



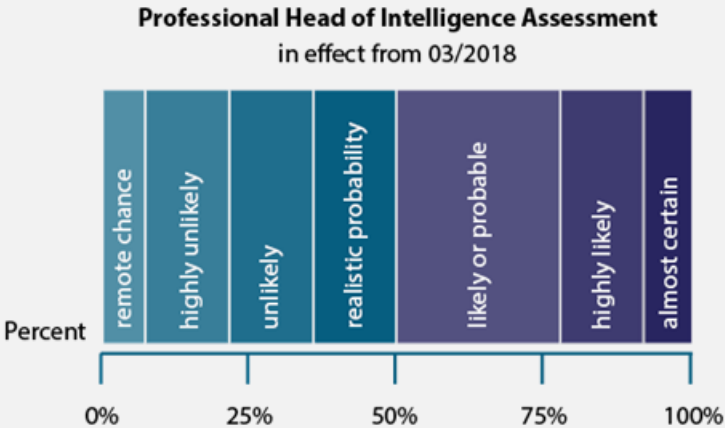
West Mercia Police

Qtr. 4 2025/2026 Performance Monitoring Report

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Author	Performance Team, Strategy, Planning and Insight
Owner	DCC D. Barratt

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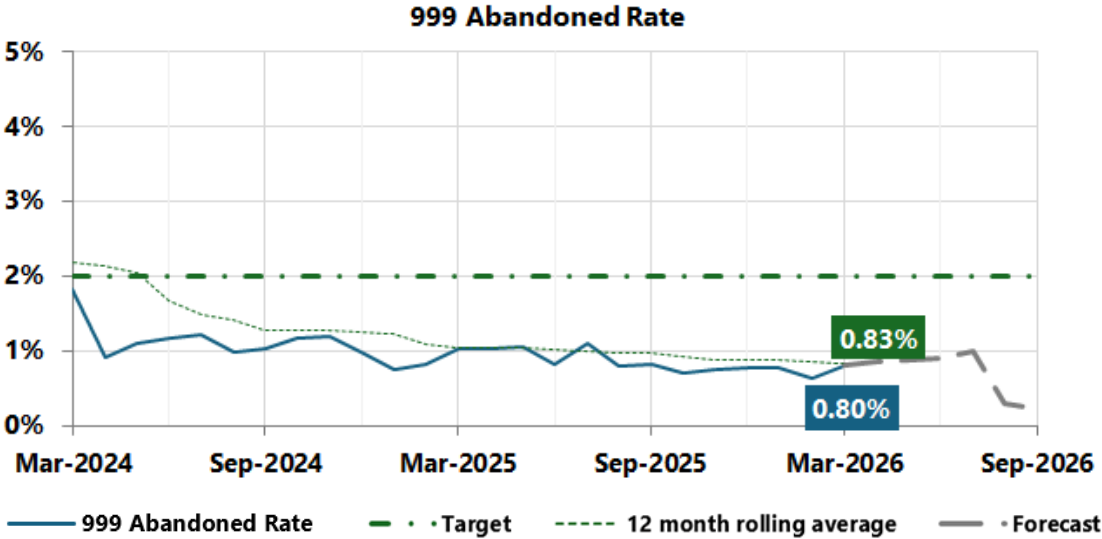
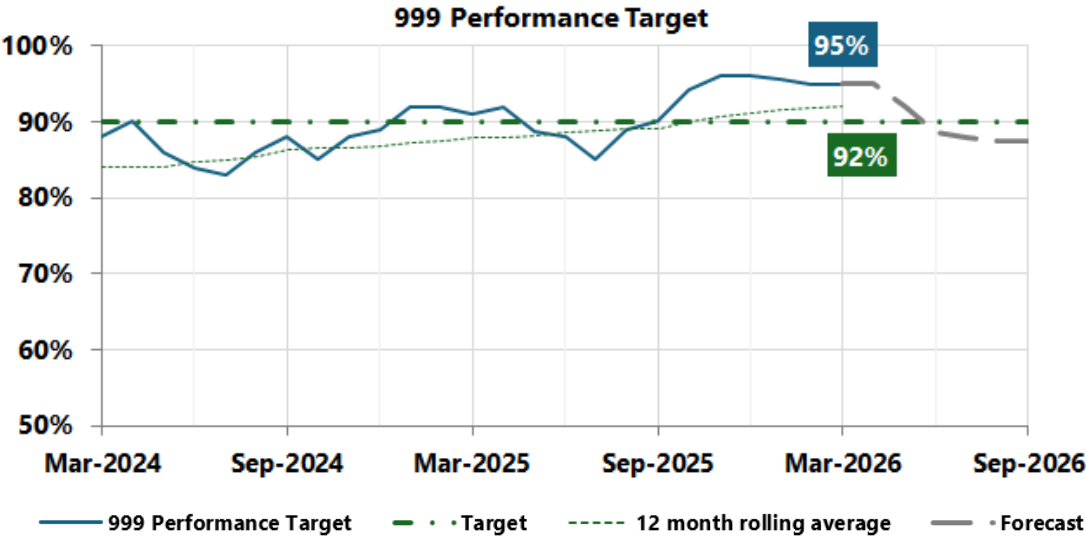
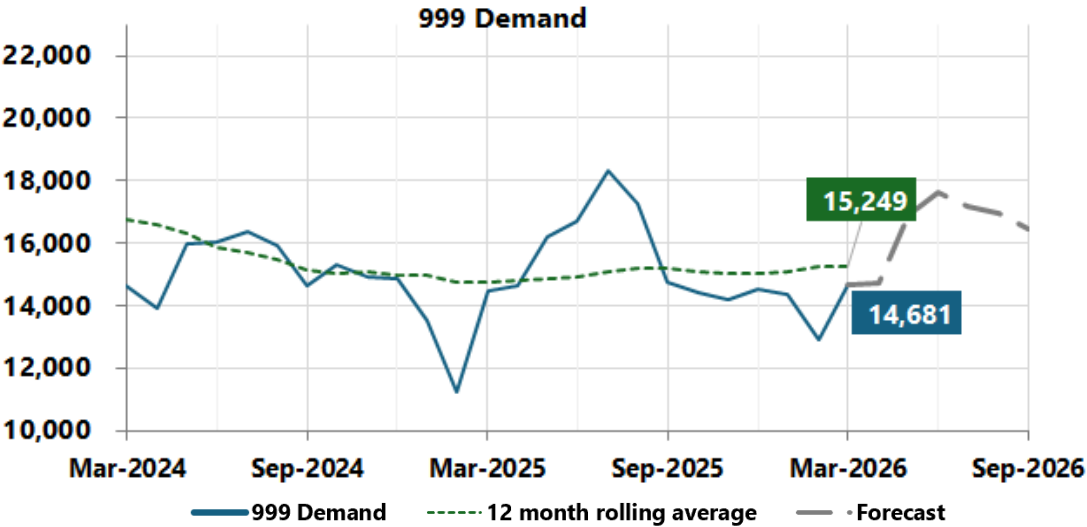
Public Contact - 999

999 performance has been above target for six consecutive months.

133 calls per 1,000 West Mercia population in the year ending February 2026. This is lower than the England and Wales average of 177 in the same period according to PEEL DAP.

- Despite an increase in demand performance remained the same as the previous month.
- Monthly changes to demand and performance are not a statistically significant*. Volumes have increased following a statistically significant decrease in February 2026. Historical data shows that there is always an increase in March following decreases in February.
- Abandonment remains below the 12-month rolling average for the eighth consecutive month and has been below the 2% target for 25 consecutive months.
- Issues recorded in March 2026 were:
 - 03-04 March – Issues with Azure Virtual Desktop
 - 04 March – Issues with Skype
 - 18-19 March – Degraded performance in SAFE.
 - 19-20 March – Call handling staff covering Digital Desk due to resource levels.
 - 20 March – Issues with SAFE, telephony and Unified Communication Platform.

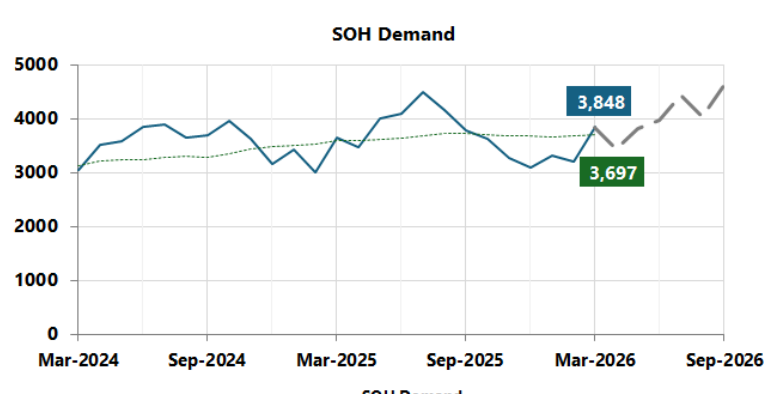
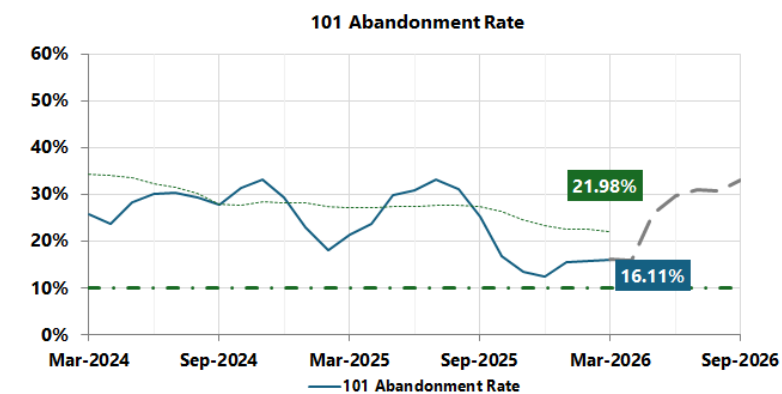
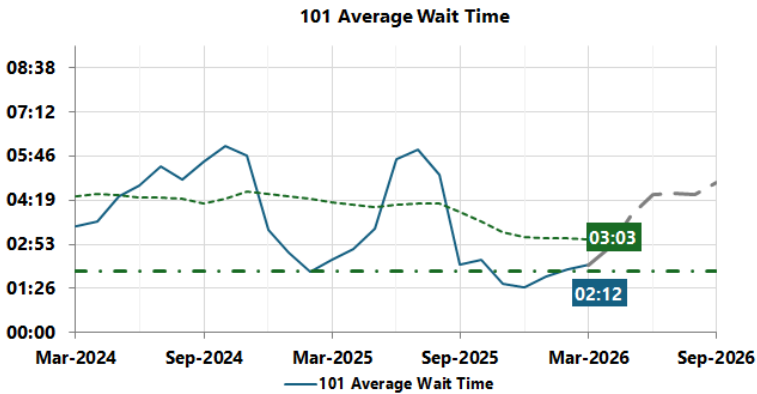
Target: 90% of 999 calls answered within 10 seconds



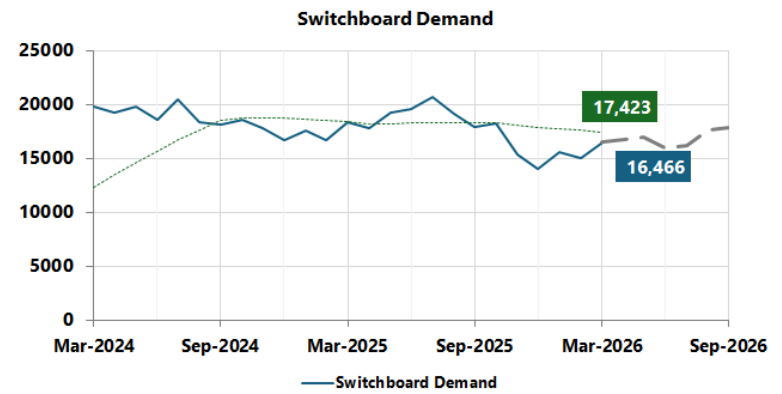
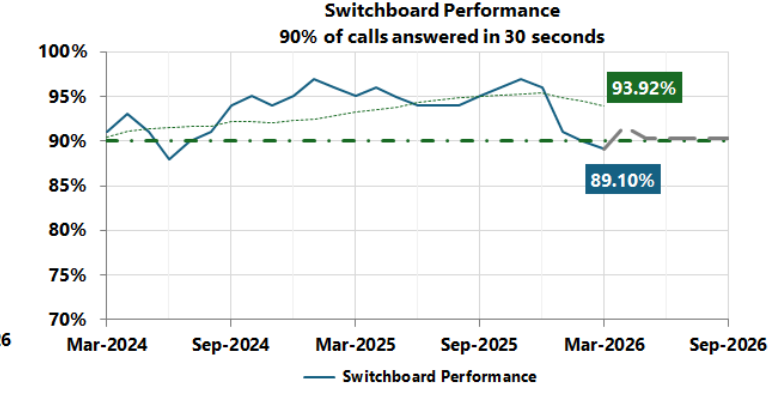
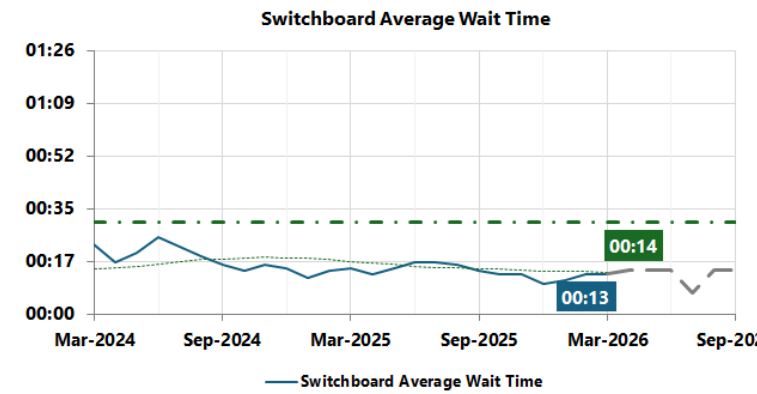
*Z Test applied

Public Contact – 101, Single Online Home (SOH) and Switchboard

- As the abandonment rate has increased so has the daily average of abandoned calls by 2 to 106. However, the daily average remains below the 12-month rolling average of 151 for the seventh consecutive month.
- Average Wait Times have increased by 11 seconds to 2 minutes 12 seconds, the third month of increase. This is despite the decrease in talk time by 57 seconds.
- Switchboard demand volumes have been below the 12-month rolling average for 7 months.
- Switchboard performance has decreased for 4 consecutive months. In March 2026, it is below the target percentage of 90% and the 12-month rolling average.



• Target • 12 month rolling average • Forecast



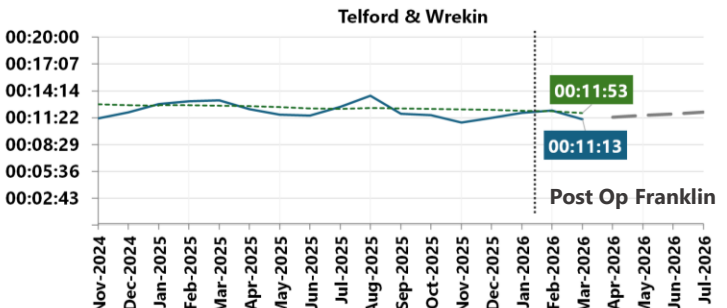
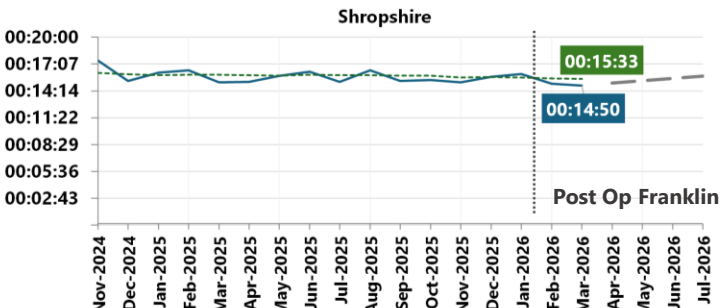
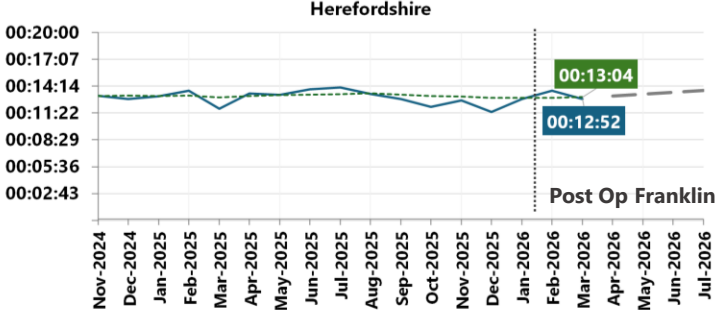
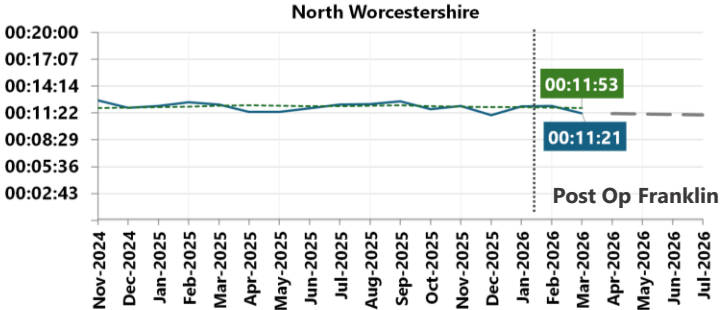
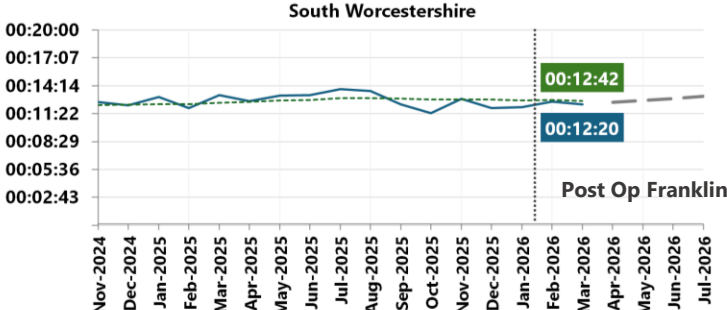
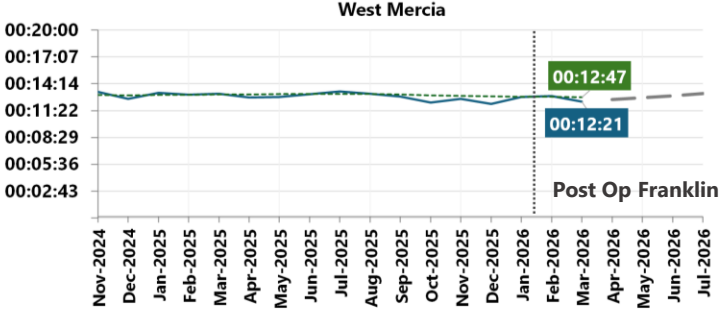
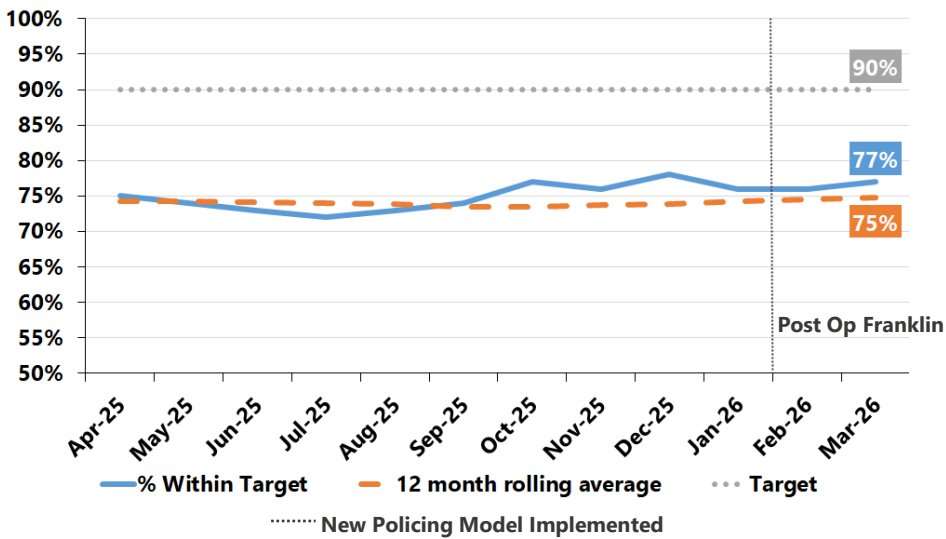
Emergency Response Times – Grade 1

77% of Grade 1 incidents were attended within 20 minutes in March 2026. This is an increase of 2-percentage points compared to the 12-month rolling average.

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

- South Worcestershire and North Worcestershire saw an improvement in Grade 1 incidents attended within target last month.
- Shropshire consistently have the highest median, therefore slowest, response time for Grade 1 incidents.
- Call time and Officer time has seen an increase accounting for the majority of response time in March 2026.

West Mercia
Grade 1 - Attendance Within 20 Minutes



— Median Response Time - - - 12-month rolling average - - - Forecast New Policing Model Implemented

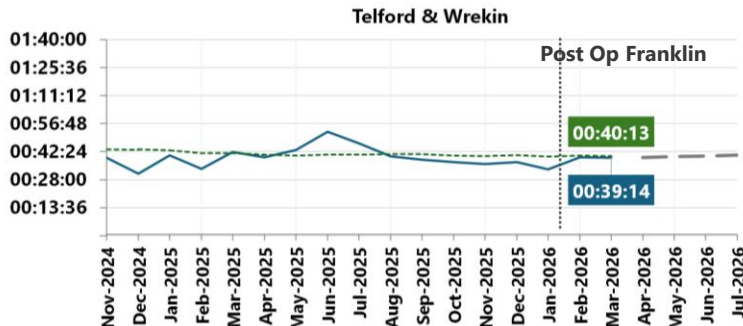
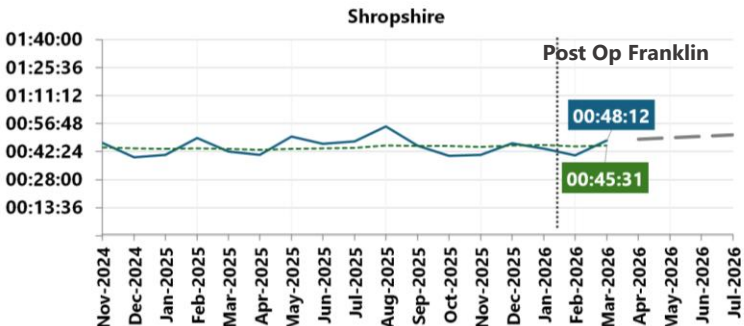
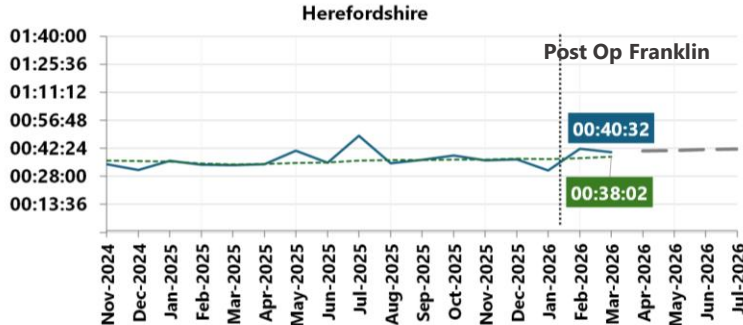
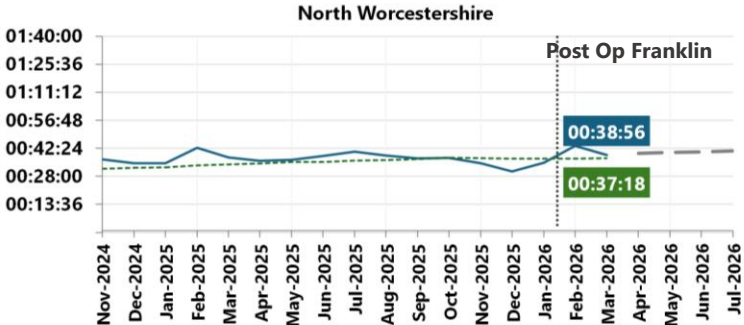
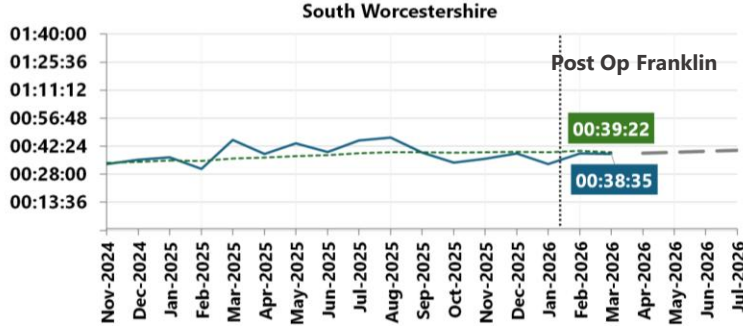
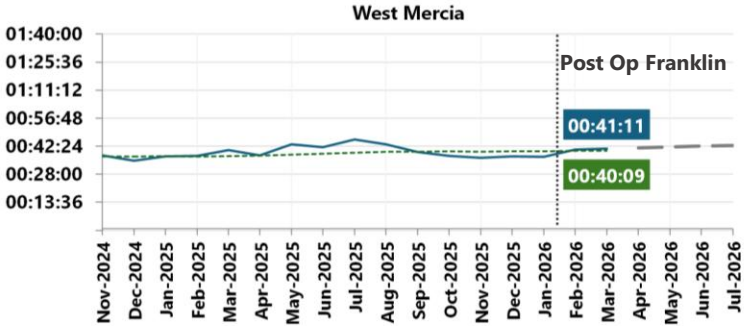
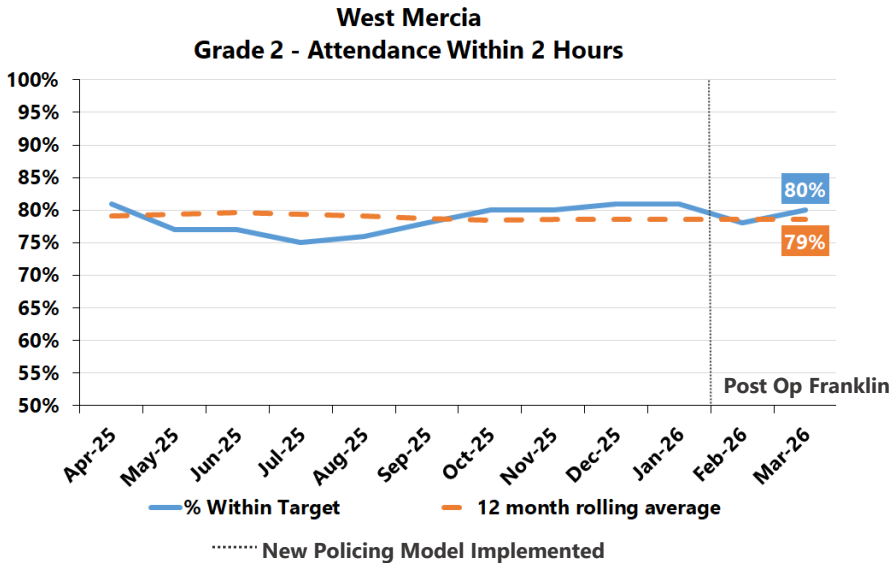
'Acknowledged', 'Dispatched' and 'Arrived' buttons are not mandatory and therefore data quality may be affected.
The Final Incident Grade is used to determine the grade of an incident.

Emergency Response Times – Grade 2

80% of Grade 2 incidents were attended within 2 hours in March 2026. This is 1-percentage point above the 12-month rolling average.

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

- Telford & Wrekin (80%) was the only Local Policing Area to see a decrease (2%) in performance in Grade 2 incidents attended within target compared to the pervious month (82%).
- Dispatch Time and Call time have seen increases in proportion of call breakdown with Dispatch and Officer time accounting for a large portion of response time.



'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.

Detailed information can be found on the [Response Time Dashboard](#) on SharePoint in 'Our Data'

Our Data

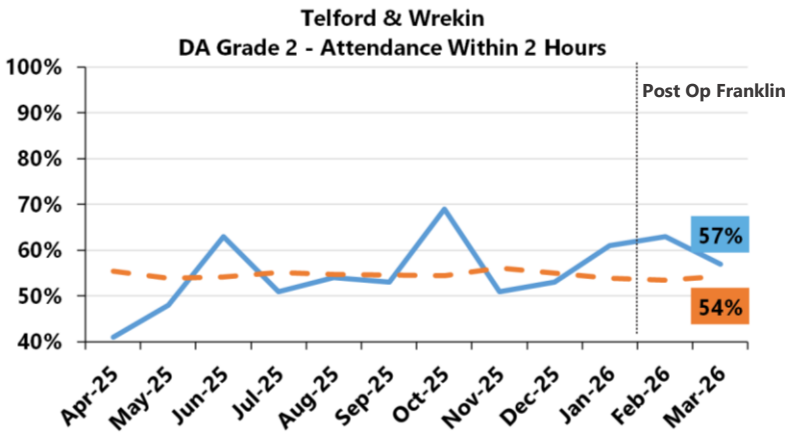
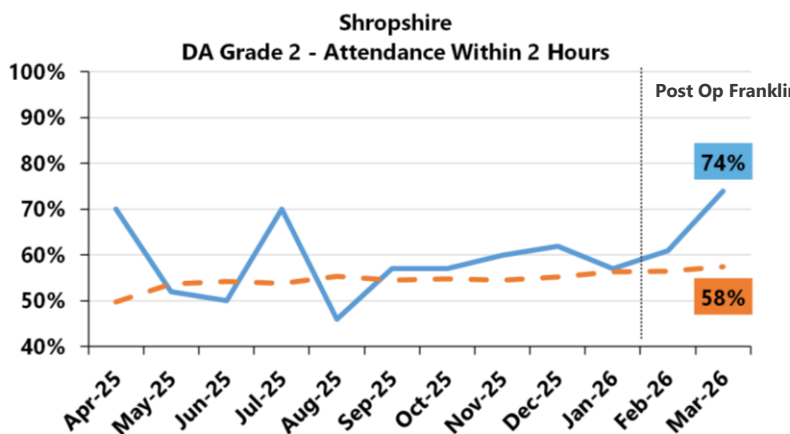
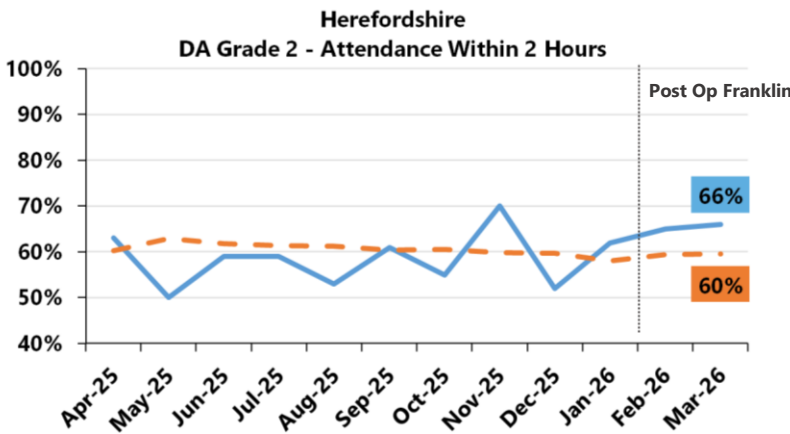
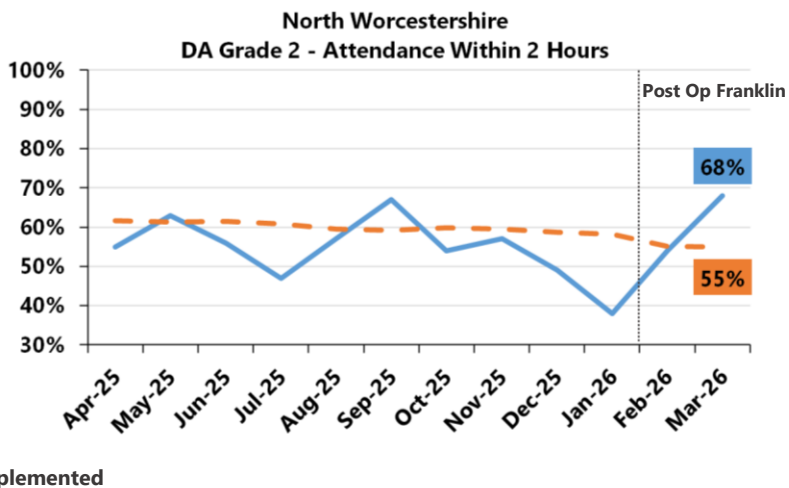
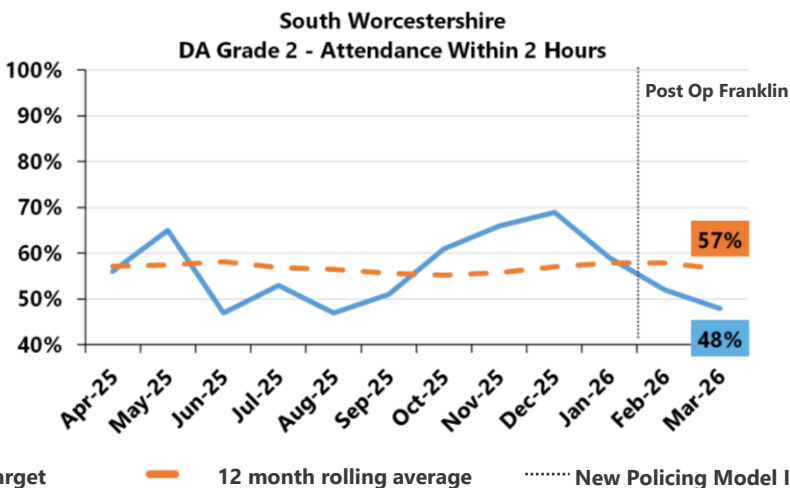
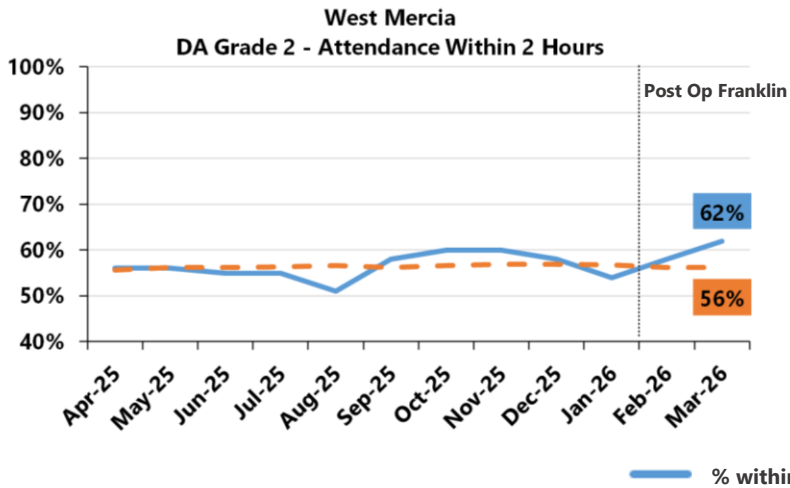
Current Data Position
Pre-Op Franklin

Domestic Abuse (DA) Emergency Response Times – Grade 2

- Performance has increased by 6-percentage point above the 12-month rolling average (56%).
- South Worcestershire has seen 3 consecutive months of decreased performance and is the only Local Policing Area below their 12-month rolling average.

Target:

Grade 2 - Attendance within target of 2 hours.



'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.

Key Crime Types

Total recorded crime volumes 2025/2026 have remained the same, with 1 percentage point decrease on the previous year.

Most Similar Force data published at time of report completion is to January 2026, the same as the previous report.

There has been a statistically significant increase in volumes compared to the previous 12 months in:

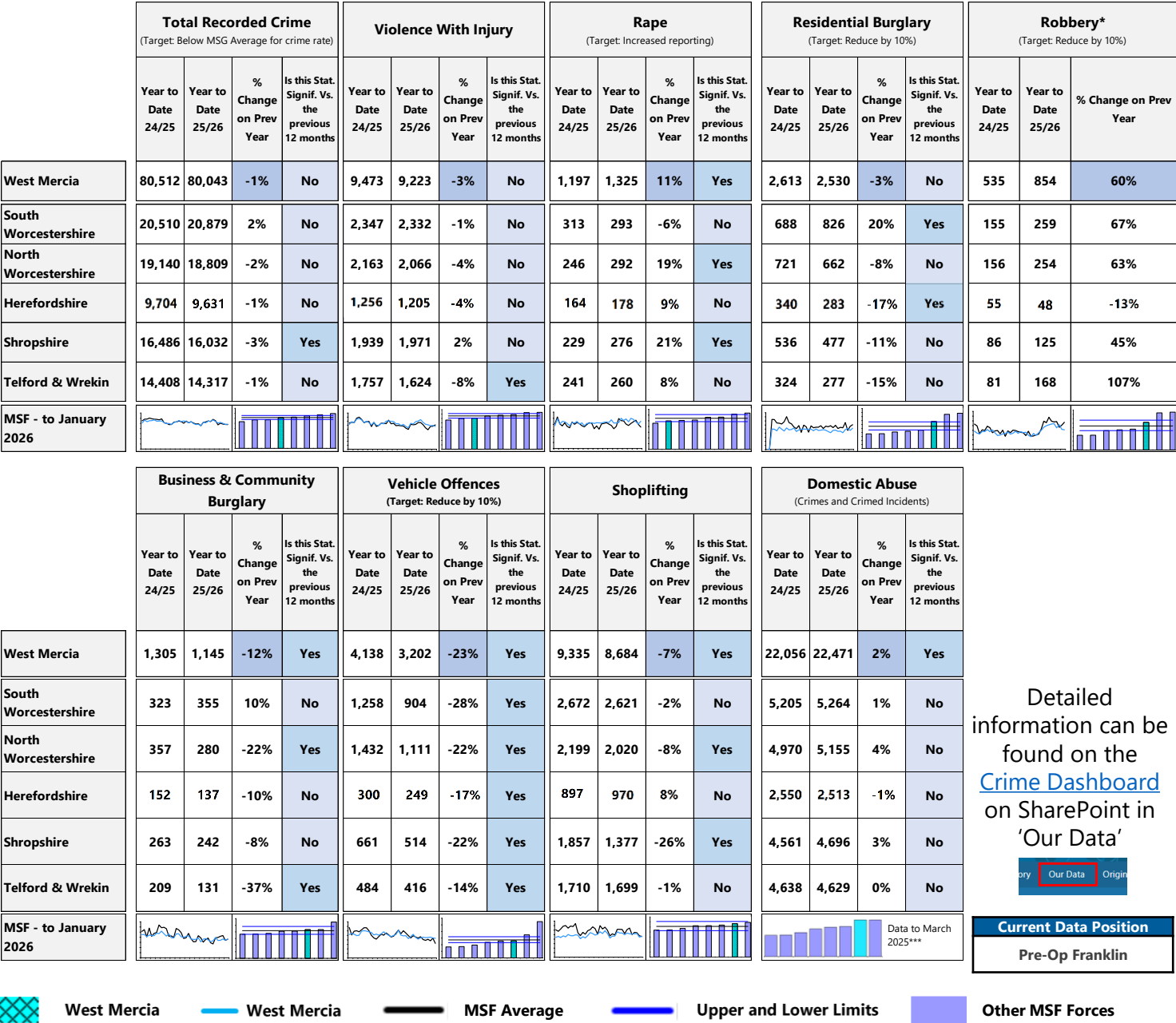
- Rape - West Mercia, North Worcestershire, and Shropshire.
 - Overall, the volumes of rape offences recorded are increasing. This is driven by a 23% (n=109) increase on the same period last year in offences recorded within 28 days of the offence being committed.
 - Rape of a female under 16 saw a 24% (n=34) increase.
 - 59% (n=20) of which were reported over 28 days after the offences were committed.
- Residential Burglary – South Worcestershire and Herefordshire.
 - In South Worcestershire there has been a 27% (n=8) increase in the volume of repeat addresses in 2025/2026.
 - 3 properties recording 4 burglaries each in the year.
- Domestic Abuse – West Mercia
 - This rise has been driven by a 12% (n=508) increase in stalking & harassment offences.
 - Reporting of DA related rape increased by 9% (n=50).
 - Action Taken for 2025/2026 has stayed at a similar level, with a small 0.2 percentage point increase.

Methodology – page 67

*Changes in robbery recording prevents data from being comparable to the previous year therefore testing for statistical significance has been removed.

**Non-recent – over 28 days between crimes committed date and reported date. This disparity can sometimes be several years, especially in sexual offences.

*** MSF data for Domestic Abuse is taken from the PEEL Digital Analysis Pack and relates to Domestic Abuse related crimes.



Crime Table – West Mercia

- Key Points for 2025/2026 compared to the previous year
 - Rape saw an 11% (n=128) increase
 - Crimes and Crimed-Incidents with a Child At Risk marker applied saw a 37% (n=3,333) increase

Upper Threshold Value

Exceeds Upper Threshold

Lower Threshold value

Exceeds Lower Threshold

		Mar-26	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Prev 12 Months	Year To Date 25/26	Year To Date 24/25	YTD* % Change 25/26 Vs 24/25
Total Recorded Crime	7399 6019	6,933	6,670	4%	No		80,043	80,512	-1%
Violence With Injury	942 637	816	769	6%	No		9,223	9,473	-3%
Violence Without Injury	1188 810	1,091	1,037	5%	No		12,446	11,988	4%
Rape	120 79	114	110	3%	No		1,325	1,197	11%
Other Sexual Offences	244 179	264	229	15%	Yes		2,748	2,536	8%
Personal Robbery	51 27	41	38	9%	No		451	469	-4%
Business Robbery		26	34	-23%	No		403	66	511%
Residential Burg	255 181	193	211	-8%	No		2,530	2,613	-3%
Burg - Business & Community	156 61	107	95	12%	No		1,145	1,305	-12%
Vehicle Offences	415 275	247	267	-7%	No		3,202	4,138	-23%
Theft from Person	44 19	26	23	12%	No		278	379	-27%
Bicycle Theft	84 23	34	57	-40%	No		684	646	6%
Shoplifting	977 578	746	724	3%	No		8,684	9,335	-7%
All Other Theft Offences	638 430	490	504	-3%	No		6,047	6,406	-6%
Criminal Damage & Arson	712 547	630	621	1%	No		7,449	7,549	-1%

		Mar-26	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Prev 12 Months	Year To Date 25/26	Year To Date 24/25	YTD* % Change 25/26 Vs 24/25
Drug Offences	225 140	263	201	31%	No		2,413	2,191	10%
Possession of Weapons	106 72	97	85	14%	No		1,022	1,073	-5%
Public Order	751 371	522	517	1%	No		6,205	6,736	-8%
Misc. Crimes Against Society	186 125	226	181	25%	Yes		2,173	1,863	17%

Domestic Abuse (Crimes & Crimed Incs.)	2024 1652	1,666	1,873	-11%	No		22,471	22,056	2%
Vulnerable Adults (Crimes & Crimed Incs.)	1312 103	1,348	1,352	0%	No		16,228	14,097	15%
Child at Risk (Crimes & Crimed Incs.)	2065 1485	2,639	2,226	19%	Yes		26,707	21,303	25%
Child Sexual Exploitation (Crimes & Crimed Incs.)	71 39	73	62	19%	No		739	663	11%
Hate (Crimes & Crimed Incs.)	208 123	168	166	1%	No		1,991	1,982	0%
Serious Violence Incidents	975 657	862	807	7%	No		9,681	9,791	-1%
Anti Social Behaviour	16843 13527	16,067	15,922	1%	No		191,063	182,222	5%
	1787 914	1,304	1,375	-5%	No		16,500	16,207	2%

Note - Business robbery - changes in the Home Office Counting Rules were implemented in April 2025.

This will be monitored.

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.

*Non-recent – over 28 days between crimes committed date and reported date. These disparity can sometimes be several years, especially in sexual offences.

Current Data Position

Pre-Op Franklin

Crime Table – South Worcestershire

- Key Points for 2025/2026 compared to the previous year
 - Residential Burglary saw a 20% (n=138) increase
 - Business and Community Burglary saw a 10% (n=32) increase
 - Crimes and Crimed-Incidents with a Child At Risk marker applied saw a 25% (n=1,162) increase

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

Note - Business robbery - changes in the Home Office Counting Rules were implemented in April 2025. This will be monitored.

		Mar 2026	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	1917 1502	1,756	1,740	1%	No	20,879	20,510	2%		
Violence With Injury	239 152	206	194	6%	No	2,332	2,347	-1%		
Violence Without Injury	290 195	277	260	7%	No	3,114	2,908	7%		
Rape	39 14	25	24	2%	No	293	313	-6%		
Other Sexual Offences	70 32	55	52	7%	No	618	610	1%		
Personal Robbery	16 5	11	10	12%	No	118	130	-9%		
Business Robbery		7	12	-40%	No	141	25	464%		
Residential Burglary	77 38	73	69	6%	No	826	688	20%		
Business & Community Burglary	39 15	39	30	32%	No	355	323	10%		
Vehicle Offences	145 65	53	75	-30%	Yes	904	1,258	-28%		
Theft from Person	18 2	8	6	26%	No	76	120	-37%		
Bicycle Theft	37 2	14	19	-28%	No	232	235	-1%		
Shoplifting	291 154	210	218	-4%	No	2,621	2,672	-2%		
All Other Theft Offences	169 92	135	137	-1%	No	1,643	1,569	5%		
Criminal Damage & Arson	216 109	178	163	9%	No	1,956	1,949	0%		

		Mar 2026	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	46 32	44	39	12%	No	471	467	1%		
Possession of Weapons	34 10	15	20	-25%	No	240	267	-10%		
Public Order Offences	186 98	143	137	5%	No	1,639	1,702	-4%		
Misc. Crimes Against Society	58 21	47	42	11%	No	506	476	6%		
Domestic Abuse (Crimes & Crimed Incs.)	521 346	393	439	-10%	No	5,264	5,205	1%		
Hate Crime (Crimes & Crimed Incs.)	55 30	42	43	-3%	No	520	514	1%		
Vulnerable Adults (Crimes & Crimed Incs.)	301 233	332	298	11%	No	3,577	3,202	12%		
Child At Risk (Crimes & Crimed Incs.)	450 330	624	487	28%	Yes	5,841	4,679	25%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	24 8	12	14	-14%	No	167	192	-13%		
Serious Violence	245 152	213	201	6%	No	2,412	2,385	1%		
Incidents	4328 3430	4,272	4,142	3%	No	49,698	46,549	7%		
Anti Social Behaviour	461 245	415	366	13%	No	4,393	4,237	4%		

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

Current Data Position
Pre-Op Franklin

Crime Table – North Worcestershire

- Key Points for 2025/2026 compared to the previous year
 - Rape saw a 19% (n=46) increase
 - Drug offences saw an 18% (n=76) increase
 - Crimes and Crimed-Incidents with a Child At Risk marker applied saw a 22% (n=1,039) increase
 - Crimes and Crimed-Incidents with a Vulnerable Adult marker applied saw a 22% (n=646) increase

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

Note - Business robbery - changes in the Home Office Counting Rules were implemented in April 2025. This will be monitored.

		Mar 2026	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	1780 1410	1,714	1,567	9%	No	18,809	19,140	-2%		
Violence With Injury	231 130	208	172	21%	No	2,066	2,163	-4%		
Violence Without Injury	269 166	228	232	-2%	No	2,778	2,608	7%		
Rape	31 10	24	24	-1%	No	292	246	19%		
Other Sexual Offences	56 36	46	51	-9%	No	608	555	10%		
Personal Robbery	19 3	10	12	-13%	No	138	134	3%		
Business Robbery		13	10	34%	No	116	22	427%		
Residential Burglary	75 45	41	55	-26%	No	662	721	-8%		
Business & Community Burglary	51 9	29	23	24%	No	280	357	-22%		
Vehicle Offences	151 88	92	93	-1%	No	1,111	1,432	-22%		
Theft from Person	11 3	2	5	-63%	No	65	86	-24%		
Bicycle Theft	13 1	5	8	-35%	No	93	84	11%		
Shoplifting	236 131	210	168	25%	Yes	2,020	2,199	-8%		
All Other Theft Offences	170 94	98	120	-18%	No	1,437	1,584	-9%		
Criminal Damage & Arson	173 124	159	143	11%	No	1,713	1,786	-4%		

		Mar 2026	12 month average	Last month change on 12 months ave.	Is the change statistically significant?
Drug Offences	50 23	71	43	67%	No
Possession of Weapons	30 10	31	22	39%	Yes
Public Order Offences	171 101	144	123	17%	No
Misc. Crimes Against Society	47 22	54	41	30%	No

Year To Date	YTD Last Year	YTD % Change	Trend Previous 12 Months	Projected 6 Months
511	435	17%		
267	243	10%		
1,480	1,629	-9%		
497	414	20%		

Domestic Abuse (Crimes & Crimed Incs.)	469 359	372	430	-13%	No
Hate Crime (Crimes & Crimed Incs.)	51 26	43	44	-2%	No
Vulnerable Adults (Crimes & Crimed Incs.)	281 197	288	292	-1%	No
Child At Risk (Crimes & Crimed Incs.)	487 287	564	473	19%	Yes
Child Sexual Exploitation (Crimes & Crimed Incs.)	24 22	16	12	30%	No
Serious Violence	236 133	221	179	23%	Yes

5,155	4,970	4%		
527	464	14%		
3,506	2,869	22%		
5,680	4,641	22%		
148	177	-16%		
2,152	2,214	-3%		

Incidents	3986 3151	3,864	3,749	3%	No
Anti Social Behaviour	472 195	301	324	-7%	No

44,991	42,822	5%		
3,886	4,000	-3%		

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.

Crime Table – Herefordshire

- Key Points for 2025/2026 compared to the previous year
 - Bicycle Theft saw a 46% (n=33) increase
 - Crimes and Crimed-Incidents with a Child Sexual Exploitation marker applied saw an 82% (n=46) increase

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

Note - Business robbery - changes in the Home Office Counting Rules were implemented in April 2025. This will be monitored.

		Mar 2026	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	948 670	800	803	0%	No	9,631	9,704	-1%		
Violence With Injury	135 74	93	100	-7%	No	1,205	1,256	-4%		
Violence Without Injury	164 81	134	125	7%	No	1,499	1,473	2%		
Rape	23 5	15	15	1%	No	178	164	9%		
Other Sexual Offences	49 16	48	32	49%	Yes	386	391	-1%		
Personal Robbery	10 3	3	2	57%	NA	23	54	-57%		
Business Robbery		0	2	-100%	NA	25	1	2400%		
Residential Burglary	44 23	25	24	6%	No	283	340	-17%		
Business & Community Burglary	23 2	9	11	-21%	No	137	152	-10%		
Vehicle Offences	37 13	13	21	-37%	No	249	300	-17%		
Theft from Person	7 0	3	3	0%	No	36	37	-3%		
Bicycle Theft	11 1	5	9	-43%	No	105	72	46%		
Shoplifting	103 46	79	81	-2%	No	970	897	8%		
All Other Theft Offences	92 44	74	64	16%	No	765	813	-6%		
Criminal Damage & Arson	89 53	60	83	-28%	Yes	1,000	853	17%		

		Mar 2026	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 15	33	28	19%	No	334	319	5%		
Possession of Weapons	17 6	12	10	21%	No	119	135	-12%		
Public Order Offences	92 47	56	62	-9%	No	739	833	-11%		
Misc. Crimes Against Society	29 11	36	23	56%	Yes	277	235	18%		
Domestic Abuse (Crimes & Crimed Incs.)	249 176	213	209	2%	No	2,513	2,550	-1%		
Hate Crime (Crimes & Crimed Incs.)	30 5	15	18	-15%	No	213	211	1%		
Vulnerable Adults (Crimes & Crimed Incs.)	219 161	196	197	0%	No	2,360	2,281	3%		
Child At Risk (Crimes & Crimed Incs.)	315 185	355	299	19%	Yes	3,583	3,005	19%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	9 0	10	9	18%	No	102	56	82%		
Serious Violence	139 76	101	105	-4%	No	1,259	1,288	-2%		
Incidents	2012 1674	1,909	1,917	0%	No	23,000	22,116	4%		
Anti Social Behaviour	215 123	160	162	-1%	No	1,940	2,031	-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 – Shropshire

- Key Points for 2025/2026 compared to the previous year
 - Rape saw a 21% (n=47) increase
 - Drug offences saw a 26% (n=102) increase
 - Crimes and Crimed-Incidents with a Child At Risk marker applied saw a 35% (n=1,522) increase
 - Crimes and Crimed-Incidents with a Child Sexual Exploitation marker applied saw a 41% (n=47) increase

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

Note - Business robbery - changes in the Home Office Counting Rules were implemented in April 2025. This will be monitored.

		Mar 2026	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	1536 1212	1,391	1,336	4%	No	16,032	16,486	-3%		
Violence With Injury	204 119	170	164	4%	No	1,971	1,939	2%		
Violence Without Injury	252 163	230	212	9%	No	2,542	2,491	2%		
Rape	28 10	19	23	-17%	No	276	229	21%		
Other Sexual Offences	56 32	57	50	13%	No	603	530	14%		
Personal Robbery	12 1	6	6	7%	No	67	74	-9%		
Business Robbery		2	5	-59%	No	58	12	383%		
Residential Burglary	67 36	32	40	-19%	No	477	536	-11%		
Business & Community Burglary	36 8	19	20	-6%	No	242	263	-8%		
Vehicle Offences	70 40	49	43	14%	No	514	661	-22%		
Theft from Person	10 1	2	4	-51%	No	49	71	-31%		
Bicycle Theft	24 3	7	13	-46%	No	157	161	-2%		
Shoplifting	219 91	112	115	-2%	No	1,377	1,857	-26%		
All Other Theft Offences	134 101	118	103	15%	No	1,232	1,409	-13%		
Criminal Damage & Arson	161 117	132	135	-2%	No	1,615	1,668	-3%		

		Mar 2026	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	49 17	63	41	53%	Yes	495	393	26%		
Possession of Weapons	23 11	17	15	12%	No	182	202	-10%		
Public Order Offences	142 83	88	98	-10%	No	1,175	1,347	-13%		
Misc. Crimes Against Society	39 23	52	39	33%	No	468	372	26%		

Domestic Abuse (Crimes & Crimed Incs.)	428 333	330	391	-16%	No	4,696	4,561	3%		
Hate Crime (Crimes & Crimed Incs.)	48 13	31	28	10%	No	338	363	-7%		
Vulnerable Adults (Crimes & Crimed Incs.)	284 185	259	287	-10%	No	3,449	2,810	23%		
Child At Risk (Crimes & Crimed Incs.)	419 311	598	492	22%	Yes	5,901	4,379	35%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	18 2	22	14	62%	No	163	116	41%		
Serious Violence	209 124	179	171	5%	No	2,047	1,997	3%		

Incidents	3607 2897	3,251	3,362	-3%	No	40,345	39,021	3%		
Anti Social Behaviour	365 171	216	274	-21%	No	3,287	3,214	2%		

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

- Key Points for 2025/2026 compared to the previous year
 - Other Sexual Offences saw a 21% (n=75) increase
 - Crimes and Crimed-Incidents with a Child At Risk marker applied saw a 22% (n=963) increase
 - Crimes and Crimed-Incidents with a Child Sexual Exploitation marker applied saw an 32% (n=36) increase

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

Note - Business robbery - changes in the Home Office Counting Rules were implemented in April 2025. This will be monitored.

		Mar 2026	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	1299 1103	1,189	1,193	0%	No	14,317	14,408	-1%		
Violence With Injury	186 107	132	135	-2%	No	1,624	1,757	-8%		
Violence Without Injury	239 173	216	207	4%	No	2,486	2,474	0%		
Rape	26 14	22	22	2%	No	260	241	8%		
Other Sexual Offences	50 22	51	42	21%	No	506	431	17%		
Personal Robbery	13 4	10	9	15%	No	104	75	39%		
Business Robbery		4	5	-25%	No	64	6	967%		
Residential Burglary	41 13	22	23	-5%	No	277	324	-15%		
Business & Community Burglary	28 7	11	11	1%	No	131	209	-37%		
Vehicle Offences	57 24	38	35	10%	No	416	484	-14%		
Theft from Person	11 0	10	4	135%	Yes	51	63	-19%		
Bicycle Theft	13 3	3	8	-63%	No	97	94	3%		
Shoplifting	185 100	135	142	-5%	No	1,699	1,710	-1%		
All Other Theft Offences	108 62	61	79	-23%	No	951	1,020	-7%		
Criminal Damage & Arson	128 86	100	96	4%	No	1,156	1,284	-10%		

		Mar 2026	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	71 21	49	48	3%	No	573	554	3%		
Possession of Weapons	27 9	22	18	25%	No	212	220	-4%		
Public Order Offences	128 74	86	96	-11%	No	1,157	1,211	-4%		
Misc. Crimes Against Society	39 18	34	33	2%	No	401	340	18%		

Domestic Abuse (Crimes & Crimed Incs.)	420 353	319	386	-17%	No	4,629	4,638	0%		
Hate Crime (Crimes & Crimed Incs.)	56 15	35	32	8%	No	388	424	-8%		
Vulnerable Adults (Crimes & Crimed Incs.)	281 165	230	251	-8%	No	3,009	2,677	12%		
Child At Risk (Crimes & Crimed Incs.)	444 298	461	451	2%	No	5,416	4,453	22%		
Child Sexual Exploitation (Crimes & Crimed Incs.)	16 3	12	12	-2%	No	147	111	32%		
Serious Violence	191 111	136	141	-3%	No	1,687	1,807	-7%		

Incidents	3019 2233	2,740	2,732	0%	No	32,778	31,512	4%		
Anti Social Behaviour	319 135	212	249	-15%	No	2,992	2,724	10%		

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.

Current Data Position
Pre-Op Franklin

National Policing Measures Data up to January 2026 shows West Mercia is meeting the target in all areas other than homicide.

Lowest per 100,000 pop ●●●●●● Highest per 100,000 pop
apart from Homicide/ Drug homicide/Serious Violence which is per million pop.

MSF = Most Similar Force
● ■ = West Mercia position

*Baseline comparison: January 2019 to December 2019
Green denotes Target has been met or exceeded

The outlier's performance is not included in reporting. Following the change in government, it has been paused until guidance is given from the Home Office.

Homicide	MSF: ● ● ● ● ● ● Regional: ■ ■ ■ ■ National: 32nd (out of 42)	Homicide year to month has increased from 8.1 to 10.7 compared to last year.	Target: Reduction	
Neighbourhood: Burglary (Residential)	MSF : ● ● ● ● ● ● Regional: ■ ■ ■ ■ National: 23rd (out of 42)	43% decrease when compared to the baseline*. This is in line with the MSF and national average. - West Mercia is performing better than target. - MSF average - decrease 38% - National average - 44% decrease.	Target: Reduce by 10%	
Neighbourhood: Robbery (Personal)	MSF : ● ● ● ● ● ● Regional: ■ ■ ■ ■ National: 13th (out of 42)	27% decrease when compared to the baseline*. - West Mercia is performing better than target. - MSF average - decreased by 17%. - National average - decrease by 31%.	Target: Reduce by 10%	
Neighbourhood: Theft from Person	MSF: ● ● ● ● ● ● Regional: ■ ■ ■ ■ National: 5th (out of 42)	61% decrease when compared to the baseline*. - West Mercia is performing better than target. - MSF average - decreased by 42%. - National average - increased by 11%.	Target: Reduce by 10%	
Neighbourhood: Vehicle Crime	MSF : ● ● ● ● ● ● Regional: ■ ■ ■ ■ National: 11th (out of 42)	38% decrease when compared to the baseline*. - West Mercia is performing better than target. - MSF average - decreased by 35% - National average - decreased by 33%	Target: Reduce by 10%	
Drug Homicides*	MSF: ● ● ● ● ● ● Regional: ■ ■ ■ ■ National: 21st (out of 42)	Compared to the baseline*, there has been an average of 3.9 drug related homicides per year per million as of December 2025.	Target: Reduction	* 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 by Force (HI) on the DCP.

Lowest per 100,000 pop ●●●●● Highest per 100,000 pop
apart from Homicide/ Drug homicide/Serious Violence which is per million pop.

MSF = Most Similar Force
● = West Mercia position

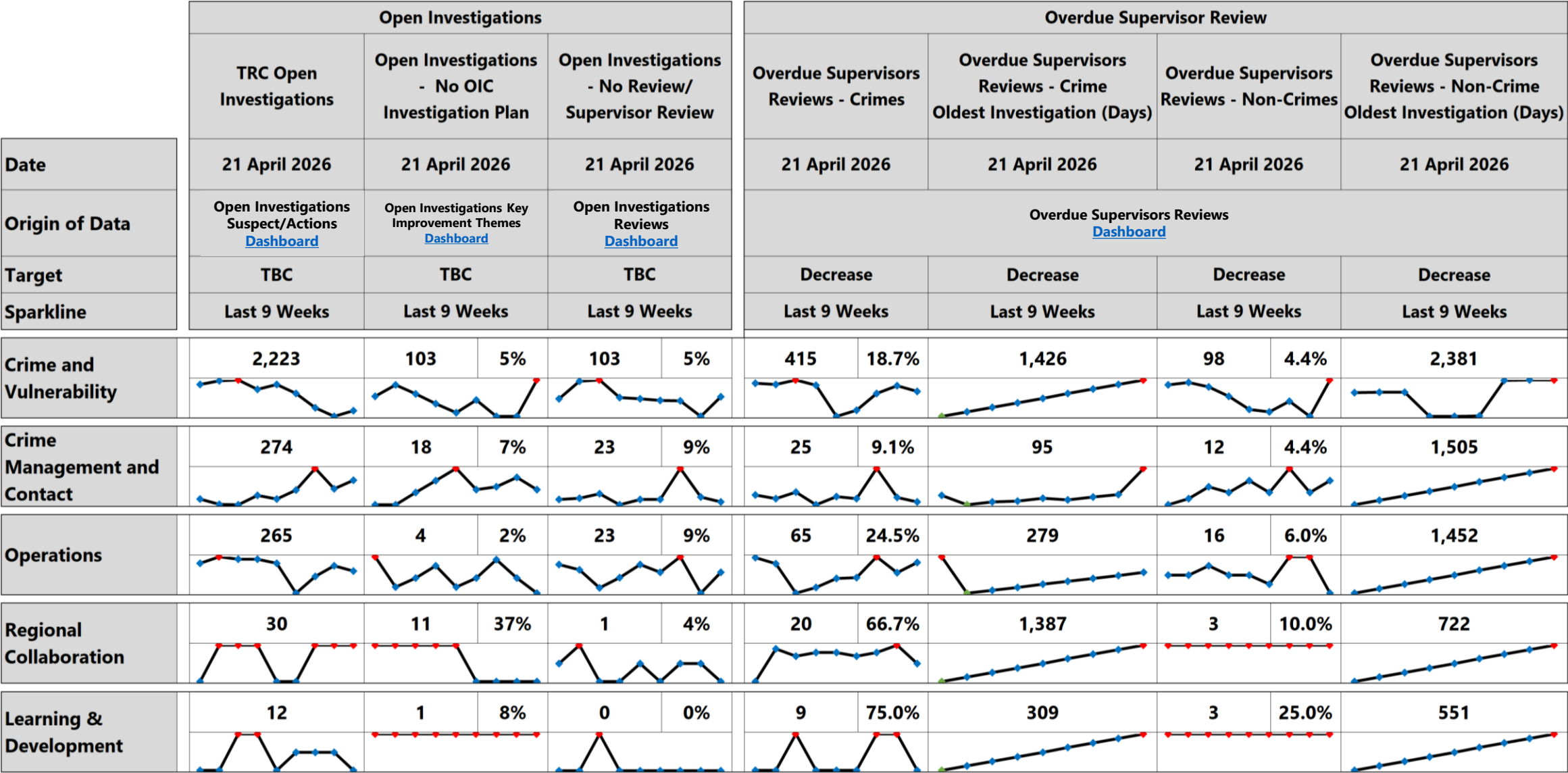
*Baseline comparison: January 2019 to December 2019

VAWG: Stalking and Harassment	MSF: Regional: National: 17th (out of 42)	- Compared to the baseline*, there has been a 19% increase in the overall volume of Stalking and Harassment as of January 2026. - MSF average - increased by 34%. - National average - increased by 29%.	
Satisfaction in Victims	- West Mercia is on target for hate crime, DA and violent crime. - Hate crime (76%) and violent crime (70%) require close monitoring following periods of downturn in recent months meaning they are now only just on target. - Following the slight downturn in burglary satisfaction since August 2025, the force remains off target in relation to this measure (82%). - The force remains slightly under the stalking target with a latest figure of 74% and a slight downturn has been seen in recent months. - None of the LPAs are on target for all areas of satisfaction. - Herefordshire & Worcestershire LPA is on target for violent crime, DA and hate crime. This LPA is off target for burglary, with a statistically significant decline being seen in this measure over the reporting period, which is a cause for concern. The LPA has remained relatively consistent in relation to stalking but continues to be off target with a latest figure of 76%. - Shropshire & Telford LPA is on target for hate crime and DA. While the LPA has seen slight improvements across the period in relation to burglary, satisfaction remains slightly off target at 82%. This LPA remains below the target for violent crime and stalking, and these are areas for concern.		

Investigation Quality – The volumes of Total Recorded Crimes (TRC) over the last 12 weeks, continues to see a downward trend.

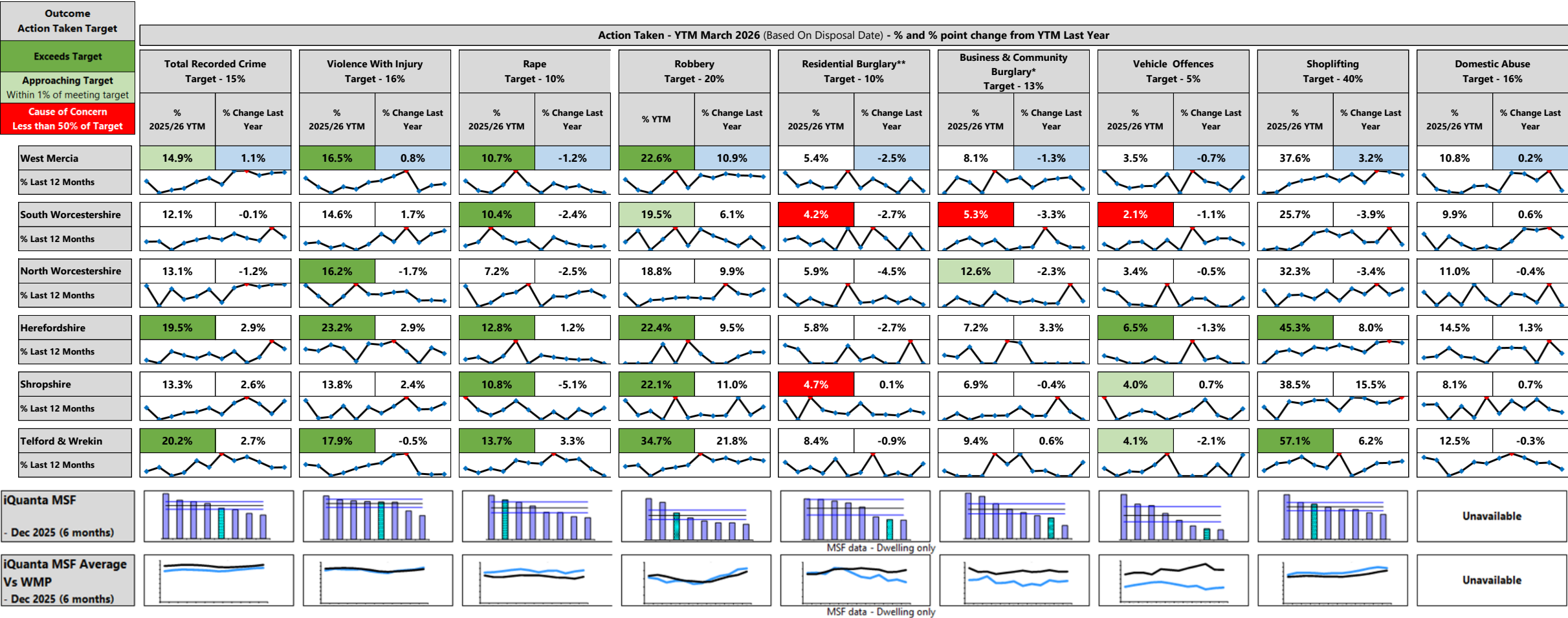
- The oldest overdue supervisor review for crime (1,426 days) and non-crime (2,381 days) are held by Crime & Vulnerability.

Date	Open Investigations			Overdue Supervisor Review			
	TRC Open Investigations	Open Investigations - No OIC Investigation Plan	Open Investigations - No Review/ Supervisor Review	Overdue Supervisors Reviews - Crimes	Overdue Supervisors Reviews - Crime Oldest Investigation (Days)	Overdue Supervisors Reviews - Non-Crimes	Overdue Supervisors Reviews - Non-Crime Oldest Investigation (Days)
	21 April 2026	21 April 2026	21 April 2026	21 April 2026	21 April 2026	21 April 2026	21 April 2026
	Origin of Data	Open Investigations Suspect/Actions Dashboard	Open Investigations Key Improvement Themes Dashboard	Overdue Supervisors Reviews Dashboard			
	Target	TBC	TBC	TBC	TBC	TBC	TBC
Sparkline	Last 12 Weeks	Last 12 Weeks	Last 12 Weeks	Last 12 Weeks	Last 12 Weeks	Last 12 Weeks	Last 12 Weeks
West Mercia	11,287	401 4%	615 6%	1,379 12.2%	1,426	406 3.6%	2,381
South LPA	5,579	194 3%	362 7%	693 12.4%	182	179 3.2%	485
South Worcestershire	1,708	60 4%	141 9%	255 14.9%	81	44 2.6%	189
North Worcestershire	2,099	52 2%	106 5%	212 10.1%	99	58 2.8%	485
Herefordshire	1,535	65 4%	106 7%	206 13.4%	182	67 4.4%	327
North LPA	2,773	68 2%	103 4%	146 5.3%	12	93 3.4%	196
Shropshire	1,304	36 3%	47 4%	64 4.9%	6	39 3.0%	41
Telford & Wrekin	1,375	30 2%	56 4%	82 6.0%	12	53 3.9%	196



'Action Taken' 2025/2026 Year to Month Summary - OC1-8 (minus 5)

- 2025/2026 targets were achieved for Violence With Injury, Rape, and Robbery.
- Compared to 2024/2025, performance declined for Rape, Residential Burglary, Business & community Burglary, and Vehicle offences.

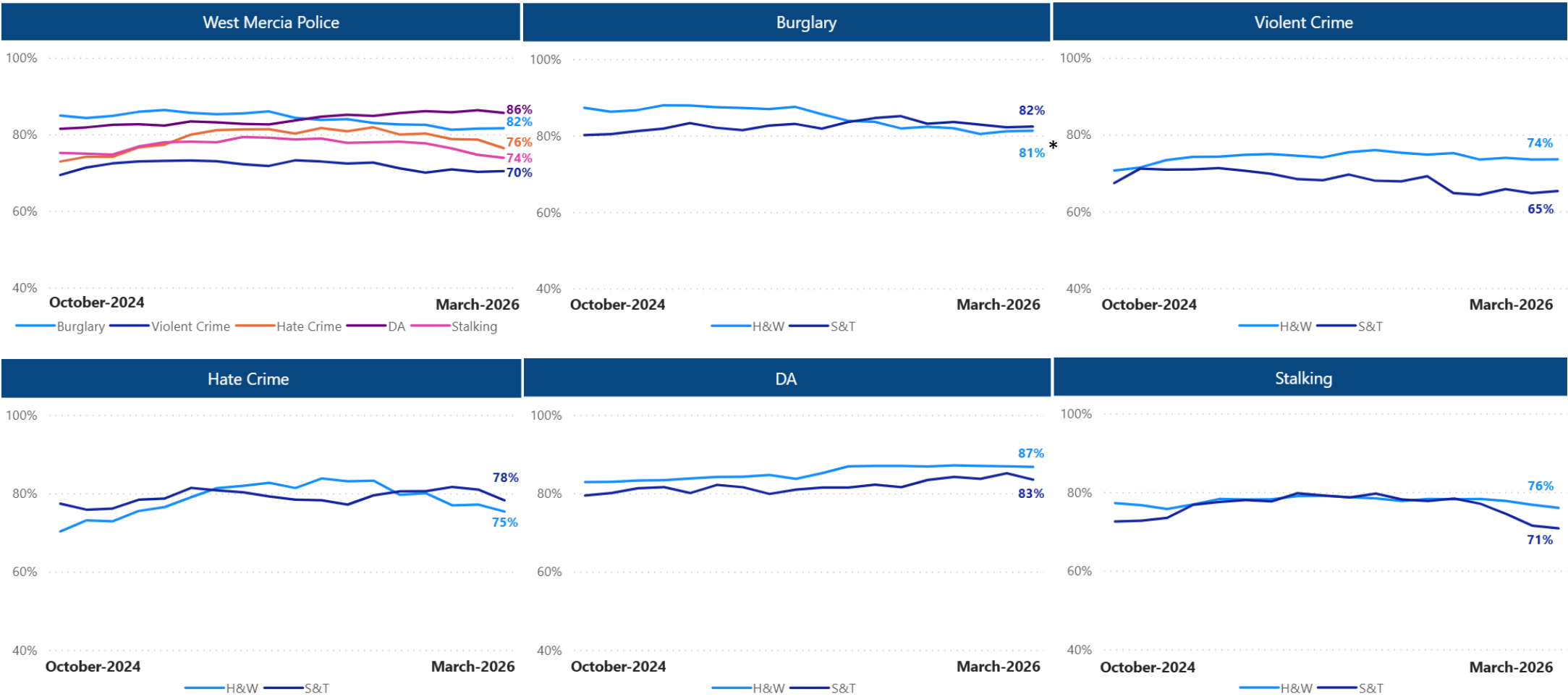


• MSF update for January 2026 was not published at time of report completion. Also features in **Crime Management Board report**.

Victim Satisfaction

West Mercia is on target for Hate crime, DA and violent crime.

- West Mercia is below the target for Burglary following a downturn since August at 82% and is an area for concern. The force also remains under the Stalking target at 74% - a slight fall since last month and is an emerging area for concern.
- South is on target for Violent Crime, DA and Hate crime but below target for Burglary, with a statistically significant decline being seen in this measure over the reporting period, which is a cause for concern. This LPA has remained consistent in relation to Stalking but continues to be slightly off target with a latest figure of 76%.
- North is on target for Hate crime and DA. While there has been slight improvements across the period in relation to Burglary, satisfaction remains slightly off target. North remains below the target for Violent Crime and Stalking, and these are causes for concern.



Victims Completely / Very / Fairly Satisfied) 12 months rolling

Target:
Burglary – 85%
Violent – 70%
Hate – 75%
Domestic Abuse – 82%
Stalking – 80%

Statistical test used is Z-score comparing the start of reporting period, to the end.

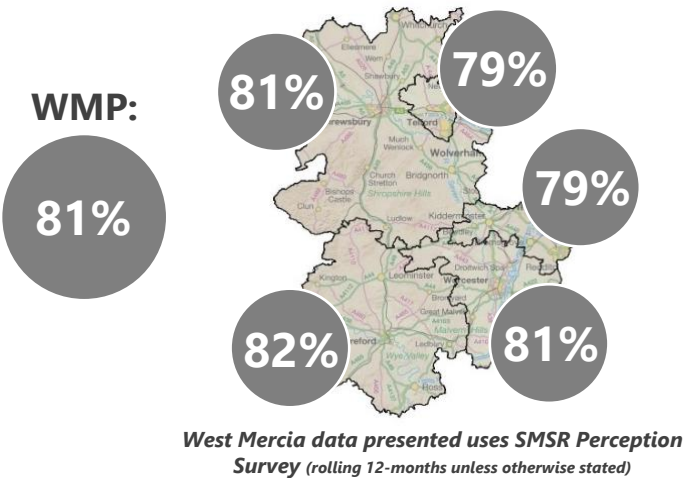
Target: 88%

Data runs one quarter behind

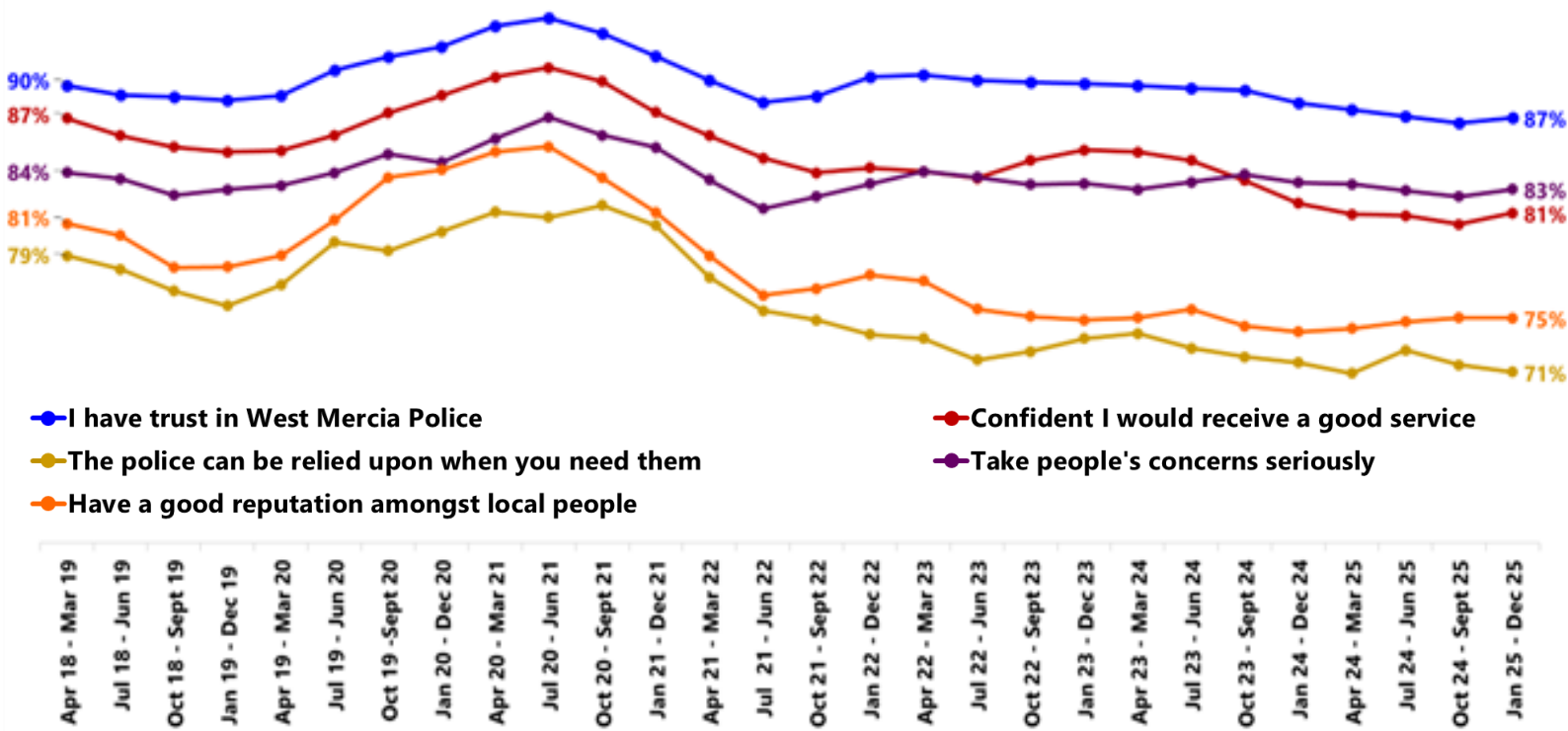
Crime Survey England & Wales shows confidence in West Mercia at 72%, a 1-percentage point increase since the previous quarter and a 6% increase since the same quarter the previous year.

This is in line with its Most Similar Force (MSF) at 71% and West Mercia has improved by three places to third out of eight.

Levels generally remain consistent across all Local Policing Areas



West Mercia Public Confidence: Drivers





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