

## Summary

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