

AGENDA

Meeting:	Wiltshire Police and Crime Panel
Place:	Committee Room 6, Swindon Borough Council Offices, Euclid St, Swindon SN1 2JH
Date:	Thursday 14 November 2024
Time:	<u>10.30 am</u>

Please direct any enquiries on this Agenda to Matt Hitch of Democratic Services, County Hall, Bythesea Road, Trowbridge, email matthew.hitch@wiltshire.gov.uk or committee@wiltshire.gov.uk

Membership:

Cllr Steve Bucknell, Wiltshire Council (Chairman)
Cllr Junab Ali, Swindon Borough Council (Vice-Chairman)
Cllr Stanka Adamcova, Swindon Borough Council
Denisa Ahmeti (Co-opted Member)
Cllr Abdul Amin, Swindon Borough Council
Cllr Ross Henning, Wiltshire Council
Cllr George Jeans, Wiltshire Council
Cllr Vijay Manro, Swindon Borough Council
Cllr Kelvin Nash, Wiltshire Council
Cllr Tony Pickernell, Wiltshire Council
Cllr James Sheppard, Wiltshire Council
Cllr Ian Thorn, Wiltshire Council
Louise Williams (Co-opted Member)

Substitutes:

Cllr Ernie Clark, Wiltshire Council	Council
Cllr Gayle Cook, Swindon Borough Council	Cllr Jon Hubbard, Wiltshire Council
Cllr Claire Crilly, Swindon Borough Council	Cllr Gordon King, Wiltshire Council
Cllr Adrian Foster, Wiltshire Council	Cllr Dominic Muns, Wiltshire Council
Cllr Suresha Gattapur, Swindon Borough Council	Cllr Dr Nick Murry, Wiltshire Council
Cllr Sarah Gibson MP, Wiltshire	Cllr Sam Pearce-Kearney, Wiltshire Council
	Cllr Caroline Thomas, Wiltshire Council
	Cllr Graham Wright, Wiltshire Council

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For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Protocol 12 of Wiltshire Council's Constitution](#)

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AGENDA

Part I

Items to be considered when the meeting is open to the public

1 **Apologies for Absence**

To receive any apologies for absence.

2 **Minutes and Matters Arising** (*Pages 7 - 20*)

To confirm the minutes of the meeting held on 26 September 2024 as a true and correct record.

3 **Declarations of interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

4 **Chairman's Announcements**

To receive announcements through the Chairman.

5 **Public Participation**

The Panel welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions

To receive any questions from members of the public received in accordance with the Panel's constitution.

Please note that questions must relate to the [responsibilities and functions](#) of the Panel and must not relate directly to operational policing matters.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on **7 November 2024** in order to be guaranteed of a written response. In order to receive a verbal response, questions must be submitted no later than 5pm on **11 November 2024**. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on Wiltshire Council's website.

6 **Wiltshire Chief Constable Update**

To receive an update from Chief Constable Catherine Roper.

7 **CCC Improvements (Pages 21 - 28)**

To receive an update from Assistant Chief Constable Ian Saunders about the improvement plan for the Crime and Communications Centre.

8 **Update from the Police and Crime Commissioner (Pages 29 - 46)**

Police and Crime Commissioner Philip Wilkinson, OBE, MPhil to provide an update, including a quarterly Highlight and Performance Report about his Crime Plan.

9 **Draft Police and Crime Plan 2024-28**

To consider the updated draft of the Police and Crime Plan following the recommendations made by the Panel at the previous meeting.

Report to follow.

10 **Reducing Reoffending (Pages 47 - 54)**

To receive a presentation about efforts to reduce reoffending.

11 **Forward Work Plan (Pages 55 - 56)**

To note the forward work plan.

12 **Communications**

To receive an update on how the Police and Crime Panel can improve its communications with the wider public.

13 **Commissioner's Question Time**

An opportunity for Members to ask the Police and Crime Commissioner about issues not already discussed during the meeting.

14 **Future Meeting Dates**

To note the future meeting dates below:

- Thursday 16 January 2025, 10:30am
- Wednesday 5 February 2025, 10:30am
- Wednesday 26 March 2025, 10:30am
- Thursday 26 June 2025, 10:30am

- Thursday 11 September 2025, 10:30am
- Tuesday 25 November 2025, 10:30am

Part II

Item(s) during whose consideration it is recommended that the public should be excluded because of the likelihood that exempt information would be disclosed

None

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Wiltshire Police and Crime Panel

MINUTES OF THE WILTSHIRE POLICE AND CRIME PANEL MEETING HELD ON 26 SEPTEMBER 2024 AT COMMITTEE ROOM 6, SWINDON BOROUGH COUNCIL OFFICES, EUCLID ST, SWINDON SN1 2JH.

Present:

Cllr Steve Bucknell (Chairman), Cllr Junab Ali (Vice-Chairman), Cllr Stanka Adamcova, Denisa Ahmeti, Cllr Abdul Amin, Cllr Ross Henning, Cllr Vijay Manro, Cllr Kelvin Nash, Cllr Tony Pickernell, Cllr James Sheppard and Cllr Ian Thorn

Also Present:

Cllr Gayle Cook
Naji Darwish – Chief Executive and Monitoring Officer, OPCC
Jen Liabach - Strategic Lead for Community Safety and Youth, OPCC
Emma Reid - Problem Solving and Prevention Supervisor, Wiltshire Police (online)
Sam Knight - Strategic Community Safety Manager, Swindon Borough Council
Annie Vickers – Committee Officer, Swindon Borough Council
Gary Tomsett – Public Protection Team Leader, Wiltshire Council
Sam Townley – Community Safety Officer, Wiltshire Council
Matt Hitch – Democratic Services Officer, Wiltshire Council

51 Apologies for Absence

Apologies were received from:

- Police and Crime Commissioner Philip Wilkinson, OBE, MPhil
- Cllr George Jeans
- Louise Williams (Co-Opted Member)

Wiltshire Police and Crime Panel gave consideration to the provisions under paragraph 3.14 of their Panel Arrangements, stipulating the attendance requirements for Co-Opted Members, and confirmed that they were happy for Ms Williams to continue her membership.

The Vice-Chairman arrived at 1:33pm.

The Chairman took the opportunity to thank Cllr Dr Brian Mathew MP, who had been replaced on the Panel by Cllr Ian Thorn, for his help in supporting its work. He also welcomed Cllr Thorn and said that he looked forward to working with him.

52 **Minutes and Matters Arising**

On the proposal of Cllr Abdul Amin, seconded by Cllr Vijay Manro, it was resolved to make the:

Decision:

To confirm the minutes of the previous meeting, held on 27 June, as a true and correct record.

53 **Declarations of interest**

There were no declarations of interest.

54 **Chairman's Announcements**

The Chairman reminded the Panel that Home Office had sought interest from Panels' lead authorities to host a Support Hub, as recommended by the Police and Crime Commissioner Review (part one). He explained that there had been a delay in progressing the initiative and the Home Office were awaiting further direction from the new Minister, The Rt Hon Dame Diana Johnson DBE, on how, or if, to continue with the Support Hub.

55 **Public Participation**

Mr Paul Summers, Chair of Wiltshire Neighbourhood Watch Association, made a statement about the impact that graffiti had on intimidating communities and damaging infrastructure. He sought assurances that the Panel shared his concerns about the issue.

The Chairman noted that the Panel did share Mr Summers' concerns and members of the Panel spoke about the varying levels of graffiti that took place in their local areas. It was reported that areas such as Marlborough and Chippenham had relatively low levels of graffiti whereas it was a more common issue in other areas, particularly on underpasses.

The Chief Executive and Monitoring Officer of the Office of the Police and Crime Commissioner, ('the Chief Executive') Naji Darwish, reiterated that graffiti was criminal damage and that he recognised the distress that it caused to communities. He emphasised that a multi-agency approach was used to tackle antisocial behaviour and highlighted the importance of the strong links between communities and their Neighbourhood Police Teams in confronting the issue.

During a discussion, points included:

- It was possible to purchase very expensive anti-graffiti paint.
- Some perpetrators of graffiti used paint that was very hard to remove which incurred particularly high removal costs.

- Graffiti was generally treated as a low-level offence unless it contained offensive content, such as religious hatred.
- There were a number of deterrent measures that could be used, including designated graffiti walls, such as a community art project in Calne.
- CCTV could be an effective preventative measure in built up areas.

56 **Update from the Police and Crime Commissioner**

The Chief Executive and Monitoring Officer of the Office of the Police and Crime Commissioner (OPCC), Naji Darwish, compared the findings of the 2024 Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection to the previous inspection in 2021 and outlined ways in which the OPCC was supporting Wiltshire Police to make further improvements. Points included:

- His Majesty's Inspector of Constabulary and Fire and Rescue Services (HMICFRS) monitored 10 different areas of service across the 43 police forces in England and Wales. The PEEL process, their regular inspection of forces, was a vital part of governance and oversight.
- A HMICFRS liaison officer monitored Wiltshire Police between inspections and regularly attended meetings. During the recent inspection, HMICFRS interviewed officers of all ranks and dip sampled cases.
- The 2021 inspection has identified several serious issues and had put Wiltshire Police into the ENGAGE process, which they came out of in June 2024.
- It was pleasing to note that Wiltshire Police had been rated as good at preventing crime and managing offenders in the 2024 inspection.
- It was important to identify areas in which Wiltshire Police had done really well. The Police and Crime Commissioner (PCC) had attended the first graduation ceremony of the We Rise Programme in September, a leadership programme aimed at investing in underrepresented groups within Wiltshire Police. Many of the new graduates were able to share their experiences at the event.
- Although the innovative practice implemented since 2021 had been praised, and Wiltshire Police was found to have improved in all areas, the PCC believed that there was still much work to do.
- The 2024 HMICFRS inspection identified that further action was required in a number of areas, most of which related to data quality and the timeliness of the recording of crime in line with Home Office requirements.
- Other areas identified for improvement included, giving more confidence to officers in using stop and search powers, speeding up response times to calls and improving the oversight of investigations.
- The OPCC and Chief Constable Catherine Roper accepted the findings of the HMICFRS PEEL report. They were pleased that the fundamental elements of policing, such as direction and leadership, had improved since 2021 but were keen to achieve greater consistency of delivery.

- All of the findings from the 2024 inspection would be incorporated into governance and monitoring processes by Wiltshire Police and the OPCC.
- HMICFRS welcomed the transparency from Wiltshire Police about the areas in which they needed to improve. The Chief Executive was pleased that HMICFRS had not found any areas in need of improvement that had not already been identified by Wiltshire Police, as he saw it as an indication of the improved leadership throughout the force.
- There were still a number of long-term challenges, such as improving the use of data, the response times from the Crime and Communications Centre (CCC) and ensuring that victims were kept updated about the progress of their investigations. Continued improvement in culture and behaviour would be key to continue improvements throughout the force.

During the discussion, the following points were made:

- The Panel thanked the Chief Executive for his update and welcomed the improvements made since the PEEL inspection in 2021.
- When further details were sought about how changes to performance would be delivered, the Chief Executive explained that a culture of accountability was key. Great improvements had been made, but it was important to continue to spread this throughout the workforce. Clarity of tasking, appropriate governance and effective performance management mechanisms, were particularly important as Wiltshire Police had a relatively inexperienced workforce. Tiers of leadership management training were now in place, with help available for those new to management positions, such as first-time sergeants. Chief Constable Roper would be able to provide further detail when she attended the Panel's next meeting.
- In response to queries about the key challenges facing the CCC and the system wide impact that they had on response times, the Chief Executive emphasised that resourcing was an important factor. He noted that the CCC was fully staffed for the first time in five or six years. Whilst matching staffing levels to demand was important, the full benefits would take time to emerge as the newer staff gained the necessary experience. He also highlighted that new 'queue buster' technology was being introduced and pilot studies were underway to enable automatic data transfer between screens. Members of the public would be able to hang up and receive a call back, so they were not kept waiting on the line for extended periods.
- Consideration was being given to how transfer times with the call operator could be improved and, longer term, a review would be undertaken to establish whether Wiltshire had the best available call system on the market.
- The Panel offered to help if there was anything the two local authorities could do to assist with improving call times.
- When pressed about whether the Chief Executive thought that the combination of being fully staffed and the new technology purchased would put the Crime Reporting and Incident Bureau (CRIB) in the top

quarter of performance for forces nationally, he explained that the OPCC and Wiltshire Police would review performance over the next three months to monitor the impact of the changes. Although he noted that improvements were being made in call response times, he explained that, following this review period, further conversations would take place with the Chief Constable about the resources required to make significant improvements. Furthermore, the OPCC would continue to work with Wiltshire Police to ensure that demand was being managed in the best way, for example ensuring that queries went to the right people as well as to better understand the impact of diverting staff from CRIB from non-emergency to 999 calls during busy periods.

- When asked about whether the Chief Constable had set a timeline for call response targets to be reached, it was noted that the aim was for continual improvement. The Chief Constable would be able to provide further detail about the revised processes at the Panel's November meeting.
- It was suggested by a member of the Panel that it might be worth setting up a general query 'phone line to relieve pressure on the 101 service. The Chief Executive said that he would consider the suggestion during discussions about to divert demand away from the CCC. They would also review what information needed to be on Wiltshire Police's website to see if that could help to manage call numbers and allow the public to access information more quickly.
- The Chief Executive highlighted that the PEEL inspection had shown in 2021 that improving call times was not purely about financial resources but was also about processes and how resources were being used.
- The Panel noted that they wanted to see improvements in response to call times, especially as the precept had been increased in recent years.
- The 2021 PEEL inspection had identified issues with how the Threat, Harm, Risk, Vulnerability and Engagement (THRIVE) Model was being followed to support victims, but the 2024 inspection had found that a more rigorous process was in place.
- When asked about what Wiltshire Police were doing to improve the investigation of crime, an area identified as requiring improvement in the 2024 PEEL inspection, the Chief Executive spoke about the importance of supervision and consistency throughout investigations. He noted that the quality of investigation had improved over the past 18 months, as evidenced by the Formal Action Taken (FAT) rate increasing to be the third or fourth best in the country. He highlighted that the FAT rate for crimes against women and girls was very disappointing, but this was the situation nationally and Wiltshire compared well to similar forces. A national strategy had been developed to help tackle this issue.
- Wiltshire Police had its highest number of police officers since 2011.
- The Panel reported that they liked email contacts for individual officers to be made publicly available, in addition to group email accounts, to improve accountability and openness.
- A substitute/deputy member of the Panel highlighted that she would like to see police stations made more accessible to the public, explaining that she had been unable to get hold of anyone at Gable Cross Police Station

during the daytime. The Chief Executive observed that recent decades had seen a trend where fewer people were accessing services directly through police stations, but he recognised that it was important to maintain the appropriate balance between online, 'phone and in-person reporting options. He offered to take details after the meeting.

- Given the pressures on the 101 service, assurances were sought that Wiltshire Police had the appropriate reporting mechanisms in place to deal with the recent rise in hate crime. In reply, the Chief Executive stressed the importance of the call abandonment rate and ensuring that calls established the right threat assessment to understand the vulnerability of victims. Lots of analysis was being undertaken to understand what was happening after calls were abandoned, such as whether the caller 'phoned back and whether they tried to call 999 after initially calling 101. He also recognised that hate crimes could have an impact not just on individual victims, but on wider communities and their confidence in the police. This issue had been discussed at a performance board with the Chief Constable following the recent disturbances in other parts of the country.
- When asked about what lessons Wiltshire Police were taking from good and outstanding forces to help improve call response times and abandonment rates, the Chief Executive reported that Wiltshire Police made regular visits to other forces. He noted that most forces were able to invest more in their CCCs than in Wiltshire, as Wiltshire was one of the lowest funded forces per capita in the country. Discussions would be held with the Chief Constable about how best to finely balance the available resources.
- Some of the more longstanding members of the Panel explained that they had had concerns about performance of CCC over many years and said they would welcome a faster rate of improvement.
- The Panel requested that a report was bought to their next meeting comparing the financial investment in the CCC per capita with all of the other forces in the country. They also requested that they were given the OPCC and Chief Constable's views about how much additional funding would be required to put Wiltshire's call response times in the fastest quartile of forces nationally.
- The Chairman argued that the CCC should be the top priority area for investment as it was the first interaction between the public and the police. He felt that if the CCC was not operating effectively then the entire system would not be operating properly, so extra resources should be put in even if it meant reducing spending in other areas.
- Some members of the Panel had been given feedback from their local parishes saying that, although they recognised that significant progress had been made, they were keen for data from Auto Speed Watch and Speed Indicator Devices to be utilised more effectively.
- The Panel requested that a report was bought to their next meeting about the work being done alongside local communities to coordinate speeding data, as well as the next steps that could be taken to utilise it.

57 **Police and Crime Plan Highlight and Performance Report**

The Chief Executive and Monitoring Officer of the Office of the Police and Crime Commissioner (OPCC), Naji Darwish, gave an update about the progress that had been made towards the goals in the Police and Crime Commissioner's (PCC's) Crime Plan between July and September 2024. He also reported about the work that was being carried out on the PCC's emerging Crime Plan for 2024-2029 and provided information on the recent national prisoner release scheme. Points included:

- The PCC had completed his first consultation about the emerging Crime Plan with stakeholders and would bring an update to the Panel's November meeting.
- The OPCC had produced its delivery plan for 2024/25 laying out how it was going to meet the objectives of the PCC's Crime Plan.
- Work was ongoing ahead of the launch of a new Youth Commission, in April 2025, to get the views of young people about how policing could be improved.
- The OPCC was continuing to coordinate the Serious Violence Reduction Partnership, work on the Safety at Night Charter and focus on knife crime.
- There was an emphasis on intelligence led policing to tackle rural crime and a number of significant arrests had recently taken place.
- Swindon Borough Council were working alongside the OPCC on procurement for the Swindon Domestic Abuse Service.
- There had been around 6,500 enforcement offences for road safety in Wiltshire so far in 2024.
- Multiple agencies were working together to deliver projects to improve community safety and to spend grant funding from central government effectively.
- The (Horizon) Victim and Witness Care Hub was celebrating its tenth anniversary, so this represented a good opportunity to review whether it was still delivering services in the most effective way.
- It was noted that early SDS40 National Prisoner Release Scheme, to release pressures on prison capacity, was being run through the Ministry of Justice. At a local level, Wiltshire Police were working closely with probation services and other agencies to ensure that those released had appropriate accommodation and were being monitored. It was not possible to disclose the numbers being released locally but they were not a significant number for the system to cope with. There had been positive feedback from partners and the Chief Executive felt that the challenge presented had been used to help strengthen normal release procedures.
- It was highlighted that the availability of suitable accommodation for those released from prison was an ongoing national challenge for the Probation Service. However, the Probation Service worked closely with both local authorities in the police force area to provide the best available solution.

During the discussion, points included:

- The Panel thanked the Chief Executive for his update.
- In response to queries about whether the prisoner release scheme was expected to lead to an increase in reoffending and how it was being monitored in Wiltshire, the Chief Executive noted that there was a national reoffending performance measure. He explained that the national reporting mechanism had at least a year's lag in recording time, so reassured that Panel that Wiltshire Police would be working closely with the Probation Service to assess the risk for each individual. Given that the number of early releases in Wiltshire was relatively low, he did not anticipate that early release would have a significant impact on reoffending rates, but the OPCC would carefully monitor the situation.
- The Panel praised the OPCC's social media campaign for pre-empting public concern about the early release of prisoners.
- When asked about the possible cessation of central government funding in March 2025 for programmes to tackle serious violence, the Chief Executive stated that clarity would be provided by the government in the budget on 30 October. The OPCC had developed clear exit strategies with partners for those programmes if funding was discontinued and had been pressing central government for further information, although this had not yet been forthcoming.
- It was highlighted that Wiltshire Police would be running domestic abuse scrutiny panels in collaboration with the Crown Prosecution Service to identify areas of good practice.
- In reply to a question about whether courses about domestic abuse could become mandatory for perpetrators when they were released from prison, or on bail, the Chief Executive noted that proportional orders would be decided by courts. However, he explained that there were several proactive measures available to the police and judiciary, such as prevention orders. The Home Office were considering the use of new types of prevention orders to ensure that the appropriate powers were in place.
- The Chief Executive explained that support services were working to help victims of prisoners that were due to be released early. He also emphasised that, whilst the early release could cause significant distress to victims, none of the prisoners that had, or would be, released early were serving sentences for violent or sexual offences.
- When asked about reports in the national press that some of the prisoners released early had not been fitted with electronic tags, due to a supply shortage, the Chief Executive stated that he was not aware of any specific concerns about this issue in Wiltshire. He reassured the Panel that Wiltshire had a relatively low prison population, and he would ask questions about prisoner tagging at the next meeting of the Criminal Justice Board.
- The Panel requested that the percentage of 999 calls that were answered by the Crime and Communication Centre within 10 seconds was included in future performance reports.

The Chairman reminded the Panel that they were required by the Police Reform and Social Responsibility Act 2011 to provide a report or recommendations on the Police and Crime Commissioner's (PCC's) Annual Report.

The Chief Executive and Monitoring Officer of the Office of the Police and Crime Commissioner (OPCC), Naji Darwish, thanked his team for drafting the engaging and well-designed report. He confirmed that it contained all the required statutory information about performance against the targets in the PCC's Crime Plan, before inviting comments from the Panel.

During the discussion, the Panel thanked the OPCC for producing the report. They noted that they would welcome a greater emphasis about the level of confidence and trust in the police. The Chief Executive explained that information about the level of engagement with the police, including how they had tried to make the police more visible in the community, was included on page 41 of the agenda pack, under the first priority of the PCC's Crime Plan. However, he would try to make the information about public confidence clearer in the report. He also confirmed that the OPCC were planning to undertake a comprehensive public confidence survey ahead of developing their budget proposals for the forthcoming financial year.

The Panel also asked whether it would be possible to include more detail in the report about the Estates Strategy, specifically about the options being considered for a new hub in the south of the county. The Chief Executive explained that the OPCC were constantly reviewing sites of the appropriate size and location for a southern hub that were available. He then gave further information about two sites that were under active consideration, one at Old Sarum, near Salisbury, and one at High Post, on an industrial park development site between Salisbury and Amesbury. Investigations about services and utilities were ongoing at the Old Sarum site. A planning application at High Post had been refused and consideration was being given to a future planning application. The Chief Executive emphasised that the OPCC had a rigorous duty of due diligence before purchasing a site and progressing the scheme. A comprehensive review of the available options would be presented to the PCC and Chief Constable in November.

At the conclusion of the discussion, the Panel confirmed that they were happy for the two recommendations, to include more information about public trust and options being considered for a new southern policing hub, to be included in the report.

The Chairman challenged Wiltshire Police to add trust pilot reviews with QR codes on all their emails.

59 **Antisocial Behaviour**

Representatives from Wiltshire Police, the Office of the Police and Crime Commissioner (OPCC), Wiltshire Council and Swindon Borough Council gave a

presentation about the multi-agency work that was being undertaken to combat antisocial behaviour (ASB).

Jen Liabach, Strategic Lead for Community Safety and Youth at the OPCC, gave an overview of the responsibilities of different agencies in dealing with varying types of ASB. Points included:

- ASB was categorised in three different ways, as personal, nuisance and environmental.
- Personal ASB, around 30 percent of all ASB reported to the police, was purposefully directed towards individuals.
- Nuisance ASB, around 62 percent of ASB reported to the police, was not intentional, but a result of a lack of consideration to others. Common examples included noise pollution and inconsiderate driving.
- Environmental ASB tended to be acts which had an impact on the appearance and wellbeing of a community, such as fly tipping, graffiti and littering.
- Although the agencies worked together closely, Wiltshire Police was normally the lead agency in dealing with Personal ASB, whereas efforts to tackle Nuisance and Environmental ASB were usually led by the two local authorities, or by housing providers.

Sam Knight, Strategic Community Safety Manager at Swindon Borough Council, then gave examples of how ASB could be reported and listed the powers available to different agencies under the Antisocial Behaviour Act 2014, such as civil injunctions, dispersal and closure powers.

Information about Public Space Protection Orders, one of the powers allowed by the Antisocial Behaviour Act 2014, was given by Sam Townley, Community Safety Officer at Wiltshire Council. The Community Safety Officer explained that a Public Space Protection Order had been implemented in areas of Salisbury to tackle street drinking and to outlaw the possession of a catapult, slingshot or similar item. There was also a Public Space Protection Order in Downton and Redlynch, with further orders planned for Wiltshire Council's authority area. A recent consultation about implementing a Public Space Protection Order in Devizes had received 824 responses, with 90 percent in favour. In addition, conversations were being held about consulting on similar schemes in Chippenham and Trowbridge.

The Strategic Lead for Community Safety and Youth at the OPCC, provided detail about the governance structures in place to ensure best practice. She emphasised the importance of ensuring that local policies aligned with regional and national objectives, as well as the need to avoid overlap, or duplication, between agencies. She reported that a Community Safety Partnership review had been undertaken and a Community Safety and ASB Transformation Lead had been appointed to ensure that practice was aligned between different agencies.

Examples of multiagency work were then provided by the Community Safety Officer at Wiltshire Council, who chaired two ASB Risk Assessment

Conferences (ASBRACs). These groups contained representatives from partner agencies to review the progress towards resolving underlying issues and consider the victim's best interests. It was also possible for victims to request case reviews so that agencies worked together to develop an action plan. There was a focus on problem solving and developing Problem Orientated Policing (POP) Plans. Working together also allowed agencies to agree the best enforcement actions and share best practice. Social workers were also heavily involved, so could make referrals and ensure that appropriate safeguarding was in place.

Problem Solving and Prevention Supervisor, Emma Reid, from Wiltshire Police's Neighbourhood Harm Reduction Unit, provided further details about the governance arrangements. She explained that a Strategic and Operational ASB Meeting, with representatives of multiple partner agencies, maintained oversight of efforts to tackle ASB, including by monitoring the number of referrals into the ASBRACs. It was a useful forum in which to discuss issues impacting both local authority areas, such as car meets. In addition, ASB officers attended fortnightly police taking meetings held by Neighbourhood Police Teams so they could input into their priorities and receive local feedback.

The Strategic Lead for Community Safety and Youth at the OPCC then took the opportunity to give examples of programmes funded by the Home Office to tackle ASB, such as the Safer Street Programme and ASB Hotspot Funding. She noted that the Hotspot Funding had provided over 4,000 hours of police overtime in specific locations, in addition to extra warden patrols. The Strategic Community Safety Manager at Swindon Borough Council, explained that the four wardens in the town had been really beneficial in reassuring the public, gathering intelligence and engaging with Neighbourhood Police Teams.

During the discussion, the following points were made:

- The Panel thanked the officers for their very detailed presentation.
- Public Space Protection Orders could last for up to three years.
- ASB workshops were run by an external training agency for Neighbourhood Police Teams.
- The Problem Solving and Prevention Supervisor was working with Neighbourhood Police Teams to refine POP plans and make best use of technology, such as CCTV.
- The government would clarify in the budget, on 30 October, whether funding would continue for the current initiatives to tackle ASB.
- When asked about the work that agencies did in schools and specialist educational settings, it was confirmed that the police worked closely with schools and detached youth work providers.
- It was noted that, if Neighbourhood Police Teams had continuity in staffing, then they could more easily develop links with young people as they grew up. A good example of this was Police Community Support Officer Mark Cook, who had done lots of valuable work to support young people in Calne.

- The Chief Executive noted that the OPCC were working with Wiltshire Police to ensure that improved transition plans were in place when officers had to move away from Neighbourhood Police Teams. He reported that the National College of Policing had stated that nationally there were not enough opportunities for career progression within Neighbourhood Police Teams and that officers often had to move into different specialisms to move through the ranks.
- It was requested that the presentation slides were sent to the Panel and that the Strategic Lead for Community Safety and Youth at the OPCC attend Chippenham and Villages Area Board to speak about ASB.
- The Panel stated that they would welcome further information about what influence the police could have on landowners who held car meets on their land.
- When asked whether it would be possible to speed up the application process for Public Space Protection Orders, the Community Safety Officer at Wiltshire Council explained that they required legal input, and a six-week statutory consultation, so there were limits on how quickly they could be processed. He noted that the process in Devizes had been quicker than in Salisbury.

Cllr Stanka Adamcova left the meeting at 3:37pm. Co-Opted Member Denisa Ahmeti left at 3:39pm.

60 **Forward Work Plan**

The Chairman reminded the Panel that Chief Constable Catherine Roper would be attending their next meeting. They would also be reviewing the Police and Crime Commissioner's emerging Crime Plan and receiving a presentation about reducing reoffending.

61 **Communications**

The Chairman gave a breakdown of the viewing figures of their recent meetings and was pleased to report that there had been a general upward trend in the number of views. He caveated the lower viewing figures in February 2024 by reminding the Panel that the meeting was recorded using an experimental camera and was not broadcast live. The Panel's last meeting, held in Salisbury, was not broadcast. The latest viewing figures were:

- 14 December 2023 – 75 views
- 18 January 2024 – 89 views
- 8 February 2024 – 21 views
- 7 March 2024 - 119 views

62 **Commissioner's Question Time**

The Panel asked for an update about their request to shadow police teams for a day. The Chief Executive and Monitoring Officer of the Office of the Police and Crime Commissioner, Naji Darwish, reported that he had spoken to an area commander about the request on Tuesday and that the Panel would be emailed shortly.

The Chief Executive also suggested that members of the Panel might also like to be involved in Wiltshire Police's scrutiny groups, as it would give them a valuable insight into some of the challenges that the police faced, such as when to use stop and search powers or PARVA spray.

Cllr Vijay Manro highlighted that car meets on private land could lead to extra costs for local authorities, as traffic issues impacted the wider road network.

63 **Future Meeting Dates**

The next meeting of the Police and Crime Panel will be on Thursday 14 November at 10:30am.

Future meeting dates were:

Thursday 16 January 2025, 10:30am – Kennet Room, County Hall

Wednesday 5 February 2025, 10:30am

Wednesday 26 March 2025, 10:30am

Thursday 26 June 2025, 10:30am

Thursday 11 September 2025, 10:30am

Tuesday 25 November 2025, 10:30am

Thursday 15 January 2026, 10:30am

Wednesday 4 February 2026, 10:30am

Thursday 12 March 2026, 10:30am

(Duration of meeting: 1.30 - 3.51 pm)

The Officer who has produced these minutes is Matt Hitch of Democratic Services, direct line , e-mail matthew.hitch@wiltshire.gov.uk

Press enquiries to Communications, direct line 01225 713114 or email communications@wiltshire.gov.uk

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WILTSHIRE POLICE



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Contact Management

Wiltshire Police & Crime Panel Briefing



Agenda Item 7

October 2024

Operational Context of Call Management

- Changing demand
- Changing public expectations
- Workforce challenges
- Contact management transformation
- Technological development



We need to answer emergency calls quickly enough

- March 2024 – Wiltshire was identified as the worst performing force nationally against this metric
- HMICFRS noted that 70.4% of 999 calls were answered within 10 second target
- National target assessed by HMICFRS was that 90% of calls should be answered within 10 seconds



We need to answer emergency calls quickly enough

CCC Improvement Plan

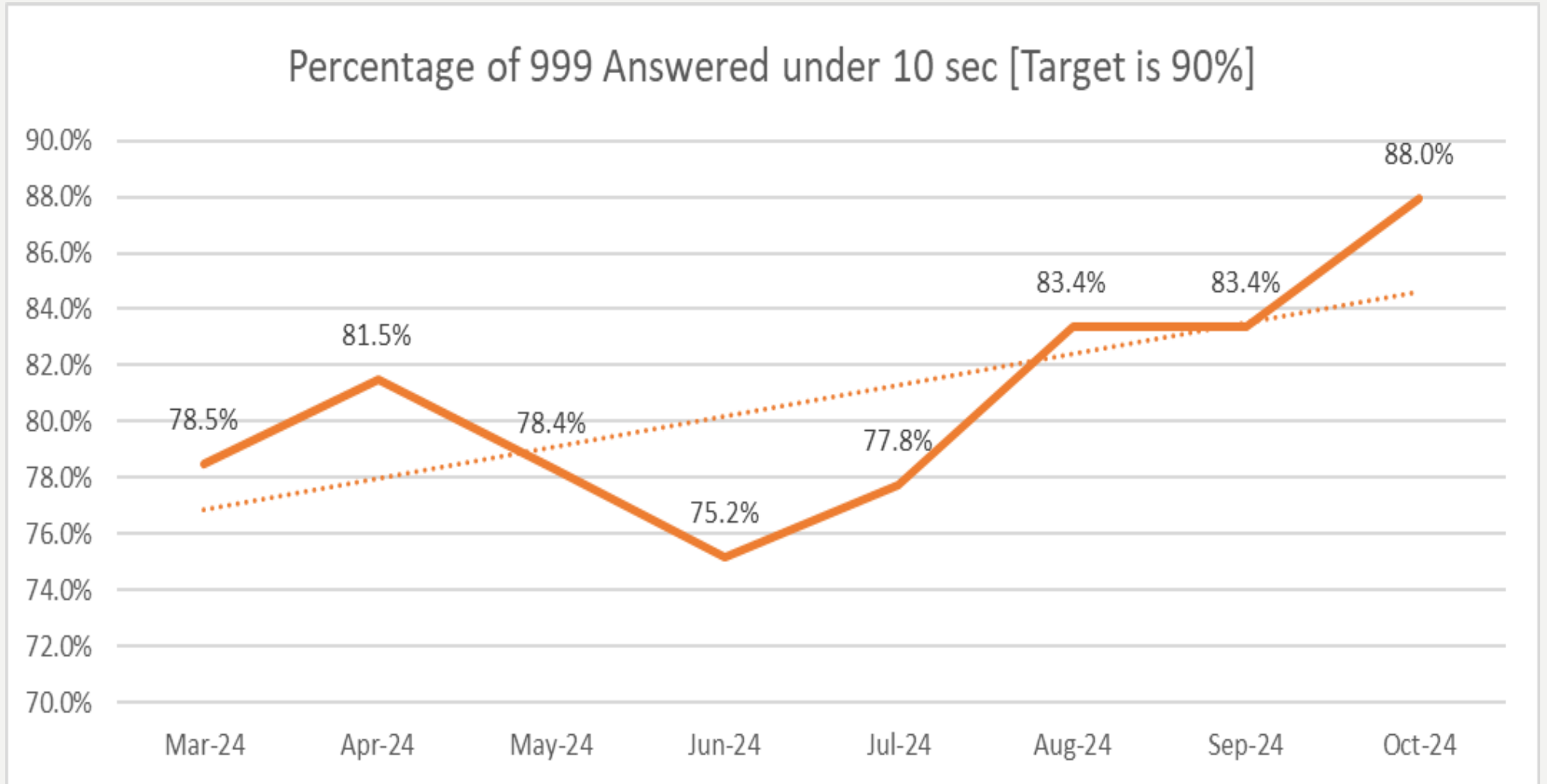
- Delivery of operating model changes
- EISEC system and agent greetings introduced to allow swifter transfer between BT and control room
- Re-Prioritised 999 call handler profiles
- Status wall boards introduced to increase operators situational awareness
- Our Goal - To consistently achieve the national standard of answering 90% of 999 calls within 10 seconds



We need to answer emergency calls quickly enough

Performance Improvement

Percentage of 999 Answered under 10 sec [Target is 90%]





We need to reduce the number of abandoned non-emergency calls

- The PEEL inspection found that 25.8% of calls were abandoned by callers before being answered
- The standard across other Forces with a switchboard is 5%
- The Force is unable to differentiate between positive abandonment and true abandonment



We need to reduce the number of abandoned non-emergency calls

CCC Improvement Plan

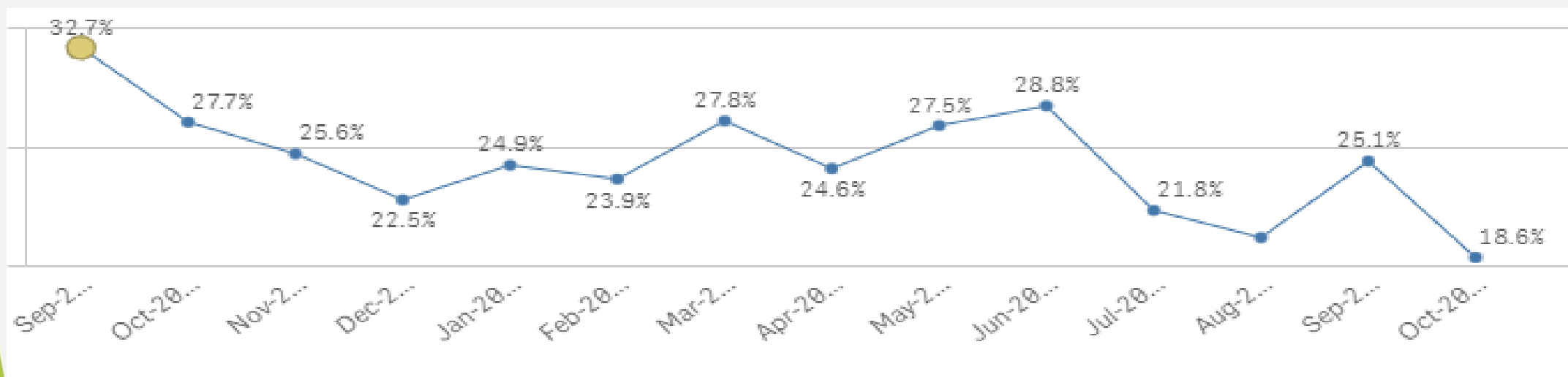
- CCC and Robotics Teams are working to enable tracking of callers to identify types of abandonment and if/how they return
- New Status Wall Board provides situational awareness
- Demand project and planned review of the existing 'shift planner' will ensure the right people are performing the right function at the right time
- QueueBuster



We need to reduce the number of abandoned non-emergency calls

Performance Improvement

- Abandonment Rate for October 2024 currently sits at 18.9%
- Strong performance and further improvements expected





MAKING

WILTSHIRE

SAFER

"If it matters to you, it matters to me."

**Title: Police and Crime Panel Highlight report
Police and Crime Panel Nov 2024**

Police and Crime Plan 2022-25

Police and Crime Plan 2022-25 delivery infrastructure

Priority 1: A police service that meets the needs of its community

Priority 2: Reduce violence and serious harm

Priority 3: Tackle crimes that matter to local communities

Priority 4: Improve the experience of victims and deliver justice

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"If it matters to you, it matters to me."

Priority 1: A police service that meets the needs of its community

Outcomes achieved this quarter

Launch of New Police and Crime Plan:

Following wide-ranging engagement with the public and stakeholders, the Commissioner will present his new Police and Crime Plan to the Panel in November. The PCC has agreed to retain the four overarching priorities in order to build on the foundations set by the last plan and maintain the strategic direction for policing and the criminal justice system. However, the commitments within the plan reflect the feedback the Commissioner received during the extensive consultation (including over 1100 responses from public and stakeholders), as well as the national policing objectives and input from the Force. The new plan will run from 2024-2029 and will provide direction for partnership strategies such as Criminal Justice Board and Community Safety Partnerships plans.

PEEL Progress & Force Performance:

Performance in the CCC continued to gradually improve over the past quarter with average time to answer 999 calls reducing from 11 seconds in Q1 to 9 seconds in Q2 and average time to answer 101 calls reducing from 01:01 in Q1 to 00:55 in Q2. The average immediate grade response time for officers across the Force increased over the quarter from 02:20 in Q1 to 12:48 in Q2, but the average priority grade response time reduced from 01:24:25 in Q1 to 01:18:40 in Q2 (although this remains outside the target of 1:00:00).

The overall Further Action Taken (FAT) rate for the Force for the 12 months to September was 17.5%, an improvement of 3.8% on the previous year. The out of court resolution rate, whilst still comparatively low compared with other similar Forces, continues to improve with the rate for 12 months to September now at 6%, an improvement of 2.8% on the previous year.

During this quarter, the Force has worked in partnership with Criminal Justice agencies to manage the release of a number of offenders released early on the SDS40 scheme. The Force has also supported the hearings of the Dawn Sturgess Public Inquiry held in Salisbury in October and will continue to engage with the inquiry as the hearings return to London during November.

Risks and issues

- Continued monitoring and scrutiny of CCC performance on 999 and 101 telephony, as well as the response times for Force assets for immediate and priority grade incidents
- Monitor delivery of improvement in management and quality of workforce data, including skills mapping, to aid more effective organisational decision making and align of resource to demand

Deliverables Progress

Action	Date Due	Progress
Public consultation and launch of new Police and Crime Plan	Nov 2025	95%
Force review of Target Operating Model Review – phase 2 (investigative functions)	March 2025	20%
Launch and delivery of new Youth Commission to engage young people in providing inputs and recommendations to improve policing	April 2025	60%

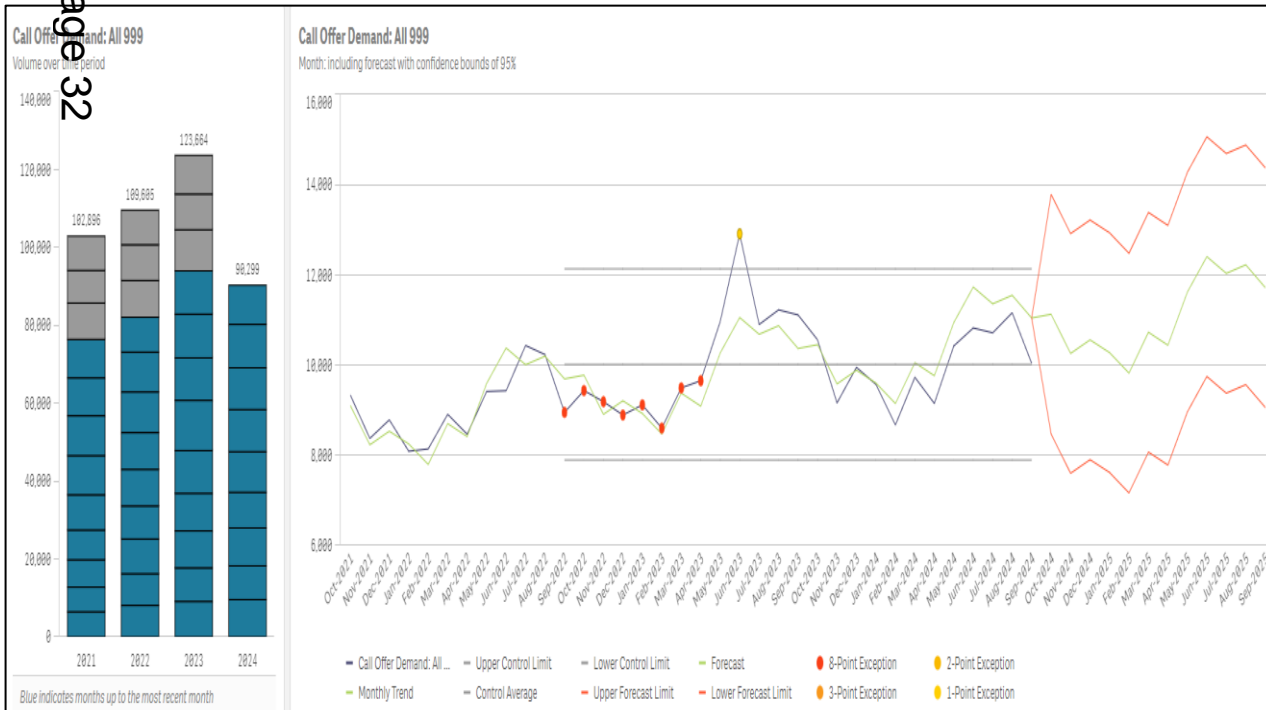
PCC focus next quarter

- Public launch of the new Police & Crime Plan
- Continued development of budget and delivery plans once overall funding position is known following government and departmental budget announcements
- Continued oversight and monitoring of PEEL improvement plan and Force performance
- Next phase of capital Estates programme to continue delivery of PCC's Estates Strategy

WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2024	3 Months to Sep-2024	12 Months to Sep-2024	12 Months to Sep-2023 vs. 12 Months to Sep-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All 999		1.0%	0.9%	0.8%	-0.9%	Decreasing		4
Average Time to Answer: All 999		00:00:08	00:00:09	00:00:09	-00:00:04	Decreasing		4
Call Answered Volume: 999		9,307	29,728	110,353	3.4%	Increasing		10
Call Offer Demand: All 999		10,041	31,920	119,973	-1.3%	Increasing		10



What happening?

Data Summary

- A total of 10,041 calls to 999 were offered for the month of Sept-24.
- In the 12 months to Sept 2024 the volume of calls offered increased year-on-year by 1.3% (n. 1,538), totalling 119,973 for the year.
- For the month of Sept-24, the 999 average wait time stood at 8 seconds.
- The average wait time for the 12 months to Sept 2024 was 9 seconds a decrease from 18 seconds if compared with the 12 months ago.
- For the month of Sept-24, the 999-abandonment rate was 1.0%.
- The average abandonment rate for the 12 months to Sept 2024 was 0.8% a decrease of 0.9% if compared with the 12 months to Sept 23.

Overview of Performance

- Rolling 12mth trends for abandonment rate and average answer time are showing a decrease despite the increasing trend in call offer demand
- Wiltshire sits 42nd out of 44 forces for average 999 answer time for Sep-24 at 12.49.
- Wiltshire also sits 34th out of 44 forces for percentage of 999 calls answered under 10s in Sep-24 at 83.4%

Force Delivery Update

- 17 new operators completed training and started on the 2nd September across both CRIB and IC.

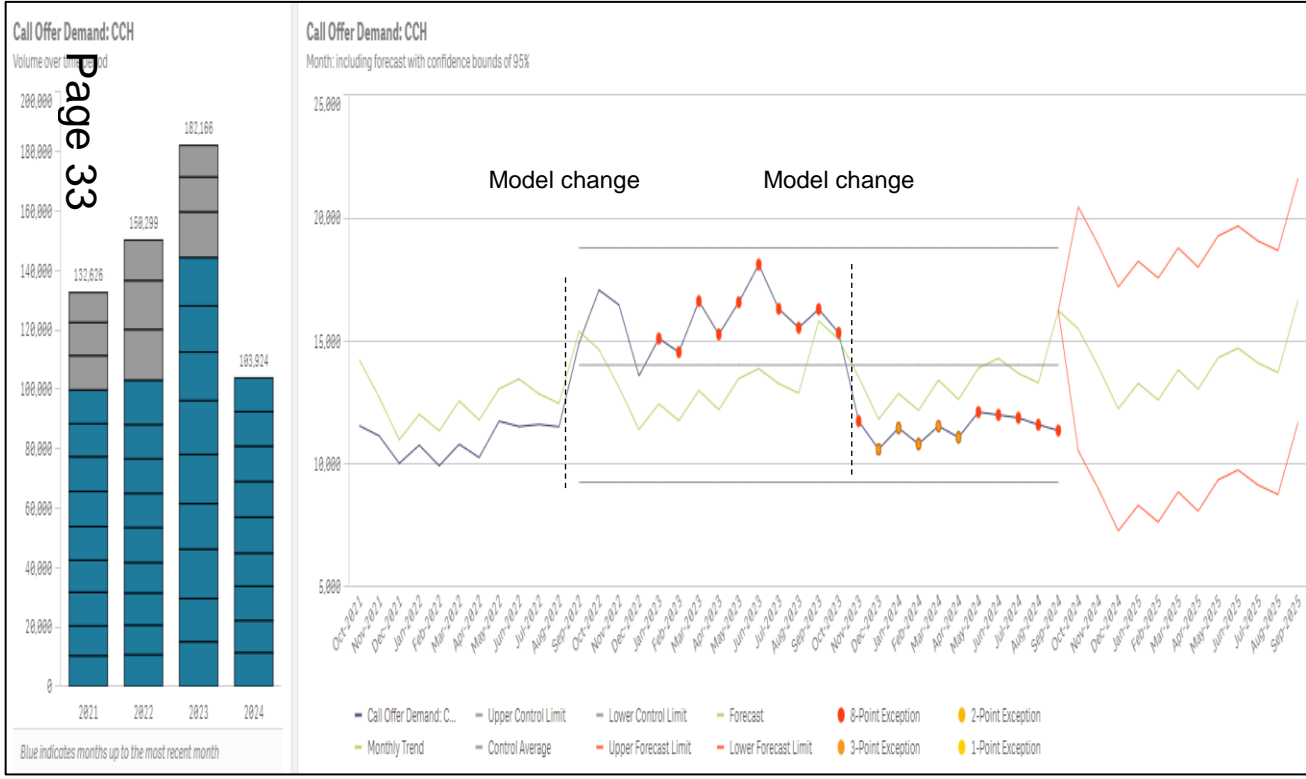
Crime & Communication Centre (101 Service)



WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2024	3 Months to Sep-2024	12 Months to Sep-2024	12 Months to Sep-2023 vs. 12 Months to Sep-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: CCH		6.3%	6.4%	7.4%	-0.7% points	Increasing		4
Average Time to Answer: CCH		00:00:53	00:00:55	00:01:00	00:00:06	Increasing		10
Call Answered Volume: CCH		10,651	32,625	131,077	-25.6%	Decreasing	Eight-Month Low	16
Call Offer Demand: CCH		11,370	34,862	141,625	-26.1%		Eight-Month Low	12



What is happening?

Data Summary

- A total of 11,370 calls to 101 were offered for the month of Sept-24.
- In the 12 months to Sept-24 the volume of calls offered decreased year-on-year by -26.1% (n.-49,994), totalling 141,625 for the year.
- The average wait times for the month of Sept-24 was 53 secs (SLA=30 secs).
- The average time to answer in the 12 months to Sept-24 was 1 minute an increase of 6 secs when compared with the 12 months to Sept 23.
- Abandonment rate for the month of Sept-24 was 6.3%.
- The average abandonment rate in the 12 months to Sept 24 was 7.4%,an increase of 0.7% when compared with the 12 months to Sept 23.

Overview of Performance

- Long term exceptional low in call demand and call answered volume due to model change in Jan-24, previously discussed.
- CCH staffing was below establishment quota for some period. CRIB operators provide cover which impacts on capacity to answer CRIB calls
- Two new full time CCH operators have 3 zero hours operators have joined

Force Delivery Update

- A further two CCH operators are currently going through vetting.

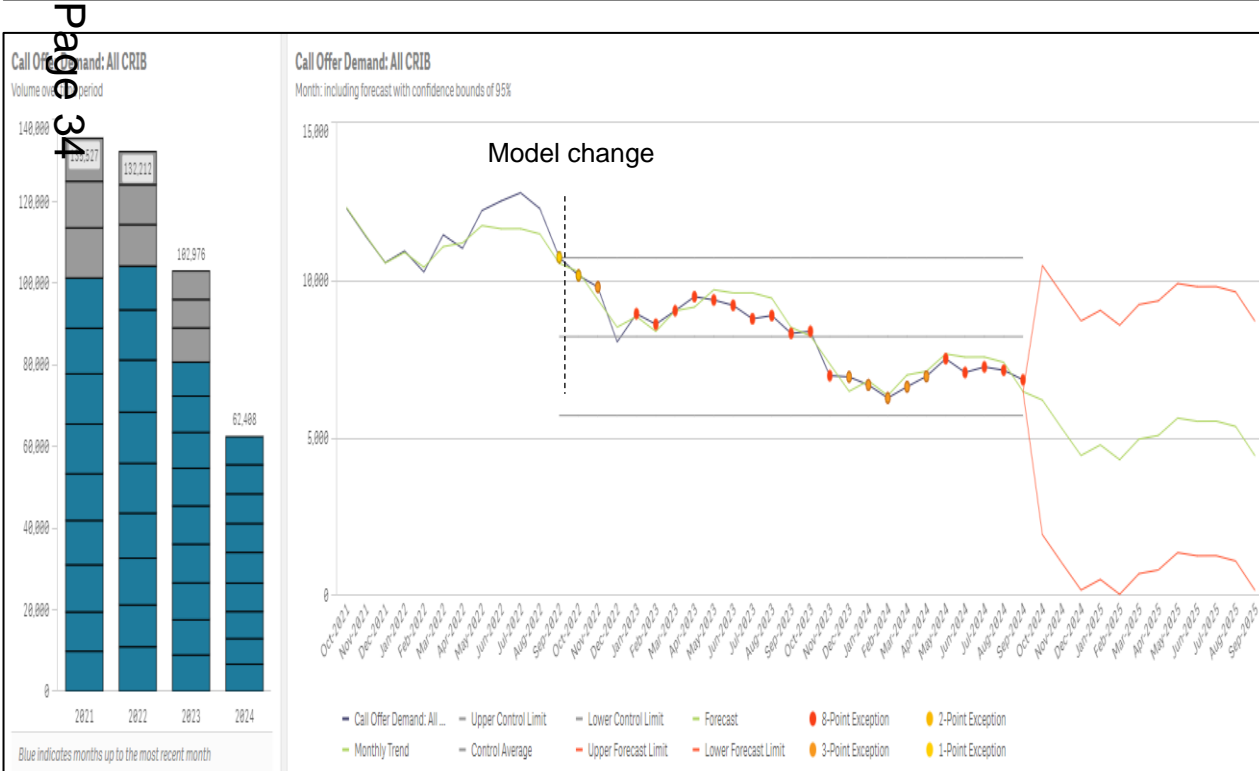
Crime & Communication Centre (CRIB Service)



WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2024	3 Months to Sep-2024	12 Months to Sep-2024	12 Months to Sep-2023 vs. 12 Months to Sep-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All CRIB		25.1%	22.3%	25.1%	4.2%	Increasing		10
Average Time to Answer: All CRIB		00:09:37	00:07:45	00:09:12	-00:01:42	Increasing		4
Call Answered Volume: All CRIB		5,127	16,517	63,431	-25.9%	Decreasing	Eight-Month Low	16
Call Offer Demand: All CRIB		6,849	21,260	84,716	-22.0%	Decreasing	Eight-Month Low	16



WHAT? is happening?

Data Summary

- CRIB calls offered for the month of Sept-24 was 6,849.
- In the 12 months to Sept 2024 the “calls offered” demand decreased year-on-year by -22% (n.-23,952) totalling 84,716 for the year.
- For the month of Sept-24, the CRIB average wait time was 9 minutes 37 secs.
- The average wait time in the 12 months to Sept-24, was 9 minutes and 12 secs, an increase of 1 minute and 42 secs when compared with the 12 months to Sept 23.
- For the month of Sept-24, the CRIB abandonment rate was 25.1%.
- The average abandonment rate in the 12 months to Sept 2024 was 25.1% an increase of 4.2% when compared with the 12 months to Sept 23.

Overview of Performance

- Abandonment rate for CRIB is up 4.2% in the 12 months to Sep-24, despite call offer demand on CRIB showing a -22.0% decrease over the same period.
- The threat, harm and risk present in the abandoned public service desk queue is minimal as CCH conduct initial assessment as place any calls with higher THR in the priority queue. These are answered first and any that abandon in the priority queue are called back.

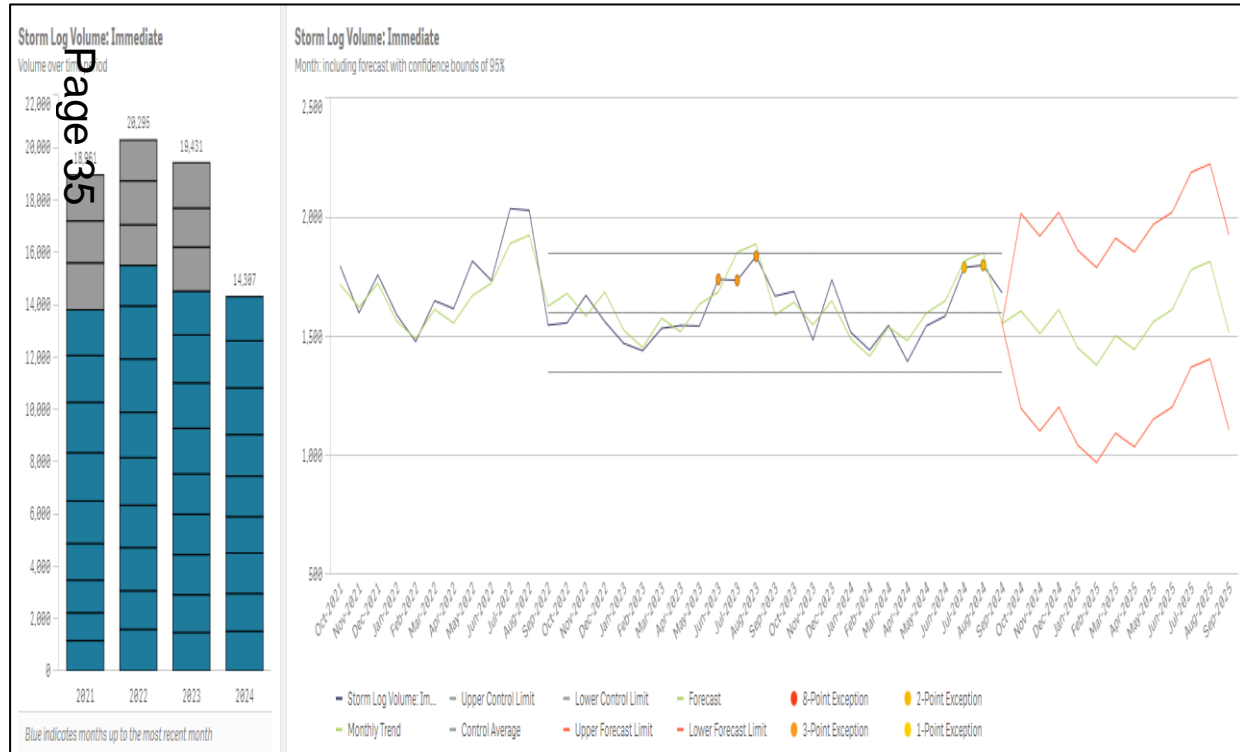
Force Delivery Update

- Robotics process is now live, which generates a text message for any calls abandoned after 90s in CRIB queue – 736 texts were sent in September.
- Robotics for Single Online Home now live for three forms: Theft, Damaged Property & Combination of Theft and Damage.

Response (Immediate)

WHAT? is the situation? Data Source: [Storm Incidents](#) | App overview - Qlik Sense ([wiltshire.police.uk](#))

Measure	Trend Line (Up to 3 Years' Data)	Sep-2024	3 Months to Sep-2024	12 Months to Sep-2024	12 Months to Sep-2023 vs. 12 Months to Sep-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Immediate		00:13:04	00:12:48	00:12:54	00:00:06	Increasing		4
Average Time at Scene: Immediate		01:25:50	01:29:45	01:34:27	00:01:56	Increasing		4
Median Response Time: Immediate		00:11:00	00:10:44	00:10:51	00:00:16	Increasing		10
Response Rate: Immediate		77.3%	78.6%	78.9%	-0.8% points	Decreasing	One-Month Low	12
Storm Log Volume: Immediate		1,684	5,273	19,220	-0.5%	Decreasing		10



WHAT? is happening?

Date Summary

- For the month of Sept-24, the average immediate response time was 13 mins 04 secs.
- The average immediate response time in the 12 months to Sept 2024 was 12 minutes 48 secs; this is an increase of 6 secs when compared with the 12 months to Sept 23.
- For the month of Sept-24, the immediate response rate was 77.3%.
- The average immediate response rate in the 12 months to Sept-24 was 78.9%, a decrease of -0.8% when compared with the 12 months to Sept 23.
- For the month of Sept 24, the immediate log volume was 1,684.
- The average immediate log volume in the 12 months to Sept-24 was 19,220 a decrease of -0.5% (no. 90) when compared with the 12 months to Sept 23.
- For the month of Sept-24, the Average time at scene was 1 hour 25 minutes.

Overview of Performance

- Average immediate response times remain within their SLAs however, signs of an increasing trend are present within County;
 - County = 14m 9s ave. in the 12 months to Sep-24, up 15sec Year on Year.

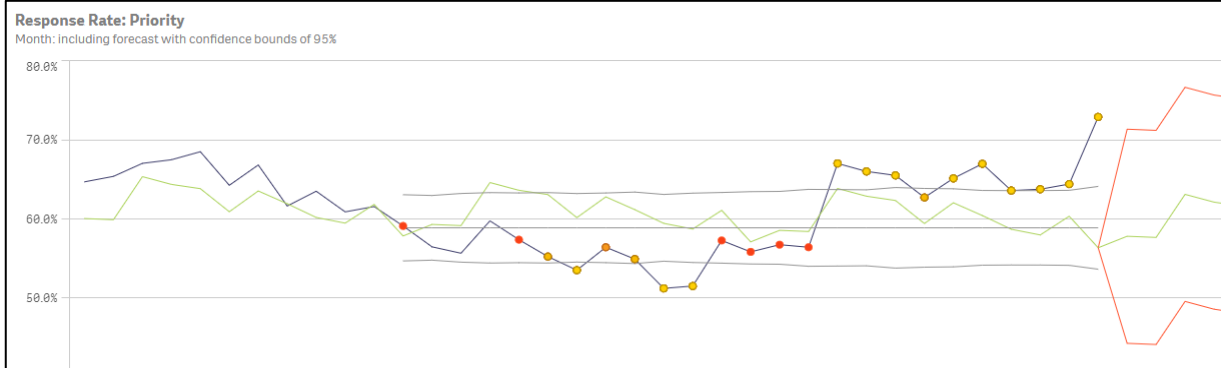
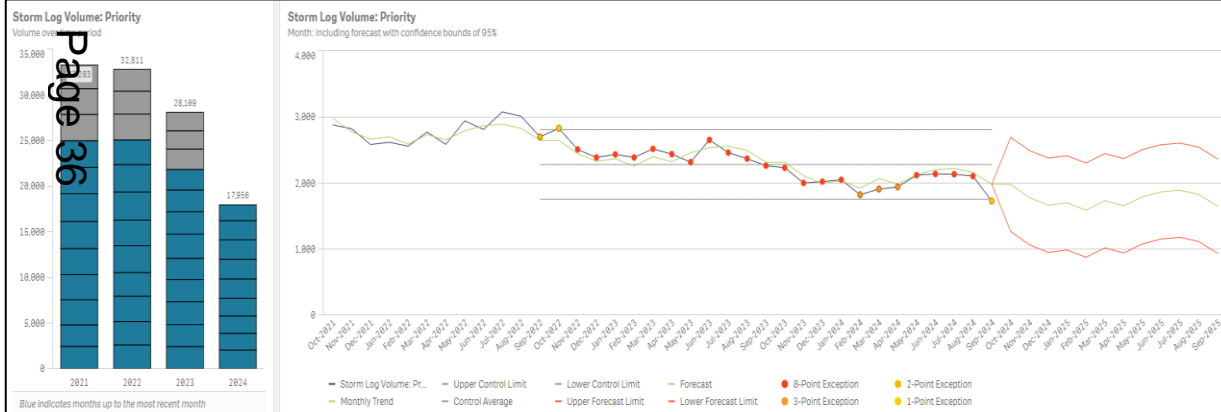
Force Delivery Update

- Priority Response Vehicles pilot has now been adopted within Swindon, Special Constables are now supporting, providing their time to crew the PRV at key times
- A similar scheme is subject to a review and maybe developed in County.

Response (Priority)

WHAT? is the situation? Data Source: [Storm Incidents](#) | [App overview - Qlik Sense \(wiltshire.police.uk\)](#)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2024	3 Months to Sep-2024	12 Months to Sep-2024	12 Months to Sep-2023 vs. 12 Months to Sep-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Priority		01:06:32	01:18:24	01:23:23	-00:29:59	Increasing	Eight-Month Low	16
Average Time at Scene: Priority		02:11:21	02:13:22	02:09:33	-00:11:36	Increasing		4
Median Response Time: Priority		00:34:10	00:38:23	00:39:39	-00:05:40	Increasing	One, Eight-Month Low	18
Response Rate: Priority		72.9%	66.6%	64.1%	8.7% points		One, Two, Three, Eight-Month High	21
Storm Log Volume: Priority		1,728	5,969	24,215	-18.1%	Decreasing	One, Eight-Month Low	18



SO WHAT? is happening? What is analysis indicating?

Data Summary

- For the month of Sept-24, the average priority response was 1 hour 6 minutes (SLA = 1h).
- The average priority response times in the 12 months to Sept 2024 was 1 hour 23, a decrease of 29 mins and 59 secs when compared with the 12 months to Sept-23.
- For the month of Sept-24, the median priority response time was 34 minutes and 10 secs (SLA = 1h).
- The average median priority response time in the 12 months to Sept-2024 the was 39 minutes and 39 secs, a decrease of 5 mins 40 secs when compared with the 12 months to Sept-23.
- For the month of Sept-24, the priority response rate was 72.9%.
- the average priority response rate in the 12 months to Sept-24 the was 64.1%, an increase of 8.7% when compared with the 12 months to Sept-23..
- For the month of Sept-24, the priority log volume was 1,728.
- The priority log volume in the 12 months to Sept-24 was 24,215 a decrease of -18.1% (n.-5,363) when compared with the 12 months to Sept-23.
- For the month of Sept-24, the average time at scene was 2 hours 11 minute..
- The average time at scene in the 12 months to Sept-24 was 2 hours 9 minutes, which is a decrease of 11 minutes 36 seconds when compared with the 12 months to Sept 23.

Overview of Performance

- Priority response rates are showing exceptional highs since the introduction of 'task not ask' in Nov-23. This is primarily being driven by exceptional improvements in County, with all bar two of the last 10 months sitting above the upper control threshold.

Force Delivery Update

- Daily grip meeting was set up to review each priority log that breached the SLA to understand themes and to highlight any incorrectly graded logs. Feedback for future calls has been included in the CCC newsletter, with a discussion around wider Force comms to inform officers of learnings and processes for future calls
- Target times now being given over the radio by dispatch

Priority 2: Reduce violence and serious harm

Outcomes achieved this quarter

Serious Violence Reduction:

- The Focussed Deterrence project in Wiltshire is now supporting 38 young people who are at risk of becoming involved in serious violence.
- The introduction of the new Integrated Gangs Team shows continued Force progress in 2024 to recognising and responding to child criminal exploitation and youth related violence. This team is driving forward the operational response advocated in the Serious Violence Duty by creating an effective multi-agency operational space, advocating for early identification of vulnerable children and young people at risk of serious violence, and embedding a child first approach in policing.
- The serious violence funding devolved to the Community Safety Partnership Violence Reduction Groups in Swindon and Wiltshire have now commissioned their projects to meet their respective needs; projects include detached youth work for Warminster, the Synergy (uniformed services) course that has seen success in Swindon has been expanded to Wiltshire, funding for specialist consultancy service to improve GWH's policies and pathways for vulnerable children & a youth engagement project in Chippenham with local officers.

Swindon Domestic Abuse Service Procurement and Mobilisation:

- The OPCC has worked with Swindon Borough Council to ensure a smooth transition and mobilisation of the new service provider. The new service has been operational since early October and regular progress meetings continue to support early establishment and embedding of the service.

Risks and issues

Serious Violence & Victims Services Future Funding:

Serious Violence Duty funding from the Home Office and the current enhanced levels of funding for Independent Domestic Violence Advocates and Independent Sexual Violence Advocates to support victims of domestic abuse and sexual harm from the Ministry of Justice both end in March 2025. There is currently no certainty of ongoing funding for either of these workstreams beyond the end of the financial year. Confirmation is expected from Government before Christmas but should this not be forthcoming then the implications on victim's service provision and tackling serious violence locally will be significant.

Deliverables Progress

Action	Date Due	Progress
Launch and roll out of Swindon Domestic Abuse Service, providing advocacy and refuge/safe spaces for victims of domestic abuse.	October 2024	100%
Working with multi-agency partners to deliver range of interventions to reduce serious violence, including focussed deterrence projects in Swindon, Devizes and other parts of Wiltshire	March 2025	60%
Work in partnership with regional police forces to deliver Operation Ragwort, the intelligence-led approach to disrupting organised crime groups involved in rural crime.	March 2025	80%

PCC focus next quarter

Serious Violence Reduction:

- This quarter there will continue to be a focus on commissioning the services adopted by the CSP Violence Reduction subgroups to ensure delivery before March 2025
- The OPCC will also begin the review and revision of the existing serious violence strategic needs assessment to inform future commissioning of services

Domestic Abuse:

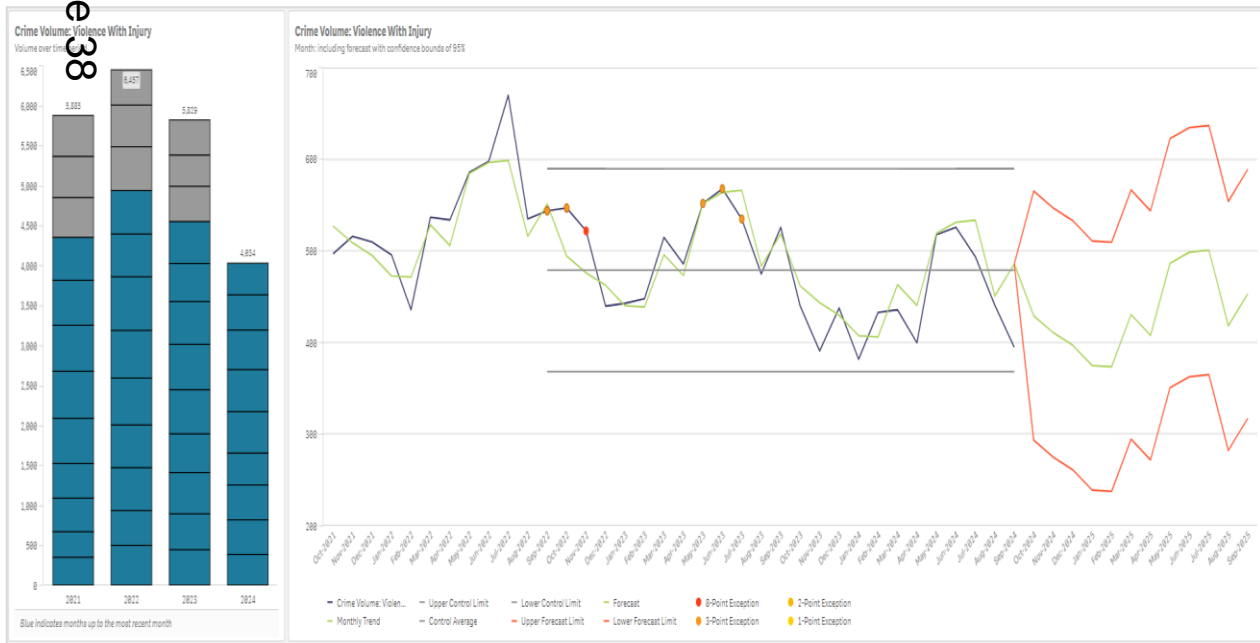
- Contingency planning with Wiltshire and Swindon Domestic Abuse Support Services to understand and prepare for the impact of national grants coming to an end. Additional grants supporting domestic abuse through PCC funds totalling £284,000 are scheduled to end in March 2025.

Violence With Injury

WHAT? is the situation?

Data Source: Vulnerability | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2024	3 Months to Sep-2024	12 Months to Sep-2024	12 Months to Sep-2023 vs. 12 Months to Sep-2024	Rolling 12 Month Trend	Statistical Exceptions
Crime Volume: Violence With Injury		396	1,333	5,306	-12.6%	Decreasing	
Crime Volume: Violence With Injury - County		249	809	3,083	-10.8%	Decreasing	
Crime Volume: Violence With Injury - Swindon		145	516	2,198	-15.4%	Decreasing	One-Month Low
FAT Outcome Rate: Violence With Injury		23.5%	22.6%	21.1%	5.7% points	Increasing	
FAT Outcome Rate: Violence With Injury - County		22.1%	20.5%	19.8%	5.0% points	Increasing	
FAT Outcome Rate: Violence With Injury - Swindon		26.2%	26.2%	23.2%	6.9% points	Increasing	
FAT Outcome Rate: Violence With Injury		93	301	1,122	20.0%	Increasing	



WHAT? is happening?

Data Summary

- In the 12 months to Sept -24 the Violence with Injury (VWI) crime volume decreased by -12.6% (n.763) when compared with the 12 months to Sept 23.
- This reduction in volumes was observed across Swindon and County
- Swindon = -15.4% (n.400)
- County = -10.8% (n.374)
- The average VWI FAT outcome rate in the 12 months to Sept 2024 was 21.1%, an increase of 5.7% pts when compared with the 12 months to Sept-23.
- The average VWI arrest rate in the 12 months to Sept 2024 was 33.7%, an increase of 3.1% pts when compared with the 12 months to Sept-23.

Overview of Performance

- Volumes of VWI crimes have decreased and remain inline with national trends.
- Most notable reductions can be seen in:
 - Assault occasioning actual bodily harm -15.8% (n.769),
 - Wounding with intent to do grievous bodily harm -18.1% (n.27)
 - Malicious wounding: wounding or inflicting grievous bodily harm -18.4% (n.19)
- There has been a 25.5% increase in Non-fatal strangulation and suffocation, with 71% being tagged as DA.

Force Delivery Update

- Focus on DA and outstanding offenders remains, with a specific focus on THR which often means DA offences of high risk
- Outstanding Offenders Performance and Oversight meeting maintains the focus with categories for highest harm as well as length of a suspect being wanted.
- Intelligence Portal now live with the ability to focus on areas that see the highest harm
- Audits continue through the department previously evolve led by Inspectors.

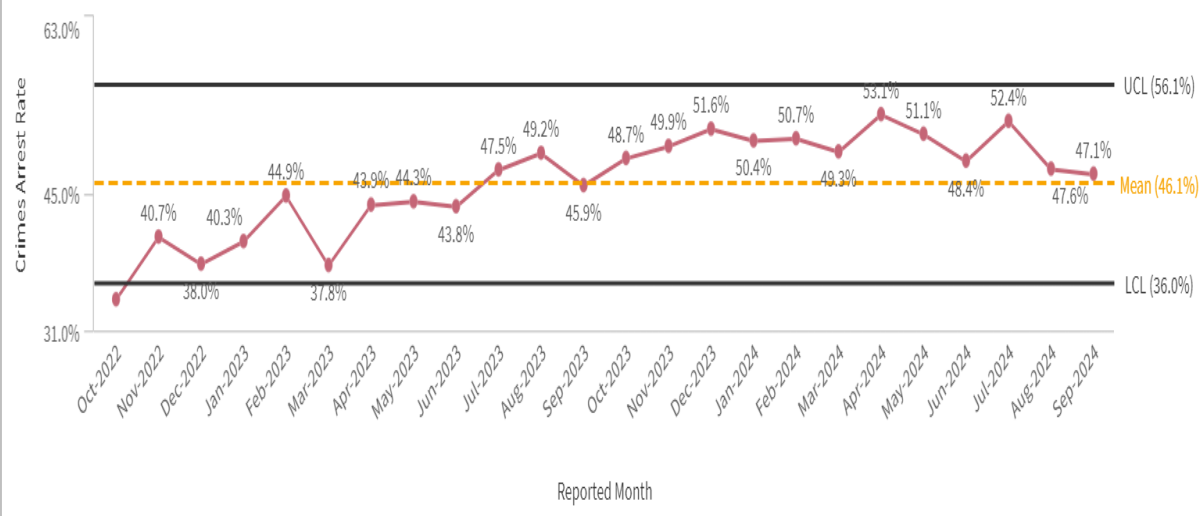
Domestic Abuse (VAWG)

WHAT? is the situation?

Data Source: Vulnerability | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2024	3 Months to Sep-2024	12 Months to Sep-2024	12 Months to Sep-2023 vs. 12 Months to Sep-2024	Rolling 12 Month Trend
Arrest Rate: DA		40.4%	46.4%	49.3%	6.8% ▲	Increasing
Crime Volume: DA		465	1,561	6,420	-11.4% ▼	Decreasing
FAT Outcome Rate: DA		19.6%	14.7%	14.6%	2.4% points ▲	Increasing
FAT Outcome Volume: DA		91	230	939	5.6% ▲	Increasing
Outstanding Suspects: DA		298	286	313		Decreasing
Repeat DA Suspects (Expanded)		203	215	245	-21.8% ▼	Decreasing
Repeat DA Victims		20	21	29	-42.0% ▼	Decreasing

Crimes Arrest Rate by Reported Month, 24 month control chart



WHAT? is happening?

Data Summary

- For the month of Sept-24, 465 Domestic Abuse (DA) crimes were recorded,
- The DA crime volume in the 12 months to Sept-24 decreased by -11.4% (n.829) when compared with the 12 months to Sept-23.
- The average FAT rate in the 12 months to Sept-24 was 14.6% an increase of 2.4% when compared with the 12 months to Sept-23.
- The average arrest rate in the 12 months to Sept-24 was 49.3%, an increase of +6.8% when compared with the 12 months to Sept-23, demonstrating a continuous upward trend.

Overview of Performance

- Both FAT rate and Arrest rate have continuously increased since Sep-22. This can be linked to the work done by VCT, VAWG and the 'DA Matters' training.
- In Sept-24, a total of 11 Domestic Violence Penalty Notice applications were submitted of which all were Authorised.
- 8 DVPO applications were granted, however 3 of which were refused/withdrawn (2 refused at court and 1 was out of time to be heard at court).
- 107 DVDs (Claire's Law) application submitted, an upward trend over the past few months since May-24
- Nationally, DA related offences have reduced by -6% mainly because of decreases in Violence Against the Person offences (ONS).

Force Delivery Update

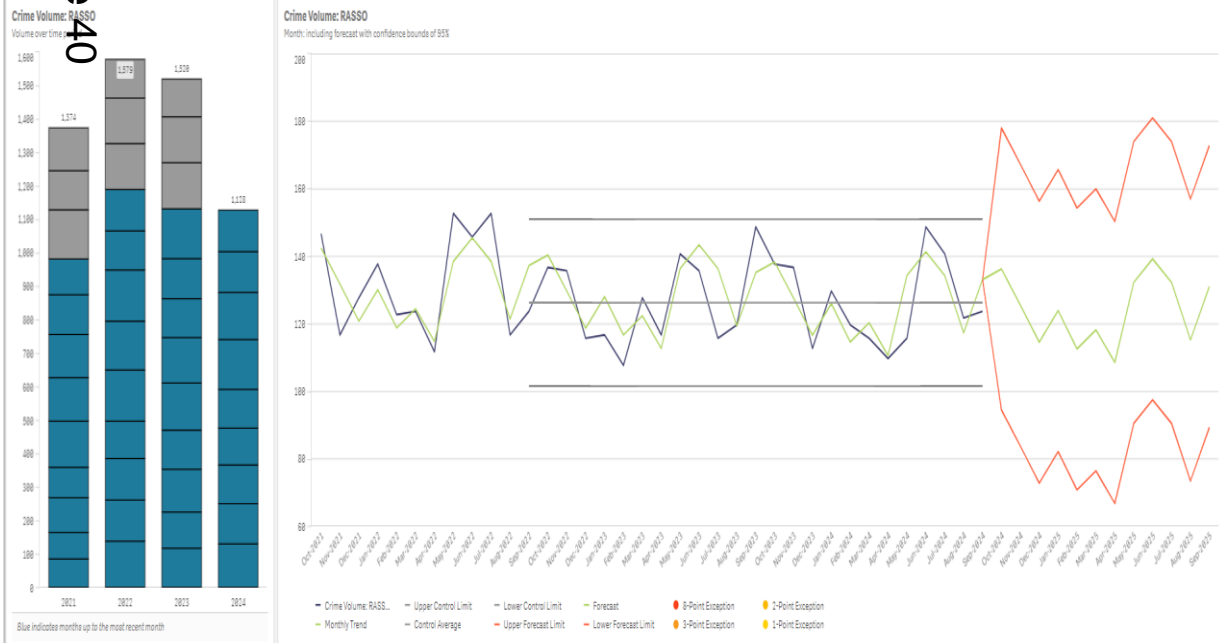
- All relevant Inspectors have been provided with the DVPO application feedback and have been asked to ensure supervisory checks include systems checks.
- A short 'How to video' for guidance is in production.
- Discussions held with L&D to ensure DA support services are featured in practical exercise with student officers/floor walking is being arranged with IDVAS, IDVA posters are being created/attendance team briefings/SDASS have employed an Open to Change worker and joint victims' worker to work from custody DD, vetting is being submitted, this will be closer working with investigators for awareness.

Rape & Serious Sexual Offences (RASSO)

WHAT? is the situation?

Data Source: [Vulnerability | App overview - Qlik Sense \(wiltshire.police.uk\)](#)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2024	3 Months to Sep-2024	12 Months to Sep-2024	12 Months to Sep-2023 vs. 12 Months to Sep-2024	Rolling 12 Month Trend	Statistical Exceptions
Crime Volume: RASSO		124	387	1,516	-0.3%	Decreasing	
FAT Outcome Rate: RASSO		8.9%	8.5%	8.8%	-1.5% points	Increasing	
FAT Outcome Volume: RASSO		11	33	133	-14.7%	Increasing	
Outstanding Suspects: RASSO		94	95	98	-31.1%	Decreasing	Eight-Month Low



WHAT? is happening?

Data Summary

- In the 12 months to Sept-24 the RASSO crime volume 1,516 decreased by 0.3% (no.5) when compared with the 12 months to Sept 23.
- The RASSO average arrest rate in the 12 months to Sept-24 was 30.6% showing an increase of 4.7% when compared with the 12 months to Sept 23.
- The average FAT outcome rate in the 12 months to Sept-24 was 8.8% showing a decrease of -1.5% when compared with the 12 months to Sept-23.
- The average charge rate in the 12 months to Sept-24 was 7.8% showing a stable trend when compared with the 12 months to Sept-23.

Overview of Performance

- In the last 12m, Rape crimes have been identified across both Swindon and County.
- At present, there are a total of 605 SHPO (Sexual Harm Prevention Order) and 14 SRO (Sexual Risk Order)

Force Delivery Update

- Review of relationship between victim and offender for Trowbridge and Salisbury to understand if education and prevention is required in the communities.

Priority 3: Priority 3: Tackle crimes that matter to local communities

Outcomes achieved this quarter

Safer Streets & ASB Hotspots:

- Safe Streets projects continue to impact positively on individuals and communities with overall reports of crime in targeted locations reducing.
- Up to the end of September, over 4,000 hours of visible patrols (police and wardens) have taken place across ten key ASB hotspot locations. This funding has also supported additional warden patrols, detached youth work, and the development of common policies and processes for ASB across both councils and the police, in partnership with Community Safety Partnerships, to ensure consistent and improved responses to ASB across Wiltshire and Swindon.

Road Safety:

- In addition to the extensive enforcement and speed monitoring activities undertaken daily by the Force, the Road Safety Partnership has undertaken several engagement events with at risk cohorts including attending student freshers' fayres at Lackham, Chippenham, Trowbridge, Salisbury and Swindon colleges, as well as child car seat safety checks at Tidworth, Westbury and Calne. Wiltshire Police hosted another popular Bikesafe day at where motorcyclists were treated to presentations on safe riding and then given advice from Police, ROSPA and IAM advanced motorcyclists.

Rural Crime:

- An extensive joint operation was undertaken by Wiltshire Police in partnership with Avon & Somerset and Gloucestershire Constabularies during "Rural Crime Week" (w/c 21-Oct). Over 30 vehicles checked with 1 seized and a locally stolen quad bike recovered by National Rural Crime unit who supported the operation. Use of PCC supplied SelectaDNA kits are being expanded to pro-actively mark property in areas where offences have been reported in the past.

Risks and issues

Safer Streets & ASB Funding:

Safer Streets and ASB funding from the Home Office both end in March 2025. There is currently no certainty of ongoing funding for either of these workstreams beyond the end of the financial year. Confirmation is expected from Government before Christmas but should this not be forthcoming then the implications on delivery of community safety interventions locally will be significant.

Deliverables Progress

Action	Date Due	Progress
Delivery of £1M ASB Hotspot Response Fund with OPCC leading on commissioning and delivery of warden patrols and detached youth work	March 2025	60%
Delivery of Safer Streets Programme (Round 5) to tackle VAWG, ASB & neighbourhood crime	March 2025	60%
Delivery of business crime reduction partnership to help tackle retail crime	March 2025	50%

PCC focus next quarter

Improving Community Safety:

- We are facilitating the Community Safety Partnership transformation programme in Swindon and Wiltshire in order to enhance and improve their strategic approach, governance structures, working arrangements and data collation and analytics to support better evidence based decision making
- Continue the delivery of the ASB Hotspot Fund as well as the Safer Streets Round 5 Programme to reduce ASB, VAWG and crime associated with the night time economy
- Partnering with the Force to deliver a joined up approach to business crime, supporting retailers and town centre partnerships in reducing both ASB and acquisitive crime, with a long-term focus on establishing Retail Crime Reduction Partnerships across Wiltshire.

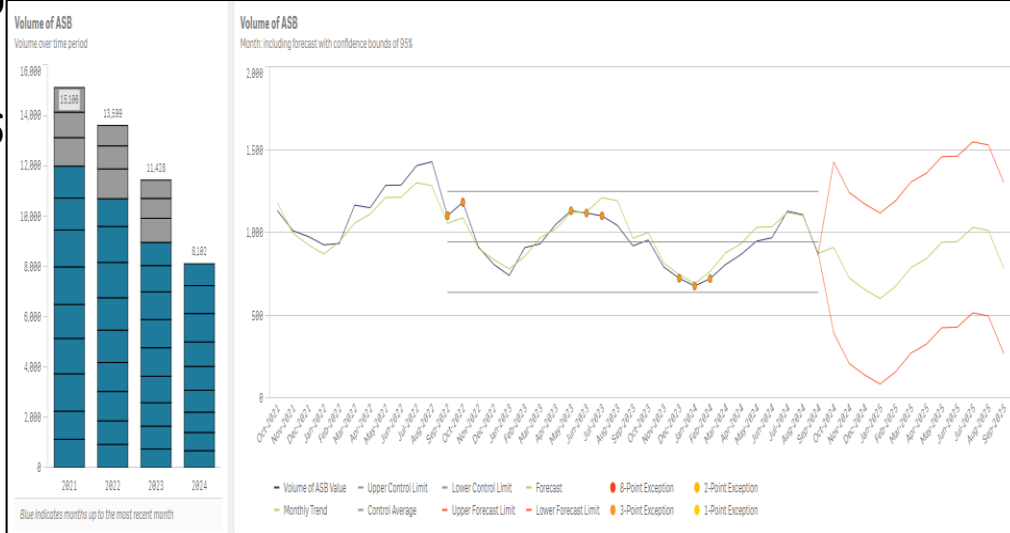
Anti-Social Behaviour (Inc. Sec 60)

WHAT? is the situation?

Monthly Performance Dashboard | App overview - Qlik Sense (wiltshire.police.uk)

Measure	3 Year Line Chart	Sep-2024	3 Months to Sep-2024	12 Months to Sep-2024	12 Months to Sep-2024 Vs. 12 Months to Sep-2023
Percentage of ASB in Niche		37.8%	40.5%	39.9%	4.4% points
Volume of ASB		866	3,105	10,576	-10.8%
Volume of ASB - County		490	1,803	6,281	-11.1%
Volume of ASB - Swindon		370	1,282	4,233	-11.0%

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	Sep-24	Proportion of monthly total	Monthly YoY change	12 month YoY change
ASB - Environmental	35	4.00%	-54.55%	-12.00%
ASB - Nuisance	536	61.7%	0.94%	-13.3%
ASB - Personal	298	34.3%	-4.79%	-5.9%

WHAT? is happening?

Data Summary

- September 2024 recorded a total of 866 ASB incidents
- ASB incidents in the 12 months to Sept-24 decreased by -10.8% when compared with the 12 months to Sept-23
- The proportion of ASB Incidents recorded on the Police reporting software (NICHE) in the 12 months to Sept-24 has increased by 4.4 %pts when compared with the 12 months to Sept-23.

Overview of Performance

- There has been a decrease in all 3 types of ASB in the 12 months to September 24- Environmental (-12.00%, n=69), Nuisance (-13.30%, n=997) and Personal (-5.90%, n=218)
- Nuisance ASB accounts for the largest proportion of monthly ASB volumes at 61.70%
- Nationally - There was no change in the volume of police recorded ASB incidents in Year Ending (YE) March 2024 compared with YE March 2023 (1 million incidents.) (Source: ONS CSEW)
- Data from Crime Survey for England and Wales (CSEW) to March 24 states that 30.2% of Wiltshire respondents had experienced ASB, due to the large confidence intervals (+/- 6.4) this sits inline with the National figure of 35.4%. (30.2% of Wiltshire's population equates to 163,328 people.)

Force Delivery Update

- Focus on improving reporting and confidence through collaboration with partners via CSP.
- ASB Awareness Week for 2024 is 18th - 24th November – Planning underway.
- Further specialist ASB Advisor training planned for 20 individuals from across Neighbourhood Policing Teams (County and Swindon).
- Level 5 - Community Safety Management for Managers (SRF) training to take place to enable her to upskill around ASB matters and support frontline officers.
- Progressing discussions on implementing Civil Injunctions in force - up to now these have all been local authority led.

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

Improving Experience for Victims:

- The competitive tender process for the new Victim Satisfaction Survey has gone live on the Procurement Hub as planned following market and stakeholder engagement. New contract award is scheduled for December 2024.
- A high-level plan to deliver the substantive review of the Victim and Witness Care Hub (Horizon) has been drafted and the OPCC is working with Police colleagues to develop the detailed project plan which will improve service, victim support and governance.

Priority Groups in the Criminal Justice System (CJS):

- Continued monitoring of neuro-diverse improvements across criminal justice system and aligned work with Local Authorities, including fill review of criminal justice strand of Wiltshire Council's Autism Strategy.
- Completion of the initial data analysis for female offenders, identifying drivers, themes and gaps in services through the Female Justice Support Board, with the development of an action plan to follow.
- Hosted first Custody Partnership Training Day to strengthen pathways and improve services within police custody to support detainees to address health needs and reoffending behaviours and drivers.

Early Prisoner Release:

- OPCC worked effectively with partners across the criminal justice system, including Wiltshire Police, Probation and the Prison Service, to ensure that as much support was possible was in place for those prisoners released early under the SDS40 scheme as part of the government's plans to reduce the prison population

Risks and issues

Victims Services:

- Demand for specialist support services remains high, particularly from self-referrals regarding domestic abuse support in Wiltshire and advocacy services at the Sexual Assault Referral Centre (SARC). The OPCC is working with strategic partners to adapt service offers to maintain service levels and reduce waiting times for people affected.

Criminal Justice:

- Reductions in planned court sittings through the remainder of 2024/25 is likely to impact on the number of trials vacated or postponed across Wiltshire and Swindon, resulting in further delays to witnesses and victims.

Deliverables Progress

Action	Date Due	Progress
Complete review and implement recommendations to improve the experience of those with neurodiverse conditions in the Criminal Justice Sector	March 2025	40%
Undertake the procurement for a longer-term victim's satisfaction survey to provide more opportunities for victims to share their experiences to improve services	March 2025	80%
Work together with partners through the Wiltshire Criminal Justice Board to oversee the effective and efficient delivery of criminal justice across the Force area	March 2025	60%

PCC focus next quarter

Improving Experience for Victims:

- Contingency planning for domestic abuse and sexual harm support services facing reductions in national funding.
- Complete the procurement process for the new, 3-year Victim Satisfaction Survey (contract start date of April 2025). Mobilise the new service.

Priority Groups in the CJS:

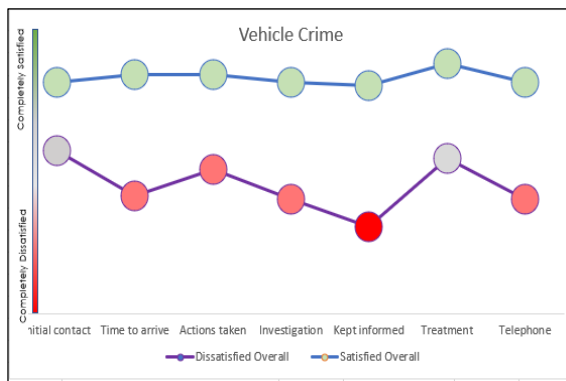
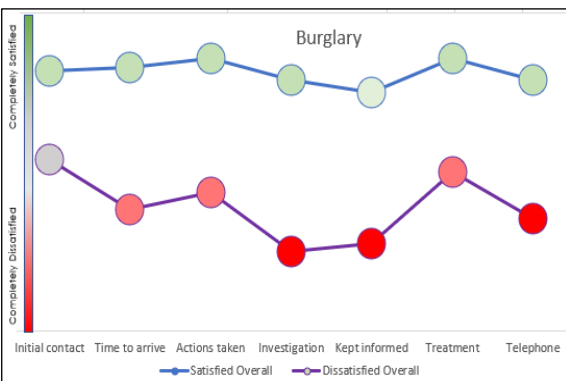
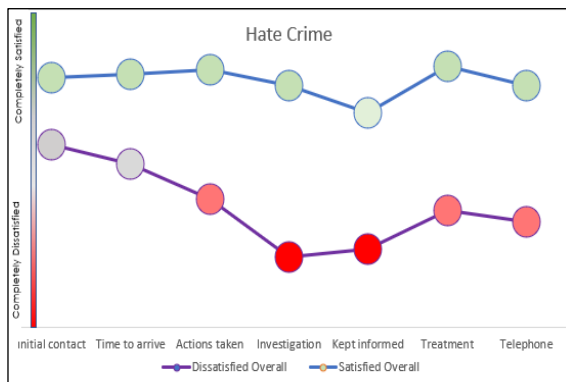
- Action findings and recommendations from FJSB review to improve support for female offenders.
- Finalise Military in Justice Steering Group delivery plan across partnership to ensure effective support for military and ex-military in the CJS.
- Scope commissioning for domestic abuse out of court resolutions in-line with NPCC and Home Office guidance for domestic abuse perpetrator behaviour change programmes.

Victim Voice

WHAT? is the situation?

Victim Satisfaction Survey Dashboard - KPIs Rolling Months Data | Sheet - Qlik Sense
(wiltshire.police.uk)

Victim Journey



Victims Rights compliance - WHAT?

OIC understood situation	Phone operator understood situation	Informed of action to investigate	Progress update given	Informed of final outcome	Informed of right to review
93.0%	91.8%	80.5%	64.5%	53.1%	53.4%

What is happening

Data Summary

- The Overall victim satisfaction rate for the 12 months to Sept-24 was 72.4% showing an decrease of -3.8% when compared with the 12 months to Sept 23. Also, a 4 month exceptional low.
- ❖ **Violent Crime** = 72.8% (-1.9%pts).
- ❖ **Vehicle** – 68.3% (-1.6% pts) – remains the lowest area of satisfaction.
- ❖ **Burglary** – 80.6% (-4.6% pts).
- ❖ **Hate Crime** – 67.0% (-14.7% pts)
- ❖ **Confidence** – 86.3% (n= 922) of victims would recommend contacting the police to others in a similar situation. 84.8% (n=906) of victims would be confident to involve the police if you experienced any future incidents.
- Horizon** – in the 12 months to Sept 2024, 55 (out of total 1068) victims stated they have accessed support via Horizon, the overall satisfaction rate for these victims was 80.0%.

Overview of Performance

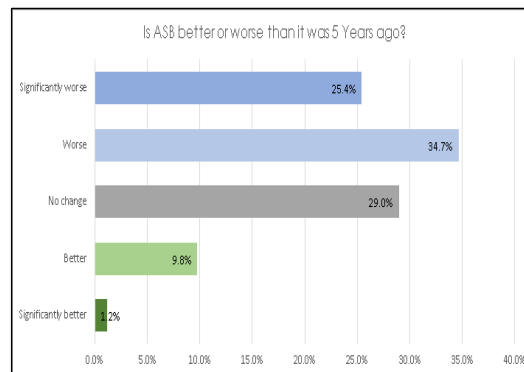
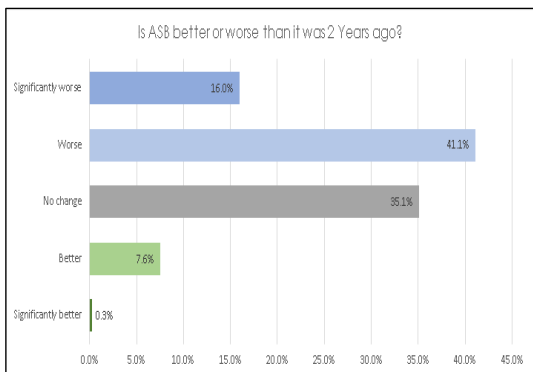
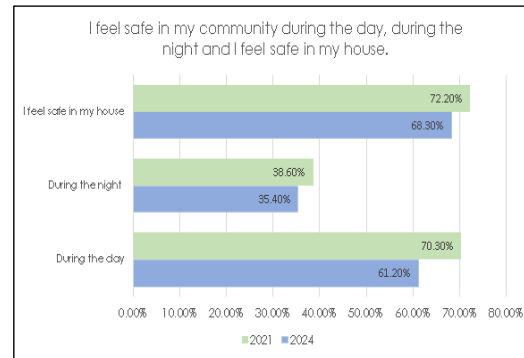
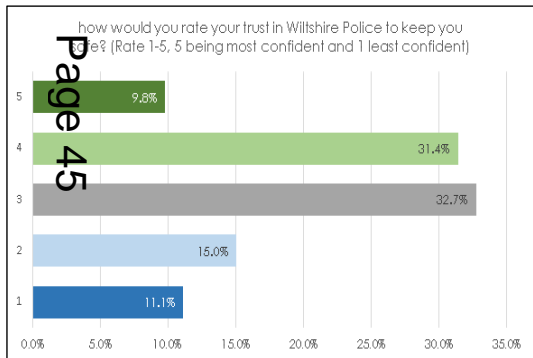
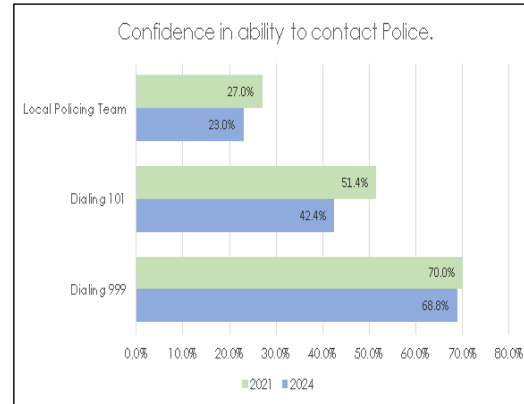
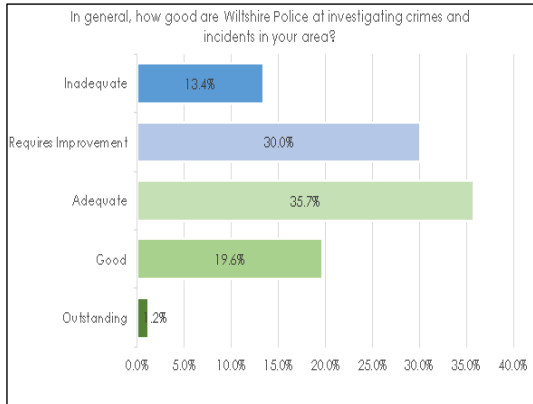
- The victim's journey demonstrates that drop in satisfaction is typically experienced at the stage of investigation and keeping informed. This is across all crime groups.
- Victims are most satisfied with their initial contact experience with Wiltshire Police.

Force Delivery Update

- Work on bringing victim survey data 'to life' through a 'victim's journey' format.
- Focusing on implementing surveys for domestic abuse and stalking while also considering surveys for children.
- Robotics solution is in hyper care which informs and advises victims of volume crime when a crime is recorded . Also informs victims of volume crime when their case is finalised.
- Horizon review now complete – high level options being considered.

OPOCC Police and Crime Plan Public Consultation 2024

WHAT? is the situation?



What is analysis indicating?

- The consultation survey received 1125 responses which provides a margin of error of 2.92% with a confidence level of 95%
- There were significantly lower responses from people in Swindon local authority area (LA) than Wiltshire LA
- Under 40-year-olds were underrepresented, making up only 9.3% of responses when they account for 25.6% of the Wiltshire population (ages 18-39). Responses are therefore heavily skewed towards 50-79-year-olds who were 64.7% of respondents but make up only 35.4% of Wiltshire's population.

Investigating Crime

In general, how good are Wiltshire Police at investigating crimes and incidents in your area?

- 48.0% of respondents rated Wiltshire Police as Adequate, Good or Outstanding at investigating Crimes and Incidents in their area.
- Of those individuals that stated they had been a victim of crime over the last 2 years (n=224), 12.9% (n=27) stated Wiltshire Police were outstanding or good at investigating crime. (Note: Question does not ask if individual reported offence to Wiltshire Police)

Contacting Police (999/101/local policing team)

In relation to policing in your local area, how confident are you in the following? (Rate 1-5, 5 being the most confident and 1 least confident).

- 68.8% stated they were confident they could speak to police in an emergency by dialling 999. No significant change over 3 years
- Respondents were less confident (42.4%) they could speak to Police in a non-emergency by calling 101, confidence in this question has declined by 9.0% pts since the 2021 Winter consultation survey.
- 23.0% of respondents were confident they could contact their local policing team.

Keeping the public safe

In relation to policing in your community, how would you rate your trust in Wiltshire Police to keep you safe? (Rate 1-5, 5 being most confident and 1 least confident)

- Mode response was 3 which indicates a neutral response.
- 41.2% of respondents selected option 4 or 5 indicating their trust in Wiltshire Police to keep them safe.
- 26.1% of people selected option 1 or 2 indicated they did not trust Wiltshire Police to keep them safe. This has increased by +3.2% pts since 2021 (22.9%).

Feeling of safety

I feel safe in my community during the day, during the night and I feel safe in my house.

- During the day – 61.2% (declined by -9.1% pts vs 2021)
- During the night - 35.4% (declined by -3.2% pts vs 2021)
- In my house – 68.3% (declined by -3.9% pts vs 2021)

Volumes of Crime and ASB

Thinking about crime and anti-social behaviour in your local neighbourhood, do you think it is better or worse than it used to be?

- When asked to compare to 2 years ago, 57.1% (n=642) of respondents felt that ASB in their area was worse or significantly worse. 35.1% (n=395) said there was no change
- When asked to compare to 5 years ago overall 60.1% (n=676) of respondents stated their perception of ASB was worse or significantly worse

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Wiltshire and Swindon



POLICE AND CRIME PANEL CRIMINAL JUSTICE AND REOFFENDING 14TH NOVEMBER 2024

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Agenda Item 10

Caz Deverall-Hart, Strategic Lead CJ and Reoffending, OPCC
Huw Wilford, A/Head of Probation Delivery Unit, Swindon and Wiltshire
Mark Wilkinson, Integrated Offender Manager Supervisor, Wiltshire Police



Responsible for the commissioning, contract management and leadership of all aspects of criminal justice and reducing reoffending, develop the strategic direction and commissioning plans, provide advice to the Police and Crime Commissioner, OPCC and partners

Female Offenders

Ensure women in the local criminal justice system have appropriate commissioned services and pathways for a holistic approach to support and rehabilitation

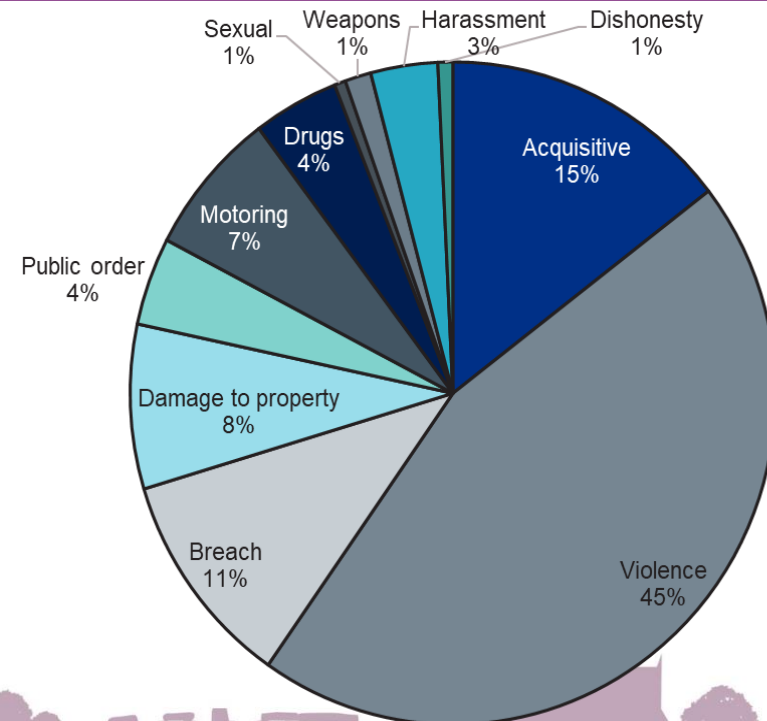
- Female Justice Support Board (FSJB) – multi-agency approach
- Develop and deliver local strategy and delivery plan; aligned to national delivery
- Commission female specific services/pathways
 - OOCRs – Intervention Hub/Nelson Trust
 - Alcohol and Substance Misuse - focussed treatment/approaches

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FJSB Data/Gap Analysis – April 2023 – March 2024

38% at least one previous conviction
 38% disability
 63% mental health
 10% self-harm and/or suicidal ideation
 10% neurodivergent
 32% housing concern
 37% financial concern

37% problematic drug use
 44 % problematic alcohol use
 65% needs related to DA
 31% victims of sexual trauma
 18% involvement in sex working



2022 - 2023 - Adult OoCR Crime and Incident Volumes

Adults Received an OoCR = **812**

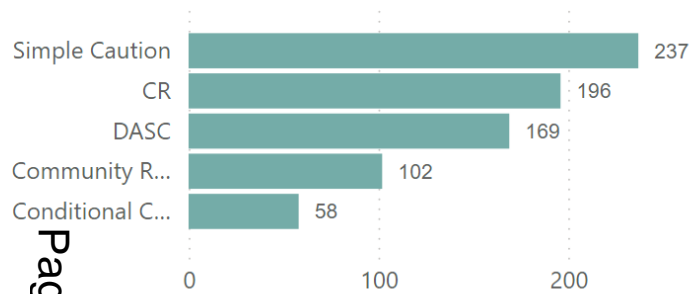
Male = 633 (78%) Female = 181 (22%)

14 x repeat offenders and 1 x offender receiving 3 x OoCR

Adults interventions volumes = **318**

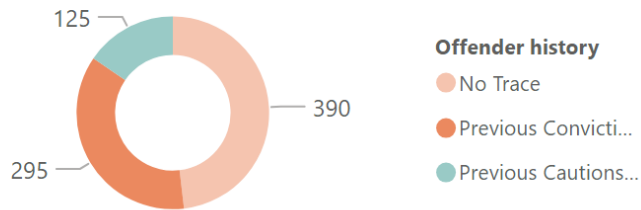
Male = 237 (75%) Female = 78 (25%)

Break down of disposals - 812 (796 offenders)

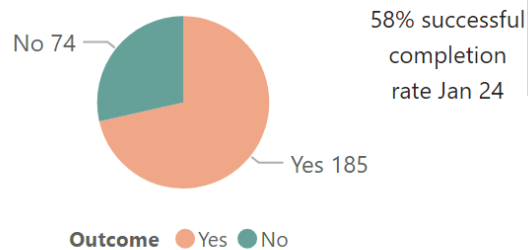


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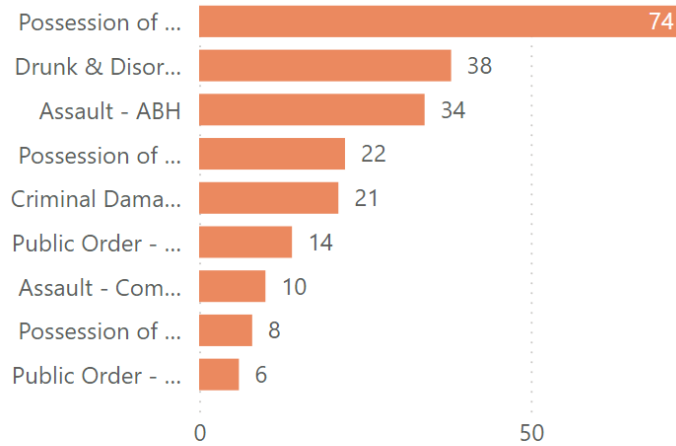
812 disposals = Offender history



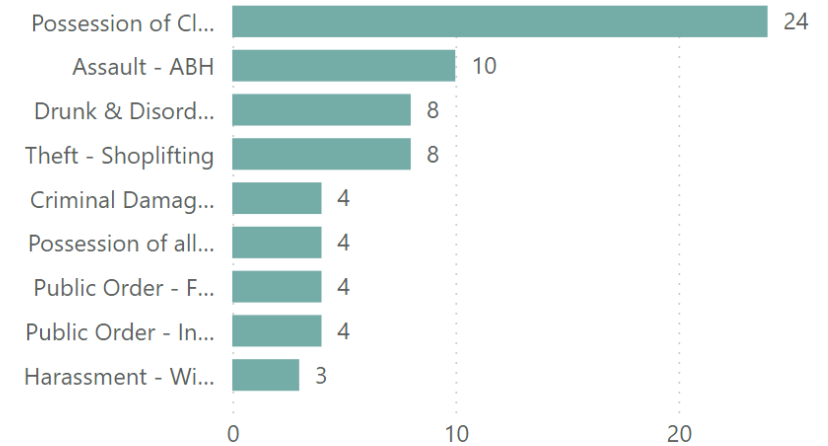
Successful Compliance with intervention



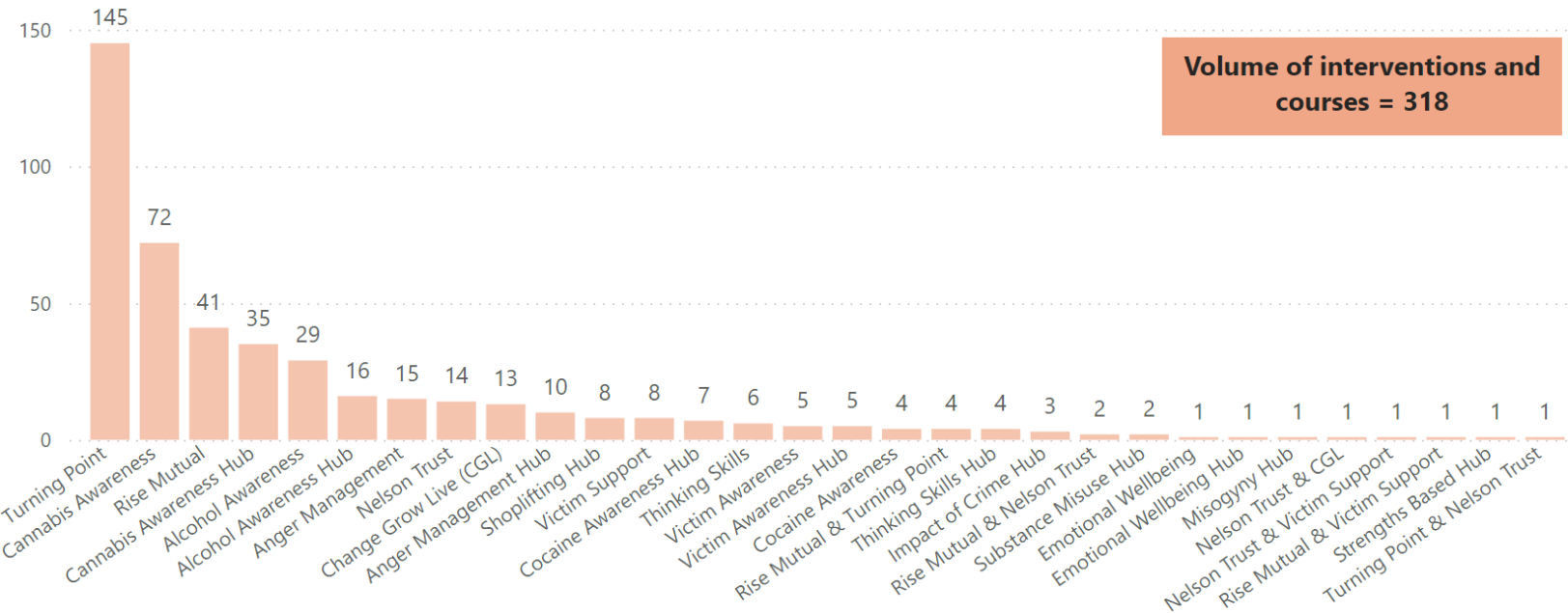
Male Interventions - Offence 1 - 3 volumes



Female Intervention: Offence 1 - 3 volumes



2022 - 2023 OoCR course and interventions Volumes



Volume of interventions and courses = **318**

What is Integrated Offender Management (IOM)?

Integrated Offender Management brings a multi-agency response to the crime and reoffending threats faced by local communities. The most persistent and problematic offenders are identified and managed jointly by partner agencies working together.

IOM helps to improve the quality of life in communities by; Reducing the negative impact of crime and reoffending; Reducing the number of people who become victims of crime; and helping to improve the public's confidence in the criminal justice system.

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Police & Probation offender Managers work with the offender to establish their individual needs & triggers for offending.

Intervention and support is tailored and based on the identified 'pathways' to reduce reoffending.

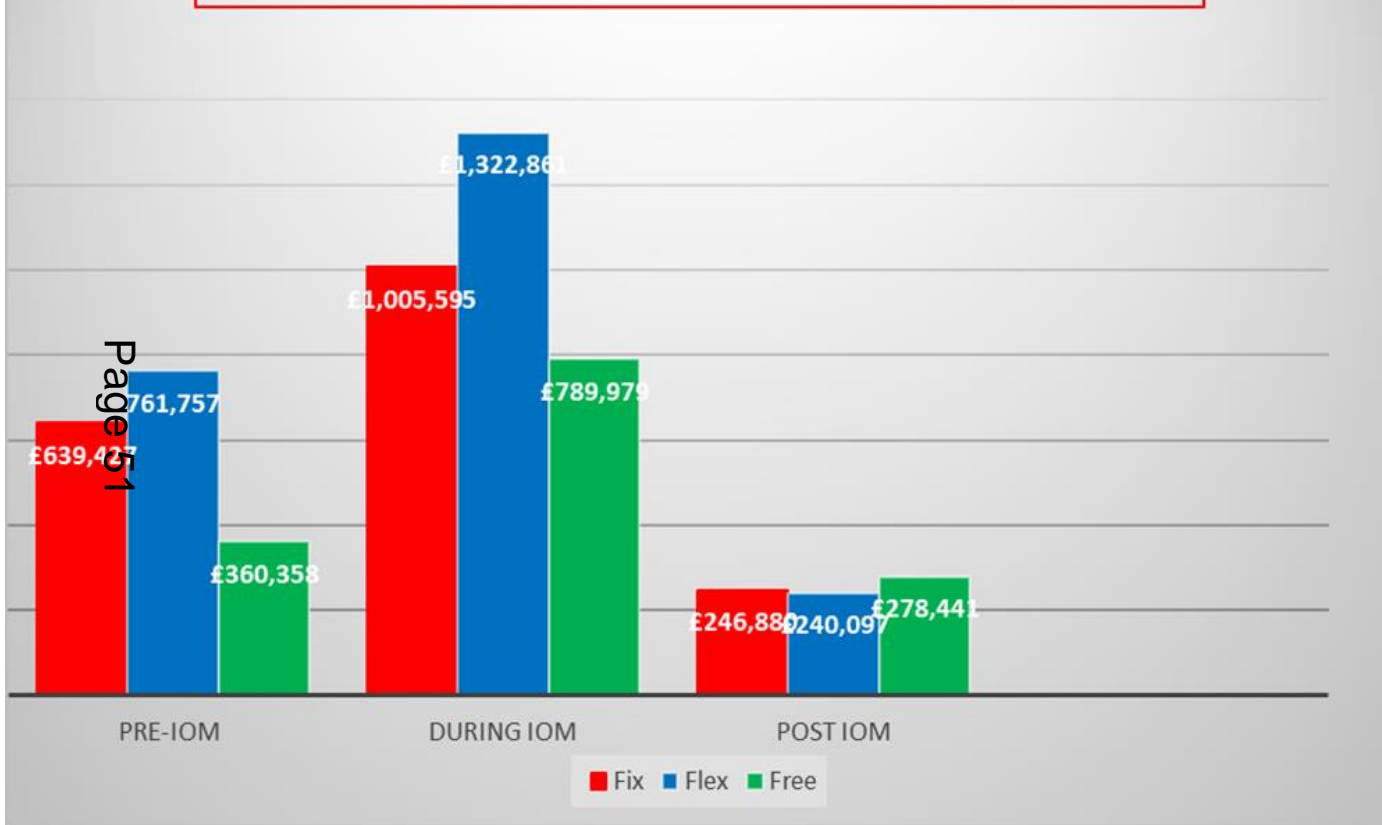
Police and Probation managers work together on statutory and Police with non-statutory cases and information shared with other key agencies.

Joint working makes enforcement swifter should the need arise to recall the offender back to Prison.

'Catch and convict' remains an option for non-compliance if needed.



Cost of Offending 1 Jan 2024 - 30 Sept 2024



Swindon			County		
	Re-Offending Rate %	Desistance Rate %		Re-Offending Rate %	Desistance Rate %
Q1	25.58	74.42	Q1	20.00	80.00
Q2	23.81	76.19	Q2	21.95	78.05
Q3	20.00	80.00	Q3	8.89	91.11



SDS40 Outline

On 12th June 2024 the Lord Chancellor announced plans for important changes to standard determinate sentences designed to significantly reduce the pressure we have been facing across the criminal justice system.

Legislative changes are being made to the percentage of time certain prisoners serving a Standard Determinate Sentence (SDS) must spend in custody from 50% to 40%. With a corresponding increase to the period on probation supervision to 60% - these will be SDS40 sentences.

The change will apply to future convictions and sentences but will also be applied retrospectively to the sentences being served for eligible offences by current prisoners – this is necessary to prevent the prison estate reaching critical capacity, and to restore proper headroom.

In addition, the changes will **not** apply to all SDS50 offences – sexual offences, offences most commonly associated with domestic abuse, and violent offences with sentences of 4 years or more are excluded from SDS40.

These changes only apply to people still in custody – it will not include people in the community on Home Detention Curfew or ECSL.

As this is a legal change, the eligibility must be based on offences rather than the individual. Therefore, there is no scope to exclude cases based on individual judgements on risk, MAPPA level, security categorisation or past offence or behaviour.



Probation Reset Rationale

- Nationally probation workloads are extremely challenging.
- Measures to manage the prison capacity crisis such as ECSL, fixed term recalls for sentences under 12 months and HDC 4 have further intensified the pressure on the probation service.

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Research suggests that early intervention and support on a licence or community order will have the most impact in terms of rehabilitative outcomes.

- Probation Reset aims to reduce caseloads by suspending supervision in post sentence supervision and in the final third of eligible orders and licences
- In doing so it allows probation practitioners to prioritise intervention and support with the highest risk cases at the point where they will have the most impact.



Wiltshire and Swindon

pcc



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Questions?



Wiltshire Police and Crime Panel Forward Work Plan – November 2024

Thursday 16 January 2025, 10:30am	Kennet Room, County Hall, Bythesea Road, Trowbridge	<ul style="list-style-type: none">• PCC Budget 2025/26 and Mid Term Financial Strategy• Communications
Wednesday 5 February 2025, 10:30am	Council Chamber, Monkton Park, Chippenham	<ul style="list-style-type: none">• PCC's Precept Proposal 2025/26• Communications

Wednesday 26 March 2025, 10:30am	Venue TBC	<ul style="list-style-type: none">• PCC Update• Quarterly Plan Delivery Update• Neighbourhood Harm Reduction• Communications
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