

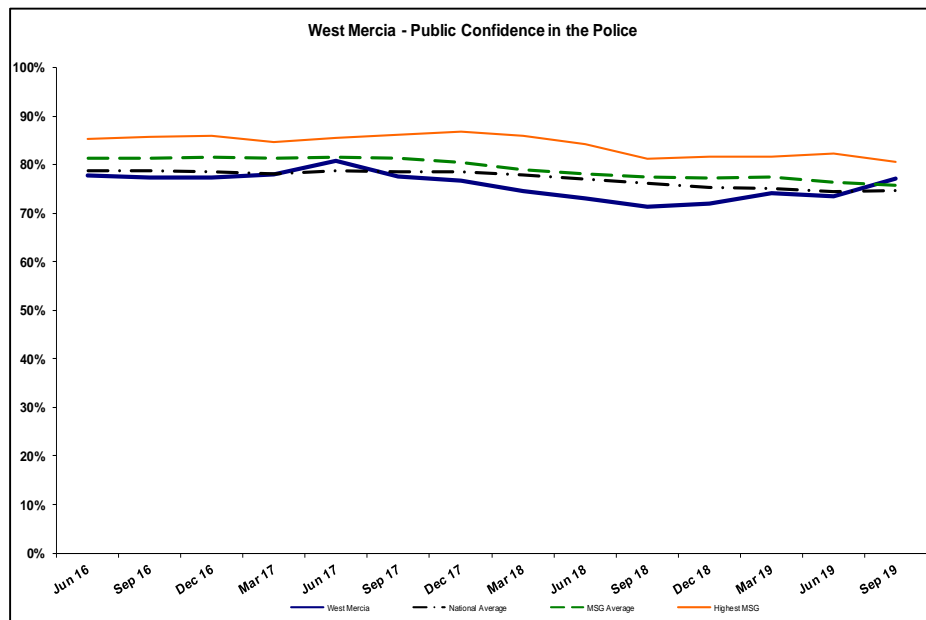


Performance Summary

March 2020

URN: ASI/2020/93- Quarter report – WMP March 2020

Confidence in Police

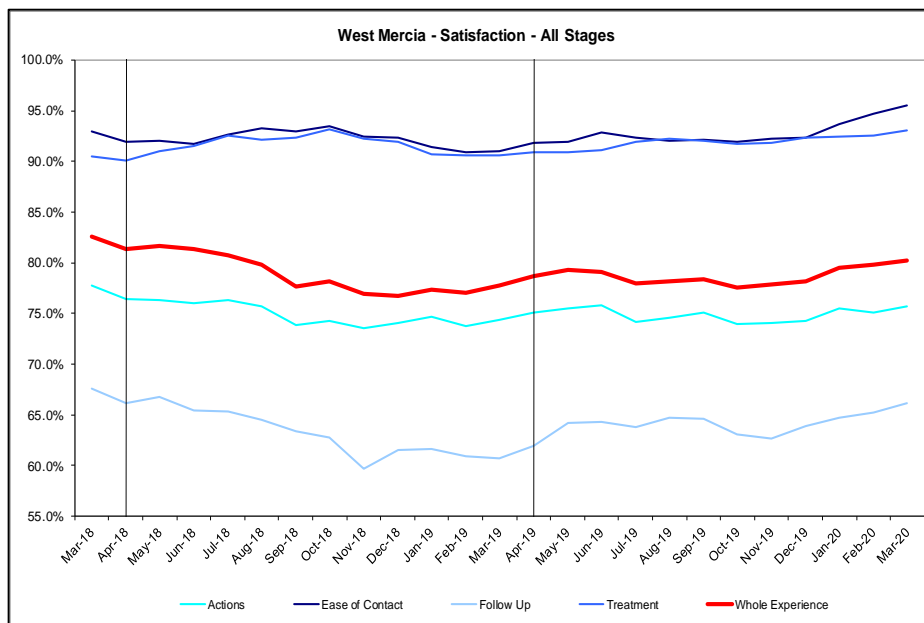


Crime Survey of England and Wales

The latest data shows an small increase in performance compared to the previous period, with 77.1% of people having confidence in the police in their local area in the 12 months to September 2019, compared to 73.6% in the previous period.

June 2019		
Confidence	MSG	Rank (all forces)
73.6%	76.3%	6 (16)
September 2019		
77.1%	75.8%	4 (16)

Satisfaction



Overall victim satisfaction for 'Whole Experience' was at 80% in March, consistent with the previous months and a small increase in the past six months.

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.

	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Herefordshire	77.7%	77.9%	76.7%	77.6%	80.0%	80.5%
North Worcestershire	80.7%	83.1%	82.7%	83.5%	84.3%	84.2%
Shropshire	76.4%	75.1%	74.1%	76.0%	75.5%	75.8%
South Worcestershire	76.4%	77.9%	78.8%	80.9%	82.1%	82.8%
Telford & Wrekin	76.5%	74.7%	78.2%	78.9%	76.8%	77.3%
West Mercia	77.6%	77.8%	78.2%	79.5%	79.8%	80.2%

Total Recorded Crime

Projections

	Projected Annual Change	18/19	19/20	Change
Total Recorded Crime	↑ 4.2%	86276	87305	⇒ 1.2%
Violence With Injury	⇒ 0.5%	10150	11131	↗ 9.7%
Violence Without Injury	↑ 14.6%	20721	23410	↑ 13.0%
Sexual Offences - Rape	↗ 10.4%	1297	1233	↘ -4.9%
Sexual Offences - Other	↗ 4.2%	2267	2161	↘ -4.7%
Robbery	↗ 9.7%	632	652	↗ 3.2%
Residential Burglary Dwelling	⇒ -0.9%	3067	2726	↓ -11.1%
Business & Community Burglary	↘ -4.9%	4453	3864	↓ -13.2%
Vehicle	⇒ 0.5%	5834	5288	↘ -9.4%
Theft From Person	↗ 10.8%	841	732	↓ -13.0%
Shoplifting	↗ 6.4%	7810	7618	⇒ -2.5%
Bicycle	⇒ -0.2%	1124	825	↓ -26.6%
All other Theft	⇒ 1.4%	8954	7984	↘ -10.8%
Criminal Damage & Arson	⇒ 0.1%	10186	9595	↘ -5.8%
Drug Offences	↘ -7.2%	2068	2311	↑ 11.8%
Possession of Weapons	↑ 16.9%	842	954	↑ 13.3%
Public Order Offences	↗ 7.8%	4519	5422	↑ 20.0%
Misc. Crimes Against Society	⇒ 0.6%	1511	1399	↘ -7.4%

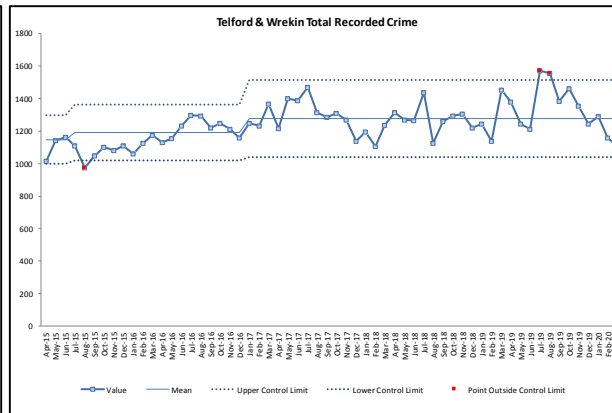
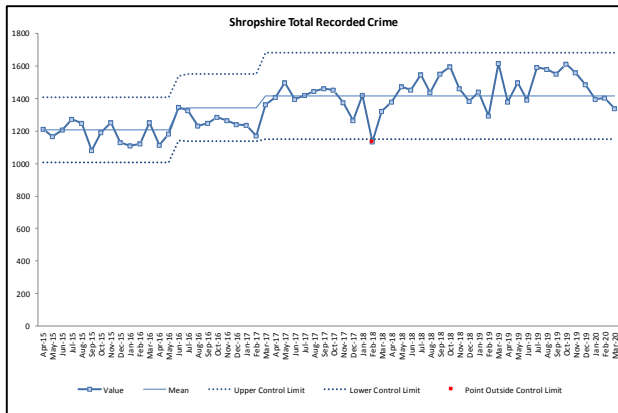
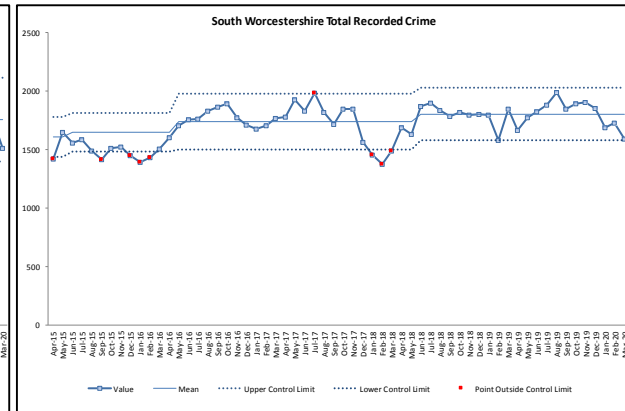
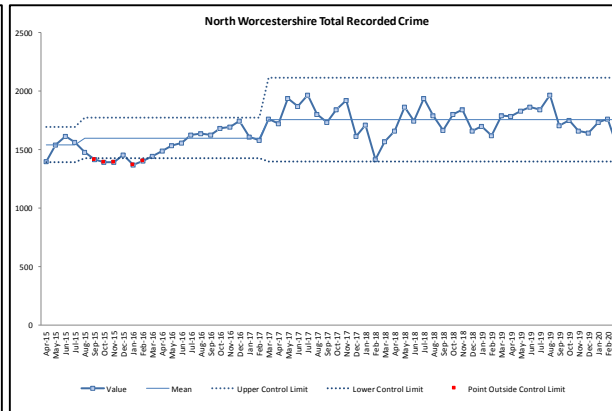
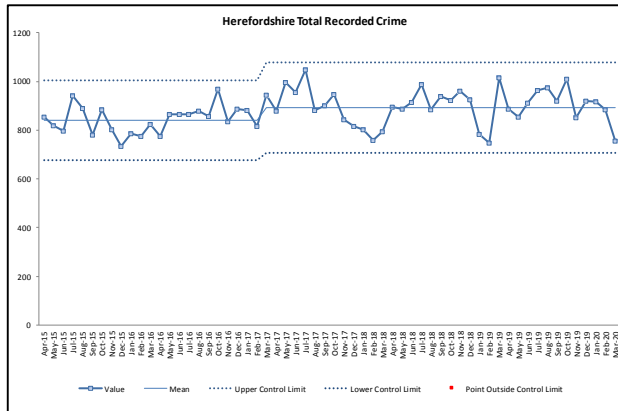
Burglary has decreased nationally by 7% in the year to December, 2019 and there have been (actual numbers as yet unavailable) decreases as a result of the COVID-19 lockdown.

There has been activity in this area that has led to the positive identification of drug activity and offences including the identification of a number of cannabis grows and activity by the LPPTs.

	Projected Annual Change	18/19	19/20	Change
Hate Crime	↑	1528	1797	17.6%
Domestic Abuse	↑	25456	27402	7.6%
Child At Risk	↑	14675	19097	30.1%
Child Sexual Exploitation	↑	906	569	-37.2%

It is assessed that this reduction is likely due to more accurate recording of CSE according to the definition, rather than an actual reduction. A more accurate picture of is constantly developing.

Total Recorded Crime



	Jan-20	Feb-20	Mar-20
Herefordshire	916	884	756
North Worcestershire	1734	1763	1510
Shropshire	1395	1405	1338
South Worcestershire	1691	1730	1594
Telford & Wrekin	1291	1158	1106
West Mercia	7027	6940	6304

Last Qtr	Prev Qtr
2556	2784
5007	5052
4138	4657
5015	5653
3555	4061
20271	22207

Outcomes – 2019/20 Vs 2018/19

Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	Outcomed Volumes and % Outcomed			
		Apr 18 - Mar 19		Apr 19 - Mar 20	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	9,616	12.3%	9,588	12.1%
No Action Taken	OC5,9,10,11,12,13,15,16,17	30,716	39.3%	33,926	42.9%
Investigation complete - no suspect identified	OC14,18	36,076	46.2%	33,255	42.0%
Other*	OC20,21,22	1,740	2.2%	2,387	3.0%
Total Recorded and Outcomed		78,148	100%	79,156	100%
Total Recorded		86,276		87,288	
Outcome Rate		90.6%		90.7%	

Offences Outcomed

- 79,156 offences were recorded/outcomed during 2019/20
 - 1.3% decrease compared to 2018/19 (78,148)
- 91% (79,156) of all offences recorded during 2019/20 (87,288) were assigned an outcome within the 12 month period.
 - This outcome rate remains stable with 2018/19 (91%)

Action Taken

- 12% (9,588) of offences recorded during 2019/20 (79,156) were assigned an 'action taken' outcome within the period.
 - This proportion rate remains stable with 2018/19 (12%)

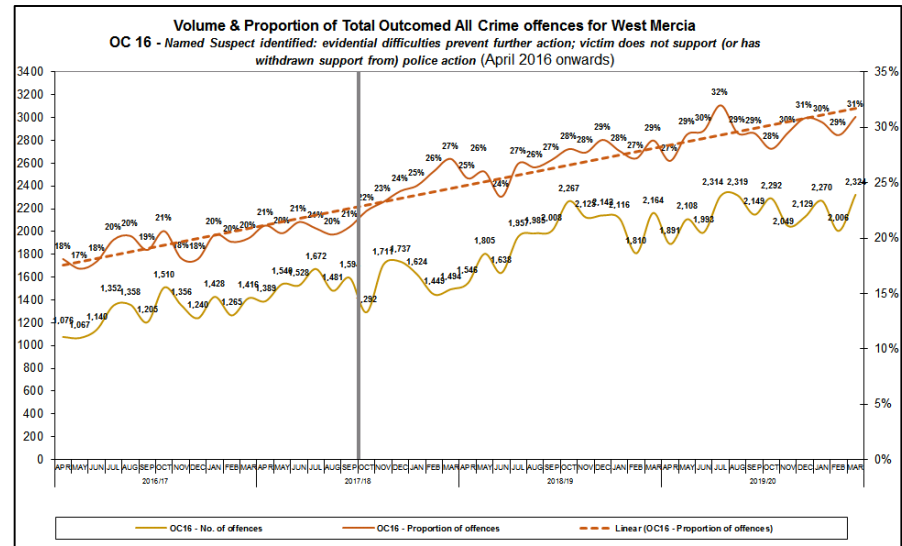
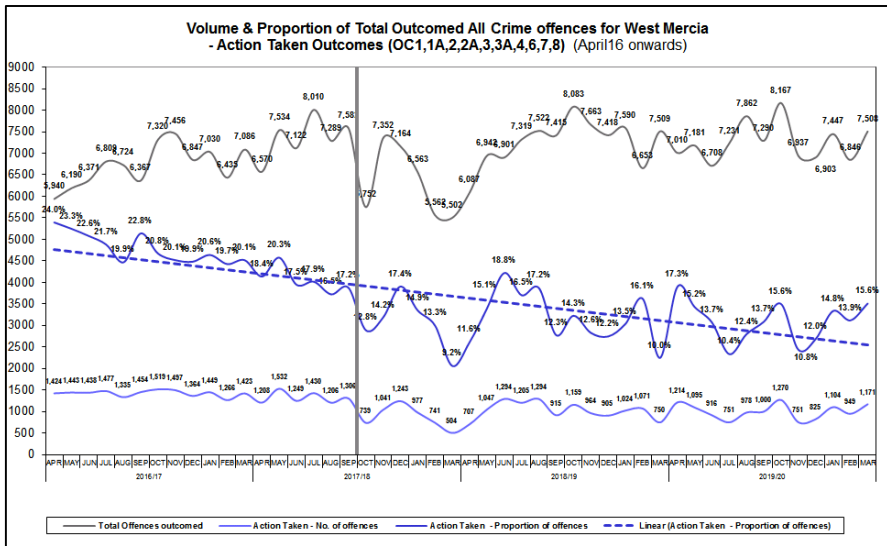
No Action Taken

- During 2019/20, a greater proportion of offences were assigned a 'no action taken' outcome (33,926, 43%) compared to 2018/19 (30,716, 39%)
 - 10% increase in the number of offences resulting in 'no action taken'

'Investigation complete – no suspect identified

- In 2019/20, 8% reduction in the number of offences resulting in 'Investigation complete – no suspect identified' (33,255) compared to 36,076 offences in 2018/19
 - 4 percentage point decrease in proportion rate from 53.7% to 51.7%.

Total Outcomes

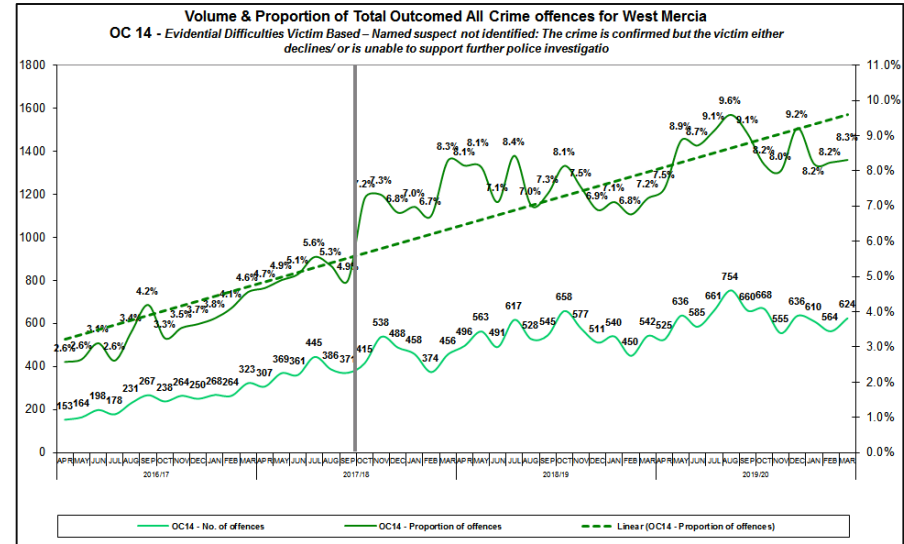
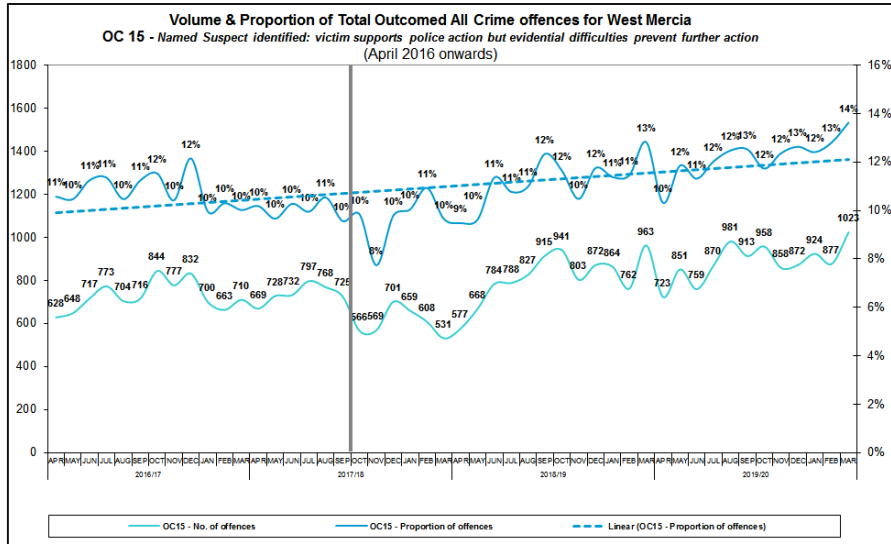


Of the **7,508** offences outcomed in March:

- 1,171 (16%) resulted in an ‘action taken’ outcome. This is a 23% increase in volume returning to a similar level seen prior to February.
- The proportion rate (16%) is a 2 percentage point increase on February (14%) and the highest seen since October 19 (16%).

- 2,324 (31%) offences resulted in Outcome 16 in March. This is an increase in volume and proportion compared to February (2,006, 29%).
- Outcome 16’s proportion rate continues to remain stable within a range of 28% to 32% since May 19.

Total Outcomes



Of the **7,508** offences outcomed in March:

- 1,023 (14%) offences resulted in Outcome 15 in March compared to 877 offences (13%) in February.
- This is the highest monthly volume and monthly proportion rate seen across the entire time period.

- Outcome 14 has remained relatively stable in March (8.3%) compared to February (8.2%) in terms of proportion rate.
- There has been an 11% increase in the number of offences assigned Outcome 14 in March (624) returning to levels seen prior to February (564).

CPS Performance Overview 2018/19

Magistrates Court		2017/ 2018	2018/ 2019
West Mercia	Convictions		
National 84.7%		86.73%	87.69%
West Mercia	1st hearing guilty pleas		
National 77.1%		77.33%	80.21%
West Mercia	% dropped 3+ hrs		
National 25.53%		27.64%	23.74%
West Mercia	Hearings per case guilty plea		
National 1.66		1.60	1.50
West Mercia	Hearings per case - contest		
National 2.74		2.71	2.42

Crown Court

West Mercia	Convictions		
National 81.68%		81.87%	84.26%
West Mercia	% 1st hearing guilty pleas		
National 44.12%		43.54%	43.37%
West Mercia	% Judges order Compliance		
National 92.44%		91.95%	95.76%
West Mercia	Hearings per case Guilty Pleas		
National 3.50		3.58	3.75
West Mercia	Hearings per case-contest		
National 5.24		4.85	5.30

Rape Conviction Rate

West Mercia		
National 68.46%	69.51%	65.52%

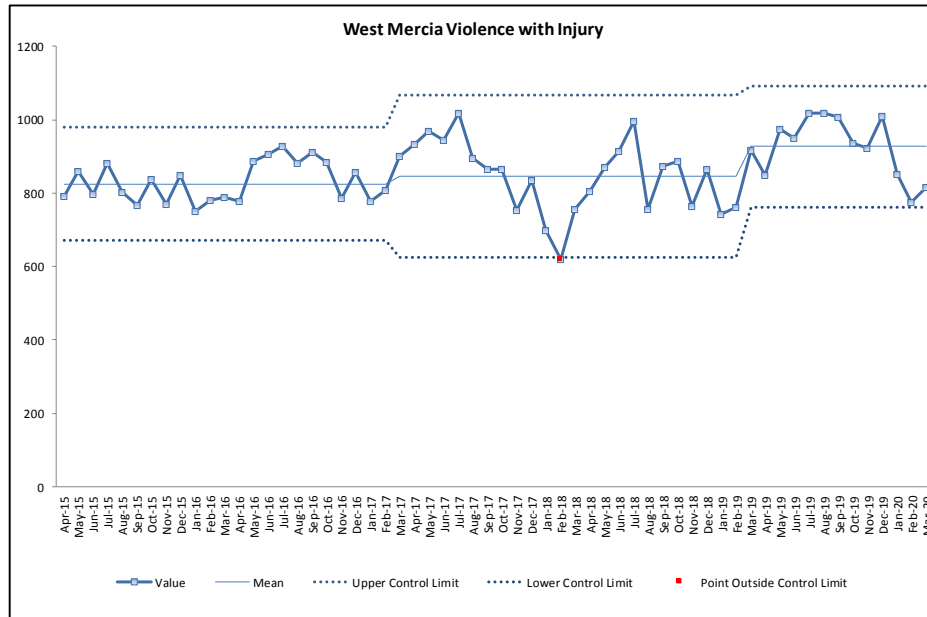
Domestic Abuse Conviction rate

West Mercia	% Convictions		
National 77.1%		69.51%	65.52%

Hate Crime Conviction rate

West Mercia	% Convictions		
National 85.1%		87.88%	85.07%

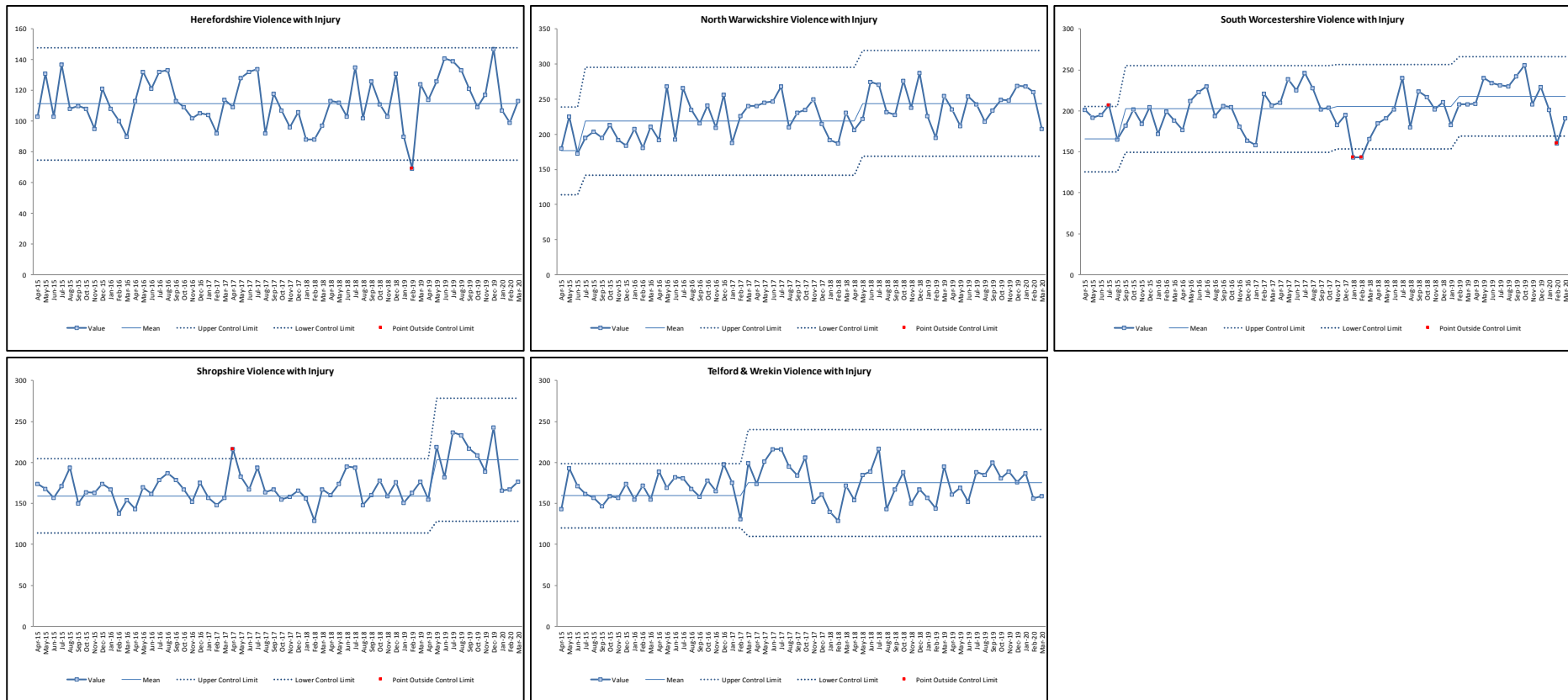
Violence with injury



817 violence with injury offences were recorded in March. This is an increase compared to February (775) but below the monthly average (927).

In Q4 (January to March, 2020) there were fewer offences than the previous quarter, but a similar number to this Q4 2019).

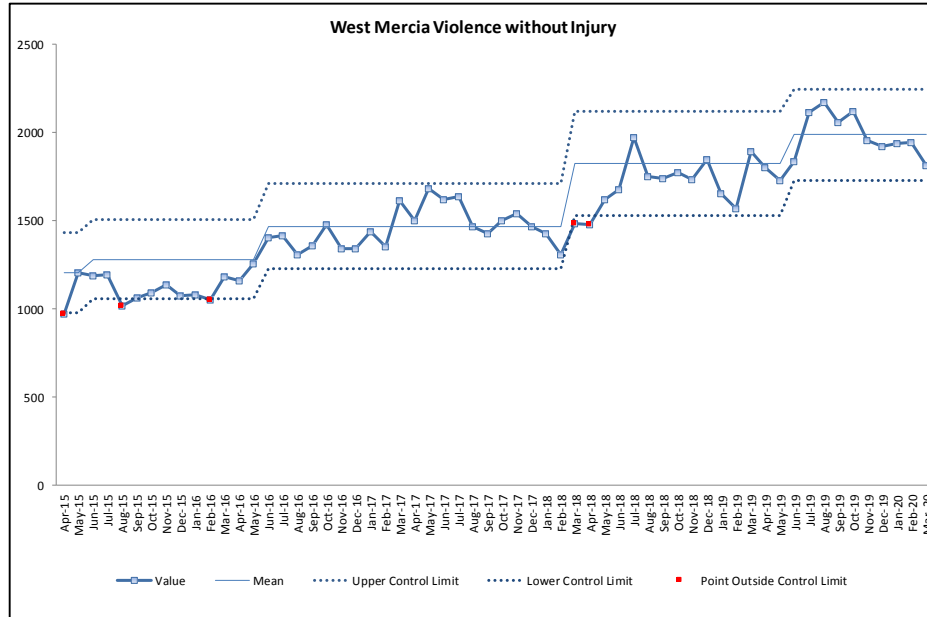
Violence with injury



	Jan-20	Feb-20	Mar-20
Herefordshire	107	99	113
North Worcestershire	191	193	177
Shropshire	166	167	177
South Worcestershire	201	160	191
Telford & Wrekin	187	156	159
West Mercia	852	775	817

	Last Qtr	Prev Qtr
	319	373
	561	617
	510	641
	552	693
	502	546
	2444	2870

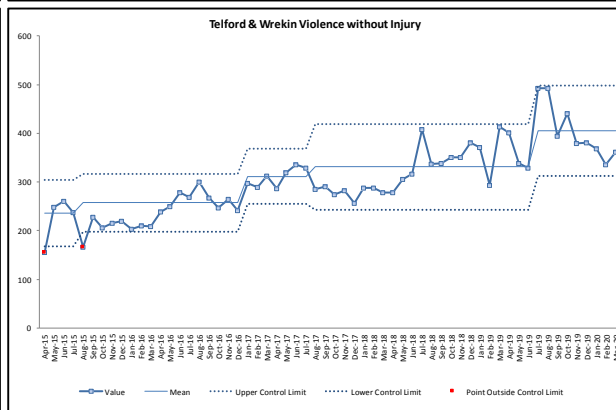
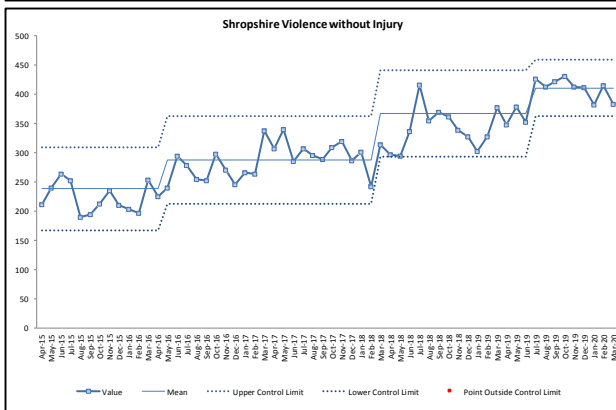
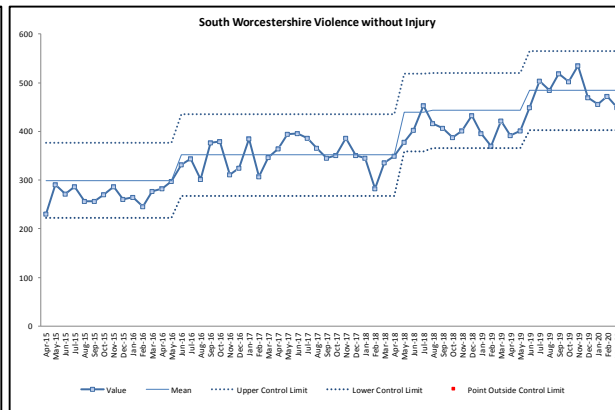
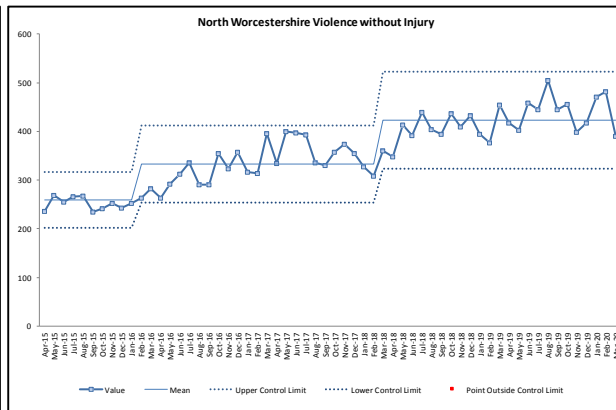
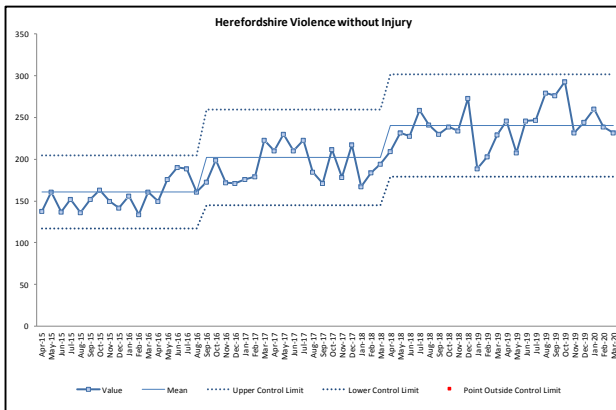
Violence without injury



1,815 violence without injury offences were recorded in March. This is a decrease compared to February (1,944) and remains below the monthly average (1,988).

The total number of offences this quarter was 5,696, which is higher than the total for the previous quarter (4,779) but is below the quarterly average.

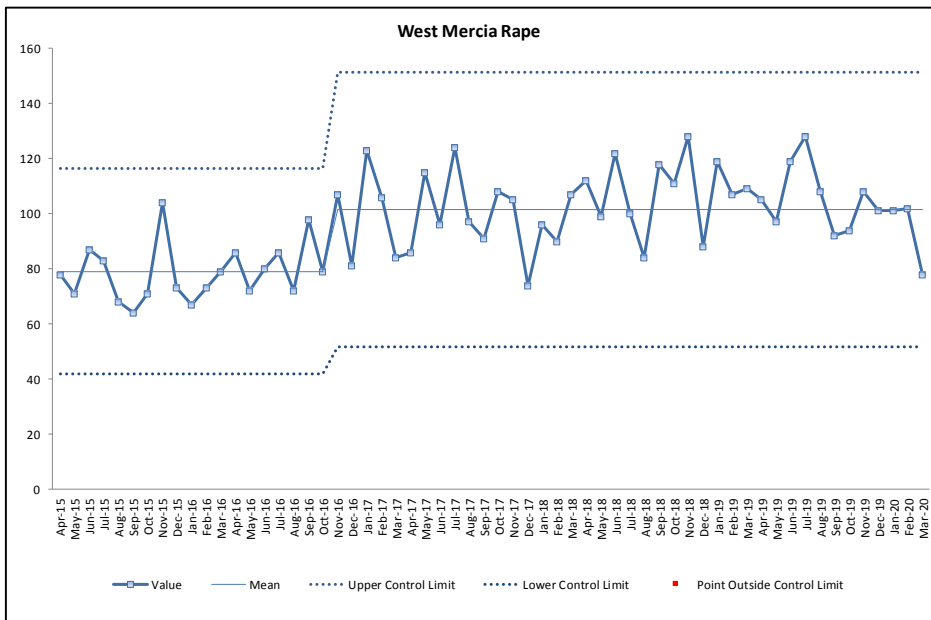
Violence without injury



	Jan-20	Feb-20	Mar-20
Herefordshire	260	239	232
North Worcestershire	471	482	390
Shropshire	382	415	383
South Worcestershire	456	472	449
Telford & Wrekin	368	336	361
West Mercia	1937	1944	1815

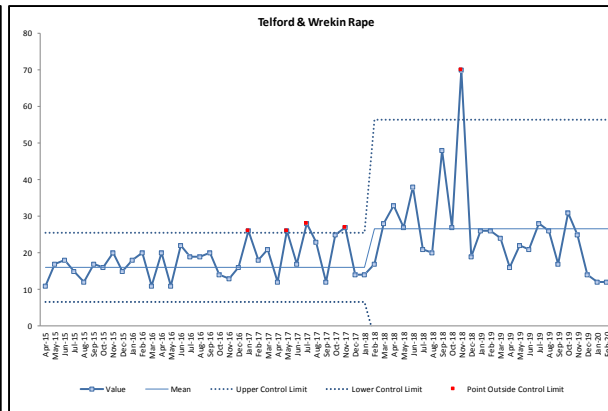
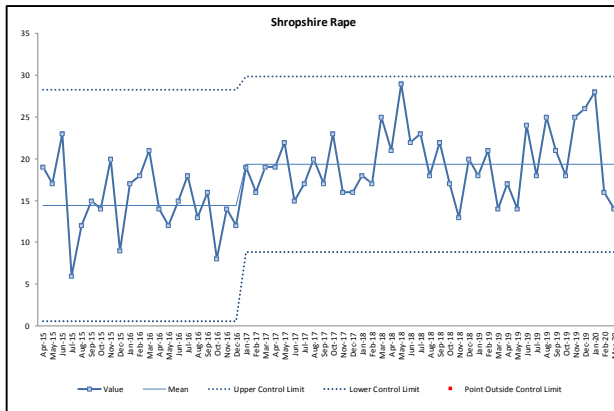
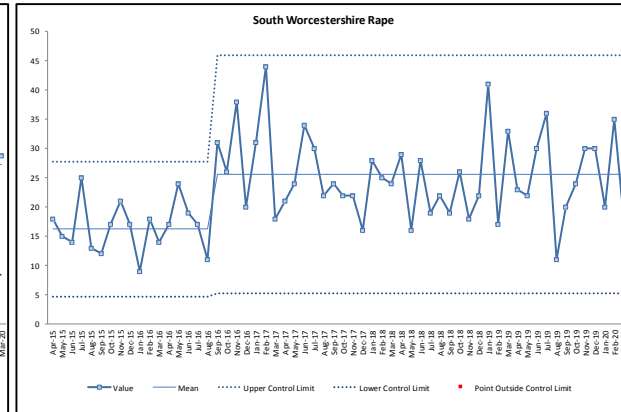
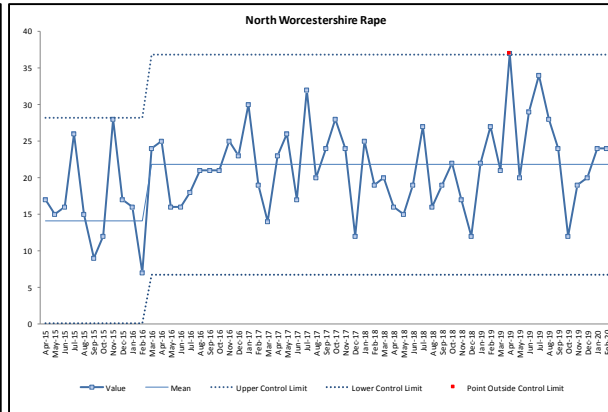
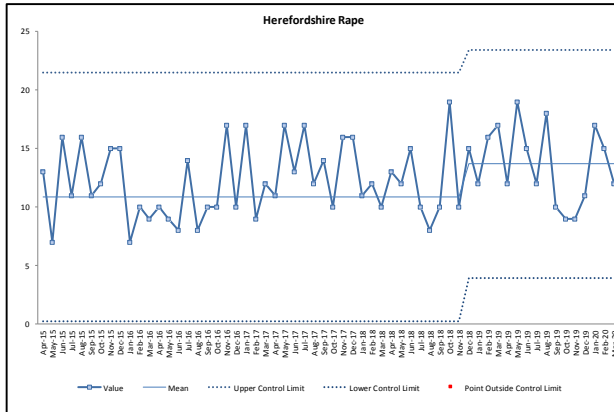
	Last Qtr	Prev Qtr
	731	769
	1343	1271
	1180	1256
	1377	1506
	1065	1201
	5696	6003

Rape



78 rape offences have been reported in March. This is a decrease compared to February and below the monthly average (101).

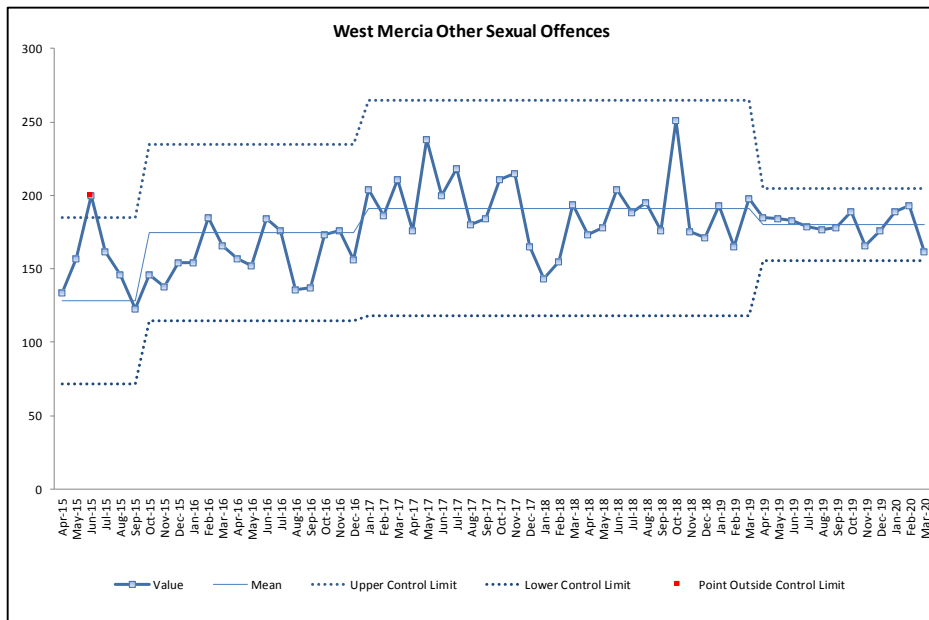
Rape



	Jan-20	Feb-20	Mar-20
Herefordshire	17	15	12
North Worcestershire	24	24	23
Shropshire	28	16	14
South Worcestershire	20	35	17
Telford & Wrekin	12	12	12
West Mercia	101	102	78

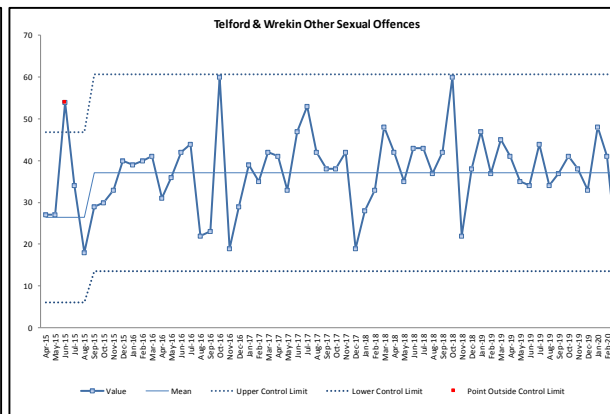
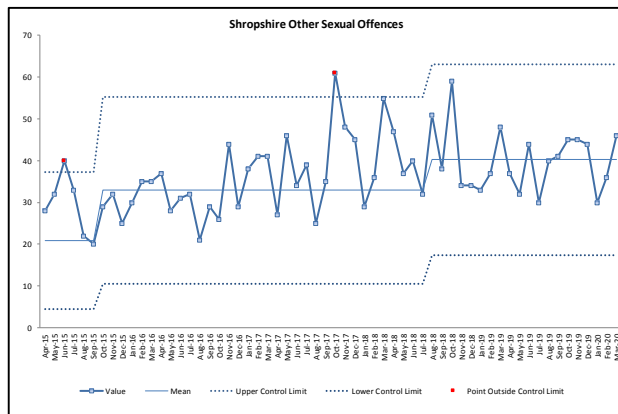
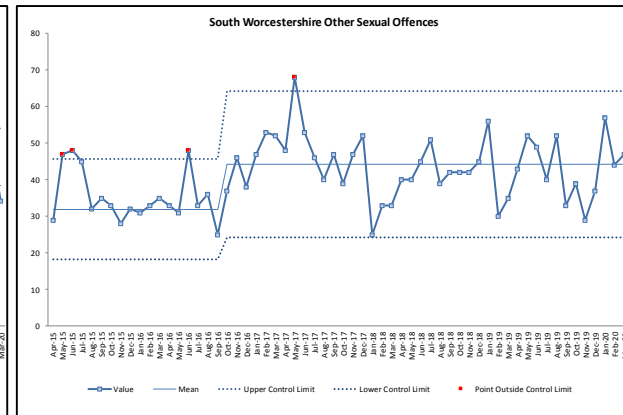
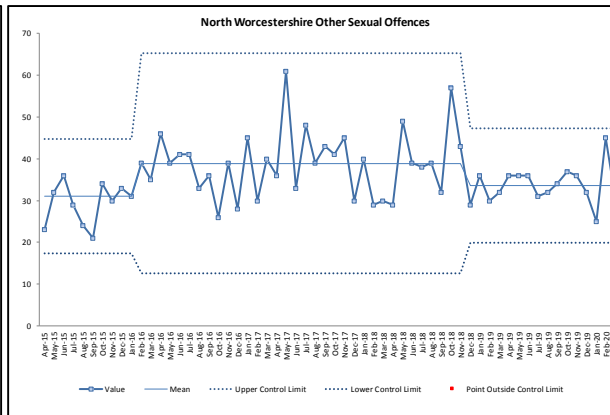
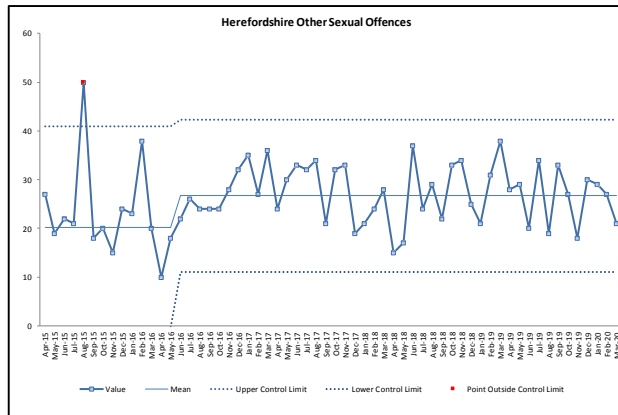
	Last Qtr	Prev Qtr
	44	29
	71	51
	58	69
	72	84
	36	70
	281	303

Other Sexual Offences



162 other sexual offences were recorded in March. This is a decrease compared to February (193) and below the monthly average (180).

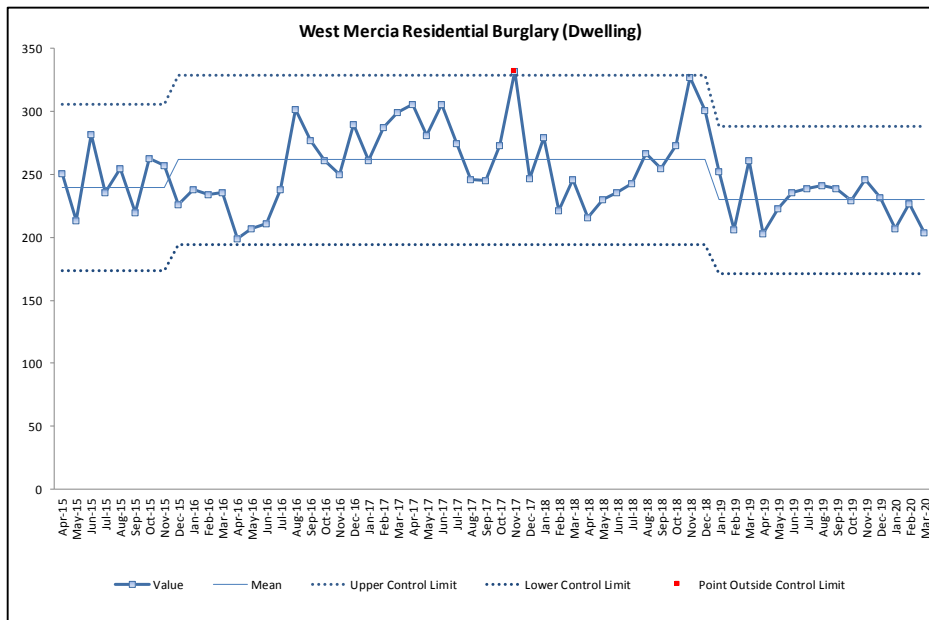
Other Sexual Offences



	Jan-20	Feb-20	Mar-20
Herefordshire	29	27	21
North Worcestershire	25	45	30
Shropshire	30	36	46
South Worcestershire	57	44	47
Telford & Wrekin	48	41	18
West Mercia	189	193	162

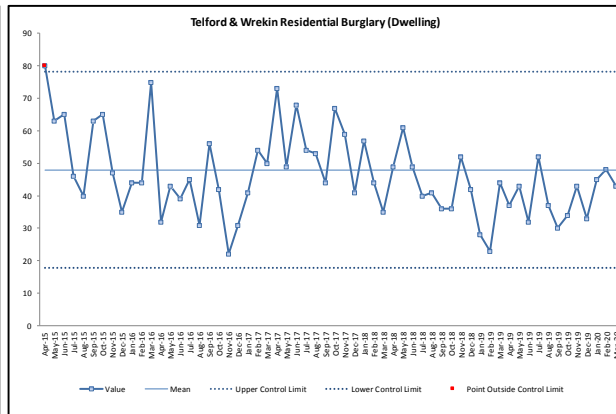
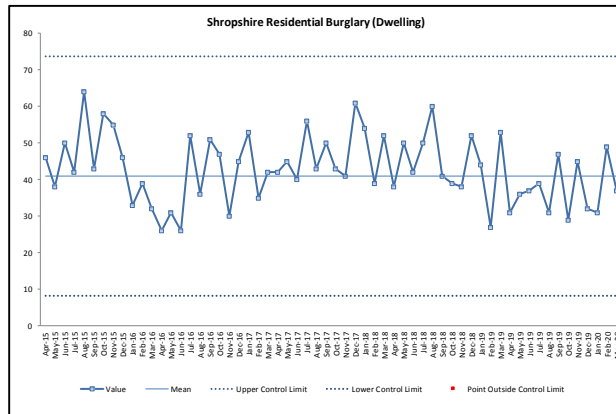
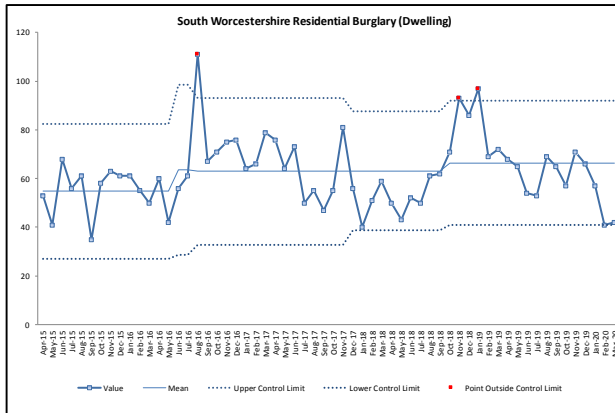
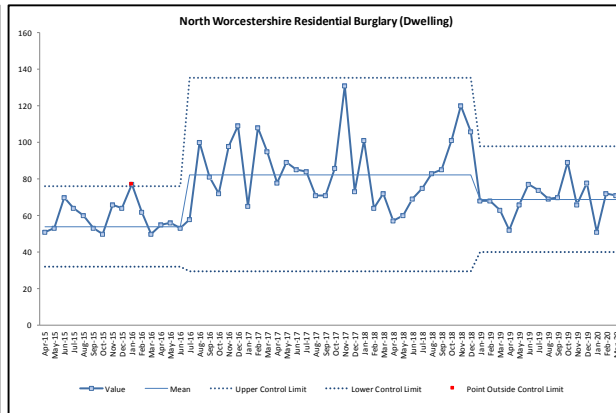
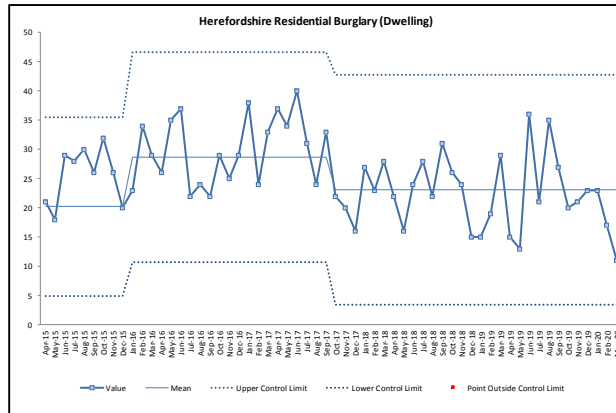
	Last Qtr	Prev Qtr
Herefordshire	77	75
North Worcestershire	100	105
Shropshire	112	134
South Worcestershire	148	105
Telford & Wrekin	107	112
West Mercia	544	531

Residential Burglary (Dwelling)



204 residential burglary (dwelling) offences were recorded in March. This is a decrease compared to February (227) and below the monthly average (230).

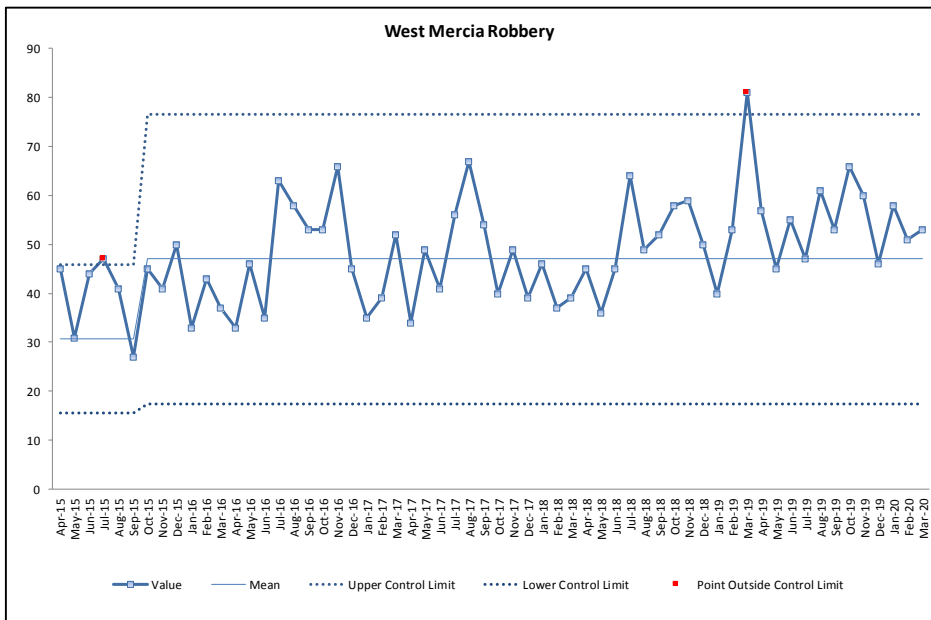
Residential Burglary (Dwelling)



	Jan-20	Feb-20	Mar-20
Herefordshire	23	17	11
North Worcestershire	51	72	71
Shropshire	31	49	37
South Worcestershire	57	41	42
Telford & Wrekin	45	48	43
West Mercia	207	227	204

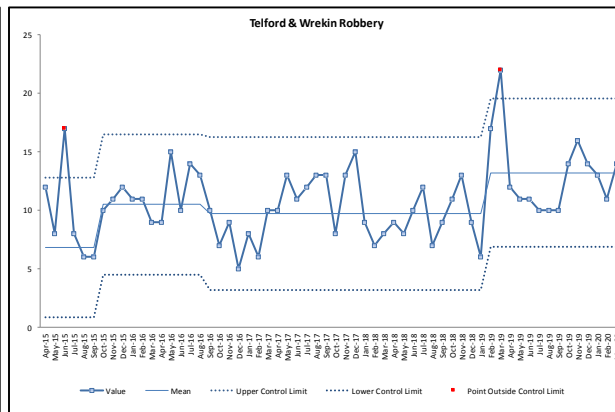
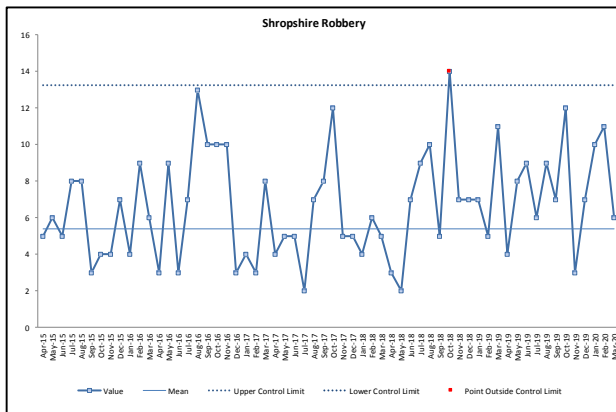
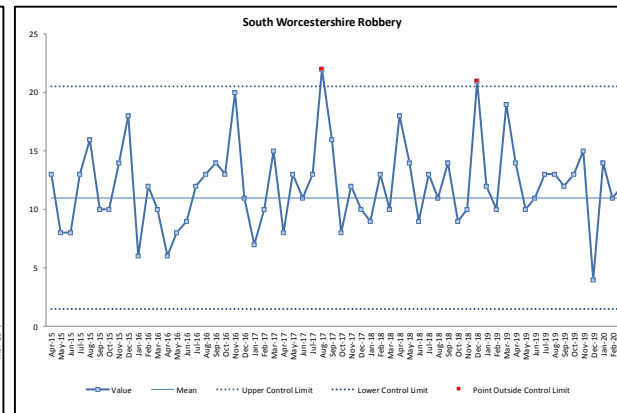
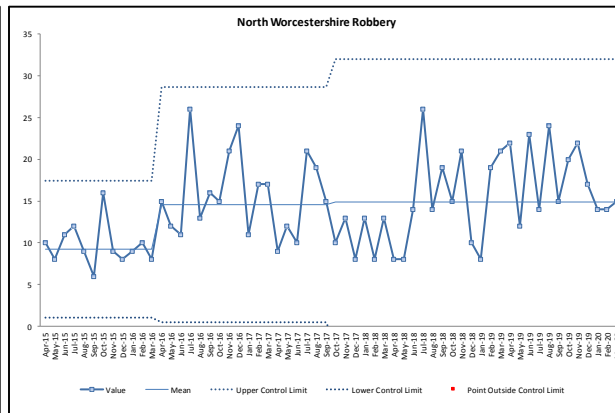
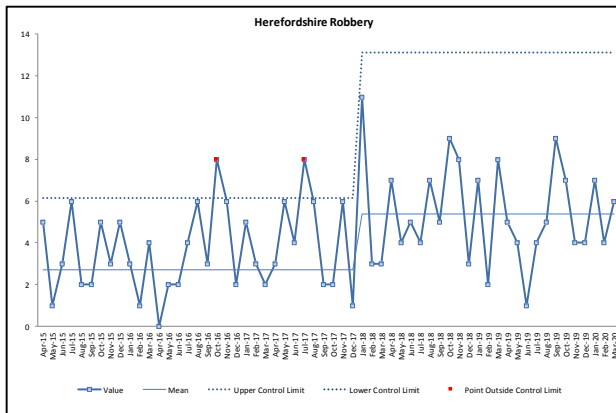
	Last Qtr	Prev Qtr
	51	64
	194	233
	117	106
	140	194
	136	110
	638	707

Robbery



53 robbery offences were recorded in March. This is a slight decrease compared to February (51) but above the monthly average (47).

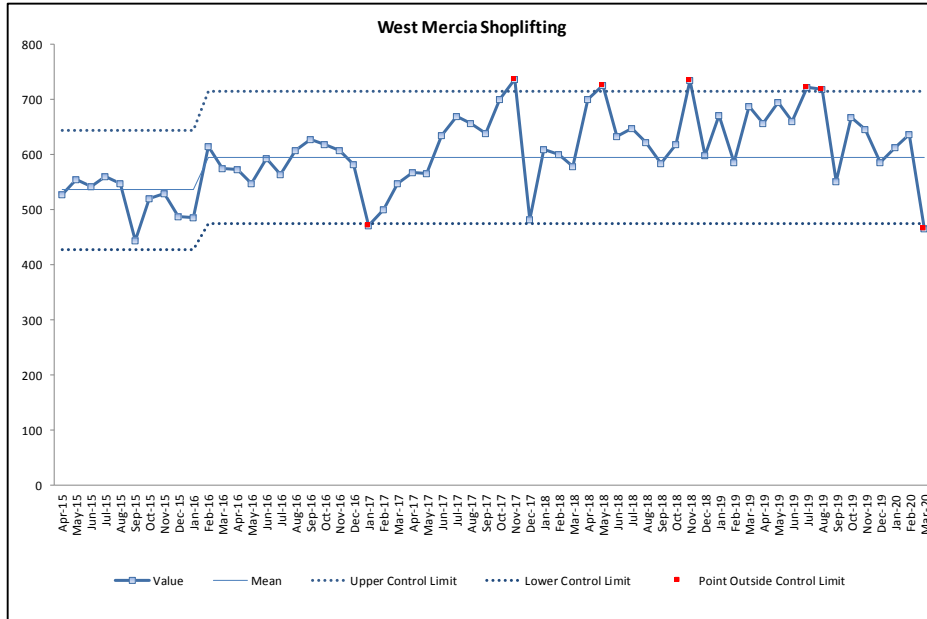
Robbery



	Jan-20	Feb-20	Mar-20
Herefordshire	7	4	6
North Worcestershire	14	14	15
Shropshire	10	11	6
South Worcestershire	14	11	12
Telford & Wrekin	13	11	14
West Mercia	58	51	53

Last Qtr	Prev Qtr
17	15
43	59
27	22
37	32
38	44
162	172

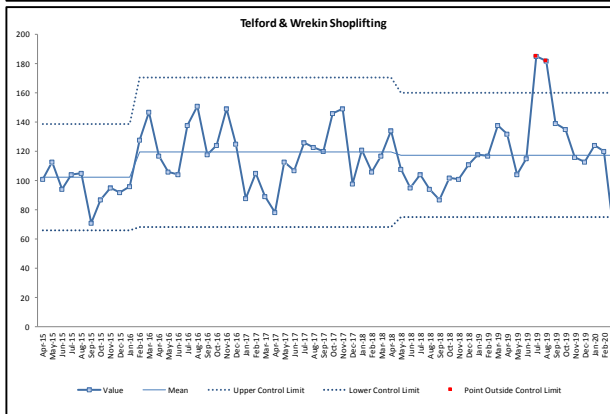
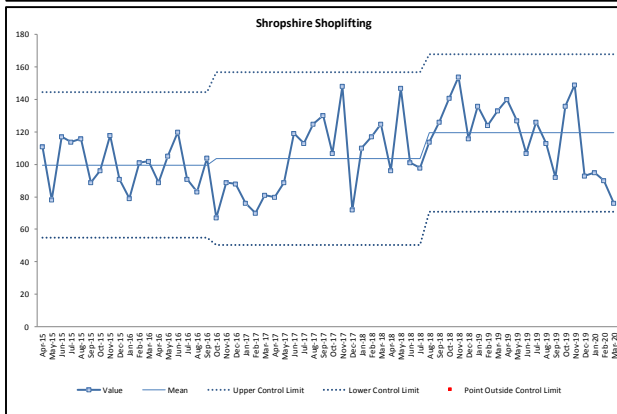
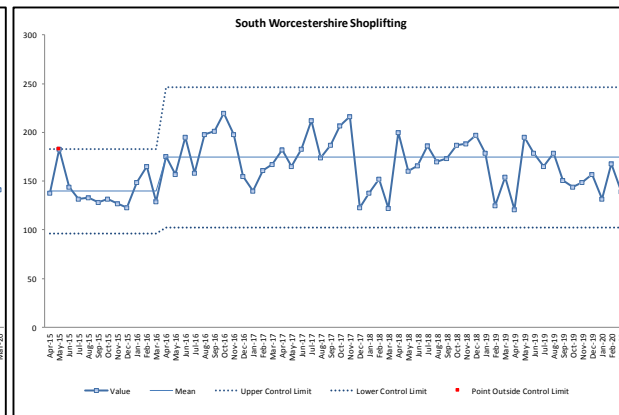
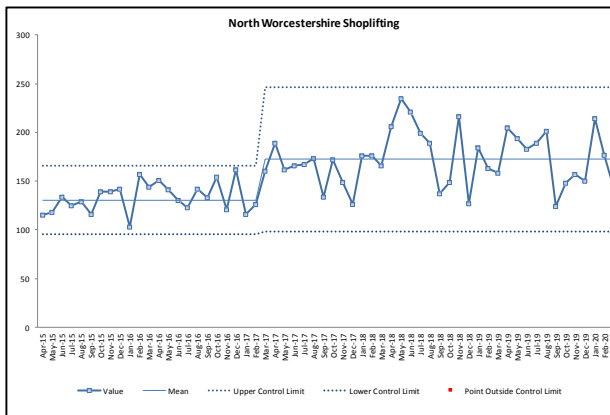
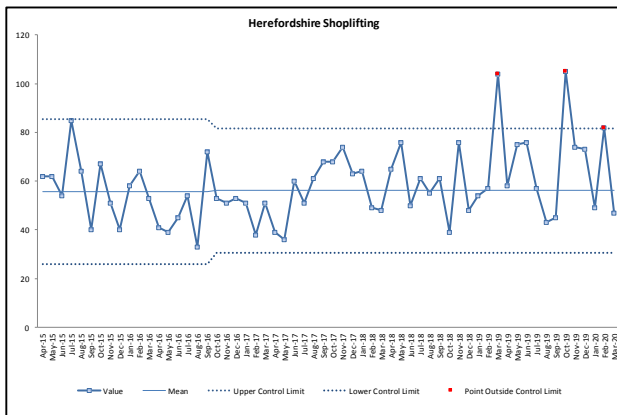
Shoplifting



466 shoplifting offences were recorded in March. This is a decrease compared to February (637) and significantly below the monthly average (596).

Exceptionally low volumes were seen across Telford and Wrekin in March.

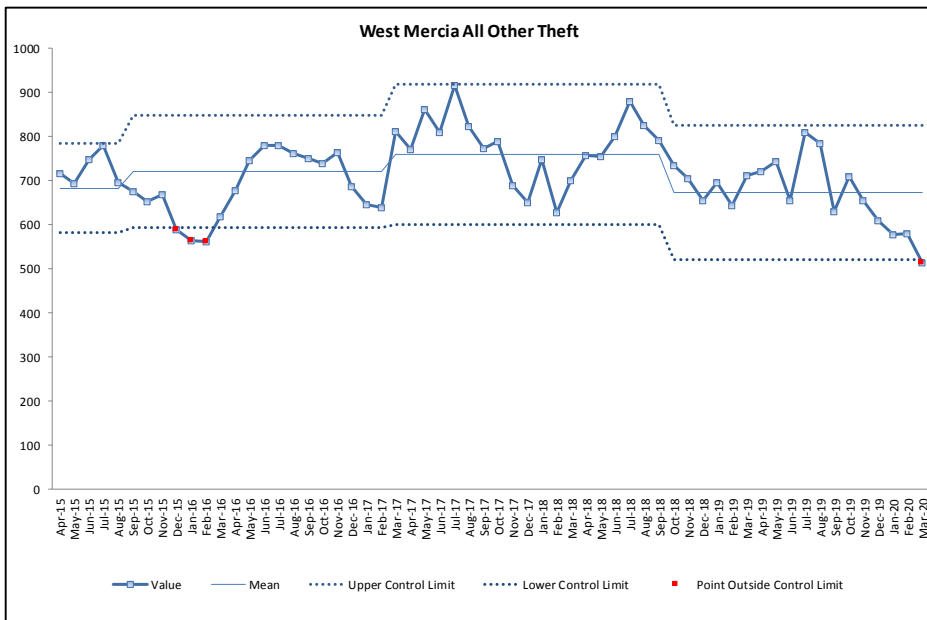
Shoplifting



	Jan-20	Feb-20	Mar-20
Herefordshire	49	82	47
North Worcestershire	214	177	141
Shropshire	95	90	76
South Worcestershire	132	168	139
Telford & Wrekin	124	120	63
West Mercia	614	637	466

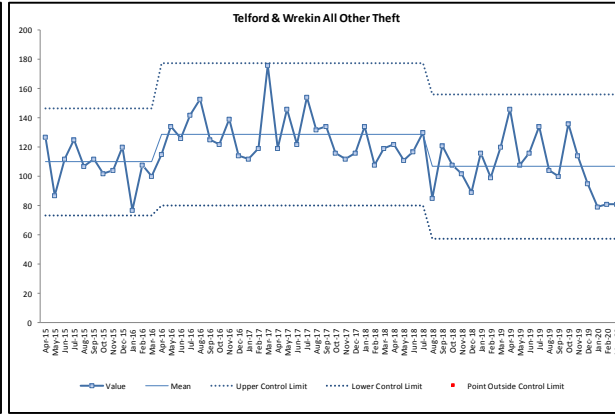
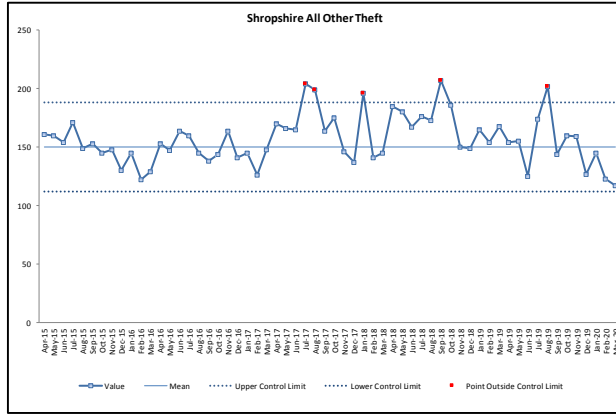
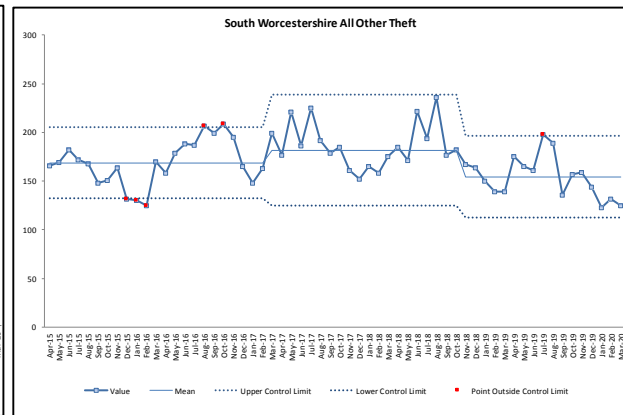
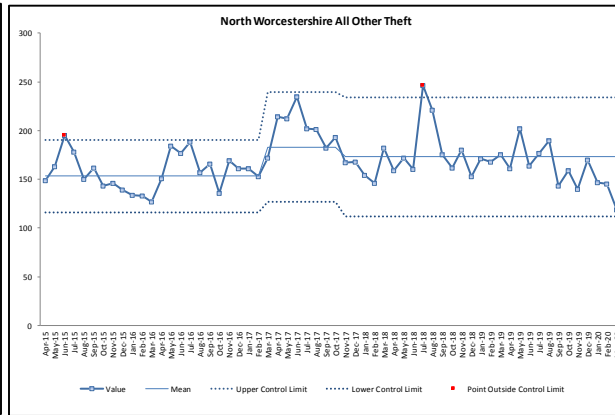
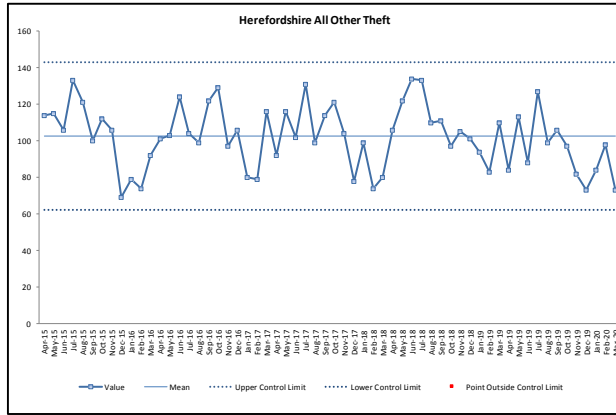
Last Qtr	Prev Qtr
178	252
532	455
261	378
439	450
307	364
1717	1899

Other Theft



515 other theft offences were recorded in March. This is a decrease compared to February (579) and significantly below the monthly average (674).

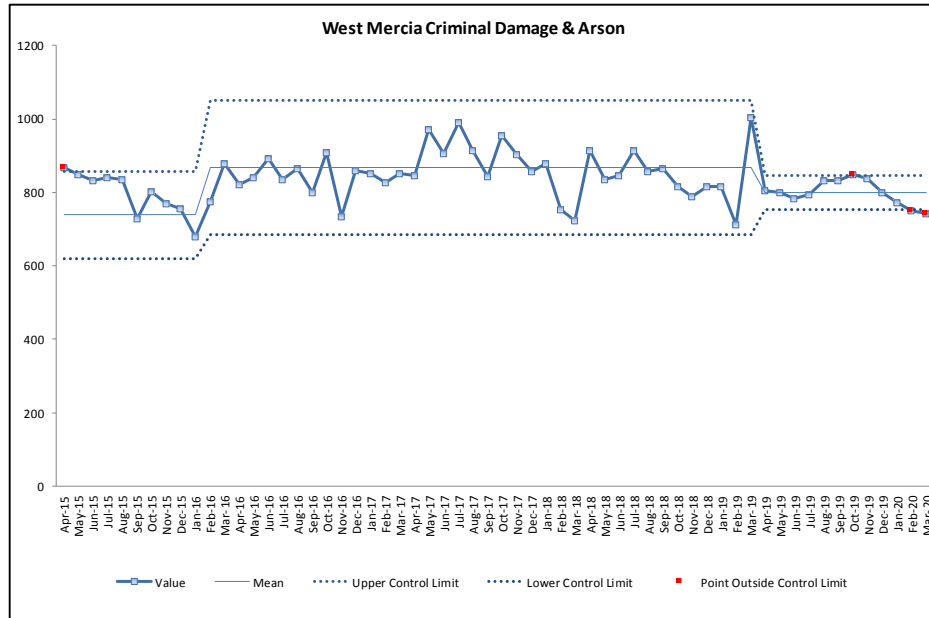
Other Theft



	Jan-20	Feb-20	Mar-20
Herefordshire	84	98	73
North Worcestershire	147	145	119
Shropshire	145	123	117
South Worcestershire	123	132	125
Telford & Wrekin	79	81	81
West Mercia	578	579	515

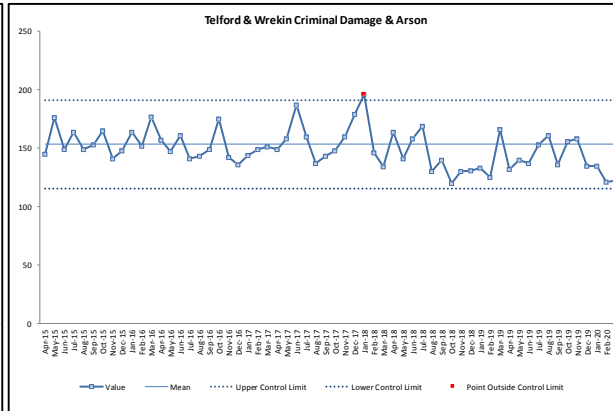
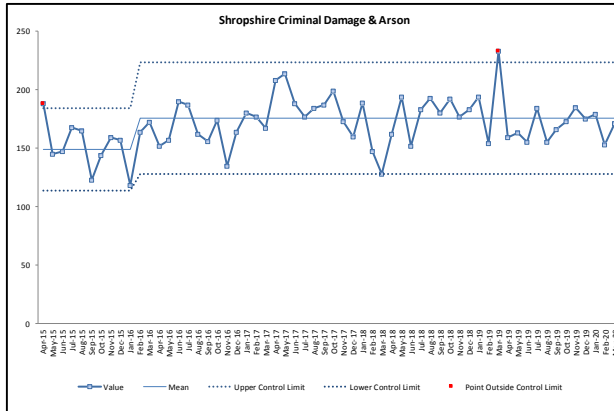
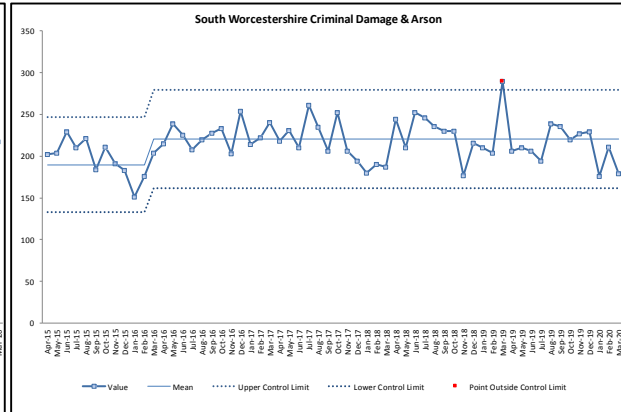
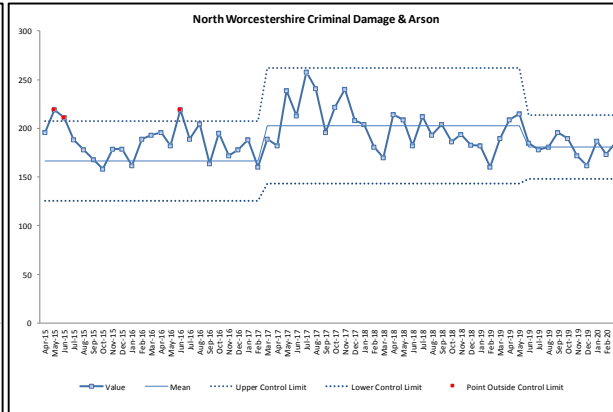
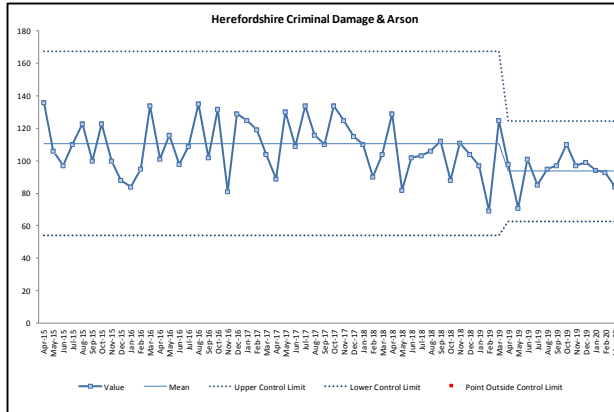
Last Qtr	Prev Qtr
255	252
411	469
385	446
380	460
241	345
1672	1972

Criminal Damage and Arson



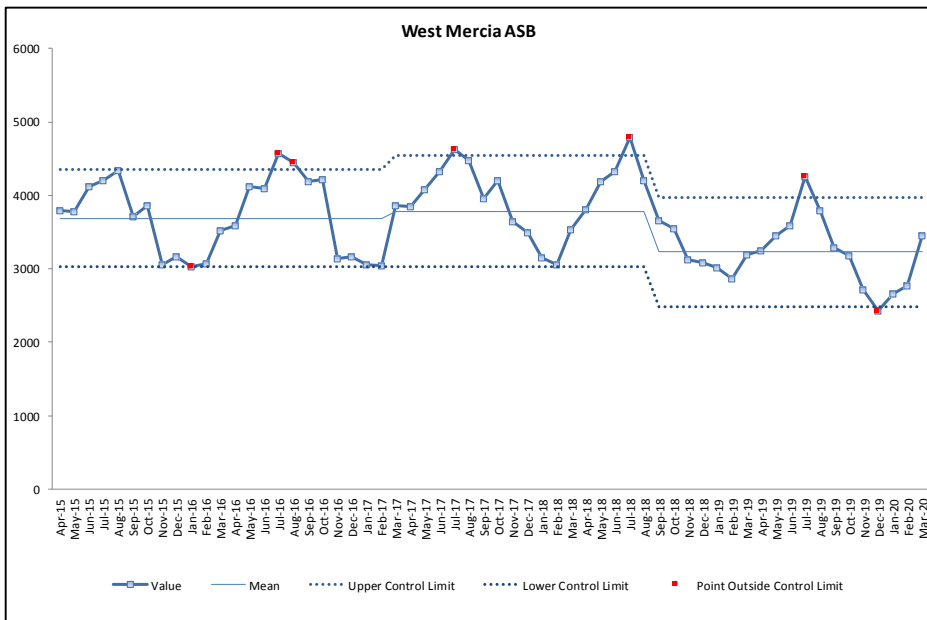
742 criminal damage and arson offences were recorded in March. This is a reduction compared to February (751) and volumes remain significantly below the monthly average (800).

Criminal Damage and Arson

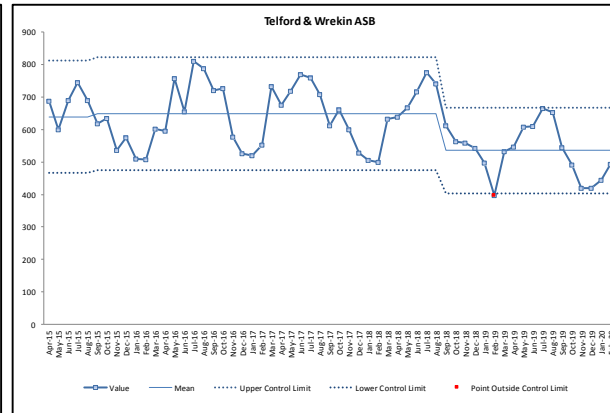
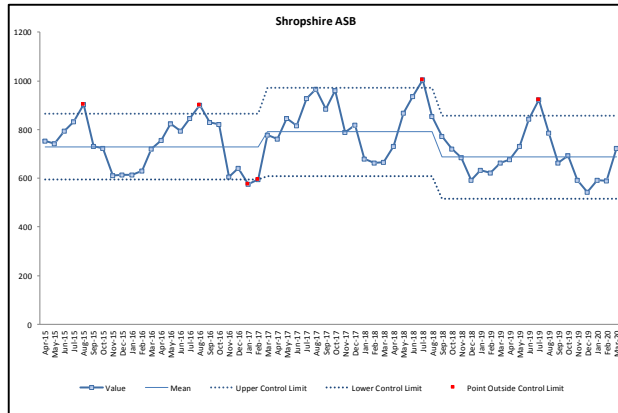
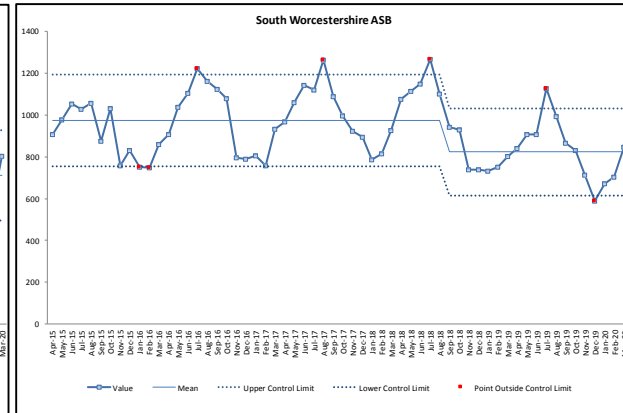
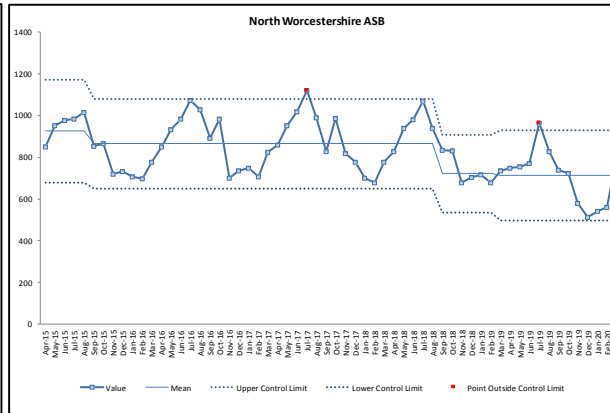
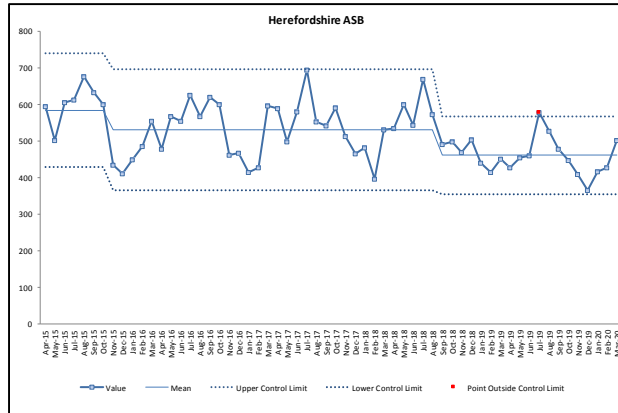


	Jan-20	Feb-20	Mar-20
Herefordshire	94	93	84
North Worcestershire	187	173	186
Shropshire	179	153	171
South Worcestershire	176	211	179
Telford & Wrekin	135	121	122
West Mercia	771	751	742

Last Qtr	Prev Qtr
271	306
546	524
503	533
566	676
378	449
2264	2488



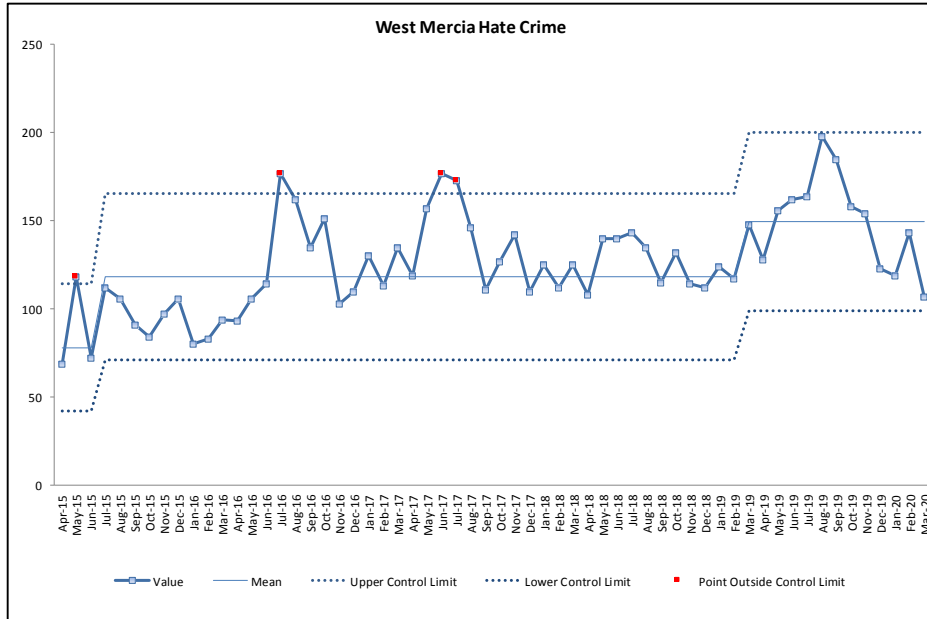
3,458 ASB incidents were recorded in March. This is an increase compared to February (2,774) and above the monthly average (3228).



	Jan-20	Feb-20	Mar-20
Herefordshire	416	428	503
North Worcestershire	542	560	805
Shropshire	593	589	722
South Worcestershire	672	704	848
Telford & Wrekin	444	493	580
West Mercia	2667	2774	3458

	Last Qtr	Prev Qtr
	1347	1222
	1907	1815
	1904	1827
	2224	2134
	1517	1332
	8899	8330

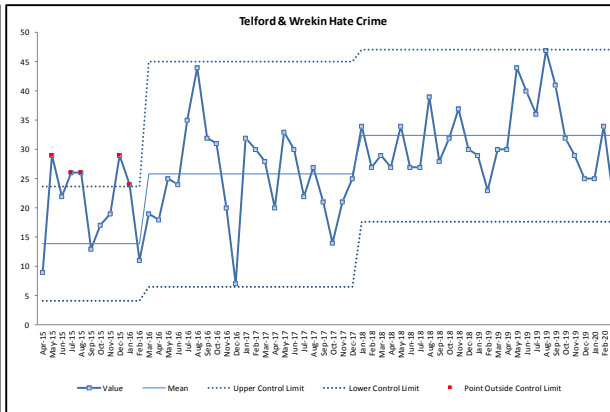
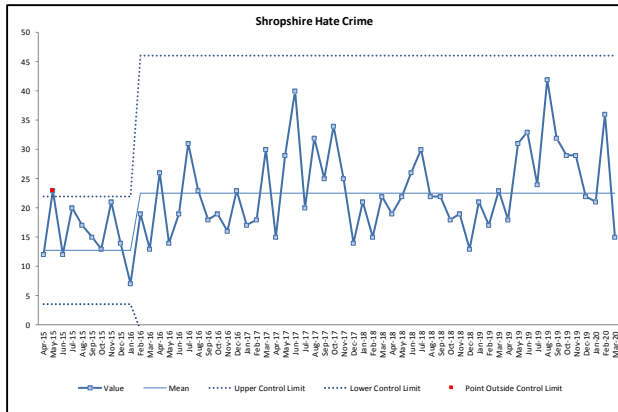
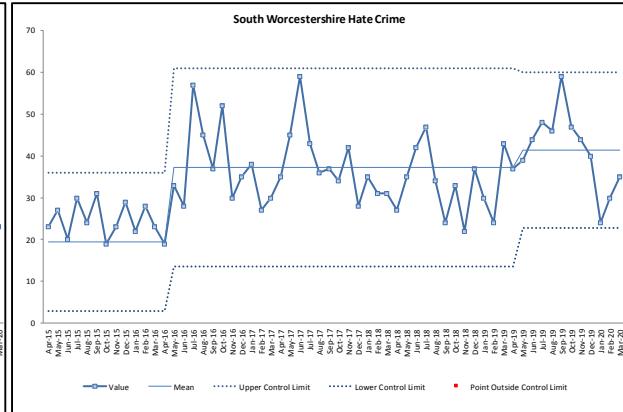
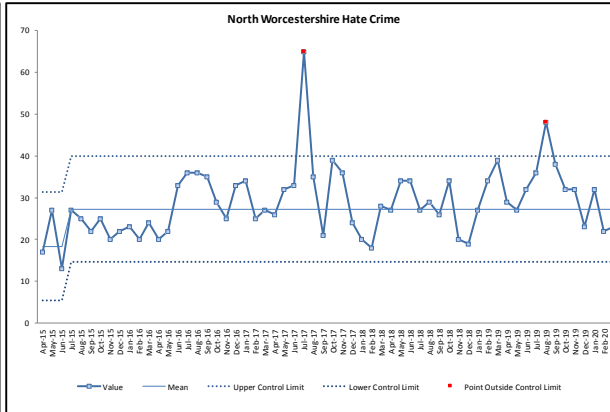
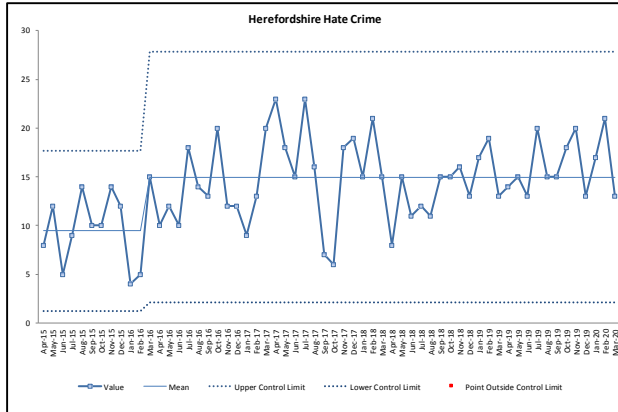
Hate Crime



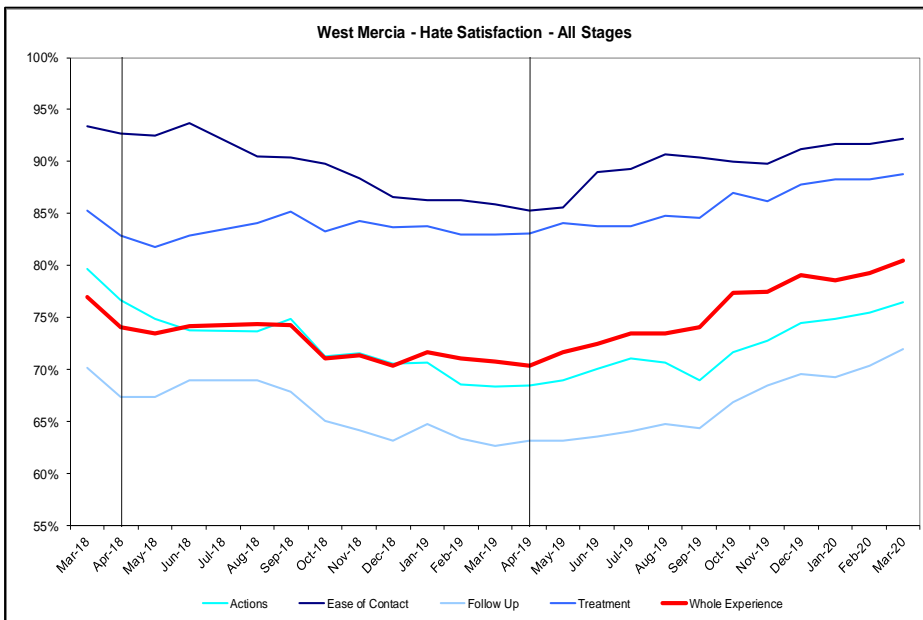
107 hate offences/ incidents were recorded in March. This is a decrease compared to February (143) and below the monthly average (150).

Racial based offences continue to account for the majority (64%) of recorded hate crime.

Hate Crime



Hate Crime Satisfaction

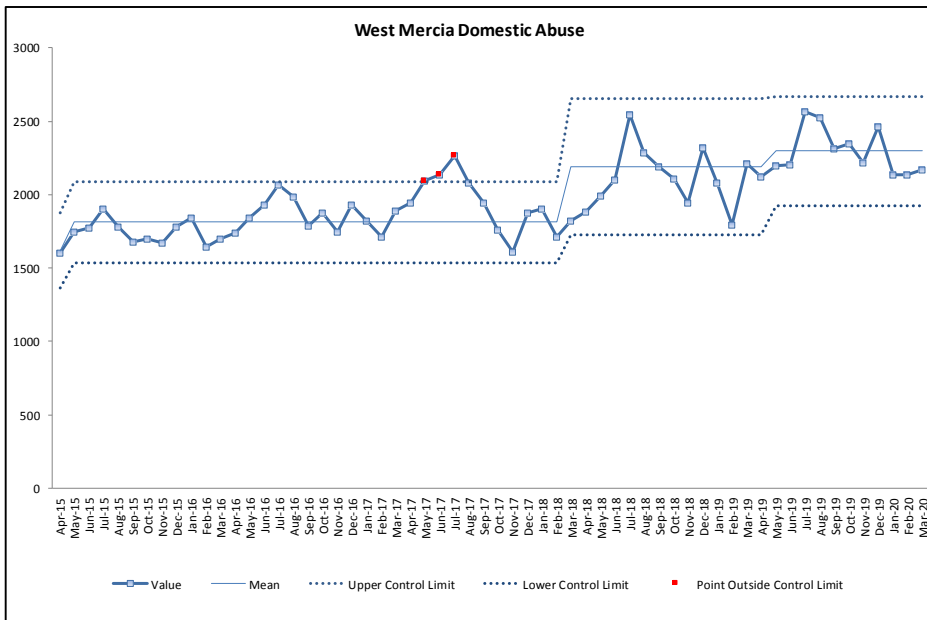


80% of hate crime victims were satisfied with their overall experience with the police in the 12 month period to March. This follows a steadily improving picture from April 2019.

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.

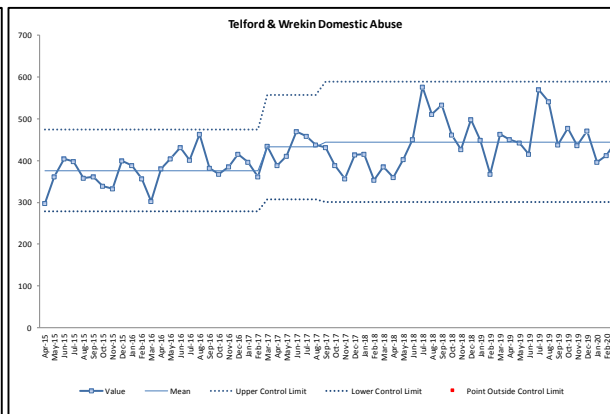
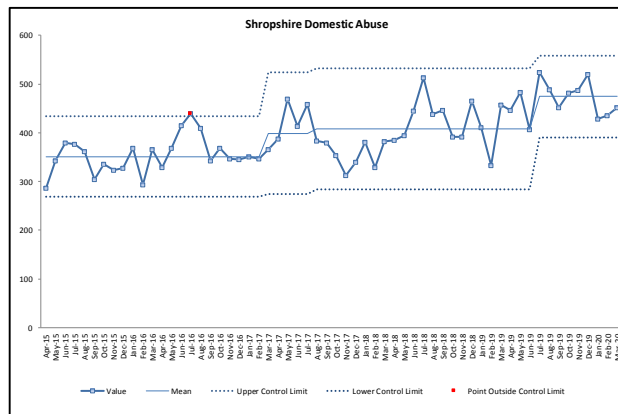
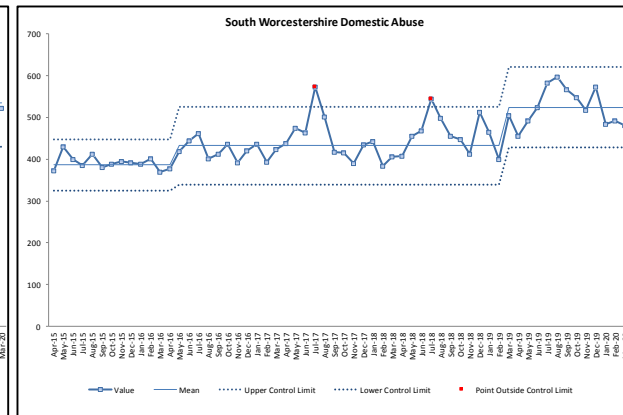
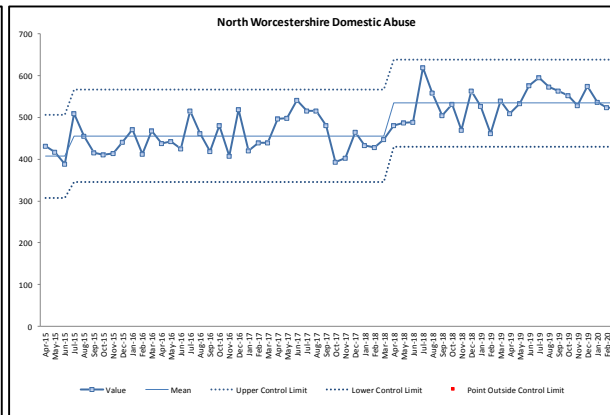
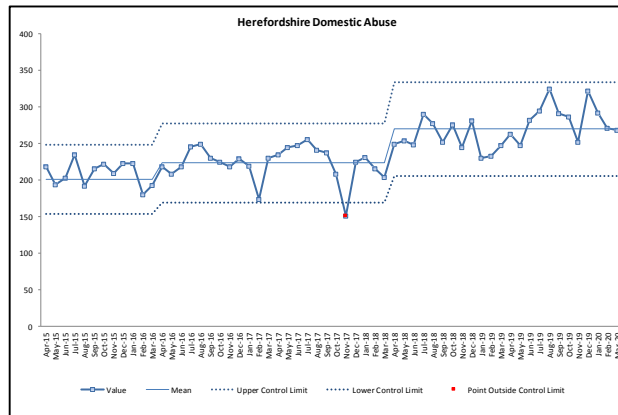
	Jan-20	Feb-20	Mar-20
Herefordshire	79.4%	84.4%	86.2%
North Worcestershire	77.5%	76.2%	76.9%
Shropshire	71.4%	73.2%	73.3%
South Worcestershire	78.0%	78.6%	80.0%
Telford & Wrekin	85.7%	86.6%	89.2%
West Mercia	78.5%	79.3%	80.4%

Domestic Abuse



2,169 domestic abuse offences and crimed incidents were recorded in March. This is an increase compared to February (2,133) but below the monthly average (2,998).

Domestic Abuse



	Jan-20	Feb-20	Mar-20
Herefordshire	292	271	268
North Worcestershire	536	523	522
Shropshire	429	435	451
South Worcestershire	484	492	481
Telford & Wrekin	397	412	447
West Mercia	2138	2133	2169

Last Qtr	Prev Qtr
831	861
1581	1656
1315	1489
1457	1638
1256	1386
6440	7030

DA - Outcomes – 2019/20 Vs 2018/19

		Outcomed DA Volumes and % Outcomed			
		Apr 18 - Mar 19		Apr 19 - Mar 20	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	1,561	11.3%	1,693	10.9%
No Action Taken	OC5,9,10,11,12,13,15,16,17	11,420	82.9%	12,757	82.4%
Investigation complete - no suspect identified	OC14,18	513	3.7%	508	3.3%
Other*	OC20,21,22	277	2.0%	533	3.4%
Total Recorded and Outcomed		13,771	100%	15,491	100%
Total Recorded		15,047		17,108	
Outcome Rate		91.5%		90.5%	

DA Offences Outcomed

- 15,491 DA offences were recorded/outcomed during 2019/20
 - 12% increase compared to 2018/19 (13,771)
- 91% (15,491) of all DA offences recorded during 2019/20 (17,108) were assigned an outcome within the 12 month period.
 - This is a 1 percentage point decrease in the DA outcome rate from 92% in 2018/19

Action Taken

- 11% (1,693) of DA offences recorded during 2019/20 (15,491) were assigned an 'action taken' outcome within the period.
 - This proportion rate remains relatively stable with 2018/19 (11%)

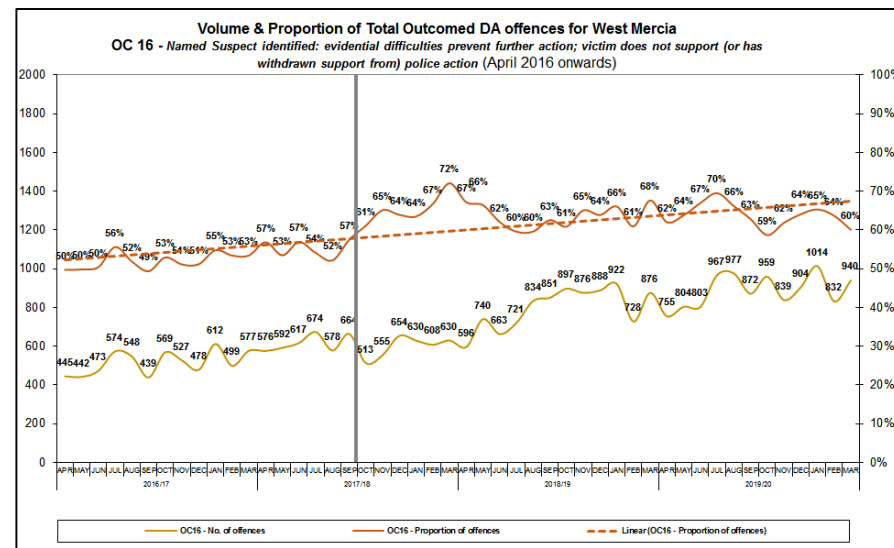
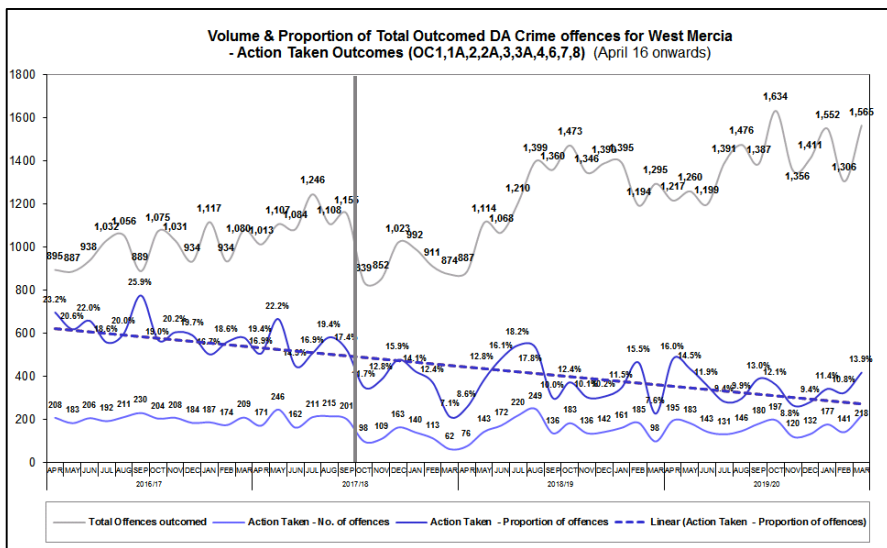
No Action Taken

- During 2019/20, relatively the same proportion of DA offences were assigned a 'no action taken' outcome (12,757, 82%) as 2018/19 (11,420, 83%)
 - 12% increase in the number of offences resulting in 'no action taken'

'Investigation complete – no suspect identified'

- In 2019/20, the number and proportion of DA offences (508, 3.3%) resulting in 'Investigation complete – no suspect identified' remained relatively the same as in 2018/19 (513, 3.7%).

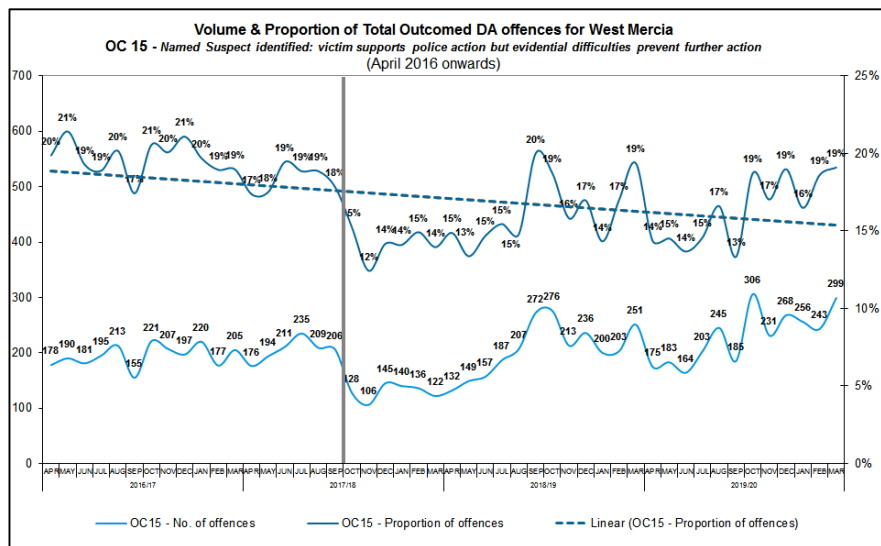
DA - Outcomes



Of the **1,565** DA offences outcomed in March:

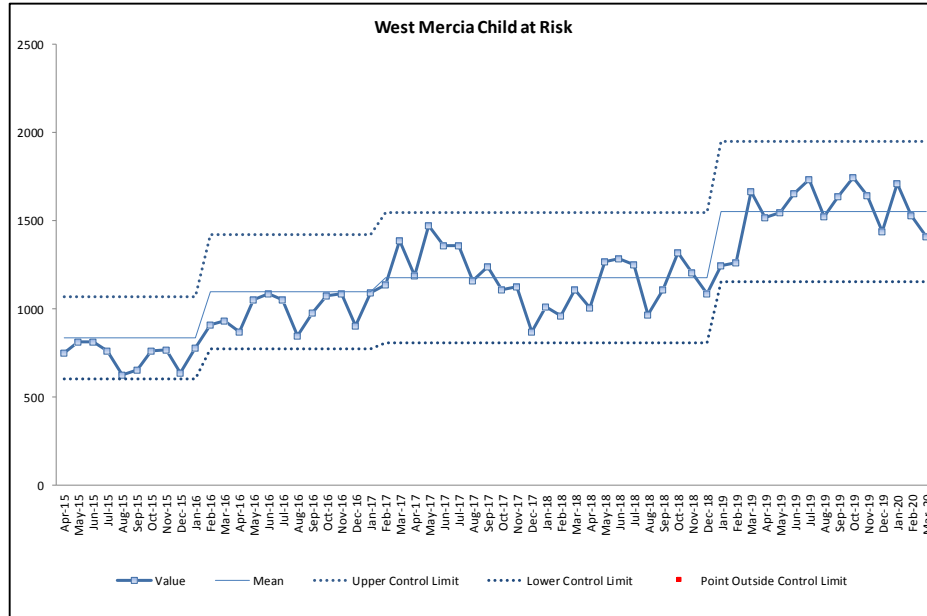
- 218 (14%) resulted in an 'action taken' outcome. This is a 55% increase in volume compared to February (141) and the highest volume seen since August 18 (249)
- The proportion rate (14%) is a 3 percentage point increase on February (11%) and the highest proportion rate seen since May 19 (15%)

- 60% (940) of DA offences resulted in Outcome 16 in March. This is a 13% growth in volume but a decrease in the proportion rate compared to February (832, 64%)



Of the **1,565** DA offences outcomed in March:

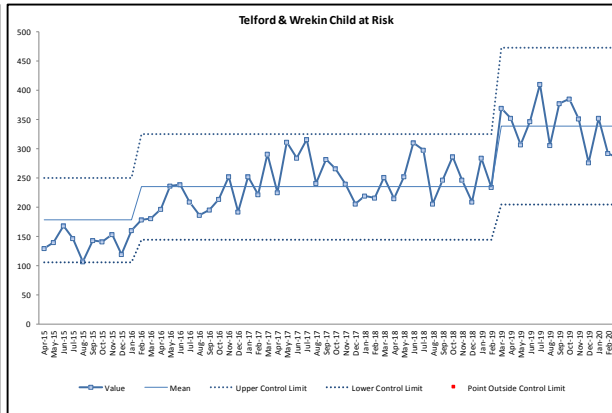
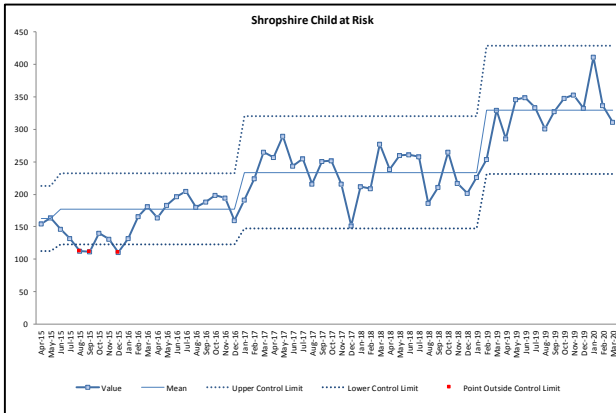
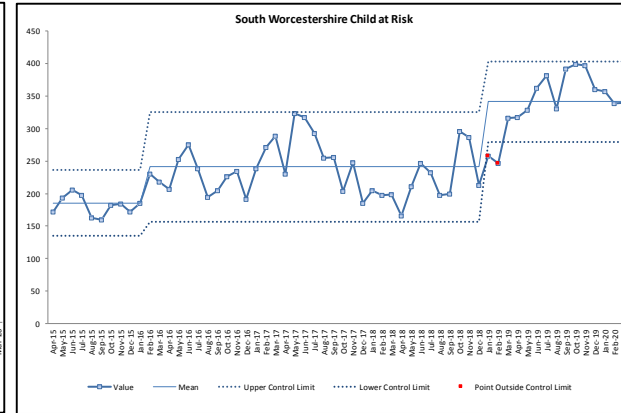
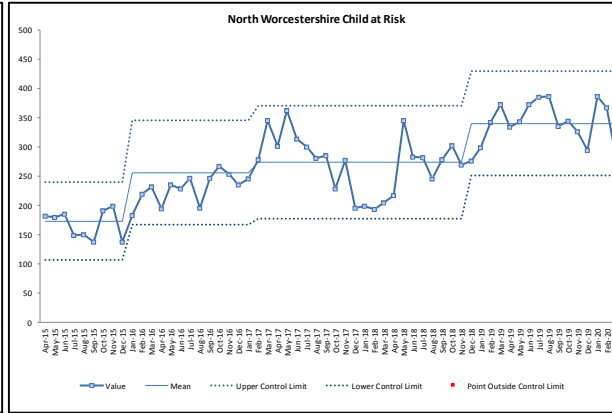
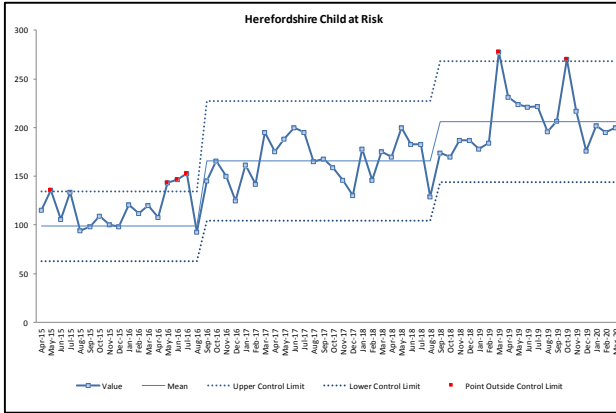
- 299 (19%) offences resulted in Outcome 15 in March. This is an increase in volume compared to February (243, 19%), although the proportion rate remains stable
- Outcome 15’s proportion rate continues to remain stable within a range of 16% to 19% since October 19.



Child at Risk, Child Sexual Exploitation and Child Sexual Abuse offences are identified for analysis purposes through the application of appropriate keywords in the crime recording system.

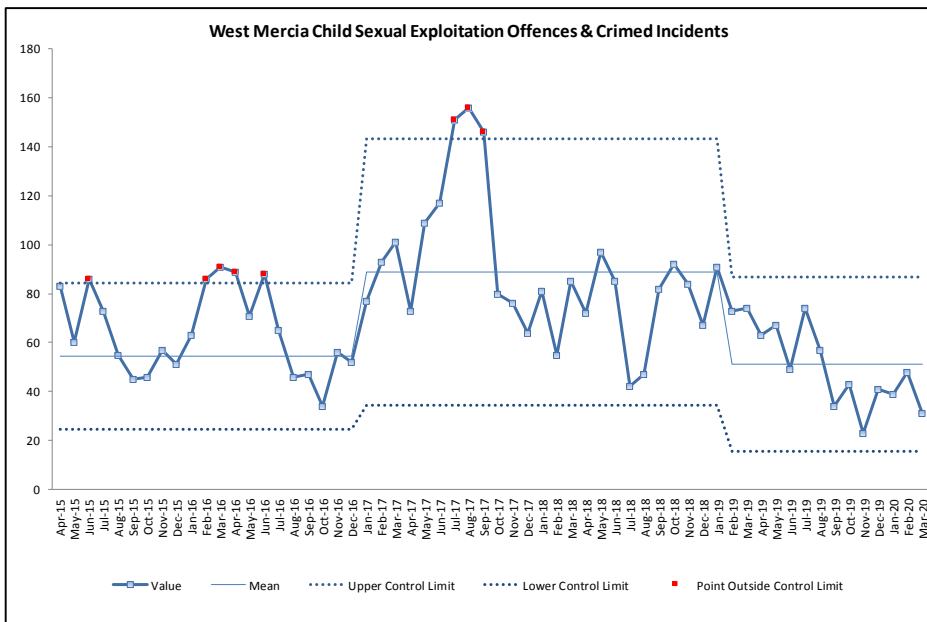
1,411 Child at Risk markers were applied to offences/incidents in March. This is a decrease compared to February (1,530) and below the monthly average (1,551).

Children at Risk



	Jan-20	Feb-20	Mar-20
Herefordshire	202	195	200
North Worcestershire	387	367	276
Shropshire	411	337	311
South Worcestershire	357	339	340
Telford & Wrekin	353	292	284
West Mercia	1710	1530	1411

	Last Qtr	Prev Qtr
	597	663
	1030	965
	1059	1034
	1036	1156
	929	1013
	4651	4831

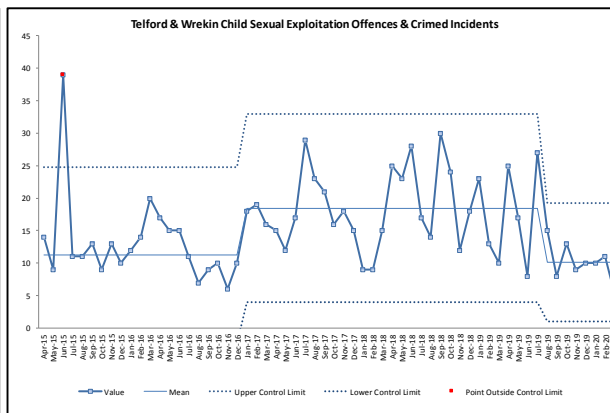
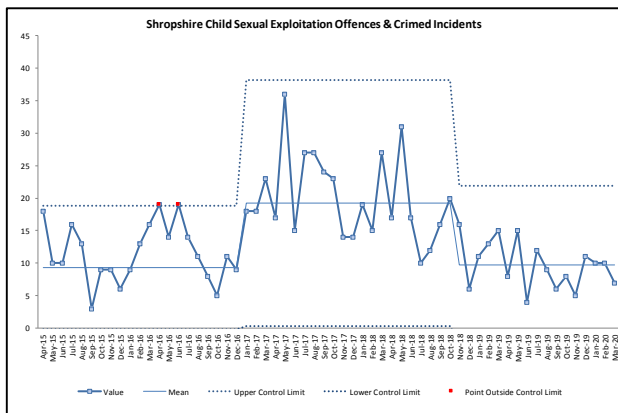
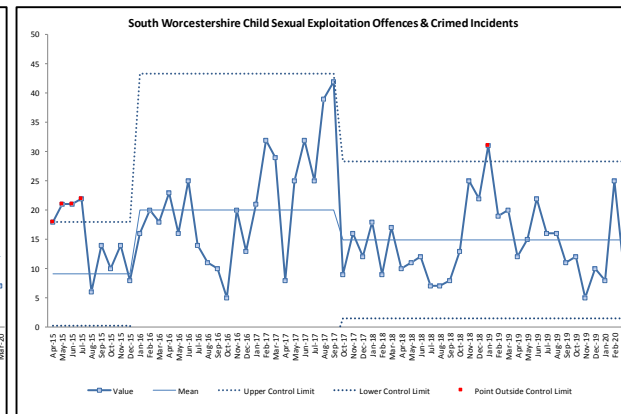
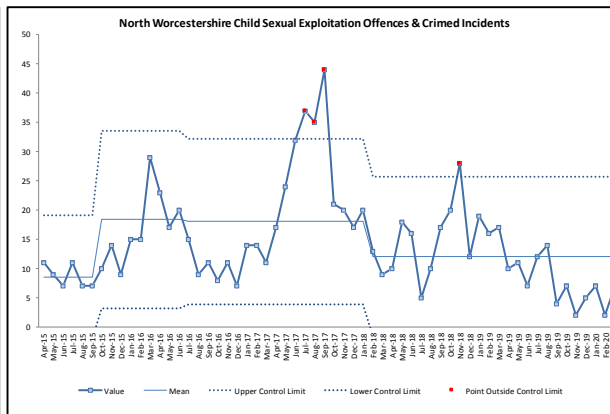
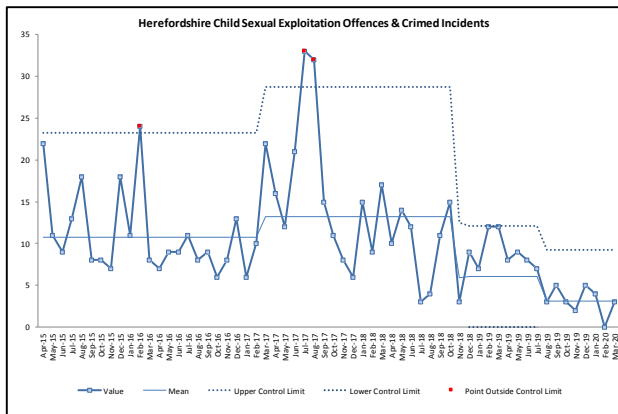


31 CSE offences/ incidents were recorded in March. This is below the monthly average (51).

The decrease seen from March 2019 is likely to be a result of improved application of the CSE keyword.

‘Child Sexual Exploitation’ (CSE) is a specific behaviour, identifying offences where 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.

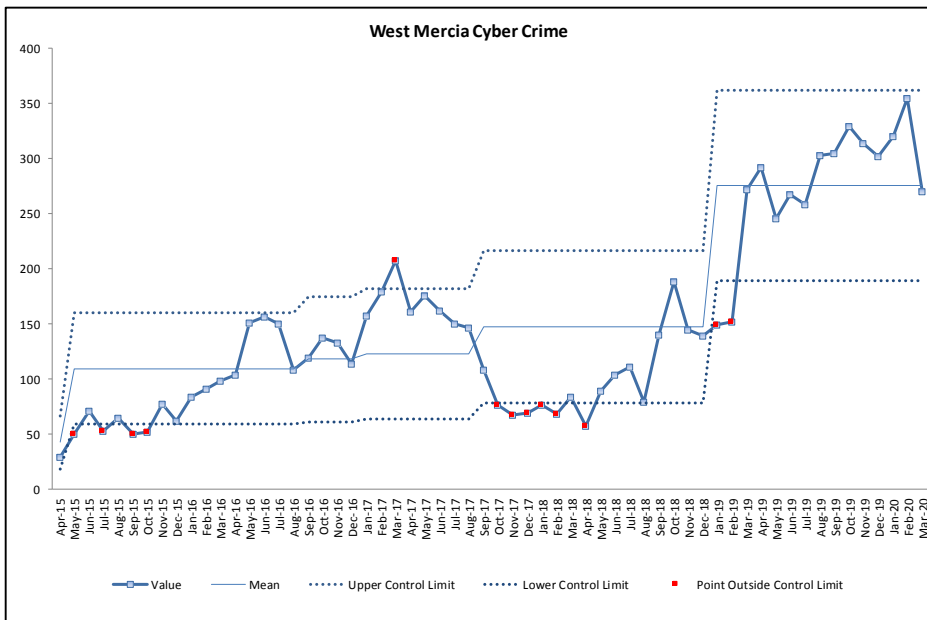
CSE is a subset of CSA.



	Jan-20	Feb-20	Mar-20
Herefordshire	4	0	3
North Worcestershire	7	2	7
Shropshire	10	10	7
South Worcestershire	8	25	9
Telford & Wrekin	10	11	5
West Mercia	39	48	31

	Last Qtr	Prev Qtr
Herefordshire	7	10
North Worcestershire	16	14
Shropshire	27	24
South Worcestershire	42	27
Telford & Wrekin	26	32
West Mercia	118	107

Cyber crime

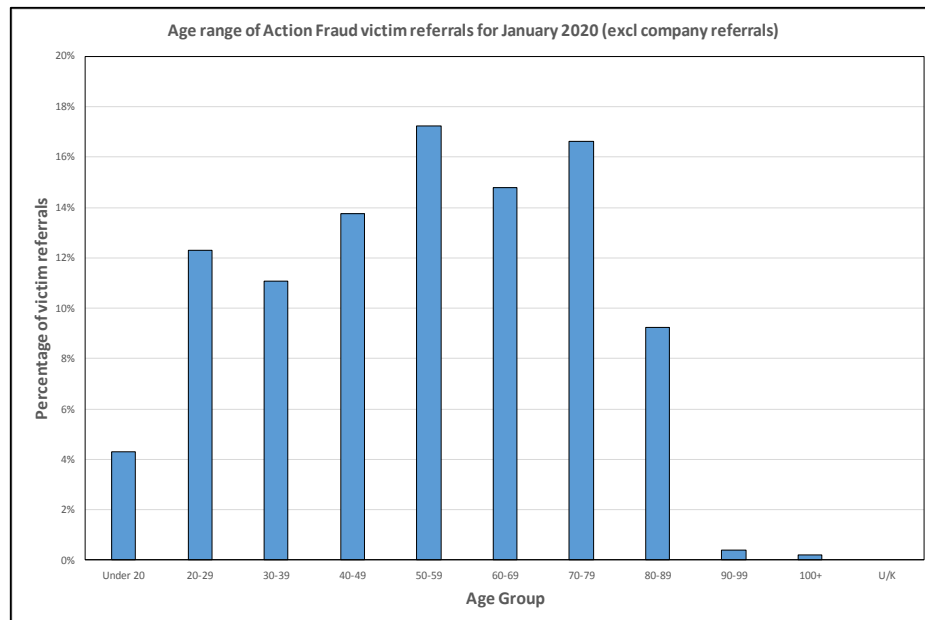
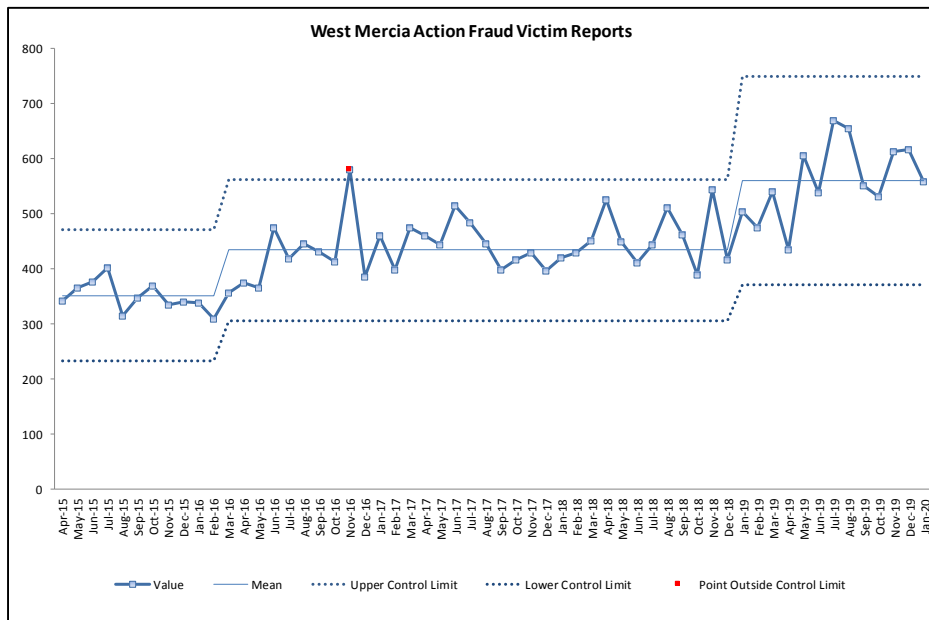


270 offences were flagged as cyber crime in March. The volumes is below the monthly average (276).

The continuing increase in reporting is possibly due to 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.

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

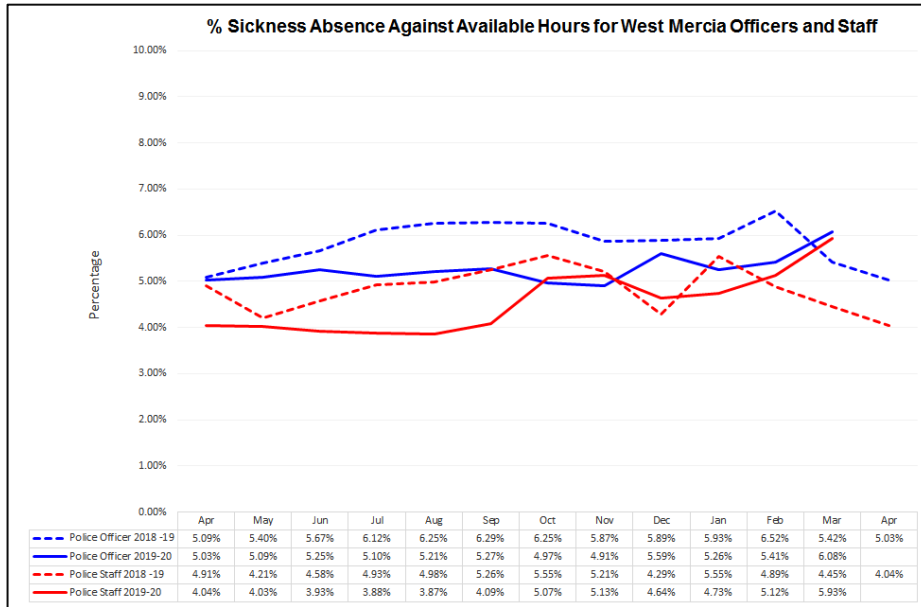
Cyber crime



558 Action Fraud victim reports (which exclude company referrals) were recorded in January 2020³. This is a decrease compared to volumes seen in December and has slipped below the monthly average (561).

Nearly half (49%) of victim referrals are for victims aged 50 and over.

³ Data is only available to January due to delays in processing the data from Action Fraud.



Police Officers

The average percentage of hours lost to sickness in March is 6.08% for officers, an increase from February (5.41%) and higher than the equivalent month in the previous year (5.42%).

- This is the highest level seen in the last 12months

Police Staff

The average percentage of hours lost in March is 5.93% for police staff, an increase from February (5.12%) and higher than the equivalent month in the previous year (4.45%)

- This is the third notable month-on-month increase and the highest level seen in the last 12months.

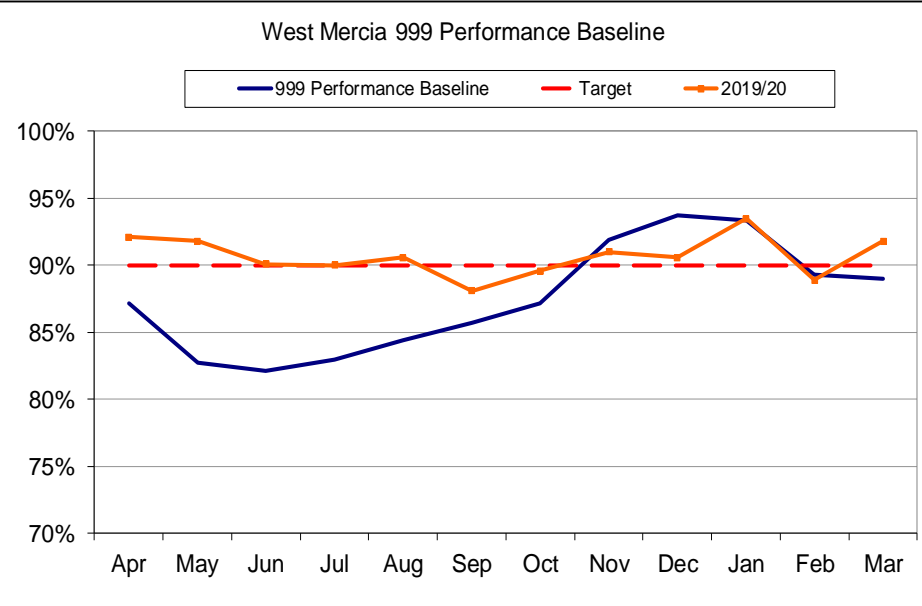
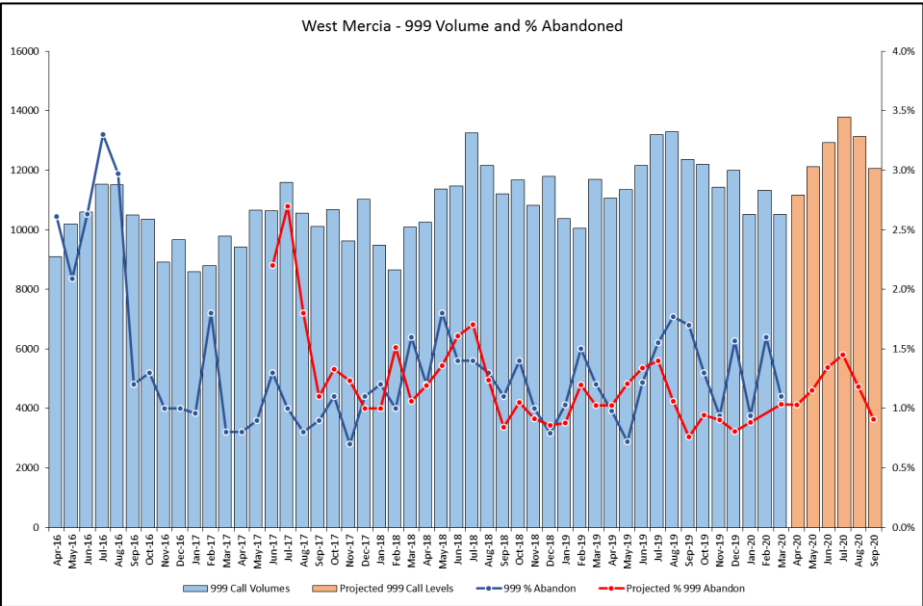
Note: March's sickness data. The following COVID reasons have been excluded as not being recorded as sickness:

- COVID 19 Self Isolation (Special Leave – WFH)
- COVID 19 Self Isolation (Special Leave)
- COVID 19 Social Distancing (Vulnerable Group – WFH)
- COVID 19 Social Distancing (Vulnerable Group)

The following reasons have been included:

- COVID 19 Diagnosed
- COVID 19 Ill with Symptoms (cough or temperature)
- COVID 19 Suspected

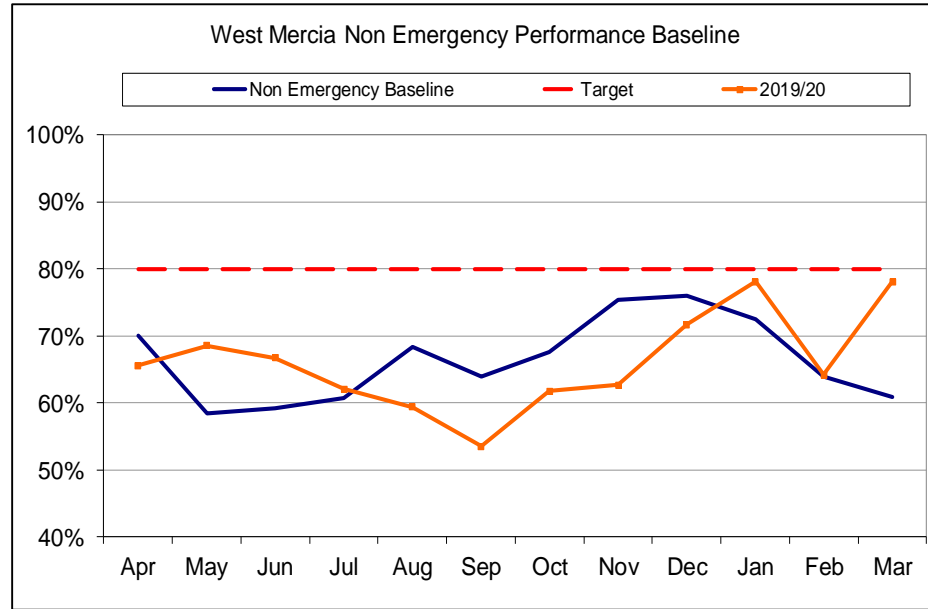
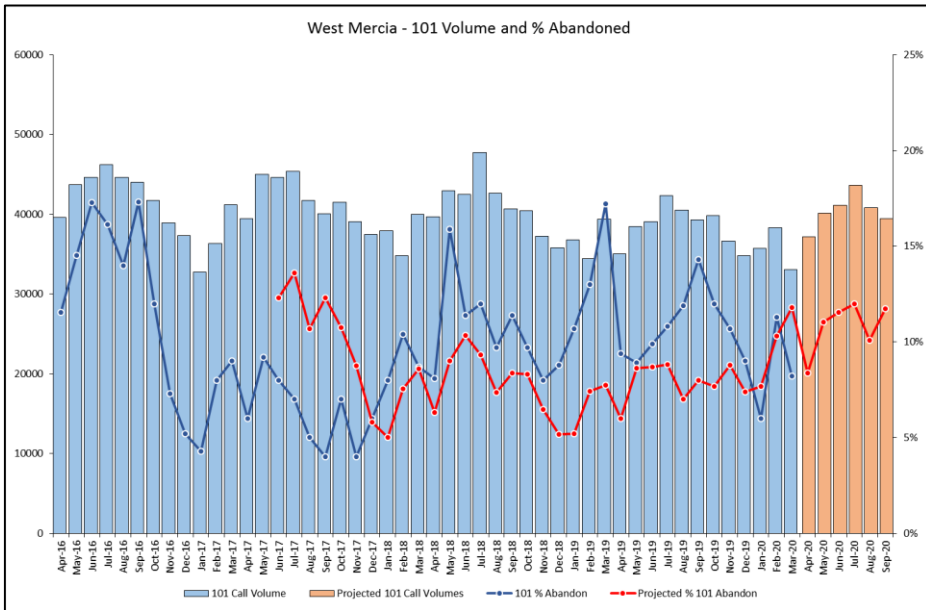
Call Handling - 999



10,512 calls on the 999 system were received in March; a decrease compared to February (11,339). The abandoned rate improved slightly from 1.6% to 1.1%.

The proportion of 999 calls answered within 10 seconds in March (92%) has increased compared with February (89%) and is above the target (90%). Current performance is 3% above the baseline (89%).

Call Handling - 101



33,082 non-emergency calls were received in March, a decrease compared to February (38,341). The abandoned rate (11%) improved slightly compared with the previous month (8.0%).

The proportion of calls answered in 30 seconds has increased to 78% in March compared to 64% in February but remains below the expected standard (80%). Current performance is 17% above the baseline (61%).