



Wiltshire and Swindon

**pcc**



**MAKING WILTSHIRE SAFER**

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

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



# Police and Crime Plan 2022-25

## Police and Crime Plan 2022-25 delivery infrastructure

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

Priority 2: Reduce violence and serious harm

Priority 3: Tackle crimes that matter to local communities

Priority 4: Improve the experience of victims and deliver justice



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

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

### Outcomes achieved this quarter

#### Launch of New Police and Crime Plan:

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

#### PEEL Progress & Force Performance:

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

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

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

### Risks and issues

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

### Deliverables Progress

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

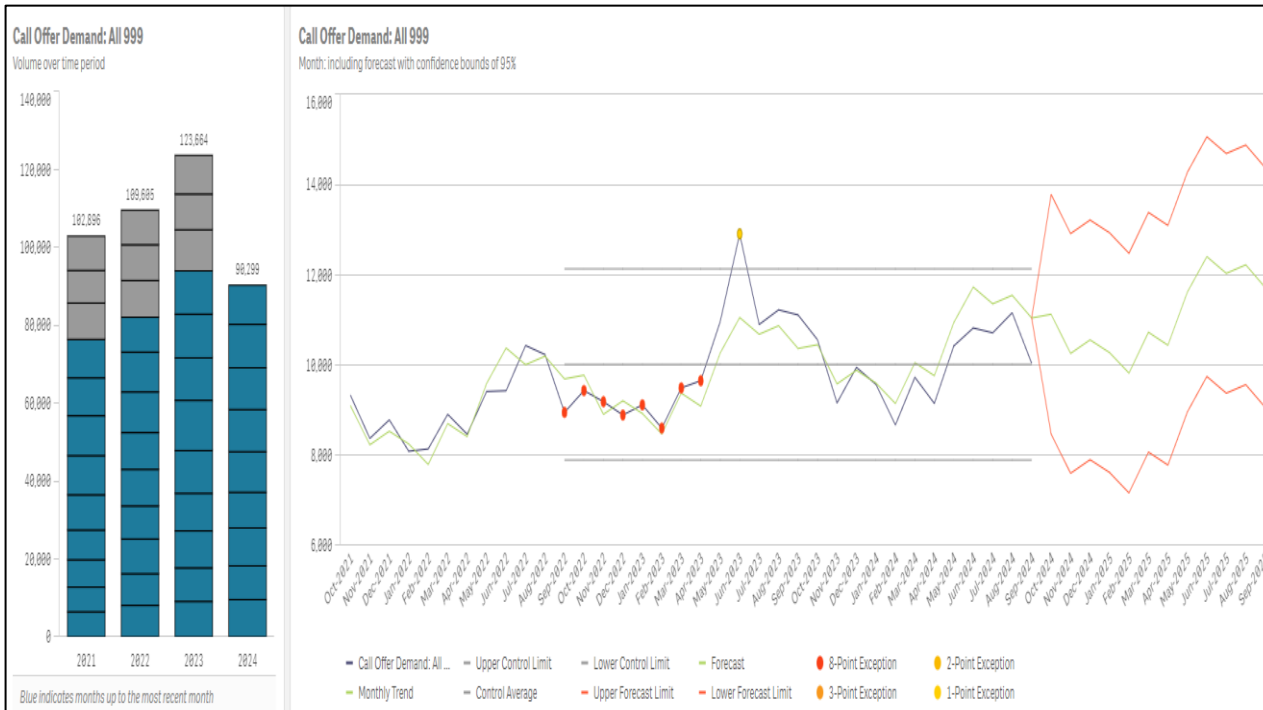
### PCC focus next quarter

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

## WHAT? is the situation?

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

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



## What happening?

### Data Summary

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

### Overview of Performance

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

### Force Delivery Update

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

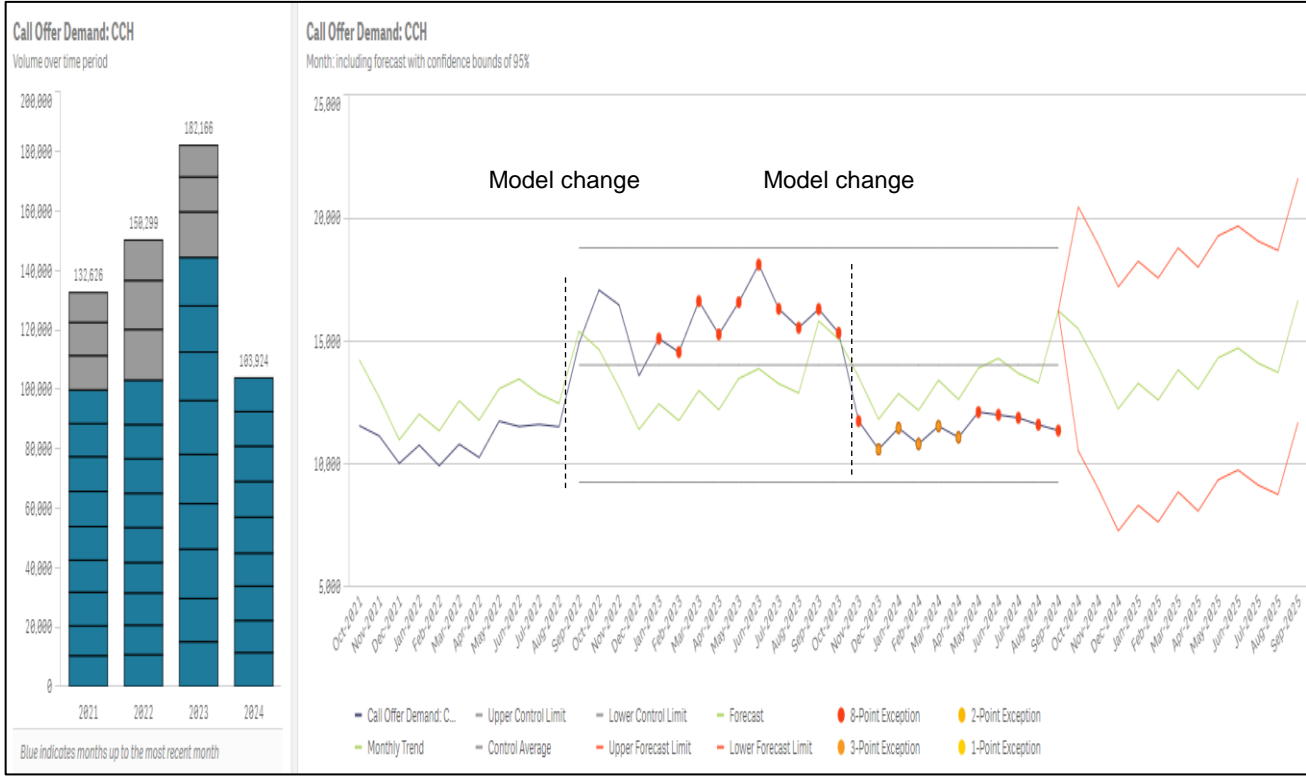
# Crime & Communication Centre (101 Service)



## WHAT? is the situation?

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

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



## What is happening?

### Data Summary

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

### Overview of Performance

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

### Force Delivery Update

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

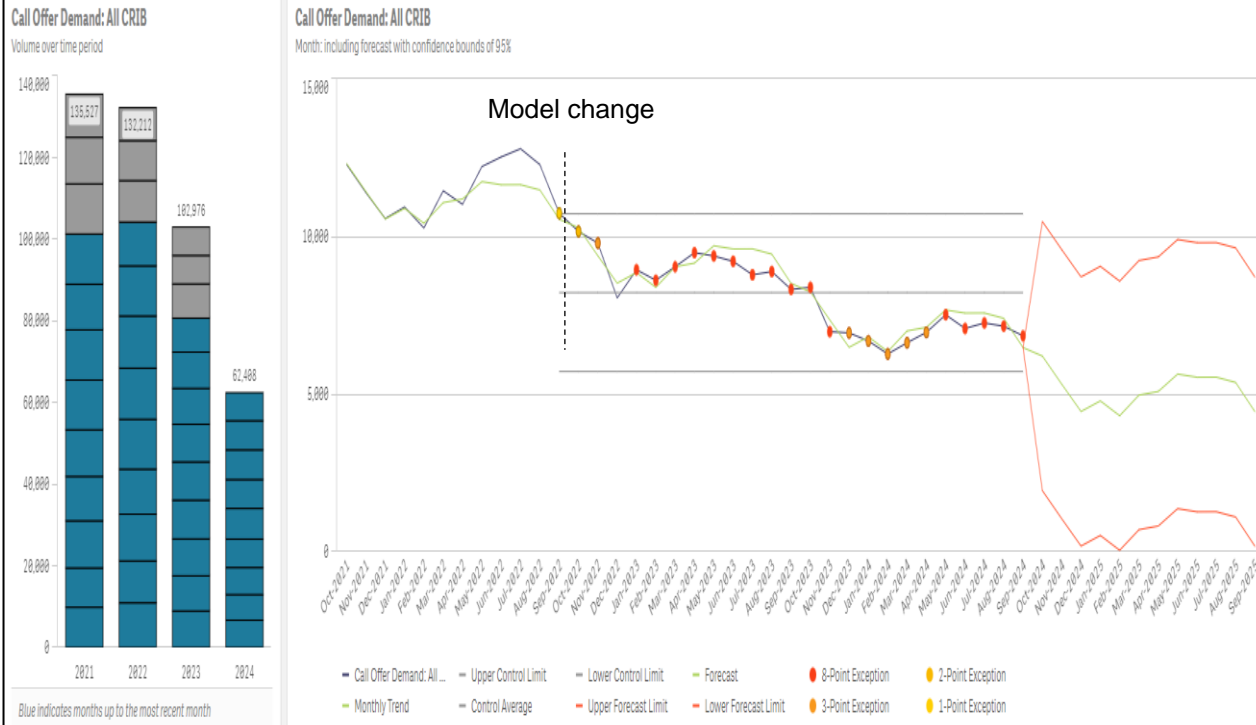
# Crime & Communication Centre (CRIB Service)



## WHAT? is the situation?

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

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



## WHAT? is happening?

### Data Summary

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

### Overview of Performance

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

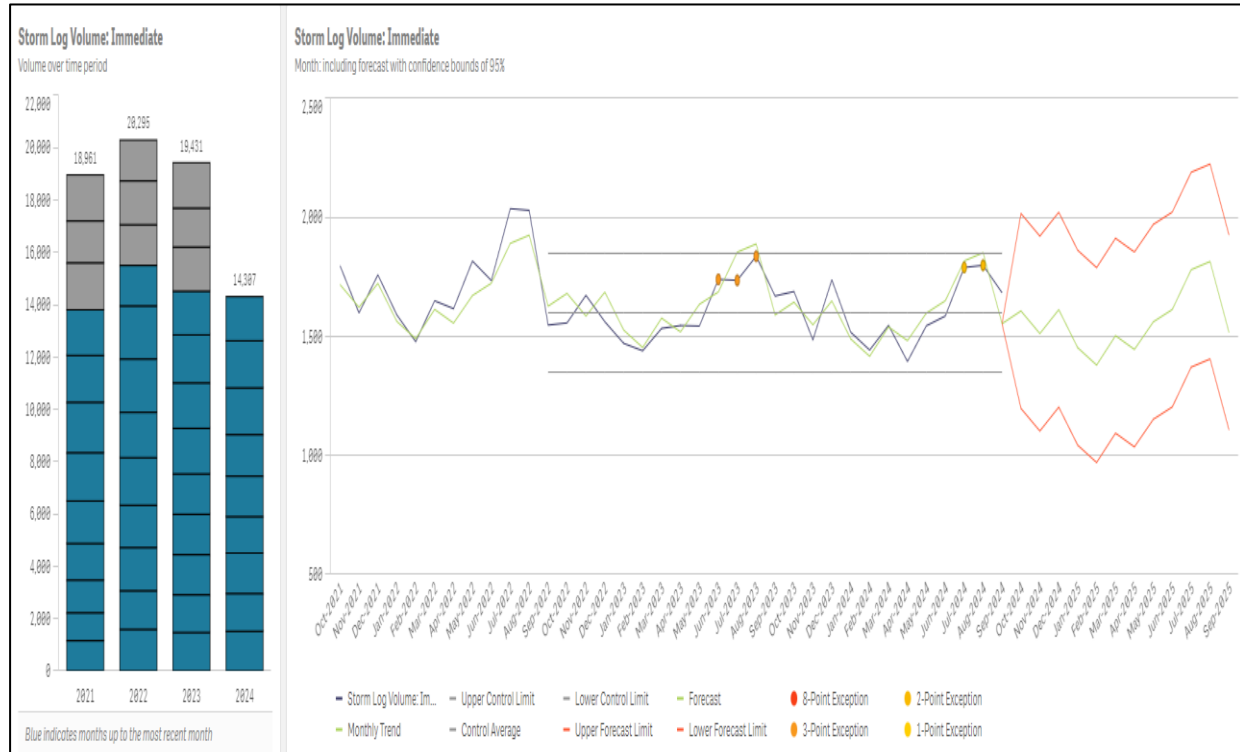
### Force Delivery Update

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

# Response (Immediate)

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

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



WHAT? is happening?

## Date Summary

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

## Overview of Performance

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

## Force Delivery Update

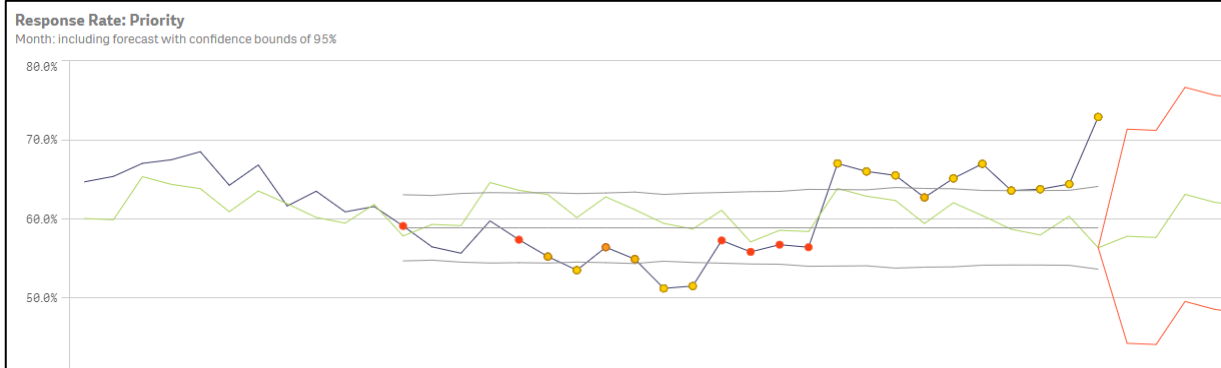
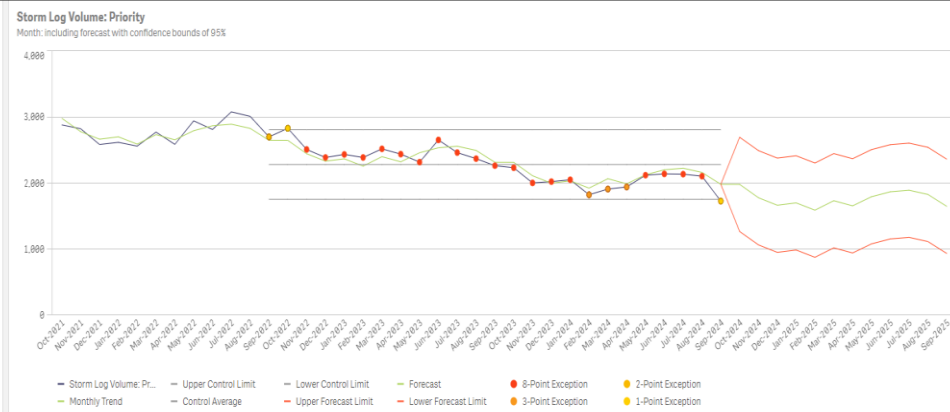
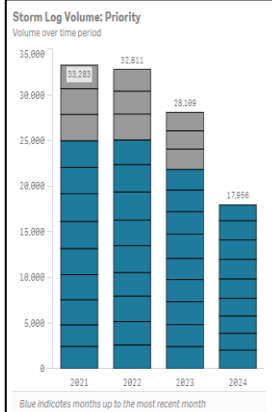
- Priority Response Vehicles pilot has now been adopted within Swindon, Special Constables are now supporting, providing their time to crew the PRV at key times
- A similar scheme is subject to a review and maybe developed in County.



# Response (Priority)

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

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



## SO WHAT? is happening? What is analysis indicating?

### Data Summary

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

### Overview of Performance

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

### Force Delivery Update

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



## Priority 2: Reduce violence and serious harm

### Outcomes achieved this quarter

#### Serious Violence Reduction:

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

#### Swindon Domestic Abuse Service Procurement and Mobilisation:

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

### Risks and issues

#### Serious Violence & Victims Services Future Funding:

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

### Deliverables Progress

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

### PCC focus next quarter

#### Serious Violence Reduction:

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

#### Domestic Abuse:

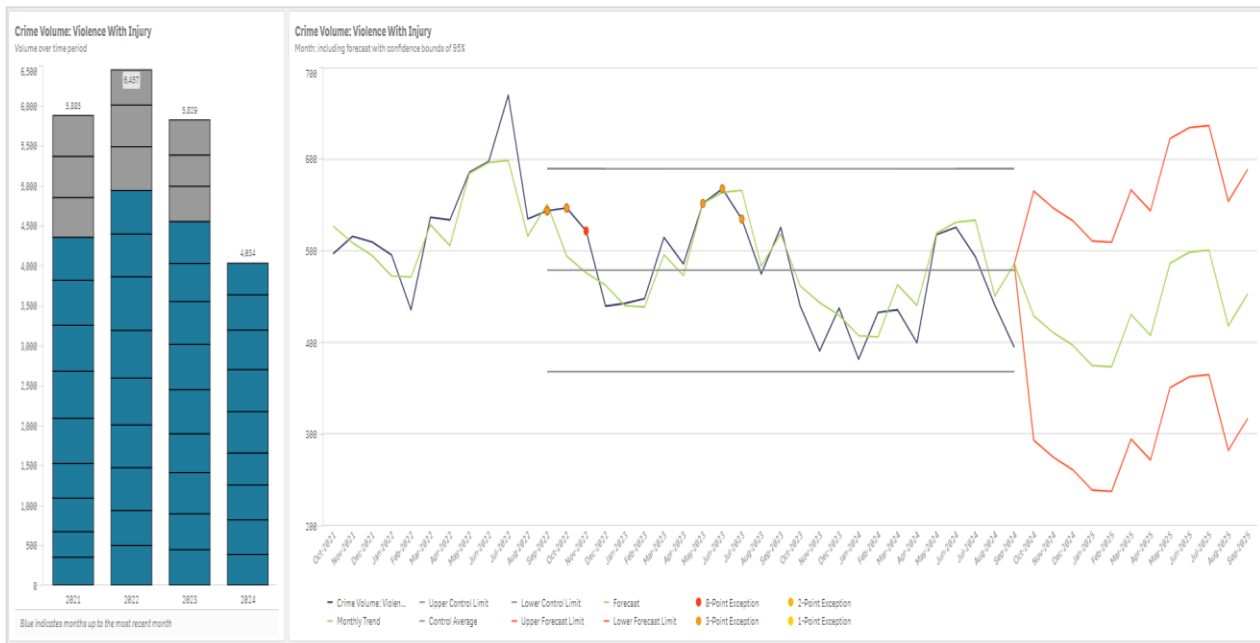
- Contingency planning with Wiltshire and Swindon Domestic Abuse Support Services to understand and prepare for the impact of national grants coming to an end. Additional grants supporting domestic abuse through PCC funds totalling £284,000 are scheduled to end in March 2025.

# Violence With Injury

## WHAT? is the situation?

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

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



## WHAT? is happening?

### Data Summary

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

### Overview of Performance

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

### Force Delivery Update

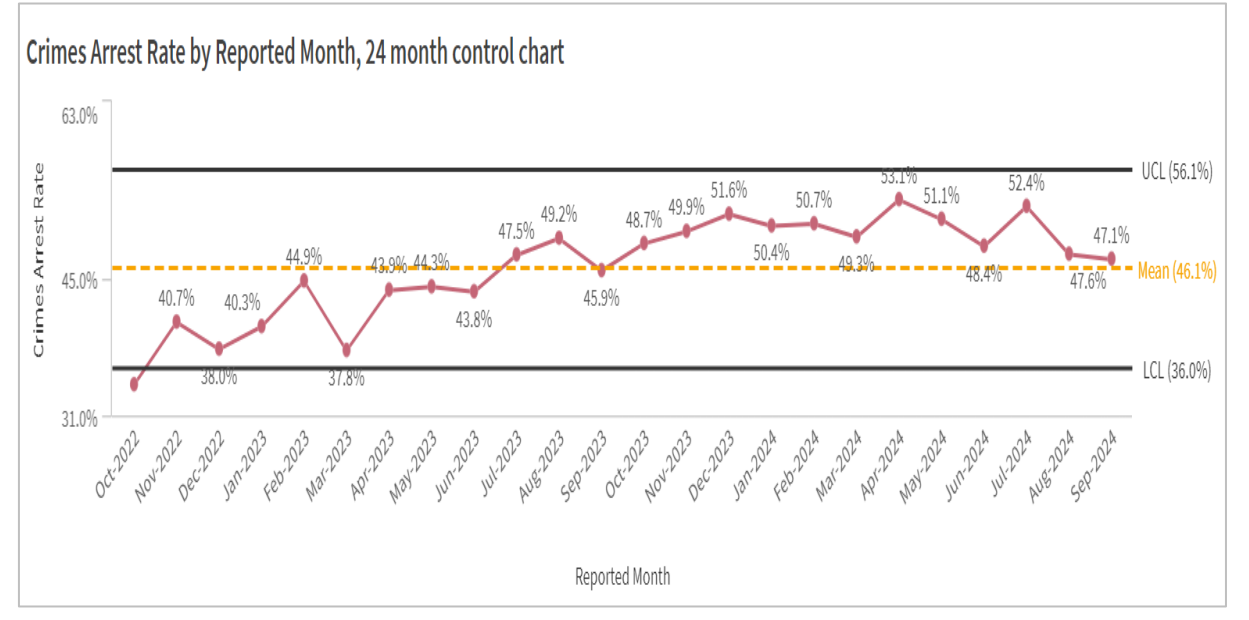
- Focus on DA and outstanding offenders remains, with a specific focus on THR which often means DA offences of high risk
- Outstanding Offenders Performance and Oversight meeting maintains the focus with categories for highest harm as well as length of a suspect being wanted.
- Intelligence Portal now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

# Domestic Abuse (VAWG)

## WHAT? is the situation?

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

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



## WHAT? is happening?

### Data Summary

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

### Overview of Performance

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

### Force Delivery Update

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

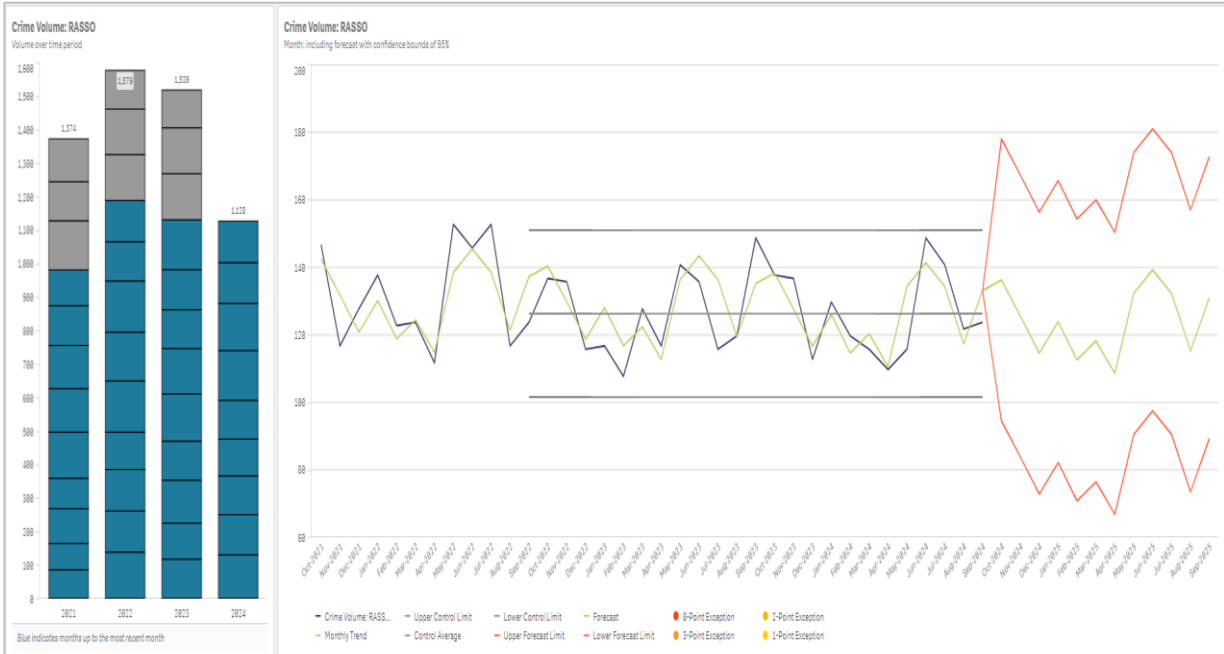


# Rape & Serious Sexual Offences (RASSO)

## WHAT? is the situation?

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

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



## WHAT? is happening?

### Data Summary

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

### Overview of Performance

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

### Force Delivery Update

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

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

### Outcomes achieved this quarter

#### Safer Streets & ASB Hotspots:

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

#### Road Safety:

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

#### Rural Crime:

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

### Risks and issues

#### Safer Streets & ASB Funding:

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

### Deliverables Progress

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

### PCC focus next quarter

#### Improving Community Safety:

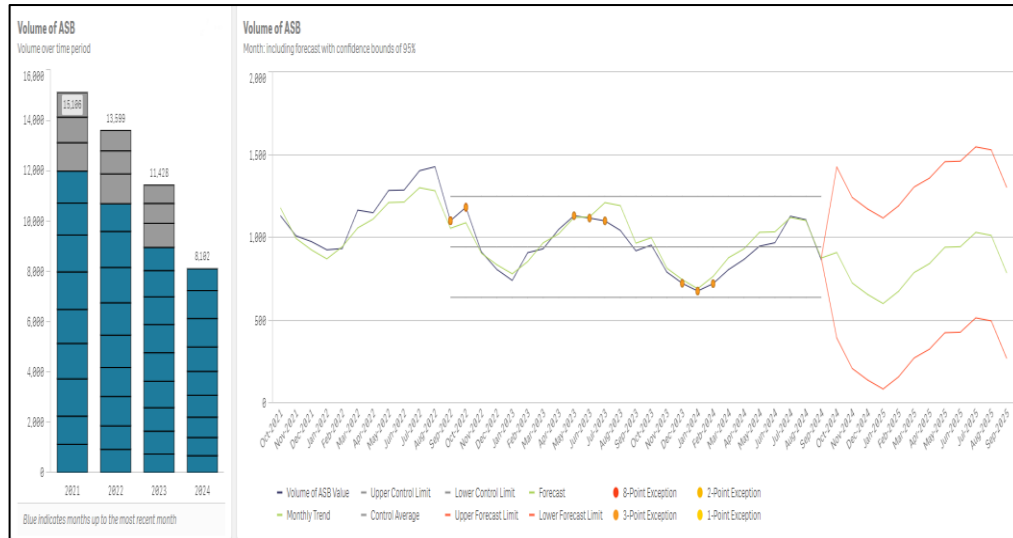
- We are facilitating the Community Safety Partnership transformation programme in Swindon and Wiltshire in order to enhance and improve their strategic approach, governance structures, working arrangements and data collation and analytics to support better evidence based decision making
- Continue the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

# Anti-Social Behaviour (Inc. Sec 60)

## WHAT? is the situation?

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

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



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

## WHAT? is happening?

### Data Summary

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

### Overview of Performance

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

### Force Delivery Update

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



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

### Outcomes achieved this quarter

#### Improving Experience for Victims:

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

#### Priority Groups in the Criminal Justice System (CJS):

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

#### Early Prisoner Release:

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

### Risks and issues

#### Victims Services:

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

#### Criminal Justice:

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

### Deliverables Progress

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

### PCC focus next quarter

#### Improving Experience for Victims:

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

#### Priority Groups in the CJS:

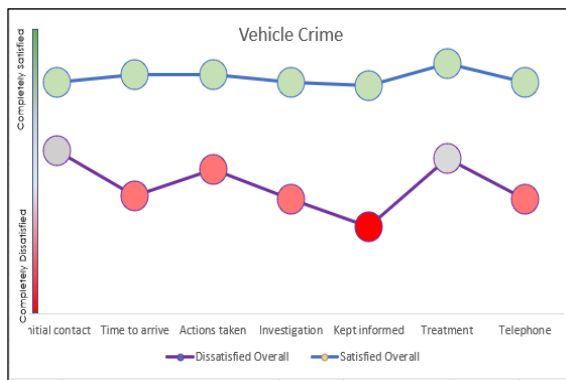
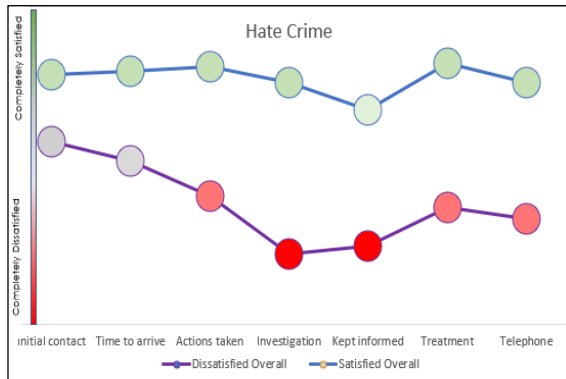
- Action findings and recommendations from FJSB review to improve support for female offenders.
- Finalise Military in Justice Steering Group delivery plan across partnership to ensure effective support for military and ex-military in the CJS.
- Scope commissioning for domestic abuse out of court resolutions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

# Victim Voice

## WHAT? is the situation?

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

## Victim Journey



## Victims Rights compliance - WHAT?

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

## What is happening

### Data Summary

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

### Overview of Performance

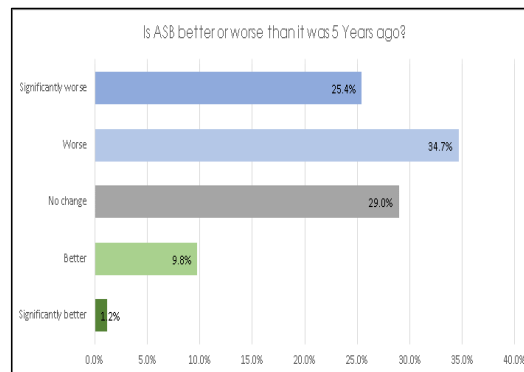
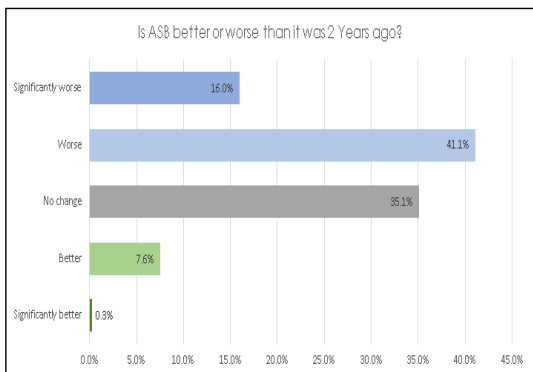
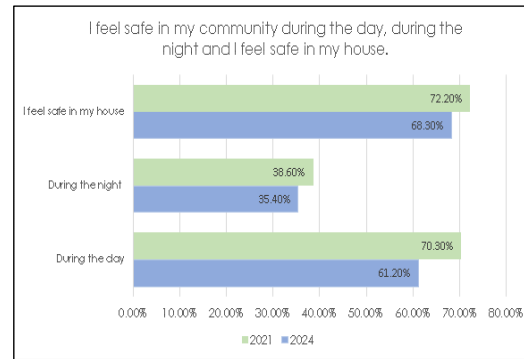
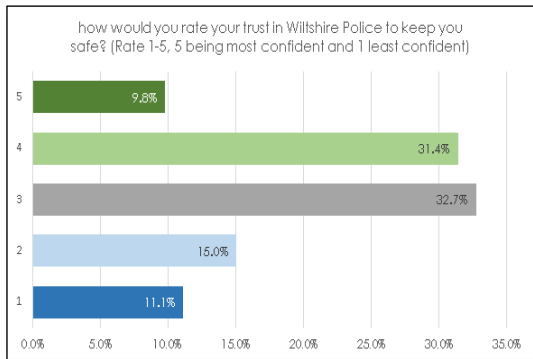
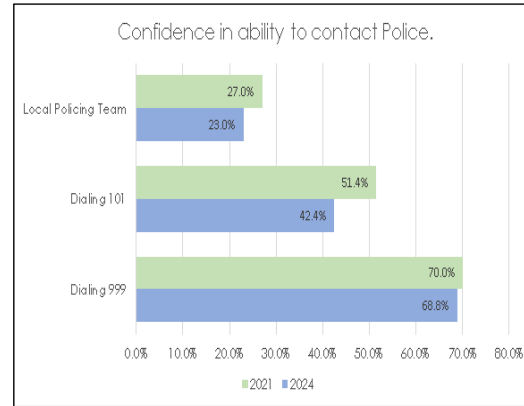
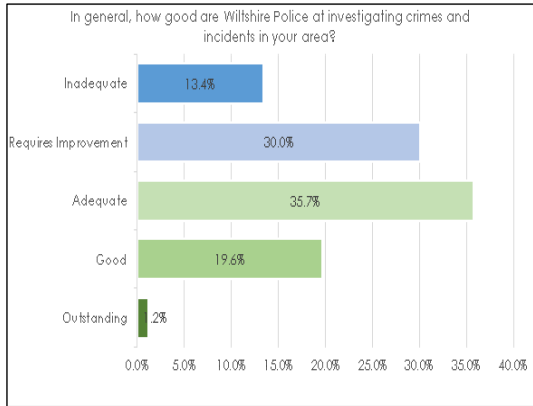
- The victim's journey demonstrates that drop in satisfaction is typically experienced at the stage of investigation and keeping informed. This is across all crime groups.
- Victims are most satisfied with their initial contact experience with Wiltshire Police.

### Force Delivery Update

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

# OPCC Police and Crime Plan Public Consultation 2024

## WHAT? is the situation?



## What is analysis indicating?

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

### Investigating Crime

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

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

### Contacting Police (999/101/local policing team)

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

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

### Keeping the public safe

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

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

### Feeling of safety

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

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

### Volumes of Crime and ASB

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

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