



West Mercia Police

Qtr. 4 2024/2025 Performance Monitoring Report

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Professional head of intelligence assessment
In effect from March 2018



Summary - Force Key Performance Indicators - Key Crime Types

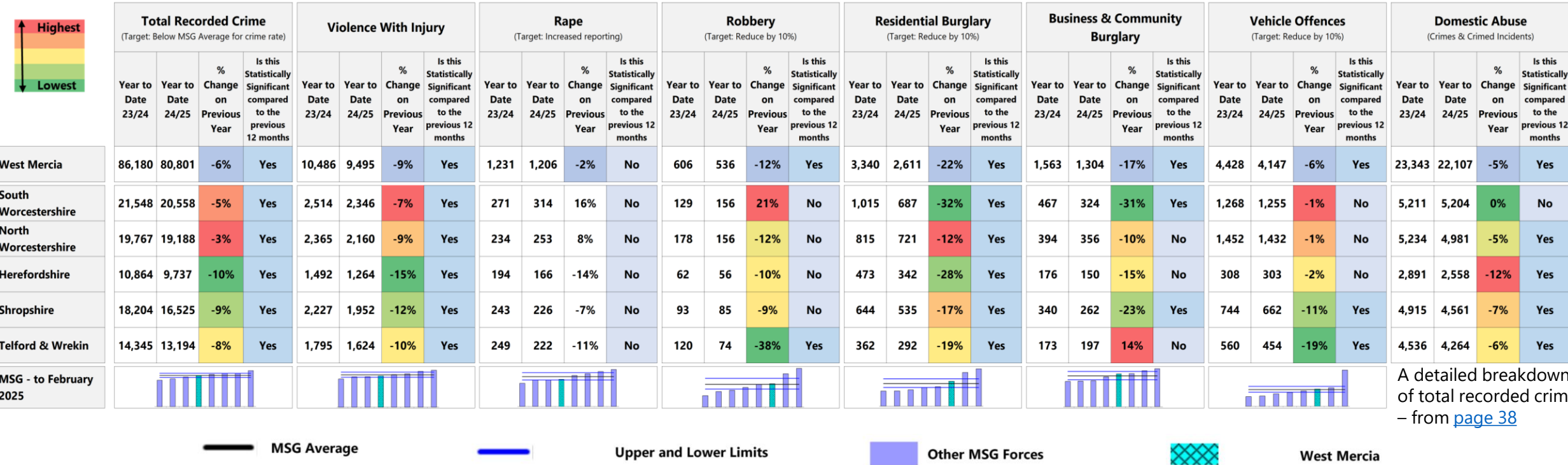
Total recorded crime volumes in 2024/2025 is 6% (n=5,379) below volumes in 2023/2024. This reduction is statistically significant at force level and across all Local Policing Areas (LPAs).

There have been no statistically significant increases for 2024/2025.

West Mercia has the fourth lowest volume of crimes within its MSG and is inline with the MSG average.

For 2024/2025 statistically significant decreases, have been recorded against:

- Violence with Injury – Force level and all LPAs.
- Robbery – Force level and Telford & Wrekin.
- Residential Burglary – Force level and all LPAs.
- Business & Community Burglary – Force level, South Worcestershire and Shropshire.
- Vehicle – Force level, Shropshire and Telford & Wrekin.
- Domestic Abuse – Force level and all LPAs apart from South Worcestershire.



A detailed breakdown of total recorded crime – from [page 38](#)

- Volumes based on date the offence was recorded, not committed.

Year To Date runs from April to last day of the previous month.
- MSG data included is from the latest release – February 2025.

MSG - Forces are ordered lowest to highest volume of crimes recorded per 1,000 population - left to right.
- The statistical test using the Chi Squared Test where the significance level is measured at 95%.

NA results are due to the volume size being too small for the significance test.

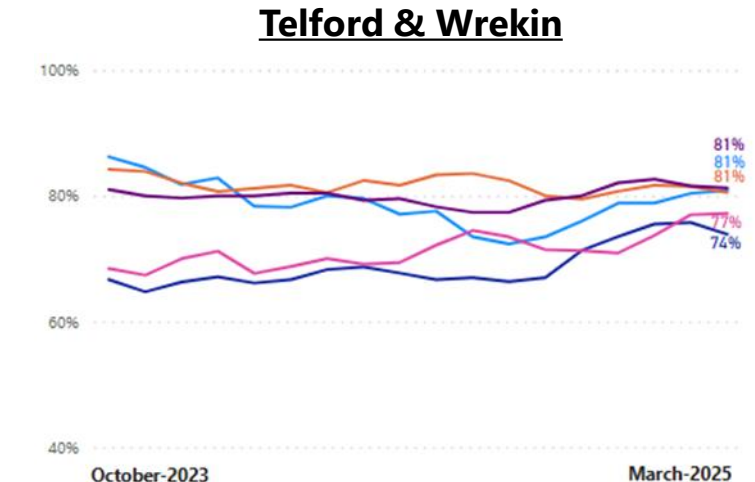
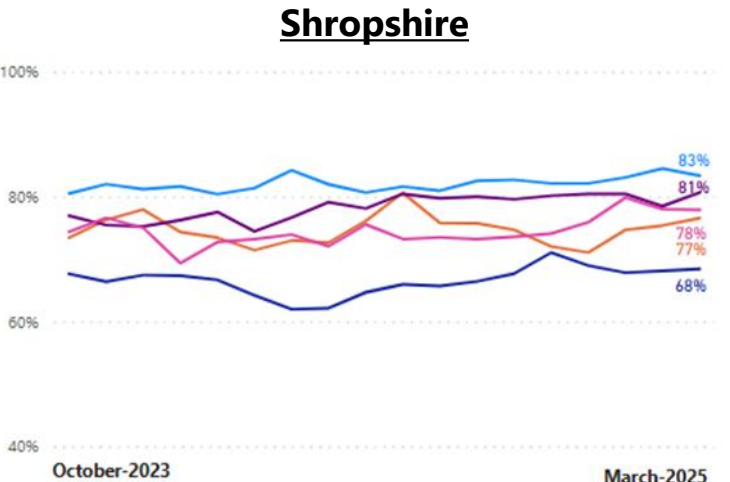
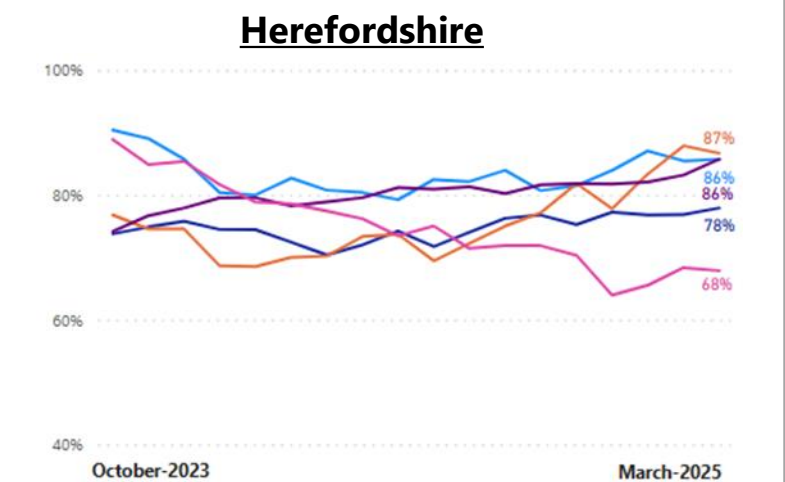
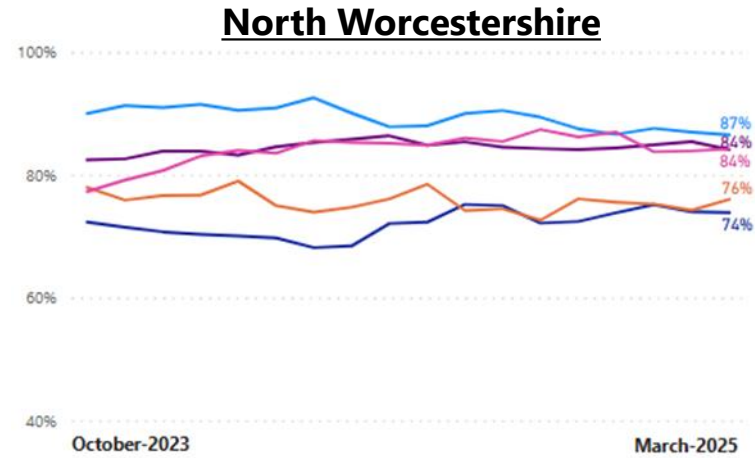
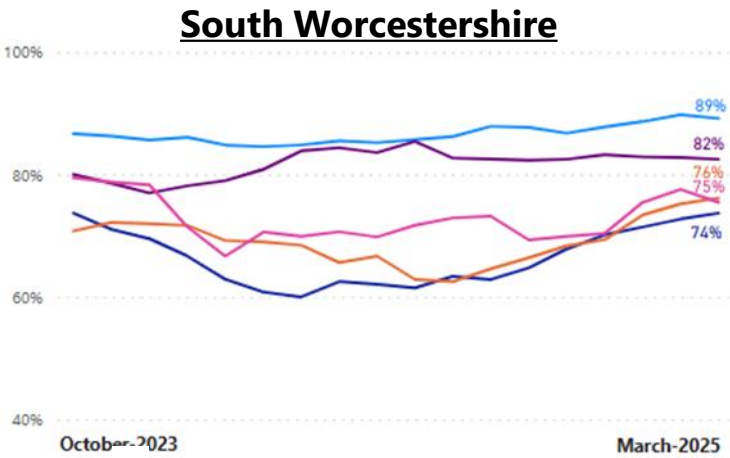
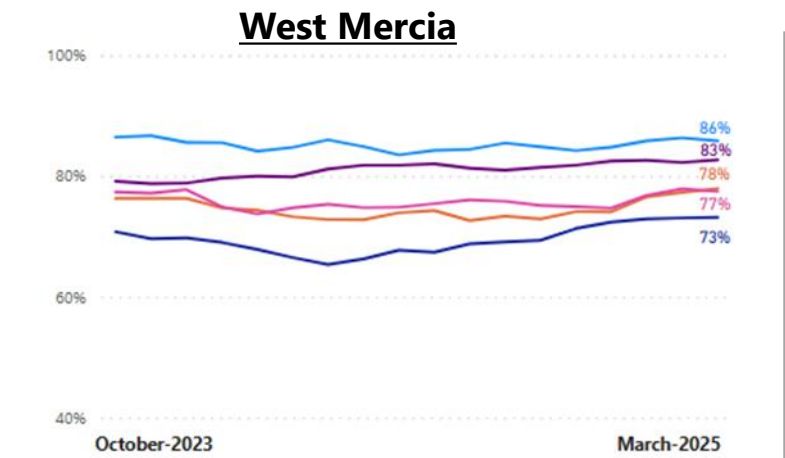
Victim Satisfaction

West Mercia, South Worcestershire and North Worcestershire are on target for all areas of victim satisfaction.

Victims Completely / Very / Fairly Satisfied) 12 months rolling

Target: Burglary – 85% Hate – 75%
Violent – 70% Domestic Abuse – 82%

Areas of concern:
Herefordshire - stalking, which has seen a steady decline, although it is no longer statistically significant.



— Burglary — Violent Crime — Hate Crime — DA — Stalking

Investigation Quality

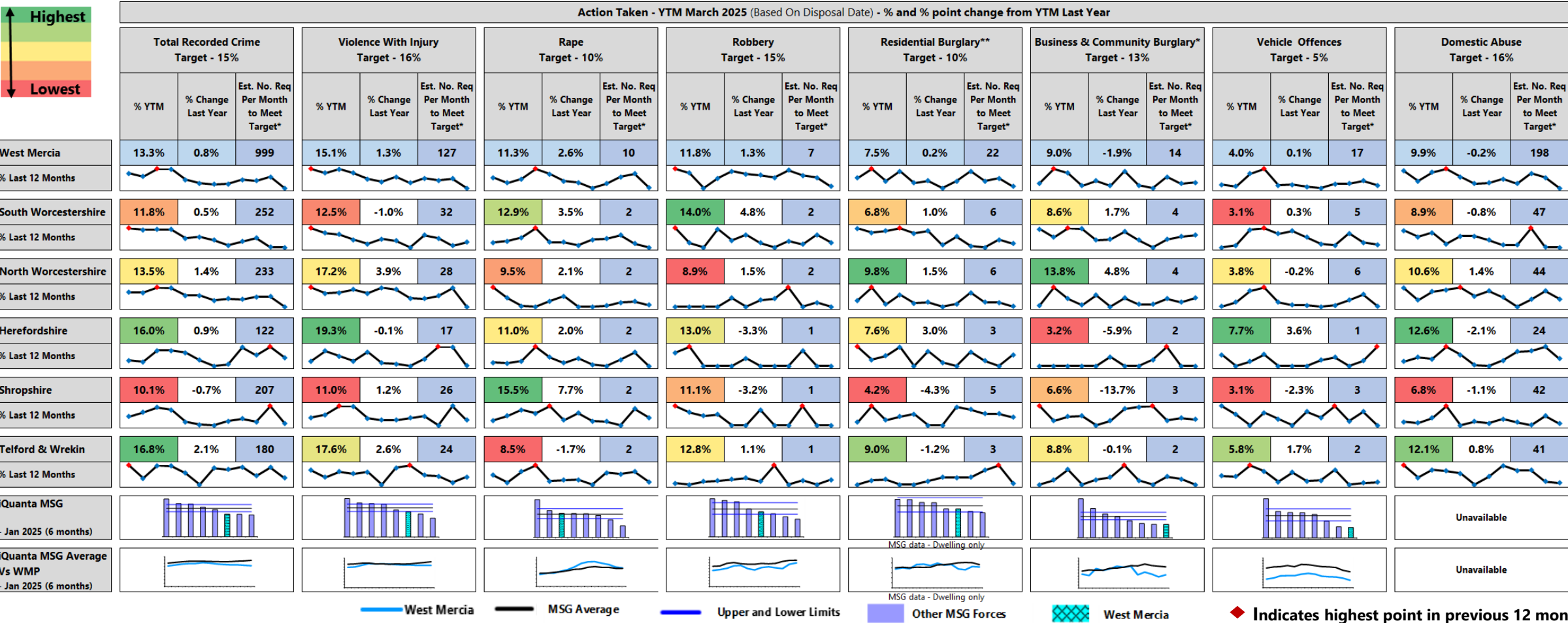
	Geographical LPA				OIC Command										
	Action Taken		Outcome 16			Open Investigations					Victim Code Of Compliance				
	% Total Recorded Crime	% Domestic Abuse	% All Crime	% Domestic Abuse	Crimes Recorded Within 24 Hours	TRC Open Investigations	Open Investigations - No OIC Investigation Plan		Open Investigations - No Review/ Supervisor Review		Opt In	Overdue Updates	Victim Needs Assessment	Victim Letter Sent*	Victim Personal Statement option Provided
Date	YTM - March 25	YTM - March 25	YTM - March 25	YTM - March 25	Mar-25	(As of 08/04/2025)	(As of 08/04/2025)	(As of 08/04/2025)			(As of 08/04/25)	(As of 08/04/25)	Mar-25		(As of 08/04/25)
Origin of Data	Athena / Business Objects	Athena / Business Objects	Athena / Business Objects	Athena / Business Objects	Crime Recording Dashboard	Open Investigations Dashboard	Open Investigations Dashboard	Supervisors Reviews Dashboard			Open Investigations Dashboard	Open Investigations Dashboard	Athena Advanced Report	LPA Dip Sampling	Athena Advanced Report
Target	15%	16%	Decrease	Decrease	75% Plus	Below Upper Threshold: 12,504	TBC	TBC			Under Review	Under Review	85%	70%	75%
Sparkline	Last 12 Months	Last 12 Months	Last 12 Months	Last 12 Months	Last 12 Months	Last 12 Weeks	Last 12 Weeks	Last 12 Weeks			Last 12 Months	Last 12 Months	Last 12 Months		Last 12 Months
West Mercia	13.3%	9.9%	29%	65%	61%	12,689	178	1%	951	7%	58%	7.5%	86%	Currently unavailable	66%
South Worcestershire	11.8%	8.9%	30%	69%	61%	2912	22	1%	313	11%	62%	3.4%	90%		78%
North Worcestershire	13.5%	10.6%	27%	64%	67%	2868	40	1%	198	7%	50%	11.9%	93%		65%
Herefordshire	16.0%	12.6%	29%	59%	63%	1588	7	0%	80	5%	67%	6.2%	68%		71%
Shropshire	10.1%	6.8%	29%	66%	61%	2360	19	1%	129	5%	61%	4.8%	87%		44%
Telford & Wrekin	16.8%	12.1%	31%	65%	64%	1760	11	1%	136	8%	55%	0.8%	82%		50%

- Action Taken = Charge/Summons, Caution, Taken Into Consideration, Penalty Notice for Disorder, Cannabis Warning, Community Resolution.
- *Victim Letter Sent = currently unavailable due to West Mercia exploring new methodology for VCOP metrics.

Summary - 'Action Taken' - OC1-8 (minus 5)

It is highly likely that the current AVD system outage and resource issues have limited 'Action Taken' volumes.
At force level, rape offences is the only key crime type to exceed its target for 2024/2025. This was driven by high rates in Shropshire, South Worcestershire and Herefordshire.

West Mercia has fallen in positioning in their MSG group in residential burglary (from 5th to 6th) and vehicle offences (from 7th to 8th) from December 2024 to January 2025.



- *Est. No. Req Per Month to Meet Target represent estimated 'Action Taken' volumes required on 31 March 2025 to achieve 2024/2025 targets.

**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 inline with national reporting practises.
- Disposal dates can be added retrospectively, therefore previous months data will most likely differ from previous reports.

MSG - Forces are ordered best to worse - left to right.

Outcome rates have been calculated using LPA Geography **not** OIC Command.



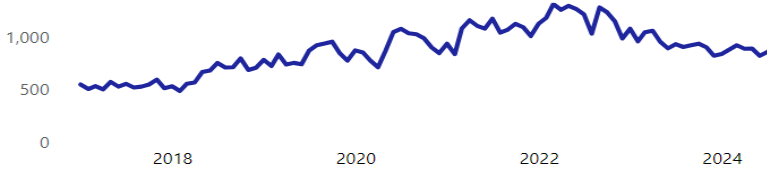
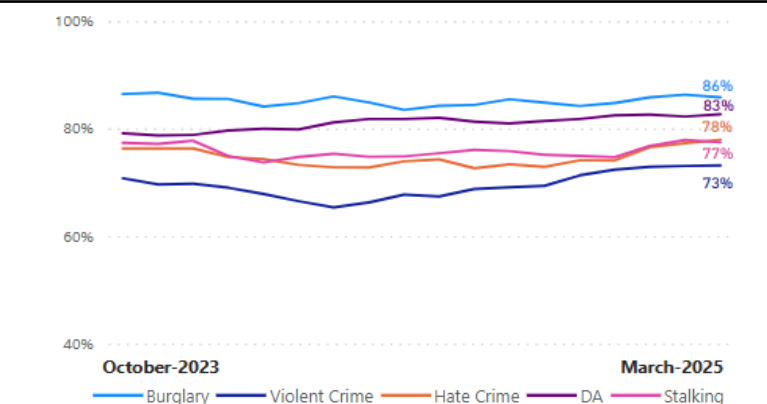
Action Taken = Charge/Summons, Caution, Taken Into Consideration, Penalty Notice for Disorder, Cannabis Warning, Community Resolution.

MSG Analysis Methodology

iQuanta – A ratio is calculated by taking the outcome volumes divided by crimes recorded in a rolling 6-month period.
The 8 forces in West Mercia's MSG are then compared against the MSG 6-month average.

National Policing Measures

*Baseline comparison: January 2019 to December 2019

<p>VAWG: Stalking and Harassment</p>	<p>MSG: </p> <p>Regional: </p> <p>National: 17th (out of 42)</p> <ul style="list-style-type: none"> Compared to the baseline*, there has been a 92% increase in the overall volume of Stalking and Harassment as of January 2025. MSG average - increased by 71%. 	
<p>Satisfaction in Victims</p>	<ul style="list-style-type: none"> Results are statistically valid at force level; all LPA data should be considered as being indicative only (unless otherwise stated). The force has met its targets in the case of all offence types. This is also the case for North Worcestershire, South Worcestershire and Herefordshire. There have been no significant trends observed across the reporting period in relation to any of the offence types, both at force and Local Policing Area level. Stalking satisfaction in Herefordshire is an area of concern, following a steady decline, although this is no longer statistically significant, with recent upturns being seen. 	

Crime Table – West Mercia

- Met or exceeded the upper threshold:
 - Business Robbery - driven by an increase in all LPAs except for Herefordshire. This is a statistically significant increase on the 12-month average.
 - Vulnerable adults (crimes & crimed incidents) - driven by South Worcestershire, North Worcestershire and Shropshire meeting the upper threshold. This is a statistically significant increase on the 12-month average.
 - Child sexual exploitation (crimes & crimed incidents) - driven by South Worcestershire and North Worcestershire meeting the upper threshold.
- Theft from person and misc. crimes against society saw statistically significant increases compared to the 12-month average.

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

		Mar-25	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Prev 12 Months	Year To Date 24/25	Year To Date 23/24	YTD* % Change 23/24 Vs 24/25
Total Recorded Crime	8490 6027	6,935	6,733	3%	No		80,801	86,180	-6%
Violence With Injury	1068 679	800	791	1%	No		9,495	10,486	-9%
Violence Without Injury	2186 1779	2,011	1,888	7%	No		22,653	23,792	-5%
Rape	123 82	96	101	-4%	No		1,206	1,231	-2%
Other Sexual Offences	237 149	231	212	9%	No		2,545	2,321	10%
Personal Robbery	59 34	34	39	-13%	No		471	562	-16%
Business Robbery	9 0	9	5	66%	Yes		65	44	48%
Residential Burg	351 205	234	218	8%	No		2,611	3,340	-22%
Burg - Business & Community	177 84	78	109	-28%	No		1,304	1,563	-17%
Vehicle Offences	482 256	293	346	-15%	No		4,147	4,428	-6%
Theft from Person	56 12	47	33	42%	Yes		396	411	-4%
Bicycle Theft	95 30	38	54	-29%	No		644	750	-14%
Shoplifting	1043 592	816	779	5%	No		9,342	9,811	-5%
All Other Theft	745 468	477	535	-11%	No		6,418	7,273	-12%
Criminal Damage & Arson	812 542	638	631	1%	No		7,571	8,123	-7%

		Mar-25	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Prev 12 Months	Year To Date 24/25	Year To Date 23/24	YTD* % Change 23/24 Vs 24/25
Drug Offences	225 150	216	184	17%	No		2,211	2,251	-2%
Possession of Weapons	113 67	105	90	16%	No		1,083	1,078	0%
Public Order	976 290	622	562	11%	No		6,748	7,600	-11%
Misc. Crimes Against Society	202 128	190	158	21%	Yes		1,891	1,985	-5%

Domestic Abuse (Crimes & Crimed Incs.)	2199 1692	1,856	1,842	1%	No		22,107	23,343	-5%
Vulnerable Adults (Crimes & Crimed Incs.)	1050 880	1,166	1,074	9%	Yes		12,888	11,581	11%
Child at Risk (Crimes & Crimed Incs.)	2404 1469	1,821	1,760	3%	No		21,123	23,242	-9%
Child Sexual Exploitation (Crimes & Crimed Incs.)	72 28	87	70	25%	No		835	602	39%

Serious Violence	1118 702	819	816	0%	No		9,797	10,921	-10%
Alcohol Related	509 274	331	353	-6%	No		4,234	4,695	-10%
Incidents	19087 13288	15,831	15,185	4%	No		182,222	194,252	-6%
Anti Social Behaviour	1838 913	1,438	1,348	7%	No		16,177	16,501	-2%
Mental Health	17 0	9	9	4%	No		104	100	4%

The upper and lower control limits (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 previous financial year. Statistical tests have been carried out on the data in order to determine if any change in volume is 'statistically significant'. i.e. likely to be caused by something other than random chance. Significance level is measured at 95%. It is highly likely that year to date decreases are linked to changes in recording practices for Course of Conduct offences and Public Order offences in May 2023.

Yes – Test was statistically significant, and therefore it is likely to be non-random. No – Test was not statistically significant, and therefore it is likely due to random chance. NA – Test could not be completed due\ to volume size.

Volumes based on date the offence was recorded, not committed.

Crime Table – South Worcestershire

- Exceeds or meets upper threshold:
- Theft from Person
 - Vulnerable adults (crimes & crimed incidents)
 - Child sexual exploitation (crimes & crimed incidents)

- Statistically significant increase compared to the 12-month average:
- Drug Offences
 - Public Order Offences
 - Child sexual exploitation (crimes & crimed incidents)

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

		Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	2104 1488	1,800	1,713	5%	No	20,558	21,548	-5%		
Violence With Injury	257 162	188	196	-4%	No	2,346	2,514	-7%		
Violence Without Injury	483 421	456	448	2%	No	5,379	5,420	-1%		
Rape	32 13	29	26	11%	No	314	271	16%		
Other Sexual Offences	63 25	60	51	18%	No	609	525	16%		
Personal Robbery	14 5	13	11	19%	No	131	114	15%		
Business Robbery	5 0	4	2	92%	NA	25	15	67%		
Residential Burglary	130 40	55	57	-4%	No	687	1,015	-32%		
Business & Community Burglary	64 14	25	27	-7%	No	324	467	-31%		
Vehicle Offences	163 48	101	105	-3%	No	1,255	1,268	-1%		
Theft from Person	10 3	15	10	46%	No	123	78	58%		
Bicycle Theft	42 15	13	20	-33%	No	234	343	-32%		
Shoplifting	278 149	259	223	16%	No	2,673	2,563	4%		
All Other Theft Offences	192 99	129	131	-2%	No	1,573	1,749	-10%		
Criminal Damage & Arson	207 144	146	163	-10%	No	1,956	2,104	-7%		

		Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	59 28	46	39	17%	Yes	470	523	-10%		
Possession of Weapons	27 9	24	23	6%	No	272	215	27%		
Public Order Offences	209 106	184	142	30%	Yes	1,704	1,893	-10%		
Misc. Crimes Against Society	59 19	53	40	32%	No	483	471	3%		

Domestic Abuse (Crimes & Crimed Incs.)	488 381	409	434	-6%	No	5,204	5,211	0%		
Hate Crime (Crimes & Crimed Incs.)	60 24	33	43	-23%	No	514	503	2%		
Vulnerable Adults (Crimes & Crimed Incs.)	254 159	254	244	4%	No	2,929	2,482	18%		
Child At Risk (Crimes & Crimed Incs.)	486 329	377	385	-2%	No	4,625	4,888	-5%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	16 5	26	16	62%	Yes	193	128	51%		
Serious Violence	264 165	190	199	-4%	No	2,383	2,575	-7%		

Incidents	4814 3417	3,989	3,879	3%	No	46,548	49,387	-6%		
Anti Social Behaviour	488 273	375	353	6%	No	4,233	4,568	-7%		

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Volumes based on date the offence was recorded, not committed.

Crime Table – North Worcestershire

- Exceeds or meets upper threshold:
- Misc. Crimes Against Society
 - Vulnerable Adults (Crimes & Crimed incidents)
 - Child Sexual Exploitation (Crimes and Crimed Incidents)

- Statistically significant increase compared to the 12-month average:
- Theft From Person
 - Domestic Abuse(Crimes & Crimed incidents)
 - Vulnerable adults (Crimes & Crimed incidents)
 - Child at Risk (Crimes & Crimed incidents)

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

Misc. crimes against society - 8 were recorded March 2025 but were committed in previous months.

	Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	1,615	1,599	1%	No	19,188	19,767	-3%		
Violence With Injury	196	180	9%	No	2,160	2,365	-9%		
Violence Without Injury	457	422	8%	No	5,066	5,205	-3%		
Rape	19	21	-10%	No	253	234	8%		
Other Sexual Offences	41	46	-11%	No	554	447	24%		
Personal Robbery	6	11	-46%	No	134	170	-21%		
Business Robbery	1	2	-45%	NA	22	8	175%		
Residential Burglary	64	60	7%	No	721	815	-12%		
Business & Community Burglary	17	30	-43%	No	356	394	-10%		
Vehicle Offences	90	119	-25%	Yes	1,432	1,452	-1%		
Theft from Person	13	8	73%	Yes	90	86	5%		
Bicycle Theft	3	7	-57%	No	83	86	-3%		
Shoplifting	181	183	-1%	No	2,200	2,323	-5%		
All Other Theft Offences	116	132	-12%	No	1,589	1,631	-3%		
Criminal Damage & Arson	159	149	6%	No	1,793	1,734	3%		

	Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?
Drug Offences	42	37	14%	No
Possession of Weapons	28	20	38%	No
Public Order Offences	138	136	1%	No
Misc. Crimes Against Society	44	35	26%	No

Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
441	513	-14%		
243	248	-2%		
1,633	1,663	-2%		
418	393	6%		

Domestic Abuse (Crimes & Crimed Incs.)	463	415	12%	Yes
Hate Crime (Crimes & Crimed Incs.)	32	38	-17%	No
Vulnerable Adults (Crimes & Crimed Incs.)	251	214	17%	Yes
Child At Risk (Crimes & Crimed Incs.)	470	385	22%	Yes
Child Sexual Exploitation (Crimes & Crimed Incs.)	19	15	27%	No
Serious Violence	199	184	8%	No

4,981	5,234	-5%		
461	391	18%		
2,572	2,360	9%		
4,614	5,111	-10%		
180	100	80%		
2,209	2,398	-8%		

Incidents	3,890	3,569	9%	No
Anti Social Behaviour	382	333	15%	No

42,822	44,098	-3%		
3,998	3,801	5%		

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Crime Table – Herefordshire

Exceeds or meets upper threshold:
• Drug Offences

Statistically significant increase compared to the 12-month average:
• Residential Burglary

Upper Threshold Value

Exceeds Upper Threshold

Lower Threshold value

Exceeds Lower Threshold

Drug offences - 5 were recorded March 2025 but were committed in previous months.

		Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	1066 744	807	811	-1%	No	9,737	10,864	-10%		
Violence With Injury	167 82	111	105	5%	No	1,264	1,492	-15%		
Violence Without Injury	303 218	228	239	-4%	No	2,863	3,130	-9%		
Rape	23 9	8	14	-42%	No	166	194	-14%		
Other Sexual Offences	39 23	38	33	16%	No	392	374	5%		
Personal Robbery	11 0	4	5	-13%	No	55	61	-10%		
Business Robbery	1 0	0	0	-100%	NA	1	1	0%		
Residential Burglary	60 19	46	29	61%	Yes	342	473	-28%		
Business & Community Burglary	25 5	8	13	-36%	No	150	176	-15%		
Vehicle Offences	42 9	20	25	-21%	No	303	308	-2%		
Theft from Person	7 0	6	3	85%	No	39	34	15%		
Bicycle Theft	18 3	4	6	-33%	No	72	122	-41%		
Shoplifting	101 36	64	75	-14%	No	896	820	9%		
All Other Theft Offences	119 60	49	68	-27%	No	811	1,076	-25%		
Criminal Damage & Arson	110 60	76	71	7%	No	855	1,018	-16%		

		Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	35 18	36	27	34%	No	323	319	1%		
Possession of Weapons	16 6	14	11	24%	No	135	132	2%		
Public Order Offences	119 31	76	70	9%	No	834	900	-7%		
Misc. Crimes Against Society	27 12	19	20	-3%	No	236	234	1%		
Domestic Abuse (Crimes & Crimed Incs.)	281 200	194	213	-9%	No	2,558	2,891	-12%		
Hate Crime (Crimes & Crimed Incs.)	34 3	14	18	-20%	No	211	222	-5%		
Vulnerable Adults (Crimes & Crimed Incs.)	201 149	194	180	8%	No	2,157	2,100	3%		
Child At Risk (Crimes & Crimed Incs.)	354 193	222	249	-11%	No	2,982	3,283	-9%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	14 0	5	7	-32%	No	88	82	7%		
Serious Violence	173 85	112	108	4%	No	1,292	1,549	-17%		
Incidents	2359 1677	1,865	1,843	1%	No	22,117	24,213	-9%		
Anti Social Behaviour	239 120	178	169	6%	No	2,022	2,155	-6%		

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Crime Table – Shropshire

Exceeds or meets upper threshold:

- Business Robbery
- Misc. Crimes Against Society
- Vulnerable adults (Crimes & Crimed incidents)









Statistically significant increase compared to the 12-month average:

- Misc. Crimes Against Society
- Vulnerable adults (Crimes & Crimed incidents)

Misc. crimes against society - 14 were recorded March 2025 but were committed in previous months.

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

		Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	1822	1,395	1,377	1%	No	16,525	18,204	-9%		
	1212									
Violence With Injury	239	166	163	2%	No	1,952	2,227	-12%		
	132									
Violence Without Injury	485	446	398	12%	No	4,771	4,989	-4%		
	346									
Rape	30	20	19	6%	No	226	243	-7%		
	11									
Other Sexual Offences	58	48	44	8%	No	531	505	5%		
	27									
Personal Robbery	14	5	6	-19%	No	74	83	-11%		
	0									
Business Robbery	3	3	1	227%	NA	11	10	10%		
	0									
Residential Burglary	68	38	45	-15%	No	535	644	-17%		
	46									
Business & Community Burglary	46	15	22	-31%	No	262	340	-23%		
	11									
Vehicle Offences	85	45	55	-18%	No	662	744	-11%		
	39									
Theft from Person	12	9	7	38%	No	78	72	8%		
	11									
Bicycle Theft	16	9	13	-33%	No	161	97	66%		
	0									
Shoplifting	270	147	155	-5%	No	1,862	2,271	-18%		
	108									
All Other Theft Offences	169	105	117	-11%	No	1,408	1,600	-12%		
	98									
Criminal Damage & Arson	190	138	139	-1%	No	1,667	1,773	-6%		
	105									

		Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	53 13	33	33	0%	No	396	396	0%		
Possession of Weapons	28 9	18	17	6%	No	204	220	-7%		
Public Order Offences	186 80	111	112	-1%	No	1,349	1,598	-16%		
Misc. Crimes Against Society	39 27	39	31	24%	Yes	376	392	-4%		

Domestic Abuse (Crimes & Crimed Incs.)	489 330	390	380	3%	No	4,561	4,915	-7%		
Hate Crime (Crimes & Crimed Incs.)	43 14	38	30	27%	No	360	338	7%		
Vulnerable Adults (Crimes & Crimed Incs.)	216 144	240	211	14%	Yes	2,527	2,160	17%		
Child At Risk (Crimes & Crimed Incs.)	534 282	357	361	-1%	No	4,328	4,895	-12%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	24 5	19	16	17%	No	195	173	13%		
Serious Violence	245 139	169	167	1%	No	2,009	2,304	-13%		

Incidents	4149 2873	3,349	3,252	3%	No	39,021	42,128	-7%		
Anti Social Behaviour	402 167	259	267	-3%	No	3,205	3,414	-6%		

The upper and lower control limits (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 previous financial year. Statistical tests have been carried out on the data in order to determine if any change in volume is 'statistically significant'. i.e. likely to be caused by something other than random chance. Significance level is measured at 95%. It is highly likely that year to date decreases are linked to changes in recording practices for Course of Conduct offences and Public Order offences in May 2023.

Yes – Test was statistically significant, and therefore it is likely to be non-random. No – Test was not statistically significant, and therefore it is likely due to random chance. NA – Test could not be completed due\ to volume size.

Volumes based on date the offence was recorded, not committed.

Crime Table – Telford & Wrekin

Exceeds or meets upper threshold:

- Drug Offences
- Hate Crime (Crimes & Crimed incidents)

There were no statistically significant increases compared to the 12-month average.

Drug offences - 11 were recorded March 2025 but were committed in previous months.

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

		Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Total Recorded Crime	1522 1073	1,252	1,204	4%	No	14,446	15,572	-7%		
Violence With Injury	208 117	134	147	-9%	No	1,758	1,949	-10%		
Violence Without Injury	416 343	388	366	6%	No	4,390	4,554	-4%		
Rape	29 16	18	20	-10%	No	240	273	-12%		
Other Sexual Offences	47 25	40	36	11%	No	434	431	1%		
Personal Robbery	21 12	6	6	-4%	No	75	130	-42%		
Business Robbery	3 1	1	1	100%	NA	6	11	-45%		
Residential Burglary	51 14	30	27	12%	No	322	393	-18%		
Business & Community Burglary	25 6	13	18	-26%	No	210	190	11%		
Vehicle Offences	81 22	35	41	-14%	No	489	613	-20%		
Theft from Person	12 10	3	5	-44%	No	64	65	-2%		
Bicycle Theft	17 0	9	8	15%	No	94	102	-8%		
Shoplifting	192 102	165	143	16%	No	1,712	1,763	-3%		
All Other Theft Offences	125 72	76	85	-11%	No	1,024	1,182	-13%		
Criminal Damage & Arson	163 68	116	107	8%	No	1,288	1,385	-7%		

		Mar 2025	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
Drug Offences	53 24	58	47	24%	No	560	460	22%		
Possession of Weapons	30 11	20	19	8%	No	222	242	-8%		
Public Order Offences	165 74	112	101	11%	No	1,210	1,438	-16%		
Misc. Crimes Against Society	48 18	28	29	-3%	No	348	391	-11%		

Domestic Abuse (Crimes & Crimed Inc.)	483 345	371	386	-4%	No	4,635	4,971	-7%		
Hate Crime (Crimes & Crimed Inc.)	41 15	48	35	37%	No	421	336	25%		
Vulnerable Adults (Crimes & Crimed Inc.)	227 152	206	207	0%	No	2,480	2,269	9%		
Child At Risk (Crimes & Crimed Inc.)	516 298	367	367	0%	No	4,406	4,886	-10%		
Child Sexual Exploitation (Crimes & Crimed Inc.)	17 2	11	14	-19%	No	163	113	44%		
Serious Violence	215 118	141	150	-6%	No	1,804	1,996	-10%		

Incidents	3438 2302	2,717	2,626	3%	No	31,512	34,440	-9%		
Anti Social Behaviour	361 135	244	227	8%	No	2,719	2,972	-9%		

The upper and lower control limits (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 previous financial year. Statistical tests have been carried out on the data in order to determine if any change in volume is 'statistically significant'. i.e. likely to be caused by something other than random chance. Significance level is measured at 95%. It is highly likely that year to date decreases are linked to changes in recording practices for Course of Conduct offences and Public Order offences in May 2023.

Yes – Test was statistically significant, and therefore it is likely to be non-random. No – Test was not statistically significant, and therefore it is likely due to random chance. NA – Test could not be completed due\ to volume size.

Volumes based on date the offence was recorded, not committed.

Emergency Response Times – Grade 1

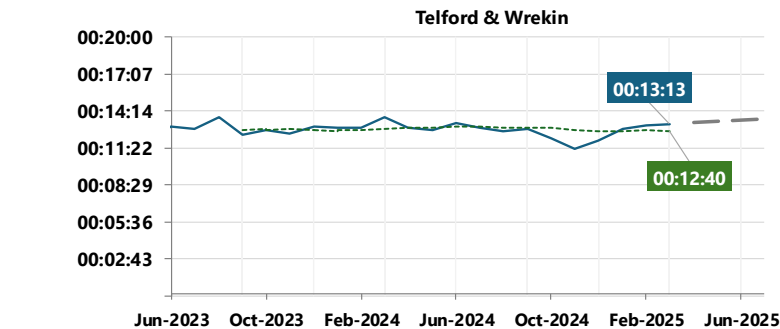
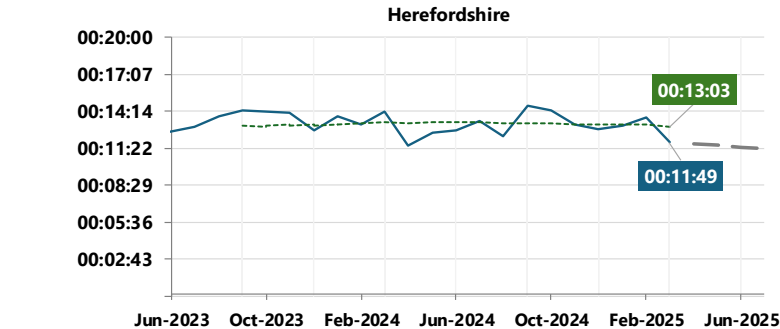
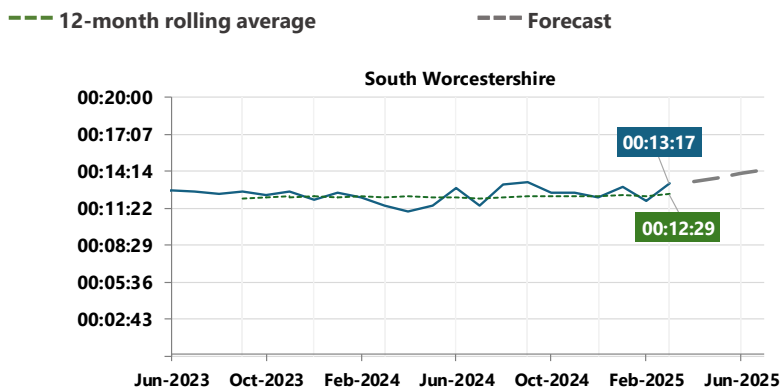
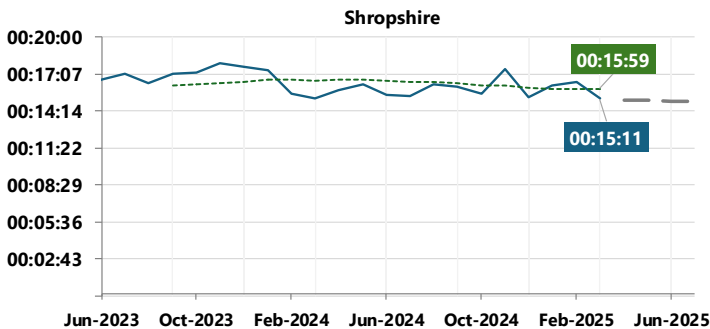
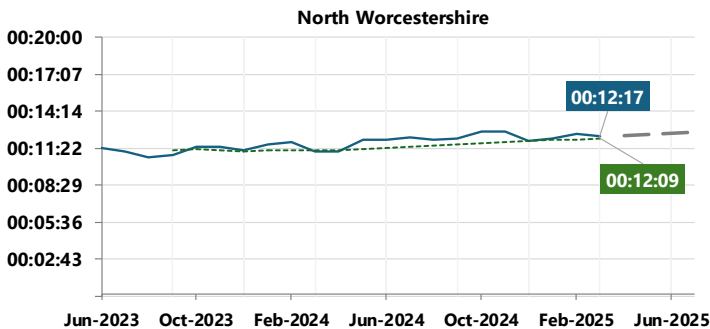
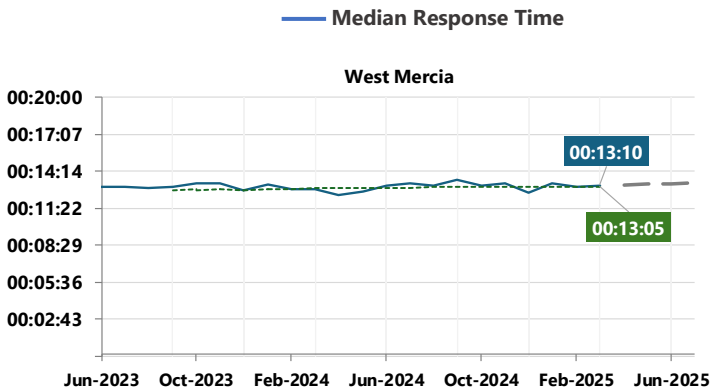
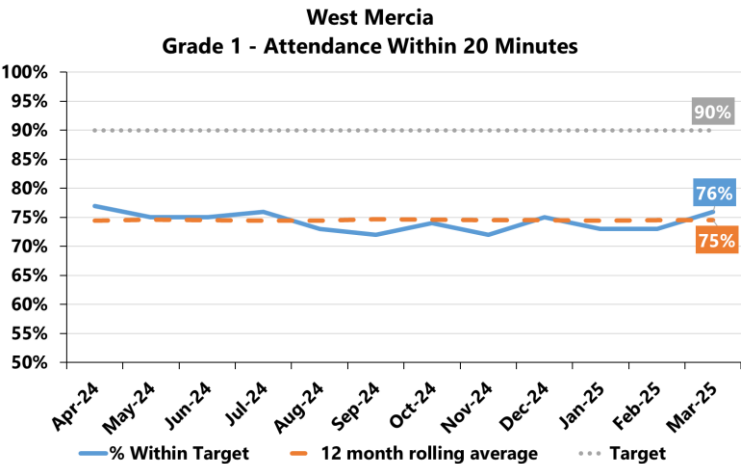
76% of Grade 1 incidents were attended within 20 minutes last month. This is 1% above the 12-month rolling average and is below target.

Target: Grade 1 - 90% attendance within target of 20 minutes.

South Worcestershire, North Worcestershire, Herefordshire and Telford & Wrekin saw an improvement in Grade 1 incidents attended within target last month.

Shropshire consistently have the highest median response time for Grade 1 incidents.

Dispatch and officer time remain consistent.



'Acknowledged', 'Dispatched' and 'Arrived' buttons are not mandatory and therefore data quality may be affected.
The Final Incident Grade is used to determine the grade of an incident.

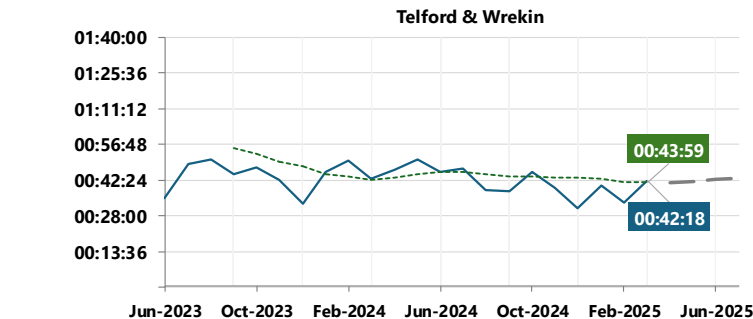
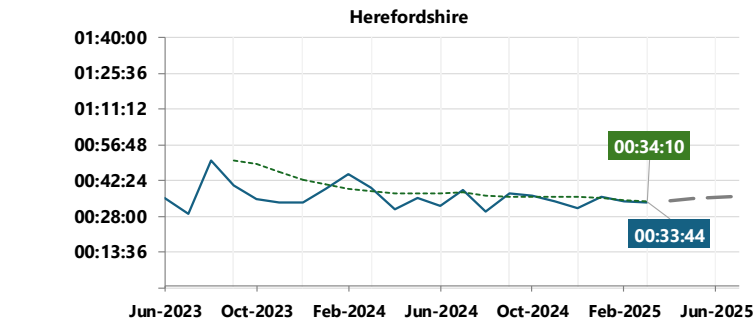
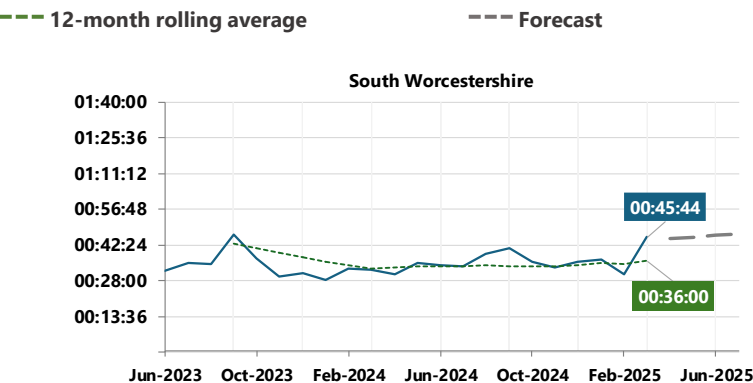
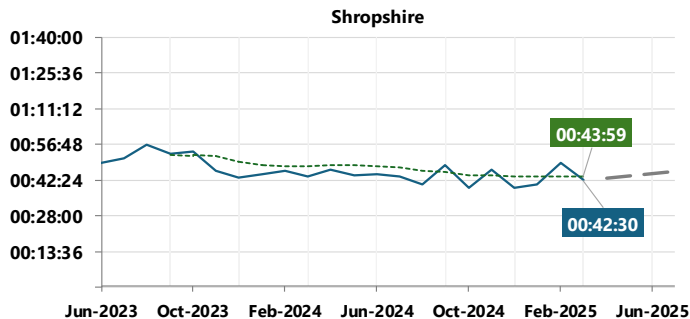
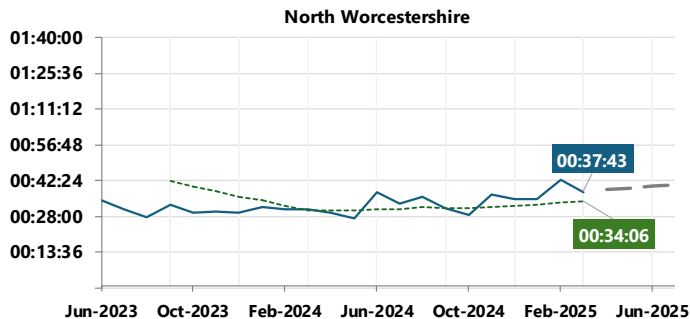
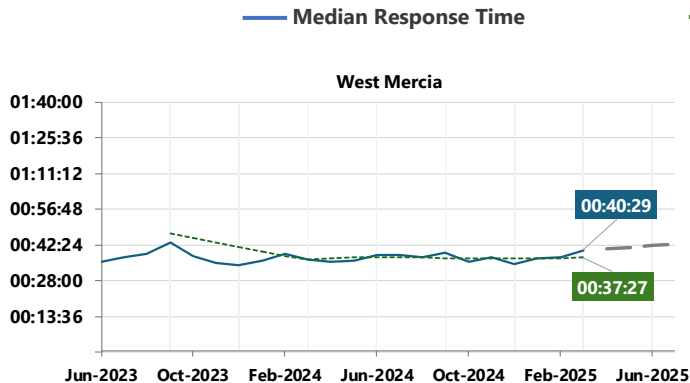
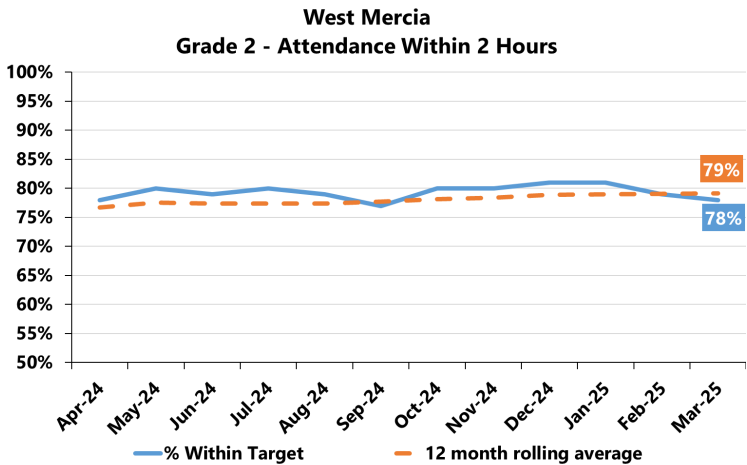
Emergency Response Times – Grade 2

78% of Grade 2 incidents were attended within 2 hours last month. This is 1% below the 12-month rolling average.

Target: Grade 2 - Attendance within target of 2 hours.

North Worcestershire, Herefordshire and Shropshire saw improvements in Grade 2 incidents attended within target last month.

Dispatch and officer time remain consistent.



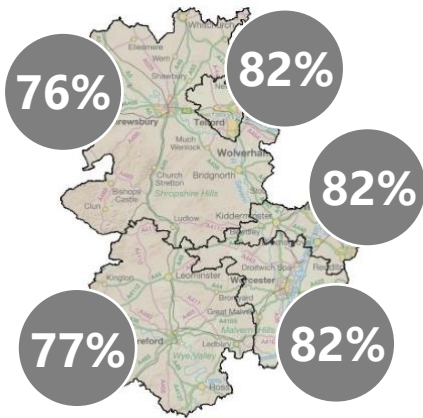
'Acknowledged', 'Dispatched' and 'Arrived' buttons are not mandatory and therefore data quality may be affected.
The Final Incident Grade is used to determine the grade of an incident.

Target: 88%

Crime Survey England & Wales shows confidence in West Mercia at 66%, a 4-percentage point decrease on the previous Qtr.

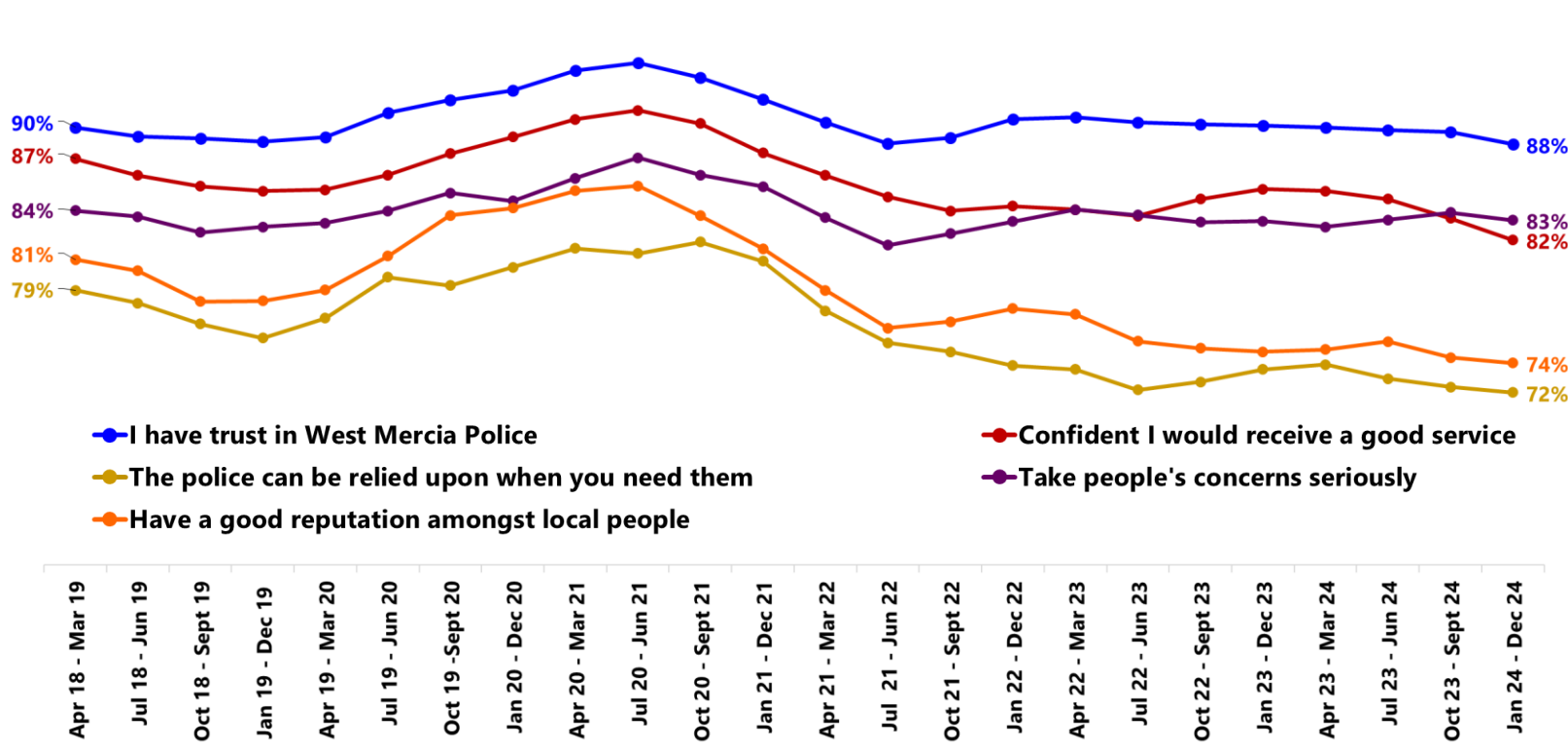
This is below its Most Similar Group (MSG) (n=70%) and has fallen two places resulting in the force being seventh out of eight.

Levels generally remain consistent across all Local Policing Areas



West Mercia:
80%

West Mercia Public Confidence: Drivers



Public Contact - 999 performance has decreased by 1-percentage point in March 2025 and is 3 percentage points above the 12-month rolling average.

131 calls per 1,000 West Mercia population in the year ending December 2024. This is significantly lower than the England and Wales average of 162 according to PEEL DAP.

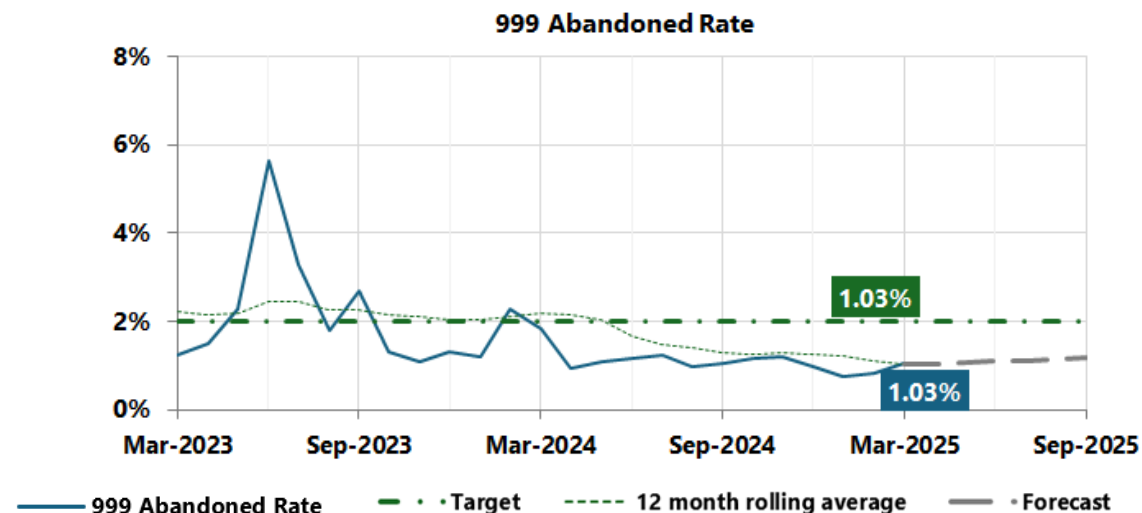
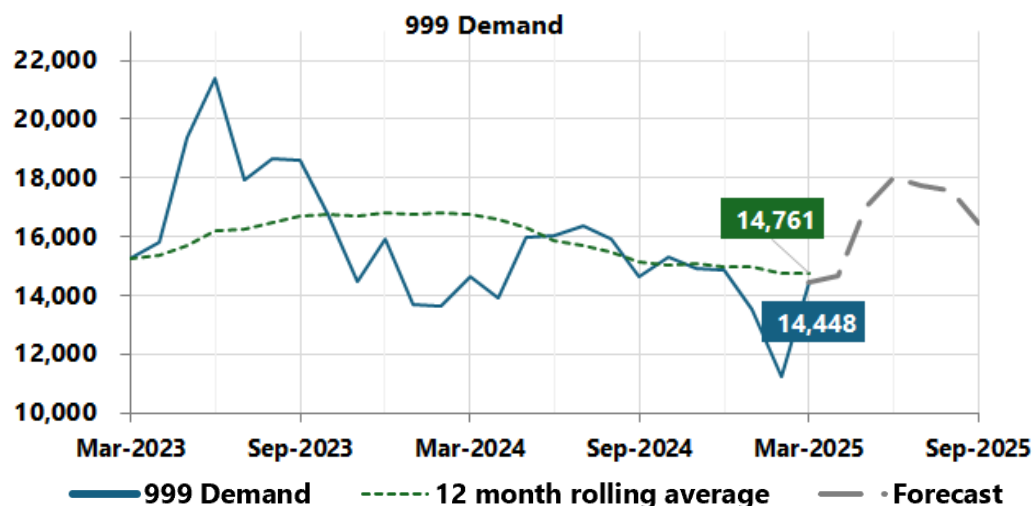
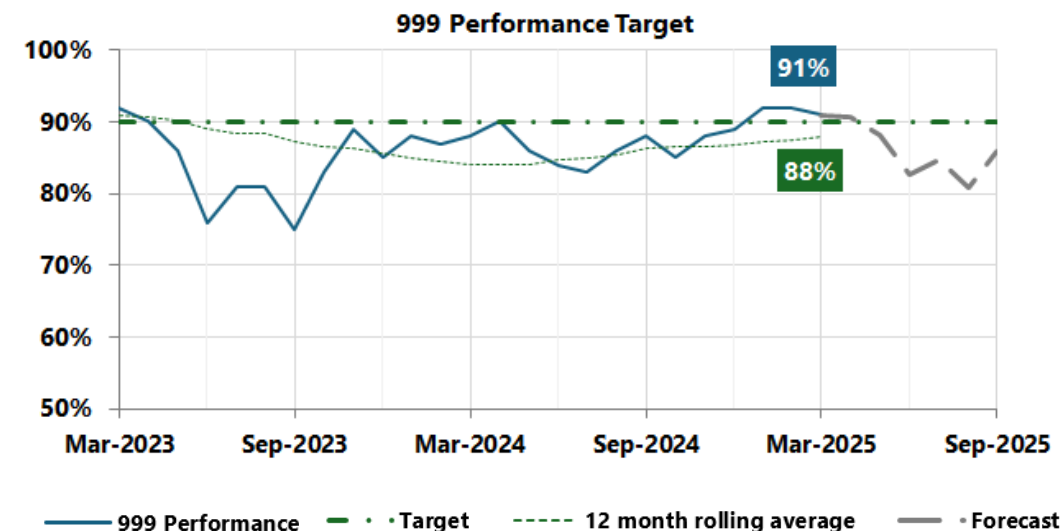
Demand has increased from the previous month and is below the 12-month rolling average.

Monthly changes to demand and performance are not statistically significant.

Issues include:

- 03, 11, 14, 17, 18, 19, 24 March - SAFE not operationally viable for periods of time resulting in paper logs.
- 09 March - Nuisance caller to 999 (9 calls) over short period of time, mobile barred.
- 10 March - Multiple 999 calls regarding an RTC on the motorway
- 11 March - Two persistent callers made multiple calls and were subsequently barred.
- 14 March - Multiple calls about a female on a bridge
- 15 March - Two RTCs at the same time generated multiple 999 calls
- 17 March - Persistent caller to 101 and 999 impacting call performance
- 19 March - Calls cutting out
- 22 March - Low resources AM, CRC staff used to support call handling. Multiple calls regarding male walking in carriageway.
- 25 March - SAFE issues – duplication of logs and updates being removed
- 27 March - AVD issues. Multiple 999 calls re male in MH crisis
- 28 March - Multiple motorway incidents causing sudden influx of 999 demand. Low call handling resource numbers.
- 30 March - Multiple 999 calls in relation to person in mental health crisis.

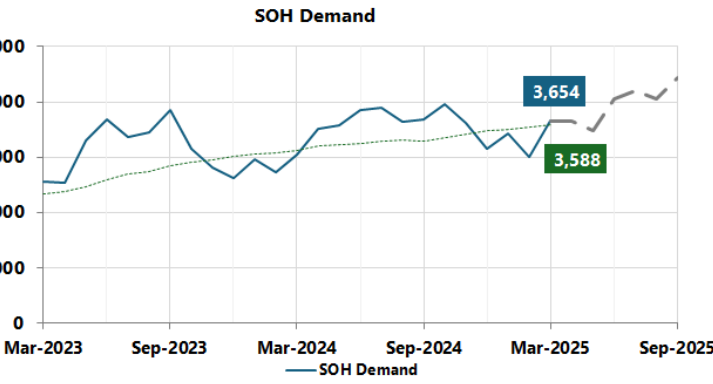
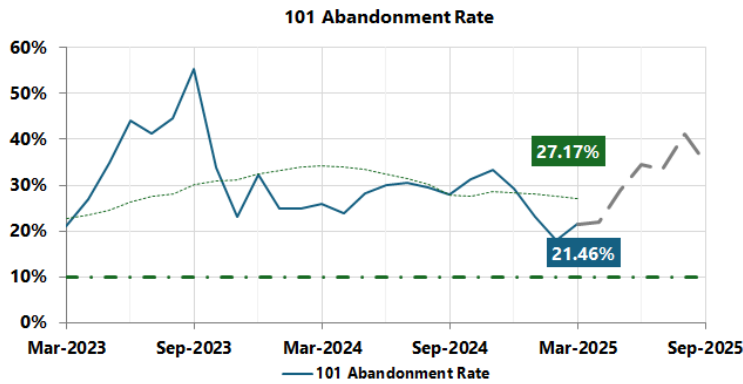
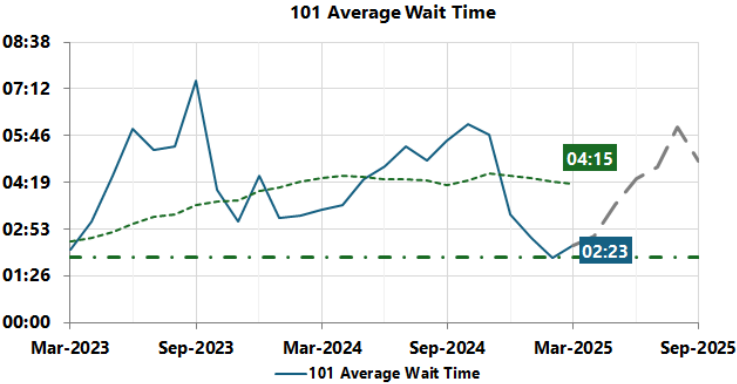
5 buddy calls were received in March. A decrease of 6 from the previous month.



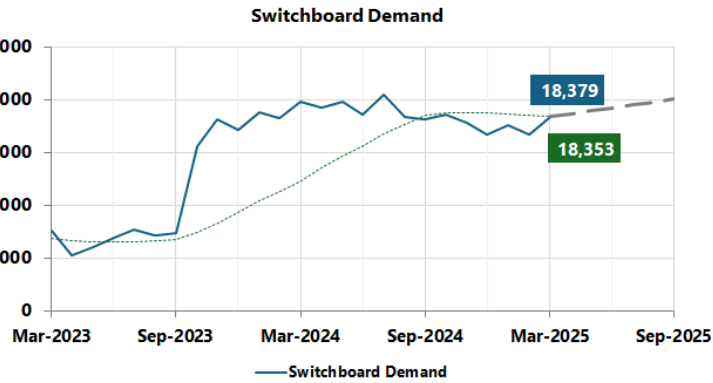
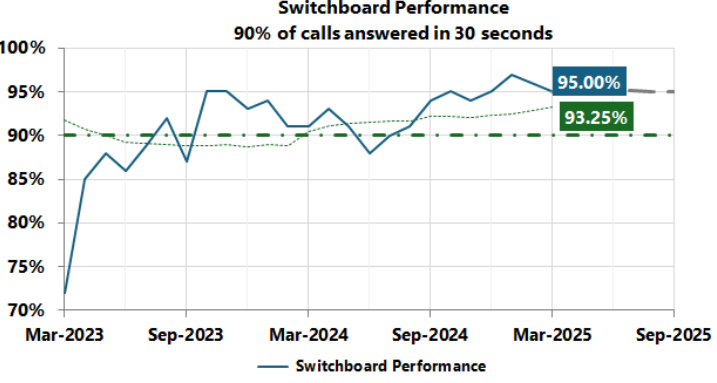
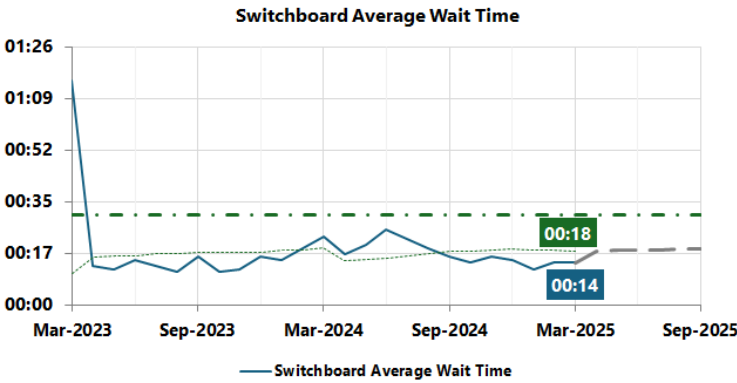
Public Contact – 101, Single Online Home and Switchboard

101 Average Wait Time increased 24 seconds following four months of decrease but remains below the 12-month rolling average of 04:15.

- The 101-abandonment rate has increased following 3 months of decreases and is 5.7-percentage points below the 12-month rolling average of 21.5%. The daily average of abandoned 101 calls is 140, a decrease for the yearly average of 170 abandoned calls per day.
- Switchboard performance is consistently better than target.
- Single Online Home and Switchboard demand is above their 12-month rolling average.



— • • Target - - - - 12 month rolling average — • • Forecast





Our strategic vision

West Mercia Police is a people-led, tech-enabled, crime fighting service.

We deliver the Safer West Mercia Plan.

Please forward any feedback in relation to this report to SPIPerformance@westmercia.pnn.police.uk



Our values

Public First | Compassionate | Courageous | Ownership | Inclusive