

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

**Quarter Three 2018-19 (1 October to 31 December 2018)**

**For Police and Crime Panel meeting 28 March 2019**



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## **Introduction by Commissioner Angus Macpherson**

This document provides the performance summary for quarter three 2018-19 against my Police and Crime Plan 2017-21.

### **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:

### **Recorded Crime**

Recorded crime in Wiltshire and Swindon is has reduced by 3.4 percent. A full analysis is provided within the report.

It is pleasing to see reductions in burglary and vehicle crime which have been local concerns which I have held the Chief Constable to account to improve. However despite these positive reductions and an overall reduction in crime.

Violent crime continues to increase, dominate national media and rightly concern local communities. However, the specific issue of knife crime has seen Wiltshire buck national trends. Wiltshire has seen a decrease in knife crime of 18% since September 2017.

My office, the Chief Constable and partners have been working collaboratively since early 2018 to tackle this issue. Part of this has been my investment in work to prevent crime and address vulnerabilities of our communities. This work will continue and not only addresses the risk of knife crime but associated risks of other crimes such as county lines, exploitation and gangs.

This year I will be investing in more work across the community safety and justice system to start address prevent crime and reduce vulnerability. It is through reducing demand to policing and criminal justice system that we can continue to prevent crime and victims. My office will be



building on this work, with the police and other partners to continue to embed and priorities the most effective interventions.

## **Complaints**

The percentage of complaints recorded within ten days has significantly reduced since quarter one (93%) to 33 percent in quarter three to 33 per cent. This has improved from a low of 13 per cent in September 2018.

Despite missing the 10 day measure, the average recording performance currently stands at 14 days.

The reduction in performance is as a result of resourcing challenges related to people leaving roles. Two new members have been recruited but will take time to reach optimum performance and improvements will not immediately return to the previous levels of performance is not to be expected in the short term while they learn and develop within their new roles.

## **CCC**








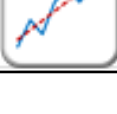
Performance has stabilised due to the investment I have made, I have asked the Chief Constable to provide further information on how this is sustainable in light of anticipated savings in the medium term financial strategy.

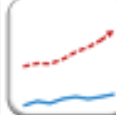

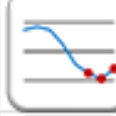
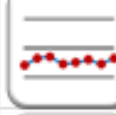
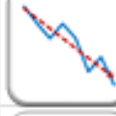
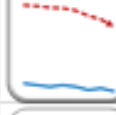


**Angus Macpherson**

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

































**March 2019**

## Performance dashboard Key

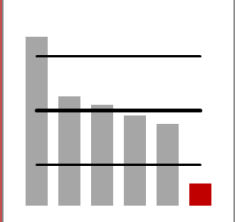
Key to Symbols	
	Greater than Peers
	In Line with Peers (above average)
	In Line with Peers (below average)
	Less than Peers
	Last month exceeded the previous 24-month Average +2 Standard Deviations
	The last 3 months have all been above the Average for the past 24 months +1 Standard Deviation
	The last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

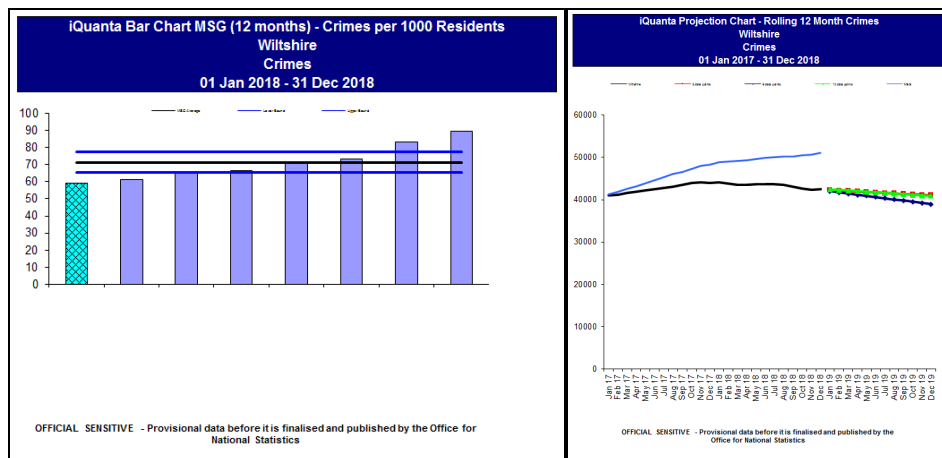
## Performance dashboard

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	10,792		Reduction on the previous year	S136 Arrests	77		Increasing trend	Satisfaction of victims with the whole experience	74%		Stable following significant reduction	Immediate response time	10mins 42sec		Consistently good
Crime recording compliance	86.7%		Q3 reduction and an area of focus for improved resourcing and performance	Number of Missing Individuals	473		Reducing number of missing individuals	Satisfaction with being kept informed	66%		Stable following significant reduction	Priority response time	49mins 38sec		Consistently good
Cyber flagged + Key word	781		Increasing trend	Volume of CSE crimes	37		Stable trend	Satisfaction with ease of contact	91%		Stable following significant reduction	Average time to answer 999 call	4 sec		Consistently good
Hate crime volume	147		Increasing trend and being monitored weekly due to national requirements	Volume of DA Crime (ACPO defined)	1,660		Increasing trend	Satisfaction with treatment	89%		Stable following significant reduction	Average time to answer CrIB call	1min 21sec		Improvement sustained
Outcome ratio*	14.9%		* note term change from rate to ratio Stable trend following a reduction but in line with peer forces	Volume of Sexual Offences (Recent / Non Recent)	406		Significantly lower than peers	Conviction rates	86%		Stable and high	CrIB Abandonment rate	4.8%		Improvement sustained
ASB volume	3,944		Long term reducing trend					Restorative Justice level 1	131		Sustained and stable	Quality of full files (error rate)	1.2%		Constantly low error rate
Overall confidence with the police in this area	81.3%		High ranking nationally					% of cracked or ineffective trials due to prosecution	25%		Increase in December	Volume of complaints	149		Long term reducing trend
KSI- Collisions			No data for Q3									% Complaints recorded within 10 working days	33%		Area for improvement
Special Constables hours deployed	20,072		Increasing long term trend									Complaints average number of days to record	14 days		Area for improvement
Number of Volunteers in post	166		Stable									Percentage of appeals upheld	20%		Long term stable picture
												Number of actual days lost per person (rolling 12 months)	15.6		Unreliable data

## 1. Prevent crime and keep people safe

Crime volume	Q1. 10,916 - 43,646 rolling 12 months Q2. 11,123 - 43,070 rolling 12 months Q3. 10,792 - 42,685 rolling 12 months	
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1. There were 10,792 crimes recorded during quarter three and 42,685 in the 12 months to December 2018.
2. This represents a reduction of 1,383 recorded crimes (3.1 per cent) compared to the previous 12 months.
3. The recorded crime rate per 1,000 population for Wiltshire in the year to December 2018 is 59.3 crimes. This is significantly below the most similar group (MSG) average of 71.2 crimes per 1,000 population as shown in the chart below:



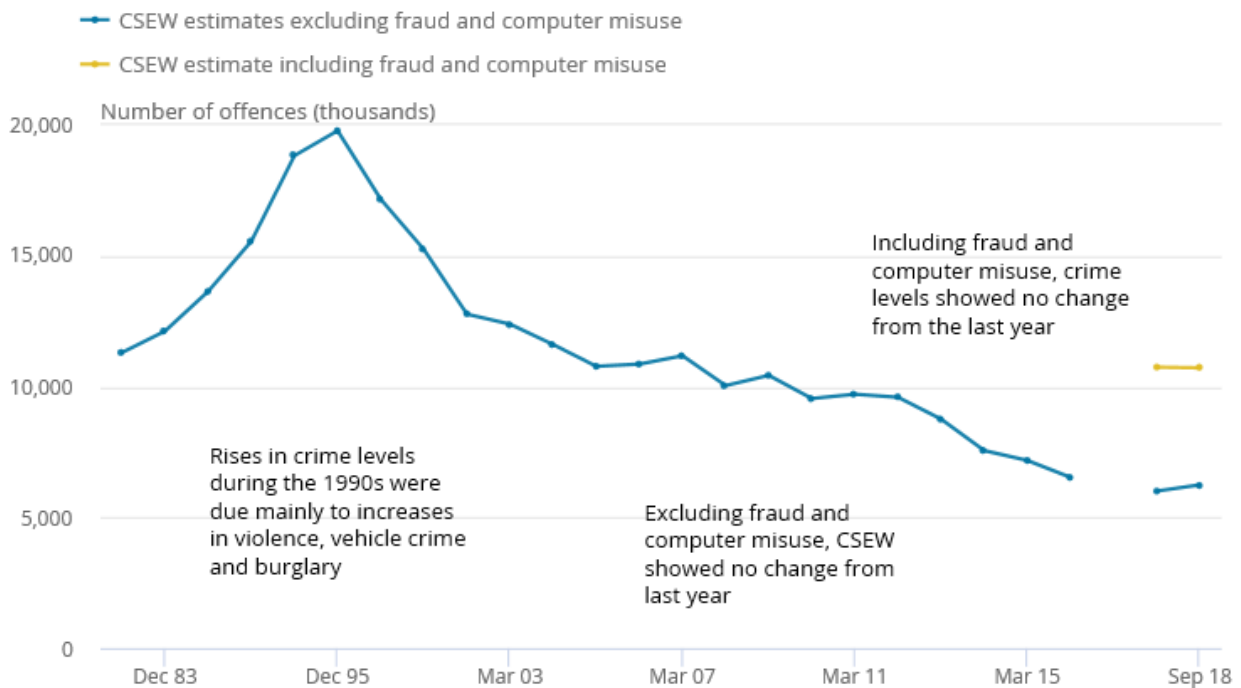
*All crime up to December 2018 – most similar group (MSG) position*

4. The latest national crime statistics publication<sup>1</sup> cites that for many crime types, police recorded crime statistics do not provide a reliable measure of levels or trends of crime. This is particularly in relation to the improvements to crime recording practices being adopted up and down the country.
5. Police recorded crime has increased nationally by 8.4 per cent in the 12 months to

<sup>1</sup> Crime in England and Wales: year ending September 2018 - <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingseptember2018>

September 2018 and 2.8 per cent regionally.

### England and Wales, year ending December 1981 to year ending September 2018



**Source: Office for National Statistics – Crime Survey for England and Wales**

6. In the 12 months to September 2018, 39 forces have seen an increase in their recorded crime volume compared to the previous year. Wiltshire was one of only four forces to report a reduction.
7. My press release on this publication can be accessed via my website<sup>2</sup>.
8. In the 12 months to December 2018, four additional forces are now reporting year on year reductions with 35 still reporting increases.

<sup>2</sup> <https://www.wiltshire-pcc.gov.uk/article/4058/Wiltshire-Police-one-of-four-forces-to-see-reduction-in-overall-crime>



Areas	Earlier Period Jan-17 to Dec-17	Later Period Jan-18 to Dec-18	Change	
			Numeric	Percentage
<b>England &amp; Wales</b>	<b>4,751,551</b>	<b>5,088,329</b>	<b>+ 336,778</b>	<b>+ 7.1%</b>
<b>South West Region</b>	<b>370,172</b>	<b>373,667</b>	<b>+ 3,495</b>	<b>+ 0.9%</b>
	<b>142,905</b>	<b>136,011</b>	<b>- 6,894</b>	<b>- 4.8%</b>
	<b>100,378</b>	<b>106,782</b>	<b>+ 6,404</b>	<b>+ 6.4%</b>
	<b>48,717</b>	<b>53,099</b>	<b>+ 4,382</b>	<b>+ 9.0%</b>
	<b>34,206</b>	<b>35,292</b>	<b>+ 1,086</b>	<b>+ 3.2%</b>
<b>Wiltshire</b>	<b>43,966</b>	<b>42,483</b>	<b>- 1,483</b>	<b>- 3.4%</b>
<b>Most Similar Group</b>	<b>511,115</b>	<b>540,447</b>	<b>+ 29,332</b>	<b>+ 5.7%</b>
<b>Wiltshire</b>	<b>43,966</b>	<b>42,483</b>	<b>- 1,483</b>	<b>- 3.4%</b>
	<b>100,378</b>	<b>106,782</b>	<b>+ 6,404</b>	<b>+ 6.4%</b>
	<b>41,704</b>	<b>41,304</b>	<b>- 400</b>	<b>- 1.0%</b>
	<b>52,554</b>	<b>54,124</b>	<b>+ 1,570</b>	<b>+ 3.0%</b>
	<b>48,475</b>	<b>58,042</b>	<b>+ 9,567</b>	<b>+ 19.7%</b>
	<b>85,805</b>	<b>84,554</b>	<b>- 1,251</b>	<b>- 1.5%</b>
	<b>55,790</b>	<b>58,972</b>	<b>+ 3,182</b>	<b>+ 5.7%</b>
	<b>82,443</b>	<b>94,186</b>	<b>+ 11,743</b>	<b>+ 14.2%</b>
Number of forces in England & Wales with an increase in this category			<b>35</b>	

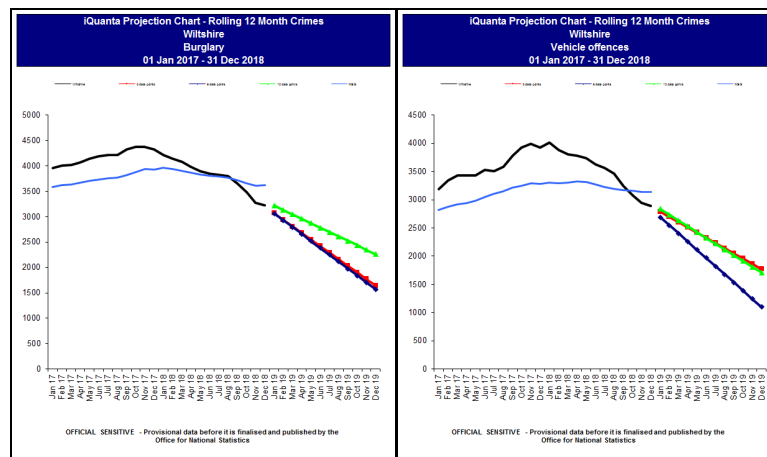
*Regional and peer group recorded crime volume*

9. Wiltshire are confident that the current position compared to other forces is as a result of improving its crime recording compliance sooner than other forces.
  
10. In addition to the volume of overall crime being significantly lower than national average and the 6<sup>th</sup> lowest in the country, Wiltshire records significantly lower homicide (2<sup>nd</sup> lowest), serious violence (2<sup>nd</sup> lowest), violence without injury (4<sup>th</sup> lowest), arson (3<sup>rd</sup> lowest) and drug trafficking (3<sup>rd</sup> lowest).

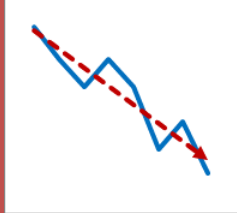
Crime Category	Period		Change	
	2017	2018	Numeric	Percentage
All Crime	43,966	42,483	- 1,483	- 3.4%
Violence Against The Person	13,200	13,925	+ 725	+ 5.5%
Criminal Damage & Arson	6,215	5,709	- 506	- 8.1%
All Other Theft Offences	4,344	4,479	+ 135	+ 3.1%
Shoplifting	4,056	4,300	+ 244	+ 6.0%
Burglary	4,321	3,222	- 1,099	- 25.4%
Vehicle Offences	3,929	2,895	- 1,034	- 26.3%
Public Order Offences	2,458	2,710	+ 252	+ 10.3%
Sexual Offences	1,694	1,646	- 48	- 2.8%
Drug Offences	1,059	1,044	- 15	- 1.4%
Bicycle Theft	914	826	- 88	- 9.6%
Miscellaneous Crimes Against Society	841	737	- 104	- 12.4%
Theft from the Person	408	347	- 61	- 15.0%
Robbery	259	338	+ 79	+ 30.5%
Possession of Weapons Offences	268	305	+ 37	+ 13.8%

*Crime group volume comparison to previous year up to December\**

- Please note that there are minor variations between internal and published crime figures due to our internal figures being a live data set.
- The trend in Wiltshire for the volume of burglary and vehicle offences is significantly better than the national trend.



*Burglary and vehicle offences – rolling 12 months*

<p>Crime recording compliance rate</p>	<p>Q1: 89.1 per cent Q2: 93.8 per cent Q3: 86.7 per cent</p>	
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13. 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.
14. 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.
15. 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.
16. 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.
17. The audit during December identified that 86.7 per cent of crimes and incidents were compliant with national crime recording standards (NCRS) and Home Office counting rules (HOCR).
18. This is below the desired standard of 95 per cent and I have agreed an uplift in the resources in this area in November.
19. I anticipate seeing improvements in this area within three to four months time to allow for a period of upskilling and embedding.

Cyber flagged + key word	Q1: 615 crimes – 2,167 rolling 12 months Q2: 725 crimes – 2,364 rolling 12 months Q3: 781 crimes – 2,713 rolling 12 months	
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20. 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>

21. 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 Forces Criminal Intelligence department in line with national trends.



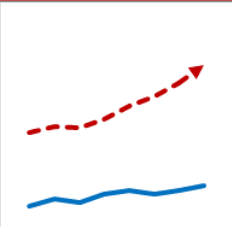
*Cybercrime monthly volume up to December 2018*

22. In Wiltshire during quarter three there were 781 cybercrimes recorded and 2,713

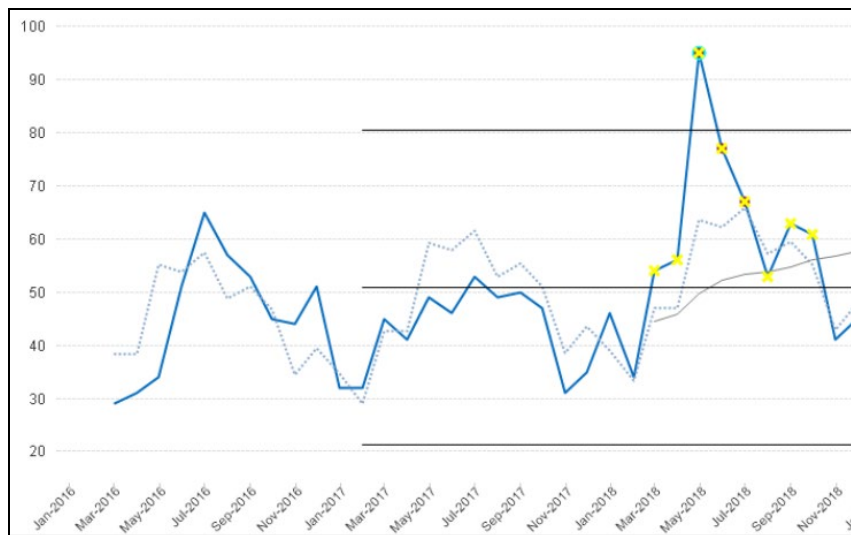
crimes reported in the 12 months to December 2018.

23. The increasing trend in cybercrime reflects the changing nature of demand being placed upon the policing service locally and nationally.

<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>Q1: 210 hate crimes - 609 crimes rolling 12 months          Q2: 163 hate crimes – 620 crimes rolling 12 months          Q3: 147 hate crimes – 692 crimes rolling 12 months</p>	
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24. The overall volume of hate crime reported has remained relatively stable for the last two years. There were 692 hate crimes reported in the year to December 2018. This compares to 510 hate crimes in the year to December 2017 (an increase of 182 crimes; 35.7 per cent).



*Hate crime to December 2018*

25. This increase is significantly driven by the spike in May 2018 which was outlined in the quarter one 2018-19 performance report.

26. I personally chair the Hate Crime Multi Agency meeting. In September and we reviewed this exception and the analysis found that increases were seen in a number

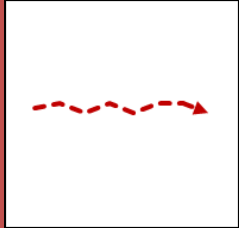
of locations across the county and not specifically isolated to one area in particular.

27. 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.

28. Nationally there is a significant focus on hate crime, particularly in respect of tensions surrounding `Brexit`.

29. Wiltshire supports the national hate crime portfolio through the weekly submission of hate crime data to the National Community Tension Team (NCTT).

30. As a result of Brexit, these submissions are being made daily.

<p>Positive Outcome ratio*</p>	<p>14.9 per cent rolling 12 months* <small>*Correct as of 17/03/19</small></p>	
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\*Note that this measure now represents a ratio rather than a rate, to bring it more in line with the Home Office methodology for reporting outcomes.

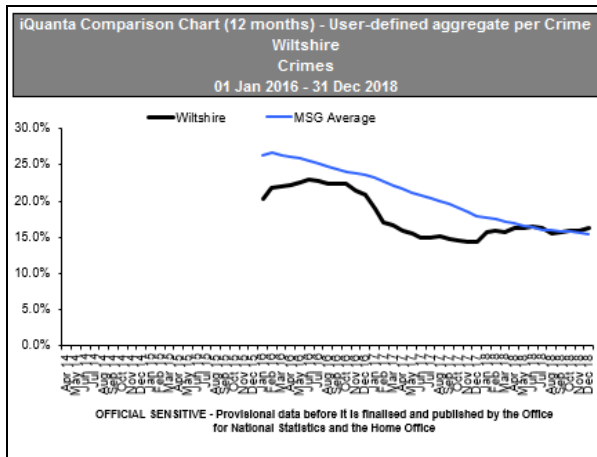
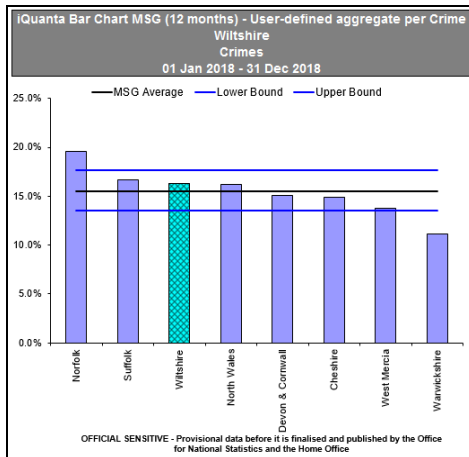
31. The move from the Home Office is to understand the investigation as a process rather than specifically focus on the outcome rates.

32. This methodology involves understanding the efficiency as well as the effectiveness of crime investigations.

33. The methodology for the outcome ratio is to understand the current investigation status of the crimes recorded within the given time period. This factors in the status of the investigation (under investigation or finalised) and the timeliness with which investigations are completed, as well as the type of outcome applied by crime type.

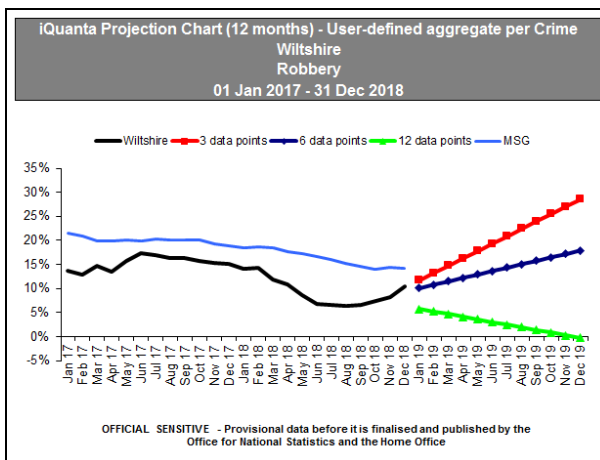
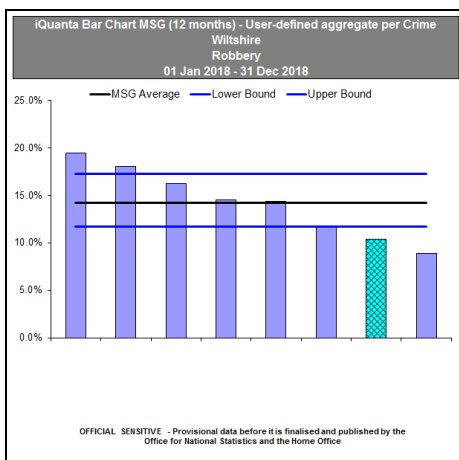
34. In the year to December 2018, based on the 42,685 crimes reported, 14.9 per cent have been `detected` (a positive outcome), 77.7 per cent `undetected` and 4.7 per cent remain under investigation. The remaining proportion of crimes are classified as

`cancelled` which is when it has become apparent that a crime never actually happened.<sup>3</sup> (Figures accurate as of 17<sup>th</sup> March 2019)



*Positive outcome ratio up to December 2018 – most similar group (MSG) position*

- 35. Forces nationally are seeing their outcome ratio decline and this is most significantly correlated with increased crime recording compliance.
- 36. Wiltshire are now above average compared to peers in respect of overall outcomes and inline with peers for most crime types, with exception of vehicle crime and robbery where we are significantly lower.
- 37. The robbery trend has reduced while the force improved its crime recording and investigations practice in this area.

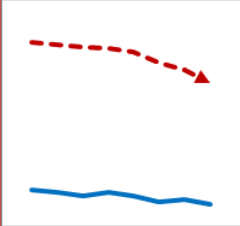


<sup>3</sup>Crime-recording process, HMICFRS 2018

<https://www.justiceinspectors.gov.uk/hmicfrs/our-work/article/crime-data-integrity/crime-recording-process/>

*Robbery positive outcome ratio most similar group position and trend – 12 months to December 2018*

- 38. The robbery positive outcome trend has improved during quarter three and if continued, will likely bring Wiltshire back in line with peers before the end of the financial year.
- 39. The significantly low outcome rate for vehicle crime is linked with resourcing decisions, meaning this type of offence was less likely to be attended and investigated. This correlates with the reduced levels of satisfaction with attendance in respect of vehicle crime.
- 40. A significant amount of effort continues to be put into improving the investigative standards of our community policing teams under the leadership of Detective Superintendent Sarah Robbins.

<p>Anti Social Behaviour Volume</p>	<p>Q1: 4,487 incidents – 16,317 rolling 12 months          Q2: 4,837 incidents – 16,405 rolling 12 months          Q3: 3,944 incidents – 16,525 rolling 12 months</p>	
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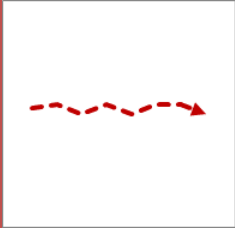
- 41. The volume of Anti Social Behaviour (ASB) incidents has shown a significant long term reducing trend.
- 42. There were a total of 16,525 ASB incidents reported in the 12 months to December 2018 which equates to a four per cent decrease on the 17,136 incidents recorded in the 12 months to December 2017.
- 43. The reduction in the volume of recorded ASB correlates with the increased recording of crime as show within the chart below.





*ASB and crime volume trend comparison – z score*

44. The chart clearly shows at which point the Force started to increase its crime recording compliance. Local context, reported in the police and crime panel reports at this time showed the relationship between reducing ASB volume and increased public order and violence without injury offences.

Overall confidence with the police in this area	81.3 per cent (±4.7 per cent) 12 months to September 2018	
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45. This measure is usually informed by the Public Opinion survey which I commissioned twice yearly. While we consider the future direction of this survey, this report uses the Crime Survey of England & Wales (CSEW) results as a proxy measure.

46. The CSEW has measured crime since 1981. The government use this information alongside police recorded crime to understand the nature and extent of crime in England and Wales.

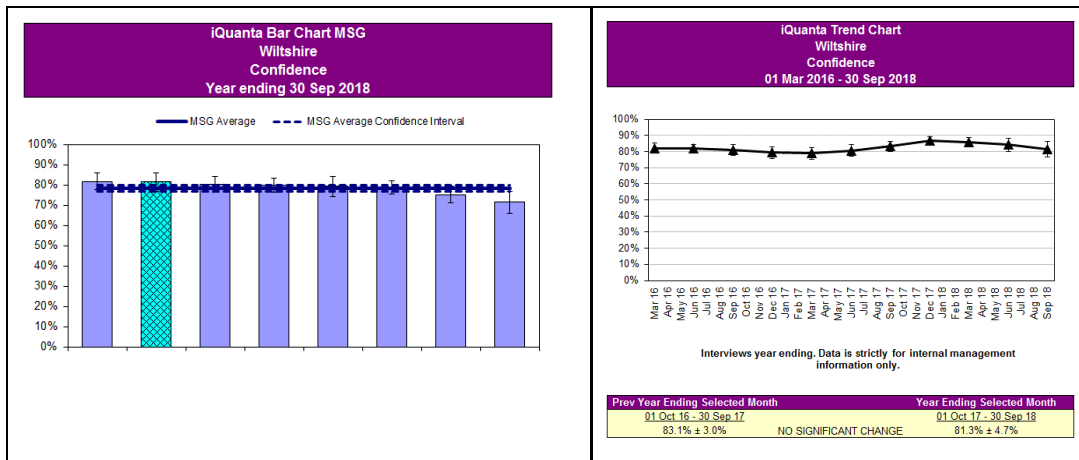
47. This survey is conducted by Kantar Public on behalf of the Office for National Statistics.

48. The survey asks members of the public their opinions and experiences of crime over the

last 12 months. The survey is statistically significant.

49. The CSEW data for the 12 months to June shows 81.3 per cent ( $\pm 4.7$  per cent) of respondents have confidence in Wiltshire Police.

50. This figure places Wiltshire as having the sixth highest public confidence rate in the country, improving from 15<sup>th</sup> the previous June (2017).

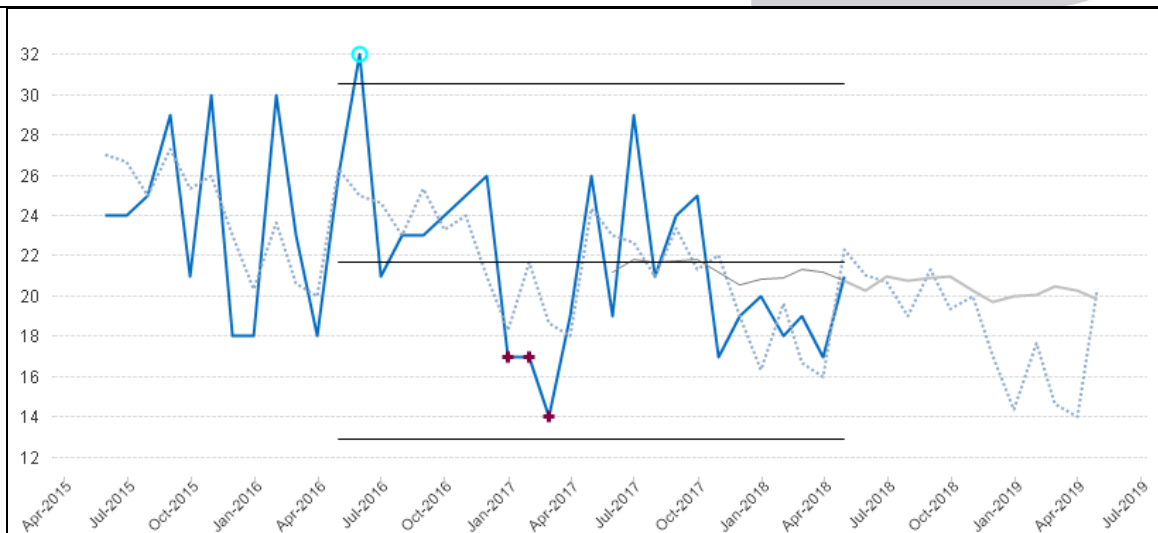


CSEW Public Confidence – 12 months to September 2018

Killed and seriously injured (KSI) - Collisions

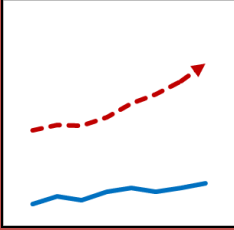
249 collisions – 12 months to June 2018

51. This measure shows the volume of collisions where at least one individual was killed or seriously injured (KSI). 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.

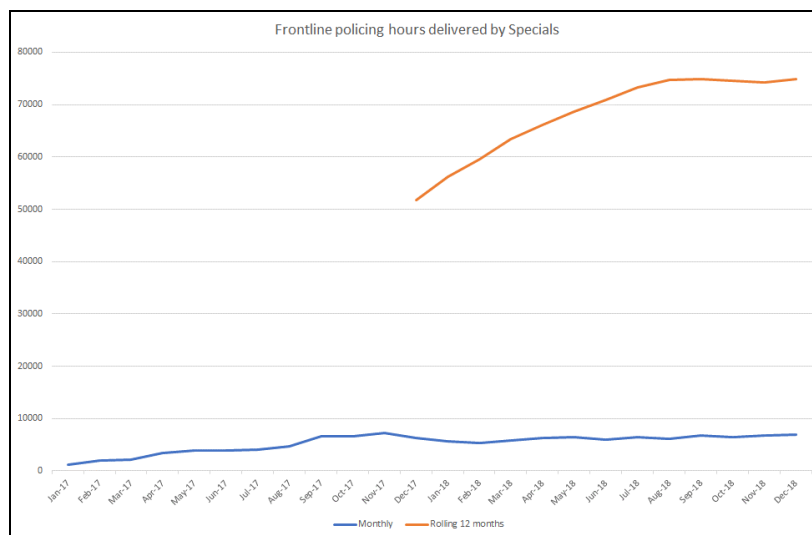


*The discrete monthly volume and rolling 12 month trend of KSI collisions*

52. In the 12 months to May 2018, there were on average of 21 KSI collisions a month and 249 in total. The longer-term trend is decreasing. There are no exceptional volumes of KSI collisions to report in the last fiscal year.
53. The traffic department of the forces criminal justice department is responsible for the collation of data regarding killed and seriously injured people that are involved in collisions within Wiltshire. A strategic decision was taken to temporarily suspend the process due to the fact that the department had become overwhelmed due to resourcing challenges.
54. As a result, staff from within the department were realigned to more critical functions which aligned themselves to timelines, for instance the issuing of notice of intended prosecutions, which have to be served within 14 days otherwise no prosecution takes place.
55. Therefore, there is no data available to report on for quarter two or quarter three 2018-19.

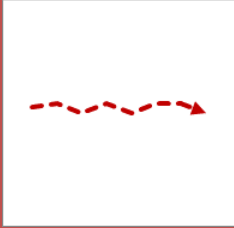
<p>Special Constables hours deployed</p>	<p>Q1: 18,712 hours deployed          Q2: 19,293 hours deployed          Q3: 20,072 hours deployed</p>	
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- 56. The Force recognises the valuable role volunteers play in supporting local communities and creating strong communities in policing and other areas.
- 57. 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.
- 58. This measure shows the total amount of hours that the special constabulary were deployed for during each month.
- 59. This trend is increasing and beginning to stable, demonstrating that the new capacity provided by the special constabulary is approximately 75,000 hours per year.



*The discrete monthly and rolling 12 months total hours that special constables were deployed*

- 60. In the 12 months to December 2018, special constables have delivered a total of 74,952 policing hours.

Number of Volunteers in post	Q1: Total (incl N/A*) – 168 Q2: Total (incl N/A) – 174 Q3: Total (incl N/A) - 166 *Non Police Personnel Vetting	
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61. My office and the Force are committed to promoting volunteers across the organisation.

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

63. 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.

64. 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.

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

Volunteer Role	N/A	NPPV1	NPPV2	NPPV3	Total
Bobby Van			6		6
Cadet Core Leader			14		14
Call Quality Appraiser			3		3
Chaplain			10		10
HAD Member	60				60
Neighbourhood Watch Support			3		3
Office Support			9	2	11
On-Line Safety			8		8
Performance Management Coach			2		2
Police Information Point			3		3
Restorative Justice Facilitator			30		30
Rural Crime Support			1		1
Stop Search Scrutiny Panel		5			5
Vehicle Cleaning and Inventory			1		1
Volunteer Panel Member			1		1
Watch Scheme Processor			5		5
WorkFit			3		3
<b>Total</b>	<b>60</b>	<b>5</b>	<b>99</b>	<b>2</b>	<b>166</b>

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

*\*HAD – Humane animal disposal*

66. During quarter three, we collected the Best Employer Practice award from the British Association for the Supported Employment (BASE) Awards, for the work we do with WorkFit.

67. A total of 11 roles have been advertised and a recruitment campaign for Restorative Justice, closed on 31<sup>st</sup> December.

## 2. Protect the most vulnerable in society

Section 136 arrests	Q1: 62 Q2: 71 Q3: 77	
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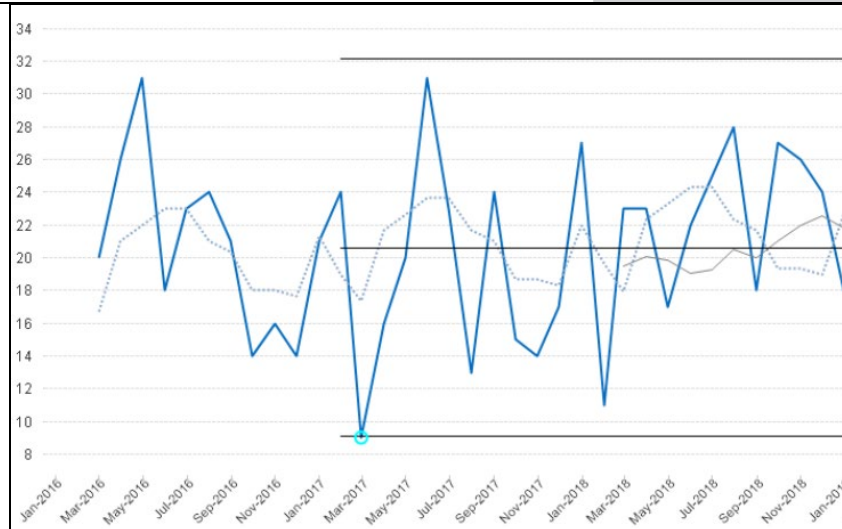
68. It is acknowledged that the nature of vulnerability is wide ranging. There are many measures which are used to understand how effective the Force is at protecting the most vulnerable people in society.

69. 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.

70. 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.

71. Section 136 (S136) is part of the Mental Health Act (MHA). 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>

72. There were 77 S136 MHA arrests during quarter three.



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

73. The trend in S136 MHA arrests is on the increase.

74. An increase in the total number of detentions was predicted with new S136 legislation that was introduced in December 2017. This change enabled S136 powers to be used in more places, essentially anywhere other than a private dwelling compared to previously when it could only be used in a public place.

75. Additionally, prior to the legislation change, S136 could only be used if the officer found the person in a public place, whereas now, S136 powers can be used at any point during the officer's encounter with someone.

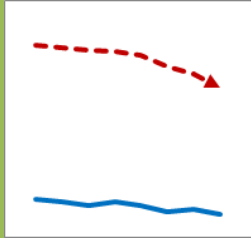
76. The entire increase in detentions year on year is accounted for by the fact that it is now possible to use S136 in police custody. On each occasion, the individual was arrested for a criminal offence and taken to police custody but subsequently detained S136 MHA in custody and then immediately conveyed to a health based place of safety.

77. The reason for using S136 is varied but will often be due to delays in convening a MHA assessment or finding a hospital bed. However, on occasion the power has been used too swiftly and without following processes/pathways in place.

78. The use of S136 in police custody is being closely monitored and reviewed with the assistance of the custody inspector to identify any training issues for staff, both police and health professionals e.g. LADS nurses and health care professionals.

<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>

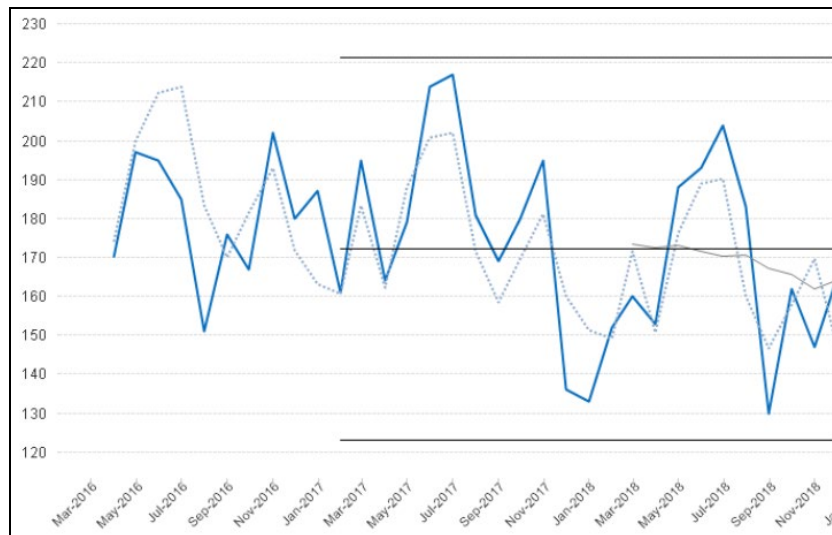
<p>Number of missing individuals</p>	<p>Q1: 537 Individuals Q2: 517 individuals Q3: 473 individuals</p>	
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79. This measure represents the total number of **individuals** who have been reported as missing, not the total number of **incidents**.

80. 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.

81. In quarter three 2018-19, there were 473 people reported as missing. Of these, 52 per cent were children and 48 per cent were adults. Research shows that some people have been reported as missing on multiple occasions. For example, there were 649 incidents of adults and children being reported as missing.

82. Each episode where an individual goes missing would be listed as a separate incident.



*Discrete monthly volume and rolling 12-month trend of missing people*

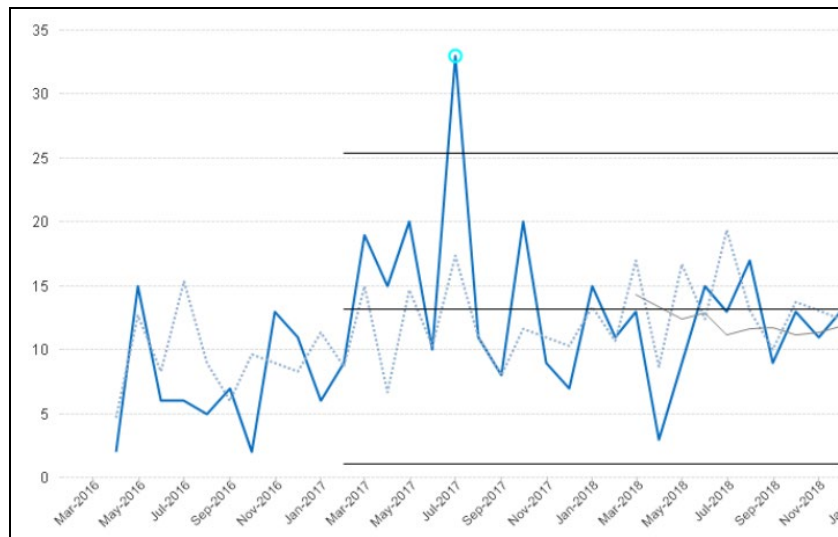
83. The overall trend of individual missing people is reducing and the force is working to



reduce the volume of repeat incidents, in partnership with other agencies and in particular, to reduce the vulnerability factors and those at risk of child sexual exploitation (CSE).

<p>Volume of Child Sexual Exploitation (CSE) crimes</p>	<p>Q1: 27 crimes Q2: 39 crimes Q3: 37 crimes</p>	
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84. Since April 2016, the trend of child sexual exploitation (CSE) tagged crimes has steadily increased with an average of 13 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*

85. 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.

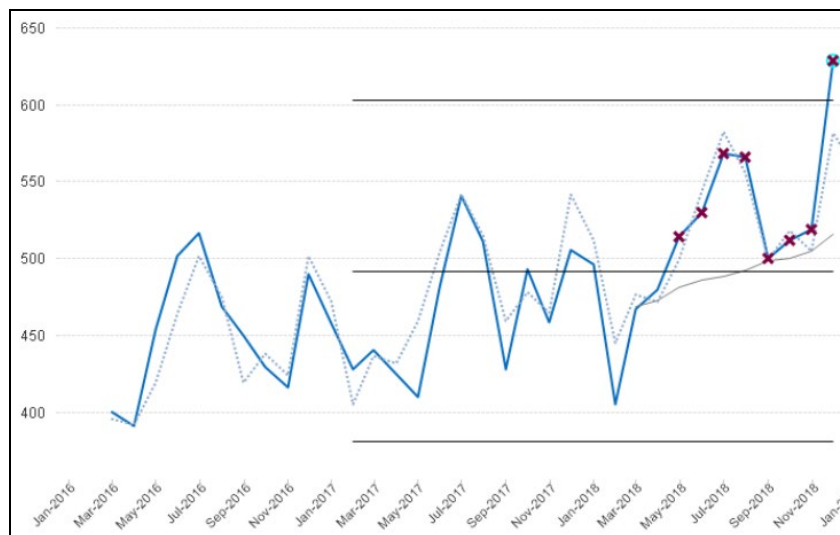
86. National research suggests that the gradual increase of CSE tagged crimes is because of staff getting better at recognising and identifying the threat, harm and risk of CSE and tagging the appropriate crimes as such.

87. In quarter three there were 37 crimes tagged with a CSE marker. In the 12 month period to December 2018 there were a total of 142 crimes, this compares to 167 crimes in the

previous 12 month period. The reported level of CSE crime shows no exception in quarter three and the overall trend is stable.

<p>Volume of DA Crimes (ACPO defined)</p>	<p>Q1: 1,525 crimes; 5,848 rolling 12 months Q2: 1,599 crimes; 5,963 rolling 12 months Q3: 1,660 crimes; 6,186 rolling 12 months</p>	
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- 88. The trend for the volume of domestic abuse (DA) crime shows a gradual increase over time.
- 89. There were 6,186 DA crimes reported in the 12 months to December 2018. This compares to 5,581 in the year to December 2017 which is an increase of eleven per cent (605 DA crimes).



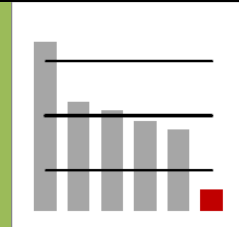
*Discrete monthly volume and rolling 12 month trend of DA crimes*

- 90. Domestic abuse features as part of the Force’s control strategy for 2018 and as such, has a tactical plan in place. The plan includes 27 actions which covers areas such as partnership working, information sharing, improving victims experiences, education, training, public engagement, resourcing, investigations and processes.
- 91. The increase is in part being driven by stalking and harassment offences which is a result of changes to the Home Office Counting Rules.
- 92. However, stalking and harassment only accounts for 16 per cent of all domestic abuse

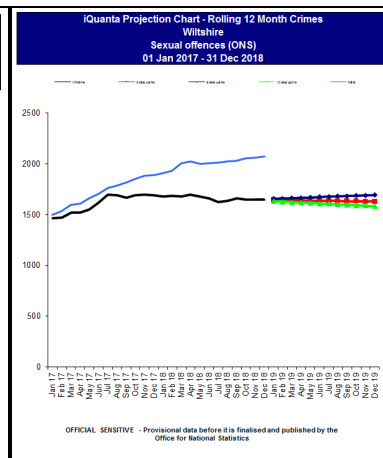
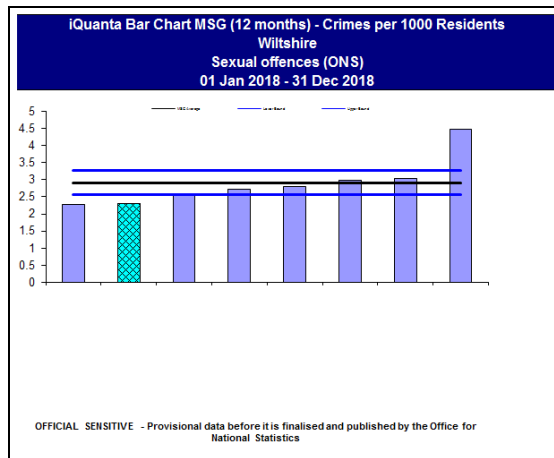
offences. It is therefore expected that this is a genuine increase in the volume of domestic abuse reports. What is not known with any degree of certainty is to what extent it is driven by crime recording practices, increased confidence of the victim to report or increased incidents.

Volume of sexual offences (recent/non-recent)

Q1: 439 crimes – 1,650 rolling 12 months  
 Q2: 432 crimes – 1,702 rolling 12 months  
 Q3: 406 crimes - 1,707 rolling 12 months

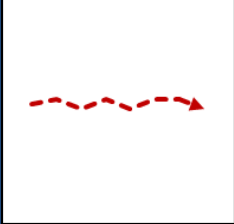


- 93. Nationally, the volume of recorded sexual offences continues to increase (9.7 per cent), with 35 of the 43 forces recording more offences in the 12 months to December 2018.
- 94. Wiltshire recorded 406 sexual offences during quarter three and 1,707 in the 12 months to December. This is inline with the 1,692 crimes recorded during the previous 12 months.
- 95. Wiltshire has the 7th lowest rate of sexual offences per 1,000 population in the country and significantly lower than its peer group average.




*Sexual offences up to December 2018 – most similar group (MSG) position*

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

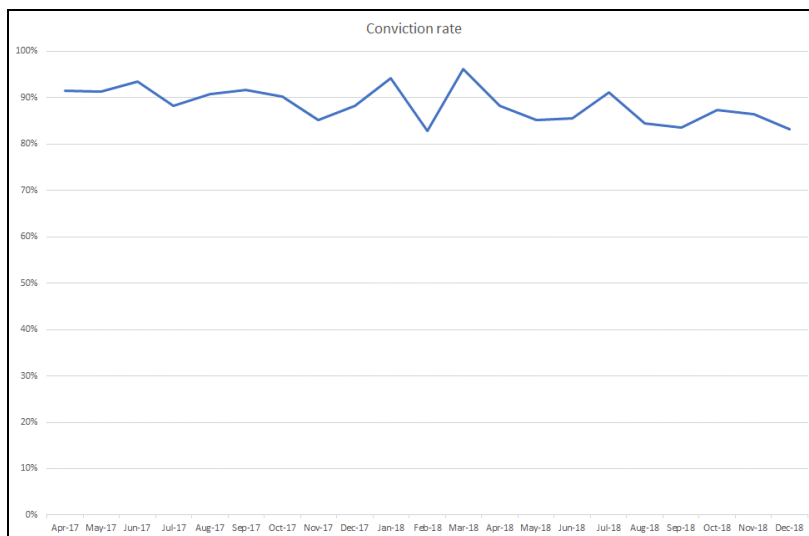
<p>Satisfaction of victims with the whole experience</p>	<p>74 per cent (12 months to December 2018)</p>	
<p>96. I commission a survey of victims of crime (based on previous Home Office criteria) each month to check on the quality of service that is being provided. This is done on a rolling 12-month basis to ensure that the sample size is significant.</p> <p>97. The victim satisfaction rate was 74 per cent (<math>\pm 2.7</math> per cent) in the 12 months to December 2018. This is a reduction of three percentage points compared to the 12 months to December 2017. This is not a statistically significant reduction and therefore the trend current is stable.</p> <p>98. The table below shows the breakdown across the traditional crime types. It is recognised that this does not reflect the current demands placed on policing by its service users. Work is underway to develop improved engagement methods which should help provide insights into how we can learn and improve across our wide range of services.</p>		

		12 month satisfaction level			
		All Groups	Dwelling/ Residential Burglary	Vehicle Crime	Violent Crime
Overall Satisfaction	Dec-14	86%	93%	81%	83%
	Dec-15	84%	90%	82%	81%
	Dec-16	82%	87%	81%	78%
	Dec-17	77%	84%	74%	73%
	Dec-18	74%	76%	67%	78%
Ease of contact	Dec-14	96%	96%	95%	96%
	Dec-15	96%	97%	96%	94%
	Dec-16	92%	93%	92%	92%
	Dec-17	91%	95%	87%	90%
	Dec-18	91%	92%	90%	92%
Time to arrive	Dec-14	91%	97%	90%	87%
	Dec-15	90%	93%	86%	89%
	Dec-16	85%	92%	85%	79%
	Dec-17	83%	87%	82%	78%
	Dec-18	81%	88%	72%	84%
Actions taken	Dec-14	71%	82%	66%	66%
	Dec-15	76%	85%	72%	71%
	Dec-16	70%	79%	63%	68%
	Dec-17	68%	75%	66%	64%
	Dec-18	65%	74%	56%	67%
Investigation	Dec-14	80%	87%	72%	81%
	Dec-15	79%	86%	74%	76%
	Dec-16	73%	79%	69%	71%
	Dec-17	68%	74%	59%	71%
	Dec-18	62%	62%	54%	71%
Keeping informed	Dec-14	80%	89%	75%	76%
	Dec-15	80%	85%	79%	75%
	Dec-16	76%	80%	73%	74%
	Dec-17	68%	73%	62%	70%
	Dec-18	66%	65%	58%	74%
Treatment	Dec-14	95%	97%	95%	92%
	Dec-15	93%	96%	93%	91%
	Dec-16	91%	95%	91%	87%
	Dec-17	91%	96%	89%	87%
	Dec-18	89%	92%	88%	88%

*Victim satisfaction year on year comparisons*

Conviction rates	Q1: 86 per cent Q2: 86 per cent Q3: 86 per cent			

99. The long-term trend for the percentage of convictions in Wiltshire courts is relatively stable.



*Monthly overall conviction rate at all courts in Wiltshire and Swindon*

100. There were 4,369 convictions recorded in the year to December 2018 and 1,070 during quarter three.

101. The overall conviction rate (an average of both magistrate and crown courts in Wiltshire) has remained consistently high for some time.

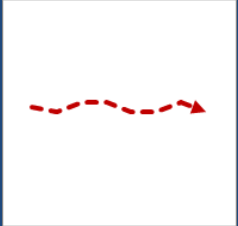
102. The Wiltshire Criminal Justice Board that I chair, are always looking to assure ourselves that a high conviction rate actually represents good performance, reflective of a healthy culture and getting best outcomes for victims.

103. Initial analysis shows that Wiltshire have a higher conviction rate than their peer

forces and also have a higher proportion of crimes that resulted in a charge, summons or TIC.

104. This provides a proxy of what proportions are likely go to court. If we had poor performance or an unhealthy culture we would expect this proportion to be lower than other forces.

105. Further research continues into understanding the attrition rate through the system.

<p>Restorative Justice (RJ)  Level 1</p>	<p>Q1: 117 Q2: 122 Q3: 131</p>	
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106. 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.”*

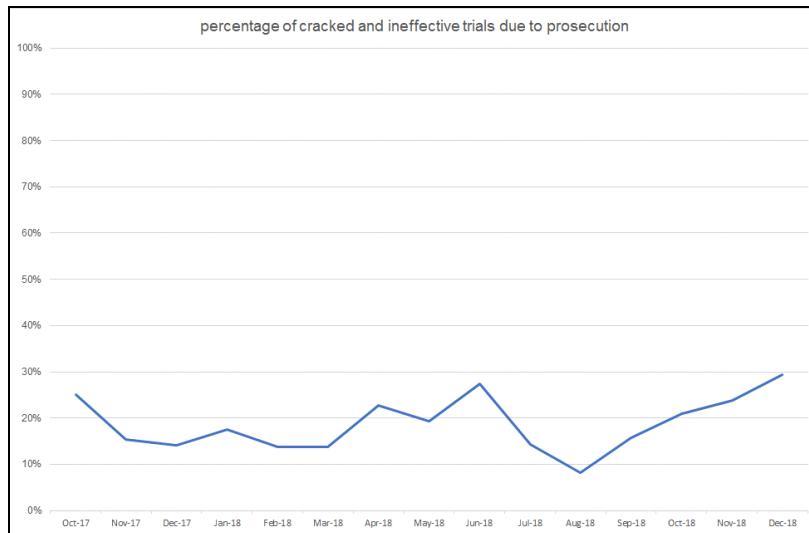
107. During quarter three, 131 community resolutions were issued that included RJ level one and a total of 467 in the 12 months to December 2018.

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

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

<p>Percentage of trials that are cracked and ineffective due to prosecution reasons</p>	<p>Q1: 22 per cent Q2: 12.5 per cent Q3: 24.5 per cent</p>	
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108. There were 245 trials listed during quarter three, of which 140 were cracked or ineffective and 60 of these were due to prosecution reasons.



*Monthly percentage of cracked and ineffective trials due to prosecution reasons*

109. This measure forms part of the Wiltshire Criminal Justice Board (WCJB) performance framework.


110. The proportion of cracked and ineffective trials due to prosecution has risen during quarter three and December in particular. The volume of cracked and ineffective trials in December was 22 which is higher than the monthly average of 16.

111. There are no clear and obvious causes for this increase at this stage, with percentages being affected by small numbers.

112. The performance in this area continues to be monitored for opportunities to improve.



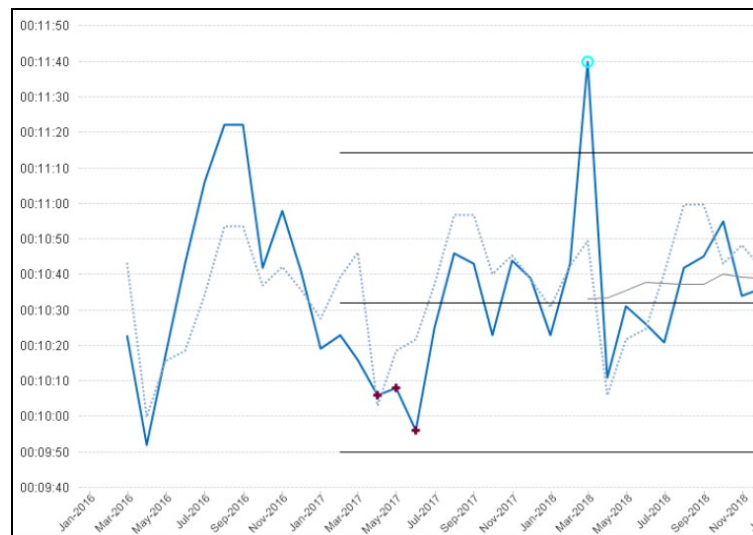
#### 4. Secure a quality police service that is trusted and efficient

Response time (average)	Immediate	Priority	
	Q1: 10 minutes 23 seconds Q2: 10 minutes 36 seconds Q3: 10 minutes 42 seconds	Q1: 52 minutes 21 seconds Q2: 55 minutes 56 seconds Q3: 49 minutes 38 seconds	

113. This measure assesses the average time it takes for Wiltshire Police to arrive at emergency (immediate) and priority incidents.

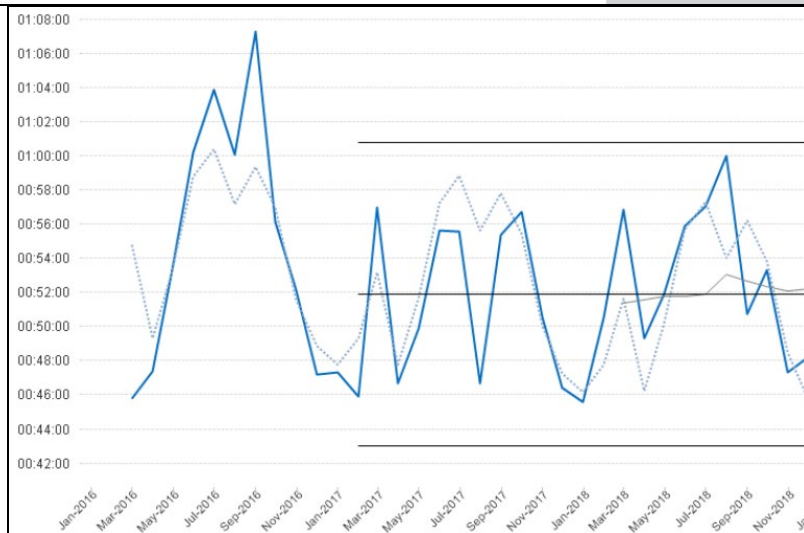
114. The Force attended 4,464 emergency incidents during quarter three and 18,488 in the 12 months to December 2018.

115. The chart below demonstrates that immediate response incidents have been attended on average within 10 minutes and 42 seconds during quarter three.



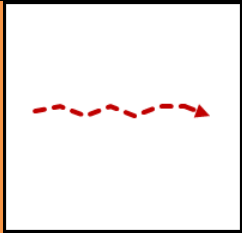
*Average immediate response time by month*

116. The Force attended 8,906 priority incidents during quarter three for which an estimated time of arrival of within one hour is given.

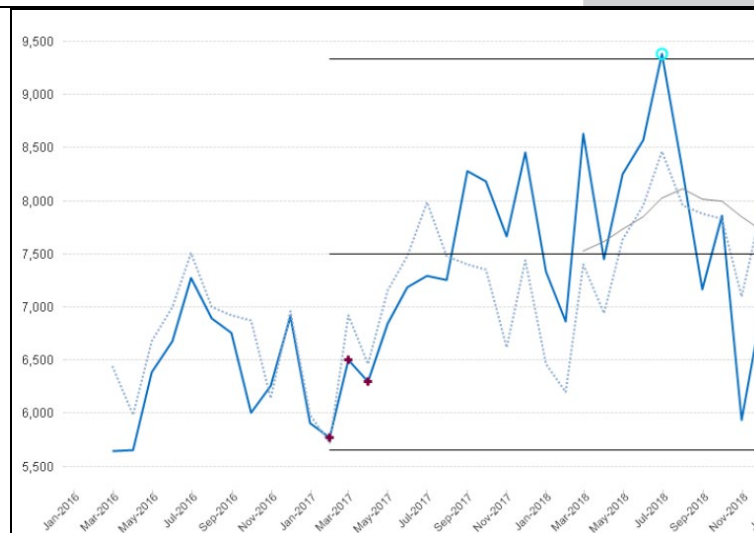


*Average priority response time by month*

- 117. The average time taken to attend a priority incident during quarter three was 49 minutes and 38 seconds.
- 118. In the 12 months to December 2018, 36,895 priority incidents were attended at an average arrival time of 52 minutes 14 seconds.
- 119. This measure demonstrates the consistent ability to be there for the public at their time of need.

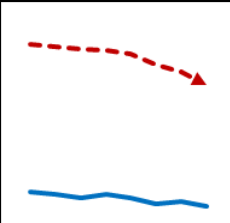
<p>Average time to answer 999 calls</p>	<p>Q1: 4 seconds Q2: 3 seconds Q3: 4 seconds</p>	
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- 120. During quarter three, 20,747 999 calls were received and answered within an average of four seconds.
- 121. This consistent and reliable delivery is against the backdrop of an 8.2 per cent increase in the volume of 999 demand.

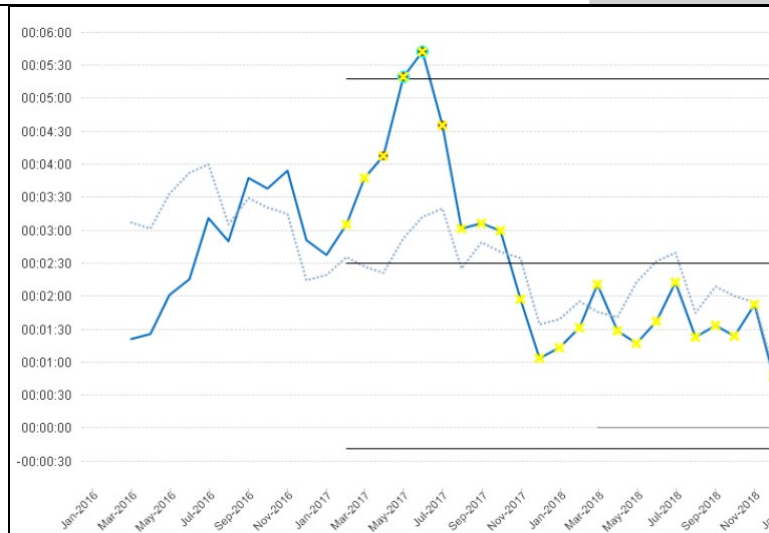


*Volume of 999 calls answered*

- 122. In the year to December 2018, the Force received 92,656 999 calls compared to 85,625 999 calls were received.
- 123. This increase is in line with research which shows that 999 calls are increasing across England.
- 124. Despite this increase, there are no concerns about Wiltshire Police’s capability to answer emergency calls quickly.

<p>Average time to answer Crime and Incident Bureau (CRIB) calls</p>	<p>Q1: 1 minute 28 seconds Q2: 1 minute 43 seconds Q3: 1 minute 21 seconds</p>		
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- 125. A total of 36,116 Crime and Incident Bureau (CRIB) calls were received by Wiltshire Police during quarter three.
- 126. The length of time it takes to answer a CRIB call has significantly decreased compared to the previous year. The trend is below expected forecasts and to similar levels experienced in 2015.



*Average CRIB call answer time*

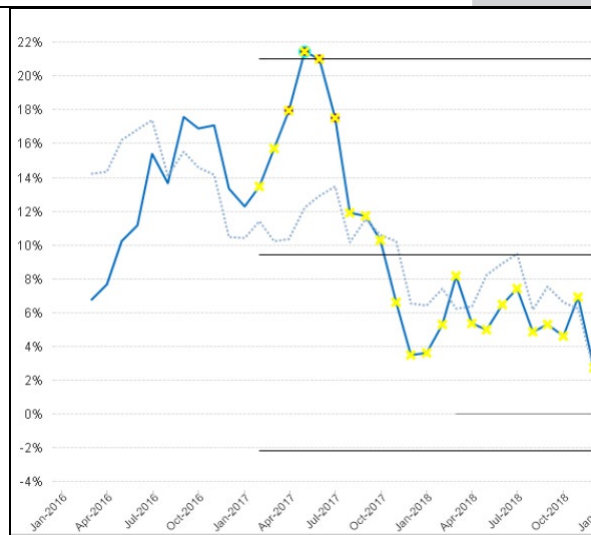
127. This improvement and consistency is reassuring as it has been a key priority for some time.

<p>Crime and Incident Bureau (CrIB) abandonment rate</p>	<p>Q1: 5.6 per cent Q2: 5.9 per cent Q3: 4.8 per cent</p>			
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128. The reduction in the average time to answer a CRIB call has had a significant effect on the number of people who abandon their call before it is answered.

129. The abandonment rate has significantly reduced and performs below expected forecasts.

130. The abandonment rate for quarter three 2018-19 was 4.8 per cent. This is reflective of the improvements made under the Crime and Communications Centre Improvement Programme (CCCIP) and the resourcing which is now better aligned to demand.



*Percentage of CRIB calls abandoned*

131. The rate has been consistently below ten per cent since November 2017. This is a significant improvement and breaks a trend of 18 consecutive months of over ten per cent dating back to April 2016.

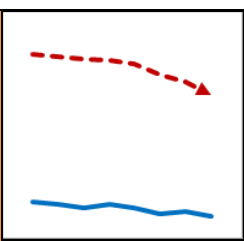
<p>Quality of full files (error rate)</p>	<p>Q1: 1.5 per cent Q2: 0 per cent Q3: 1.2 per cent</p>		
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132. This measure relates to an internal assessment of the quality of full files which the Force submits to the CPS. The CPS will request a full file 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.

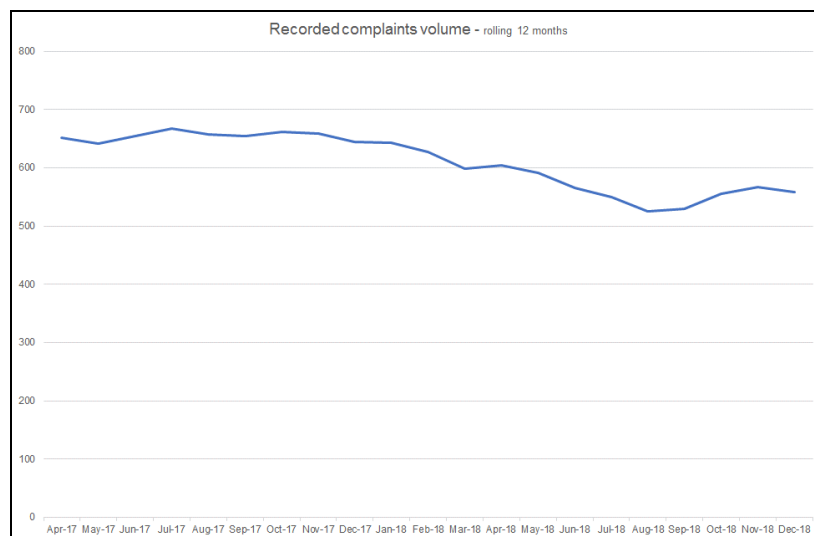
133. Each full file is assessed using 11 file quality measures aligned to the national file standard. If one of those measures does not meet the file standard, the file being reviewed is deemed unsatisfactory.

134. 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.

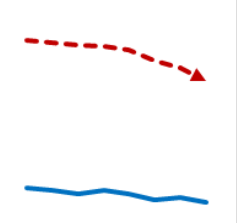
135. There were 173 full files sent to the CPS in quarter three, of which two had an unsatisfactory grading.
136. This measure has been an area of focus for the justice department and is good to see the efforts are being reflected with sustained improvements.

Volume of complaints	Q1: 122 Q2: 131 Q3: 149			
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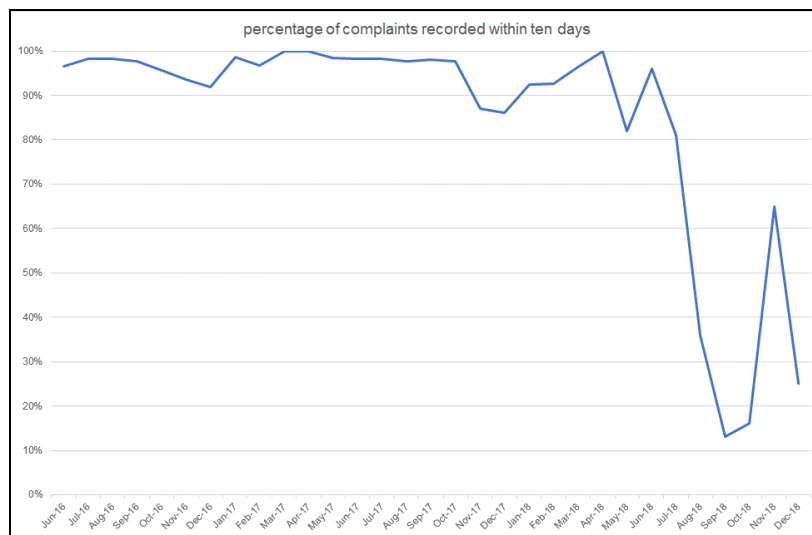
137. There were 149 complaints recorded during quarter three and 559 in the 12 months to December 2018.
138. This represents a 13.2 per cent reduction on the previous year where 644 complaints were recorded.



*Recorded complaint volume rolling 12 months*

<p>Percentage of complaints recorded within 10 days</p>	<p>Q1: 93 per cent Q2: 48 per cent Q3: 33 per cent</p>	
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- 139. The Independent Police Complaints Commission (IPCC) expects complaints to be recorded within ten working days on average.
- 140. The percentage of complaints recorded within ten days has reduced during quarter three to 33 per cent.
- 141. The proportion of complaints recorded within ten days has improved since September when it fell as low as 13 per cent.



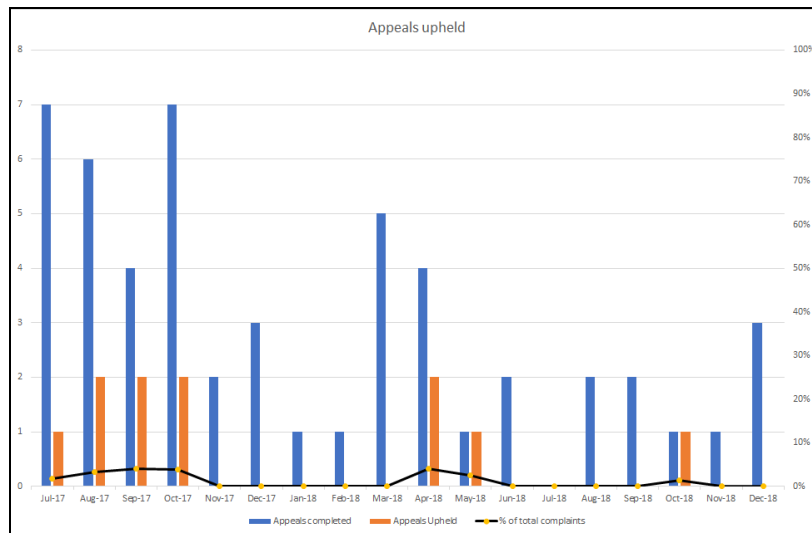
*Percentage of complaints recorded within ten days*

- 142. The average number of days it took Wiltshire Police to record a complaint throughout quarter three was 14 days.
- 143. The reduction in performance is as a result of resourcing challenges.
- 144. The current position will improve during quarter four as there are two new members of staff in post, however a return to the previous levels of performance is not to be

expected in the short term while they learn and develop within their new roles.

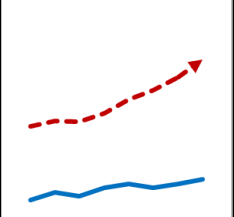
Percentage of complaint appeals upheld	Q1: 43 per cent (7 appeals completed and 3 upheld) Q2: 50 per cent (4 appeals and 2 upheld) Q3: 20 per cent (5 appeals and 1 upheld)	
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- 145. The purpose of this measure is to understand the quality of our complaints investigation process by monitoring the proportion of the appeals that are upheld.
- 146. If the proportion is consistently high, it would indicate that the outcomes from our complaint processes are not effective.
- 147. For quarter three, five appeals were completed and one was upheld.
- 148. Of the 23 appeals completed in the 12 months to December 2018, 4 were upheld. This represents 17 per cent of appeals and 0.7 per cent of the total number of complaints received.



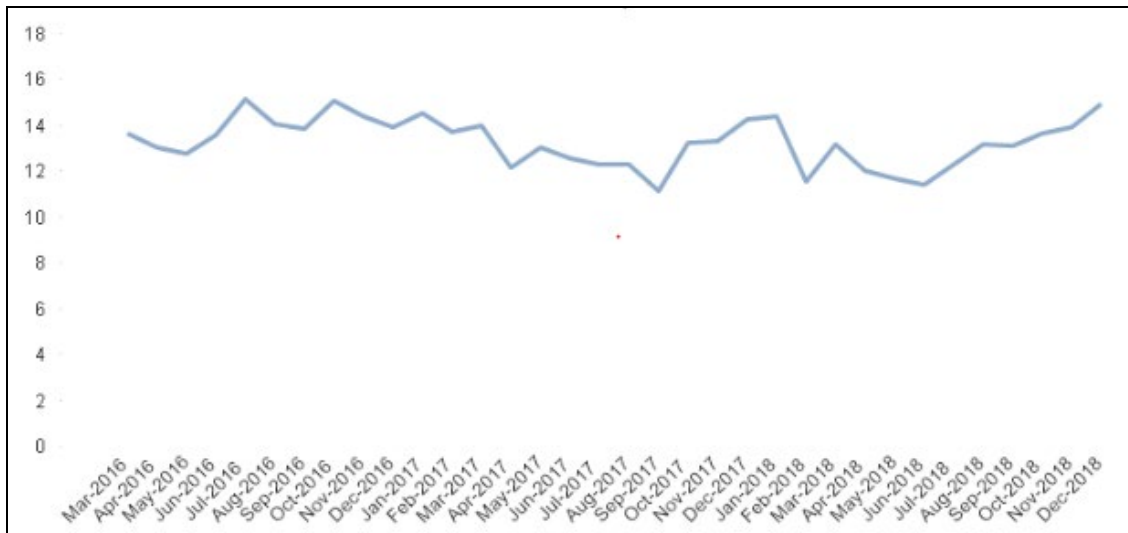
*Force appeals completed and upheld*



<p>Number of actual days lost per person</p>	<p>Year to December 2018 14.9 actual days lost per person</p>	
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149. The current position for sickness data is not one hundred per cent accurate and therefore this section comes with a degree of caution. Internal information suggests that on average there were 14.9 days lost per person in the 12 months to December 2018.

150. Through dip sampling we have established that there are often sickness records still open for people who have since returned to work. The Force is working hard to establish an accurate and reliable version of this data through improved systems and processes.



*Sickness days lost per person – rolling 12 months*

151. This current picture is therefore highly likely to be overinflated.

152. However, the Force has access to management information with which it can tactically and operationally manage the levels of sickness and the welfare of its people.

## Service Delivery Plan Update Priority 3

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

#### Objective one

Ensuring there are high quality services to help victims of crime and reduce harm by:

#### **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 is commissioned by the PCC to provide a coordinated, 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 provides 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 team to deliver the best possible service to victims, ensuring that victims receive emotional and practical support from the appropriate service

provider.

Between April 2018 to February 2019, 3890 victims and witnesses of crime have been offered support from the Horizon team. This has included victims of hate crime, dwelling burglary, sexual offences, domestic violence and violence against the person offences.

Horizon also provide support and guidance to victims and witnesses as part of their court journey, they are currently managing 895 cases at differing stages, incorporating 328 trials and 6936 victims and witnesses.

Following a recent review of support services for vulnerable victims of volume crime, it has been established that a different level of support is required. From 1st April 2019 Horizon will be offering victim referrals to additional support services. Victim Support will continue to provide support for vulnerable victims over 18 and Youth Action Wiltshire support for under 18's. Mobilisation meetings are currently underway to ensure both contract and sharing agreements are in place and that referral pathways are fit for purpose by commence date.

The OPCC has successfully retendered the victim support services in Wiltshire that will provide additional emotional and practical support for victims. Commissioners conducted a comprehensive needs assessment, service user work and market consultation. The new service model meets those needs and considerations following best practice commissioning approaches. The OPCC has commissioned a service for adults, provided by Victim Support and under 18s provided by Youth Action Wiltshire. This approach has enables more bespoke support to be provided to victims since the responsibility was devolved from the MOJ.

This new service has completed contract mobilization and will begin operating on 1 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, Bristol, Gloucestershire, Somerset and Wiltshire 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. To date Wiltshire Police have delivered 414 out of court community resolutions with a restorative element. 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 and staff and the training is now compulsory to all Officers and Staff in Community Policing Teams. To date 571 staff have received level 1 RJ training. In addition thirty officers have also been trained to level 2 alongside other professionals from Councils, HMP, Housing Associations and Schools.

The work of the RJ team has been recognised by the Restorative Justice Council and in November 2017 the team was 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 - COMPLETED**

The OPCC has jointly commissioned this service with National Health England (NHSE) and other SW OPCCs

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 SARC's, 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.

FirstLight are the successful provider of this service in Swindon and has been operating since October 2018.

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

Following a temporary post created within the Swindon and Wiltshire SARC in 2018 to review services for children and young people. The findings have informed the 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 (independent sexual violence advocate) services have been reviewed and additional training has been provided on child trauma and identifying mental health needs.

This has resulted in inclusion in this provision in the recommissioned ISVA service including the provision of a CHISVA (Child Independent Sexual Violence Advocate) to work with children and young people who are victims of sexual offences.

The service working with victims at all levels of risk, families where DA is affecting dependent children and perpetrators who need support to change behaviour. Refuge places are available. The project started on 1st April 2018 and runs for 3 years with options to extend for a further 2 years. This commissioning work is done in partnership with Wiltshire Council and performance monitoring meetings are held quarterly.

The domestic abuse service provided by Splitz Support Services in partnership with Green Square and Salisbury Women's Refuge also supports victims of Sexual Abuse across Swindon and Wiltshire.

### **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 2019 reviewed 13 cracked cases and nine ineffective trails that occurred during October, November and December 2018. The meetings are beneficial in providing insight around each partner agency, and the pressures they face, and areas for improvement including best practice are identified and shared with partner agencies.

### **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 remotely provide evidence for trials listed in the magistrate's court and this is now considered standard practice throughout the force resulting in considerable savings in the amount of time officers are required to attend court in person.

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.

The use of virtual courts is also regarded as business as usual for remanded prisoners with a significant number being heard by virtual courts in both Swindon and Melksham Police stations.

The Force has also significantly invested in Body Worn Video Cameras (BWV) which were introduced to protect front line staff and assist with evidence gathering. The

original cameras are due to be replaced in the next few months with an upgraded version that has greater recording capacity and a more durable battery, this will then enable our staff to use the devices for conducting suspect interviews at a variety of locations. 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.

## **Objective two**

### **Stopping people from becoming victims by preventing offending and reoffending**

#### **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.

In January 2019 the IOM working group formed a tactical plan promoting a fresh approach to IOM. Placing greater emphasis on the criminogenic needs of offenders, the working group will be working with partners to rehabilitate those individuals that pose the greatest risk of harm to our communities and providing a local solution to local problems. Following the meeting it was agreed that the process for selecting

offenders would be adjusted to include current intelligence and closer alignment to the Control Strategy for Wiltshire. In addition the working group is undertaking a review to ensure that Wiltshire is best placed to track IOM success. This will link directly to identifying appropriate services to commission.

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

Wiltshire Youth Offending Team (YOT) work with young people between the ages of 10 and 18 who display anti-social and/or offending behaviour, and are subsequently dealt with through the Criminal Justice System. YOT tries to prevent further offending by addressing the factors associated with offending. The YOT's primary aims include giving young people positive opportunities and support to feel they are valued, productive members of the community as well as the opportunity to repair the harm they have caused. YOT's work is underpinned by the principles of restorative justice, and the key objective of the service is to offer practical advice, support and direct case work to prevent issues escalating and requiring statutory intervention.

The YOT is multi-disciplinary and is made up of Social Workers, Youth Justice Workers, a Police Officer and Police Staff, Education Welfare Officer, NEET PA (Not in Education Employment or Training Personal Advisor) , HSB Co-ordinator ( Harmful Sexual Behaviour ) and Probation Officers. YOT works in partnership with other services including Motiv8 - substance misuse service, CAMHS - Children and Adolescent Mental Health Service and Children's Care.

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 has 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.

The Youth Restorative Intervention (YRI) panel was launched forcewide on the 4<sup>th</sup> February 2019. The YRI panel forms part of an ongoing programme to improve the early intervention offered to young people and is a big step towards achieving better outcomes for youths coming to Police notice.

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

As part of the commissioned service with Wiltshire Council, there is a small perpetrator programme in which providers and commissioners are developing their approach. National evidence and pilot programmes are also being conducted to inform and develop the evidence base. Currently only areas selected by the MOJ are being allowed to develop these programmes as part of a criminal justice intervention.

At the recent High Sheriff's conference on domestic abuse, perpetrator work has been identified as a national and local area for development.