

Safer West Mercia Plan Metrics

The Police & Crime Commissioner (PCC) has worked with West Mercia Police to identify performance metrics to monitor progress against the commitments set out in the Safer West Mercia Plan 2021- 2025.

Where possible existing performance products, such as the West Mercia Police Quarterly Performance report, will be used to report on the agreed metrics. These performance reports are published on the PCC's website. There are a small number of metrics which cannot be reported on at present due to systems issues. These metrics are highlighted in red. West Mercia Police continue to develop their approach to reporting on these metrics.

Objective	Ref. No.	Proposed metrics
Putting victims and survivors first	1	Complaint volumes & breakdown by allegation category
	2	Compliance with the Victims' code (inc. timeliness of updates etc.)
	3	Victim satisfaction by crime type (inc. Domestic Abuse (DA))
	4	Delivery of 'victim care' training for officers and staff
	5	Explanation to victims of crime whose case is closed without a perceived positive outcome (this may also be captured as part of the Victims' code metrics under development)
	6	Victim Advice Line referral rate
	7	Referrals to PCC-funded victim services
	8	Volume / rate of repeat victimisation (inc. DA repeat victims)
	9	Volume of mental health incidents
	10	Delivery of training by Exploitation & Vulnerability trainers
Building a more secure West Mercia	11	Police outcomes and timeliness
	12	First time adult & youths entrants to the CJS
	13	No. of investigators and specialist investigators
	14	Reducing reoffending data inc. IOM re-offending data (volume / rate)
	15	Volume of ASB incidents

	16	National policing measures:
	17	• Homicides;
	18	• Serious Violence (inc. knife crime /gun crime);
	19	• Drug-related homicides / County Lines;
	20	• Neighbourhood crimes (burglary, robbery, vehicle offences and theft from a person);
	21	• Cyber crime.
	22	Problem solving metrics
	23	Volume of rural crime
	24	Volume of business crime
	25	Delivery of training to support people with vulnerabilities
	26	Serious organised crime data (inc. no. of disruptions across 4P framework)
	27	Volume of DA offences / crimed incidents
	28	Volume of sexual violence offences (rape and OSO)
	29	DA police outcomes
	30	Sexual violence (rape and OSO) police outcomes
	31	Powers to tackle DA & sexual violence:
	32	• DA outcomes;
	33	• DA arrest rate;
	34	• DVPNs / DVPOs;
	35	Powers to tackle sexual violence (inc. stalking prevention orders)
	36	DA repeat victims (volume / rate)
	37	Repeat DA offenders (volume / rate)
	38	Repeat sexual violence victims and offenders (volume / rate)
	39	Anti-social / dangerous use of roads incidents
	40	Road traffic collision and casualty data
	41	Data on road campaigns / educational initiatives
	42	No. of community speed watch groups
	43	Roads-related community concerns (qualitative)

Reforming West Mercia	44	Expenditure per directorate and variance to budget
	45	Assessment of knowledge management and data maturity
	46	Utilisation of ICT managed assets
	47	System availability and ICT outages
	48	Information security compliance (qualitative assessment)
	49	Data breaches including ICO referrals and ICO complaints
	50	Force vision and values
	51	Measuring the force's carbon footprint
	52	Officer numbers
	53	Emergency response times
	54	Average no. of unresourced incidents
	Reassuring West Mercia's Communities	55
56		Non-urgent appointments within 48 hours (or at a later time by mutual agreement).
57		999 and 101 call handling performance
58		Volume of public demand via new platforms and technology
59		Public perceptions of accessibility (PCC Perceptions Survey)
60		Use of mobile police stations / engagement vans
61		Local Policing Charter Metrics:
62		• Priorities from Parish council contact contracts;
63		• Neighbourhood alerts metrics (e.g. no. of messages sent, people registered etc.);
64		• Data from dip sampling at police stations (e.g. A boards, posters etc.)
65		• Events (e.g. use of engagement vans, newsletters, social media, events, surgeries etc.)
66		• Social media engagement
67		No. of watch schemes
68		Measurement of organisational culture (e.g. local and national staff surveys)
69	Workforce composition, officer joiners and attrition rate by protected characteristics	
70	Volume of complaints	