



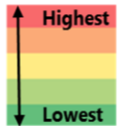
# West Mercia Police Quarterly Performance Monitoring Report January – March 2024

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Purpose	Overview of Force Performance
Author	Performance Team, Strategy, Planning and Insight
Owner	T/DCC R. Cooper

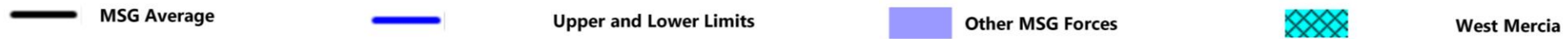
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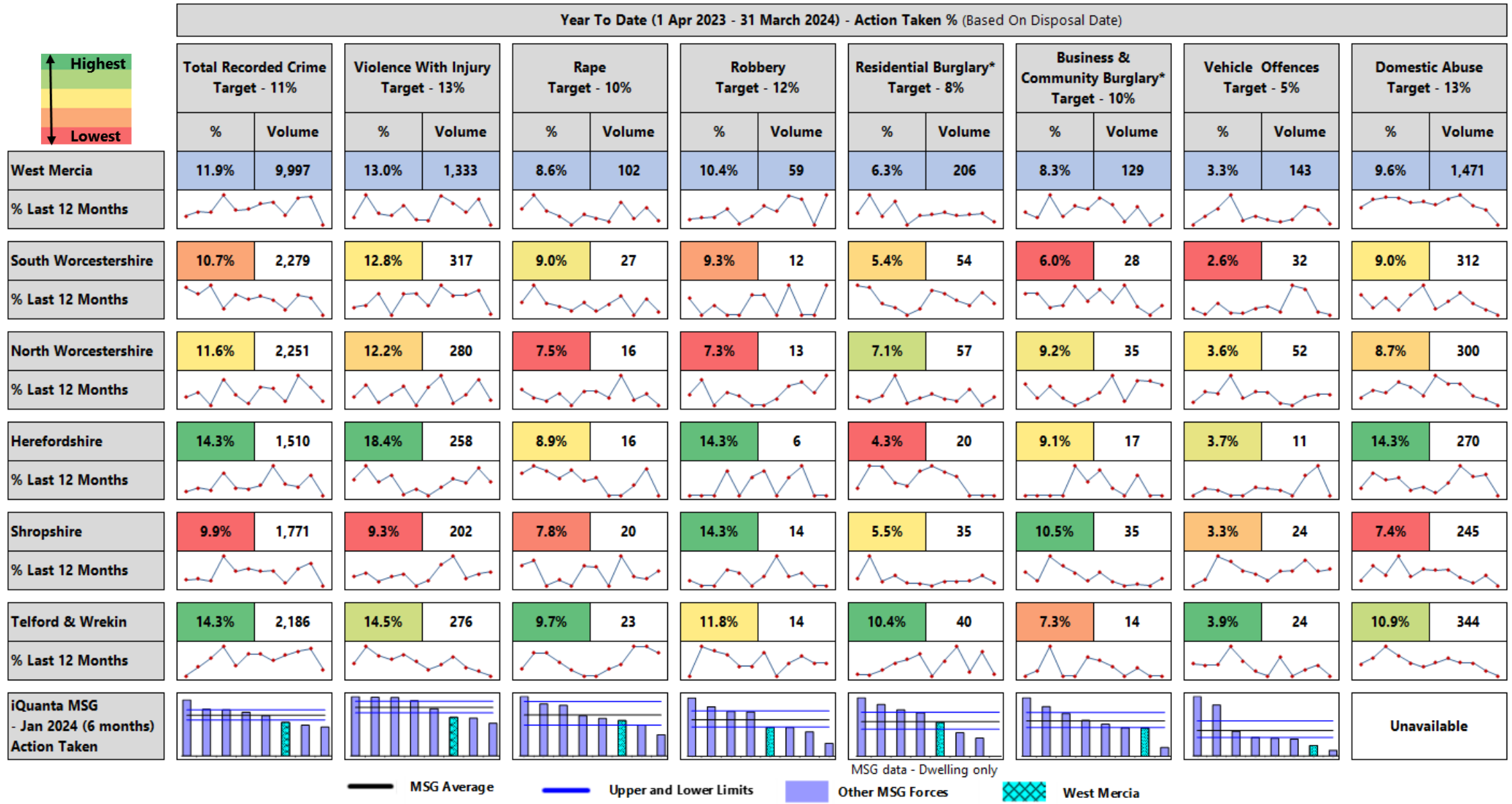


	Total Recorded Crime <small>(Target: Below MSG Average for crime rate)</small>				Violence With Injury				Rape <small>(Target: Increased reporting)</small>				Robbery				Residential Burglary				Business & Community Burglary				Vehicle Offences				Domestic Abuse <small>(Crimes &amp; Crimed Incidents Target: 5% increase on 22/23)</small>			
	Year to Date 22/23	Year to Date 23/24	% Change on Previous Year	Is this Statistically Significant compared to the previous 12 months	Year to Date 22/23	Year to Date 23/24	% Change on Previous Year	Is this Statistically Significant compared to the previous 12 months	Year to Date 22/23	Year to Date 23/24	% Change on Previous Year	Is this Statistically Significant compared to the previous 12 months	Year to Date 22/23	Year to Date 23/24	% Change on Previous Year	Is this Statistically Significant compared to the previous 12 months	Year to Date 22/23	Year to Date 23/24	% Change on Previous Year	Is this Statistically Significant compared to the previous 12 months	Year to Date 22/23	Year to Date 23/24	% Change on Previous Year	Is this Statistically Significant compared to the previous 12 months	Year to Date 22/23	Year to Date 23/24	% Change on Previous Year	Is this Statistically Significant compared to the previous 12 months				
West Mercia	94,982	87,103	-8%	Yes	11,330	10,486	-7%	Yes	1,495	1,231	-18%	Yes	692	606	-12%	Yes	3,452	3,394	-2%	No	1,645	1,563	-5%	No	4,801	4,428	-8%	Yes	27,002	24,362	-10%	Yes
South Worcestershire	23,837	21,819	-8%	Yes	2,773	2,485	-10%	Yes	376	278	-26%	Yes	167	142	-15%	No	980	1,041	6%	No	505	452	-10%	No	1,375	1,286	-6%	No	6,240	5,468	-12%	Yes
North Worcestershire	22,297	20,021	-10%	Yes	2,545	2,339	-8%	Yes	316	246	-22%	Yes	204	174	-15%	No	818	824	1%	No	295	397	35%	Yes	1,466	1,471	0%	No	6,300	5,518	-12%	Yes
Herefordshire	12,197	11,069	-9%	Yes	1,517	1,494	-2%	No	216	198	-8%	No	68	60	-12%	No	517	476	-8%	No	219	178	-19%	Yes	369	316	-14%	Yes	3,383	3,114	-8%	Yes
Shropshire	19,210	18,428	-4%	Yes	2,305	2,224	-4%	No	280	228	-19%	Yes	102	87	-15%	No	748	648	-13%	Yes	387	343	-11%	No	806	742	-8%	No	5,476	5,120	-7%	Yes
Telford & Wrekin	17,441	15,766	-10%	Yes	2,190	1,944	-11%	Yes	307	281	-8%	No	151	143	-5%	No	389	404	4%	No	239	194	-19%	Yes	785	613	-22%	Yes	5,603	5,142	-8%	Yes
MSG - to February 2024																																



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.

- Year To Date runs from April to last day of the previous month.
- \* 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. This is in line with national reporting practises.
- Forces are ordered lowest to highest volume of crimes recorded per 1,000 population - left to right.
- MSG data included is from the latest release – February 2024.
- Significance level is measured at 95%.



- \* 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.

**iquanta** – A ratio is calculated by taking the outcome volumes divided by crimes recorded in the given time period.

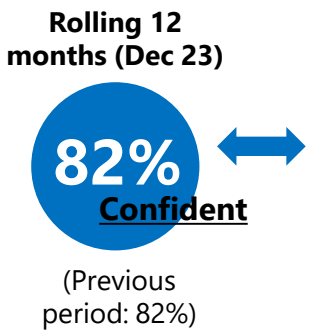
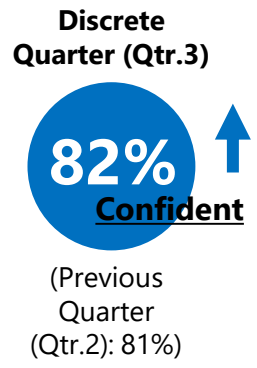
**ForceSight** – This uses an outcomes average and doesn't take into account crime volumes.



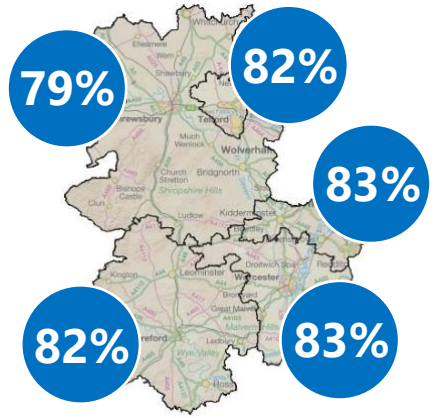
1. Delivering a high quality, consistent service to the public  
 1.2 Creating public confidence

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

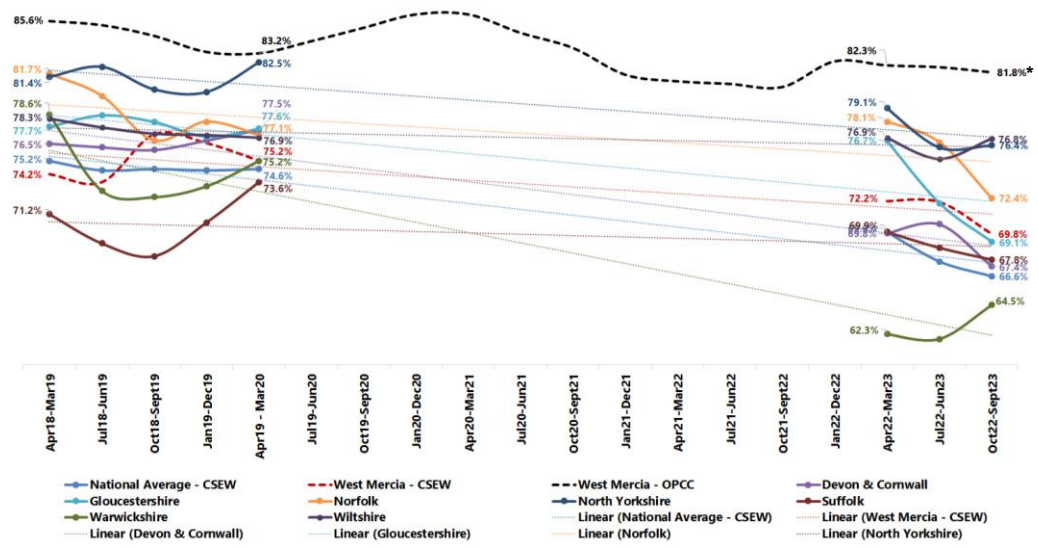
↕↑ = change since end Qtr.2



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



**Target: 88%**



**Public Confidence Headlines**

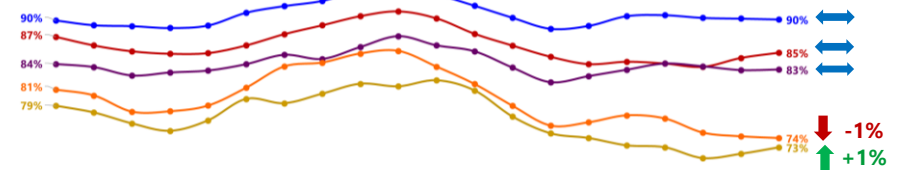
- As at end December 2023, with a figure of **82%**, the force remains **below the aspirational figure of 88%**.
- From the period ending March 2021, there is a **statistically significant decline in public confidence** – decreasing from 86%. There has been no change in the confidence figure this quarter compared to last (when considering the rolling figure).
- Using the **CSEW survey, the force's latest confidence figure is 70%**, a fall since last quarter (72%) – a trend seen with many other Most Similar Group (MSG) forces. West Mercia currently ranks 3<sup>rd</sup> out of eight MSG forces – no change since last quarter.

**Public Confidence: LPA**

- Compared to the previous quarter, there has been very little change in public confidence by LPA.
- However, **since the period ending March 2021, North Worcestershire and Shropshire have all seen statistically significant falls in public confidence** (falling from 87% and 86% respectively).

**Public Confidence: Drivers**

- **Three out of five drivers have remained the same** this quarter. Feeling **confident you would receive a good service** has gone **up 1%** and **taking people's concerns seriously** has gone **down by 1%**.
- From the **period ending June 2021**, there has been a **statistically significant decline in all drivers**. 'West Mercia having a good reputation amongst local people' has decreased most markedly – a fall of 11%, to 75%.



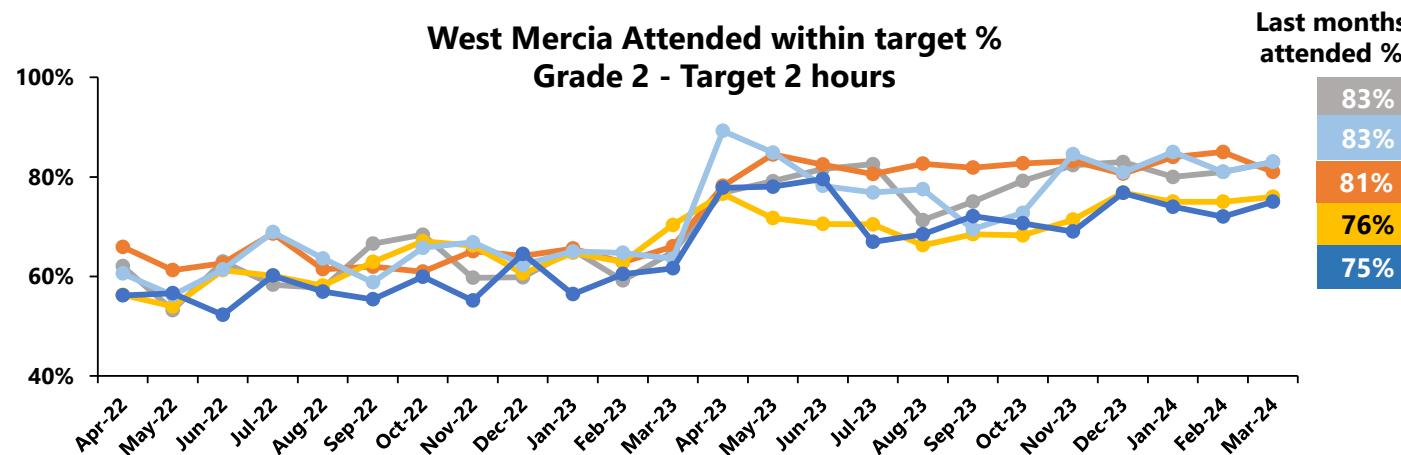
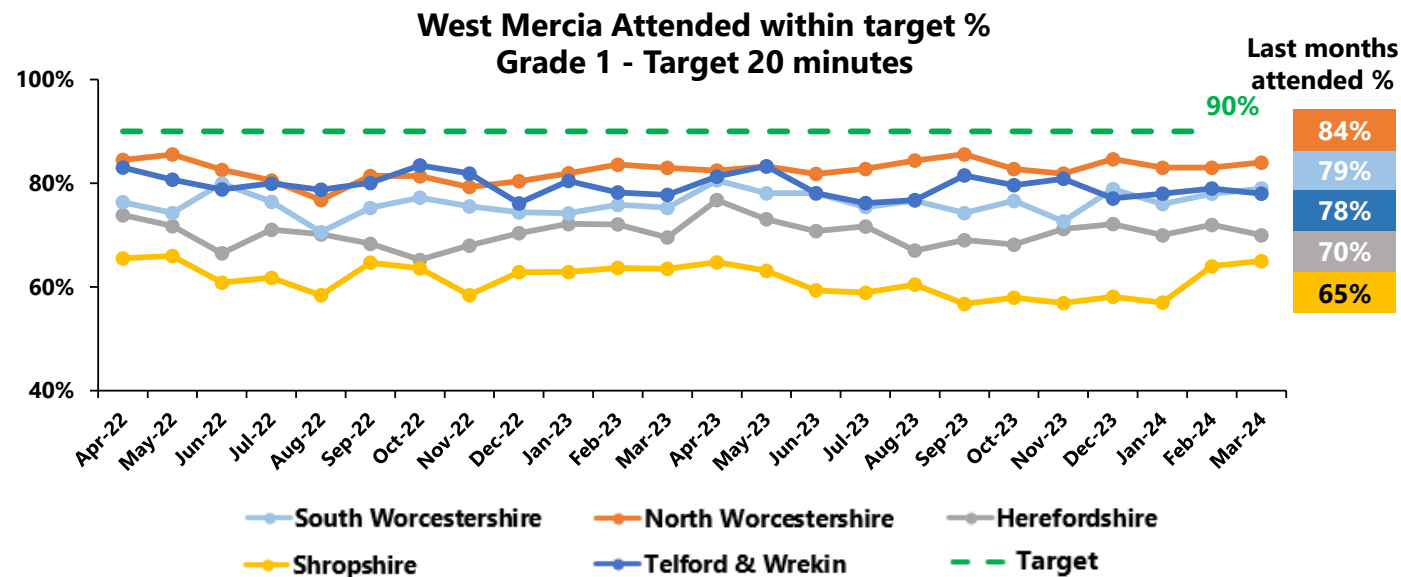
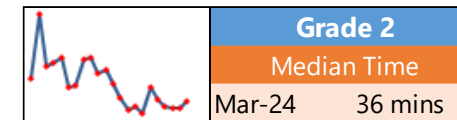
↕↑ = change since end Qtr.2

## 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. 'Acknowledged', 'Dispatched' and 'Arrived' buttons are not mandatory and therefore data quality may be affected.

### Key Points

- **76%** of **Grade 1** incidents were attended within 20 minutes. This is **14 percentage points** below the **target**. This is an **increase of 1.5 percentage points** compared to the previous 12 months rolling average.
- **80%** of **Grade 2** incidents were attended within 2 hours. This is an **increase of 5.3 percentage points** compared to the previous 12 months rolling average.



#### Target:

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

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

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



### Target:

**999 calls:  
90%  
answered  
within 10  
seconds**

Last reviewed  
by subject  
lead April  
2023

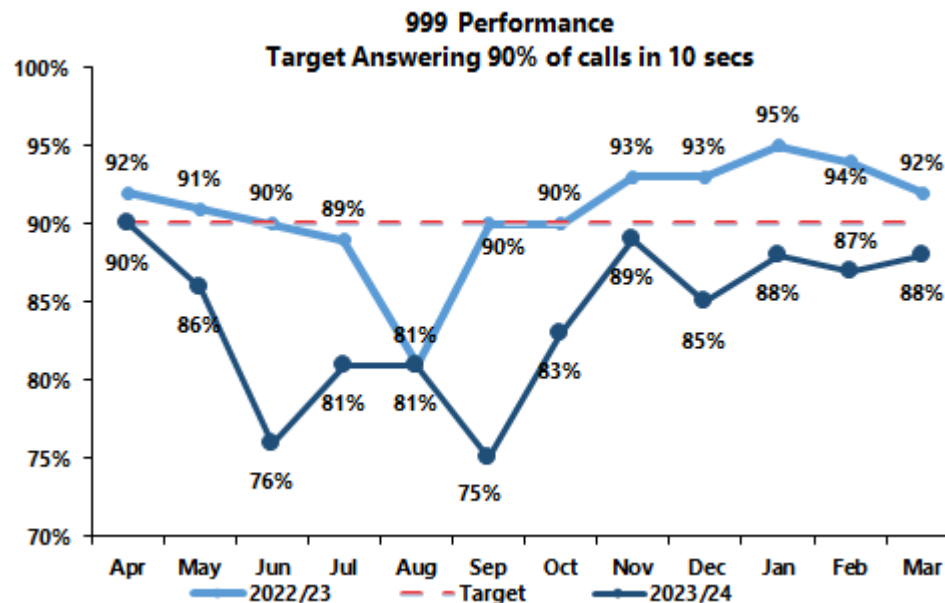
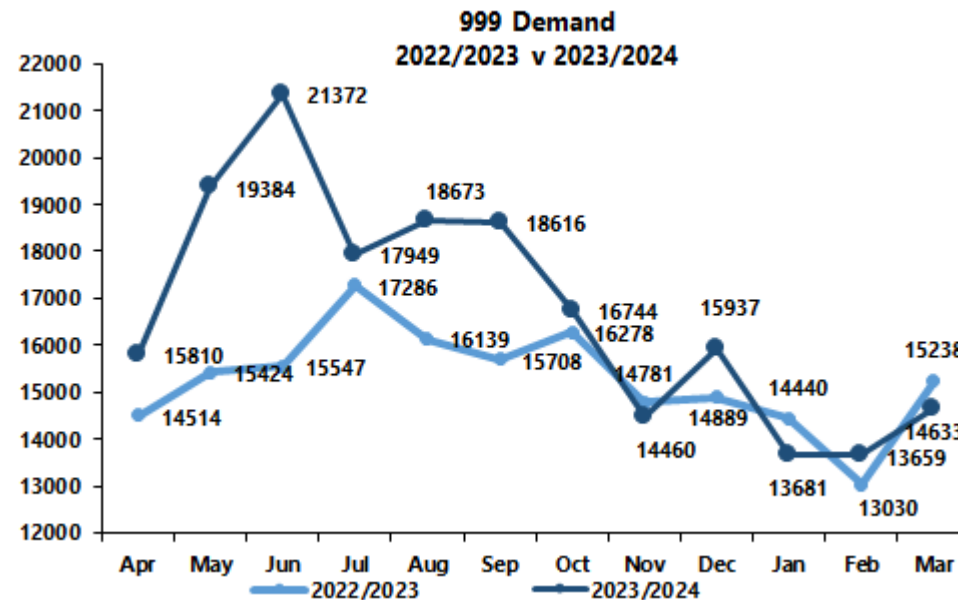


### Key points

- Last month there was a **7% (974) increase** in **999 call demand** compared to the previous month with 14,633 calls recorded; the second consecutive increase following a year of trending decrease to volumes recorded in 2022/2023.
- **88%** of 999 calls **answered within 10 seconds** – **increasing by 1 percentage points** from the previous month.

### What does this mean?

- Despite an **increase in demand**, similar to that found in 2022/2023, **performance increased**. However, this was below the target.
- Performance has **not been above target** since **April 2023**.
- Inhibitors to improvement include:
  - SAFE issues on 04, and 06-08 March.
  - 09 March - Switchboard & SOH Outage. The Switchboard issues continued until the afternoon of Tuesday 12 March.
  - 14 March - High volume of 999 calls relating to a male on a bridge.
  - 20 March – Switchboard left logged in leading to an impact on calls into the OCC.
  - 26-27 March – SAFE running slow.
  - 31 March – SAFE outage due to BST.
- Average 999 **talk time decreased by 2 seconds** on the previous month to **04:52**.
- **4 calls** were passed onto **buddy forces** in February – an increase of 3 from the previous month. Note that Buddy call data has a one month lag.



## 2. Public Contact and Call Handling

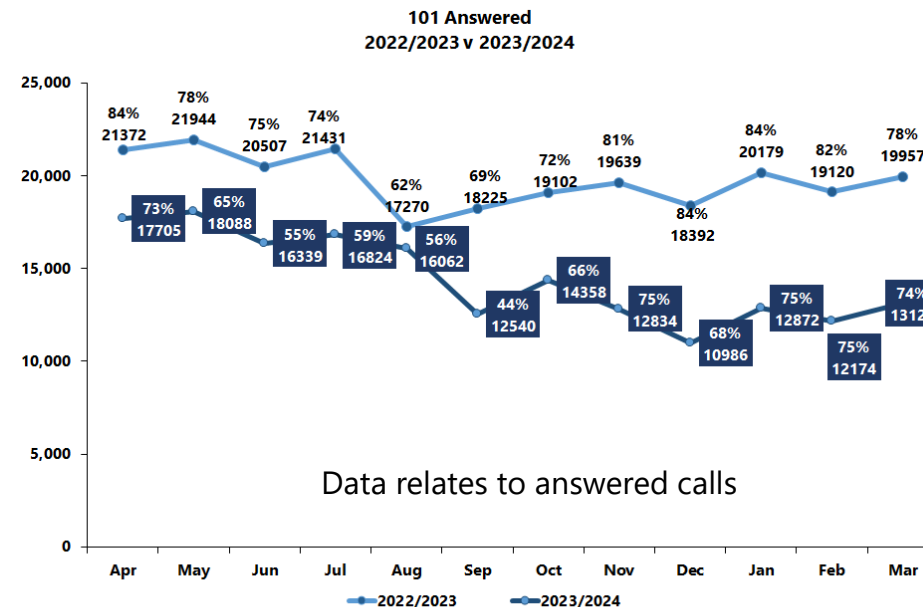
### 101 Answered by Interval

#### Key points

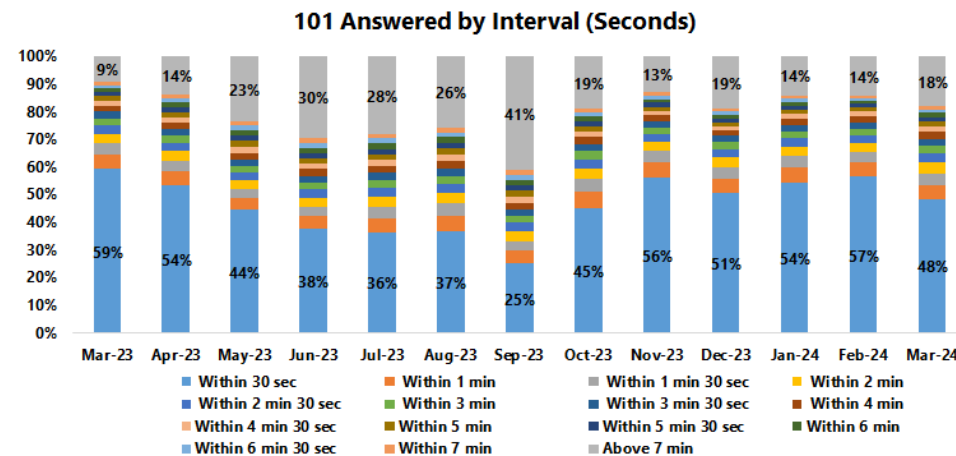
- Last month the OCC saw **17,726 101 calls**; of which **74% (13,129)** were answered.
- Demand increased by 9% (1491)** from the **lowest volumes** recorded in **the year to date** in the previous month.
- 48%** of answered **101 calls** were answered in **30 seconds or less**; a **decrease of 9 percentage points** from the previous month.
- 18%** of **101 calls** took **over 7 minutes to answer**; an **increase of 4 percentage points** from the previous month.

#### What does this mean?

- Average 101 talk time decreased by 8 seconds** on the previous month to **05:26**.
- As **demand has increased, performance has decreased**.
- The **increase in 999 and 101 demand and issues with Switchboard** has **likely driven the decrease in performance**.
- Year to date demand is below** that recorded in **2022/2023**; **decreasing throughout the year**.
- Despite this and the work of Project Switch, the **proportion answered** remains **below 2022/2023**.




Data relates to answered calls



#### March 2024 Breakdown

Within 30 seconds	48%	Within 4 minutes 30 seconds	75%
Within 1 minutes	53%	Within 5 minutes	77%
Within 1 minutes 30 seconds	58%	Within 5 minutes 30 seconds	78%
Within 2 minutes	62%	Within 6 minutes	80%
Within 2 minutes 30 seconds	65%	Within 6 minutes 30 seconds	81%
Within 3 minutes	68%	Within 7 minutes	82%
Within 3 minutes 30 seconds	70%	Above 7 minutes	18%
Within 4 minutes	73%		



**Target:**

**101 calls: 60% answered within 30 seconds**

Last reviewed by subject lead April 2023



## 2. Public Contact and Call Handling

### 101 Mean Wait Time

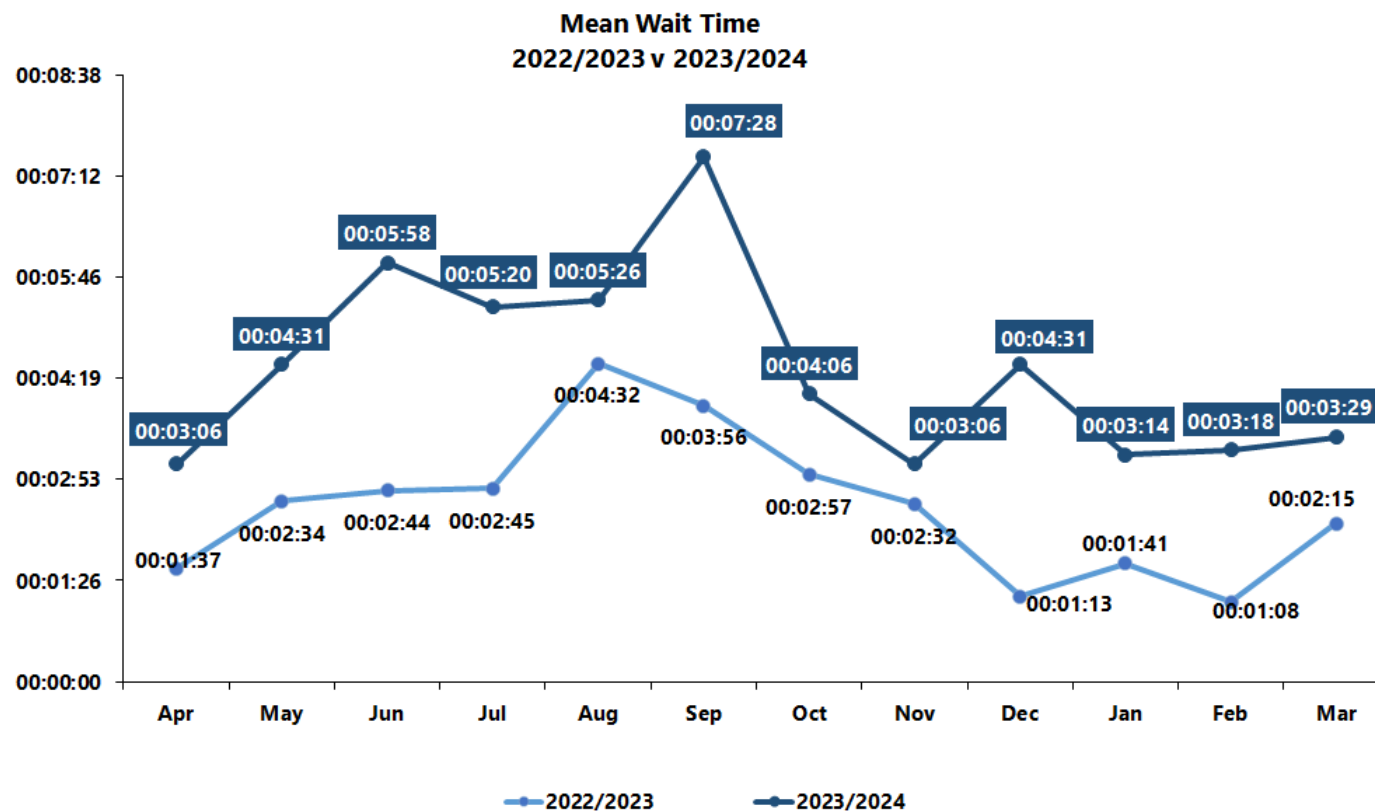
#### Key points

- Last month's **mean wait time** was **3 minutes 29 seconds**, an **increase of 11 seconds** from the previous month; the second consecutive month of increase.

#### What does this mean?

- This **increase** is **very likely driven** by the **increase in 999 and 101 demand** and **systems issues**.
- Year to date mean wait time** remains **above** those reported in the **previous year**.
- However, there has been a substantial reduction from the first two quarters of the year to date, which is likely driven by Project Switch.

Data relates to answered and abandoned calls  
November 2023 - Reverted to mean from median to compare with switchboard data.





### 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

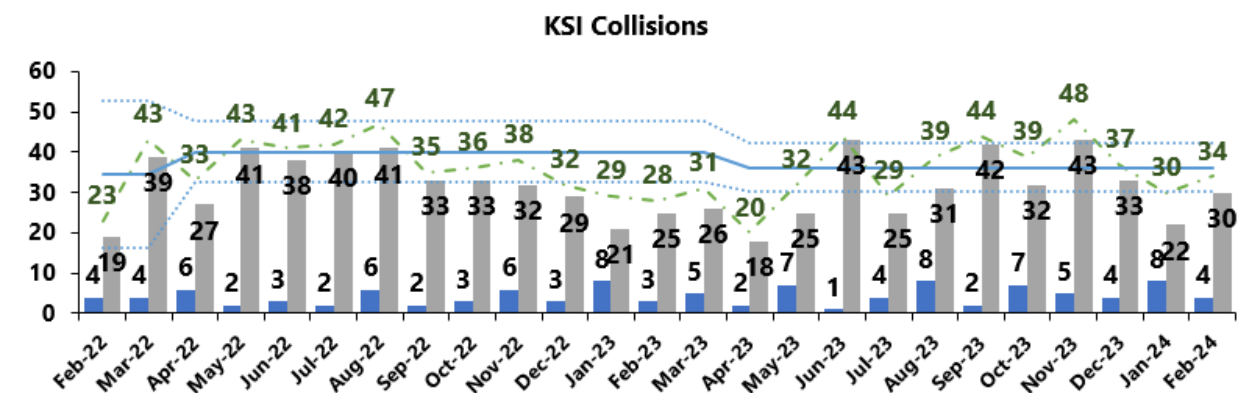
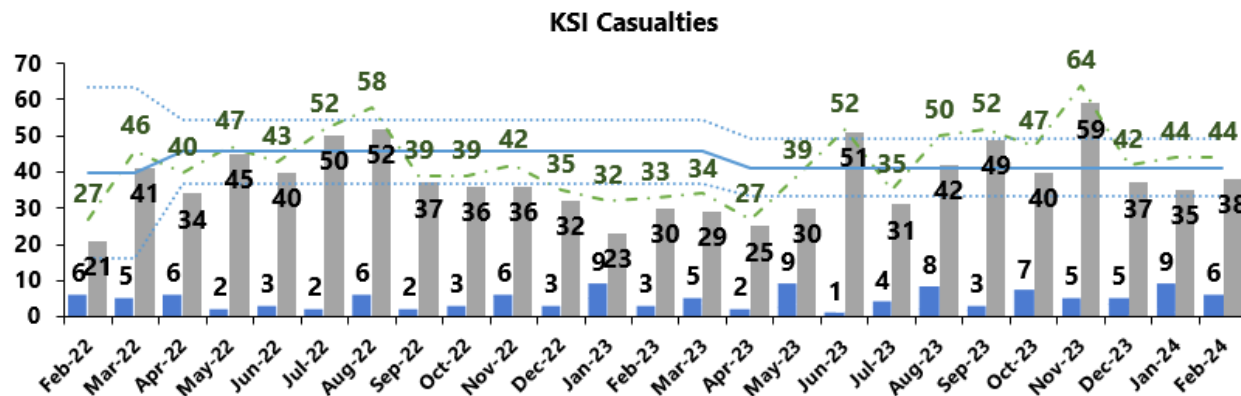
Last reviewed by subject lead April 2023.

#### Key Points

- YTD 2023/2024 Fatal Casualties have increased by 31% (14) compared to YTD 2022/23.
- YTD 2023/2024 Fatal Collisions have increased by 18% (8) compared to YTD 2022/23.
- YTD 2023/2024 Serious Casualties have increased by 5% (22) compared to YTD 2022/23.
- YTD 2023/2024 Serious Collisions have decreased by 4% (16) compared to YTD 2022/23.
- YTD 2023/2024 25% (15) of fatalities are motorcyclists.
- YTD 2023/2024 Pedestrian Fatal Casualties have increased by 43% (3) compared to YTD 2022/23.
- YTD 2023/2024 Pedestrian Serious Casualties have increased by 23% (15) compared to YTD 2022/23.

### What does this mean?

- 18% (15) of collisions involved a motorcyclist, of which 5 occurred in North Worcestershire, 4 in Shropshire, 3 in Herefordshire, 2 in South Worcestershire and 1 in Telford & Wrekin in December 2023, January 2024 and February 2024.
  - There were no repeat locations.
  - 93% (14) of casualties were male.
- 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.



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	11	10	-9%	79%	67%
Serious Casualties	60	44	-27%	58%	54%

500CC Motorcycle Collisions	YTM 2022/23	YTM 2023/24	% Change	% of all Motorcycle Collisions	% of all Motorcycle Casualties YTM 2023/24
Fatal Collisions	11	10	-9%	79%	63%
Serious Collisions	53	42	-21%	54%	55%

### 5. Crime and Detections

#### Total recorded crime – West Mercia

	Mar-24	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	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	6,982	7,259	-4%	No	87,103	94,982	-8%
Violence With Injury	1070 822	838	874	-4%	No	10,486	11,330	-7%
Violence Without Injury	2685 1937	2,057	1,983	4%	No	23,792	27,531	-14%
Rape	158 92	102	103	-1%	No	1,231	1,495	-18%
Other Sexual Offences	272 167	208	193	8%	No	2,321	2,607	-11%
Personal Robbery	74 29	49	47	5%	No	562	624	-10%
Business Robbery	12 0	6	4	64%	No	44	68	-35%
Residential Burg	358 215	255	283	-10%	No	3,394	3,452	-2%
Burg - Business & Community	164 106	103	130	-21%	No	1,563	1,645	-5%
Vehicle Offences	497 307	347	369	-6%	No	4,428	4,801	-8%
Theft from Person	53 28	25	34	-27%	No	411	488	-16%
Bicycle Theft	102 29	65	63	4%	No	750	796	-6%
Shoplifting	794 492	777	818	-5%	No	9,811	7,734	27%
All Other Theft Offences	780 627	524	606	-14%	No	7,273	8,504	-14%
Criminal Damage & Arson	868 629	623	677	-8%	No	8,123	8,985	-10%

	Mar-24	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Prev 12 Months	Year To Date 23/24	Year To Date 22/23	YTD* % Change 23/24 Vs 22/23
Drug Offences	205 138	194	188	3%	No	2,251	2,057	9%
Possession of Weapons	102 71	88	90	-2%	No	1,078	1,058	2%
Public Order	1176 486	551	633	-13%	No	7,600	9,922	-23%
Misc. Crimes Against Society	186 127	170	165	3%	No	1,985	1,885	5%

Domestic Abuse (Crimes & Crimed Incs.)	2510 1991	2,066	2,030	2%	No	24,362	27,002	-10%
Vulnerable Adults (Crimes & Crimed Incs.)	1356 976	979	952	3%	No	11,427	13,996	-18%
Child at Risk (Crimes & Crimed Incs.)	2507 1842	2,149	2,034	6%	No	24,403	26,094	-6%
Child Sexual Exploitation (Crimes & Crimed Incs.)	79 31	33	50	-34%	No	599	655	-9%

Serious Violence	1051 400	825	858	-4%	No	10,290	11,160	-8%
Alcohol Related	569 394	345	391	-12%	No	4,695	5,737	-18%
Incidents	21925 18198	15,424	16,188	-5%	No	194,252	240,368	-19%
Anti Social Behaviour	2323 1257	1,286	1,375	-6%	No	16,501	21,437	-23%
Mental Health	27 0	5	8	-40%	No	100	156	-36%

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 last 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.

### Key Points

- No crime types have exceeded the upper threshold or are statistically significant.
- Despite the decrease in volumes, West Mercia still has the **2<sup>nd</sup> highest** volume of crimes within its **MSG**.
- Nationally there has been a decrease in Total Recorded Crime since May 2023.

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

	Mar 2024	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	1,747	1,818	-4%	No	21,819	23,837	-8%		
Violence With Injury	203	207	-2%	No	2,485	2,773	-10%		
Violence Without Injury	474	461	3%	No	5,529	6,365	-13%		
Rape	23	23	-1%	No	278	376	-26%		
Other Sexual Offences	43	45	-5%	No	545	624	-13%		
Personal Robbery	8	11	-24%	No	127	149	-15%		
Business Robbery	5	3	100%	NA	15	18	-17%		
Residential Burglary	71	87	-18%	No	1,041	980	6%		
Business & Community Burglary	27	38	-28%	No	452	505	-10%		
Vehicle Offences	84	107	-22%	No	1,286	1,375	-6%		
Theft from Person	11	8	35%	No	98	147	-33%		
Bicycle Theft	29	29	0%	No	347	242	43%		
Shoplifting	212	215	-2%	No	2,583	2,068	25%		
All Other Theft Offences	118	146	-19%	No	1,750	2,153	-19%		
Criminal Damage & Arson	181	177	2%	No	2,127	2,386	-11%		

	Mar 2024	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	39	44	-12%	No	530	544	-3%		
Possession of Weapons	20	19	8%	No	222	256	-13%		
Public Order Offences	152	160	-5%	No	1,915	2,441	-22%		
Misc. Crimes Against Society	47	41	15%	No	489	435	12%		

Domestic Abuse (Crimes & Crimed Incs.)	494	456	8%	Yes	5,468	6,240	-12%		
Hate Crime (Crimes & Crimed Incs.)	55	43	29%	No	510	628	-19%		
Vulnerable Adults (Crimes & Crimed Incs.)	243	206	18%	No	2,476	2,971	-17%		
Child At Risk (Crimes & Crimed Incs.)	447	432	3%	No	5,189	5,533	-6%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	7	11	-36%	No	131	148	-11%		
Serious Violence	198	203	-2%	No	2,432	2,731	-11%		

Incidents	3,863	4,116	-6%	No	49,393	61,855	-20%		
Anti Social Behaviour	327	371	-12%	No	4,457	5,634	-21%		

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 last 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.

#### Key Points

- **Business Robbery** has met the upper threshold, but it is too small a volume to test for statistical significance.
- Last month **Domestic Abuse** saw a statistically significant increase compared to the twelve-month average.



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

	Mar 2024	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	1,630	1,668	-2%	No	20,021	22,297	-10%		
Violence With Injury	194	195	0%	No	2,339	2,545	-8%		
Violence Without Injury	488	443	10%	No	5,314	6,244	-15%		
Rape	20	21	-2%	No	246	316	-22%		
Other Sexual Offences	37	38	-1%	No	450	566	-20%		
Personal Robbery	5	14	-64%	No	165	186	-11%		
Business Robbery	1	1	-22%	NA	9	18	-50%		
Residential Burglary	61	69	-11%	No	824	818	1%		
Business & Community Burglary	33	33	0%	No	397	295	35%		
Vehicle Offences	118	123	-4%	No	1,471	1,466	0%		
Theft from Person	4	9	-53%	No	102	97	5%		
Bicycle Theft	9	7	26%	No	86	123	-30%		
Shoplifting	192	195	-1%	No	2,339	1,944	20%		
All Other Theft Offences	120	136	-12%	No	1,632	1,947	-16%		
Criminal Damage & Arson	126	147	-14%	No	1,765	1,933	-9%		

	Mar 2024	12 month average	Last month change on 12 months ave.	Is the change statistically significant?
Drug Offences	50	43	17%	No
Possession of Weapons	21	21	0%	No
Public Order Offences	120	142	-15%	No
Misc. Crimes Against Society	31	35	-11%	No

Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
514	449	14%		
252	265	-5%		
1,698	2,462	-31%		
418	421	-1%		

	Mar 2024	12 month average	Last month change on 12 months ave.	Is the change statistically significant?
Domestic Abuse (Crimes & Crimed Incs.)	453	460	-1%	No
Hate Crime (Crimes & Crimed Incs.)	27	33	-17%	No
Vulnerable Adults (Crimes & Crimed Incs.)	195	198	-2%	No
Child At Risk (Crimes & Crimed Incs.)	498	453	10%	No
Child Sexual Exploitation (Crimes & Crimed Incs.)	4	9	-54%	No
Serious Violence	192	192	0%	No

Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
5,518	6,300	-12%		
390	555	-30%		
2,377	3,073	-23%		
5,431	5,873	-8%		
104	123	-15%		
2,307	2,486	-7%		

	Mar 2024	12 month average	Last month change on 12 months ave.	Is the change statistically significant?
Incidents	3,549	3,678	-4%	No
Anti Social Behaviour	323	311	4%	No

Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
44,141	54,877	-20%		
3,731	4,896	-24%		

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 last 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.

#### Key Points

- No crime types have exceeded the upper threshold.
- There were **no statistically significant changes** compared to the twelve-month average.



### 5. Crime and Detections - Total recorded crime – Herefordshire

		Mar 2024	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	1152 881	950	922	3%	No	11,069	12,197	-9%		
Violence With Injury	164 89	123	125	-1%	No	1,494	1,517	-2%		
Violence Without Injury	371 257	279	269	4%	No	3,226	3,768	-14%		
Rape	25 11	18	17	9%	No	198	216	-8%		
Other Sexual Offences	53 17	35	31	12%	No	376	420	-10%		
Personal Robbery	10 0	10	5	103%	Yes	59	63	-6%		
Business Robbery	1 1	0	1	-100%	NA	1	5	-80%		
Residential Burglary	70 17	31	40	-22%	No	476	517	-8%		
Business & Community Burglary	24 12	7	15	-53%	No	178	219	-19%		
Vehicle Offences	48 13	35	26	33%	No	316	369	-14%		
Theft from Person	9 0	3	5	-35%	No	46	49	-6%		
Bicycle Theft	18 5	11	10	10%	No	120	137	-12%		
Shoplifting	92 35	71	69	4%	No	822	764	8%		
All Other Theft Offences	114 79	92	91	2%	No	1,087	1,162	-6%		
Criminal Damage & Arson	113 62	101	86	17%	No	1,036	1,050	-1%		

		Mar 2024	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	33 16	31	27	13%	No	329	292	13%		
Possession of Weapons	16 3	10	11	-10%	No	133	111	20%		
Public Order Offences	151 62	69	76	-10%	No	915	1,277	-28%		
Misc. Crimes Against Society	34 9	24	21	12%	No	257	261	-2%		

Domestic Abuse (Crimes & Crimed Inc.)	327 237	238	260	-8%	No	3,114	3,383	-8%		
Hate Crime (Crimes & Crimed Inc.)	43 12	14	18	-20%	No	210	331	-37%		
Vulnerable Adults (Crimes & Crimed Inc.)	279 146	184	177	4%	No	2,123	2,553	-17%		
Child At Risk (Crimes & Crimed Inc.)	382 223	371	294	26%	Yes	3,530	3,632	-3%		
Child Sexual Exploitation (Crimes & Crimed Inc.)	13 0	3	7	-59%	No	87	78	12%		
Serious Violence	163 87	120	121	-1%	No	1,454	1,500	-3%		

Incidents	2855 2238	2,012	2,018	0%	No	24,220	30,558	-21%		
Anti Social Behaviour	313 129	170	175	-3%	No	2,094	2,652	-21%		

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

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 last 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.

#### Key Points

- Personal Robbery has met the upper threshold and is a statistically significant increase.
- Last month Child At Risk incidents saw a statistically significant increase compared to the twelve-month average.

### 5. Crime and Detections - Total recorded crime – Shropshire

	Mar 2024	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	1,402	1,536	-9%	No	18,428	19,210	-4%		
Violence With Injury	167	185	-10%	No	2,224	2,305	-4%		
Violence Without Injury	418	424	-1%	No	5,083	5,538	-8%		
Rape	15	19	-21%	No	228	280	-19%		
Other Sexual Offences	48	43	13%	No	512	530	-3%		
Personal Robbery	2	7	-69%	No	78	92	-15%		
Business Robbery	0	2	-100%	NA	9	10	-10%		
Residential Burglary	57	54	6%	No	648	748	-13%		
Business & Community Burglary	20	29	-30%	No	343	387	-11%		
Vehicle Offences	57	62	-8%	No	742	806	-8%		
Theft from Person	1	7	-86%	No	84	105	-20%		
Bicycle Theft	10	8	25%	No	96	138	-30%		
Shoplifting	170	191	-11%	No	2,293	1,559	47%		
All Other Theft Offences	108	135	-20%	No	1,619	1,862	-13%		
Criminal Damage & Arson	137	150	-8%	No	1,796	1,929	-7%		

	Mar 2024	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	32	34	-6%	No	408	394	4%		
Possession of Weapons	17	19	-9%	No	225	206	9%		
Public Order Offences	113	136	-17%	No	1,632	1,918	-15%		
Misc. Crimes Against Society	30	34	-12%	No	408	403	1%		

Domestic Abuse (Crimes & Crimed Inc.)	420	427	-2%	No	5,120	5,476	-7%		
Hate Crime (Crimes & Crimed Inc.)	29	28	4%	No	334	464	-28%		
Vulnerable Adults (Crimes & Crimed Inc.)	162	180	-10%	No	2,160	2,638	-18%		
Child At Risk (Crimes & Crimed Inc.)	399	426	-6%	No	5,117	5,415	-6%		
Child Sexual Exploitation (Crimes & Crimed Inc.)	16	14	12%	No	172	167	3%		
Serious Violence	165	183	-10%	No	2,191	2,281	-4%		

Incidents	3,303	3,505	-6%	No	42,054	51,379	-18%		
Anti Social Behaviour	256	277	-7%	No	3,318	4,517	-27%		

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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.

#### Key Points

- No crime types have exceeded the upper threshold.
- There were **no statistically significant changes** compared to the twelve-month average.

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

	Mar 2024	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	1,252	1,314	-5%	No	15,766	17,441	-10%		
Violence With Injury	151	162	-7%	No	1,944	2,190	-11%		
Violence Without Injury	398	387	3%	No	4,640	5,616	-17%		
Rape	26	23	11%	No	281	307	-8%		
Other Sexual Offences	45	37	23%	No	438	467	-6%		
Personal Robbery	24	11	117%	Yes	133	134	-1%		
Business Robbery	0	2	-100%	NA	10	17	-41%		
Residential Burglary	34	34	1%	No	404	389	4%		
Business & Community Burglary	16	16	-1%	No	194	239	-19%		
Vehicle Offences	53	51	4%	No	613	785	-22%		
Theft from Person	6	7	-11%	No	81	90	-10%		
Bicycle Theft	6	8	-29%	No	101	156	-35%		
Shoplifting	132	148	-11%	No	1,774	1,399	27%		
All Other Theft Offences	86	99	-13%	No	1,185	1,380	-14%		
Criminal Damage & Arson	78	117	-33%	No	1,399	1,485	-6%		

	Mar 2024	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	42	39	7%	No	470	378	24%		
Possession of Weapons	20	21	-2%	No	246	220	12%		
Public Order Offences	97	120	-19%	No	1,440	1,824	-21%		
Misc. Crimes Against Society	38	34	10%	No	413	365	13%		

Domestic Abuse (Crimes & Crimed Incs.)	461	429	8%	No	5,142	5,603	-8%		
Hate Crime (Crimes & Crimed Incs.)	24	28	-15%	No	337	483	-30%		
Vulnerable Adults (Crimes & Crimed Incs.)	195	191	2%	No	2,291	2,761	-17%		
Child At Risk (Crimes & Crimed Incs.)	434	428	1%	No	5,136	5,641	-9%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	3	9	-66%	No	105	139	-24%		
Serious Violence	150	159	-6%	No	1,906	2,162	-12%		

Incidents	2,697	2,870	-6%	No	34,444	41,699	-17%		
Anti Social Behaviour	210	242	-13%	No	2,901	3,738	-22%		

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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.

### Key Points

- Personal Robbery has exceeded the upper threshold and is a statistically significant increase.









## 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

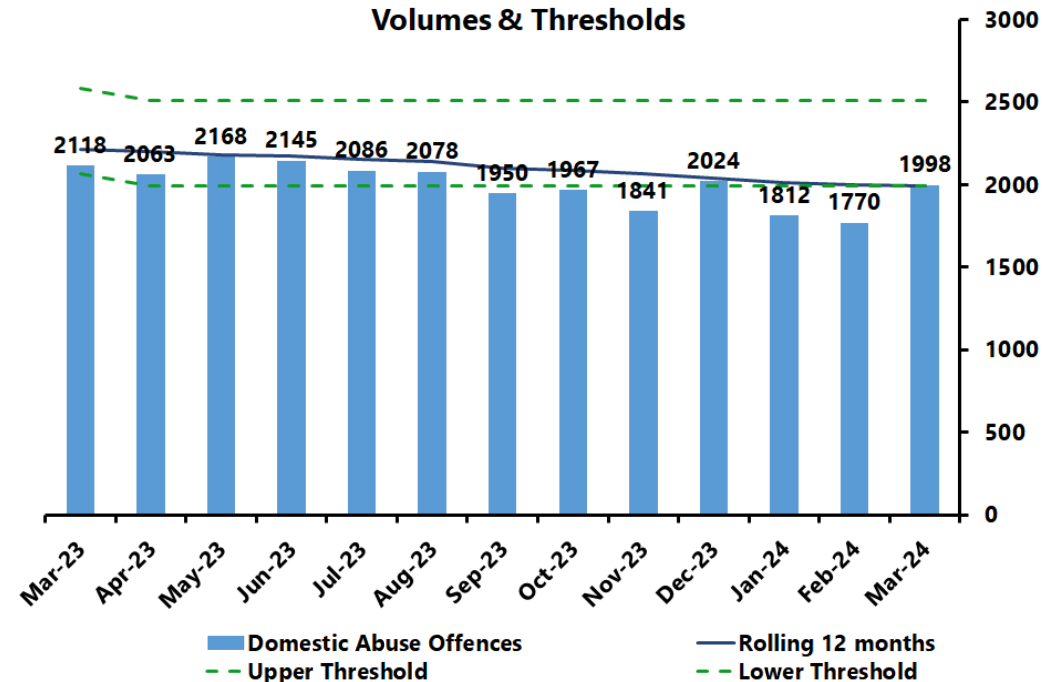
### Key Points

- **Domestic Abuse** Crimes and Crimed Incidents volumes have **increased** by **13% (228)** from the previous month to within the expected range.
- **Volumes** have remained **below volumes of the previous three years** and **have not hit the target** in the past throughout the year to date. This is likely driven by changes to course of conduct offences this year.

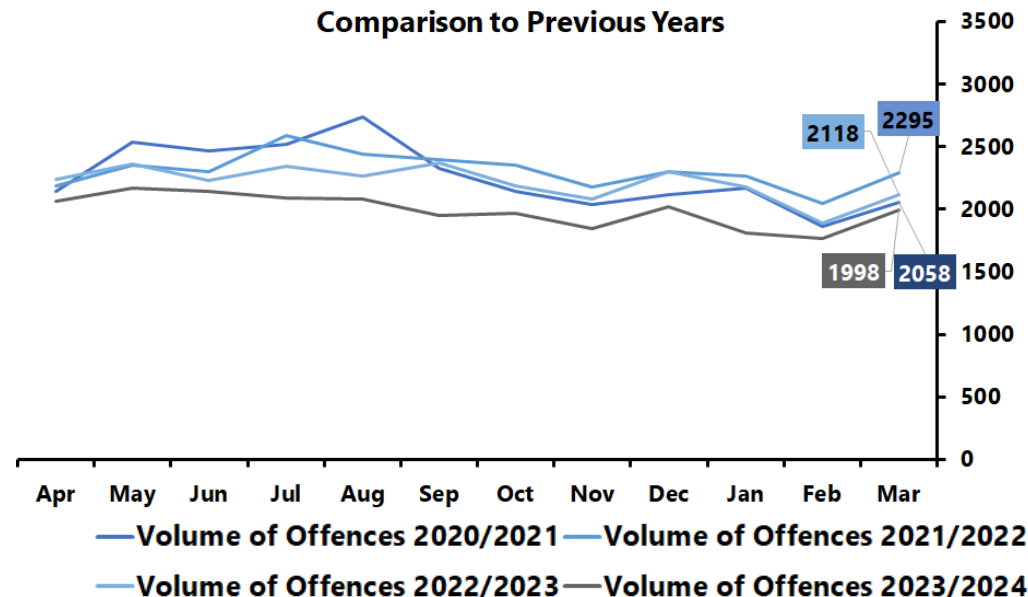
### What does this mean?

- A **substantial increase in Telford & Wrekin 25% (91)** drove the increase in volumes force wide. Increases were recorded in all LPAs except Herefordshire 5% (11).
- **211 repeat addresses** were recorded in **December**; with one address in Telford recorded seven times, one being Assault with Injury. 21 records have no address.
- **19% (373)** of crimes relate to **Stalking and Harassment**, an **increase of 6% (22)** from the previous month. This was driven by an increase of **43% (26)** in **Telford & Wrekin** with a 53% (19) increase in Stalking Offences.
- In the **2023/2024** there has been a **17% reduction** in **Stalking and Harassment** compared to 2022/23 compared to **10% reduction** for **all crimes and crimed incidents** in the same period. Therefore it appears that DA recording is decreasing overall alongside course of conduct changes.
- **38% (3)** of all **homicides in 2023/2024** relate to **Domestic Abuse**.
- The **12-month rolling average** has **decreased** through the 2023/2024 year.

Domestic Abuse Crimes & Crimed Incidents -  
Volumes & Thresholds



Domestic Abuse Crimes and Crimed Incidents -  
Comparison to Previous Years



**Targets:**

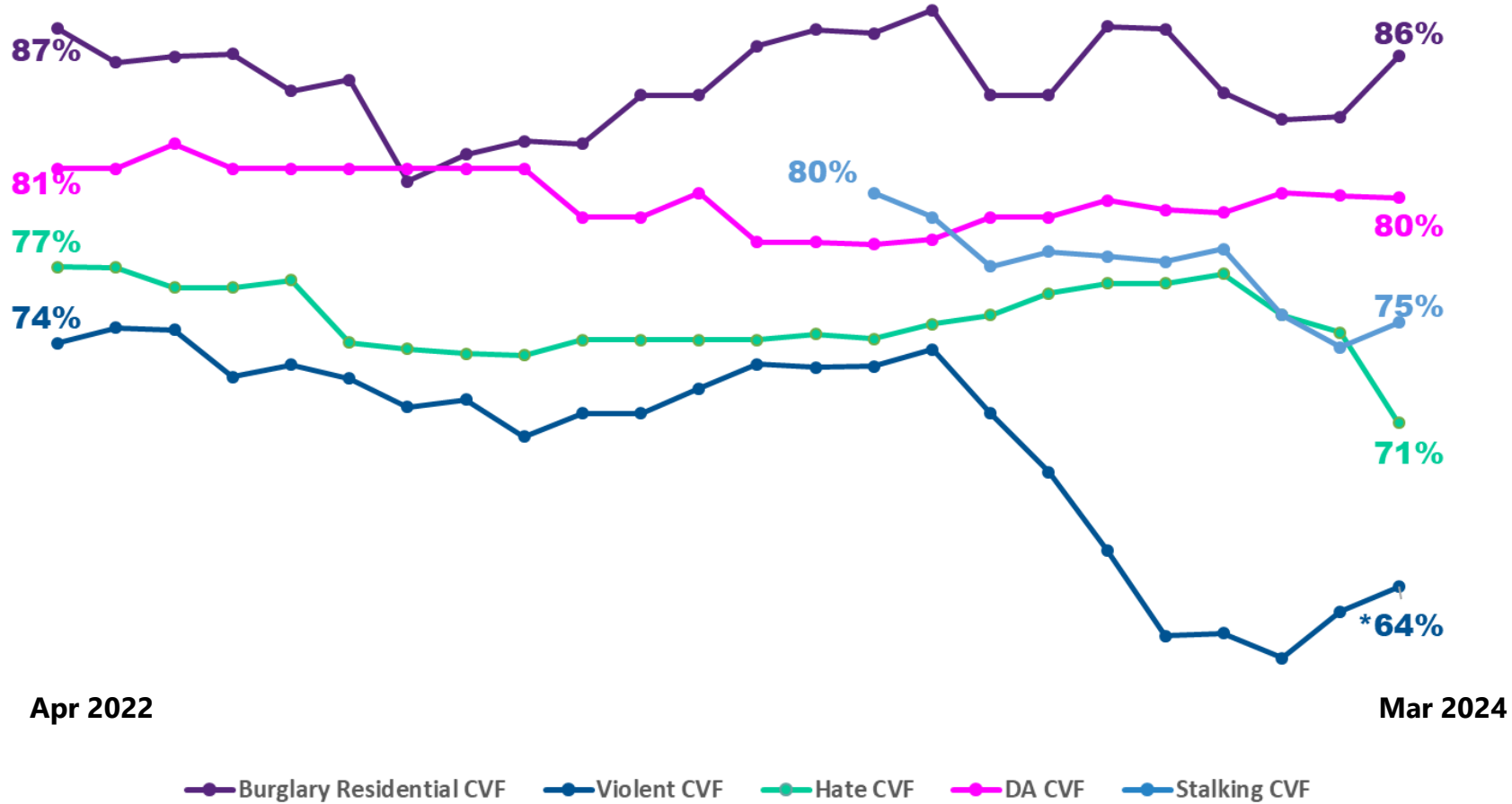
Burglary – 80%	Hate – 70%
Violent – 70%	DA – 80%

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

**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**



\* Change over reporting period shown is statistically significant





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

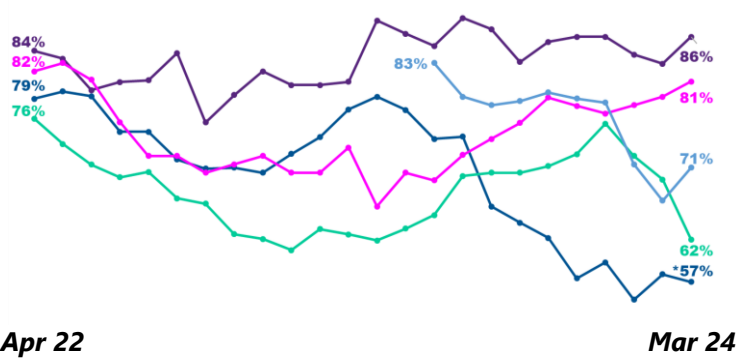
Burglary – 80%  
Violent – 70%

Hate – 70%  
DA – 80%

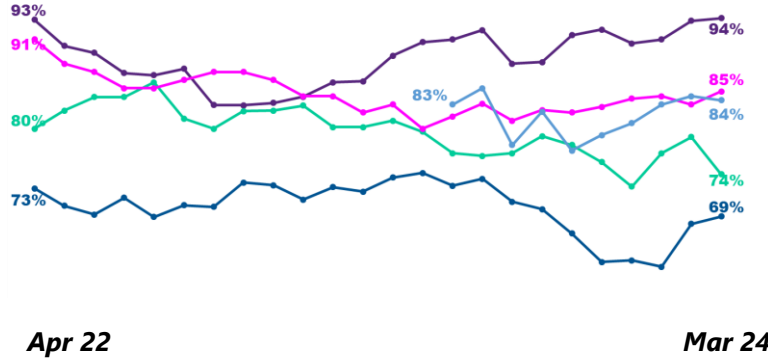
**All Charts: % Completely, Very or Fairly Satisfied**

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

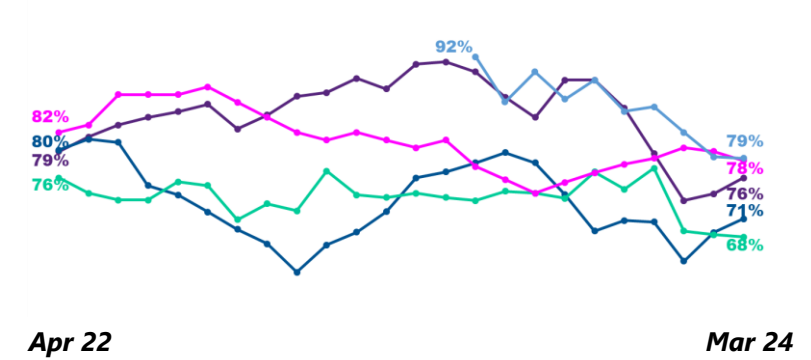
**South Worcs.**



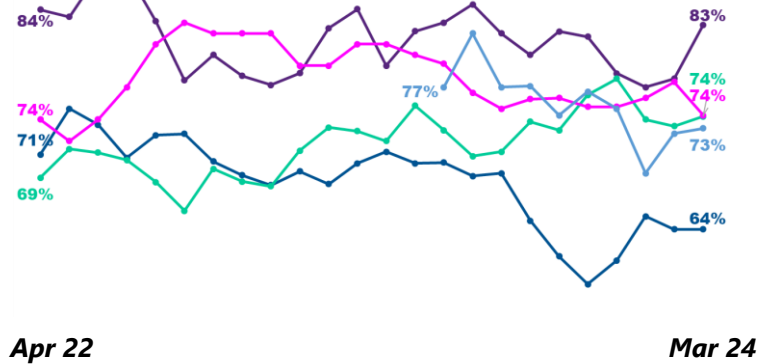
**North Worcs.**



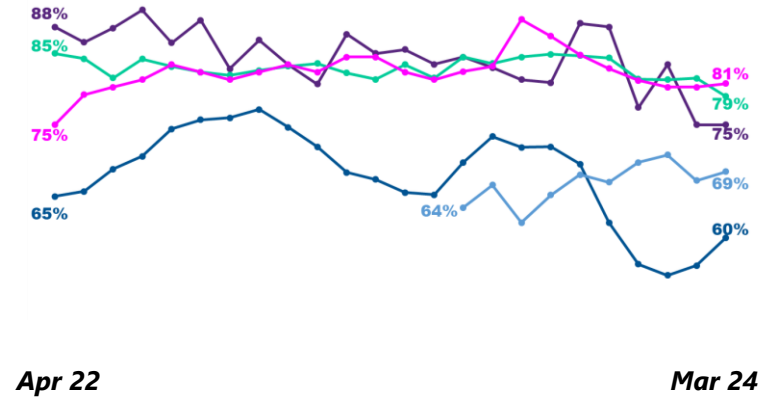
**Herefordshire**



**Shropshire**



**Telford**



● Burglary Residential CVF  
 ● Violent CVF  
 ● Hate CVF  
 ● DA CVF  
 ● Stalking CVF

\* Change over reporting period shown is statistically significant

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