

# Police and Crime Panel

## 3<sup>rd</sup> September 2020

Quarter 1 -2020/2021

Performance Overview – by exception



Wiltshire and Swindon

**pcc**

# Priority One: Prevent crime and keep people safe

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# Crime Volume



Crime Volume - Previous 12

43,523

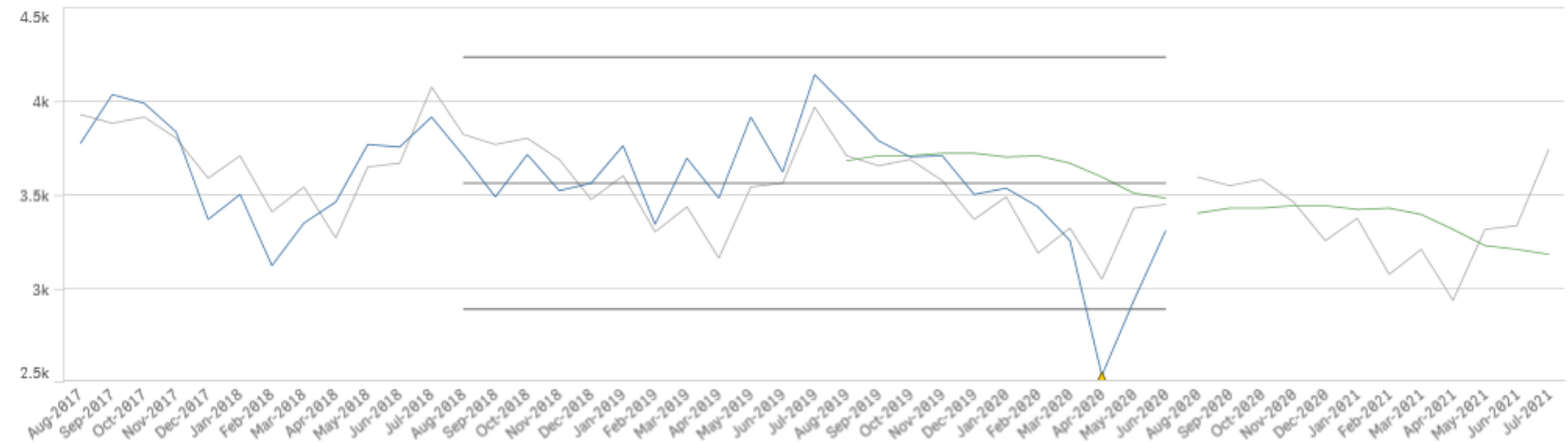
Numerical Change % Change

-1,925 -4.4%

Crime Volume - Last 12

41,598

- Crime volume (PCP Measure)



## Executive Summary

- April-2020 is highlighting as a significant exceptional low with 2,518 crimes recorded. This was to be expected considering the recent impact of COVID-19 on the overall crime commission within particular crime groups.
- The increases in recorded crime for May and June-2020 correlates with the relaxation of lockdown guidelines by the government
- The monthly and rolling 12 month forecast is showing a decline in volumes
- The year on year change to June-2020 of -4.4% has been significantly impacted by the decrease in reported crime
- Police recorded crime has decreased nationally by -3.9 per cent in the 12 months to May 2020 and -2.8 per cent regionally. Meaning Wiltshire is in line with national increases but significantly below forces within our most similar group (MSG)

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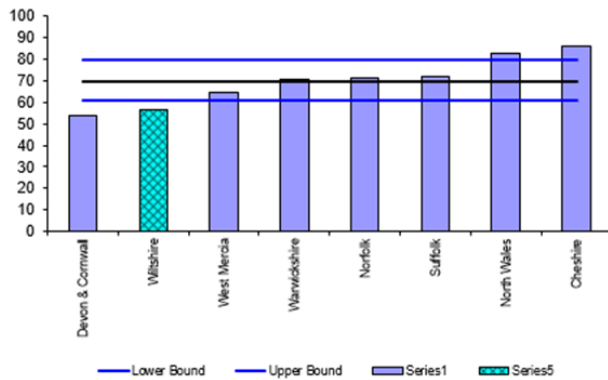
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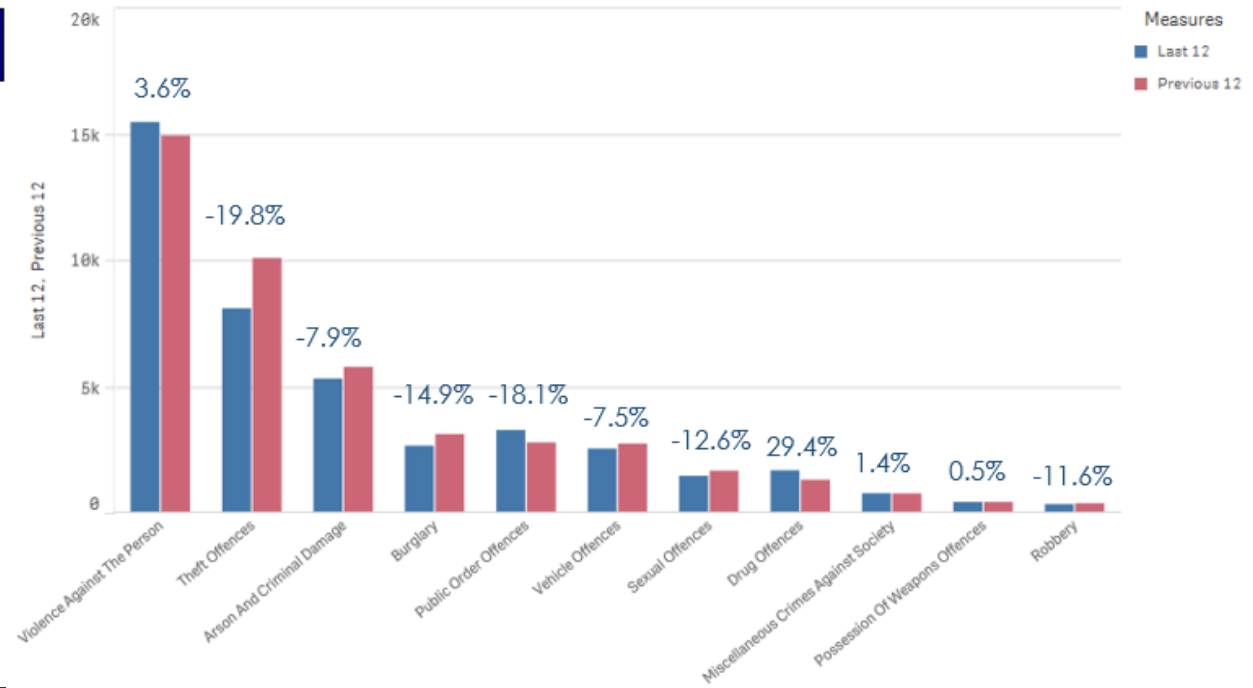
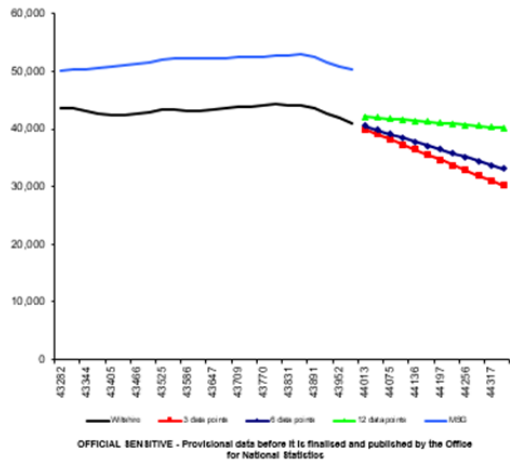
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# Crime Volume

**iQuanta Bar Chart MSG (12 months) - Crimes per 1000 Residents**  
Wiltshire  
Crimes  
01 Jul 2019 - 30 Jun 2020



**iQuanta Projection Chart - Rolling 12 Month Crimes**  
Wiltshire  
Crimes  
01 Jul 2018 - 30 Jun 2020



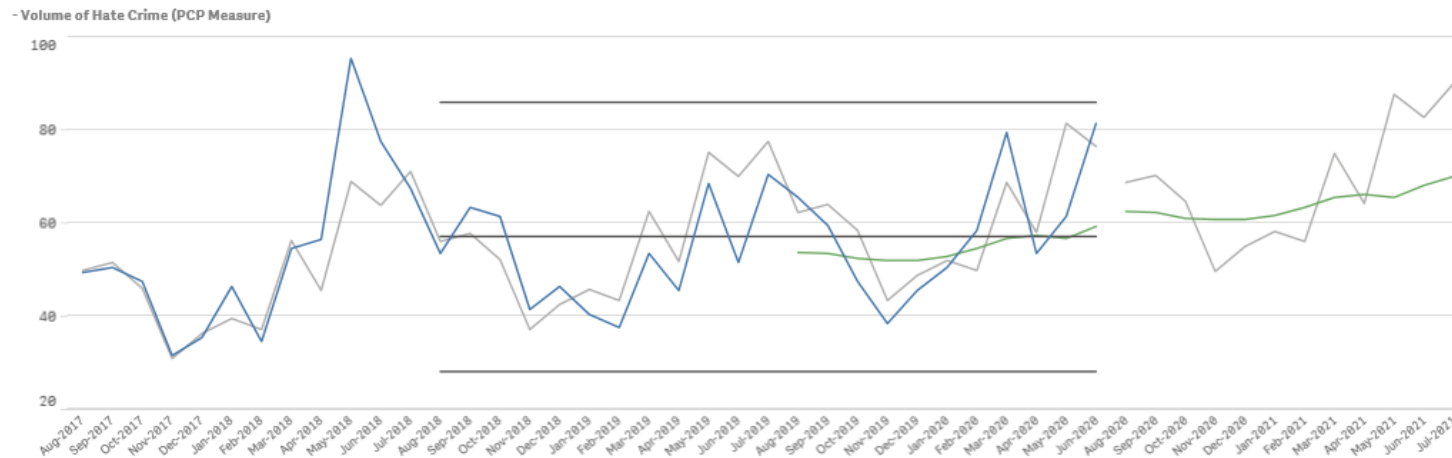
## Executive Summary

- 12 months to June-2020 - 56.5 recorded crimes per 1000 population, significantly below the MSG average of 69.7
- 12 months to May-2020 - sit second nationally for crime rates per 1000 population
- Crime recording compliance average 92.1% for quarter 1 2020/2021 and remains consistently high

# Hate Crime



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## Executive Summary

- There were 81 reported hate crimes in June-20, highlighting as an exceptional high and breaching the upper limit, 54 (66%) were racially motivated. There were also 25 hate incidents recorded, also considered as exceptional
- Exceptional increases were experienced in Salisbury (15), Amesbury (8) and Chippenham (6) CPTs
- Hate Crime volumes increased week on week in June-2020, with the week ending 28/06 being most impacted
- The Black Lives Matter Movement saw: (resulting in 8 hate crimes being reported)
  - 300 people gathered in Trowbridge on the 04/06
  - 1,000 people gathered in Swindon and Salisbury on the 06/06
  - 150 people gathered in Melksham on the 07/06
- National Hate Crime Awareness Week – 2<sup>nd</sup> of October – Communications strategy being developed inline with national theme of H.O.P.E
  - **H**ate Crime Awareness. **O**perational Response. **P**revention. **E**mpowering Communities
- Wiltshire are establishing an internal scrutiny panel to enable files to be reviewed for quality assurance of investigative standards, with a regional offer from the hate crime lead to send a review team into force to dip sample cases and provide feedback
- Hate Crime Advisors are to engage with minority communities to ensure confidence, public safety and gather intelligence
- Re-establish engagement with IAG's which has been limited due to the impact of covid-19 and lockdown

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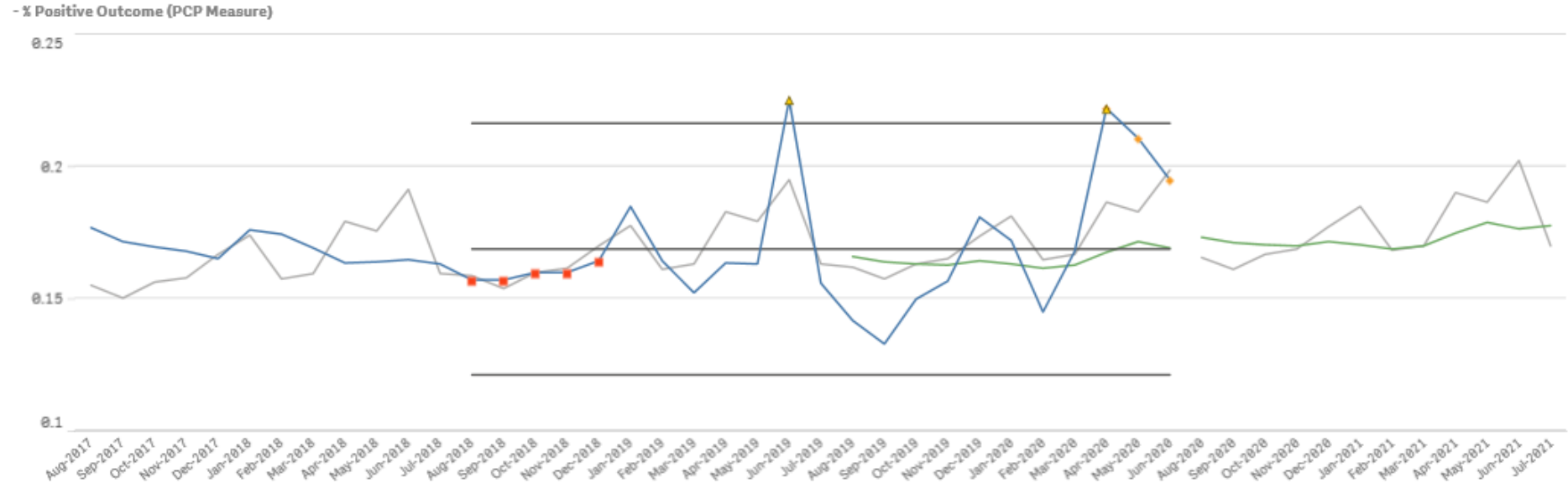
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# Positive Outcome Rate



Rolling 12m to June-2020

16.6%



## Executive Summary

- Quarter 1 2020/2021 3 month exceptional high for April-2020 at 22.1% , May-2020 at 21% and June-2020 at 19.4%
- The decreases in recorded crime volume have impacted the discrete monthly positive outcome percentages
- For the rolling 12 months to June-2020 the positive outcome rate remained stable at 16.6%
- Within our most similar group we remain significantly above the average of 14.8%

\*\* those crimes that have been detected within that month are divided by the total crimes reported in that month.

For example, if there were 75 crimes detected and disposed of in the month of June-19 and only 50 crimes were reported, it would result in a 150% outcome rate.



# Special Constable Hours Deployed



- Hours Delivered by Specials (PCP Measure)



- Local policing hours delivered by Specials (PCP Measure)

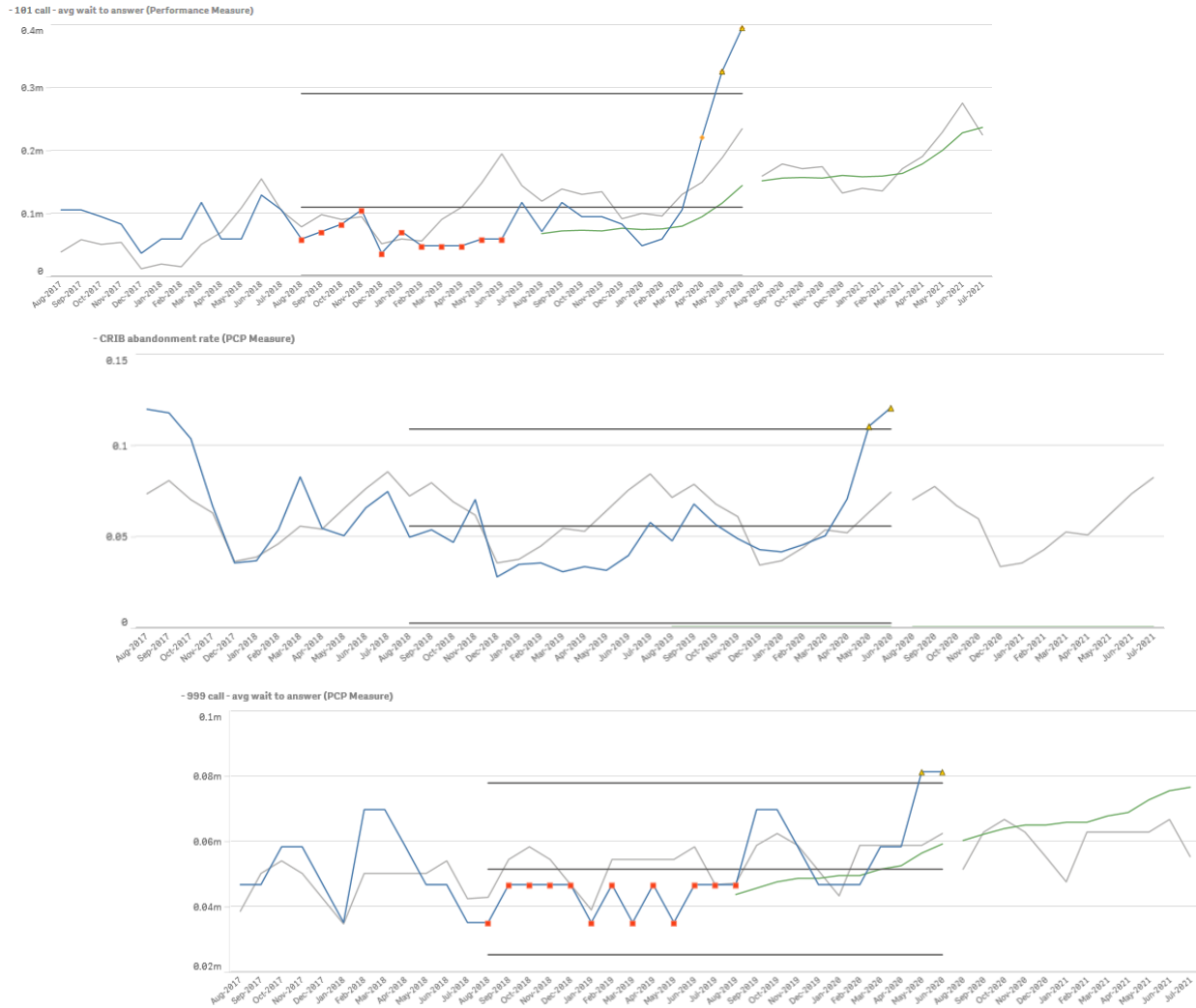


## Executive Summary

- Overall Special Constable hours deployed for Quarter 1- 2020/2021 were not exceptional. An increase can be seen within the quarter, specifically in April and May
- These increases were driven by the significant rise in local policing hours that were delivered by Special Constable during the lockdown and furlough stages of government restrictions relating to covid-19
- Letter sent by the Chief Constable to two individuals for significant number of hours delivered



# Call Answers Rates



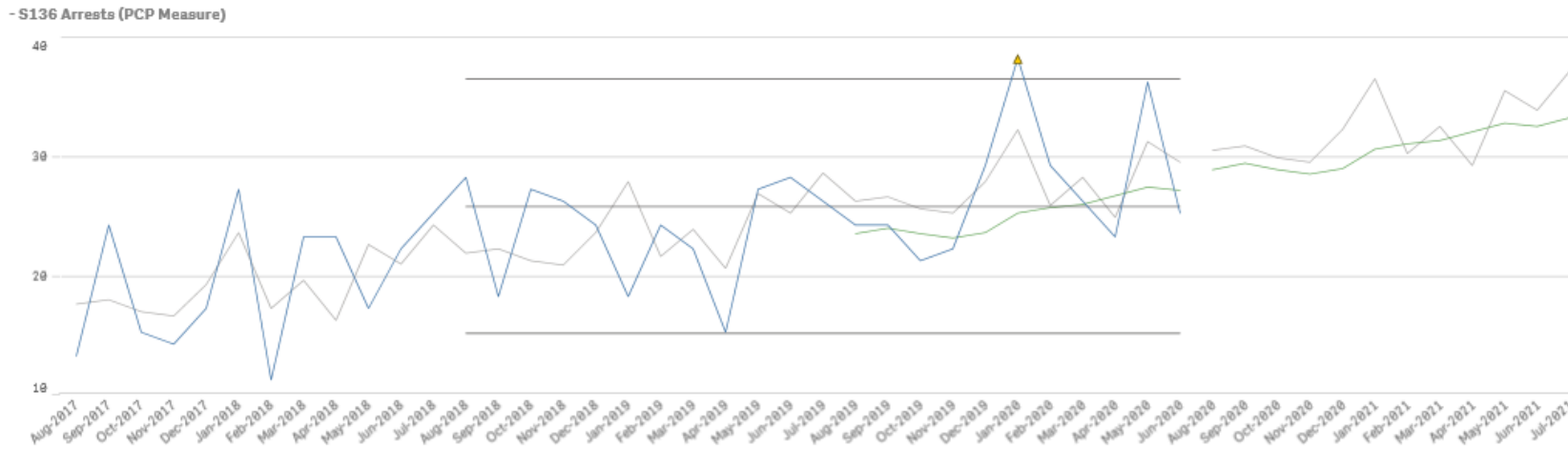
## EXECUTIVE SUMMARY

- On the 16<sup>th</sup> of April the staff in the Crime and Communication Call Centre were divided between two working locations to ensure social distancing measures could be adhered and ensure the safety of staff whilst carrying out their duties
- The current working circumstances are impacting the ability for teams to overlap during handover at certain times of the day and are also with reduced number of supervisors;
- it is also impacting operators ability to monitor incoming calls and wait times for those working in locations other than Devizes Headquarters, where there is a wallboard for monitoring by supervisors and operators
- 101 average wait to answer for May-2020 was 28 seconds, highlighting as an exception but still inside the service level agreement of 30 seconds. June-2020 highlighted as an exception at 34 seconds
- CRIB call demand is seeing increases inline with seasonal peaks
- CRIB abandonment for May-2020 and June-2020 consecutively were 11% and 12%. Supervisors attribute the rise in abandonment rates to supervisory challenges presented by the need for split working locations
- 999 average wait to answer for May and June-20 were above the upper bounds of what is considered normal at 7 seconds, remaining comfortably within the service level agreement of 10 seconds. Dedicated call-takers within each team have been implemented to ensure service levels to the public
- 999 calls are forecasted to increase but currently remain low within Quarter 1 2020/2021



# Priority Two: Protect the most vulnerable in society

# Section 136 Arrests



## Executive Summary

- **One month high** in May-2020 – 36 arrests made
- Following the ease of lockdown restrictions there has been a rise in people presenting with Psychotic symptoms, many of whom have not previously come to the attention of health services or police. June-2020 has begun to see the return of the more common mental health cases that we deal with i.e. people with suicidal ideation. Combining these circumstances has resulted in a rise in reported cases for May-2020
- At the beginning of Lockdown mental health community teams suffered a reduction in staff due to sickness. Resulting in reduced levels of care within the community. These staff have mostly returned to work and are implementing a 'recovery' phase
- Mental health assessments in custody were experiencing delays with the increase in demand and more persons needing to be de detained section 136 in custody\*
- Whilst the number of S.136 are remaining relatively stable, with June-2020 returning to pre-covid volumes. It is the number of suspected suicides that has seen a significant increase. The force lead for mental health is working with Public Health England and local suicide prevention leads around current suicide levels
- Other forces are also reporting an increase in demand for current MH cases\*\*
- NHS England anticipating a 30% surge in MH cases in the next 6-12 months due to COVID-19

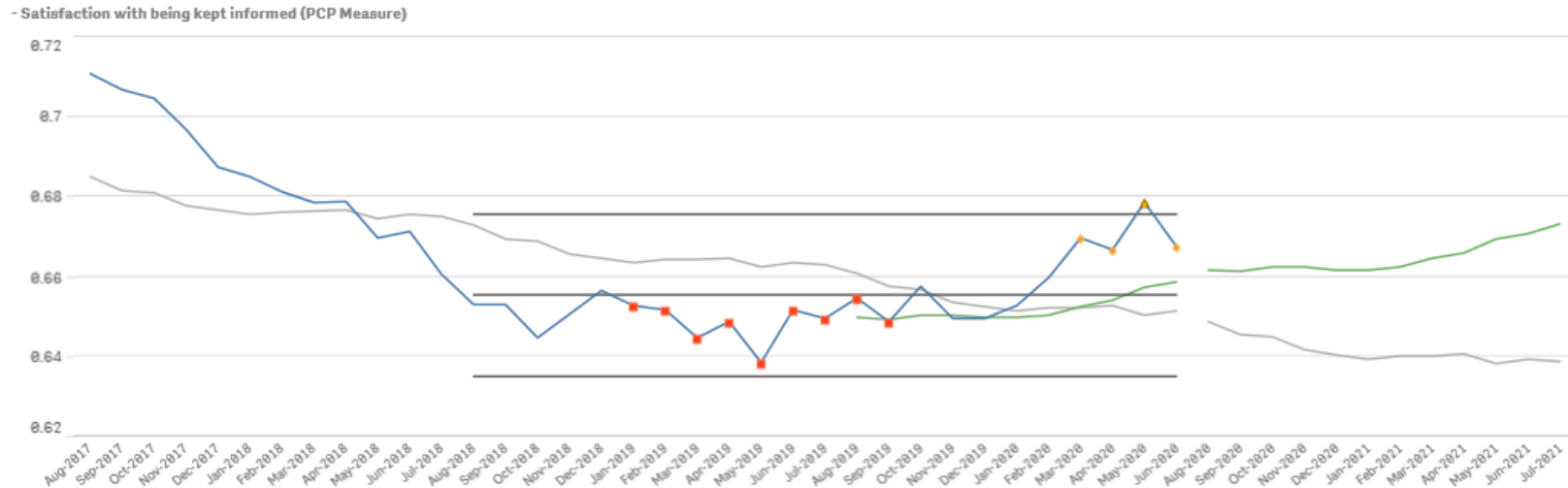
# Priority Three:

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

# Satisfaction with being kept informed



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## EXECUTIVE SUMMARY

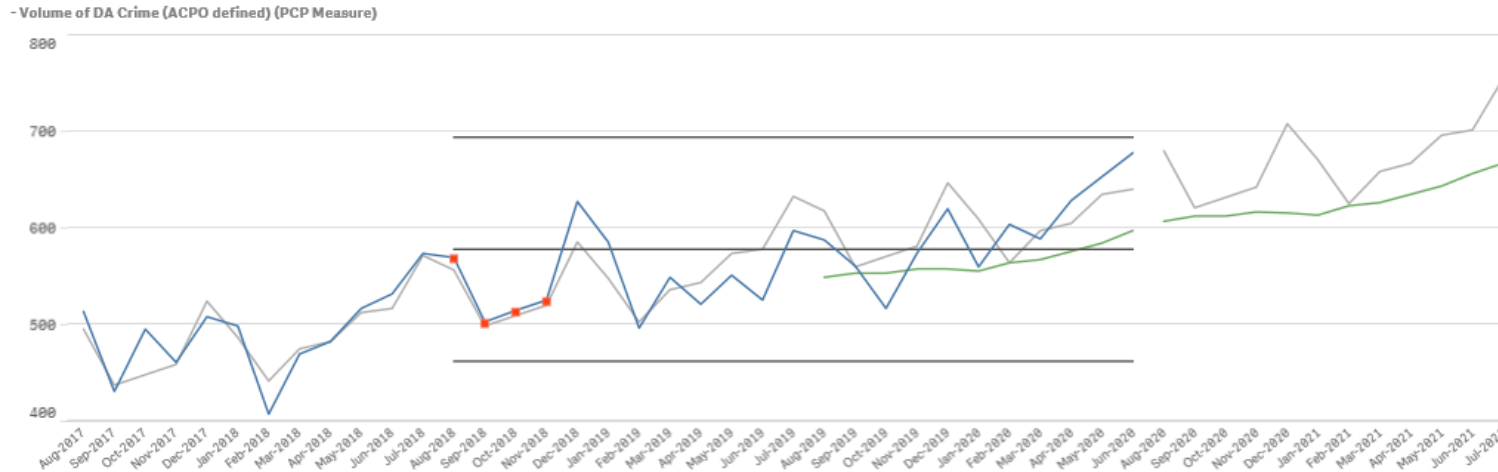
- Overall victim satisfaction with the whole experience remains consistently improved and now showing levels of 'new normal' with the figures being reported
- Satisfaction with being kept informed showing a consistent increase within Quarter 1 2020-2021. The average for the quarter was 67% and 65.9% for the 12 months to June-2020
- My office continues to lead on the review of the Victim Satisfaction survey methodology to ensure it is fit for purpose



# Volume of Domestic Abuse



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## EXECUTIVE SUMMARY

- The long term trend for domestic abuse crime in Wiltshire continues to increase in line with the national trend with June-2020 being the first exceptionally high month in the last 2 years. These increases were reported as exceptional highs within Chippenham, Royal Wootton Bassett and Swindon CPT's. This exception correlates with the easing in lockdown restrictions.
- There has been a significant reduction in reported high risk cases. In contrast, partner agencies are reporting an increase in more complex cases
- Wiltshire Police have invested in radio media campaign, Facebook live sessions and promoted multiagency social media campaign all encouraging reporting
- The first arrest scrutiny panel sat recently the audit revealed a 25% arrest rate against 20 offences, which should have been nearer 45%. At the Vulnerability and Force Operations Board leads discussed the need for increased local performance management and monitoring with a feedback process to officers regarding decision making

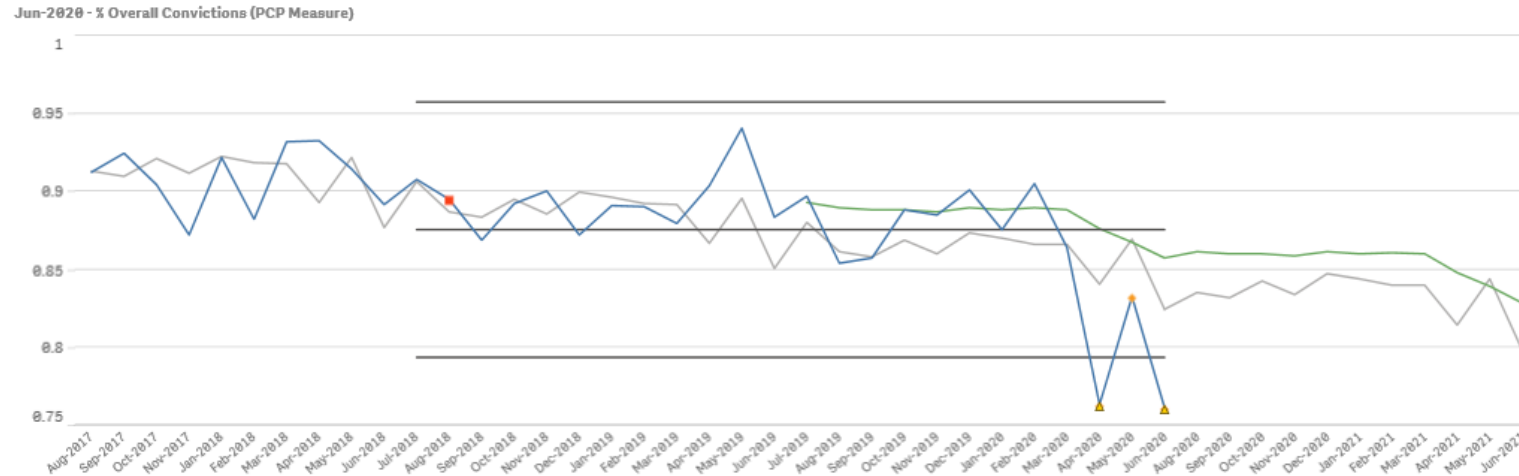
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# Conviction Rate



## EXECUTIVE SUMMARY

- Conviction Rates are presenting as a three month exceptional low within Quarter 1 2020/2021
- Quarter 1 2020-2021 average conviction rate was 78.4%, compared to the 24 month average of 87.3%.
- This is likely to deteriorate as cases are discontinued or lost due to the overloading of the Criminal Justice system during Covid-19
- Courts within Wiltshire have been slow on opening and have been challenged with reduced legal advisors impacting the ability to stand up trials. Courts have advised there are new starter due to begin imminently
- Conviction Rates are monitored and discussed through the Wiltshire Criminal Justice Board (WCJB) and will be monitored as courts begin to increase the number of cases they are able to hear
- WCJB also await a local court plan



# Priority Four:

## Security a quality police service that is trusted and efficient

# Number of Actual Sickness Days lost per person

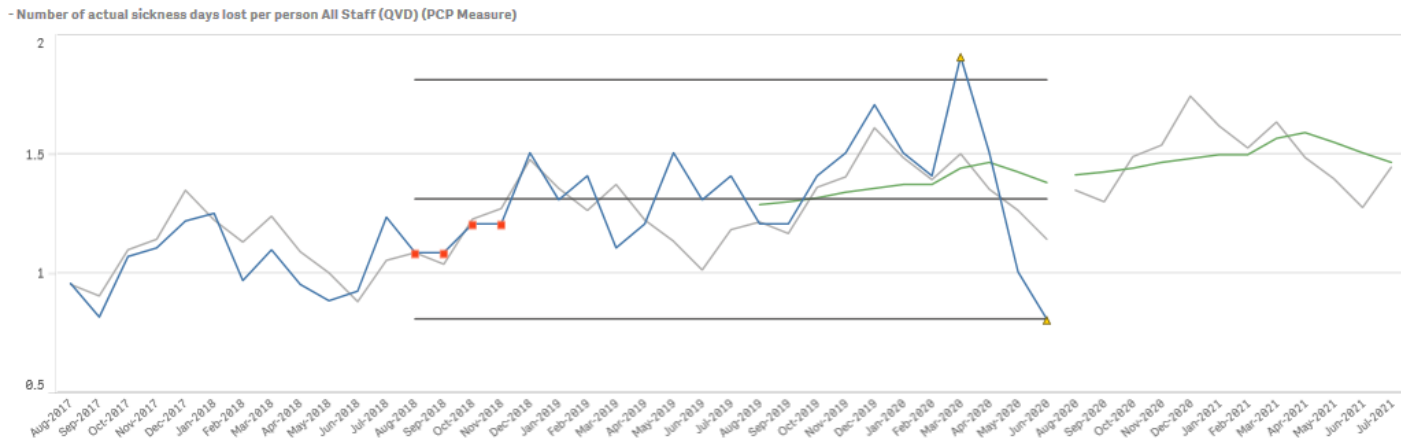


Dorset 12	Sickness Days Lost	Number of people off
Cardiac/Circulatory	116	5
COVID-19	65	9
Digestive Disorder	155	36
Ear/Eye Problems	19	5
Genito-Urinary	27	7
Headache/Migraine	56	16
Infectious Diseases	46	7
Miscellaneous	275	26
Musculo/Skeletal	177	23
Nervous System Disorders	8	2
Psychological Disorder	736	41
Respiratory Conditions	62	8
Skin	1	1
<b>Grand Total</b>	<b>1743</b>	<b>186</b>

**0.8 days lost per person (June-2020)  
Exceptional low**

**EXECUTIVE SUMMARY**

- Quarter 1 2020/2021 has seen a reduction in sickness. With June-2020, being the lowest volume since September 2017 with 1738 sickness days lost (0.8 days lost per person)
- June-2020 experienced 42% of all sickness being classified as psychological
- A slight increasing trend over the previous 24 months is still present (7%). However, if volumes continue to reduce or remain stable a downward trend is likely over the coming months
- This reduction in volume is attributed to long term members of staff returning from sickness and increased data quality. Staff from our human resources department are focusing on ensuring the records are accurate, in conjunction with daily data quality meetings to identify anomalies within records

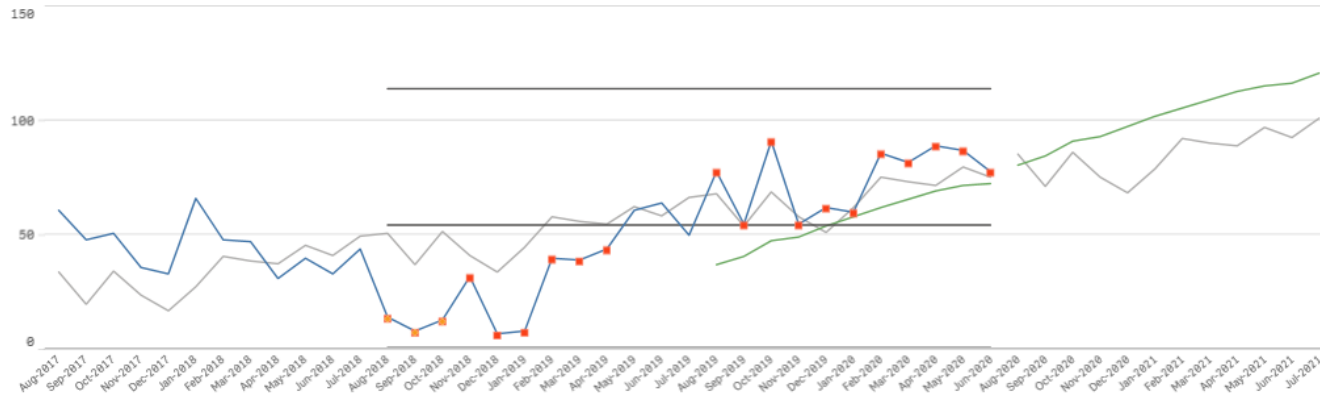




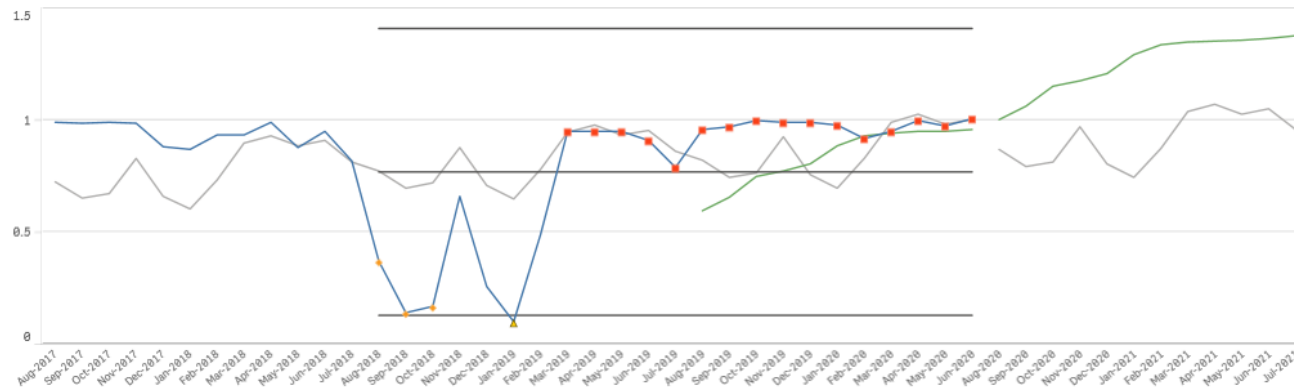
# Complaint Cases Recorded / % within 10 Working Days / Avg days to record



- Complaint Cases recorded within 10 working days (Demand Measure)



- % Complaints Recorded within 10 working days (PCP Measure)



## EXECUTIVE SUMMARY

- In Quarter 1 2020/2021 there were 255 complaints recorded, with 251 of those within 10 working days
- Within June-2020 a total of 77 complaint cases were recorded and all recorded within 10 working days, **100% compliant**. This is first time this has been achieved since May 2017
- National figures have been delayed to forces for Quarter 4 2019/2020 due to legislation changes and systems problems and intend on be released later this year. Quarter 1 2020/2021 will not be produced.

## Independent Office for Police Conduct recommends 10 working days

Average days to record a complaint:

April '20 = 2 days

May '20 = 2 days

June '20 = 6 days



# Additional areas of note

# Covid-19 Issued Fixed Penalty Notices

\*27<sup>th</sup> March – 5<sup>th</sup> August 2020



## SUMMARY OVERVIEW - FIXED PENALTY NOTICES RELATING TO COVID-19



Lockdown period covering 27 March - 5 August 2020

In response to the global COVID19 pandemic, the Government introduced new legislation aimed at slowing the spread of the virus and saving lives. This included giving police the power to sanction Fixed Penalty Notices (FPNs) to anyone breaching the guidance.

We developed this summary of the use of FPNs in Wiltshire and Swindon in order to ensure transparency and openness with our communities around any enforcement action that Wiltshire Police officers have taken with regards to these breaches.

\*Figures can fluctuate due to delays in recording FPN's. Since the last report published on 24 July 2020, no further FPNs have been recorded by Wiltshire Police.

Wiltshire Police received an average of 1,021 calls each day during this period, 24% of which were 999 emergency calls. In addition to these, Wiltshire Police have created 8,092 COVID-19 logs, which includes online reports relating to COVID-19 since this service was introduced on 30 March 2020.

Throughout the Lockdown period, Wiltshire Police have adopted an approach to Engage, Explain, and Encourage compliance with Covid guidelines and we resort to Enforcement only as a last resort. Throughout this time we have had to deal with some incidents involving breaches of guidance, and as a result issued 225 Fixed Penalty Notices (FPNs) to 214 individuals. 11 people have been issued with FPNs on more than one occasion.

The majority of notices were issued for not complying with the Government guidance on non-essential travel and people gathering in public. To date Wiltshire has issued no FPNs regarding individuals not wearing a face mask in public and individuals who are required to self-isolate post travel.

The highest number of FPNs were issued in Chippenham (53), Swindon (47) and Salisbury (44) policing areas.

Of all the notices issued by Wiltshire Police during this period, 76% were issued to males and 24% were issued to females. The majority (66%) of notices issued by Wiltshire Police were to individuals aged between 18-37 years old. 43 of these FPNs were issued to individuals who do not reside in Wiltshire or Swindon.

Wiltshire has issued 0.27 FPNs per 1,000 population\*\*. The majority of FPNs (151) were issued to people who identified as White/White British. (\*\*per 1,000 population data now excludes FPN's issued to individuals who do not reside within force).

There were 10 FPNs issued to people from Black/Black British backgrounds (a rate of 1.64 per 1,000 Black population using 2011 census data; 6 to people from Asian/Asian British background (0.31 per 1,000 population) and 4 to people from mixed background (0.41 per 1,000 population). 11 FPN's were issued to individuals who did not state their self-defined ethnicity.

Wiltshire's PCC has approved a process to provide scrutiny and oversight of the legality and proportionality of FPNs. A Scrutiny Panel meets regularly to review and test all pro-forma templates issued in Wiltshire and Swindon with an option to rescind unlawful and/or disproportionate notices. A review of all FPNs to date was conducted and as a result 15 FPNs were rescinded.

These reviews also ensure learning is captured at an organisational and individual level. As part of the scrutiny disproportionality is considered and, if appropriate, local Inspectors will be tasked to engage with their local Independent Advisory Groups (IAGs).

The Scrutiny Panel reports into a Strategic Leaders meeting and is also reported into the Wiltshire Police strategic oversight governance meeting which is attended by the Office of Police and Crime Commissioner. The process as a whole is overseen by the Deputy PCC and Deputy Chief Constable.

From 13 May, the Government introduced new regulations which included the increasing of FPNs from £60 to £100.

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# Covid-19 Issued Fixed Penalty Notices

\*24<sup>th</sup> July – 20<sup>th</sup> August 2020



## SUMMARY OVERVIEW - FIXED PENALTY NOTICES RELATING TO COVID-19 REGULATIONS



Lockdown period covering 24 July - 20 August 2020

In response to the global COVID19 pandemic and lockdown, the Government introduced new legislation on 24 July aimed at slowing the spread of the virus and protecting the public as lockdown eases and businesses begin to re-open. The legislation requires members of the public who do hold an exemption card to wear face coverings in a number of different spaces including shops/supermarkets and public transport.

Further to this, legislation also requires members of the public to self-isolate for 14 days after return to the UK from a number of countries on the COVID-19 'at risk' list.

Failure to comply with this government legislation gives police the power to sanction a £100 fine with the serving of Fixed Penalty Notices (FPNs).

Throughout the easing of lockdown period, Wiltshire Police have continually adopted an approach to Engage, Explain, and Encourage compliance with Covid guidelines and we resort to Enforcement only as a last resort. We are delighted to report that this approach has been very successful, with very high levels of compliance from the public.

This updated summary of the use of FPNs in Wiltshire and Swindon covers the new regulations in order to ensure transparency and openness with our communities around any enforcement action that Wiltshire Police officers have taken.

This report covers the period from 24 July 2020 to 20 August 2020.

During this timeframe, Wiltshire Police have created **161 COVID-19 logs**, which includes online reports relating to COVID-19. Out of these logs Wiltshire Police received **10 calls for assistance** to help enforce the face covering legislation from businesses and concerned members of the public.

There have been **no FPNs** issued by Wiltshire Police in relation to Covid regulations since 31 May 2020.

To date Wiltshire has issued **0 FPNs** regarding individuals not wearing a face covering in public and individuals who are required to self-isolate post travel.

Wiltshire's Police and Crime Commissioner has approved a process to provide scrutiny and oversight of the legality and proportionality of FPNs. A Scrutiny Panel meets regularly to review and test all pro-forma templates issued in Wiltshire and Swindon with an option to rescind unlawful and/or disproportionate notices.

These reviews also ensure learning is captured at an organisational and individual level. As part of the scrutiny disproportionality is considered and, if appropriate, local Inspectors will be tasked to engage with their local Independent Advisory Groups (IAGs).

The Scrutiny Panel reports into a Strategic Leaders meeting and is also reported into the Wiltshire Police strategic oversight governance meeting which is attended by the Office of Police and Crime Commissioner. The process as a whole is overseen by the Deputy PCC and Deputy Chief Constable.

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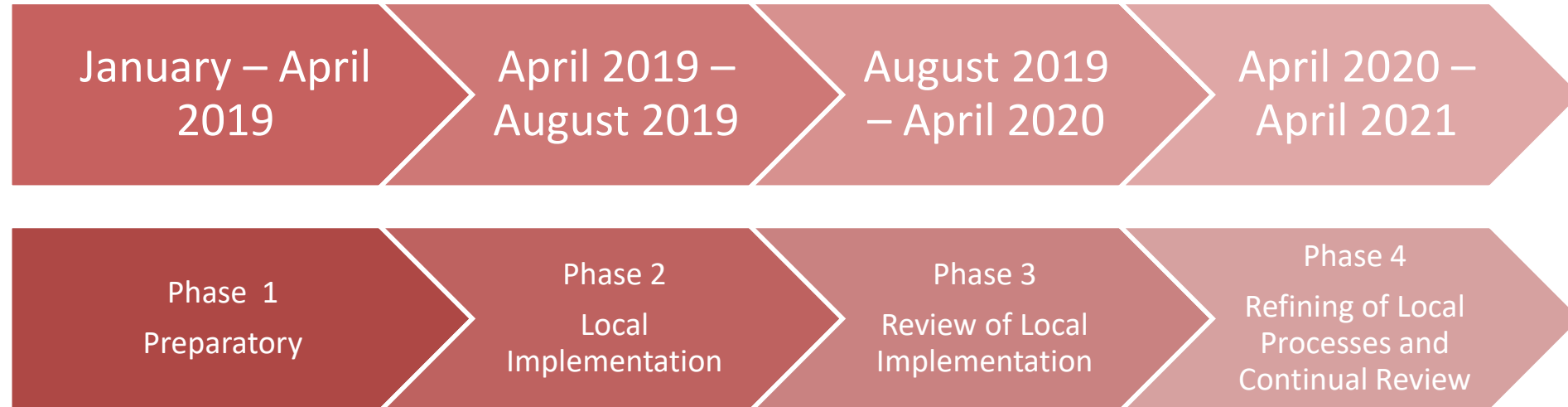
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# Tri-Force

- Wiltshire Police worked in collaboration with Avon & Somerset Constabulary and Gloucestershire Constabulary for the shared provision of Specialist Operations including Firearms Officers, Roads Policing & Collision Investigation and Dog Handlers, entering into a 'Tri-Force' collaboration agreement with effect from April 2014.
- As of 19th April 2019, the collaboration was formally disbanded following concerns over the impact on governance of proposed changes to the model, although some elements such as the shared Black Rock firearms training facility remain in operation.
- Disaggregating the collaboration and bolstering the resilience of the respective specialist teams with additional local resource carried an anticipated cost implication of c.£860k per annum; however, it was anticipated that benefits would be realised in terms of their increased contribution to local policing priorities.
- In anticipation of the dissolution of the Tri-Force collaboration, an internal audit was included within the 2019/20 annual plan.

# Time Line

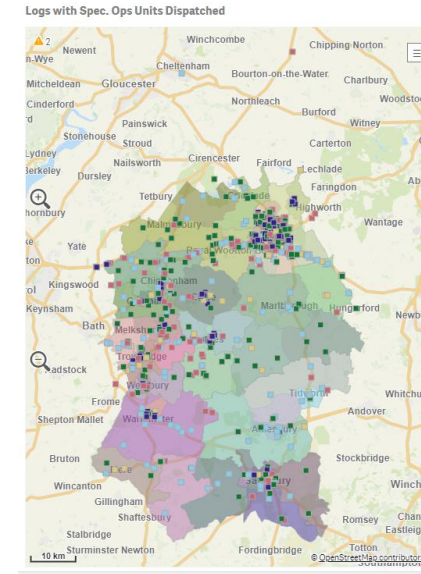
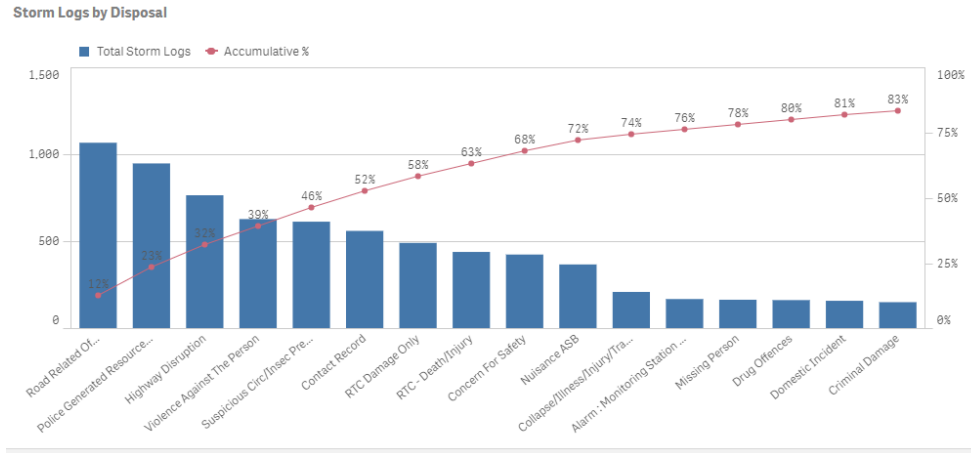


# Phase 3 Review

- Phase 3 of the implementation of HQ Operations involved a review of the performance of the current HQ Operations model and was done in tandem with the Force Management Statement.
- HQ Operations frequently assist local CPT's with community priorities which either require additional support or specialist assets
- HQ Operations are tasked via the Force Incident Manager for Spontaneous Work or for Pre-Planned, Force Tasking Fortnightly and also via local Tasking Meetings which the HQ Operations Department Leads attend.
- Local priorities where HQ Operations can be assistance are provided to the HQ Operations Department Leads and then this is tasked directly to officers on HQ Operations.
- The process of tasking has been noted as being successful, it is responsive to the needs or local CPT's and can flex to provide support in Surge Demand.

# Phase 3 Review – Support to CPT

- A statistical analysis shows that between April 2019 and March 2020 HQ Operations attended 8,777 logs, this is up from 2018-19 by 817 logs representing a 10% increase in logs attended.
- 37.7% of those logs in the Swindon CPT area and 62.3% elsewhere in the county.
- The majority of the logs assisted with were Road Related, closely followed by Pre-planned logs which would include pre-planned warrants and arrests.





# Phase 3 Review - Demand

- HQ Operations Armed Policing has experienced a 109% increase in Authorised Deployments of Armed Tactics since April 2020.
- General demand for Roads Policing units in 2020 has risen by 23% from 2019. There has been a general downward trend in collisions involving death or injury and an upward trend and rise in damage only collisions.
- Demand for Dog Units has remained stable with a nominal increase in demand between 2019 and 2020.

# Phase 4 Review – Future Demand

- Phase 5 will keep our current processes under continual review and seek to keep aligned specialist resources to demand.
- There are a number of key demands on the departments from the implementation of national processes.
- Key and significant future demand include;
  - **ISO Accreditation of Forensic Collision Investigators** – The ISO requires the force to have processes, procedures and trained staff to undertake the forensic analysis of collisions. This then receives accreditation by an external body. This accreditation is essential for the force and carries with it financial and logistical implications. The force has subscribed to the FCIN (Forensic Collision Investigators Network) who will assist the force in attaining accreditation by July 2022
  - **RPU National Direction** – The HMICFRS and NPCC have shown a keen interest in Road Policing and nationalising processes for the management of Policing the Road Network.
  - **A303 Tunnel, Stonehenge** – The project relating to the A303 tunnel is likely to see demand on RPU resources and other force specialisms to support the project.
  - **Continued Increase in Firearms Authorities** – It is unclear if the recent 109% increase in firearms authorities is likely to be a continued sustained or temporary trend but there is a national increase in knife crime and county lines gangs related serious violence.