West Mercia Police

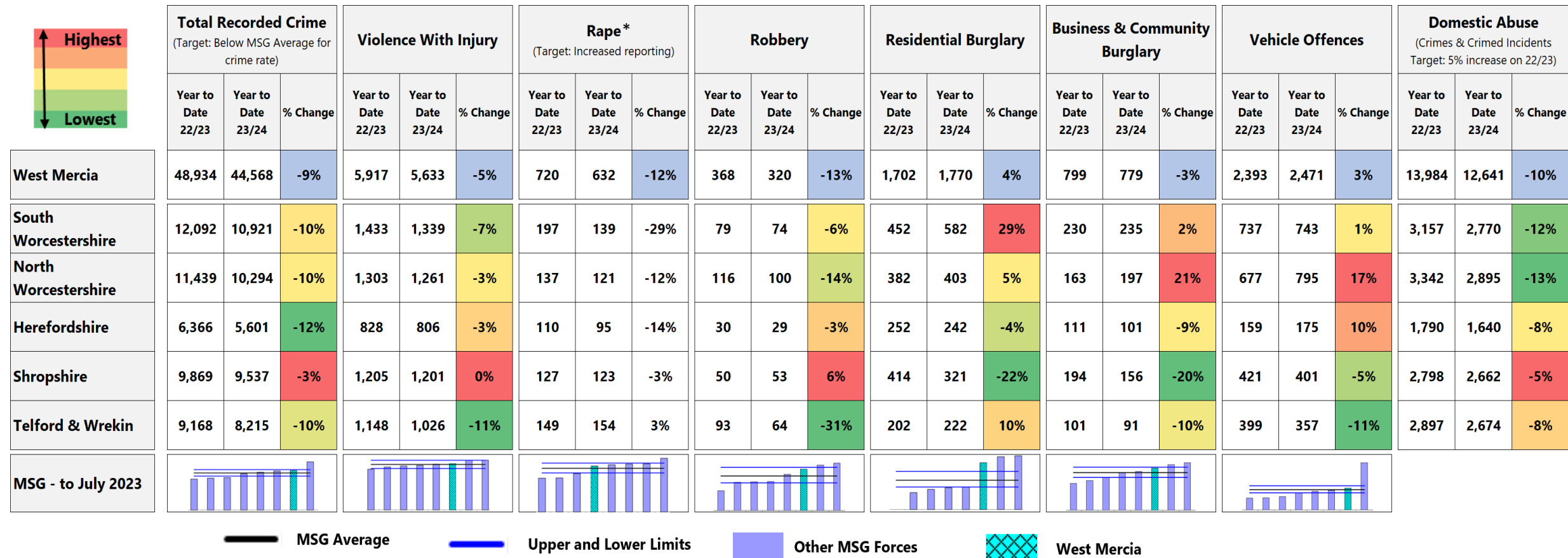## Quarterly Performance Monitoring Report

July – September 2023

Purpose
The purpose of this product is to provide a quarterly update to current and emerging performance issues relating to West Mercia.

GSC Level	**Official**
Date of publication	**October 2023**
Product Reference	**SPI/2023/391**
Version	**PUBLIC VERSION – V1 Final**
Purpose	**Overview of Force Performance**
Author	**Performance Team, Strategy, Planning and Insight**
Owner	**A/DCC R. Cooper**

Handling Instructions:
This document must be handled and stored according to the Government Security Classifications guidance.

Providing a quality policing service, protecting people from harm.

West Mercia POLICE

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

Force KPIs - Key Crimes - Summary

	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		48,934	44,568	-9%	5,917	5,633	-5%	720	632	-12%	368	320	-13%	1,702	1,770	4%	799	779	-3%	2,393	2,471	3%	13,984	12,641	-10%
South Worcestershire		12,092	10,921	-10%	1,433	1,339	-7%	197	139	-29%	79	74	-6%	452	582	29%	230	235	2%	737	743	1%	3,157	2,770	-12%
North Worcestershire		11,439	10,294	-10%	1,303	1,261	-3%	137	121	-12%	116	100	-14%	382	403	5%	163	197	21%	677	795	17%	3,342	2,895	-13%
Herefordshire		6,366	5,601	-12%	828	806	-3%	110	95	-14%	30	29	-3%	252	242	-4%	111	101	-9%	159	175	10%	1,790	1,640	-8%
Shropshire		9,869	9,537	-3%	1,205	1,201	0%	127	123	-3%	50	53	6%	414	321	-22%	194	156	-20%	421	401	-5%	2,798	2,662	-5%
Telford & Wrekin		9,168	8,215	-10%	1,148	1,026	-11%	149	154	3%	93	64	-31%	202	222	10%	101	91	-10%	399	357	-11%	2,897	2,674	-8%
MSG - to July 2023																									

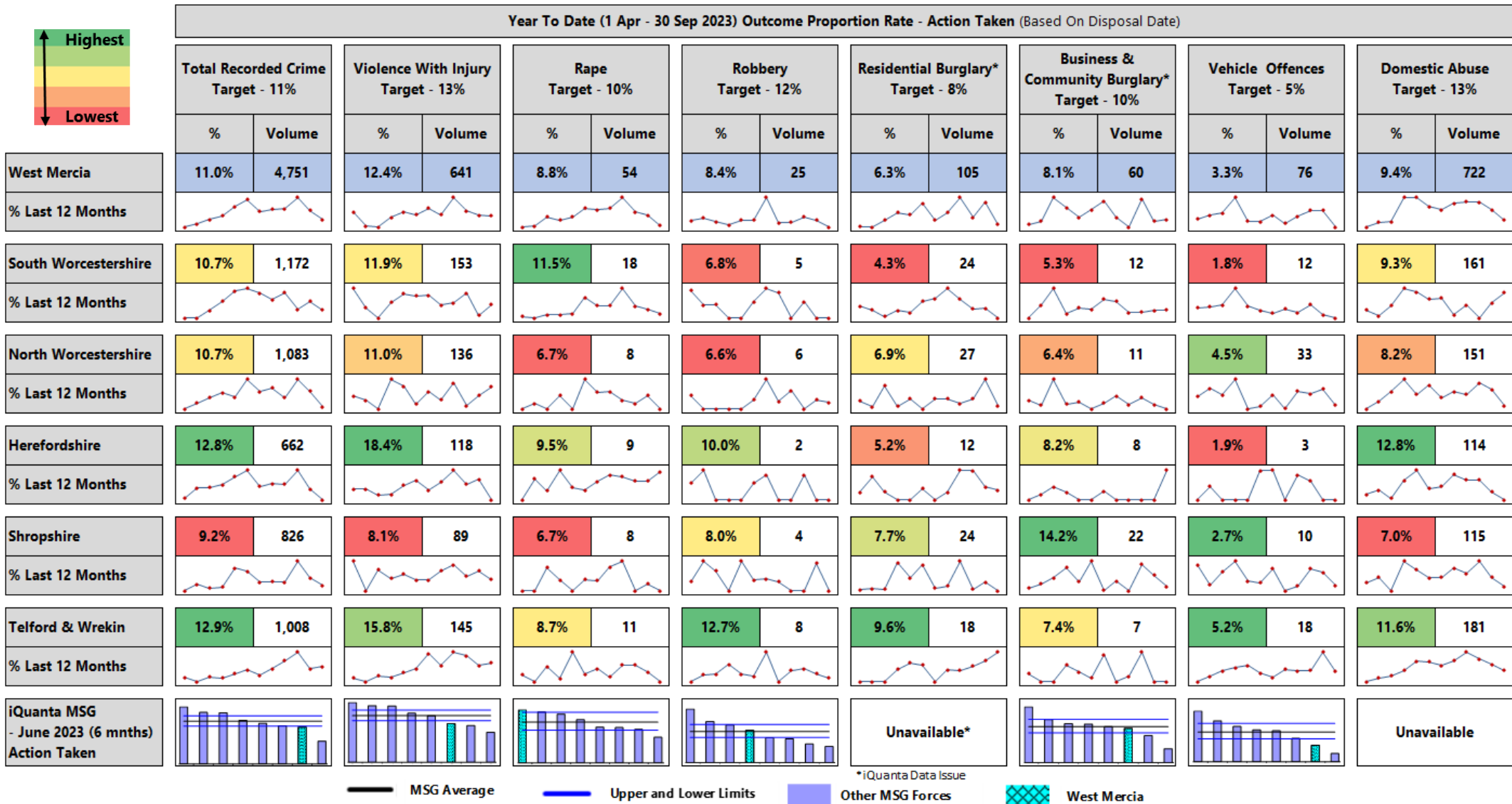**━━ MSG Average**   **━━ Upper and Lower Limits**   **▨ Other MSG Forces**   **▨ West Mercia**

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

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

* RAG ratings are not provided for recorded Rape offences.

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

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

Highest ↑ / ↓ **Lowest**

Year To Date (1 Apr - 30 Sep 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	11.0%	4,751	12.4%	641	8.8%	54	8.4%	25	6.3%	105	8.1%	60	3.3%	76	9.4%	722
% Last 12 Months																
South Worcestershire	10.7%	1,172	11.9%	153	11.5%	18	6.8%	5	4.3%	24	5.3%	12	1.8%	12	9.3%	161
% Last 12 Months																
North Worcestershire	10.7%	1,083	11.0%	136	6.7%	8	6.6%	6	6.9%	27	6.4%	11	4.5%	33	8.2%	151
% Last 12 Months																
Herefordshire	12.8%	662	18.4%	118	9.5%	9	10.0%	2	5.2%	12	8.2%	8	1.9%	3	12.8%	114
% Last 12 Months																
Shropshire	9.2%	826	8.1%	89	6.7%	8	8.0%	4	7.7%	24	14.2%	22	2.7%	10	7.0%	115
% Last 12 Months																
Telford & Wrekin	12.9%	1,008	15.8%	145	8.7%	11	12.7%	8	9.6%	18	7.4%	7	5.2%	18	11.6%	181
% Last 12 Months																
iQuanta MSG - June 2023 (6 mnths) Action Taken									Unavailable*						Unavailable	

*iQuanta Data Issue

— MSG Average   — Upper and Lower Limits   ▮ Other MSG Forces   ▨ West Mercia

- * National methodology used. This incorporates burglary of a shed or other outbuilding not connected to the main property into Residential Burglary instead of Business & Community Burglary in line 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.

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.

Detection Rates – Charge/ Summons (OC1&1A)

Performance Report Q2 July – September 2023/2024 - SPI/2023/391

GOLD

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Total Recorded Crime	6.3%	6.8%	7.8%	8.1%	9.1%	10.5%	8.8%	9.0%	8.9%	10.8%	8.6%	7.5%
Violence With injury	7.1%	6.8%	8.7%	10.0%	9.9%	10.9%	9.8%	13.3%	10.0%	9.4%	11.1%	7.2%
Rape	2.9%	7.0%	5.6%	6.9%	10.9%	10.1%	10.7%	15.7%	9.2%	7.7%	4.0%	6.5%
Robbery	9.9%	8.3%	5.7%	9.8%	9.8%	28.4%	7.4%	8.1%	10.4%	9.8%	6.0%	8.3%
Residential Burglary*	2.9%	4.7%	6.2%	5.4%	8.1%	4.6%	7.5%	10.5%	6.7%	8.1%	4.4%	6.5%
Business & Community Burglary	6.2%	13.4%	10.2%	7.6%	10.2%	12.7%	7.6%	5.0%	13.3%	5.5%	8.5%	5.8%
Vehicle Offences	3.4%	3.7%	6.3%	1.8%	2.3%	3.1%	2.0%	3.0%	4.0%	6.0%	1.5%	3.0%
Domestic Abuse	5.3%	5.9%	6.3%	10.0%	10.4%	8.7%	8.0%	8.9%	8.9%	9.2%	8.0%	6.0%

- * National methodology used. This incorporates burglary of a shed or other outbuilding not connected to the main property into Residential Burglary instead of Business & Community Burglary in line 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.
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1. Delivering a high quality, consistent service to the public
1.2 Creating public confidence

Target: *88%*

Confidence *(Strongly Agree or Tend to Agree)*

⬇⬆ = change since end Qtr. 4

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

Discrete Quarter (Q1)

81% ⬇ 1%
Confident

(Previous Quarter (Q4): 82%)

Rolling 12 months (Jun 23)

82% ↔
Confident

(Previous rolling period (Q4): 82%)

*Change is statistically significant

Map figures: 80%, 84%, 83%, 80%, 83%

Trend Data

The Crime Survey England & Wales survey was suspended for an extended period from March 20 due to Covid; data for the year ending March 2023 has now been released and included in this chart.

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 June 23, with a figure of **82%**, the force remains **markedly below the target of 88%** while confidence has remained the same since last quarter.
- From the period ending March 2021, there remains a **statistically significant decline in public confidence** – decreasing from 86%.
- CSEW data shows that between the year ending March 2020 and March 2023, **all MSG forces have experienced decreases in public confidence, with the exception of Norfolk** (1% increase to 78.1%) **and Wiltshire** (no change – 76.9%). **West Mercia experienced a 3% decrease in overall public confidence,** falling to 72.2%; this is a smaller decrease when compared to that seen nationally (7% fall to 67.7%). Conversely, Warwickshire and Devon & Cornwall experienced more marked decreases relative to the national average (13% decrease to 62.3% and 8% decrease to 69.8%, respectively).

Demographics

Disability
Vs Without a disability
77%   83%

Ethnicity
78% B-ME Vs 82% 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 — 64%
75 or above — 86%
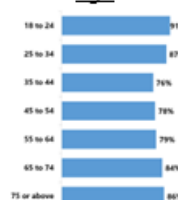
Acorn Type
67%
Acorn Type 59 Deprived areas and high-rise flats

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 9% and 11%,** respectively.
- The **drivers have remained unchanged since last quarter**, with exception of [police] *'can e relied upon when you need them'* and *'have a good reputation amongst local people'*, which have decreased by 1% and 2%, respectively. These decreases were not statistically significant.

⬇ -1%
⬇ -2%

= change since end Qtr. 4

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

Performance Report Q2 July – September 2023/2024 - SPI/2023/391

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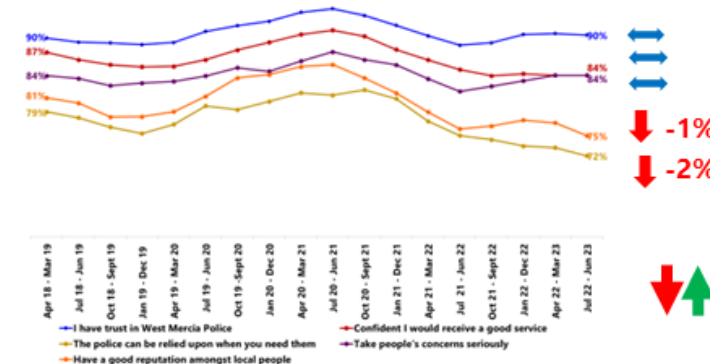
2. Public Contact and Call Handling - Emergency Response Times by Grade

Grade 1	
Median Time	
Sep-23	13 mins

Grade 2	
Median Time	
Sep-23	43 mins
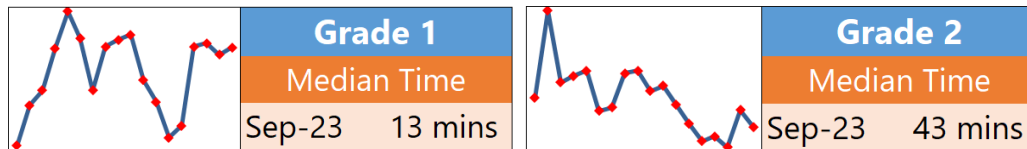
Key Points

- **73%** of **Grade 1** incidents were attended **within 20 minutes.** This is **16 percentage points** below the **target** and is a **decrease** of **2 percentage points** compared to the same month last year.

- **75%** of **Grade 2** incidents were attended **within 2 hours.** This is an **increase** of **8 percent points** compared to the same month last year.

- The **target** remains **under review** in line with the **grading changes** made on **03 April 2023.**

What does this mean?

- **Grade 2 'Dispatch time'** has **remained consistent** following the large decrease with the **grading changes** made on **03 April 2023.**

- **'Dispatch Time'** has made up the **highest proportion** of **Grade 2 incident response time** for the **first time** since the **grading changes** made on **03 April 2023.**

- 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

90%

Last month's attended %

| 86% |
| 82% |
| 74% |
| 69% |
| 57% |

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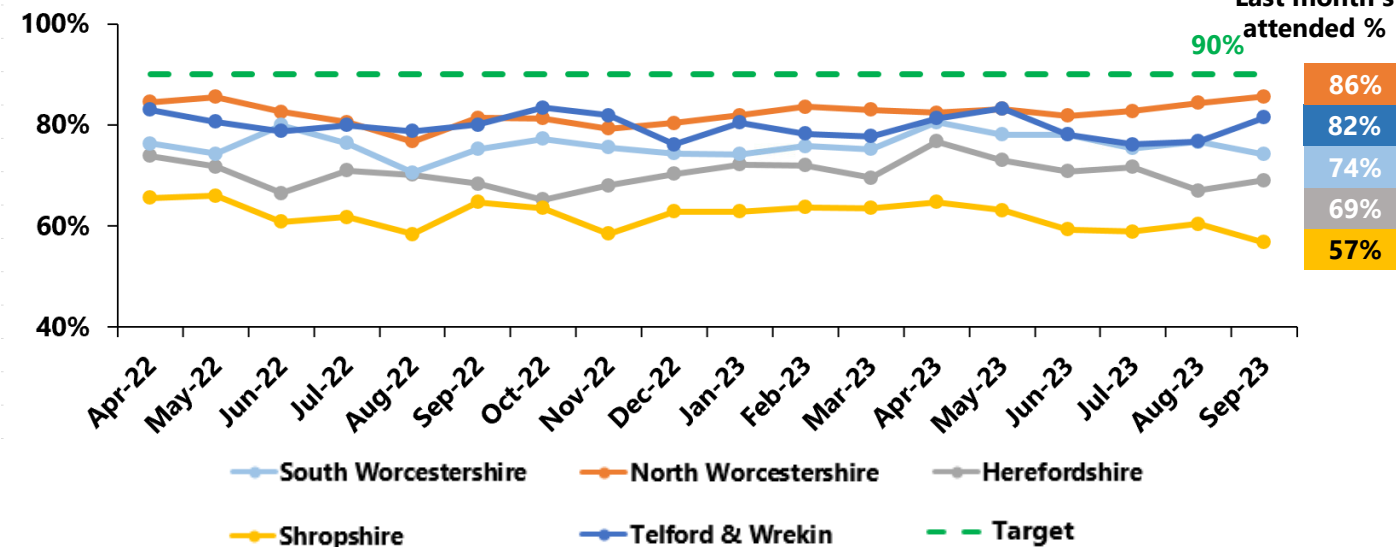
West Mercia Attended with target %
Grade 2 - Target 2 hours

Last month's attended %

| 82% |
| 75% |
| 72% |
| 70% |
| 69% |
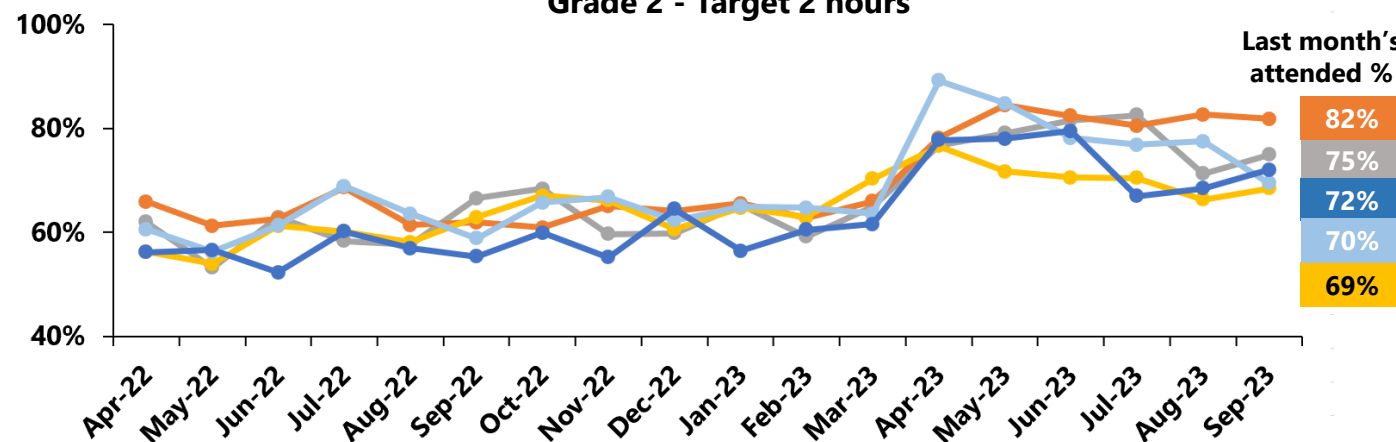
'Acknowledged', 'Dispatched' and 'Arrived' buttons are not mandatory and therefore data quality may be affected.

2. Public Contact and Call Handling
999 Performance – Internal Data

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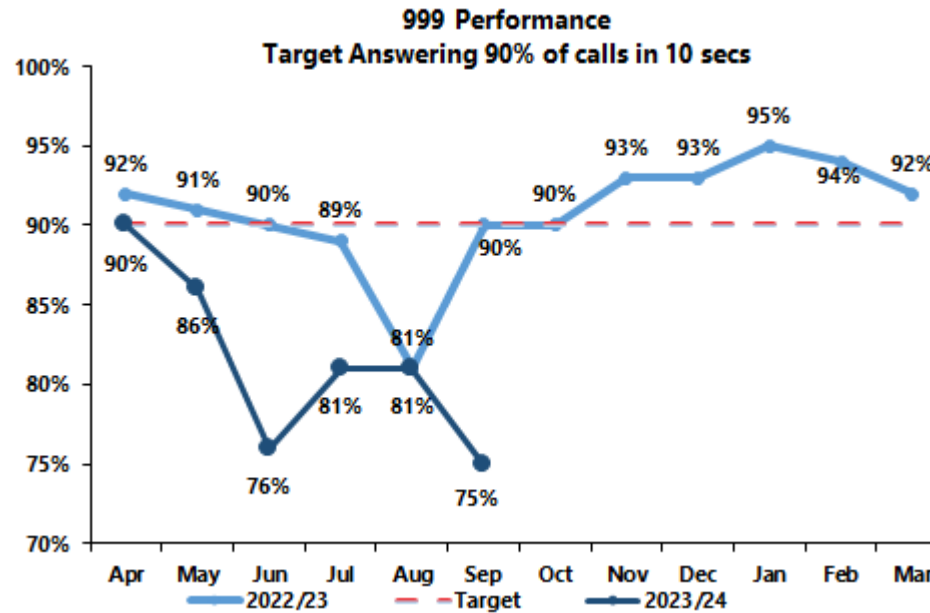
Key points

- In **September 2023** the OCC observed **a 0.3% decrease** in **999 call demand** compared to **the previous month** and an **increase of 18.5%** compared to **September last year.**

- **75% of 999 calls were answered within 10 seconds – a decrease of 6 percentage points** against performance in the previous month and substantially below the target.

- **6 calls** were passed onto **buddy forces –** 23 less than the previous month. Note that Buddy call data has a one month lag and therefore relates to August 2023.

- Average 999 **talk time increased 2 seconds** from the previous month to **04:37.**

- **Warm weather** drove an **increase in demand** between **1 to 16 September.**

- **SAFE issues** were recorded between **9 to 12 September** including a **loss of system**. The outage **affected telephony** driving the decrease in performance.

Target:

999 calls: *90% answered within 10 seconds*

40% - 50% Realistic Possibility

Last reviewed by subject lead April 2023

GOLD

2. Public Contact and Call Handling
101 Answered by Interval

Data relates to answered calls

Key points

- **25% of 101 calls** were answered in **30 seconds or less** last month. This is a **decrease** of **12 percentage points** compared to previous month.

- **51% of 101 calls** were answered in **within 5 minutes.** This was a **decrease** of **16 percentage points** compared to the previous month.

- **41% of 101 calls** were answered in **over 7 minutes.** This was an **increase** of **15 percentage points** compared to the previous month.

- **101 demand decreased** by **2.6%** compared to the **previous month**.

- **999 demand** increases and **SAFE outage** have likely had an **impact on 101 call handling** including wrap up due to paper records. The back record conversion from this also created additional demand.

Target:

101 calls: 60% *answered within 30 seconds*

Last reviewed by subject lead April 2023

40% - 50% Realistic Possibility

101 Answered by Interval (Seconds)
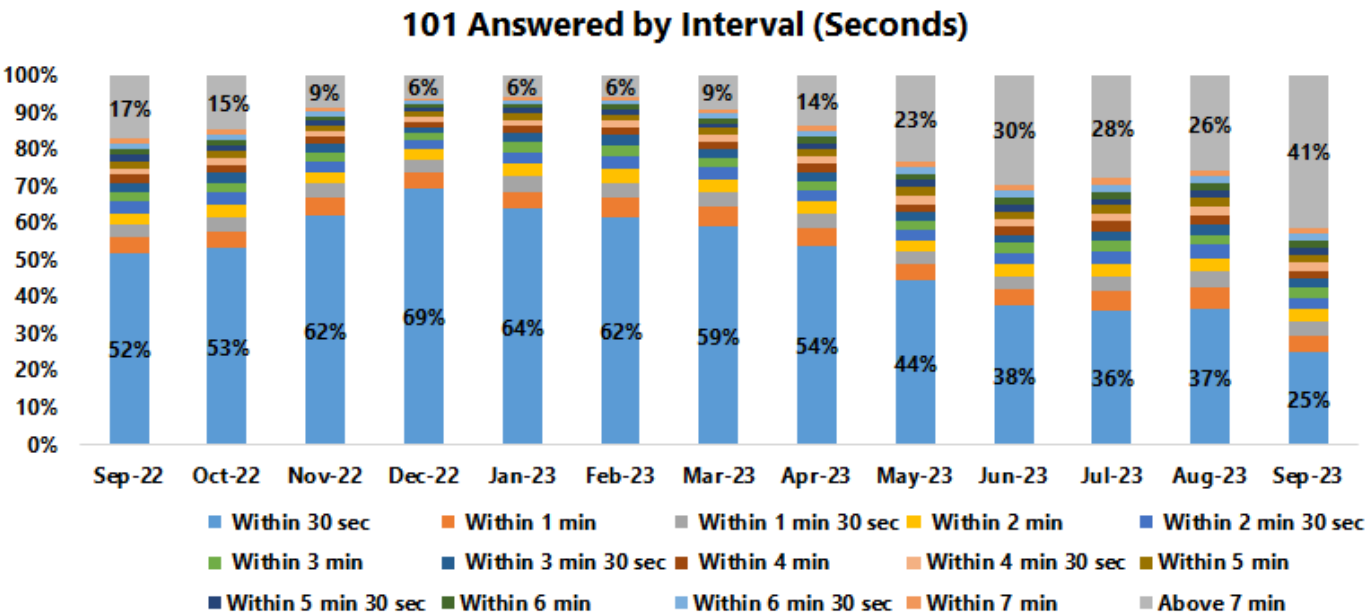
September 2023 Breakdown			
Within 30 sec	**25%**	Within 4 min 30 sec	**49%**
Within 1 min	**30%**	Within 5 min	**51%**
Within 1 min 30 sec	**33%**	Within 5 min 30 sec	**53%**
Within 2 min	**37%**	Within 6 min	**55%**
Within 2 min 30 sec	**40%**	Within 6 min 30 sec	**57%**
Within 3 min	**42%**	Within 7 min	**59%**
Within 3 min 30 sec	**45%**	Above 7 min	**41%**
Within 4 min	**47%**		

2. Public Contact and Call Handling
101 Median Wait Time

Median Wait Time 2022/2023 v 2023/2024
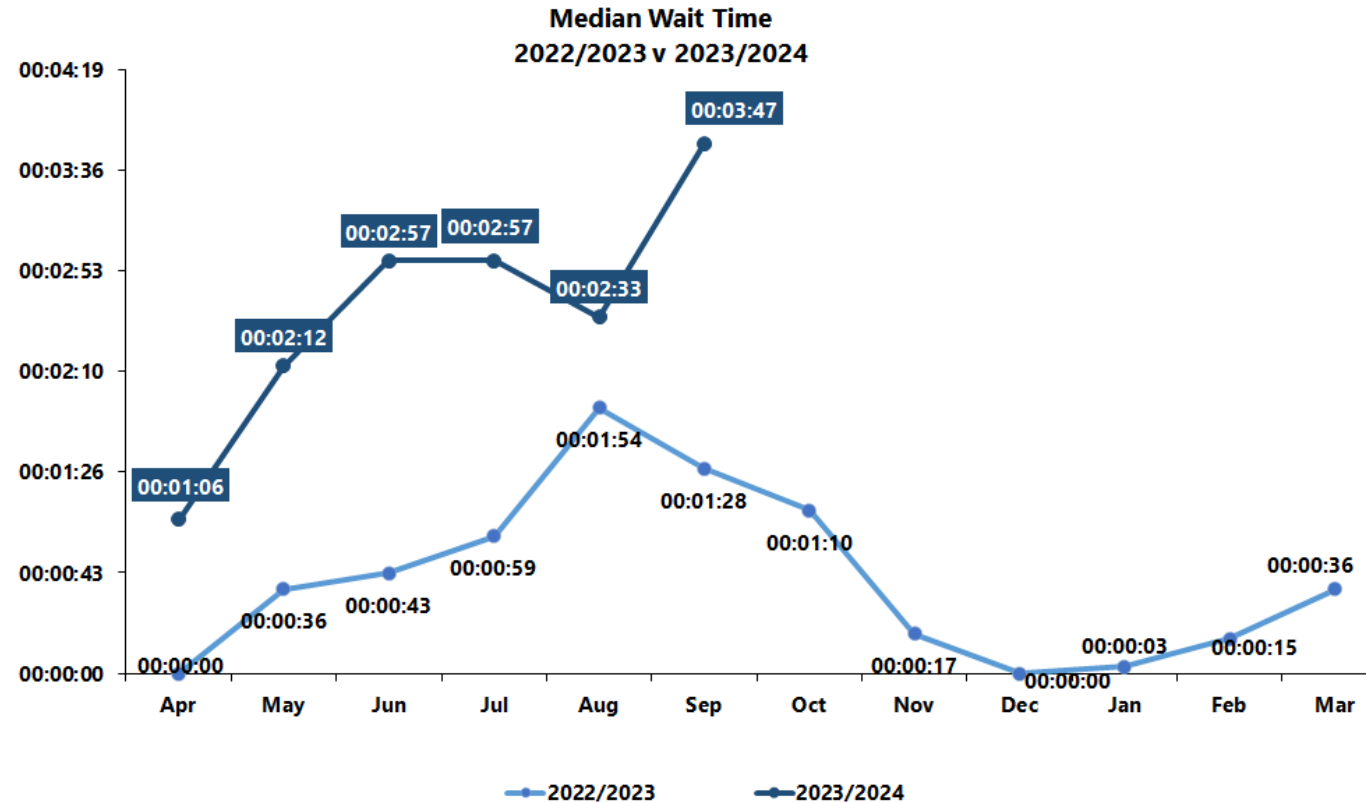
Data relates to answered and abandoned calls

Key points

- **September 2023 median wait time** was **3 minute 57 seconds**, a **1 minute 14 second increase** on the previous month.

- It is **highly probable** that this is driven by the **outage issues** that affected **999 calls** which negatively impacts 101 calls.

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.

Reduction in 500CC Motorcycle collisions and casualties.

55% - 75% Likely or probable

Last reviewed by subject lead April 2023.

Key Points

- **YTD 2023/24 Fatal Casualties** have **increased** by **26% (5)** compared to **YTD 2022/23.**

- **YTD 2023/24 Fatal Collisions** have **increased** by **10% (2)** compared to **YTD 2022/23.**

- **YTD 2023/24 Serious Casualties** have **decreased** by **19% (42)** compared to **YTD 2022/23.**

- **YTD 2023/24 Serious Collisions** have **decreased** by **24% (45)** compared to **YTD 2022/23.**

- **YTD 2023/24 46% (11)** of **fatalities** are **motorcyclists.**

What does this mean?

- **38% (15) of collisions** involved a **motorcyclist,** of which **5** occurred in **South Worcestershire, 4** in **Shropshire, 3** in **Herefordshire, 2** in **North Worcestershire** and **1** in **Telford & Wrekin** in **August 2023.**

  - There were **no repeat locations.**
  - **5 collisions** occurred on a **Monday** and **5** on a **Wednesday.**

- 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.**
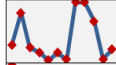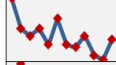
KSI Casualties

| Legend: Fatal Casualties, Serious Casualties, KSI, Upper Threshold, Lower Threshold, Mean |

KSI Collisions

| Legend: Fatal Collisions, Serious Collisions, KSI, Upper Threshold, Lower Threshold, Mean |
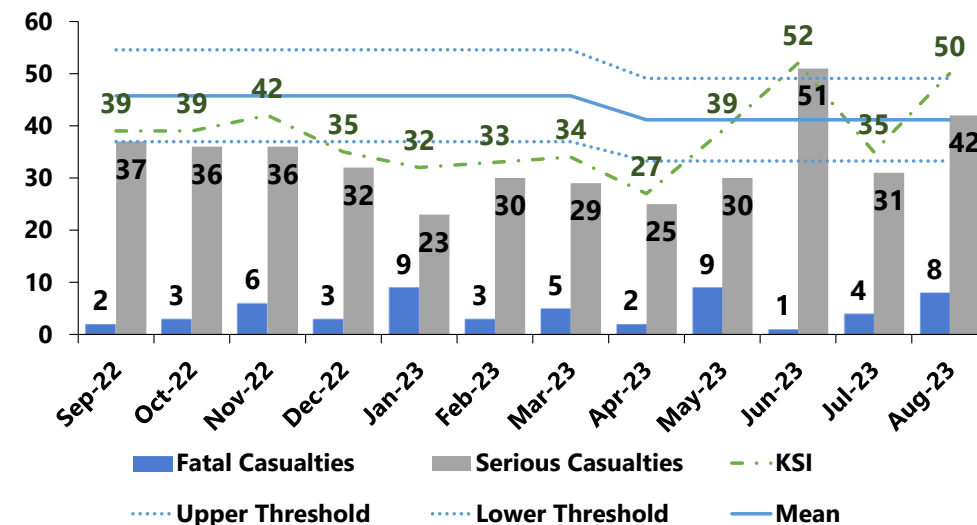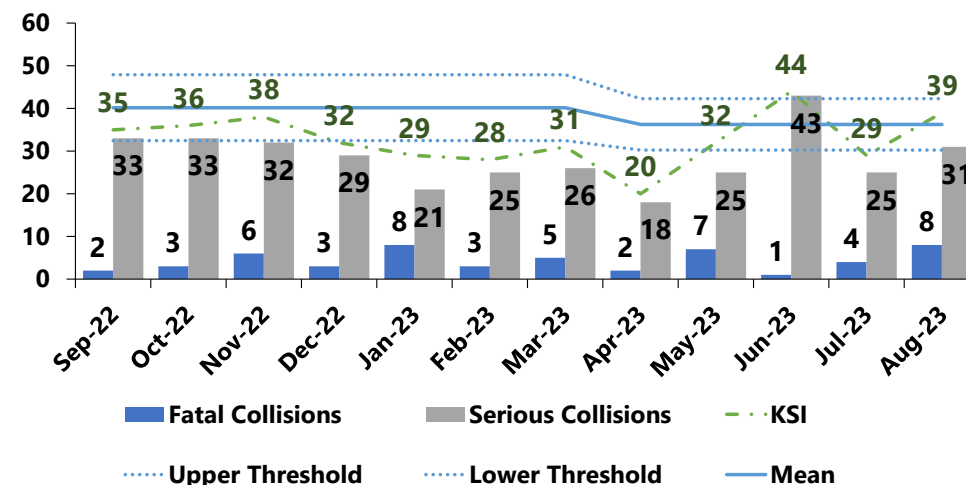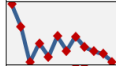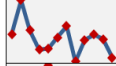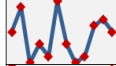
500CC Motorcycle Casualties	YTM 2022/23	YTM 2023/24	% Change	% of all Motorcycle Casualties YTM 2022/23	% of all Motorcycle Casualties YTM 2023/24
Fatal Casualties	9	8	-11%	90%	73%
Serious Casualties	40	23	-43%	63%	64%
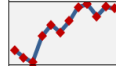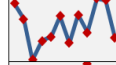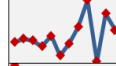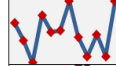
500CC Motorcycle Collisions	YTM 2022/23	YTM 2023/24	% Change	% of all Motorcycle Collisions	% of all Motorcycle Casualties YTM 2023/24
Fatal Collisions	9	8	-11%	90%	73%
Serious Collisions	39	23	-41%	64%	64%

5. Crime and Detections
Total recorded crime – West Mercia

GOLD

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

		Sep-23	12 month average	Last month change on 12 months ave.	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	7,194	7,551	-5%		44,568	48,934	-9%
Violence With Injury	1070 / 822	890	921	-3%		5,633	5,917	-5%
Violence Without Injury	2685 / 1937	1,915	2,108	-9%		12,232	14,470	-15%
Rape	158 / 92	114	117	-3%		632	720	-12%
Other Sexual Offences	272 / 167	200	209	-4%		1,184	1,279	-7%
Personal Robbery	74 / 29	41	49	-15%		292	334	-13%
Business Robbery	12 / 0	6	5	16%		28	34	-18%
Residential Burg	358 / 215	322	293	10%		1,770	1,702	4%
Burg - Business & Community	164 / 106	169	135	25%		779	799	-3%
Vehicle Offences	497 / 307	440	407	8%		2,471	2,393	3%
Theft from Person	53 / 28	47	38	23%		239	270	-11%
Bicycle Theft	102 / 29	70	67	4%		430	417	3%

		Sep-23	12 month average	Last month change on 12 months ave.	Prev 12 Months	Year To Date 23/24	Year To Date 22/23	YTD* % Change 23/24 Vs 22/23
Shoplifting	794 / 492	899	789	14%		5,312	3,583	48%
All Other Theft Offences	780 / 627	590	678	-13%		3,947	4,317	-9%
Criminal Damage & Arson	868 / 629	709	712	0%		4,347	4,785	-9%
Drug Offences	205 / 138	167	179	-7%		1,098	1,006	9%
Possession of Weapons	102 / 71	84	90	-6%		566	548	3%
Public Order	1176 / 486	664	737	-10%		4,382	5,455	-20%
Misc. Crimes Against Society	186 / 127	189	165	15%		994	905	10%
Serious Violence	1051 / 400	879	906	-3%		5,537	5,827	-5%
Alcohol Related	569 / 394	337	441	-24%		2,559	3,004	-15%
Incidents	21925 / 18198	16,263	18,328	-11%		104,372	124,805	-16%
Anti Social Behaviour	2323 / 1257	1,386	1,553	-11%		9,357	12,160	-23%
Mental Health	27 / 0	16	10	61%		65	102	-36%

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 **Burglary – Business and Community, Shoplifting** and **Misc. Crimes Against Society** have exceeded the upper threshold.

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

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

	Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	2165 / 1808	1,796	1,889	-5%	10,921	12,092	-10%		
Violence With Injury	271 / 191	211	223	-5%	1,339	1,433	-7%		
Violence Without Injury	622 / 439	447	493	-9%	2,774	3,222	-14%		
Rape	48 / 15	24	27	-9%	139	197	-29%		
Other Sexual Offences	72 / 32	47	48	-1%	254	307	-17%		
Personal Robbery	24 / 1	10	12	-18%	65	68	-4%		
Business Robbery	5 / 0	2	2	0%	9	11	-18%		
Residential Burglary	111 / 53	109	93	18%	582	452	29%		
Business & Community Burglary	57 / 27	46	43	8%	235	230	2%		
Vehicle Offences	174 / 55	160	115	39%	743	737	1%		
Theft from Person	22 / 3	12	10	23%	52	82	-37%		
Bicycle Theft	36 / 4	35	25	40%	187	130	44%		
Shoplifting	221 / 124	213	210	2%	1,408	962	46%		
All Other Theft Offence	203 / 156	143	169	-15%	949	1,077	-12%		
Criminal Damage & Arson	243 / 155	172	185	-7%	1,099	1,271	-14%		

	Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	56 / 35	46	46	0%	268	260	3%		
Possession of Weapons	33 / 10	14	19	-27%	101	127	-20%		
Public Order Offences	270 / 136	154	180	-14%	1,062	1,347	-21%		
Misc. Crimes Against Society	55 / 17	60	41	46%	237	179	32%		

	Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Domestic Abuse (Crimes & Crimed Incs.)	585 / 455	461	488	-5%	2,770	3,157	-12%		
Hate Crime (Crimes & Crimed Incs.)	74 / 31	45	46	-3%	281	352	-20%		
Vulnerable Adults (Crimes & Crimed Incs.)	291 / 204	217	219	-1%	1,198	1,537	-22%		
Child At Risk (Crimes & Crimed Incs.)	571 / 351	421	465	-9%	2,658	2,614	2%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	21 / 3	12	13	-6%	69	63	10%		
Serious Violence	269 / 186	210	220	-4%	1,319	1,412	-7%		

	Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Incidents	5707 / 4602	4,327	4,675	-7%	26,521	32,280	-18%		
Anti Social Behaviour	601 / 338	388	414	-6%	2,489	3,158	-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 **Misc. Crimes Against Society** have exceeded the upper threshold.

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

GOLD

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

	Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Total Recorded Crime	2051 / 1665	1,566	1,763	-11%	10,294	11,439	-10%	
Violence With Injury	235 / 190	163	209	-22%	1,261	1,303	-3%	
Violence Without Injury	619 / 421	392	473	-17%	2,730	3,303	-17%	
Rape	38 / 15	22	25	-12%	121	137	-12%	
Other Sexual Offences	68 / 27	44	46	-4%	246	261	-6%	
Personal Robbery	26 / 5	8	15	-46%	96	103	-7%	
Business Robbery	4 / 0	2	1	56%	4	13	-69%	
Residential Burglary	95 / 41	70	70	0%	403	382	5%	
Business & Community Burglary	42 / 7	47	27	71%	197	163	21%	
Vehicle Offences	163 / 82	117	132	-11%	795	677	17%	
Theft from Person	14 / 2	11	9	28%	57	51	12%	
Bicycle Theft	16 / 5	10	9	8%	53	65	-18%	
Shoplifting	215 / 109	215	200	8%	1,314	863	52%	
All Other Theft Offence	199 / 125	147	152	-3%	882	1,011	-13%	
Criminal Damage & Arson	228 / 128	150	160	-6%	955	973	-2%	

	Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Drug Offences	52 / 23	35	38	-8%	239	232	3%	
Possession of Weapons	34 / 10	21	21	-1%	141	151	-7%	
Public Order Offences	272 / 138	147	176	-17%	993	1,342	-26%	
Misc. Crimes Against Society	48 / 22	35	35	0%	210	210	0%	

	Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Domestic Abuse (Crimes & Crimed Incs.)	608 / 442	398	488	-18%	2,895	3,342	-13%	
Hate Crime (Crimes & Crimed Incs.)	68 / 25	30	37	-19%	197	305	-35%	
Vulnerable Adults (Crimes & Crimed Incs.)	306 / 206	199	228	-13%	1,278	1,610	-21%	
Child At Risk (Crimes & Crimed Incs.)	589 / 389	407	479	-15%	2,877	3,008	-4%	
Child Sexual Exploitation (Crimes & Crimed Incs.)	19 / 1	11	10	11%	58	62	-6%	
Serious Violence	229 / 185	162	205	-21%	1,248	1,272	-2%	

	Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Incidents	5100 / 4047	3,492	4,159	-16%	23,760	28,731	-17%	
Anti Social Behaviour	569 / 247	287	346	-17%	2,088	2,834	-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 **Business & Community Burglary** and **Shoplifting** have met or exceeded the upper threshold.

5. Crime and Detections - Total recorded crime – Herefordshire

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

	Upper/Lower Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	1152 / 881	905	953	-5%	5,601	6,366	-12%		
Violence With Injury	164 / 89	148	125	19%	806	828	-3%		
Violence Without Injury	371 / 257	265	285	-7%	1,679	2,027	-17%		
Rape	25 / 11	16	17	-4%	95	110	-14%		
Other Sexual Offences	53 / 17	32	33	-3%	195	221	-12%		
Personal Robbery	10 / 0	2	5	-61%	28	30	-7%		
Business Robbery	1 / 1	0	1	-100%	1	0	100%		
Residential Burglary	70 / 17	40	42	-5%	242	252	-4%		
Business & Community Burglary	24 / 12	24	17	38%	101	111	-9%		
Vehicle Offences	48 / 13	42	32	31%	175	159	10%		
Theft from Person	9 / 0	6	4	69%	24	34	-29%		
Bicycle Theft	18 / 5	8	11	-26%	71	79	-10%		
Shoplifting	92 / 35	50	72	-30%	423	329	29%		
All Other Theft Offence	114 / 79	73	97	-25%	581	577	1%		
Criminal Damage & Arson	113 / 62	85	85	0%	516	548	-6%		

	Upper/Lower Threshold	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	33 / 16	28	25	11%	155	143	8%		
Possession of Weapons	16 / 3	10	11	-12%	69	44	57%		
Public Order Offences	151 / 62	89	92	-3%	562	739	-24%		
Misc. Crimes Against Society	34 / 9	27	21	32%	120	135	-11%		
Domestic Abuse (Crimes & Crimed Incs.)	327 / 237	254	269	-6%	1,640	1,790	-8%		
Hate Crime (Crimes & Crimed Incs.)	43 / 12	18	23	-21%	136	193	-30%		
Vulnerable Adults (Crimes & Crimed Incs.)	279 / 146	164	187	-12%	1,062	1,369	-22%		
Child At Risk (Crimes & Crimed Incs.)	382 / 223	292	294	-1%	1,786	1,895	-6%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	13 / 0	5	7	-27%	44	40	10%		
Serious Violence	163 / 87	144	122	18%	784	817	-4%		
Incidents	2855 / 2238	2,056	2,290	-10%	12,929	16,012	-19%		
Anti Social Behaviour	313 / 129	177	188	-6%	1,158	1,558	-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 **Business & Community Burglary** offences have met the upper threshold.

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

5. Crime and Detections - Total recorded crime – Shropshire

	Upper / Lower	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	1776 / 1425	1,599	1,573	2%	9,537	9,869	-3%		
Violence With Injury	222 / 162	201	192	5%	1,201	1,205	0%		
Violence Without Injury	562 / 361	422	439	-4%	2,674	2,950	-9%		
Rape	34 / 13	28	23	22%	123	127	-3%		
Other Sexual Offences	62 / 26	43	45	-5%	270	259	4%		
Personal Robbery	13 / 3	14	8	79%	47	45	4%		
Business Robbery	3 / 0	1	2	-45%	6	5	0%		
Residential Burglary	86 / 39	54	55	-1%	321	414	-22%		
Business & Community Burglary	40 / 24	34	29	17%	156	194	-20%		
Vehicle Offences	103 / 31	73	66	11%	401	421	-5%		
Theft from Person	17 / 0	7	9	-21%	55	54	2%		
Bicycle Theft	19 / 4	10	10	-1%	52	69	-25%		
Shoplifting	182 / 78	249	177	41%	1,233	672	83%		
All Other Theft Offences	193 / 117	135	150	-10%	878	939	-6%		
Criminal Damage & Arson	205 / 117	156	161	-3%	973	967	1%		

	Upper / Lower	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	44 / 22	35	34	3%	201	187	7%		
Possession of Weapons	23 / 12	13	18	-28%	121	111	9%		
Public Order Offences	213 / 107	145	150	-4%	935	1,049	-11%		
Misc. Crimes Against Society	46 / 21	33	34	-4%	210	201	4%		

	Upper / Lower	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Domestic Abuse (Crimes & Crimed Incs.)	520 / 393	406	445	-9%	2,662	2,798	-5%		
Hate Crime (Crimes & Crimed Incs.)	52 / 25	22	33	-34%	174	237	-27%		
Vulnerable Adults (Crimes & Crimed Incs.)	274 / 166	165	200	-17%	1,122	1,365	-18%		
Child At Risk (Crimes & Crimed Incs.)	527 / 375	417	464	-10%	2,737	2,579	6%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	22 / 6	18	14	26%	78	74	5%		
Serious Violence	222 / 159	198	189	5%	1,184	1,195	-1%		

	Upper / Lower	Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Incidents	4649 / 3915	3,431	3,978	-14%	22,496	26,145	-14%		
Anti Social Behaviour	478 / 274	240	330	-27%	1,900	2,455	-23%		

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 **Personal Robbery** and **Shoplifting** have exceeded the upper threshold.

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

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

Performance Report Q2 July – September 2023/2024 - SPI/2023/391

GOLD

		Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Total Recorded Crime	1689 / 1218	1,328	1,374	-3%	8,215	9,168	-10%	
Violence With Injury	222 / 143	167	172	-3%	1,026	1,148	-11%	
Violence Without Injury	578 / 358	389	419	-7%	2,375	2,968	-20%	
Rape	37 / 14	24	26	-8%	154	149	3%	
Other Sexual Offences	55 / 23	34	38	-10%	219	231	-5%	
Personal Robbery	22 / 0	7	9	-18%	56	88	-36%	
Business Robbery	7 / 0	1	3	-60%	8	5	60%	
Residential Burglary	48 / 17	49	34	44%	222	202	10%	
Business & Community Burglary	30 / 10	18	19	-6%	91	101	-10%	
Vehicle Offences	92 / 39	48	62	-22%	357	399	-11%	
Theft from Person	13 / 2	11	8	43%	51	49	4%	
Bicycle Theft	26 / 0	7	12	-44%	67	74	-9%	
Shoplifting	155 / 79	172	131	31%	934	757	23%	
All Other Theft Offence	141 / 89	92	110	-17%	657	713	-8%	
Criminal Damage & Arson	157 / 90	146	122	20%	804	827	-3%	

		Sep 2023	12 month average	Last month change on 12 months ave.	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months / Projected 6 Months
Drug Offences	45 / 18	23	36	-36%	235	184	28%	
Possession of Weapons	26 / 11	26	20	31%	134	115	17%	
Public Order Offences	188 / 116	129	140	-8%	830	978	-15%	
Misc. Crimes Against Society	39 / 22	34	34	1%	217	180	21%	

Domestic Abuse (Crimes & Crimed Incs.)	553 / 381	416	448	-7%	2,674	2,897	-8%	
Hate Crime (Crimes & Crimed Incs.)	54 / 27	24	34	-29%	179	259	-31%	
Vulnerable Adults (Crimes & Crimed Incs.)	281 / 180	153	205	-25%	1,134	1,438	-21%	
Child At Risk (Crimes & Crimed Incs.)	568 / 372	432	455	-5%	2,763	2,941	-6%	
Child Sexual Exploitation (Crimes & Crimed Incs.)	18 / 5	15	10	49%	61	79	-23%	
Serious Violence	217 / 143	165	169	-3%	1,002	1,131	-11%	

Incidents	3834 / 3116	2,957	3,227	-8%	18,666	21,637	-14%	
Anti Social Behaviour	433 / 190	294	275	7%	1,722	2,155	-20%	

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, Shoplifting** and **Possession of Weapons** have met or exceeded the upper threshold.

5 . Crime and Detection – National Policing Measures Data up to July 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: **5th** (out of 42)	• Homicide rates in West Mercia are **5th** highest in the country. Based on PRC (2 years up to July 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: **29th** (out of 42)	• **29% increase** in the overall volume of NHS Sharps injury admissions in May 2023. • **14% increase** in the number of police recorded crime involving a firearm as of June 2023.
Neighbourhood: Burglary (Residential)	MSG : 🟢🟢🟢🟡🟡🟠🟠⦿🔴🔴 Regional: 🟩◼🟨🟥 National: **24th** (out of 42)	• **Second highest** rate in the MSG. • Mid table for percentage **decrease** at **25%** 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: **16th** (out of 42)	• **3% increase**, compared to the MSG average of 12% 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: **24th** (out of 42)	• **40% decrease** compared to MSG average of 24% 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 22%. 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

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: **15th** (out of 42)	• Since the baseline (January 2019 – December 2019), there has been an average of **4.6 drug related homicides** per year per million as of March 2023.
Satisfaction in Victims	- Results are statistically valid at force level; all data at LPA should be considered as being indicative only (unless otherwise stated). - Quarterly sample size targets were achieved in the cases of burglary and hate crime and just narrowly missed for the remaining crime types (this was due to staff abstractions as a result of training and CPD); shortfalls will be made up over the coming months to ensure that total annual sample targets are achieved. - While there have been slight downward trends across the reporting period in the case of all surveyed user groups at force level, none of these are statistically significant. - However, South Worcestershire LPA has seen a sharp decline in violent crime satisfaction this quarter, this <u>is</u> statistically significant. - In recognition of the increasing proportion of offences being dealt with by the Contact Resolution Centre (CRC), processes are now in place to enable DA and hate crime satisfaction data to be separated out into LPA and CRC. In due course, once sufficient data is available (estimated to be Qtr. 1 24-25), satisfaction of these victims will be reported on as separate entities.	 87% ... 84% 81% ... 80% ... 79% 77% ... 78% 74% ... 76% ... 69% —Burglary Residential CVF —Violent CVF —Hate CVF —DA CVF —Stalking CVF
Cyber Crime	• West Mercia currently do not have a practice set on cybercrime. 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

Last reviewed by subject lead April 2023

10% - 20% Highly unlikely

Key Points

- **Domestic Abuse** Crimes and Crimed Incidents volumes have **decreased** by **7% (133)** from the previous month to below the lower threshold.

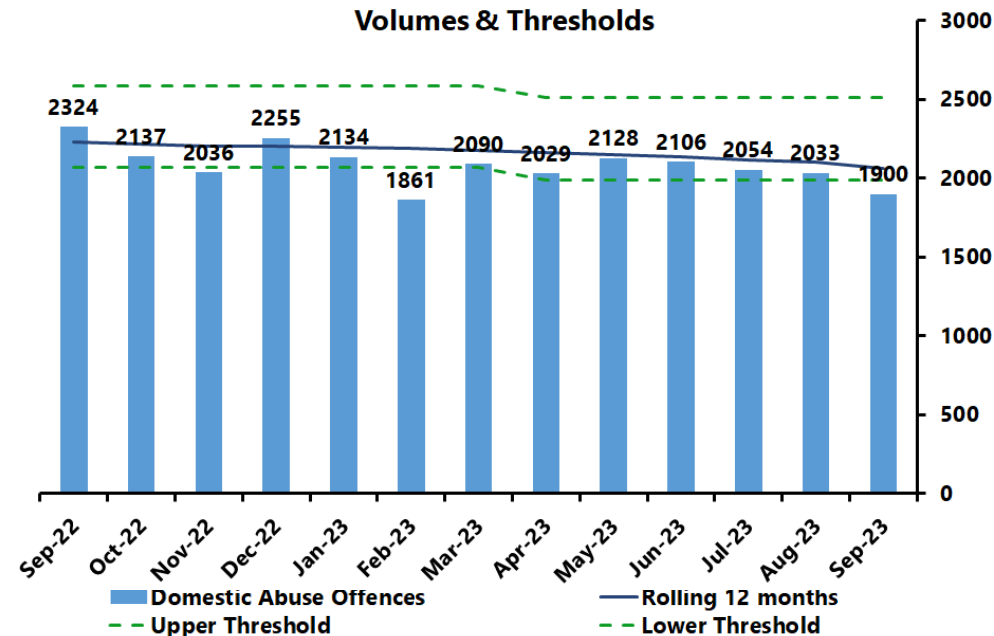- **Volumes** have remained **below volumes of the previous three years** in the past six months.

What does this mean?

- **Decreases** are **recorded in all LPAs** except **South Worcestershire** which saw an **increase** of **8% (65).**

- **North Worcestershire** saw the largest **decrease** of **14% (65)** last month, driven by decreases in **Assault without Injury, 29% (22)** and **Other Criminal Damage 100% (9);** the third consecutive month of decrease.

- **20% (372)** of crimes relate to **Stalking and Harassment**, an **increase of 5% (19)** from the previous month. This was driven by an increase of **41% (13)** in **Herefordshire**.

- **40% (2)** of all **homicides in 2023/2024** relate to **Domestic Abuse**, as at the end of September 2023.

- The **12-month rolling average** has **decreased** through the 2023/2024 year with volumes having **decreased** for the **last 4 months**.
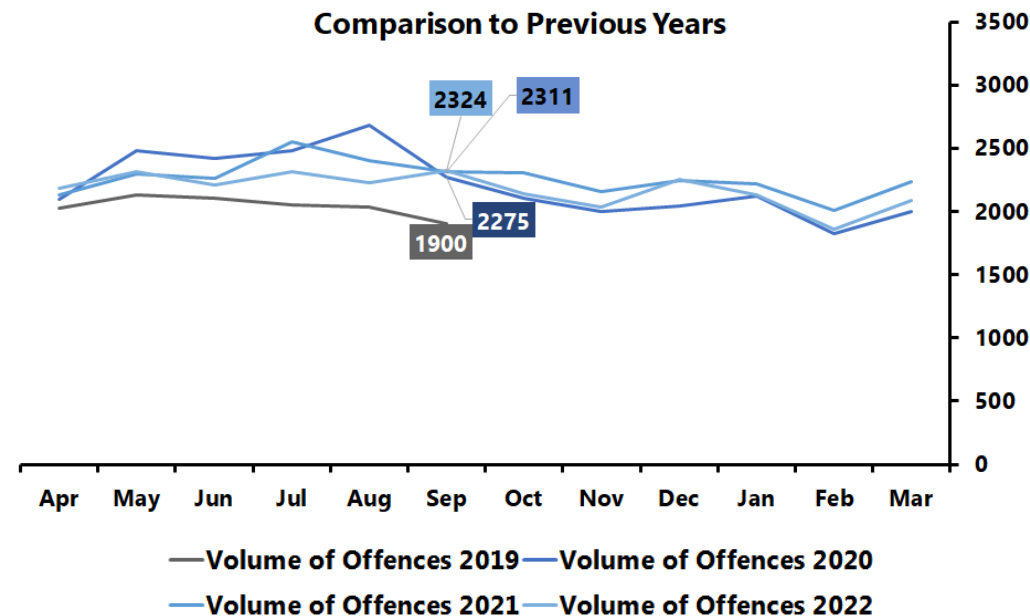
Domestic Abuse Crimes & Crimed Incidents - Volumes & Thresholds

Data labels: 2324, 2137, 2036, 2255, 2134, 1861, 2090, 2029, 2128, 2106, 2054, 2033, 1900

X-axis: Sep-22, Oct-22, Nov-22, Dec-22, Jan-23, Feb-23, Mar-23, Apr-23, May-23, Jun-23, Jul-23, Aug-23, Sep-23

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

Domestic Abuse Crimes and Crimed Incidents - Comparison to Previous Years

Data labels: 2324, 2311, 2275, 1900

X-axis: Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar

Legend: Volume of Offences 2019 | Volume of Offences 2020 | Volume of Offences 2021 | Volume of Offences 2022

GOLD

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).

Targets: Victims Completely / Very/ Fairly Satisfied (rolling 6 months)

Burglary – 80%   Hate – 70%
Violent – 70%   DA – 80%

West Mercia

Apr 22

Sep 23

87%
81%
77%
74%

84%
80%
79%
78%
76%
69%

Legend: Burglary Residential CVF · Violent CVF · Hate CVF · DA CVF · Stalking CVF

* Change over reporting period shown is statistically significant

9. Service Users - Satisfaction

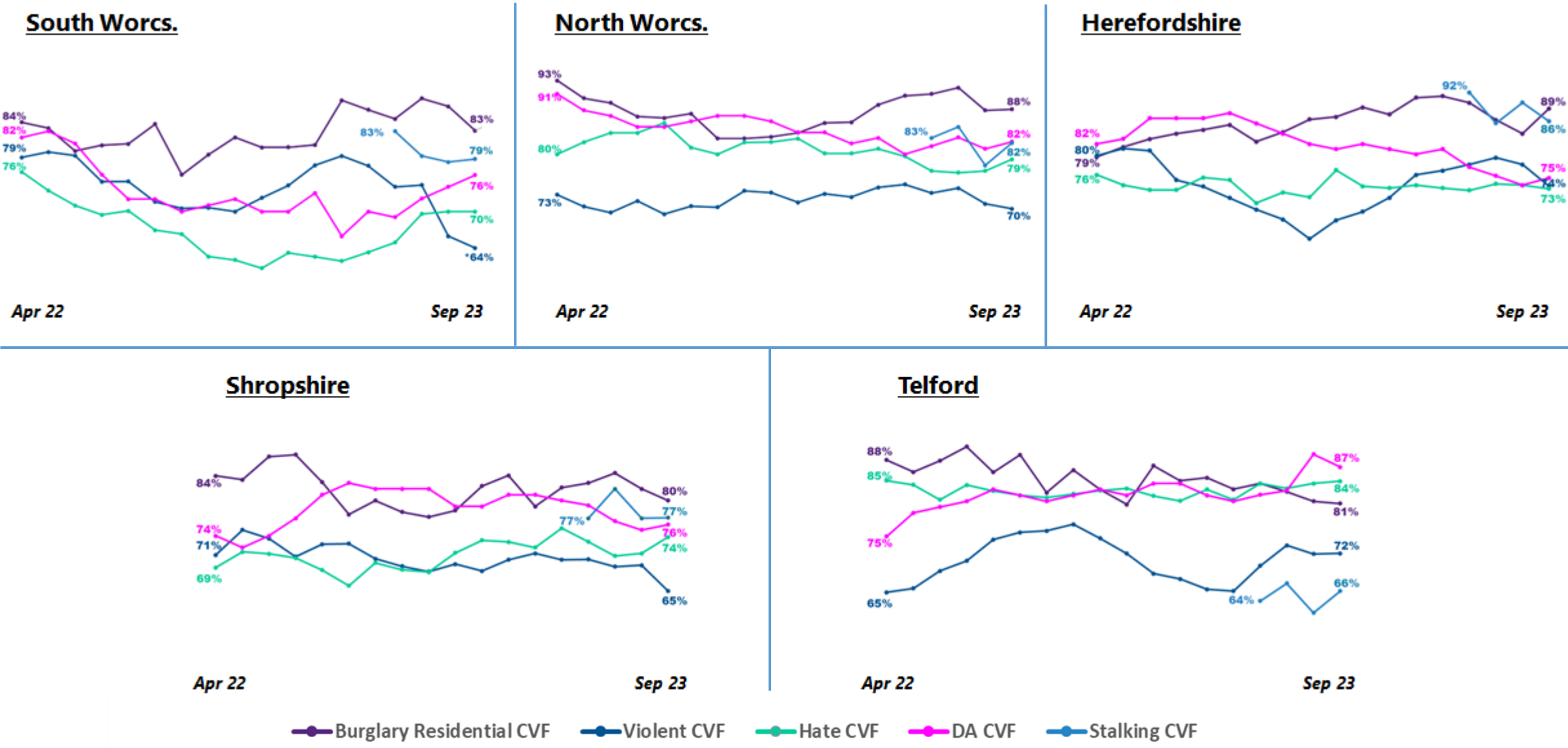**Targets:** Victims Completely / Very/ Fairly Satisfied (rolling 6 months)

Burglary – 80% Hate – 70%
Violent – 70% DA – 80%

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%

83%
83%
79%
76%
70%
*64%

Apr 22   Sep 23

North Worcs.

93%
91%
80%
73%

88%
83%
82%
82%
79%
70%

Apr 22   Sep 23

Herefordshire

82%
80%
79%
76%

92%
89%
86%
75%
74%
73%

Apr 22   Sep 23

Shropshire

84%
74%
71%
69%

80%
77%
77%
76%
74%
65%

Apr 22   Sep 23

Telford

88%
85%
75%
65%

87%
84%
81%
72%
66%
64%

Apr 22   Sep 23

— Burglary Residential CVF — Violent CVF — Hate CVF — DA CVF — Stalking CVF

* Change over reporting period shown is statistically significant