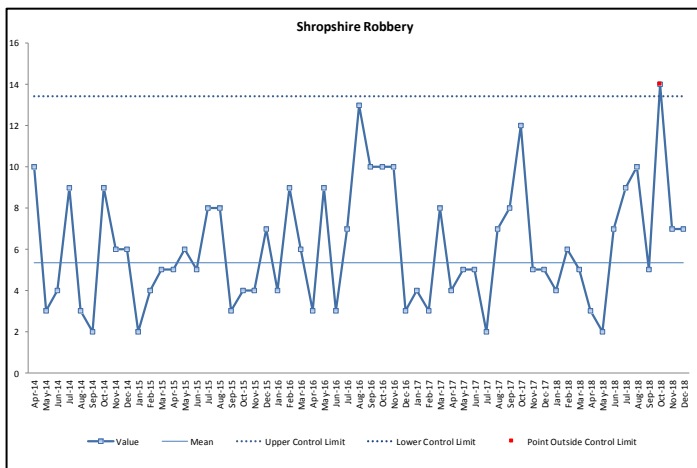
167 offences were recorded in the last quarter. This is comparable to the previous quarter (166) and above the quarter average (145). Exceptional volumes were seen across South Worcestershire (Dec) and Shropshire (Oct).

Increased volumes were seen across all policing areas last quarter with the exception of North Worcestershire however volumes remain within expected levels with the exception of South Worcestershire and Shropshire.



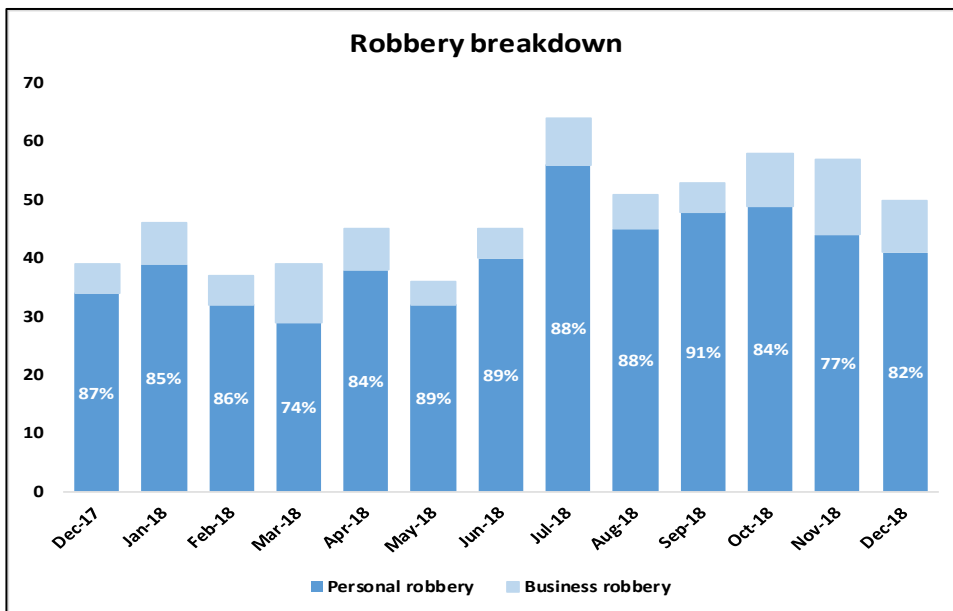
40 offences were recorded across South Worcestershire in the last quarter; comparable with the previous quarter (39) but slightly above the quarter average (38).

Exceptional volumes were recorded in December. These were mainly personal robbery offences.

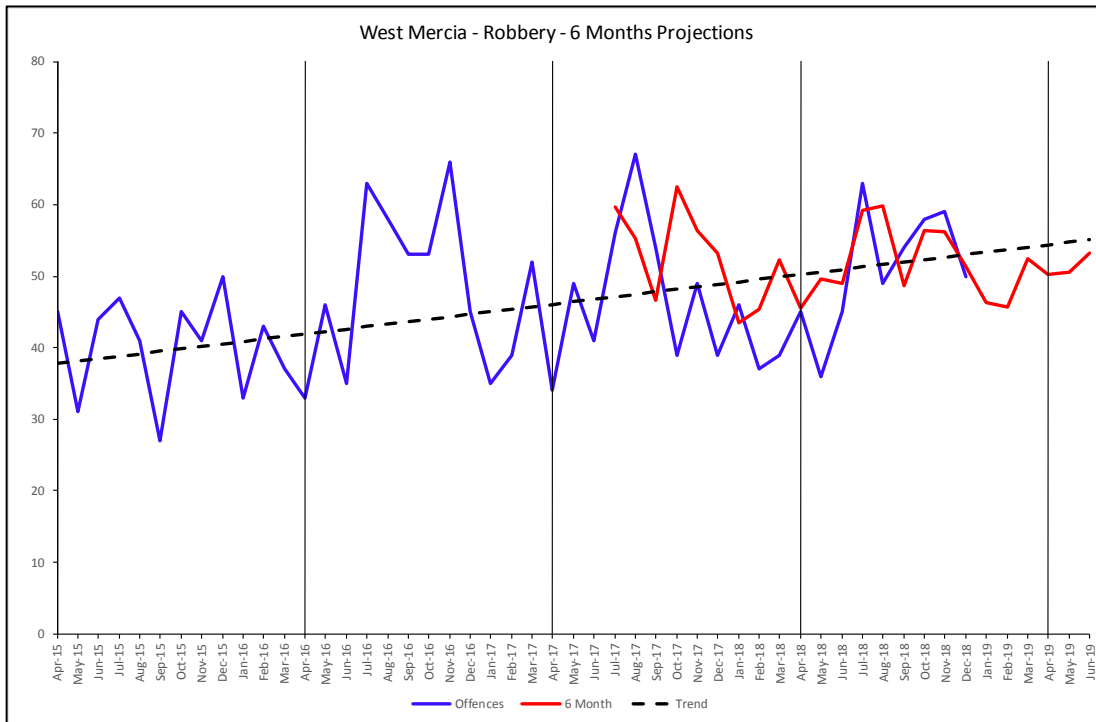


28 offences were recorded across Shropshire in the last quarter; a 17% increase (24) compared to the previous quarter and above the quarter average (20).

Exceptional volumes were recorded in October.



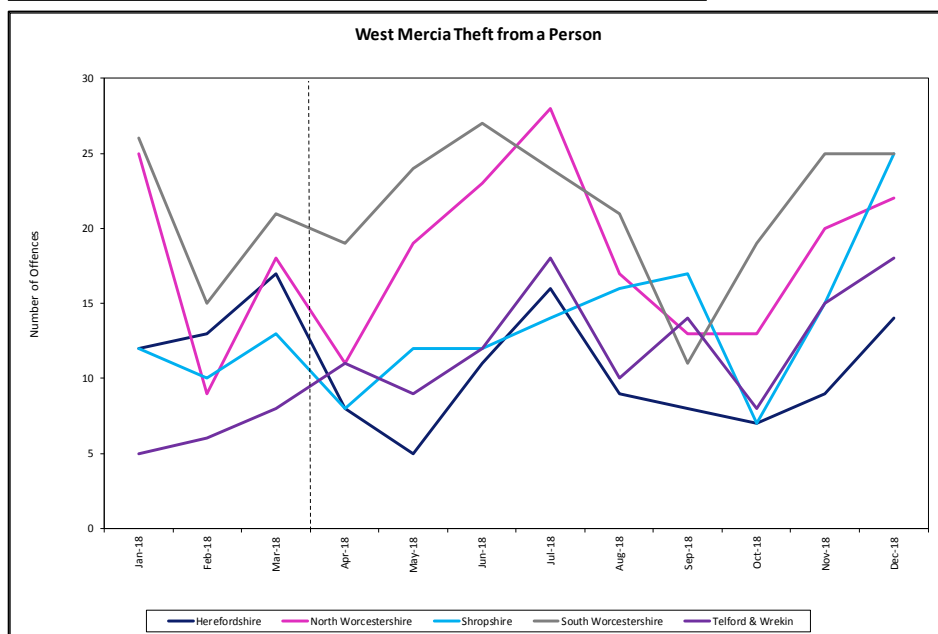
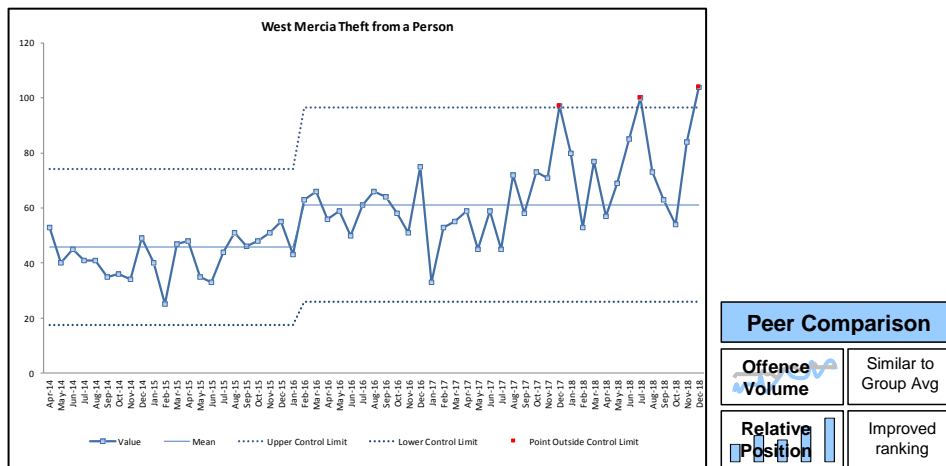
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to decrease in the next quarter.



Theft from Person

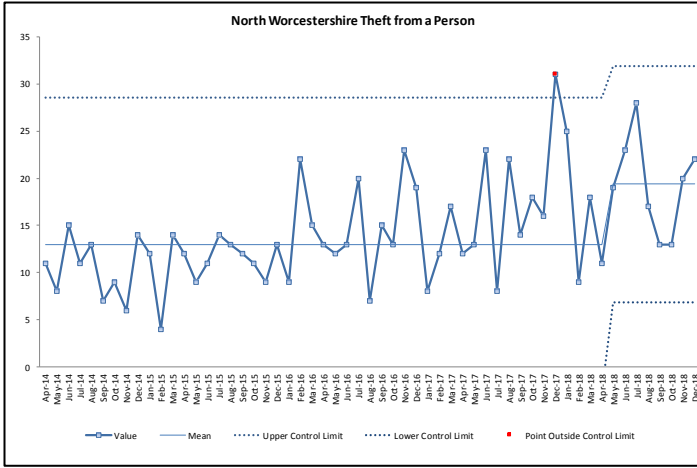
Signs of Improvement would be:

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



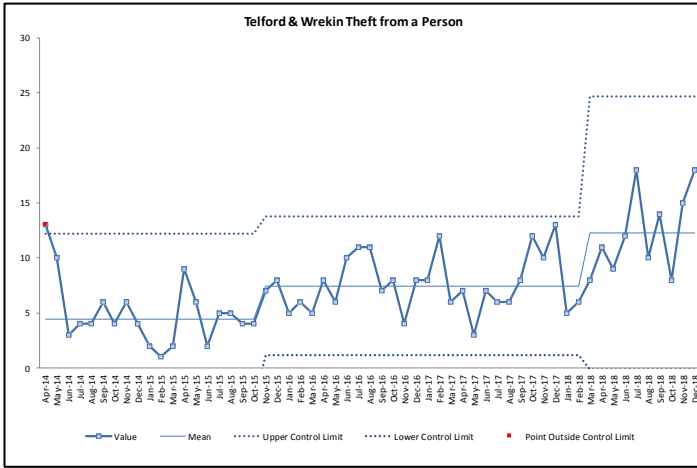
242 theft from person offences were recorded in the last quarter. This is a 3% increase compared to the previous quarter (236) and above the quarter average (225). Exceptional volumes were seen across West Mercia in December; driven by exceptional volumes across Shropshire. This is generally seasonal trend, with volumes often peaking in December.

In the last quarter volumes have remained above the monthly average for 8 consecutive months in North Worcestershire and Telford & Wrekin, leading to an increase in the monthly average.



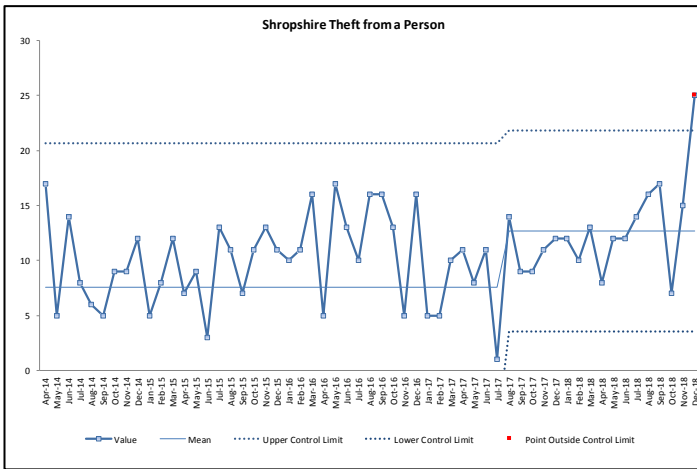
In the last quarter volumes have remained above the monthly average for 8 consecutive months across North Worcestershire.

The monthly average has increased from 13 to 19 offences per month.



In the last quarter volumes have remained above the monthly average for 8 consecutive months across Telford & Wrekin.

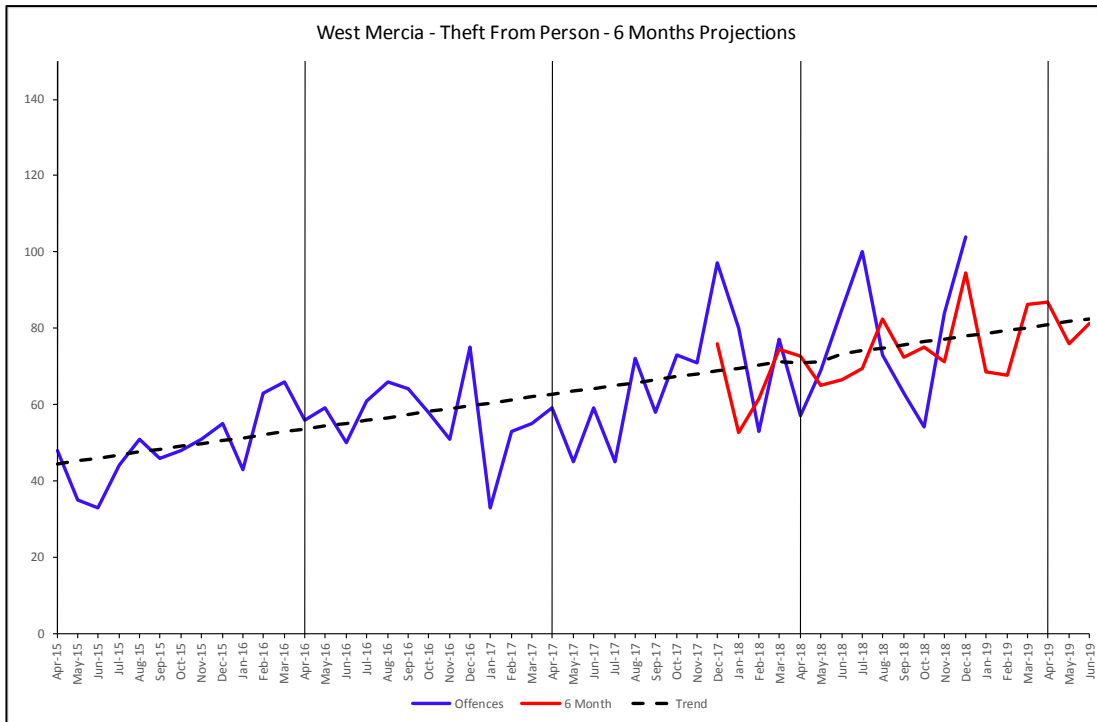
The monthly average has increased from 8 to 12 offences per month.



47 offences were recorded across Shropshire in the last quarter; comparable to the previous quarter (47) but above the quarterly average (40).

Exceptional volumes were recorded in December.

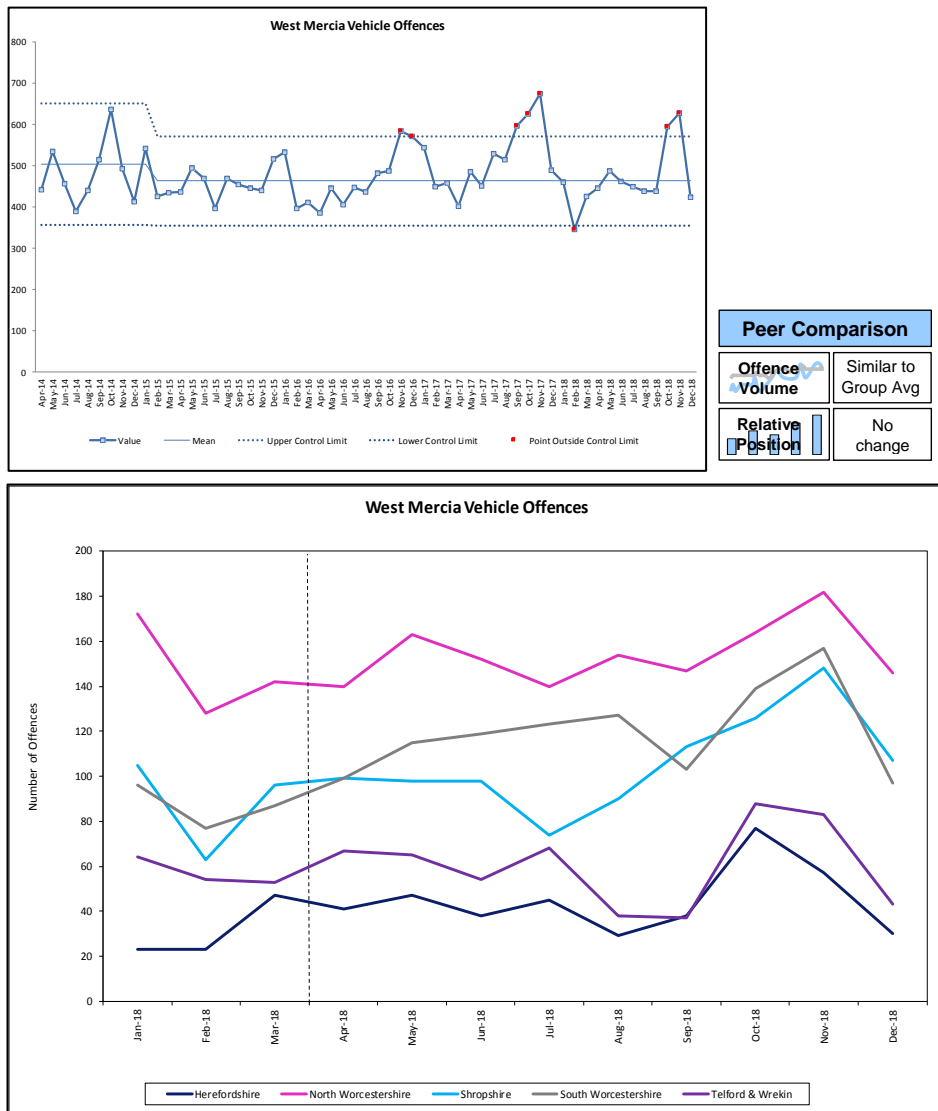
The following chart provides a medium (6 month) projection for theft from person offences. At force level, volumes are projected to decrease in the next quarter.



Vehicle offences

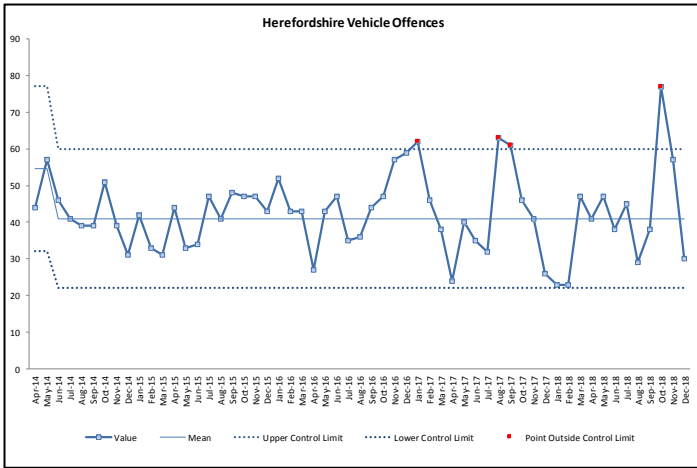
Signs of Improvement would be:

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



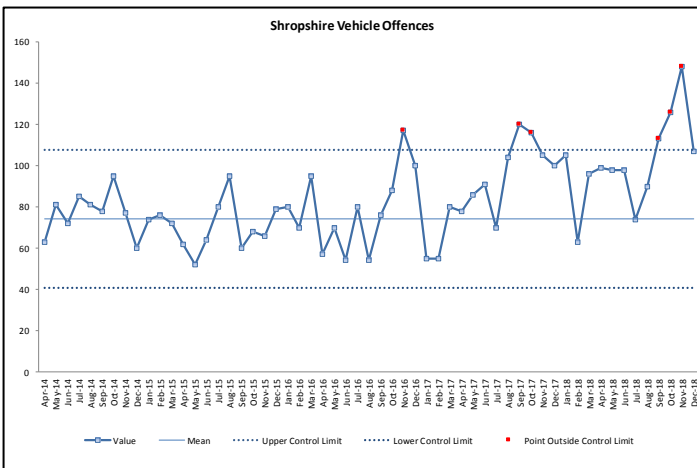
1,644 vehicle offences were recorded in the last quarter. This is a 24% increase compared to the previous quarter (1,326) and above the quarter average (1399). Exceptional volumes were seen across West Mercia in October and November; driven by exceptional volumes across Herefordshire (Oct) and Shropshire (Oct & Nov).

Volume increases were seen across all policing areas last quarter.



164 offences were recorded across Herefordshire in the last quarter; a 46% increase compared to the previous quarter (112) and above the quarterly average (124).

Exceptional volumes were recorded in October driven by an increase in the volume of theft from a vehicle offences

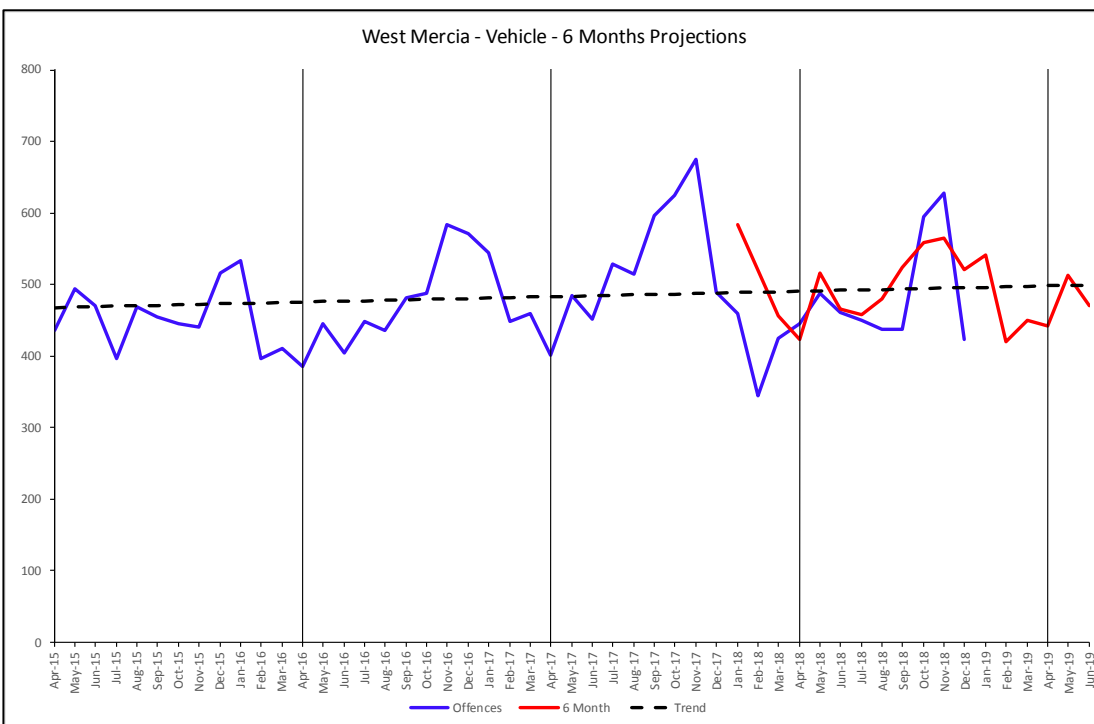


381 offences were recorded across Shropshire in the last quarter; a 38% increase compared to the previous quarter (277) and above the quarterly average (304).

Exceptional volumes were recorded in October and November. This was driven by a 67% (10) increase in interfering with a motor vehicle offences in October on the previous month and a 95% (21) increase in theft or unauthorised taking of a motor vehicle offences in November on the

previous month.

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



Shoplifting

Signs of Improvement would be:

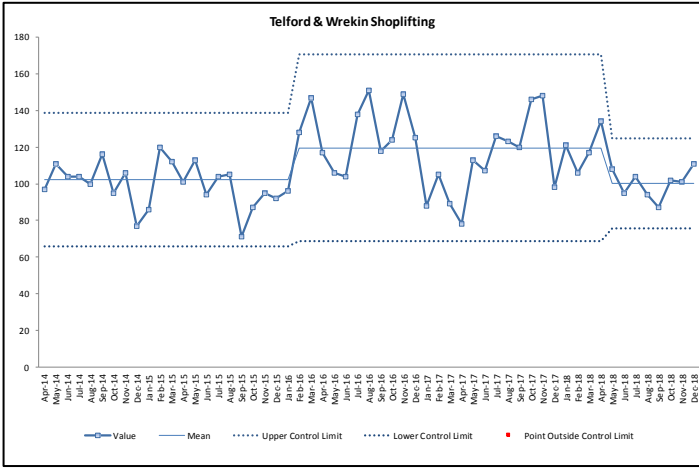
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



1,952 shoplifting offences were recorded in the last quarter. This is a 5% increase compared to the previous quarter (1,853) and above the quarter average (1,912). Exceptional volumes were seen across West Mercia in November driven by a 45% (67) increase in North Worcestershire.

Despite the increases in the last quarter, volumes have remained below the monthly average for 8 consecutive months across Telford & Wrekin. The monthly average has subsequently decreased.

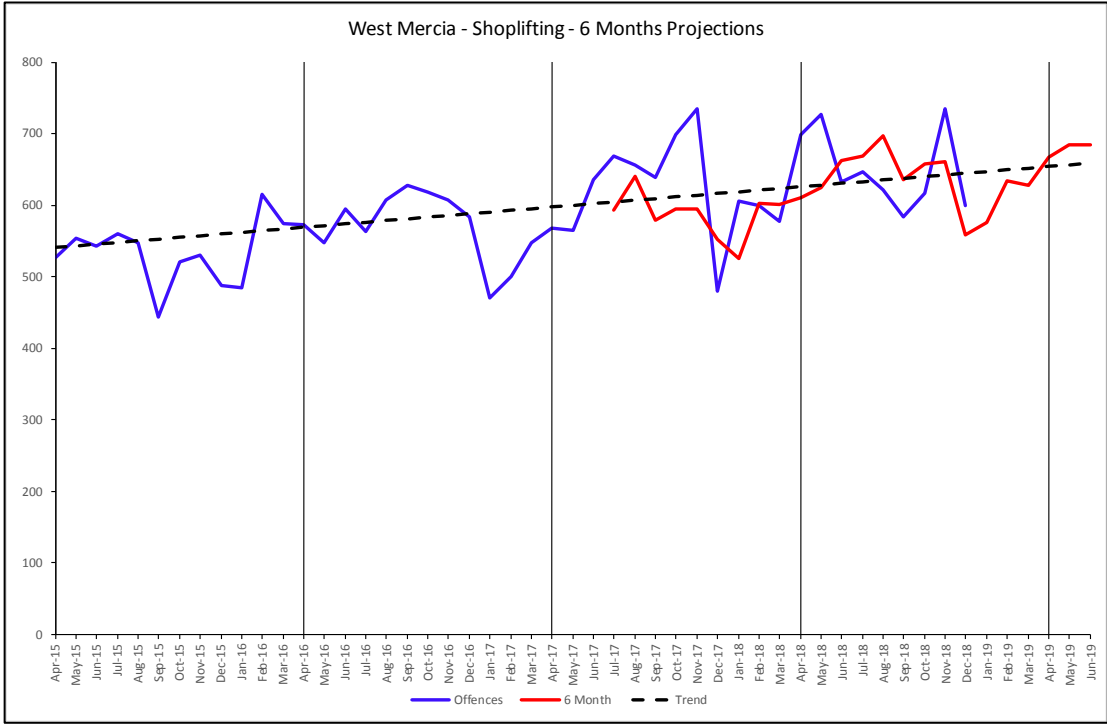
Volume increases were seen across all policing areas last quarter with the exception of Herefordshire and North Worcestershire.



In the last quarter volumes have remained below the monthly average for 8 consecutive months across Telford & Wrekin.

The monthly average has decreased from 120 to 100 offences per month.

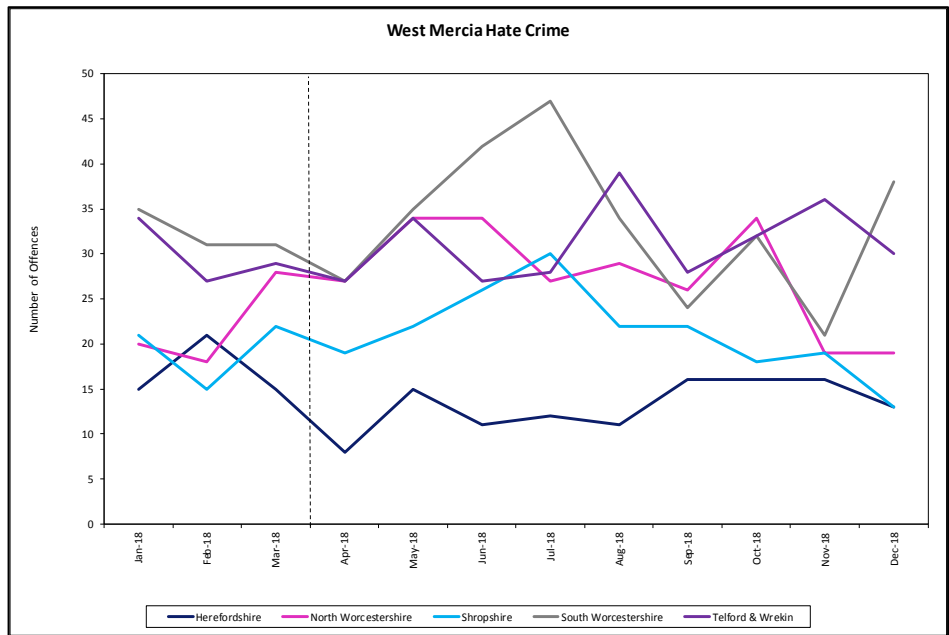
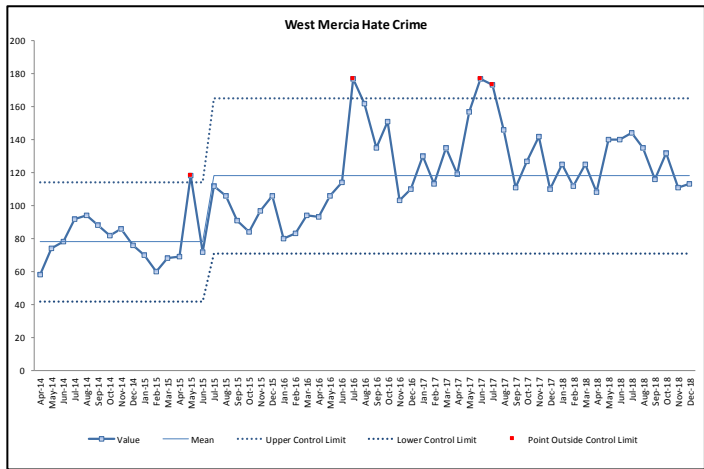
The following chart provides a medium (6 month) projection for shoplifting offences. At force level, volumes are projected to increase in the next quarter.



Hate Crime

Signs of Improvement would be:

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction

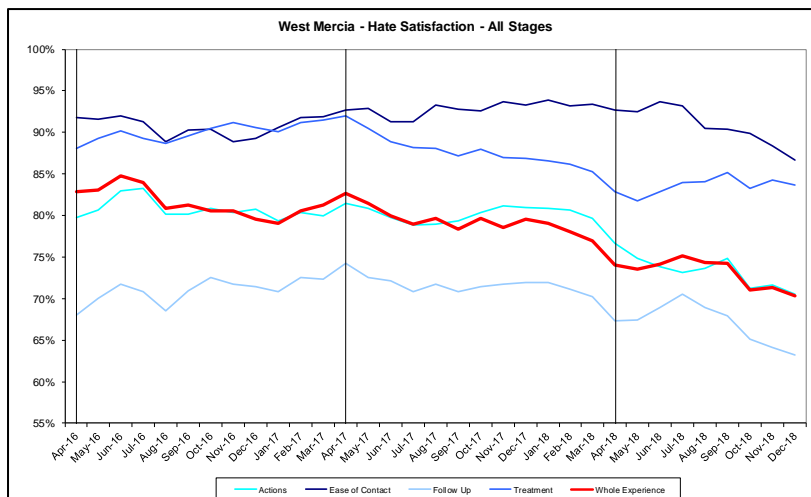


The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends and ensure victims receive the best level of service. Ultimately, the long term aim is to reduce the volume of offending and the number of victims subject to hate offences. However we understand hate crime is under reported and we also aim to increase confidence in reporting which will show as higher crime levels.

356 offences/ incidents were recorded last quarter, a 10% reduction compared to the previous quarter (395) and below the quarter average (375). Volumes remain within the expected range across all policing areas.

As with the previous quarter, the majority of hate crimes were of a racial nature at both force and local policing area level.

Hate Crime Victim Satisfaction



	Oct-18	Nov-18	Dec-18
Herefordshire	73.9%	71.4%	73.3%
North Worcestershire	80.4%	75.9%	73.8%
Shropshire	73.8%	76.2%	71.7%
South Worcestershire	68.5%	69.0%	70.1%
Telford & Wrekin	62.5%	66.1%	64.3%
West Mercia	71.0%	71.4%	70.4%

As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low. This amounts to an average of 31 per month at force level and in some months there can be no surveys completed in some policing areas, particularly in Herefordshire where victim numbers are typically lowest. The data is shown on the chart as a rolling 12 month average to give a longer term trend and to prevent short term reactions to what can be significant month-on-month variations, however the low sample size will still have some bearing on the results.

71% of hate crime victims were satisfied with their overall experience with the police last quarter³, a 3% decrease compared with the previous quarter.

Hate crime satisfaction features within a number of forums including the Diversity & Inclusion: Communities and Partners Steering Group. A number of actions followed a presentation by consultation and engagement including reviewing dissatisfaction responses by IAG and senior staff, comparison with other forces and adherence to the policy and processes.

It is also expected that the follow on work in relation to reassurance should be equally relevant to hate crime satisfaction.

³ This is based on interviews undertaken over the last 12 months to give an adequate sample size for analysis

Domestic Abuse

Signs of Improvement would be:

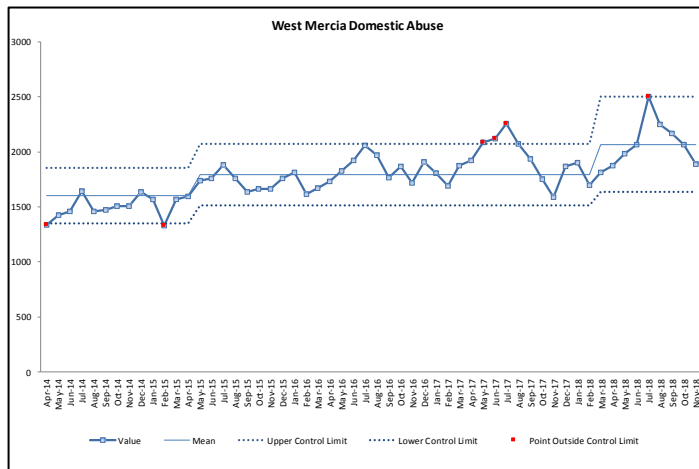
- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat domestic abuse victims

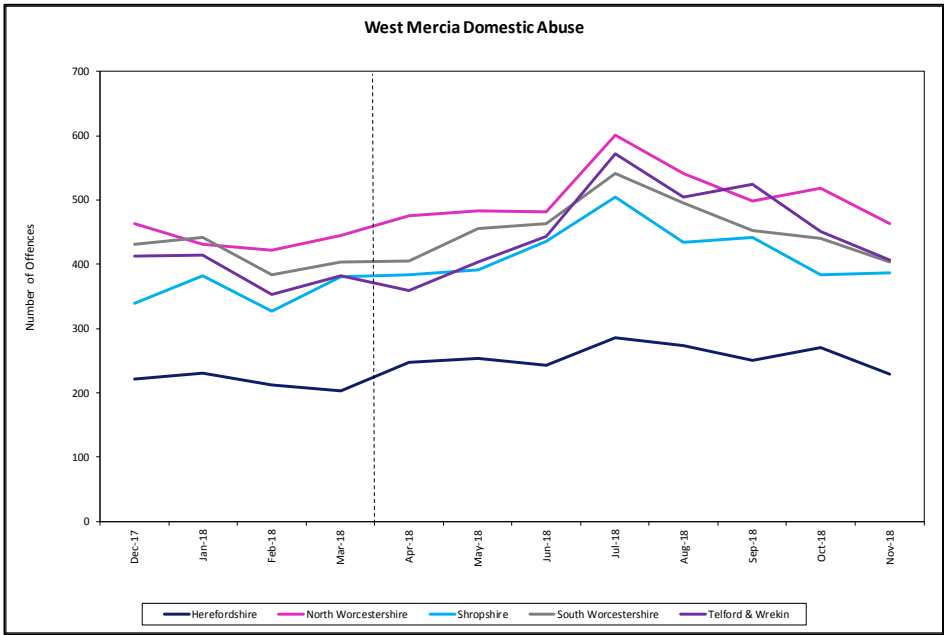
Domestic abuse offences are identified for analysis purposes through the application of appropriate keywords in the crime recording system. In this report we will continue to report on the volume of domestic abuse offences based on the previous month's data as there continues to be a delay in the application of the keyword due to the quality assurance process.

For reassurance, this delay in reporting for performance purposes does not mean that crimes are not being identified as domestic related or that safeguarding referrals are failing to be made to partners.

The force has implemented a 12 point plan for domestic abuse aimed at improving our response to victims of this crime. This references the overarching alliance improvement plan, and reinforces that domestic abuse is a priority starting from the initial contact in OCC through to officer response, custody, victim care and outcomes.

The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of the keyword on relevant offences helps ensure we recognise the vulnerability of victims and we apply the appropriate level of service and support with multi agency partners.

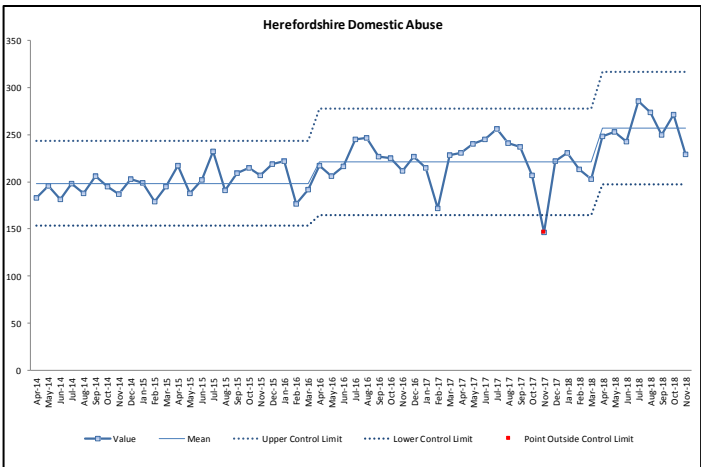




1,891 domestic abuse offences & crimed incidents were recorded in November, an 8% reduction compared to the previous month (2,065) and below the monthly average (2,069).

Reduced volumes were recorded across all policing areas last month with the exception of Shropshire which was consistent with the previous month.

In Herefordshire this is the 8th consecutive month that volumes have remained above the monthly average. The monthly average has therefore increased from 221 to 257 offences.

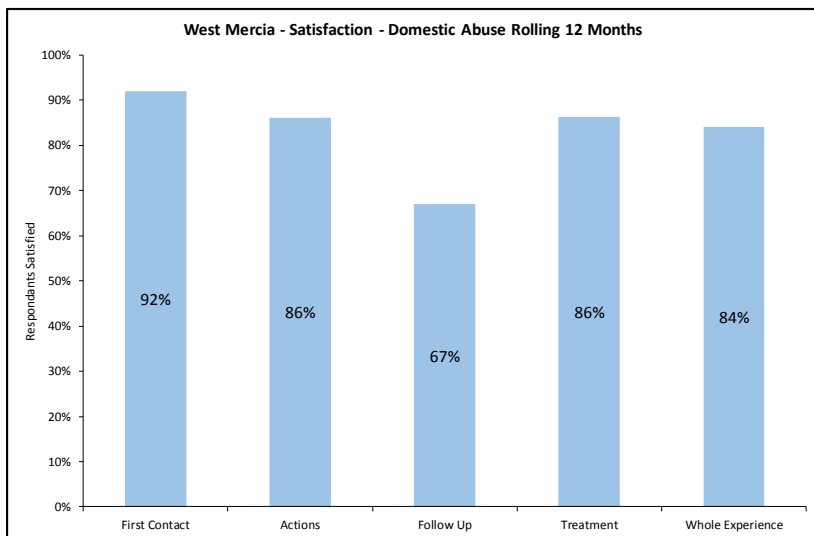


From January 2019 all front line officers will receive domestic abuse training under the banner of DA Matters. This may lead to an increase in recorded volumes of DA, as well as closely associated offences of harassment, stalking and coercive behaviour.

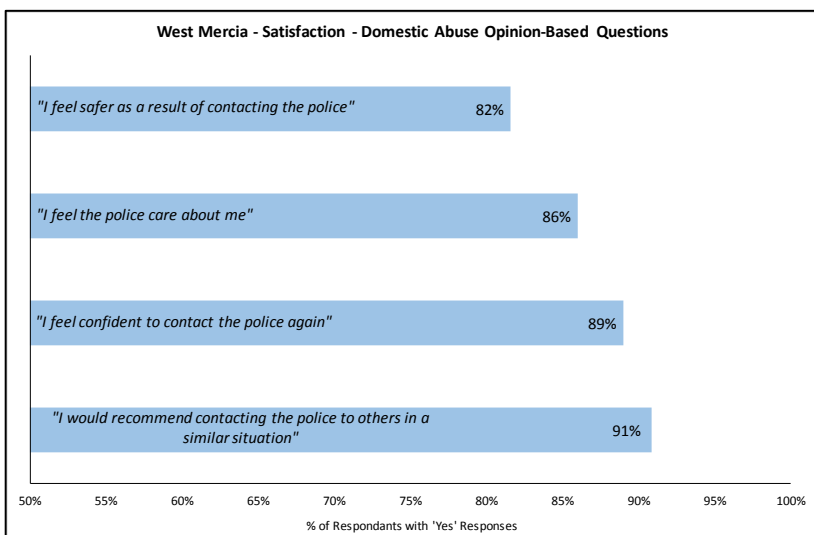
Victim Satisfaction - Domestic Abuse

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.

Due to the low volume of respondents each month, data is reported on at force level.



	Oct-18	Nov-18	Dec-18
First Contact	92%	92%	92%
Actions	86%	85%	86%
Follow Up	66%	66%	67%
Treatment	86%	86%	86%
Whole Experience	83%	84%	84%



	Oct-18	Nov-18	Dec-18
"I feel safer as a result of contacting the police"	81%	81%	82%
"I feel the police care about me"	86%	86%	86%
"I feel confident to contact the police again"	89%	89%	89%
"I would recommend contacting the police to others in a similar situation"	90%	90%	91%

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)

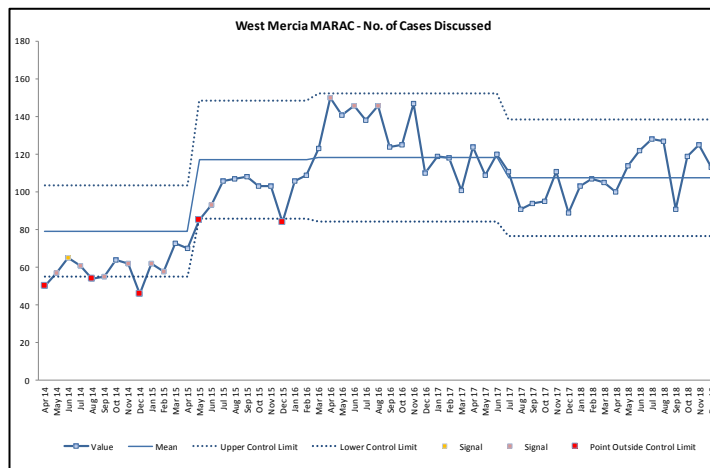
Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat of further violence from the suspect and gives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

	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
West Mercia	19	9	20	19	16	17	10	25	13	15	16	25	23

It is acknowledged that there are a number of other civil orders utilised in relation to Domestic Abuse, and we hope to report on these in future in order that a fuller picture of interventions can be achieved.

MARAC (Multi Agency Risk Assessment Conference)

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.



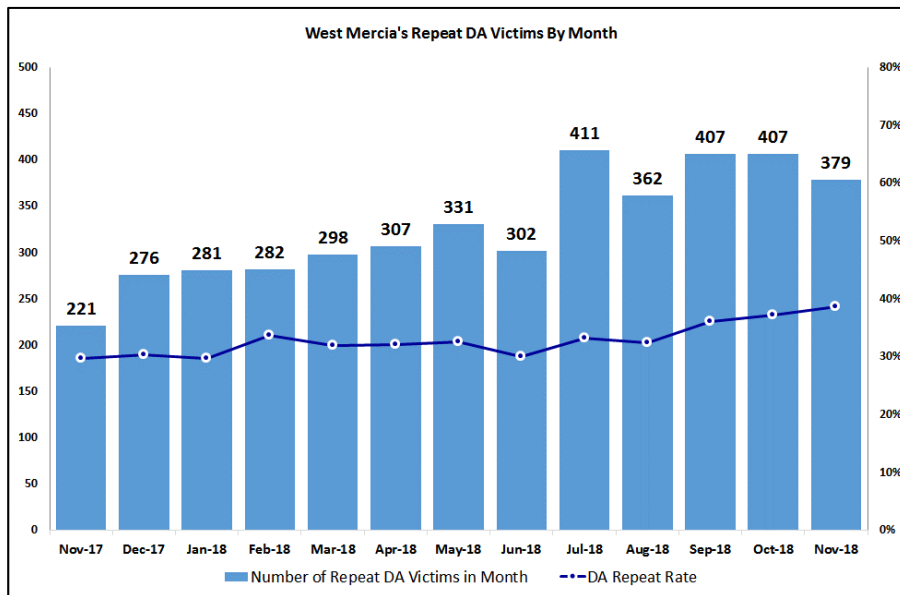
357 cases were discussed at WMP MARACs last quarter (96 repeat cases). This is a slight increase compared to the previous quarter (346) and above the quarter average (339). This was driven by increased volumes of cases discussed across Worcestershire last quarter compared to the previous quarter.

Domestic Abuse Repeat Victimization

As noted in the earlier Repeat Victimization section, due to the delay in linking victim information to an offence, the data presented in this section relates to the previous month (November) to give a more accurate analysis.

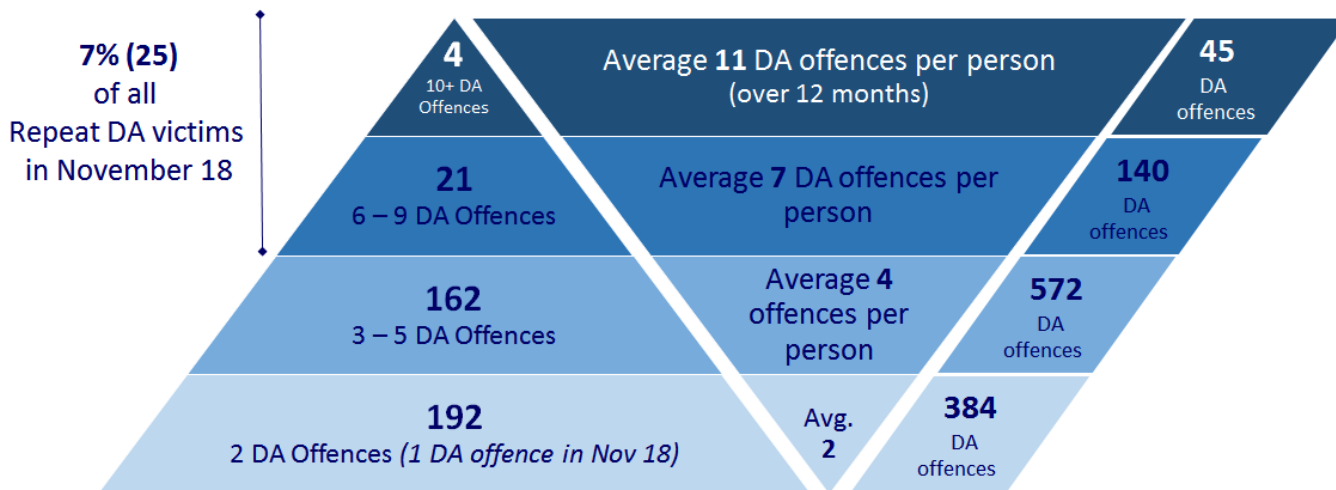
In November, 39% (379) of all DA victims (980) were repeat DA victims (subject to at least one further DA offence in the last 12 months).

This is a volume decrease and an increase in the DA repeat rate from the previous month (407, 37%). The DA repeat rate has grown for the 3rd consecutive month.



58 (15%) of November's repeat DA victims were also a repeat DA victim in October, with 15 individuals (4%) being a repeat DA victim in each of the last 3 months – September, October and November.

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



November's repeat DA victim cohort amounts to 1,141 DA offences recorded in the last 12 months, of which 528 DA offences were recorded in November.

4 individuals have been a victim of 10 or more DA offences each in the last 12 months and they represent 45 DA offences, of which 4 offences were recorded in November.

- 2 Telford & Wrekin DA victim (12 and 10 offences)
- 1 North Worcestershire DA victim (12)
- 1 South Worcestershire DA victim (11).

Child at Risk / Child Sexual Exploitation

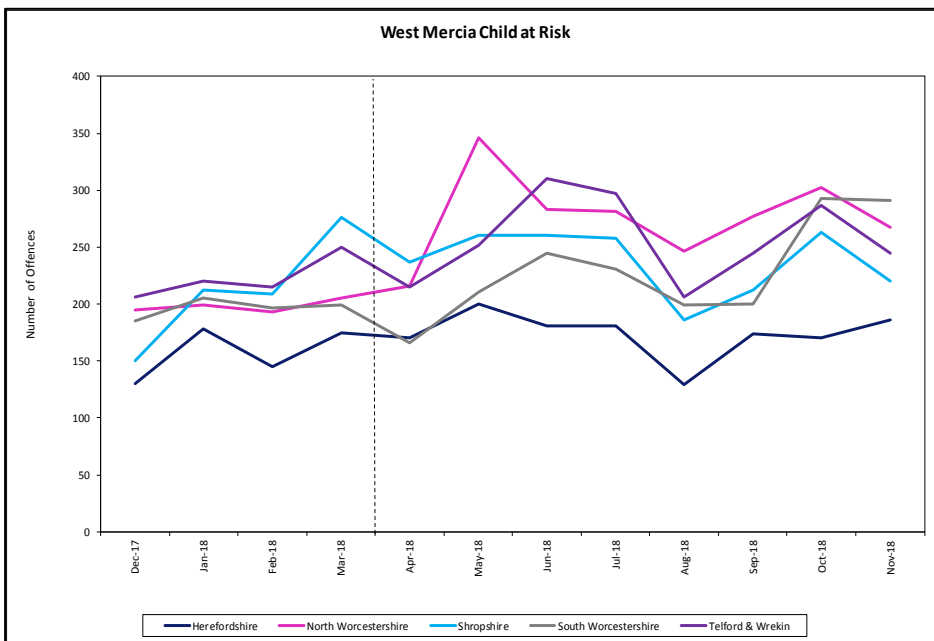
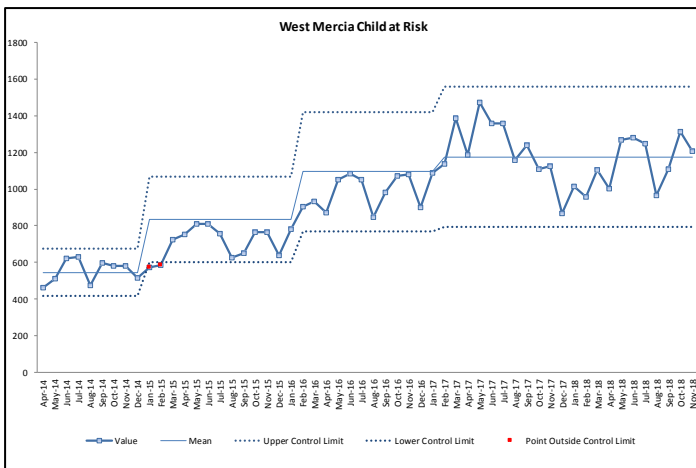
Signs of Improvement would be:

- ❖ 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.

We are reporting on the volume of offences based on November data to give a more accurate analysis.

Child at Risk

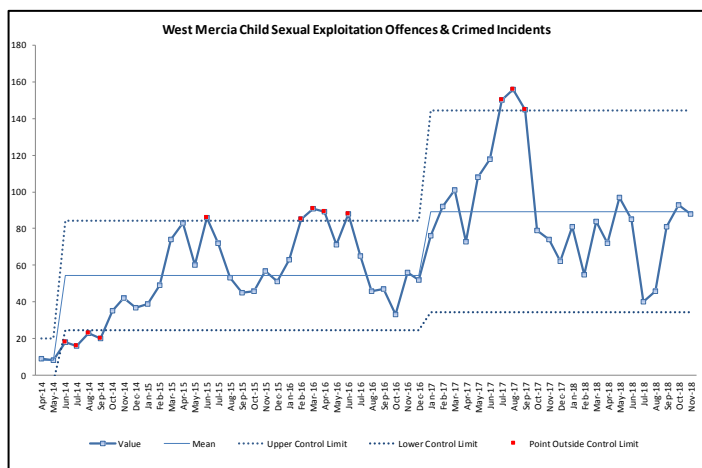


Child at Risk markers were applied to 1,209 offences/ incidents in November. This is an 8% reduction compared to the previous month (1,315) but above the monthly average (1,176).

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

The use of the Child at Risk marker/keyword has decreased by 6% (612) when comparing 18/19 year to month figures to last year.

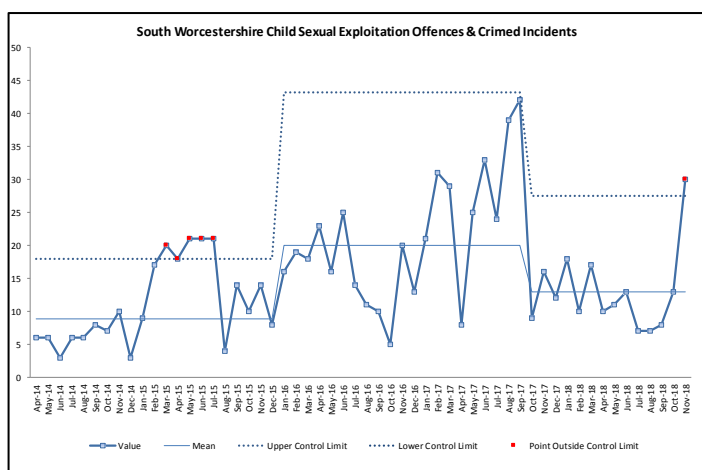
Child Sexual Exploitation (CSE)



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

88 CSE offences/ incidents were recorded in November, a reduction compared to the previous month (93) but in line with the monthly average (89). Exceptional volumes were seen across South Worcestershire last month.

Reduced volumes were seen across all policing areas with the exception of North & South Worcestershire.



30 CSE offences/ incidents were recorded in November across South Worcestershire; a 131% increase compare to the previous month (13) and significantly above the monthly average (13).

This was driven by an increase in the reporting of ‘non recent’ offences.

The use of the Child Sexual Exploitation marker/keyword has decreased by 33% (301) when comparing 18/19 year to month figures to last year.

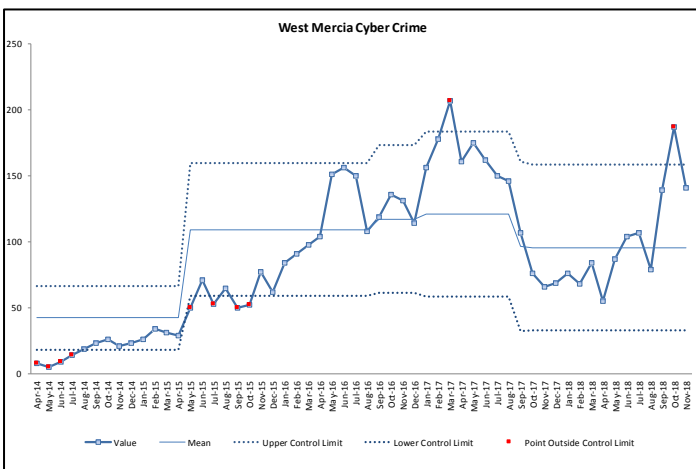
Cyber/ On-line Crime

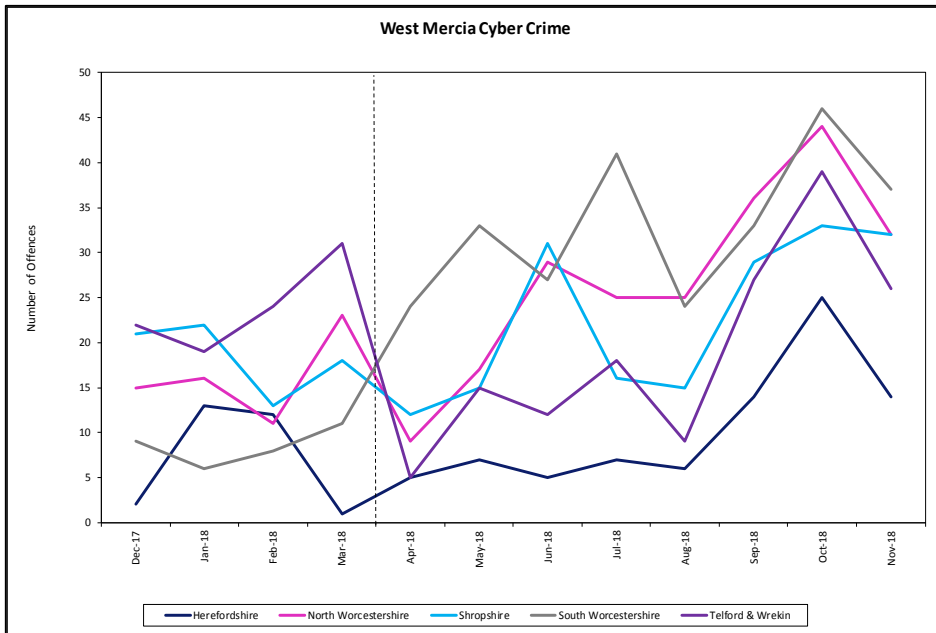
Signs of Improvement would be:
❖ Increased reporting, reflecting greater victim confidence

A marker for cyber crime offences was introduced in April 2014, in order to assist in the identification of such offences. The marker is an internal method of being able to identify those offences with an online presence, including sexual and violence without injury (harassment) offences.

There are concerns currently with the number of reported offences of cyber crime. Again, due to changes in data processing procedures, we are reporting on the volume of offences based on October data to give a more accurate analysis. We are linked in to the Athena management organisation in relation to this, who are trying to develop a solution.

However, the issue for cyber is wider than this, and the Home Office in conjunction the NPCC, are looking at improving the data quality around online crime. Many forces are using different flags, and there is a wide variety in what is being measured. The range of crime, from drugs being sold online, social media offences, through to cyber attacks, emphasise the vast range of what could be flagged as an online crime. It has become clear that the total number of online crimes appears to be under recorded nationally because of the complexities linked to flagging and the number of offences with an online presence. The decision on whether a single or a range of flags is required, and clear guidance on what constitutes online crime is awaited. marker or a range of flags is required, and clear guidance on what constitutes online crime is awaited.



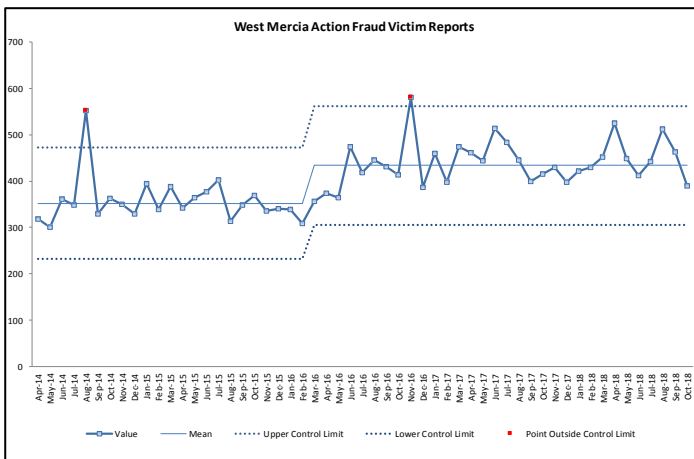


141 offences were flagged as cyber crime in November. This is a reduction compared to the previous month (187) but above the monthly average (96).

Volume reductions were seen across all policing areas last month.

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.



390 Action Fraud victim reports (which exclude company referrals) were recorded in October 2018⁴.

This is a decrease compared to volumes seen in September 2018 (463) and below the monthly average (434).

⁴ Data is only available to November 2018 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

The aims of OCG management are as follows;

- To improve the understanding of the threat posed by Serious Organised Crime
- To increase opportunities for collaboration between forces and partner agencies via SOC Joint Action Group (SOCJAG)
- To firmly establish SOC / OCG management and accountability as part of daily business across all policing functions.
- To broaden interventions across all 4Ps (Pursue, Prevent, Protect, Prepare).
- To establish an effective OCG / SOC – lifetime offender management (LOM) process to include more effective exploitation and management of ancillary orders such as Gang Injunctions / Financial reporting / SCPO etc.

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

As at December 2018, there were 25 active and a further 17 archived OCGs across West Mercia. 18 of these are managed by West Mercia local policing areas.

OCGM - @ December 2018		Here.	N Worcs	S Worcs	Shrops	Telford	SOCU / ECU / FIB	TOTAL	
OCGM	Tier of Response	Tier 1						0	
		Tier 2	2	2	1	1	1	2	9
		Tier 3	1	1	2	1	3	2	10
		Tier 4					3	3	6
		Total Active OCGs	3	3	3	2	7	7	25
		Total Archived OCGs	0	5	3	2	2	5	17
	Primary Crime Type	Drugs	1	3 (3)	2	2 (1)	6 (1)	4 (5)	28
		Economic Crime						2	2
		Money Laundering							0
		Sexual Offences		(1)	(1)		(1)		3
		MSHT							0
		Acquisitive Crime	1	(1)	1 (2)	(1)		1	7
		Firearms							0
		Violent Crime					1		1
	Counterfeit Goods	1						1	

The following table indicates disruption activity against the West Mercia OCGs. This activity includes seizing vehicles and cash and detaining individuals.

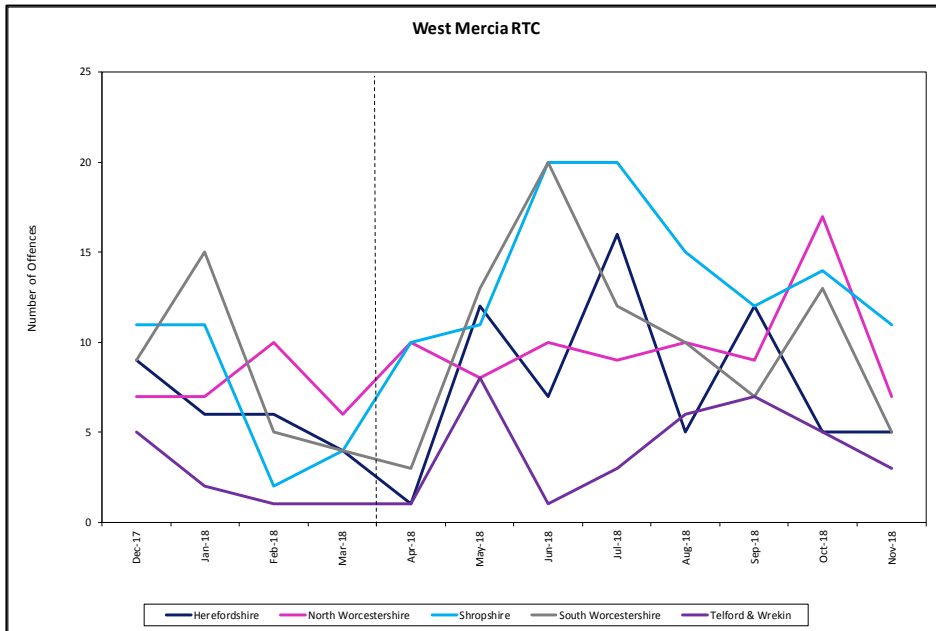
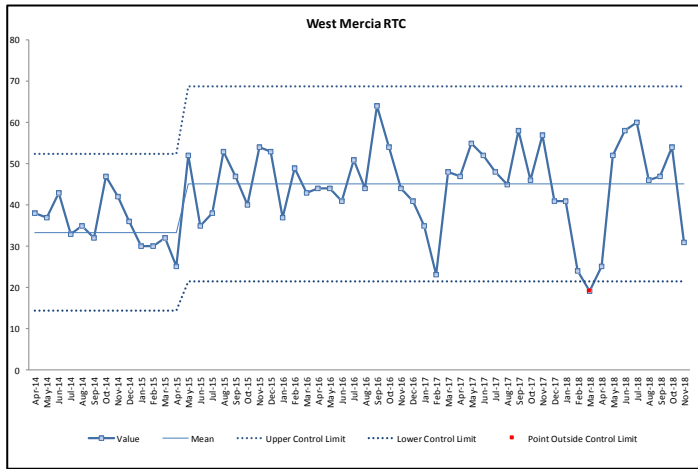
West Mercia OCGMs			Q1 18/19					Q2 18/19					Q3 18/19				
			Maj.	Mod.	Min.	None	Total	Maj.	Mod.	Min.	None	Total	Maj.	Mod.	Min.	None	Total
Disruptions	Judicial Outcomes	Arrests	0	0	5	0	5	0	7	5	0	12	0	4	9	0	13
		Charge	0	0	3	0	3	0	7	2	0	9	0	3	6	0	9
		Convictions	0	0	8	0	8	0	2	1	0	3	0	1	2	0	3
	Recoveries / Seizures	Cocaine / kg	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Heroin / kg	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Other class A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Other class B	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Guns seized	0	0	0	0	0	0	0	0	0	0	0	3	0	0	3
	Ammunition rounds seized	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Safeguarding	No. adults safeguarded	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0
No. children safeguarded		0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	

A more detailed SOC performance framework document is discussed with the OPCC on a quarterly basis.

Road Traffic Casualties

Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



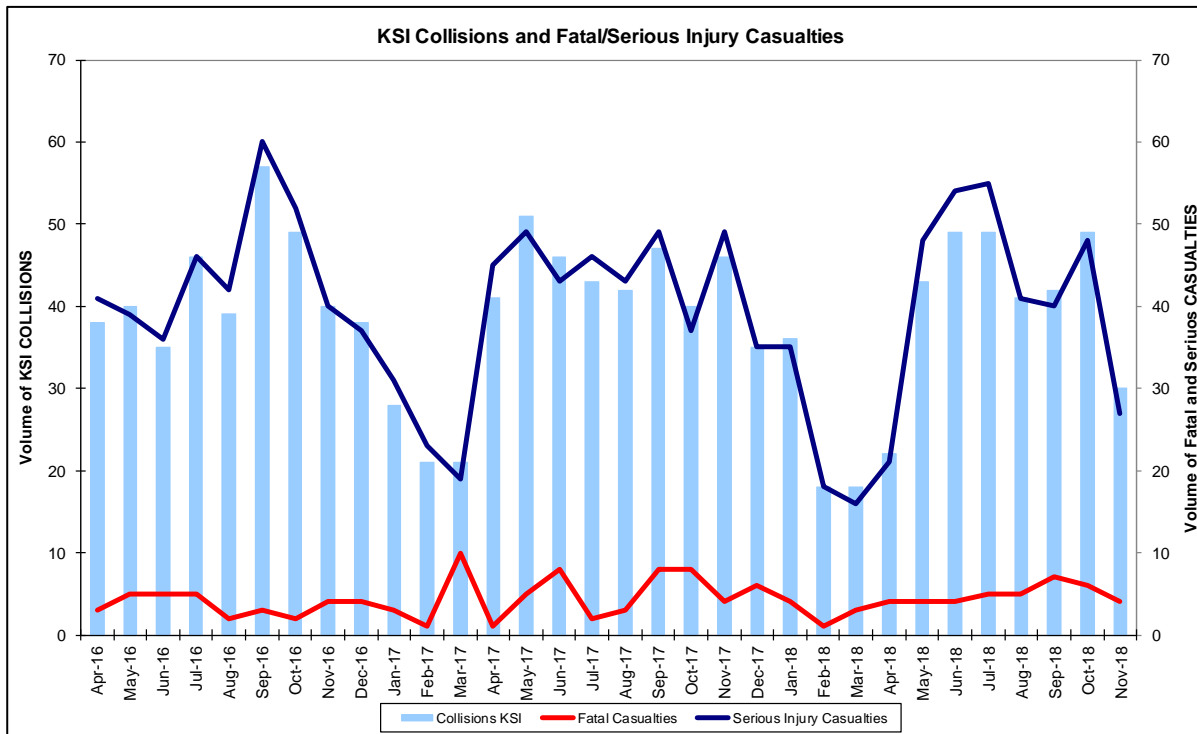
In the last quarter⁵ there were 15 road deaths. This included 7 car drivers, 4 pedestrians, 2 cyclists, 1 motor cyclist and 1 car passenger,

5 fatalities occurred in Shropshire, 5 North Worcestershire (1 on the motorway), 3 in South Worcestershire, 1 in Herefordshire 1 in Telford & Wrekin.

In October & November over two thirds (66%) of all fatal and serious injury casualties were car drivers or passengers. 14% were on motorcycles, 13% were in goods vehicles and a further 4% were pedal cyclists.

⁵ 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 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.

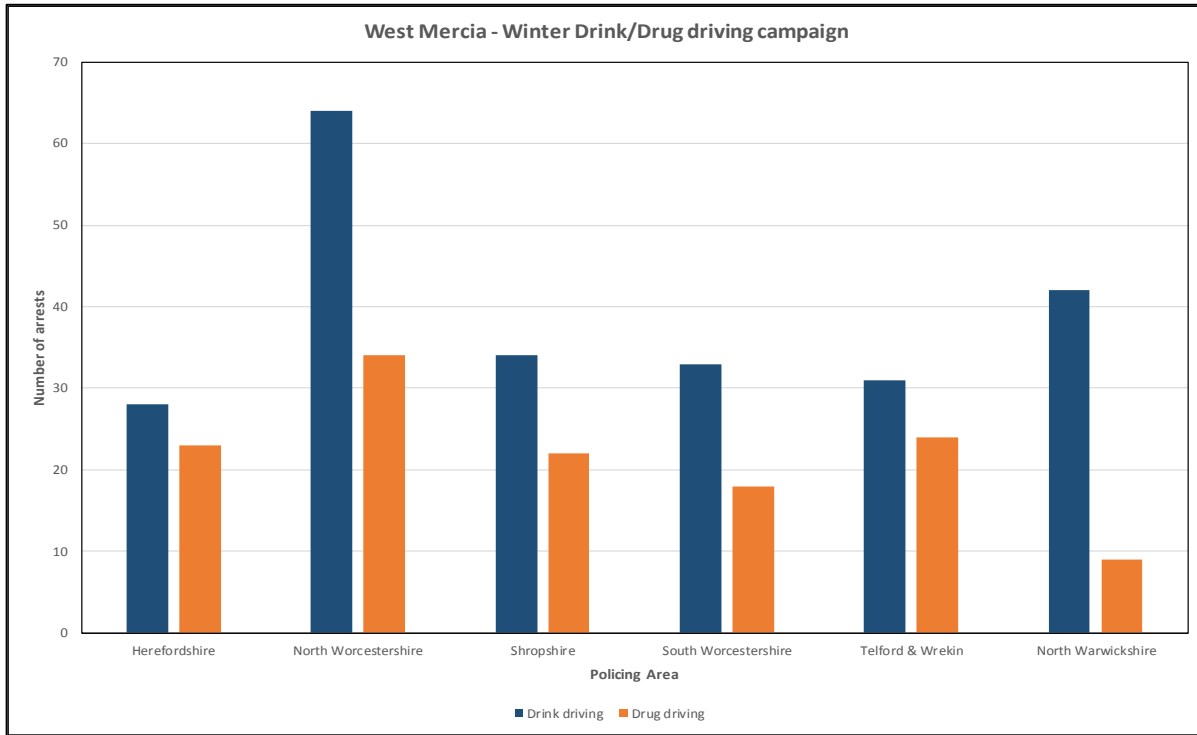
Speed enforcement operates through fixed and mobile enforcement cameras at 163 sites across West Mercia. 68,099 offences have been recorded from April to November 2018.

Activity currently being progressed includes a series of force wide roads policing enforcement operations, in conjunction with the Motor Insurance Bureau; a series of media campaigns targeting driver attitude; a refreshed focus on the ‘Fatal 4’ (Speeding, Seat Belts, Drink/Drug Driving and Mobile phone use); and a robust Local Policing performance framework to drive roads policing activity.

Winter Drink/ Drug Driving Campaign

The winter drink/drug driving campaign resulted in a total of 311 arrests across West Mercia - 190 for drink driving and 121 for drug driving. This is almost a fifth (19%) higher than the arrests in 2017 (262).

The chart below provides a breakdown of the 2018 campaign arrests by policing area.



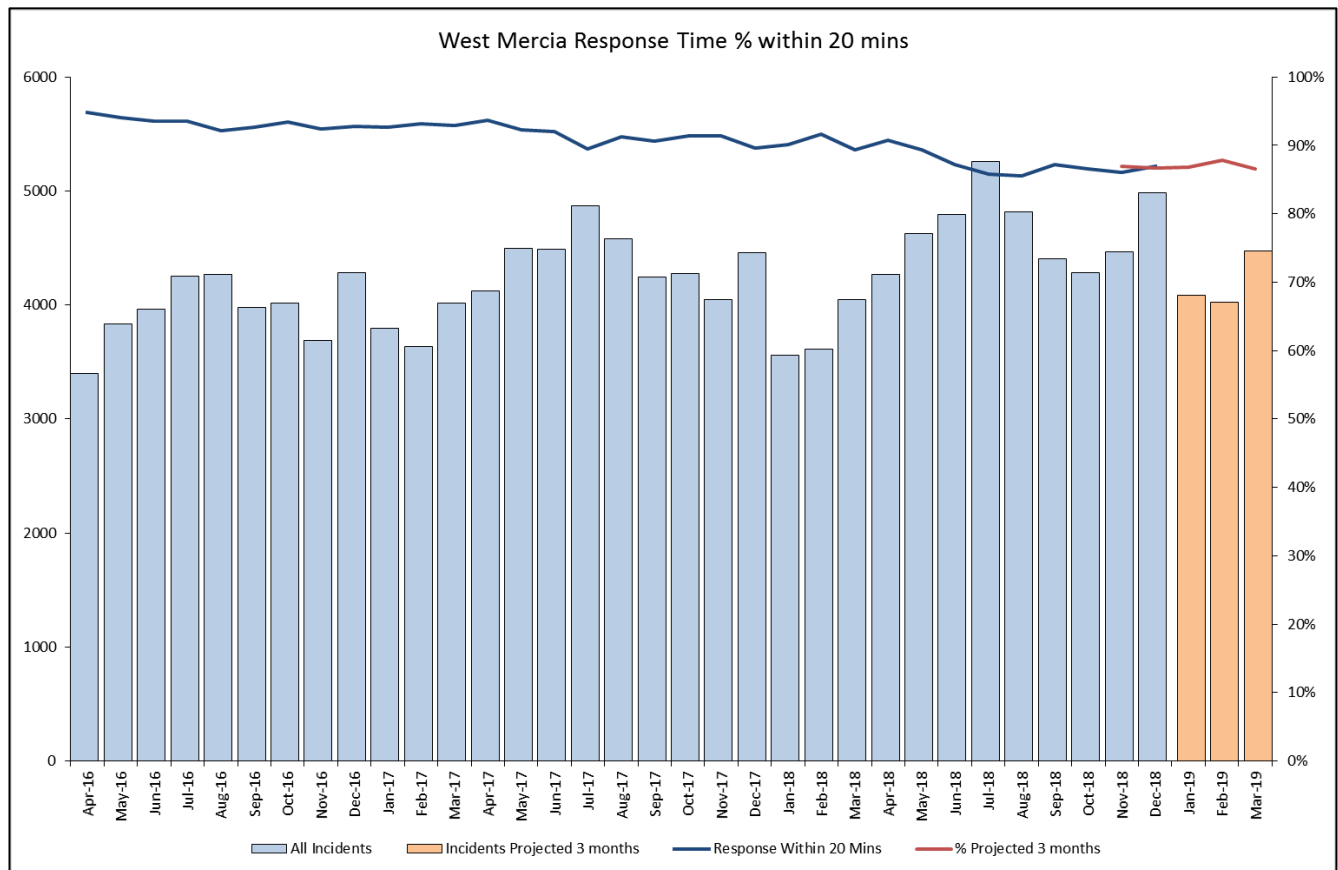
Response Times to Emergency Incidents

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

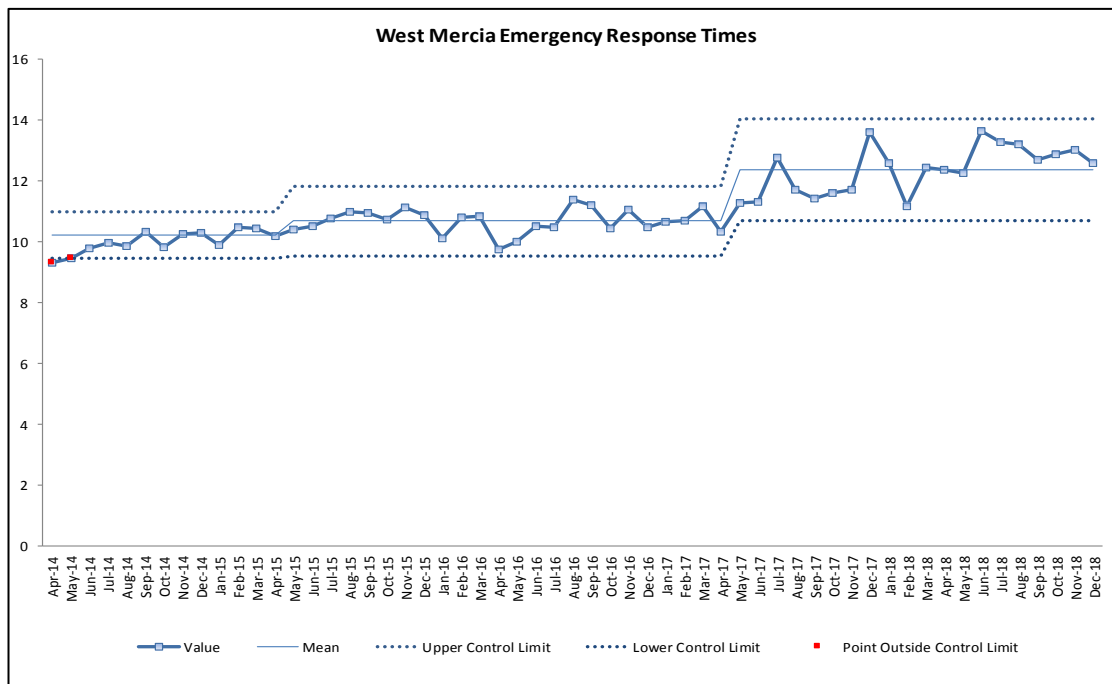
The force managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator, the quality of the response is also important and this information should be considered in conjunction with user satisfaction performance.

The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by West Mercia as a minimum standard.

13,734 emergency incidents were recorded in the last quarter; a reduction of 5% compared to the previous quarter (14,489). Almost 9 out of 10 (87%) emergency incidents were attended within 20 minutes and in the last quarter. Performance is lower than the same time last year, however data for December is showing an improvement after a downward trend for the last 3 months.



The current average response time for emergency incidents is 12 mins 36 seconds, a decrease compared to the previous month but above the monthly average (12 mins 24 seconds).



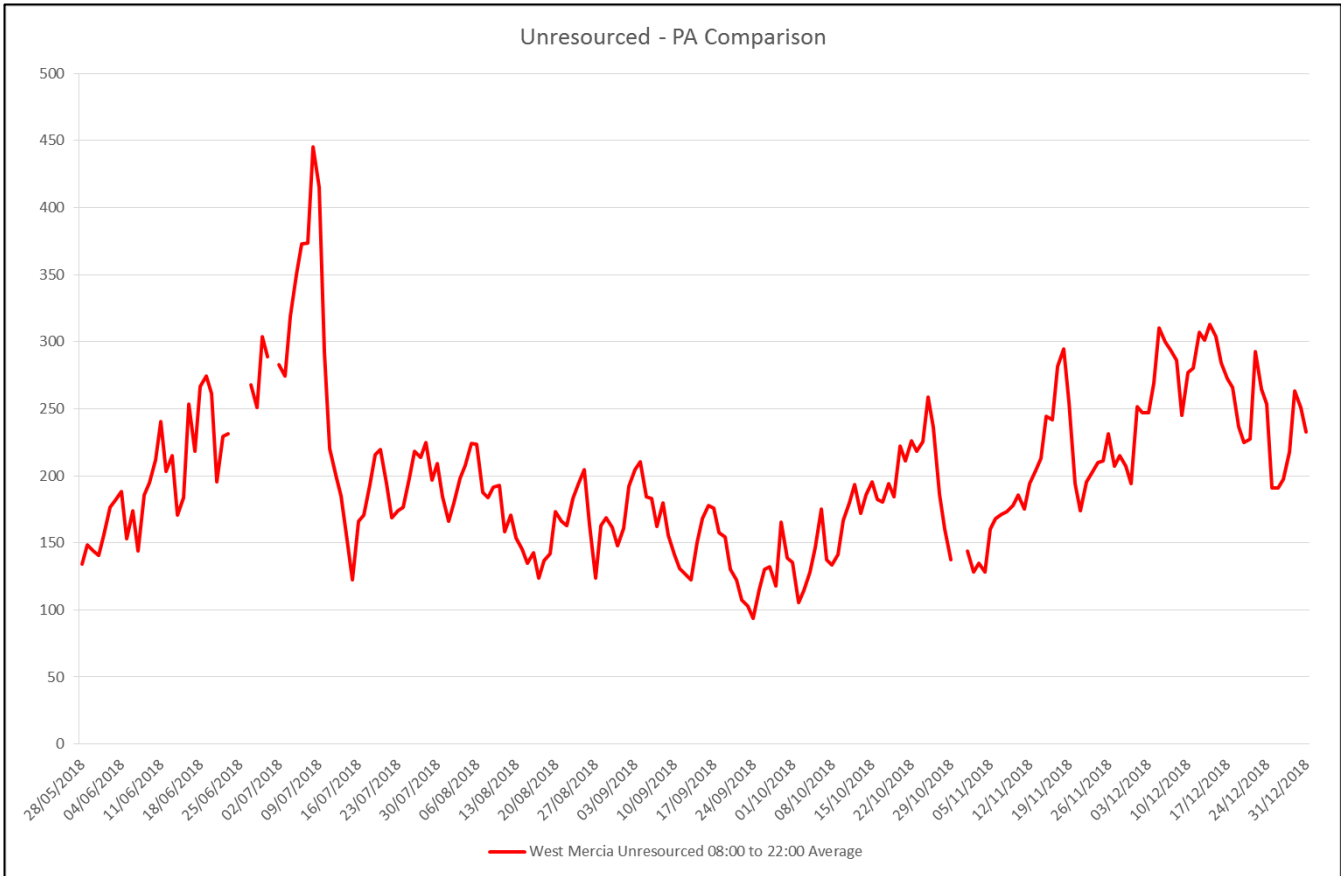
NB: from April 2016 we have been able to produce a more accurate data set

There is a range of activity in place that we expect to have a positive impact on response times. Following feedback, we have altered the shift patterns across our patrol and OPU teams that will better match demand. It also recognised that the additional resources that are currently being recruited to will positively impact on response times.

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.



After a period of stability from July to September, volumes of unresourced have been on a general upward trend from October.

Activity is currently being undertaken with the OCC and Local Policing to understand and address the volumes of unresourced figures across the force.

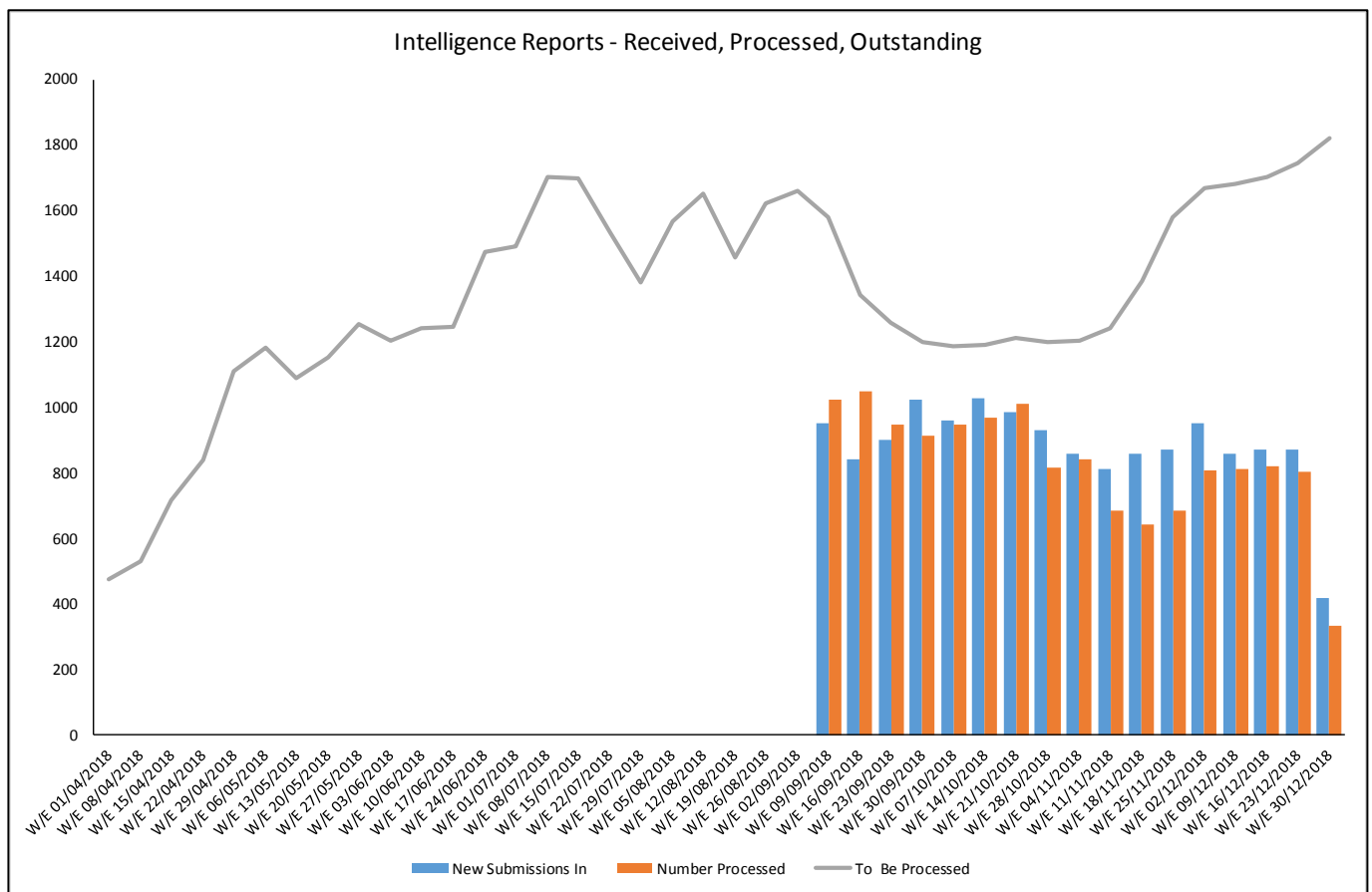
Outstanding Intelligence Reports

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 reached their highest level in December (1,820 W/E 30/12/2018) and are showing an increasing trend since November.



This will be subject to a discussion with ACC Wessell and other senior colleagues in looking at how this is managed in the future.

Criminal Justice – File Quality

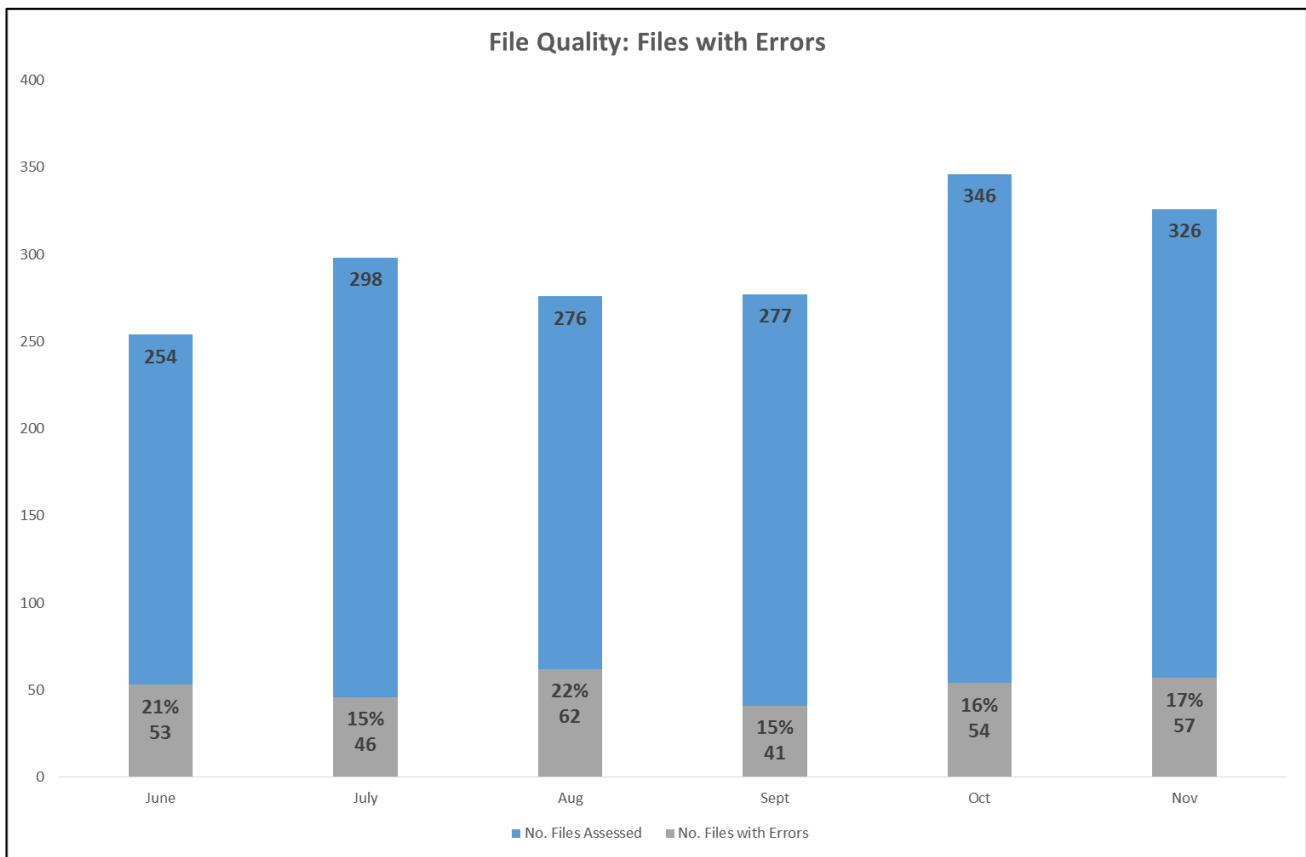
Signs of Improvement would be:
 ❖ Improved performance against MSG forces

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.

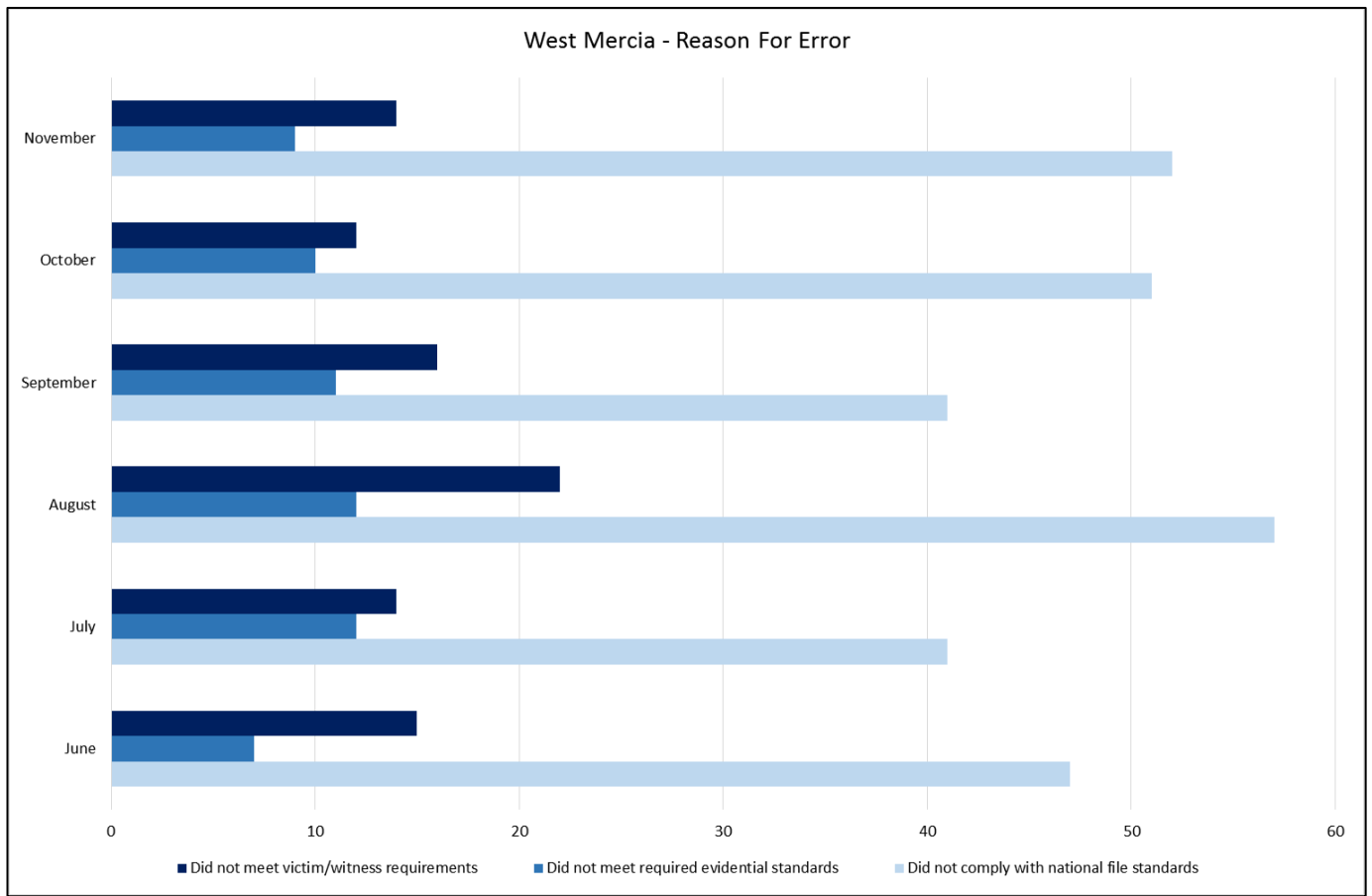
The following chart shows the volume of files that were reviewed by CPS and the proportion of those which they deemed to have errors.



In November, 17% of files reviewed had errors

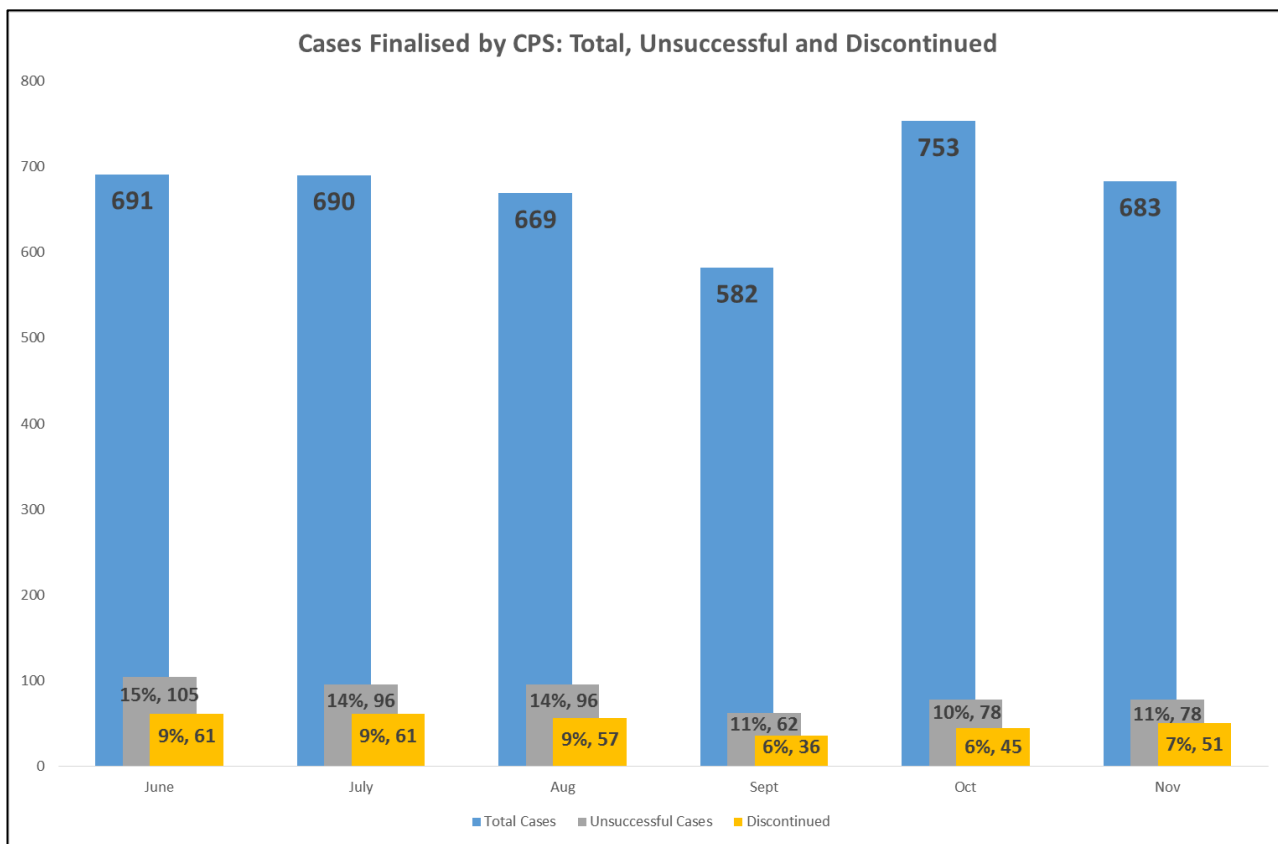
	June	July	Aug	Sept	Oct	Nov
Herefordshire & North Worcestershire	19%	12%	17%	13%	13%	15%
Shropshire including Telford	31%	15%	39%	24%	15%	14%
South Worcestershire	12%	22%	17%	9%	24%	29%
West Mercia	21%	15%	22%	15%	16%	17%

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

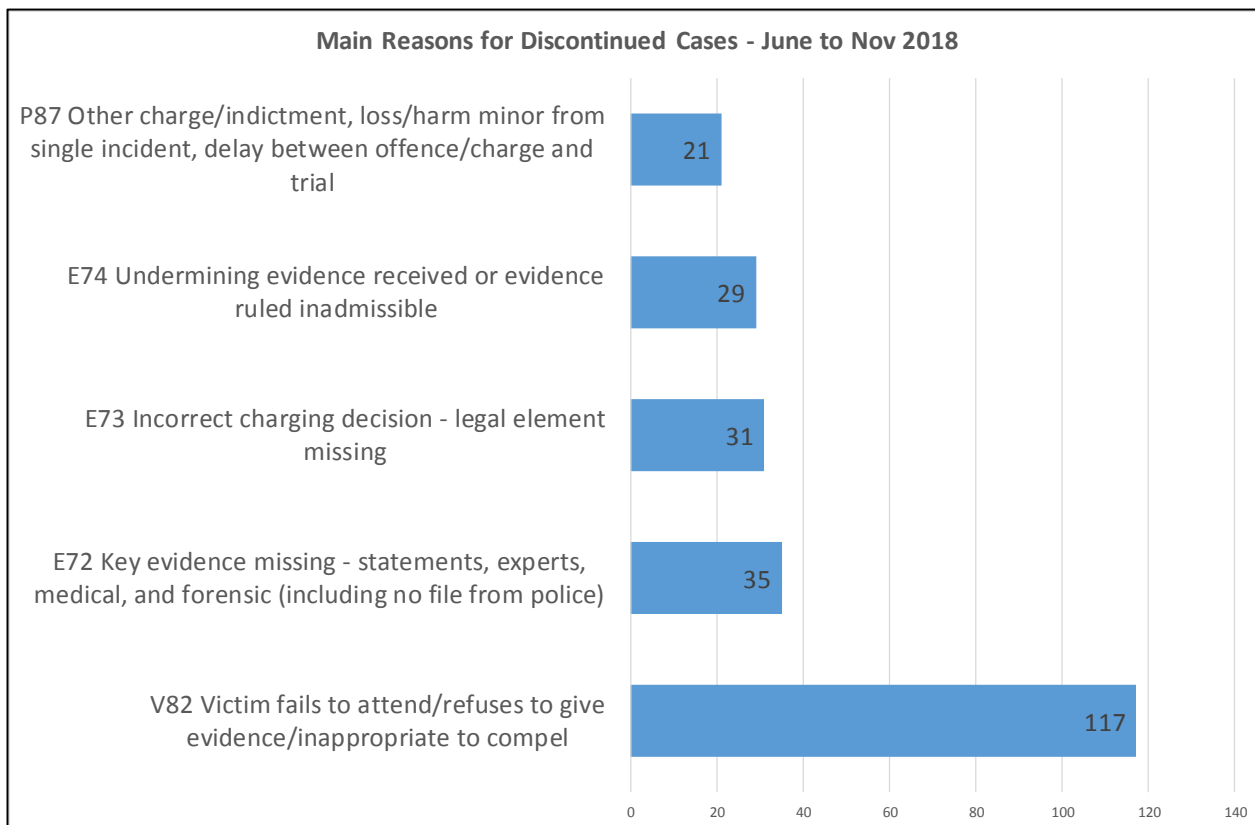


Charging Outcomes / Discontinuance

The following chart shows the cases that have been finalised by CPS each month. It shows how many of these were deemed to be unsuccessful, and of these how many were unsuccessful due to discontinuance.



CPS discontinued these cases for 30 differing reasons, the top 3 are shown below.



Implementation of File Builder

The preparation of post charge files has changed (as of 15th October 2018). In summary, the expected business benefits are in the key areas of increased efficiency, improved performance and improved health and wellbeing of our staff.

The change was vital given the high levels of overtime being incurred, increase in hours worked and issues with timeliness and quality of files submitted to CPS. This has led to health and wellbeing concerns for our staff which cannot be ignored. The new process will enable us to move forward to full digital remand file on 28th January 2019, which could not have been considered prior to providing File Builder to officers. A further benefit has been the reduction in demand on front line staff for file submission; especially as more than one officer can work on a file in File Builder at any one time.

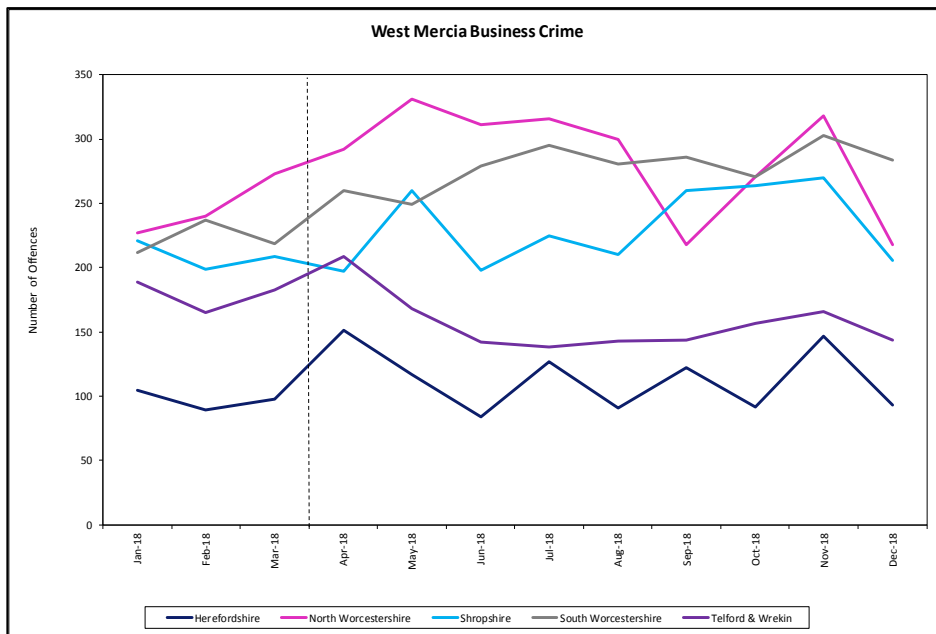
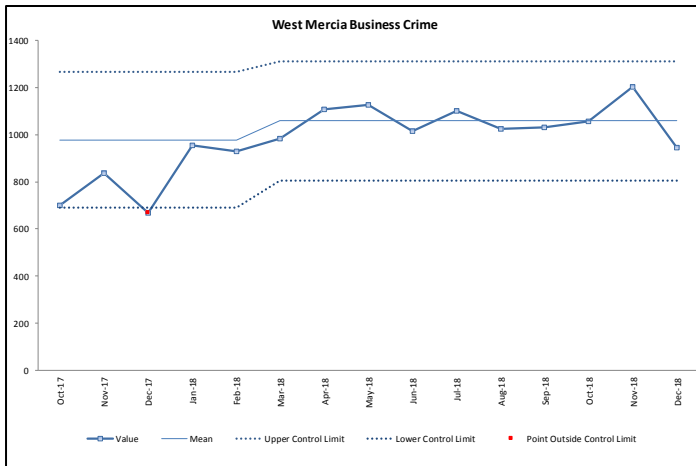
The introduction of a more user friendly file build system should help to significantly improve file quality and criminal justice performance by removing 'user-error' factors which negatively impact on our overall compliance rates. It is expected that the time to build files will reduce significantly which will free up officer time and reduce the burden placed in them.

The improvements have been recorded in the CJ Dept since October with a 100% success rate where officers are using File Builder and saving in the correct drive at post charge stage and the pre-charge file was successfully sent to CPS.

Reassuring West Mercia

Business Crime

Signs of Improvement would be:
Stable volumes of recorded crime

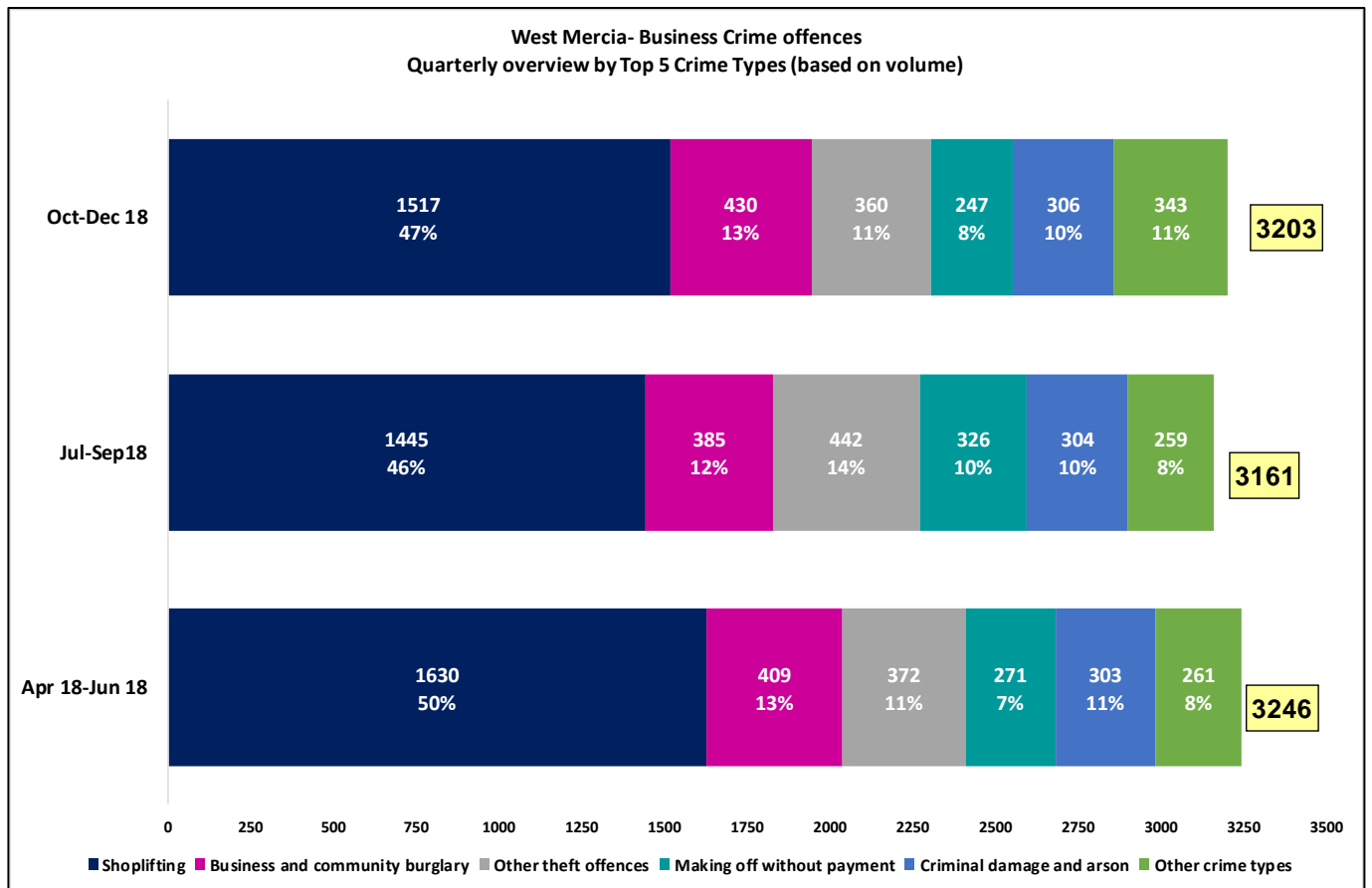


Business crime is now identified by the application of a keyword. The charts only shows data from October 2017 as data prior to this is not directly comparable.

3,204 business crimes were recorded in the last quarter, a 2% increase on the previous quarter (3,156) and above the quarter average (3,119). In the last quarter volumes have remained above the monthly average for 8 consecutive months across West Mercia therefore the monthly average has increased from 979 to 1,059 crimes per month.

Increased volumes were seen across Shropshire and Telford & Wrekin. Volumes had been increasing since the introduction of Athena, but the stable volumes this quarter could suggest that recorded volumes have reached a representative level of offences committed.

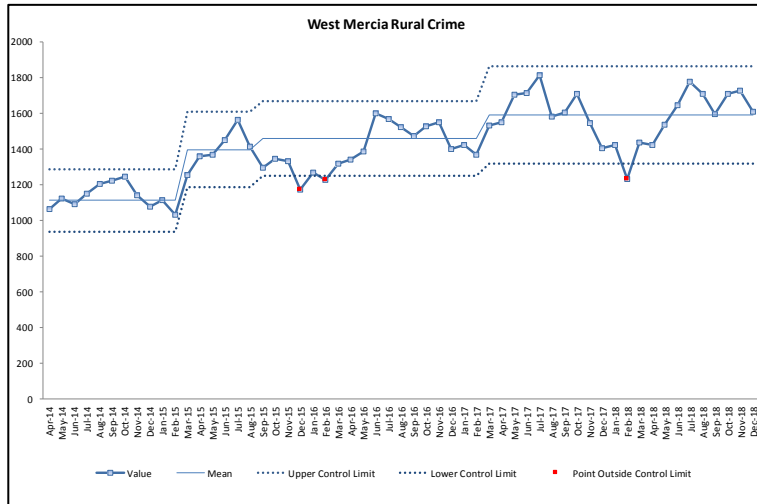
The chart below shows the top 5 'business crime' offence types for West Mercia, ranked by number of offences with percentage share of total business crime by quarter. The chart shows that Shoplifting fell in this quarter, but Other theft offences and Making off without payment offences increased.



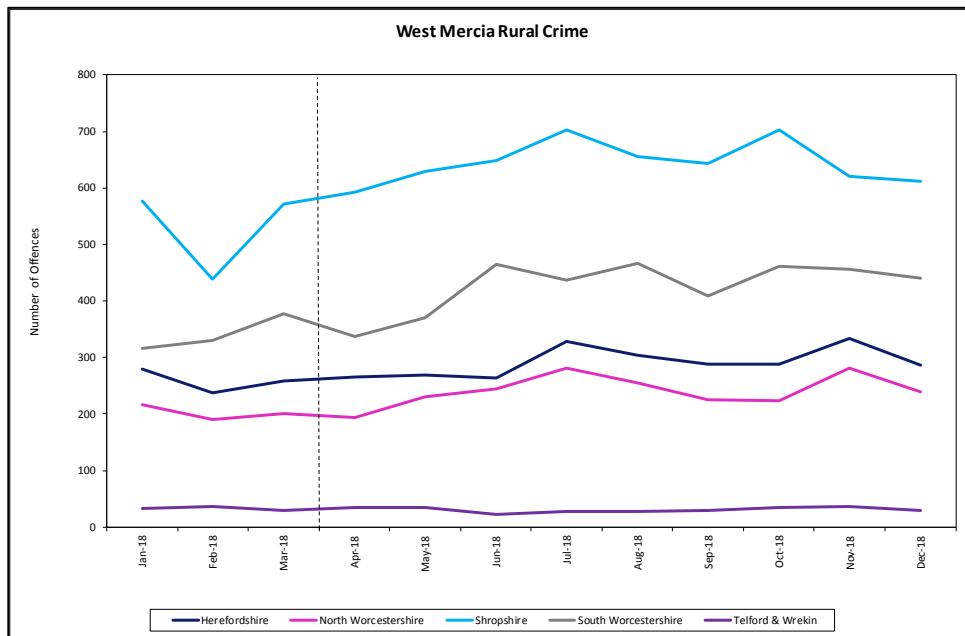
Rural Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

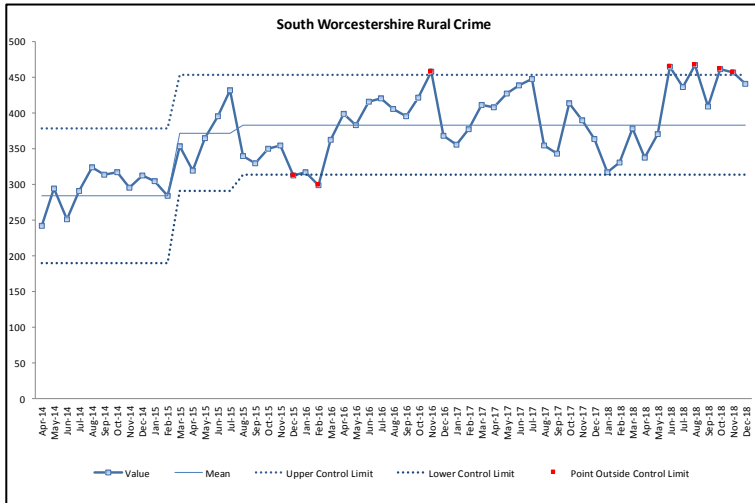


Rural crime offences are a subset of total recorded crime and are identified by their geographical location⁶.



5,047 rural offences were recorded across West Mercia last quarter. This is a small decrease on the previous quarter (5,081) but higher than the quarter average (4,707). Monthly volumes across all policing areas have been within expected levels throughout the quarter, with the exception of South Worcestershire which saw exceptional volumes in October and November.

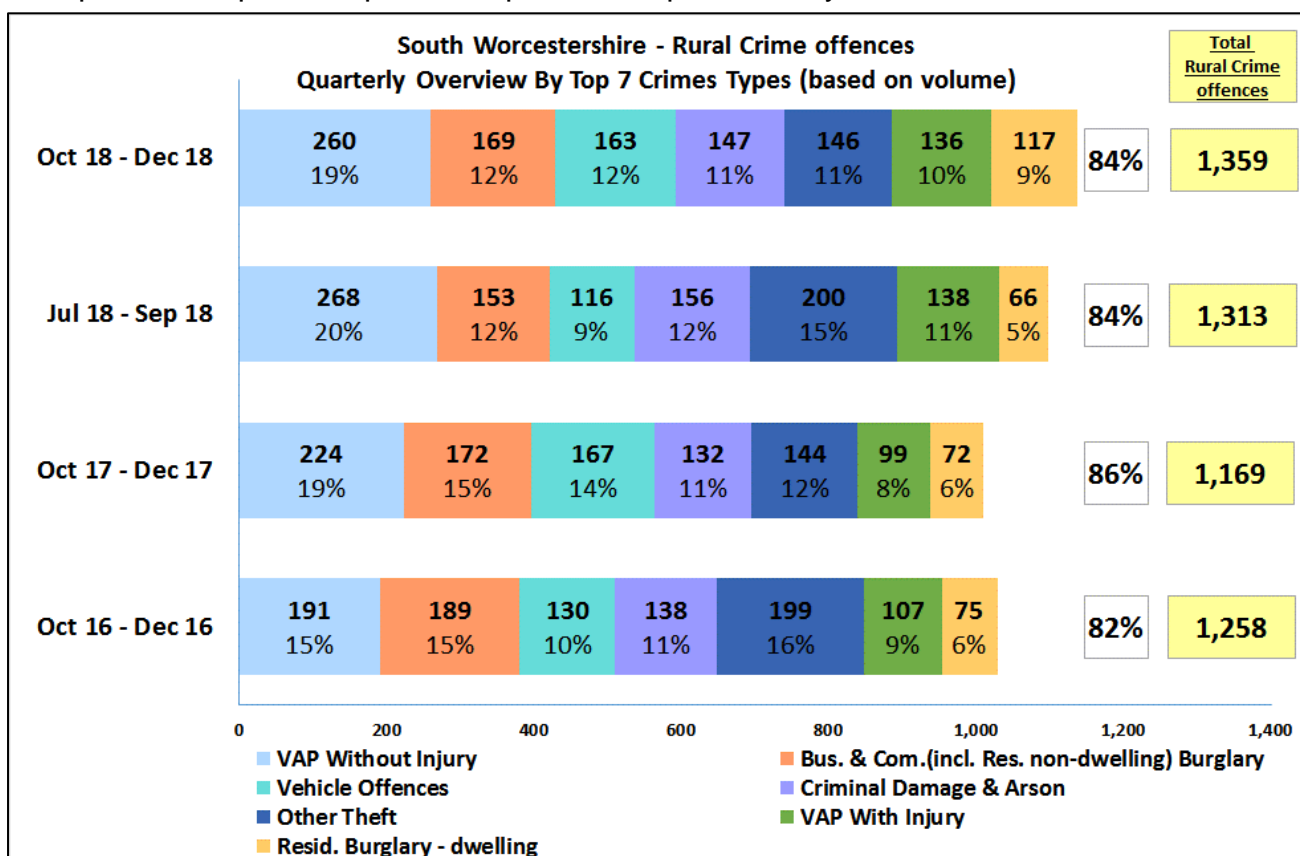
⁶ Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification



1,359 rural offences were recorded in the last quarter across South Worcestershire; a 4% increase compare to the previous quarter (1,313) and significantly above the quarterly average (1,218).

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

This chart shows the top 7 'rural crime' offence types for South Worcestershire ranked by number of offences with percentage share of total rural crime broken down by crime type for the last quarter compared to previous quarter and previous 2 years.



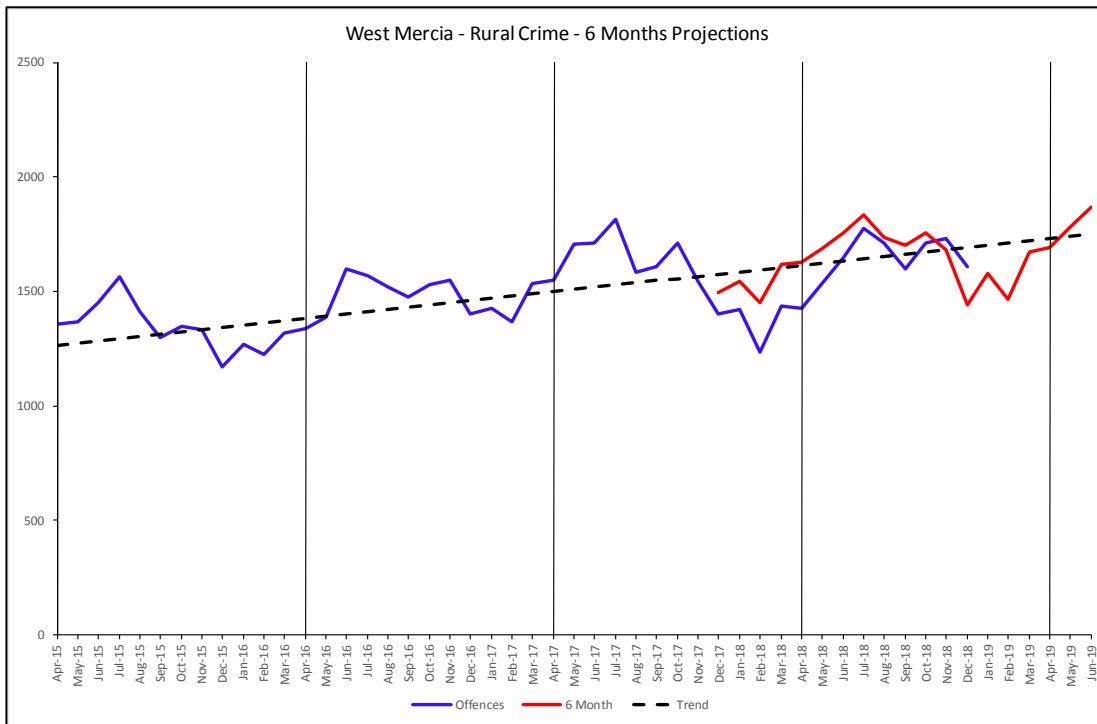
The top 7 'rural crime' offence types represent 84% of all rural crime offences in this last quarter, the same proportion as the previous quarter (84%).

Vehicle crime in rural locations across South Worcestershire has increased by 41% from 116 offences recorded in the previous quarter to 163 in this last quarter.

Residential burglary-dwelling offences in rural locations across South Worcestershire have increased by 77% from 66 offences recorded in the previous quarter to 117 in this last quarter.

The proportion of violence with injury offences has increased in both recent quarters when compared to the equivalent quarter (Oct-Dec) in the two previous financial years.

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



Reforming West Mercia

Sickness

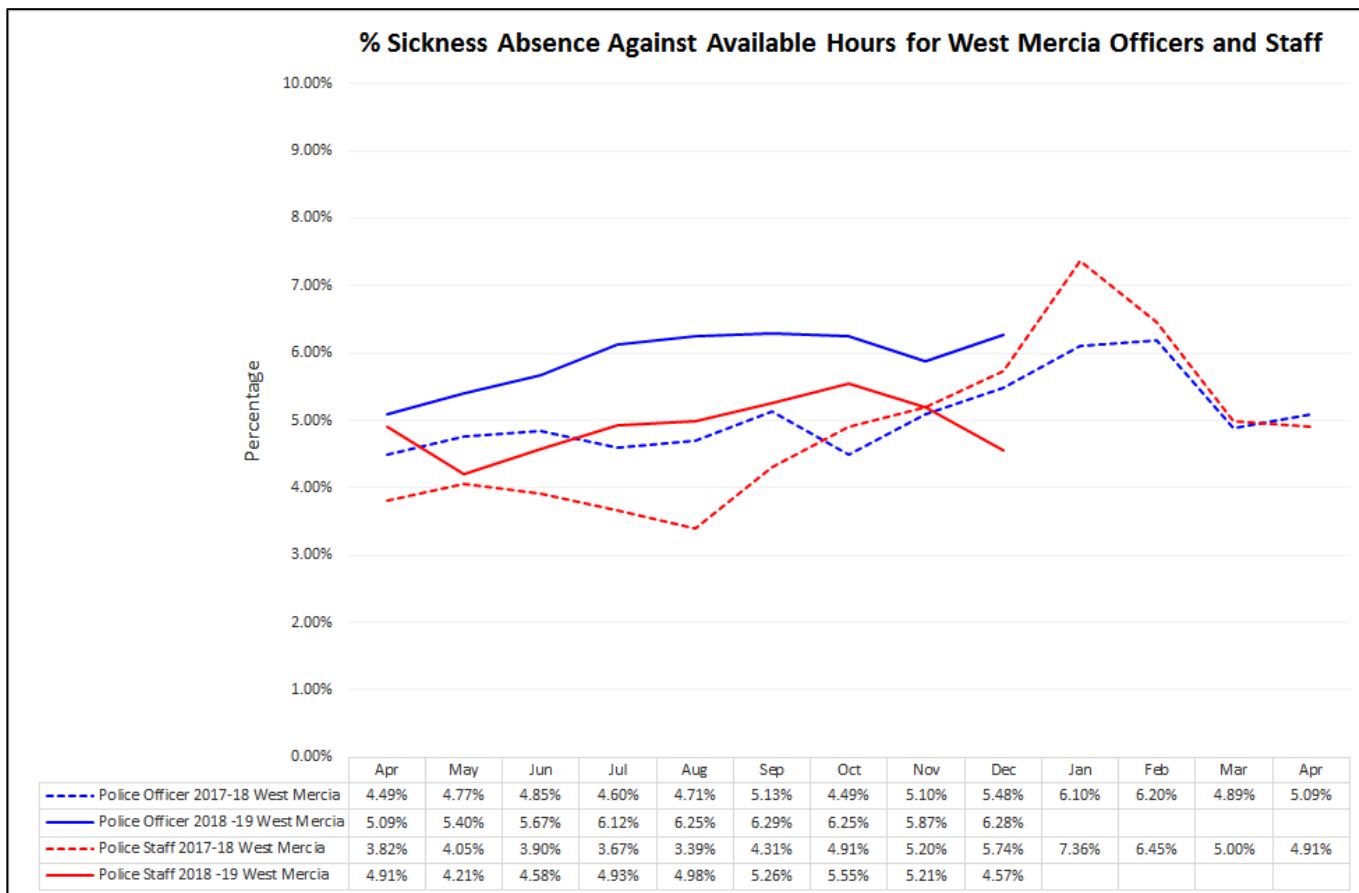
Signs of Improvement would be:

- ❖ 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 6.28% for Officers, an increase from 5.87% in November and higher than the equivalent month in 2017/18 (5.48%). For Staff, the average percentage of hours lost in December is 4.57% which is a decrease from 5.21% in November and lower than the equivalent month in 2017/18 (5.74%).

In the last quarter, Officer sickness has decreased to 6.13% compared to the previous quarter (6.22%) and is higher than the same period last year (5.02%). For Staff, the average percentage of hours lost in the last quarter is 5.11%, an increase compared to the previous quarter (5.06%) and is lower than the equivalent quarter last year (5.28%).



Health & Wellbeing Board

The Health and Wellbeing board within West Mercia is now developed, and moving into 2019 it will concentrate on the key areas of demand, resources and recruitment, ensuring comprehensive plans are place for all areas. It is understood that each of these has a significant impact on the overall health and wellbeing of our workforce.

Complaints

Signs of Improvement would be:

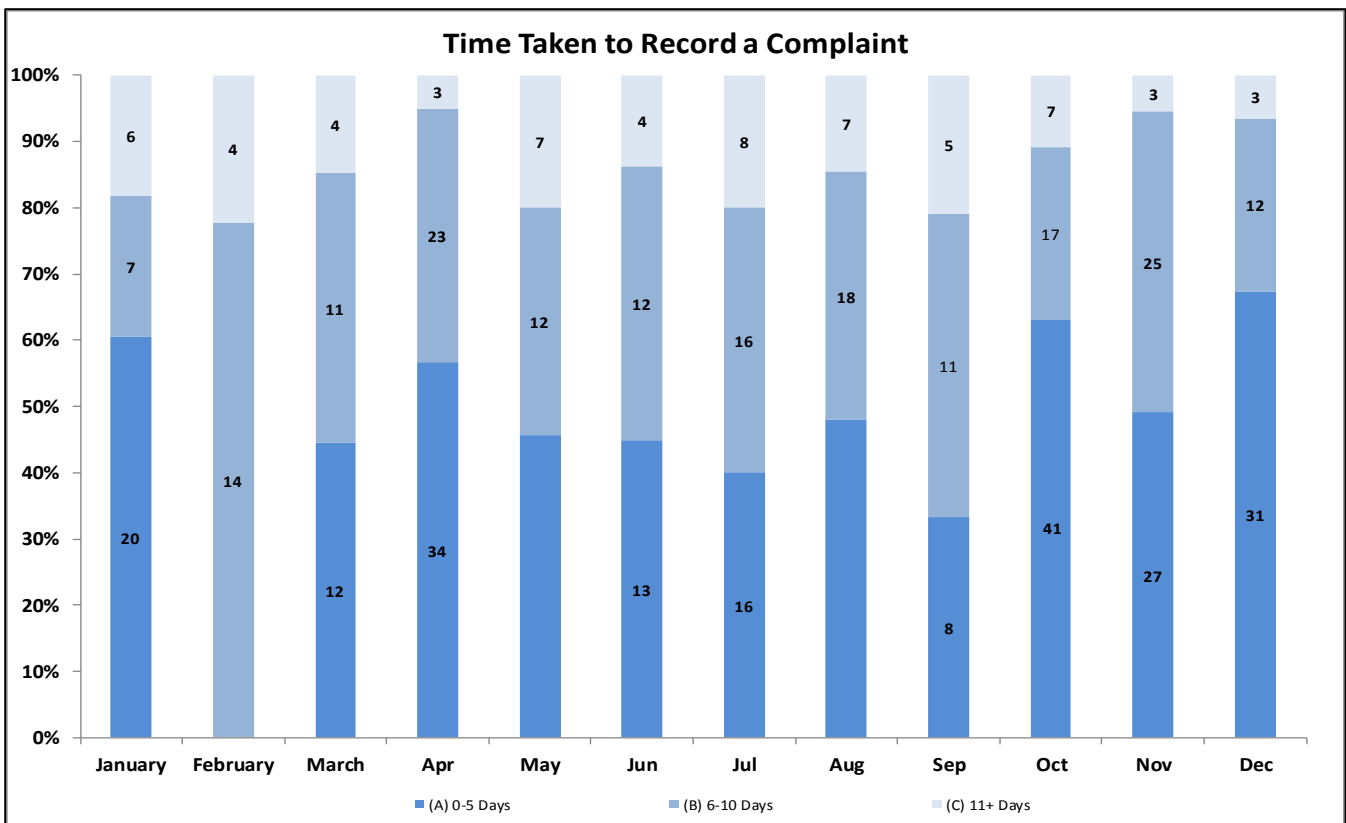
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction of incivility

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

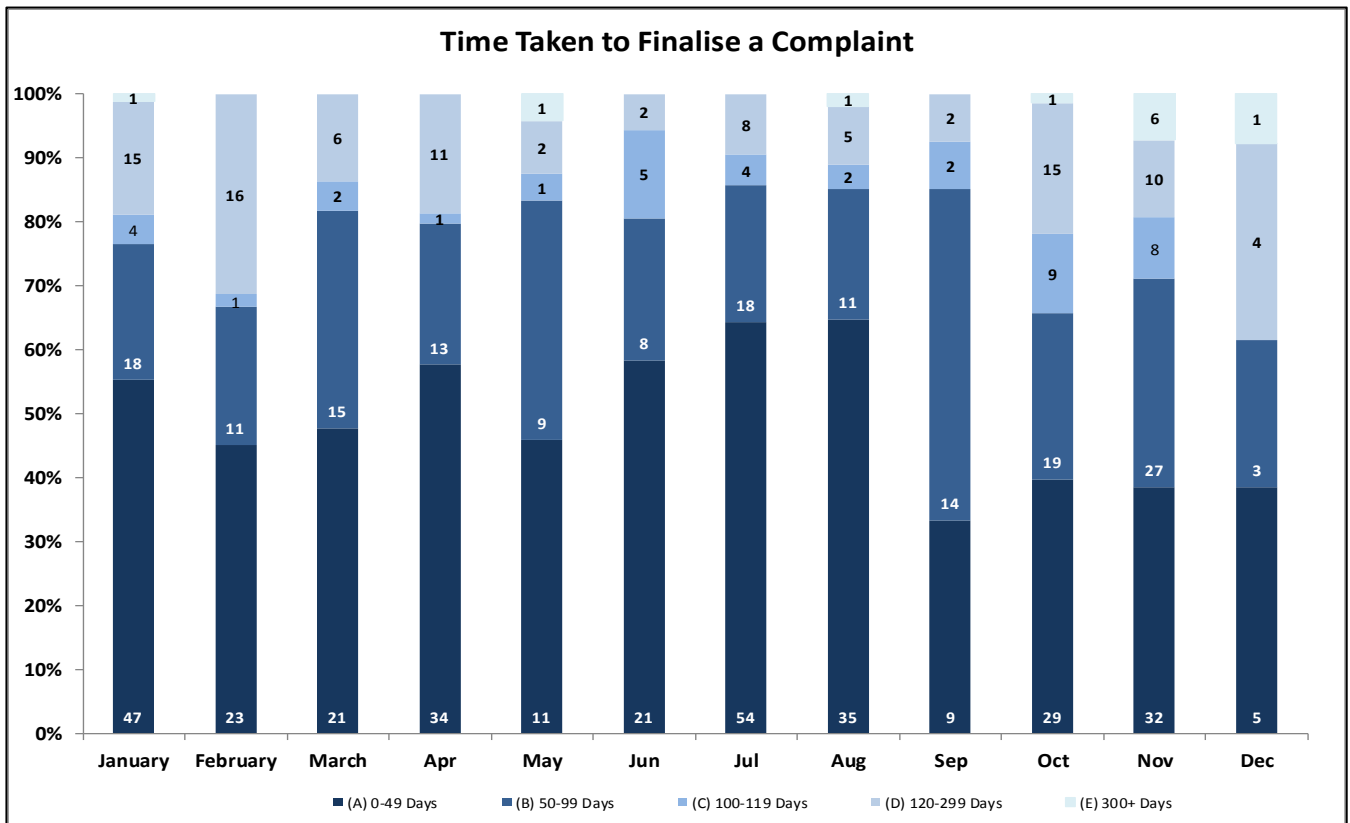
Timeliness to Record & Finalise

Due to previous performance issues identified in relation to the timeliness of recording complaints and finalisation of complaints, the below focuses on these two areas. The charts help to provide a greater understanding of the forces position and progress.

The national target is to record cases within 10 days and to finalise within 120 days. 92% of complaints were recorded within the 10 day national target.



The second national target is to finalise cases within 120 days. In the last quarter 78% of cases were finalised in 120 days, a decrease compared to the previous quarter (90%).



Call Handling

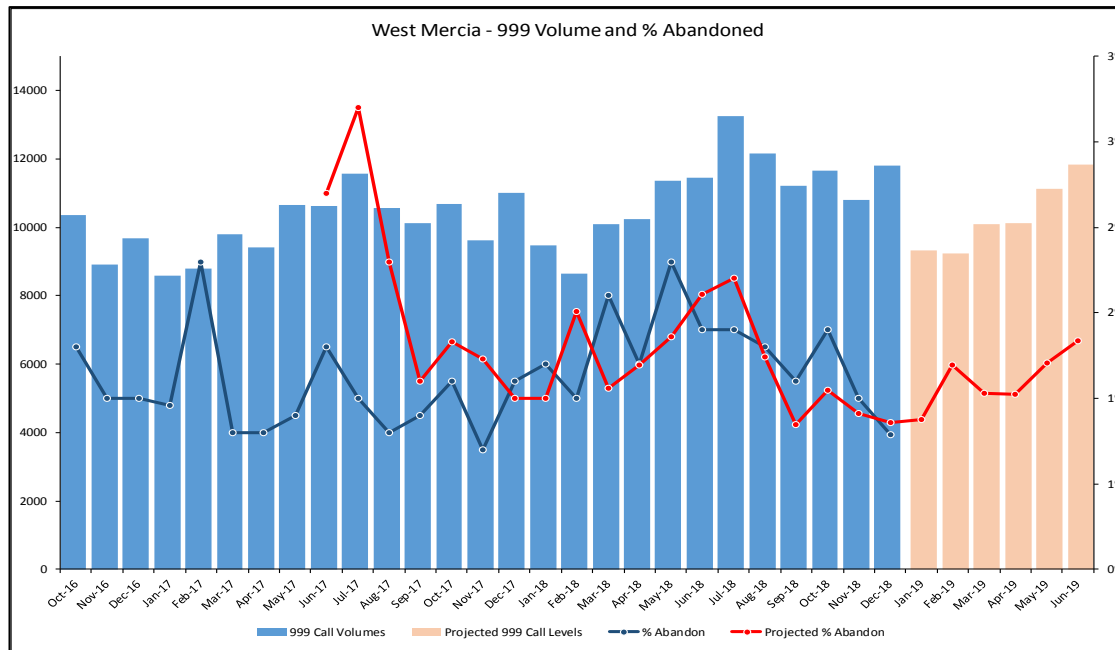
Signs of Improvement would be:

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

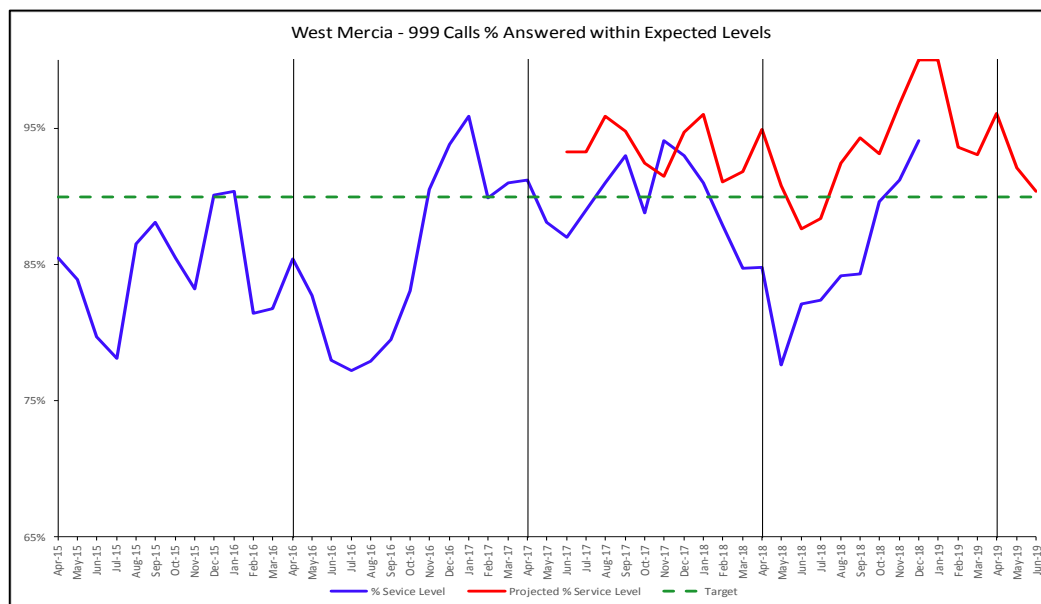
Calls on the 999 system

34,282 calls on the 999 system were received last quarter; a reduction compared to the previous quarter (36,615). The abandoned rate last quarter (1.1%) decreased slightly when compared to the previous quarter (1.3%).

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



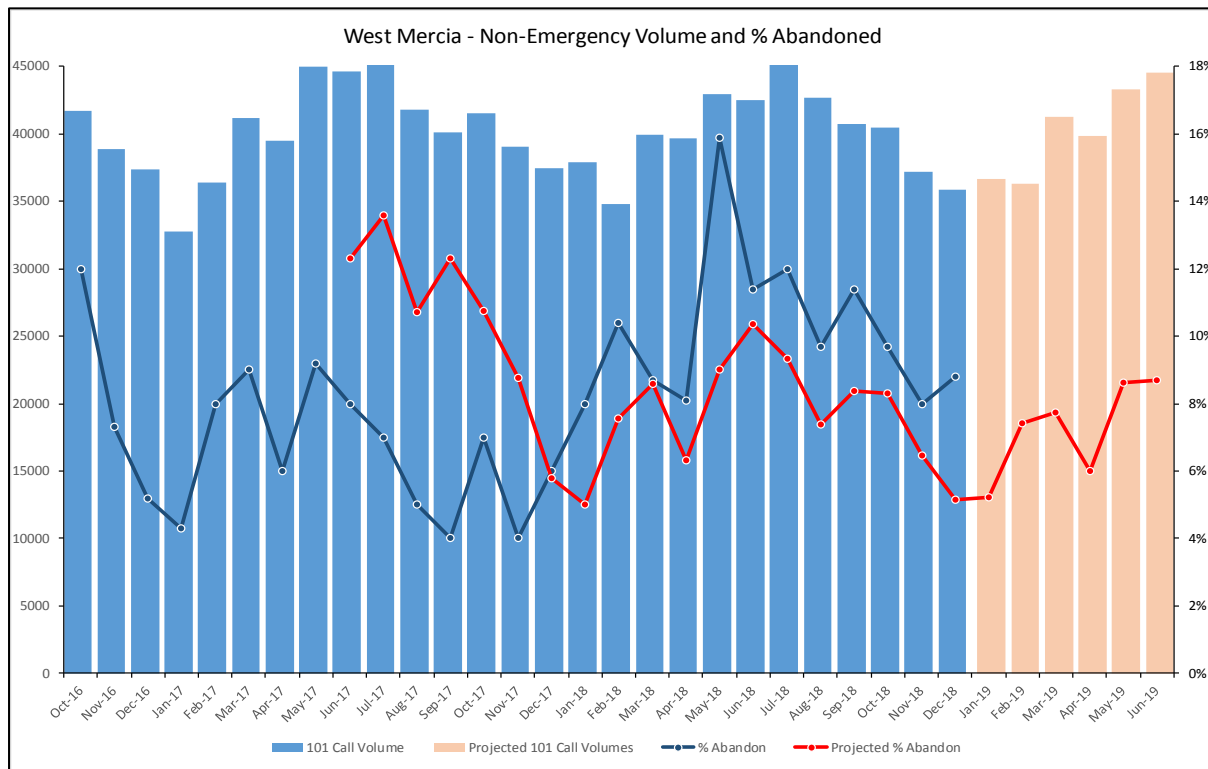
In terms of 999 calls answered within 10 seconds, the goal is for OCC performance to be better than the projection data. Performance in November and December has been above the 90% minimum standard.



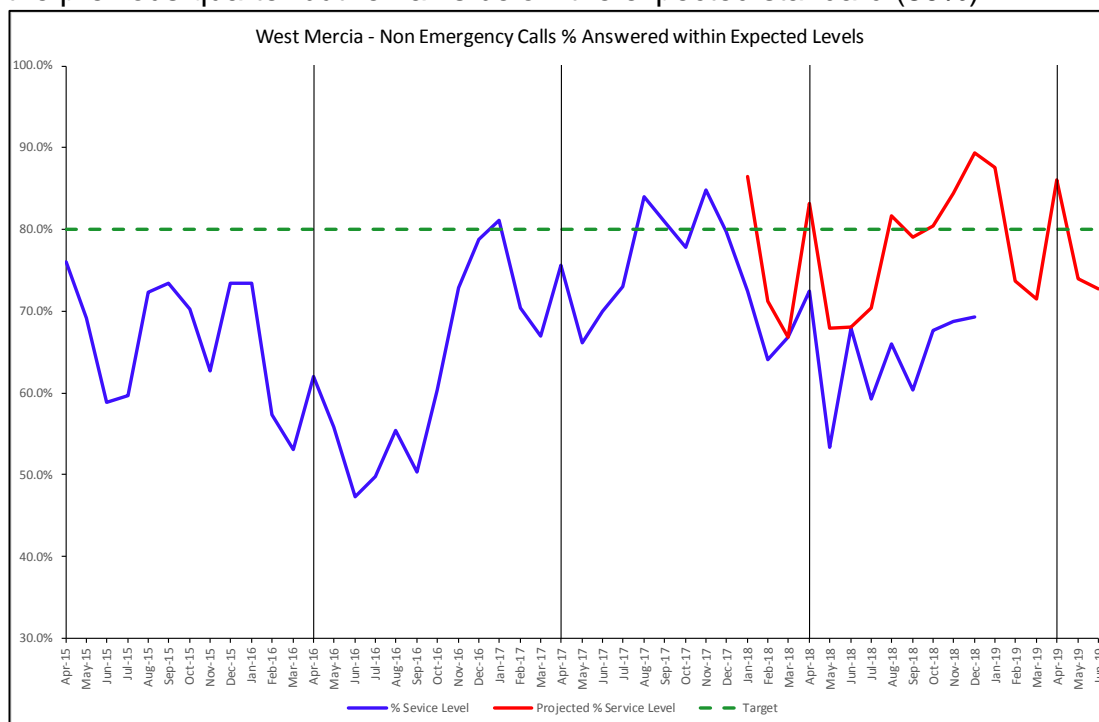
Non-Emergency Calls

113,526 non-emergency calls were received last quarter, a reduction compared to the previous quarter (130,886). The abandoned rate this quarter (8.8%) has decreased compared with the previous quarter (11.1%).

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



The proportion of calls answered in 30 seconds has increased in the last quarter compared to the previous quarter but remains below the expected standard (80%).



The Public Contact Improvement Group chaired by ACC Wessell continues to meet on a monthly basis. A balanced scorecard has been developed to ensure all performance measures relating to the OCC are in one place and provides focus for the group scrutiny and resulting activity. The performance in 999 call handling continues to improve. The use of the THRIVE principles continues to be embedded in the OCC. This has the potential to impact on call times and performance.