



Wiltshire and Swindon

**pcc**



**MAKING WILTSHIRE SAFER**

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

**Quarterly Highlight report: June – Sept 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

- Further increased the performance oversight scrutiny of the Force, designing new monitoring tools and key staff of the OPCC attending a range of Force governance meetings, actively participating and ensure challenge and feedback is minuted.
- Widened the programme of in person visits by OPCC key staff at Police locations across Wiltshire and Swindon, meeting Police Officers and Police Staff. These assurance reviews are used to gather insights and test progress in the delivery of P&C Plan and progress with PEEL plan. Results formally shared with Force.
- Publication of the OPCC Community Remedy strategy offering new ways to tackle crimes such as ASB in communities.
- Rural crime survey launched exploring the forms of crime affecting residents in rural locations.
- Two interim mobile police stations are in operation throughout Wiltshire and Swindon proactively managed by Police Specials.
- The launch of the community action fund enabling local groups secure funding for projects supporting the Police and Crime plan.
- Certified' method of recording CO2 emissions is in place to monitor emission reductions across OPCC and Wiltshire Police

### Risks and issues

- Demand planning, capability and capacity within the Force - the OPCC commissioned an HR review with recommendations to be rolled out by the force from July 2023.

### Deliverables Progress

Action	Date Due	Progress
Tidworth police building site work commenced.	Q4 2023	75%
Use of two mobile police stations to be introduced, (Unexpected vehicle delivery delays caused setbacks )	Oct 23	80%
Melksham custody suite and first floor refurbishment	May 23	40%

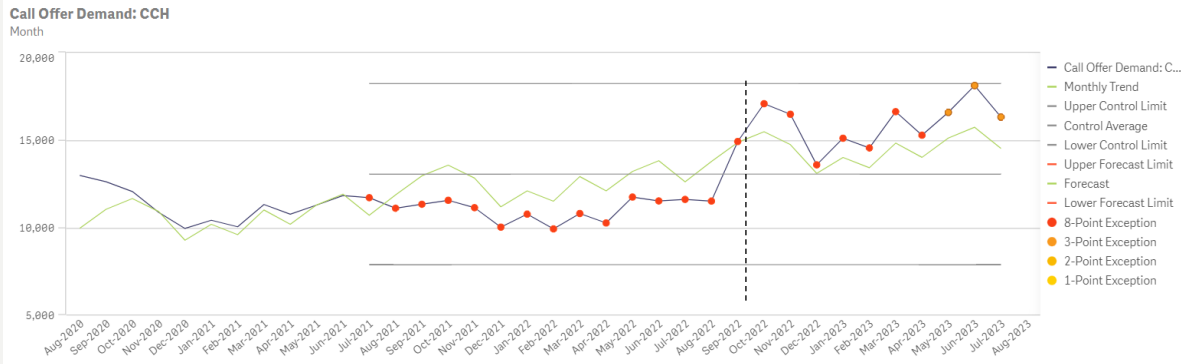
### PCC focus next quarter

- Two new dedicated mobile police stations are currently being converted with mobilisation due Oct 23. Operational diary of deployment to be promoted with launch.

# Crime & Communication Centre – 101/CCH Service

## WHAT? (What is the situation?)

Measure	Line Chart (Up to 3 Years' Data)	Jul-2023	3 Months to Jul-2023	12 Months to Jul-2023	12 Months to Jul-2023 Vs. 12 Months to Jul-2022	Rolling 12 Month Trend	Point Exceptions	Exception Weighting
Call Offer Demand: CCH		16,318	51,026	186,208	41.2% ▲	Increasing	Three, Eight- Month High	20
Abandonment Rate: CCH		12.0%	12.5%	6.9%	4.6% points ▲	Increasing	One, Two, Three- Month High	19
Average Time to Answer: CCH		00:01:17	00:01:19	00:00:44	00:00:31 ▲	Increasing	One, Two, Three- Month High	19
Call Answered Volume: CCH		14,364	44,661	173,206	34.5% ▲	Increasing	Eight-Month High	16



## SO WHAT? (What is happening? What is the analysis telling us?)

- During late 2022 the operating model changed, resulting in all 101 calls being directed into CCH operators for triaging. This increases the total volumes of calls into these operators and unless staffing requirements have changed increases in wait times are to be expected.
- The average wait time recorded in June-23 was the highest since 2017. The average wait to answer for July-23 has significantly improved. Although wait times remain outside the SLA
- CCH abandonment rate has improved slightly compared to the previous month and is in line with a slight decrease in call volumes and online crime reports. The relationship between CCH calls offered and online crime reports is tested in the online crime reports slide and indicates a strong likelihood that online crime reports are being influenced by the IVR message, which will directly impact abandonment rates
- The IVR system plays a message regarding our online crime reporting system between 0-60 secs.

## DATA SUMMARY

- CCH call demand cannot be compared year on year due to a change in the call taking model
- CCH average wait times for the month of July-23 is 1m17s (SLA=30secs) and demonstrating an increasing trend
- CCH abandonment rate for the month of July-23 improved slightly to 12% compared to the previous month (15%). Figures for those abandoned within 0-60 secs 34.7% (n=679) of the 1,955 of calls were between 0 – 60 seconds reflecting a similar trend to previous months.

## NOW WHAT? (What action do we need to take? Or are taking?)

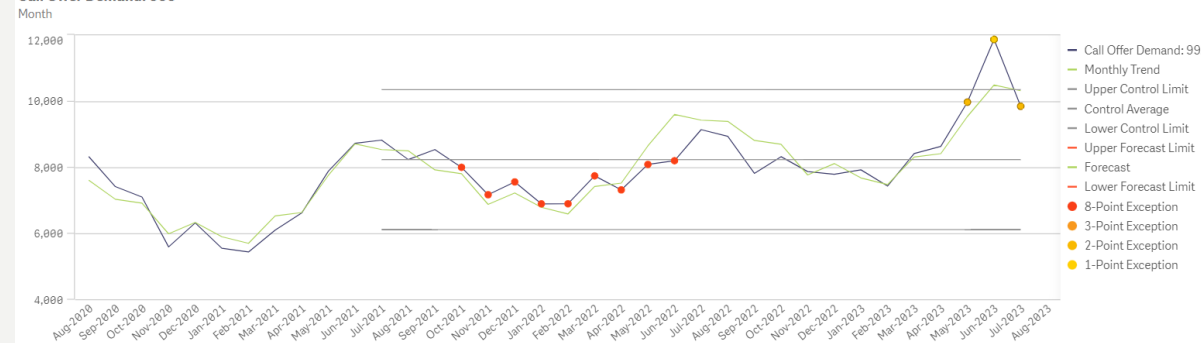
- Improvements have been seen through July with 101 = 1:12
- 101 internal campaign with officers to improve service to the community by the delivery of direct numbers for officers and business cards
- Supervisory performance framework prioritised

# Crime & Communication Centre – 999 Service

## WHAT? (What is the situation?)

Measure	Line Chart (Up to 3 Years' Data)	Jul-2023	3 Months to Jul-2023	12 Months to Jul-2023	12 Months to Jul-2023 Vs. 12 Months to Jul-2022	Rolling 12 Month Trend	Point Exceptions	Exception Weighting
Call Offer Demand: 999		9,853	31,701	104,924	11.8% ▲	Increasing	Two, Three- Month High	17
Abandonment Rate: 999		4.4%	3.8%	1.5%	-2.4% points ▼	Decreasing	One, Two- Month High	15
Call Answered Volume: 999		9,419	30,483	103,322	14.5% ▲	Increasing	Three-Month High	14
Average Time to Answer: 999		00:00:11	00:00:15	00:00:10	00:00:01 ▲	Increasing		10
Call SLA Rate: 999		82.4%	78.7%	86.3%	1.9% points —	Increasing	Three-Month Low	8

Call Offer Demand: 999



## DATA SUMMARY

- Public 999 calls offered is recording an increase year on year of 11.8% to Jul-23 (n=11,039). The last 3 month are recording as exceptionally high, Jul-23 = 9,853
- Public 999 Abandonment rate is recording a decrease year on year of 2.4% pts. However, the last 2 months are reporting as exceptionally high, Jul-23 = 4.4%
- Public 999 average wait to answer is demonstrating an increasing trend, Jul-23 has recorded a reduction following a 2 month high to 11 secs
- An additional 35.5% (n=5,440) 'silent 999' logs were recorded year on year

## SO WHAT? (What is happening? What is the analysis telling us?)

- The increase in 999 call demand from the public has been disproportionately affected by an increase in silent 999 calls. The cause was identified as an issue with Samsung phones and a feature that calls 999 in certain circumstances. This issue has driven an increase in 'No Deployment' log demand closed as 'silent 999'
- The untested hypothesis is that the increase in silent 999 calls may be affecting the recent increases in the abandonment rate. As call volumes and average wait to answer increases, our abandonment rate and SLA performance decline. CCC staff have reported members of the public hanging up on the silent 999 call contributing to the abandonment rate, but also increasing the demand on the operators and frontline to gauge the risk of each silent 999 call
- A fix was applied to Samsung phones in June-23 and demand has decreased into July-23. We must also consider that seasonality will also begin to affect any decreases from July onwards
- Wiltshire's overall answer time performance including BT Data is significantly above the national average. What we do know is BT average times are affected by the performance of individuals within the BT Call Centre
- Errors have been identified around system performance for BT causing inflated abandonment numbers and low answer times which is not reflective of true performance

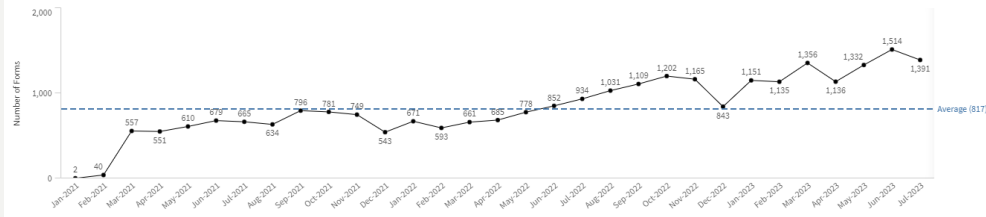
## NOW WHAT? (What action do we need to take? Or are taking?)

- New starters in the room with continued focus on 999 call taking and review completion.
- Samsung phones are the affect on the increase in silent 999 calls, the fix has been rolled out, but we continue to see a high volume

# Crime & Communication Centre – Online Crime Reporting Service

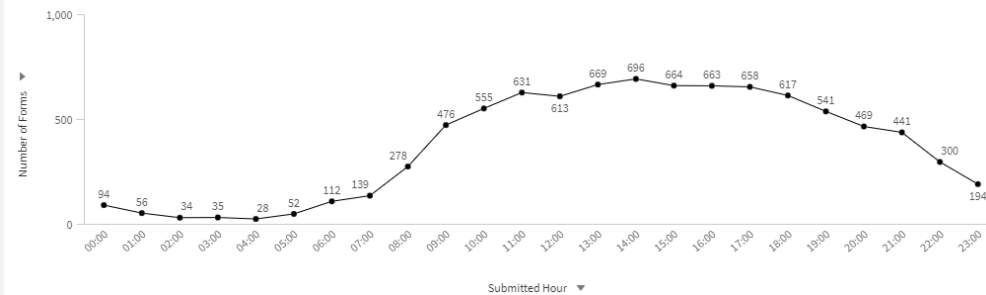
## WHAT? (What is the situation?)

Number of Forms, by Submitted Month Year



Number of Forms; per Hour or Weekday

Click on the X-axis label to switch the date type, click on the Y-axis label to switch between number of forms and percentage change.



## DATA SUMMARY

- Online crime reports have increased year on year by 65.5% (n=5688)
- Online Crime Reporting recorded 1,391 reports in Jul-23
- CCH calls offered and Volume of online crime reports tested using Pearson's correlation. The relationship was positive, and a strong linear correlation with statistical significance of  $r=0.86$
- 3 month exceptional high in 'report the behaviour of someone', 'report something else' and 'request an update on a crime'

## SO WHAT? (What is happening? What is the analysis telling us?)

- Online crime reports (OCRs) has not reached a level on 'normal' since the service began in Jan-23, but the year on year increases indicate that the public are becoming much more aware that the service is available to them. More recent increases in demand have been attributed to the increase in communication to the public regarding this service via the 101 IVR system
- Since the call taking model was changed in late 2022 the correlation between CCH calls offered and the volume of OCRs is significant and strong. Indicating that there is a high likelihood that the current OCR demand is being influenced by the IVR message offering the service as an alternative. Which will also impact on the abandonment rate for CCH
- When analysing patterns by hour of the day and by day of the week there is no change in submission behaviour. The majority of OCRs have always been during the traditional work week and hours, the IVR message has not this changed behaviour
- Since the model change service users have increased their use of OCRs to provide more/ additional information for a crime overtime. *Is this impacted by the CCC requesting more information from service users?*
- What isn't measures and understood is the overall demand this places on operators above and beyond taking calls i.e. processing times, chase for additional information, etc

## NOW WHAT? (What action do we need to take? Or are taking?)

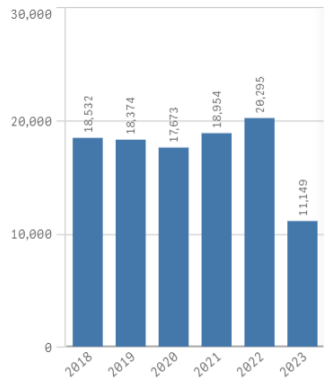
- Medium term solution is to move to automatic processing. Project plan in place.

# Response Times - Immediate

## WHAT? (What is the situation?)

Measure	Line Chart (Up to 3 Years' Data)	Jul-2023	3 Months to Jul-2023	12 Months to Jul-2023	12 Months to Jul-2023 Vs. 12 Months to Jul-2022	Rolling 12 Month Trend	Point Exceptions	Exception Weighting
Average Response Time: Immediate		00:13:37	00:13:13	00:12:35	00:00:36 ▲	Increasing	One, Two-Month High	15
Average Response Time: Immediate - County		00:14:10	00:13:59	00:13:28	00:00:35 —	Increasing	One, Two, Three- Month High	19
Average Response Time: Immediate - Swindon		00:12:36	00:11:52	00:11:01	00:00:39 ▲	Increasing	One, Two, Eight- Month High	21
Response Rate: Immediate		78.2%	79.4%	80.7%	-1.4% points —	Decreasing	One, Two-Month Low	15

### Immediate Log Demand



### Immediate - Median Time At Scene

Aug-2022 to Jul-2023

0:56:59  
up YoY

0:11:37

## DATA SUMMARY

- Force level immediate response times showing signs of an increasing trend. Jul-23 = 13m37s. The last 2 months are now highlighting as exceptionally high. This is being reflected in both county and swindon
  - County = 14m10s up 35s year on year
  - Swindon = 12m36s up 39s year on year
- Response rate: Jul-23 = 78.2% down 1.4%pts year on year
- Immediate log volumes year on year are recording a decrease of 5.9% (n=1232)
- Median time at scene: July-23 to 54m24s, increasing trend

## SO WHAT? (What is happening? What is the analysis telling us?)

- Immediate response times remain comfortably within their SLAs. However, signs of an increasing trend are present across both county and Swindon times. The last 2 months are now highlighting as exceptionally high.
- There is a current vehicle shortage and a lack of overlap throughout the shift pattern affecting the resource availability to respond
- The current workforce on response is young in service. This will affect areas like time at scene whilst those individuals increase their skillset, which has an knock on effect to response times
- The increase in median time at scene is being affected by time spent at 'disorder/disturbance' most significantly in Swindon CPT, followed by Salisbury CPT. This is closely followed by 'domestic dispute' most significantly across Trowbridge CPT, Swindon CPT and Salisbury CPT, which also correlates with the forces increase in DA arrest rate
- Across all Immediate logs Swindon CPT officers are spending more time at scene over time
- Since Oct- 23 their has been a key message from hub commanders to do a job well and do it right first time, also impacting the increased time at scene to improve investigative standards

## NOW WHAT? (What action do we need to take? Or are taking?)

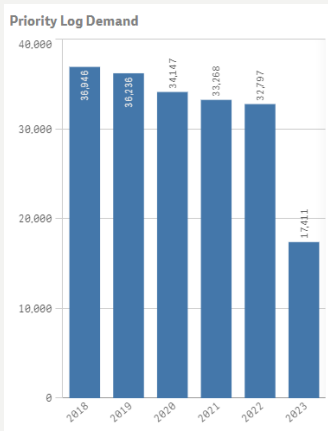
- Vehicles are on order
- Ongoing performance leadership



# Response Times - Priority

## WHAT? (What is the situation?)

Measure	Line Chart (Up to 3 Years' Data)	Jul-2023	3 Months to Jul-2023	12 Months to Jul-2023	12 Months to Jul-2023 Vs. 12 Months to Jul-2022	Rolling 12 Month Trend	Point Exceptions	Exception Weighting
		Average Response Time: Priority		02:17:32	02:15:37	01:48:05	00:34:04 ▲	Increasing
Average Response Time: Priority - County		01:50:11	01:51:38	01:40:15	00:28:30 ▲	Increasing	Eight-Month High	16
Average Response Time: Priority - Swindon		03:05:14	02:57:41	02:02:44	00:44:28 ▲	Increasing	One, Two, Three-Month High	19
Response Rate: Priority		51.5%	52.5%	56.1%	-9.0% points ▼	Decreasing	One, Two, Three, Eight-Month Low	25



## SO WHAT? (What is happening? What is the analysis telling us?)

- Force level priority response times have been steadily increasing since May-22. For County this has been a steady long term increase, Swindon also reflects this long term increase however, Swindon is recording a 5 month high with 3 months recording as exceptionally high
- The median response time is currently 51:19 and more reflective of the time it is taking to get to scene, due to outliers in the dataset pushing up the mean average.
- Reviewing the logs over 10 hours shows that some of these logs should have been re-categorised to scheduled response and not left as priority due to victim request to visit at a more suitable time. When the logs over 10 hours are removed the average response time decreases to 01:23:38.
- Average time at scene has been increasing in line with the message given back in Oct-22 to increase investigative opportunities and standards by hub commanders
- The increase in median time at scene is being affected by time spent at 'Domestic Dispute' most significantly in Swindon CPT
- Across all Priority logs Swindon CPT officers are spending more time at scene over time

## DATA SUMMARY

- Force level priority response time are demonstrating an increasing trend and 3 month exceptional high. Jul-23 = 2h17m32s
  - County = 01h50m11s up 28m39s year on year, increasing trend and consistently above average
  - Swindon = 03h05m14s up 44m28s year on year, increasing trend, last 5 months considered exceptionally high with 3 months above the upper control limit
- Response rate: Jul-23 = 51.5% down 9%pts year on year
- Priority log volumes year on year are recording a decrease of 8.4% (n=2834)
- Median time at scene: Jul-23 = 56:52

## NOW WHAT? (What action do we need to take? Or are taking?)

- Ongoing performance support
- Systems review to enhance capabilities



## Quarterly PCC Highlight Report

### Priority 2: Reduce violence and serious harm

#### Outcomes achieved this quarter

- All Street Drs interventions (8 PA) delivered to YJS children to the end of August 23.
- The Safety at Night charter has continued to see businesses sign up to the campaign, with a total of 158 as of September 2023
- The EOTAS (Education Other Than At School) mentoring support project has commenced for year 2, with some additional investment from the drug forfeiture fund to support children who are involved in activity linked to drugs and exploitation. 8 children have been referred at the start of this year, with 7 being supported.
- The Blunt Truth now has schools signed up across County (5) and Swindon (5) to participate in the Autumn pilot which will commence in September.
- Wiltshire and Swindon Youth Commission are setting priorities for the year ahead, with a focus on Serious Violence. Work in ongoing to establish youth independent advisory groups and scrutiny sessions with Wiltshire Police. An August meeting with Wiltshire Police and WSYC to discuss Knife Crime and Joint Enterprise.
- The Focused Deterrence project is continuing in Swindon, with investment being made to employment opportunities with 'The Skills Mill' .

#### Risks and issues

- Timeframes set by Home Office for completion of delivery for the Serious Violence Duty.
- Ongoing challenges in respect of analytical support for the development of the SV SNA and community safety.
- Risk regarding medical practitioner support for The Blunt Truth in order to deliver pilot sessions.

#### 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	65%
Development of the Serious Violence Strategic Needs Assessment for Wiltshire and Swindon	Sept 2023	20%

#### PCC focus next quarter

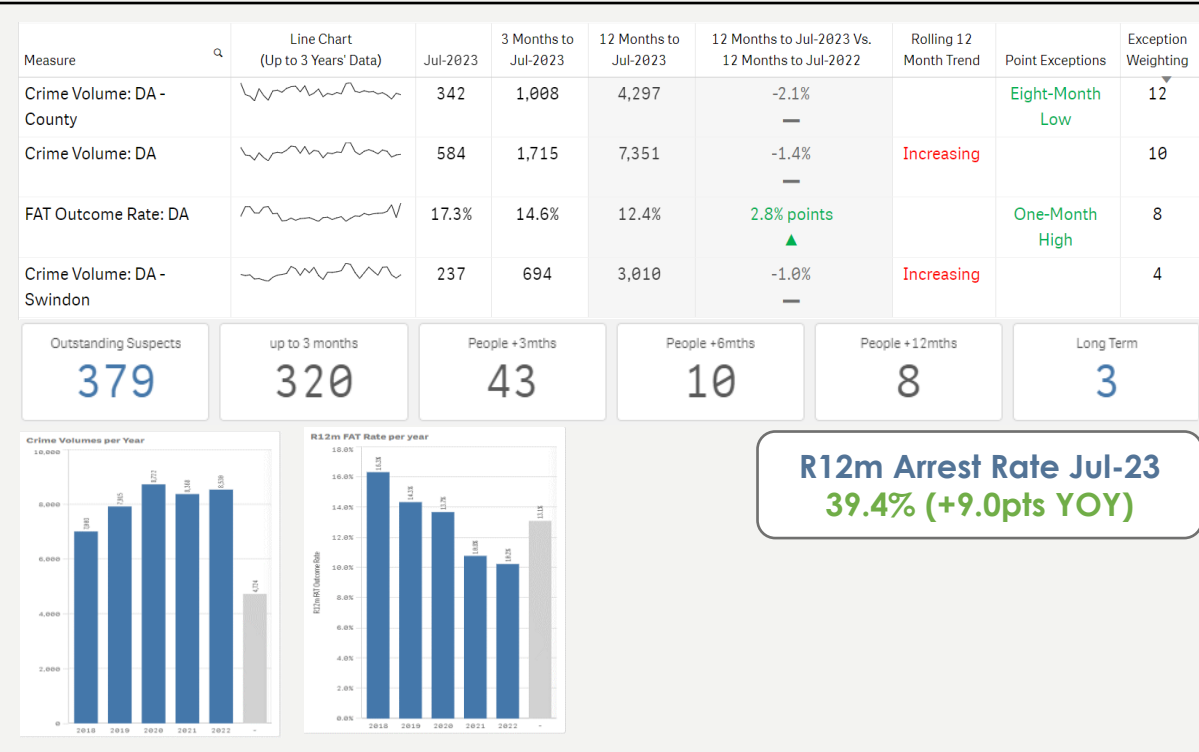
- Completion of the Strategic Needs Assessment for Violence across Wiltshire and Swindon, including the delivery plan for 23-24 interventions.
- Mapping of current interventions across Wiltshire and Swindon to compliment Serious Violence Duty interventions.
- Delivery of The Blunt Truth to all identified schools for Wiltshire and Swindon
- Youth IAG's/Scrutiny sessions with WSYC
- Development and Implementation of Focused Deterrence in Swindon
- SVD Co-ordinator working with SBC to develop a community event in respect community concerns over Knife Crime.



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

# Domestic Abuse (VAWG)

## WHAT? (What is the situation?)



## SO WHAT? (What is happening? What is the analysis telling us?)

- Volumes being recorded remain above pre-covid baselines. During the pandemic year of 2020 volumes increased and have remained elevated
- The use of outcome 15 (evidential difficulties) is experiencing a positive decline in use, which currently sits at 23.4%
- These increases are being reflected across all risks. Wiltshire sits in the middle for both FAT outcome rate and arrest rate within tri-force comparisons. What is notable is that Hampshire have the highest arrest rate and yet the lowest outcome rate. On the other end of the spectrum is Dorset, who have the lowest arrest rate and yet the highest outcome rate which continues to increase. Demonstrating that arrest rates aren't necessarily the key to an increased outcome rate
- The use DVPO/PN's has seen a reduction over the past 3 months, with Jul-23 seeing 4 DVPOs authorised. Whilst DVPN applications have decreased over Q1, we did see an increase in remand for DA offences which is a better safeguard where the perpetrator is also remanded by the court and as safe when they are released with protective conditions as bail is generally longer than the orders last

## DATA SUMMARY

- 2022 is 11.4% (n=751) more than 2019. An average addition of 62 crimes per month. However, the current trend since the increase in 2020 has remained stable -2.1% YoY (+/- 5%)
- R12m FAT outcome rate is 12.5%, with significant demonstrable improvement in the past 12 months, but not back to pre-covid figures
- Wiltshire's current R12m arrest rate is 39.4% (+9.0%pts YoY) and demonstrating a significant upward trend.
- There are 380 outstanding suspects (02/08)
- Victim Voice: DA data to come

## NOW WHAT? (What action do we need to take? Or are taking?)

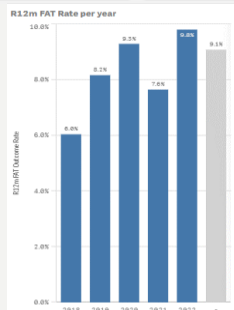
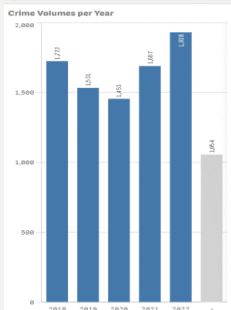
- DA matters training concluded, and corresponding change program ongoing
- DA champions network now established with enhanced CPD. This may result in an increase in recorded crime, impacted by increased awareness in recognising the signs of domestic abuse
- Increase in arrest rate in Wiltshire has coincided to increase in FAT rate and the two appear positively correlated
- Outcome 15 rate is decreasing, continued monitoring to ensure all investigative opportunities are taken through audit work

# Rape & Serious Sexual Offences (VAWG)

## WHAT? (What is the situation?)

Measure	Line Chart (Up to 3 Years' Data)	Jul-2023	3 Months to Jul-2023	12 Months to Jul-2023	12 Months to Jul-2023 Vs. 12 Months to Jul-2022	Rolling 12 Month Trend	Point Exceptions	Exception Weighting
FAT Outcome Rate: RASSO		10.9%	9.5%	10.3%	3.3% points	Increasing		10
Crime Volume: RASSO		119	391	1,478	-5.6%	Increasing		4
Crime Volume: RASSO - County		70	242	907	-7.2%	Increasing		4
Crime Volume: RASSO - Swindon		45	142	553	-3.3%	Increasing		4

Outstanding Suspects	up to 3 months	People +3mths	People +6mths	People +12mths	Long Term
131	85	22	16	12	0



Per 100,000 2019/ 12 months to May-23  
124 / 146

Wiltshire  
+3.2%

MSG  
+3.2%

National  
+0.4%

## SO WHAT? (What is happening? What is the analysis telling us?)

- The continued increase in the Rape FAT outcome rate is a positive reflection of the work being undertaken for rape crimes
- Outcome 15 (evidential difficulties) is continuing to demonstrate a downward trend for Rape over the past 12 months with Jul-23 sitting at 26.4%
- However, an upward trend is showing when looking at the use of outcome 16, with Jul-23 sitting at 49.0%
- There is a strong negative correlation between the use of outcome 15 and outcome 16 over a rolling 24 month period. This shows that as the use of outcome 15 has decreased, the use of outcome 16 has increased
- Outcome 16 has seen an increasing trend showing over the past 24 months, up for SSO cases from **18.1%** in Aug-21 to **26.5%** in Jul-23
- The use of outcome 15 remains stable for SSO and does not have the same negative correlation as seen in Rape cases
- Child victims of RASSO as a whole have seen a decrease of -3.8%YoY, with a notable increase in the use of CSA tags on crimes

## DATA SUMMARY

- SSO volumes remain stable with a decrease of -5.5% year on year
- SSO R12m FAT rate to Jul-23 is 10.2% an increase of 3.7%pts year on year. The use of outcomes 15 & 16 are both stable
- Rape volumes for Jul-23 are showing a decrease of -2.3%, 12 crimes were against child victims (28%) which is an increase of +3.3% year on year. Adult victims of rape are following a steady trend
- Rape R12m FAT rate to Jul-23 is 8.0%, an increase of 3.3%pts year on year
- There were 130 outstanding suspects for RASSO offences as of 01/08/2023

## NOW WHAT? (What action do we need to take? Or are taking?)

- We Are Listening campaign ongoing which may result in an increase in crime volume reported
- Op Soteria continues to focus the forces response on RASSO
- Op Soteria - Wessex RASSO improvement plan continues to be worked on
- Future audit around outcome 16 RASSO offences planned



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

### Outcomes achieved this quarter

- PL Kicks have successfully delivered 49 hours of PL Kick sessions, engaging 139 children within Swindon. PL Kicks will continue in 2023-24 delivering up to 1690 hours, supporting communities and providing opportunities for children working with Swindon Youth Justice Service.
- WSYC have recruited 20 members to support the ongoing community conversations around serious violence and concerns of young people up to 25 across Wiltshire and Swindon. WSYC have held 2 members meetings to provide them with the necessary skill and agree priorities.
- The OPCC has been allocated as the lead bidder for Safer Streets Round 5. The areas of focus include neighbourhood crime, ASB and VAWG. Total funding available is £1.4 million across Wiltshire and Swindon, with a requirement for the partnership to provide 50% match funding.
- Road safety: As of the **6th September 2023** speed enforcement officers have issued 3972 speed awareness courses, 521 fines and points with 53 court appearances made and visited 411 locations.
- Wiltshire Police officers' coordinate proactive operations targeting organised crime gangs arresting almost 40 people, securing charges for 10 and seizing more than £60,000 in cash.

### Risks and issues

- SBC CSP website publication of the ASB toolkit for the public in Swindon has been delayed due to platform redevelopment.
- Development and submission of the Safer Streets 5 bid, and the identification 50% match funding across the partnership.

### 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%
Youth voice procurement and roll out	April 24	5%

### PCC focus next quarter

- The development of proposals for the Safer Streets fund 5, working in partnership with LA'S, DWFRS, Wiltshire Police and the community.
- Progress the Wiltshire and Swindon Youth Voice Procurement for 2024 onwards.



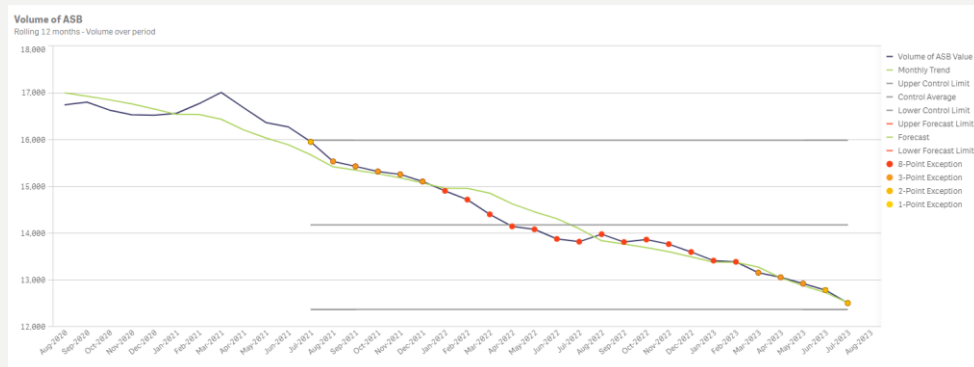
"If it matters to you, it matters to me."



# Anti-Social Behaviour (incl. Sec 60)

## WHAT? (What is the situation?)

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jul-2023)	Last 12 Months (Aug-2022 to Jul-2023)	vs. Previous 12 Months (Aug-2021 to Jul-2022)	Monthly Trend	Rolling 12 Month Trend
Volume of ASB		1,129	12,510	-9.5%	Decreasing	Decreasing



Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jul-2023)	Last 12 Months (Aug-2022 to Jul-2023)	vs. Previous 12 Months (Aug-2021 to Jul-2022)	Monthly Trend	Rolling 12 Month Trend
Volume of ASB - County		675	7,768	-13.7%	Decreasing	Decreasing
Volume of ASB - Swindon		452	4,709	-1.7%	Decreasing	Decreasing

July 23  
**Environmental ASB**  
52 recorded  
6.3% of total ASB

July 23  
**Nuisance ASB**  
596 recorded  
72% of total ASB

July 23  
**Personal ASB**  
180 recorded  
21.7% of total ASB

## SO WHAT? (What is happening? What is the analysis telling us?)



- ASB continues to demonstrate a decreasing trend. Year on year there has been a decrease of -9.4% equating to an average of 99 less ASB incidents recorded each month
- The decline in ASB is also being experienced nationally, there has been a -29%pts decline in ASB Jan 22 to Dec 22 when compared to the previous 12 months (Source: ONS, next publication Aug 23)
- Swindon and County are both recording a decline in ASB reporting, however Swindon is seeing a much smaller decrease -1.7% (n.80) and County -13.7% (n.1064)
- No Sec 60 authorities have been granted in Swindon in the last 6 weeks

## NOW WHAT? (What action do we need to take? Or are taking?)

- NHRU holding partnership meetings monthly
- NPT's in Devizes and Swindon completing proactive work to reduce ASB
- Future analysis will explore the different types of ASB for example public vs private space
- Swindon, the LPTT has now been introduced. This will be replicated in County in the Autumn
- ASB officers have now been introduced in the Swindon policing footprint working alongside NPT's to target ASB hotspots
- Operation Sacramento - (Devizes and Swindon) put in place during the month of May to tackle the issue of youth and gang violence in crime hotspots in Swindon. This by default will also target ASB hotspots – an analysis of Sacramento activity will be reported in early June but is expected to positively impact ASB levels
- New ASB information on Police and Council website signposting people to the best area.

# Road Safety

## WHAT? (What is the situation?)

Measure	3 Year Line Chart	Jul-2023	3 Months to Jul-2023	12 Months to Jul-2023	12 Months to Jul-2023 Vs. 12 Months to Jul-2022
Arrest Volume: Drink Driving Offences		52	161	638	-9.4% ▼
Arrest Volume: Drug Driving Offences		33	102	456	15.2% ▲

## Speed Watch

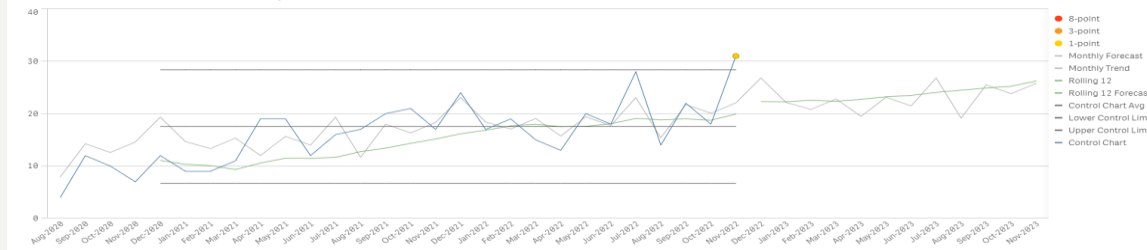
No. Records

1,867

% Vehicles Speeding

4.3%

Nov-2022 - KSI- Collisions (Performance Measure)



## SO WHAT? (What is happening? What is the analysis telling us?)

- Limited data available for measures in this area. Further developments will be made in coming months
- Drink driving offences have seen a 10.6% decline over the 12 months to June 23
- Drug driving offences have seen a 21.3% increase in the 12 months to June 23
- In June 23 a total of 1,867 speed watch records were conducted, 4.3% of these identified vehicles speeding. The volume of speed watch records have dropped by -44.4% (n=-1493) compared to June 22 however % of recorded identifying vehicles speeding remains the same
- Westwood identified the highest proportion of vehicles speeding in June 23, conducting 48 checks and 25.5% of vehicles identified as speeding
- Vehicle stops to be included – explained in the Now What?

## NOW WHAT? (What action do we need to take? Or are taking?)

- Project to implement vehicle stops using Force computer system.
- Fatal 4 – metrics being captured through the performance framework project. Project needs to investigate the possibility of connecting systems.
- Speed watch app needs investment – data needs further development to provide more value
- Update and agree methodology for KSI collisions



### Outcomes achieved this quarter

- The OPCC organised a Military and Veterans/Ex-Military in Justice partnership event 10 July 2023. Future workstreams have been identified and mapping with the PCC on next steps has taken place.
- Review of the Prisoner Release Panel to ensure all agencies are present and performance is measured, enabling the best outcomes for prisoners back into the community with support for housing, alcohol and substance misuse treatment and mental health.
- New alcohol and substance misuse treatment services are mobilised; work to ensure developed pathways between CJS and partners are effective (police custody, OoCRs, courts and Probation)
- Scoping neurodiversity in the CJS workstream - how services are responding to and supporting neurodiverse service users.
- Review of the Disproportionality in the CJS workstream to realign priorities across the partnership and stop duplication.
- A series of Listening Circles have been set up to seek the views from under-represented victims. Helping shape the victim support services provided by the PCC's office.
- Established a new professional network focused on supporting victims of Stalking and Harassment - held a multi stakeholder event attended by local and national agencies.
- Completed the first phase Victim Service Review Programme – the victim and witness care hub (Horizon).
- Commissioned an independent, local Victim Needs Assessment with an external company – the resultant report and evidence to underpin commissioned victim services going forward.
- Additional funding secured from the Ministry of Justice towards the local Independent Sexual Advocacy Service (ISVA) service - £103,000 from now until the end of March 2025 - making a total annual contract price of almost £477,000 per annum for these 2 years.

### 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.
- Custody healthcare recruitment remains challenging. The provider has undertaken various actions to improve application volumes.
- Demand growth for core, vulnerable victim support services (18% across the board) is not met by equivalent resource growth - updated service developments will address volume and capacity as part of new service specifications however there is a risk that advertised contract prices may limit market appetite for contracts.
- The 3 main areas of support for victims of sexual harm have all undergone re-commissioning with 3 new providers of service at the sexual assault referral centre (SARC), advocacy services (ISVA) and in therapeutic support respectively from April. The overarching pathway of service and referral pathways requires strengthening to ensure a more co-ordinated support for victims.
- Swindon Borough Council have paused commissioning process for the domestic abuse support contract – work continues to ensure the updated model is ready by the original outlined timetable – the OPCC is working with partners to resolve short term contract options.

### Deliverables Progress

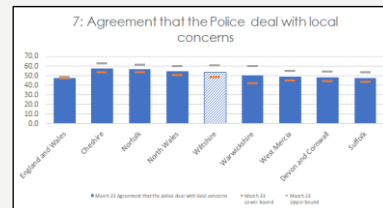
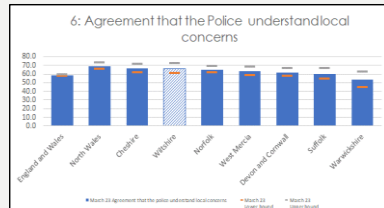
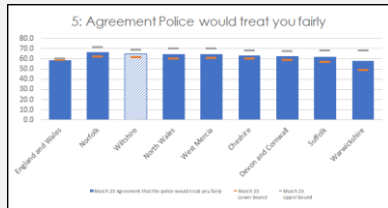
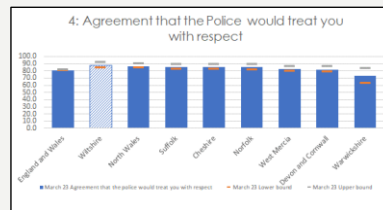
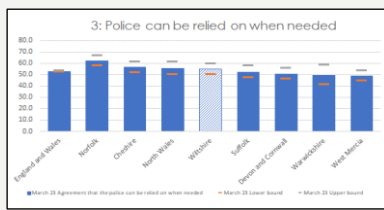
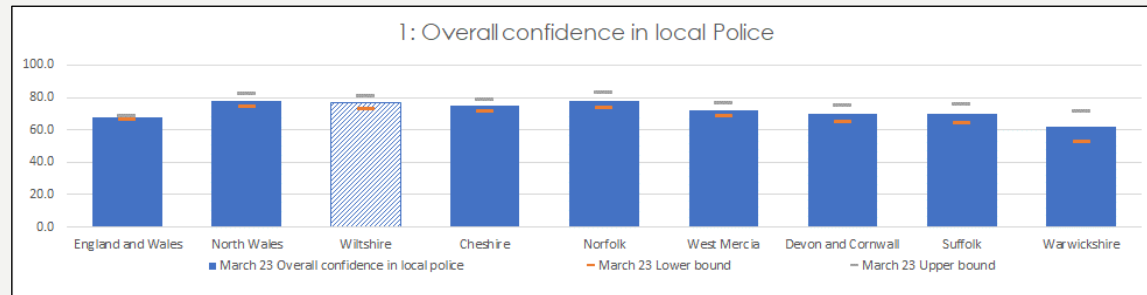
Action	Date Due	Progress
The OPCC are supporting both Wilts Council and Swindon Borough Council with their new individual substance misuse service tenders and will continue to co-commission from April 2023.	Contract start April 2023	100%
Re-commissioning of MHTR service from April 2023 to start	Contract start April 2023	100%
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	80%
Updated service modelling in process, needs analysis and data review phases complete for both the Adult Victim and Young Victim contracts.	contract to start April 2024	50%
Updated service modelling, needs analysis and data review phases in process for the Swindon domestic abuse support service contract.	New contract to start April 2024	10%
Victim Needs Assessment Report – trends and gap analysis	August 2023	75%

### PCC focus next quarter

- Produce a strategy to support and focus the significant work within military and veterans/ex-military in justice.
- CAS 3 - The OPCC are working with partners to produce an offender 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 to ensure it is tied into right care right person.
- Neurodiversity survey with commissioned services and partners.
- Relaunch of ICVS with existing volunteers.
- Complete a review of current contractual information sharing agreements to ensure they comply with new legislation.
- Complete service review phase and all tender process requirements - publish competitive tenders for victim service contracts – adults and children.
- Complete service transition from de-commissioned provider to commissioned provider – therapeutic interventions for victims of sexual harm.
- Decision made and actioned regarding the Swindon domestic abuse support service contract from 2024 – either a return to the agreed timetable at pace or delivering interim arrangements which secure improvements for victims in the short term.

# Crime Survey for England & Wales (CSEW)

## WHAT? (What is the situation?)



## DATA SUMMARY

- Overall Confidence in local Police = 76.9%** (+/- 3.6%pts)
  - England and Wales = 67.7% (+/- 0.7%pts)
  - MSG average = 72.8%
- Police are doing an excellent or good job in their local area = 59.3%** (+/- 5.8% pts)
  - This is a -3.9% pt drop compared to last quarter
  - England and Wales = 51.2% (+/-0.8% pts)
  - MSG average = 56.8%
- Police can be relied on when needed = 54.7%** (+/-4.8%pts)
  - This is a -2.3% pt drop compared to last quarter
  - England and Wales = 52.6% (+/-0.8%pts)
  - MSG average = 53.7%
- Agreement that police would treat you with respect = 87.8%** (+/- 3.4%pts)
  - England and Wales = 80.7% (+/-0.6%pts)
  - MSG average = 83.4%
- Agreement Police would treat you fairly = 64.8%** (+/- 3.7% pts)
  - This is a +1.4% pt increase compared to last quarter.
  - England and Wales = 58.9% (+/-0.9%pts)
  - MSG average = 63.3%
- Agreement that police understand local concerns = 66.1%** (+/-5.5% pts)
  - England and Wales = 58.3% (+/- 0.8%pts)
  - MSG average = 63.0%
- Agreement that Police deal with local concerns = 53.8%** (+/- 6.1%pts)
  - England and Wales = 47.4% (+/-0.8%pts)
  - MSG average = 52.4%

## SO WHAT? (What is happening? What is the analysis telling us?)

- CSEW used as a proxy measure whilst a confidence survey is developed. Data available quarterly up to March 2023
- For Police are doing an excellent or good job in their local area and Police can be relied on when needed both national and MSG average have dropped compared to the last quarter
- Wiltshire sit above national and MSG averages in all areas. However, the lowest performing areas are Police can be relied on when needed and Police deal with local concerns

## NOW WHAT? (What action do we need to take? Or are taking?)

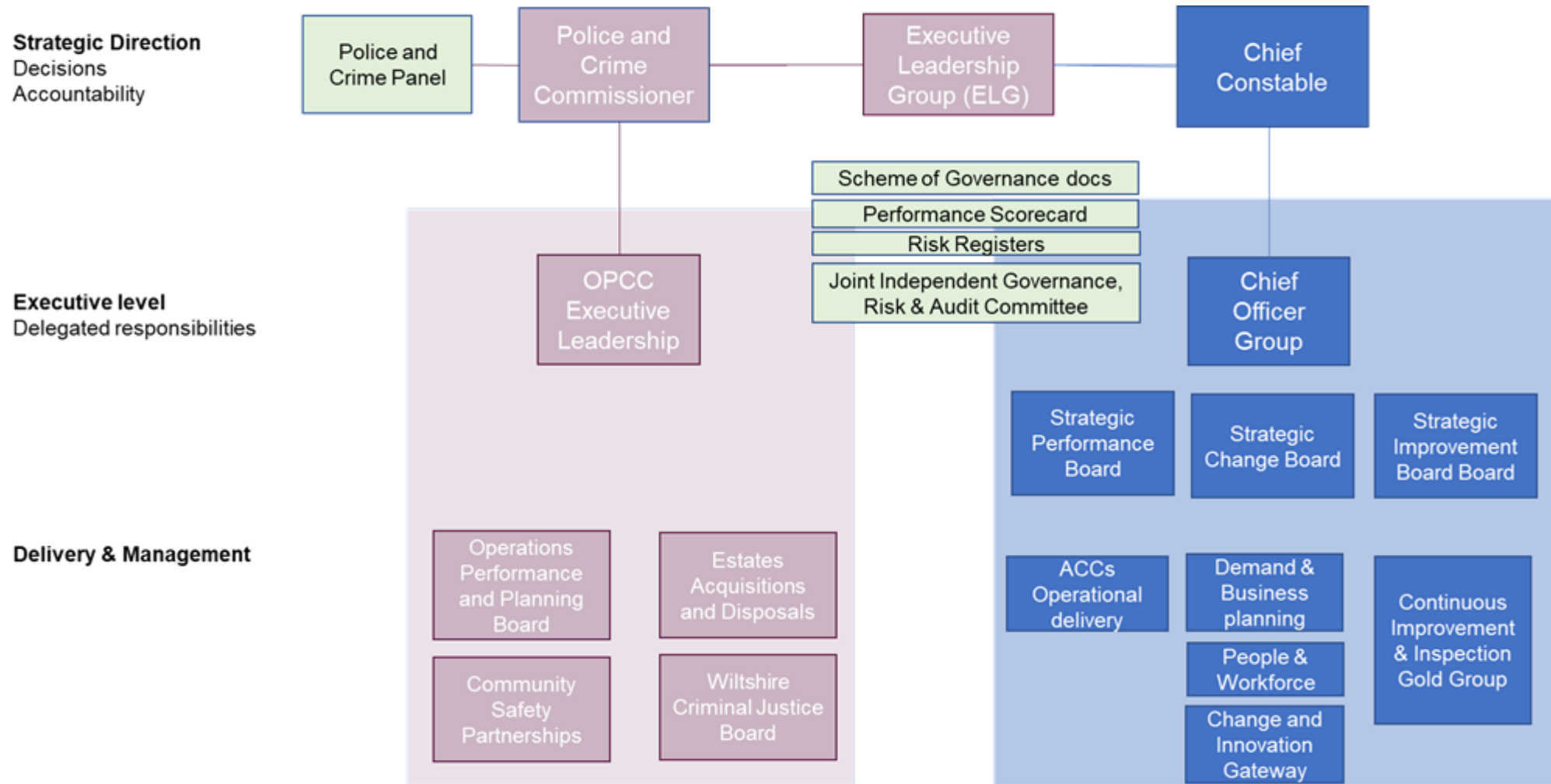
- Internally commissioned Public Confidence survey being led by the OPCC
- BI to monitor improvements in the October publication and the impact of visibility drive since Mar-23

## 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



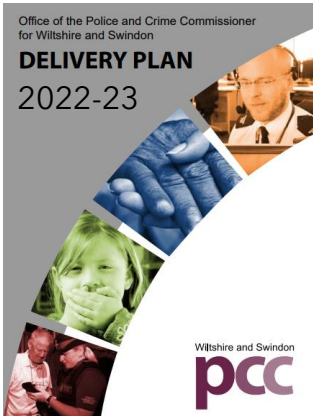
# Governance and Decision Making



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

# 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 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

OPCC scorecard & risk register

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

