Office of the Police and Crime Commissioner for Wiltshire and Swindon

Quarter Four 2018-19 (1 January to 31 March 2019)

For Police and Crime Panel meeting 6 June 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:

HMICFRS Inspections

On 2nd May 2019, PEEL: Police Effectiveness, Efficiency, and Legitimacy 2018/19 An Inspection of Wiltshire Police was published, by HMICFRS. I am delighted to say that once again Wiltshire has maintained its Good rating for all of the three pillars: Effectiveness, Efficiency, and Legitimacy.

I want to congratulate the Chief Constable, his officers and staff for once again providing a consistently good service to the public. This was at the same time dealing with the exceptional pressures of the 2018-19. It demonstrates not only that the Force provide a good service, but that we have the leadership, capability and staff to response to the most challenging threats to the public.

Within the PEEL inspection the HMICFRS identified that the Force does need to make some improvements to its response to serious and organised crime (SOC). The force understands the threats from SOC. It maps all organised crime groups promptly and has organised crime problem profiles, which it shares with other partner organisations. The force's community-based work aims to tackle knife crime, child exploitation, youth

violence, anti-social behaviour, street drug-dealing and running, and gang-related behaviour.

Wiltshire Police do need to improve its approach to lifetime offender management and understand the disruption impact its investigations are having on organised crime groups.

The Chief Constable has developed a plan to address the areas for improvement, of which I will hold him to account to deliver.

The full report can be viewed at www.justiceinspectorates.gov.uk/hmicfrs/

Stablisation of recorded crime

I would like to identify the continued statilisation of recorded crime in 2018/19. As an objective to improve public trust that every crime reported, members will recall Wiltshire Police made significant improvements in ethical crime recording. Our crime compliance level of between 90-95 percent demonstrates Wiltshire Police do ethically record crime.

Members will recall I assured them and the public that Wiltshire's improvements were made in advance of other police forces. Over 2018/19 Wiltshire has seen crime stabilise and where other areas have continued to see rises. I would ask members to note that Wiltshire has the lowest rate of crime with its areas comparators.

The greatest reductions have been in the areas of burglary and vehicle crime. I am satisfied that the governance of the Force is working correctly as these are areas where I identified performance challenges, asked the Chief Constable to address and improvements have been made.

Sustained improvements of immediate, priority and 101 response rates

Members will note previous quarters improving response rates across Wiltshire Police. This has continued and despite increased demand. This was a matter of public concern and the improvements are most welcome. This is in contrast to many other Forces in the country where all responses rates have been increasing and 101 operating hours have been reduced. The force continues to implement its improvement programme and I will continue to monitor its delivery.

Deployibility

For some time now, the analysis and overview of the resources within our CPTs has been demonstrated to the Police and Crime Panel. We continue to develop and improve our approach and this is the first time that this section features as part of the main performance report. Previous reports on this topic are available on the Police and Crime

Panel website, which provide extensive detail on the types of abstractions involved in our CPTs.

Within this report effort has been made to simply language and present the infoamtion clearly and in plain english. The revisions hopefully make it clearer the range of CPT resoucres avaialbe as well as fully operational police constables ready to deploy in each area.

I am pleased that the Chief Constable recognises that this information is of critical importance to both the force, the public and I.The additional focus and resources to understand and improve these levels are positive and I will continue to monitor these with the Chief Constable.

Angus Macpherson
Police and Crime Commissioner for Wiltshire and Swindon
May 2019

Performance dashboard Key
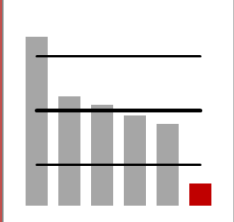
Key to Symbols

	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 Disrete 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 Disrete 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

Measure	Data	Infographic	Context
Crime volume	10,645		Reduction on the previous year and significantly lower than peers
Crime recording compliance	95.1%		Significant improvement
Cyber flagged + Key word	769		Increasing trend
Hate crime volume	125		Year on year increase driven by exceptional months during quarter one
Outcome ratio*	16.3%		* note term change from rate to ratio. Improving and above national average for all crime types
ASB volume	3,689		Stabling following significant long term reductions (linked with crime recording volumes)
Overall confidence with the police in this area	79.1%		High public confidence
KSI- Collisions	243*		*12 months to July 2018
Special Constables hours deployed	18,726		Stable trend showing new expected capability
Number of Volunteers in post	168		Stable

Priority 2: Protect the most vulnerable in society

Measure	Data	Infographic	Context
S136 Arrests	64		Increasing trend
Number of Missing Individuals	406		Stable trend
Volume of CSE crimes	37		Stable trend
Volume of DA Crime (ACPO defined)	1,631		Increasing trend
Volume of Sexual Offences (Recent / Non Recent)	400		Significantly lower than peers

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

Measure	Data	Infographic	Context
Satisfaction of victims with the whole experience	76%		Improving
Satisfaction with being kept informed	64%		Stable following significant reduction
Satisfaction with ease of contact	92%		Improving
Satisfaction with treatment	90%		Improving
Conviction rates	88%		Stable and high
Restorative Justice level 1	146		Increasing volume
% of cracked or ineffective trials due to prosecution	26%		Worsening trend

Priority 4: Secure a quality police service that is trusted and efficient

Measure	Data	Infographic	Context
Immediate response time	10mins 37sec		Consistently good
Priority response time	49mins 52sec		Consistently good
Average time to answer 999 call	3 sec		Consistently good
Average time to answer CrIB call	1min 4sec		Improvement sustained
CrIB Abandonment rate	3.3%		Improvement sustained
Quality of full files (error rate)	0.5%		Constently low error rate
Volume of complaints	210		Stable year on year
% Complaints recorded within 10 working days	40%		Improving
Complaints average number of days to record	15.3 days		Improving
Percentage of appeals upheld	20%		Long term stable picture
Number of actual days lost per person (rolling 12 months)	13.8		Increasing trend

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 Q4: 10,645 – 43,246 rolling 12 months	

1. There were 10,645 crimes recorded during quarter four and 43,246 in the 12 months to March 2019.

2. This represents a reduction of 317 recorded crimes (0.7 per cent) compared to the previous 12 months.

3. The recorded crime rate per 1,000 population for Wiltshire in the year to March 2019 is 60.3 crimes. This is significantly below the most similar group (MSG) average of 72.4 crimes per 1,000 population as shown in the chart below:
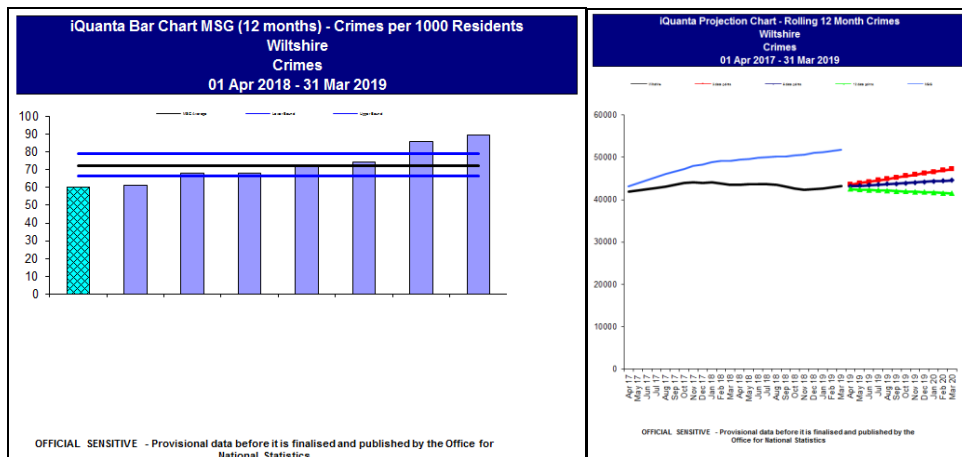
All crime up to March 2019 – most similar group (MSG) position

4. The latest national crime statistics publication[1] 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.

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[1] Crime in England and Wales: year ending December 2018 -
https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingdecember2018

5. Police recorded crime has increased nationally by 7 per cent in the 12 months to December 2018 and 1 per cent regionally.

6. The Crime Survey of England and Wales estimates that actual instances of crime has remained stable compared to the previous year.

Figure 1: Crime estimated by the survey has not changed significantly over the last year

England and Wales, year ending December 1981 to year ending December 2018
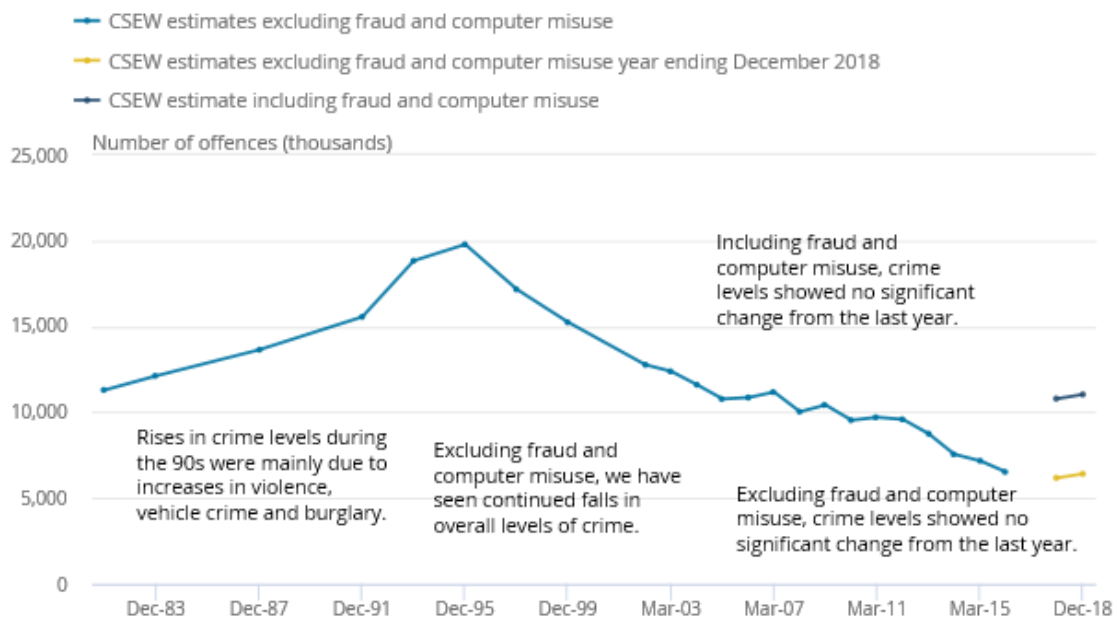
Source: Office for National Statistics - Crime Survey for England and Wales

7. In the 12 months to December 2018, Wiltshire is one of only seven forces to have reported reductions in their volumes of recorded crime.

8. Wiltshire are approximately 18 months ahead of the national trend as predicted within previous performance reports.

9. My press release on this publication can be accessed via my website[2].

10. 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.

11. The table below provided a breakdown on crime group volumes for 2018-19 compared to 2017-18.

Crime Category	Crime Sub Group	2017-18	2018-19	Volume Change	% Change
All Crime		43,563	43,246	- 317	- 0.7%
Violence Against The Person		13,151	14,481	+ 1,330	+ 10.1%
	Homicide	2	2	=	=
	Violence WITH Injury	5,724	5,790	+ 66	+ 1.2%
	Violence WITHOUT Injury	7,425	8,689	+ 1,264	+ 17.0%
Sexual Offences (All)		1,677	1,645	- 32	- 1.9%
Robbery (All)		293	314	+ 21	+ 7.2%
	Robbery (Business)	27	32	+ 5	+ 18.5%
	Robbery (Personal)	266	282	+ 16	+ 6.0%
Burglary (All)		4,081	3,129	- 952	- 23.3%
	Burglary (Business & Community)	1,296	1,168	- 128	- 9.9%
	Burglary (Residential)	2,785	1,961	- 824	- 29.6%
Shoplifting		4,189	4,468	+ 279	+ 6.7%
Vehicle Offences		3,807	2,752	- 1,055	- 27.7%
	Theft from a Vehicle	2,477	1,659	- 818	- 33.0%
	Theft of a Vehicle	693	616	- 77	- 11.1%
	Vehicle Interference	637	477	- 160	- 25.1%
Theft from the Person		396	359	- 37	- 9.3%
Bicycle Theft		913	862	- 51	- 5.6%
All Other Theft Offences		4,429	4,477	+ 48	+ 1.1%
Criminal Damage & Arson		6,089	5,734	- 355	- 5.8%
Public Order Offences		2,454	2,791	+ 337	+ 13.7%
Possession of Weapons Offences		273	341	+ 68	+ 24.9%
Drug Offences		1,021	1,151	+ 130	+ 12.7%
	Drugs (Trafficking)	212	220	+ 8	+ 3.8%
	Drugs (Possession)	809	931	+ 122	+ 15.1%
Miscellaneous Crimes Against Society		790	742	- 48	- 6.1%
Racially/Religiously Aggravated Offences		400	391	- 9	- 2.3%

Crime group volume comparison to previous year up to March 2019

12. Please note that there are minor variations between internal and published crime figures due to our internal figures being a live data set.

13. Wiltshire's crime rates are below the national average for all crime types with

https://www.wiltshire-pcc.gov.uk/article/4430/Crime-stats-latest-quarterly-figures

exception of shoplifting and bicycle theft, both of which remain in line with the national average.

14. Wiltshire has a significantly low overall crime and violence against the person crime rate (both 6th nationally), the 2nd lowest most serious violence rate and 7th lowest sexual offences rate.

15. The trend in Wiltshire for the volume of burglary and vehicle offences is significantly better than the national trend and the most improved in the country.
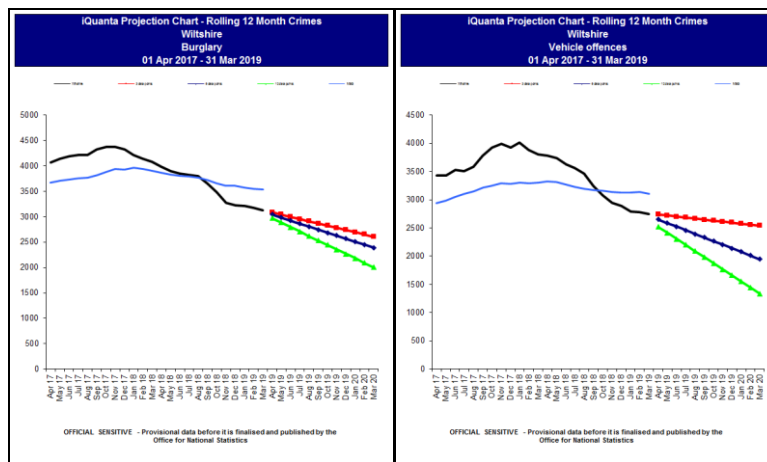
Burglary and vehicle offences – rolling 12 months

16. The volume of knife crime in Wiltshire has remained stable in the 12 months to December with 280 (compared to 278 the previous 12 months).
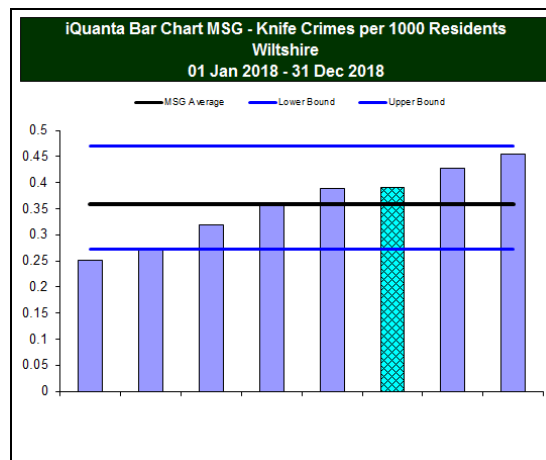
Knife crime up to March 19 – MSG position

17. A vast amount of time and effort has been spent on tackling knife crime in Wiltshire.

In March, Wiltshire joined other police forces across the country with another Operation Sceptre.

18. Op Sceptre was launched by the Metropolitan Police in 2015 in response to knife crime and has been adopted nationally to raise awareness of the growing trends, with the overall aim of reducing knife crime and the harm it causes to individuals, their families and the wider community.

19. Over the last year we have seen significant media coverage about the rise in knife crime in the Metropolitan Police area and a number of fatal stabbings. Although not an issue in Wiltshire, reports of localised incidents across the county have changed the public's perception of knife crime and are likely to have increased their worry and fear. Also, the low volume of knife crime in our county does not mean we should become complacent about the threat – it still happens here.

20. As a Force we have supported the Op Sceptre awareness week for the past four years. In September 2018 we held a successful knife amnesty where over 430 weapons were handed in.

21. Our focus between Monday 11th - Sunday 17th March 2019, included:

    i.   Increased activity carried out throughout the week with schools in Swindon and Wiltshire as well as increased proactive activity, including the use of metal detectors, knife arches and publicity vans which our Police Cadets will be helping with.

    ii. Social media messages highlighting Op Sceptre and how the public can help tackle knife crime alongside the police.

    iii. In light of recent events in Trowbridge there was some focused activity there and this was reflected in social media posts and media releases at the end of the week.

    iv. General public engagement in local CPT areas to support education/engagement where possible.

22. I attach a link to my blog about Operation Sceptre and my view that knife crime has to be tackled at the cause[3].

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[3] https://www.wiltshire-pcc.gov.uk/article/4232/Knife-crime-has-to-be-tackled-at-the-cause

Deployability	CPT resource level: 88.0% PC deployibility: 70.6%	

Definitions

23. Before discussing the recent figures, it is important to update the panel on developments in relation to definitions. Previously the term deployability has been used to describe all those resources within a Community Policing Team that add to the model (removing long-term abstractions). This included PCs, PCSOs, LCIs, Sergeants and Specials, as well as those that are partially contributing to the model (staff who are abstracted from full duties, are awaiting to go on maternity leave, or are acting as a tutor for student officers).

24. This will now be called the **CPT Resource Level,** which describes the proportion of the budgeted CPT that are able to provide a local service.

25. The **Deployability Level** will now be used to describe those PC's that can be fully deployed to incidents. This is important to differentiate as there are certain demands which can only be performed by fully deployable PCs, such as providing an immediate response at any time of the day. A team can have a strong CPT Resource Level, but without an accompanying good Deployability Level, the model and basic policing function will fail to perform effectively.

Scorecards

26. The below table displays the performance of resource levels across the CPT areas of Wiltshire and Swindon in May 2019. There have been some alterations since the last table, which include the PC deployability breakdown (purple columns) and the total number of partially deployable staff (red column).

27. The total CPT Resource Level is relatively high at 87.4% which is the highest it has been since starting the calculations in May 2018. However the PC Deployability is low at 70.6%. As previously outlined, the Force aims for a figure above 75% to demonstrate good performance.

28. The   latest

CPT Area	CPT Budget FTE	Includes all fully fit and partially deployable staff		Not Deployable						Total staff that are not fully fit, but are able to add value to CPT	Total number of fully fit PCs		Specials
		All Staff Contributing to the Model	CPT Resource %	Total, of which:	Vacancies	Long-Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Partially Deployable	Deployable PCs	PC Deployability %	
Swindon CPT North	125	104	83.2%	21	10	8	0	2	1	17	50	64.9%	94
Swindon CPT South	127	114	89.8%	13	6	4	1	0	2	14	58	71.6%	
Wiltshire CPT North	104	92	88.5%	12	7	0	0	0	5	12	50	78.1%	34
Wiltshire CPT West	130	117	90.0%	13	5	4	4	0	0	19	57	74.0%	47
Wiltshire CPT East	57	50	87.7%	7	4	1	2	0	0	3	25	73.5%	20
Wiltshire CPT South	124	110	88.7%	14	5	3	3	0	3	23	51	64.6%	37
TOTAL	667	587	88.0%	80	37	20	10	2	11	88	291	70.6%	232 +14 HQ Specials = 246

breakdown of CPT resources does include the new budgeted figure following the increasing precept, which moves from 645 to 667. These resources were distributed across the County using the demand formula which has been presented to the Police and Crime Panel in the past.

29. The graph below shows the movement over the last year of the CPT Resource Level, which has been increasing since August 2018.
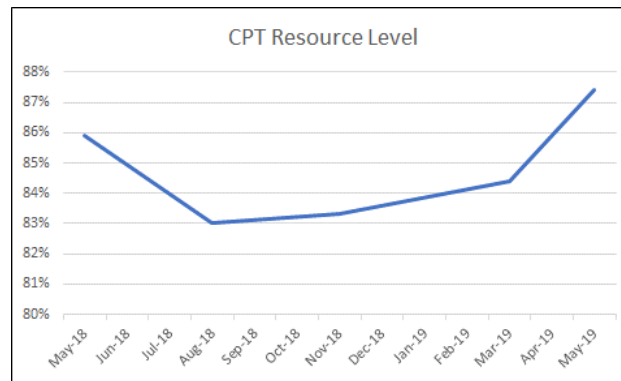
CPT Resource Level

30. The CPT Resource Level has a healthy range of only eight percentage points, being well spread across the Force area with Wiltshire North the highest at 90.4% and Swindon North the lowest at 82.4%. In addition to Swindon North having a low CPT Resource Level, but their PC Deployability Level is the second lowest with 27 PCs that are not fully deployable.

31. The following table displays resource status by position/rank:

FORCE	CPT Budget FTE	Includes all fully fit and partially deployable staff		Not Deployable						Total staff that are not fully fit, but are able to add value to CPT	Total number of fully fit PCs	
		All Staff Contributing to the Model	CPT Resource %	Total, of which:	Vacancies	Long-Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Partially Deployable	Deployable PCs	PC Deployability %
SGT	55	54	98.2%	1	0	0	0	0	1	3		
CON	412	356	86.4%	56	20	19	6	2	9	65	291	70.6%
LCI	69	55	79.7%	14	10	1	2	0	1	3		
PCSO	131	122	93.1%	9	7	0	2	0	0	17		
TOTAL	667	587	88.0%	80	37	20	10	2	11	88		
	Number	Hours (Jan - Mar)		Hours per person per month								
Specials	246	16825		22.80								

32. The following table displays resource status by position/rank:

Recruitment

33. There are currently 20 PC vacancies within CPT which are ready to be filled by the intake of 18 in January 2019, and 20 in May 2019. Due to the time it takes to train new staff and for them to complete their tutorship, they do not become fully 'deployable' until six months later.

34. The Panel will remember the large intakes that were completed a couple of years ago where Wiltshire had a very proactive campaign which brought in 70 student officers. This was done at a time when other Forces in the region were not recruiting. Recently we have seen our officers transfer to neighbouring forces which creates challenges gaps which take a long time to fill.

35. The Force has a comprehensive recruitment profile which takes into consideration estimated leavers and required numbers in the future, but the unpredictable elements such as leavers, recruitment volumes and unknown retirements, makes the process more challenging.
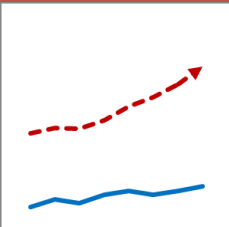
Internal focus

36. Recently, the Force has been placing more focus on the PC deployability figures. A group has been set up in order to improve the deployability percentage, prepare for the high-demand summer period, and protect the health, safety and wellbeing of our staff.

37. This is in the early stages, however internal processes are being reviewed in order to utilise the wide range of skills and staff we have in the whole organisation, and protect CPT in internal moves at a time when resources are an area of focus.

38. Development is taking place to understand even more about the staff we have within CPT, specifically those that are on a short term abstraction. This has not been possible before but will be a significant step forward in completing the understanding of available resources within a CPT. An update on this will be provided at the September panel meeting.

39. A further detailed breakdown by CPT area, role and long-term abstraction is available below:

Swindon CPT North

	CPT Budget / FTE	All Staff Contributing to the Model	CPT Resource %	Not Deployable — Total, of which:	Vacancies	Long-Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Partially Deployable	Deployable PCs	PC Deployability %
Swindon CPT North	125	104	83.2%	21	10	8	0	2	1	17		
SGT	10	10	100.0%	0	0	0	0	0	0	0		
CON	77	62	80.5%	15	4	8	0	2	1	12	50	64.9%
LCI	13	9	69.2%	4	4	0	0	0	0	1		
PCSO	25	23	92.0%	2	2	0	0	0	0	4		

	Number	Hours (Jan – Mar)	Hours per person per month
Specials Swindon	94	6496	23.04

Swindon CPT South

	CPT Budget / FTE	All Staff Contributing to the Model	CPT Resource %	Not Deployable — Total, of which:	Vacancies	Long-Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Partially Deployable	Deployable PCs	PC Deployability %
Swindon CPT South	127	114	89.8%	13	6	4	1	0	2	14		
SGT	10	10	100.0%	0	0	0	0	0	0	1		
CON	81	70	86.4%	11	4	4	1	0	2	12	58	71.6%
LCI	13	11	84.6%	2	2	0	0	0	0	0		
PCSO	23	23	100.0%	0	0	0	0	0	0	1		

	Number	Hours (Jan – Mar)	Hours per person per month
Specials Swindon	94	6496	23.04

Wiltshire CPT North

	CPT Budget / FTE	All Staff Contributing to the Model	CPT Resource %	Not Deployable — Total, of which:	Vacancies	Long-Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Partially Deployable	Deployable PCs	PC Deployability %
Wiltshire CPT North	104	92	88.5%	12	7	0	0	0	5	12		
SGT	10	9	90.0%	1	0	0	0	0	1	0		
CON	64	59	92.2%	5	2	0	0	0	3	9	50	78.1%
LCI	9	6	66.7%	3	2	0	0	0	1	0		
PCSO	21	18	85.7%	3	3	0	0	0	0	3		

	Number	Hours (Jan – Mar)	Hours per person per month
Specials	34	3099	30.38

Wiltshire CPT West

	CPT Budget / FTE	All Staff Contributing to the Model	CPT Resource %	Not Deployable — Total, of which:	Vacancies	Long-Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Partially Deployable	Deployable PCs	PC Deployability %
Wiltshire CPT West	130	117	90.0%	13	5	4	4	0	0	19		
SGT	10	10	100.0%	0	0	0	0	0	0	1		
CON	77	69	89.6%	8	3	4	1	0	0	12	57	74.0%
LCI	17	14	82.4%	3	1	0	2	0	0	1		
PCSO	26	24	92.3%	2	1	0	1	0	0	5		

	Number	Hours (Jan – Mar)	Hours per person per month
Specials	47	2284	16.20

Wiltshire CPT East

	CPT Budget / FTE	All Staff Contributing to the Model	CPT Resource %	Not Deployable — Total, of which:	Vacancies	Long-Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Partially Deployable	Deployable PCs	PC Deployability %
Wiltshire CPT East	57	50	87.7%	7	4	1	2	0	0	3		
SGT	5	5	100.0%	0	0	0	0	0	0	0		
CON	34	28	82.4%	6	4	1	1	0	0	3	25	73.5%
LCI	5	5	100.0%	0	0	0	0	0	0	0		
PCSO	13	12	92.3%	1	0	0	1	0	0	0		

	Number	Hours (Jan – Mar)	Hours per person per month
Specials	20	949	15.82

Wiltshire CPT South

	CPT Budget / FTE	All Staff Contributing to the Model	CPT Resource %	Not Deployable — Total, of which:	Vacancies	Long-Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Partially Deployable	Deployable PCs	PC Deployability %
Wiltshire CPT South	124	110	88.7%	14	5	3	3	0	3	23		
SGT	10	10	100.0%	0	0	0	0	0	0	1		
CON	79	68	86.1%	11	3	2	3	0	3	17	51	64.6%
LCI	12	10	83.3%	2	1	1	0	0	0	1		
PCSO	23	22	95.7%	1	1	0	0	0	0	4		

	Number	Hours (Jan – Mar)	Hours per person per month
Specials	37	1901	17.13

Crime recording compliance rate	Q1: 89.1 per cent Q2: 93.8 per cent Q3. 86.7 per cent Q4: 95.1 per cent	

40. 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.

41. 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.

42. 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.

43. 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.

44. The audit during March 2019 identified that 95.1 per cent of crimes and incidents were compliant with national crime recording standards (NCRS) and Home Office counting rules (HOCR).

45. With the CIVU fully resourced since December 2018, I anticipated seeing improvements in this area during quarter four. It is pleasing to see the marked improvement on previous quarter's performance.

| 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
Q4: 769 crimes – 2,914 rolling 12 months | |

46. 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." [1]

47. 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.
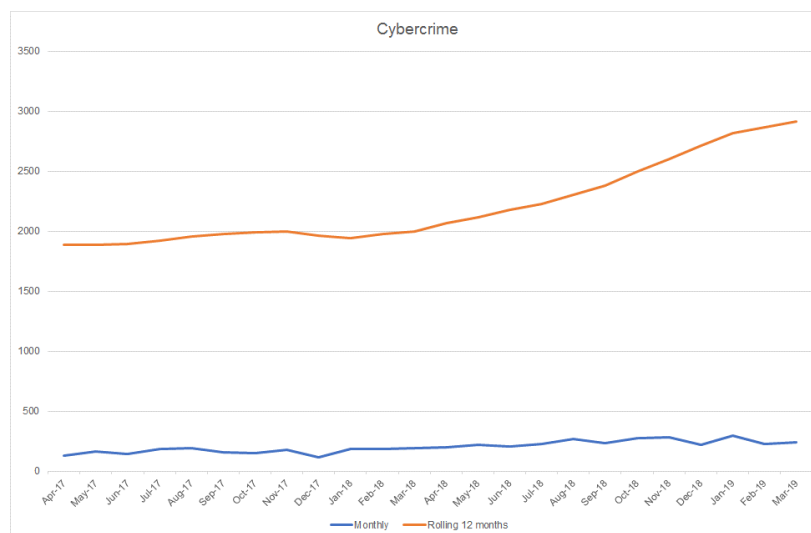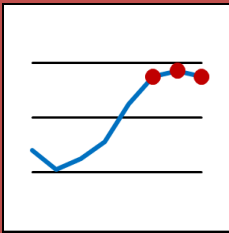

Cybercrime monthly and rolling 12 months volume up to March 2019

48. In Wiltshire during quarter four there were 769 cybercrimes recorded and 2,914 crimes reported in the 12 months to March 2019. This is a 46% increase on the previous year.

49. The increasing trend in cybercrime is partly driven by improved flagging and identification of cybercrime. However, it primarily reflects the changing nature of demand being placed upon the policing service locally and nationally.

50. The most common reported cybercrimes are stalking and harassment, sexual offences and public order. It must be noted that this refers to cyber enabled or cyber dependent crime excluding fraud, which is centrally reported via ActionFraud.

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

Hate crime	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 Q4: 125 hate crimes – 684 crime rolling 12 months	

51. The overall volume of hate crime reported has remained relatively stable for the last two years. There were 684 hate crimes reported in the year to March 2019. This compares to 535 hate crimes in the year to March 2018 (an increase of 149 crimes; 27.9 per cent).
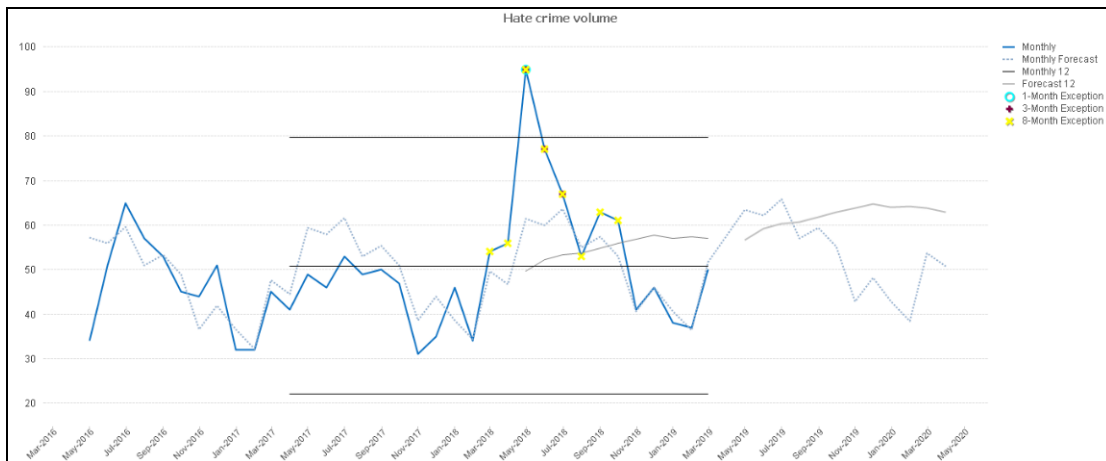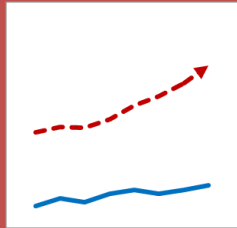

Hate crime to March 2019

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

| Hate Crime Type	2017-18	2018-19	Vol. Change	% Change
Prejudice - Disability	38	63	25	66%
Prejudice - Racial	442	487	45	10%
Prejudice - Religion	37	25	-12	-32%
Prejudice - Sexual orientation	55	92	37	67%
Prejudice - Transgender	10	26	16	160%

Hate crime by strand to March 2019

53. 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.

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

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

56. As a result of Brexit and the incident in New Zealand, which occurred during this reporting period, these submissions were being made daily.

57. There are no exceptions of concerns with quarter four figures.

Positive Outcome ratio*	16.3 per cent rolling 12 months	

*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.

58. In the year to March 2019, 7,039 crimes have been detected (positive outcome). This represents a three per cent increase on the 6,847 detection the previous year.

59. This represents a positive outcome ratio of 16.3 per cent and is above the most similar group average of 15.1 per cent and in line with peers.
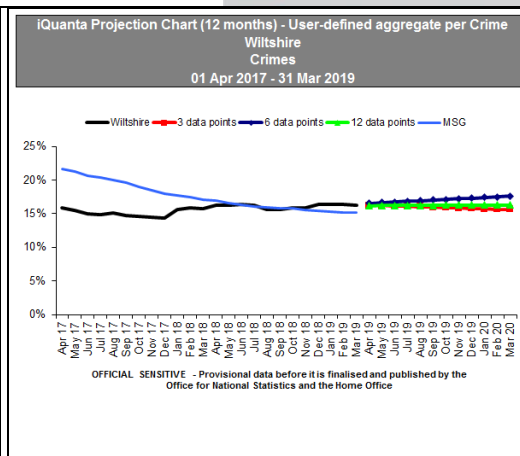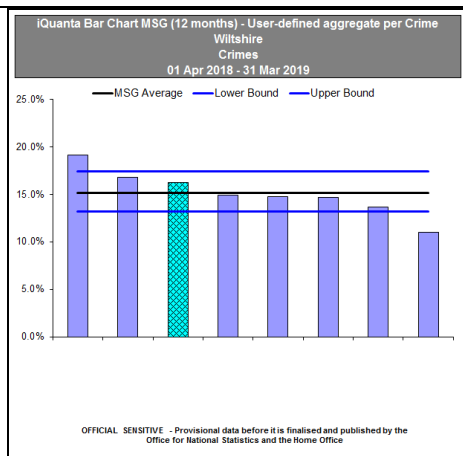
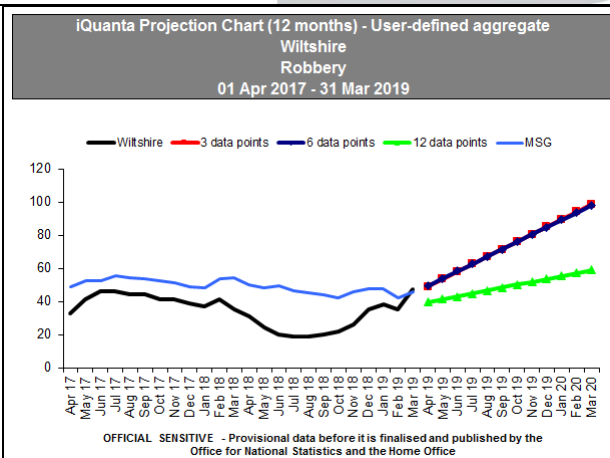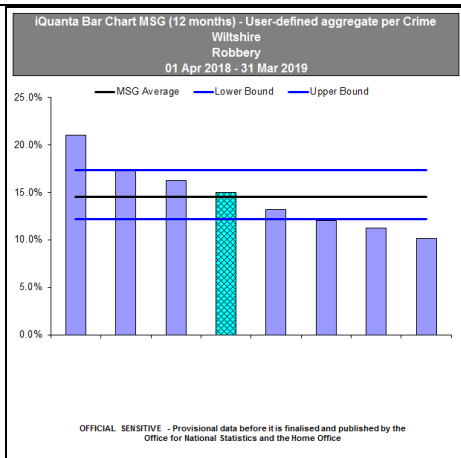*Positive outcome ratio up to March 2019 – most similar group (MSG) position*

60. Forces nationally are seeing their outcome ratio decline and this is mostly correlated with increased crime recording compliance.

61. Wiltshire are now above the national average for all crime types as shown in the table below.

Crime Group	Crime Volume	Positive Outcome Volume	Positive Outcome %	MSG	England & Wales
VAP	14481	2043	14.1%	13.4%	13.0%
Shoplifting	4468	1672	37.4%	37.2%	28.9%
Drug Offences	1151	882	76.6%	76.4%	74.7%
Criminal Damage & Arson	5734	646	11.3%	10.8%	9.5%
Public Order Offences	2791	507	18.2%	16.9%	13.2%
All Other Theft Offences	4477	295	6.6%	5.4%	3.8%
Miscellaneous Crimes Against Society	742	251	33.8%	23.0%	20.4%
Burglary	3129	217	6.9%	8.3%	6.3%
Sexual Offences	1645	154	9.4%	9.4%	8.1%
Vehicle Offences	2752	118	4.3%	5.3%	2.9%
Racially/Religiously Aggravated Offences	391	88	22.5%	21.3%	16.7%
Bicycle Theft	862	51	5.9%	4.5%	2.5%
Robbery	314	47	15.0%	14.6%	9.6%
Theft from the Person	359	11	3.1%	2.9%	1.8%

*Positive outcome ratio by crime type – up to March 2019 in order of volume*

62. The robbery trend has improved during quarter four, as predicted within the previous performance report.

Robbery positive outcome ratio most similar group position and trend – 12 months to March 2019

63. The 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.

64. However, our vehicle offences position is no longer an outlier as we are now inline with peers as demonstrated in the chart below.
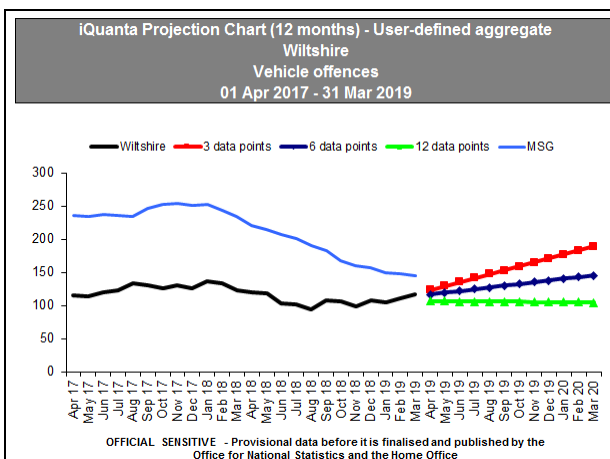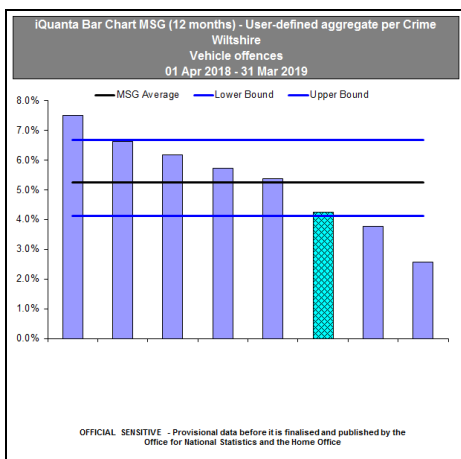

Vehicle offences positive outcome ratio most similar group position and trend – 12 months to March 2019

65. A huge degree of effort continues to be put into improving the investigative standards of our community policing teams under the leadership of Detective Superintendent Sarah Robbins and is reassuring that the overall volume of positive outcomes has

increased compared to the previous year.

| Anti Social Behaviour Volume | 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
Q4: 3,689 incidents – 16,902 rolling 12 months | | |
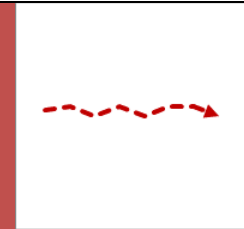
66. The volume of Anti Social Behaviour (ASB) incidents has shown a significant long term reducing trend.

67. There were a total of 16,902 ASB incidents reported in the 12 months to March 2019 which equates to a 1.9 per cent decrease on the 16,594 incidents recorded in the 12 months to March 2018.
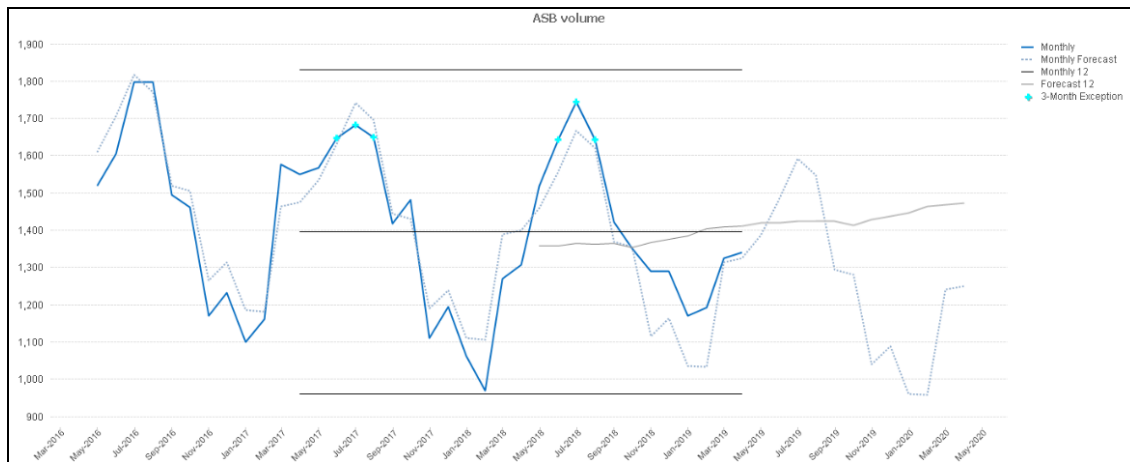
ASB to March 2019

68. The long term 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

69. 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.
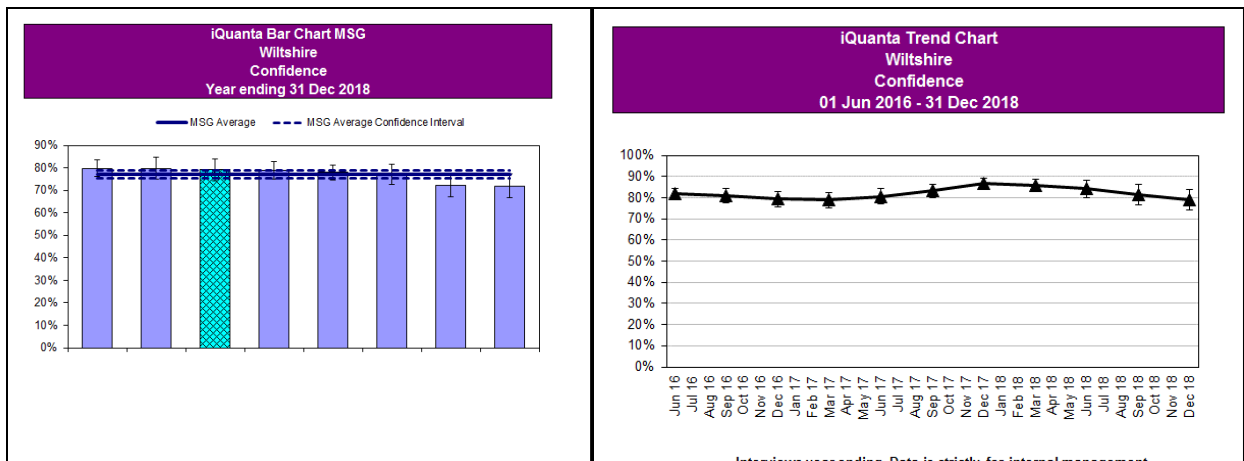
70. The volume of anti-social behaviour recorded in quarter four was above forecast but still within expected levels.

Overall confidence with the police in this area	79.1 per cent (±4.9 per cent) 12 months to December 2018	

71. 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.

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

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

74. The survey asks members of the public their opinions and experiences of crime over the last 12 months. The survey is statistically significant.

75. The CSEW data for the 12 months to December shows 79.1 per cent (±4.9 per cent) of respondents have confidence in Wiltshire Police.

76. This figure places Wiltshire has having the 10th highest public confidence rate in the country. However, with the confidence intervals so wide, this could place Wiltshire as high as 1st or as low as 24th.

iQuanta Bar Chart MSG Wiltshire Confidence Year ending 31 Dec 2018	iQuanta Trend Chart Wiltshire Confidence 01 Jun 2016 - 31 Dec 2018

CSEW Public Confidence – 12 months to December 2018

Killed and seriously injured (KSI) - Collisions	243 collisons – 12 months to July 2018	

77. 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.
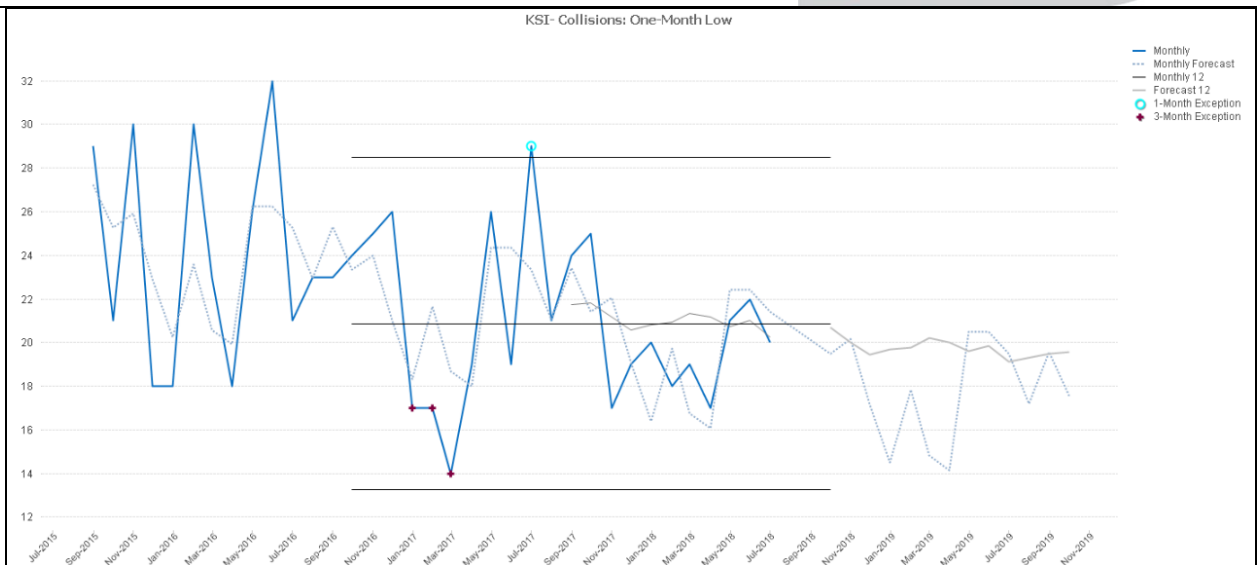
The discrete monthly volume and rolling 12 month trend of KSI collisions

78. In the 12 months to July 2018, there were on average of 21 KSI collisions a month and 243 in total. The longer-term trend is decreasing.

79. 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 this process due to the fact that the department had become overwhelmed due to resourcing challenges.

80. 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.

81. Therefore, data is available to July 2018, with more recent months currently being processed.

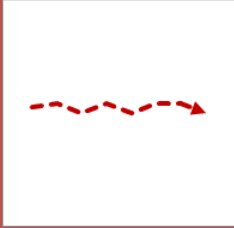| Special Constables hours deployed	Q1: 18,712 hours deployed Q2: 19, 293 hours deployed Q3: 20,072 hours deployed Q4: 18,726 hours deployed	
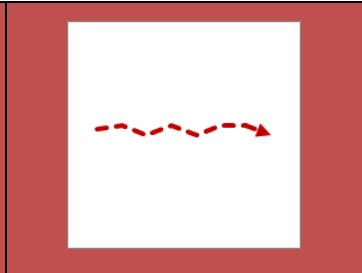
82. The Force recognises the valuable role volunteers play in supporting local communities and creating strong communities in policing and other areas.

83. As such, I have provided the funding for a recruitment website www.wiltshirepolicespecials.co.uk which has been designed and launched to provide the link between the marketing strategy and the on-line selection process.

84. This measure shows the total amount of hours that the special constabulary were deployed for during each month.

85. This trend is beginning to stable, demonstrating that the new capacity provided by the special constabulary is approximately 75,000 hours per year.
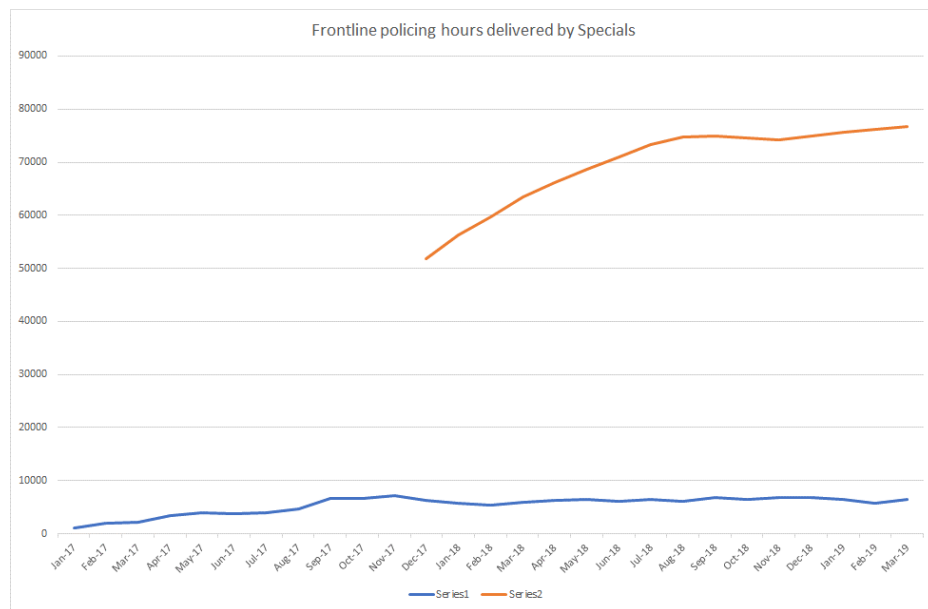
The discrete monthly and rolling 12 months total hours that special constables were deployed

86. In the 12 months to March 2019, special constables have delivered a total of 76,803 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
Q4: Total (incl N/A) - 168
*Non Police Personnel Vetting | |

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

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

89. 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.

90. 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.

91. 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		4
Cadet Core Leader			10		10
Call Quality Appraiser			2		2
Chaplain			10		10
HAD Member	59				59
Neighbourhood Watch Support			3		3
Office Support			11	4	15
On-Line Safety			8		8
Performance Management Coach			2		2
Police Information Point			1		1
Restorative Justice Facilitator			34		34
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			9		9
WorkFit			3		3
Grand Total	**59**	**5**	**102**	**2**	**168**

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

92. During quarter four, volunteers have supported various functions and events internally and externally such as positive action, our digital investigations unit, restorative justice, Women's Aid, Swindon New College and the Priory Group.

93. We have reinvigorated Horse Watch and Canal Watch with crime updates now being sent weekly via the community messaging platform[4].

2. Protect the most vulnerable in society

Section 136 arrests	Q1: 62 Q2: 71 Q3: 77 Q4: 64	

94. 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.

95. 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.

96. 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.

97. 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. [2]

98. There were 64 S136 MHA arrests during quarter four.

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[4] https://www.wiltsmessaging.co.uk/
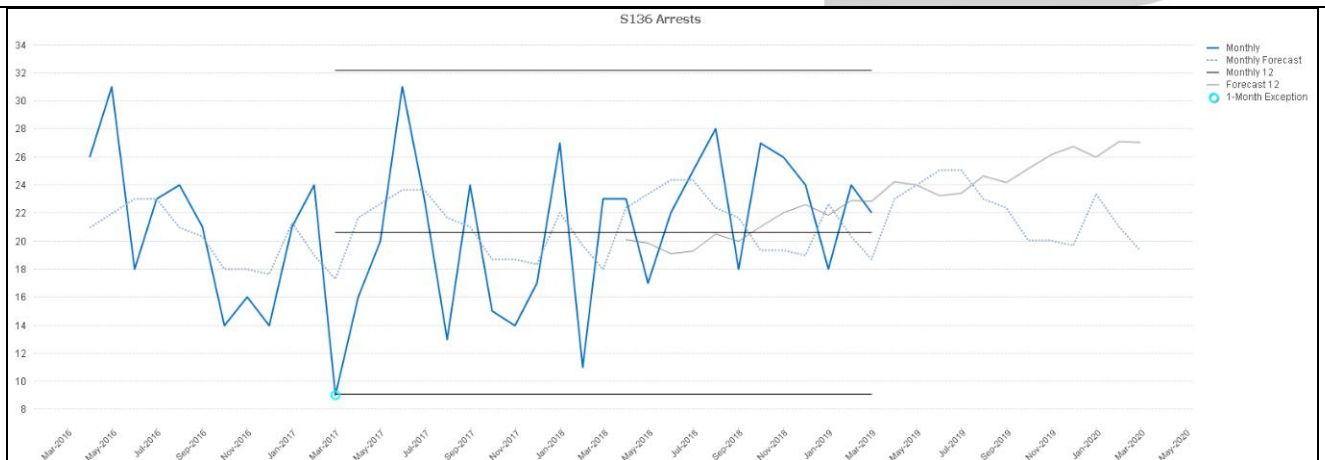
Discrete monthly volume and rolling 12-month trend of section 136 arrests

99. The trend of S136 MHA arrests is on the increase.

100. 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.

101. 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.

102. Quarterly performance reports this year have outlined that the increase in detentions year on year is accounted for by the fact that it is now possible to use S136 in police custody.

103. 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.

104. 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.

105. 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.

Number of missing individuals	Q1: 517 Individuals Q2: 516 individuals Q3: 486 individuals Q4: 406 individuals	

106.   This measure represents the total number of **individuals** who have been reported as missing, not the total number of **incidents**.

107.   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.

108.   In quarter four 2018-19, there were 406 people reported as missing. Of these, 59 per cent were children and 41 per cent were adults. Research shows that some people have been reported as missing on multiple occasions. For example, there were 505 incidents of adults and children being reported as missing.

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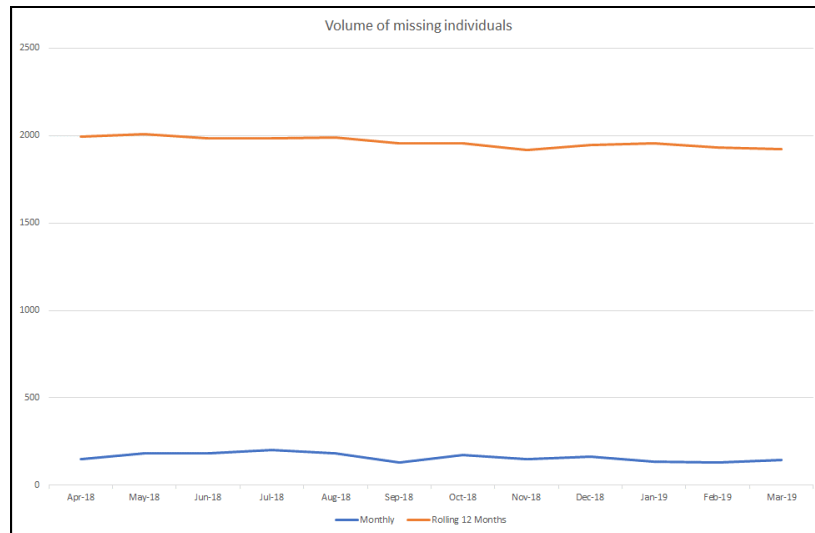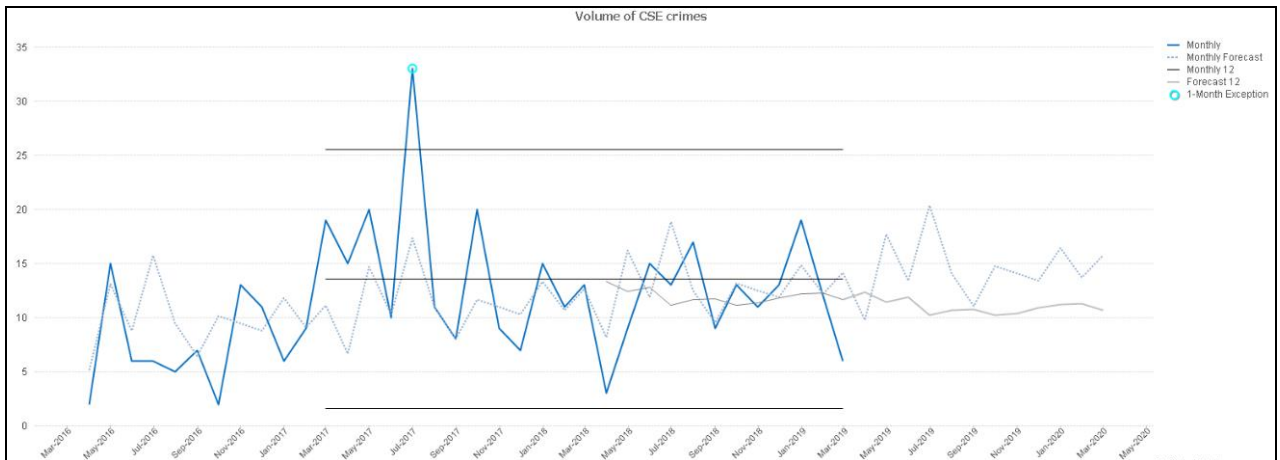

Discrete monthly volume and rolling 12-month trend of missing people

110. The overall trend of individual missing people is relatively stable 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).

Volume of Child Sexual Exploitation (CSE) crimes	Q1: 27 crimes Q2: 39 crimes Q3: 37 crimes Q4: 37 crimes		

111. Since April 2016, the trend of child sexual exploitation (CSE) tagged crimes has steadily increased with an average of 13.5 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

112. In quarter four there were 37 crimes tagged with a CSE marker. In the 12 month period to March 2019 there were a total of 140 crimes, this compares to 172 crimes in the previous 12 month period. The reported level of CSE crime shows no exception in quarter four and the overall trend is stable.

113. The Force has a plan in place with 19 strands of activity (including partners) to manage and prevent the threat posed by child sexual abuse and exploitation to children within Wiltshire and Swindon which is led by Detective Superintendent Deborah Smith.

114. In March, there was a national CSE awareness day which we marked on social media, alongside partners.


115. There was also a lot of guidance and education provided to our own staff, including understanding the signs of CSE and also a toolkit to help disrupt it.

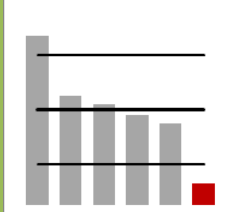| Volume of DA Crimes (ACPO defined)	Q1: 1,525 crimes; 5,848 rolling 12 months Q2: 1,599 crimes; 5,963 rolling 12 months Q3: 1,660 crimes; 6,186 rolling 12 months Q4: 1,631 crimes; 6,450 rolling 12 months	

116. The trend for the volume of domestic abuse (DA) crime shows a sustained increase over time.

117. There were 6,450 DA crimes reported in the 12 months to March 2019. This compares to 5,622 in the year to March 2018 which is an increase of 14.7 per cent (828 DA crimes).
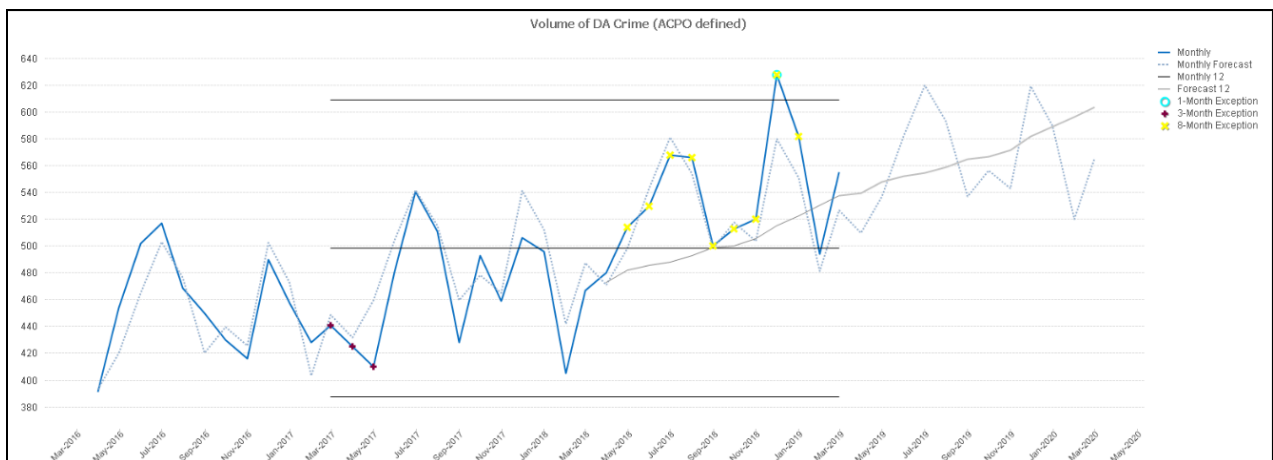

Discrete monthly volume and rolling 12 month trend of DA crimes

118. 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.

119. The increase is in part being driven by stalking and harassment offences which is a result of changes to the Home Office Counting Rules.

120. Wiltshire has an online hub which helps staff access the correct information in relation to stalking and harassment. This includes national guidance, advice and guidelines to help dealing with such offences as well as the mandatory forms that must be completed.

121. The Deputy Chief Constable (DCC) Paul Mills is the National Lead for Stalking and Harassment.

122. However, stalking and harassment only accounts for 16 per cent of all domestic abuse offences.

123. The Force is conducting analysis into understanding the reasons behind this increase which includes factors such as crime recording processes, confidence of the victim to report and a genuine increase in incidents.

124. This work will continue into quarter one of 2019-20 and will inform a partnership approach through the Community Safety Partnerships and Wiltshire Criminal Justice Board.

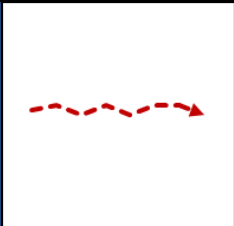| Volume of sexual offences (recent/ non-recent)	Q1: 439 crimes – 1,650 rolling 12 months Q2: 432 crimes – 1,702 rolling 12 months Q3: 406 crimes - 1,707 rolling 12 months Q4: 400 crimes – 1,699 rolling 12 months	

125. Nationally, the volume of recorded sexual offences has increased by 10 per cent in the 12 months to December 2018.

126. Wiltshire recorded 400 sexual offences during quarter four and 1,699 in the 12 months to March. This is inline with the 1,707 crimes recorded during the previous 12 months.

127. Wiltshire's rate of sexual offences per 1,000 population is significantly lower than its

peer group average.
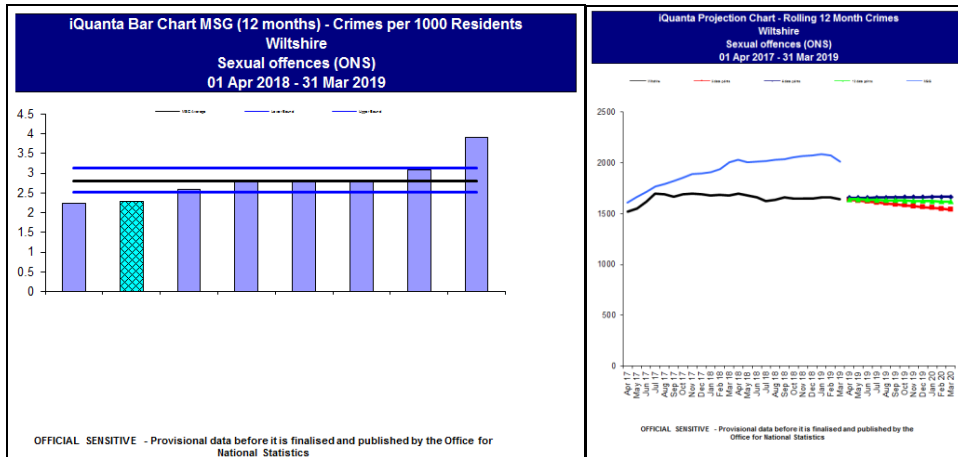
Sexual offences up to March 2019 – most similar group (MSG) position

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 March 2019)			

128. 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.

129. The victim satisfaction rate was 76 per cent (±2.7 per cent) in the 12 months to March 2019. This is an increase of two percentage points compared to the 12 months to March 2018. This is not a statistically significant and therefore the trend current is stable.

Overall Satisfaction
rolling 12 months
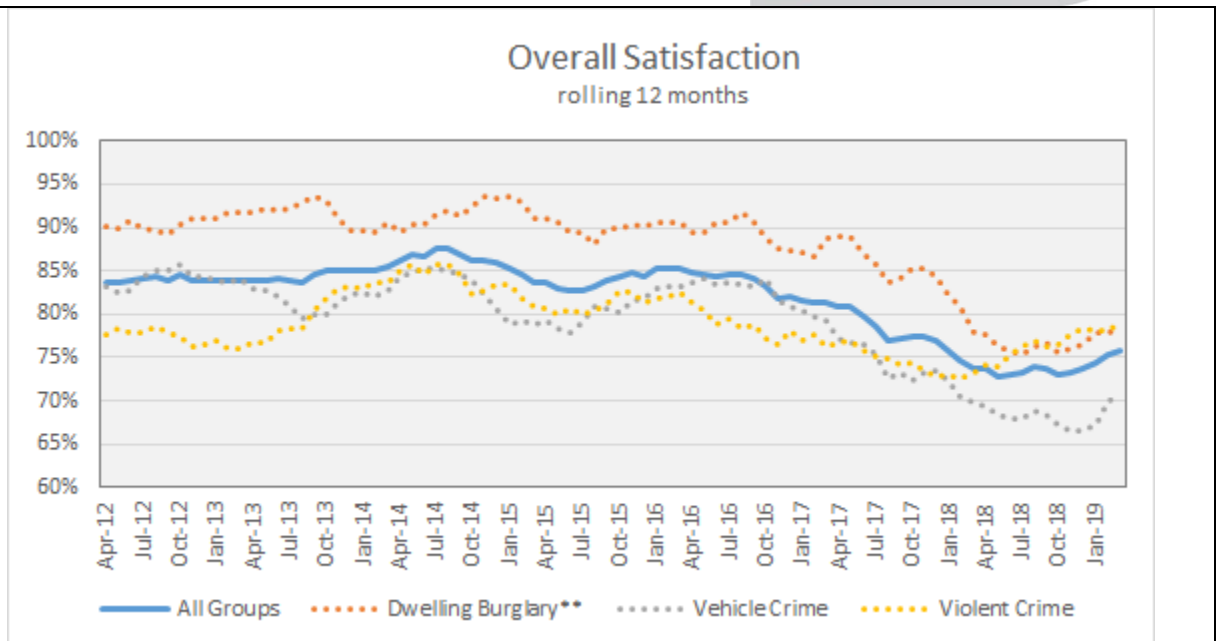
Victim satisfaction rolling 12 month trend

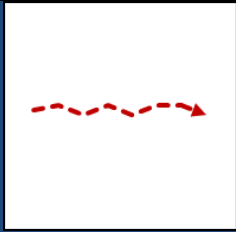130. The chart above shows the improving trends across all groups in the last 12 months.

131. 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.

		12 month satisfaction level			
		All Groups	Dwelling/ Residential Burglary	Vehicle Crime	Violent Crime
Overall Satisfaction	Mar-15	84%	91%	79%	81%
	Mar-16	85%	91%	83%	82%
	Mar-17	81%	89%	79%	76%
	Mar-18	74%	78%	70%	73%
	Mar-19	76%	78%	70%	79%
Ease of contact	Mar-15	95%	94%	94%	98%
	Mar-16	95%	97%	96%	93%
	Mar-17	93%	95%	90%	92%
	Mar-18	90%	93%	86%	90%
	Mar-19	92%	92%	92%	92%
Time to arrive	Mar-15	89%	94%	85%	87%
	Mar-16	89%	93%	87%	88%
	Mar-17	85%	91%	84%	79%
	Mar-18	81%	87%	78%	79%
	Mar-19	85%	89%	81%	85%
Actions taken	Mar-15	71%	81%	66%	67%
	Mar-16	76%	84%	72%	72%
	Mar-17	69%	78%	62%	67%
	Mar-18	66%	73%	63%	63%
	Mar-19	68%	75%	59%	69%
Investigation	Mar-15	79%	86%	71%	80%
	Mar-16	79%	85%	76%	77%
	Mar-17	73%	82%	66%	72%
	Mar-18	64%	65%	57%	71%
	Mar-19	62%	62%	53%	71%
Keeping informed	Mar-15	78%	87%	72%	75%
	Mar-16	80%	84%	80%	78%
	Mar-17	75%	82%	71%	72%
	Mar-18	67%	70%	61%	71%
	Mar-19	64%	65%	56%	71%
Treatment	Mar-15	94%	95%	94%	92%
	Mar-16	94%	98%	93%	90%
	Mar-17	91%	95%	91%	86%
	Mar-18	89%	93%	88%	87%
	Mar-19	90%	92%	90%	89%

Victim satisfaction year on year comparisons

132. 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.

133. A national workshop was help during quarter four which helped us learn the latest trends and best practice across the country which will inform plans to progress our own surveying provision throughout 2019-20.

Conviction rates	Q1: 86 per cent Q2: 86 per cent Q3. 86 per cent Q4: 88 per cent	

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

135. There were 4,376 convictions recorded in the year to March 2019 and 1,081 during quarter four.
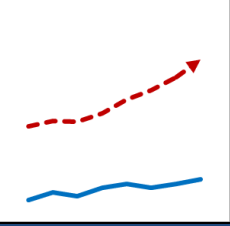
136. The overall conviction rate (an average of both magistrate and crown courts in Wiltshire) has remained consistently high for some time.

137. The Wiltshire Criminal Justice Board that I chair, is 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.

138. 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.

139. 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.

140. The focus at the Wiltshire Criminal Justice Board during quarter one 2019-20 will be to understand the conviction rates of higher risk crime types such as sexual offences, serious violence and domestic abuse.

Restorative Justice (RJ) Level 1	Q1: 117 Q2: 122 Q3: 131 Q4: 146	

141. The Ministry of Justice (MOJ) defines Restorative Justice (RJ)3 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."

142. During quarter four, 146 community resolutions were issued that included RJ level one and a total of 516 in the 12 months to March 2019.

143. With the usage of restorative justice increasing, the focus must now be on understanding the positive impact these are having on victims and offenders.

3 The Ministry of Justice 2015
https://www.gov.uk/government/collections/restorative-justice-action-plan

Percentage of trials that are cracked and ineffective due to prosecution reasons	Q1: 22 per cent Q2: 12.5 per cent Q3: 24.5 per cent Q4: 26.3 per cent	

144. There were 243 trials listed during quarter four, of which 121 were cracked or ineffective and 64 of these were due to prosecution reasons.
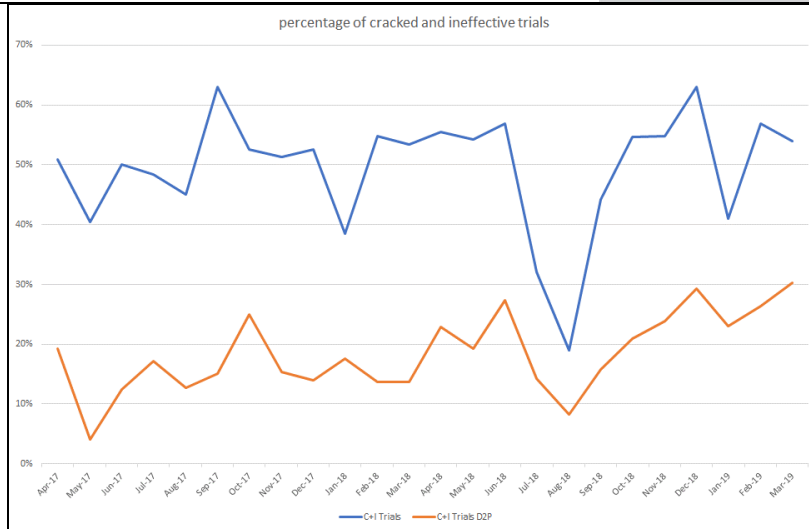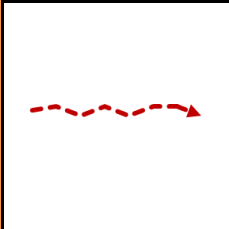
Monthly percentage of cracked and ineffective trials including due to prosecution reasons

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

146. The proportion of cracked and ineffective trials due to prosecution has risen during quarter four. The average number of cracked and ineffective trials per month due to prosecution reasons during 2018-19 was 19, compared to an average of 11 per month the previous year.

147. While volumes are low, there is a worsening trend. Further investigation is needed in this area during quarter one 2019-20 to understand what can be done to improve.

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

Response time (average)	Immediate	Priority	
	Q1:10 minutes 23 seconds	Q1: 52 minutes 21 seconds	
	Q2:10 minutes 36 seconds	Q2: 55 minutes 56 seconds	
	Q3:10 minutes 42 seconds	Q3: 49 minutes 38 seconds	
	Q4:10 minutes 37 seconds	Q4: 45 minutes 52 seconds	

148. This measure assesses the average time it takes for Wiltshire Police to arrive at

emergency (immediate) and priority incidents.

149. The Force attended 4,061 emergency incidents during quarter four and 18,335 in the 12 months to March 2019.

150. The chart below demonstrates that immediate response incidents have been attended on average within 10 minutes and 37 seconds during quarter four.
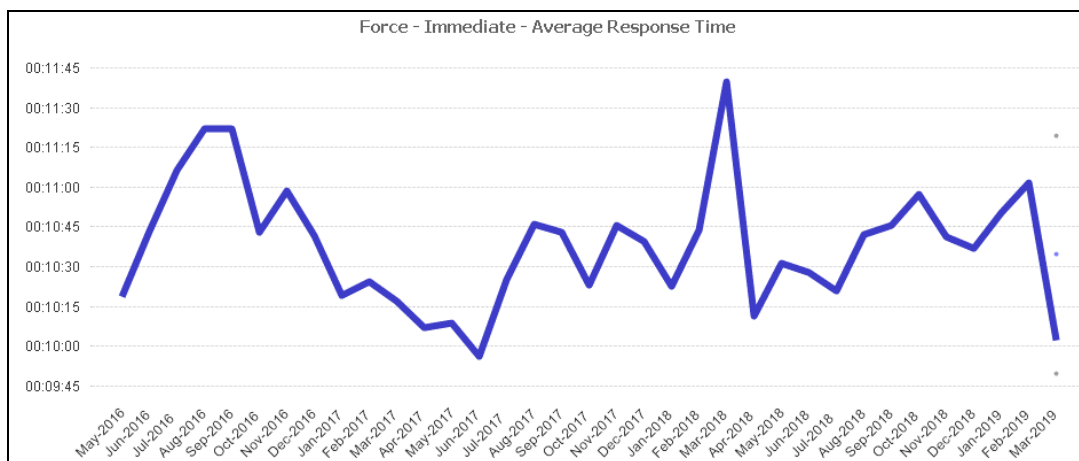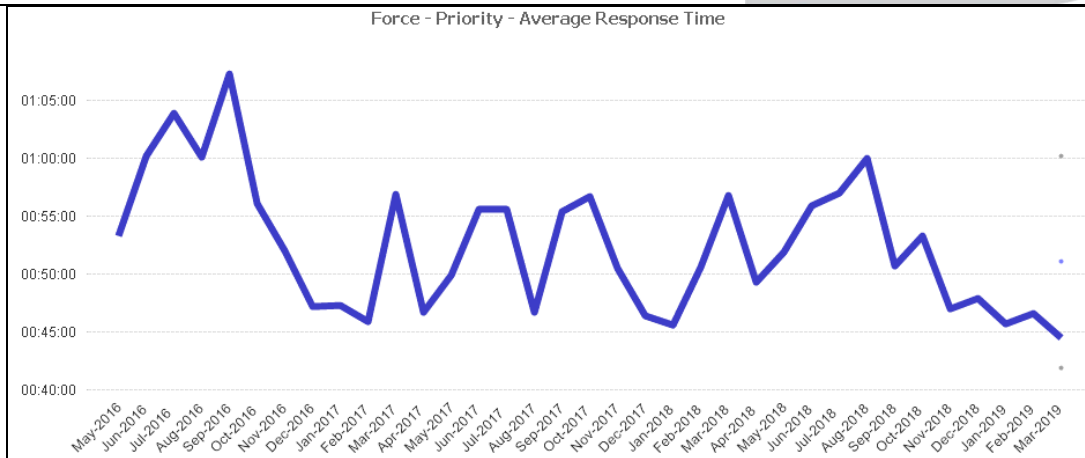

Average immediate response time by month

151. The Force experienced an exceptional year, as recognised by the HMICFRS's PEEL report5, not just for the events in Salisbury, but with the highest summer demand received on record.

152. Despite this exceptional demand, our ability to attend emergency and priority incidents remained reliable and consistent.

153. The Force attended 8,585 priority incidents during quarter four for which an estimated time of arrival of within one hour is given.

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[5] HMICFRS PEEL 2018-19 report - https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/peel-assessment-2018-19-wiltshire.pdf
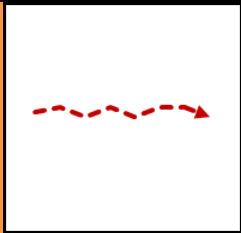
Force - Priority - Average Response Time

Average priority response time by month

154. The average time taken to attend a priority incident during quarter four was 45 minutes and 52 seconds.

155. In the 12 months to March 2019, 37,266 priority incidents were attended at an average arrival time of 50 minutes 57 seconds.

156. This measure demonstrates the consistent ability to be there for the public at their time of need.

Average time to answer 999 calls	Q1: 4 seconds Q2: 3 seconds Q3: 4 seconds Q4: 3 seconds		

157. During quarter four, 19,955 999 calls were received and answered within an average of three seconds.

158. This consistent and reliable delivery is against the backdrop of sustained increased demand. There were 89,791 999 calls received in the 12 months to March 2019.

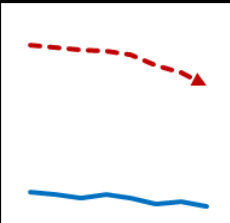159. This is inline with the 90,273 calls received during 2018-19, which was a 16.6 per

cent increase on 2017-18.

999 call demand
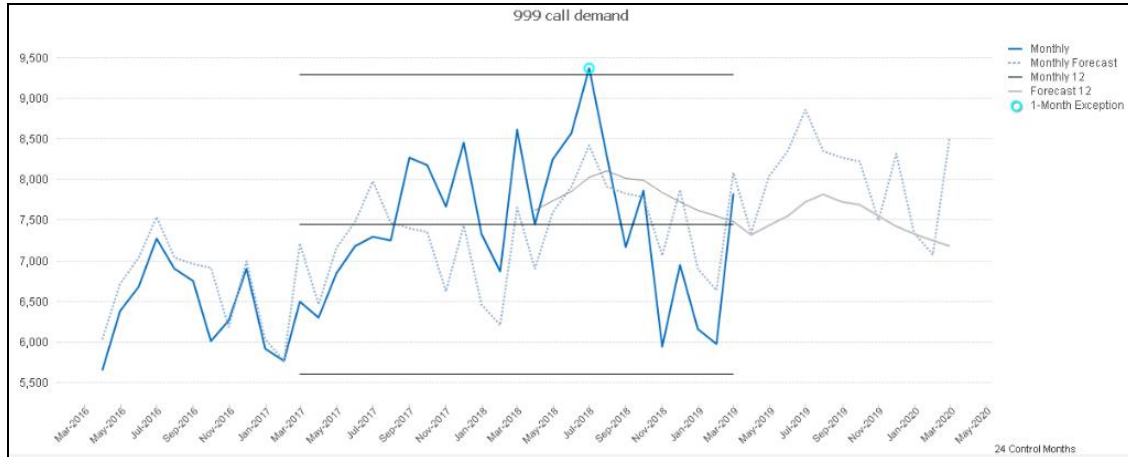
Volume of 999 calls answered

160. This increase is in line with research which shows that 999 calls are increasing across England and Wales.

161. Despite this increase, there are no concerns about Wiltshire Police's capability to answer emergency calls quickly.
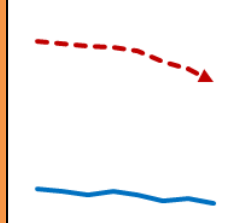
Average time to answer Crime and Incident Bureau (CRIB) calls	Q1: 1 minute 28 seconds Q2: 1 minute 43 seconds Q3: 1 minute 21 seconds Q4: 1 minute 4 seconds	

162. A total of 36,584 Crime and Incident Bureau (CRIB) calls were received by Wiltshire Police during quarter four.

163. The length of time it takes to answer a CRIB call has significantly decreased compared to the previous years. The trend is below expected forecasts and to the lowest levels experienced in many years.

Average Delay to Answer

Average CRIB call answer time
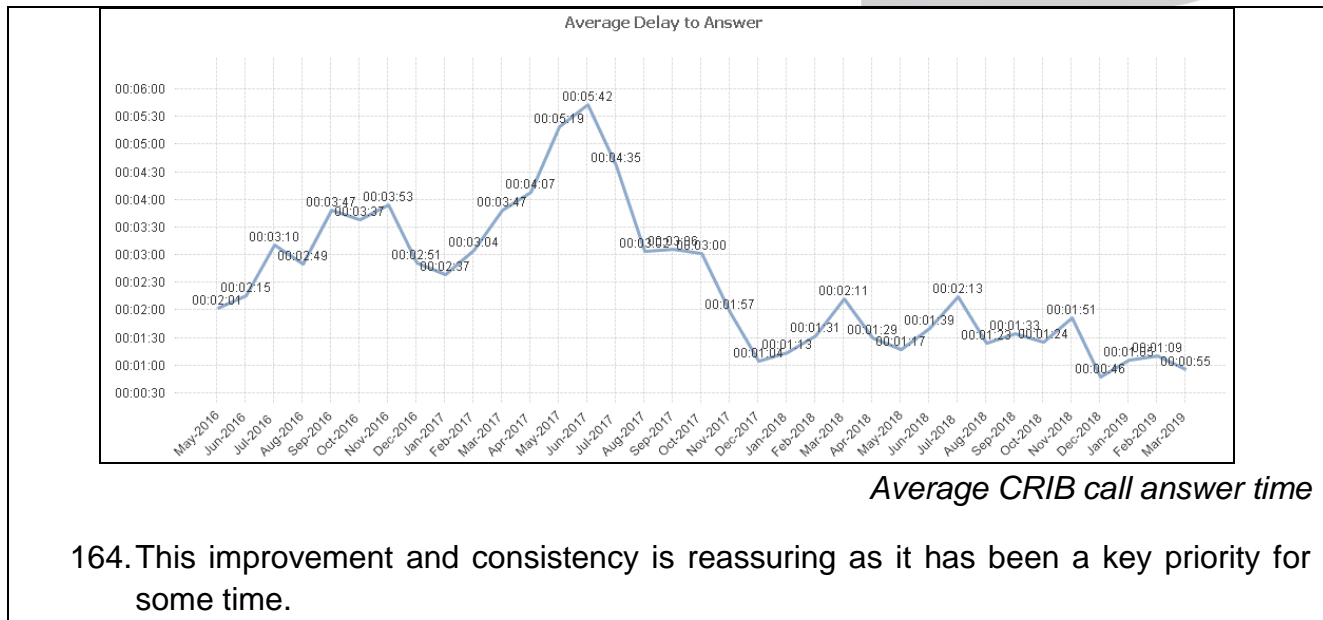
164. This improvement and consistency is reassuring as it has been a key priority for some time.

| Crime and Incident Bureau (CrIB) abandonment rate | Q1: 5.6 per cent
Q2: 5.9 per cent
Q3: 4.8 per cent
Q4: 3.3 per cent | | | |

165. The reduction in the average time to answer a CRIB call has had a significant affect on the number of people who abandon their call before it is answered.
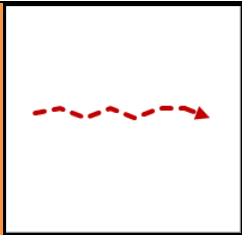
166. The abandonment rate for quarter four 2018-19 was 3.3 per cent and 5 per cent for the year to March 2019.

167. 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.

168. This means there has now been consistent improved performance for over a year and is reflective of the improvements made under the Crime and Communications Centre Improvement Programme (CCCIP) and more specifically the resourcing which is now better aligned to demand.
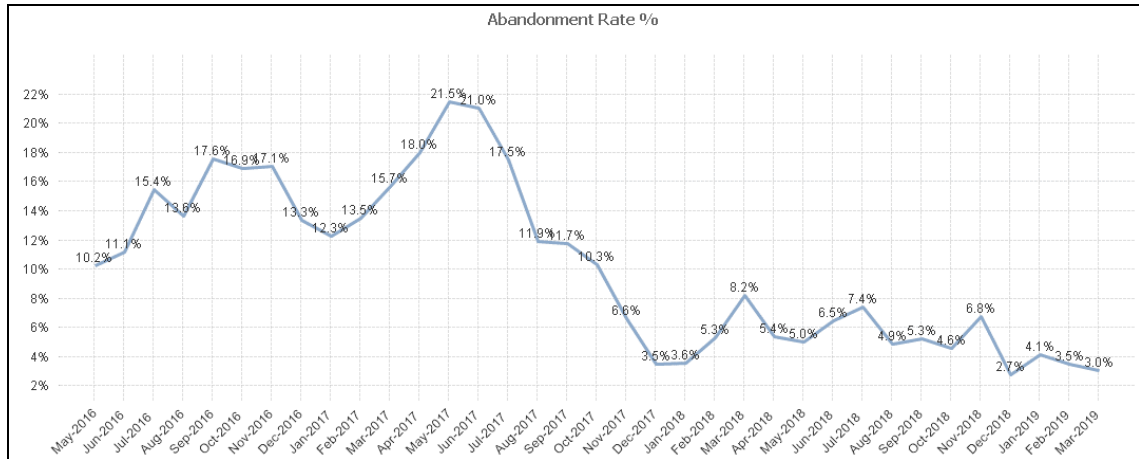
Percentage of CRIB calls abandoned

| Quality of full files
(error rate) | Q1: 1.5 per cent
Q2: 0 per cent
Q3: 1.2 per cent
Q4: 0.5 per cent | | | |

169. 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.

170. 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.

171. 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.

172. There were 190 full files sent to the CPS in quarter four, of which one had an

unsatisfactory grading.

173. 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 Q4: 210		

174. There were 210 complaints recorded during quarter four and 611 in the 12 months to March 2019.

175. This represents a 2 per cent increase on the previous year where 599 complaints were recorded.

176. The peaks and troughs in recent months, shown in the chart below, are more associated with the capacity of the standards department in recording the complaints that have been received. The spikes relate to times where the unit has improved capacity and have been able to deal with today's business as well as clear the backlog.
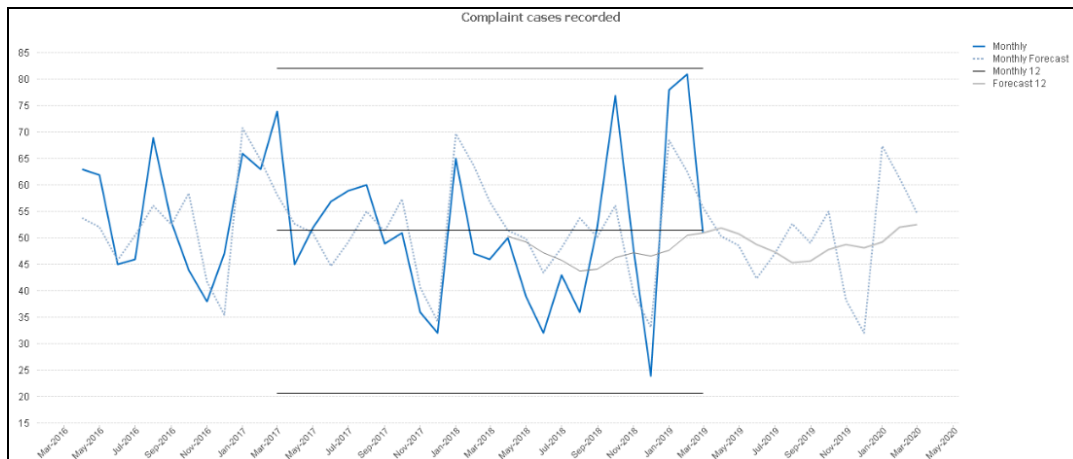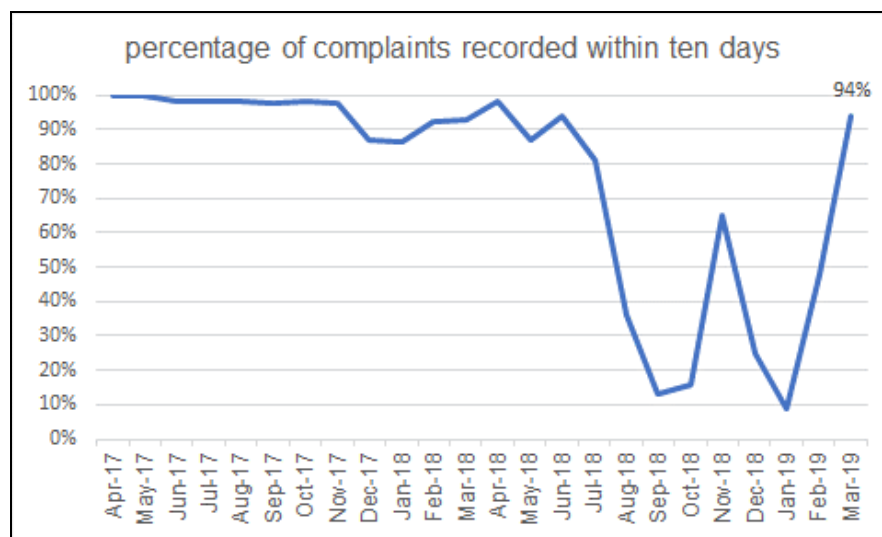

Complaint cases recorded

Percentage of complaints recorded within 10 days	Q1: 93 per cent Q2: 48 per cent Q3: 33 per cent Q4: 40 per cent		

177. The Independent Police Complaints Commission (IPCC) expects complaints to be recorded within ten working days on average.

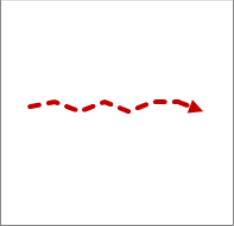178. The percentage of complaints recorded within ten days has improved during quarter four to 40 per cent.

179. However, the monthly breakdown shows that at its worst, 9 per cent of complaints in January were recorded within ten days and this has significantly improved through february (48 per cent) and March (94 per cent).

Percentage of complaints recorded within ten days

180. The average number of days it took Wiltshire Police to record a complaint throughout quarter four was 15.3 days. This was down as low as 5 days come March 2019.

181. The complaints recorded processes have improved by the end of the year as predicted in the quarter three report. This is as a result of recruiting two new members of staff and I will expect to see this performance sustained into the new financial year.

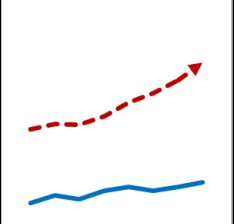| Percentage of complaint appeals upheld	Q1: 43 per cent (7 appeals completed and 3 upheld) Q2: 50 per cent (4 appeals and 2 upheld) Q3: 20 per cent (5 appeals and 1 upheld) Q4: 20 per cent (5 appeals and 1 upheld)	

182. 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.

183. If the proportion is consistently high, it would indicate that the outcomes from our complaint processes are not effective.

184. For quarter four, five appeals were completed and one was upheld.

185. Of the 21 appeals completed in the 12 months to March 2019, 7 were upheld. This represents 33 per cent of appeals and 1.1 per cent of the total number of complaints received.

186. There were 31 appeals made to the forcein the 12 months to March 2019 which represents a 32.6 per cent reduction on the previous year.

Number of actual days lost per person	Year to March 2019 13.8 actual days lost per person	

187. There were on average 13.8 days lost per person in the 12 months to March 2019.

Number of actual sickness days lost per person All Staff
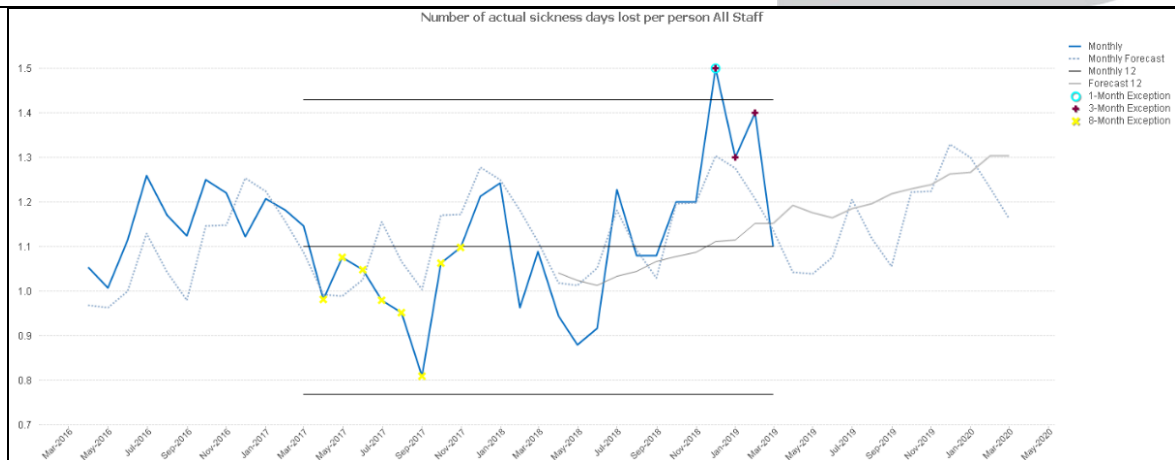
Sickness days lost per person

188. The Force recognises that the levels of sickness in recent months is high and has commissioned analysis to understand the drivers and how best to respond.

189. There is an understanding that fatigue following an exceptional year will be a factor. Analysis will focus on understanding the drivers behind psychological absence reasons.