



Wiltshire and Swindon

pcc



MAKING WILTSHIRE SAFER

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

**Quarterly Highlight report: March – May 2023
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



"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

- New CC commenced fortnightly updates to PCC which are made public.
- Force has published Plans on a page 2023-2024 which details a range of plans to ensure delivery of the Police and Crime Plan through increased leadership scrutiny, accountability and performance management.
- Wiltshire Police exceeded the Government uplift target with 1196 FTE Police Officers v 1189 target as of 31 March 2023.
- OPCC / Force commissioned HR Review. New HR Director appointed (12-month contract)
- The OPCC 2023 – 24 delivery plan is operational, ensuring the OPCC provide a professional service effectively supporting the work to make Wiltshire safer.

Risks and issues

- Demand planning, capability and capacity within the Force.
- Unable to dispose of estate identified for disposal or not achieving anticipated capital.

Deliverables Progress

Action	Date Due	Progress
Tidworth police building site work started.	Q4 2023	40%
Use of two mobile police stations to be introduced, (Unexpected vehicle delivery delays are continuing to cause setbacks)	June 23	50%

PCC focus next quarter

- The PCC Community Action Fund is to be launched enabling local groups apply and secure funding for projects that support delivery of the Police & Crime Plan by end of Q1 .
- Progress performance reporting will be in place to monitor reductions in CO2 emissions across OPCC and Wiltshire Police.
- Deliver enhanced OPCC organisational and departmental performance scorecards to improve delivery.



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

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Mar-2023)	Last 3 Months (Jan-2023 to Mar-2023)	vs. Previous 3 Months (Oct-2022 to Dec-2022)	Last 12 Months (Apr-2022 to Mar-2023)	vs. Previous 12 Months (Apr-2021 to Mar-2022)
Abandonment Rate: 101		7.5%	5.1%	1.4% points ▲	4.1%	2.0% points ▲
Abandonment Rate: 999		0.5%	0.4%	0.0% points ▲	1.3%	-3.0% points ▼
Abandonment Rate: CRIB		19.4%	15.9%	2.6% points ▲	12.9%	4.0% points ▲
Average Time to Answer: 999		00:00:10	00:00:07	00:00:01 ▲	00:00:08	-00:00:00 —
Average Time to Answer: CCH		00:00:48	00:00:35	00:00:07 ▲	00:00:27	00:00:15 ▲
Average Time to Answer: CRIB		00:11:41	00:08:49	00:02:25 ▲	00:04:55	00:02:49 ▲
Thrive: Complete and Visible		97.9%	95.6%	1.9% points —		
Thrive: Crime Prevention Assessment		85.2%	73.2%	3.9% points ▲		
Thrive: Engagement Assessment		95.1%	88.7%	4.2% points —		
Thrive: Harm Assessment		94.4%	93.0%	2.5% points —		
Thrive: Investigation Assessment		84.5%	74.7%	4.2% points ▲		
Thrive: Overall Call Rating		41.0%	50.9%	-10.9% points ▼		
Thrive: Risk Assessment		88.2%	80.3%	5.6% points ▲		
Thrive: Threat Assessment		96.5%	94.3%	2.3% points —		
Thrive: Vulnerability Assessment		29.2%	40.5%	-11.1% points ▼		

WAIT TO ANSWER & ABANDONMENT

- 101 abandonment rate is 7.5% for Mar-23
- CCH - answer time to answer is 48 secs for Mar-23. Sep-22 - the introduction of a new 101 Operating Model. All calls are now answered by CCH operators and during the last 6 months they have triaged / signposted an average of 39% of all 101-call demand
- CRIB – average time to answer 11m 41 secs for Mar-23. The last 6 months are considered as exceptionally high wait times with an average of 7m 34 secs. The average wait time for the 12 months prior to the new model was 2m 31 secs.
- High levels of sickness within the CCC alongside lack of staffing are impacting on performance
- 999 – answer time to answer is 10 secs for Mar-23.
- Call demand across the CCC has experienced seasonally low demand during the colder month as expected with volumes beginning to increase.

THRIVE+

- Overall call rating is 41% for Mar-23, a reduction of -10.9 percentage point compared to the previous 3 months. This is greater than the +/-5% margin of error (CI=95%)
- All areas of THRIVE assessment remain stable, except for Vulnerability. Vulnerability is recording a decrease of 11.1% compared to the previous 3 months. The THRIVE audit being completed for vulnerability has been focused on underperforming teams within the CCC to enable the identification of feedback and training
- Force Business Intelligence (BI) have recommended independent audits are completed to assess performance.



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

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Average Response Time: Immediate		00:12:30	00:12:29	-00:00:03 —	00:12:07	00:00:04 —
Average Response Time: Priority		01:54:52	01:47:19	00:12:29 ▲	01:32:22	00:23:53 ▲
Community Intelligence - County		173	439	38.5% ▲	1,514	-3.2% —
Community Intelligence - Swindon		65	154	14.1% ▲	920	-23.7% ▼
Outstanding Suspects		1,515	1,502	-2.9% —		
Outstanding Suspects: 4+ Days		1,448	1,434	-2.4% —		
Outstanding Suspects: Over 12 Months		53	54	15.7% ▲		
Police Physical Attendance Rate - County		55.4%	56.7%	-0.8% points —	58.7%	-0.5% points —
Police Physical Attendance Rate - Swindon		56.4%	57.0%	-2.9% points —	60.2%	-1.5% points —
Response Rate: Immediate		81.7%	80.9%	0.4% points —	82.1%	0.1% points —
Response Rate: Priority		53.5%	55.4%	-1.9% points —	59.4%	-7.7% points ▼

RESPONSE TIMES & RATES

- Average immediate response times remain stable at 12:26 for Mar-23, response rate for Feb-23 is reporting at 81.8%
- Average priority response time is 1:54:53 breaching the SLA of 1 hour. Logs more than 10 hours are skewing the average. The median is also increasing but within the SLA of 1 hour at 46:56. Logs over 10 hours are an impact factor on the average, but an increasing median reflects a genuine increase in the time it is taking to respond.
- The county hub commander has given direction to officers to spend more time at scene to improve the service officers deliver to victims and to increase the potential of capturing evidence and increase investigative standards.

INTELLIGENCE

- County is showing 9 months of being consistently just below average with 1,435 reports in Mar. Swindon has seen a low in Mar and is at the LCL in 1,017 reports.

OUTSTANDING SUSPECTS

- Mar-23 - 1515. Numbers remain elevated compared to 2020 and 2021
- More than 4 days for Mar-23 is 1448. Data capture began Jul-22, a longer data capture period is required to assess trend
- Those over 12 months for Mar-23 is 53. Data capture began Jul-22, a longer data capture period is required to assess trend. To date volumes have fluctuated between a small margin, 44 and 56



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Crime Volume		3,771	10,563	-2.0% —	44,183	6.1% ▲
Crime Volume: Burglary		167	494	-5.4% ▼	1,994	17.0% ▲
Crime Volume: Violence With Injury		454	1,302	-12.5% ▼	6,261	-0.1% —
FAT Outcome Rate		15.3%	14.5%	1.5% points ▲	13.0%	1.2% points ▲
FAT Outcome Rate: Burglary		9.0%	6.9%	-0.0% points —	7.0%	0.4% points ▲
FAT Outcome Rate: Violence With Injury		21.1%	18.1%	3.1% points ▲	14.0%	1.8% points ▲
Released Under Investigation (Median): Timeliness		249	236	16.4% ▲	200	21.3% ▲
Released Under Investigation: Volume		1,747	1,930	-11.7% ▼	2,058	4.9% —
Time to Charge (Median)		23	25	-14.8% ▼	27	49.3% ▲
Time to Charge (Median): Burglary		31	52	-0.7% —	57	99.4% ▲
Time to Charge (Median): Sexual Offences		357	123	-29.8% ▼	193	-2.4% —
Time to Charge (Median): Violence Against The Person		32	43	13.3% ▲	38	35.2% ▲
Time to Summoned / Postal Requisition (Median)		203	179	20.1% ▲	158	8.3% ▲
Time to Summoned / Postal Requisition (Median): Burglary		195	226	4.9% —	316	-1.5% —
Time to Summoned / Postal Requisition (Median): Sexual Offences		506	419	6.3% ▲	403	49.4% ▲
Time to Summoned / Postal Requisition (Median): Violence Against The Person		248	202	9.9% ▲	174	4.6% —

CRIME VOLUME

- Wiltshire remains the lowest force nationally for crimes per 1000 population at 58.61 with an MSG average of 72.20.
- Crime commission to Mar-23 is showing an increase of 6.1% YoY, the year-on-year percentage is reducing each month as remaining covid lows drop out of the comparison. Crime Commission during 2022 has returned to pre-covid levels.
- All Burglary to Mar-23 is reporting a 17.0% increase in recorded volumes. This is not reflective of a significant increase in Burglary volumes but the effect of a significantly low period of reporting between Jan-21 and Jul-21. Volumes have returned to normal following this period and have remained stable since.
- Violence with Injury volumes are reporting a year-on-year change of -0.1% to Mar-23.

INVESTIGATION

- Overall further action taken (FAT) rate, R12 month rate to Mar-23 at 13.0% with a slight increasing trend of +1.2% year on year. Discrete rate for February is 15.3%.
- FAT Outcome Rate - Burglary: R12 month rate to Feb-23 is stable at 6.9%, +0.7% YOY. Discrete rate for February is 9.2%.
- FAT Outcome Rate – Violence with Injury: R12 month rate to Mar-23 is stable at 21.1%, +1.8% year on year. Discrete rate for February is 21.1%.
- Overall time to charge for Jan-23 is 23 days. The rolling 12-month picture is an increasing trend in recent months. The most significant drivers in this increase are RASSO.



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

All Police Crime Plan Priority Scorecards
 ▲ ▼ Indicate direction of travel. If the change less than 5% a "-" is used. The colour indicates whether this is the preferred direction of travel, green or amber, unless the current period is considered exceptional in the adverse direction then it is red. See Explanation Page for more information.

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Feb-2023)	vs. Previous Year (Feb-2022)	Last 3 Months (Dec-2022 to Feb-2023)	vs. Previous Year (Dec-2021 to Feb-2022)	Last 12 Months (Mar-2022 to Feb-2023)	vs. Previous 12 Months (Mar-2021 to Feb-2022)
Overall Victim Satisfaction		Rolling 12 Month Data Only		Rolling 12 Month Data Only		74.4%	-2.9% points -
Overall Victim Satisfaction: Burglary Crimes		Rolling 12 Month Data Only		Rolling 12 Month Data Only		80.1%	3.9% points ▲
Overall Victim Satisfaction: Hate Crimes		Rolling 12 Month Data Only		Rolling 12 Month Data Only		84.5%	9.0% points ▲
Overall Victim Satisfaction: Vehicle Crimes		Rolling 12 Month Data Only		Rolling 12 Month Data Only		67.0%	-9.6% points ▼
Overall Victim Satisfaction: Violence Crimes		Rolling 12 Month Data Only		Rolling 12 Month Data Only		74.6%	-4.2% points ▼

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Mar-2023)	Last 3 Months (Jan-2023 to Mar-2023)	vs. Previous 3 Months (Oct-2022 to Dec-2022)	Last 12 Months (Apr-2022 to Mar-2023)	vs. Previous 12 Months (Apr-2021 to Mar-2022)
Volume of Complaints		132	377	1.6% -	1,454	24.6% ▲

PUBLIC CONFIDENCE AND CONSULTATION

Overall Victim Satisfaction - 73.9% down 3.8pp YoY

- Bench marking with other forces who have shared data returned a national average of - 65% (12 months to Dec 22). NB: Not all forces returned data and forces do not all use the same survey script.

Burglary satisfaction is 81.4% up 5.9% pts YoY

- Warwickshire (MSF) = 74% (12 months to Dec 22)
- West Mercia (MSF) = 83.8% (12 months to Dec 22)

Hate Crime satisfaction 83.1% up 5.0%pts YoY

- Warwickshire (MSF) - 69% (12 months to Dec 22)
- West Mercia (MSF) - 73.4% (12 months to Dec 22)

Vehicle crime satisfaction at 67.0% (-9.9%pts YoY) and 4 months under the LCL.

- Warwickshire (MSF) - 64% (12 months to Dec 22)

Violent crime satisfaction 73.0% dropped below LCL after a 2-month improvement. Decline seen in Treatment and Actions Taken.

NEW DATA - Crime Survey for England & Wales to December 2022

Overall confidence in local police:

- Wiltshire = 76.8% (+/- 3.9% pts equates from 72.9% - 80.7%)
- England & Wales = 68.5% (+/- 0.8%pts).
- +1.8%pts compared to last quarter to September 2022.

Percentage who say the police are doing an excellent or good job in their local area:

- Wiltshire = 63.2% (+/-6.1%pts which equates from 57%-69%).
- England & Wales = 52.3% (+/-0.8%pts)

Agreement that the police can be relied on when needed:

- Wiltshire = 57.0% (+/- 5.2% pts which equates from 51.9% - 62.2%)
- England & Wales = 53.7% (+/-0.8%pts)

SERVICE DELIVERY

- Mar-23 dissatisfactions recorded 132, year on year change is reporting a 24.6% increase. This increase is significantly affected by the most recent exceptional highs (Aug-22 to Nov-22).
- For March - Themes remain the same, with most complaints around Delivery of duties, specifically lack of contact
- 60% of complaints are resolved at Customer service level for March.
- Theme analysis underway across Complaints Resolution Team, PSD local investigation and PSD formal investigations.

- *Survey data is not received from SMSR until the second week of the month. Due to scheduling satisfaction data will always be reported one month in arrears
- Note: Victim satisfaction data is examined over 12 months for statistical significance with a 3-month lag before victims are surveyed



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Quarterly PCC Highlight Report

Priority 2: Reduce violence and serious harm

Outcomes achieved this quarter

- Following the launch of the 'Safety at Night' charter 140 businesses have signed up and public transport links have been forged with 16 taxi firms joining.
- OPCC has appointed a serious violence coordinator who will work with the force and Community Safety Partnerships to deliver the requirements of the Serious Violence Duty and support implementation to reduce violence in Wiltshire.
- The Starting Point Mentoring Pilot, commissioned jointly with Swindon Borough Council, has supported a total of 26 children at risk of engaging in the criminal justice system or being exploited. These include young people attending EOTAS (Education Other Than at School).
- OPCC have worked with partners to develop an intervention called the 'The Blunt Truth' running alongside Op Sceptre, a national initiative tackling knife crime. The Blunt truth is delivered in schools and supports knife crime education.
- Mobilisation of the Victims Voice Project; aligned to the victim satisfaction survey. This will deliver surveys to wider victim cohort improving the range of vulnerability reached with a larger question set for valuable learnings and drive improvements in policing for future victims.
- OPCC is aligned to Op Soteria and a further survey has been rolled out to victims of rape and serious sexual offences.
- OPCC mobilised a co commissioned DA perpetrator programme, allowing IOM to monitor 64 high risk offenders in the community and custody.

Risks and issues

- VCOP compliance continues to be a challenge. Improvements through new measures introduced under the force back to basics gold groups. The OPCC Victims rights survey produced a set of recommendations April 23 support the forces work.

Deliverables Progress

Action	Date Due	Progress
OPCC and NHS to recommission therapeutic interventions to support victims of child abuse (revisions of the procurement timetable at a local – national level in the last quarter)	Sept 2023	60%
Recruitment of one additional force/OPCC lawyer and two para legal.	April 23	100%
Mobilisation of a new Fearless contract support the victims of Domestic Abuse	April 2023	100%
Development of the Serious Violence Strategic Needs Assessment for Wiltshire and Swindon	Sept 2023	10%

PCC focus next quarter

- The OPCC has produced two strategies rejuvenating the DA steering group and refreshing delivery plans.
- The Serious Violence Duty Co-Ordinator will be working with Crest and the specified authorities to progress the development of the serious violence strategic needs assessment (SNA) as part of the Serious Violence Duty requirements
- In a partnership, the OPCC will work with Wiltshire Police and Youth Justice Service to support the implementation and mobilisation of a Focused Deterrence project. This will support tackling serious violence.
- The OPCC are arranging a special event to support victims of stalking and harassment, building the services available to victims with partner agencies.

Wiltshire and Swindon



Score card - Priority 2: Reduce violence and serious harm

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Mar-2023)	Last 3 Months (Jan-2023 to Mar-2023)	vs. Previous 3 Months (Oct-2022 to Dec-2022)	Last 12 Months (Apr-2022 to Mar-2023)	vs. Previous 12 Months (Apr-2021 to Mar-2022)
Crime Volume: DA		637	1,837	1.2%	7,510	0.9%
Crime Volume: RASSO		124	351	-6.6%	1,526	2.7%
Crime Volume: S&H		364	1,101	15.8%	4,231	2.1%

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Mar-2023)	Last 3 Months (Jan-2023 to Mar-2023)	vs. Previous 3 Months (Oct-2022 to Dec-2022)	Last 12 Months (Apr-2022 to Mar-2023)	vs. Previous 12 Months (Apr-2021 to Mar-2022)
FAT Outcome Rate: DA		12.2%	12.3%	0.6% points	10.9%	1.2% points
FAT Outcome Rate: RASSO		22.6%	13.4%	2.5% points	9.8%	4.2% points
FAT Outcome Rate: S&H		10.7%	7.8%	0.2% points	7.1%	-0.5% points
FAT Outcome Volume: DA		78	226	6.1%	822	12.8%
FAT Outcome Volume: RASSO		28	47	14.6%	150	78.6%
FAT Outcome Volume: S&H		39	86	19.4%	302	-5.0%
Time to Charge (Median): RASSO		137	338	44.6%	229	31.9%
Time to Summonsed / Postal Requisition (Median): RASSO		506	449	13.3%	413	35.5%

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Mar-2023)	Last 3 Months (Jan-2023 to Mar-2023)	vs. Previous 3 Months (Oct-2022 to Dec-2022)	Last 12 Months (to Mar-2023)	vs. Previous 12 Months (to)
Outstanding Suspects: DA		430	419	-6.0%		
Outstanding Suspects: RASSO		138	152	-9.3%		
Outstanding Suspects: S&H		251	245	13.1%		

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

CRIME VOLUME

- Volume of RASSO is reporting a year-on-year increase of 2.7% to Mar-23, but an exceptional low period at the beginning of 2021 is driving this increasing view. Wiltshire did experience a slight overall increase in offences being recorded between 2020 and 2021
- Stalking and Harassment and volumes of Domestic abuse are stable long term

INVESTIGATION:

- FAT Outcome Rate - RASSO: Rolling 12 months to Mar-23 is 9.8% and showing an increasing trend
- FAT Outcome Rate – Rape: Rolling 12 months to Mar-23 8.1% (+4.3pts YOY) and showing a significant increasing trend
- FAT Outcome Rate – Other Sexual Offences: Rolling 12 months to Mar-23 13.8% (+5.4 pts YOY) and showing a slight increasing trend
- FAT Outcome Rate – S&H: Rolling 12 months to Mar-23 7.1% and is stable, but did experience a small decline between 2019 and 2020
- RASSO Time to charge for Mar-23 is 137 and no longer exceptional. The trend in RASSO time to charge is increasing, but over time we are also experiencing an increase in FAT Outcome for this area. Investigation time is increasing due to time spent in getting a result for victims. This is reflected in the increase in the 31 charge decisions received for RASSO in Jan & Feb-23.

OUTSTANDING SUSPECTS – The data capture began Jun-22.

- DA outstanding suspects have previously ranged from 429 to 469. Mar-23 is 430.
- RASSO outstanding suspects have previously ranged from 160 to 181. Mar-23 is showing as exceptionally low at 138
- S&H outstanding suspects have previously ranged from 202 to 268. Mar-23 is 251



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Priority 3: Tackle crimes that matter to local communities

Outcomes achieved this quarter

- PL Kicks have successfully delivered 160 hours of PL Kick sessions to children within Swindon during the 22-23 programme. PL Kicks will continue in 2023-24 delivering a further 160 hours, including providing opportunities for children working with Swindon Youth Justice Service.
- The fourth Op Scorpion occurred; a national campaign set to cause major disruptions to drug dealers and targeting those that would exploitation young people across Wiltshire. 14 arrests were made, with Cocaine worth £9,150, cannabis worth £1,150, cash to the value £1,500 and 10 vehicles were seized.
- The Wiltshire and Swindon Youth Commission (WSYC) presented their year 2 findings at the 'Big conversation Conference' in March in respect of policing and community safety. WSYC identified 5 priority areas along with recommendations for the PCC and Partner agencies to consider in the year ahead.
- Community remedy document –The community remedy document has been updated and will be made available on the PCC's website Q2 2023.
- The ASB Toolkit for the public has now been published on the Wiltshire Safeguarding Vulnerable People Partnership (SVPP) website. Swindon are due to localise this and replicate on the SBC website.

Risks and issues

- The force L & D capability, capacity and facilities require improvements to deliver effective and efficient policing service. New operating model commenced March 23, including improved performance measures and business planning processes.

Deliverables Progress

Action	Date Due	Progress
Roll out of the ASB educational tool kit – helping the public identify ASB and find the correct resources to combat it.	Mar 23	95%
PL Kicks – provisions to increase youth engagement in positive activity 2023.	April 23	100%
Youth commission; youth voice groups - a platform for young people to express their thoughts on key problems within society and hold partners to account.	March 23	100%

PCC focus next quarter

- Further ongoing development of the approach to ASB across the partnership. The focus will be on the partnership interface, roles and responsibilities.
- The Starting point mentoring project year one is complete. A jointly funded project for 26 young people will continue into year 2, taking the learning from the project to date. Year two, will see the OPCC help develop the service further to provide more intensive support to young people with improvements to partnership collaboration (Team around the child).



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

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Arrest Volume: Drink Driving Offences		50	157	1.9% —	644	-14.8% ▼
Arrest Volume: Drug Driving Offences		28	139	13.9% ▲	467	29.0% ▲

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Mar-2023)	Last 3 Months (Jan-2023 to Mar-2023)	vs. Previous 3 Months (Oct-2022 to Dec-2022)	Last 12 Months (Apr-2022 to Mar-2023)	vs. Previous 12 Months (Apr-2021 to Mar-2022)
Crime Volume: Cyber		127	483	-4.2% —	2,041	-1.5% —
Crime Volume: Hate Crime		57	199	-0.5% —	836	-7.2% ▼
Volume of ASB		949	2,606	-10.4% ▼	13,177	-8.5% ▼
Volume of ASB - County		614	1,664	-5.9% ▼	8,314	-9.8% ▼
Volume of ASB - Swindon		333	937	-17.3% ▼	4,831	-6.4% ▼

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FAT Outcome Rate: Cyber		15.6%	12.3%	4.6% points ▲	9.7%	1.8% points ▲
FAT Outcome Rate: Hate Crime		14.0%	18.6%	7.1% points ▲	14.8%	1.4% points ▲
FAT Outcome Volume: Hate		8	37	60.9% ▲	124	2.5% —

ROAD SAFETY

- Long term arrests volumes for drug driving are stable. Jan-23 and Feb-23 recorded a two-month exceptional high, 52 and 58 consecutively however Mar-23 recording back to norm figures at 28.
- Drink driving arrest volume are stable long term.
- Refer to OPCC website for detailed Road Safety data and activities.

CRIME VOLUME

- ASB volumes are following seasonally anticipated trend of summer highs and winter lows. The last 2 months to March-23 have seen an upturn in monthly volumes in line with Spring/Summer increase. Volumes however remain lower than previous years.
- Reported Cybercrimes are stable. Year on year change of -1.5% is affected by an exceptional high period over Feb-22 and Mar-22. As predicted the year-on-year increase has now changed to decrease because of an exceptionally low period now dropping from the binary comparison.
- Hate crime volume remain stable long term and report a year-on-year change of -7.2%, affected by two exceptionally high months reported in 2021.

INVESTIGATION

- FAT outcome rate: Cyber – R12m to Mar-23 is 9.7%.
- FAT outcome rate: Hate crime – R12m to Jan-23 is 14.8%.



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Quarterly PCC Highlight Report

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

- OPCC funded Swindon Youth Justice Services received an Outstanding rating following the 2023 HM Inspectorate of probation visit. The inspectors highlighted the services organisational governance, leadership, staff and partnerships alongside Court disposals for excellence.
- Built resilience within the Wilts Police Legal services following the recruitment of a para legal with civil preventative orders expertise to assist in VAWG policing.
- The OPCC have worked with partners to mobilise the new alcohol and substance misuse and Mental Health Treatment Requirement (MHTR) services.
- Refreshed local female offender strategy and delivery plan. The OPCC has developed the MOJ tactical tool kit which will now sit within the NPCC board and APCC female offender working group.

Risks and issues

- The CJS environment nationally remains challenging, 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 healthcare recruitment remains challenging. The provider has undertaken various actions to improve application volumes.

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-commission from April 2023.	Contract start April 2023	95%
Re-commissioning of MHTR service from April 2023 to start	Contract start April 2023	95%
New Advocacy (SV) 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 23	75%

PCC focus next quarter

- The OPCC are to organise a Military and veterans in justice partnership event 10 July 2023 to map and then produce a strategy to support and focus the significant work in this field.
- The OPCC are working with partner to produce an Offenders housing provisions strategy to ensure provisions are sufficiently resilient and risks associated to a loss of housing are mitigated effectively.
- The OPCC are developing a “mental health map” in the criminal justice system to measure performance in this area.



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

All Police Crime Plan Priority Scorecards
 ▲ ▼ indicate direction of travel. If the change less than 5% a "—" is used. The colour indicates whether this is the preferred direction of travel, green or amber, unless the current period is considered exceptional in the adverse direction then it is red. See Explanation Page for more information.

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Feb-2023)	vs. Previous Year (Feb-2022)	Last 3 Months (Dec-2022 to Feb-2023)	vs. Previous Year (Dec-2021 to Feb-2022)	Last 12 Months (Mar-2022 to Feb-2023)	vs. Previous 12 Months (Mar-2021 to Feb-2022)
Victim Satisfaction: Actions Taken		Rolling 12 Month Data Only		Rolling 12 Month Data Only		72.0%	-2.6% points —
Victim Satisfaction: Being Kept Informed		Rolling 12 Month Data Only		Rolling 12 Month Data Only		68.5%	1.1% points —
Victim Satisfaction: Ease of Contact		Rolling 12 Month Data Only		Rolling 12 Month Data Only		93.3%	-1.0% points —
Victim Satisfaction: Investigation		Rolling 12 Month Data Only		Rolling 12 Month Data Only		67.8%	-0.7% points —
Victim Satisfaction: Time to Arrive		Rolling 12 Month Data Only		Rolling 12 Month Data Only		85.3%	-5.6% points ▼
Victim Satisfaction: Treatment by Police		Rolling 12 Month Data Only		Rolling 12 Month Data Only		88.6%	-1.7% points —

Empty fields may occur, either there is no data available, or it is not required/appropriate

PUBLIC CONSULTATION - February-23 data:

- **Actions taken:** Up: 72.0% (YOY -2.6pp)
- **Being kept informed:** Up: 68.5% (YOY +1.1pp)
- **Ease of contact:** Stable: 93.3% (YOY -1.0pp)
- **Investigation:** Up: 67.8% (YOY -0.7pp)
- **Time to arrive R12m** – 85.3% down -5.6pp YoY. The decrease in 'satisfied' responses are predominantly being replaced with an increase of 'don't know' responses however survey does not ask for more detailed feedback on this question. The new Victim Voice survey will provide greater insight. Correlation with median and average priority response times increase since September 22.
- **Treatment by police:** 88.6% (YOY -1.7pp)



*Survey data is not received from SMSR until the second week of the month. Due to scheduling satisfaction data will always be reported one month in arrears
 Note: Victim satisfaction data is examined over 12 months for statistical significance with a 3-month lag before victims are surveyed

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CJS Score card - Priority 4: Improving timeliness

Oct to Dec 22 - Average days taken for police to charge an offender in victim-based cases. Nationally 49 days.

63 days

UP 15 days from previous quarter

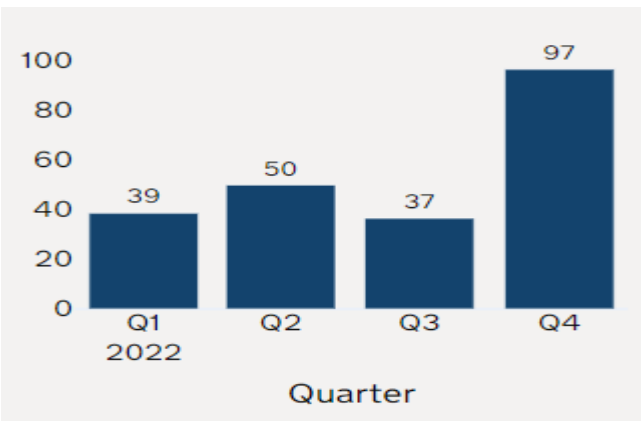


The CJS data highlights a growth in the time taken to charge an offender in victim-based cases. Wiltshire's volumes are significantly above the national average

Oct to Dec 22 - Average days from police referring a case to the CPS and the CPS authorising a charge. Nationally 47 days.

97 days

UP 60 days from previous quarter



The CJS data highlights a growth in the average days taken to refer a case to the CPS and then the CPS authorising a charge. Wiltshire's volumes are significantly above the national average.

Oct to Dec 22 - Average days from arrival to case completion at the Crown Court. Nationally 250 days.

181 days

Down 17 days from previous quarter



The CJS data highlights the average days from arrival at the crown court to case completion reducing, indicating performance has improved and that volumes are significantly below the national average.



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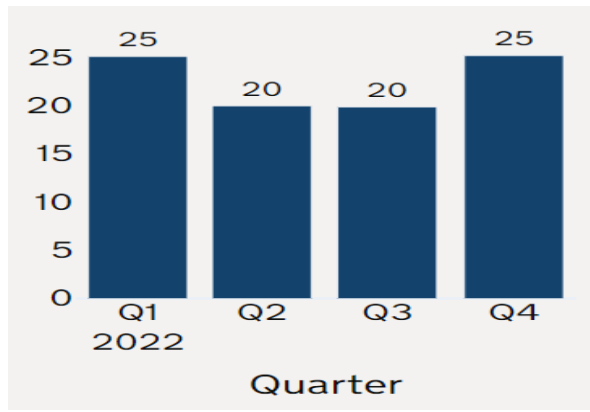


CJS Score card - Priority 4: Increasing victim engagement

Oct to Dec 22 - Investigations closed because the victim does not support police action (%) Nationally 28%.

25%

Up 5 percentage points from previous quarter



The CJS data highlights a growth in the number of victims that do not support police action, with Wiltshire volumes remaining below the national average.

Oct to Dec 22 - Cases stopped after a defendant has been charged because a victim no longer supports the prosecution (%). Nationally 15%

11%

No change from previous quarter

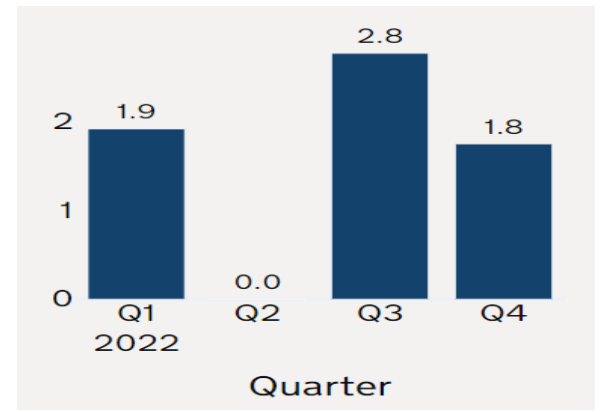


The CJS data highlights no change Jul – Sept 22 to Oct – Dec 22, with Wiltshire’s volumes below the national average.

Oct to Dec 22 - Cases in which the victim or witness no longer supports prosecution on the day of trial (%). Nationally 1.1%

1.8%

Down 1.0 percentage point from previous quarter



The CJS data highlights a decline in the number prosecutions victims or witnesses no longer support. Wiltshire’s volumes are slightly above the national average.



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CJS Score card - Priority 4: Improving quality of justice

Oct to Dec 22 - Victim-based offences where an offender is issued with a successful outcome (%). Nationally 8%

9%

Down 2 percentage points from previous quarter

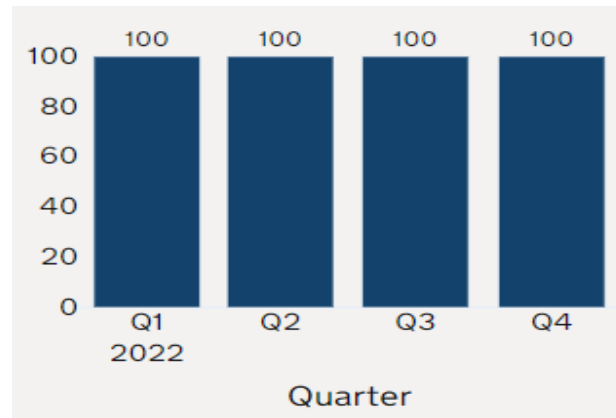


The CJS data highlights a decrease in the number of victims-based offences where an offender is issued with a successful outcome. Wiltshire volumes are above the national average

Oct to Dec 22 - Post-trial cases where the decisions to charge and proceed to trial are correct (%). Nationally 97%

100%

No change from previous quarter



The CJS data highlights no change in the volume of cases where a decision to charge or proceed is correct, with volumes above the national average.

Oct to Dec 22 - Cases which resulted in a completed trial or guilty plea (%). Nationally 86%

92%

Down 3 percentage points from previous quarter



The CJS data highlights a decrease in the volumes of cases that resulted in a completed trial or guilty plea. Wiltshire volumes are above the national average.



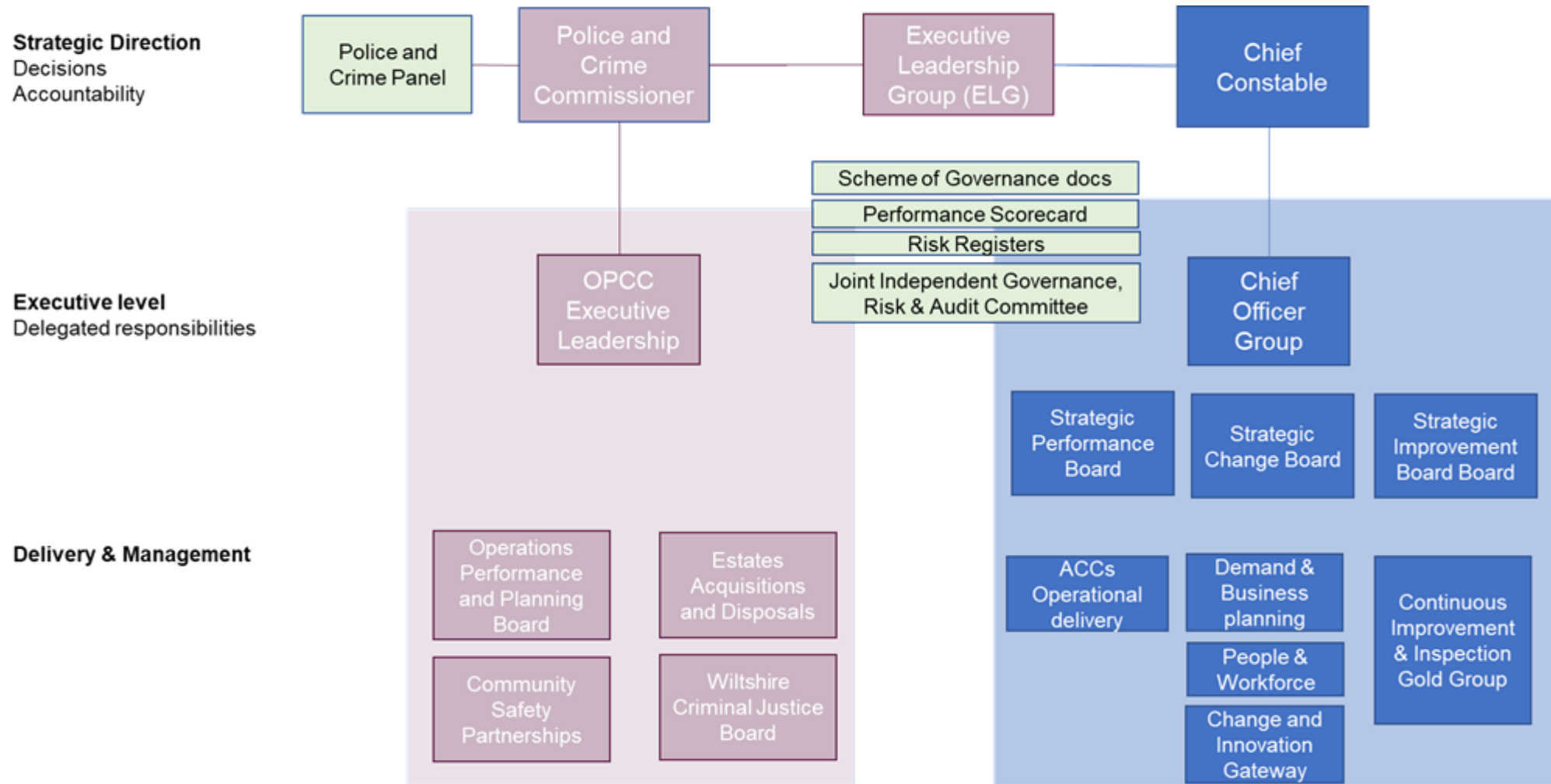
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Terminology

Acronym	Value
ASB	Anti-Social Behaviour
CCC	Command Control Centre
CCH	Central Call Handling
CRIB	Crime Recording and Incident Bureau.
CSP	Community Safety Partnership
CSTR	Community Sentence Treatment Requirement
DA	Domestic Abuse
DASP	Domestic Abuse serial perpetrator
DVPO/N	Domestic Violence Protection Orders/Notices
ELG	Executive Leadership Group
EOTAS	Education other than at school
FAT	Further Action Taken (charge/caution/penalty notice)
HMICFRS	His Majesty's Inspectorate of Constabulary and Fire & Rescue Services
IDVA	Independent domestic violence advisors
ISO	Investigation Standards Officers
IOM	Integrated Offender Management
Median	To be 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
MSG	Most similar group
ONS	The Office for National Statistics
Op	Operation
OoCD	Out of Court Disposals
PEEL	Police effectiveness, efficiency and legitimacy
PPN	Public Protection Notices
RASSO	Rape & Serious Sexual Offences
SARC	Sexual assault referral centre
S&H	Stalking and Harassment
SLA	Service level agreements
SRO	Senior responsible officer
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

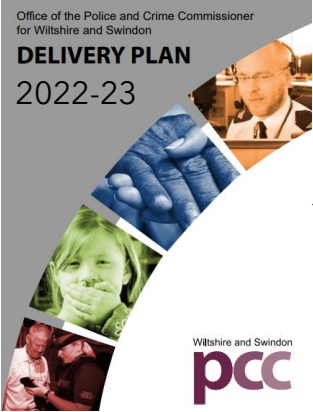
Governance and Decision Making



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Delivering the Police and Crime Plan

Force performance



OPCC Delivery Plan

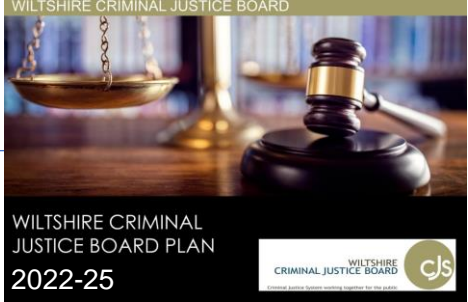
OPCC Police and Crime Plan Assurance Framework 2022-2025

This provides a detailed overview of the P&C Plan assurance framework. This is a working internal document and should be considered alongside internal management tools.

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

P&C Plan assurance framework

Page 1 of 23



Wiltshire Criminal Justice Board

WCJB scorecard & risk register

OPCC 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

