

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

Quarter Three 2019-20 (1 October to 31 December 2019)

For Police and Crime Panel 19 March 2020



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Introduction by Commissioner Angus Macpherson

This document provides the performance summary for quarter three 2019-20 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 I have highlighted for consideration.

My Estates Strategy 2017-2021 is progressing well. It sets out the estates model, aligned to the Chief Constable's policing model. This model is tiered and is based on the Chief Constables requirements. The future estates model objectives are:

1. To reduce the running costs of the estate by 20 per cent
2. To dispose of all assets and land identified as surplus by 2021
3. To increase staff satisfaction with their environment
4. To maintain public satisfaction with the service they receive.

With regards to recent progress, on 2nd March police officers and staff started using Malmesbury, Wilton, Downton and Westbury libraries as touchdown points, whilst continuing to patrol their local communities. Panel members will be aware that under the Estates Strategy, Malmesbury, Wilton, Alderbury and Westbury police stations were identified as being no longer fit for purpose. Malmesbury police station will only close when the plans to enhance Royal Wootton Bassett station are completed whereas the other three stations closed week commencing 2nd March.



I and the Chief Constable are aligned in our determination on making policing more visible and accessible in communities and these new touchdown points will help deliver this aim. There is limited money and I want to spend as much as possible on frontline services and one way to get the best use of this money, is via co-location with partners.

Police recruitment continues to be a key priority, as I reported at the previous Panel meeting. Within the agenda pack there are reports on both police recruitment and training. Wiltshire Police are aiming to have 1,050 police officers in post by March 2021. Training is going well and there are currently 57 student officers in training (the most we have ever had) with 37 of them going out to tutorship in April and the remaining 20 in July. We then have the first 40 starting the new degree apprenticeship or graduate holder entry programme in June, with a further 20 in October and 40 in January.

Recruitment opened again on 9th March to recruit officers to fill the March 2021 intake and we are planning a second wave recruitment campaign later in the year. All in all we are on target to achieve our goal of 148 additional police officers through the government's national Police Uplift Programme by March 2024, taking our number of police officers from 975 today to 1,149 by March 2024.

The amendments to the Community Policing Team model are moving forward and a further update report is in the agenda pack and provides an overview of the changes and how resources will be distributed across Swindon and Wiltshire. The new optimal model has been adopted following extensive analysis, consultations and feedback and will establish both neighbourhood and response functions. Aligned to the CPT review was an extensive analysis of shift patterns with changes being implemented on 15 June.

I received some excellent news on 28th February when the Home Office confirmed that my funding application for additional Conducted Energy Devices (CED/Taser) was approved. Additional funding of £42,900 is currently being drawn down. This will enable Wiltshire Police to purchase a further 52 Taser units which, given the comments above on our increasing officer numbers, is welcome news. We submitted a sound evidence based bid and I am delighted that although a key responsibility for officers, Taser are vital for officer and wider public protection/safety.

Finally this is my last Police and Crime Panel meeting before I stand down on Wednesday 13th May as Police and Crime Commissioner for Wiltshire and Swindon.

Since November 2012 when I took office as the first elected PCC I have endeavoured to become Wiltshire residents' voice and a direct link between them and Wiltshire Police. I have strived to ensure that Wiltshire Police is transformed into a modern service which



keeps our county safe and one that is capable of responding to national challenges on a global stage.

Despite the many challenges over the past eight years, I am proud to state that during my time as the PCC, the force has been consistently rated as 'good' in all areas of HMICRFS PEEL inspections.

Looking back over the past eight years, I am confident to state that I have transformed the policing in Wiltshire and that I have represented the newly created role to its highest possible standard of governance and accountability during the times of austerity and new emerging policing threats.








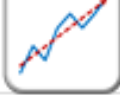
I would also like to thank Panel members for your support and assistance during my period in office, as your support to policing in the county.


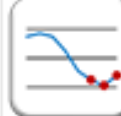
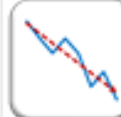

Lastly, as the new governance of the policing system in Wiltshire has been successfully established under my leaderships, I would like to wish all of the candidates the best of luck in their election campaigning. I truly hope that my successor will build on what has been founded throughout the last eight years.

A handwritten signature in black ink, appearing to read 'Angus Macpherson'. The signature is stylized and written in a cursive-like font.

Angus Macpherson
Police and Crime Commissioner for Wiltshire and Swindon
March 2020

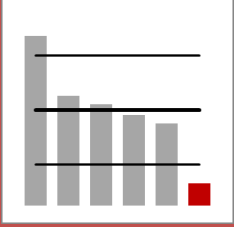
Quarter Three Performance Dashboard Key

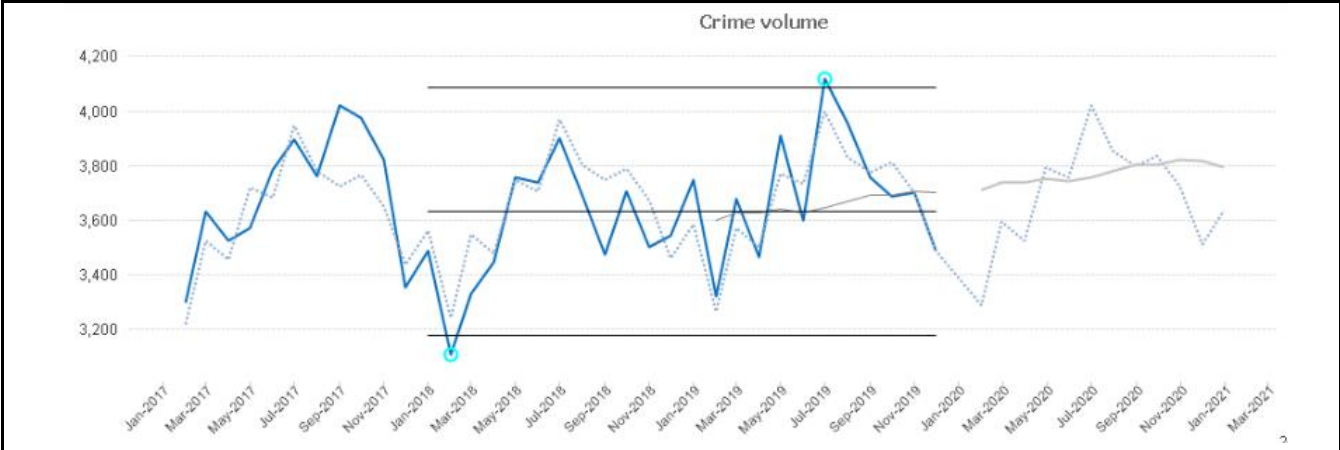
Key to Symbols	
	Greater than Peers
	In Line with Peers (above average)
	In Line with Peers (below average)
	Less than Peers
	Last month exceeded the previous 24-month Average +2 Standard Deviations
	The last 3 months have all been above the Average for the past 24 months +1 Standard Deviation
	The last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

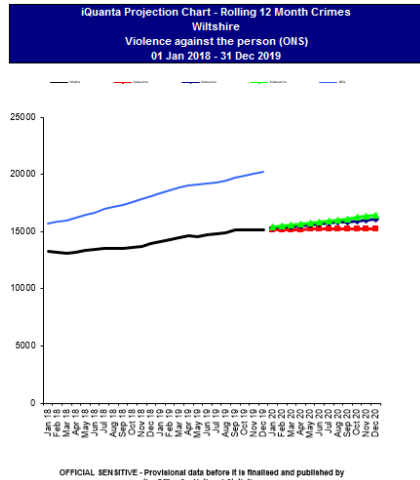
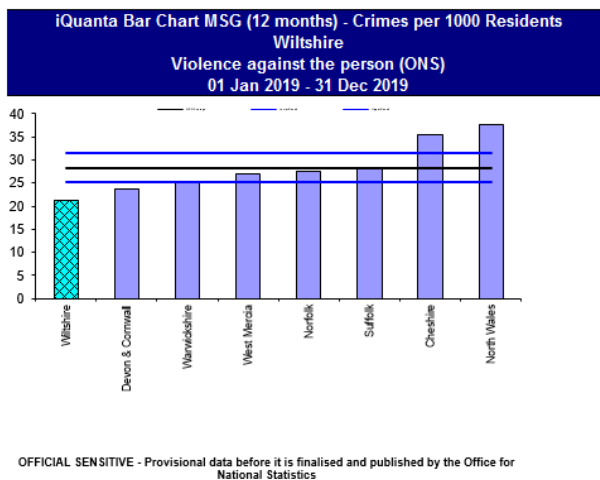
Please refer to the Quarter 3 Performance Dashboard appended to this report – Appendix A.

1. Prevent crime and keep people safe

<p>Crime volume</p>	<p>Q1: 10,952 - 43,523 rolling 12 months Q2: 11,856 - 44,340 rolling 12 months Q3: 10,876 – 44,433 rolling 12 months</p>	
<ol style="list-style-type: none"> 1. There were 10,876 crimes recorded during quarter three and 44,433 in the 12 months to December 2019. 2. Police recorded crime has increased nationally by 3 per cent in the 12 months to December 2019 and 1.2 per cent regionally. 3. Wiltshire Police recorded 1,938 more crimes (4.5 per cent) compared to the previous 12 months. 4. Further investigation of the 4.5 per cent increase was reported at the Vulnerability and Force Operations Board in November 2019. 5. In the most recent 18 months stalking and harassment crime recording compliance has experienced considerable focus, resulting in an increasing trend in harassment crimes recorded. 6. The increasing trend in domestic abuse (DA) related crimes in the previous 12 months has been another contributor in the 4.5 per cent rise in volumes. This increase in DA directly affects increases in violence against the person (VAP) offences, most specifically relating to violence without injury. 7. Domestic Abuse is reported on separately within priority 2 of this document. 		



- 8. Nationally just five forces reported decreases in their recorded VAP crimes in the 12 months to December 2019. VAP crimes for Wiltshire demonstrated an 8.9 per cent increase, this is inline with national increase of nine per cent.
- 9. Wiltshires crime rates for VAP offences is 21.2 crimes per 1000 population, the second lowest nationally and significantly below the MSG average of 28.2. Nationally Wiltshire are the lowest ranking force for violence without injury crime rates.

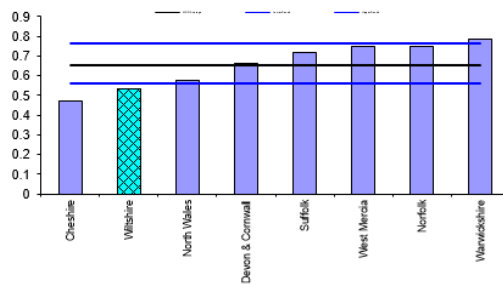


Violence against the person up to December 2019 – most similar group (MSG) position

- 10. Nationally reported volumes of violence with injury have experienced no change. However reported volumes of violence without injury have increased nationally by 13.6 per cent with Wiltshire reporting an increase of 12 per cent. Nationally just four reported a decrease.
- 11. The trend in Wiltshire for the volume of possession of weapons offences is greater than the national trend, +26 per cent (n=79) versus the national increase of 10 per cent.

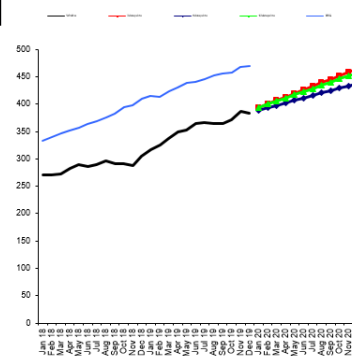
12. At the Force’s vulnerability and operations board, the increase in possession of weapons was reviewed in detail. There have been operations running in Wiltshire and Swindon specifically focused on tackling knife crime.
13. The proactivity associated with these operations have led to an increase in the detecting and surrendering of knives in the last 12 months, as reflected in the increasing possession of weapons offences.
14. Although Wiltshire are reporting increases in volumes, possession of weapon crime rates are positioned 12th nationally at 0.54 crimes per 1000 population against the MSG average 0.65.

iQuanta Bar Chart MSG (12 months) - Crimes per 1000 Residents
Wiltshire
Possession of weapons offences
01 Jan 2019 - 31 Dec 2019



OFFICIAL SENSITIVE - Provisional data before it is finalised and published by the Office for National Statistics

iQuanta Projection Chart - Rolling 12 Month Crimes
Wiltshire
Possession of weapons offences
01 Jan 2018 - 31 Dec 2019

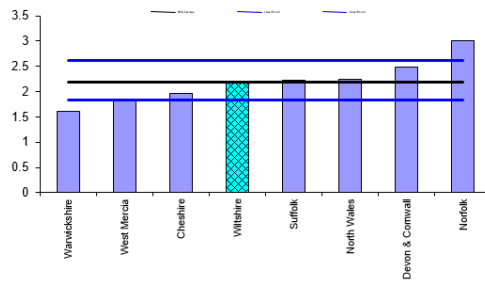


OFFICIAL SENSITIVE - Provisional data before it is finalised and published by the Office for National Statistics

Possession of Weapons up to December 2019 – most similar group (MSG) position

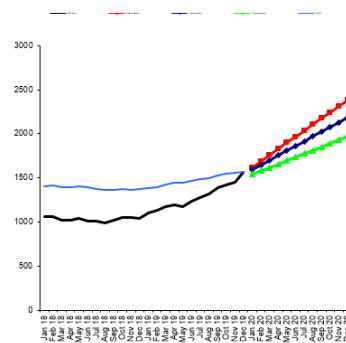
15. Within quarter three there has been considerable proactivity in the bid to tackle county lines and make the county of Wiltshire a hostile environment for drug dealers. There have been various media publications over the last couple of months highlighting the ongoing activity via ‘Operation Jetway’ and ‘Operation Samphire’.
16. The trend for drug offences has significantly increased in the 12 months to December 2019 and is greater than the national increase, (+49.6) compared to the national increase of 20.9 per cent. Nationally just six forces reported a decrease in drug offences within the same time period.
17. Wiltshires crime rate for drug offences is 2.18 crimes per 1000 population and is in line with the MSG average of 2.19 and national average. Wiltshires position nationally is inline with peers and not considered exceptional and is also reflected in the MSG.

**iQuanta Bar Chart MSG (12 months) - Crimes per 1000 Residents
Wiltshire
Drug offences
01 Jan 2019 - 31 Dec 2019**



OFFICIAL SENSITIVE - Provisional data before it is finalised and published by the Office for National Statistics

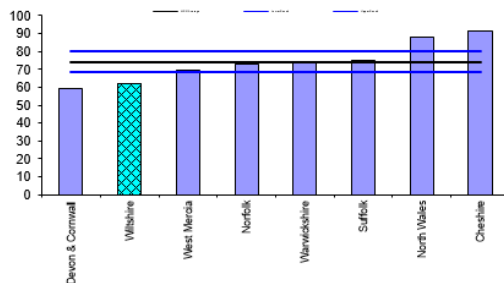
**iQuanta Projection Chart - Rolling 12 Month Crimes
Wiltshire
Drug offences
01 Jan 2019 - 31 Dec 2019**



OFFICIAL SENSITIVE - Provisional data before it is finalised and published by the Office for National Statistics

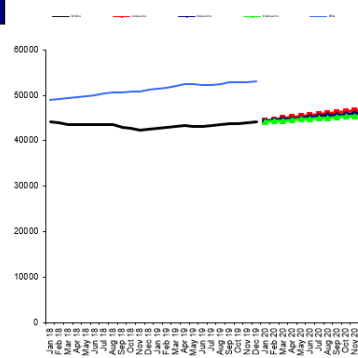
18. Despite the increases in recorded crime, crime rates per 1,000 population for Wiltshire in the year to December 2019 is 61.8 crimes. This is significantly below our most similar group (MSG) average of 73.9 crimes per 1,000 population as shown in the chart below:

**iQuanta Bar Chart MSG (12 months) - Crimes per 1000 Residents
Wiltshire
Crimes
01 Jan 2019 - 31 Dec 2019**



OFFICIAL SENSITIVE - Provisional data before it is finalised and published by the Office for National Statistics

**iQuanta Projection Chart - Rolling 12 Month Crimes
Wiltshire
Crimes
01 Jan 2019 - 31 Dec 2019**



OFFICIAL SENSITIVE - Provisional data before it is finalised and published by the Office for National Statistics


All crime up to December 2019 – most similar group (MSG) position

19. Wiltshire has the fourth lowest overall crime rate and second lowest sexual offences rate.

20. A full download of crime data by forces including year on year change can be accessed on the ONS website¹.

¹ ONS crime statistics to September 2019:

<https://www.ons.gov.uk/file?uri=%2fpeoplepopulationandcommunity%2fcrimeandjustice%2fdatasets%2fpoliceforceareadatatables%2fyearendingseptember2019/policeforceareatablesyearendingseptember2019.xlsx>

<p>Crime recording compliance rate</p>	<p>Q1: 88.1 per cent Q2: 91.3 per cent Q3: No data to report</p>	
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21. 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.
22. 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.
23. 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.
24. 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.
25. Within quarter three Assistant Chief Constable Mark Cooper commissioned a strategic and tactical working group relating to Crime Data Integrity (CDI) which will be sitting for discussion monthly. This was following concerns over lower percentages being reported in some of the thematic audits.
26. The CDI strategic working group chaired by Assistant Chief Constable Mark Cooper, outlines the intention to deliver improved desk top crime investigations and accurate crime recording at initial contact with a victim, reducing the requirement for corrective activity and validation
27. The tactical CDI working group chaired by Superintendent Conway Duncan, will be delivering core activities set out by CDI strategic direction. This will include focus on the improvements that have been identified by Her Majesty's Inspectorate of Constabulary and Fire Rescue Service (HMICFRS)

28. The crime auditing team have been required to support various thematic audits within quarter three to give thorough overview crime data integrity. This has resulted in no data for the quarter three period and the reason for reporting on January 2020 audit percentages.
29. The January 2020 audit of the work completed by the crime standards auditors identified that 89.4 per cent of crimes and incidents were compliant with national crime recording standards (NCRS). This is the fourth audit sample completed using the new and consistent audit methodology. This audit has seen a consistent increasing trend in the compliance percentages since its implementation.
30. The general trend is one of improvement but the historical data points are not comparable.
31. Further comparisons will be possible as the methodology will remain consistent throughout 2019-20.

<p>Cyber flagged + key word</p>	<p>Q1: 668 crimes – 2,999 rolling 12 months Q2: 726 crimes – 3,015 rolling 12 months Q3: 755 crimes - 3,004 rolling 12 months</p>	
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32. As technology advances, so does the threat of cybercrime. Offenders continue to find smarter ways to commit this type of crime.

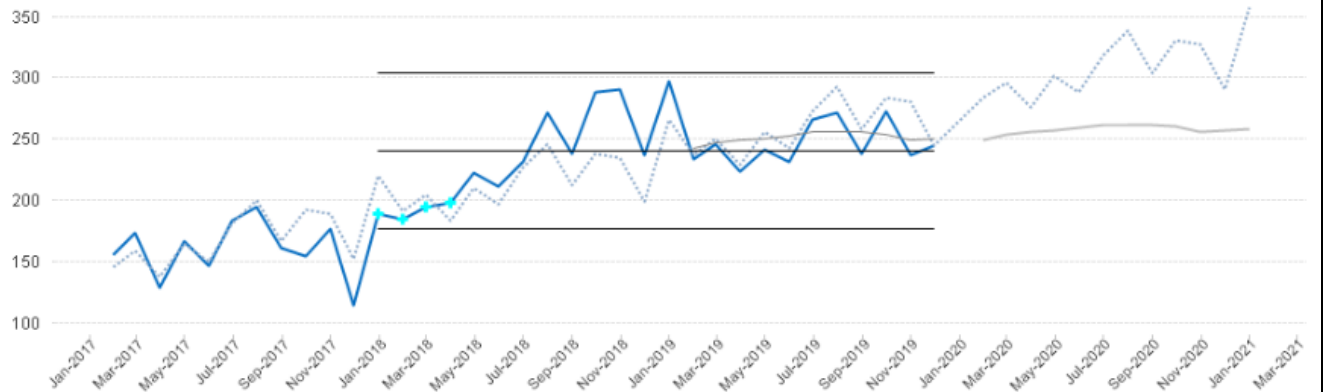
According to the National Crime Agency (NCA) cybercrime is found in two forms:

“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

33. 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

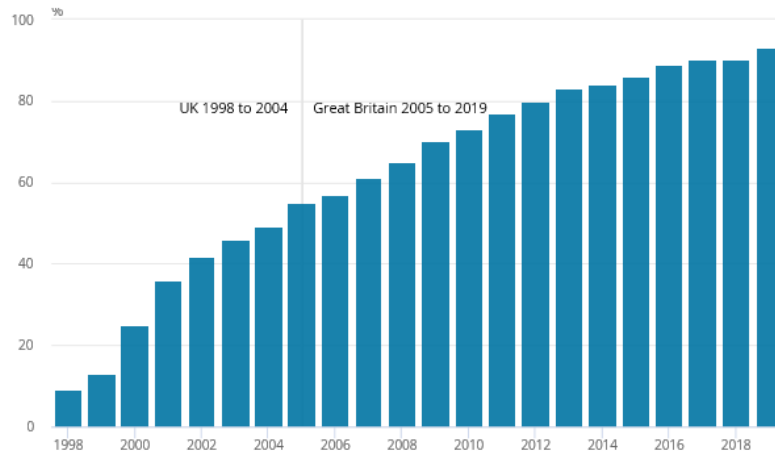
Criminal Intelligence department in line with national trends.



Cybercrime monthly and rolling 12 months volume up to December 2019

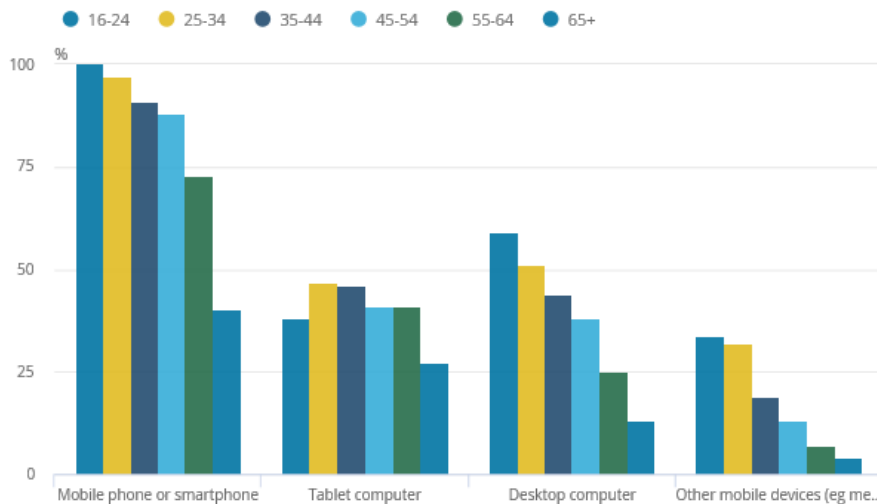
34. In Wiltshire during quarter three there were 755 cybercrimes recorded and 3,004 crimes reported in the 12 months to December 2019. This is a 9 per cent increase on the previous year.
35. The increasing trend in cybercrime is partly driven by improved flagging and identification of cybercrime. However, it primarily reflects the changing nature of demand being placed upon the policing service locally and nationally.
36. An Office of National Statistics (ONS) Internet Access publication for 2019 states that more than half of the 65+ age bracket shop online and nearly all adults aged 16 to 44 are using the internet to shop almost daily. ONS data also states that 93% of households in the UK have access to the internet, an increase of 3% from 2018 and a 23% increase in the last decade².

Household internet access, UK and Great Britain, 1998 to 2019



37. The publication also states that 84% of all adults have used the internet “on the go”, using either a mobile phone, smartphone, laptop or handheld device. The most common device being a mobile phone or smartphone at 79%

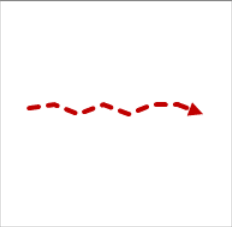
Devices used to access the internet on the go within the last three months, Great Britain, 2019



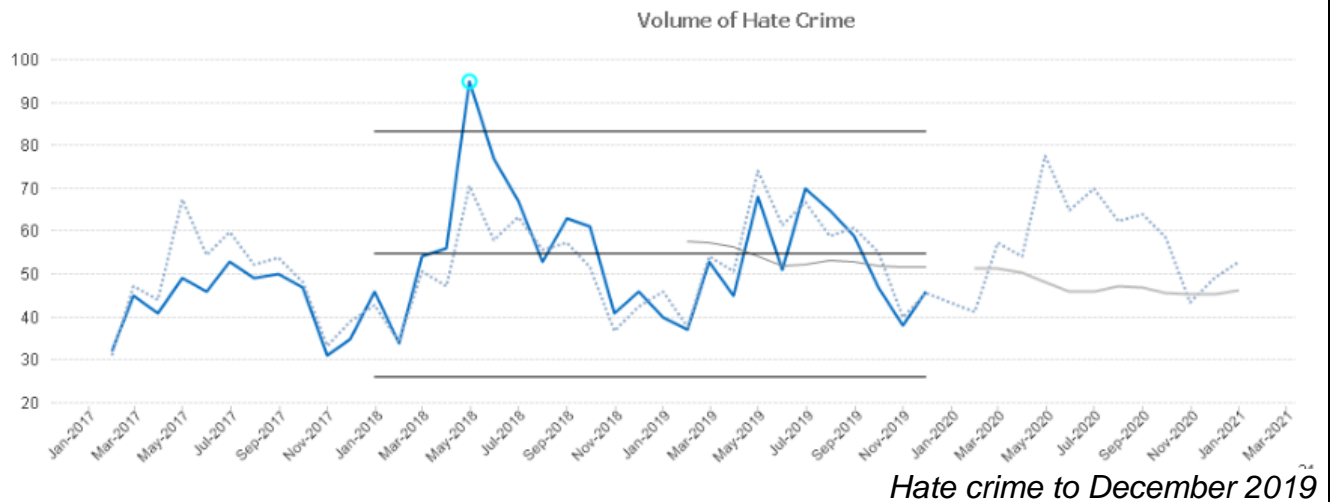
38. This information demonstrates the ever increasing platform for potential cybercrime that is present in society.

39. 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>
² ONS Internet Access Households and Individuals: Great Britain 2019
<https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2019#9-in-10-adults-use-the-internet-at-least-weekly>

Hate crime	Q1: 163 hate crimes - 624 crimes rolling 12 months Q2: 178 hate crimes – 619 crimes rolling 12 months Q3: 131 hate crimes – 619 crimes rolling 12 months	
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40. There were 619 hate crimes reported in the year to December 2019. This compares to 693 hate crimes in the year to December 2018 (a decrease of 74 crimes; 10.7 per cent).

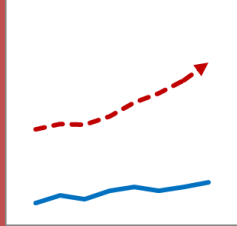


41. The Home Office hate crime statistics release² shows a ten per cent increase nationally in the year to March 2019 and more than doubled since 2012/13.

42. The later increase is reflected in Wiltshire and was raised in the Swindon Advertiser³.

² Home Office Hate Crime statistics release:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/839172/hate-crime-1819-hosb2419.pdf

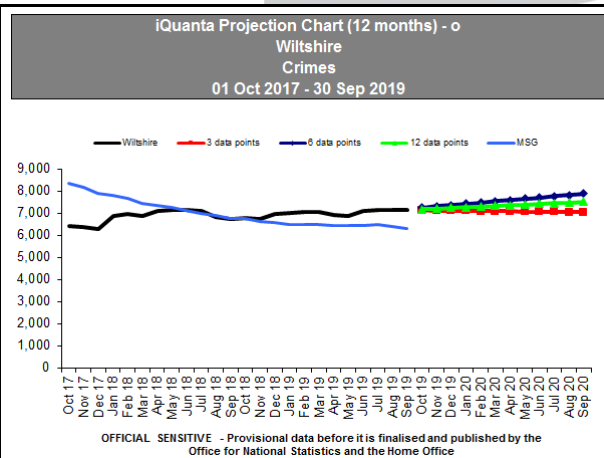
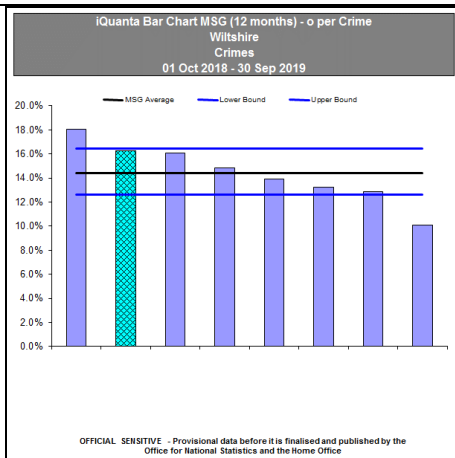
- 43. The national release cites increased crime recording compliance, terrorism and the EU referendum as contributory factors.
- 44. I have oversight of this measure through the quarterly multi-agency hate crime meeting.
- 45. There are no exceptions or concerns with quarter three figures.
- 46. The 2019 Equality and Diversity information report was published to the Force website in December 2019. This report includes in depth oversight of hate crime⁴

Positive Outcome ratio	16.2 per cent rolling 12 months to December 2019	
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- 47. Wiltshire police rely on an external partner to be able to compare outcomes data both regionally and nationally. The data contained in the December 2019 outcomes file was incorrectly input by the external partner and haven't been able to rectify the mistake in time for this quarterly report.
- 48. In the year to December 2019, 7,228 crimes have been detected (positive outcome) of which 5,498 were court disposals and 1,730 were out of court.
- 49. This represents a positive outcome ratio of 16.2 per cent and is above the most similar group average of 14.4 per cent and in line with peers.

³ <https://www.swindonadvertiser.co.uk/news/17971563.hate-crime-reports-wiltshire-double-5-years/>

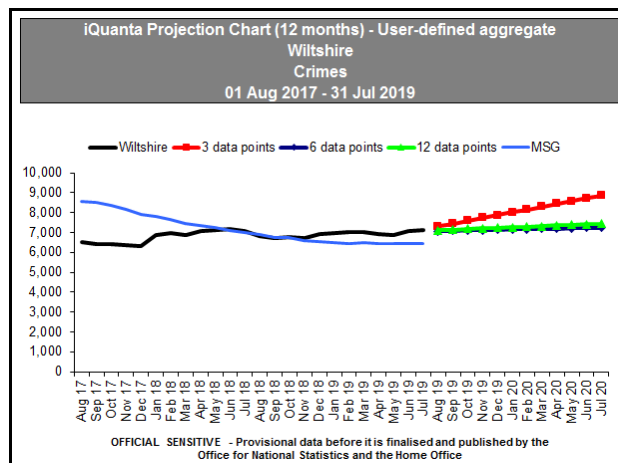
⁴ https://www.wiltshire.police.uk/media/4553/Equality-and-Diversity-Statutory-Duty-Information-Report-2019/pdf/EqualityDiversity_StatDutyRep_2019_final_17.12.2019.pdf?m=637133914773870000



Positive outcome ratio up to September 2019 – most similar group (MSG) position

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

51. Wiltshire are bucking the national trend and are seeing a year on year increase in the volume of positive outcomes.



Positive outcome volume up to September 2019

52. There has been significant focus on outcomes through the vulnerability and Force operations board co-chaired by the assistant chief constables.

53. There have been healthy and challenging conversations about what good and improved performance looks like, the need to be victim focused, embedding the investigative standards improvement plan into community policing teams and also the role with which south west forensics have to play.

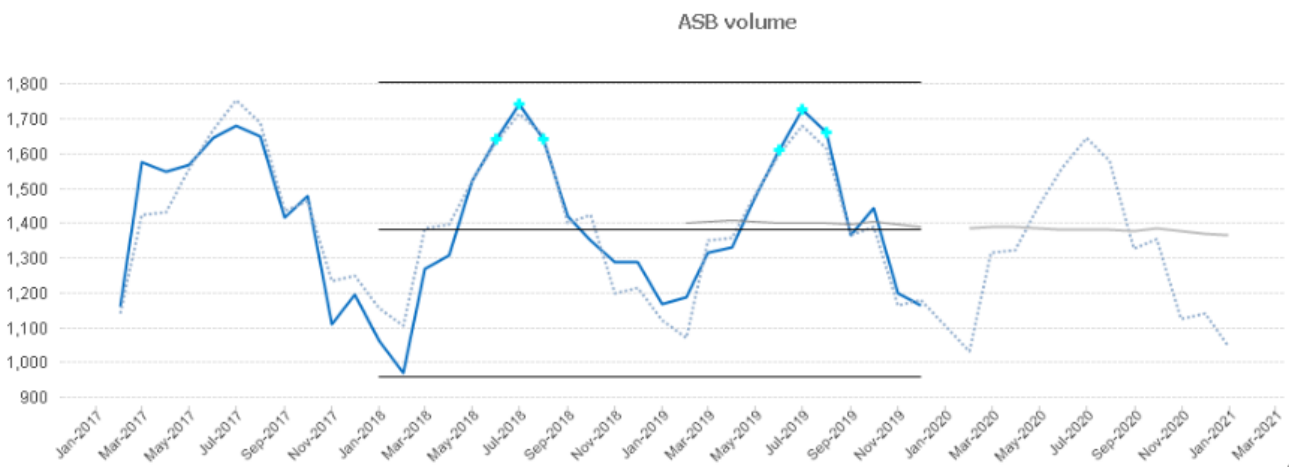
54. This conversation is on-going and an action has been set for the performance team to provide deeper analysis of all outcome rates at the March-2020 Vulnerability and Force Operations Board to identify improvement opportunities.

55. The Chief Constable is holding ACC Mark Cooper to account through the strategic performance board for the improvement in performance.

<p>Anti Social Behaviour Volume</p>	<p>Q1:4,424 incidents – 16,848 rolling 12 months Q2:4,764 incidents – 16,792 rolling 12 months Q3: 3,808 incidents – 16,656 rolling 12 months</p>	
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56. The volume of Anti Social Behaviour (ASB) incidents has shown a significant long term reducing trend.

57. There were a total of 16,656 ASB incidents reported in the 12 months to December 2019 which equates to 0.9 per cent more than the 16,512 incidents recorded in the 12 months to December 2018.



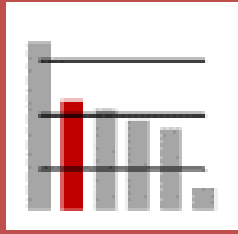
ASB to December 2019

58. 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

59. 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.

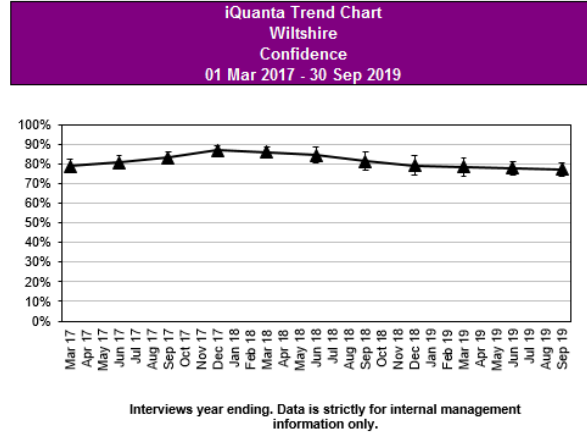
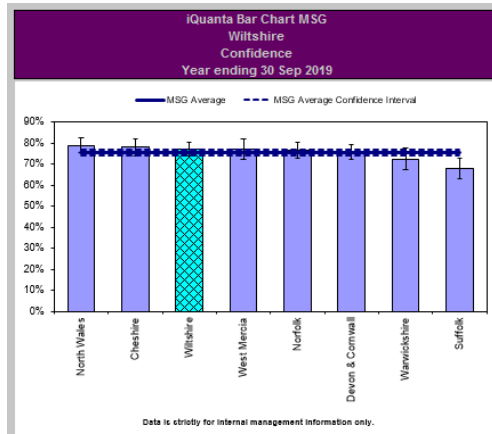
<p>Overall confidence with the police in this area</p>	<p>77.2 per cent (±3.4 per cent) 12 months to September 2019</p>	
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60. This measure is usually informed by the Public Opinion survey which I commissioned twice yearly. While we consider the future direction of this survey, this report uses the Crime Survey of England & Wales (CSEW) results as a proxy measure.

61. 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.

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

- 63. The survey asks members of the public their opinions and experiences of crime over the last 12 months. The survey is statistically significant.
- 64. The CSEW data for the 12 months to September 2019 shows 77.2 per cent (± 3.4 per cent) of respondents have confidence in Wiltshire Police. The trend within the last 12 months has experienced no significant change.
- 65. A percentage of 77.2 puts Wiltshire Police in a good position within its most similar group (MSG) being inline with peers and above the MSG average.

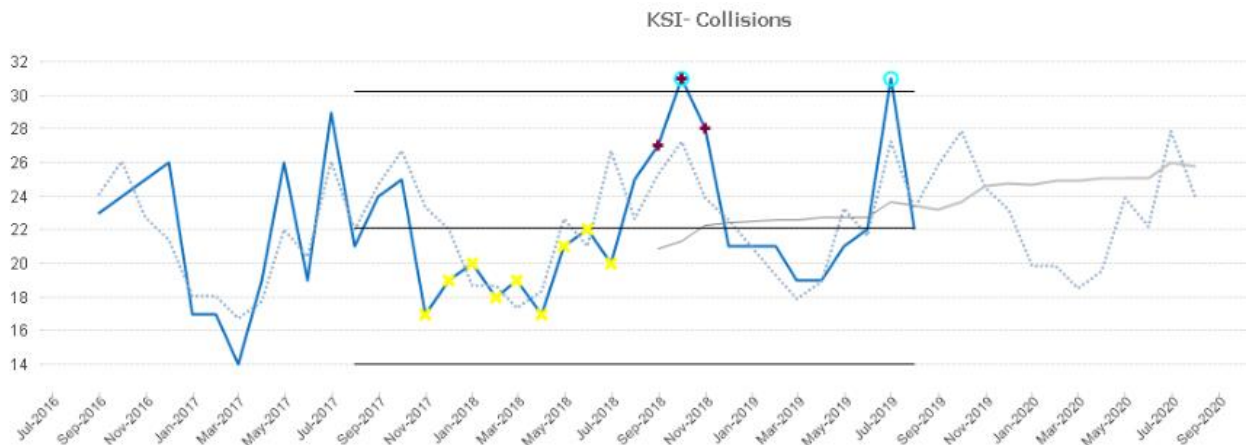


CSEW Public Confidence – 12 months to September 2019

- 66. The nature of the survey conducted by Kantar means there is no detailed data available at community level to help us understand the reasons for decline or opportunities for improvement.
- 67. This is a gap that we are addressing with the work ongoing to commission new surveys for both victims and public perception and confidence.

<p>Killed and seriously injured (KSI) - Collisions</p>	<p>281 collisions – 12 months to August 2019</p>	
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68. This measure shows the volume of collisions where at least one individual was killed or seriously injured (KSI).



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

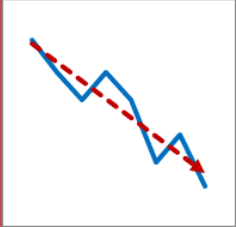
69. In the 12 months to August 2019, there were a total of 281 KSI collisions. Per month this an average of 23.3.

70. The traffic department of the force's criminal justice department is responsible for the collation of data regarding killed and seriously injured people that are involved in collisions within Wiltshire.

71. Data inputting for KSI collisions has been paused due to reduced staff within the criminal justice department, the key focus for the department with reduced staffing is inputting court files. This will impact on future data availability.

72. The road safety report presented at my monitoring board detailed focus on the fatal four causations of road death – drink drive, seatbelts, speed and mobile phones. These will be implemented in a national coordinated effort in line with the National Police Chief Councils (NPCC) calendar.

73. Assistant Chief Constable Maggie Blyth chaired a Strategic Road Safety partnership board in January 2020, renewing focus to road collisions with the aid of partners to bring data together in a coordinated effort to gain clarity on key areas of focus. This partnership will support the recommendations outlined in the NPCC's national strategic roads safety review.

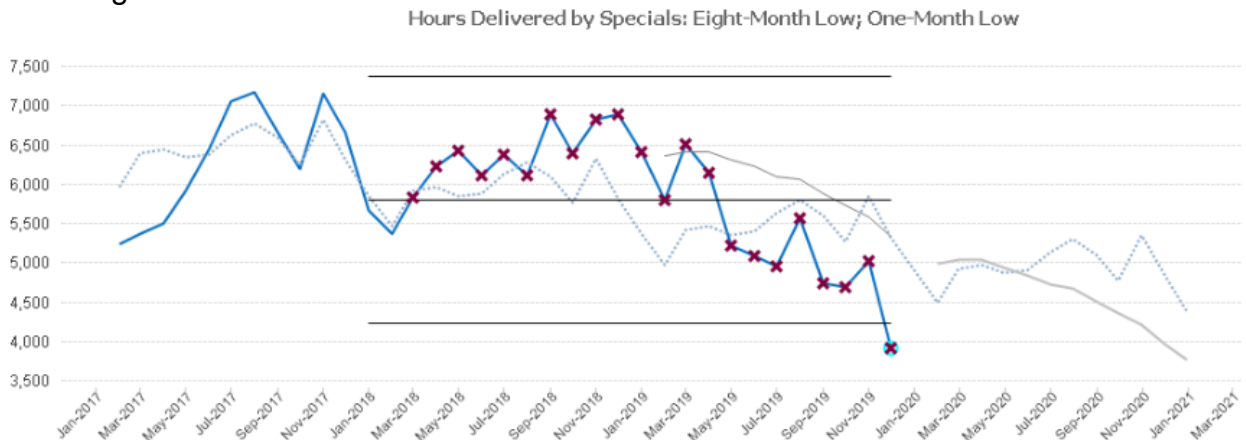
<p>Special Constables hours deployed</p>	<p>Q1: 16,469 hours deployed Q2: 15,205 hours deployed Q3: 13,628 hours deployed</p>	
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74. The Force recognises the valuable role volunteers play in supporting local communities and creating strong communities in policing and other areas.

75. 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.

76. The Special Constabulary cohort at national level is decreasing with the uplift in police resources. It is inevitable that a number of new police recruits within Wiltshire Police will come from our serving special constables. A rough estimate predicts this could be as many as 30 per cent of our specials joining as regular officers in the next two years.

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



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

78. The trend is experiencing a significant overall decline with December 2019 considered to be significantly low.

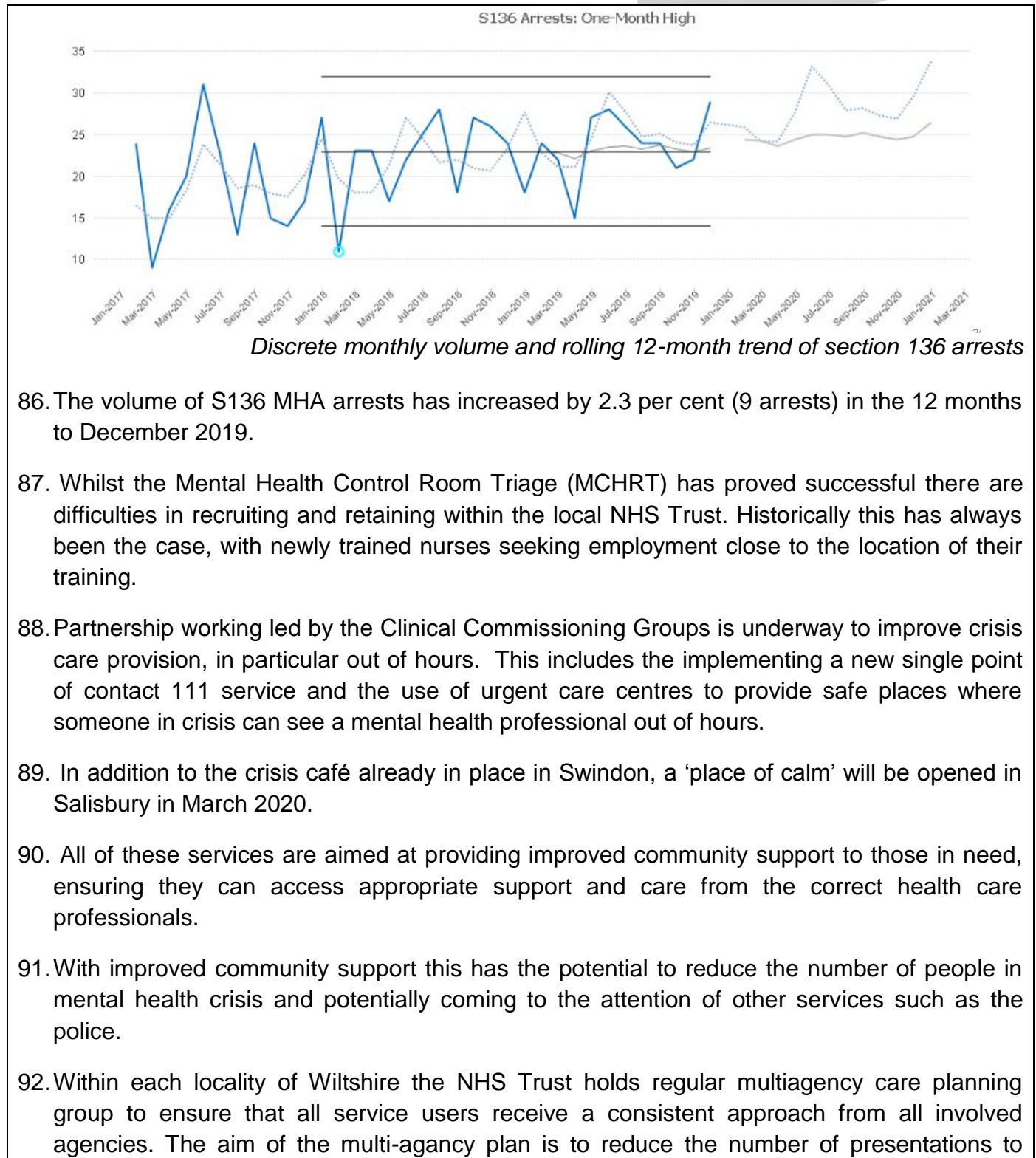
79. Wiltshire Police has currently paused the recruitment of Specials. This decision was made following a review of the current recruitment, training and integration of new Specials enabling time to make improvements to these areas.

80. Recent analysis has shown that 50 per cent of the specials cohort are completing the minimum hours and that of the overall hours completed, 50 per cent are being performed by 30 individuals.
81. At the Strategic Performance Board Chief Constable Kier Pritchard recognised the significant contribution of three individuals in January 2020 and as result is sending personalised letters of gratitude to their significant contribution to policing in Wiltshire.
82. Following on from the continuous improvement review, a Special Constabulary working group has been set-up and is being chaired by Superintendent Phil Staynings. The working group is due to commence in March 2020 and will meet on a monthly basis. A draft implementation plan looks to address the recommendations from the review and will drive discussions at these meetings.
83. The recruitment freeze continues and will remain until the Special Constabulary working group come to a point of progress that sees recruitment fit to recommence

2. Protect the most vulnerable in society

Section 136 arrests	Q1: 70 Q2: 74 Q3: 72	
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84. 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
85. There were 72 S136 MHA arrests during quarter three and 280 in the 12 months to December 2019.



86. The volume of S136 MHA arrests has increased by 2.3 per cent (9 arrests) in the 12 months to December 2019.

87. Whilst the Mental Health Control Room Triage (MCHRT) has proved successful there are difficulties in recruiting and retaining within the local NHS Trust. Historically this has always been the case, with newly trained nurses seeking employment close to the location of their training.

88. Partnership working led by the Clinical Commissioning Groups is underway to improve crisis care provision, in particular out of hours. This includes the implementing a new single point of contact 111 service and the use of urgent care centres to provide safe places where someone in crisis can see a mental health professional out of hours.

89. In addition to the crisis café already in place in Swindon, a ‘place of calm’ will be opened in Salisbury in March 2020.

90. All of these services are aimed at providing improved community support to those in need, ensuring they can access appropriate support and care from the correct health care professionals.

91. With improved community support this has the potential to reduce the number of people in mental health crisis and potentially coming to the attention of other services such as the police.

92. Within each locality of Wiltshire the NHS Trust holds regular multiagency care planning group to ensure that all service users receive a consistent approach from all involved agencies. The aim of the multi-agency plan is to reduce the number of presentations to

services and lead to a decrease in the need to Section 136 arrests.

93. The Police and Health Integrated Mentoring Scheme has been launched in Swindon and aims to support those persons requiring significant support and is already seeing positive results.

94. 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.

95. 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.

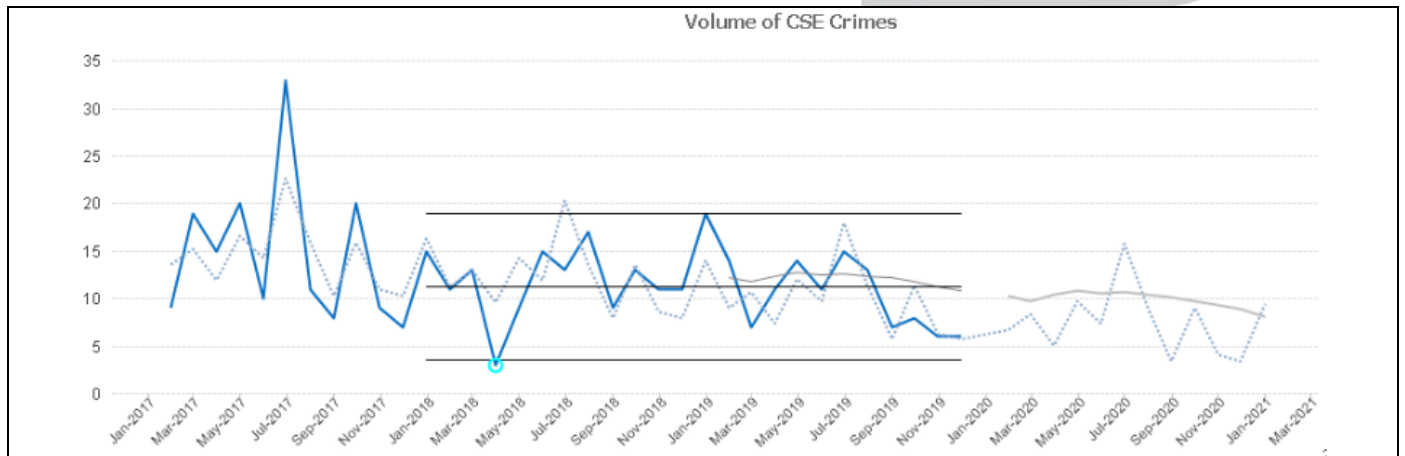
96. There is appropriate scrutiny in place to ensure that those arrested are taken to a place of safety.

²Rethink 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>Volume of Child Sexual Exploitation (CSE) crimes</p>	<p>Q1: 33 crimes Q2: 35 crimes Q3: 20 crimes</p>	
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97. In quarter three there were 20 crimes tagged with a CSE marker. In the 12 month period to December 2019 there were a total of 131 crimes, nine fewer than the previous year.

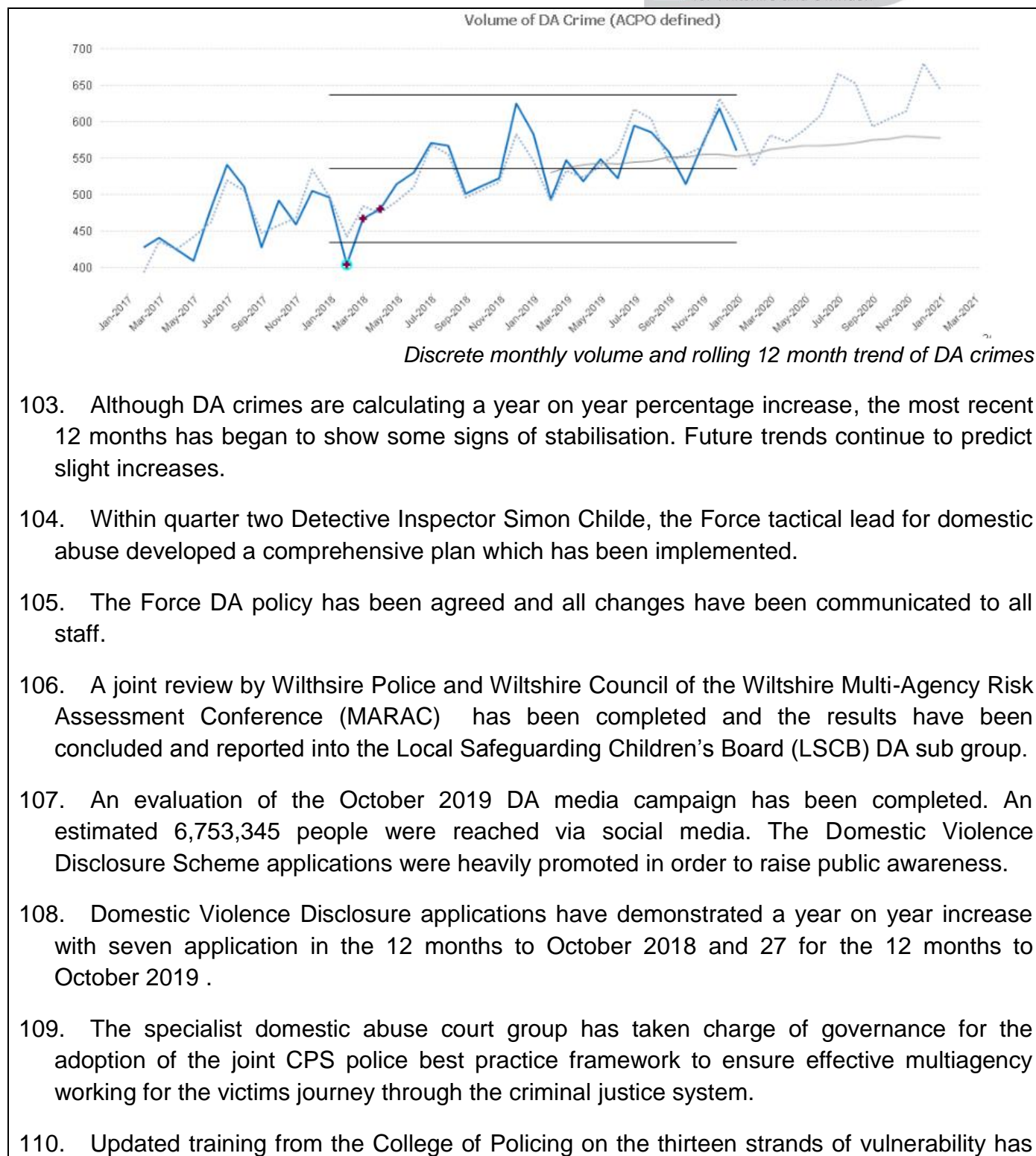


The discrete monthly volume and rolling 12 month trend crimes tagged with a CSE marker

- 98. The overall trend is showing a slight decline due to the most recent 5 months being below average but not exceptional. Numerically there hasn't been a significant year on year change.
- 99. In Quarter three the application of CSE flags was reviewed and resulted in many being removed due to inappropriate application of the flag resulting in the most recent decrease in volume.
- 100. On the 18th March there is a planned external CSE awareness day, along side raising awareness with our Community Policing Teams and partner agencies.
- 101. 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.

<p>Volume of DA Crimes (ACPO defined)</p>	<p>Q1: 1,594 crimes; 6,516 rolling 12 months Q2: 1,735 crimes; 6,610 rolling 12 months Q3: 1,704 crimes; 6,659 rolling 12 months</p>	
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102. There were 6,659 DA crimes reported in the 12 months to December 2019. This compares to 6,191 in the year to December 2018 which is an increase of 7.6 per cent (461 DA crimes).



been rolled out to staff across the Force.

111. In 2018 an audit was conducted into cases which had been closed due to no engagement from the victim. The aim was to understand if the Force DA policy was being adhered to. The audit concluded with recommendations of improvement which were adopted. In March 2020 the audit will be repeated to understand progress against the 2018 audit and identify key areas of improvement.

112. Detective Inspector Simon Childe continues to attend training days across the Force. Leading discussions around DA, with focus on positive action and the importance of evidence led prosecutions.

113. It is reassuring to see the level of scrutiny and focus being provided in this area.

<p>Volume of sexual offences</p>	<p>Q1: 380 crimes – 1,601 rolling 12 months Q2: 425 crimes – 1,599 rolling 12 months Q3: 308 crimes - 1,496 rolling 12 months</p>	
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114. Wiltshire recorded 308 sexual offences during quarter three and 1,599 in the 12 months to December 2019.

115. This represents a 12.2 per cent reduction on 1,704 crimes recorded during the previous 12 months. The overall volume of sexual offences is showing a significant decreasing trend.

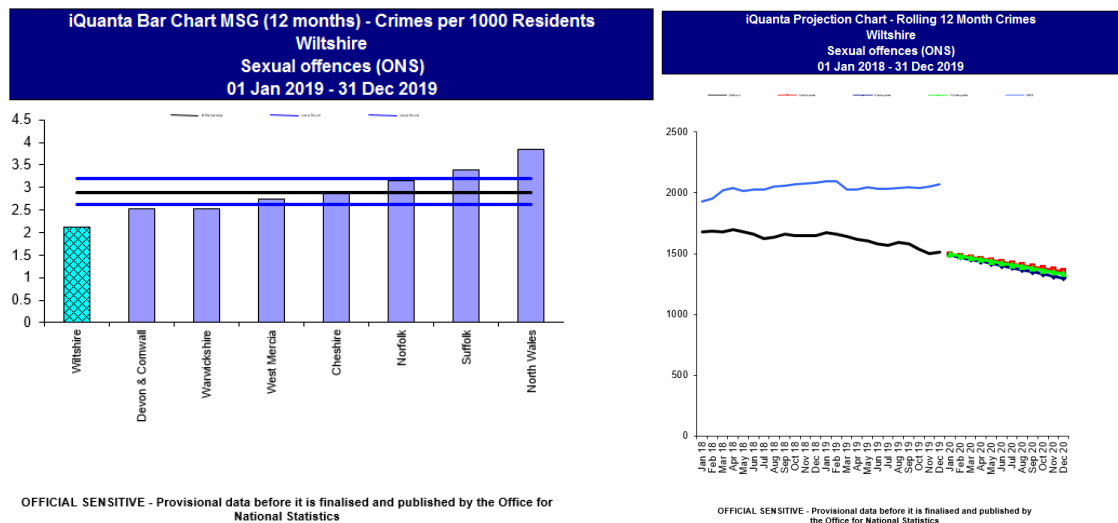


116. From October 2019 to December 2019 a 3 month exceptional low has been highlighted,

with December 2019 being considered as a 1 month significant low. This exception was raised at the Vulnerability and Force Operations Board chaired by ACC Mark Cooper.

117. ACC Mark Cooper has commissioned the Crime Data Integrity workshop to undertake a Sexual Offences audit and for Superintendent Chris Hanson to gain clarity and understanding of the seasonal low present in the quarter three.

118. Wiltshire’s rate of sexual offences per 1,000 population is significantly lower than its peer average.



Sexual offences up to December 2019 – most similar group (MSG) position

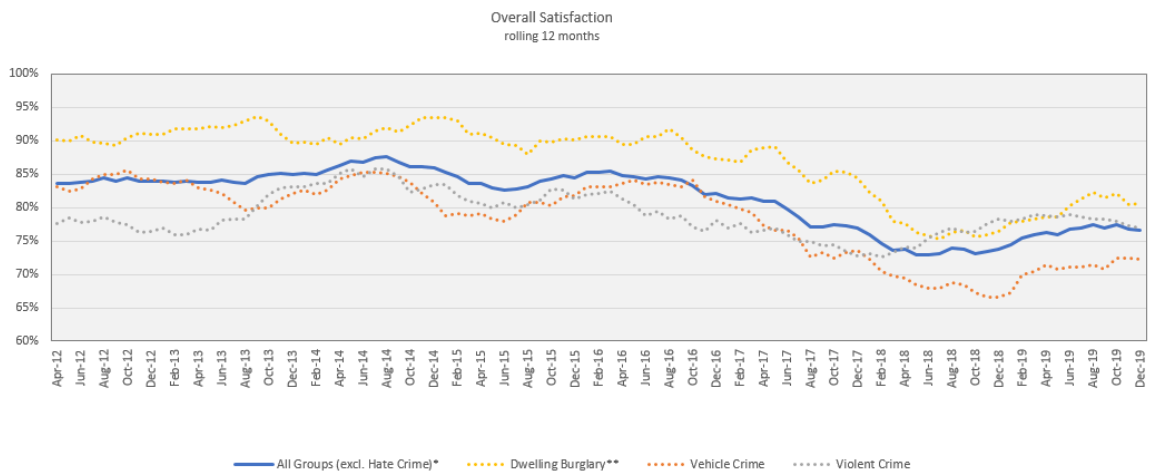
119. The focus remains on improving outcomes for victims which is covered in more detail under the conviction rate measure in priority three.

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

<p>Satisfaction of victims with the whole experience</p>	<p>76.6 per cent (12 months to December 2019)</p>	
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120. 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

121. The victim satisfaction rate was 76.6 per cent in the 12 months to December 2019. This is an increase of three percentage points compared to the 12 months to December 2018.



Victim satisfaction rolling 12 month trend

122. Overall satisfaction levels have shown an improvement in the last 12 months.

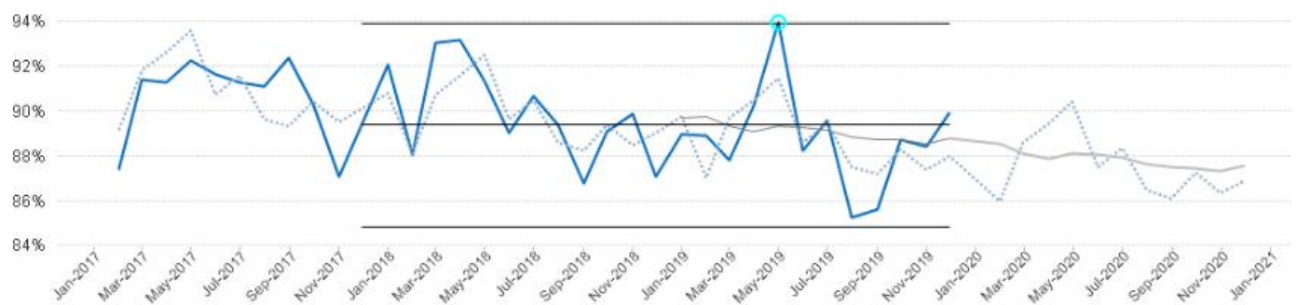
123. Wiltshire Criminal Justice Board (WCJB) aim to bring together a method of understanding victim experience to strengthen the victim voice within the system

124. My office continues to lead on the review of the Victim Satisfaction survey methodology to ensure it is fit for purpose

Conviction rate	89 per cent (12 months to December 2019)	
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125. There were 5,095 defendants prosecuted in the year to December 2019 of which 89 per cent of people (4,524) were convicted.

126. The overall conviction rate has remained consistently high within the last 24 month period with conviction rates ranging between 85% and 94%. Future trends are showing a slight decline, this is simply due recent data points being more consistently below the average.



Conviction rate by month

127. This measure forms part of the performance scorecard at the Wiltshire Criminal Justice Board, a partnership meeting that I chair on a bi-monthly basis.

128. Following raised concerns by the Chief Constable regarding the number of rape cases being submitted to the Crown Prosecution Service (CPS) in November 2019, both the Chief Constable and the Chief Crown Prosecutor for Wessex welcomed some oversight to be reported back into the Wiltshire Criminal Justice Board (WCJB)

129. The results of the standalone inspection were reported into the January 2020. The Chief Crown Prosecutor for Wessex is confident that there is no risk adersion present in Wiltshire. It has been recognised that there is continued work needed to improve the system and that partnership working will be key in delivering improvements.

130. Wiltshire police are positioned 12th nationally and considered a great improvement.

131. Her Majesty's Crown Prosecution Service Inspectorate undertook a Rape Inspection for 2019. The findings of which were published on the 17th December 2019. The key findings from the report were:⁵

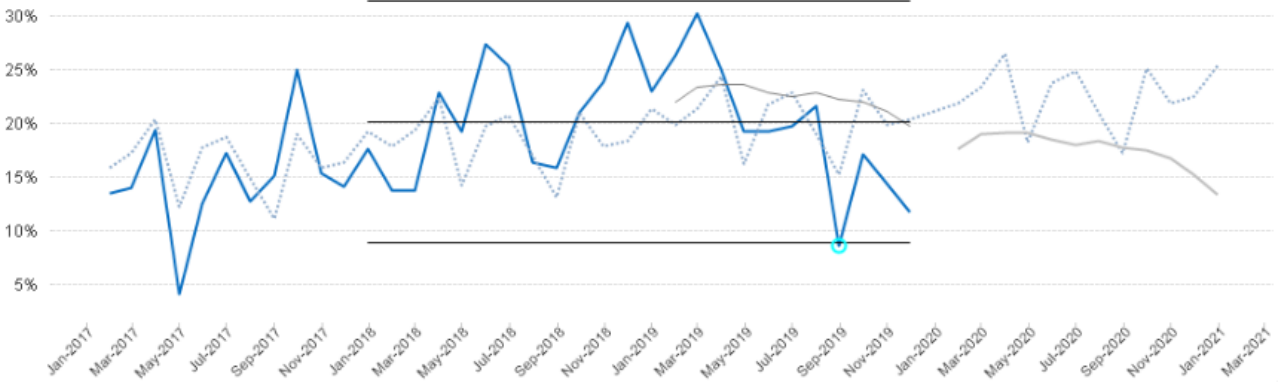
“Since 2016, the number of cases prosecuted by the CPS has fallen by 52%. This is despite the fact that there has been a 43% rise in the number of rape allegations to the police. But there has been a 23% fall in the number of cases referred to the CPS for a decision by the police. This reduction means that while reports of rape to the police have nearly doubled, a significant number of these cases have not been referred to the CPS. Nearly a third of all the cases which the CPS received from the police were ‘admin finalised’. These are cases which are sent back by the CPS to the police for further investigation. There have been concerns that the CPS were only charging easy cases where a conviction was more likely, rather than applying the appropriate legal test (known as the Code for Crown Prosecutors). That view is not supported by the findings from this inspection. CPS has improved its application of the Code for Crown Prosecutors – the test for prosecutions: in the 2016 inspection there was a 10% failure rate but in this inspection there was a 2% failure rate.”

132. Wiltshire Police have a Rape and Serious Sexual Offences continual improvement plan in place. Throughout 2020 the focus is to improve timeliness and quality of police investigations to improve outcomes for victims and the quality of those files sent to CPS for a decision regarding a charge.

Percentage of trials that are cracked and ineffective due to prosecution reasons	Q1: 21 per cent Q2: 16.9 per cent Q3: 14.4 per cent	
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133. There were 232 trials listed during quarter three, of which 124 were cracked or ineffective and 33 of these were due to prosecution reasons.

⁵ <https://www.justiceinspectores.gov.uk/hmcpis/inspections/rape-inspection-on-report-december-2019/>



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

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

135. The proportion of cracked and ineffective trials due to prosecution in quarter three shows a one month exceptional low in October 2019 with all three months being below average.

Cracked and ineffective reasons by prosecution
B - Acceptable guilty plea(s) entered late, previously rejected by the prosecution
D - Acceptable guilty plea(s) to alternative new charge, previously rejected by the prosecution
F - Defendant bound over, now acceptable to prosecution - previously rejected by the prosecution
I - Prosecution end case: insufficient evidence
J - Prosecution end case: witness absent / withdrawn
K - Prosecution end case: public interest grounds
L - Prosecution end case: adjournment refused
M1 - Prosecution not ready: served late notice of additional evidence on defence
M2 - Prosecution not ready: specify in comments
M3 - Prosecution failed to disclose unused evidence
N1 - Prosecution witness absent: police
N2 - Prosecution witness absent: professional / expert
N3 - Prosecution witness absent: other
O1 - Prosecution advocate engaged in another trial
O2 - Prosecution advocate failed to attend
P - Prosecution increased time estimate - insufficient time for trial to start

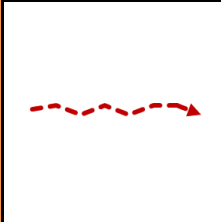
List of cracked and ineffective trial reasons due to prosecution

136. A paper has been produced on the quality of cracked and ineffective trials through the quality assurance delivery group (QADG) which highlights that there is no one discernible reason for the prosecution on the day due to witness non-attendance or withdrawal.

Cracked and Ineffective Reasons by Witness	12m to Dec-18	12m to Dec-19	Volume change	%change
Prosecution end case: witness absent / withdrawn	49	34	-15	-31%
Prosecution witness absent: police	9	6	-3	-33%
Prosecution witness absent: professional / expert	1	1	0	0%
Prosecution witness absent: other	18	17	-1	-6%

137. All three police forces in the Wessex region are working to improve contact with victims and witnesses in an attempt to ensure that witnesses do attend court. It must be noted that in nearly all cases where a witness does not attend, there has been no indication beforehand that they were not going to attend.

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

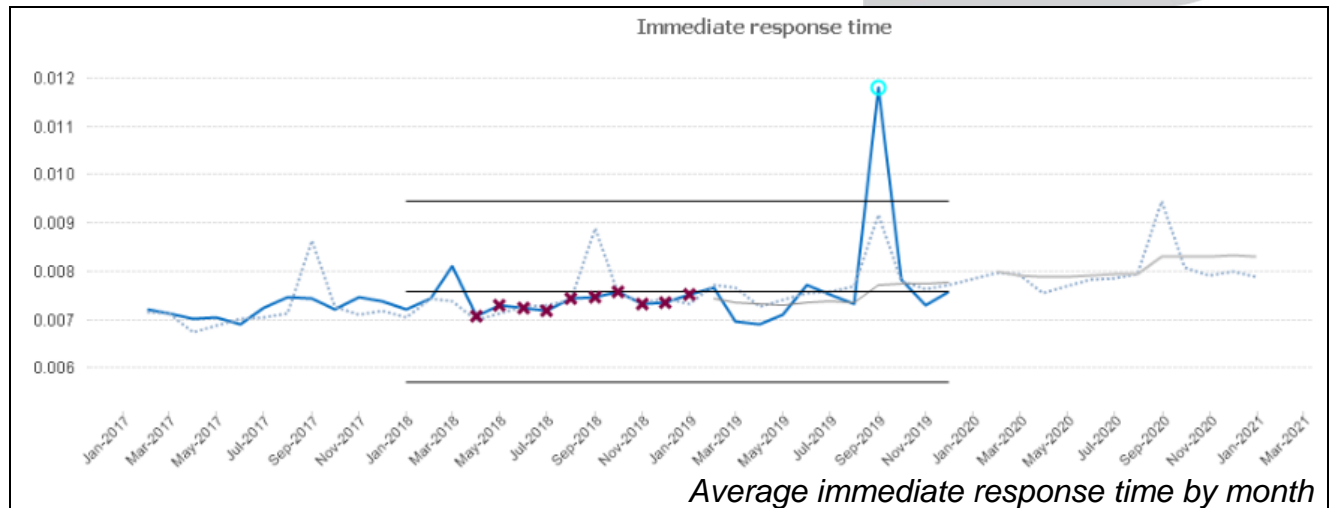
Response time (average)	Immediate	Priority	
	Q1: 10 minutes 26 seconds Q2: 12 minutes 47 seconds Q3: 10 minutes 54 seconds	Q1: 53 minutes 26 seconds Q2: 57 minutes 50 seconds Q3: 55 minutes 32 seconds	

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

139. Wiltshire Police attended 4,828 emergency incidents during quarter three

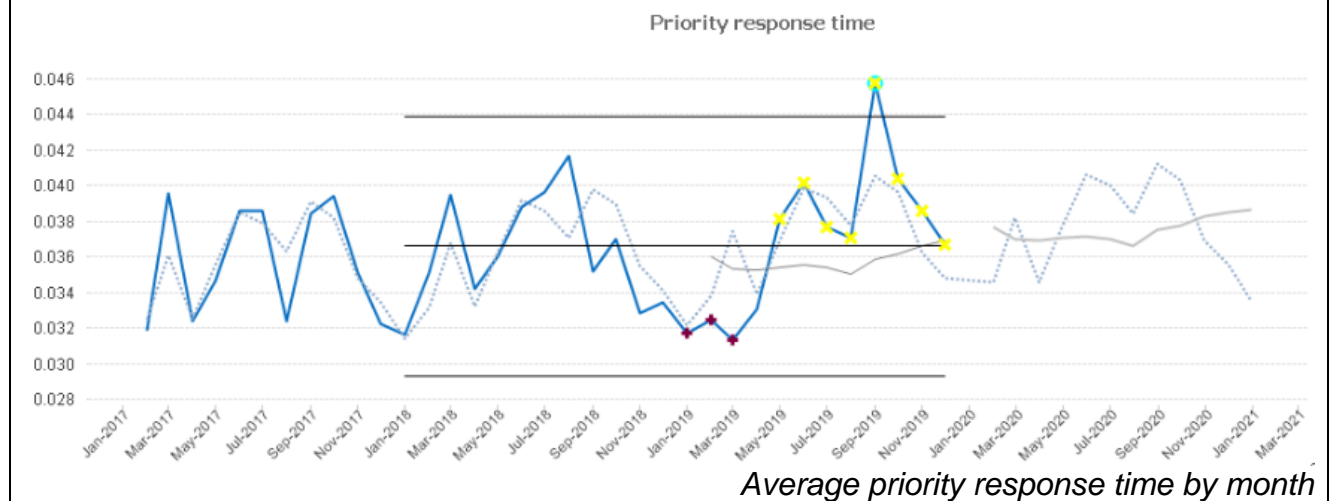
140. In the 12 months to December 2019 18,282 immediate incidents were attended at an average arrival time of 11 minutes 11 seconds.

141. The chart below demonstrates that immediate response incidents have been attended on average within 10 minutes and 54 seconds during quarter three.



142. The chart above demonstrates Wiltshire’s sustained ability to respond quickly to emergency incidents.

143. Wiltshire Police attended 8,804 priority incidents during quarter three for which an estimated time of arrival of within one hour is given.



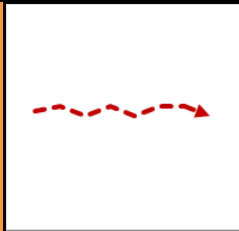
144. The average time taken to attend a priority incident during quarter three was 55 minutes and 32 seconds.

145. In the 12 months to December 2019, 36,227 priority incidents were attended at an

average arrival time of 55 minutes 32 seconds.

146. These measures demonstrate the consistent ability for Wiltshire Police to be there for the public at their time of need.

147. Data quality issues which were caused by an IST outage in our Crime and Communications Centre (CCC) between 14th and 17th September will continue to affect the forecasting capabilities within those areas affected.

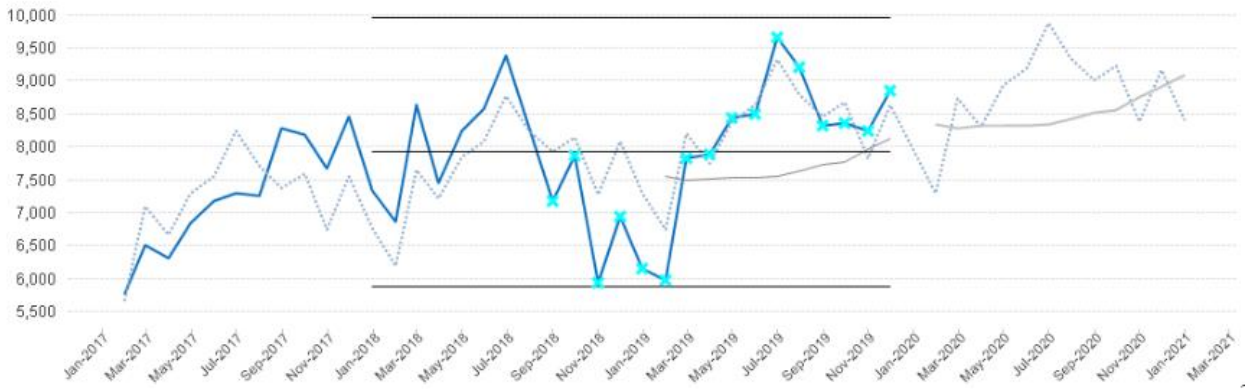
Average time to answer 999 calls	Q1: 4 seconds Q2: 5 seconds Q3: 5 Seconds	
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148. During quarter three, 25,437 999 calls were received and answered within an average of five seconds.

149. There were 97,366 999 calls received in the 12 months to December 2019 an increase of five per cent when compared to the previous year.

150. Volumes of 999 calls have been above average consecutively for the last 8 months and are forecasted to experience a continued increase. Although 999 volumes are increasing our Crime and Communication Centre emergency operatives continue to deliver an efficient and effective service to the public.

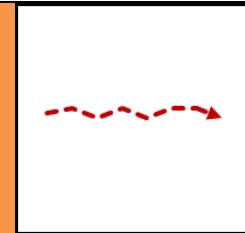
151. The evident increases into the emergency call centre is line with national increase being experienced across England and Wales.



Volume of 999 calls answered

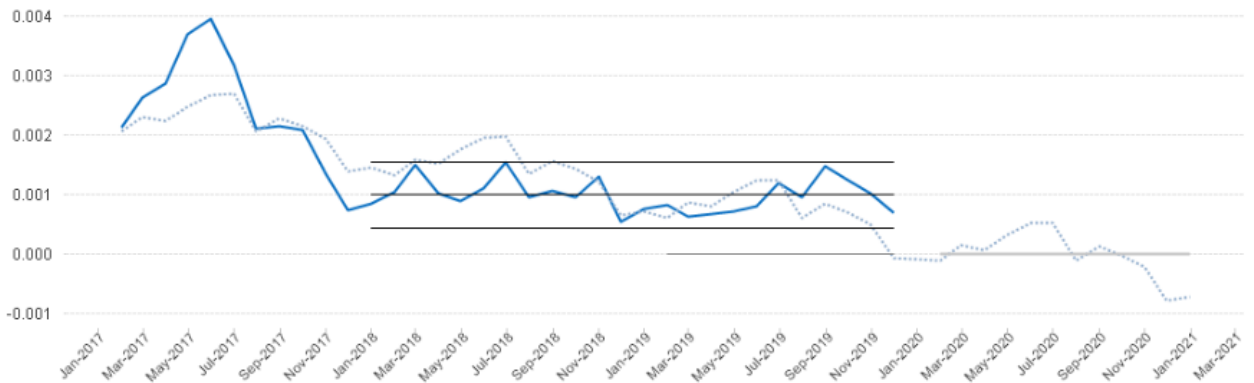
Average time to answer Crime and Incident Bureau (CRIB) calls

Q1: 1 minute 4 seconds
Q2: 1 minute 45 seconds
Q3: 1 minute 25 seconds



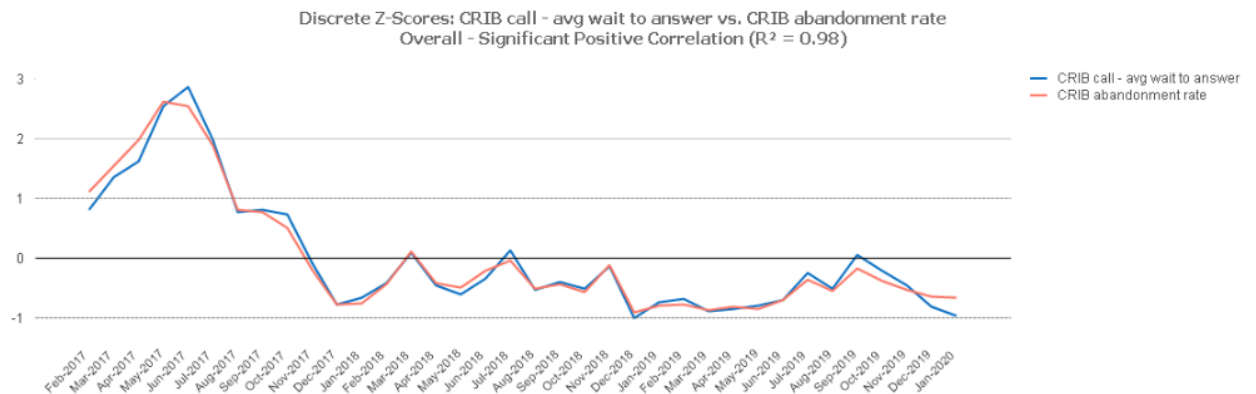
152. A total of 35,316 Crime and Incident Bureau (CRIB) calls were received by Wiltshire Police during quarter three.

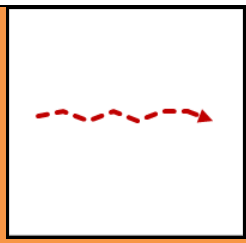
153. The length of time it takes to answer a CRIB has been consistently low for 24 months. The average wait to answer for quarter three 2019-20 was 1 minute 25 seconds and 1 minute 20 seconds for the year to December 2019.



Average CRIB call answer time

154. There is a significant positive relationship ($R^2 = 0.98$) between the CrIB abandonment rate and the average time to answer a CrIB call. This demonstrates that as our Crime and Communication Centre operatives have reduced the time it takes to answer CrIB calls the volume of CrIB calls abandoned have also reduced inline.

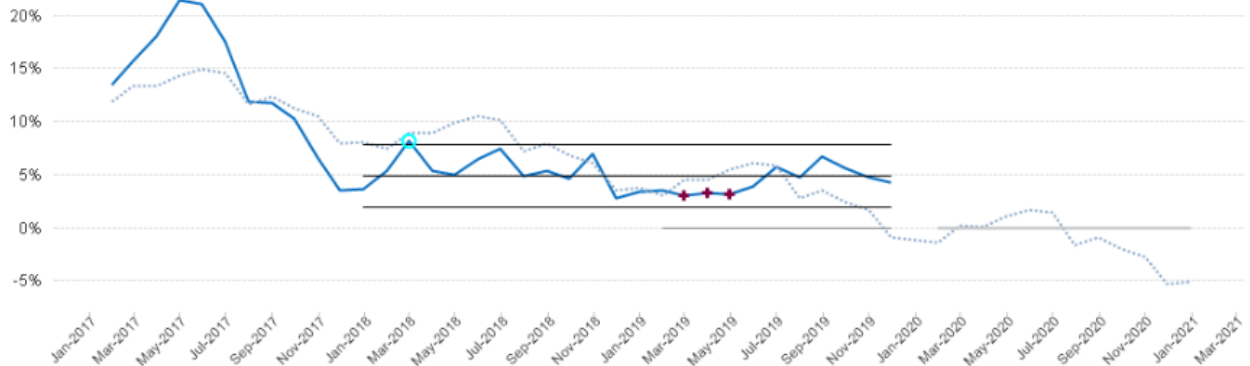


<p>Crime and Incident Bureau (CrIB) abandonment rate</p>	<p>Q1: 3.4 per cent Q2: 5.7 per cent Q3: 4.9 per cent</p>			
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155. The abandonment rate for quarter three 2019-20 was 4.9 per cent and 4.3 per cent for the year to December 2019.

156. Wiltshire Police have seen significant and consistent improvements in the CrIB abandonment rate over the last 2 years. This is reflective of the focus made under the Crime and Communications Centre Improvement Programme (CCCIP) and more specifically the resourcing which is better aligned to demand.

157. The programme is overseen by Superintendent Gavin Williams and is governed through Strategic Change and Performance Boards.



Percentage of CRIB calls abandoned

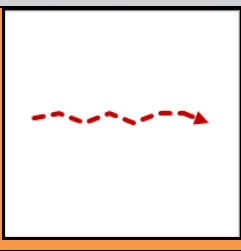
158. The priority focus for this programme of work is the delivery of the early resolution unit (ERU). The pilot went live on the 1st December 2019 and will run for six months. It was designed to improve the management of low level investigations to reduce the demand placed on Wiltshire frontline services but also delivering a more efficient and effective service to the public.

159. There will be ongoing performance monitoring and an evaluation at the end of the six month pilot to evidence the difference the unit is making to the frontline.

160. Since May 2018 there has been an increased headcount within the Crime and Communication Centre, this is now transitioning back to the budgeted headcount.

161. Performance will continue to be measured through the Force Operations and Vulnerability Board chaired by Assistant Chief Constable Mark Cooper.

162. I will be seeking regular reassurance on performance through my monitoring board.

<p>Quality of full files (error rate)</p>	<p>Q1: 2.5 per cent Q2: 0.5 per cent Q3: 0.0 per cent</p>			
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163. 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.

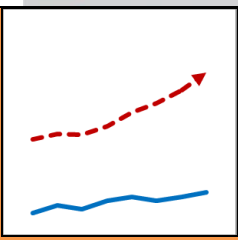
164. Each full file is assessed using 11 file quality measures aligned to the national file standard. If one of those measures does not meet the file standard, the file being reviewed is deemed unsatisfactory.

165. 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.

166. There were 168 full files sent to the CPS in quarter three, none of which were graded as unsatisfactory.

167. Each error has a case file reference which enables learning and continuous improvement.

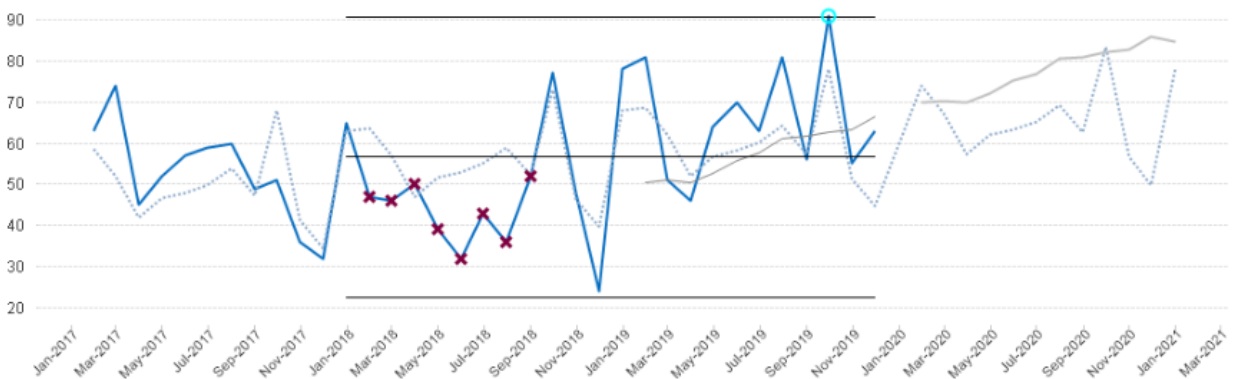
168. This measure has been an area of focus for the justice department and is good to see the efforts are being reflected with sustained improvements.

Volume of complaints	Q1: 180 Q2: 200 Q3: 209			
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169. There were 209 complaints recorded during quarter three and 799 in the 12 months to December 2019.

170. This represents an increase of 42.9 per cent increase on the previous year where 559 complaints were recorded.

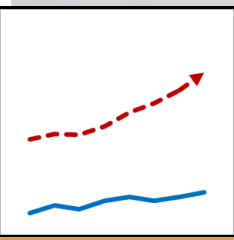
171. The peaks and troughs in recent months, shown in the chart below, are more associated with the capacity of the standards department in recording the complaints that have been received. The spikes relate to times where the unit has improved capacity and have been able to deal with today's business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



Recorded complaint volume by month

172. This measure is reported at the Force's Strategic People Board (SPB) chaired by the Director of People and Change.

173. All high end complaints and conduct issues go through a Superintendent who has not seen any links, trends or concerns but has commissioned analysis for further assurance.

<p>Percentage of complaints recorded within 10 days</p>	<p>Q1: 93 per cent Q2: 90 per cent Q3: 98 per cent</p>			
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174. The Independent Police Complaints Commission (IPCC) expects complaints to be recorded within ten working days on average.

175. The percentage of complaints recorded within ten days has sustained the improvements made during 2019. The figures for quarter three show we recorded an average of 98 per cent.

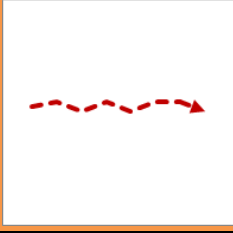
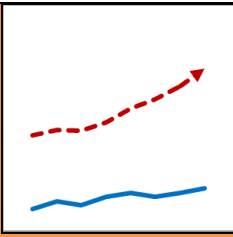
176. The most recent national and most similar group (MSG) data is for quarter two 2019/20. The average reported by Wiltshire for quarter two 2019/20 was 90 per cent. The data reported both nationally and within Wiltshire’s MSG is 91 per cent.

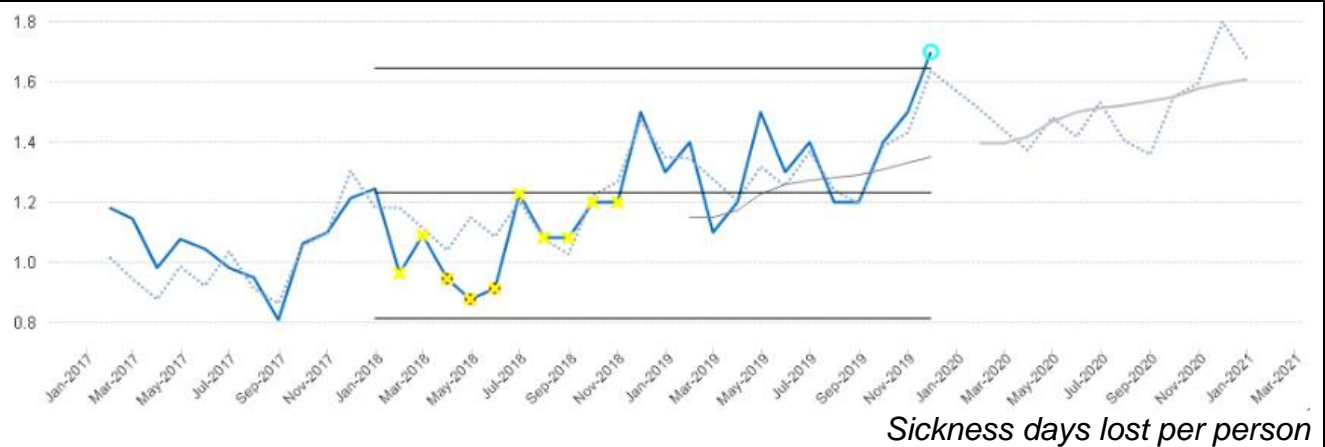
177. Wiltshire Quarter three reports 98 percent position showing an overall improving trend from the previous quarter.



Percentage of complaints recorded within ten days

178. The average number of days it took Wiltshire Police to record a complaint throughout quarter three was 4 days. This is a significant and consistent improvement on the average of 15 days it took to record a complaint during quarter four of 2018-19

<p>Percentage of complaint appeals upheld</p>	<p>Q1: 33 per cent (6 appeals completed and 3 upheld) Q2: 20 per cent (10 appeals completed and 2 upheld) Q3: 24 per cent (4 appeals completed and 1 upheld)</p>	
<p>179. 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.</p> <p>180. If the proportion is consistently high, it would indicate that the outcomes from our complaint processes are not effective.</p> <p>181. For quarter three, four appeals were completed and one was upheld.</p> <p>182. Of the 25 appeals completed in the 12 months to December 2019, 6 were upheld. This represents 24 per cent of appeals and 0.8 per cent of the total number of complaints received.</p>		
<p>Number of actual days lost per person</p>	<p>Year to December 2019 15.9 actual days lost per person</p>	
<p>183. There were on average 15.9 days lost per person in the 12 months to December 2019, with the forecast demonstrating an increasing trend.</p> <p>184. December 2019 is highlighted as 1 month exceptional high at 1.7 sickness days lost per person.</p>		



185. The Force recognised that the levels of sickness has been high and the Director of People and Change has set up a sickness improvement group which will focus on delivering the sickness improvement plan which contains 20 actions.
186. This meeting has been developed as a result of Wiltshire Police and the OPCC commitment to the wellbeing of the workforce; ensuring officers and staff remain fit for work, with the return to work as soon as possible after illness, this Plan gives line managers understanding and guidance regarding the absence management process. This is key in ensuring forcewide resilience to manage operational demand and day-to-day performance.
187. The purpose of this meeting is to focus on a number of key areas which will support an improvement in sickness absence management.
188. A communication strategy, toolkits, education, support and development will be the main focus of the group. The group meets monthly and reports to the Strategic People Board chaired by the Director of People and Change.
189. Recent analysis has identified that police officer sickness has increased by 21 per cent in the 12 months to December 2019 when comparing to the previous 12 months (January – December 2018) and police staff sickness has increased by 12 per cent (based on actual days lost).
190. Benchmarking request has been circulated to other forces to understand their sickness processes. Results to be circulated in the next report.

191. I expect that the sickness improvement group will start to generate improvements in this area. I will be receiving updates from the Force on a regular basis through my monitoring board.

Deep Dive Element of Performance Report

Service Delivery Plan 2019/20 – Quarter 3 Report

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

In March 2015, the Horizon Victim and Witness Care team was put in place as a result of the objective given to the OPCC to commission services to support victims of crime. Based at Devizes HQ, the dedicated team of Police Staff, from the first point of contact and through the criminal justice process, provides; an enhanced, coordinated and consistent end-to-end 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 Centers, Swindon Women’s aid, Bobby van, Splash, Witness Service, Restorative Together and Police led hate crime advisors. This allows the Horizon team to jointly deliver the best possible service to victims, ensuring that victims receive emotional and practical support from the appropriate service provider.

As a result of the Horizon team’s recent collaboration with the Victim Strategy, the team supervisor has been attending the Regional Victim Strategy Board taking a regional standpoint on key areas of

requirement to ensure victims are offered support and updates in line with Victim Code of Practice [VCOP]. The updates are further shared with the National group, recognizing challenges best practice where possible.

In the past quarter, awareness sessions have been delivered from Splash, highlighting youth services, the Probation service, hate crime leads and the Right to review processes. As part of an ongoing training program, the Horizon team are given updated awareness sessions from partner agencies to ensure that appropriate services are offered to victims and witnesses of crime and optimising the support available.

Working and liaising with partners to improve a victims journey, has progressed timelines of contact between Witness Care and the Crown Prosecution Service [CPS], which has resulted in less delays in victim updates which can create a trial adjournment.

The CPS have recently also changed their structure locally with the aim to improve the timeliness in their response regarding victim and witness issues and Crown Court trials thus reducing waiting times for victim/witnesses.

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

In order to provide a high quality Restorative Justice (RJ) service throughout the County, 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. The aim is to offer all victims of crime access to RJ at all stages of the criminal justice system.

To date Wiltshire Police has delivered 281 out of court community resolutions with a restorative element from a total of 300. Cases completed and currently in progress include neighborhood disputes, criminal damage, sexual assault, murder, domestic abuse, racially aggravated assault, burglary and robbery.

RJ training is still compulsory to all officers and staff in Child Protection Teams, and also as part of initial training for recruits and Special Constables. To date, the training hub has delivered level one RJ training to 619 police officers and staff. 30 officers and staff have volunteered and received 3-day level two training.

Recently, there was a conference hosted to showcase the variety of ways in which restorative

practice can be applied and how improved outcomes for victims were achieved.

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

The NHS South, Central and West Commissioning Support Unit has been commissioned to provide procurement and project support to this regional re-commissioning across 4 force areas. A project plan has been agreed and a working group established. The service is scheduled to be re-commissioned and operating by October 2022.

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

The PCC has supported the organisation Revival again for therapeutic and peer support (no health partners at this stage). Revival has expanded its provision of support for young people affected by sexual assault and abuse (current and historic) with new services in Salisbury and Swindon.

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. These cracked and ineffective cases for quarter three incorporating reasons for ineffectiveness and occasions of adjournments and vacations were viewed at scrutiny meetings held

in November 2019 and January 2020. Representatives from the CPS, HMCTS, legal advisors and Wiltshire police were in attendance to discuss the cases listed for trial that did not proceed, identifying key areas for focus moving forward.

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

When it comes to video technology, Wiltshire Police are the most advanced Force in the South of England. The Force has two live link facilities at Gablecross and Melksham custody units. These facilities are used force-wide as standard practice by officers to remotely provide evidence for trials listed in the magistrate's court, resulting in considerable savings in the amount of time officers are required to attend court in person.

The live link facility for police officers is still functioning well with approximately 500 officers receiving court warning for a magistrate's trial in 2019 in which 95% of those called were able to give evidence in live link facility rather than attend court in person. However, work is still ongoing to identify the best way forward to embed a live link facility within Wiltshire Police for victims and witnesses to give evidence for magistrate trials. At present, Wiltshire Police are scoping for a suitable location and incorporating an understanding of support required to facilitate this if embedded. The current ambition is to ensure a facility by August 2020.

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.

All front line officers have now been trained and allocated a BWV camera and it is now mandatory for officers to utilize them.

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 [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 December 2019 the IOM portfolio moved from Crime Prevention to the Public Protection Department and earlier in November 2019 the IOM Governance Group reviewed and agreed the terms of reference and refreshed its purpose in regards to the collaboration between; the National Probation Service [NPS], NPS Probation Community Rehabilitation Company and Wiltshire Police that provides enhanced offender management for appropriate offenders of greatest concern.

This governance group is designed to provide the necessary multi agency oversight, direction and accountability to enable IOM to function effectively, its objectives are to;

- Ensure IOM contributes to the delivery of the Crime and Policing Plan and fairly reflects the priorities of partner agencies.
- Develop and progress an IOM delivery Plan
- To report to the Reducing Reoffending Board subgroup and from there to the Criminal Justice Board.
- To ensure appropriate partnership representation at the appropriate level.
- Ensure commitment of resources from agencies into IOM and that IOM resources are given clear strategic direction
- To agree objectives and targets for IOM.
- Provide assurance for the performance, evaluation and outcomes of IOM.
- To ensure the IOM scheme benefits from 'lessons learned' and continual improvement approaches.
- Identify and progress commissioned services that benefit IOM cohort
- Identify barriers to delivery and escalate as necessary.
- Oversee the allocated IOM budget. This will include assessing the impact of business changes on IOM and manage their agencies resources accordingly.

Support with an effective communications plan to ensure that IOM is promoted both internally and externally.

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

The Wiltshire Youth Offending Team [YOT] work with young people between the ages of 10 and 18 who display anti-social and/or offending behavior, and are subsequently dealt with through the Criminal Justice System. YOT aims to prevent further offending by addressing the factors associated with offending. The YOT's primary purposes include, giving young people positive opportunities and support to feel that 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, Not in Education Employment or Training Personal [NEET PA] Advisor, Harmful Sexual Behavior [HSB] Coordinator 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 behavior 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.

Between January and December 2019 there was a dramatic decline in the number of FTE's from Wiltshire compared to the same period in 2018. Youth Referral and Independent Person Program [YRIPP] also continues to promote a consistent approach when considering disposal options across the County.

Intervention with those at risk of becoming FTE has increased, and is also targeted to the needs or requirements of individuals rather than a stock response.










YRIP now captures data at time of offence rather than at time of referral therefore providing a better picture of the young people that may be more likely to become FTE. At present, re-offending rates appear to be low at this moment in time (currently around less than

10%).



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

The behaviour change programme delivered by Splitz in Wiltshire has worked with 89 perpetrators in 9 months (75 men and 14 women). There are 2 significant referral routes in to the service, Children's Services has referred 37 people and 31 people have self-referred. The next highest referral route is the Voluntary Sector at 12 referrals in 9 months. Splitz is working with academic partners to extend this work locally and regionally. Going forward, it is planned to embed the work as part of integrated offender management pathways.







Appendix A

POLICE & CRIME PLAN 2017-21														
Measure	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Infographic	Context
1. Prevent crime and keep people safe														
Crime volume	3749	3323	3680	3464	3908	3601	4119	3958	3755	3688	3699	3489		Significantly lower than peers
Crime recording compliance				90.3%	Nil	88.1%	Nil	90.2%	91.3%		Nil			Improving trend
Cyber flagged + Key word	297	234	246	224	241	231	266	272	238	273	237	245		Increasing trend
Hate crime volume	40	37	53	45	68	51	70	65	59	47	38	46		Stable, slight decreasing trend
Outcome ratio*	16.5%	16.5%	16.3%	16.1%	16.0%	16.5%	16.6%	16.6%	16.5%	16.3%	16.3%	16.3%		Improving trend against a backdrop of national reduction
ASB volume	1170	1188	1316	1332	1474	1613	1726	1663	1366	1446	1199	1163		Decreasing trend
Overall confidence with the police in this area			78.3%			77.7%			77.2%					Decreasing trend however remains inline with peers and above MSG average
KSI- Collisions	19	21	19	19	21	22	31	22						Stable, slight increasing trend
Special Constables hours deployed	6415	5803	6517	6145	5223	5096	4954	5569	4734	4694	5023	3911		8 month discrete monthly low below average. Correlates with decline in Special Constabulary headcount

2. Protect the most vulnerable in society

S136 Arrests	18	24	22	15	27	28	26	24	24	21	22	29		Stable monthly volumes. Slight increase in rolling 12 month volume
Volume of CSE crimes	19	14	7	11	14	11	15	13	7	8	6	6		Rolling 12m slight decreasing trend
Volume of DA Crime (ACPO defined)	583	494	547	519	549	523	595	586	559	515	571	618		Rolling 12 month increasing trend
Volume of Sexual Offences (Recent / Non Recent)	147	120	125	119	128	133	153	136	127	112	102	94		Rolling 12m slight decreasing trend

3. Put Victims, Witnesses and communities at the heart of everything we do

Satisfaction of victims with the whole experience	74.4%	75.4%	75.9%	76.3%	76.0%	76.8%	77.0%	77.4%	76.9%	77.5%	76.7%	76.7%		Demonstrating increasing trend after period of decline
Satisfaction with being kept informed	65.2%	65.1%	64.4%	64.8%	63.8%	65.1%	64.9%	65.4%	64.8%	65.7%	64.9%	64.9%		Stable trend
Satisfaction with ease of contact	91.3%	91.7%	92.0%	92.7%	92.7%	93.9%	94.0%	93.7%	94.4%	94.8%	93.5%	93.6%		Continues to demonstrate increasing trend
Satisfaction with treatment	89.7%	89.9%	90.3%	90.7%	90.0%	90.9%	90.1%	90.1%	90.4%	90.1%	89.5%	89.4%		Stable trend
Conviction rates	92.5%	91.1%	77.1%	89.7%	89.7%	77.1%	89.6%	76.2%	83.3%	88.1%	81.4%	94.4%		Stable trend
% of cracked or ineffective trials due to prosecution	23.0%	26.4%	30.3%	25.0%	19.2%	19.2%	19.7%	21.6%	8.5%	17.1%	14.3%	11.8%		Decreasing trend