Police and Crime Panel
10th December 2020

Quarter 2 -2020/2021
Performance Overview – by exception

Priority One:
Prevent crime and keep people safe
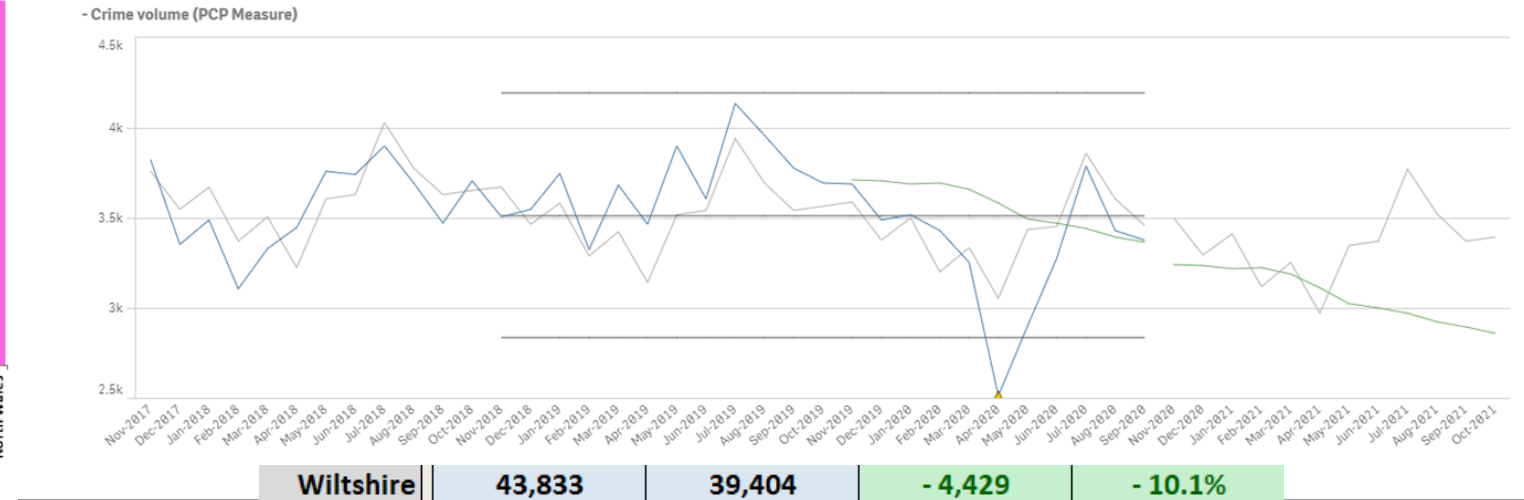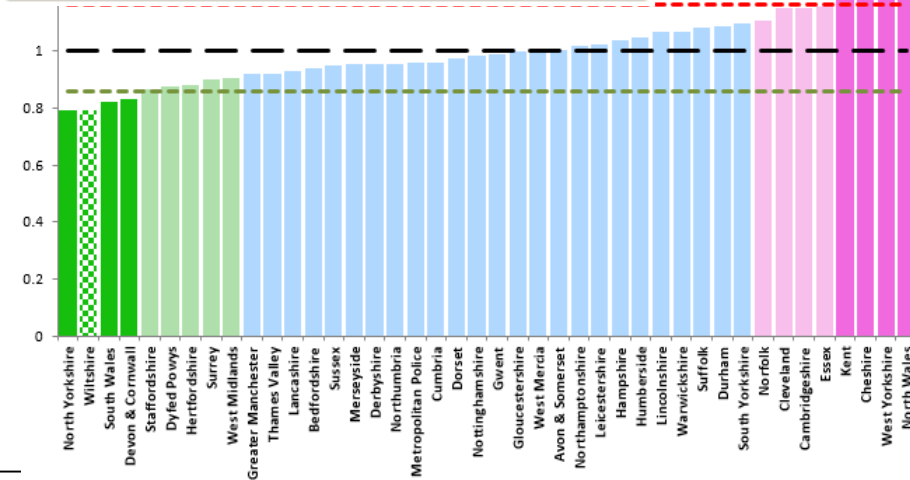
Crime Volume

crime rate per 1,000 population

FORCE	Result	MSG	Index
Wiltshire	54.56	68.97	0.79

Number of forces in England & Wales with an increase in this category — **5**

- Crime volume (PCP Measure)

Wiltshire		43,833	39,404	- 4,429	- 10.1%

Executive Summary *(reporting period 12m to Sep-20)*

→ Volume of Crime for Wiltshire in terms of national position remains low

→ On average, for Wiltshire 54.56 recorded crimes per 1000 population, significantly below the Most Similar Group average of 68.97

→ Average reported national decrease is 6.9%; South West Region average reduction of 5.5%; MSG average reduction of 5.6%. Just five forces nationally reported an increase within the same time period

→ Wiltshire Police reported a 10.1% reduction in volume of crime for the 12 months to Sep-20 compared to the previous 12 months

→ All crime groups are being reported within the volumes of what is considered to within the bounds of statistically normal

→ Wiltshire's crime commission is demonstrating a long term decreasing trend with no recent monthly exceptions since the first government lockdown March-2020

→ Crime recording compliance for Sept-20 was 93.9% for quarter 2 2020/2021 and remains consistently high

→ Positive Outcome rate have returned to statistically normal levels at 16.7% for the rolling 12 months to Sep-20

Hate Crime

- Volume of Hate Crime (PCP Measure)
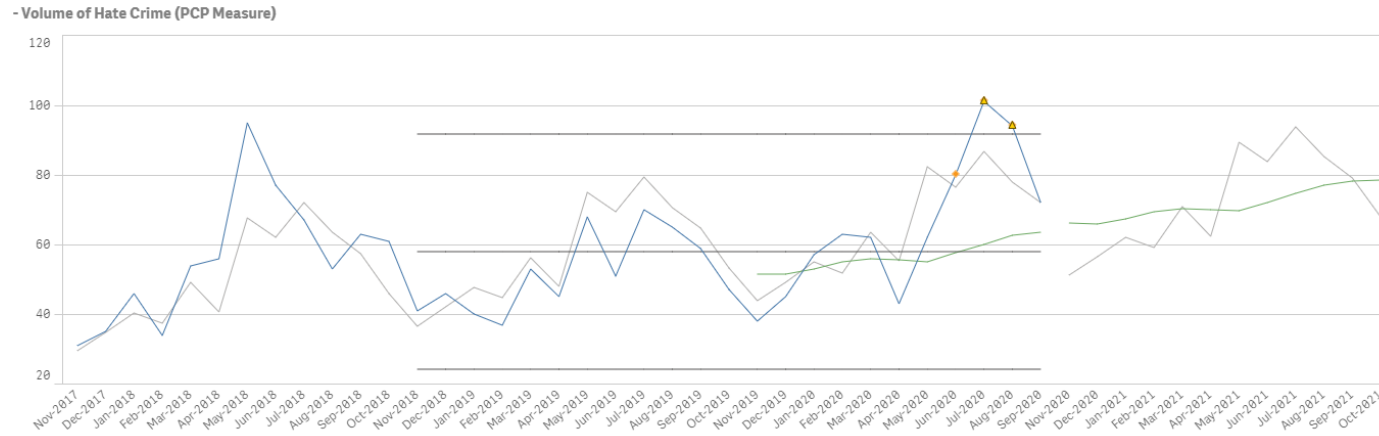
Executive Summary

→ In quarter 2 of 2020/21 Jul-20 and Aug-20 highlighted as statistically high volume of reported Hate Crime. Over the period June, July and August this was considered a three month exceptional high. The 12 month detection rate to Sep-20 is 16.5%.

→ This recent increase has had an impact on the long term trend and forecast which is now showing as slightly increasing

→ For the month of Jul-20, 98 Hate Crimes were reported and Aug-20 there were 89. These were the highest volumes reported since May-18. Of the 187 that were reported 143 (76.5%) were recorded as being racially motivated

→ For July-20 increase in reports were experienced in Swindon, whereas Aug-20 they were experienced within the county council part of Wiltshire

→ The majority of hate crimes still remain to be racially aggravated. However, there has been a rise in the number of sexual orientated hate crimes. On average last year, there were 7 sexual hate crimes per month, for the year ending Aug-19. This year, there have been on average 9 per month.

→ Hate Crime Advisors – As of July-20 there were 89 trained Hate Crime Advisors in Wiltshire Police, a further 19 were trained in Aug-20

→ Scrutiny of Hate Crime Investigation Standards - Wiltshire are establishing an internal scrutiny panel to enable files to be reviewed for quality assurance of investigative standards. Alongside an regional offer from the Hate Crime lead to send a review team into force to dip sample cases and offer feedback

→ External Scrutiny Panel - Wiltshire are exploring the opportunity to investigate whether the current BAME IAG would look to form an external panel looking at samples of hate crimes

Hate Crime

Total Crimes	DetectionStatus
785	
227	15: Police - named suspect, victim supports but evidential difficulties
172	18: Investigation complete no suspect identified
114	16: Victim declines/withdraws support - named suspect identified
88	New
49	1: Summonsed/postal requisition
36	1: Charged
21	1A: Alternate offence summonsed/postal requisition
19	20: Other body/agency has investigation primacy
14	14: Victim declines/unable to support action to identify offender
11	15: CPS - named suspect, victim supports but evidential difficulties
9	1A: Alternate offence charged
5	11: Named suspect below age of criminal responsibility
4	3: Adult caution
4	10: Police - formal action not in public interest
4	21: Police - named suspect, investigation not in the public interest
3	8: Community resolution
2	17: Suspect identified but prosecution time limit expired
1	3A: Alternate offence adult caution
1	9: CPS - prosecution not in public interest
1	12: Named suspect too ill to prosecute

Executive Summary

→ **How many victims there have been in the last 12 months?**
In the 12 months ending October 2020, there were 785 victims of recorded hate crimes in Wiltshire.

→ **what types of hate they were subject to?**
In this period, the majority (72%, n=565) were subject to racially motivated hate crime. Followed by, victims of sexual orientated hate crimes (15%, N=122).

→ **what the outcomes were in terms of prosecutions/ASBOs/OOCD etc?**
29 per cent (N=227) of the crimes reported were given an outcome 15 - this is Police named suspect, victim supports but there are evidential difficulties. Followed by no suspect identified (N=172). Please see to the left outcomes for the recorded hate crimes in the year ending October-20. These outcomes are based on the Reported month year period, therefore this is their current outcome status.

Hate Crime - Support for Victims

The effects of hate crime can last for a long time, especially if people have suffered repeatedly.
All victims of hate crime are automatically contacted and offered commissioned support services and/or the support of a Hate Crime Advisor. A vulnerability assessment process is in place to identity and manage vulnerable victims. This automatic offer of support is an enhanced pathway for victims and works well.

Commissioned services provide:

- A listening ear in in confidence
- An information service
- Practical help and emotional support
- Support to contact and help to navigate the criminal justice system
- Information about compensation claims if the crime is reported to the police
- Information to help with a range of organisations, such employers, housing agencies and schools

Horizon also offers support and assistance with the criminal justice process and with courts through the work of the Victim and Witness Liaison Officers.

- Contact via Horizon Victim and Witness Service 01380 861157
- Email on Horizon@wiltshire.pnn.police.uk
- Contact Victim Support on 01380 738 878
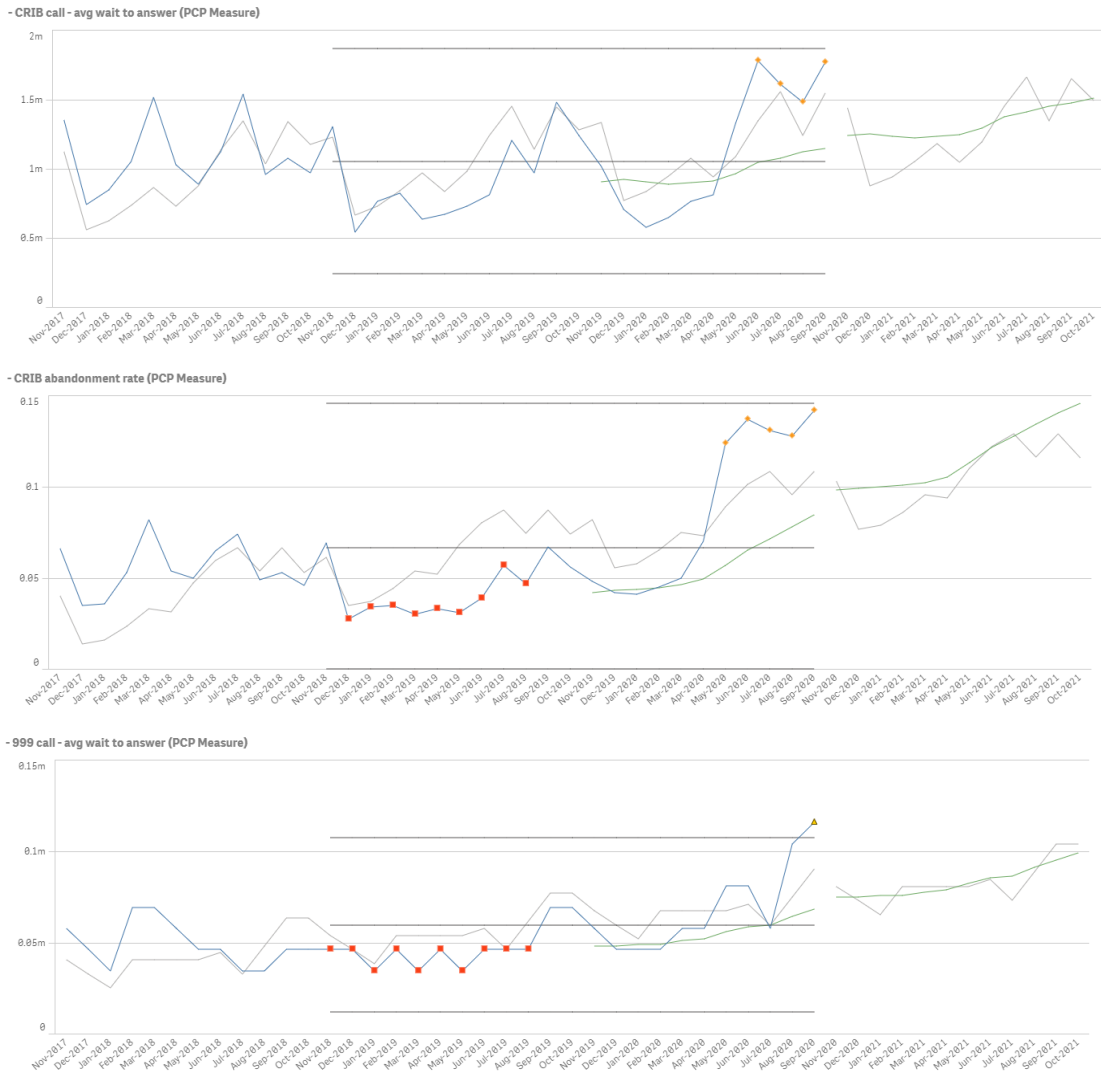- wiltshire@victimsupport.org.uk

Special Constable Hours Deployed

- Hours Delivered by Specials (PCP Measure)
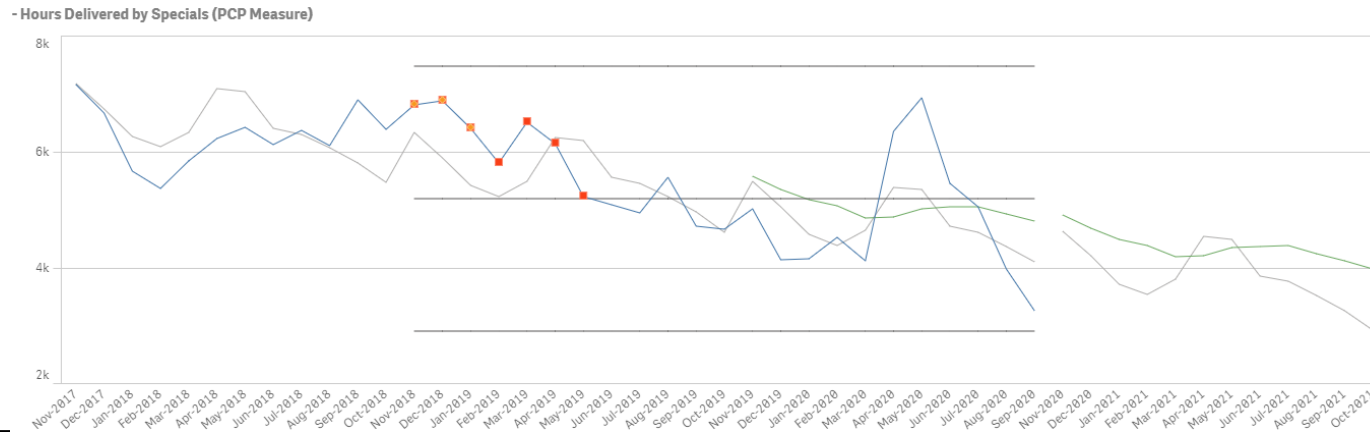
Executive Summary
→ Hours Delivered by Specials showed a one month statistically low volume in Sep-20, equating to a reduction of 5hrs per Special Constable per month. Also reflected in the Local Policing hours delivered by specials.
→ Much of the public are or have returned to work following the ease of government restrictions which affects those that have volunteered during the March 2020 Lockdown
→ Op Uplift continues recruitment and gives opportunity to those specials seeking to become a regular, impacting on the headcount of specials and inevitably those hours deployed
→ Conversely, of those remaining specials there has been a noted increase of specials that have qualified to become independent.
→ As a force we continue to proactively housekeep our inactive special constables
→ On the 5th of October the rank structure for specials was removed. The effects of this are to be assessed in Jan-21
→ Recruitment for Specials has been paused until April-2021

Call Answers Rates

- CRIB call - avg wait to answer (PCP Measure)

- CRIB abandonment rate (PCP Measure)

**- 999 call - avg wait to answer (PCP Measure)**

<u>EXECUTIVE SUMMARY</u>
→ Staff in the Crime and Communication Call Centre continue to work over several sites to ensure social distancing measures continue to be adhered to and ensure the safety of staff whilst carrying out their duties
→ Additional covid-19 secure measures have been assessed for staff to return to one site and are to be implemented of the coming 12 weeks, inclusive of covid-19 secure screens
→ The current working arrangements continue to impact 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. Additional supervisors have been recruited and their impact on performance is to be assessed in the coming months
→ The average CRIB abandonment for Quarter 2 was 13.3% and the CRIB average wait to answer was 2m20secs. The measures share a strong relationship, from previous experience we know that as call waiting times increases so will the abandonment rate
→ ACC Deb Smith is currently holding a bi-weekly Gold meeting to monitor call performance. Increased wait times and abandonment have previously effected Victim Satisfaction with ease of contact, which is being closely monitored
→ 999 average wait to answer for Sept-20 was 10 secs on the limit of our service level agreement.
→ 999 call taking is currently being effected by staffing issues and at present is being backfilled with the use of overtime
→ Summer demand for incoming calls is now showing decline as we move into the winter months

Priority Two:
Protect the most vulnerable in society

Section 136 Arrests

- S136 Arrests (PCP Measure)
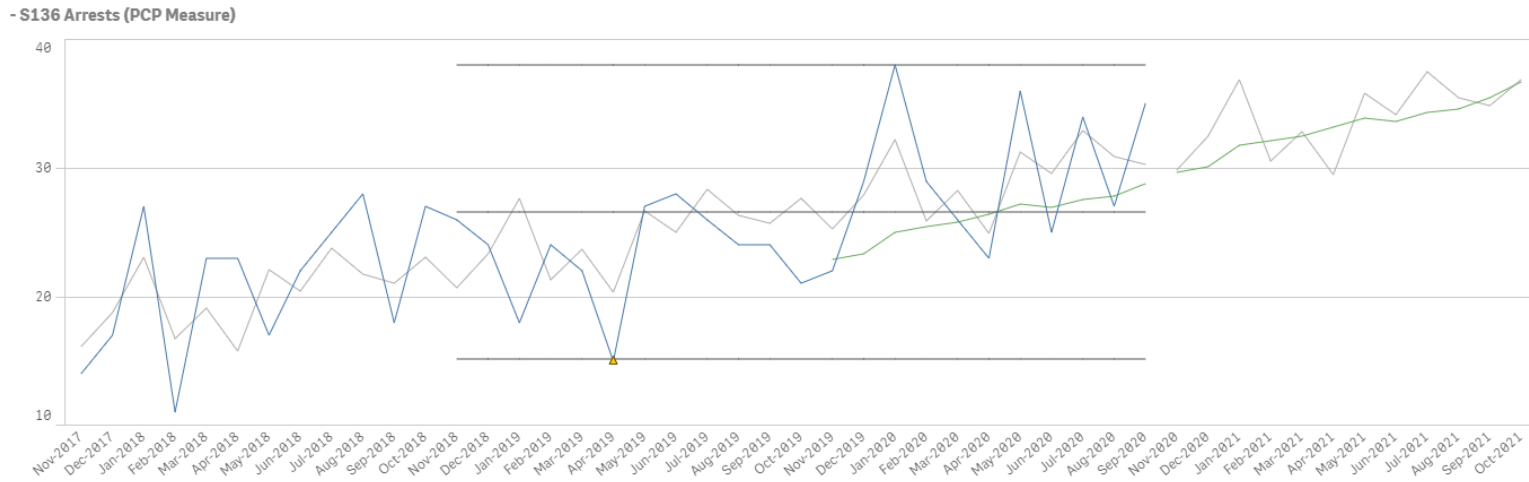
EXECUTIVE SUMMARY
→ S136 arrests volumes have not highlighted as statistically high at any point during Quarter Two. However, for the 12 months to Sept-20 Wiltshire Police has experienced an increase of 21% (n=60) compared to the same period last year.
→ Whilst overall numbers of mental health incidents remains a steady demand on the force during COVID, there has been an increase in the level of acuity presented when officers are in attendance increasing the need for use of S136
→ Places of safety current capacity is good, however there are ongoing challenges with spaces being used for out of area placements
→ Mental health report has been written focusing on the activity during COVID, also encompassing future demand. This was presented at the Health and Wellbeing board for Swindon and Wiltshire in October-20
→ Predictive analysis, led by CCG, continues to explore what mental health demand may look like following COVID (0-5 years). There is no solid evidence or basis to support the 30% figure previously quoted by NHS England, which is now being reviewed.
→ Wiltshire police have invested in the training of 9 Mental Health tactical advisors which will be launching imminently
→ Wiltshire Police have one dedicated Community Engagement Demand Management Officer that works to support people with Mental Health issues that place a high demand on Police and we are exploring delivery models to offer this outreach to other areas
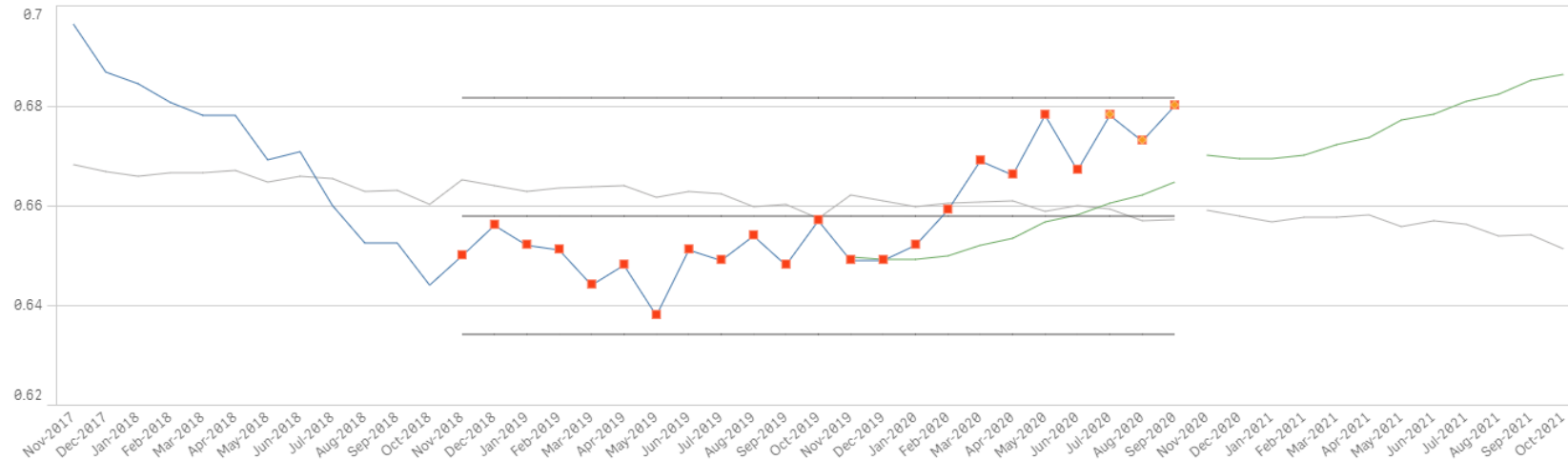
Priority Three:
Put victims, witnesses and communities at the heart of everything we do

Satisfaction with being kept informed

- Satisfaction with being kept informed (PCP Measure)

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 sustained increase within Quarter 2 2020-2021. The average for the quarter was 67.7% and 66.5% for the 12 months to Sept-20
→ My office continues to lead on the review and procurement of a survey with HMCTS, horizon and police to produce a survey that enables understanding of satisfaction through the whole system

Domestic Abuse MSG Position
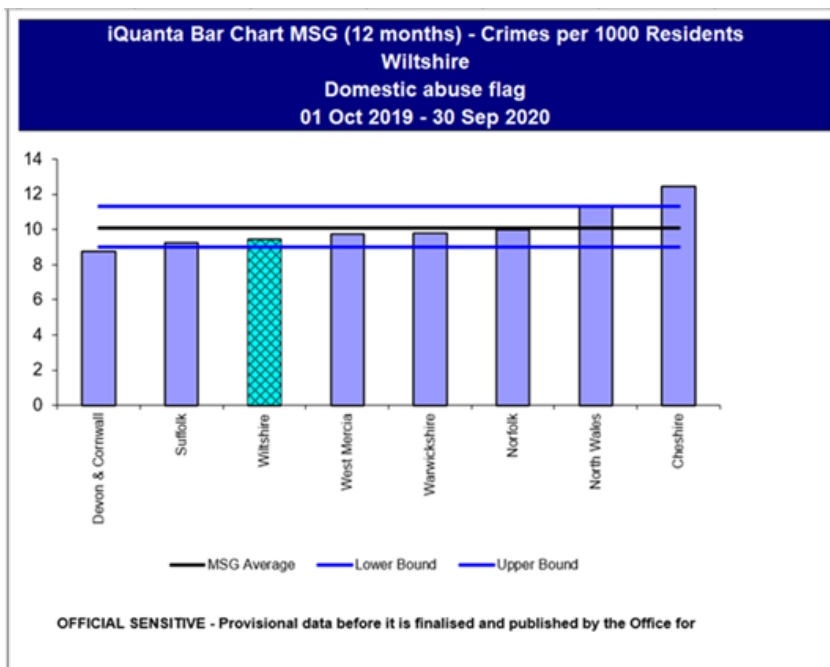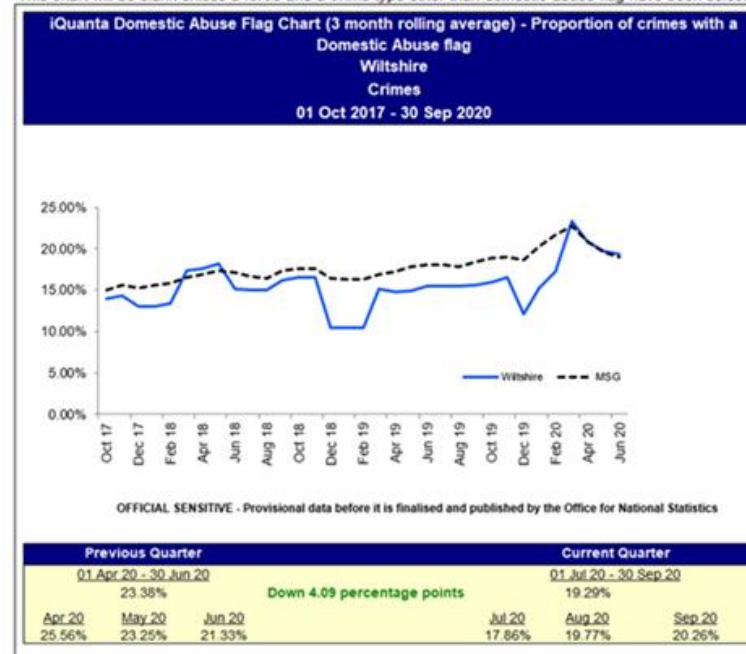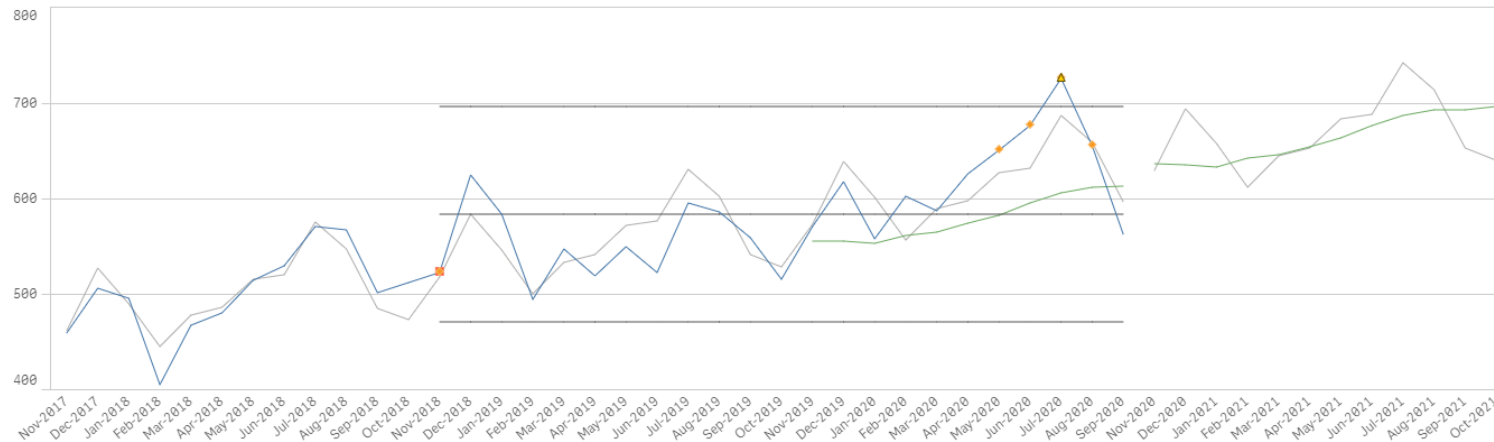

EXECUTIVE SUMMARY

- The chart on the left above demonstrates Wiltshire's DA position against its Most Similar Groups (MSG). This shows that for the 12 months to Sept-20 Wiltshire's volume of Domestic Abuse per 1000 population is in line with its peers and below average.
- The chart on the right demonstrates the proportions of our crimes that are DA tagged. Again, this shows Wiltshire below its peers, until Feb-20 to June-20 where we become in line.
- IQuanta have kindly worked with Wiltshire on a one to one basis to provide the above information due to recent technical issues. The national publication will be uploaded the week of 30th Nov-20 which will be able provide additional context on our national position

Volume of Domestic Abuse

- Volume of DA Crime (ACPO defined) (PCP Measure)

EXECUTIVE SUMMARY
→ The long term trend for Domestic Abuse crime in Wiltshire continues to increase in line with the national trend. In quarter 2 July and August are demonstrating a statistically high volume. During this time period Domestic Abuse related Public order offences and Violence without injury were driving the increases.
→ The Vulnerability Action Meeting meets monthly with a standing agenda item to promote awareness and encourage reporting by victims
→ Domestic Abuse repeat victims are demonstrating an increase in trend, contributing to the rise in overall Domestic Abuse volumes. This is where an individual has been a victim 5 or more times in the last year. This gives reassurance in public confidence to report
→ Some of our highest repeat victims have very complex needs and are receiving support from several agencies and are often monitored through the MARAC.
→ DA risk levels changed during the first national lockdown. There were more standard risk and fewer high risk cases, but these are now returning to pre-covid levels. It reassuring to see that with levels returning to normal those at risk are being supported by the police in their time of need
→ Wiltshire Police have now established an arrest scrutiny panel which now sits and reviews the DA arrest rate to identify areas of improvement, which dovetails into the Vulnerability and Force Operations board chaired by both ACC's to drive local performance management and monitoring with a feedback process to officers regarding decision making

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

Number of Actual Sickness Days lost per person

Dorset 12	Sickness Days Lost	% sickness
Psychological Disorder	2,244	36.5%
Miscellaneous	1,055	17.2%
Musculo/Skeletal	954	15.5%
Cardiac/Circulatory	395	6.4%
Respiratory Conditions	299	4.9%
Infectious Diseases	292	4.7%
Digestive Disorder	241	3.9%
Headache/Migraine	235	3.8%
Genito-Urinary	131	2.1%
Nervous System Disorders	126	2.0%
COVID-19	107	1.7%
Ear/Eye Problems	56	0.9%
Skin	15	0.2%
Total	6,150	100.0%

Psychological breakdown	Sickness days lost	%
Stress	884	39%
Depression	674	30%
Anxiety	413	18%
Bereavement Distress	273	12%
Total	2244	100%

EXECUTIVE SUMMARY
- Psychological disorders are broken down by a number of sub categories which include; Depression, Anxiety, Stress, Bereavement Distress, Shock and Nerves. Within Q2 a total of 2,244 sickness days were lost to psychological disorders with 39% attributed to Stress. Of the 2,244 sickness days lost, 56% are attributed from support staff and 44% from police officers. Over a 24 month period (ending September 2020) – there is a slight increase of 5%.
- Within this time period, 255 Occupational Health referrals had been received, of which 89 specifically relate to psychological disorders. Referrals are categorised into three areas – Work related, Personal or both and 29% solely relate to work. Of the 89 referrals, 16 have some connection to COVID-19.
- Pro active work continues around monitoring the Forces sickness which includes preventative interventions such as risk based medicals, trends and hot spot areas and reports back to various meetings including the Strategic People Board and the People Intelligence Board
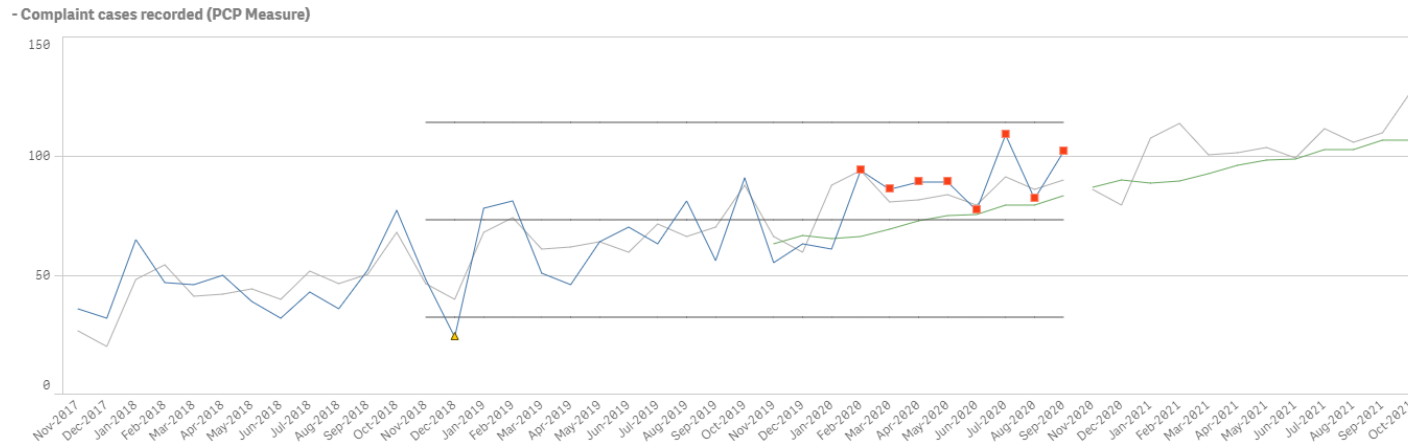
- Number of actual sickness days lost per person All Staff (QVD) (Performance Measure)
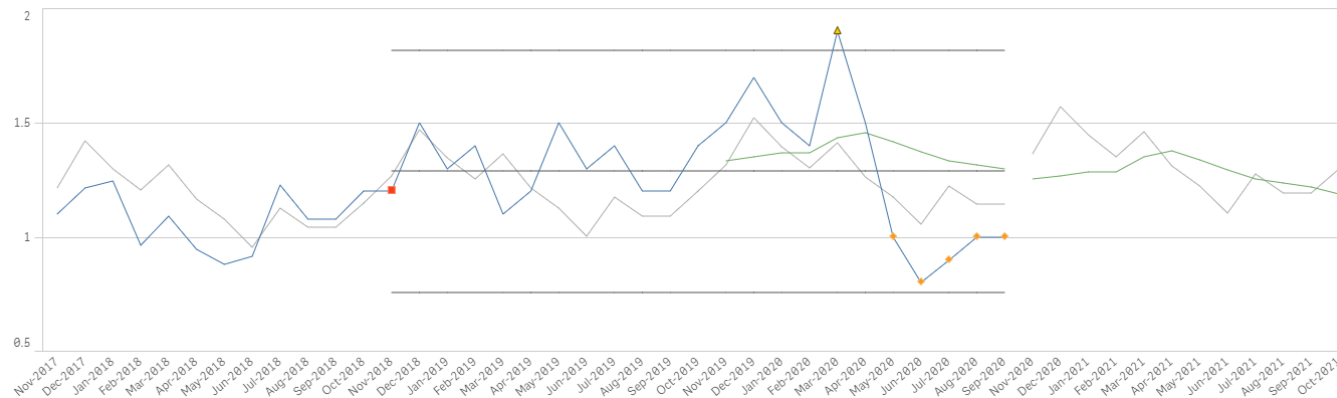
Complaint Cases Recorded / % within 10 Working Days / Avg days to record

- Complaint cases recorded (PCP Measure)

EXECUTIVE SUMMARY
→ In Quarter 2 2020/2021 there were 293 complaints recorded, with an average of 97.3% across quarter two being recorded within 10 working days
→ In July-2020 Wiltshire Police recorded its highest volume of complaints at 109
→ For quarter two it took an average of 6 days to record complaints, 4 days inside the 10 working days recommended by the Independent office for police conduct
→ Superintendent Cox commented from regional meetings that Wiltshire is not an outlier in relation to the increase in its recorded complaints, this is being experienced nationally.
→ 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.
→ The recording of complaints has been through recent legislative changes. As a force we need to bring ourselves in line with the changes, development within our data tool Qlik Sense has begun to readjust this measures accordingly

Additional areas of note

Crime Volume – Lockdown 5th Nov

07/11/2019 to 21/11/2019

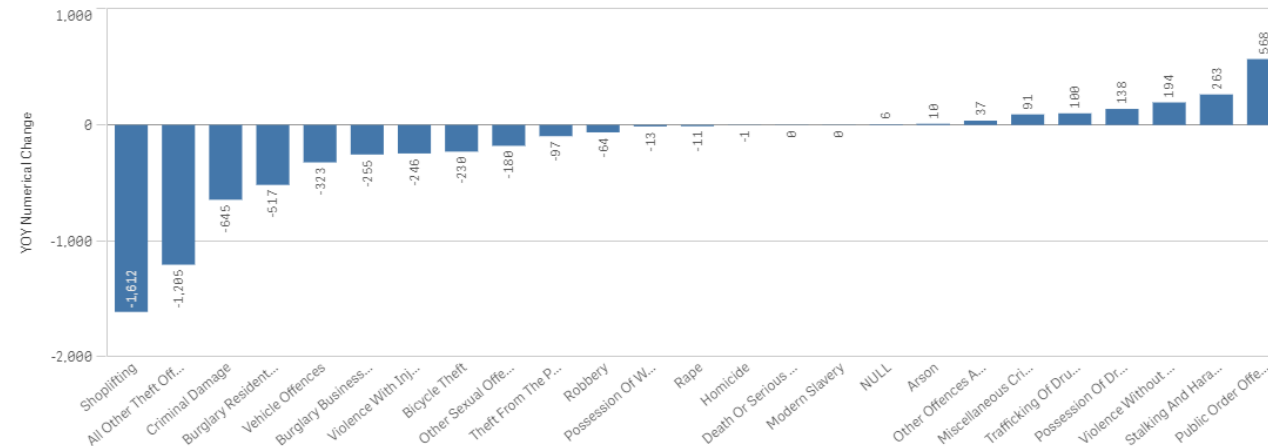Number of Crimes

1,810

05/11/2020 to 23/11/2020

Number of Crimes

1,383

COVID related

Number of Crimes

13

Year on Year Numerical change to September-2020

Bar chart values (left to right):
Shoplifting -1,612; All Other Theft Off... -1,205; Criminal Damage -645; Burglary Resident... -517; Vehicle Offences -323; Burglary Business... -255; Violence With Inj... -246; Bicycle Theft -230; Other Sexual Offe... -180; Theft From The P... -97; Robbery -64; Possession Of W... -13; Rape -11; Homicide -1; Death Or Serious... 0; Modern Slavery 0; NULL 6; Arson 10; Other Offences A... 37; Miscellaneous Cri... 91; Trafficking Of Dru... 100; Possession Of Dr... 138; Violence Without... 194; Stalking And Hara... 263; Public Order Offe... 568

Numerical reduction year on year:
1. Shoplifting
2. All other theft offences
3. Criminal Damage
4. Burglary residential
5. Vehicle offences

Numerical increases year on year:
1. Public order offences
2. Stalking and Harassment
3. Violence without injury

Executive Summary *(reporting period 5/11/2020 to 21/11/2020 compared to the same period last year)*
→ On the 5th of November 2020 the government enforced its second lockdown in England
→ Within the comparison period mentioned above Crime Commission reported a reduction of 23.9% (n=427)
→ The top 5 numerical decreases experienced are shoplifting, all other theft offences, violence with injury, criminal damage and violence without injury
→ When comparing year on year crime changes the most significant decreases have been experienced in shoplifting, all other theft offences, criminal damage, burglary residential and vehicle offences, which is known to be directly impacted by government restrictions relating to COVID-19

Operation Adamo – Policing response to C-19

Operation Adamo

On 21st September of 2020 the Chief Medical Officer and Chief Scientific Advisor to the UK Government advised that the public that there had been a marked increase in infection rates and as a result there was a real threat of a 'second wave' of infections.

The Prime Minister addressed the public on 22nd September 2020 and advised that it was the intention of the Government to amend the regulations to minimise the risk and threat of a second wave of COVID infections.

The Police are a key member of the multi-agency partnership in managing the COVID response.

Operation Adamo relates to the operational policing response to the public health emergency Coronavirus and COVID-19, particularly focussing on the proactive Engagement and Encouragement of the public to comply with the COVID-19 Health Protection Regulations and where appropriate take enforcement action.

Whilst this operation sets out a requirement for dedicated staff, it should be highlighted that all Officers and PCSO's are responsible for playing their part in managing the response to Coronavirus.

Police Officers on CPT-R may be tasked to support Op Adamo dedicated units where required.

Op Adamo – 4E Approach

Engage, Explain, Encourage, Enforce – applying the four 'E's

Policing will adopt a four-phase approach

This is guidance to help officers put the **four 'E's** into practice – it's a suggested approach.

The **four 'E's** are based on evidence that people are more likely to comply after a police encounter if they feel they have been treated fairly, have received an explanation, and have been given the opportunity to give their view. This idea of procedural justice to support police legitimacy has been quite well tested and fits with the policing by consent model – it's founded on building public cooperation.

1 Engage – officers speak to people and try to establish their awareness and understanding of the situation. They may ask people about their circumstances if they are out in public. Officers give people the opportunity to express their views. They listen and take people's responses into account.

2 Explain – officers try to educate people about any personal risks they are taking, they will explain the social distancing regulations and highlight the responsibilities we all share. Officers treat people with dignity and respect. They highlight their trustworthy motives by explaining wider social factors, such as the risks to public health and the NHS by not sticking to social distancing.

3 Encourage – officers may need to guide individuals, suggesting they return home. Officers can encourage people to act reasonably, emphasising that staying alert and safe (social distancing) saves lives. They demonstrate consistency in their approach and are willing to explain why they are requesting a certain course of action.

If an officer has been explicit in their request for someone to take action, has explained the risk and encouraged people to be reasonable to save lives and they have refused, then it may become necessary to:

4 Enforce – officers may, as a last resort, remove a person to the place where they live, using reasonable force only if it is a necessary and proportionate means of ensuring compliance. They may also fine individual(s) for breach of the Regulations.

The enforcement powers are afforded to officers by **The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020**. Officers should only use these powers if the **Engage, Explain** and **Encourage** phases are unsuccessful.

Officers will employ their judgement, make sensible decisions and continue to use all other powers as usual.

What it means for the public

- People may only leave the place where they are living if they have a reasonable excuse, examples are included in the Regulations. Anyone in public without a reasonable excuse may be committing an offence and may face a fine. Individuals who continue to disregard these requirements may face further fines.

- If a public gathering includes three or more people who are not from the same household, officers may instruct the gathering to disperse and may remove people to their home(s), exceptions apply.

- Police can issue a fixed penalty notice of £100, which will be lowered to £50 if paid within 14 days. Police can then issue further penalty notices, the fine increasing on each repeat offence (up to a maximum of £3,200). Refusal to pay will lead to proceedings in the magistrates' court.

C08OIO520

Covid-19 Engage, Explain, Encourage and Enforce
27th March – 25th November 2020

→ 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.

→ A second scrutiny panel has been put in place to specifically oversee disproportionality. The group is chaired at Superintendent level, and has representation from the OPCC, it reviews every FPN issued to members of the BAME community, it ensures a consistent approach and allows for both feedback to officers at the individual level but also has the authority to amend policy should any corporate issues be highlighted.

→ 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).

→ During this timeframe, Wiltshire Police have created 9,827 COVID-19 logs. 7,273 of those COVID-19 logs were reported in April and May-2020 during the first national lockdown. This reports also included online reports relating to COVID-19. Out of these logs, Wiltshire Police received 75 calls for assistance to help enforce the face covering legislation from businesses and concerned members of the public, of which 18 were 999 calls

→ **261 interactions** have been recorded in this period. This is when our officers approach individuals to **Engage, Explain and Encourage** compliance with COVID guidelines. Of these interactions, 112 were regarding individuals not wearing a mask, 138 related to large groups and 11 for failure to isolate.

→ In addition, during the same period, Wiltshire Police officers have issued **411 COVID warnings**. A warning is issued when an individual does not comply with officer's instructions and guidance when engaging in the first 3Es. 57 of the warnings issued relate to businesses not complying with COVID-19 regulations.

→ Wiltshire Police have issued a total of **245 FPNs** in this time period, 137 relate to failure to comply with environmental restriction, 105 related to unlawful group gatherings, 2 related to failure to self-isolate and 1 related to an individual not wearing a face mask