

**Office of the Police and Crime Commissioner for Wiltshire and  
Swindon**

**Quarter Three 2017-18 (1 October to 31 December 2017)**

**For Police and Crime Panel meeting 22 March 2018**



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## **Introduction by Commissioner Angus Macpherson**

This document provides the performance information for quarter three against my Police and Crime Plan 2017-21.

This is the summary performance report for quarter three 2017-18.

### **Raising awareness of significant topics**

Regardless of which group of Plan objectives are being focused on, every performance report should address any performance issues which, for that period:

- a) Have shown a significant change;
- b) Are of particular concern to me;
- c) Are an area of excellent work or progress; or
- d) Are prominent in the local or national media.

Sticking to these criteria should create a 'no surprises' agreement between my Office and the Panel when it comes to performance monitoring.

I would like to draw the Panel's attention to the following areas which I consider require the Panel to consider:

### **Salisbury Critical Incident**

As many of you will know a critical incident was declared in Salisbury on 5 March 2018 following the use of a nerve agent.

This has been unprecedented for policing and partnerships in this county. We have seen partnership working at its very best, alongside agencies such as Fire, NHS, South West Ambulance Trust, Local Authorities, DEFRA and others. Information is being circulated by Wiltshire Police and partners on a regular basis. I have seen first-hand on the cordons, that officers are talking to and answering questions from members of the public.

This is a fast-paced investigation and information is being issued as regularly as possible. It is important to state that the information being issued has to be based on the current, available evidence. Wiltshire Police are working hard to reassure communities whilst this investigation, led by Counter Terrorism Police, is ongoing.



Prime Minister Theresa May has praised and thanked the response from our community policing team in Salisbury and all emergency services. I am confident in the way Wiltshire Police has managed and is continuing to manage this difficult situation, with a major incident being declared and our partners brought in on 5 March.

I want to recognise and thank the officers and staff for their exceptional dedication and professionalism over this period. And even more so when this was following on directly from the major incident caused by the snow and freezing weather conditions.

### **Police Senior Command Team**

From 5 March 2018, Kier Prichard was appointment Temporary Chief Constable, Paul Mills was appointed Deputy Chief Constable and Craig Holden has been appointed Temporary Assistant Chief Constable. The first challenge has been on a monumental scale and has already demonstrated exceptional ability and skill in the toughest circumstances imaginable.

I look forward to continue working with the Senior Command Team over the coming months.







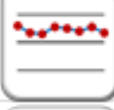
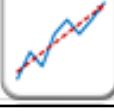
A handwritten signature in black ink, appearing to read 'Angus Macpherson'. The signature is stylized and includes a long horizontal flourish at the end.

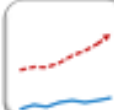

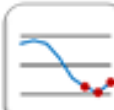
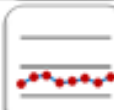
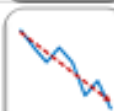



**Angus Macpherson**

**Police and Crime Commissioner for Wiltshire and Swindon**

**March 2018**

## New performance dashboard Key

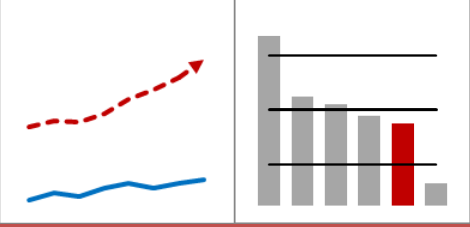
Key to Symbols	
	Greater than Peers
	In Line with Peers (above average)
	In Line with Peers (below average)
	Less than Peers
	Last month exceeded the previous 24-month Average +2 Standard Deviations
	The last 3 months have all been above the Average for the past 24 months +1 Standard Deviation
	The last 8 months have all been above the Average for the past 24 months
	The Discrete Trend, for the past 12 months, is significant and Increasing

	The Rolling 12-month trend, for the past 12 months, is significant and Increasing
	Last month was less than the previous 24-month Average -2 Standard Deviations
	The last 3 months have all been below the Average for the past 24 months -1 Standard Deviation
	The last 8 months have all been below the Average for the past 24 months
	The Discrete Trend, for the past 12 months, is significant and Decreasing
	The Rolling 12-month trend, for the past 12 months, is significant and Decreasing
	Does not trend with Peers
	No data has been recorded for this measure for at least 12 months

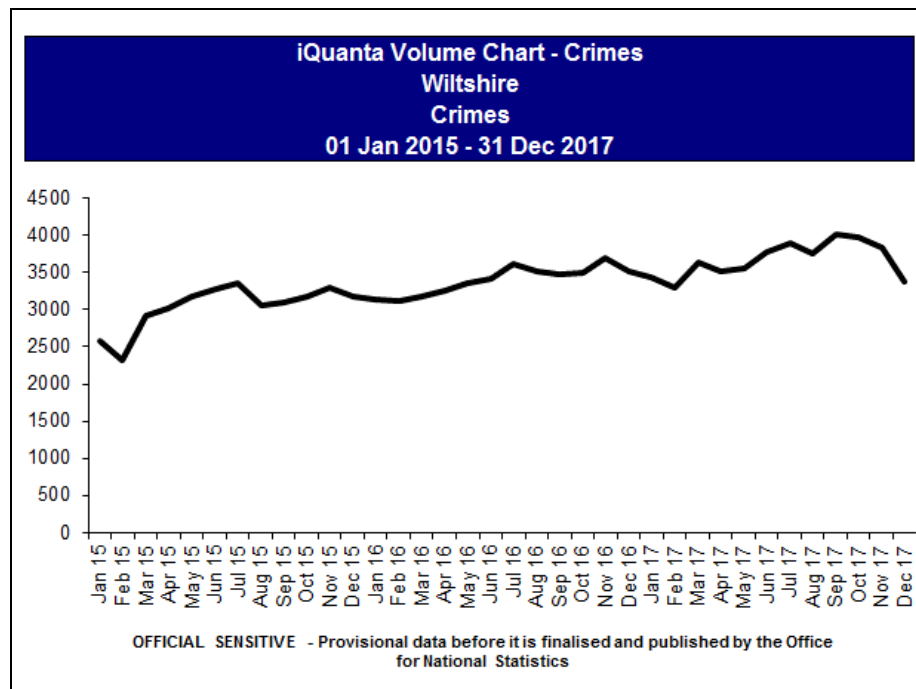
## New performance dashboard

Priority 1: Prevent crime and keep people safe				Priority 2: Protect the most vulnerable in society				Priority 3: Put victims, witnesses and communities at the heart of everything we do				Priority 4: Secure a quality police service that is trusted and efficient			
Measure	Data	Infographic	Context	Measure	Data	Infographic	Context	Measure	Data	Infographic	Context	Measure	Data	Infographic	Context
Crime volume	11,187		Increasing trend but in line with peers	S136 Arrests	48		Long term decreasing trend	Satisfaction of victims with the whole experience	76.0%		Long term significant decreasing trend influenced by investigation and being kept informed	Immediate response time (Interval)	10mins 36 sec		Improving trend in time it takes
Crime recording compliance	95.2%		Compliance remains high for the correct recording of crime and incidents	Number of Missing Individuals	460		Stable	Satisfaction with being kept informed				Priority response time (Interval)	51mins 14 sec		Improving trend in time it takes
Cyber flagged + Key word	424		Reduction from quarter two. Long term trend is stable	Volume of CSE crimes	35		Long term, slow increasing trend	Satisfaction with ease of contact				Average time to answer 999 call	5 sec		Stable and efficient
Hate crime volume	113		Trend is stable	Volume of DA Crime (ACPO defined)	1472		Long term stable trend	Satisfaction with treatment				Average time to answer CrIB call	2mins 0sec		Long term increasing trend, however discrete monthly decreases during quarter three
Outcome rate	19.9%		In line with MSG but lower than national average. Recent increase compared to quarter two	Volume of Sexual Offences (Recent / Non Recent)	401		Recent monthly decreases but in line with peers	Conviction rates	87.9%		Stable and high	Abandonment rate	7%		Long term increasing trend, however discrete monthly decreases during quarter three
ASB volume	3,822		Long term reducing trend with a reduction from quarter to quarter three					Restorative Justice level 1	104		Discrete increasing trend	Quality of first files	39.5%		Stable
Overall confidence with the police in this area	N/A		The OPCC are reviewing this survey, no data available					% of cracked or ineffective trials	52%		Stable and meeting the level of expectations of the CPS and Courts	Quality of full files	1.7%		Long term reducing trend with a significant reduction from quarter two
KSI- Collisions	66		Decrease on quarter two, and long term trend is decreasing					% of cracked or ineffective trials due to prosecution	19%		Stable with a discrete increase from quarter two to quarter three	Volume of complaints	118		Long term stable trend
Special Constables hours deployed	20,025		Hours have plateaued					Percentage of officers using live links	89%		Change to measure due to data sharing between partners	% Complaints recorded within 10 working days	95%		Stable and high
Number of Volunteers in post	90		Increase in quarter two of NPPV level 2 volunteers					Number of times virtual court used	81		Starting to plateau	Complaints average number of days to record	4 days or less		Stable and low
Subject to change				Subject to change				Subject to change				Percentage of appeals upheld	16%		Long term stable picture with recent decrease
												Morale of staff - Staff Survey	NA		
												Number of actual days lost per person	12.9		Long term reducing trend

## 1. Prevent crime and keep people safe

Crime volume	Q2. 11,670	Q3. 11,187	
	Rolling 12 months 40,755	Rolling 12 months 44,089	

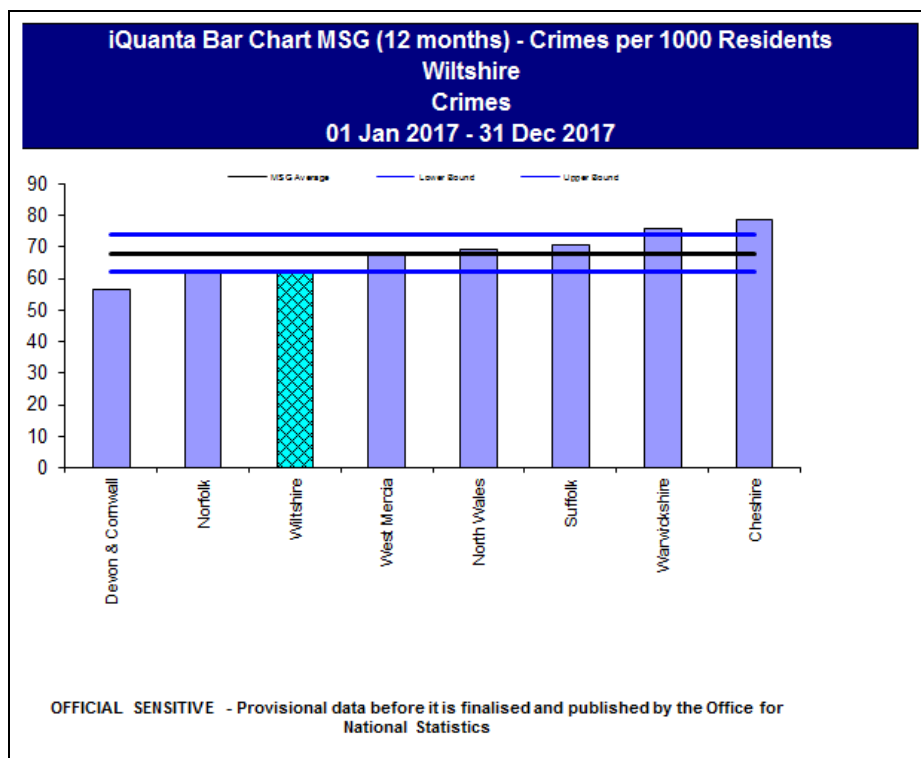
1. In previous reports, this section would have been written using information from iQuanta and ForceSight (a Microsoft Excel analytical product that compares forces on a regional and national scale).
2. ForceSight was produced by a member of staff in Lancashire Police Force. Since the publication of the last report, that individual has left their role and this information is no longer available. Because of this, no national or regional comparisons will be made in this section. There will however be iQuanta comparisons.



*All crime up to December 2017 – direction of travel*

3. Information published in iQuanta shows that there were 11,187 crimes recorded during quarter three and 44,089 crimes were recorded in Wiltshire in the 12 months to December 2017.

4. This represents an increase of 3334 crimes (eight per cent) recorded when comparing the most recent to the previous 12 months to December 2017.
5. *Caveat – please note iQuanta figures for September and October 2017 are estimates based on August 2017’s data. November and December 2017 are supplied by Data Hub (Home Office department) but have incomplete data for robbery, burglary and assaults on police officers. Consequently, the information published currently in iQuanta is not entirely accurate and therefore the Force are manually re-submitting data to ensure that this issue is rectified. The iQuanta charts in this report do reflect the manual change.*
6. The recorded crime rate per 1,000 population for Wiltshire in the year to December 2017 is 62.4 crimes. This is lower than most similar group (MSG) peers average of 67.9 crimes per 1000 population, but statistically in line, as shown in the chart below:



*All crime up to December 2017 – most similar group (MSG) position*

7. The Force continues to prioritise the increasing crime trend for residential burglary and the ability to provide the victim with a positive outcome. In doing so, an improvement plan was commissioned during quarter one and burglary was made a new force priority alongside the control strategy. The Head of Crime for Wiltshire, Superintendent Sarah Robbins, has further developed a detailed improvement plan



set against the structure of prevention, preparing the work force, pursuing those responsible and protecting the community.

8. The plan continues to address standards of investigation and process improvements surrounding forensic hits. The progress in relation to these is discussed tactically on a fortnightly basis with key personnel. Summaries of these meetings are then reported in to the Senior Command Team and the Strategic Delivery and Transformation (SD&T) Board, chaired by the Chief Constable, where progress and performance is monitored and scrutinised on a monthly basis.

To ensure this type of offending remains a priority for the Force, I have asked for a report and received the following from Superintendent Sarah Robbins:

*“The Force are represented at a national working group where best practice is shared and concerns are raised.”*

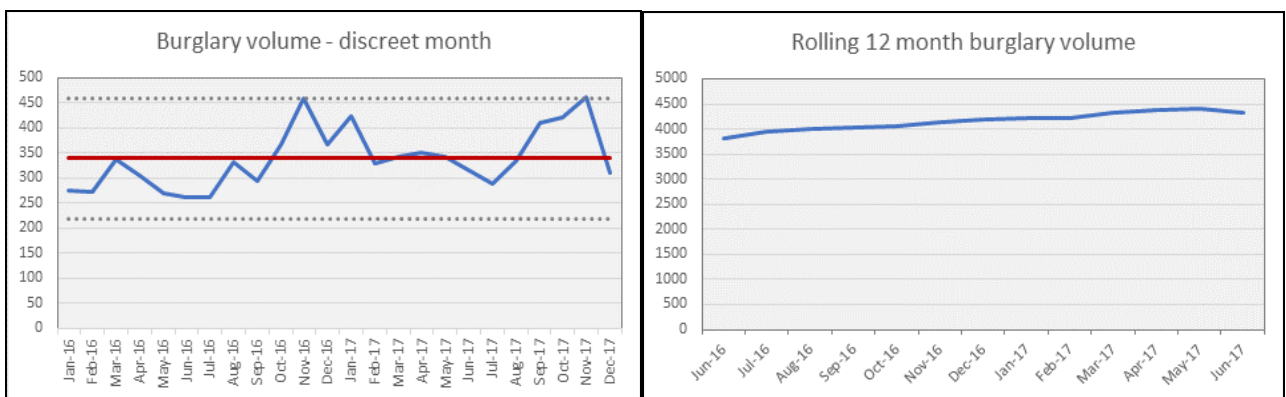
*“The concept of Community Tasking Teams (CTTs) was piloted in Trowbridge and Chippenham in July 2017, and following successful evaluation, has since expanded to Swindon, Trowbridge, Chippenham, Salisbury and Devizes. The CTTs have targeted the small number of prolific offenders responsible for most of the burglaries in our communities. Because of doing so, a high number of arrests, remands in custody, convictions, custodial sentences and strict bail conditions have been made.”*

*“Improved communication and relationships with our partners in the Crown Prosecution Service (CPS), the magistrates and crown courts and the Youth Offending Team (YOT) have helped to provide more appropriate outcomes and reduced opportunities for future offending.”*

*“Through a successful media campaign in November 2017, information was aimed at educating the public on victim support agencies (Bobby Van and Horizon), how to report suspicious activity, crime scene investigation (CSI) advice on what to do if you have been burgled, and information on the CTTs. A second media campaign is due to take place in March 2018, which will continue to raise awareness and include a more crime prevention focus by looking at the significant impact burglary has on a victim and including the offender as part of that process.”*

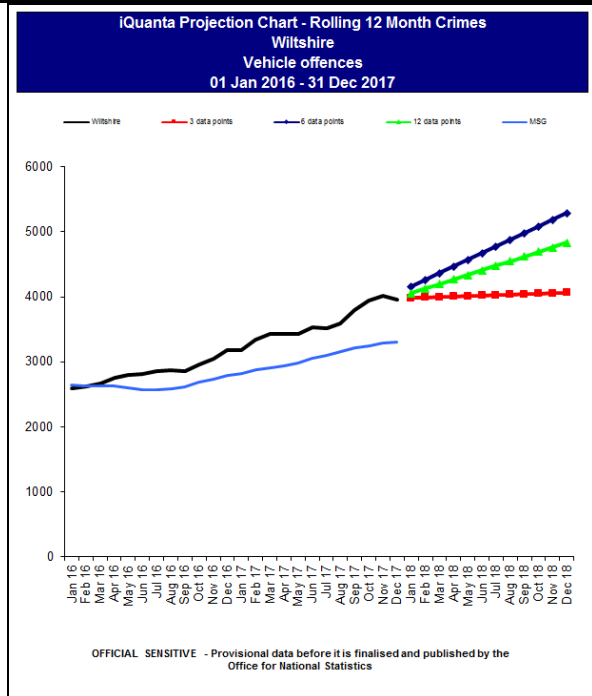
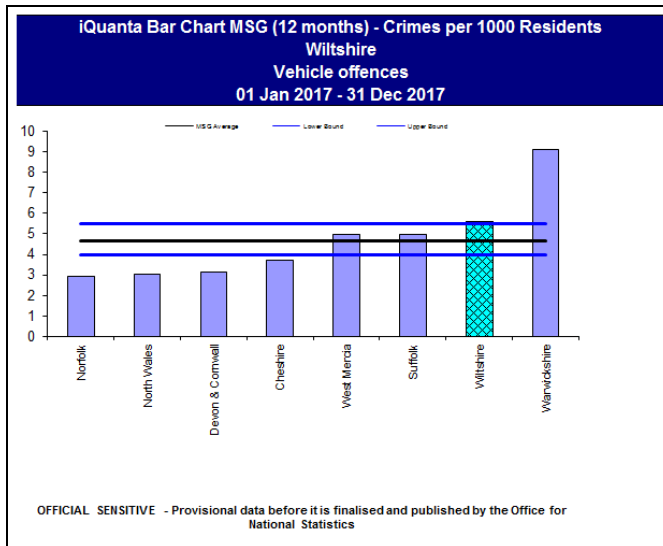
*“Burglary will continue to be a Force priority. The CTTs will continue to work relentlessly to improve the service we are providing to victims of burglary, and to reduce future offending. The next step for Wiltshire Police is to consider successful crime prevention initiatives nationally, and how these can be implemented locally. We will continue to increase awareness in our communities, whether victim or offender, of the significant impact of this crime.”*

9. Since April 2017 the way burglary is recorded has changed nationally and new categories are not directly comparable to the previous ones. This change has affected the ability of forces across the country to accurately submit the number of offences recorded and compare them using a year to end or quarterly comparison.
10. Internal analysis shows that in the year to December 2017 there were 4,334 burglaries in Wiltshire which represents an increase of 14 per cent or 526 additional crimes compared to the same period last year.




*Burglary up to December 2017 – discrete monthly volume process chart and rolling 12 month trend*

11. The volume of vehicle offences recorded in the year to December 2017 was 24 per cent higher than the previous year. This equates to a total of 3,951 offences, 776 more than the previous 12 months.
12. In the 12 months to December, Wiltshire recorded 5.6 vehicle crimes per 1000 population. This is above average and still in line with MSF peers as shown in the bar chart below.



*Vehicle offences up to December 2017 – most similar group (MSG) position and trend*

13. As displayed in the line chart above, both Wiltshire and the MSG are showing an increasing trend which is projected to continue in to the next 12 months.
14. The Force has reviewed the trend through monthly tasking and performance meetings and, in response, is prioritising crime prevention techniques given that three quarters of offences happened where the vehicle was insecure or with valuables on display.
15. In line with the control strategy, the Force is also targeting as a priority specific offenders involved in vehicle crime and other forms of criminality.

Crime recording compliance rate	Q2. N/A	Q3.95.2 per cent	
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16. Wiltshire Police and the Office of the Police and Crime Commissioner (OPCC) are committed to ensuring that crimes reported to the Force are correctly assessed and recorded to comply with standards set by the Home Office.


17. By recording crimes correctly, victims receive the service they expect and deserve; the public are informed of the scale, scope and risk of crime in their local communities; PCCs, forces and their partners can fully understand the extent of demands made on them and Government policy can be developed to reduce crime.

18. Increasing the focus on recording crimes properly does result in an increase in the recorded crime levels, and this is seen across the country and has been previously reported. In this context, increasing crime levels due to improved crime compliance is a good thing.

19. To achieve this, a Crime and Incident Validation Unit (C&IVU) was created with the sole purpose of reviewing all crimes and specific incident categories which may risk inaccurate recording to enable compliance with national standards, swift correction of any errors identified and timely feedback to staff. The nature of these audits vary between each report to ensure as many high risk recording categories are monitored. Consequently, this measure will not be directly comparable for each quarter.

20. In quarter three, the C&IVU conducted two audits. These focussed on crime occurrences in the record management system known as NICHE and incidents recorded in the incident recording system known as STORM. In total 426 records were reviewed and on average 95.2 per cent were recorded correctly.

21. An internal review focusing on the sustainability of the C&IVU has taken place and was presented to members of the Senior Command Team at an internal Crime and Justice Board. At the board, it was agreed for the C&IVU to remain in position for a further 24 months alongside the Crime and Communications Centre Improvement Programme (CCCIP) which will include a new crime recording model.

Cyber flagged + Key word	Q2 489 crimes in total	Q3 424 crimes in total	
	163 monthly average	141 monthly average	

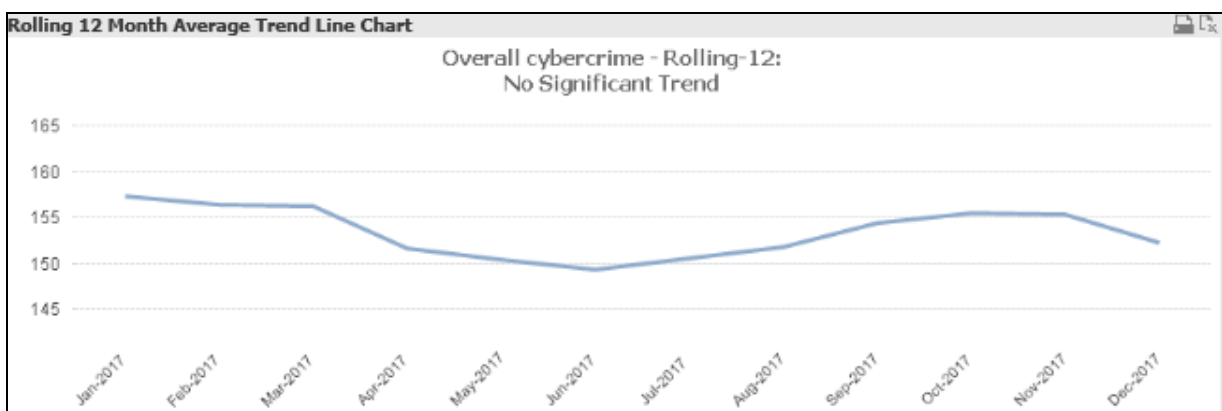
22. As technology advances, so does the threat of cybercrime. Offenders continue to find smarter ways to commit this type of crime.

According to the National Crime Agency (NCA) cybercrime is found in two forms:

*“Cyber-dependent crimes can only be committed using computers, computer networks or other forms of information communication technology (ICT). They include the creation and spread of malware for financial gain, hacking to steal sensitive personal or industry data and denial of service attacks to cause reputational damage.*

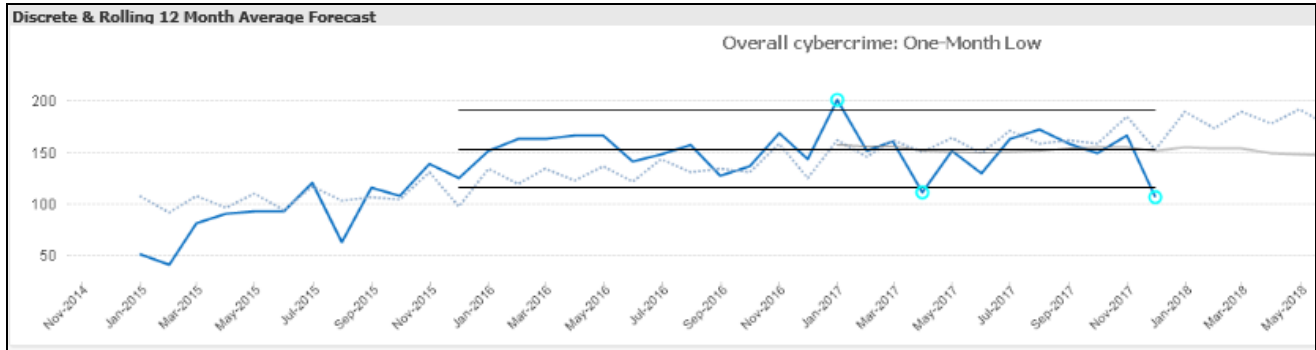
*“Cyber-enabled crimes, such as fraud, the purchasing of illegal drugs and child sexual exploitation, can be conducted on or offline, but online may take place at unprecedented scale and speed.”<sup>1</sup>*

23. To calculate the overall volume of cybercrime, the Force extract crime records that contain a cyber flag or cyber related word/phrase in the summary field of the crime record within NICHE. The key word search is maintained and updated by the Force’s Criminal Intelligence Department in line with national trends.



Cybercrime December 2017 – rolling 12 month trend chart

24. As per quarter two’s report, the long term rolling 12 month trend highlights that the volume of cybercrime recorded by the Force is stable.




Cybercrime December 2017 – rolling 12 months and discrete monthly volume process chart

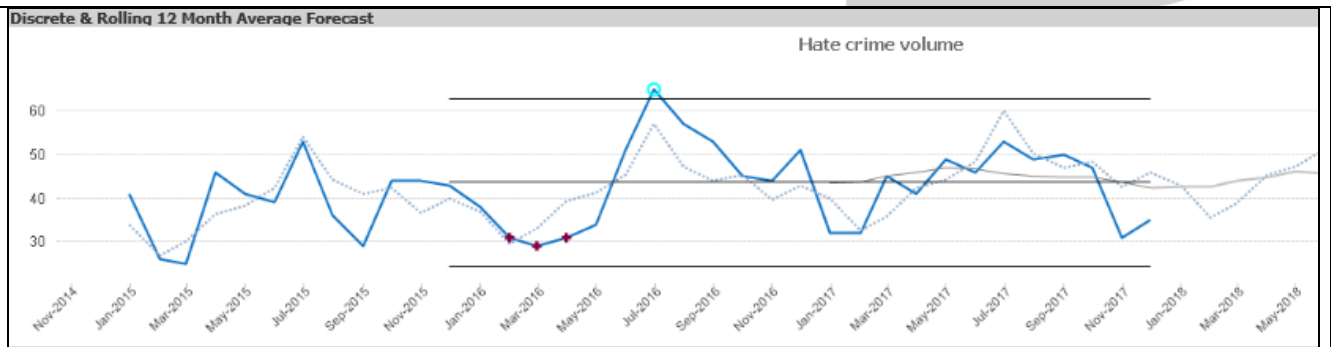
25. In Wiltshire during quarter three, there were 424 cybercrimes recorded and 1,827 crimes reported in the 12 months to December 2017. This is a reduction of 26 crimes recorded when quarter three 2017 is compared with quarter three 2016.

26. It is evident from the above process chart that the volume of cybercrime reported in quarter three is lower than originally forecasted, which is driven by a significant decrease in cybercrime being reported in December 2017. The forecast is highlighted in the above chart as the blue dashed line.

<sup>1</sup>NCA Strategic Cyber Industry Group Cyber Crime Assessment 2016  
<http://www.nationalcrimeagency.gov.uk/publications/709-cyber-crime-assessment-2016/file>

<p>Hate crime</p>	<p>Q2 148 hate crimes</p>	<p>Q3 113 hate crimes</p> <p>Rolling 12 months 542 crimes</p>	
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27. The overall volume of hate crime reported has decreased by 35 crimes when comparing quarter two with quarter three. This volume of crime is much lower than forecasted when based upon the previous two years of data. This is highlighted in the process chart below when you compare the forecast (dashed blue line) with actual volume (the bold blue line).



*Hate crime December 2017 – rolling 12 months, discrete monthly volume and forecast process chart*

28. Analysis of this crime type is considered in fortnightly tasking meetings chaired by superintendents where the Force’s key local threats, harm and risk are discussed alongside key events covered by the media.
29. In the 12 months to December 2017, there were 542 crimes reported. This is a one per cent reduction compared with the 12 months to December 2016. This equates to seven less crimes.
30. During quarter three 2017, 1.2 offences of hate crime were reported a day which equates to one per cent of all crime reported to the Force in that period.
31. Please see the table below for the distribution of hate crimes by volume reported in the 12 months to December 2016 and 2017 respectively. The table also shows what percentage each hate crime category equates to in the overall hate crime classification. The final column demonstrates the percentage change when the 12 months to December 2016 is compared to the 12 months to December 2017.

NICL Qualifiers	12m to Dec 2017	Proportion per crime type, per year	12m to Dec 2016	Proportion per crime type, per year	2016 Vs 2017 % change
Prejudice - Racial	414	76%	429	78%	-3%
Prejudice - Sexual orientation	52	10%	64	12%	-19%
Prejudice - Disability	34	6%	28	5%	21%
Prejudice - Religion	31	6%	24	4%	29%
Prejudice - Transgender	11	2%	4	1%	175%
	<b>542</b>	-	<b>549</b>	-	<b>-1%</b>

32. It is worth noting that one crime can be tagged with multiple national incident category list (NICL) prejudice tags.
33. In October 2017, the Wiltshire and Swindon Multi Agency Hate Crime group held its

first annual conference at Trowbridge Rugby Club.

34. The purpose of the conference was to:

- Launch the Wiltshire and Swindon Hate Crime Strategy
- Increase understanding of the volume of hate crime reported on a local and national scale
- Raise awareness of what happens when a hate crime is reported to Wiltshire Police and explain the role of the Hate Crime Advisor in that process
- Increase understanding of what happens when a case goes to court and the potential to uplift sentences for hate crime offences
- Produce an action plan to support increased reporting of hate crime and support for victims in the community.

35. The conference was attended by more than 70 people including councillors, local authority staff, the Crown Prosecution Service, probation, housing associations, voluntary sector organisations and community representatives.

36. Speakers included Dr Nathan Hall from Portsmouth University who specialises in hate crime research.

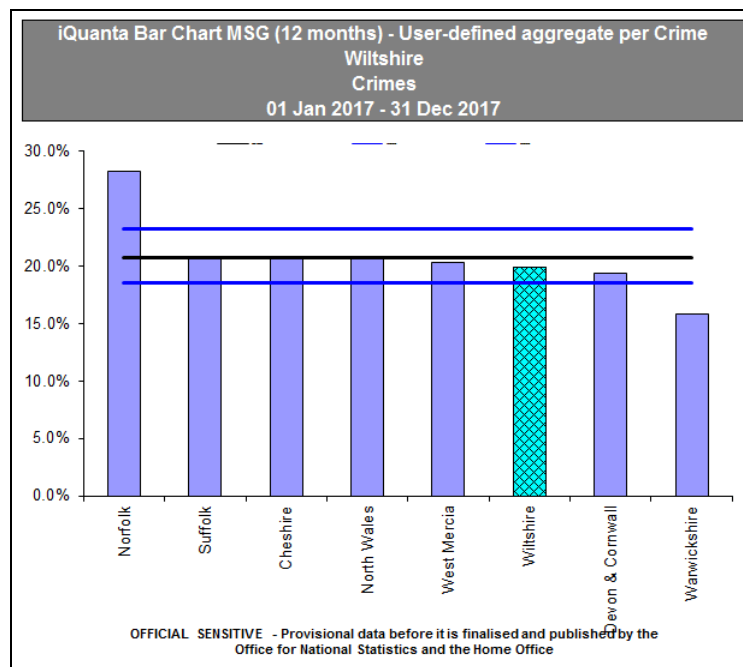
37. The conference watched two videos showing local examples of victims of hate crime. The first was of a young mixed-race couple who received abusive text messages and the second was of a man who experienced verbal abuse from a neighbour over a period of time relating to his sexuality. The victims described the impact of these crimes. Both cases resulted in formal outcomes through the court.

38. Supt Sue Austin, a member of the hate crime group and I were interviewed on local radio and posts were shared on social media. The event was held during the national hate crime awareness week.



Outcome rate	Rolling 12 months to September 2017	Rolling 12 months to December 2017	
	18.5 per cent	19.9 per cent	

39. In the year to December 2017 the outcome rate for Wiltshire was 19.9 per cent. This is statistically in line with peers but 0.8 per cent lower than the average in the most similar group (MSG) which was 20.7 per cent. This is represented in the chart below.

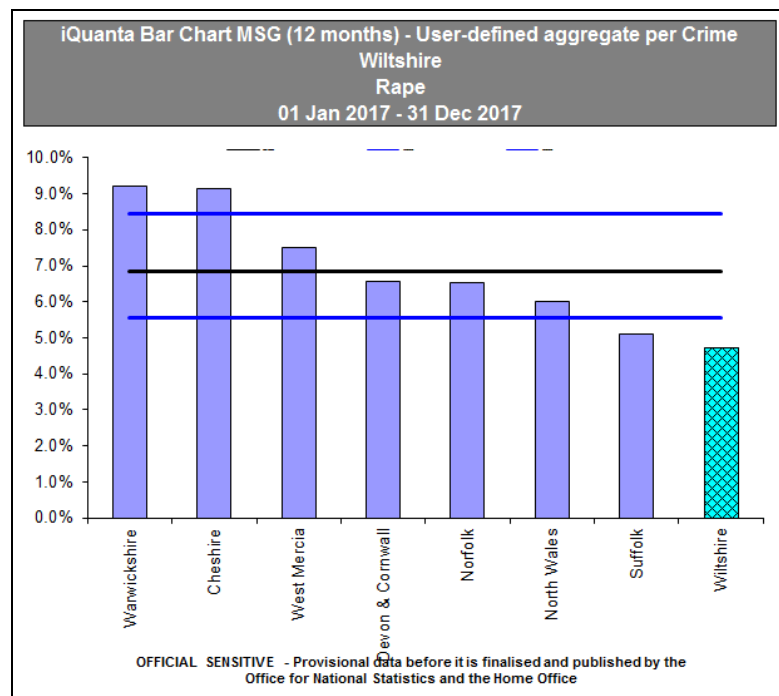


*Outcome rates up to December 2017 – most similar group (MSG) position*

40. The Force is aware that the outcome rates for residential (formerly known as dwelling) burglary and rape are low and is actively seeking to improve the outcome rate and the service provided to the victims of these crimes. A brief operational update in relation to sexual offences, which includes rape, is provided in the ‘volume of sexual offences (recent/ non recent)’ section of the report.

41. In April 2017 dwelling burglary was renamed residential burglary. Residential burglary now includes all sheds and outbuildings that fall within the immediate curtilage of the property. Previously they would have been classified as non-dwelling burglaries.

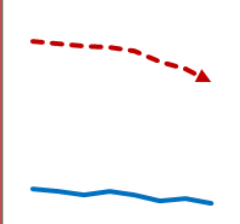
42. Because of this change, forces have experienced difficulties in making direct comparisons with other forces nationally in figures that are year to date. Unfortunately, due to ForceSight not being published, regional and national comparisons cannot be made.
43. Despite the complications highlighted above, the Force has been able to calculate the residential burglary outcome rate.
44. In January 2017, the Force's dwelling burglary outcome rate was three per cent. As of April 2017, to December 2017, 2245 residential burglaries were reported, of which 130 were detected. This equates to a 5.8 per cent outcome rate and clearly shows that the efforts being made in Force are having a positive impact.
45. Please note that under the new outcome methodology for recording outcomes as set by the Home Office, published outcome figures may change retrospectively because of the time it takes to investigate a crime.
46. As stated in the quarter one report, rape outcomes have seen a decreasing trend both nationally and in Wiltshire. This is mainly influenced by a large increase in crimes reported as we see people becoming more willing to report sexual acts following high profile sexual abuse scandals.



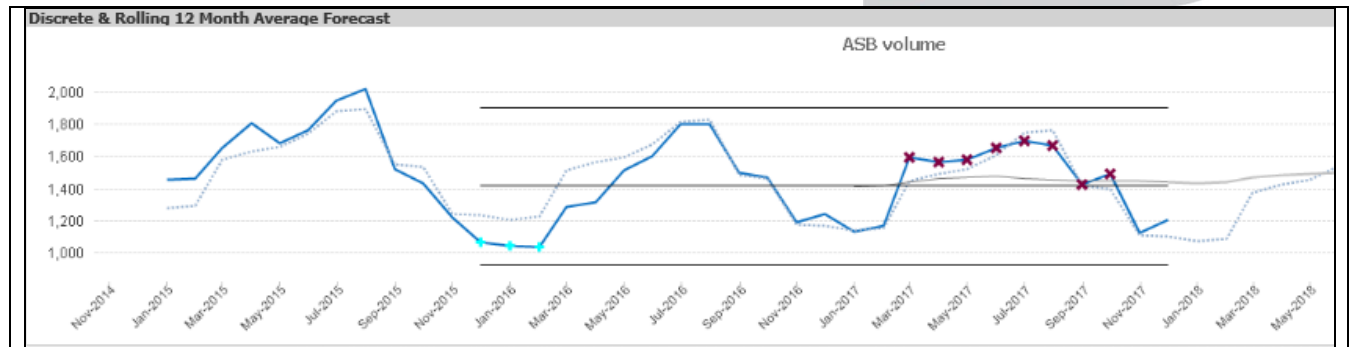
47. This increase in the volume of cases directly has an impact on the staff workloads

and time in which it takes to investigate the crime.

- 48. Rape cases typically take longer than other crimes to get through the criminal justice process.
- 49. The rolling 12 months to December 2017 shows Wiltshire's outcome rate as 4.72 per cent against an MSG average of 6.85 per cent. We know that a large proportion of the cases fall during investigation. These are mainly through a lack of evidence following victim support.
- 50. The Force is currently reviewing its investigative models to ensure all can be done to provide positive outcomes to victims in this highly impactful area. The review will also look to ensure that a consistent service is provided across the county.
- 51. The findings of this review are managed through a governance board on which my office is represented. In April 2017, the final report will be presented to the senior command team and my office.

ASB Volume	Q2. 4,796 Incidents	Q3. 3,822 Incidents  Rolling 12 months 17,307 incidents	
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- 52. There was a total of 17,307 anti-social behaviour (ASB) incidents reported in the 12 months to December 2017 which equates to a three per cent increase on the 16,805 incidents recorded in the 12 months to December 2016.
- 53. This increase in incidents was driven by the greater reporting of ASB from February to May 2017 which was higher than seasonally anticipated (the gap between the dashed and bold blue lines) when compared with the previous two years of data.



*ASB up to December 2017 – rolling 12 months and discrete monthly volume process chart*

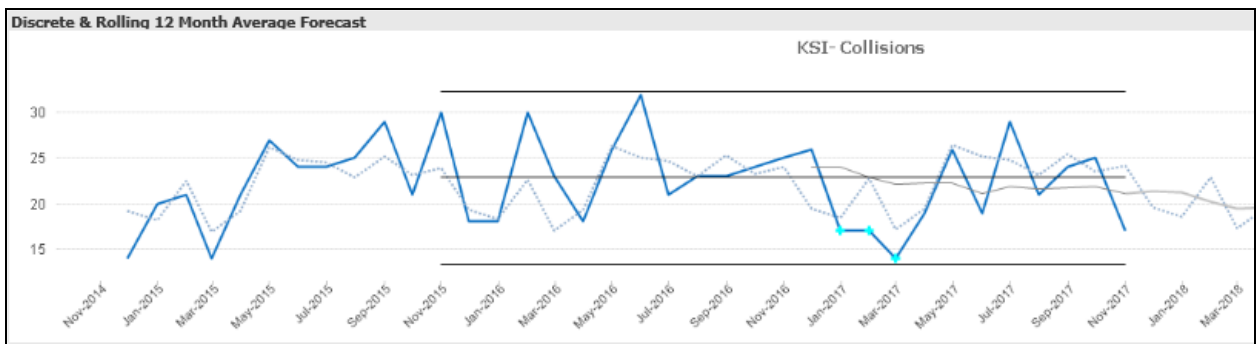
54. Despite there being a small increase in ASB when comparing the 12 months to December 2016 with 2017, the overall long-term figure is steadily reducing and following a seasonal pattern where the volume reported remains low in the winter months and higher in the summer months.

55. In the previous three financial years, each third financial quarter for ASB volume has ranged between 3,718 – 3,897 incidents recorded. This demonstrates a consistent pattern of behaviour.

<p>Overall confidence with the police in this area</p>	<p><u>Quarter one data</u> - 80.4 per cent (±2.1 per cent; Wave 16 Spring/summer 2017)</p> <p><u>Quarter two and quarter three data</u> - N/A</p>	
<p>56. Public confidence in policing is the headline measure from my public opinion survey which I commission twice a year.</p> <p>57. Currently, we are reconsidering this survey and the methods that are used to obtain the information provided. Consequently, we have not pursued with Wave 17 of this survey.</p>		

Killed and seriously injured (KSI) - Collisions	June – August 17 69	September – November 66	
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58. This measure shows the volume of killed and seriously injured (KSI) collisions that took place in Wiltshire. This is monitored by the Wiltshire and Swindon Road Safety Partnership to improve road safety and reduce road traffic casualties through education, road engineering and patrols of the road network.



*The discrete monthly volume and rolling 12 month trend of KSI collisions*

59. In the 12 months to November 2017, there was on average of 21 KSI collisions a month and 254 in total. The longer-term trend is decreasing because of lower than anticipated volumes reported during July 2016 to June 2017. There are no exceptional volumes of KSI collisions to report in quarter three 2017.

60. The most recent data for quarter three is up to November 2017. The December 2017 data will not be available until the next report because the coroner’s process is still underway.

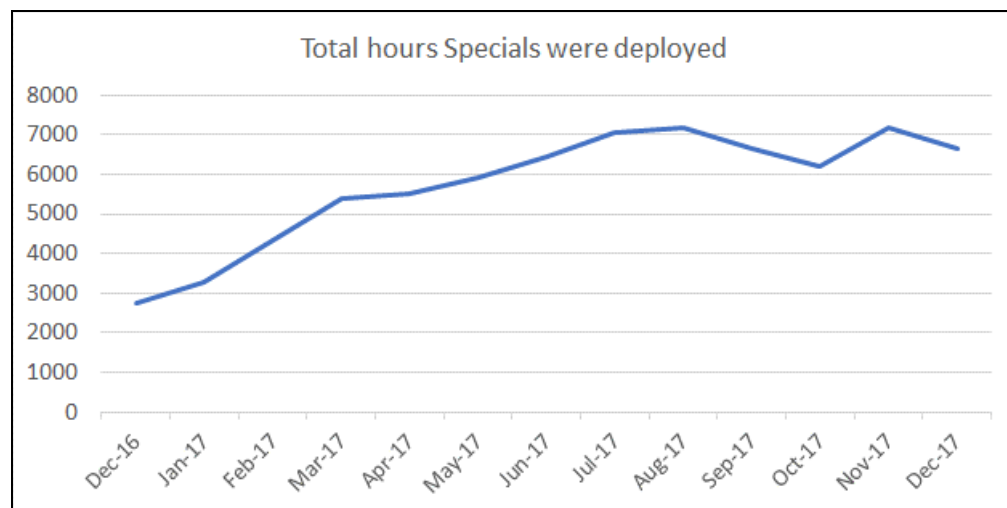
Special Constables hours deployed	Q2	Q3	
	20,877 hours deployed 6959 monthly average	20,025 hours deployed 6675 Monthly average	

61. The Force recognises the valuable role volunteers play in supporting local communities and creating strong communities in policing and other areas.

62. As such, I have provided the funding for a recruitment website [www.wiltshirepolicespecials.co.uk](http://www.wiltshirepolicespecials.co.uk) which has been designed and launched to provide the link between the marketing strategy and the on-line selection process. Since the launch of the website, a ratio of 1 in 3 applicants who express an interest, are selected for the assessment days through an application and telephone interview.

63. The Force has reviewed the recruitment process for specials and as a result has developed a new scoring matrix, group and literacy exercise. Of those who now attend the experience day, 55 per cent pass and are selected for training.

64. This measure shows the total amount of hours that the Special Constabulary were deployed for during each month. Since December 2016, the hours worked by special constables has continued to increase month by month, except for August, September and October 2017 which were impacted upon by a pause in recruitment.



*The discrete monthly total hours that special constables were deployed*

65. In quarter three the Special Constabulary was deployed for an average 6,675 hours per month and 20,025 hours in total for the quarter. When compared to quarter two, this is a four per cent decrease, which equates to a reduction in 852 hours deployed.

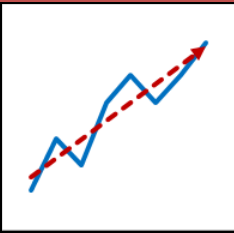
66. As of December 2017, there were 263 special constables within the organisation at various stages of independence or training. This is 11 more than in quarter two which was 252.

67. Out of the 263 specials in the organisation, 219 are deployable and 63 of which are completely independent. The table below demonstrates the breakdown of special numbers by community policing area.

CPT policing area	Total Independent Specials	Total number of deployable Specials
Swindon	21	78
North	8	34
South	3	22
East	8	32
West	14	43
HQ	9	10
All Force Area	63	219

68. A further 53 have passed the experience days (EDs) and are currently waiting to start training.

69. In quarter three, deployable specials worked an average of 30 hours per month and 90 per cent of that time was supporting community policing.

	Q2	Q3	
Number of Volunteers in post	NPPV level 1 – 5 NPPV level 2 – 82 Total (exc N/A) – 149 *Non Police Personnel Vetting	NPPV level 1 – 5 NPPV level 2 – 90 Total (exc N/A) – 156 *Non Police Personnel Vetting	

70. My office and the Force are committed to promoting volunteers across the organisation.

71. Volunteers use their diverse range of skills and experience to support Wiltshire Police in the achievement of its objectives.

72. Support volunteer roles within the Force are varied. Most roles offer support to police roles, help the police to become more accessible to the community and to better understand the issues that affect communities across the county.

73. Volunteers in the organisation are vetted using the national vetting standards. There are three levels of clearance which are used in-Force. Volunteers who require access to Force buildings or IT will need to be cleared at level two which classifies them as non-police personnel vetting (NPPV) volunteers.

74. They are spread across many departments of which a breakdown is provided in the table below.

Volunteer Role	Level of clearance			
	N/A	NPPV1	NPPV2	Grand Total
Bobby Van			5	5
Cadet Core Leader			13	13
Call Quality Appraiser			4	4
Chaplain			11	11
HAD Member	61			61
Office Support			4	4
On-Line Safety			7	7
Performance Management Coach			2	2
Police Information Point			4	4
Restorative Justice Facilitator			29	29
Rural Crime Support			2	2
Stop Search Scrutiny Panel		5		5
Volunteer Panel Member			1	1
Volunteer Recruitment Liaison			1	1
Watch Scheme Processor			5	5
WorkFit			2	2
<b>Grand Total</b>	<b>61</b>	<b>5</b>	<b>90</b>	<b>156</b>

*Total number of volunteers in post in the Force, by role and level of vetting clearance*

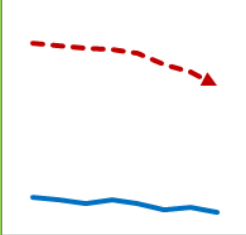
*\*HAD – Humane animal disposal*

75. Since quarter two, eight new volunteers have joined and are working in the organisation as NPPV level two volunteers. This number has continued to increase since 2016.

76. Please note that the figures provided do not include community speed watch roles. Currently there are more than 900 community speed watch members who are assigned within 100 teams.



## 2. Protect the most vulnerable in society

Section 136 arrests	Q2. 60 arrests in total three under 18 year olds arrested	Q3. 48 arrests in total one under 18 year old arrested	
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77. It is acknowledged that the nature of vulnerability is wide ranging. There are many measures which are used to understand how effective the Force is at protecting the most vulnerable people in society.

78. These measures are analysed and reported on at the Public Protection Department (PPD) monthly performance meeting and the Vulnerability Development Board (VDB) on which my office is represented.

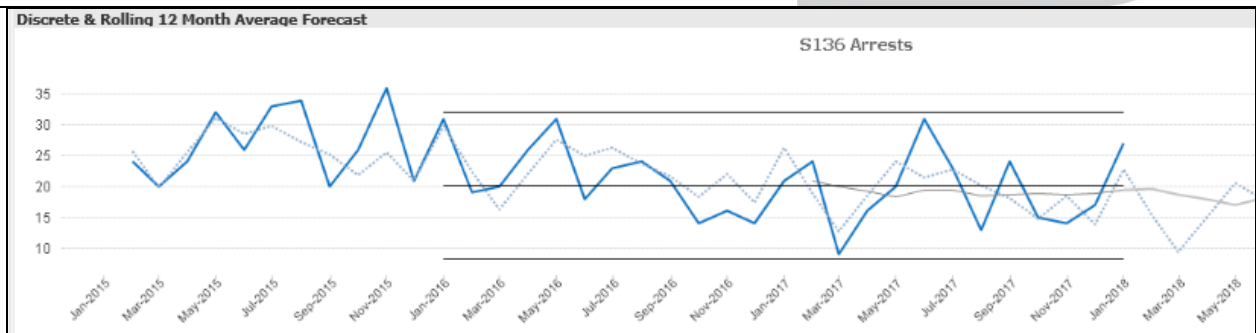
79. The VDB is chaired by an assistant chief constable (ACC) and exists to provide the appropriate governance arrangements and oversight of 19 strands of vulnerability.

80. Section 136 (S136) is part of the Mental Health Act. The police can use S136 to take a person to a place of safety if they think that person has a mental illness and needs care or control.<sup>2</sup>

81. The volume of S136 arrests continues to see a long-term reduction, with 48 arrests being made during quarter three. Out of the 48 arrests, one was aged under 18 years old and no one was taken to custody. All the people arrested were taken to a place of safety.

82. No one under 18 has been arrested under S136 and taken to custody since December 2015.


83. During quarter three, the total number of people arrested under S136 equated to 2.4 per cent of all arrests made in the Force (2,013) for that period.



*Discrete monthly volume and rolling 12-month trend of section 136 arrests*

<sup>2</sup>Rethink Mental Illness 2017

<https://www.rethink.org/living-with-mental-illness/police-courts-prison/section-136-police-taking-you-to-a-place-of-safety-from-a-public-place>

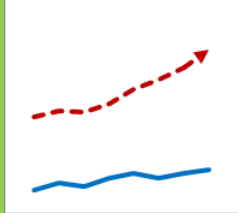
	Q2	Q3			
Number of missing individuals	494 Individuals	460 Individuals			

84. This measure represents the total number of **individuals** who have been reported as missing – not the total number of **incidents**, although incidents will be discussed.

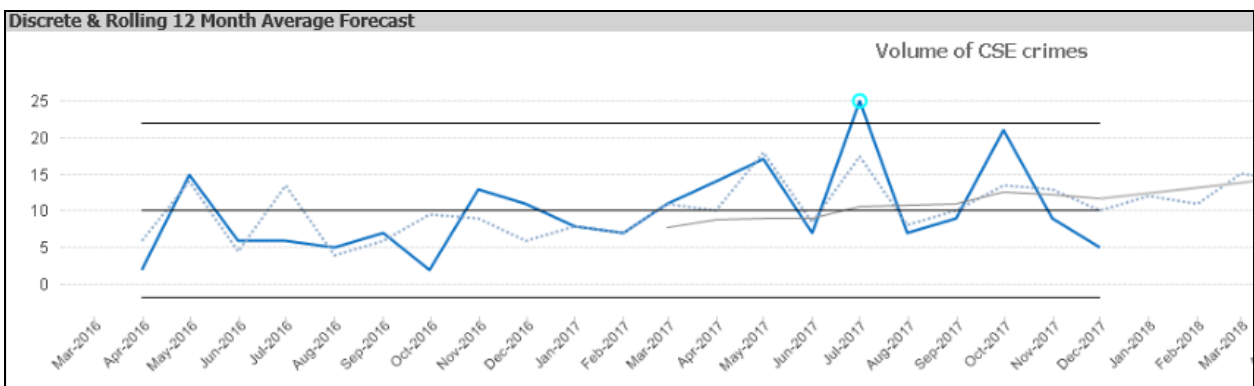
85. In April 2016, the recording of missing incidents and individuals was centralised in NICHE. The Force is now able efficiently to record information relating to missing people in one location, ensuring the data is more accurate and can be linked to victims of child sexual exploitation (CSE) which helps the Force gain a greater insight into its threats, harm and risk.

86. In quarter three 2017, there were 460 people reported as missing. Of these, 249 were children, 208 adults and three with age not stated. Research shows that some people have been reported as missing on multiple occasions. For example, there were 444 incidents of children being reported as missing and 252 incidents of adults going missing. On three occasions, the age of the missing person was not included. This finding would indicate that children are more likely to be reported as missing and are more likely to go missing repeatedly. Compared with the previous quarter, the number of incidents where a child went missing had decreased by 103 occasions.

87. Each of those episodes would be listed as a separate incident.

Volume of Child Sexual Exploitation (CSE) crimes	Q2 41 crimes	Q3 35 crimes	
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88. Since April 2016, the volume of child sexual exploitation (CSE) tagged crimes has steadily increased with an average of 9.8 crimes tagged with a CSE marker per month. Although the figures are low, the impact on the victim and others affected is very high and is consistently prioritised within the Force.



*The discrete monthly volume and rolling 12 month trend crimes tagged with a CSE marker*


89. Training to identify a crime with a CSE marker was delivered to officers and staff in Force at the end of 2016 with the aim of them understanding the true nature of this offending.

90. Because of this commitment to training staff it was to be expected that we would see an increase of this nature. This is highlighted in the chart above by the grey trend line that demonstrates an increase for the forthcoming quarter.

91. National research suggests that the gradual increase of CSE tagged crimes is because of staff getting better at recognising and identifying the threat, harm and risk of CSE and tagging the appropriate crimes as such.

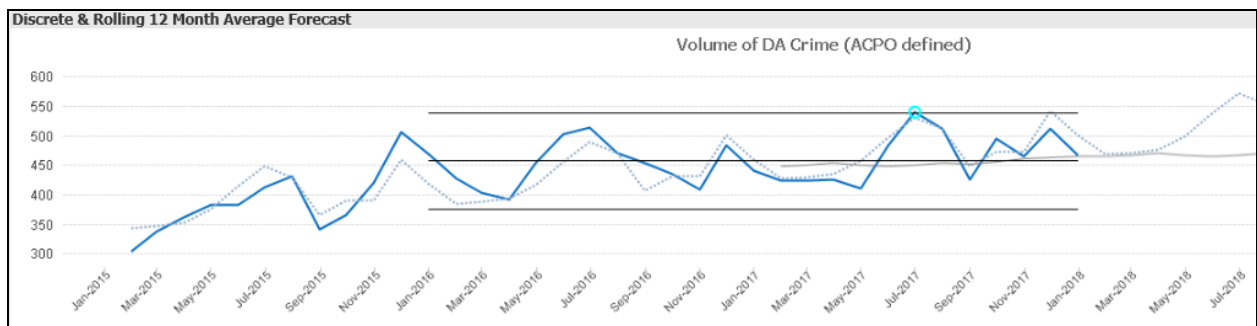
92. In quarter three there were 39 crimes tagged with a CSE marker. This is nine more compared to quarter three last year, which equates to a 35 per cent increase. There were no exceptional increases in CSE tagged crimes in quarter three, however, there was an increase in October 2017.

93. Regular training is being delivered in-Force with the aim of educating staff in how to identify whether a victim, suspect or nominal is at risk of CSE. The Force continues to treat crimes of this nature as a very high priority and have a member of staff conducting weekly audits of CSE tagged crimes to ensure the quality of tagging is maintained and learning points are captured to help form further training.

Volume of DA Crimes (ACPO defined)	Q2 1422 crimes	Q3 1472 crimes			
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94. The rolling 12-month trend for the volume of domestic abuse (DA) crimes reported is increasingly gradually. In quarter three, 1,472 DA crimes were reported which is an average of 464 per month. This is an additional 143 crimes recorded when compared with the same period in the previous year.

95. The reporting of DA does follow a seasonal pattern. This is demonstrated in the chart below using the bold blue line that shows peaks of reporting in the summer months of July – August and the winter month of December.



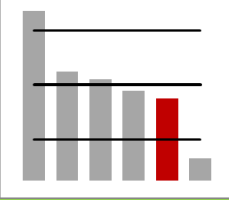
*The discrete monthly volume and rolling 12 month trend of DA crimes*

96. Internal audits are conducted to ensure that the Force is accurately recording DA crimes. The audit findings are reported to, and discussed at, the VDB.

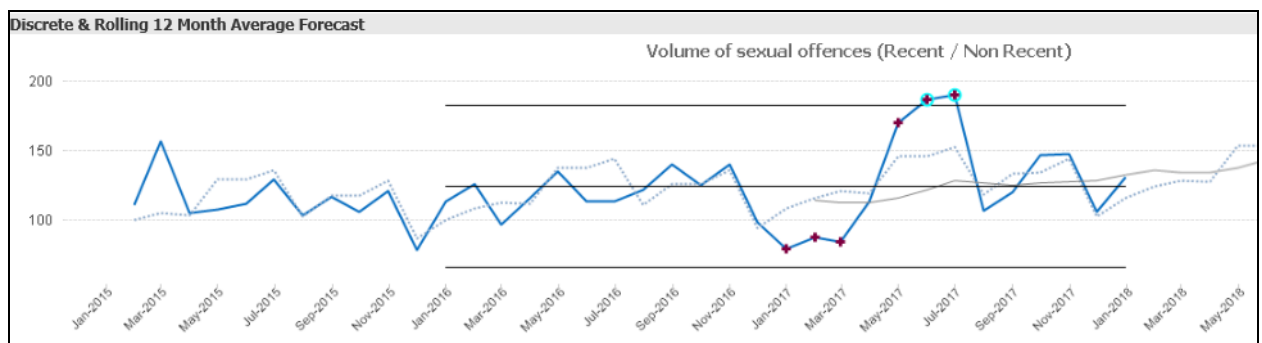
97. Currently, in Force the risk related to DA is graded on the victim’s circumstances after the completion of the dash assessment. This assessment is then attached to the

individual's record and given a review period.

98. The Force has reviewed this process and has recognised that it would be beneficial to start capturing the risk level on each occasion where the individual reports a DA incident or crime. As a result, the Force will be able to depict how often DA incidents or crimes are reported by risk on the occasion, the individual and determine if that individual is a repeat victim.

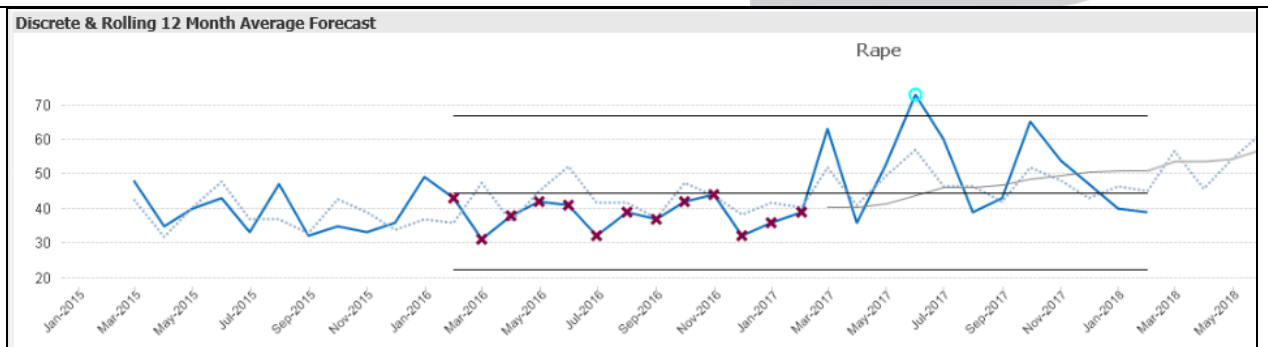
Volume of sexual offences (recent/ non- recent)	Q2 415 crimes	Q3 401 crimes	
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99. Overall sexual offences are broken down into two sub-categories, other sexual and rape offences. As highlighted in the graph below, the volume of sexual offences reported is generally a stable picture, apart from the period between January 2017 and July 2017 which saw an exceptionally low followed by an exceptionally high period of reporting. During the summer period, there were on average 54 extra sexual offences recorded per month.

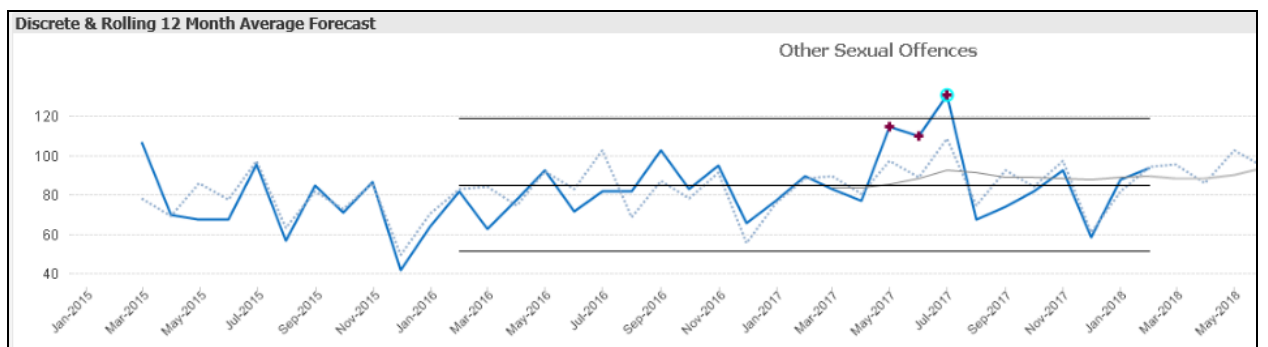


*The discrete monthly volume and rolling 12 month trend of other sexual offences*

100. Sexual offences reported in quarter three decreased by three per cent compared with quarter two of 2017. This equates to a reduction of 14 crimes recorded.

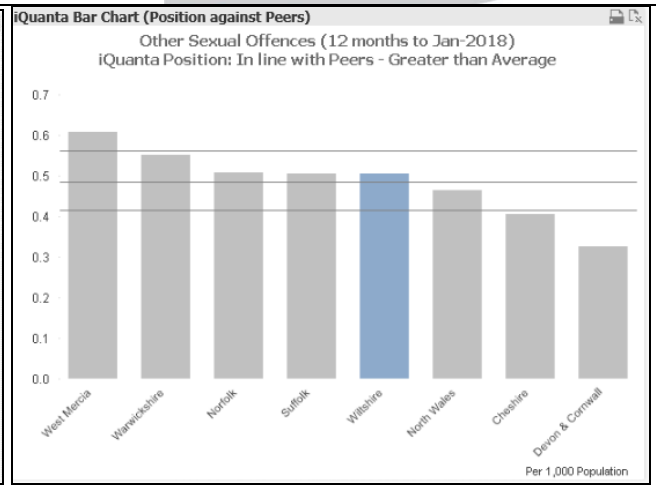
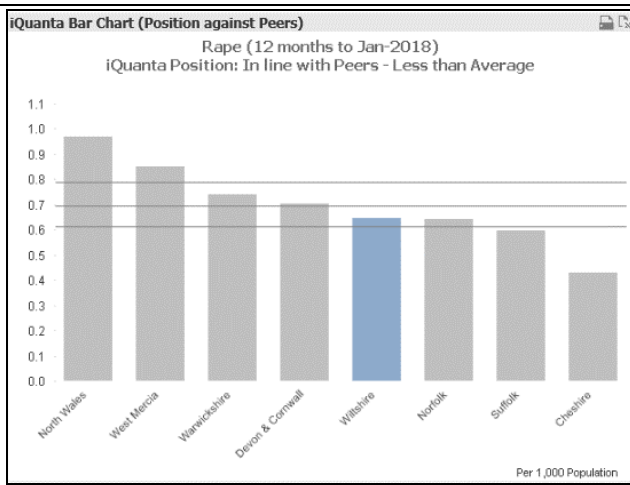


*The discrete monthly volume and rolling 12 month trend of rape offences*



*The discrete monthly volume and rolling 12 month trend of other sexual offences*

101. *\*Caveat – please note figures published in relation to sexual offences may vary marginally between each report due to recent re-classifications in accordance with the Home Office counting rules.*
102. Internal analysis and discussions with Force departmental leads regarding the increase in October 2017 for rape offences, showed that 65 offences of rape were reported. Forty eight were recent\* and 17 non recent. Of those 65 offences, 20 victims knew who their offender was, 36 were not related and four were interfamilial.
103. *\*Recent - that took place within less than 365 days between when the offence took place and when it was reported. Non-recent – took place more than 365 days between when the offence took place and when it was reported.*
104. Although the volumes of sexual offences have shown an increase in reporting between May 2017 and July 2017, the Force remains in line with peers in the year to January 2018 as shown in the two charts below using the two sub-categories



*Rape and other Sexual offences up to January 2017 – most similar group (MSG) position*

105. To ensure the Force continues to prioritise this type of offending with the view to improve the service provided to the victims, I have asked for a report from the Force and received the following from Superintendent Deb Smith:

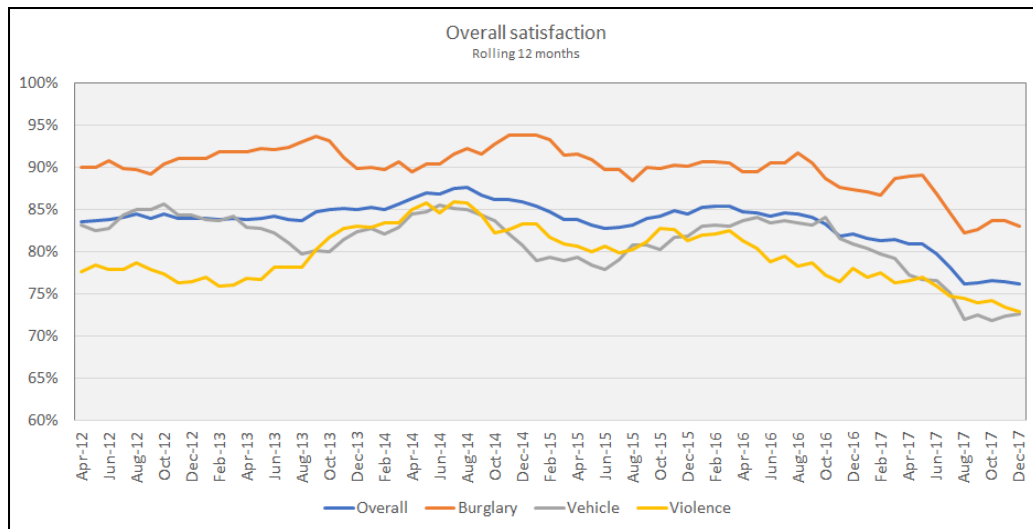
*“In July 2017, the Force commissioned Rhoda Nikolay, director of Nikolay Training Services Ltd to work with the Force with a view to improving the standard of rape and serious sexual offence (RASSO) investigations and enhancing the quality of service provided to all victims of rape and sexual offences. Ms Nikolay has worked at the heart of the criminal justice system for over 20 years and has herself been a Senior Crown Prosecutor and then a District Crown Prosecutor. Ms Nikolay specialises in providing bespoke training within criminal justice, with a focus on rape, sexual assaults, safeguarding and child sexual exploitation. This has been jointly funded by the Force and the OPCC.*

*The Force has a dedicated rape and serious sexual offences tactical lead who works closely with Ms Nikolay and investigators, focusing on the delivery of a detailed 4P plan. The 4P plan aims at improving the quality of rape and serious sexual offence investigations and includes delivering bespoke training to Wiltshire police staff. Wiltshire are the only force in the south west region to have commissioned the services of an external consultant trainer dedicated to RASSO work and the only force in the region to have a dedicated RASSO tactical lead. In the six months that Ms Nikolay has worked with Wiltshire, she has delivered many bespoke training courses and continual professional development (CPD) events to staff. Additionally, she has developed a RASSO surgery where investigators present their investigations for advice and guidance prior to submission to the CPS. In doing so, she has identified clear areas for the Force to focus upon in terms of enhancing the quality of RASSO investigations and quality service to victims.”*

### 3. Put victims, witnesses and communities at the heart of everything we do

Satisfaction of victims with the whole experience	76 per cent (12 months to December 2017)	
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- 106. I commission a survey of victims of crime (based on Home Office criteria) each month to check on the quality of service that is being provided. This is done on a rolling 12-month basis to ensure that the sample size is significant.
- 107. The current victim satisfaction rate was 76 per cent in the 12 months to December 2017. Whilst this is a drop of six percentage points compared to the 12 months to December 2016, it is considered a significant decrease and is seen across all crime types surveyed.



Rolling 12 month - Satisfaction of victims per crime type

- 108. Since April 2017, it has not been possible to compare victim satisfaction with most similar forces as it is now not deemed a mandatory survey. HMICFRS has advised that forces should continue to consult with service users and to adopt a tailored approach to best suit the needs of the community the Force serves.
- 109. Because of this announcement the Force is actively reviewing the audience they want to target, the method used to survey and governance processes required. This process is being organised through the Public Service and Quality Board




(PSQB) of which my office is represented.

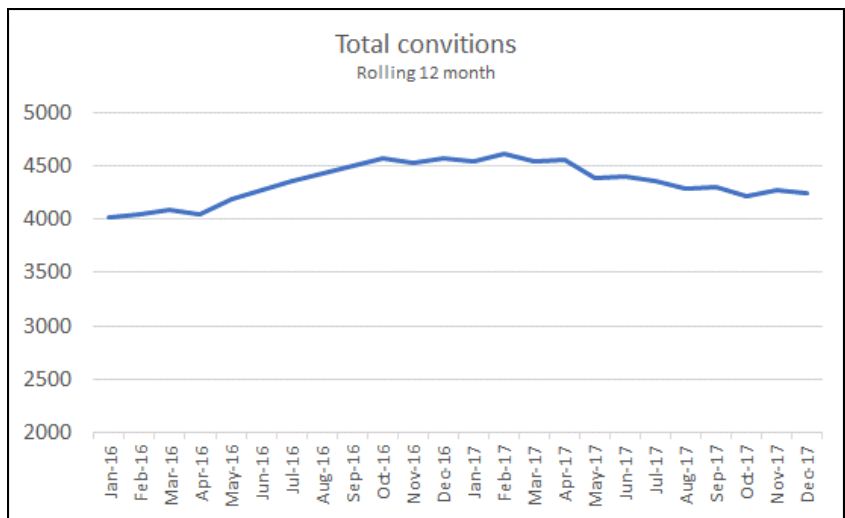
110. The Force has decided to continue with surveying victims using the Home Office methodology in the interim. A breakdown of each question area can be seen below. The most significant changes have occurred within responses from victims of vehicle crime. Most notably, in the question categories of investigation and being kept informed, which saw a reduction of 12 per cent in both when comparing the year to December 2017 with the year to December 2016.

		Year on year change				All Groups	Dwelling Burglary	Vehicle Crime	Violent Crime
		All Groups	Dwelling Burglary	Vehicle Crime	Violent Crime				
Overall Satisfaction	Dec-13	85%	90%	82%	83%				
	Dec-14	86%	94%	81%	83%	1%	4%	-2%	0%
	Dec-15	84%	90%	82%	81%	-2%	-4%	1%	-2%
	Dec-16	82%	87%	81%	78%	-2%	-3%	-1%	-3%
	Dec-17	76%	83%	73%	73%	-6%	-4%	-8%	-5%
Ease of contact	Dec-13	97%	99%	97%	94%				
	Dec-14	96%	96%	95%	96%	-1%	-3%	-2%	2%
	Dec-15	96%	97%	96%	94%	0%	1%	1%	-2%
	Dec-16	92%	93%	92%	92%	-3%	-4%	-4%	-3%
	Dec-17	91%	94%	89%	89%	-2%	1%	-3%	-3%
Time to arrive	Dec-13	89%	96%	88%	83%				
	Dec-14	91%	97%	90%	86%	2%	1%	2%	3%
	Dec-15	90%	93%	86%	89%	-1%	-3%	-4%	3%
	Dec-16	85%	92%	85%	79%	-4%	-2%	-1%	-10%
	Dec-17	82%	87%	84%	77%	-3%	-5%	-1%	-2%
Actions taken	Dec-13	69%	80%	63%	63%				
	Dec-14	72%	83%	66%	66%	3%	3%	3%	3%
	Dec-15	76%	85%	72%	71%	4%	2%	5%	5%
	Dec-16	70%	79%	63%	68%	-6%	-6%	-9%	-3%
	Dec-17	68%	74%	65%	63%	-3%	-5%	2%	-5%
Investigation	Dec-13	76%	83%	69%	76%				
	Dec-14	80%	88%	72%	81%	4%	4%	3%	5%
	Dec-15	79%	86%	74%	76%	-2%	-2%	2%	-5%
	Dec-16	73%	79%	69%	71%	-6%	-7%	-5%	-6%
	Dec-17	67%	72%	57%	71%	-6%	-6%	-12%	0%
Keeping informed	Dec-13	77%	82%	73%	76%				
	Dec-14	80%	89%	75%	76%	3%	7%	2%	0%
	Dec-15	80%	85%	79%	75%	-1%	-4%	3%	-1%
	Dec-16	76%	80%	73%	74%	-4%	-5%	-5%	-1%
	Dec-17	69%	74%	62%	70%	-7%	-6%	-12%	-4%
Treatment	Dec-13	94%	98%	94%	90%				
	Dec-14	95%	97%	95%	93%	1%	-1%	1%	3%
	Dec-15	93%	96%	93%	91%	-2%	-1%	-2%	-2%
	Dec-16	91%	95%	91%	87%	-2%	-1%	-2%	-4%
	Dec-17	91%	96%	90%	88%	0%	0%	-1%	1%

*Rolling 12 month – Victim satisfaction of victims per crime type and question category*

Conviction rates	Q2	Q3	
	90.3% average conviction rate 1054 convictions	87.9% average conviction rate 1037 convictions	

111. The long-term trend for the volume of convictions in the Wiltshire courts is relatively stable, although volumes more recently have gradually decreased to similar levels presented in 2016, as highlighted by the blue line in the first chart below.



*Rolling 12 month volume of convictions in the Wiltshire and Swindon courts*

112. There were 4245 convictions recorded in the year to December 2017. This equates to a total of 296 fewer than the same period in the previous 12 months. This decrease in convictions is likely to be attributed to fewer arrests being made and fewer trials being listed.

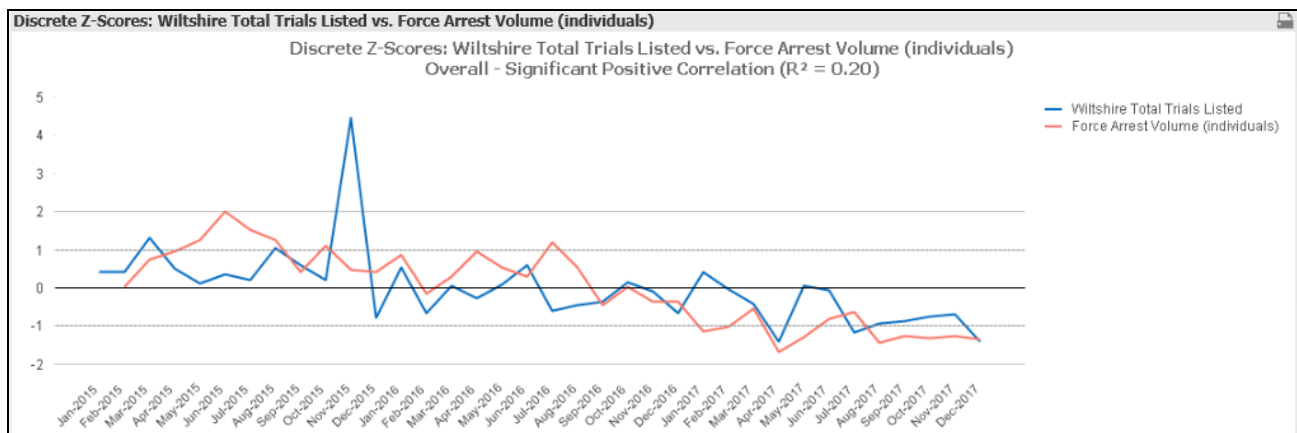
113. This is evident in the Z-score chart below which shows a comparison between the volume of trials listed in the Wiltshire and Swindon courts, with the number of individuals arrested in Force, on one scale.

114. The data points are z-scores which represent how far the Forces rate of change within each measure is from the average. The zero scale (black line) through the middle of the chart represents the average. Any data point below or above the black line suggests the rate of change is lower or higher than the average and any singular data point within the section between 2 or -2 suggests no statistical exception (based on 2 standard deviations). However, if there is a sequence of 6 consecutive Z-scores that increase or decrease, or 8 consecutive Z-scores that

remain above or below the average, this would be classified as an exception.

115. This is the case for the volume of individuals arrested in Force (red line), where there are 12 consecutive months below the average and a long term decreasing trend as shown in the chart below. The Force is aware of this trend and is conducting internal analysis to try and identify the key reasons for this decline.

116. Environmental scanning with other Forces is continually completed to understand if they too are seeing a decline in individuals arrested. Feedback received from other Forces would suggest that there is a national decline in arrests, which is strongly linked to the significant decrease in funding for policing which has resulted in fewer police officers.



*Z-Score chart comparing trials listed in the Wiltshire and Swindon courts with the number of individuals arrested in Force*

117. During quarter three, 89.8 per cent of defendants received a conviction in the magistrates courts and 86 per cent in the crown courts. This figure is consistently high and meets the levels of expectation set by the Crown Prosecution Service (CPS) with an average of 89.8 per cent of defendants in the Wiltshire courts receiving a conviction in the 12 months to December 2017.

118. A breakdown of key conviction categories has been included in this report below to demonstrate how the Force compares to the levels of expectation set by the CPS and where they rank amongst national peers. The figures have been separated by court type where possible.

119. Facts produced by the CPS (\*Caveat - 2017/18 does not include financial quarter

four)

Magistrates Court Conviction rate: CPS level of Ambition is 85%

- 2016 – 2017 – 90.7% (4077 successful outcomes / 4495 total defendants)
- Ranked 2<sup>nd</sup> Nationally
- 2017 – 2018 – 91.1% (2759 successful outcomes / 3030 total defendants)
- Ranked 3<sup>rd</sup> Nationally

Crown Court Conviction rate: CPS level of Ambition is 81.5%

- 2016 – 2017 – 85.7% (479 successful outcomes / 559 total defendants)
- Ranked 5<sup>th</sup> Nationally
- 2017 – 2018 – 89.1% (352 successful outcomes / 395 total defendants)
- Ranked 2<sup>nd</sup> Nationally

Domestic Abuse Conviction rate: Magistrate and Crown Court:

CPS level of Ambition is 75%

- 2016 – 2017 – 85.4% (717 successful outcomes / 840 total defendants)
- Ranked 1<sup>st</sup> Nationally
- 2017 – 2018 – 86.4% (462 successful outcomes / 535 total defendants)
- Ranked 1<sup>st</sup> Nationally

Rape Conviction rate: Magistrate and Crown Court:

CPS level of Ambition is 60%

- 2016 – 2017 – 75.0% (39 successful outcomes / 52 total defendants)
- Ranked 3<sup>rd</sup> Nationally
- 2017 – 2018 – 92.3% (12 successful outcomes / 13 total defendants)
- Ranked 1<sup>st</sup> Nationally

Hate Crime Conviction rate: Magistrate and Crown Court:


CPS level of Ambition is **85%**

- 2016 – 2017 – **86.6%** (103 successful outcomes / 119 total defendants)
- **Ranked 18th Nationally**
- 2017 – 2018 – **96.5%** (82 successful outcomes / 85 total defendants)
- **Ranked 1st Nationally**

Unsuccessful due to victims and witnesses: Magistrate and Crown Courts:

CPS level of Ambition is **27.5%**

- 2016 – 2017 – **22.7%** (102 total trials unsuccessful due to victim and witness reasons/ 450 total cases unsuccessful)
- **Ranked 4th Nationally**
- 2017 – 2018 – **22.0%** (58 total trials unsuccessful due to victim and witness reasons/ 264 total cases unsuccessful)
- **Ranked 3<sup>rd</sup> Nationally**

Restorative Justice (RJ) Level 1	Q2. 114 community resolutions that included RJ level 1	Q3. 104 community resolutions that included RJ level 1	
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120. The Ministry of Justice (MOJ) defines Restorative Justice (RJ)<sup>3</sup> as follows:

*“Restorative justice brings together people harmed by crime or conflict with those responsible for the harm, to find a positive way forward.*

*“Restorative justice gives victims the chance to tell offenders the real impact of their crime, get answers to their questions and get an apology.*

*“Restorative justice holds offenders to account for what they have done. It helps them understand the real impact, take responsibility, and make amends.”*

121. In quarter three, a further 51 officers have been trained to deliver RJ level one. Currently, there are 316 police officers and staff, including PCSOs, local crime investigators (LCIs) and specials in the Force who can deliver RJ level 1.


122. During quarter three 104 community resolutions were issued that included RJ level one. This is a significant increase in the use of RJ level one.

123. RJ level one training is scheduled in officer and staff diaries up to June 2018.

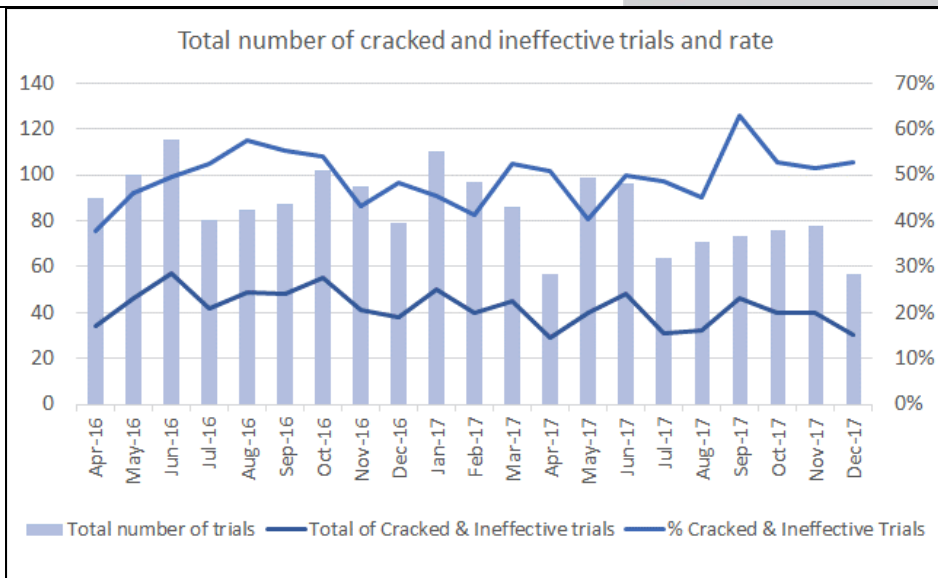
124. For further information on RJ level one and two, please refer to delivery item 3.02.

<sup>3</sup> The Ministry of Justice 2015

<https://www.gov.uk/government/collections/restorative-justice-action-plan>

Percentage of trials that are cracked and ineffective (C&I)	Q2	Q3			
	52 per cent	52 per cent			

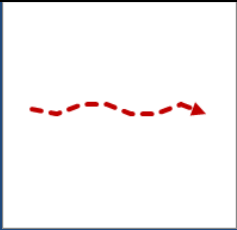
125. Her Majesty’s Courts and Tribunals Service (HMCTS) has provided data to include within this report. The data gives a high-level overview. The data quality and detail provided is improving monthly.



Total number of trials listed in Wiltshire and Swindon courts compared to the cracked and ineffective trial rate

126. The long term trend for cracked and ineffective trial rate between April 2016 and August 2017 is relatively stable and met the level of aspiration set by the HMCTS and Crown Prosecution Service (CPS). However, since July 2017 cracked and ineffective trial rates have increased. This is a result of fewer trials being listed and a stable volume of trials being classified as cracked and ineffective.

127. Findings such as the one above, are discussed in partnership steering groups which include representative from the courts, police and CPS. The main aims of doing so are to improve the service provision provided to the victims and increase the efficiency of the judicial process.

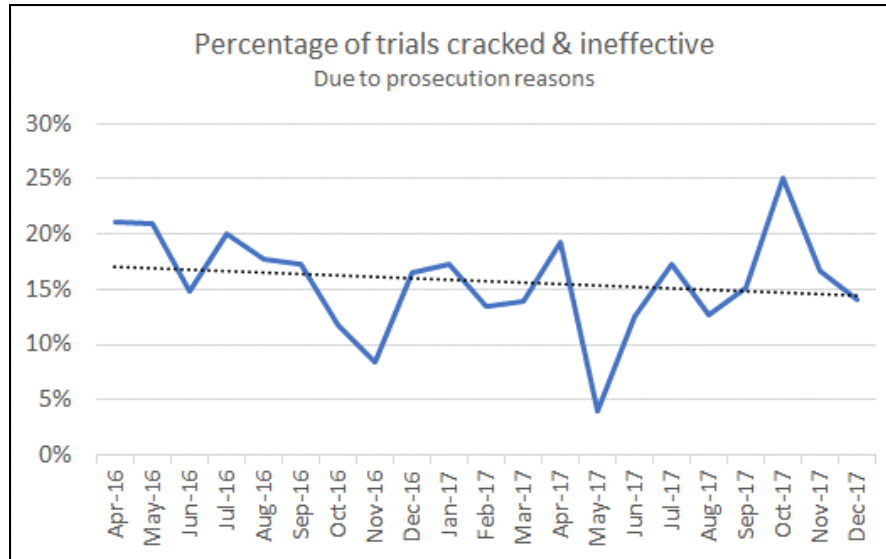
Percentage of trials that are cracked and ineffective due to prosecution reasons	Q2 15 per cent	Q3 19 per cent	
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128. Since April 2016 the number of trials that are cracked and ineffective due to prosecution reasons is consistently low and equates on average to 19 per cent of trials listed at magistrates and crown courts.

129. When compared to quarter three 2016, quarter three 2017 saw an increase in seven per cent of trials being classified as cracked or ineffective. Research undertaken demonstrated that this increase was driven by seven trials being classified as



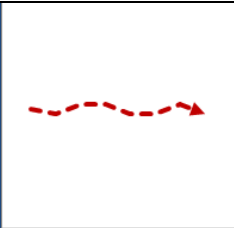
cracked because of insufficient evidence and witnesses not being present. These primarily occurred in the magistrates court in Chippenham.



*The percentage of trials that result in being cracked or ineffective due to a prosecution failing*

130. Between April 2016 to December 2017, there was an average of 13 cracked and ineffective trials due to prosecution reasons each month.

131. There are no concerns with the volume of cracked and ineffective trials due to prosecution matters. These measures are reported to a bi-monthly Wiltshire Criminal Justice Board which I chair.

Number of times officers used live links* - <i>To be changed to the percentage of officers using live links</i>	<b>Q2</b> 41 officers Provided evidence via live link	<b>Q3</b> 89 per cent of officers Provided evidence via live link	
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132. The Force has two live link facilities, in Gablecross and Melksham custody units. These facilities are used by officers to provide evidence for trials listed in the magistrates court. Permission to provide evidence via live links to the magistrates court has been granted and is now considered as standard practice.

133. The use of live link for officers to give evidence from either Gablecross or Melksham

Police Station has continued to thrive and is consistently being utilised when perceived as the best option.

134. Due to the trial location, in quarter three, 89 per cent of officers provided evidence via live link rather than attend court in person.
135. *\*Please note, discussions with partners are continuing with the aim to determine who should provide the detail behind the numbers of officers giving evidence via live links. To date, this process has not been confirmed and consequently, quarter three does not contain the volume of officers for comparison purposes.*
136. Out of that 89 per cent, 14 per cent of officers were dewarned in advance for varying reasons leaving the remainder to give evidence or be stepped down on the day.
137. Work is on-going with partners to review the numbers of unnecessary witnesses attending court, which can directly impact upon officer attendance. A deep dive in to many sample cases has been carried out to understand if the witness attendance could have been prevented. Generally, the findings were positive and highlighted that in most of the cases, the decision to dewarn the witnesses in advance would not have been possible, as this was the first time that the prosecution and defence representatives would have met.
138. The Force has experienced some technical issues with the equipment used for live links in quarter three and these have been raised to the Strategic Delivery and Transformation Board, at which my office is represented.

#### October 2017

- Twenty magistrates cases required police officer evidence
- Eighteen cases were deemed viable to utilise the live link facility
- Two cases required officer attendance at court to produce exhibits
- A total of 22 officers were warned to give live link evidence
- Eight cases were to be heard from Gablecross live link, and 10 from Melksham

#### November

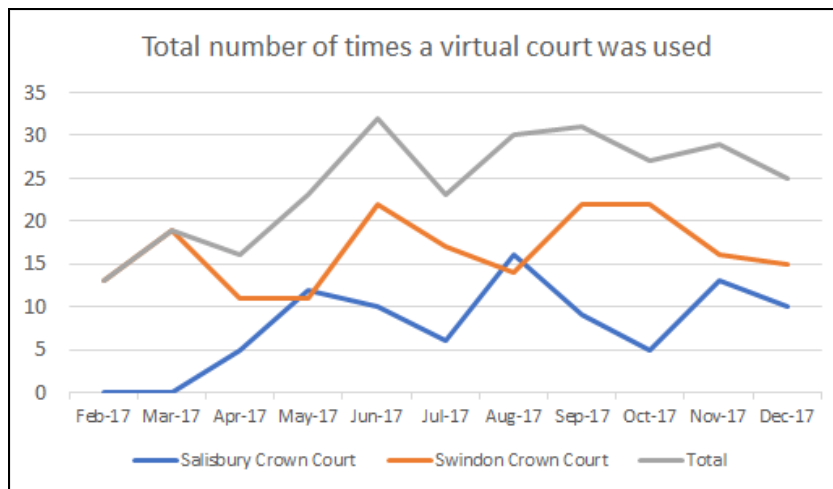
- Thirty-two magistrates cases required police officer evidence
- Twenty nine cases were deemed viable to utilise the live link facility
- Three cases required officer attendance at court for varying reasons
- A total of 45 officers were warned to give live link evidence
- Seventeen cases were to be heard from Gablecross live link, and 12 from Melksham

December

- Fourteen magistrates cases required police officer evidence
- Twelve cases were deemed viable to utilise the live link facility
- Two cases required officer attendance at court for varying reasons
- A total of 21 officers were warned to give live link evidence
- Eight cases were to be heard from Gablecross live link, and four from Melksham

Number of times virtual court used	Q2 84 times a virtual court was used	Q3 81 times a virtual court was used	
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139. In Force, there are two virtual court facilities located in Melksham and Swindon custody units which enable alleged offenders to be presented to a court in Swindon and Salisbury via a virtual link. The virtual courts primarily run on a Tuesday and Thursday for alleged offenders who are to be presented to the court for a remanding decision.



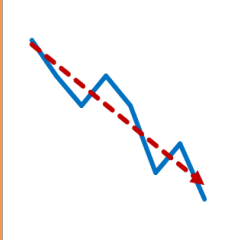
*Per month, the number of times a virtual court was used split by Court location*

140. The number of alleged offenders presented to a court virtually has plateaued since August 2017. The use of virtual courts in-Force has been positively received by other forces nationally who are in the process of rolling this out.

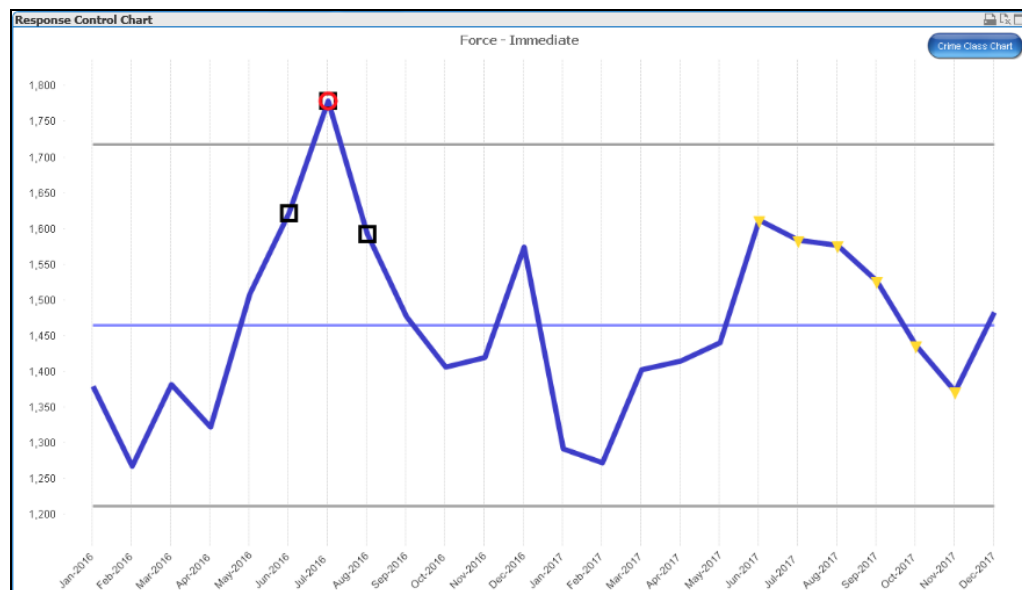
141. Since February to December 2017 there has been 268 occasions where a virtual court has been used.

- 142. For further information on virtual courts and the use of technology, please refer to delivery item 3.06.
- 143. *\*Please note the figured presented for quarter two in the previous report read '88 times a virtual court was used'. This has been corrected to 84.*

#### 4. Secure a quality police service that is trusted and efficient

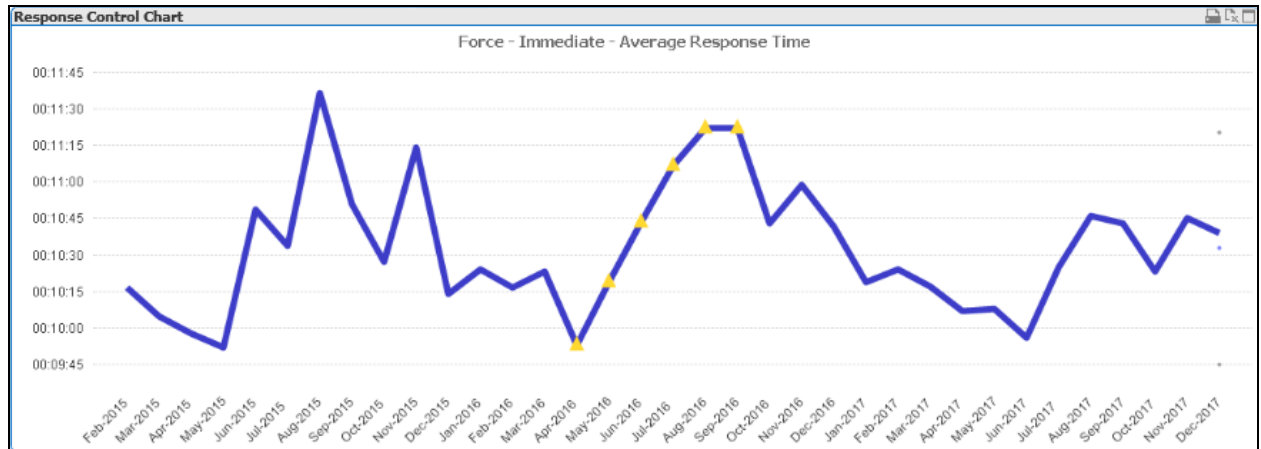
Response time  (average)	Q2  Immediate:10 minutes 38 seconds  Priority: 52 minutes 33 seconds	Q3  Immediate:10 minutes 36 seconds  Priority: 51 minutes 14 seconds	
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- 144. This measure assesses the average time it takes for Wiltshire Police to arrive at emergency (immediate) and priority incidents.
- 145. The Force attended 4,292 emergency incidents during quarter three and 17,412 in the 12 months to December 2017. The volume of emergency incidents is following a consistent seasonal pattern where there is an increase in emergency incidents during the summer months and a decrease in winter months, except for December which spikes due to events such as Christmas and New Year.



*The monthly volume of emergency incidents attended by the Force*

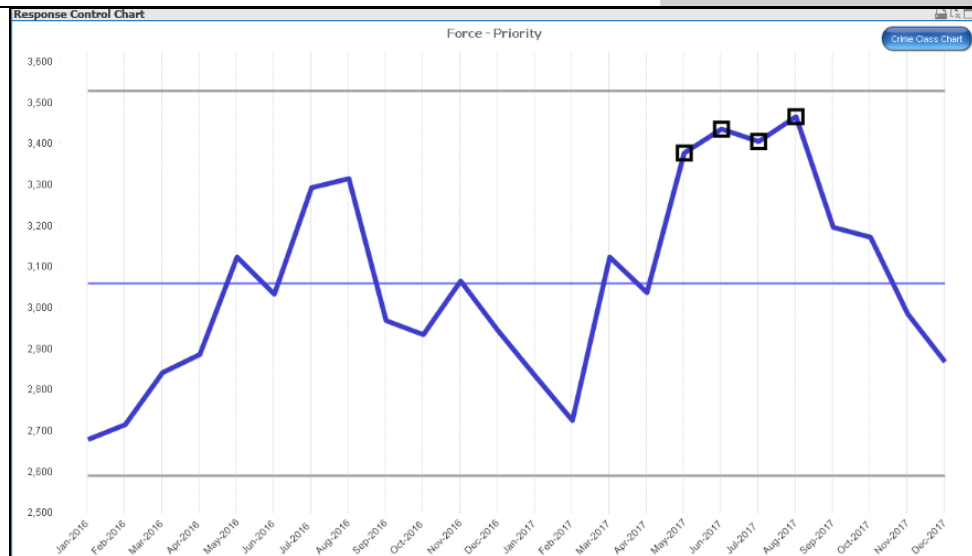
146. It has taken on average ten minutes and 24 seconds to attend an emergency incident in the year to December 2017. This is a reduction of 17 seconds compared with the year to December 2016. There are no concerns with the capability to arrive at emergency incidents in a timely manner.



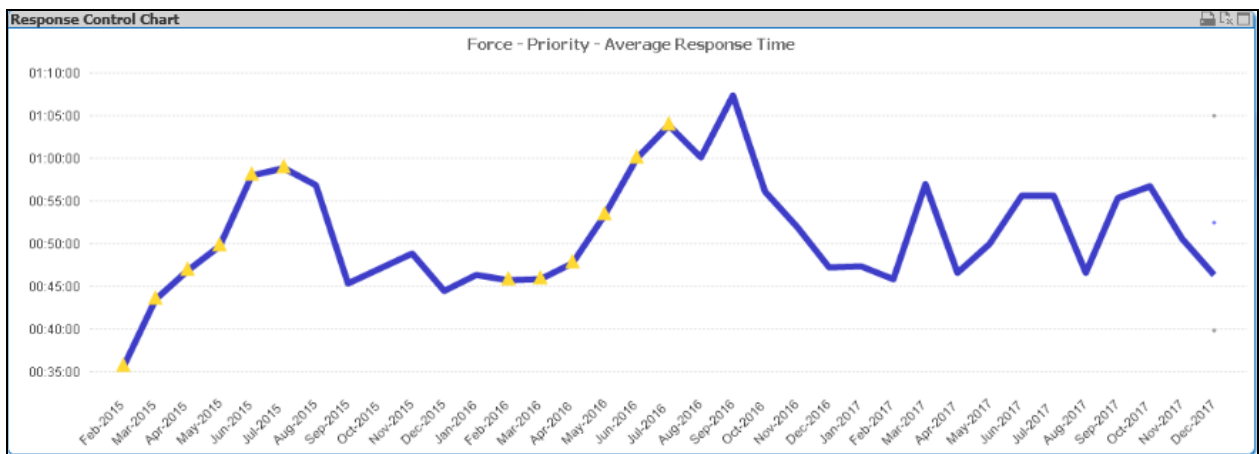
*Monthly average immediate response arrival time*

147. The Force attended 9,021 priority incidents during quarter three for which an estimated time of arrival of one hour is given. Despite attending a higher volume of calls compared with the same quarter in 2016, the average time taken to respond to a priority call continued to reduce.

148. In the 12 months to December 2017, 37,610 priority incidents were attended at an average arrival time of 51 minutes 9 seconds.



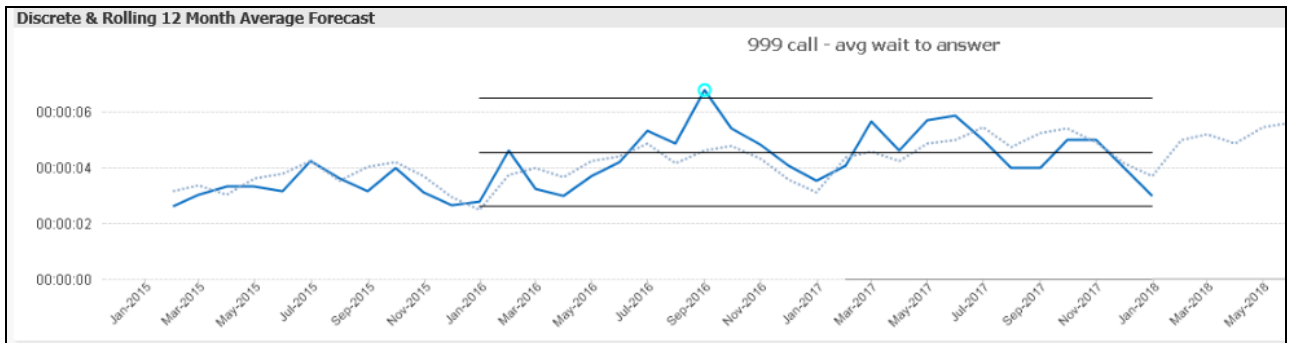
The monthly volume of priority incidents attended by the Force



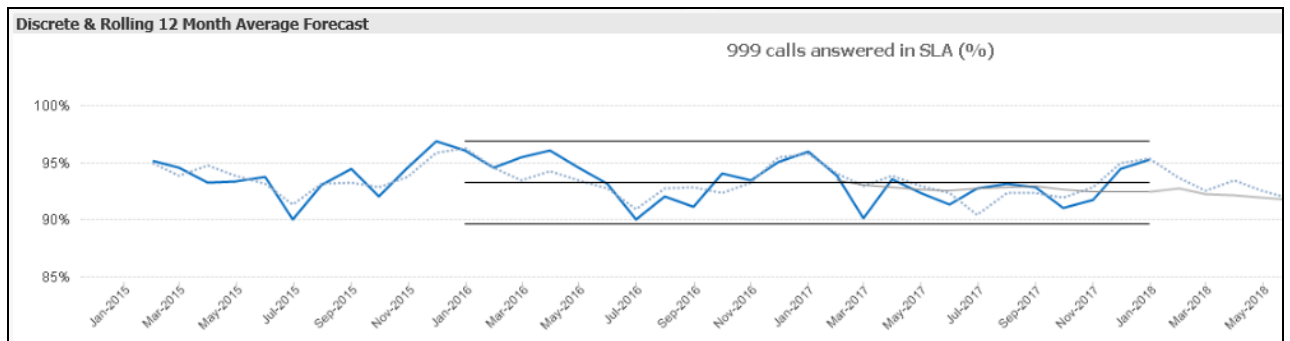
Monthly average priority response arrival time

Average time to answer 999 calls	Q2 5 seconds	Q3 5 seconds		
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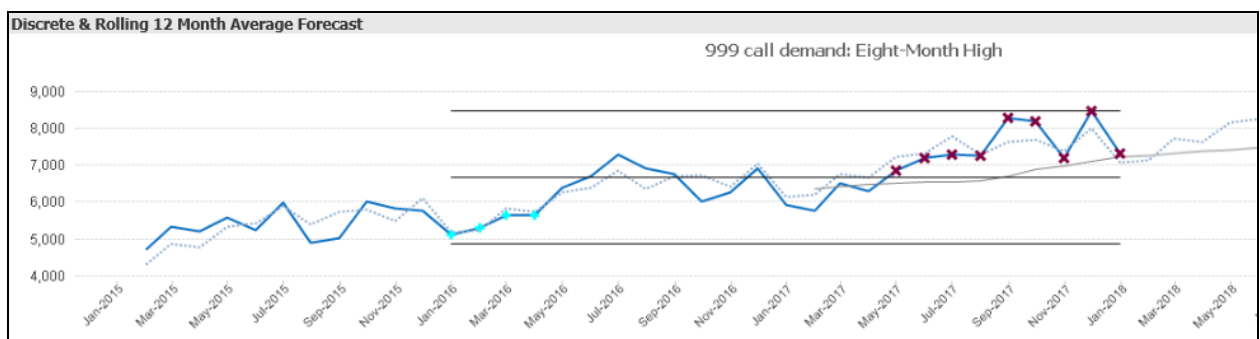
149. During quarter three, 92 per cent of all 999 calls received (23,836) were answered within ten seconds. These calls took an average of five seconds to answer.



*Average wait time for a 999 call to be answered*



*Percentage of 999 calls answered within ten seconds*

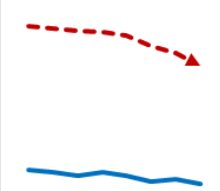
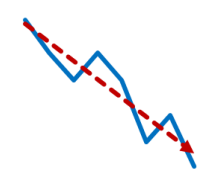


*Volume of 999 calls answered*

150. The Force has experienced a significant increase in the volume of 999 calls answered compared to previous years which is forecasted to increase as per the blue dotted line.

151. In the year to December 2017, the Force received 85,156 999 calls which is a 14 per cent increase on the year to December 2016, where 74,853 999 calls were received. This is the equivalent to an additional 10,303 999 calls a year and 859 calls per month.

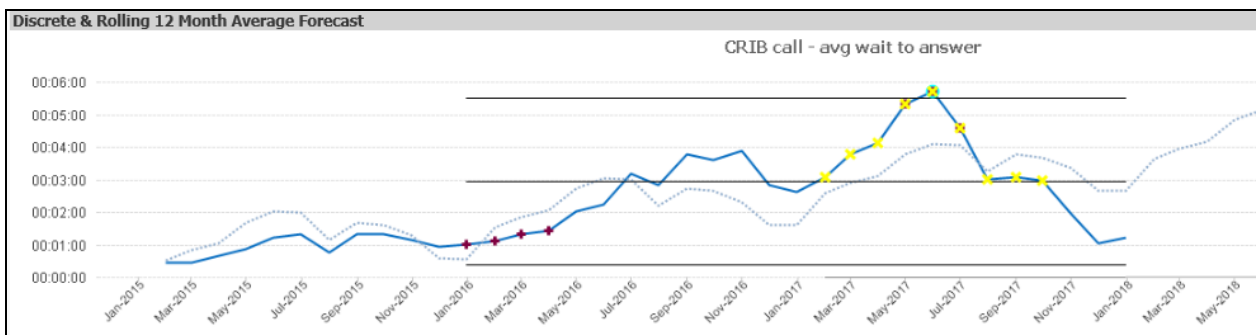
152. This increase is in line with research which shows that 999 calls are increasing across England. There are no concerns about Wiltshire Police’s capability to answer emergency calls quickly.

Average time to answer Crime and Incident Recording Bureau (CRIB) calls	Q2 03:03 minutes	Q3 02:00 minutes				
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153. A total of 35,954 Crime and Incident Recording Bureau (CRIB) calls were received by Wiltshire Police during quarter three, which follows the same seasonal pattern of the previous three years. For example, call volume is at its peak during the summer and begins to reduce into the autumn and winter months.

154. The Crime and Communications Centre (CCC) have received 9,000 fewer calls during quarter three 2017, compared with the same period in 2015 and 2016. Significant internal analysis is being conducted to try and establish cause and effect for the significant reduction in CRIB calls which correlate strongly with a similar drop in 101 non-emergency calls.

155. On average in quarter three, the CRIB calls took two minutes to answer, which is a significant decrease compared with the previous two quarters, saving a minute per call.

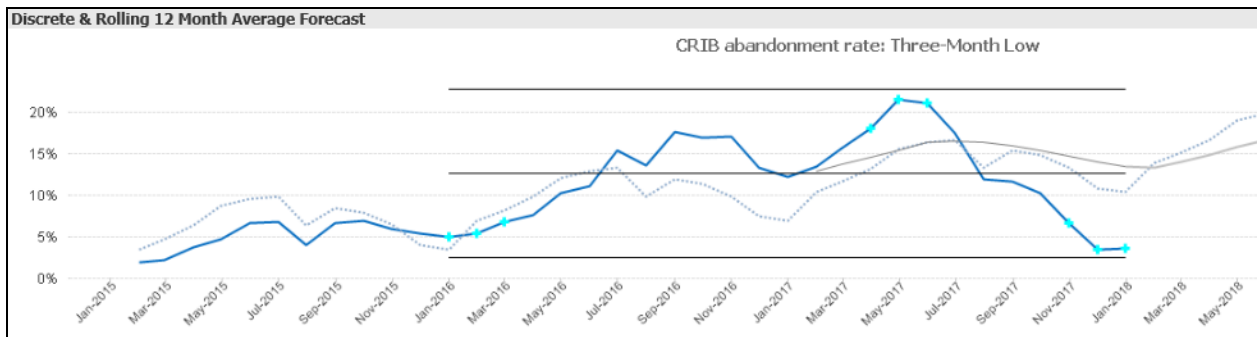


*Average wait time for a CRIB call to be answered*

156. The Force’s capability to answer calls directed into the CRIB remains a key priority. This is considering 22 per cent of calls being abandoned during quarter one (8,900 out of 40,016), the highest abandonment rate recorded for more than three years.



157. On average seven per cent of CRIB calls were abandoned during quarter three. This is a reduction of four per cent compared to quarter two and is more in line with figures reported in 2015.




*Percentage of CRIB calls abandoned*

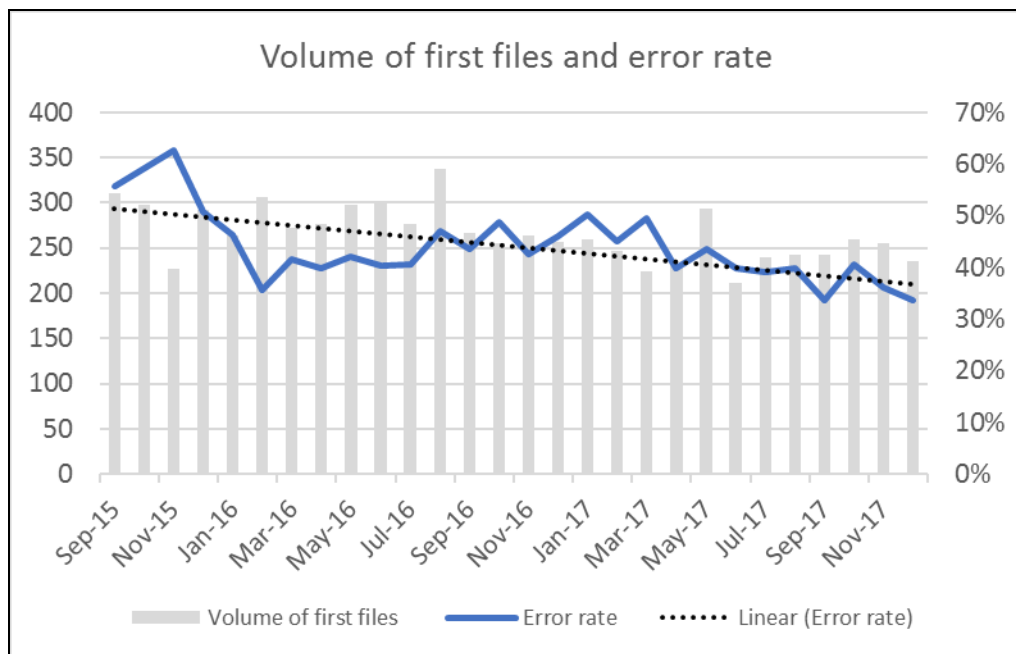
158. To ensure the Force continues to refine internal processes to equip call handlers to be better at identifying threat, harm, risk and vulnerability, more accurate at crime recording and better at reducing demand on the frontline where they can, I have asked for a report from the Force and received the following from John Flynn, Head of the CCC:

*“The improvement programme has delivered good results so far with our non emergency call handling performance significantly improving, staffing levels have stabilised and we are in a period of lower demand. I am confident that these improvements have continued into quarter three.”*

*“Our focus remains on improving, ensuring we have the right people in the right role at the right time with the right skills in order to meet the peak summer demand with the same level of improved service. Our recruitment programme will endeavour to bring in large intakes of staff. We are also focused on improving the quality of our service which will continue to improve as we build and develop our model which is due to be fully implemented in Autumn 2018.”*

Quality of first files	Q2 39.5 per cent	Q3 39.5 per cent	
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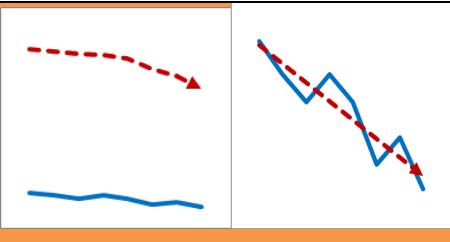
- 159. This measure relates to an internal assessment of the quality of files provided for a first hearing which the Force submits to the CPS.
- 160. Each file is assessed using 14 file quality measures aligned to the national file standard. If one of those measures does not meet the file standard, the file being reviewed is deemed unsatisfactory.
- 161. The framework which supports this assessment enables managers to learn common errors so that they can target training at individuals, teams or departments.
- 162. There were 736 first files sent to the CPS in quarter three, of which 291 files contained an error. This equates to an average of 39.5 per cent of first files having an unsatisfactory grading. Although this figure may appear high, it remains stable over the previous nine months and is reflective of the rigorous scrutiny process under which a file is assessed. The stable pattern of behaviour is pictured the chart below.



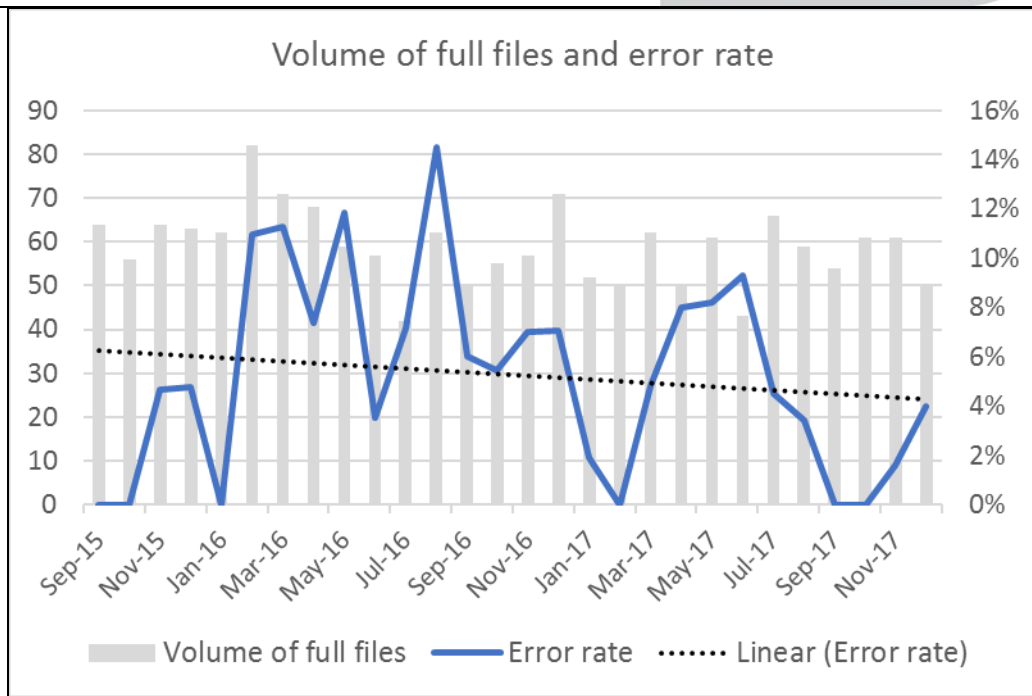
*Volume of first files and error rate by month up to December 2017*

- 163. Internal analysis identified that the most common causes of error are the absence of supervisor signatures, scanning errors and the absence of a victim personal statement.
- 164. The Criminal Justice Unit continues to work closely with the Community Policing

Team (CPT) inspectors to highlight areas for improvement and the importance of getting these right.

Quality of full files	Q2 2.6 per cent	Q3 1.7 per cent	
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- 165. This measure relates to an internal assessment of the quality of full files which the Force submits to the CPS. A full file will be requested by the CPS if a defendant has pleaded not guilty at the first hearing. Consequently, the defendant will be put forward for a trial and a full file will need to be produced to proceed with the judicial process.
- 166. Each full file is assessed using 11 file quality measures aligned to the national file standard. If one of those measures does not meet the file standard, the file being reviewed is deemed unsatisfactory.
- 167. The framework which supports this assessment enables managers to learn common errors so that they can target training at individuals, teams or departments. Updates are provided to managers on a fortnightly basis to ensure feedback is delivered quickly.
- 168. In the year to December 2017 there were 669 full files produced which is 67 fewer full files when compared with the year to December 2016. There were 172 full files sent to the CPS in quarter three, of which three (1.7 per cent) had an unsatisfactory grading.
- 169. This measure has remained consistently low since September 2016 with the overall trend continuing to decrease as shown in the graph below using the black dashed line.

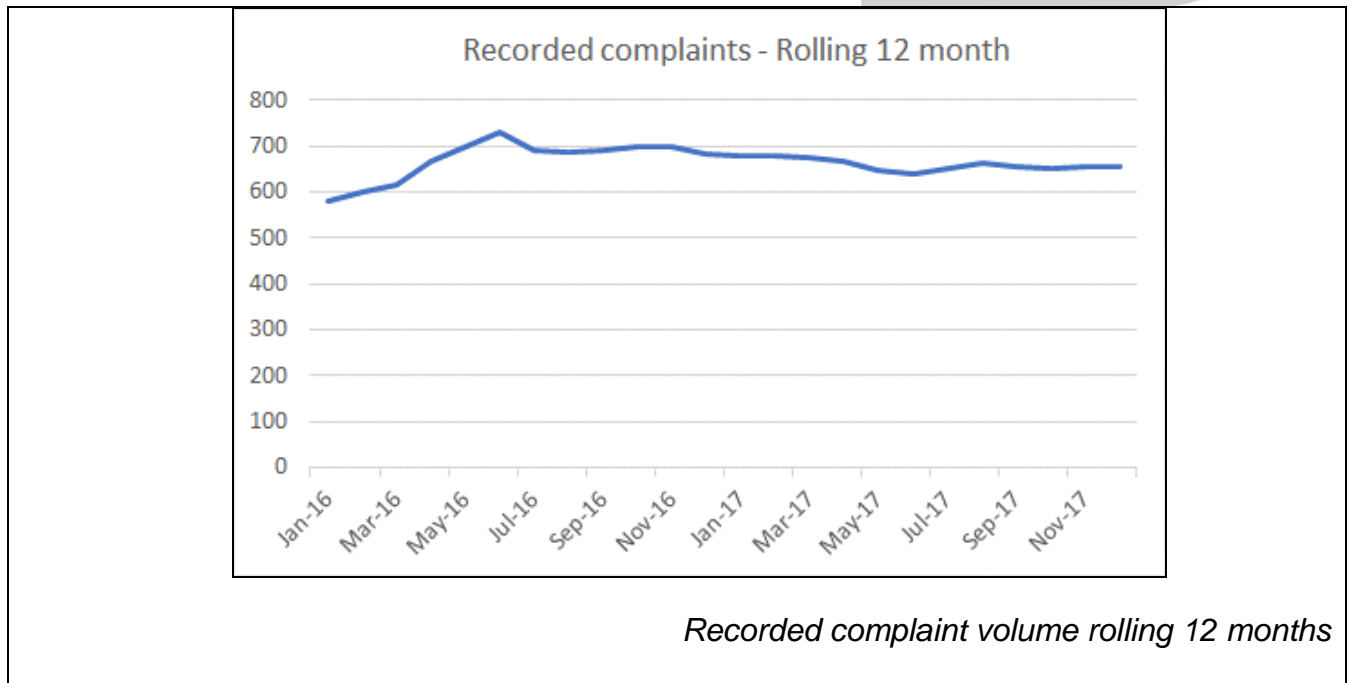


*Volume of full files and error rate by month up to December 2017*

Volume of complaints	Q2 167	Q3 118	
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170. The long term volume of complaints recorded remains stable despite a reduction of 49 complaints between quarter two and three. There were 118 complaints recorded during quarter three and 639 in the 12 months to December 2017.

171. *Caveat – numbers are subject to minimal change for the most recent of months because of the way that complaints are received and recorded in Force, which may require retrospective changes to existing cases.*

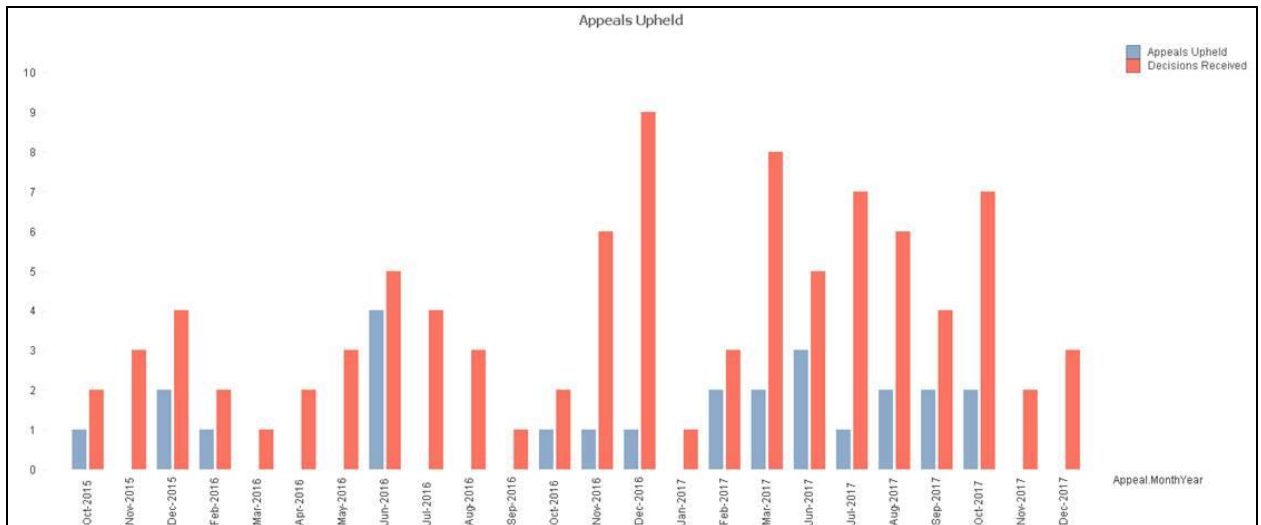


Percentage of complaints recorded within 10 days	Q2 99 per cent	Q3 95 per cent		
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- 172. The Independent Police Complaints Commission (IPCC), now the Independent Office for Police Conduct (IOPC), expects complaints to be recorded within ten working days on average.
- 173. The percentage of complaints recorded within ten days is consistently high and that has been the case since January 2016. This demonstrates an efficient process that is being sustained.
- 174. Of the 119 complaint cases recorded, 113 were recorded within ten days, giving a rate of 95 per cent for quarter three.
- 175. The average number of days to record a complaint case during quarter three was less than four days.

Percentage of complaint appeals upheld (based	Q2 41 per cent	Q3 16 per cent (12 appeals completed and 2 upheld)	
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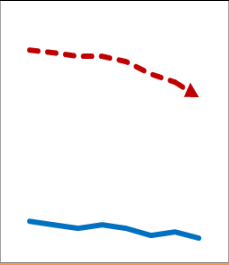
- 176. The purpose of this measure is to understand the quality of our complaints investigation process by monitoring the proportion of the appeals that are upheld.
- 177. If the proportion is high, it would indicate that the outcomes from our complaint processes are not effective.
- 178. For quarter three, there were nine appeals made to the Force. Twelve appeals were completed in quarter three and two were upheld. Of the two appeals upheld, both related to complaints dealt with by way of local resolution and one related to the outcome of a police investigation.
- 179. During quarter three, it took an average of 70 days to complete the appeal process for the 12 cases that were reviewed. To date one appeal received in quarter three is being reviewed. The outcomes may retrospectively change the figures in future reports.



*Volume of appeals completed (decisions received) and appeals upheld by month*

- 180. The two appeals upheld represent 1.7 per cent of the total volume of complaints recorded during quarter three. These are considered low proportions and would indicate

the complaints and appeals process is working well.

Number of actual days lost per person	Year to December 16 27,966 total actual days lost 13.5 actual days lost per person	Year to December 17 26,553 total actual days lost 12.9 actual days lost per person	
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181. This measure demonstrates the monthly average calendar days lost in-Force due to police officer and staff sickness. However, this report has included a more detailed narrative in relation to cost, term and reasons for sickness as requested by the Panel in quarter two.
182. The total number of days lost to sickness reduced by five per cent when comparing the year to December 2017 with the year to December 2016. This is the equivalent of 1,413 fewer days lost to sickness in the 12-month period.
183. The number of days lost per person has reduced by four per cent over the last 12 months. This reduction is smaller than the actual days lost because the total number of staff has reduced during this period.
184. The reduction in sickness is primarily driven by reductions in Police Officer sickness.
185. For the 12 months to December 2017, the actual days lost (per person, per year) for officers was 14.9, down from 15.7 in December 2016. This equates to a six per cent reduction in 12 months. Police staff sickness remains more stable and lower than officer sickness and has reduced by three per cent from 11.6 actual days lost per person for the 12 months to December 2016 in comparison to 11.2 in December 2017.

		Force	Officers	PCSO	Staff
Actual days lost	Year to Dec 16	27966	15771	1205	10990
	Year to Dec 17	26553	14441	1224	10888
	Change	-5%	-8%	2%	-1%
Days lost per person	Year to Dec 16	13.5	15.7	10.6	11.6
	Year to Dec 17	12.9	14.9	11.7	11.2
	Change	-4%	-6%	10%	-3%

*Actual days lost and lost per person – broken down by employee role*

186. Police Community Support Officers (PSCOs) days lost per person has increased, however it is worth noting that PCSO sickness levels are more susceptible to change as the headcount is relatively small. This group of employees currently account for five per cent of the total headcount (102 employees).

#### Sickness Cost

187. The table below demonstrates the costs of sickness, this is based on a mid-point cost per rank/grade and is calculated based on the equivalent cost of the number of days that have been lost.

188. Sickness costs to the organisation have reduced in line with the reduction of days lost, with the average cost reducing by £56 per person over the last year, the total reduction in cost was five per cent or £134,420.

189. The reduction in police officer sickness accounts for three quarters of the total reduction in cost.

		Force	Officers	PCSO	Staff
Sickness cost per person	Year to Dec 16	£1,364	£1,934	£688	£841
	Year to Dec 17	£1,308	£1,894	£737	£786
	Change	-£56	-£40	£49	-£56
	% Change	-4%	-2%	7%	-7%
Sickness Total Cost	Year to Dec 16	£2,817,847	£1,940,463	£78,102	£799,282
	Year to Dec 17	£2,683,426	£1,840,746	£77,453	£765,228
	Change	-£134,420	-£99,718	-£649	-£34,054
	% Change	-5%	-8%	2%	-1%

*Sickness cost per person based upon actual days lost – broken down by employee role*



## Sickness Term

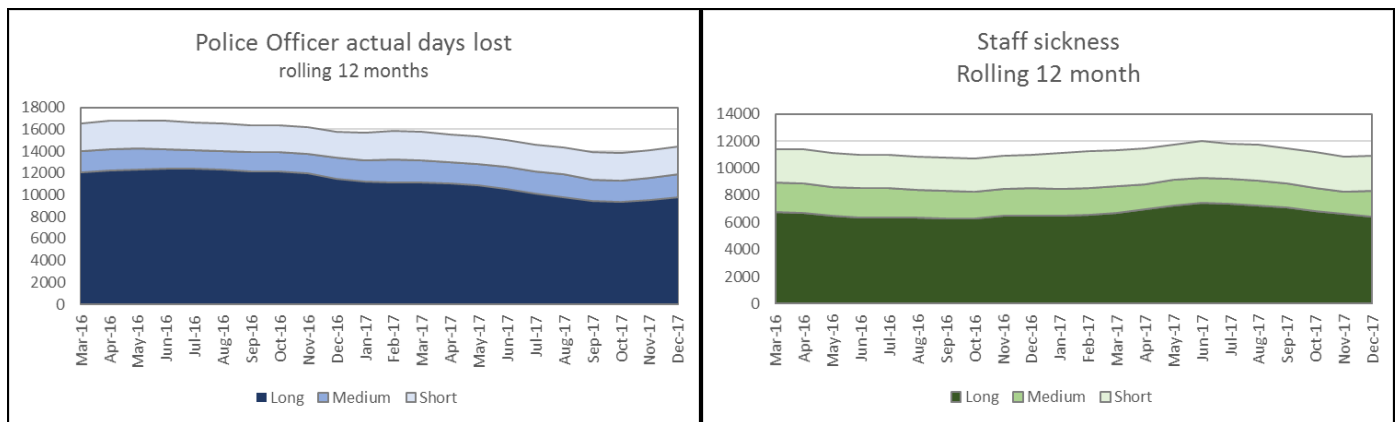
190. The reduction in the number of days lost is driven by a significant decrease in long term sickness over the last 12 – 18 months. Days lost to long term sickness have reduced by 14 per cent in the 18 months to December 2017 and by nine per cent in the 12 months to December 2017. This is broken down further in the table below.

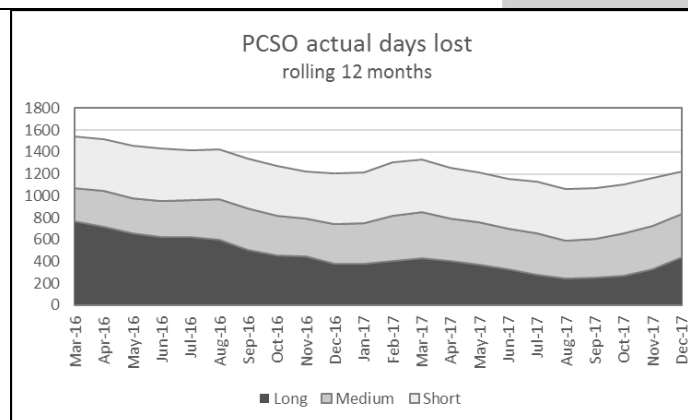
191. Medium and short-term sickness have seen recent increases, this has been heavily influenced by a spike in sickness seen in December 2017. This spike was driven by respiratory conditions and is in line with the findings of Public Health England<sup>4</sup>.

		Long	Medium	Short	Total
<b>Actual days lost - year to Jun 16</b>		19344	4260	5534	29138
<b>Actual days lost - year to Dec 16</b>		18330	4288	5348	27966
<b>Actual days lost - year to Dec 17</b>		16625	4406	5522	26553
<b>Change Jun 16 - Dec 17</b>	Volume	-2719	146	-12	-2585
	%	-14%	3%	0%	-9%
<b>Change Dec 16 - Dec 17</b>	Volume	-1705	118	174	-1413
	%	-9%	3%	3%	-5%

*Actual days lost – broken down by term of sickness*

192. The attached graphs below demonstrate the breakdown of sickness by employee type and term over a rolling 12-month period. These graphs show the decrease in long term sickness for police officers and the relative stability of police staff sickness.





*Trends for breakdowns of sickness by employee type and term*

193. In all employee types, there is an increase towards the end of the reporting period, this is driven by the aforementioned increase in respiratory conditions and influenced by sickness records that were not closed expeditiously on the employees return to work.

		Long	Medium	Short	Total
<b>Cost - year to Jun 16</b>		£2,087,192	£400,373	£519,787	£3,007,352
<b>Cost - year to Dec 16</b>		£1,924,189	£400,780	£492,878	£2,817,847
<b>Cost - year to Dec 17</b>		£1,746,484	£421,389	£515,554	£2,683,426
<b>Change Jun 16 - Dec 17</b>	Amount	£-340,709	£21,016	£-4,233	£-323,926
	%	-16%	5%	-1%	-11%
<b>Change Dec 16 - Dec 17</b>	Amount	£-177,705	£20,609	£22,676	£-134,420
	%	-9%	5%	5%	-5%

*Overall costs based upon actual days lost – broken down by term of sickness*

194. The overall sickness cost has reduced by more than ten per cent in the last 18 months which was primarily driven by the reduction in long term sickness.

Sickness Reason

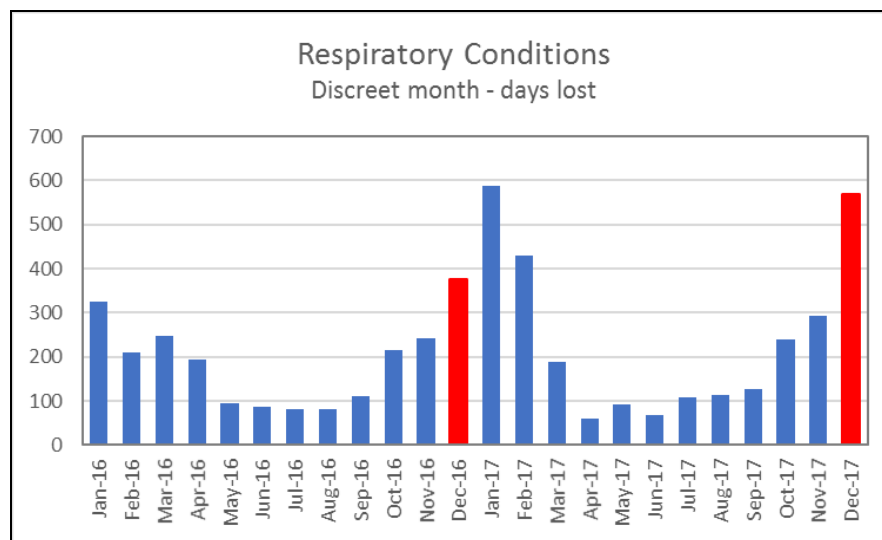
195. In Force, sickness is categorised using the Dorset 12 method endorsed by the Health and Safety Executive (HSE)<sup>5</sup>. In doing so, it enables the Force to classify sickness using 12 different categories as displayed in the table below.

196. In Force, in the year to December 2017 over half of the actual days lost due to sickness were attributed to psychological disorders (34 per cent) and miscellaneous reasons (19 per cent, which include operations). <sup>5</sup><http://www.hse.gov.uk/research/rrpdf/rr582.pdf>

Dorset 12	Actual days lost Dec 16	Actual days lost Dec 17	Proportion of total sickness	% change Dec 16 - Dec 17
Psychological	9449	9025	34%	-4%
Miscellaneous	6255	5157	19%	-18%
Musculo/Skeletal	3886	3779	14%	-3%
Respiratory	2259	2880	11%	27%
Digestive	1654	1625	6%	-2%
Infectious Diseases	991	1101	4%	11%
Cardiac/Circulatory	1165	901	3%	-23%
Headache/Migraine	742	606	2%	-18%
Nervous System	729	557	2%	-24%
Ear/Eye Problems	496	491	2%	-1%
Genito-Urinary	299	386	1%	29%
Skin	41	45	0%	10%

*Actual days lost by sickness type*

197. The top five sickness reasons account for 85 per cent of the total Force sickness. Reductions have been seen in all the top five groups, except for respiratory conditions.



*By month, the total number of actual days lost for respiratory conditions*

198. Respiratory conditions tend to follow a seasonal pattern with more conditions being recorded in the winter months as displayed in the chart above. December 2017 saw a significant increase in the number of respiratory conditions recorded which is earlier than

anticipated compared to previous years. As a result, there are two months with exceptionally high volume recorded in the most recent rolling 12 month period which have caused the 27 per cent increase in the actual days lost.

199. Psychological disorders have seen a slight reduction of four per cent over the last year. This reduction is primarily driven by the decrease in actual days lost for police staff. PCSO and police officer actual days lost remain stable.

200. It is worth noting that police officers have a significantly higher volume of actual days lost due to psychological disorders, with an average of 6.3 actual days per officer, per year. In effect, this is the equivalent of every officer in the force being absent from duty for almost a week.

Psychological Disorders	Officers	PCSO	Staff	Force
Year to Dec 2016	6.33	2.52	2.98	4.58
Year to Dec 2017	6.30	2.47	2.72	4.40
% change	-1%	-2%	-9%	-4%
% of total days lost	49%	17%	23%	39%

*Actual days lost for psychological disorders, per person, per year by employee role*

201. Psychological disorder sickness for police officers accounts for almost a half of their actual days lost, compared to just under a quarter of police staff days lost.

## **Deep Dive summary of progress of Police and Crime Plan 2017-21**

### **Priority 3: Putting the victim at the heart of everything we do**

#### **3.01 Reviewing support services available to victims of crime to ensure needs are being met - building on the success of the Horizon Victim and Witness Care team, helping victims to get support and guidance in their journey through the criminal justice system**

The Horizon Victim and Witness Care team has been in place since March 2015, when the OPCC was given responsibility for commissioning services to support victims of crime. The Horizon team provide a co-ordinated, consistent end-to-end service for victims and witnesses from their first point of contact with Wiltshire Police, through the criminal justice process. Based at Devizes HQ the dedicated team of Police Staff provide an enhanced service to support victims and witnesses when they need it most. The victims and witnesses eligible for an enhanced service are:

- Vulnerable victims
- Intimidated victims
- Persistently targeted victims
- Victims of serious crime

Horizon Victim and Witness Care staff work closely with a wide network of services and partner agencies to provide support and guidance, including Victim Support, Splitz, and Sexual Assault Referral Centres, Swindon Women's Aid, Bobby Van, Splash, Witness Service, Restorative Together and Police led hate crime advisors. This allows the Horizon team to jointly deliver the best possible service to victims, ensuring that victims receive emotional and practical support from the appropriate service provider.

Since the beginning of 2017 Horizon has offered support to 4533 vulnerable victims of crime in accordance with the code of practice for victims of crime. This has included persons under the age of 18, victims of hate crime, sexual offences, domestic violence and serious offences. In addition, 678 victims of dwelling burglary have also been offered support as part of the Horizon service.

Horizon also supports victims and witnesses in the period before a court process and currently is assisting with a total of 731 court cases at a varying stages, incorporating 7246 victims and witnesses.

The Horizon team are continually scoping their capacity to provide support services to a greater remit of victims. Greater investment has been made in the training of additional hate crime champions who are responsible for the identification of support



needs for victims of hate crime. In addition work has been undertaken to develop a pathway to Horizon for vulnerable victims of anti-social behaviour. In January 2018, the new vulnerability risk assessment (VRA) was launched in force. This assessment incorporates clear guidance for officers in the event a victim is deemed vulnerable, which includes signposting to Horizon for support.

Current victim services have been in place for the last 3 years and I have asked my office to begin a recommissioning of the service. Since its initial commissioning a wealth of information and experience has been gained and I want to ensure we continue to improve care of victims. There is a commissioning plan in place for developing support services for commissioning in April 2019.

**3.02 Championing the use of restorative justice to allow victims and offenders to communicate to repair the harm and find a positive way forward. Restorative Together, our multi-agency partnership led by the OPCC, will increase capacity by training volunteers, police officers and other agencies to be able to use restorative justice**

The OPCC is committed to working closely with the Police, the National Probation Service, BGSW Community Rehabilitation Company, Wiltshire Council, Swindon Borough Council, Youth Offending Teams, Housing Associations, Horizon Victim and Witness Care and Victim Support to provide a high quality Restorative Justice (RJ) service throughout the County. The aim is to offer all victims of crime access to RJ at all stages of the criminal justice system.

Through the Restorative Together Partnership the OPCC has commissioned several training programmes. This has included a three-day facilitator training course which has trained 50 people as Level 2 facilitators enabling them to deliver restorative conferences. Eighteen police officers have also been trained to level 2 as well staff from Councils, Erlestoke Prison, Housing Associations and Schools. Cases completed and currently in progress include neighbourhood disputes, criminal damage, sexual assault, murder, domestic abuse, racially aggravated assault, burglary and robbery.

The Restorative Together Team continues to train front-line police officers. To date 262 officers have been trained to level 1, enabling them to use restorative justice alongside other, more formal, processes to deal with low level crime and antisocial behaviour. The number of Out of Court Disposals identified as having a restorative element since March 17 is 293.

The work of the RJ team has been recognised by the Restorative Justice Council and in November 2017 the team were awarded the Restorative Justice Quality Mark (RSQM) which recognises professionalism and high standards of practice.

### **3.03 Working with NHS England on the re-commissioning of the sexual assault referral centre (SARC) and work within a multi-agency partnership to ensure support for victims of sexual offences**

Plans have progressed to launch improved services for the victims and survivors of sexual assault across the south west of England. The OPCC have been working closely with National Health England (NHS) to commission new services.

The new service model is designed to improve care for victims and survivors of sexual assault and is based on the requirements of the national service specification for SARCS and underpinned by the following principles to maximise the health outcomes for local people who may need to use these services:

- Are victim/survivor focused
- Provide equality of access across the region
- Offer extended opening times
- Meet national quality and clinical standards
- Have caring, skilled and well-supported staff
- Offer better access to self-referrals
- Are based on fair and equitable funding
- Work in partnership with other sexual violence services, including counselling, sexual health and the police and criminal justice system

There will be two centres of excellence, based in Exeter and Bristol. They will provide forensic and medical examinations and support to both adults and children. Children from Wiltshire and Swindon will be able to access these services which will provide specialist forensic support. There will be four adult SARCs, offering services to people aged 16 years and above. These will be based in Truro, Plymouth, Gloucester and Swindon (Sanctuary building). The model will give greater consistency, practice, service delivery, performance and ultimately improved care and support for local people who may need to use a SARC.

### **The following providers have been appointed to deliver the Sexual Assault Referral Centre (SARC) services from 1<sup>st</sup> October 2018**

- University Hospitals Bristol NHS Foundation Trust (covering the Avon and Somerset areas, and accessible to children and young people from Wiltshire, Swindon and Gloucestershire)
  - Devon and Cornwall – North Devon Healthcare NHS Trust (covering the Devon and Cornwall and Isles of Scilly areas)
  - Gloucestershire Care Services (covering the Gloucestershire area)
- The provider for the Swindon and Wiltshire adult SARC will be announced in due course.



The Independent Sexual Violence Advisor (ISVA) service which was previously part of the SARC service in Swindon and Wiltshire has also been recommissioned. The OPCC has worked closely with Wiltshire Council to develop a joint service for victims and survivors of Domestic and Sexual violence across the Wiltshire Police force area. The new service will be known as the Phoenix project and will be provided by Splitz Support Services working in partnership with The Nelson Trust, Greensquare Housing, and Salisbury Refuge. The arrangements will commence on the 1<sup>st</sup> April 2018.

A review of counselling services for victims of sexual offences will also be carried out this year to inform future partnership working on victim commissioning.

### **3.04 Working with health partners on a pilot advocacy service for children and young people who are victims of sexual offences**

A temporary post has been created within the Swindon and Wiltshire SARC to review services to children and young people who are victims of sexual offences and referred to support services. The findings from the project will inform future commissioning of services for young people. One of the priorities has been for the support worker to attend Child and Adolescent Mental Health Service (CAMHS) meetings to build links between the SARC and existing services. Cases being supported by ISVA services have been reviewed and additional training has been provided on child trauma and identifying mental health needs. Additional findings from the pilot will be presented to partners early in the spring.

The recommissioned ISVA service now also includes provision of a CHISVA to work with Children and young people who are victims of sexual offences.

### **3.05 Ensuring courts are listing cases in the most efficient way to reduce timescales, the number of so-called cracked and ineffective trials and the number of pre-trial hearings**

On a bi-monthly basis a Cracked and Ineffective Agency meeting is held between the Police, Crown Prosecution Service and HM Courts & Tribunals Service to review data in relation to Effective, Cracked, Ineffective and Vacated Trials. The aim is to provide accurate information as to the main reason (i) why trials do not take place when listed; (ii) why they have been taken out of the list before the trial date; and (iii) why pleas of guilty are not made earlier. This assists with the efficient management of cases, and helps improve public confidence in the effectiveness of the Criminal Justice System (CJS).





Since April 2016 the number of trials that are Cracked and Ineffective due to prosecution reasons is consistently low and equates on average to 15 per cent of trials listed at magistrates and crown courts.

The most recent meeting held in January 18 reviewed six cracked cases and eight ineffective trails that occurred during November and December 17. The meetings are beneficial in providing insight around each partner agency, and the pressures they face, and areas for improvement are agreed.

### **3.06 Extending the use of video technology such as giving evidence by video link, virtual courts and body worn cameras**

Wiltshire Police are the most advanced Force in the South West regarding the use of video technology. The Force has two live link facilities, at Gablecross and Melksham custody units. These facilities are used by officers to provide evidence for trials listed in the magistrate's court and this is now considered standard practice throughout the force. With the growing use of this technology Wiltshire Police, will in the coming months; be using live link facilities to make warrant applications. This will prevent officers from travelling all over the county to Attend Swindon Magistrates Court, which is where non urgent warrant applications are processed.

We have also significantly invested in Body Worn Video Cameras (BWV) which has been introduced to protect front line staff and assist with evidence gathering. All front line officers have now been trained and allocated a BWV camera and it is now mandatory for officers to utilise them. There have been several excellent news articles demonstrating their capability in producing sound evidence leading to guilty pleas at first hearing, including a 51-month prison sentence for serious disorder on the streets of Westbury.

### **3.07 With the National Probation Service and Community Rehabilitation Company, reviewing and expanding the Integrated Offender Management (IOM) service to include violent offenders**

The Integrated Offender Management (IOM) service used by Wiltshire Police is the Swindon and Wiltshire Integrated Targets for Change programme (known as SWITCH). This is a partnership venture involving Wiltshire Police, the Probation Service and other partners which seeks to identify the root causes of offending and steer repeat offenders away from committing crime by offering them professional support and guidance. Providing offenders with pathway support ensures that the most appropriate intervention and service is available to address the causes of the individual's offending and in turn



support them towards getting out of a life of crime and becoming a productive member of society.

The IOM cohort continues to grow within Wiltshire with a change in emphasis to incorporate not only prolific acquisitive criminals, but also those who pose a risk of serious harm to the public including Violent Offenders. Recently the team has adopted the management of a small number of Domestic Abuse Serial Perpetrators (DASP). SWITCH are also supporting the Burglary Improvement Initiative by adopting onto the cohort those recently arrested, charged and convicted of such offences.

In recent months the IOM delivery group has launched the new IOM (SWITCH) strategy. One of the key objectives of the delivery group will be a complete review of the IOM cohort to ensure that it is fit for purpose, aligns to the IOM strategy and reflects the local priorities. Moving forward the delivery group will report directly into the Community Safety Partnership Board.

### **3.08 Leading and resourcing youth offending teams to prevent young people at risk of offending from entering the criminal justice system**

Wiltshire and Swindon's Youth Offending Teams (YOT) are made up of staff from a range of organisations including the Police, Probation Service, Education and Children's Social Care, all working together to tackle youth crime in Wiltshire. The YOT work with children and young people who are involved in offending behaviours by working with the young person, their parents or carers, the victims of crime, volunteers and the local community.

The three main areas of YOT work are:

- **Prevention:** Some young people may be at risk of getting into trouble but have not yet committed an offence. The team supervises and supports these young people to prevent them entering the criminal justice system.
- **Offenders:** They work with young people who have committed offences, to change their behaviour and stop reoffending.
- **Work with victims of crime:** Through the process of restorative justice, they work with victims of crime to make sure they are given a voice within the criminal justice system.

The YOT teams have been involved in a number of successful initiatives to tackle youth crime across the County. A Knife Crime awareness event was held at Gablecross where the YOT's worked alongside Crimestoppers to deliver training to 40 key workers across the partnership. The YOT team have also been involved in the delivery of the Respect Programme working alongside Social Care, Education and other provisions across Swindon. Respect is a licensed programme working with young people aged 10-17 who have displayed adolescent domestic abuse in the home towards their parents, carers and siblings. Since working with the families the



team have seen a significant reduction of aggression and increased safety in the home.

### **3.09 Commissioning prevention programmes to make domestic abuse perpetrators face up to their abuse**

As part of the recently commissioned DA services perpetrator programme will be undertaken. Partners will monitor its development and continue to review other schemes nationally to established effectiveness. This is in addition to the perpetrator and offender support provided as part of the CJS system.