

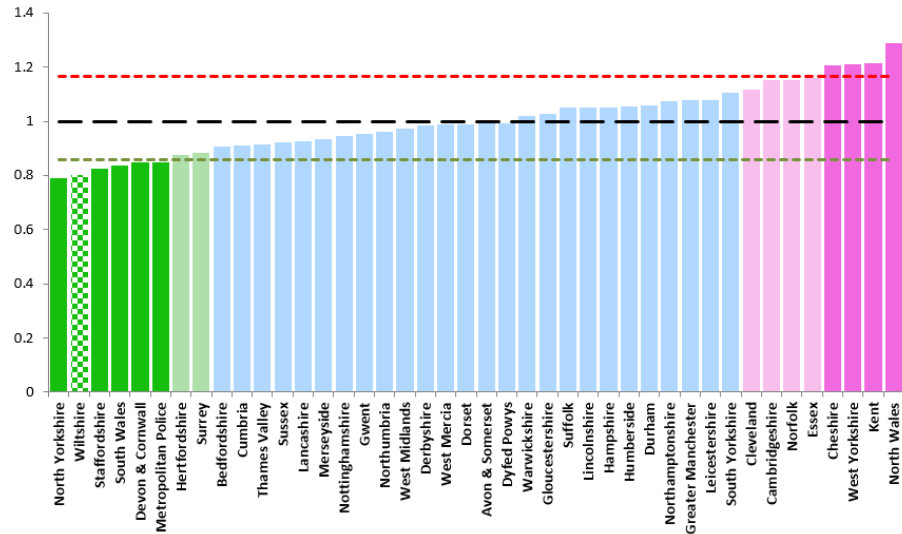
Police and Crime Panel 16th September 2021

Quarter 1 -2021/2022

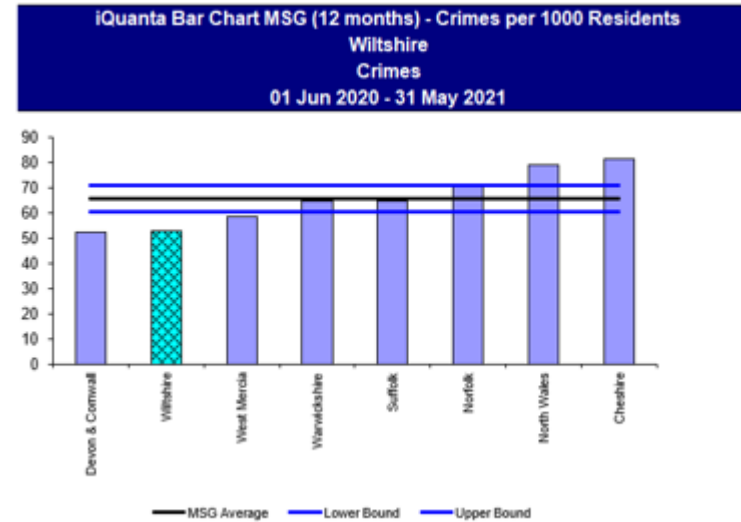
Performance Overview – by exception

Priority One: Prevent crime and keep people safe

Crime Volume



*Standardised national comparison chart, demonstrating delivery of crime rates per 1000 population for the 12 months to June-21



Executive Summary (reporting period 12m to June-21)

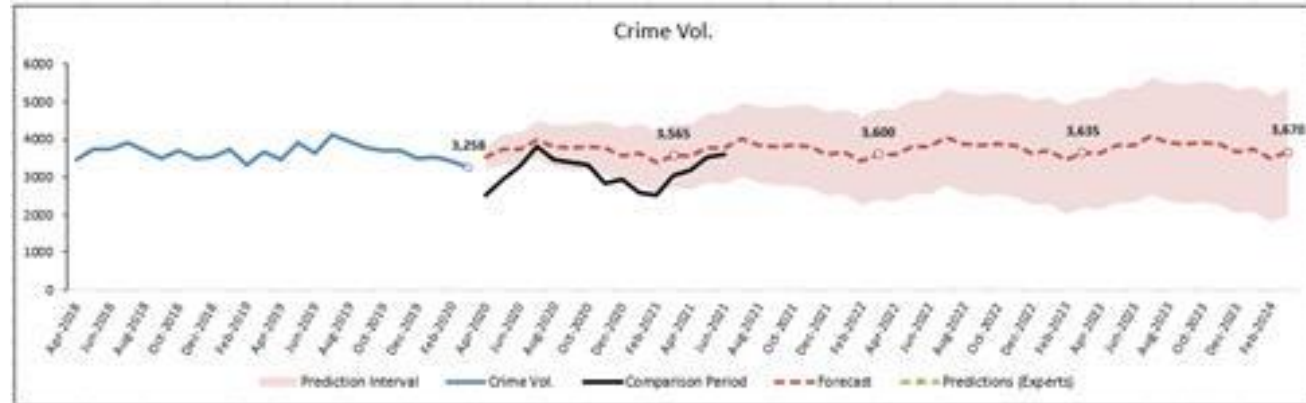
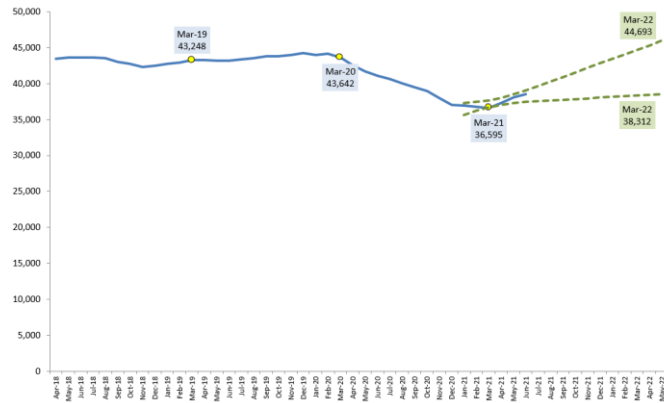
Data taken from iQuanta

- Wiltshire Police are reporting the second lowest nationally for recorded crimes per 1000 residents and considered by HMIC to be 'better than peers'. For the 12 months to May-21 Wiltshire are second lowest within our MSG
- 53.3 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 66.0
- Wiltshire Police reported a -6.3% reduction in the volume of crime for the 12 months to June-21 compared to the previous 12 months, 3.1 percentage points better than the average national decrease
- The average reported national decrease is -3.2%; South West Region is an average reduction of -4.9%; MSG is an average reduction of -4.9%
- Eight forces nationally have reported an increase within the same time period

Crime Volume



Wiltshire and Swindon



Executive Summary (reporting period 12m to June-21)

Data taken from IQQuanta

- Wiltshire's crime volume is demonstrating a long term stable trend with the most recent months experiencing expected seasonal increases. During quarter one crime volume has been below the forecast when using pre-covid volumes. This enables the force to understand where we were expected to be by removing the exceptional activity as a result of the covid-19 pandemic and the related lockdown periods
- June-21 volumes reported at 4.1% below where they were forecasted to be. Meaning that our seasonal high so far this year has not been quite as high as expected
- The rolling 12 month forecast is showing signs of increase in crime volumes. This demonstrates that although Wiltshire are reporting a year on year decrease crime volumes are returning to expected levels now that restrictions have eased considerably and society is opening back up
- Despite the fact Wiltshire are experiencing these increases, the county of Wiltshire continues to be one of the safest places to live in the country

WILTSHIRE POLICE

Proud to serve and protect our communities



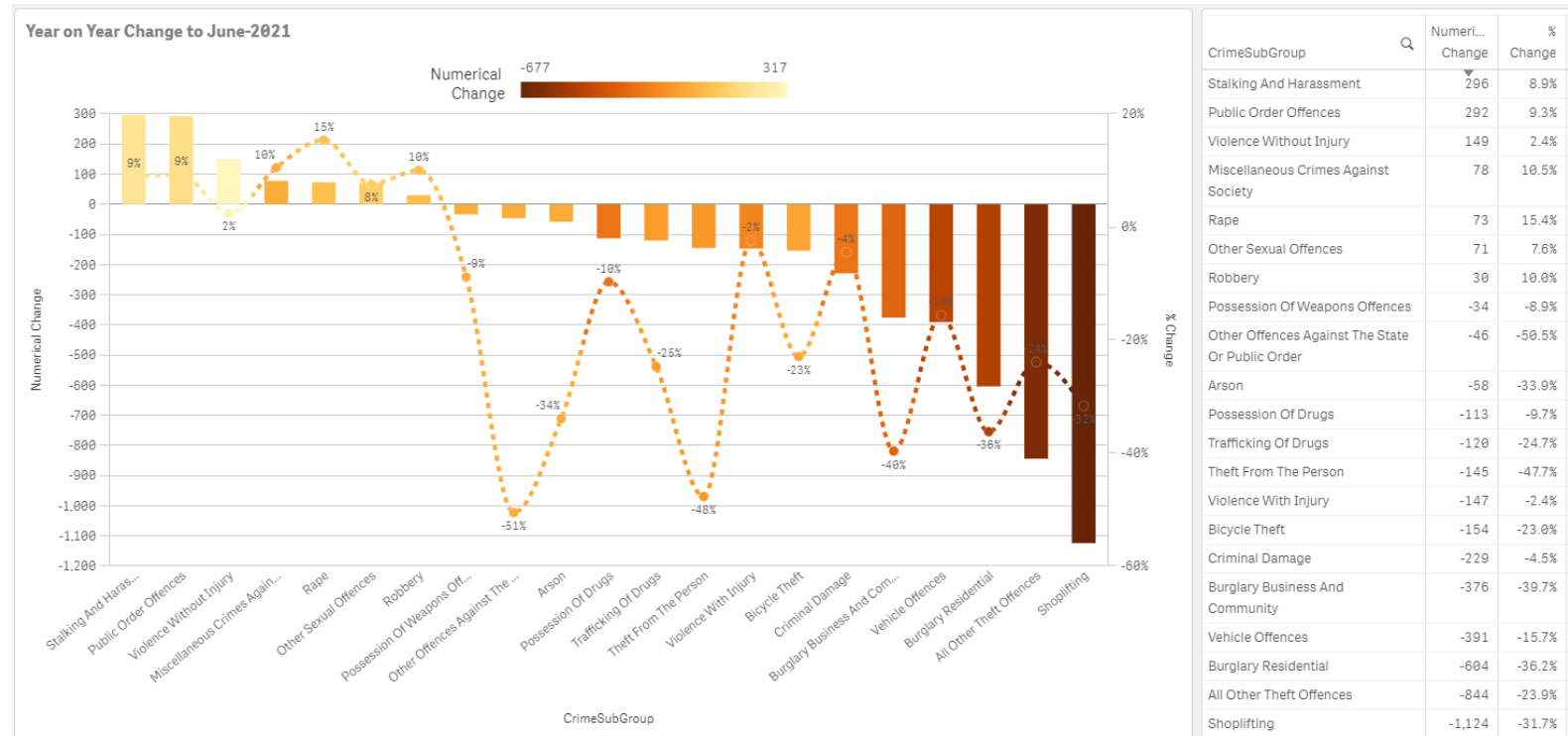
@wiltshirepolice

Crime Volume



Executive Summary (reporting period 12m to June-21)

- Year on year the force has experienced significant reductions in the following crime groups; Shoplifting and community based offences such as theft offences, residential burglary, burglary business and community, criminal damage, vehicle offences, bicycle theft and theft from a person
- In terms of increase Wiltshire have experienced recent increases in public order offences, stalking and harassment, rape, other sexual offences and robbery, albeit these increases remain low. These crimes are covered in the following slide
- All crime groups are being observed through a weekly covid-19 monitoring board to ensure any appropriate actions regarding the changes in the forces crime volumes. With monthly exceptions being raised through our Vulnerability and Force Operations Board and Performance board as part of our performance governance structure



*Bars represent the numerical change and the dashed line represents the percentage change

*this data is a live snapshot of crime volumes on Wiltshire's crime recording system and will not match the figures on the subsequent slides. Crimes get reclassified, meaning that volumes are regularly changing in line with these updates

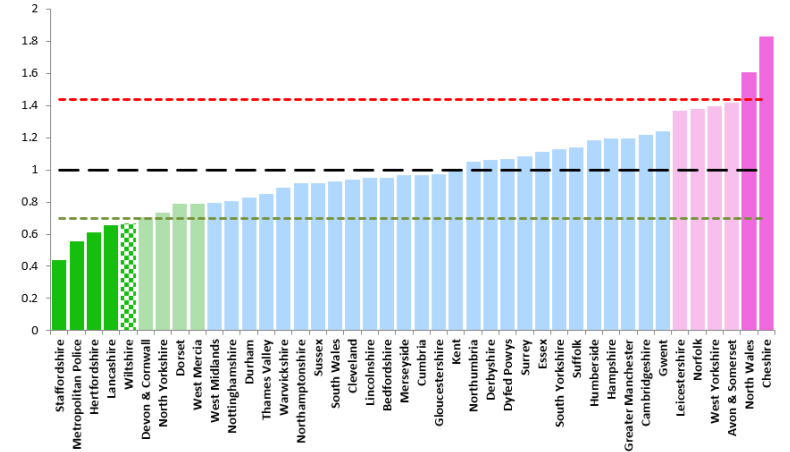
Crime Volume



Public Order Offences (reporting period 12m to June-21)

Data taken from IQuanta

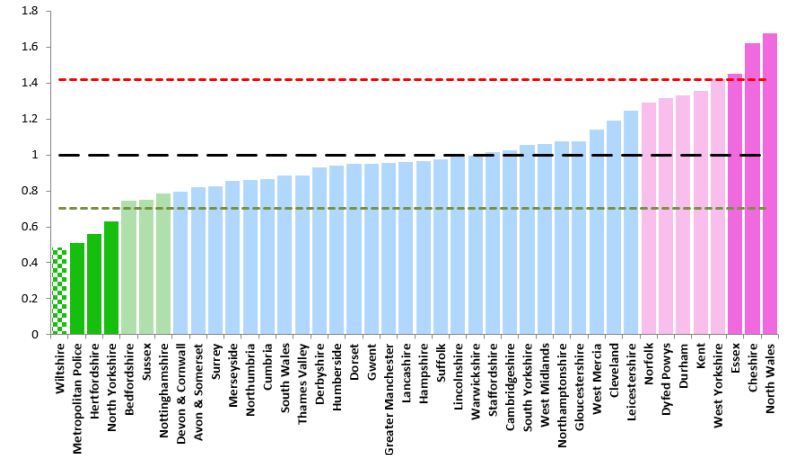
- Wiltshire Police are reporting the fifth lowest nationally for recorded crimes per 1000 residents for Public Order offences and is considered by HMIC to be 'better than peers'
- 4.94 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 7.42
- Wiltshire Police reported a +9.3% increase in the volume of public order offences for the 12 months to June-21 compared to the previous 12 months, 5.3 percentage points better than the average national increase
- Average reported national increase is +14.6%; South West Region average increase is +3.5%; MSG average increase is +8.8%
- 34 Forces nationally also reported an increase in public order offences



Stalking and Harassment (reporting period 12m to June-21)

Data taken from IQuanta

- Wiltshire Police are reporting the lowest nationally for recorded crimes per 1000 residents for Stalking and Harassment and is considered by HMIC to be 'better than peers'
- 5.06 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 10.45
- Wiltshire Police reported a +8.9% increase in the volume of public order offences for the 12 months to June-21 compared to the previous 12 months, 20.3 percentage points better than the average national increase
- Average reported national increase is +30.2%; South West Region average increase is +17.0%; MSG average increase is +26.2%
- 42 Forces nationally also reported an increase in stalking and harassment



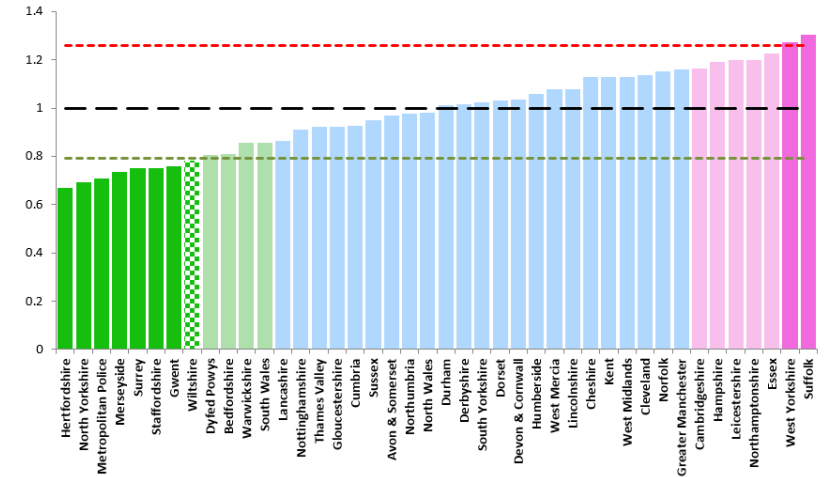
Crime Volume



Rape (reporting period 12m to June-21)

Data taken from IQuanta

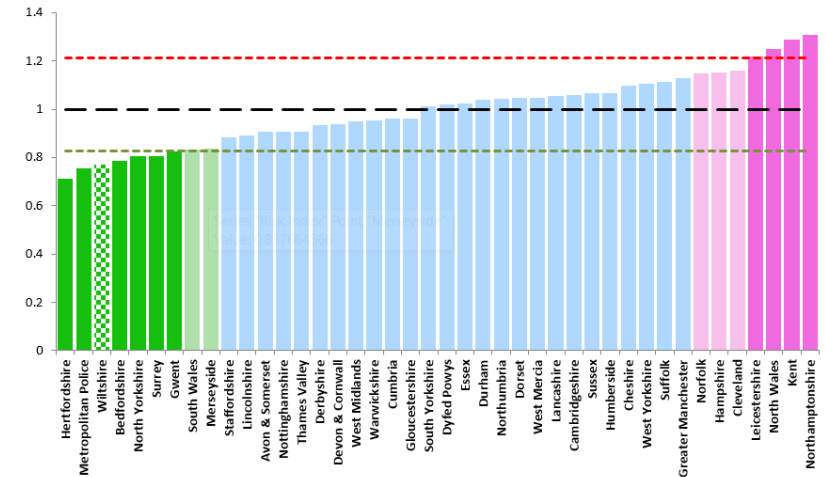
- Wiltshire Police are reporting the eighth lowest nationally for recorded crimes per 1000 residents for rape and is considered by HMIC to be 'better than peers'
- 0.78 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 0.99
- Wiltshire Police reported a +20.6% increase in the volume of rape for the 12 months to June-21 compared to the previous 12 months, 10.7 percentage points greater than the average national increase
- Average reported national increase is +9.9%; South West Region average increase is +7.8%; MSG average increase is +5.3%
- 33 Forces nationally also reported an increase in rape
- A low crime rate per 1000 population may not necessarily correlate with success. As a force we want victims to trust in the police and encourage all victims to report



Other Sexual Offences (reporting period 12m to June-21)

Data taken from IQuanta

- Wiltshire Police are reporting the third lowest nationally for recorded crimes per 1000 residents for other sexual offences and is considered by HMIC to be 'better than peers'
- 1.36 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 1.77
- Wiltshire Police reported a +7.5% increase in the volume of other sexual offences for the 12 months to June-21 compared to the previous 12 months, which is in line with the national increases being reported
- Average reported national increase is +7.8%; South West Region average increase is +10.8%; MSG average increase is +3.3%
- 28 Forces nationally also reported an increase in other sexual offences
- A low crime rate per 1000 population may not necessarily correlate with success. As a force we want victims to trust in the police and encourage all victims to report



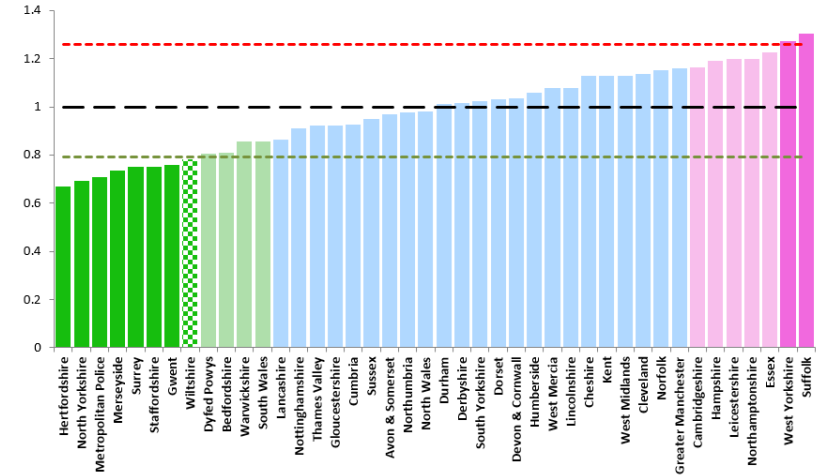
Crime Volume



Robbery (reporting period 12m to June-21)

Data taken from IQanta

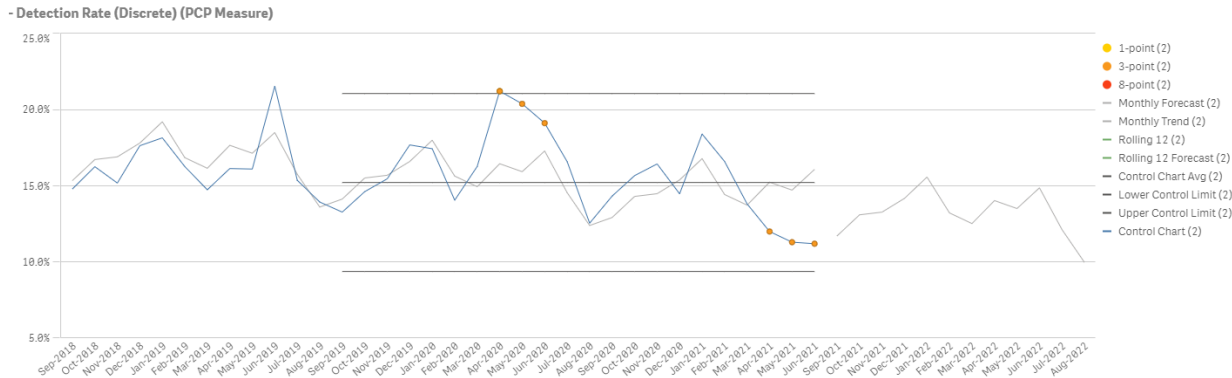
- Wiltshire Police positioned thirtieth nationally for recorded crimes per 1000 residents for rape and is considered by HMIC to be 'in line with than peers'
- 0.43 crimes are reported for every 1000 residents in the county of Wiltshire, slightly more than the MSG average of 0.38
- Wiltshire Police reported a +1.3% increase in the volume of robbery for the 12 months to June-21 compared to the previous 12 months, 22.7 percentage points greater than the average national decrease
- Average reported national decrease is -21.4%; South West Region average decrease is -12.9%; MSG average increase is -15.9%
- 3 Forces nationally reported an increase in robbery
- Analysis has been commissioned to understand the reason for Wiltshire's stable volumes of Robbery which is contradicting the national, regional and MSG trend



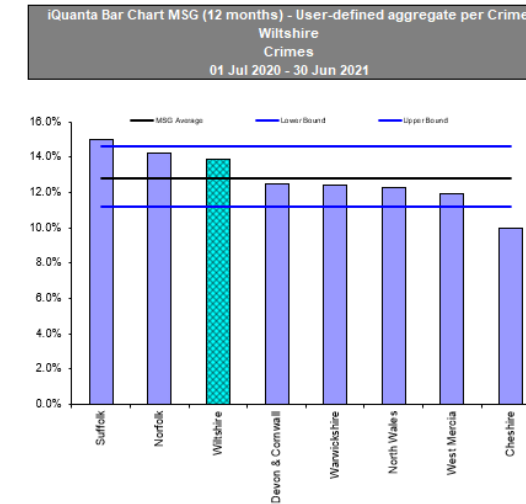
Positive Outcome Rate



*Chart One



*Chart Two



Executive Summary

- In the year to June-21 5,552 crimes have been detected and for the previous year 6882 crimes were detected, a reduction of 19.3%
- This represents a positive outcome rate of 14.5% for the year to June-21, this a reduction of -2 percentage points year on year. Quarter 1 is highlighting as 3 month exceptional low as demonstrated in chart one
- Wiltshire Police are above the MSG average of 12.77% and maintaining position within our MSG to June-21, as demonstrated in chart two. Forces within our MSG are also experiencing the reduction of the positive outcome rate due to the knock effect of the pandemic period and the significant reduction in reported crime volumes
- Substantial effort continues to focus on improving the investigative standards of community policing teams under the leadership of Superintendent Chris Hanson
- There is monthly focus on outcome rate at the Vulnerability and Force operations board chaired by ACC Mark Cooper and ACC Deb Smith, which is then raised through to Performance Board chaired by DCC Paul Mills



Positive Outcome Rate continued



Positive Outcome Rate (Detection Rate) By Crime Group

CrimeGroup	Detection Rate	Detected Volume
Totals	14.5%	5552
Arson And Criminal Damage	11.3%	562
Burglary	8.3%	135
Drug Offences	78.5%	1110
Miscellaneous Crimes Against Society	28.6%	235
Possession Of Weapons Offences	50.1%	175
Public Order Offences	16.6%	579
Robbery	12.7%	42
Sexual Offences	9.3%	145
Theft Offences	12.4%	716
Vehicle Offences	5.0%	105
Violence Against The Person	11.1%	1748



Positive Outcome Rate (Detection Rate) By CPT

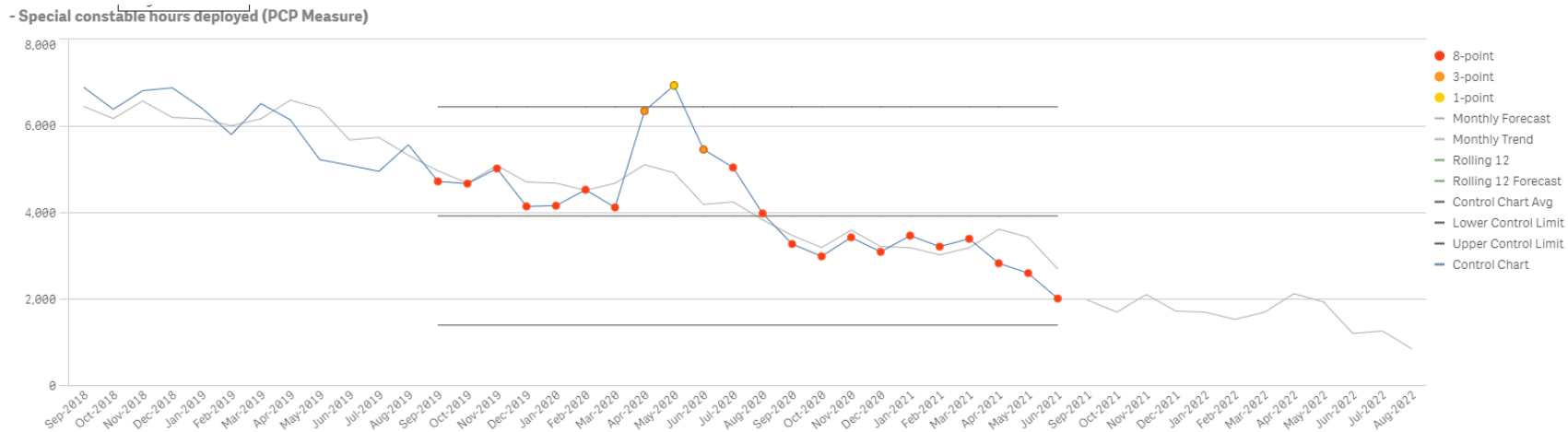
CPT	Detection Rate	Detected Volume
Totals	14.5%	5552
Amesbury CPT	11.0%	253
Chippenham CPT	13.3%	500
Devizes CPT	16.0%	485
RWB CPT	9.8%	184
Salisbury CPT	16.1%	718
Swindon CPT	15.5%	2295
Trowbridge CPT	15.2%	817
Warminster CPT	11.1%	302
-	24.1%	20

* Data 12 months to June-21. Very few crimes may be recorded as out of force area and will not be represented in a CPT area

Executive Summary continued

- Analysis has been presented to the boards highlighting the following key points:
 - ❑ Decreased outcome rate within VAP offences (-2.6pp YOY) and DA tagged crime(-0.6% YOY), however Wiltshire is above MSG average of 9.78% for VAP
 - ❑ Decline across CPT areas but notably in Swindon (-3.4pp) RWB (-3.6pp) and Amesbury (-2.4pp)
 - ❑ Shoplifting detection rate (-8.9pp YOY) at 23.3% and slightly below the MSG average of 26.7%
 - ❑ Increase in the use of Outcome 15: Suspect identified; victim supports action but evidential difficulties for DA crimes
- Actions from this board require Chief Inspectors to review shoplifting detections at their monthly performance meetings and for the domestic abuse scrutiny panel to review the reduction in outcome rate and increasing use of Outcome 15 for domestic abuse. Further analysis to be conducted to dive deeper in outcomes and outcome rate
- Through this board a Qlik Sense application was commissioned for self-service performance management of outcome rates across teams and individuals. This application has been created is now available for use by leadership to drive performance in this area

Special Constable Hours Deployed



Executive Summary

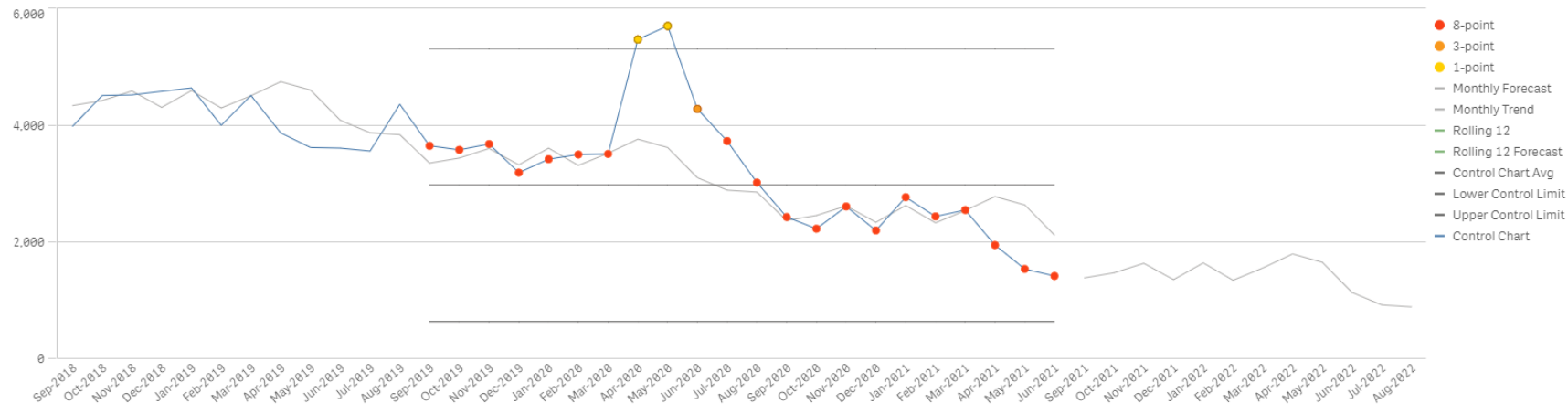
- The Force recognises the valuable role volunteers play in supporting local communities and creating strong communities in policing and other areas.
- Hours delivered by specials demonstrates a ten month statistically below average volume from August 2020 to June 2021, noted in the above chart. This also reflected in the local policing hours delivered by specials, which demonstrated in the chart on the next slide
- Wiltshire remains one of the highest performing forces nationally in terms of proportion of special constable numbers compared to regular officers, with a current headcount of 127, which currently include 103 active specials
- Whilst Wiltshire Police do not have the highest total headcount of specials, our special constables regularly work more hours per officer than the region
- For the year to August-21 active specials have dedicated an average of 28.1hrs a month. Demonstrating true commitment to the role
- Wiltshire was the first force in the south west region to launch the new special constable Police Education Qualification Framework training course and are on their second intake of specials to be trained through this new framework
- In January 2021 there were 28.3% of the special constables fully qualified to be independent, this has risen to 51.4% as of July 2021



Special Constable Hours Deployed continued



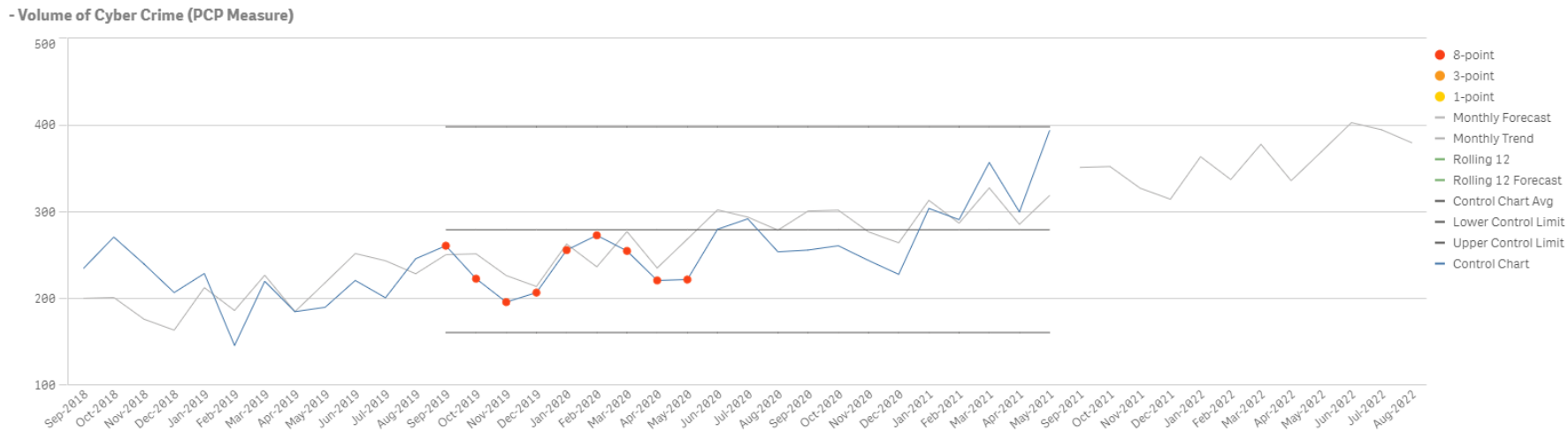
- Local policing hours delivered by Specials (Performance Measure)



Executive Summary continued

- 53,304 hours were committed by the Special Constabulary last year, equating to 27.8 FTE officers and 20 more hours per officer compared to 2019
- Op Uplift continues recruitment and gives an opportunity to those specials seeking to become a regular, impacting on the headcount of specials and inevitably those hours deployed
- In the rolling 12 month period to June-21 Wiltshire Police reported a 24.5% attrition rate. This equates to 3.8 special constables a month
- Due to the increased risk of covid-19 our special constables welfare has been key over the pandemic period. A welfare event has been delivered, which included inputs from our own mental health nurse and a nutritionist to ensure that officers can keep themselves fit and well. Each special constable has also received on average six calls regarding their welfare since March 2020

Volume of Cyber Crime



Executive Summary

- 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.”
- At the end of Quarter 1 2021-22, June-2021 reported as an exceptionally high volume at 406. Over the most recent 6 months volumes are demonstrating an increasing trend impacting on the long term trend
- Over the period of the pandemic and lockdown there has been a national rise in reported crime whilst the public have been required to work from home. With more of society working from home even following the ease of restrictions more traditional crime has diminished but cyber enabled crime has become more of an opportunity



Volume of Cyber Crime - continued



Executive Summary continued

- Nationally there has been a continued rise in both areas of reported cyber crime (Cyber dependant and Cyber enabled) this measure shows Cyber Crime as a whole, but there is a split between Cyber Dependant (Ransomware/ DDOS/ Network intrusions etc) and Cyber Enabled (everyday crime enhanced via a computer ie Stalking and harassment, selling stolen goods etc). Both show a continued increase over the past 6-9 months, most notably with Ransomware and Network Intrusion in the Cyber Dependant space and wholesale across the enabled space: from stalking & harassment, online sales, phishing, vishing and the use of cryptocurrency for money laundering.
- Action fraud is going through a period of change which is affecting dissemination they are moving to an IBM based system which will speed up this process but in the interim is creating a back log being sent into the Cyber Team
- The Cyber Team continue to focus on increasing the data quality of the flagging of online crime. They have increased interactions with local officers around traditional methods of policing to expand their knowledge in identifying and tackling cyber crime using sophisticated methods resulting in better recording of cyber crime
- Across the organisation there are 20 officers trained as digital media advisors that provide expert investigative guidance and support and aid in identifying those crimes that may not have been identified. Additional funding has been approved for another 5 officers and to have 4 secondment opportunities between now and the end of the financial year with the intention of upskilling officers in cyber crime
- Recently the Digital Investigation and Intelligence Unit (DIU) leadership has been re-structured with in the introduction of a new Detective Chief Inspector to oversee DIU inclusive of the Cyber Team
- In the past 12 months there have been internal safety campaigns around the potential for online crime and how to keep yourself safe, which supports the National Enabling Programme supporting all of the changes within our IT systems and new laptop rollout



Call Answers Rates:

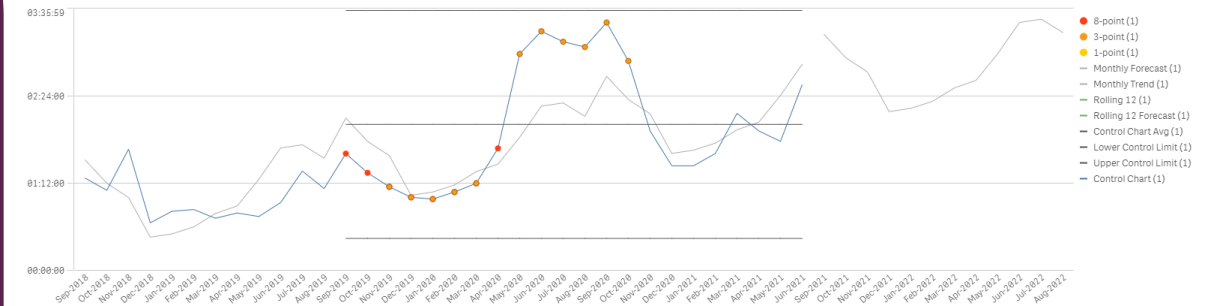
- Abandonment Rate for a CRIB Call
- Avg Time to Answer a CRIB Call
- Avg Time to Answer a 999 Call



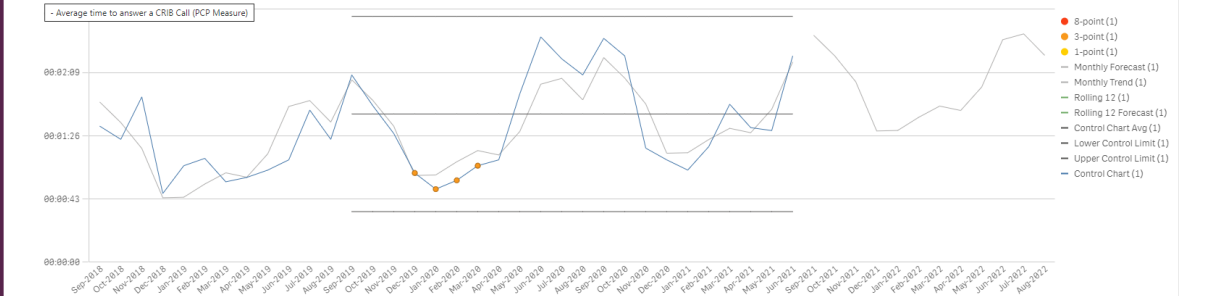
Executive Summary

- The average CRIB abandonment for Quarter 1 was 8.6%, with an average wait to answer of 1m48secs
- 999 average wait to answer for Quarter 1 is 10 secs, although considered statistically exceptional it is within our service level agreement of 10 seconds
- Over the previous two months the National Police Chief Council (NPCC) contact management steering group have reviewed trends and pressures through the 999 system. The review indicated that pre-pandemic levels of demand were returning combined with summer pressures including warmer weather and easing of restrictions. The 999 system experienced increases in evening and weekend demand. With the May Bank Holiday receiving 126,000 calls on the Saturday and 127,000 on the Sunday with 1998 calls delayed beyond 2 minutes
- The July update from the NPCC stated that the 999 emergency system continues to experience extremely high levels of demand, with 48 days of handling over 100k calls a day and likely to further increase. Analysis revealed two concerns: an increase in calls taking over 2 mins to connect to control rooms and the subsequent risk this posed to the public. Secondly, an increase in the number of calls being transferred to 'buddy forces' effectively 'contact management mutual aid'. Creating disproportionate pressure on other forces
- June and July-21 recording over 10,000 999 calls each month. The highest recorded summer peak in demand for the past 3 years. CRIB call demand increased in line with the expected seasonal peak and was not considered exceptional behaviour. Considering the increase in demand and pressure on the contact management staff the performance has not resulted in any concerning exceptional output
- Wiltshire Police has not carried a disproportionate pressure from 'buddy forces'. The call centre did see an increase but as a proportion of total calls this was almost negligible
- Single Online Home (SOH) is active and in place to provide the public the opportunity to report crime online. The call centre has an automated message for members of the public ringing the call centre educating and encouraging the public to report their crime online. Whilst online crime reporting is not new to the force, SOH provides potential insight into diverted demand from 101 call queues
- For example, In July 2021 111 members of the public reporting crimes online said they had called 101 first. Abandonment rates traditionally have been an indicator of poor performance and linked to concerns of unreported crime. This data can provide the opportunity to analyse changes for alternative routes of demand and behaviour by members of the public

- Abandonment Rate for a CRIB Call (PCP Measure)

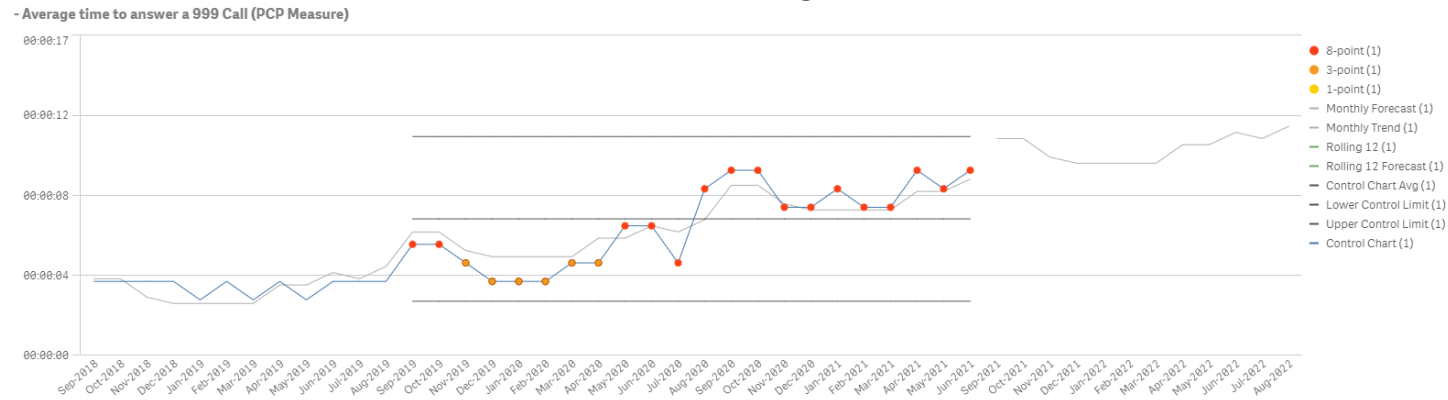


- Average time to answer a CRIB Call (PCP Measure)



Call Answers Rates:

- Abandonment Rate for a CRIB Call
- Avg Time to Answer a CRIB Call
- Avg Time to Answer a 999 Call

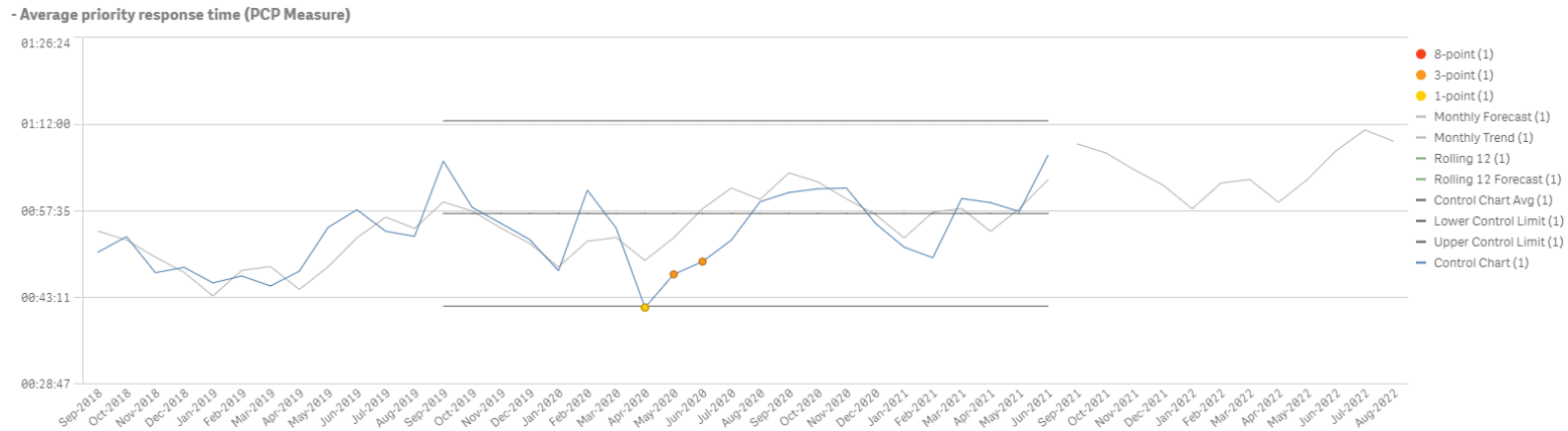


Executive Summary continued

- In July our media department also launched the 'Click or Call' campaign on social media to help inform the public of the option to report crime online and also educate when its more appropriate to 'Click or Call' with the intention of diverting demand through our website. Following this campaign the force will assess the impact this has had on call volumes
- 999 call taking continues to be affected by staffing issues due to police officer recruitment and at present is being backfilled with the use of overtime. Newly recruited operators will be joining the team this year; June (6 candidates) and August (6 candidates). Contact Management are working closely with recruitment to plan ahead to reduce the impact of leavers. The turnover of staff is acknowledged and effort is now being taken to provide new starters with awareness sessions to improve candidates knowledge prior to application and reduce the volume of individuals using the control room as an interim post
- IST upgrade work will commence in the coming weeks which may disrupt service periodically; however fallback systems are in place to minimise these disruptions. As part of this work one senior operator and one supervisor are required for abstraction to deliver the core upgrade work. Once completed, this work will create a more stable and functional platform better able to support digital contact streams and the proposed new CCC target operating model. It is projected to run to December 2021
- A Programme Manager will oversee the delivery of the Target Operating Model (ToM) programme. The senior officer overseeing this programme is Supt. Duncan who has transitioned across to this area of the business. The Crime and Communication Centre is also under the leadership of the newly appointed Chief Inspector Downing, it is anticipated that the new leadership team will remain in post beyond the delivery of the ToM
- A new Contact Management strategy continues to be developed. The three year strategy which will complement the national direction will set out opportunities to embed a dedicated crime desk, provide new digital opportunities for members of the public and introduce a stronger link between HMICFRS recommendations identified through quality assurance/performance outcomes and the training that staff are provided
- A Crime Desk pilot has recommenced planning with a 6 month timeline with resourcing to be allocated and necessary adjustments that the pandemic has required of organisations. The pilot aims to improve the accuracy of crime recording

Response Times

- Average Immediate Response Time
- Average Priority Response Time



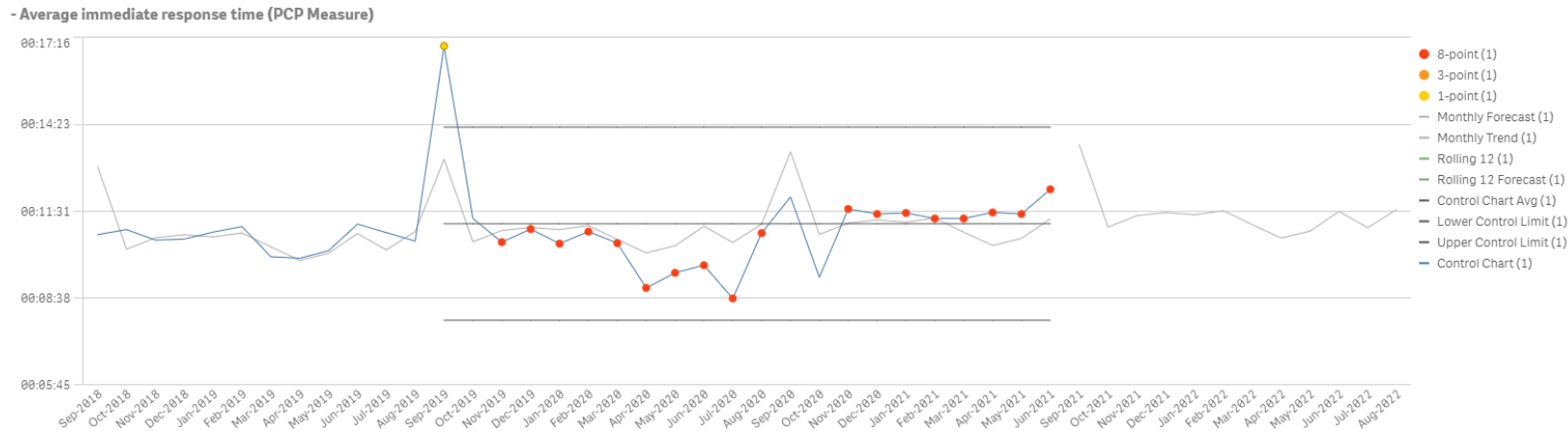
Executive Summary

- These measures assess the average time it takes for Wiltshire Police to arrive at the scene of an emergency (immediate) and priority incident
- The force recorded 4,871 emergency incidents during quarter one and 18,025 for the 12 months to June-21. The force attended 99.1% of those recorded for the 12 months
- For priority incidents the force recorded 8,571 for quarter one and 33,458 for the 12 months to June-21. The force attended 94.9% of those recorded for the 12 months
- For Quarter 1 emergency incidents were attended on average within 11m45secs and priority incidents were attended within an average of 1hr01mins
- The month of June-21 isn't highlighting as statistically exceptional but the 1 hour 6 mins average priority response time is above the internally set service level agreement to the public of one hour. At this time the breach is not considered exceptionally above the 1 hour SLA
- The volume of priority response logs is overall stable but data is presenting our expected seasonal increases around summer demand. The volume of emergency log demand is mimicking the same behaviour, as expected
- Although we are experiencing increased seasonal demand our stable emergency response times demonstrate our consistent ability to respond speedily to the public in their time of need



Response Times continued

- Average Immediate Response Time
- Average Priority Response Time



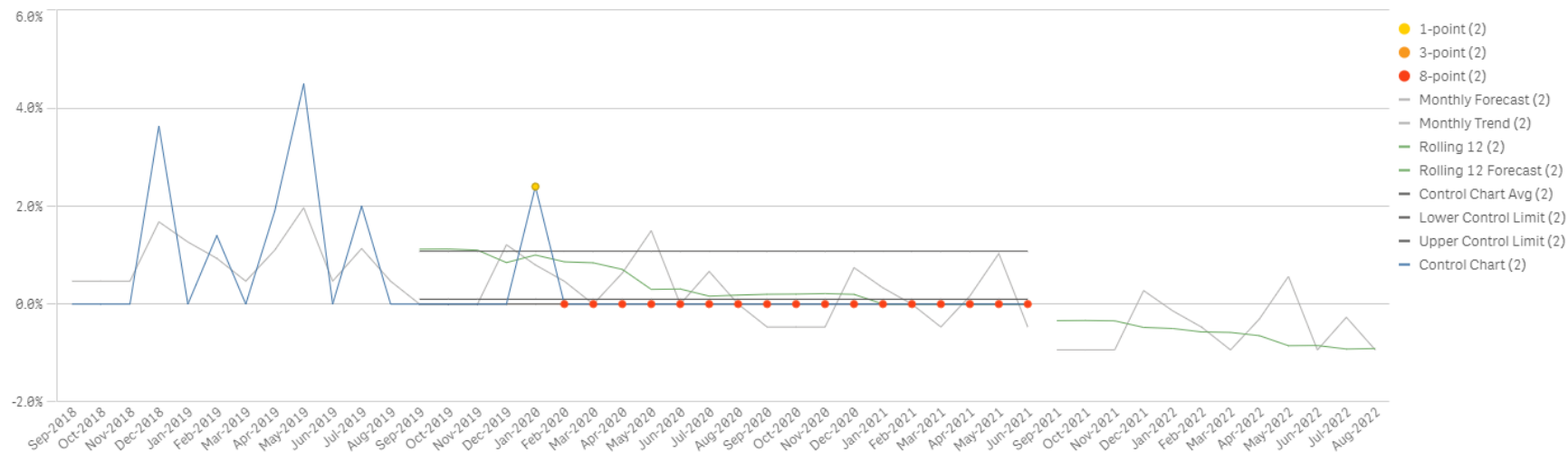
Executive Summary - continued

- Over the past 12 months we have recorded a median increase of 3min32s per emergency log. Meaning that for each of the 99.1% of 18,025 attended, officers have spent an additional 3mins32s at scene for each emergency incident and although not a significant increase this time accumulatively can have potential knock on effects for responding to incidents
- Each summer these significant increases in seasonal emergency assistance required by the public can impact the 1 hour SLA required for priority assistance
- Analysis has shown that the increased average priority response time has been skewed by a small quantity of outlier priority logs being recorded significantly outside the SLA. A dip sample of the priority incidents that were outliers indicated that these increased response times were due to lack of staffing, signifying that increased emergency incidents to attend can cause additional strain on resourcing. 40 new officers are due to land into CPTs in October which will assist in relieving this pressure
- Swindon is currently undergoing significant amounts of roadworks just outside of and around the Gablecross Police Station area which may also be impacting on response times
- This exceptional activity has been reported through the Vulnerability and Force Operations Board co-chaired by ACC Deb Smith who has had oversight of resourcing and performance during the summer period. This governance will continue throughout the summer period



Quality of Full Files

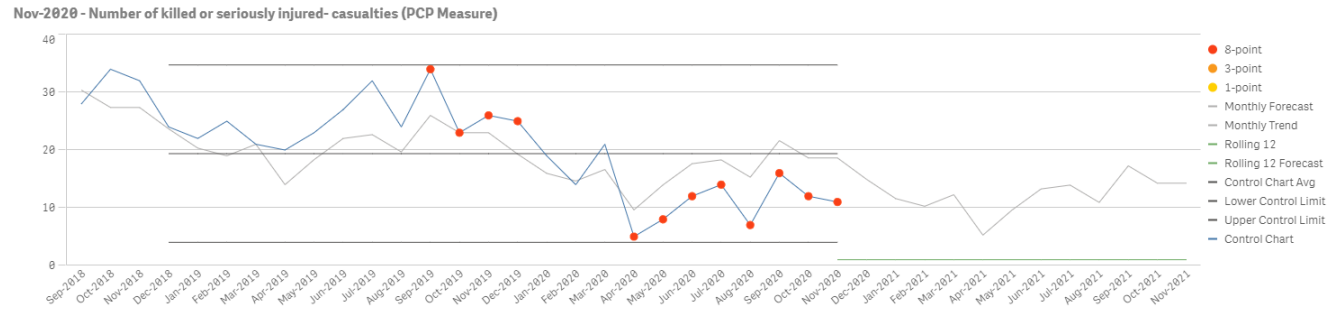
- Percentage of full files with an error (PCP Measure)



Executive Summary

- 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 judicial process
- Each file is fully assessed using 11 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
- The framework which supports this assessment enables managers to learn common errors so that they can target training at individuals, teams or departments
- There were 125 full files sent to the CPS in quarter one, of which there were only zero files with unsatisfactory gradings
- 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 over such a significant period of time

Number of Killed or Seriously Injured – Casualties



Executive Summary

- This is a new measure added to the Police and Crime Plan Scorecard during the 2020 refresh
- This measure shows the numbers of casualties either killed or seriously injured (KSI) when involved in a collision
- Normal behaviour would be to report this measure with a 3 to 4 month backlog because of the administrative duties related to recording this data. Over the past year the pandemic has impacted the ability to record this area in a timely way due to significant staff shortages
- The measure has now been backdated to November-20 and the traffic department of the force criminal justice team are focusing on collating the data up to the 'normal' data lag
- The above chart demonstrates 8 consecutive months of below average volumes for KSI casualties
- There were 164 KSI casualties for the 12 months to November-20, this is an average of 13.6 a month and a significant reduction from the monthly average in the previous 12 months of 25
- For the same period 143 KSI were recorded, equating to an average of 1.2 persons involved per collision
- The reduction in casualties were impacted by the pandemic and the restrictions posed. During this time the amount of vehicles on the roads reduced considerably. As restrictions eased it was expected to see the volumes rise back to 'normal' levels
- There have been growing concerns following the ease of restrictions that volumes may not only return to expected levels but also exceed those levels. One of the main concerns was that road users may have lost experience on the road on top of other contributing factors for example: aging population, automated vehicles etc
- However data from our incident system Storm has been monitored during the easing of restrictions and this hypothesis has not come to realisation
- Data continues to be monitored through the Roads Policing Unit Strategic Threat and Risk Assessment meeting quarterly, chaired by ACC Deb Smith



Priority Two: Protect the most vulnerable in society

No exceptions to be raised

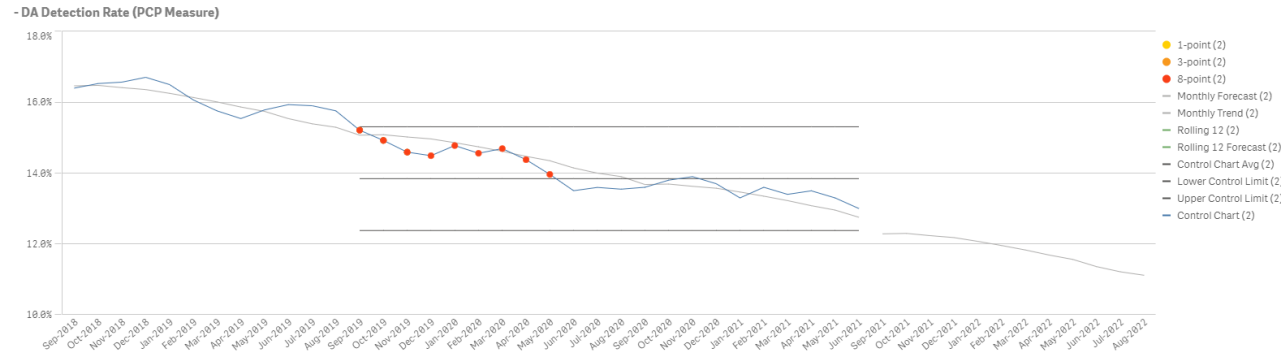
Priority Three:

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

Outcome Rate for Domestic Abuse



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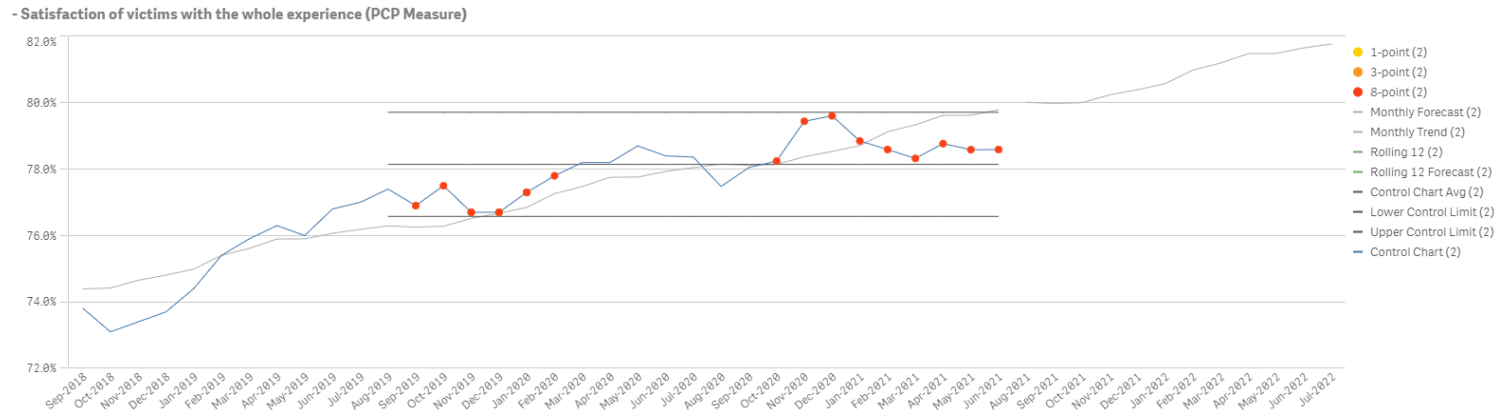
Executive Summary

- This is a new measure added to the Police and Crime Plan Scorecard during the 2020 refresh
- The outcome rate for Domestic Abuse for the 12 months to June-21 is 12.9%, a year on year decrease of -0.6 percentage points. The long term trend is one of reduction, however when looking at the most recent 12 months the outcome rate shows signs of stability
- Through the Vulnerability and Force Operations Board outcome rates for crime groups and Community Policing Teams are monitored on a monthly basis with the aim to improve our overall investigation standard and outcomes for victims of crime. This links in with update given on the outcome rate
- The overall volume of reports of domestic abuse remain within the bounds of what is considered statistically normal volumes and tracking below forecasted volumes
- Peer comparison data remains unavailable due to ongoing mapping concerns with the Home Office IQuanta file (Aug-21)
- Wiltshire Police have established an arrest scrutiny panel which sits to review the DA arrest rate to identify areas of improvement. This dovetails into the Vulnerability and Force Operations board co-chaired by ACC Mark Cooper to drive performance, which is then fed into the Performance Board chaired by DCC Paul Mills
- DA arrest rate has decreased by -1.4 percentage points in the year to July-21. Discussion at the boards highlighted that housekeeping can play a small part on the arrest rate due to incorrect tagging
- Both Hub Commanders are reviewing DA arrest rate performance as a standing item at their local performance meetings with the aim to improve performance, but to also share learning across the teams for continuous improvement which is fed back into the board
- In September the PPD1 will be replaced with the PPN. They will be completed directly into niche and will contain auto-populated content and some mandatory required fields. This will reduce the significant manual burden of the current form reducing officer time spent on administration for DA related crimes. The PPN will also be able to provide the force with data and statistics that haven't previously been available



Victim Satisfaction:

- With the Whole Experience
- With Being Kept Informed
- With Ease of Contact
- With Treatment



Executive Summary

- Satisfaction of victims with the whole experience continues to demonstrate an increasing trend within all surveyed crime groups and for the rolling 12 months to June-21 victim satisfaction with the whole experience is 78.6%, with 9 months consistently above average
- A source known as Knowledge Hub provides insight into other forces overall satisfaction. The data is not directly comparable with some forces because they are conducting different surveys to victims of differing crimes. When identifying forces which use a similar methodology to Wiltshire the average overall satisfaction to December 2020 is 75.8%
- Satisfaction with being kept informed for the rolling 12 months to June-21 is 69.0%, an exceptional high and the highest recorded in the last 3 years
- Satisfaction with ease of contact for the rolling 12 months to June-21 is 95.1% and the most recent 5 months have reported consistently above average. This is comforting to see considering the challenges that have been presented due to the coronavirus and the call centre staff having to undertake new ways of working. Historically analysis has shown correlation between this satisfaction reducing and the reduced performance in our call centre
- Satisfaction with treatment has experienced recent increases back to average and the rolling 12 months to June-21 is 89.6%
- Earlier in the year the OPCC led victim satisfaction survey went out for procurement. The Forces new research partner agency is named TONIC. The Victim Voice Project has produced an updated questionnaire which will be uploaded to websites in September. This question set is adaptive in response to the victims journey and has been co-produced with victims and supporting partner organisations. It also reflects key aspects of the Victims Code and early reporting from the inspection into effective engagement with women and girls. A feedback dashboard has been developed and will be able to show a live picture of feedback at any time. The questionnaire will be supported by a communications promotion



Priority Four:

Secure a quality police service that is trusted and efficient

Percentage of Ethnic Minority Workforce (FTE)

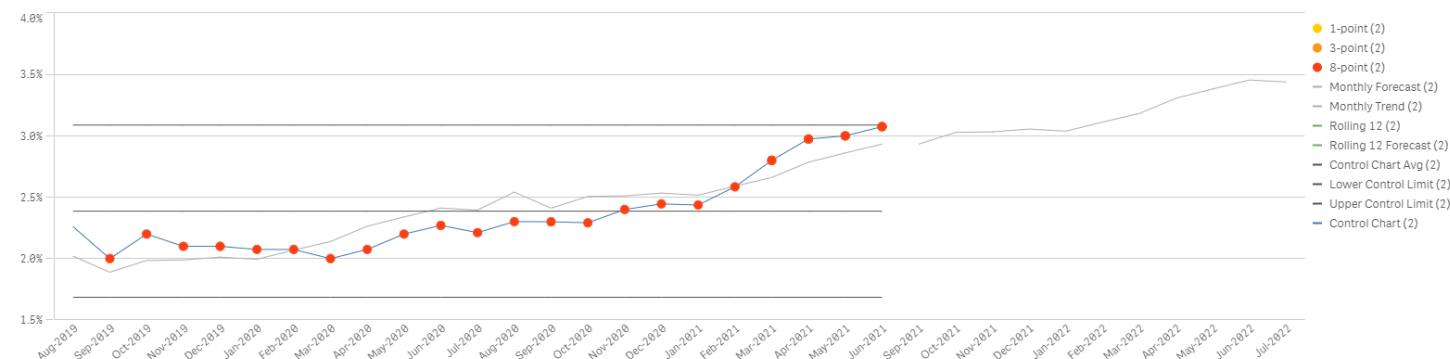


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Jul-21
3.1%

- Percentage of the workforce identifying as an ethnic minority (FTE) (PCP Measure)

Warning: Trend Lines are calculated using incomplete data!



Executive Summary

- At the end of Quarter 1 the percentage of ethnic minority workforce (FTE) was reported at 3.0% and since has been reported at 3.1% in July-2021
- Although this figure is not representative of society it is a positive progressing picture
- Increases in the percentage of ethnic minorities within the workforce is due to both new staff into the organisation and the recent updates gained through our organisational census
- Work continues to ensure accurate records are held within our new ERP system. Staff can now update their own personal records on the system when changes are required. Training sessions have been held for staff to understand and operate the new system

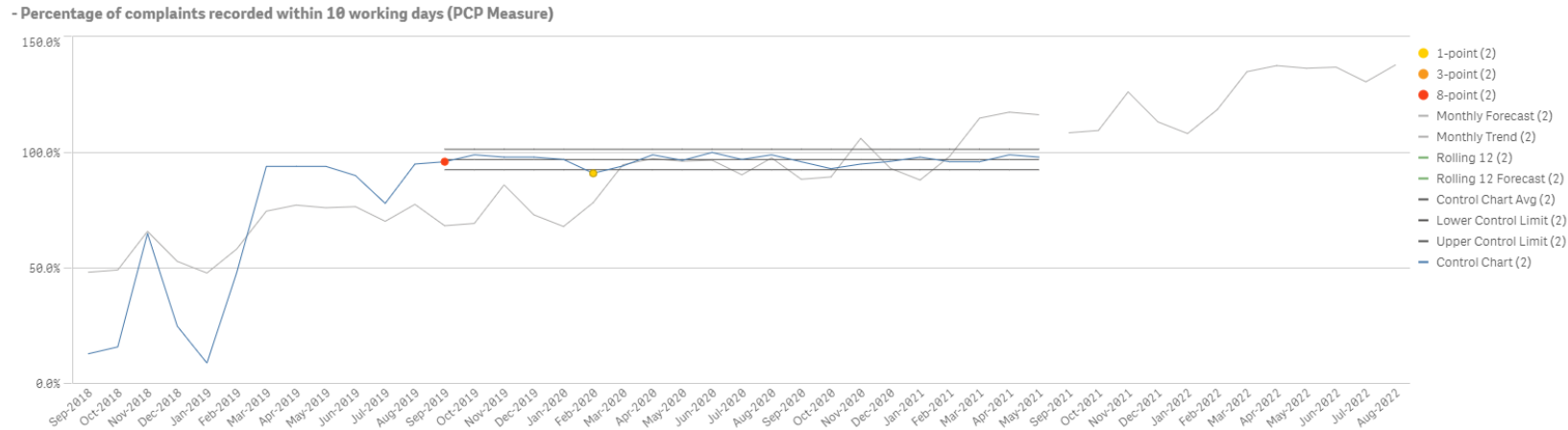


Complaints:

- Percentage of Complaints Recorded within 10 Working Days
- Average Number of Days to Record a Complaint
- Volume of Complaint Cases Recorded



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Executive Summary

- There were 291 complaint cases recorded during quarter one and 1092 for the 12 months to June-21. A 20.6% increase from the previous year where 905 were recorded
- Wiltshire Police' increase in recorded complaints is in line with national increases and is due to a legislative change in recording. These legislation changes mean that every dissatisfaction is now a complaint, no matter the level of complaint
- This increase in volumes has plateaued over the last year or so and is beginning to show signs of a new level of 'normal'
- The independent Police Complaints Commission (IPCC) expects complaints to be recorded within ten working days on average
- The percentage of complaints recorded within 10 working days for quarter one was an average of 99%, with June -21 recording 100% being recorded within 10 working days
- The average number of days it took for Wiltshire Police to record a complaint for quarter one was 3.3 days, significantly under the 10 working days expected
- The Service Recovery Team are recruiting two 2 additional officers to the team to help manage incoming complaints



Number of Actual Sickness Days lost per person



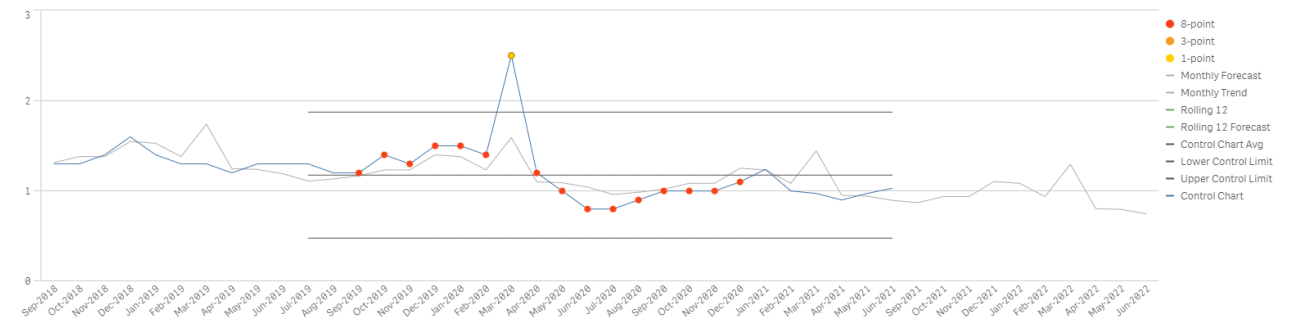
24 month overview
(July 2019 – June 2021)
Officers = -24%
Support Staff = -12%

Executive Summary

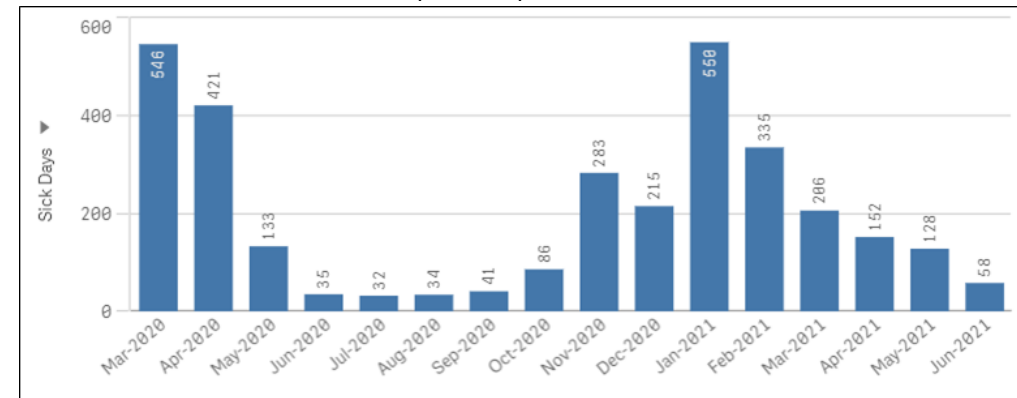
- For quarter one an average of 0.97 sickness days lost per person for all staff, reporting a slight reduction from the previous quarter at 1.07
- For the year to June-2021 sickness has reported an 18% decrease and is demonstrating a long-term stable trend
- Year on year there has been a -24% reduction in officer sickness and -12% reduction for support staff
- As of the 08/09/2021 2040 people (including specials, volunteers, support staff and police officers) have received their first Covid-19 vaccination by way of informing OHU
- Quarter one reported 338 sickness days lost due to covid-19 sickness
- Further analysis is taking place into musculoskeletal disorders due to higher volumes in May and June which may be influenced by an increase in people working from home

Jun-2021 - Number of actual sickness days lost per person (All Staff) (PCP Measure)

Warning: Trend Lines are calculated using incomplete data!



*Covid-19 related sickness days lost by month



Community Policing Model Resource Measures

Resource Measures



These slides provide a summary of the performance measures for the PCC and Police and Crime Panel related to areas of Community Policing Teams (CPT)

The OPCC has provided consistent reports on the assessment of resources within CPTs, and more information on the methodology is available in previous reports to the Panel

In summary, these slides will outline for the three months being assessed, those resources which are 'At work' and those which are abstracted for a variety of different reasons, such as:

- Vacancies which are being recruited into
- Sickness
- Annual Leave
- Maternity Leave
- Suspensions or postings outside of CPT



Resource Measures



Measure	Quarter three
CPT Establishment	468 police constable posts (includes neighbourhood, response and proactive police officers) 131 PCSO posts 80 Local Crime Investigator posts
Percentage of CPT 'at work'	73.5% Last quarter - 70.3%
Percentage of police constables in CPT 'available to respond'	69.4%

Quarter one in 2021/22 (April to June 2021) has seen an increase in both the proportion of CPT at work, and PCs available to respond compared to the previous quarter.

The previous reporting period of Q4 20/21 was influenced significantly by COVID sickness and attendance rates. The rate of staff 'at work' is the highest that it has been since Q1 of 20/21. Traditionally this is the case due to it being a period of low sickness and low annual leave.

CPT have lost the capacity of 74.7 posts across CPT over quarter one to short and medium-term sickness and annual leave. This is compared to 97 posts in Q4.

The current summer period has been challenging for resources due to the increase in isolation requirements, the impact of annual leave and the consequences of supporting national events such as G7. It is projected to report a reduced attendance figure next quarter.

CPT Response and Neighbourhood Measure Breakdown by Location



Wiltshire and Swindon



	CPT RESPONSE AND NEIGHBOURHOOD MEASURE										DEMAND REDUCATION AND DEPLOYABILITY	
	FTE Budget	Specials	Vacancies	Long Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Short Term absences (average annual leave & short term sickness)	Total "Not at work"	CPT "At Work" Level Includes CPT Response and Neighbourhoods	Number of PC allocated to Community Investigation Team	PC's allocated to respond to 999
Swindon CPT	281.5	51	10	2	2	2	10	29.0	55	80.5%	4	76.4%
RWB CPT	41	19	6	0	1	0	1	5.4	13	67.3%	0	77.8%
Chippenham CPT	67		6	3	0	1	4	7.2	21	68.4%	2	67.8%
Trowbridge CPT	89	21	5	2	1	3	10	9.0	30	66.3%	3	61.2%
Warminster CPT	46		5	0	0	0	2	4.7	12	74.6%	3	53.6%
Devizes CPT	57	3	6	0	0	0	3	6.1	15	73.5%	1	63.3%
Amesbury CPT	46.5	33	7	1	3	0	1	3.5	16	66.6%	0	70.4%
Salisbury CPT	75		10	1	4	0	4	7.0	26	65.3%	1	65.7%
PCs - Proactive Unit	45	0	11	1	0	0	0	2.8	14.8	67.1%	0	0.0%
CIT	16											
TOTAL	764	127	66	10	11	6	35	74.7	203	73.5%	14	69.4%



CPT Response and Neighbourhood Measure Breakdown by Role



FORCE	FTE Budget	Vacancies	Long Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Short Term absences (average annual leave & short term sickness)	Total "Not at work"	CPT "At Work" Level	Number of PCs allocated to Early Resolution Unit	PC's allocated to respond to 999
PC (Neighbourhood)	51	7	0	3	0	1	5.6	17	67.5%		
PC (Response)	372	22	7	5	5	24	36.9	100	73.2%	14	69.4%
SGT (CPTN & R)	68	4	0	0	0	2	6.7	13	81.4%		
LCI	80.5	6	0	2	0	3	8.3	19	76.0%		
PCSO	131.5	16	2	1	1	5	14.5	39	70.0%		
PC (Proactive)	45	11	1	0	0	0	2.8	14.8	67.1%		
CIT	16										
TOTAL	764	66	10	11	6	35	75	203	73.5%		
	Number	Hours (Apr - Jun)		Hours per person per							
Specials	127	6161		16.17							



Resource Measures



The number of Specials has reduced this quarter due to the large number which have not be conducted shifts or wanting to continue to the role following the height of COVID demand. The number of Specials now stands at 127. Intakes of 10 Special Constables took place in June and August 2021, however these new members are not included in this number at this stage due to their recency of starting. A future intake of 10 is scheduled in for October 2021.

The number of hours contributed for the fourth quarter stands at 6161 hours per person which continues to be a strong number of hours contributed in these difficult times. The stabilisation of this number of hours is anticipated to be linked to the returning of society norms and re-evaluation of individual priorities.

To the right shows resourcing for some areas outside CPT, which has improved compared to the statistics shown in Q4. Contact Management continues to be a concern with their levels of resources due to sickness and isolation. The performance of the function is monitored closely and is reported on within the performance slides.

	Budget FTE	% at work
Contact Management	207	50.6%
Crime Standards and Justice	168	86.8%
Specialist Operations	93	80.7%
Dogs (PCs / Sgts)	13	84.0%
Firearms	60	89.4%
Roads	25	82.7%
PPD and Safeguarding	154	76.6%
CID / CIT	105	76.6%
Intelligence	106	94.6%

Operation Uplift

Operation Uplift Update



The Force remains on track to deliver the requirements of Uplift and increase the number of officers in Wiltshire Police. The year to 31 March 2022 will be the second year of the Uplift Programme.

Plans are in place to achieve the second phase of the requirement and assessments by the national programme team place Wiltshire in a good position.

Wiltshire has been allocated 46 extra officers by March 2022. Allocation of additional officers in year two also includes allocations specifically to tackle Serious and Organised Crime (SOC), and an allocation to Counter-Terrorism Police (CTP). Funding for tackling SOC will be shared across the network of Regional Organised Crime Units (ROCU).

In order to achieve the uplift numbers, in addition to maintaining the numbers required due to officers leaving the organisation, Wiltshire will be required to recruit approximately over 400 officers up to March 2023. It is estimated at this stage that one in eight applicants get through the process, resulting in needing approximately 3,200 applicants for police officer jobs in Wiltshire.

Wiltshire ran a campaign in May 2021 which are currently going through the recruitment process which includes familiarisation, vetting, fitness, assessment and qualification checks. Successful candidates will be starting in January 2022 at the earliest. The next intake advert is being planned for early 2022, taking the learning from previous campaigns.

Uplift Recruitment Plan



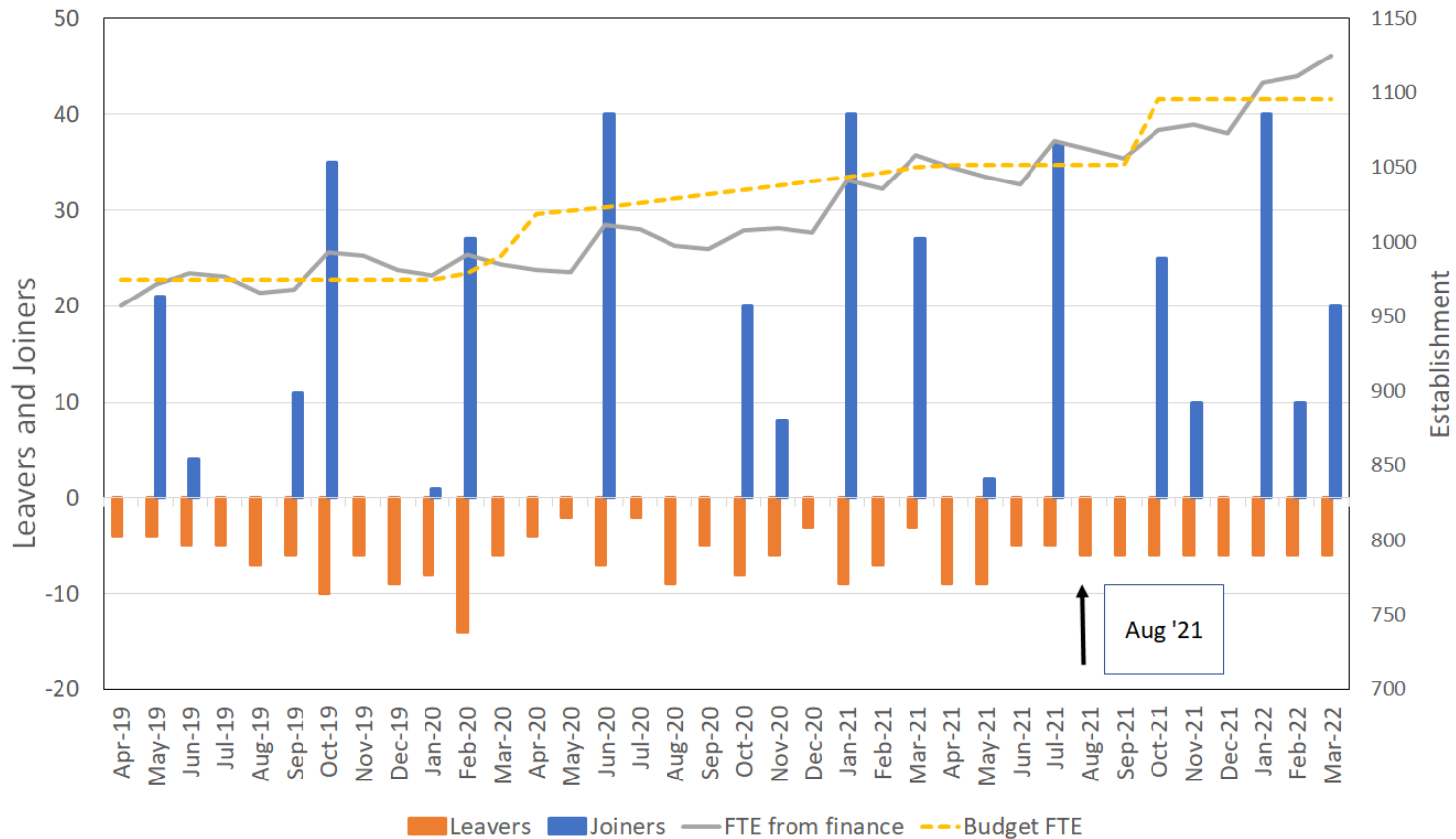
Start Training	Officers	Landing in teams	Finish Tutorship
Jun-20 (first PEQF)	40	Dec-20	Mar-21
Oct-20	20	Apr-21	Jul-21
Jan-21	40	Jul-21	Oct-21
Mar-21	20	Sep-21	Dec-21
Jun-21	35	Dec-21	Mar-22
Oct-21	25	Apr-22	Jul-22
Jan-22	40	Jul-22	Oct-22
Mar-22	20	Sep-22	Dec-22



Uplift Recruitment Plan



Uplift Recruitment Plan



The graph on this slide shows what the Force uses to plan and project recruitment for police officers against budget.

The graph shows officers leaving or projected to leave the organisation (red bar facing down), and the volume and frequency of new officers coming into the organisation (blue bar facing upwards).

The yellow dotted line on the graph is the budget line, and the grey filled line is the current establishment. It is the intention that these two lines match each other.

This brings in the projected number of officers in at 1125 against the budget of 1098 in March 2022.

This gap provides some flexibility for assumptions which are made for leavers and transfers in throughout the financial year. Adjustments will be made throughout the year to accommodate the budget.

Uplift Recruitment – Equality, Diversity and Inclusion



Having a Police Force which is reflective of the community it serves is a vital pillar of British Policing. The planned 20,000 uplift in police officer numbers announced in 2019 offers policing a once-in-a-generation opportunity to dramatically improve the diversity of its police officer workforce

Wiltshire Police's Equality, Diversity and Inclusion (ED&I) Team have been extensively supporting protected characteristics which are under-represented within the organisation (Ethnic Minorities and/or Female) and carrying out a range of support mechanisms from explaining what Policing is about at engagement events, to outlining and supporting the process of the Online Assessment Centre to applicants. The work of the ED&I team also includes organisational education in order to further enhance an inclusive culture

Wiltshire is seeing improvements to the demographic representation of the workforce, particularly amongst the PCSO cohort. Wiltshire aims to recruit in line with the demographic breakdown of our communities which is 5.5% according to the 2011 census.

Nationally, workforce statistics for all Forces are being collected and scrutinised closely in relation to representation against protected characteristics. This will include comparisons to local demographics, similar Forces and previous trends

Uplift Recruitment – Training and Assessment



Training is currently limited to mandatory refresher courses and key operational training requirements. All face-to-face training is conducted in a COVID secure environment, with adapted virtual course content to ensure COVID secure practice.

Online training continues for Student Officers, with planned role-play exercises and essential in-person training taking place towards the latter part of the training programme

Currently there are 95 officers in training, which includes 40 in tutorship from the January 2021 intake, 20 from the intake in March 2021 and 35 from the June 2021 intake.

The College of Policing brought in online SEARCH assessment due to COVID. This has been reported within previous reports. The College will soon be publishing reviews on this process, with the likelihood being that online assessments will continue. This will be positive news for Wiltshire due to the previous requirement to outsource this process.

The Force is currently reviewing its Tutorship Model to ensure training aftercare and abstractions on the policing model are delivered effectively.