

# AGENDA

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**Meeting:** WILTSHIRE POLICE AND CRIME PANEL  
**Place:** Swindon Borough Council Offices, Euclid St, Swindon  
SN1 2JH  
**Date:** Thursday 15 December 2022  
**Time:** 10.00 am

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Please direct any enquiries on this Agenda to Kevin Fielding, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01249 706612 EXT 21612 or email [kevin.fielding@wiltshire.gov.uk](mailto:kevin.fielding@wiltshire.gov.uk)

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## **Membership:**

Cllr Abdul Amin - Swindon Borough Council  
Denisa Ahmeti - Co-Opted Independent Member  
Cllr Steve Bucknell - Wiltshire Council (Chairman)  
Cllr Daniel Cave – Wiltshire Council  
Cllr Ross Henning - Wiltshire Council  
Cllr Jenny Jeffries - Swindon Borough Council  
Cllr Brian Mathew - Wiltshire Council  
Cllr Kevin Parry - Swindon Borough Council  
Cllr Tony Pickernell – Wiltshire Council  
Cllr Carol Shelley – Swindon Borough Council  
Cllr James Sheppard – Wiltshire Council  
Cllr Elizabeth Threllfall – Wiltshire Council  
Louise Williams - Co-Opted Independent Member

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## **Substitutes:**

Cllr Dominic Muns - Wiltshire Council  
Cllr Caroline Thomas - Wiltshire Council  
Cllr Mary Webb - Wiltshire Council  
Cllr Sarah Gibson - Wiltshire Council  
Cllr Adrian Foster - Wiltshire Council



CLlr Gordon King – Wiltshire Council  
CLlr Sam Pearce-Kearney - Wiltshire Council  
CLlr Vinay Manro - Swindon Borough Council

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### **Public Participation**

Please see the agenda list on following pages for details of deadlines for submission of questions and statements for this meeting.

For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Part 4 of the council's constitution](#).

The full constitution can be found at [this link](#).

For assistance on these and other matters please contact the officer named above for details

# AGENDA

## Part I

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

1 **Apologies for Absence**

2 **Minutes and matters arising** (*Pages 7 - 14*)

To confirm the minutes of the meeting held on Thursday 29 September 2022

3 **Declarations of interest**

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

4 **Chairman's Announcements**

5 **Public Participation**

The Panel welcomes contributions from members of the public.

### Statements

If you wish 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. Speakers are permitted to speak for up to 3 minutes on any agenda item. Please contact the officer named on the first page of the agenda for any further clarification.

### Questions

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 Friday 9 December 2022. 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 the Council's website.

6 **PCC Quarterly Update**

- P&C Plan highlight and Performance report – PCC
- Other issues to update – PCC

7 **Precept Consultation and Engagement**

Naji Darwish - Chief Executive, Office of the Police and Crime Commissioner

8 **Wider PCC responsibilities - Prevention and Youth**

Kelly Cullen – Wiltshire Police

9 **Panel member local feedback - All**

10 **Forward Work Plan** (*Pages 15 - 18*)

To note the forward work plan

11 **Future meeting dates**

To note the future meeting dates below:

- Thursday 12 January 2023 – Kennet Room, County Hall, Trowbridge
- Thursday 2 February 2023 – Monkton Park Offices, Chippenham
- Thursday 9 March 2023 - Salisbury Guildhall, Guildhall Square, Salisbury

12 **Exclusion of the Press and Public**

To consider passing the following resolution:

To agree that in accordance with Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the business specified in Items Number 8 and 9 because it is likely that if members of the public were present there would be disclosure to them of exempt information as defined in paragraph 1 of Part I of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public.

## **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*

13 **HMICFRS PEEL PCC Update**

14 **Close**

## Wiltshire Police and Crime Panel

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**MINUTES OF THE WILTSHIRE POLICE AND CRIME PANEL MEETING HELD ON 29 SEPTEMBER 2022 AT THE KENNET ROOM, COUNTY HALL, BYTHESEA ROAD, TROWBRIDGE.**

**Present:**

Cllr Steve Bucknell (Chairman), Cllr Daniel Cave, Cllr Ross Henning, Cllr Jenny Jeffries (Vice-Chairman), Cllr Dr Brian Mathew, Cllr Tony Pickernell, Cllr James Sheppard and Cllr Elizabeth Threlfall

**Also Present:**

Philip Wilkinson – Police & Crime Commissioner  
Naji Darwish – Chief Executive Officer, OPCC  
Martin Parker – Commissioning Manager, Criminal Justice and Reducing Reoffending, OPCC

Kevin Fielding – Democratic Services Officer, Wiltshire Council

**Total in attendance: 14**

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79 **Apologies for Absence**

Apologies were received from Cllr Kevin Parry, Cllr Abdul Amin & Cllr Carol Shelley – Swindon Borough Council.

80 **Minutes and matters arising**

**Decision:**

- **The minutes of the meeting held on Thursday 9 June 2022 were agreed as a correct record and signed by the Chairman**

81 **Declarations of interest**

There were no declarations of interest.

82 **Chairman's Announcements**

The Chairman advised that he would be taking agenda item 9 - Wider PCC responsibilities - WCJB and Reducing Reoffending as the first order of business after the usual house keeping.

It was noted that Cllr Brian Mathew had attended the recent LGA Police and Crime Panels webinar. It was agreed that Cllr Mathew would circulate the slides from the webinar to the panel members.

83 **Public Participation**

There was no public participation.

84 **Wider PCC responsibilities - WCJB and Reducing Reoffending**

Martin Parker – Commissioning Manager, Criminal Justice and Reducing Reoffending, OPCC outlined a power point presentation on the work of the Wiltshire Criminal Justice Board and reducing reoffending.

Points made included:

Wiltshire Criminal Justice Board

That the purpose of the Wiltshire Criminal Justice Board was to deliver improvements in service by working collaboratively, challenging each other and co-ordinating a whole system approach.

The vision of the Wiltshire Criminal Justice Board was that communities had confidence in their local criminal justice system which delivered a fair, timely and high quality service for all.

Reducing Reoffending

That crime and offending behaviour across Wiltshire and Swindon would continue to be dealt with robustly.

Protecting the public would not be compromised.

Where people do reoffend, they would be held to account for their actions.

That the community had a right to expect public agencies to use their contacts with known offenders to reduce the risk that they would offend again.

Points made by the Panel included:



- That perhaps a member of the Police and Crime Panel should sit on the Wiltshire Criminal Justice Board.
- The importance of good channels of communications between all parties.
- That the criminal justice system was certainly in need of overhauling.
- That the report contained some encouraging reading.

The Chairman thanked Martin Parker for his presentation.

## 85 **Appointment of Independent Members to the PCP**

Cllr Ross Henning advised that in consultation with the Chairman an advert was published for the two co-opted member positions on 18 August 2022. This advert ran until 12 September 2022, from which twelve applications were received.

Following shortlisting seven candidates were selected for interview.

An interview panel was arranged as follows:

- Cllr Steve Bucknell – Chairman
- Cllr Jenny Jefferies – Vice-Chairman
- Cllr Ross Henning

Interviews were held on Thursday 22 September 2022 after which Denisa Ahmeti and Louise Williams were selected as the two successful applicants.

The terms of reference for the Police and Crime Panel includes provision for two independent co-opted members, who would be voting members of the Panel.

The Panel had previously appointed two members at its meeting in September 2018 for a four year term. These were Anna Richardson and Mamie Beasant.

The report contained in the agenda pack set out the process to appoint two co-opted independent members of the Wiltshire Police and Crime Panel.

### **Decision**

- **That the Wiltshire Police and Crime Panel appointed Denisa Ahmeti and Louise Williams as its two co-opted independent members to serve a four year term.**

The Chairman asked for thanks to be noted for Anna Richardson and Mamie Beasant for their time on the Police and Crime Panel.

The Chairman thanked Cllr Henning for the report.

86 **PCC Quarterly Update**

The Commissioner gave a brief recap of his first year in the role and outlined some of the topics that the Police and Crime Panel had flagged up to the Commissioner at his first PCP meeting back in September 2022.

The Commissioner outlined the P&C Plan highlight and Performance report.

Points made included:

That the OPCC had published its response to the PEEL HMIC inspection with scrutiny of the force's response provided; expectations had been clearly stated. The force was in an 'ENGAGE' process, with additional support and scrutiny from HMICFRS and OPCC provided.

That the OPCC had strengthened performance oversight of the P&C Plan. A new monthly Key Indicators dashboard, aligned to the Police and Crime Plan had been created between OPCC and Force, to measure performance progress.

That an evolved ELGwais providing greater scrutiny of Force performance against P&C Plan and HMICFRS findings. Five Executive Leadership Group (ELG) performance meetings had been held, focusing on Increasing Public Confidence, trust and police engagement with our communities; 1.2 Quality of policing services provided to our communities - Reporting and Response; 1.3 Giving the Police the right tools for the job - Performance Leadership and 2.2 Violence against Women and Girls.

That a new OPCC leadership team had been recruited, with 12 joining since March 22, and the majority of OPCC vacancies now filled. Focus was now on establishing the team and driving improvements and delivery. Final posts to be recruited as BAU.

That a joint scorecard developed with Force for P&C Plan, ultimately would determine Force and others impact and performance.

Points made from the PCP included:

- That it was good to see that more emphasis was being provided for leadership training.
- The importance of good mentoring of frontline staff.
- The importance of continued pressure on Central Government re the funding formula and fairer funding for Wiltshire.

- That it was good to see the rollout of mobile police stations across the county.
- That the Panel were encouraged to hear that the Commissioner had an open door policy.
- The importance of the handover of skills from officers leaving the force to newer and younger officers joining.
- That the Commissioner had made good progress during his first year in the role, and that Wiltshire Police moral was now rising.
- The importance of local teams attending the right community meetings.
- The importance of the Police forming better links with local schools

The Chairman thanked the Commissioner for his report.

#### 87 **HMICFRS PEEL PCC - update and response**

The commissioner gave an update to his paper dated 10 March 2022 to confirm how the OPCC was undertaking performance and oversight of the Police and Crime Plan 2022-25 (P&C Plan), and the PEEL findings published July 2022.

Points made included:

That following his election, the PCC has been working to secure an effective and efficient police force. This has taken numerous forms including written assessments from the PCC on challenges and observations of the force, related examples of concern both operational and strategic, and weekly discussions with the Chief Constable. The PCC had also identified areas of improvement within the OPCC and its role, holding these discussions with the Chief Executive.

That the P&C Plan set the direction, priorities, and resources for policing, commissioning, community safety and criminal justice coordination across Wiltshire and Swindon. This strategic document enabled the Police and Crime Panel (PCP) to scrutinise and support the Police and Crime Commissioner (PCC) in the execution of their role and responsibilities.

The OPCC had undertaken recruitment to expand the team, evolved the previous governance model and is implementing a new Target Operating Model.

The PEEL inspection report identified three Causes of Concern, with 14 resulting recommendations and 18 Areas for Improvement. The Force had produced a Strategic Improvement Plan to address the findings. The OPCC had

reviewed the plan, provided feedback, and was undertaking a range of performance scrutiny activities to track progress.

Points made by the PCP included:

- That the Panel requested an item by item report/dashboard of how the Commissioner was implementing changes. This report would come to the December 2022 meeting.
- The importance of an established senior leadership team.

The Chairman thanked the Commissioner for his report.

#### 88 **Draft PCC Annual Report 2021/22**

The Commissioner presented the draft PCC Annual Report 2021/22 which was included in the agenda pack.

Points made by the Panel included:

- That a report with less acronyms would be well received.
- The importance of getting staffing levels right.
- It was felt that it had been a good first year for the Commissioner and a good plan.

#### **Decision**

- **That the Police and Crime Panel noted the report**

The Chairman thanked the Commissioner for his report.

#### 89 **Forward Work Plan**

The Forward Work Plan was noted.

It was agreed to add Early Interventions to the December 2022 meeting and move Victims and Vulnerability to the March 2023 meeting.

#### 90 **Future meeting dates**

The next meeting of the Police and Crime Panel will be on Thursday 15 December 2022 at Swindon Borough Council Offices.

Future meeting dates were noted.

91 **Any Other Business**

It was agreed that a visit to the offices of the OPCC in Devizes be arranged for all panel members including the two new Independent members.

*Kevin Fielding to arrange with Naji Darwish*

92 **Close**

(Duration of meeting: 10.00 am - 12.15 pm)

The Officer who has produced these minutes is Kevin Fielding of Democratic Services, direct line 01249 706612 EXT 21612, e-mail [kevin.fielding@wiltshire.gov.uk](mailto:kevin.fielding@wiltshire.gov.uk)

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**MAKING**

**WILTSHIRE**

**SAFER**

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

**Quarterly Highlight report: Sept – Nov 2022  
Police and Crime Panel**

# 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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# Delivering the Police and Crime Plan

Force performance



OPCC Police and Crime Plan Assurance Framework 2022-2025

This provides a detailed overview of the Police and Crime Plan 2022-22. It should be considered alongside internal management tools.

The PCCs initial focus will be on all aspects of the Police and Crime Plan 2022-22.

**Making Wiltshire Safer**  
Wiltshire and Swindon Police and Crime Plan 2022-2025

**P&C Plan assurance framework**

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WILTSHIRE CRIMINAL JUSTICE BOARD

WILTSHIRE CRIMINAL JUSTICE BOARD PLAN 2022-25

CRIMINAL JUSTICE BOARD

WILTSHIRE CJS

Wiltshire Criminal Justice Board

WCJB scorecard & risk register

SWINDON COMMUNITY SAFETY PARTNERSHIP BOARD PRIORITIES 2020-23

Protect vulnerable people from harm

Tackle Violence

Prevent Crime and Keep People Safe

EXAMPLE DELIVERY GROUPS

CROSS-CUTTING THEMES

Wiltshire Community Safety Partnership

Strategic Plan

2022-2025

Community Safety Partnerships

CSP scorecards

Office of the Police and Crime Commissioner for Wiltshire and Swindon

**DELIVERY PLAN**  
2022-23

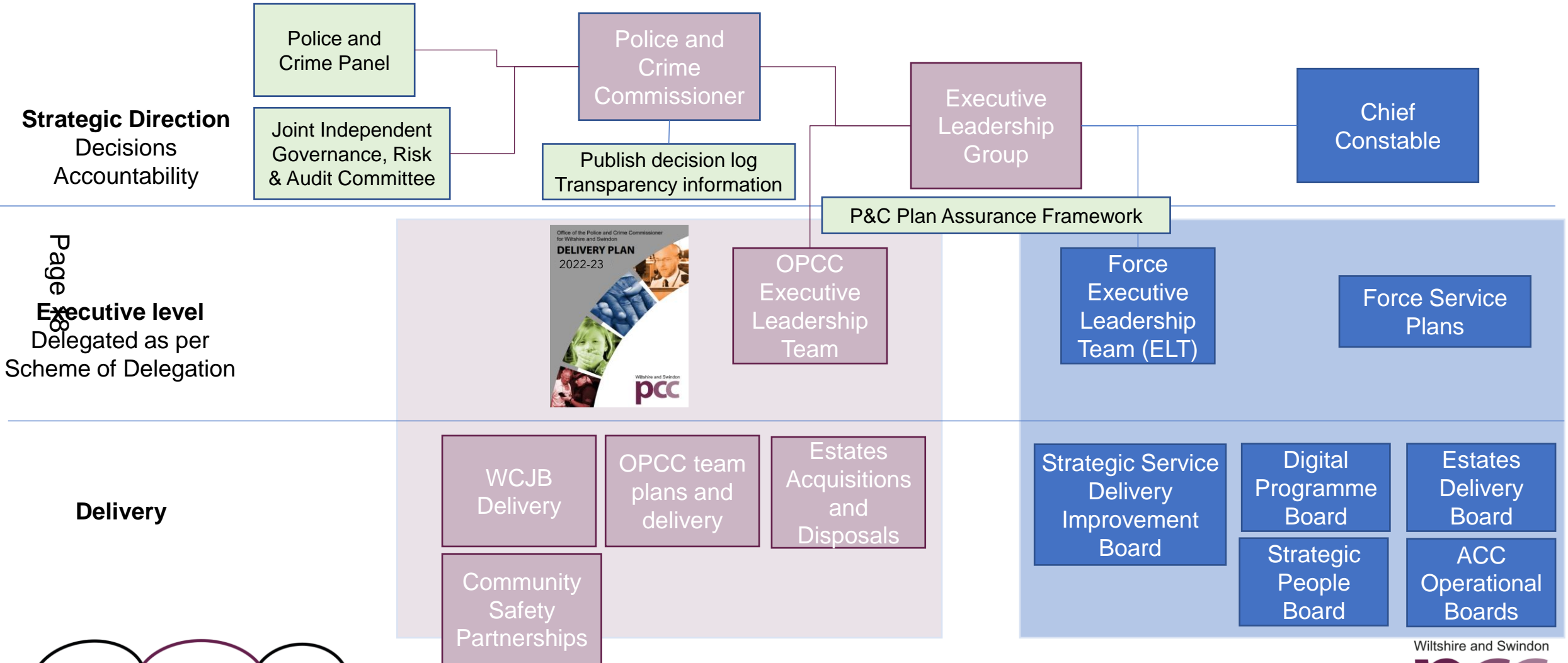
Wiltshire and Swindon PCC

OPCC Delivery Plan

OPCC scorecard & risk register



# Governance & Decision Making



Page 88  
 Executive level  
 Delegated as per  
 Scheme of Delegation



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

### Outcomes achieved this quarter

- Recruitment of new Chief Constable commenced
- Continued strengthening of OPCC governance to scrutinise Force performance. OPCC increased ELG governance with monthly updates on PEEL progress, as well as deep dives into P&C Plan performance areas.
- OPCC raised development areas on Force PEEL remediation, worked with the Force to reform and support improved strategic planning and organisational management and prioritisation, more effective implementation, and identifying tangible benefits (linked to performance scorecard).
- OPCC allocated resource to assist force to support development of governance approach
- Force beginning to implement PEEL remediation plan with focus on victims, investigative standards and vulnerability
- To improve investigative proficiency and upskill staff seven new Investigation Standards Officers (ISO) recruited from retired detectives.
- Environmental Sustainability action plan 2022/23 progressing, as of Nov 2022, 100% renewable electricity energy tariffs ahead of plan
- OPCC/Force strategic change meeting has commenced, delivering an intelligence gathering tools to enhance performance & achieve financial savings of 92% year 1.
- Salisbury Police Station public consultation event held at Salisbury Guildhall 31 October which 100 people attended in person. Various sites under review.
- The OPCC reformed and restructured community complaints procedures and processes.

### Risks and issues

- The recruitment of police officers and staff continues to be a high priority, with increased recruitment drives mitigating shortfalls. Staff retention and leavers may impact on their ability to deliver the policing portfolio FY Q4 2022 and result in insufficient performance support and impact achieving officer uplift target.
- Managing cultural challenges to change and reform.

### Deliverables Progress

Action	Date Due	Progress
Police training interim estates £1.2M investment. Sports hall refurbishments taking place in Sept.	Sept 2022	100%
Tidworth police building site work started.	Q4 2023	25%
Use of two mobile police stations to be introduced	March 23	25%
The OPCC Community Link Co-Ordinator and legal secretary have been recruited	Oct 22	100%

### PCC focus next quarter

- Purchase of two mobile police stations. Primary focus will be community engagement in rural, isolated communities that traditionally may not have a regular police presence. Used daily with deployment map to inform public.
- Purchase of event equipment for Community police teams to increase event attendance.
- Publish an updated PCC Estates Strategy and Delivery Plan 2022-25
- Consultation and publication of Medium-Term Financial planning and precept level 2023/24
- Recruitment of a new Chief Constable

### Overall PCC Assessment

- Laying foundations to address PEEL, still much work to do with Force Management and Operating Model.
- Making progress in areas of delivery, however focus remains on sustainable performance improvements over time
- Supporting CC as enter period of transition and managing stability of leadership team with number of temporary positions, ahead of working with the next Chief Constable

# Score card - Priority 1: A police service that meets the needs of its community

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Abandonment Rate: 101		8.8%	1.7% points ▲	8.7%	1.9% points ▲	6.6%	0.5% points ▲
Abandonment Rate: 999		0.6%	-4.4% points ▼	0.8%	-4.7% points ▼	2.7%	-1.4% points ▼
Average Response Time: Immediate		00:12:12	-00:00:38 —	00:12:08	-00:00:20 —	00:11:53	00:00:00 —
Average Response Time: Priority		01:32:01	00:15:38 ▲	01:31:11	00:20:09 ▲	01:19:12	00:15:54 ▲
Average Time to Answer: 999		00:00:09	-00:00:00 ▼	00:00:10	00:00:00 ▲	00:00:09	00:00:00 ▲
Average Time to Answer: CCH		00:00:33	00:00:19 ▲	00:00:31	00:00:16 ▲	00:00:18	-00:00:00 —
Average Time to Answer: CRIB		00:07:40	00:04:51 ▲	00:04:54	00:02:14 ▲	00:02:51	00:00:58 ▲
Community Intelligence - Cornwall		119	-2.5% —	347	-8.7% ▼	1,679	21.8% ▲
Community Intelligence - Swindon		48	-42.9% ▼	265	-0.4% —	1,264	22.1% ▲

## ABANDONMENT RATES

- 101 abandonment rates have increased over the quarter, with callers on average abandoning 8.7% of calls. A year-on-year comparison (Nov 20 - Oct 21 vs Nov 21 - Oct 22) highlights a +0.5% variance. The force has begun exploring how many callers abandon 101 calls in favour of online submissions.
- 999 abandonment rates are recording improvement with Oct 22 rates showing a 4.4% reduction when compared with rates in Oct 2021. An ELG deep dive into the contact centre has occurred.

## RESPONSE TIMES

- Priority: Average response times exceeded the force Service Level Agreement (SLA) of one hour in Oct 22 (1hr 32mins). There are several factors impacting including, an increase in time spent at scene (for more complex cases), a small no. Of reports recorded with appointments over 10 hours pushing up the average and the availability of trained response drivers due to a workforce young in service. Identification of officers that would benefit from response driver training is underway to aid performance improvements.

## AVERAGE TIME TO ANSWER

- Crime Recording and Incident Bureau (CRIB), time to answer increased to 7m 40s in Oct-22. Performance has been impacted by the introduction of a new call handling model and increased staff sickness for the month of Oct-22. Overtime being used to increased capacity and this is improving performance, with an average reduction of 44 second within the last 2 weeks
- Central Call Handling (CCH) rates have increased to 33 seconds. Again, the new call handling model has impacted and the need for CCH staff to triage CRIB calls.

## COMMUNITY INTELLIGENCE

- 2022 Intelligence volumes show significant year on year increases, when compared with pandemic levels (Nov 20 – Oct 21). But 2022 monthly volumes and quarterly averages are showing a decrease when compared with 2021, with Swindon submissions reducing by 42.9%.

# Score card - Priority 1: A police service that meets the needs of its community

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Crime Volume		3,801	5.5%	11,260	5.6%	43,557	12.8%
Crime Volume: Burglary		194	14.8%	474	1.9%	1,948	21.5%
Crime Volume: Violence With Injury		586	1.8%	1,537	-3.9%	6,385	12.4%
FAT Outcome Rate		11.1%	-0.9% points	13.9%	2.3% points	12.2%	-1.1% points
FAT Outcome Rate: Burglary		3.1%	-3.4% points	5.9%	1.6% points	6.1%	-0.4% points
FAT Outcome Rate: Violence With Injury		12.3%	-2.8% points	13.6%	1.4% points	12.8%	-1.1% points
Outstanding Suspects		1,519		1,577			
Outstanding Suspects: 4+ Days		1,440		1,493			
Outstanding Suspects: Over 12 Months		45		45			

## CRIME VOLUME

- Wiltshire's overall crime volume remains consistent with Pre COVID levels.
- Burglary crime volumes have increased year on year. However, reported Burglary figures remain 33.2% lower than pre-covid volumes

## FAT OUTCOME RATES

- Overall FAT outcome rates for Aug 22 – Oct 22 (13.9%) are inflated due to the force focusing on clearing a penalty notices backlog. Despite this the rolling 12-month rate of 12.2% ending Oct 2022 has remained consistent for 2 months and implies rates have stabilised. When compared with the Nov 20 – Oct 21 average, a deterioration of 1.1% is identified.
- FAT outcome rates for Burglary declined in October 2022 to 3.1%. This outcome rate was impacted by a long running investigation into a series of offences preventing further actions during October and November.
- The force holds a new monthly Investigative Standards Board where performance metrics are scrutinised with a view to improving outcomes.

## OUTSTANDING SUSPECTS

- The October 2022 volume of outstanding suspects stood at 1519 with volumes reducing since Jun 2022. But if these volumes are compared to the pandemic volumes of Oct-20 (+500) they remain high. Analysis indicates the volume of Outstanding Suspects within the force crime recording system would decrease further through improved administrative housekeeping.



FAT = Further action taken (charge/caution/penalty notice)



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

# Score card - Priority 1: A police service that meets the needs of its community

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Time to Charge (Median)		36	58.8% ▲	26	56.3% ▲	25	39.7% ▲
Time to Charge (Median): Burglary		103	758.3% ▲	92	662.8% ▲	60	100.7% ▲
Time to Charge (Median): Sexual Offences		151	6.3% ▲	131	47.9% ▲	238	146.4% ▲
Time to Charge (Median): Violence Against The Person		29	31.8% ▲	28	67.8% ▲	38	83.9% ▲
Time to Summoned / Postal Requisition (Median)		120	-13.8% ▼	140	6.6% ▲	151	-6.9% ▼
Time to Summoned / Postal Requisition (Median): Burglary		Zero or No Data Available		410	26.4% ▲	371	33.3% ▲
Time to Summoned / Postal Requisition (Median): Sexual Offences		154	15368.8% ▲	230	68.8% ▲	368	30.1% ▲
Time to Summoned / Postal Requisition (Median): Violence Against The Person		162	-12.9% ▼	169	-8.6% ▼	161	-6.2% ▼

## TIME TO CHARGE

- Time to charge median rates increased during Oct 22 to 36 days. Rates have increased since year end Oct 2021 where the annual average stood at 18 days. In-depth analysis is required to identify the causes, but high-level drivers have been identified in the rise of more complex stalking and harassment and other sexual offences.

## TIME TO CHARGE BURGLARY

- Time to charge median rates for Burglary have deteriorated to 103 days with the year ending Oct 22 average presently at 60 days. The annual average is up 100.7% on the pandemic rates of Nov 20 – Oct 21. In-depth force analysis is required to identify the causes and required actions to address.

## TIME TO CHARGE SEXUAL OFFENCES

- Time to charge median rates for sexual offences increased to 151 days in Oct 22 with the 12-month average significantly affected by a sharp increase during Feb-22. In-depth force analysis is required to identify the causes for the post pandemic increases and required actions to address.

## TIME TO CHARGE: VIOLENCE AGAINST THE PERSON

- Time to charge median rates for violence against the person improved to 29 days in October 2022. The annual average is up 83.9% on Nov 20 – Oct 21 pandemic rates. In-depth force analysis is required to identify the causes and required actions to address.



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



# Score card - Priority 1: A police service that meets the needs of its community

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Thrive: Complete and Visible		95.6%		94.6%			
Thrive: Crime Prevention Assessment		67.4%		70.5%			
Thrive: Engagement Assessment		85.3%		88.9%			
Thrive: Harm Assessment		92.9%		89.5%			
Thrive: Investigation Assessment		65.0%		68.0%			
Thrive: Overall Call Rating		58.4%		64.1%			
Thrive: Risk Assessment		76.4%		78.2%			
Thrive: Threat Assessment		95.3%		91.7%			
Thrive: Vulnerability Assessment		50.2%		55.8%			
Police Physical Attendance Rate - County		57.8%	-1.1% points —	59.2%	0.2% points —	59.7%	0.3% points —
Police Physical Attendance Rate - Swindon		60.6%	-3.9% points ▼	61.8%	-0.4% points —	61.7%	-0.2% points —
Released Under Investigation (Median): Timeliness		188	11.9% ▲	185	10.4% ▲	173	6.3% ▲
Released Under Investigation: Volume		2,220	8.6% ▲	6,469	6.9% ▲	24,153	2.1% —

The crime and communication centre (CCC) undertake THRIVE assessments during calls received from the public to understand how well staff are performing in: Threat, Harm, Investigation, Vulnerability, Engagement (THRIVE) areas.

The call assessors evaluate as many calls as they are able within a given monthly period. This is a dip sampling method, using those numbers we calculate a confidence level and margin for the percentage recorded. For the month of Oct 22, the force are 90% confident, with a 5% margin that the reported percentages would fall +/- 5% of that monthly percentage.

## THRIVE

- Of the nine THRIVE evaluations, CCC staff performance has decreased in six areas and improved in three, with overall performance ratings between 50% – 95%.
- The Vulnerability THRIVE assessment is the lowest performing area with additional training for staff and one to one mentoring to be rolled out in response.

## PHYSICAL ATTENDANCE

- County - October 2022 rates have reduced but the annual and quarterly averages remain at 59%.
- Swindon – October 2022 rates have reduced but the annual and quarterly averages remain at 61%.

## RELEASED UNDER INVESTIGATION

- The median days to complete an RUI investigation for October-22 stood at 188 days, up 11.9% on October 21 and a growth of 15 days on the year ending Oct 22 average.
- October-22 recorded 2200 open RUI cases a growth of 207.25 days on the year ending Oct 22 average.
- A new bail act was introduced during October 2022. This means officers must Bail suspects in the first instance then RUI if the justification to RUI is appropriate.
- RUI remains under scrutiny from force leads and will be subject to scrutiny in ELG.



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



# Score card - Priority 1: A police service that meets the needs of its community

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Overall Victim Satisfaction		Zero or No Data Available		Rolling 12 Month Data Only		74.4%	-4.5% points ▼
Overall Victim Satisfaction: Burglary Crimes		Zero or No Data Available		Rolling 12 Month Data Only		75.7%	-4.8% points ▼
Overall Victim Satisfaction: Hate Crimes		Zero or No Data Available		Rolling 12 Month Data Only		88.2%	2.8% points —
Overall Victim Satisfaction: Vehicle Crimes		Zero or No Data Available		Rolling 12 Month Data Only		78.8%	-4.5% points ▼
Overall Victim Satisfaction: Violence Crimes		Zero or No Data Available		Rolling 12 Month Data Only		74.9%	-5.6% points ▼
Victim Satisfaction: Ease of Contact		Zero or No Data Available		Rolling 12 Month Data Only		93.8%	-8.6% points —
Volume of Complaints		135	22.7% ▲	413	45.4% ▲	1,338	23.4% ▲

### VICTIM SATISFACTION

- Overall victim satisfaction is reporting a year-on-year reduction of 4.5% points. Although we are recording a reduction, a data sharing exercise, with 6 forces demonstrated an average overall satisfaction score of 68.7%.
- Overall victim satisfaction following burglary and violent crimes appears to be driving the local downturn.

### VOLUME OF COMPLAINTS

The average volume of complaints during Nov 21 – Oct 22 have increased by 23.4% on the Nov 20 – Oct 21 pandemic average.

- Delivery of duties remains the largest overarching dissatisfaction group, most specifically police action following contact.
- An analysis workshop is being held in order a deeper understanding of the data can occur. This will provide local managers with key areas for improvements and incorporate professional standards feedback.
- The analysis will also look to identify serial complainants and how to address the issues posed.



“If it matters to you, it matters to me.”





## Quarterly PCC Highlight Report

### Priority 2: Reduce violence and serious harm

#### Outcomes achieved this quarter

- 'Safety at Night' charter launched 28/11/2022 with 50 organisations signing-up by Jan 23 across Swindon and Wiltshire to reduce violence and serious harm in the night-time economy.
- The PCC presented at the "Making Salisbury Safer" event with Wiltshire Police and Dame Vera Baird to raise awareness of community safety issues and actions.
- The PCC and Wiltshire Police joined partners across the SW to support Operation (Op) Cavell campaign to tackle rising assaults against emergency responders increasing support for all emergency workers to secure convictions.
- Wiltshire Police have joined the "fearless" campaign. A nationwide online violence reporting platform and safety advice for all users.
- OPCC engaged with Home Office over expected national funding likely to be made available for work to reduce serious violence.
- OPCC and NHS SW were awarded the "Best procurement delivery award" for SARC recommissioning and procurement, as they ensured the successful mobilisation of SARC services Oct 22.

#### Risks and issues

- Lack of capacity and resilience to deliver legal capacity for OPCC, recruitment in sector very challenging.
- Continued high demand on Splitz service (both domestic abuse and sexual violence) must be carefully managed via waiting lists and solutions meetings.

#### Deliverables Progress

Action	Date Due	Progress
OPCC working with partners to deliver 'Safety at Night' charter following completion of public survey.	Jan 23	100%
Wiltshire & SW OPCCs, commissioned new integrated medical and victim support services for victims of sexual offences (£8M over 7 years)	October 22	Contract mobilisation
OPCC and NHS to recommission therapeutic interventions to support victims of child abuse	June 2023	50%
Recruitment of a vulnerability lawyer which will aim to support an increase in legal orders to protect victims.	April 23	50%

#### PCC focus next quarter

- OPCC to support Wiltshire Police work with Safer lives a UK-wide charity dedicated to ending domestic abuse and introduce awareness programme for 1600 people from Jan 23.
- The OPCC are tendering for two DASP - behaviour change workers and a further DASP- survivor support post to be co – commissioned with probation. The work seeks to reduce the cycle of domestic abuse working with perpetrators to change their violent and abusive behaviours, improving their and their families' lives.
- OPCC work with partners to deliver develop serious violence reduction work ahead of expected HO funding
- OPCC to support Wiltshire Police deployment of their mobile police station during Salisbury's night-time economy.

#### Overall PCC Assessment

- Extensive work ongoing to better focus priorities and resources. Some initial improvements in performance need to be sustained to change assessment.



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

# Score card - Priority 2: Reduce violence and serious harm

FAT = Further action taken (charge/caution/penalty notice)

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Crime Volume: DA		578	-14.1% ▼	1,936	-0.2% —	7,436	2.8% —
Crime Volume: RASSO		140	-5.4% ▼	386	4.0% —	1,564	20.7% ▲
Crime Volume: S&H		277	-19.2% ▼	972	-5.6% ▼	4,169	3.8% —
FAT Outcome Rate: DA		10.9%	0.9% points ▲	10.5%	1.0% points ▲	10.0%	-1.2% points ▼
FAT Outcome Rate: RASSO		5.0%	-1.1% points ▼	5.7%	-0.5% points ▼	6.9%	0.3% points —
FAT Outcome Rate: S&H		8.3%	-2.5% points ▼	9.2%	0.6% points ▲	7.2%	-1.0% points ▼
FAT Outcome Volume: DA		63	-6.0% ▼	204	10.3% ▲	743	-8.5% ▼
FAT Outcome Volume: RASSO		7	-22.2% ▼	22	-4.3% —	108	25.6% ▲
FAT Outcome Volume: S&H		23	-37.8% ▼	89	1.1% —	302	-8.8% ▼
Outstanding Suspects: DA		429		441			
Outstanding Suspects: RASSO		169		173			
Outstanding Suspects: S&H		202		236			
Time to Charge (Median): RASSO		334	135.2% ▲	187	83.8% ▲	220	93.7% ▲
Time to Summonsed / Postal Reception (Median): RASSO		152	192.3% ▲	310	98.2% ▲	355	15.0% ▲

## DOMESTIC ABUSE (DA)

- Oct 2022 DA crime volumes decreased by 14.1% when compared to October 2021.
- The annual FAT outcome rate for DA remained at 10% during Nov 21 – Oct 22 with FAT outcomes deteriorating. The Nov 21 - Oct 22 FAT outcome volume average has deteriorated by 8.5% when compared with Nov 20- Oct 21.
- During the last quarter use of Domestic Violence Protection Orders/Notices DVPO/N have improved significantly hitting a 3pt exceptional high in Oct 22 with the highest ever recorded volumes applied for & granted.

## RASSO (Rape and Serious Sexual Offences)

- A comparison Nov 20 – Oct 21 vs Nov 21 – Oct 21 of RASSO crime volumes highlights a growth of 20.7%. This increase has been affected by significant lows recorded during the pandemic period; October 2020 and April 2022.
- The Nov 21 - Oct 22 FAT outcome volume average has improved by 25.6% when compared with Nov 20- Oct 21. But a downturn in FAT rates occurred during the most recent quarter.

## STALKING AND HARASSMENT

- Oct 22 Stalking and harassment crime volumes reduced to the lowest seen in a 24month period. A year-on-year comparison (Nov 20 - Oct 21 vs Nov 21- Oct 22) highlights an increase of 3.8%.
- The S&H FAT Outcome rates and volumes fluctuate consistently. The annual (Nov 21 – Oct 22) FAT outcome average has decreased by 8.8% when compared with Nov 20 –Oct 21. and FAT rates by 1%.



**Outcomes achieved this quarter**

- Op Galileo is a national campaign which seeks to combat offenders poaching and hare coursing, primarily during the peak months of Sept – Feb. The operation is part of Wilts Police Rural Crime Strategic plan and OPCC has funded drones and night vision equipment. As a result, there has been a 55.5% reduction in hare coursing and a 64.3% reduction in poaching crime logs.
- Safer Streets funding has been received and delivery of range of projects is underway. These are local authority led and aim to tackle ASB and VAWG through community mediation, diversionary activities, family support, education and interventions. Youth workers deliver pop-up youth cafés in Devizes and Swindon. Swindon has also been provided with additional CCTV, taxi marshals and education road shows.
- Further operational improvements have been rolled out with a system upgrade which enables Police Officers to access key information. The roll out significantly reducing demand in the contact centre.
- OPCC have supported Wiltshire Police in launching Street safe to hubs and CSPs. Residents can anonymously report where they feel unsafe to enable crime prevention measures to be introduced.
- The quarter has seen three crime forums occur with MP Michelle Donelan and the PCC present to discuss matter such as Op Scorpion, a national campaign which has disrupted 400 drug lines, seized 131K in criminal proceeds, 404K in drugs and arrested 194 individuals in connection to drug offences.
- Wiltshire Police have joined the Department for Transport campaign and are using positive drug wipe data to enhance intelligence and to improve Road safety.
- Three new Traffic Enforcement Officers have been employed; two new Road Safety Officers and one Administrator to process speeding tickets. 48% increase in speeding enforcement actions (tickets / speed awareness courses) Jan to Nov 2022 v Jan to Nov 2021. Road safety week occurred 14 November.
- The OPCC led a ‘Making Justice Work’ recruitment event at the Steam Museum in Swindon 19 November with 20 different organisations involved in criminal justice system to encourage young people with an interest in the sector to consider career opportunities.

**Risks and issues**

- Uncertainty surrounding whether the CSR grant increase of 1% will be reviewed and increased with other public spending pressures has resulted in an increase in the risk

**Deliverables Progress**

Action	Date Due	Progress
Completion of additional capability and capacity for mobile police speed enforcement, including delivery and fit of vans – admin staff recruitment outstanding	Sep 22	80%
Roll out of the ASB educational tool kit – helping the public identify ASB find the correct resources to combat it.	Mar 23	30%
PL Kicks – Oct H/T holiday activity provision to increase youth engagement in positive activity.	April 23	60%
Youth commission; youth voice groups - a platform for young people to express their thoughts on key problems within society and hold partners to account.	Aug 23	50%
Additional 2FTE Officers joined Rural Crime Team. Full capacity target Q1 2023.	Jan 2023	60%

**PCC focus next quarter**

- OPCC will strengthen support of Wiltshire Police in ongoing development, coordination and delivery of Community Speed Watch to reduce speeding in hot spot areas identified by the community. Specific focus on automating use of data from various traffic management sources.

**Overall PCC Assessment**

- Good progress in addressing speeding concerns over quarter, with investment positively increasing enforcement activity.
- Good examples of encouraging and supporting positive work with partners and CSPs to address community ASB in a collective response

# Score card - Priority 3: Tackle crimes that matter to local communities

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Arrest Volume: Drink Driving Offences		59	-18.1% ▼	180	-3.2% —	698	13.3% ▲
Arrest Volume: Drug Driving Offences		39	2.6% —	95	-9.5% ▼	386	-13.6% ▼
Crime Volume: Cyber		159	-5.4% ▼	495	2.1% —	2,168	9.3% ▲
Crime Volume: Hate Crime		60	-24.1% ▼	168	-21.5% ▼	825	4.0% —
FAT Outcome Rate: Cyber		6.8%	-8.2% points ▼	10.6%	1.8% points ▲	8.5%	-0.3% points —
FAT Outcome Rate: Hate Crime		18.3%	1.9% points ▲	20.2%	5.8% points ▲	15.6%	-1.1% points ▼
FAT Outcome Volume: Hate		11	-15.4% ▼	34	9.7% ▲	129	-3.0% —
Volume of ASB - County		724	-5.1% ▼	2,306	-3.2% —	8,929	-5.6% ▼
Volume of ASB - Swindon		469	27.8% ▲	1,420	10.8% ▲	4,933	-15.5% ▼

### DRINK DRIVING

- Drink driving arrest volumes have maintained a consistent average of 58-59 during Nov 21 – Oct 22.
- Drug driving arrest volumes have risen from an average of 32 to 39 in October 2022.
- Seasonal increases are possible over the Christmas period with a regular drink / drug drive campaign expected in December.

### CYBER CRIME

- Reports of Cyber-crime indicate though during the pandemic growths reflective of the rise in modern criminality brought about by criminals pushing into the cyber domain occurred rates in Wiltshire have decreased over the last year.
- Cyber-crime FAT outcome rates for Oct 22 have deteriorated to 6.8%, this is when compared with the same time last year (-8.2% on Oct 21) & the Nov 21 - Oct 22 FAT average (8.5%).
- Wiltshire Police launched its “Cyber Security Awareness Month” during October, posting top tips to remind people how to stay safe online.

### HATE CRIME

- Hate Crime volumes for Oct 22 have reduced by 24.1% when compared with October 2021
- FAT outcome rates for Hate Crime are reporting a 12-month average of 15.6% and quarterly average of 20.2%

### ASB

- County: October 2022 ASB volumes have improved, declining by 5.1% when compared with October 2021. Year on year a recorded reduction of 5.6%
- Swindon : October 2022 ASB volumes have increased by 27.8% when compared to October 2021.
- The OPCC have recently funded Safer streets projects designed to reduce ASB across Wiltshire.



“If it matters to you, it matters to me.”



## Quarterly PCC Highlight Report

### Priority 4: Improve the experience of victims and deliver justice

#### Outcomes achieved this quarter

- Wiltshire's Restorative Justice volunteers won the Citizens in Policing "Police Support Volunteer Team of the Year" at the South West regional awards.
- The Horizon Victim and Witness Care Team has developed a new advocate role extending the work of a Horizon officer to improve the support, guidance, and keeping vulnerable victims informed.
- The OPCC have mobilised custody healthcare contract which provides detainees in police custody with professional health services, refer those in need to local services to address social needs such as housing needs, mental wellbeing, etc.
- The OPCC are working with NHS England to secure the continuation of primary care mental health treatment service (MHTS) from April 23. This year MHTS have supported over 60 individuals with complex mental health needs through community sentences.
- The OPCC have led the coordination of a bid for a strategic co-ordinator to sit with Nelsons Trust and coordinate the work of all partners who look at resources and interventions to support women in the CJS. The bid will include elements of work from our local female justice strategy under our three objectives of Early Intervention and Diversion, Community Solutions and Improved Custody.
- 'Reset' of WCJB effectiveness and efficiency work with partners to improve coordination and align delivery. Will report back to WCJB
- Working with Force to increase the uptake of out of court disposals (OOC) with significant increase seen over the quarter.

#### Risks and issues

- Challenging CJS environment nationally, with Wiltshire and Wessex performing relatively well. National focus on driving standards across CJS, however structural challenges remain on workforce availability particularly in defence, efficiency of courts and the resultant impact on victims, with Horizon Victim Care continuing to manage high caseloads.
- Custody mobilisation issues due to national staff shortages, presenting operational risks since 1 Oct

#### Deliverables Progress

Action	Date Due	Progress
The OPCC are supporting both Wilts Council and Swindon Borough Council with their new individual substance misuse service tenders and will continue to co-fund from April 2023.	Contract start April 2023	60%
Re-commissioning of MHTR service from April 2023 to start	Contract start April 2023	60%
OPCC leading SW work to mobilise new custody healthcare provision from 1 Oct (£8M over 10years)	October 2023	100%
New Advocacy services tender complete - 6-year contract will see greater funding provided resulting in improved services, increased staffing and introduce online offence services for victims.	April 24	25%

#### PCC focus next quarter

- Monitoring the HMCTS plan to improve timeliness and adjust court capacity
- Assurance work on revised partnership structures to improve operational coordination in criminal justice
- Overseeing remedial action to resolve staffing issues for custody healthcare
- Transition from OPCC reducing reoffending & CJS strategic lead following securing new role

#### Overall PCC Assessment

Significant amount of improvement in this area with partners across policy, service commissioning and improvement

WCJB scorecard highlights some improvements but also areas to improve, particularly in the throughput of the criminal justice system.

# Score card - Priority 4: Improve the experience of victims and deliver justice

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Victim Satisfaction: Actions Taken		Zero or No Data Available		Rolling 12 Month Data Only		71.9%	-4.4% points ▼
Victim Satisfaction: Being Kept Informed		Zero or No Data Available		Rolling 12 Month Data Only		67.9%	0.4% points —
Victim Satisfaction: Investigation		Zero or No Data Available		Rolling 12 Month Data Only		67.3%	-1.3% points —
Victim Satisfaction: Time to Investigate		Zero or No Data Available		Rolling 12 Month Data Only		88.3%	-0.7% points —
Victim Satisfaction: Treatment by Police		Zero or No Data Available		Rolling 12 Month Data Only		89.7%	-0.2% points —

**VICTIM SATISFACTION**

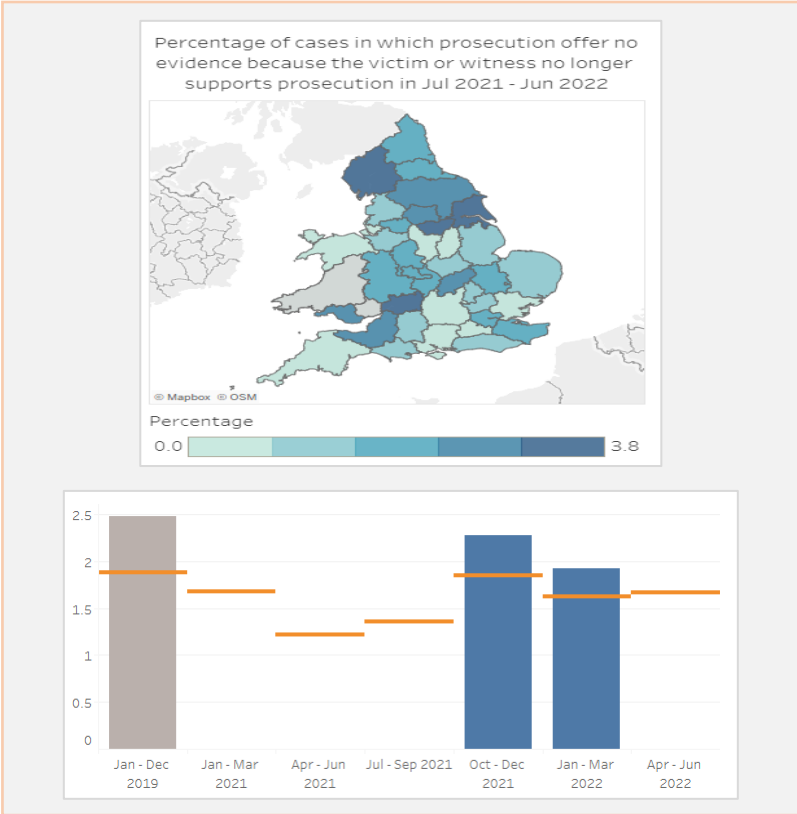
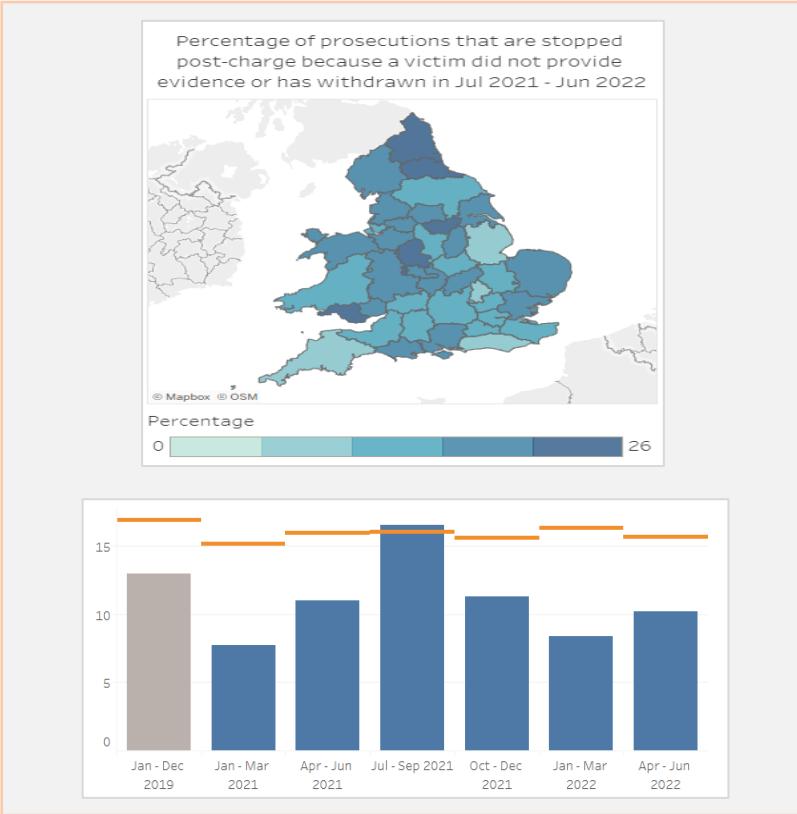
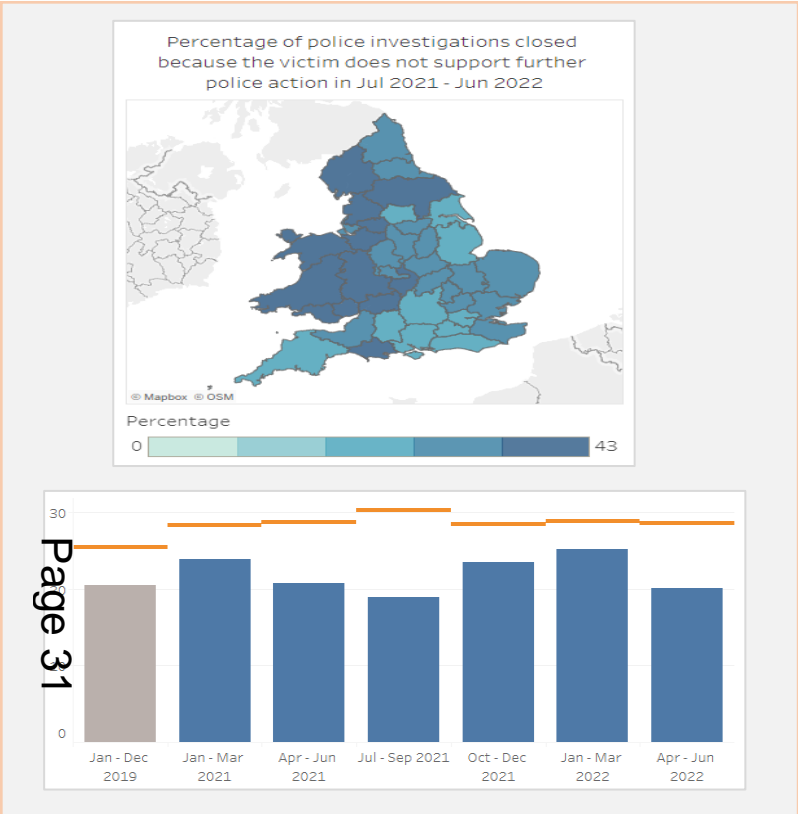
- Following the HMICFRS PEEL inspection improvements a victims survey working group were brought together to focus on capturing the voice of the victim across multiple areas of surveying.
- The priority four victim survey performance results above mirror priority one's with a dissatisfaction at the Actions Taken increasing (4.4% yr. on yr.).



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



# Score card - Priority 4: Improve the experience of victims and deliver justice



Orange line = National value. Not available for all metrics.

The most recent Criminal Justice data indicates:

- The percentage of Wiltshire Police investigations closed because a victim no longer supports further police action remains below the national average (3<sup>rd</sup> lowest force).
- The percentage of Wiltshire Police prosecutions stopped post-charge because a victim withdrew or did not provide evidence remains below the national average, (joint 4<sup>th</sup> lowest).
- The percentage of Wiltshire Police prosecutions with no evidence because the victim no longer supports the prosecution was above the average Oct 2021 – Mar 2022. Since this date, data may have been “unavailable” or “suppressed due to low volumes”, but it implies volumes were below the national average.



“If it matters to you, it matters to me.”



## Terminology

Acronym	Value
ASB	Anti-Social Behaviour
CCC	Command Control Centre
CCH	Central Call Handling
CRIB	Crime Recording and Incident Bureau.
CSP	Community Safety Partnership
DA	Domestic Abuse
DASP	Domestic Abuse serial perpetrator
DVPO/N	Domestic Violence Protection Orders/Notices
ELG	Executive Leadership Group
FAT	Further Action Taken (charge/caution/penalty notice)
HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services
ISO	Investigation Standards Officers
Median	The median is sometimes used as opposed to the mean when there are outliers in the sequence that might skew the average of the values.
MHTS	Mental health treatment services
Op	Operation
OOCD	Out of Court disposals
PEEL	Police effectiveness, efficiency and legitimacy
RASSO	Rape & Serious Sexual Offences
SARC	Sexual assault referral centre
S&H	Stalking and Harassment
SLA	Service level agreements
SW	South-West
THRIVE	Threat, harm, risk, investigate, vulnerable, engagement and expectations
WCJB	Wiltshire Criminal Justice Board
VAWG	Violence against women and girls
VCOP	Victims Code of Practice



# QUARTERLY REPORT UPDATE

JUNE - AUGUST 2022



## Foreword from the PCC Philip Wilkinson

As Wiltshire's Police and Crime Commissioner, I am responsible for setting the four priorities in my Police and Crime Plan. This is the strategic policing blueprint for Wiltshire Police, and my office, to deliver against and help to deliver our shared goal of making Wiltshire a safer place to live, work and visit.

Part of my role is to hold the Chief Constable and Wiltshire Police to account for the service they are delivering to the county's residents and I do this by scrutinising performance and reporting progress.

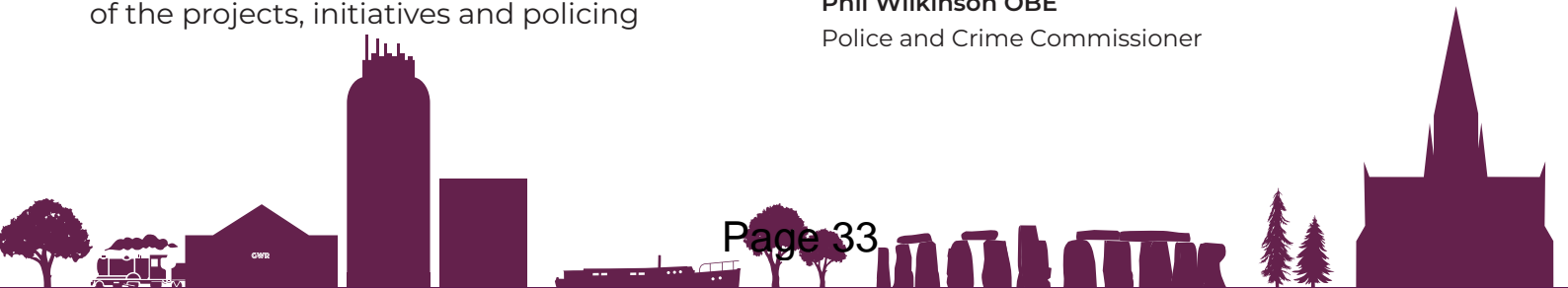
Welcome to my first Quarterly Performance newsletter where we will highlight some of the projects, initiatives and policing

performance that have been delivered earlier this year.

All of these highlights have been delivered in line with the priorities within my Police and Crime Plan and which you helped to shape with your valuable input and engagement during my Use Your Voice consultation.

It is clear that there is still much to do but we have made significant progress in tackling the crimes that matter most to the community, as well as funding and supporting crime prevention.

**Phil Wilkinson OBE**  
Police and Crime Commissioner



# PRIORITY 1: A police service that meets the needs of the community

Includes increasing public confidence, trust and our policing engagement with communities, providing a quality of police service to all our communities and giving the Police the right tools for the job.

*“Increasing and improving the number of ways my office, and Wiltshire Police, engage with communities is just one way we can help the public have trust in their policing service.”*



## QUARTERLY UPDATES

- PCCs and Forces across the Southwest have collaborated on Op Scorpion to counter drug dealing in our communities. Drugs with an estimated street value of £1,030,000 were seized, 321 arrests made, and 557 vulnerable people safeguarded.
- After an external review of 80 recommendations the immediate actions include training and estates investment, including a £1.2m investment in sports halls refurbishment to start in September.
- Introduction of Wiltshire Police Volume Crime Team to resolve crime more quickly and free front line visible resource.
- Officer recruitment is on track with the target to be met by March 2023.

### Operation Scorpion

**£1,030,000**

estimated street value of drugs seized

**321**

arrests made

**557**

vulnerable people safeguarded

# PRIORITY 2: Reduce violence and serious harm

Includes reducing violence and domestic abuse, such as violence against women and girls, child abuse and child exploitation, county lines and serious organised crime and exploitation.

*“Violent crime doesn’t only have an impact on victims but also on the wider communities where it happens. That’s why we need to work hard to make sure that those responsible are brought to justice.”*



## QUARTERLY UPDATES

- Safer Streets funding bid successful with over £560k awarded to combat acquisitive and violent crimes in Wiltshire and Swindon, with investments funding CCTV ANPR and street lighting.
- A youth strategy in partnership with Swindon Borough Council has been developed to proactively target the causes of violence and exploitation alongside providing guidance for young people.
- Extensive work to improve rape and serious sexual offence (RASSO) investigations and prosecutions are in place. Improvement in use of early charging advice from CPS and investigative standards has occurred.
- Safer nights charter survey completed in preparation for launch in December 2022.



**Over £560k**  
awarded to combat  
acquisitive and violent  
crimes in Wiltshire and  
Swindon

# PRIORITY 3: Tackle crimes that matter to local communities

Includes anti-social behaviour, road safety, rural and heritage crime, fraud, cyber crime and hate crime.

*“Speeding is dangerous, it kills and blights communities: making crossing the road dangerous for the young and elderly and putting people off cycling or walking through their communities.*

*“More resources dedicated to targeting speeding will mean there will be more of a deterrent on our roads. People will be safer and that is our main aim.”*



## QUARTERLY UPDATES

- There has been a 39% increase in the number of tickets issued to motorists for speeding since the PCC was appointed. Two new Traffic Enforcement Officers and two new Road Safety Officers have been recruited to increase focus on Road Safety and support Community Speed Watch activities.
- Heritage crime training for officers and staff has been delivered, identifying ways to tackle thefts from

cultural sites and places of worship.

- Work is being done with community safety partnerships to develop a 'partnership toolbox' to ensure a more rapid response to emerging issues is coordinated, alongside collective prevention and enforcement actions delivered.
- Tackling emerging anti-social behaviour incidents



# 39%

increase in speeding tickets issued

in Wilton, Devizes and Malmesbury and seeking to encourage joint operational responses between Police, councils and others.

# PRIORITY 4: Improve the experience of victims and deliver justice

Includes victim care and support, mental health, the criminal justice system, restorative Wiltshire and reducing re-offending.

*“Early engagement, intervention, prevention and education are just some of the things we are talking about to improve the security of the county.”*



## QUARTERLY UPDATES

- Preparing the new substance misuse services. Wiltshire and Swindon Councils are seeking to allocate additional money for the national drugs strategy and improve criminal justice outcomes.
- Funded the provision of five new rehabilitation pathways enabling the force to deal with first time / low risk offenders more effectively. This means conditions include completion of course and includes victim awareness, mental health and substance misuse.
- The mental health triage has been recommissioned and community treatment continues to embed within offender sentence plans.
- The assurance plan continues to review the forces quality of victim care, particularly regarding victim assessment and their compliance with the victim's code of practice.



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Meeting	Police and Crime Panel
Date	15 Dec 2022
Report Title	PCC consultation on the policing precept 2023/24
Report presented by	Philip Wilkinson, Police and Crime Commissioner
Author	Emma Morton, Head of Communications and Engagement

## **1. PURPOSE OF REPORT**

**1.1** This paper provides the panel with a summary of the public consultation process and engagement about to be undertaken by the OPCC Communications and Engagement Team on behalf of the Police and Crime Commissioner (PCC) on a proposed policing precept increase for 2023/24.

## **2. Precept 2023/24 consultation and engagement**

**2.1** Consultation with the public on next year’s (2023/24) policing precept started on 9 Dec 2022. It is the second precept consultation I have undertaken since taking office and it will utilise the established Use Your Voice branding, as per the previous year.

**2.2** I have always been extremely clear that residents should feel engaged and empowered to have their say on matters affecting their policing service. This is also another avenue for me to be able to hear from local communities.

**2.3** Using a short, online, survey, residents are being asked to consider supporting an increase in policing precept of £10 per year, per Band D property, which equates to 83p a month.

**2.4** Initial indications are that a 1% increase in central funding from Government for 2023/24 will be received, although that has yet to be formally notified and is expected later this month. If that assumption is correct, Wiltshire Police faces making £5.5m savings if there is not an increase made to the police precept part of the council tax.

**2.5** The survey further provides the information that, with an average £10 per year increase for a Band D property (83p a month), £3.1m savings and efficiencies would still have to be made but, with the precept increase, that figure is more manageable.

**2.6** The February report will cover the survey responses received and how I have considered this in my final precept proposals.

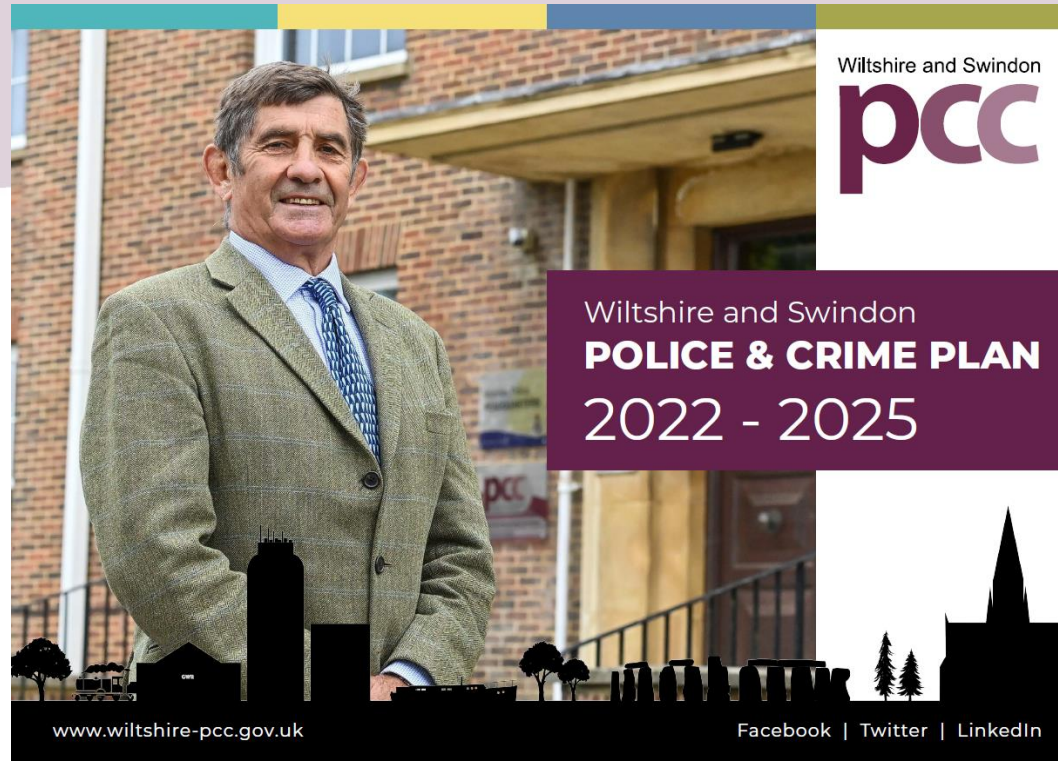
**2.7** Questions contained within the short precept survey ask whether residents would support an increase to fund more visible policing in their communities, alongside key demographic information – including their age and location - as well as which policing priority is the most important to them.

- 2.8** The survey, and its marketing and promotion, is being led by my OPCC Communications and Engagement team. The specific focus this year is to ensure increased awareness of the proposed police precept increase as well as improve upon the numbers of people responding to the survey following last year.
- 2.9** Using insight from the analysis of the previous consultation responses, we are seeking to increase responses from the 25–40-year-old age groups and encourage responses from communities where digital engagement is less and aim to encourage more representation from the diverse communities in Wiltshire and Swindon.
- 2.10** Feedback and engagement will be consistently encouraged via an online survey, with a comprehensive digital strategy to support. Sentiment of the responses received across the office, and my, digital channels to the proposed increase will be monitored and reported to the panel in February’s paper.
- 2.11** To encourage increased reach and engagement with Wiltshire and Swindon’s residents, we will be using targeted marketing of those demographic gaps mentioned above at around a cost of £500. This will be alongside the zero-cost communication and engagement activities, and in-person engagement through area boards and parish councils during January, to ensure residents feel consulted and empowered to respond to the survey.
- 2.12** My office will also be out in the communities across Wiltshire and Swindon directly canvassing people to encouraging survey responses – concentrated specifically on those identified demographic gaps above.
- 2.13** Core communication and engagement work will continue, using digital, broadcast and print mediums, placement of articles in parish magazines advising of the survey, utilising Community Messaging and its audience of 14,000 residents, alongside requests for responses from staff and officers via existing internal communications channels.
- 2.14** As last year, direct work engagement will continue with all councillors – unitary, borough, city, town and parish – to encourage responses. My communications team will also distribute the survey using stakeholder and partner authorities, charities and commissioned services to further extend the awareness of the proposed increase and to encourage participation in the survey.
- 2.15** A consistent and sustained social media campaign is now running across all digital channels and will continue throughout December and January.
- 2.16** We will publish the full results from the survey on my website during the spring in an easily accessible, and understandable, format.

## **RECOMMENDATION**

Panel members are asked to note this report.





# Prevention & Youth

# Introduction

By working effectively with partners across the community safety partnership and voluntary sector, we can support building community resilience, reduce vulnerability and exploitation and tackle crimes that matter most to our communities across Wiltshire and Swindon.

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Early intervention is key in preventing crime and keeping people safe. This includes working with young people who may come to notice of policing or entering police custody. Interventions have been developed to positively engage with young people, to offer support, diversion and to safeguard young people at risk of exploitation or county lines.

Youth communities are our future generation and therefore a commitment has been made to ensure that youth voice is captured in all that we do. Listening to young people will allow the opportunity to address crime concerns of young people and assist in strengthening relationships and trust between youth communities and police.

# Governance

## Community Safety Partnership

- Crime prevention requires a partnership approach to address community safety. A number of CSP sub-groups are attended within the prevention and youth portfolio across both Wiltshire and Swindon CSP's. This includes Safer Communities, Early Intervention & Violence Reduction and Exploitation with governance feeding into the Executive Boards.

## Wiltshire Youth Justice Service Exec Board & Swindon Youth Justice Service Management Board

- The YJS Board is made up of members from a number of agencies including the Local Authority, Probation, Police, Independent Care Boards, CAMHS, Youth Court Magistrates, Court Legal Advisers, YJS Manager and Team Leaders, Voluntary sector representatives and Elected Councillors.
- Board membership allows the opportunity for scrutiny and challenge in relation to the performance of the service against the key priorities and national key performance indicators.

# Police and Crime Plan

## PCP Priorities supported by Prevention and Youth:

Priority 2: Reduce violence and serious harm

Priority 3: Tackle the issues that matter to communities

Priority 4: Improve the experience of victims and deliver justice

## Prevention and Youth Delivery Plan - Objectives:

Objective 1: Safer Communities and Crime Prevention

Objective 2: Early Intervention and Violence Reduction

Objective 3 Exploitation and Grooming

Objective 4: Youth Voice and Engagement

# Prevention & Youth Funded Services

## Prevention and Youth Commissioned/Partnership Funded Services:

- Mental Health Control Room Triage
- Community Speedwatch
- Community Messaging
- Youth Justice Services
- Youth Mentoring Schemes (SMASH & Starting Point)
- Youth Voice (Wiltshire and Swindon Youth Commission/Leaders Unlocked)
- Premier League Kicks (Swindon Town Football Club Community Foundation)
- Street Drs (Targeted Intervention with YJS)
- The Youth Identity Hub (OOCD Online CBT Intervention)
- Serious Violence Duty (TBC - Co-ordination of funding across partnership)

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# Police and Crime Panel Forward Work Plan - 2023

Please note: this is a working document which is subject to change

Date	Location	Provisional Agenda Items
Thursday 12 January 2023 10am-1pm	Kennet Room, County Hall, Trowbridge	<ul style="list-style-type: none"><li data-bbox="929 683 1440 719">• PCC Budget 2022/23 and MTFS</li></ul>
Thursday 2 February 2023 10am-1pm	Monkton Park Offices, Chippenham	<ul style="list-style-type: none"><li data-bbox="929 917 1637 954">• Formal consideration of PCC Precept proposal</li></ul>

<p>Thursday 9 March 2023  10am-1pm</p>	<p>Salisbury Guildhall, Guildhall Square, Salisbury</p>	<ul style="list-style-type: none"> <li>• Quarterly Plan Delivery Update</li> <li>• PCC Update</li> <li>• Youth and Crime Prevention</li> </ul>
<p>Tuesday 13 June 2023  10am-1pm</p>	<p>Venue to be confirmed</p>	<ul style="list-style-type: none"> <li>• Quarterly Plan Delivery Update</li> <li>• PCC Update</li> </ul>
<p>Thursday 14 September 2023  10am-1pm</p>	<p>Venue to be confirmed</p>	<ul style="list-style-type: none"> <li>• Quarterly Plan Delivery Update</li> <li>• PCC Update</li> </ul>



<p>Thursday 14 December 2023</p> <p>10am-1pm</p>	<p>Swindon Borough Council Offices</p>	<ul style="list-style-type: none"><li>• Quarterly Plan Delivery Update</li><li>• PCC Update</li></ul>
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By virtue of paragraph(s) 1, 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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