West Mercia Police

Quarterly Performance Monitoring Report

April – June 2023

Purpose
The purpose of this product is to provide a quarterly update to current and emerging performance issues relating to West Mercia.
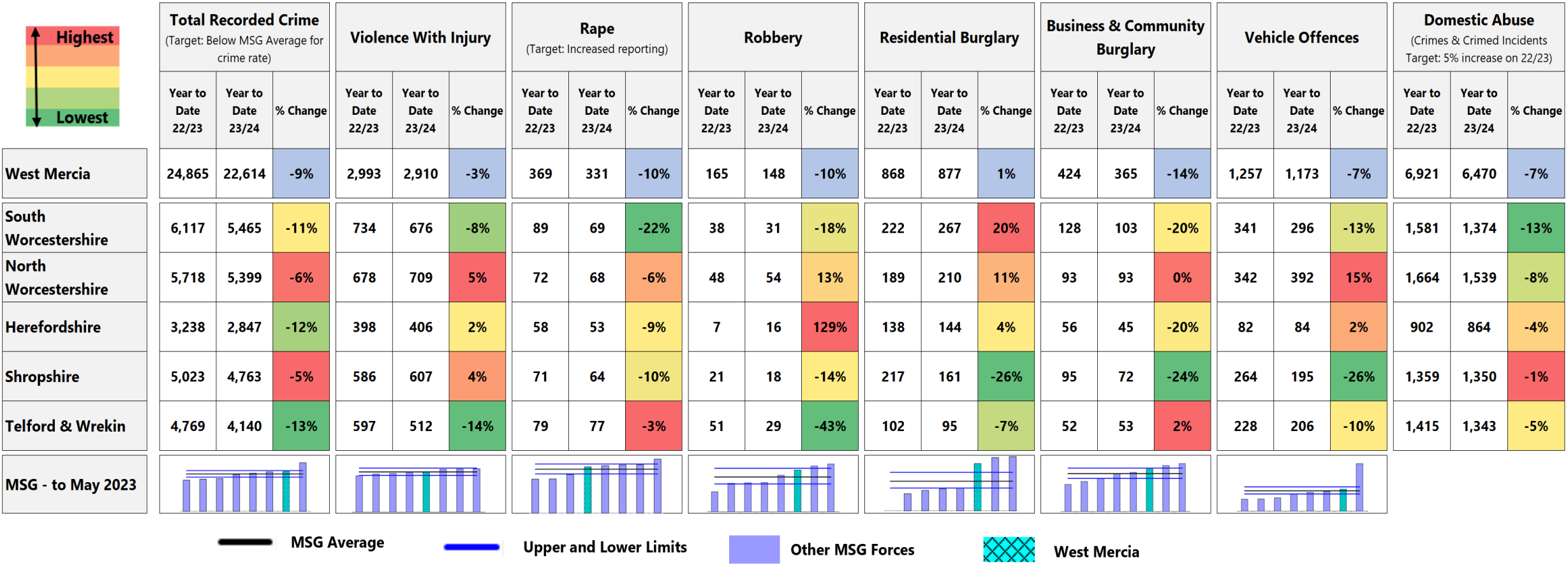
Providing a quality policing service, protecting people from harm.

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Version	**Final**
Purpose	**Overview of Force Performance**
Author	**Performance Team, Strategy, Planning and Insight**
Owner	**DCC A. Murray**

West Mercia POLICE

Our values: Public first | Compassionate | Courageous | Ownership | Inclusive

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

GOLD

Highest ↑ Lowest ↓

	Total Recorded Crime (Target: Below MSG Average for crime rate)			Violence With Injury			Rape (Target: Increased reporting)			Robbery			Residential Burglary			Business & Community Burglary			Vehicle Offences			Domestic Abuse (Crimes & Crimed Incidents Target: 5% increase on 22/23)		
	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change
West Mercia	24,865	22,614	-9%	2,993	2,910	-3%	369	331	-10%	165	148	-10%	868	877	1%	424	365	-14%	1,257	1,173	-7%	6,921	6,470	-7%
South Worcestershire	6,117	5,465	-11%	734	676	-8%	89	69	-22%	38	31	-18%	222	267	20%	128	103	-20%	341	296	-13%	1,581	1,374	-13%
North Worcestershire	5,718	5,399	-6%	678	709	5%	72	68	-6%	48	54	13%	189	210	11%	93	93	0%	342	392	15%	1,664	1,539	-8%
Herefordshire	3,238	2,847	-12%	398	406	2%	58	53	-9%	7	16	129%	138	144	4%	56	45	-20%	82	84	2%	902	864	-4%
Shropshire	5,023	4,763	-5%	586	607	4%	71	64	-10%	21	18	-14%	217	161	-26%	95	72	-24%	264	195	-26%	1,359	1,350	-1%
Telford & Wrekin	4,769	4,140	-13%	597	512	-14%	79	77	-3%	51	29	-43%	102	95	-7%	52	53	2%	228	206	-10%	1,415	1,343	-5%
MSG - to May 2023																								

Legend: ── MSG Average   ── Upper and Lower Limits   ▮ Other MSG Forces   ▨ West Mercia

- Year To Date runs to last day of the previous month.

- Forces are ordered lowest to highest crimes per 1000 population - left to right.

Key crimes - OC1-8 (minus 5) – Action Taken

PEEL Spotlight Report – West Mercia is in line with the national proportion rate (2022/2023) for 'Offences Brought to Justice' at 11%. However there has been a dramatic decrease for this grouping since 2015 nationally.

Please note 'Offences Brought to Justice' includes OC5 – Offender has died, OC9 – Prosecution Not In the Public Interest (CPS) and OC22 – Diversionary, educational or intervention activity, in addition to 'Action Taken'.

Disposal dates can be added retrospectively, therefore previous months data will be refreshed and will most likely differ from previous reports.

Year To Date (1 April - 30 June 2023) Outcome Proportion Rate - Action Taken (Based On Disposal Date)

	Total Recorded Crime Target - 11%		Violence With Injury Target - 13%		Rape Target - 10%		Robbery Target - 12%		Residential Burglary* Target - 8%		Business & Community Burglary* Target - 10%		Vehicle Offences Target - 5%		Domestic Abuse Target - 13%	
	%	Volume	%	Volume	%	Volume	%	Volume	%	Volume	%	Volume	%	Volume	%	Volume
West Mercia	10.2%	2,190	12.2%	309	11.0%	35	8.3%	11	6.2%	50	7.6%	28	2.8%	30	8.8%	344
% Last 12 Months																
South Worcestershire	10.9%	591	10.9%	67	15.2%	12	6.3%	2	5.0%	12	2.0%	2	1.5%	4	7.7%	67
% Last 12 Months																
North Worcestershire	10.1%	516	10.3%	64	7.9%	5	7.9%	3	5.6%	11	8.9%	8	3.4%	12	7.2%	69
% Last 12 Months																
Herefordshire	12.0%	314	20.4%	65	10.5%	6	10.0%	1	6.0%	8	0.0%	0	2.9%	2	13.8%	63
% Last 12 Months																
Shropshire	7.6%	341	7.7%	43	10.3%	6	3.6%	1	8.4%	14	15.8%	12	1.7%	3	6.1%	50
% Last 12 Months																
Telford & Wrekin	11.1%	428	16.4%	70	10.0%	6	16.0%	4	6.9%	5	11.5%	6	4.6%	9	11.9%	95
% Last 12 Months																
iQuanta MSG - Mar 2023 (OC1&1A)															Unavailable	

Legend: Highest / Lowest — ▬ MSG Average — ▬ Upper and Lower Limits — ▮ Other MSG Forces — ▨ West Mercia

MSG Analysis Methodology

- * National methodology used. This incorporates burglary of a shed or other out building not connected to the main property in to Residential Burglary instead of Business & Community Burglary inline with national reporting practises.
- MSG analysis for Action Taken is currently under development therefore OC1&1A is shown above. Forces are ordered best to worse - left to right.
- Outcome rates have been calculated using LPA Geography **not** OIC Command.
- Action Taken = Charge/Summons, Caution, Taken Into Consideration, Penalty Notice for Disorder, Cannabis Warning, Community Resolution.

iquanta – A ratio is calculated by taking the outcome volumes divided by crimes recorded in the given time period.
ForceSight – This uses an outcomes average and doesn't take into account crime volumes.

1. Delivering a high quality, consistent service to the public
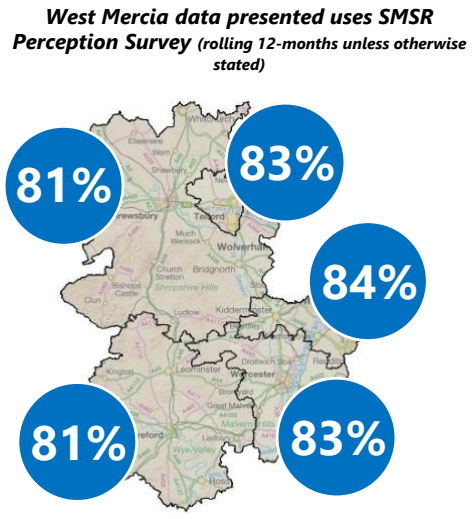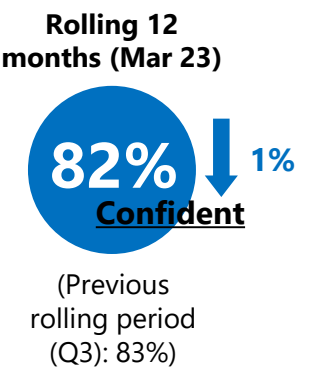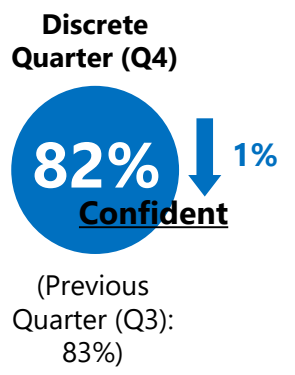**1.2 Creating public confidence**
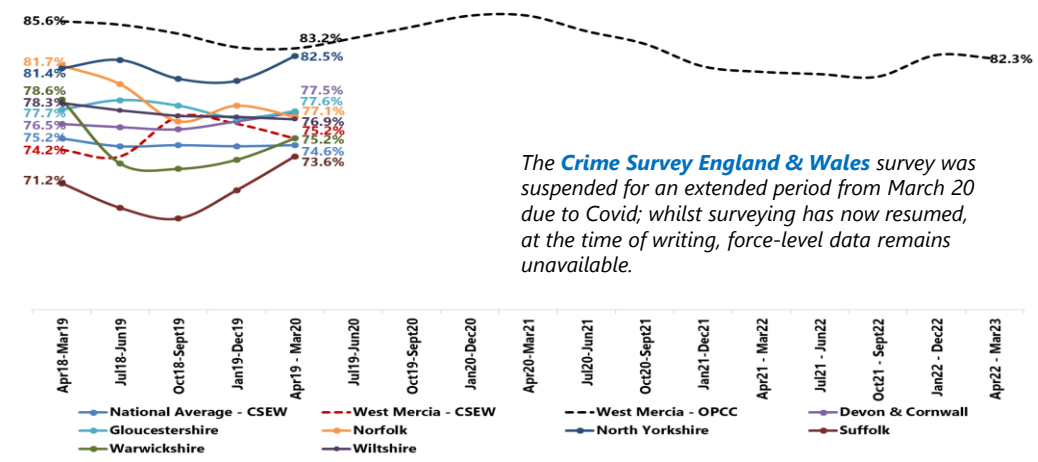
Target: *88%*

Legitimacy – Requires Improvement

HMICFRS
27 Sept 2019

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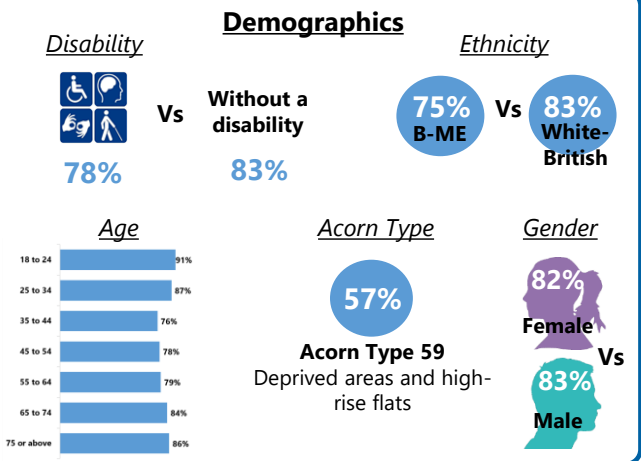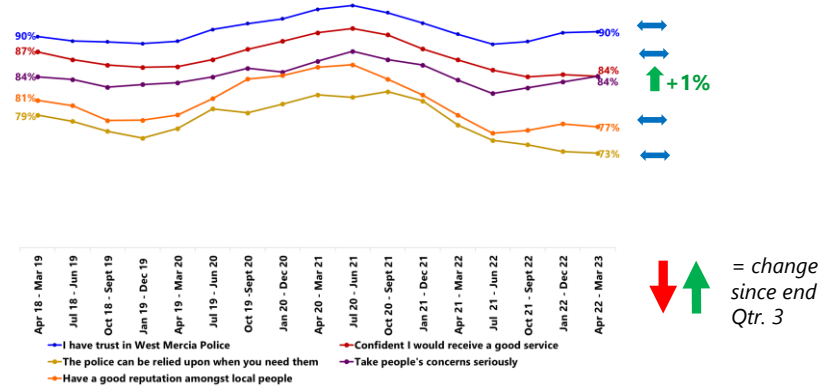## Confidence *(Strongly Agree or Tend to Agree)*

= change since end Qtr. 3

Discrete Quarter (Q4)

82%
Confident

↓ 1%

(Previous Quarter (Q3): 83%)

*

Rolling 12 months (Mar 23)

82%
Confident

↓ 1%

(Previous rolling period (Q3): 83%)

West Mercia data presented uses SMSR Perception Survey (rolling 12-months unless otherwise stated)

81%   83%
       84%
81%   83%

Trend Data

85.6% ... 83.2% ... 82.3%
81.7%
81.4%
78.6%
78.3%
77.7%
76.5%
75.2%
74.2%
71.2%

82.5%
77.5%
77.6%
77.1%
76.9%
75.2%
74.6%
73.6%

*The **Crime Survey England & Wales** survey was suspended for an extended period from March 20 due to Covid; whilst surveying has now resumed, at the time of writing, force-level data remains unavailable.*

Legend:
- National Average - CSEW
- West Mercia - CSEW
- West Mercia - OPCC
- Devon & Cornwall
- Gloucestershire
- Norfolk
- North Yorkshire
- Suffolk
- Warwickshire
- Wiltshire

Public Confidence Headlines

- As at end March 23, with a figure of **82%**, the force remains **significantly below the target of 88%**, while confidence has decreased slightly since last quarter (from 83%) (this decrease is not statistically significant).

- From the period ending March 2021, there remains a **statistically significant decline in public confidence** – decreasing from 86%.

Demographics

Disability

Vs Without a disability

78%   83%

Ethnicity

75% B-ME **Vs** 83% White-British

Age

18 to 24 — 91%
25 to 34 — 87%
35 to 44 — 76%
45 to 54 — 78%
55 to 64 — 79%
65 to 74 — 84%
75 or above — 86%

Acorn Type

57%

Acorn Type 59
Deprived areas and high-rise flats

Gender

82% Female **Vs** 83% Male

Public Confidence: Drivers

- From the **period ending June 2021**, there has been a **statistically significant decline in all drivers**.
- The **decline is most marked with the drivers**: '*police can be relied upon to be there when you need them*' and '*police have a good reputation amongst local people*' – **both falling by 8%**.
- The **drivers have remained unchanged since last quarter**, with exception of [police] '*take people's concerns seriously*', which has increased slightly (although this increase is not statistically significant).

90%
87%
84%
81%
79%

90%
84%
84%
77%
73%

↔
↔
↑ +1%
↔
↔

Legend:
- I have trust in West Mercia Police
- The police can be relied upon when you need them
- Have a good reputation amongst local people
- Confident I would receive a good service
- Take people's concerns seriously

= change since end Qtr. 3

4

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

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2. Public Contact and Call Handling - Emergency Response Times by Grade

Due to SAAB being unable to back record convert data, analysis and insight is only available from March 2022 onwards.

Grade 1	
	Median Time
Jun-23	13 mins

Grade 2	
	Median Time
Jun-23	35 mins
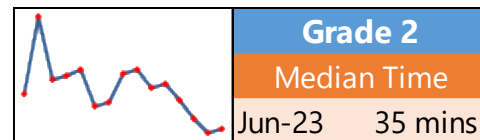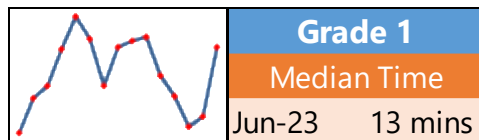
Key Points

- **74%** of **Grade 1** incidents were attended within 20 minutes. This is **16 percentage points** below the **target** and is a **decrease** of **3 percentage points** compared to the **previous month.**

- **79%** of **Grade 2** incidents were attended within 2 hours. This is a **decrease** of **2 percent points** compared to the previous month.

What does this mean?

- **Grade 2 'Dispatch time'** has **remained similar** to the **previous month**, recording the **third lowest time** since recording began in **March 2022.**

- **'Officer Time'** made up the **highest proportion** of **Grade 2 incident response time** for the **third time** since recording began in **March 2022.**

- It is **almost certain** that the **decrease** in **Grade 2** incidents **high 'dispatch time'** is **driven** by the **training** and **grading changes** made on **03 April 2023.** This is an **improvement.**

Target:

- Grade 1 - 90% attendance within target of 20 mins.
- Grade 2 - Reduction in dispatch time.

Target has been reviewed and agreed by the subject lead in June 2022.

West Mercia Attended within target %
Grade 1 - Target 20 minutes

Last month's attended %

| 82% |
| 78% |
| 78% |
| 71% |
| 59% |

Legend: South Worcestershire, North Worcestershire, Herefordshire, Shropshire, Telford & Wrekin, Target
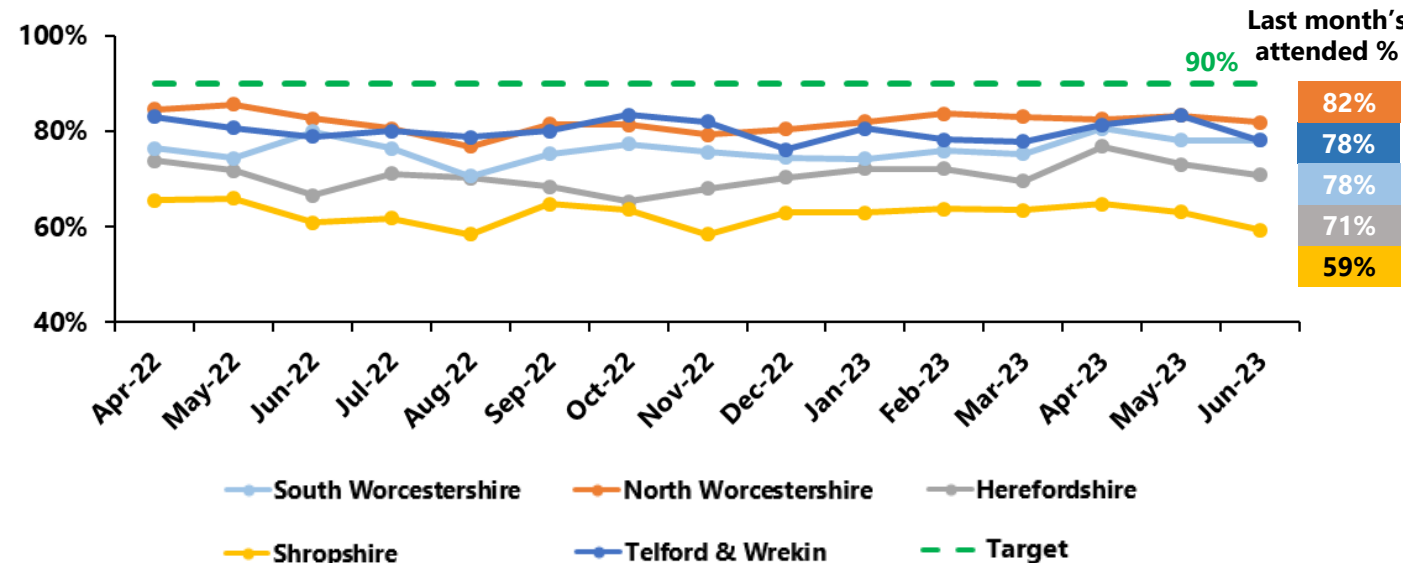
West Mercia Attended with target %
Grade 2 - Target 2 hours

Last month's attended %

| 83% |
| 82% |
| 80% |
| 78% |
| 71% |
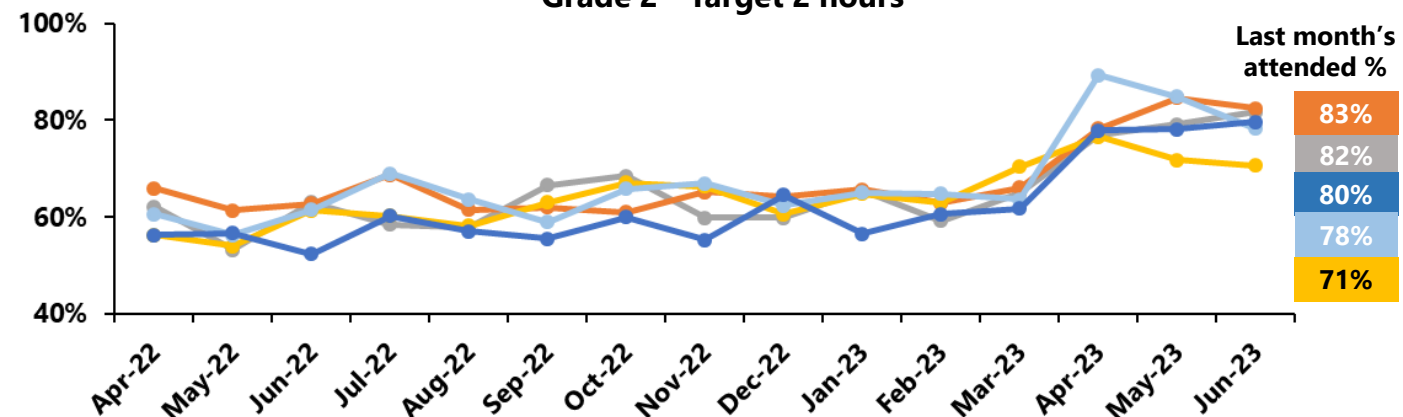
2. Public Contact and Call Handling
999 Performance – Internal Data

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

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999 Performance
Target Answering 90% of calls in 10 secs
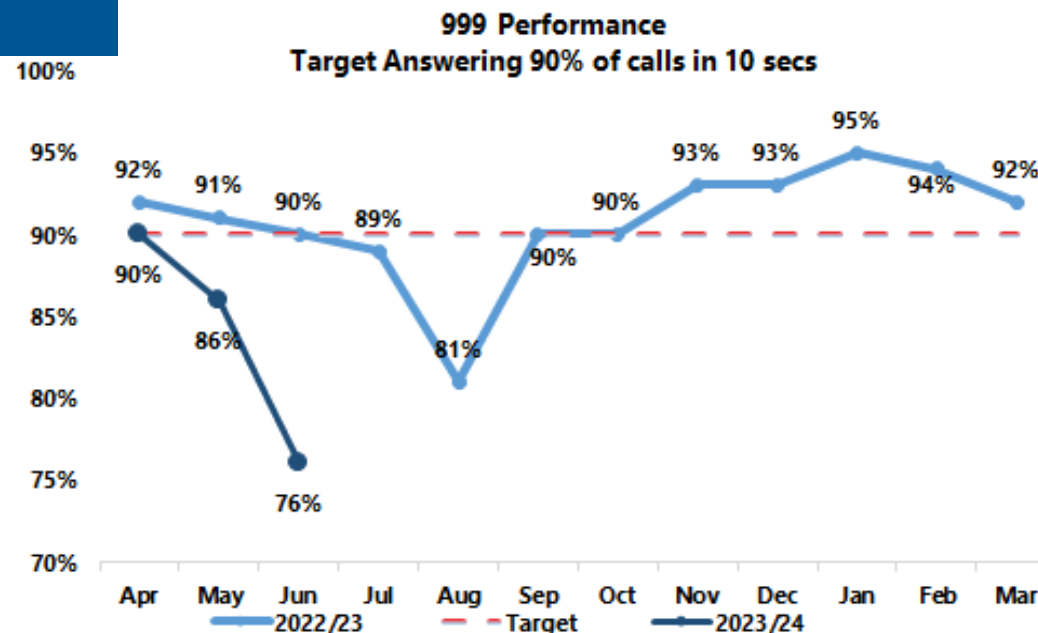
Key points

- In **June 2023** the OCC observed **a 10.3% increase in 999 call demand** compared to **May 2023** and **a 37.5% increase compared to June last year.**

- **21,372 calls received; the highest level** ever **recorded by the force** in one month. This was driven by national issues with **Android phones** causing **accidental dials,** a **Knife Incident** at **Telford Train Station** on 14 June, a **Staffordshire 999 fault** on 16 June and **national 999 outage** on the 25 June.

- **76% of 999 calls were answered within 10 seconds – a decrease of 10 percentage points** against performance in the previous month and substantially below the target.

- **20 calls** were passed onto **buddy forces –** 8 more than the previous month. Note that Buddy call data has a one month lag.

- **Capacity** of the **OCC call handlers** was **exceeded** throughout last month. **PSL** was **continually reviewed** and contingencies put in place.

- There remains a **concern** that a **technical fault** is negatively impacting performance and remains **under investigation** by **Digital Services.**

Target:

999 calls:
90% answered within 10 seconds

40% - 50% **Realistic Possibility**

Last reviewed by subject lead April 2023

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

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2. Public Contact and Call Handling
101 Median Wait Time

Median Wait Time
2022/2023 v 2023/2024

2022/2023 values: Apr 00:00:00, May 00:00:36, Jun 00:00:43, Jul 00:00:59, Aug 00:01:54, Sep 00:01:28, Oct 00:01:10, Nov 00:00:17, Dec 00:00:00, Jan 00:00:03, Feb 00:00:15, Mar 00:00:36

2023/2024 values: Apr 00:01:06, May 00:02:12, Jun 00:02:57

Legend: 2022/2023   2023/2024
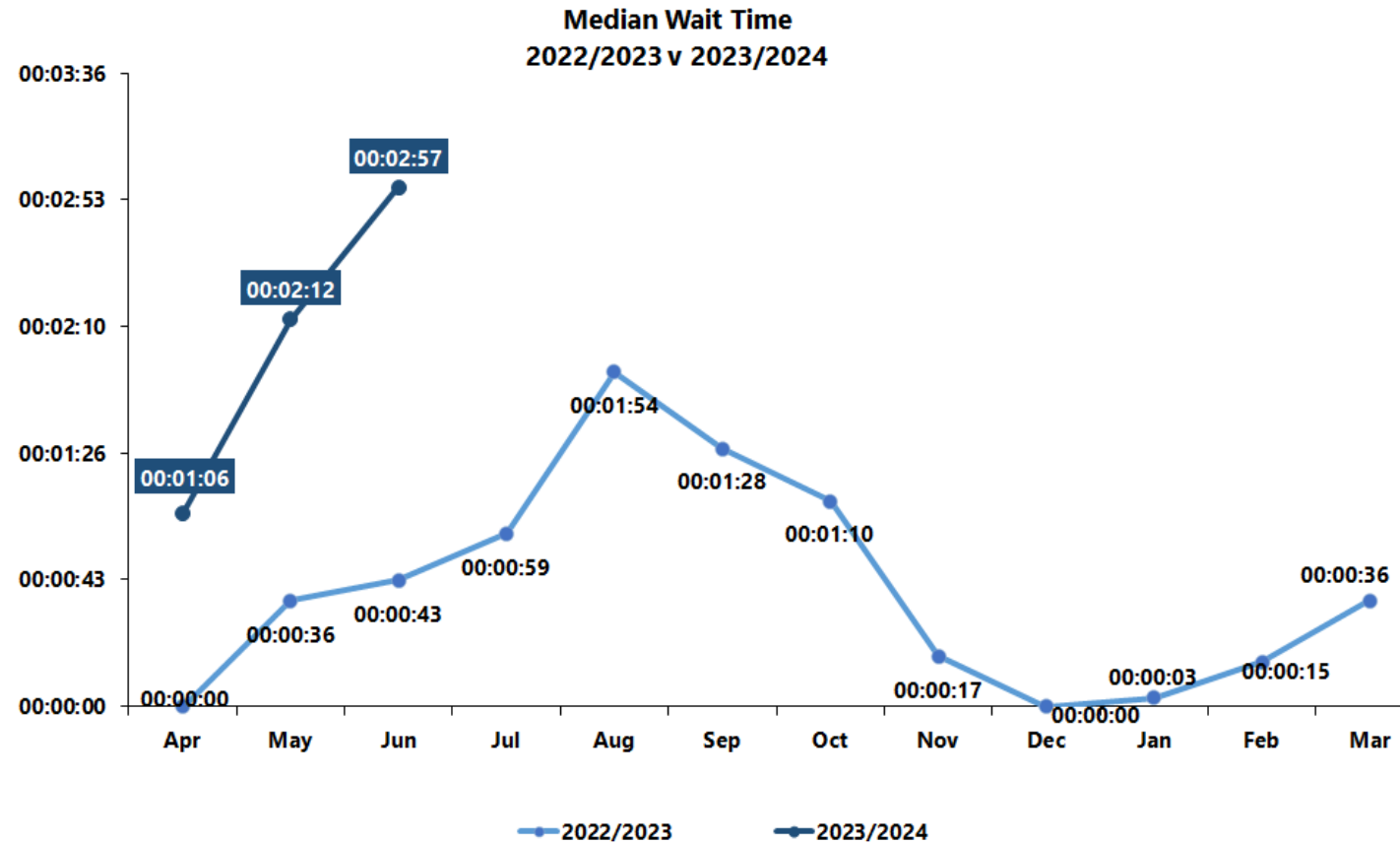
Key points

- **June 2023 median wait time** was **2 minute 57 seconds**, a **45 second increase** on the previous month.

- It is **highly probable** that this is driven by the **increased demand** for 999 and 101 calls and the **decrease in call handler resource** as 999 calls will take precedence.

2. Public Contact and Call Handling
101 Answered by Interval

Data relates to answered calls.

Key points

- **38% of 101 calls** were answered in **30 seconds or less** last month. This is a **decrease** of **6 percentage points** compared to previous month.

- **30% of 101 calls** were answered in **within 5 minutes.** This was a **decrease** of **7 percentage points** compared to the previous month.

- **30% of 101 calls** were answered in **over 7 minutes.** This was an **increase** of **7 percentage points** compared to the previous month.

- **101 demand increased** by **5.5%** compared to the **previous month** and by **8.3%** compared to **June 2022**.

- **Decreases in performance** are driven by the **substantially high number of 999 calls** leading to exceeding the capacity of OCC call handlers.

Target:

101 calls: *60% answered within 30 seconds*

Last reviewed by subject lead April 2023

40% - 50% Realistic Possibility

101 Answered by Interval (Seconds)

Legend:
- Within 30 sec
- Within 1 min
- Within 1 min 30 sec
- Within 2 min
- Within 2 min 30 sec
- Within 3 min
- Within 3 min 30 sec
- Within 4 min
- Within 4 min 30 sec
- Within 5 min
- Within 5 min 30 sec
- Within 6 min
- Within 6 min 30 sec
- Within 7 min
- Above 7 min
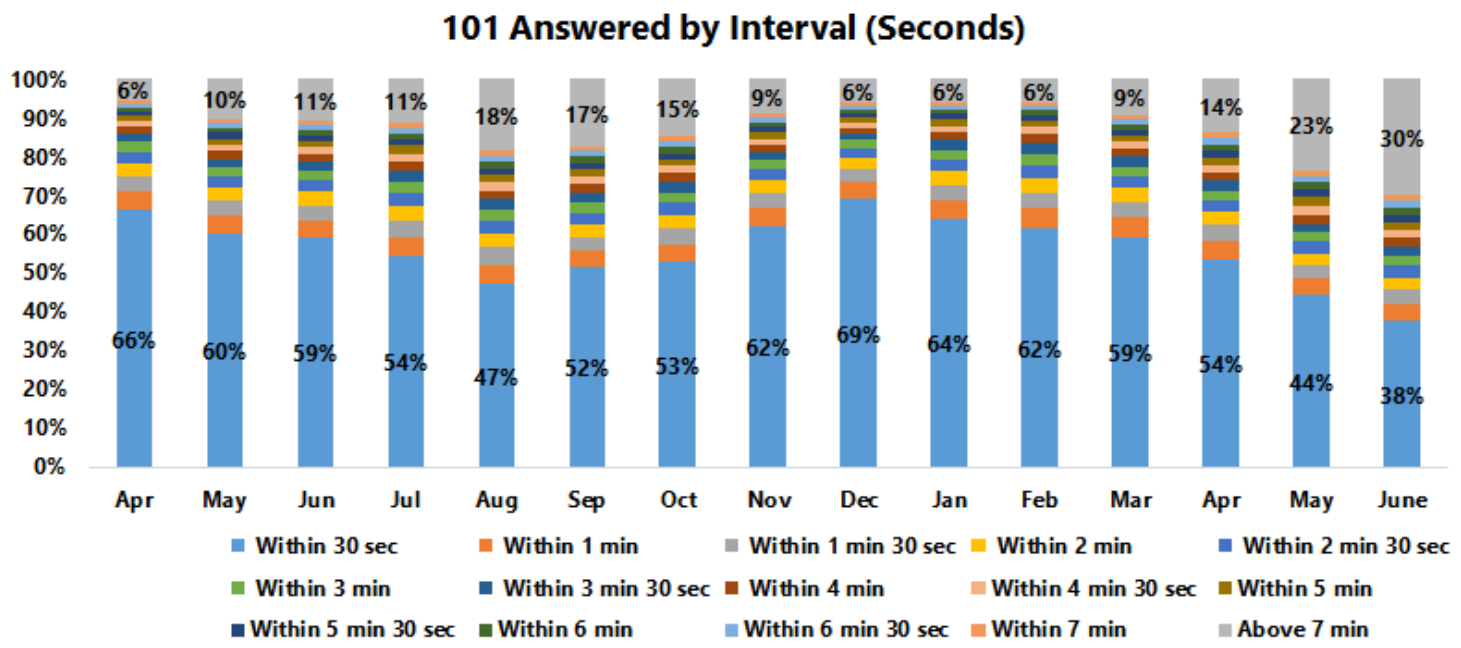
June 2023 Breakdown

Within 30 sec	**38%**	Within 4 min 30 sec	**61%**
Within 1 min	**42%**	Within 5 min	**63%**
Within 1 min 30 sec	**46%**	Within 5 min 30 sec	**65%**
Within 2 min	**49%**	Within 6 min	**67%**
Within 2 min 30 sec	**52%**	Within 6 min 30 sec	**69%**
Within 3 min	**55%**	Within 7 min	**70%**
Within 3 min 30 sec	**57%**	Above 7 min	**30%**
Within 4 min	**59%**		

3. Road Safety – Killed and Seriously Injured

KSI reporting a **month behind going forward** due to **delay** between **collisions** and **data** being **available.**

Target:

Reduction on 2022/2023 volumes.

55% - 75% Likely or probable

Last reviewed by subject lead April 2023.

Key Points

- **KSI casualties** have **increased 44% (12)** from the previous month however are **within** the **upper** and **lower thresholds.**

- **KSI collisions** have **increased 60% (12)** from last month however are **within** the **upper** and **lower threshold.**

- **YTM 2023/2024 Fatal Casualties** have **increased** by **38% (3)** compared to **YTM 2022/2023.**

- **YTM 2023/2024 Serious Casualties** have **decreased** by **30% (24)** compared to **YTM 2022/2023.**

- **YTM 2023/2024 45% (5)** of **fatalities** are **motorcyclists.**

What does this mean?

- **28% (9) of collisions** involved a **motorcyclist,** of which **4** occurred in **Shropshire** and **2** in **North Worcestershire** and **Herefordshire** in the previous month.

- The **Department for Transport's** latest report in March 2023 on **road usage** shows that, generally, **national road usage** is in line with **pre Covid-19 levels.**

- Therefore it is **probable** that the **increase** in **fuel costs** are continuing to **not impact on road usage.**

KSI Casualties
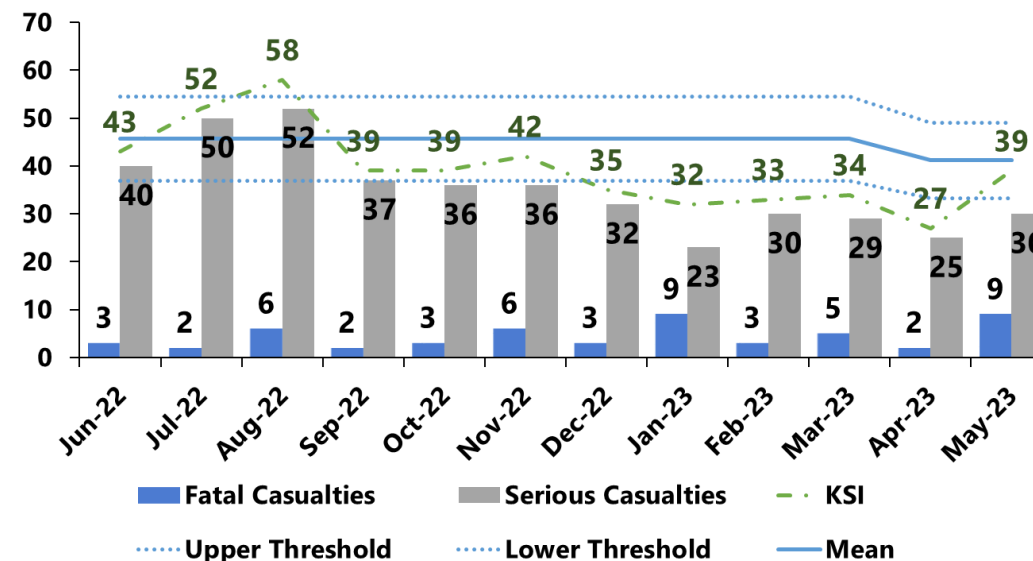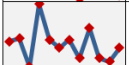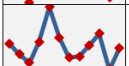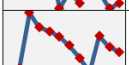
KSI Collisions
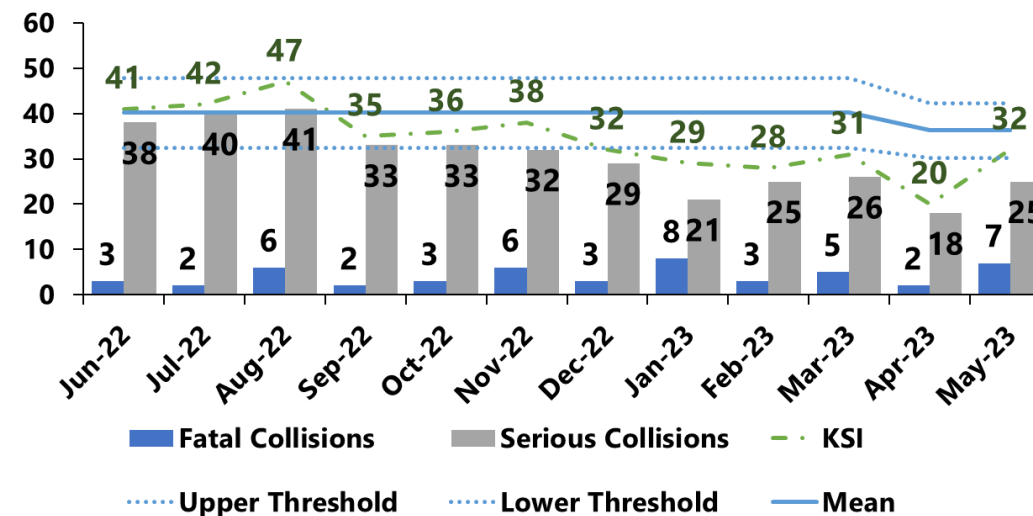
500CC Motorcycle Casualties	YTM 2022/23	YTM 2023/24	% Change
Fatal Casualties	2	3	50%
Serious Casualties	9	6	-33%

500CC Motorcycle Collisions	YTM 2022/23	YTM 2023/24	% Change
Fatal Collisions	2	3	50%
Serious Collisions	9	6	-33%

5. Crime and Detections
Total recorded crime – West Mercia

Upper Threshold Value	Exceeds Upper Threshold
Lower Threshold value	Exceeds Lower Threshold

		Jun-23	Jun-22	Prev 12 Months	Year To Date 23/24	Year To Date 22/23	YTD* % Change 23/24 Vs 22/23
Total Recorded Crime	8745 / 7112	7,492	8,275		22,614	24,865	-9%
Violence With Injury	1070 / 822	1,024	1,043		2,910	2,993	-3%
Violence Without Injury	2685 / 1937	2,004	2,436		6,276	7,428	-16%
Rape	158 / 92	118	113		331	369	-10%
Other Sexual Offences	272 / 167	217	215		597	681	-12%
Personal Robbery	74 / 29	49	54		141	153	-8%
Business Robbery	12 / 0	2	4		7	12	-42%
Residential Burg	358 / 215	279	284		877	868	1%
Burg - Business & Community	164 / 106	108	128		365	424	-14%
Vehicle Offences	497 / 307	380	381		1,173	1,257	-7%
Theft from Person	53 / 28	55	40		134	136	-1%
Bicycle Theft	102 / 29	78	53		201	163	23%

		Jun-23	Jun-22	Prev 12 Months	Year To Date 23/24	Year To Date 22/23	YTD* % Change 23/24 Vs 22/23
Shoplifting	794 / 492	924	635		2,654	1,796	48%
All Other Theft Offences	780 / 627	708	728		2,026	2,152	-6%
Criminal Damage & Arson	868 / 629	688	740		2,177	2,370	-8%
Drug Offences	205 / 138	172	150		523	516	1%
Possession of Weapons	102 / 71	73	88		283	274	3%
Public Order	1176 / 486	746	1,026		2,319	2,796	-17%
Misc. Crimes Against Society	186 / 127	146	157		496	477	4%
Serious Violence	1051 / 400	1,009	1,021		2,869	2,932	-2%
Alcohol Related	569 / 394	400	533		1,353	1,560	-13%
Incidents	21925 / 18198	18,014	20,591		53,528	62,733	-15%
Anti Social Behaviour	2323 / 1257	1,575	1,875		4,742	6,008	-21%
Mental Health	27 / 0	13	22		26	73	-64%

The upper and lower thresholds are derived by calculating 2 points of Standard Deviation from the mean. The mean is fixed for the year and is based on volumes recorded in 2022/2023. It is possible for the previous month to be coloured differently from the month in 2022/2023 even if volumes are similar. This is due to the upper and lower thresholds changing annually based on volumes in the previous year.

Key Points

• Volumes of **Theft from Person** and **Shoplifting** have exceeded the upper threshold.

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

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5. Crime and Detections - Total recorded crime – South Worcestershire

	Upper Threshold Value	Exceeds Upper Threshold
	Lower Threshold value	Exceeds Lower Threshold

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	2165 / 1808	1,776	2,032	5,465	6,117	-11%		
Violence With Injury	271 / 191	240	258	676	734	-8%		
Violence Without Injury	622 / 439	449	546	1,398	1,643	-15%		
Rape	48 / 15	23	29	69	89	-22%		
Other Sexual Offences	72 / 32	52	56	132	175	-25%		
Personal Robbery	24 / 1	10	13	27	34	-21%		
Business Robbery	5 / 0	0	1	4	4	0%		
Residential Burglary	111 / 53	84	85	267	222	20%		
Business & Community Burglary	57 / 27	27	43	103	128	-20%		
Vehicle Offences	174 / 55	96	94	296	341	-13%		
Theft from Person	22 / 3	7	16	27	48	-44%		
Bicycle Theft	36 / 4	24	16	76	50	52%		
Shoplifting	221 / 124	252	168	753	489	54%		
All Other Theft Offences	203 / 156	161	174	482	554	-13%		
Criminal Damage & Arson	243 / 155	178	205	578	627	-8%		

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	56 / 35	40	36	132	132	0%		
Possession of Weapons	33 / 10	13	15	54	60	-10%		
Public Order Offences	270 / 136	170	243	547	686	-20%		
Misc. Crimes Against Society	55 / 17	34	34	111	101	10%		

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Domestic Abuse (Crimes & Crimed Incs.)	585 / 455	445	540	1,374	1,581	-13%		
Hate Crime (Crimes & Crimed Incs.)	74 / 31	48	72	149	179	-17%		
Vulnerable Adults (Crimes & Crimed Incs.)	291 / 204	179	258	562	793	-29%		
Child At Risk (Crimes & Crimed Incs.)	571 / 351	457	418	1,386	1,370	1%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	21 / 3	13	13	34	36	-6%		
Serious Violence	269 / 186	240	254	666	722	-8%		

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Incidents	5707 / 4602	4,502	5,380	13,360	16,130	-17%		
Anti Social Behaviour	601 / 338	416	512	1,256	1,580	-21%		

The upper and lower thresholds are derived by calculating 2 points of Standard Deviation from the mean. The mean is fixed for the year and is based on volumes recorded in 2022/2023. It is possible for the previous month to be coloured differently from the month in 2022/2023 even if volumes are similar. This is due to the upper and lower thresholds changing annually based on volumes in the previous year.

Key Points

- Volumes of **Shoplifting** have exceeded the upper threshold.

5. Crime and Detections - Total recorded crime – North Worcestershire

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

GOLD

| Upper Threshold Value | Exceeds Upper Threshold |
| Lower Threshold value | Exceeds Lower Threshold |

	Upper / Lower Threshold	Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Total Recorded Crime	2051 / 1665	1,774	1,909	5,399	5,718	-6%	
Violence With Injury	235 / 190	236	231	709	678	5%	
Violence Without Injury	619 / 421	498	530	1,438	1,640	-12%	
Rape	38 / 15	23	17	68	72	-6%	
Other Sexual Offences	68 / 27	48	57	119	148	-20%	
Personal Robbery	26 / 5	17	16	54	44	23%	
Business Robbery	4 / 0	0	1	0	4	-100%	
Residential Burglary	95 / 41	72	75	210	189	11%	
Business & Community Burglary	42 / 7	26	16	93	93	0%	
Vehicle Offences	163 / 82	130	95	392	342	15%	
Theft from Person	14 / 2	14	11	35	26	35%	
Bicycle Theft	16 / 5	6	11	24	27	-11%	
Shoplifting	215 / 109	235	160	714	421	70%	
All Other Theft Offence	199 / 125	154	177	430	496	-13%	
Criminal Damage & Arson	228 / 128	141	181	487	511	-5%	

	Upper / Lower Threshold	Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Drug Offences	52 / 23	40	28	110	113	-3%	
Possession of Weapons	34 / 10	15	23	69	79	-13%	
Public Order Offences	272 / 138	166	249	549	670	-18%	
Misc. Crimes Against Society	48 / 22	25	31	108	115	-6%	

	Upper / Lower Threshold	Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Domestic Abuse (Crimes & Crimed Incs.)	608 / 442	539	544	1,539	1,664	-8%	
Hate Crime (Crimes & Crimed Incs.)	68 / 25	33	45	99	135	-27%	
Vulnerable Adults (Crimes & Crimed Incs.)	306 / 206	248	265	666	790	-16%	
Child At Risk (Crimes & Crimed Incs.)	589 / 389	568	512	1,491	1,578	-6%	
Child Sexual Exploitation (Crimes & Crimed Incs.)	19 / 1	8	10	22	40	-45%	
Serious Violence	229 / 185	234	220	706	655	8%	

	Upper / Lower Threshold	Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Incidents	5100 / 4047	4,121	4,638	12,538	14,270	-12%	
Anti Social Behaviour	569 / 247	337	430	1,058	1,436	-26%	

The upper and lower thresholds are derived by calculating 2 points of Standard Deviation from the mean. The mean is fixed for the year and is based on volumes recorded in 2022/2023. It is possible for the previous month to be coloured differently from the month in 2022/2023 even if volumes are similar. This is due to the upper and lower thresholds changing annually based on volumes in the previous year.

Key Points
- Volumes of **Violence with Injury, Theft from Person, Shoplifting** and **Serious Violence** have exceeded the upper threshold.

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

5. Crime and Detections - Total recorded crime – Herefordshire

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	1152 / 881	981	1,083	2,847	3,238	-12%		
Violence With Injury	164 / 89	156	144	406	398	2%		
Violence Without Injury	371 / 257	275	340	881	1,028	-14%		
Rape	25 / 11	19	20	53	58	-9%		
Other Sexual Offences	53 / 17	32	29	97	124	-22%		
Personal Robbery	10 / 0	8	2	15	7	114%		
Business Robbery	1 / 1	0	0	1	0	0%		
Residential Burglary	70 / 17	42	27	144	138	4%		
Business & Community Burglary	24 / 12	13	15	45	56	-20%		
Vehicle Offences	48 / 13	32	32	84	82	2%		
Theft from Person	9 / 0	6	4	15	18	-17%		
Bicycle Theft	18 / 5	18	14	39	39	0%		
Shoplifting	92 / 35	61	54	188	178	6%		
All Other Theft Offences	114 / 79	103	106	316	297	6%		
Criminal Damage & Arson	113 / 62	100	88	246	270	-9%		

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	33 / 16	24	25	69	79	-13%		
Possession of Weapons	16 / 3	10	13	30	23	30%		
Public Order Offences	151 / 62	107	134	301	365	-18%		
Misc. Crimes Against Society	34 / 9	16	36	61	78	-22%		

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Domestic Abuse (Crimes & Crimed Incs.)	327 / 237	287	315	864	902	-4%		
Hate Crime (Crimes & Crimed Incs.)	43 / 12	32	32	84	103	-18%		
Vulnerable Adults (Crimes & Crimed Incs.)	279 / 146	166	262	510	687	-26%		
Child At Risk (Crimes & Crimed Incs.)	382 / 223	322	311	963	978	-2%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	13 / 0	10	5	18	17	6%		
Serious Violence	163 / 87	149	140	396	390	2%		

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Incidents	2855 / 2238	2,262	2,679	6,661	8,106	-18%		
Anti Social Behaviour	313 / 129	236	239	600	752	-20%		

Upper Threshold Value · **Exceeds Upper Threshold** · **Lower Threshold value** · **Exceeds Lower Threshold**

The upper and lower thresholds are derived by calculating 2 points of Standard Deviation from the mean. The mean is fixed for the year and is based on volumes recorded in 2022/2023. It is possible for the previous month to be coloured differently from the month in 2022/2023 even if volumes are similar. This is due to the upper and lower thresholds changing annually based on volumes in the previous year.

Key Points

- Volumes of **Bicycle Theft** offences have met the upper threshold.

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

GOLD

5. Crime and Detections - Total recorded crime – Shropshire

	Upper Threshold Value	Exceeds Upper Threshold
	Lower Threshold value	Exceeds Lower Threshold

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	1776 / 1425	1,620	1,611	4,763	5,023	-5%		
Violence With Injury	222 / 162	209	196	607	586	4%		
Violence Without Injury	562 / 361	412	503	1,364	1,532	-11%		
Rape	34 / 13	29	19	64	71	-10%		
Other Sexual Offences	62 / 26	49	32	146	124	18%		
Personal Robbery	13 / 3	5	8	17	19	-11%		
Business Robbery	3 / 0	0	0	1	2	0%		
Residential Burglary	40 / 24	44	68	161	217	-26%		
Business & Community Burglary	86 / 39	25	36	72	95	-24%		
Vehicle Offences	103 / 31	66	85	195	264	-26%		
Theft from Person	17 / 0	15	4	29	22	32%		
Bicycle Theft	19 / 4	12	7	22	27	-19%		
Shoplifting	182 / 78	237	105	564	336	68%		
All Other Theft Offences	193 / 117	168	146	444	445	0%		
Criminal Damage & Arson	205 / 117	157	120	489	487	0%		

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	44 / 22	22	27	84	89	-6%		
Possession of Weapons	23 / 12	17	18	63	54	17%		
Public Order Offences	213 / 107	163	212	498	563	-12%		
Misc. Crimes Against Society	46 / 21	34	25	104	90	16%		

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Domestic Abuse (Crimes & Crimed Incs.)	520 / 393	451	423	1,350	1,359	-1%		
Hate Crime (Crimes & Crimed Incs.)	52 / 25	31	45	107	132	-19%		
Vulnerable Adults (Crimes & Crimed Incs.)	274 / 166	154	216	541	695	-22%		
Child At Risk (Crimes & Crimed Incs.)	527 / 375	523	432	1,494	1,284	16%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	22 / 6	10	9	30	37	-19%		
Serious Violence	222 / 159	208	196	600	581	3%		

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Incidents	4649 / 3915	3,826	4,266	11,635	13,268	-12%		
Anti Social Behaviour	478 / 274	321	384	1,000	1,218	-18%		

The upper and lower thresholds are derived by calculating 2 points of Standard Deviation from the mean. The mean is fixed for the year and is based on volumes recorded in 2022/2023. It is possible for the previous month to be coloured differently from the month in 2022/2023 even if volumes are similar. This is due to the upper and lower thresholds changing annually based on volumes in the previous year.

Key Points

- Volumes of **Residential Burglary** and **Shoplifting** have exceeded the upper threshold.

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

GOLD

5. Crime and Detections - Total recorded crime – Telford & Wrekin

		Upper Threshold Value	Exceeds Upper Threshold
		Lower Threshold value	Exceeds Lower Threshold

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Total Recorded Crime	1689 / 1218	1,341	1,640	4,140	4,769	-13%	
Violence With Injury	222 / 143	183	214	512	597	-14%	
Violence Without Injury	578 / 358	370	517	1,195	1,585	-25%	
Rape	37 / 14	24	28	77	79	-3%	
Other Sexual Offences	55 / 23	36	41	103	110	-6%	
Personal Robbery	22 / 0	9	15	28	49	-43%	
Business Robbery	7 / 0	1	2	1	2	-50%	
Residential Burglary	30 / 10	37	29	95	102	-7%	
Business & Community Burglary	48 / 17	17	18	53	52	2%	
Vehicle Offences	92 / 39	56	75	206	228	-10%	
Theft from Person	13 / 2	13	5	28	22	27%	
Bicycle Theft	26 / 0	18	5	40	20	100%	
Shoplifting	155 / 79	139	148	435	372	17%	
All Other Theft Offence	141 / 89	122	125	354	360	-2%	
Criminal Damage & Arson	157 / 90	112	146	377	425	-11%	

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Drug Offences	45 / 18	46	34	128	103	24%	
Possession of Weapons	26 / 11	18	19	67	58	16%	
Public Order Offences	188 / 116	140	188	424	512	-17%	
Misc. Crimes Against Society	39 / 22	37	31	112	93	20%	

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Domestic Abuse (Crimes & Crimed Incs.)	553 / 381	430	451	1,343	1,415	-5%	
Hate Crime (Crimes & Crimed Incs.)	54 / 27	35	48	89	139	-36%	
Vulnerable Adults (Crimes & Crimed Incs.)	281 / 180	210	237	584	674	-13%	
Child At Risk (Crimes & Crimed Incs.)	568 / 372	461	541	1,446	1,555	-7%	
Child Sexual Exploitation (Crimes & Crimed Incs.)	18 / 5	7	13	23	39	-41%	
Serious Violence	217 / 143	178	211	501	584	-14%	

		Jun 2023	Jun 2022	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Incidents	3834 / 3116	3,303	3,628	9,334	10,959	-15%	
Anti Social Behaviour	433 / 190	265	310	828	1,022	-19%	

The upper and lower thresholds are derived by calculating 2 points of Standard Deviation from the mean. The mean is fixed for the year and is based on volumes recorded in 2022/2023. It is possible for the previous month to be coloured differently from the month in 2022/2023 even if volumes are similar. This is due to the upper and lower thresholds changing annually based on volumes in the previous year.

Key Points

- **Residential Burglary, Theft from Person** and **Drug Offences** have exceeded the upper threshold in June.

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

GOLD

5 . Crime and Detection – National Policing Measures Data up to March 2023

Key priorities of the Beating Crime Plan: murder, serious violence, domestic abuse, neighbourhood crime and drug supply/county lines.
Target for Homicide and Serious Violence: Reduction in volume.
Target for Neighbourhood Crimes: Reflect or better than the National picture.

MSG = Most Similar Group
● ■ = West Mercia position
Lowest per 100,000 pop ●●●●●●●● Highest per 100,000 pop
apart from Homicide/ Drug homicide which is per million pop.
Baseline comparison: January 2019 to December 2019

Homicide	MSG: ●●●●●●●● Regional: ■■■■ National: **34th** (out of 42)	• Homicide rates in West Mercia are **8th** highest in the country as shown Force Comparisons (PRC) measuring rates of homicide on 2 years up to April 2023, per year per million population. • West Mercia is not an outlier as the criteria in the Early Warning System (DCPP) has not been met.
Serious Violence	MSG : ●●●●●●●● Regional: ■■■■ National: **33rd** (out of 37)	• **43% (15) increase** in the overall volume of NHS Sharps injury admissions in February 2023 against the 2019 baseline (35). • **24% (27) increase** in the number of police recorded crime involving a firearm against the 2019 baseline (112).
Neighbourhood: Burglary (Residential)	MSG : ●●●●●●●● Regional: ■■■■ National: **25th** (out of 42)	• **Second highest** rate in the MSG. • Mid table for percentage **decrease** at **26%** compared to the baseline**.** • West Mercia is not an outlier as the criteria in the Early Warning System (DCPP) has not been met.
Neighbourhood: Robbery (Personal)	MSG : ●●●●●●●● Regional: ■■■■ National: **17th** (out of 42)	• **3% increase**, compared to the MSG average of 10% decrease. • West Mercia is not an outlier as the criteria in the Early Warning System (DCPP) has not been met.
Neighbourhood: Theft from Person	MSG ●●●●●●●● Regional: ■■■■ National: **9th** (out of 42)	• **36% decrease** compared to MSG average of 28% decrease. • West Mercia is not an outlier as the criteria in the Early Warning System (DCPP) has not been met.
Neighbourhood: Vehicle Crime	MSG : ●●●●●●●● Regional: ■■■■ National: **13th** (out of 42)	• **13% decrease** in West Mercia, whilst the MSG average has decreased by 18%. West Mercia is not an outlier as the criteria in the Early Warning System (DCPP) has not been met.

5 . Crime and Detection – National Policing Measures Data up to March 2023

MSG = Most Similar Group
● ■ = West Mercia position
Lowest per 100,000 pop ●●●●●●●● Highest per 100,000 pop
apart from Homicide/ Drug homicide which is per million pop.

Baseline comparison: January 2019 to December 2019

Drug Homicides*	MSG: ●●●●●●●◉ Regional: ■■■■ National: **16th** (out of 42)	• Since the baseline (January 2019 – December 2019), there has been an average of **4.5 drug related homicides** per year per million. • It's not possible to compare to MSG average.

Satisfaction in Victims	- Reporting now reflects '*completely*', '*very*' or '*fairly' satisfied'* with the overall service received. Therefore, satisfaction targets will need to be reviewed in due course to reflect this change. - All sample size targets were achieved in June 2023. - From April 2023, due to reductions in target survey samples sizes (necessary as a result of reductions in staff numbers within SP&I's Telephone Interviewing Team), it should be noted that only those results at force level are statistically valid; **all data at LPA should be treated as being indicative only.** - There are no statistically significant changes in satisfaction over time for any of the crime types, either at force or LPA level.	

Cyber Crime	• Further police held proxy measures are being developed.

* Drug related homicides: homicides that have involved drug users or dealers or have been related to drugs in any way.
Measured in per year per million on Homicide factor over time (HI) on the DCPP.

6. Domestic Abuse
Volume of DA Crimes / Crimed Incidents

Target:

5% increase on 2022/2023

40% - 50% Realistic Possibility

Last reviewed by subject lead April 2023

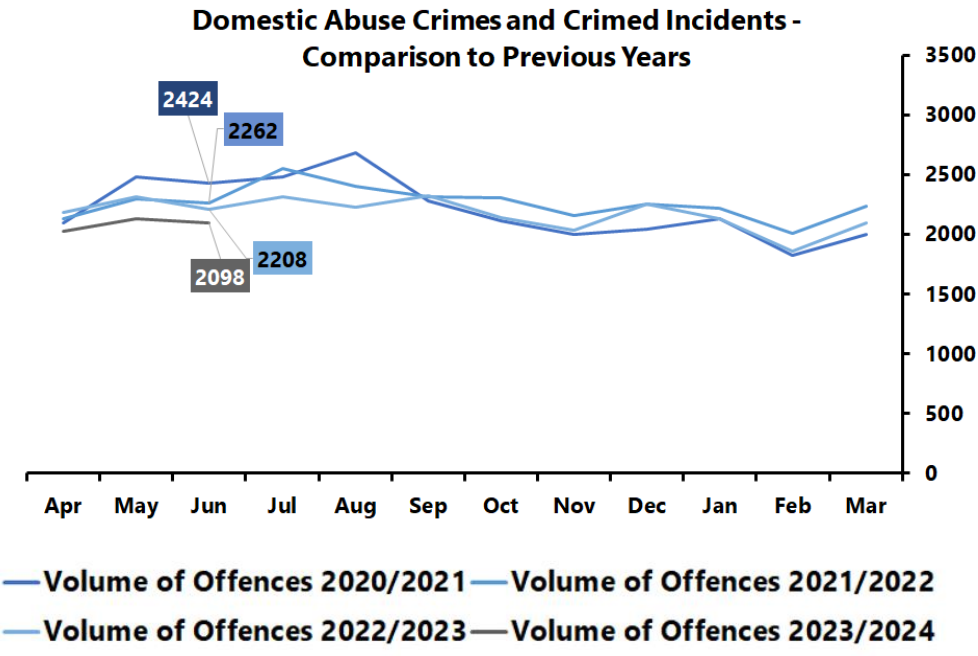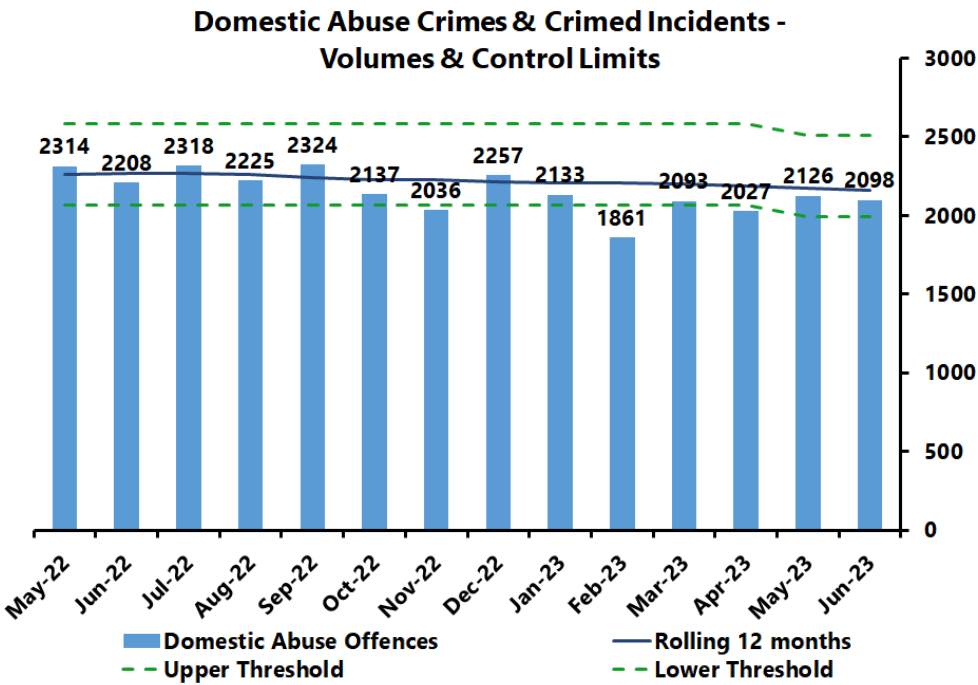### Key Points

- **Domestic Abuse** Crimes and Crimed Incidents volumes have **decreased** by **1% (28)** from the previous month.

What does this mean?

- **North Worcestershire** saw the **only increase 8% (39)**, driven by an increases in **Domestic Abuse Investigation 29% (41)** and **Stalking 51% (21).**

- **Herefordshire** saw the largest **decrease** of **9% (25)** last month, driven by decreases in **Domestic Abuse Investigations, 16% (16)** and **Public Fear, Alarm and Distress 92% (11).**

- **18% (372)** of crimes relate to **Stalking and Harassment**, a **decrease of 7% (28)** from the previous month. Decreases were recorded in all LPAs except North Worcestershire.

Domestic Abuse Crimes & Crimed Incidents - Volumes & Control Limits

Bar chart values (May-22 to Jun-23): 2314, 2208, 2318, 2225, 2324, 2137, 2036, 2257, 2133, 1861, 2093, 2027, 2126, 2098

Legend: Domestic Abuse Offences; Rolling 12 months; Upper Threshold; Lower Threshold

Domestic Abuse Crimes and Crimed Incidents - Comparison to Previous Years

Values: 2424, 2262, 2098, 2208

Legend: Volume of Offences 2020/2021; Volume of Offences 2021/2022; Volume of Offences 2022/2023; Volume of Offences 2023/2024

Force KPIs - Service Users – Satisfaction Completely, Very and Fairly Satisfied

Green denotes above Target.
Note – this table shows Year to Date and therefore will differ from the rolling average in the LPA Satisfaction charts in section 9.

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

GOLD

	Satisfaction - Year To Date (Apr 2023 - June 2023)			
	Burglary Residential - Rolling 6 month	**Violent - Rolling 6 month**	**Hate - Rolling 12 month**	**DA - Rolling 12 month**
Target	80%	70%	70%	80%
West Mercia	87%	73%	74%	78%
Last six months				
South Worcestershire	86%	77%	63%	68%
Last six months				
North Worcestershire	90%	74%	79%	82%
Last six months				
Herefordshire	91%	77%	73%	80%
Last six months				
Shropshire	81%	70%	73%	80%
Last six months				
Telford & Wrekin	84%	67%	83%	82%
Last six months				

Further satisfaction data – pages 55 - 56

9. Service Users - Satisfaction

All Charts: % Completely, Very or Fairly Satisfied
Rolling data (burglary and violent = 6 months rolling; hate crime = 12 months rolling;
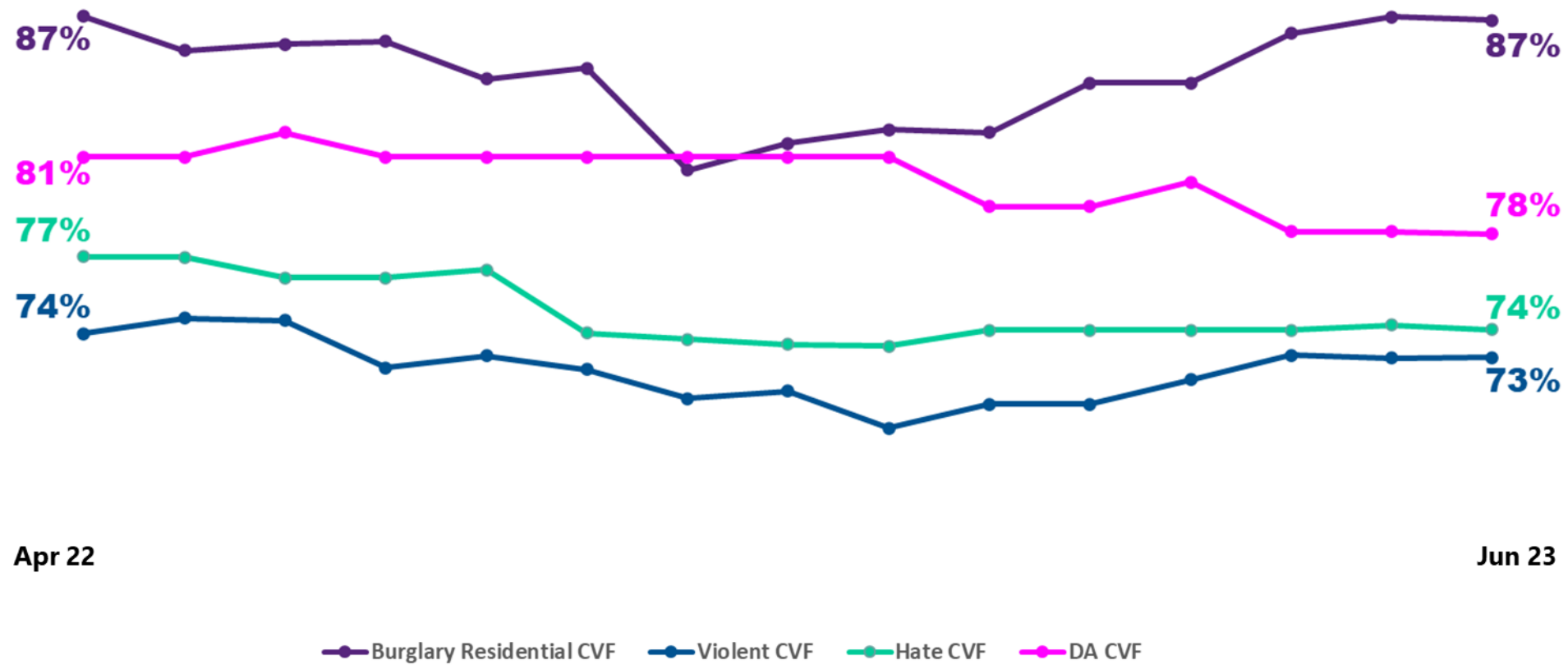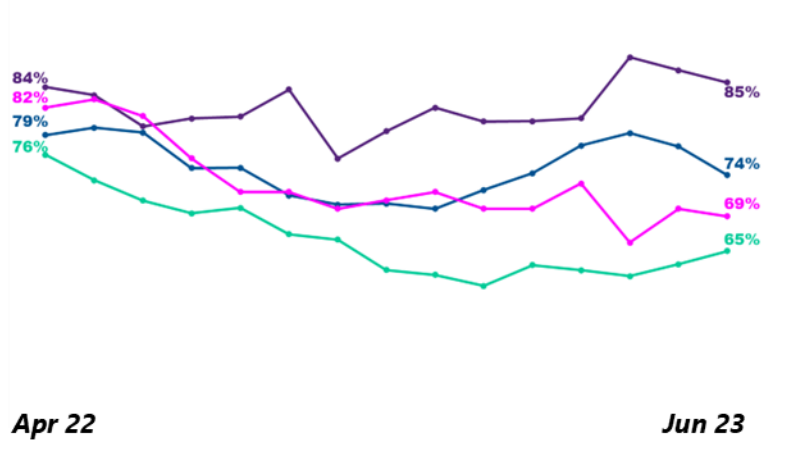DA = building up to 12 months rolling).

West Mercia

87%

81%

77%

74%

87%

78%

74%

73%

Apr 22

Jun 23

Burglary Residential CVF   Violent CVF   Hate CVF   DA CVF

*** Change over reporting period shown is statistically significant**

Performance Report Q1 April – June 2023/2024 - SPI/2023/258

9. Service Users - Satisfaction

All Charts: % Completely, Very or Fairly Satisfied

Rolling data (burglary and violent = 6 months rolling; hate crime = 12 months rolling; DA = building up to 12 months rolling).

South Worcs.

84%
82%
79%
76%

85%
74%
69%
65%

Apr 22   Jun 23

North Worcs.

93%
91%
80%
73%

91%
82%
77%
73%

Apr 22   Jun 23

Herefordshire

82%
80%
79%
76%

90%
78%
78%
73%

Apr 22   Jun 23

Shropshire

84%
74%
71%
69%

83%
79%
73%
70%

Apr 22   Jun 23

Telford

88%
85%
75%
65%

84%
84%
82%
70%

Apr 22   Jun 23

Burglary Residential   DA   Violent   Hate

* Change over reporting period shown is statistically significant

GOLD

21

Outcomes

Data based on Disposal Dates.
This can be added retrospectively, therefore previous months data will be refreshed and will most likely differ from previous reports.

Outcome Type	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
1 & 1A - Charged/Summons	6%	6%	6%	7%	8%	8%	9%	10%	9%	9%	9%	9%
2 & 2A - Caution Youth	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
3 & 3A - Caution Adult	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
4 - TIC - Taken into Consideration	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
5 - Offender has died	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
6 - Penalty notice for disorder	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
7 - Cannabis/Khat Warning	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
8 - Community resolution (Crime)	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	2%	1%
9 - Prosecution Not In the Public Interest (CPS)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
10 - Not in the Public Interest (Police)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
11 - Named Suspect Identified But Is Below The Age Of Criminal Responsibility	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
12 - Suspect Identified But Is Too Ill To Prosecute	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%
13 - Named Suspect Victim/Witness Is Dead/Too Ill To Give Evidence	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
14 - Suspect Not Identified - Victim Declines/Unable To Support	9%	6%	6%	6%	6%	7%	5%	6%	5%	6%	7%	5%
15 - Named Suspect - Evidential Difficulties Prevent Further Action	18%	19%	19%	19%	20%	20%	19%	18%	20%	19%	21%	23%
16 - Named Suspect - Victim Withdraws/Does Not Support Police Action	30%	31%	31%	30%	30%	29%	26%	28%	27%	26%	23%	22%
17 - Suspect Identified - Prosecution Time Limit Expired	0%	0%	0%	1%	1%	1%	0%	0%	0%	1%	0%	0%
18 - No Suspect Identified - Investigation Complete	33%	33%	33%	33%	32%	31%	34%	32%	34%	34%	35%	35%
20 - Further will be undertaken by another body/agency	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21 - Investigation to provide evidence not in the public interest	0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%
22 - Diversionary, educational or intervention activity	1%	1%	1%	1%	1%	1%	1%	0%	0%	0%	1%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

- * National methodology used. This incorporates burglary of a shed or other out building not connected to the main property in to Residential Burglary instead of Business & Community Burglary inline with national reporting practises.
- MSG analysis for Action Taken is currently under development therefore OC1&1A is shown above. Forces are ordered best to worse - left to right.
- Outcome rates have been calculated using LPA Geography **not** OIC Command.

MSG Analysis Methodology

iquanta – A ratio is calculated by taking the outcome volumes divided by crimes recorded in the given time period.
ForceSight – This uses an outcomes average and doesn't take into account crime volumes.

Please forward any feedback in relation to this report to
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