

AGENDA

Meeting:	Wiltshire Police and Crime Panel
Place:	Council Chamber - County Hall, Bythesea Road, Trowbridge, BA14 8JN
Date:	Thursday 7 March 2024
Time:	<u>10.30 am</u>

Please direct any enquiries on this Agenda to Matt Hitch of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718059 or email matthew.hitch@wiltshire.gov.uk

Membership:

Cllr Steve Bucknell, Wiltshire Council (Chairman)
Cllr Stanka Adamcova, Swindon Borough Council (Vice-Chairman)
Cllr Sudha Sri Nukana, Swindon Borough Council
Cllr Vijay Manro, Swindon Borough Council
Cllr Abdul Amin, Swindon Borough Council
Cllr Ross Henning, Wiltshire Council
Cllr George Jeans, Wiltshire Council
Cllr Dr Brian Mathew, Wiltshire Council
Cllr Kelvin Nash, Wiltshire Council
Cllr Tony Pickernell, Wiltshire Council
Cllr James Sheppard, Wiltshire Council
Denisa Ahmeti (Co-opted Member)
Louise Williams (Co-opted Member)

Substitutes:

Cllr Adrian Foster, Wiltshire Council	Cllr Caroline Thomas, Wiltshire Council
Cllr Ernie Clark, Wiltshire Council	Cllr Graham Wright, Wiltshire Council
Cllr Sarah Gibson, Wiltshire Council	Cllr Matthew Vallender, Swindon Borough Council
Cllr Jon Hubbard, Wiltshire Council	Cllr Claire Crilly, Swindon Borough Council
Cllr Gordon King, Wiltshire Council	Cllr Jo Morris, Swindon Borough Council
Cllr Dominic Muns, Wiltshire Council	
Cllr Dr Nick Murry, Wiltshire Council	
Cllr Sam Pearce-Kearney, Wiltshire Council	

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For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Protocol 12 of Wiltshire Council's Constitution](#)

The full constitution can be found at [this link](#).

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AGENDA

Part I

Items to be considered when the meeting is open to the public

1 **Apologies for Absence**

2 **Minutes and Matters Arising** (*Pages 7 - 14*)

To confirm the minutes of the meeting held on 8 February 2024 as a true and correct record.

3 **Declarations of interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

4 **Chairman's Announcements**

To receive announcements through the Chairman.

5 **Public Participation**

The Panel welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions

To receive any questions from members of the public received in accordance with the Panel's constitution.

Please note that questions must relate to the [responsibilities and functions](#) of the Panel and must not relate directly to operational policing matters.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on **29 February 2024** in order to be guaranteed of a written response. In order to receive a verbal response, questions must be submitted no later than 5pm on **4 March 2024**. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior

to the meeting and made available at the meeting and on Wiltshire Council's website.

6 **Progress Against PEEL** (*Pages 15 - 18*)

To consider a report on the progress made towards addressing the findings of a Police Effectiveness and Legitimacy (PEEL) inspection by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) through the ENGAGE Process.

7 **Police and Crime Plan Highlight and Performance Report** (*Pages 19 - 38*)

To receive the Highlight and Performance Report.

8 **OPCC Commissioning, Grants and Partnerships** (*Pages 39 - 58*)

To receive a performance summary from the Office of the Police and Crime Commissioner (OPCC) about commissioning, grants and partnership work in 2023/24. To also receive a budget overview for these items for 2024/25.

9 **Update from the Police and Crime Commissioner**

Police and Crime Commissioner Philip Wilkinson, OBE to provide a update on relevant information for the Panel not covered under the previous items.

10 **Communications**

To receive an update on how the Police and Crime Panel can improve its communications with the wider public.

11 **Forward Work Plan** (*Pages 59 - 62*)

To note the forward work plan and consider future topics for updates.

12 **Any Other Business**

An opportunity for Members to raise any other matters, or questions for the Police and Crime Commissioner.

13 **Future Meeting Dates**

To note the future meeting dates below:

- Thursday 27 June 2024, 10:30am
- Thursday 26 September 2024, 1:30pm
- Thursday 14 November 2024, 10:30am
- Thursday 16 January 2025
- Wednesday 5 February 2025

Part II

Item(s) during whose consideration it is recommended that the public should be

excluded because of the likelihood that exempt information would be disclosed

None

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Wiltshire Police and Crime Panel

MINUTES OF THE WILTSHIRE POLICE AND CRIME PANEL MEETING HELD ON 8 FEBRUARY 2024 AT COUNCIL CHAMBER - COUNCIL OFFICES, MONKTON PARK, CHIPPENHAM, SN15 1ER.

Present:

Cllr Steve Bucknell (Chairman), Cllr Stanka Adamcova (Vice-Chairman), Cllr Vijay Manro, Cllr Ross Henning, Cllr George Jeans, Cllr Dr Brian Mathew, Cllr Tony Pickernell, Cllr James Sheppard, Cllr Elizabeth Threlfall, Denisa Ahmeti, Louise Williams and Cllr Claire Crilly (Substitute)

Also Present:

Philip Wilkinson OBE, MPhil – Police and Crime Commissioner
Naji Darwish – Chief Executive and Monitoring Officer, OPCC
Clive Barker – Chief Financial Officer, OPCC
Ben Fielding – Senior Democratic Services Officer, Wiltshire Council
Matt Hitch – Democratic Services Officer, Wiltshire Council

12 Apologies for Absence

Apologies were received from:

- Cllr Abdul Amin – substituted by Cllr Claire Crilly
- Cllr Sudha Sri Nukana

13 Minutes and Matters Arising

On the proposal of Cllr Anthony Pickernell, seconded by Cllr Vijay Manro, it was resolved to make the:

Decision:

The minutes of the meeting held on 18 January 2024 were agreed as a correct record and signed by the Chairman.

14 Declarations of interest

There were no declarations of interest.

15 Chairman's Announcements

The Chairman reported that Swindon Borough Council had appointed the following substitutes to sit on the Panel:

- Cllr Matthew Vallender (Conservative)
- Cllr Claire Crilly (Labour)
- Cllr Jo Morris (Conservative)

16 **Public Participation**

There was no public participation.

17 **Precept Public Consultation Report**

Police and Crime Commissioner (PCC), Philip Wilkinson OBE, MPhil, introduced a report about his office's consultation on the policing precept for the forthcoming financial year. He highlighted that, of the 2,610 responses received, 68 percent supported an increase of between £10 and £20 per Band D household. The PCC noted that whilst the survey was a relatively small sample of Wiltshire's population, he felt that the figures were indicative of the general feeling amongst residents. He noted that Wiltshire Police were investing in measures to improve service delivery, including upgrading training facilities and creating a Serious Assault Referral Centre. He believed that Wiltshire Police were now delivering value for money and urged the Panel to approve an increase of £13 on the average Band D property.

During the discussion, points included:

- The Panel thanked the PCC's office for the report.
- Ways to improve ethnic minority participation were suggested, including the possibility of attending events in Temples, or the Gurdwara, in Swindon. The PCC felt this was an excellent suggestion and noted that he had held a consultation on 6 February in Devizes with Independent Advisory Groups from a range of communities in order to discuss how they could strengthen communication with his office. He also noted that he had been invited by the Mayor of Salisbury to attend a number of Muslim prayer sessions. The PCC had accepted the invitation and was keen to engage with as wide a range of communities as possible.
- It was noted that the survey showed a strong level of support for Wiltshire Police, with 85 percent in favour of more investment to increase policing in the community.
- Given the cost-of-living challenges facing residents, the PCC was invited to comment on the results in the survey showing that 92 percent of those who wanted to see more investment to increase policing in the community wanted investment to come from central government. He was challenged by the Vice-Chairman about whether the support for different levels of precept increases, in paragraph 4.7 of the report, really indicated the 68 percent of respondents were in favour of his proposals as only 39 percent had supported increases of between £10 and £15.
- In response to the points made about the level of support for further investment, the PCC underlined that the first objective in his Police and Crime Plan was to improve engagement with communities and to put more officers on the frontline. He then outlined the progress made

towards those goals, including opening a new police station in Tidworth to provide a framework of neighbourhood teams across the county and introducing a new operating model. He also noted that the Chief Constable was putting measures in place to improve community engagement.

- With regard to the issue of funding from central government, the PCC noted that he had, together with other PCCs representing rural areas, lobbied MPs, including the policing minister. He reported that he had met with Home Secretary James Cleverly the previous day to discuss the Police Funding Formula, but thought it was unlikely that there would be reform until after the next general election. However, he had helped to persuade the Home Secretary to invest in specific funds such as Serious Violence Duty and the Safer Streets Fund. The Home Secretary had agreed the previous day to give Wiltshire Police an additional £1 million for Hot Spot Policing
- The PCC also emphasised that he had sympathy for those struggling economically and stated that he was trying to target resources according to need to benefit less affluent areas of Wiltshire.
- The Chairman remarked that additional funding, whether from local or central government would ultimately come from the taxpayer. He also highlighted that lower income households receiving council tax relief would not be subject to the increase.
- The PCC explained that he had done everything possible to apply pressure on central government to review the funding formula.
- Cllr Dr Mathew noted that it was the responsibility of both local and national government to keep people safe. He observed that those with the deepest pockets would be paying the greatest increase.
- Reassurance was sought that the additional funding, if approved, would go towards the priority areas identified by the public in Section 5 of the consultation. The PCC noted that they used public engagement to help to direct priorities and the consultation helped to supplement the other forms of public engagement undertaken by his office.
- In response to a query about whether there had been an improvement and investment in Integrated Offender Management, the PCC explained that there had been investment in facial recognition technology and a brand new Retail Crime Strategy had been developed. He spoke about the importance of targeting repeat offenders and said they were engaging with different stakeholders to tackle the issue of persistent crimes.
- It was noted that improved crime reporting may assist Wiltshire Police's case for higher funding from the Home Office. The importance of working closely with the Probation Service was stressed.
- It was queried whether a minimum threshold for responses from different ethnicities and genders could be adopted in future years to ensure that responses from each group were proportionate to the overall population. The PCC welcomed the suggestions and said he would feed them back to his office.
- The Chairman noted that there were companies that specialised in consultations that may be effective at increasing participation.

On the proposal of Cllr James Sheppard, seconded by Cllr Vijay Manro, it was then resolved to make the:

Decision

To note the report on the consultation process with Wiltshire and Swindon residents.

18 Police and Crime Commissioner's Budget and Precept Proposals 2024/25

Clive Barker, the Chief Financial Officer at the Office of the Police and Crime Commissioner (OPCC), introduced the report starting on page 19 of the agenda pack, which recommended an increase of £13 in the precept of a Band D property for 2024/25. He then gave an overview of the changes since he reported at the previous meeting. There had been a slight uplift in the collection funds estimated by Wiltshire Council, but he stated that this did not materially impact the settlement. There had also been a reduction in the Safer Streets Fund since the publication of the Mid Term Financial Strategy (MTFS) due to financial pressures on the Home Office.

The Chairman clarified the options open to the Panel were to:

- support the proposals without qualification;
- support the precept and make recommendations, or
- veto the proposed precept by the required majority of nine (at least two thirds of the persons who were members of the Panel at the time when the decision was made).

During the discussion, points included:

- The Panel thanked the Chief Financial Officer for the report.
- Funding for the newly published Estates Strategy would have to come from the revenue budget.
- The Police Officer Uplift Grant and Police Pay Award had been funded from the Home Office's budget. Whilst there had been a perception that a greater proportion of funding was coming from local, rather than central government, once the Police Officer Uplift Grant and other Home Office grants were taken into account, the balance of funding remained similar.
- The police funding formula linking the level of crime to the level of funding was written in 2013 and it was unlikely to be updated in the near term.
- The OPCC was legally obliged to deliver a balanced budget.
- Under the Police and Crime Commissioner's (PCC's) proposals a Band A property would see a precept increase of £8.67 and a Band H property £26. Overall, a Band A property would be paying £179.51 from 2024/25 and a Band H property £538.

- In response to a query about the level of flexibility in the way that grant funding allocated by the Home Office for a specific purpose, could be used, the PCC noted that there was a degree of flexibility to identify areas of greatest need.
- It was noted that most forces in the region were proposing to increase the precept by the maximum possible amount of £13 on a Band D property. Some forces, such as Devon and Cornwall (£12.94), were proposing to increase it by slightly lower amounts.
- When asked about whether investment in South West Forensics Collaboration, would remove the need for further outsourcing of forensics work, the Chief Financial Officer noted that the aim was to eliminate further outsourcing within three years.
- The cost-of-living pressures faced by residents were emphasised.
- The Vice-Chairman raised concerns about the PCC's lobbying of central government about funding.
- It was noted that any increase in funding for 2024/25 would have a knock-on effect for future years.
- Given the feedback in the consultation paper about crime prevention, a question was asked about the increased investment in senior leadership positions and whether there was the right balance between that and investment in other staff to ensure optimum performance. In reply, the PCC spoke of the importance of investing in senior leadership to drive the plans and procedures to improve. Once the procedures had had more time to embed there was likely to be a gradual shift towards greater investment in frontline officers. The PCC was confident that the processes being put in place were delivering and had improved monitoring and oversight. He stated that there was a very strong leadership group in Wiltshire Police and that they had the support functions in place in order to be able to deliver.
- Members of the Panel expressed differing opinions about whether increasing the precept by a lower amount than £13 on a Band D property would impact morale within Wiltshire Police.
- The PCC noted that they were seeing an increase in morale as the issues that had put the force into special measures were being addressed. He noted that the police wanted to feel appreciated by the public and joined because they wanted to catch criminals. He felt that resources, clarity and good management were contributing factors to improving morale. He also emphasised the importance of ensuring that promotions within the force were on merit and that senior officers were open to reform.
- When pressed about whether undercapacity in certain areas was leading to an underspend, the Chief Financial Officer noted that there was a slight overspend at present as fewer people were leaving the force than anticipated but the budget would be balanced by the end of the financial year. Underspend in any area would go into the reserves. He noted that there had been a sizeable reduction in the reserves for the current financial year due to a £5 million investment in capital projects.
- It was asked whether there were any plans to reform the facilities at Monton Park in Chippenham so that they did not have to be shared with

Wiltshire Council. In response, the Chief Executive of the OPCC, Naji Darwish, noted that, whilst there were often operational challenges in the sharing of sites, discussions were ongoing to ensure policing had the right amount of desk and briefing space. He noted that the office space at Monkton Park was well located and high quality. The OPCC were considering ways to mitigate the limitations of the site, such as the limited parking.

- When questioned about whether the PCC could guarantee that the additional funding from the precept increase would go towards more front-line officers, he confirmed that officer numbers were increasing and reiterated his focus on neighbourhood policing.
- The Panel stated that they would be keen to receive information about trends in staff retention figures. The Chief Financial Officer noted that there had been a reduction in staff leaving Wiltshire Police since September 2023.

On the proposal of Cllr James Sheppard, seconded by Cllr Elizabeth Threlfall, it was proposed to support the PCC's precept proposal for 2024/25 without qualification. It was then resolved to make the:

Decision

To support the PCC's precept of £73.488 million for financial year 2024-25, which would require council tax to be set on all property bands based at £269.27 for a Band D property. This represented a £13 (5.1 percent) increase on the 2023/24 level.

19 **Communications**

The Chairman noted that the meeting was being recorded. This was the first time that one of the Panel's meetings, held outside either Wiltshire Council or Swindon Borough Council's main offices, was being recorded. The Democratic Services Officer, Matt Hitch, noted that the [recording](#) would be uploaded to Wiltshire Council's website after the meeting.

20 **Forward Work Plan**

The Panel requested that they receive a short report on the National Police Air Service at the next meeting.

The Police and Crime Commissioner (PCC) regretted that he would be unable to attend the Panel's next meeting in person, as he would be attending the World Police Summit in Dubai on 7 March.

It was asked whether it would be possible to have an update at their next meeting on the progress made towards addressing the findings of the Police Effectiveness, Efficiency and Legitimacy (PEEL) Inspection and whether Wiltshire Police had come out of special measures. The Chief Executive of the

Office of the Police and Crime Commissioner (OPCC), Naji Darwish, reported that His Majesty's Inspectorate of Constabulary and Fire & Rescue Services were satisfied that progress had been made but, as a further inspection was forthcoming, it was unlikely that they would be able to confirm at the next meeting whether Wiltshire Police had come out of the ENGAGE process.

An update on the reforms being put in place by the PCC was requested by the Panel. They also requested information about the level of voluntary work being undertaken to help Wiltshire Police and how to support voluntary work going forward.

The OPCC stated that they would prepare a paper for the Panel to consider further 'deep dive' topics at the next meeting.

The Panel reiterated that they would welcome the opportunity to join the police to go out on patrol. The Chief Executive of the OPCC explained that the PCC had held conversations with the Chief Constable about this issue immediately after the Panel's last meeting. He noted that Wiltshire Police were very keen on working with local councillors and that further information would be provided in due course.

21 **Any Other Business**

As Clive Barker was attending his final Panel meeting as Chief Financial Officer at the Office of the Police and Crime Commissioner, the Panel wished him a very happy retirement.

22 **Future Meeting Dates**

The next meeting of the Police and Crime Panel will be on Thursday 7 March 2024, at 10:30am, in the Council Chamber, County Hall.

Other future meeting dates were:

- Thursday 27 June 2024, 10:30am
- Thursday 26 September 2024, 1:30pm
- Thursday 14 November 2024, 10:30am

(Duration of meeting: 10.30 - 11.56 am)

The Officer who has produced these minutes is Matt Hitch of Democratic Services,
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Press enquiries to Communications, direct line 01225 713114 or email
communications@wiltshire.gov.uk

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Meeting	Police and Crime Panel
Date	7 March 2024
Report Title	OPCC's oversight of Wiltshire Police's PEEL progress
Report presented by	Naji Darwish, OPCC CEO

1. Purpose of Report

- 1.1 This report updates the Police and Crime Panel on the PCC's scrutiny, challenge, and support to Wiltshire Police's HMICFRS PEEL inspection action plan, alongside the OPCC assessment of the progress which Wiltshire Police is making against the PEEL findings. This report supplements the information provided in the reports provided to panel on 14th September and 14 December 2023.

2. OPCC oversight and Governance

- 2.1 The ENGAGE status is a state Forces are entered by HMICFRS, if a force is not responding to a cause of concern, or if it is not succeeding in managing, mitigating or eradicating the cause of concern. Wiltshire Police were put in engage status in June 2022 and means they are subject to additional external monitoring and support. This includes quarterly meetings with the Chief Constable, PCC and the Police Performance and Oversight Group PPOG (Senior Home Office officials, the Chief Inspector of HMICFRS, Chief Executive of the College of Policing).
- 2.2 The PCC has a statutory role to ensure an effective and efficient police service as well as scrutinise, challenge and support improvements. As outlined previously, the PCC has set clear expectations with the Chief Constable that ENGAGE status is the first stage in a process to address the extensive improvements identified. Ultimately the outcome is to deliver tangible and sustainable improvements; measured by the inspectorate; increased performance, better efficiency and effectiveness; as well as increased confidence from the public its workforce and stakeholders.
- 2.3 Tracking of PEEL progress is incorporated into the PCC assurance process and formally reviewed at Executive Leadership Group (ELG) meetings. This uses activities such as the key lines of enquiry (KLOE) scrutiny approach, desktop evidence, service visits, feedback from HMICFRS, and assessment against key performance indicators.
- 2.4 The PCC and Chief Constable continue to provide feedback to PPOG on the Force's progress in response to PEEL, covering the review and new direction provided by the Chief Constable. The next opportunity to discuss Force progress with PPOG will take place on 16 May 2024

3. PEEL remedial action and delivering the Police and Crime Plan - Op EVOLVE

- 3.1 On appointment, the new Chief Constable set out clear operational priorities and improvement areas for the Force. This focused on delivering the current Police and Crime Plan but also establishing a clear pathway to exit ENGAGE status. All PEEL remediation was reviewed and the Back-to-Basics Task Force, established following the HMICFRS inspection, was expanded to become the Op EVOLVE programme.
- 3.2 A dedicated Assistant Chief Officer was appointed for 12 months to lead the Op EVOLVE programme. Understanding the assessment framework lies at the core of Op EVOLVE and the HMIFRS's core twelve questions were analysed in detail. Now all Op EVOLVE activity works towards achieving and then surpassing HMICFRS's inspection standard.
- 3.3 Three inter-connected and supporting workstreams have been implemented to achieve that standard:
- **Innovation and Improvement.** This workstream seeks to improve processes; remove bureaucracy; enhance efficiency; improve problem solving; and listen to and act upon recommendations from the Whole Force. Sharing own and learning from other Forces' good practice is essential.
 - **Target Operating Model.** Ensuring that the right resources are in place at the right time with right skills relative to demand. Implementing the College of Policing's Professionalising Investigation Programme (PIP) is a key component. Establishing performance measures, improving command resilience and improving working practices is fundamental.
 - **Audit and Assurance.** A rigorous and self-critical assessment framework has been established to measure improvement: maintain progress; share good practice and target areas for further improvement.
- 3.4 Scrutiny and measuring progress are essential to Op EVOLVE progression. A framework of internal auditing is now in place with commanders being held to account for progress. In addition, deep dives; meetings between the PCC and Chief Constable; visits by the OPCC and Op EVOLVE; and self-inspection were conducted. This further informs progress and confirms the inculcation of the Target Operating Model. Progress and improvement are now tracked as part of monthly Gold Group governance.
- 3.5 In addition, and updated in December, an external organisational planning review was completed in November 2023 and presented to the Chief Constable and the Chief Executive. This work reviewed Wiltshire Police organisational planning capability, gaps and model, as identified as inadequate by the OPCC and HMICFS. The review and recommendations have been developed after extensive internal engagement, 'best in class' comparisons and engagement with high performing police forces and external experience from NHS and central government.
- 4. Progress update**
- 4.1 A broad range of activity has been conducted across the Force since the last Police and Crime Panel. These are tracked by the Chief Constable and updated to the PCC on a monthly basis. This report will highlight the areas of progress and further development.

- 4.2 A Strategic Planning Summit took place in November 2023. This meeting included, but also looked to build foundational aspects to future planning and inform the Force's business planning process. The national direction of Policing was reviewed and the combined with strategic assessments from key members of the Whole Force. Feedback from staff engagement from the Chief's Roadshow was also considered within the development of the plan. This summit's analysis informed the development of the Force budget 24/25 and the PCC's Medium term financial Plan, which PCP members discussed during January and February 2024.
- 4.3 Target Operating Model Stage 1 work has produced:
- A new shift pattern will launch on 8th January 2024. This pattern was devised following extensive engagement with all officers to better align resource levels to demand. It also seeks to improve the wellbeing of officers.
 - Work is progressing to identify options to better manage the flow of demand for PIP Level 1 investigations.
- 4.4 Target Operating Model Stage 2 will commence in Spring 2024 and will focus on the structures and processes for the management of PIP Level 2 investigations demand.
- 4.5 The Op EVOLVE team has now visited every CPT area in the Force, and is currently finalising their audit and assessment in Swindon CPT. Op EVOLVE staff will then visit the Volume Crime Team before re-inspecting each CPT. Following each assessment, the CPT's leadership team are briefed on the key findings and the required improvements. This is followed by a visit from the ACCs to confirm that the improvements are taking place.
- 4.6 A leadership survey was conducted to confirm the Senior Leadership Group's (SLG) understanding of operational priorities, the Force's vision and direction and confirm the SLG's role in delivering improvements. A leadership and development programme for the SLG has now been implemented.
- 4.9 The Chief of Corporate Services to lead all non-operational corporate services (such as organisational change, people services, ICT, communications) was created in December 23. This role will work alongside the Deputy Chief Constable (Operations). This will enable dedicated expert focus on to the 'two halves' of the business, namely corporate professional services, and operational policing delivery.
- 4.10 Early benefits have been noted by the Chief Constable with this dedicated corporate service leadership. This role was incorporated into future budgets and the force will commence the permanent recruitment in Q1 24/25.

5. PCC Assessment of progress

- 5.1 The PCC continues to assess the force and believes that there has been significant progress during the last 12 months. There is a positive direction of travel across multiple aspects of the organisation, including improved strategic and operational direction, improved accountability and improved performance.
- 5.2 There are simple and effective improvement plans in place and signs of developing organisational maturity. This is being supported by more effective leadership, support, and challenging organisational standards. This is beginning to deliver sustained improvements in performance, positive anecdotal feedback from public,

workforce and stakeholders and gradually improving capability. Whilst positive it is also in its early stages and requires more time to become consistent and sustainable throughout all levels of the Force.

- 5.3 The forthcoming PEEL inspection will provide further insight into further work to improve policing in Wiltshire, regardless of ENGAGE status. The OPCC reaffirms its analysis that the ENGAGE status is a milestone to several years of continued improvement to provide a consistently good service to the public.
- 5.4 The PCC acknowledges the extensive progress over the last 12 months and believes that this continued direction will lead to the Force out of ENGAGE status during 2024. The PCC recognises the importance to our communities and the workforce that leaving ENGAGE status would signify. However, it is for the HMICFRS to determine the evidence and timing of this. It is heartening that the informal feedback provided to the OPCC aligns to our assessment that there is now significant progress being made.

6. Recommendations

- 6.1 The PCP are asked to note the PCC's report and assessment of Force progress.



MAKING

WILTSHIRE

SAFER

"If it matters to you, it matters to me."

**Title: Police and Crime Panel Highlight report
Police and Crime Panel 7th March 2024**

Police and Crime Plan 2022-25

Police and Crime Plan 2022-25 delivery infrastructure

Priority 1: A police service that meets the needs of its community

Priority 2: Reduce violence and serious harm

Priority 3: Tackle crimes that matter to local communities

Priority 4: Improve the experience of victims and deliver justice

Page 20



"If it matters to you, it matters to me."

Priority 1: A police service that meets the needs of its community

Outcomes achieved this quarter

- **New Learning and Development facilities at Devizes HQ** ensuring the force have the right tools, equipment and facilities for the job and enables our force to deliver the uplift numbers 2023/24.
- **Medium-Term Financial planning**, precept level 2024/25 complete. Budget build and savings plans being finalised.
- **Launch of Estates Strategy:** £100M investment into Wiltshire Police estate, including the modernisation and redevelopment of police headquarters in Devizes and the delivery of a Southern Policing Hub - over the next 10 years.
- **New Target Operating model (Phase 1):** After extensive modelling and planning launch of new neighbourhoods, response and CCC model to increase effectiveness and local resources.
- **Launch of police “Community Commitments”** between Force and local communities, outlining how policing will engage with communities, share information and consult on key decisions with communities.
- **Improving policing performance:** Improvements across policing performance continue to be sustained.(detail next slide). Further adjustments to internal arrangements to drive performance, risk management and improvement continue

Risks and issues

- Period of developing next phase of plans requires detailed and prioritised planning, capability and capacity. Director of Corporate Services and Deputy Chief Constable working closely with OPCC
- Op Samsun (Clare Law) failings within DVDS system - Case review complete.

Deliverables Progress

Action	Date Due	Progress
Tidworth police building site work completed	Jan 24	100%
Design and implementation of target Operating Model – phase 2	Jan 24	30%
Melksham custody suite and first floor refurbishment	May 24	80%

PCC focus next quarter

- Supporting and participating in HMICFRS PEEL inspections
- Force developing TOM 2 work to include detective and vulnerability operational models
- Enhance and improve the scrutiny of police powers and input across communities through Independent Advisory groups
- Support Force with delivery of phase one of the ‘Right Care, Right Person’ initiative to improve the multi-agency management of mental health demand.
- Force and OPCC planning preparations for 2024/25

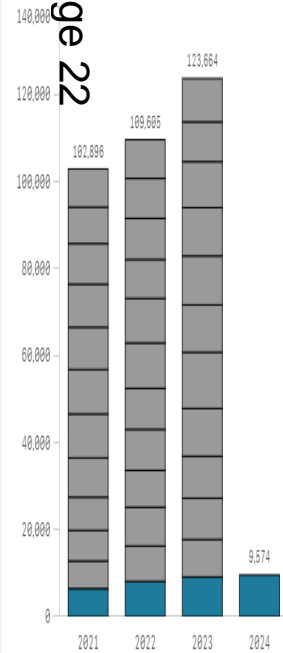
Crime & Communication Centre – 999 Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: Public 999		0.5%	0.5%	1.4%	-0.4% points ▼	Decreasing	Two, Three-Month Low	17
Call Answered Volume: 999		8,729	25,700	110,023	16.6% ▲	Increasing		10
Call Offer Demand: All 999		9,574	28,686	124,119	12.2% ▲	Increasing		10
Average Time to Answer: Public 999		00:00:08	00:00:07	00:00:13	00:00:02 ▲	Increasing		4

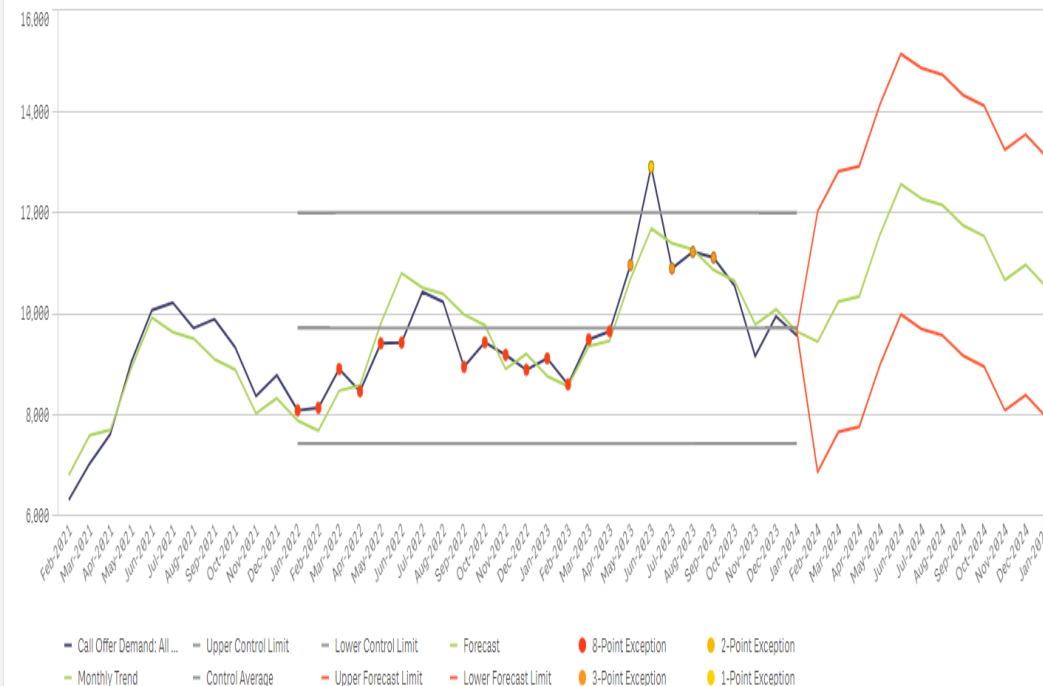
Call Offer Demand: All 999

Volume over period



Call Offer Demand: All 999

Month: including forecast with confidence bounds of 95%



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- Public 999 calls offered is recording an increase year on year of 12.2% (n=13,496), Jan-24 = 9,574.
- Public 999 Abandonment rate is recording a large decrease from July due to the BT fix since 24th July-23. Jan-24 = -0.4% percentage points.
- Public 999 average wait to answer has seen a slight increase from Dec 23(6s) to 8s in Jan-24.
- Silent 999 calls have seen a monthly reduction from the high in June in which 2,459 silent 999 calls were recorded to 1,204 in Jan-24.

Overview of Performance

- Average talk time on 999 has steadily increased over the past 12 months, from 3m 16s in Jan 23 to 4m in Jan 24. This is likely due to improvements in recording standards, causing slightly longer talk times.
- All other data relating to 999 service within the expected levels and therefore no exceptions.

Daily Business Management - Overview

- Daily Grip meetings ensure daily, weekly and 90-day staffing levels cover demand.

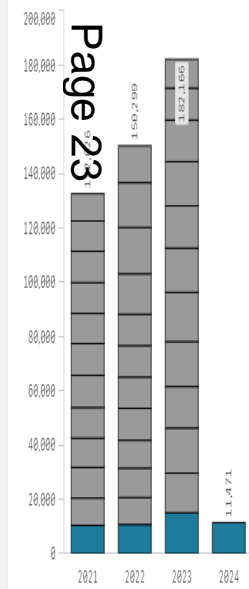
Crime & Communication Centre – 101 Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Time to Answer: CCH		00:01:04	00:00:54	00:01:05	00:00:41 ▲	Increasing	Eight-Month High	16
Abandonment Rate: CCH		6.9%	6.6%	9.7%	6.3% points ▲	Increasing		10
Call Answered Volume: CCH		10,675	31,517	161,122	7.9% ▲	Increasing		10
Call Offer Demand: CCH		11,471	33,830	178,525	15.4% ▲	Increasing		10

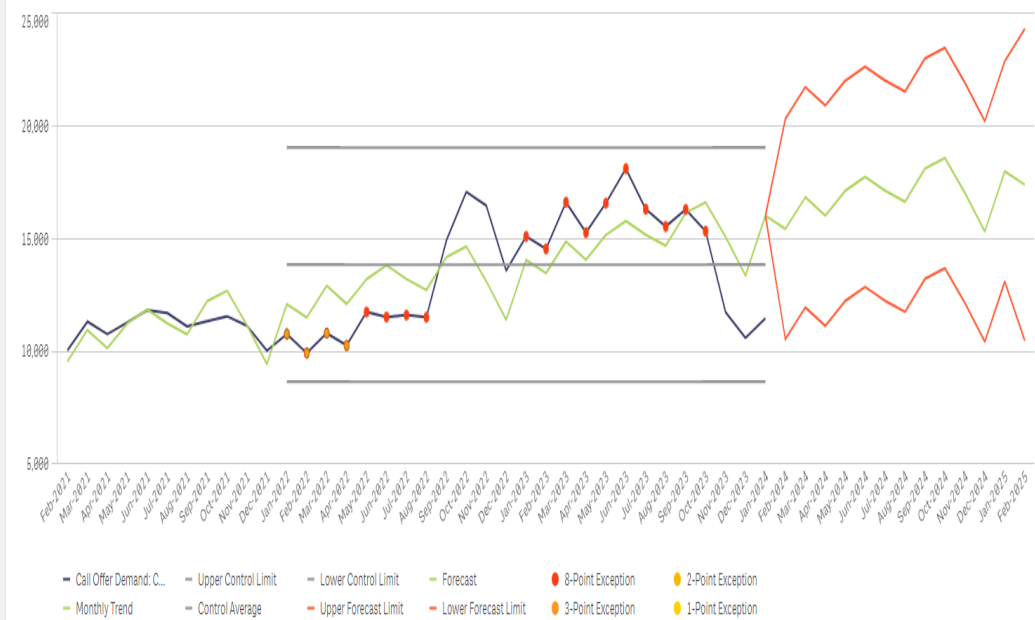
Call Offer Demand: CCH

Volume over time period



Call Offer Demand: CCH

Month: including forecast with confidence bounds of 95%



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- CCH calls offered for the month of January-24 were 11,471 which is an increase of 866 calls from the previous month and a decrease from January-23 (15,112)
- CCH average wait times for the month of January-24 is 1m 4s (SLA=30secs) which is an increase of 21s from the previous month
- CCH abandonment rate for the month of January-24 increased to 6.9% compared to the previous month (5.9%)

Overview of performance

- CCH operating model trial went live on 8th Jan and has now been implemented full time. Changes made to allow for additional caller information to be collected by the CCH.

Daily Business Management - Overview

- Recruitment of CCH staff being undertaken.
- Additional THRIVE training for CCH staff planned.
- Options on IVR have changed orders, reducing incorrect selection by caller.

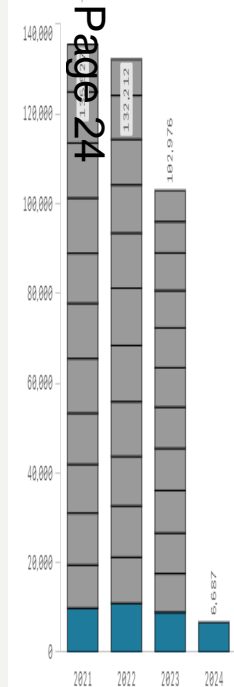
Crime & Communication Centre – CRIB Service

WHAT? (What is the situation?)

Measure	q	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All CRIB			24.9%	24.3%	25.0%	13.6% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Call Offer Demand: All CRIB			6,687	20,609	100,718	-22.7% ▼	Decreasing	Two, Three, Eight- Month Low	23
Call Answered Volume: All CRIB			5,025	15,583	75,431	-34.5% ▼	Decreasing	Three, Eight- Month Low	20
Average Time to Answer: All CRIB			00:08:10	00:08:24	00:12:36	00:08:48 ▲	Increasing		10

Call Offer Demand: All CRIB

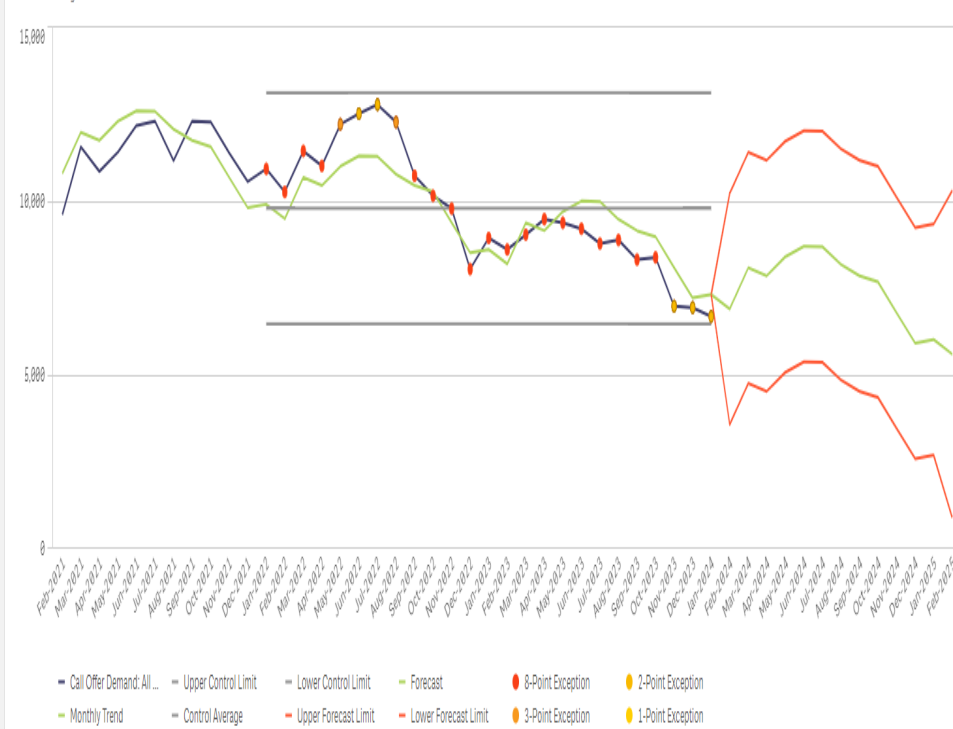
Volume over time period



Blue indicates months up to the most recent month

Call Offer Demand: All CRIB

Month: including forecast with confidence bounds of 95%



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- CRIB calls offered for the month of January-24 were 6,687
- CRIB average wait times for the month of Jan-24 at 8m 10s – an increase from December-23
- CRIB abandonment rate for the month of Jan-24 is at 24.9% - an increase from Dec-23 (22.5%)
- In January-24 there were 23 responses to CCC survey, 78% (n.18) gave a 5* rating to the service they received.

Overview of performance

- Despite the number of calls into the IVR having increased by 7.4% (n.1440) from Dec 23 to Jan 24, the volume of calls into CRIB have decreased by -3.7% (n.256) . This is indicative of the impact of both the IVR update and the CCH model change diverting calls away from CRIB.
- 36.5% of callers in Jan-23 are getting to 10 mins before abandoning (33.2% last month)
- Survey verbatim comments:
 - 5* - “Very caring and professional member of the team who made me feel heard and cared for. Much appreciated. Thank you.”
 - 5* - “The call operator was polite and guided me through the process of reporting.”
 - 4* - “Pleasant service, but was in the queue for an hour”
 - 3* - “Long time waiting to speak to a person.”

Note: survey response volumes are not statistically significant to the call volumes received

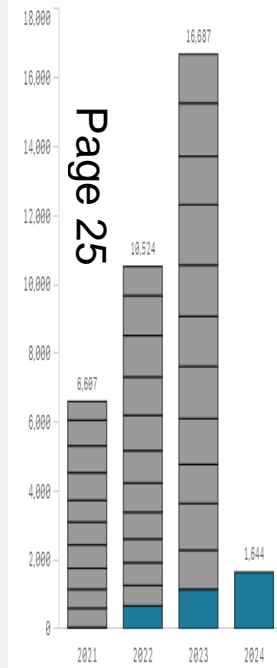
Crime & Communication Centre – Online Crime Reporting Service

WHAT? (What is the situation?)

Measure	q	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Online Crime Reports			1,644	4,608	17,180	56.1%	Increasing	Eight-Month High	16

Online Crime Reports

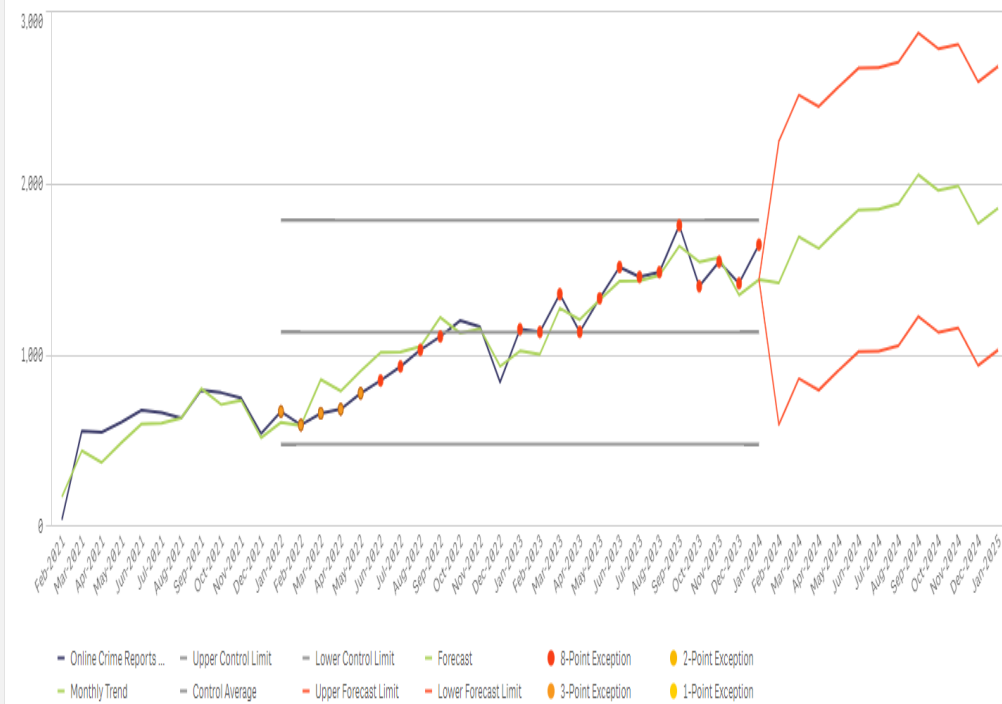
Volume over time period



Blue indicates months up to the most recent month

Online Crime Reports

Month: including forecast with confidence bounds of 95%



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- Online crime reports (OCR) have increased year on year by 56.1% to Jan-24
- Online Crime Reporting recorded 1,644 reports in Jan-24, the second highest monthly total recorded

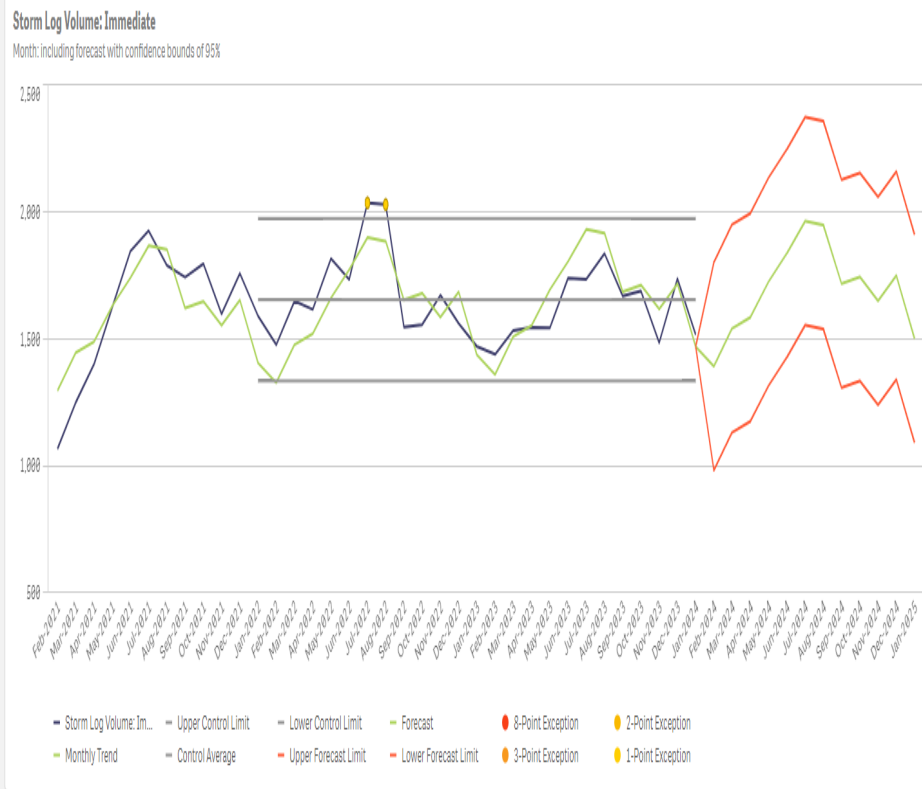
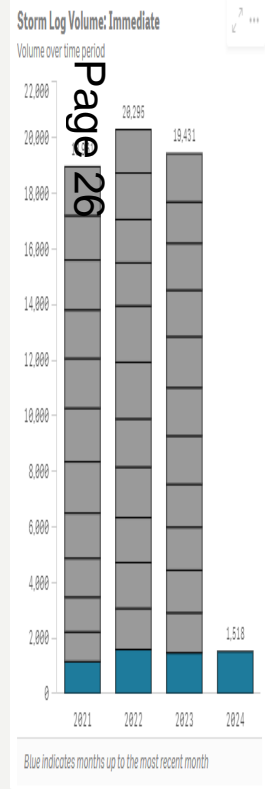
Overview of performance

- Online crime reports (OCRs) began in Jan 23, with monthly figures stable since June 23 averaging 1,528 reports per month.
- The year-on-year increase (56.1%) indicates that the public are becoming much more aware that the service is available to them, due in part to the updated IVR directing 101 callers appropriately.
- The correlation between CCH calls abandoned and the volume of OCRs is significant and strong. Indicating that there is a high likelihood that the current OCR demand is being influenced by the IVR message offering the service as an alternative.
- Each OCR report takes around half an hour to input. This equates to 822 hours in December, using an average 10hr shift this equates 82.2 shifts.

Response Times – Immediate

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Response Rate: Immediate		77.5%	78.4%	78.9%	-3.4% points -	Decreasing	One, Eight-Month Low	18
Average Response Time: Immediate		00:13:31	00:13:10	00:13:03	00:01:00 ▲	Increasing	Eight-Month High	16
Average Time at Scene: Immediate		01:38:25	01:36:25	01:35:46	00:14:43 ▲	Increasing	Eight-Month High	16
Median Response Time: Immediate		00:11:14	00:11:06	00:10:51	00:00:51 ▲	Increasing	Eight-Month High	16
Storm Log Volume: Immediate		1,518	4,742	19,478	-3.5% -	Decreasing		4



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- Force level immediate response times showing signs of stabilisation below the UCL. January-24 = 13m 31s
- Response rate: Jan-24 = 78.9% down 3.4% pts year on year
- Immediate log volumes year on year are recording a decrease of -3.5% (n=1,518)
- Average time at scene: Jan-24 to 1hr 38m 25s, an increase from the previous month by 6min 23s

Overview of performance

- The average response time for Immediate urban in Jan 24 is well within SLA at 10m 51s (SLA 15m). Immediate urban response rate is down -3.8% pts YOY to Jan 24 with a discrete monthly rate of 83.1% for Jan.
- The average response time for Immediate rural in Jan is also well within SLA at 17m 56s (SLA 20m), although this is up from 16m 2s in Dec 23 and above the UCL. Immediate rural response rate is down -2.3% pts YOY to Jan 24 with a discrete monthly rate of 68.1% for Jan, below the LCL.

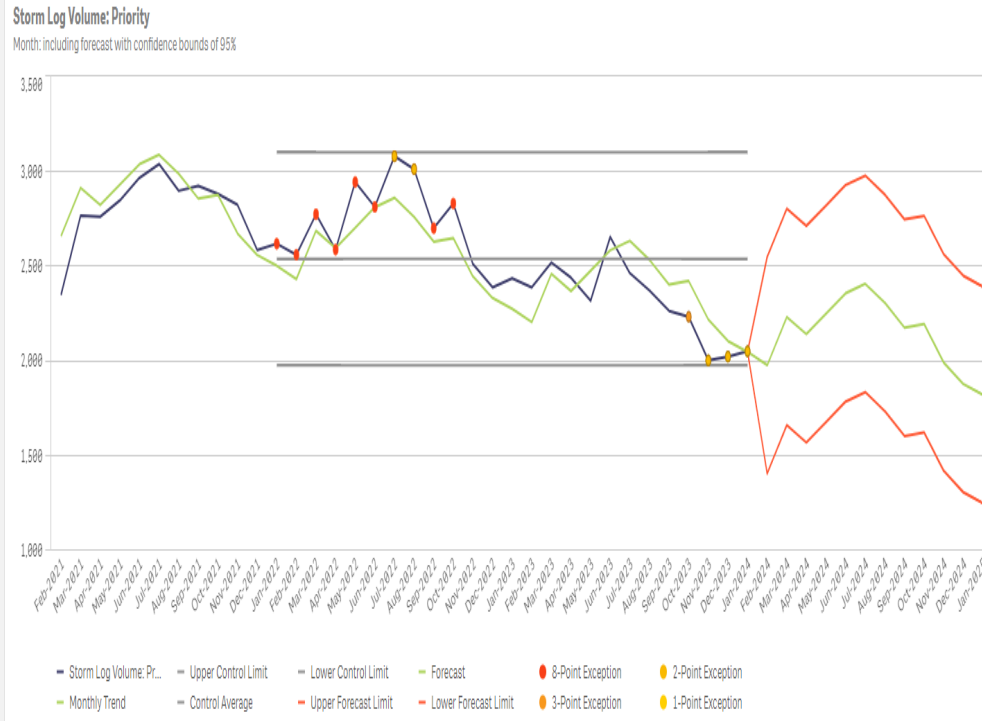
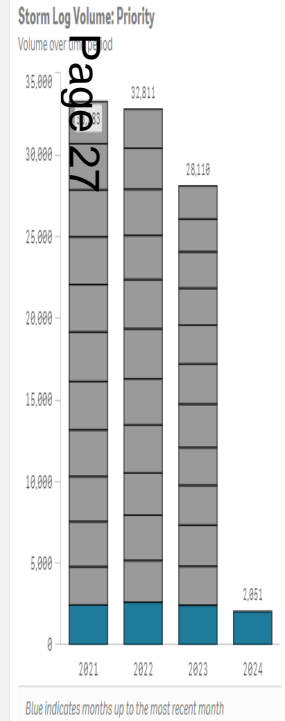
Daily Business Management - Overview

- New Target Operating Model (TOM) went live 8/1/23 with new shift pattern creating improved overlaps at times of increased demand.
- Daily reviews conducted by CCC on any logs not meeting SLA to understand reasons and to amend grading where appropriate.

Response Times - Priority

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Priority		01:11:17	01:21:59	01:52:12	00:26:11 ▲	Increasing		10
Average Time at Scene: Priority		02:05:55	02:02:04	02:03:59	00:21:37 ▲	Increasing	Eight-Month High	16
Median Response Time: Priority		00:40:21	00:40:48	00:45:03	00:05:31 ▲	Increasing		10
Response Rate: Priority		66.0%	63.2%	56.5%	-4.8% points ▼	Decreasing	One, Two-Month High	15
Storm Log Volume: Priority		2,051	6,077	27,726	-15.0% ▼	Decreasing	Two, Three-Month Low	17



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- Force level priority response time has seen another decrease from 1h 16m 24s in Dec to 1hr 11m 17s in Jan-24
 - County = 00h 58m 34s
 - Swindon = 01h 34m 04s
- Priority log volumes year on year are recording a decrease of 15.0% to January-24, including a decrease from 2,654 in June to 2,051 in Jan
- Response rate: Jan-24 = 66.0% up 8.6% pts year on year
- Median response time: Jan-24 = 40m 21s

Overview of performance

- Force level priority response times have steadily decreased since June-23. The decline in 101 & 999 call demand over this same period is likely to have impacted on this response time reduction due to the very strong positive correlation between the two.
- Average time at scene for 12 months to Jan 24 is 02hrs 03min 59s which is a year-on-year increase of 21min 37s.

Daily Business Management - Overview

- Priority logs reviewed to ensure appropriate while live with victims updated.

Priority 2: Reduce violence and serious harm

Outcomes achieved this quarter

- **Serious Violence Duty:** OPCC has led the coordination, development and delivery of the Strategic Needs Assessment and the Wiltshire & Swindon Serious Violence Strategy, working with the specified authorities (police, health, probation, youth justice services, fire and local authorities) as required by the Serious Violence Duty. Home Office have now signed off these plans which means we are compliant with the duty and the Steering Group is now focused on the delivery of the actions outlined in the strategy to reduce and prevent violence in our communities, including knife crime.
- **Serious Violence Reduction:** OPCC commissions several projects to support reduction in serious violence, these include the focussed deterrence project where intense support and mentoring is provided to young people at high risk of being involved in serious violence, with projects now underway in Devizes, as well as Swindon. The Blunt Truth is a schools-based intervention using police and NHS staff to highlight the risks and dangers of carrying knives to teenage children – approximately 1400 children have received this intervention so far this year.
- **Domestic Abuse Service:** OPCC has agreed a management plan with Swindon Borough Council in relation to the postponed re-commissioning of the domestic abuse support service – the service specification is urgently being developed to enable the commissioning process to be completed at pace to enable the new contract to go live in October 2024

Risks and issues

- **Violence Reduction:** There have been several challenges in securing the full breadth of data from all partners to help inform the development of the Serious Violence Duty which has limited the effectiveness of the strategic needs assessment. Further work to improve the collection and analysis of data will be undertaken through Serious Violence Steering Group.
- **Domestic Abuse Service:** Swindon Borough Council has extended the existing service contract for 9 months whilst the restarted commissioning process is completed – the current contract will now end in September 2024, rather than March 2024 as originally planned.

Deliverables Progress

Action	Date Due	Progress
Work with community safety partners in mobilising to meet the requirements of the Serious Violence Duty, including the delivery of the strategic needs assessment and local response strategy	March 2024	100%
Work in partnership to deliver focused deterrence projects to build relationships with communities and to reduce serious violence amongst high-risk groups in Swindon and Devizes	March 2024	60%
Commission domestic abuse advocacy and refuge / safe spaces for domestic abuse victims in Swindon	March 2024	40%

PCC focus next quarter

Reducing Serious Violence

- Continue rollout of serious violence reduction interventions in schools and through the focussed deterrence projects in Swindon and Devizes
- Working with partners to improve the data sharing arrangements to enhance the serious violence strategic needs assessment

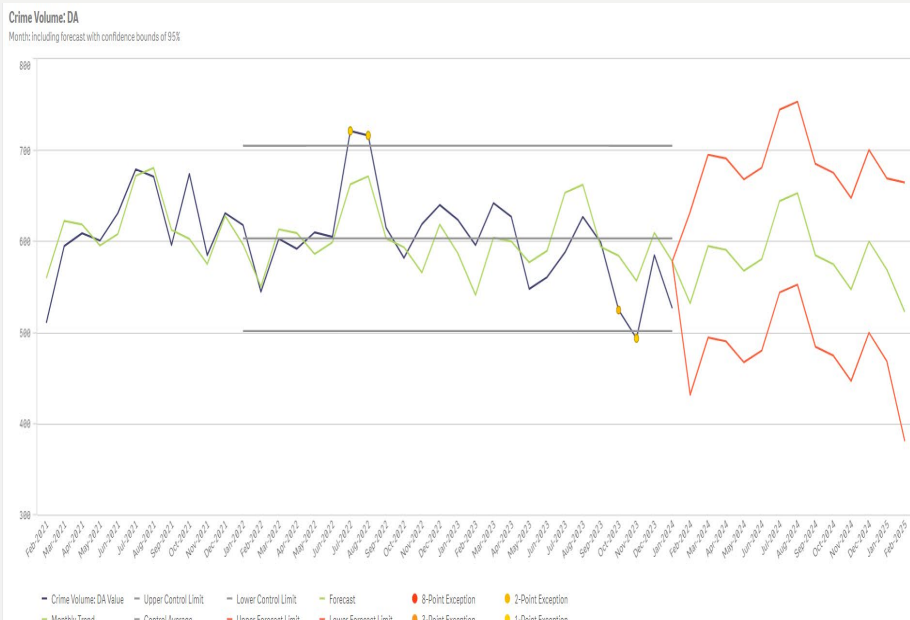
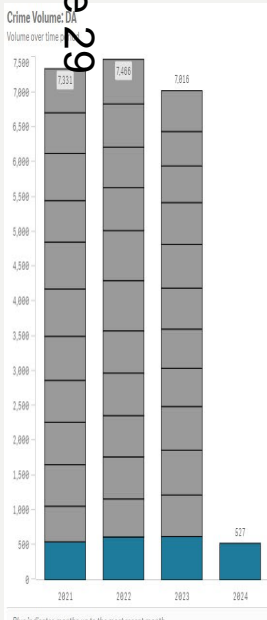
Domestic Abuse Service

- Work with Swindon Borough Council at pace to agree the new service specification to enable the commissioning, procurement and mobilisation of the new Swindon domestic abuse support service which is planned to go live by October 2024.

Domestic Abuse (VAWG)

WHAT? (What is the situation?)

Measure	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Rate: DA	41.0%	46.4%	45.3%	11.0% ▲	Increasing	Eight-Month High	16
Crime Volume: DA	527	1,606	6,919	-7.4% ▼	Decreasing		10
Domestic Abuse Risk Level: High	31	79	333	83.0% ▲	Increasing	Eight-Month High	16
Domestic Abuse Risk Level: Medium	190	600	2,548	16.6% ▲	Increasing		10
Domestic Abuse Risk Level: Standard	507	1,582	7,588	-13.1% ▼	Decreasing	One, Three-Month Low	16
FAT Outcome Rate: DA	12.1%	13.4%	13.4%	2.9% points ▲	Increasing		10
FAT Outcome Volume: DA	64	215	924	18.3% ▲	Increasing		10
Outstanding Suspects: DA	308	313					6



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SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- The latest 12 months have recorded Domestic Abuse crimes reduction of -7.4% when compared to previous 12m period (n.560).
- R12m FAT rate sits at 13.4%, with improvement in the past 12 months.
- R12m Charge Rate sits at 8.8% (up +2.4%pts YoY) and higher than pre-covid baselines (2019 was 7.2%).
- R12m arrest rate is 45.4% (up +11.2%pts YoY) and demonstrating a significant upward trend.

Overview of performance

- DA Volumes being recorded are 4.3% (n.285) above pre-covid baselines. During the pandemic year of 2020 volumes increased and have now demonstrated a downward trend over the past 12 months
 - County recorded R12m reduction of -7.9% (n.349) YoY.
 - Swindon recorded R12m reduction of -7.3% (n.223) YoY.
- Up to Sep-23, Wiltshire reported an average of 5.0 crimes per 1,000 population, below the national average of 7.6 (PEEL data).
- Whilst DA crime volumes have reduced; the arrest rate has continued to demonstrate an increasing trend and could suggest a decrease in reporting as offenders are being dealt with more robustly.

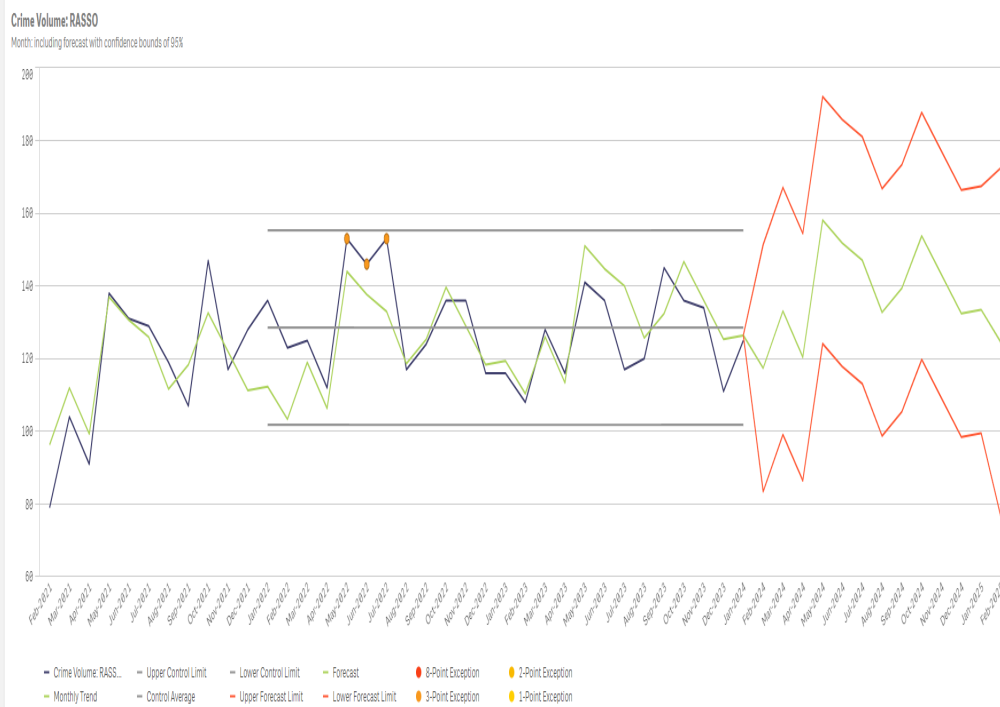
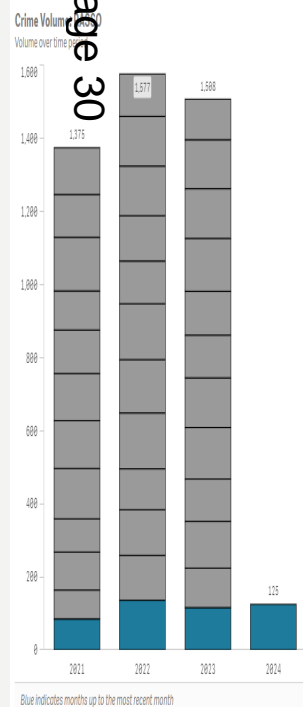
Daily Business Management - Overview

- Listening Circles held to understand victim voice within DA.
- Multi agency conference held to focus on hearing the 'seldom heard voice' in DA
- DA Matters training built into L&D offering for continued delivery

Rape & Serious Sexual Offences (VAWG)

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: RASSO		125	370	1,517	-2.6% —			0
FAT Outcome Rate: RASSO		8.8%	11.4%	10.7%	2.5% points ▲	Increasing		10
FAT Outcome Volume: RASSO		11	42	162	26.6% ▲	Increasing		10
Outstanding Suspects: RASSO		92	103	124		Decreasing	One, Two, Three, Eight-Month Low	25



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- Serious Sexual Offences (SSO) R12m volumes to Jan-24 = decrease of -6.3% (n.83) YoY.
- SSO R12m Arrest rate to Jan-24 = 27.9%, increase of +4.8%pts YoY.
- SSO R12m FAT rate to Jan-24 is at 16.4%, increase of +5.3%pts YoY.
- Rape R12m volumes to Jan-24 = increase of 3.6% (n.22) YoY
- Rape R12m Arrest rate to Jan-24 = 31.8%, flat YoY, steady trend showing
- Rape R12m FAT rate to Jan-24 is at 7.6%, flat YoY and steady trend showing

Overview of performance

- R12m Extra-Familial RASSO has demonstrated a decrease of -8.6% (n.64) compared to the previous 12m period.
- R12m Intra-Familial RASSO has remained flat compared to previous 12m period, with a natural variation of -0.5% (n.4)
- In the latest 12m, victims of RASSO 18 and over has increased +8.2% (n.74) YoY, whilst victims of RASSO under 18 has decreased -17.3% (n.108) YoY.
- R12m RASSO crimes related to Vulnerable Child have demonstrated a significant reduction of -36.3% (n.135) YoY

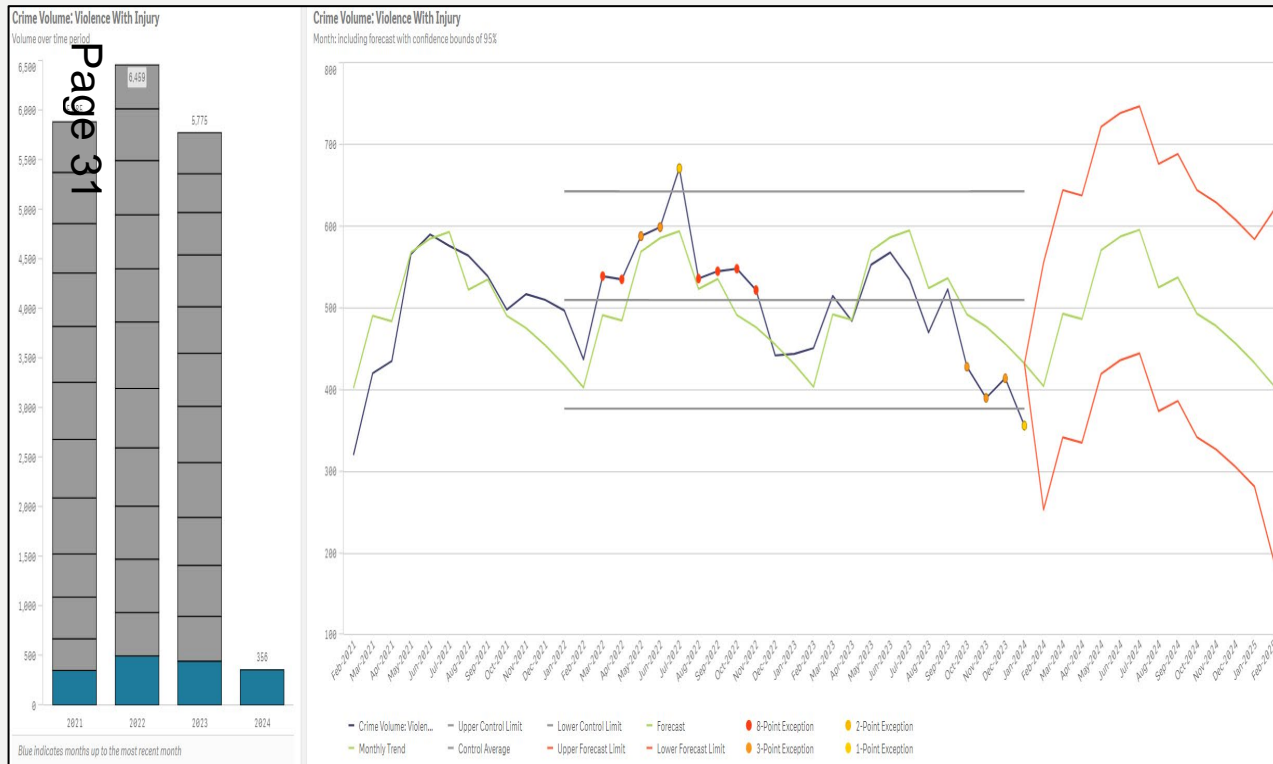
Daily Business Management - Overview

- HMIC Op Soteria improvement recommendations built into VAWG Action Plan.

Violence with Injury

WHAT? (What is the situation?)

Measure	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: Violence With Injury	356	1,160	5,687	-11.2% ▼	Decreasing	One, Three-Month Low	16
Crime Volume: Violence With Injury - County	206	676	3,396	-13.9% ▼	Decreasing	One, Three-Month Low	16
Crime Volume: Violence With Injury - Swindon	149	477	2,274	-7.7% ▼		Three-Month Low	10
FAT Outcome Volume: Violence With Injury	83	261	1,002	18.4% ▲	Increasing		10
Outstanding Suspects: Violence With Injury	164	182				Two-Month Low	9



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- 356 VWI crimes recorded in Jan-24, demonstrating 1pt exceptionally low volumes.
- R12m volumes show a decrease of -11.3% (n.723) compared to the previous 12m period,
 - R12m County = -13.7% (n.542) YoY
 - R12m Swindon = -7.9% (n.194) YoY
- All hubs are seeing reduction YoY with Amesbury showing the largest decrease of -23.1% (n.105)
- R12m FAT outcome rate is at 17.6% and is demonstrating a continuous upward trend, with an increase of 4.4%pts YoY

Overview of performance

- R12m Violence with Injury crime volumes has reduced YoY and now sits slightly below volumes reported pre-covid (Feb-19 to Jan-20).
- Exceptionally low volumes might be driven by seasonality factors. January has shown to be the month with the lowest or one of the lowest volumes of VWI crimes historically.

Daily Business Management - Overview

- Swindon have formalised their approach to the management of the NTE economy with patrols to support licenced premises and venues with the late licence.
- Wanted in winter campaign will focus on violence as a key priority and extended till end of Jan-24.

Priority 3: Priority 3: Tackle crimes that matter to local communities

Outcomes achieved this quarter

- **Safer Streets Programme (Round 5):** The programme has commenced, with all 12 projects now mobilising with a range of providers; including night time economy wardens in Salisbury and Trowbridge focused on tackling ASB and violence against women and girls; additional CCTV in Chippenham and Salisbury through their town and city councils; target hardening in burglary hotpots to support vulnerable people through the Bobby Van Trust and a large programme of detached youth work and targeted mentoring for young people in Swindon, Chippenham and Salisbury to reduce the risk of their involvement in criminality
- **Anti-Social Behaviour:** Following the successful rollout of the multi-agency ASB toolkit, the OPCC continues to work with the Community Safety Partnership to develop an ASB strategy to clearly define the roles and responsibilities of individual agencies to improve the response to ASB. This is aimed at ensuring the public are not passed between organisations when they report incidents, and issues are managed and dealt with effectively by the responsible agency.
- **Wiltshire Police's Youth and Early Intervention team and Roads Policing Unit** undertook a campaign aimed at educating young people and parents on the illegality of E-Scooters to reduce the numbers purchased and used over the festive period which contributes to ASB.
- **Road Safety:** 25% reduction in fatal collisions in 2023 following a summer road safety campaign highlighting the Fatal Five offences and the work the Roads Policing Unit is doing to target offending drivers. Road Safety Delivery Manager now in post (part-funded by the OPCC) and leading work to develop a new multi-agency road safety strategy.

Risks and issues

- **Youth Voice Procurement:** As a result of delays in the agreement of the specification and contractual terms and conditions, the procurement of the new Youth Voice contract to replace the current contractual arrangements of the Youth Commission will not be complete until May 2024, instead of the planned completion date in March.
- **Safer Streets Programme (Round 5):** As a result of changes to funding levels for 2024-25 some of the projects originally agreed to form part of the programme has had to removed but this was done in consultation with partners and stakeholders to retain those projects delivering most benefit to the priorities of Safer Streets (reducing neighbourhood crime, tackling ASB, reducing violence against women and girls).

Deliverables Progress

Action	Date Due	Progress
Develop and roll out multiagency ASB toolkit, working with Community Safety Partnerships to implement clear and consistent partnership response arrangements to ASB issues and hotspots	March 2024	90%
Develop and deliver the Youth Voice procurement to build relationships and confidence with young people and ensure they have an effective say in the delivery of policing and OPCC services	March 2024	70%
Work with partners to develop a revamped road safety strategy and delivery plan, including the facilitation of a road safety delivery manager to coordinate partnership activity	March 2024	70%

PCC focus next quarter

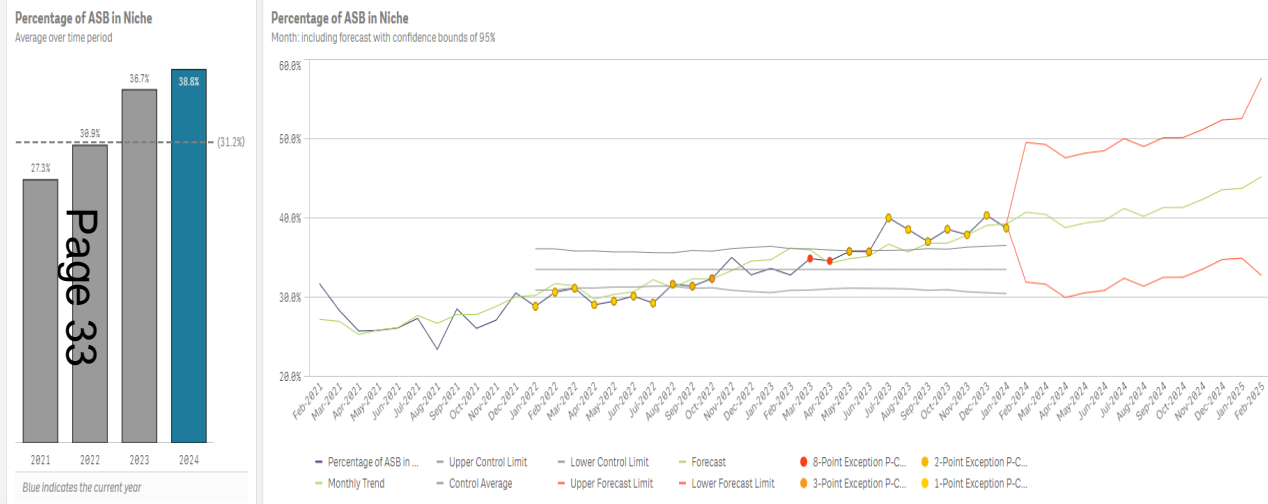
Improving Community Safety:

- Work with the Executive Groups of Wiltshire and Swindon Community Safety Partnerships to consider improvements to their working arrangements, governance structures and resourcing plans
- £1M investment to address ASB hotspot police funding provided by government to increase visibility planned by OPCC
- Work with the Force to development a unified Business Crime strategy to support retailers and town centres to reduce ASB and acquisitive crime.

Anti-Social Behaviour (incl. Sec 60)

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Percentage of ASB in Niche		38.8%	39.0%	37.0%	5.8% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Volume of ASB		683	2,212	11,368	-15.3% ▼	Decreasing	Two, Three-Month Low	17



Measure	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Volume of ASB - County		418	1,373	7,120	-16.0% ▼	Decreasing	Two, Three-Month Low	17
Volume of ASB - Swindon		263	832	4,218	-14.0% ▼	Decreasing	Two, Three-Month Low	17

Jan 24
Environmental ASB
 30 recorded
 5.6% of total ASB

Jan 24
Nuisance ASB
 346 recorded
 65.0% of total ASB

Jan 24
Personal ASB
 156 recorded
 29.3% of total ASB

SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- January 2024 recorded a total of 683 ASB incidents. ASB continues to decrease (15.3% YoY).
- Swindon and County are both recording a decline in ASB reporting; however, Swindon is seeing a smaller decrease of -14.0% YoY compared to County which sits at -16.0%

Overview of performance

- Volume of ASB is declining year on year by 15.3%. During January, a total of 683 ASB reports which is above the monthly forecasted volume of 632. Despite being slightly above the forecasted volume and following seasonally anticipated trends, this is the lowest volume of ASB across the past 3 years
- Nationally - The police recorded 1.0 million incidents of ASB in the year ending September 2023. This was an 8% decrease compared with the year ending September 2022 (1.1 million incidents) (Source: ONS CSEW)

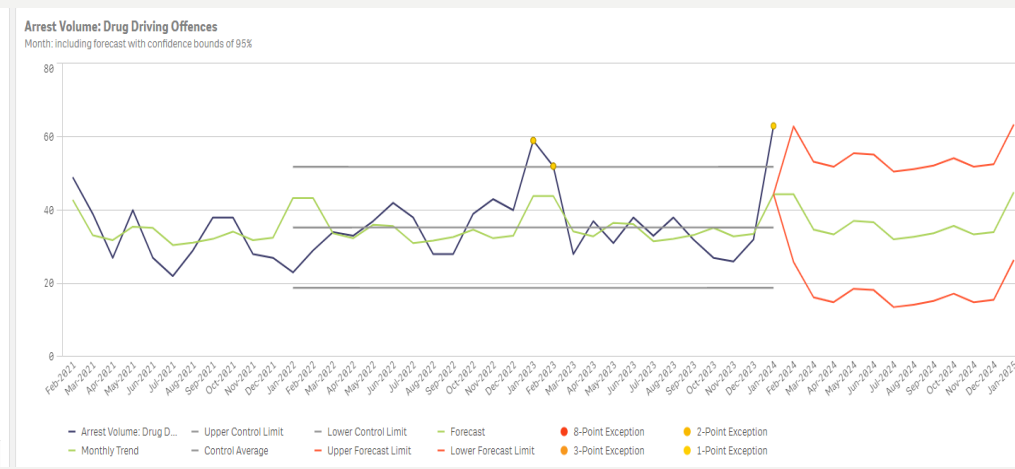
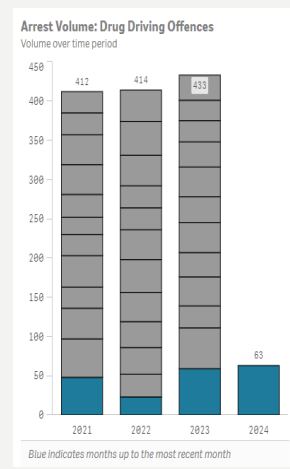
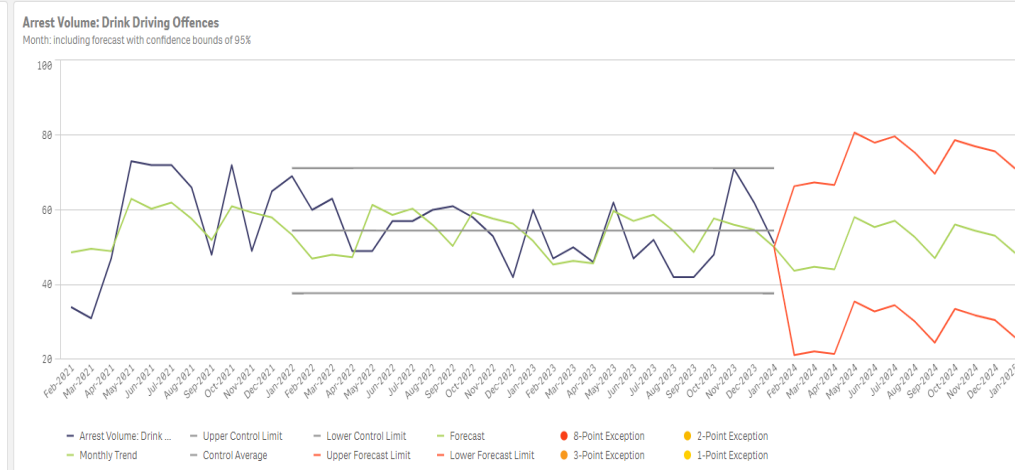
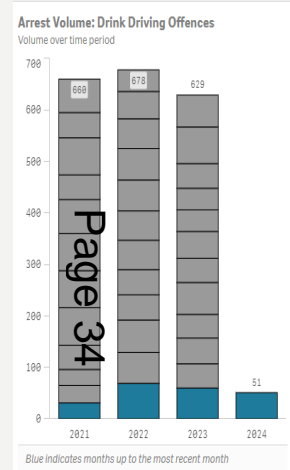
Daily Business Management – Overview

- Local Policing demand meeting to commence in February will identify repeat locations for ASB within County and Swindon.
- External training planned with ASB Help who will deliver sessions to 20 individuals in County and Swindon to become ASB champions.
- Multi-agency ASB strategy being bought together by OPCC

Road Safety

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Volume: Drug Driving Offences		63	121	437	-2.9%	Increasing	One-Month High	6
Arrest Volume: Drink Driving Offences		51	184	620	-7.3%	Decreasing		4



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- Drink driving offences have seen a 7.3% decline over the 12 months to Jan-24.
- Drug driving offences have seen a 2.9% decrease in the 12 months to Jan-24.
- In Jan-24 a total of 1,259 speed watch records were conducted, 2.7% of these identified vehicles speeding. This is an increase of records thought to be due to longer daylight hours.

Daily Business Management – Overview

FATAL 5 enforcement

- Wilts Police Roads Policing Unit operate a performance dashboard showing types of fatal 5 activity and locations. This is being used to better target certain roads or areas especially following KSI collisions. 659 individual encounters have resulted in paperwork being issued in December for RPU

Ongoing proactive initiatives include:

- Project Zero – weekly 'surround a town' fatal 5 initiative
- Joining Op Staysail and crewed with DVSA vehicle examiners

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

- **Commissioned Services for Victims:** OPCC completed the service review, procurement and tendering process for the core victim support service contracts for adults and children. These contracts were successfully awarded and will be mobilised for launch in April 2024.
- **Commissioned Services for Victims:** OPCC worked with the Integrated Care Board to successfully transition the therapeutic interventions for victims of sexual harm service to a new provider.
- **Listening Circles:** Wiltshire Police conducted the latest round of Listening Circles events with victims of domestic abuse and sexual harm to hear feedback and help shape and improve its response to these sorts of crimes.
- **Independent Custody Visitors Scheme:** Quality assurance framework completed with 'Code Compliant' awarded to the scheme by the Independent Custody Visitors Association

Risks and issues

- **Victims Services:** The 3 main services to support for victims of sexual harm have all undergone recommissioning this year (SARC, ISVA and therapeutic support). As a result, the overarching referral pathways require strengthening to ensure a fully co-ordinated support service for victims.
- **Future Funding:** The current funding for additional staff posts to support victims of domestic abuse and sexual harm (IDVA's and ISVA's) from the Ministry of Justice ends in March 2025 with no certainty of future funding. The loss of this funding, should it occur, will have significant impact on local service provision and the uncertainty is already affecting service provider's ability to recruit and retain staff.

Deliverables Progress

Action	Date Due	Progress
Undertake Victim Services commissioning and contract procurement for adult and young victims of crime with contracts and services in place by end of Q4.	March 2024	95%
Work with Wiltshire Police to increase the throughput and utilisation of out of court disposal rehabilitative services to reduce reoffending, and where required, update or enhance pathways to meet criminal justice system requirements by the end of Q4.	March 2024	80%

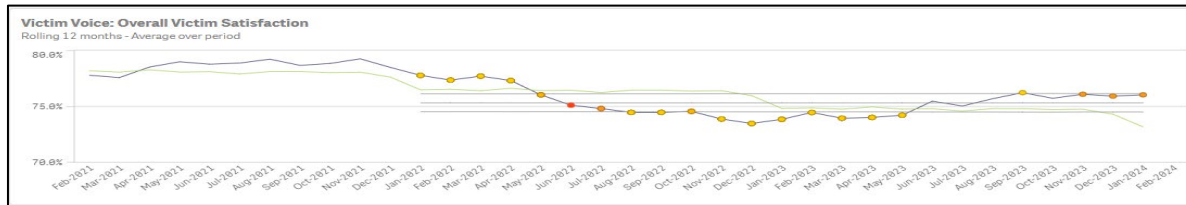
PCC focus next quarter

Improving Experience for Victims:

- Begin mobilisation phase for the new victim service.
- Develop new commissioning project to procure the Wiltshire Victim Satisfaction Survey so it continues to deliver monthly insight reports from victims. The expected new national survey is now not being rolled out by the Home Office, requiring OPCCs and Forces to continue to manage these surveys locally.
- Ensure local response to the incoming Forensic Accreditation Standards and co-ordinate Sexual Assault Referral Centre (SARC) building works with contracted partners to ensure compliance with new standards.
- Bring together partnership groups to ensure Wiltshire aligns and fully complies with the forthcoming Victims and Prisoner Bill.

Victim Voice

Overall satisfaction, investigation and initial contact - WHAT?



Burglary

85.5%
+7.3pp YoY

Violence

74.5%
+0.3pp YoY

Vehicle

70.6%
+4.2pp YoY

Hate Crime

79.1%
-6.8pp YoY

Overall satisfaction

76.0%
+2.2pp YoY

Initial Contact

(10 months data)
86.0%

Investigation

(10 months data)
69.3%

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Victims Rights compliance - WHAT? (Note: 10 months data, not statistically significant)

OIC understood situation

92.8%

Phone operator understood situation

93.4%

Informed of action to investigate

79.8%

Progress update given

61.8%

Informed of final outcome

55.7%

Informed of right to review

49.4%

So What?

Data Summary

Overall Satisfaction

- 871 victims have completed the new Victim Voice survey since its launch April 2023.
- o 196 = Burglary (confidence interval 6.14),
- o 325 = violence (Confidence interval 5.37),
- o 273 = vehicle (confidence interval = 5.50),
- o 75 = hate crime (confidence = 10.80)

- Overall victim satisfaction improving at 76.0% (+2.2% pts YoY)
- Satisfaction with initial contact (10 months data) = 86.0%
- Satisfaction with investigation (10 months data) = 69.3%, demonstrating improvements from the last statistically significant data point in March 2023 = 67.0%
- 88.2% (n=764/871) of respondents stated they would recommend contacting the police.
- 86.7% (n=755/871) of respondents stated they would be confident to involve the police if you experienced any future incidents (test of confidence)

Victims rights

- Questions assessing Victims right 1: maintaining strong performance. 92.8% felt the Officer In Charge understood their situation, 93.4% felt the phone operator understood their situation.
- Questions that assess Victims right 6: remain a focused area for improvement. 61.8% of respondents felt they were kept up to date with progress of the investigation and 55.7% state they were told of the final outcome. Discrete monthly data is demonstrating steady improvements since August 2023 however please note data is not statistically significant at a monthly level

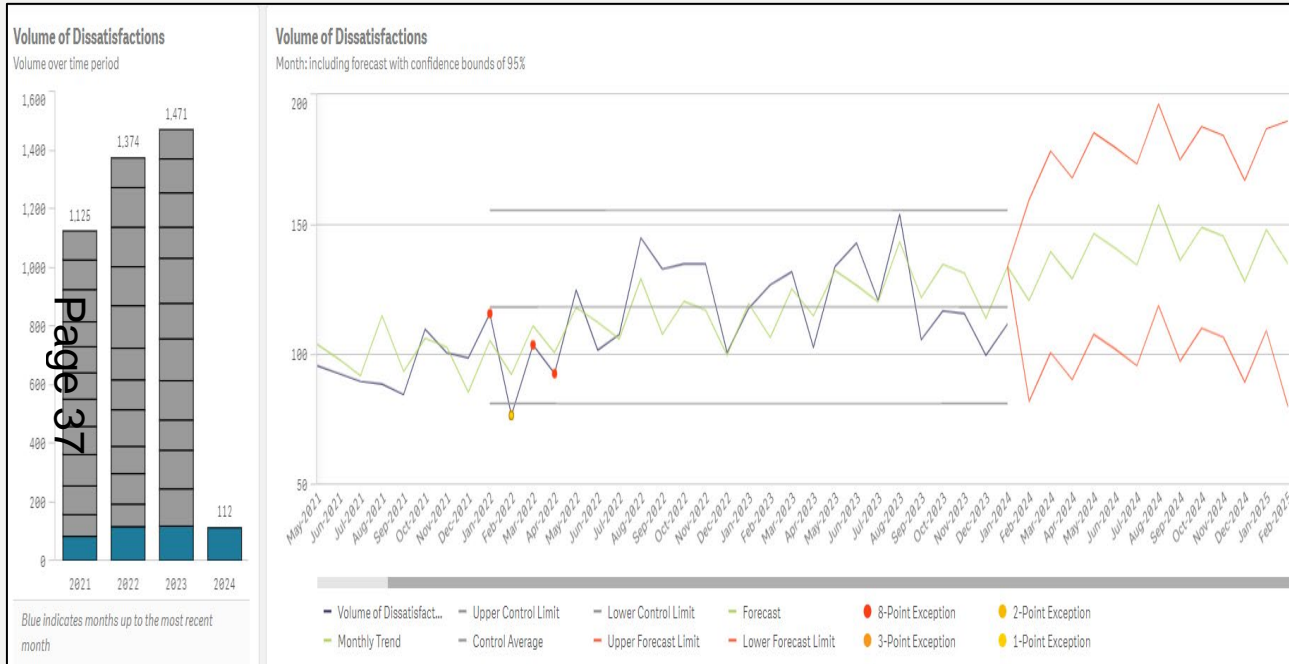
Daily Business Management – Overview

- Feedback from the Victim Voice survey is distributed to sector inspectors and sergeants to allow for positive comments and learning opportunities to be passed directly to OIC's.
- Victim's Leaflet being finalised to provide all victims with information on their entitlements under Victims' Rights.
- Victim Voice data fed into Local Policing Board

Dissatisfactions

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Jan-2024	3 Months to Jan-2024	12 Months to Jan-2024	12 Months to Jan-2023 vs. 12 Months to Jan-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Volume of Dissatisfactions		112	328	1,465	6.5%	Increasing		10



Apr '23 – Sep '23 – IOPC data (Police Complaints Information Bulletin)

Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	744	678	478	41,812
Complaint cases logged per 1,000 employees	299	273	140	165

SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- 112 complaints recorded in Jan-24
- Increasing trend and cases awaiting assessment is increasing.
- Wiltshire Police are above the MSF average of complaints cases logged (latest data up to Sep '23) 744 compared to 259 MSFG average [Police complaints information bulletin Wiltshire Police - Q2 - 23-24 | Independent Office for Police Conduct \(IOPC\)](#)

Overview of performance

- Volume of complaints has seen an increase of 6.5% over the latest 12 months when compared to the previous period
- What has been complained about? – Biggest theme continues to be around Victim updates.
- Complaints Resolution Team – 240 cases awaiting assessment all formally logged and acknowledged.
- Vacancies in the complaint's resolution team have now been filled.
- The backlog is attributed to training and recent sickness with team. Overtime is being offered (approx. 60 hours a month)
- National data shows the increasing trend is being mirrored nationally. These increases began in 2020 following new legislation.

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Meeting	Police and Crime Panel
Date	February 2024
Report Title	OPCC Commissioning Plans for FY24-25
Report presented by	Philip Wilkinson, PCC
Author	Rob Llewellyn, OPCC Director of Operations

PURPOSE OF REPORT

1. This paper provides Police & Crime Panel members with an overview of commissioning plans for non-policing services for FY24-25 and a summary of progress to date in FY23-24.

INTRODUCTION AND BACKGROUND INFORMATION

2. The commissioning function within the OPCC is comprised of three core portfolios:
 - a. Victims and vulnerability
 - b. Criminal justice and reoffending
 - c. Community safety and youth
3. These portfolios are led by three strategic commissioning leads, with each lead supported by an improvement officer to increase delivery capability and partnership working capacity. The community safety and youth portfolio also benefits from two additional members of staff, funded by grant monies from government to deliver specific programmes related to the Serious Violence Duty and Safer Streets Fund.
4. The team are also supported by the OPCC commissioning and governance officer and an commissioning administrative assistant who lead on performance monitoring, risk and financial reporting for the commissioning function.
5. The strategic commissioning leads play a key leadership role in delivering the OPCC's contribution to Police and Crime Plan, the Wiltshire Criminal Justice Board (WCJB) strategy, the Swindon and Wiltshire Community Safety Partnership's strategies, as well as supporting delivery of improvements across the Force. They are critical in discharging the PCC's duties to convene and coordinate partners and stakeholders to help deliver the priorities in the Police and Crime Plan, as well as the PCC's core role to commission services that help make our communities safer and support victims.

6. The commissioning of non-policing services has become increasingly important as the role of PCCs has expanded, and this function provides significant ability to influence and deliver change across community safety and criminal justice systems. As the commissioning team has expanded in recent years to fulfil this role it has been able to lead on many non-policing services for Wiltshire Police and partners – providing commercial expertise and delivery experience to this sector.

GOVERNANCE

7. The delivery of the commissioning function is managed through an established governance structure. Service agreements and contracts are aligned to portfolio delivery plans, which in turn are components of the broader overarching OPCC delivery plan which describes how the OPCC will implement its part of the Commissioner’s Police & Crime Plan. The delivery of this is overseen by the Commissioner who is held to account by the Police & Crime Panel, and relevant performance products and reports are produced for each layer of governance.

8. The Wiltshire Criminal Justice Board (WCJB) is chaired by the Police & Crime Commissioner and brings together the range of agencies who have responsibility for delivering criminal justice services across Swindon and Wiltshire. WCJB has produced a strategy, which the OPCC delivery plan and relevant contracts and service agreements are aligned with, in order to deliver the priorities set out within the strategy.

9. Working with the strengthened Strategy, Performance & Oversight team within the OPCC, we have now embedded a number of enhancements to our governance arrangements this year, including alignment of highlight reporting and input in the quarterly updates provided to the Police & Crime Panel.

10. During FY23-24 we have developed specific performance dashboards for each commissioning portfolio which translate contract level performance data into a series of key performance indicators to enable tracking of progress against the portfolio delivery plan. These performance dashboards will continue to be enhanced and developed during FY24-25.

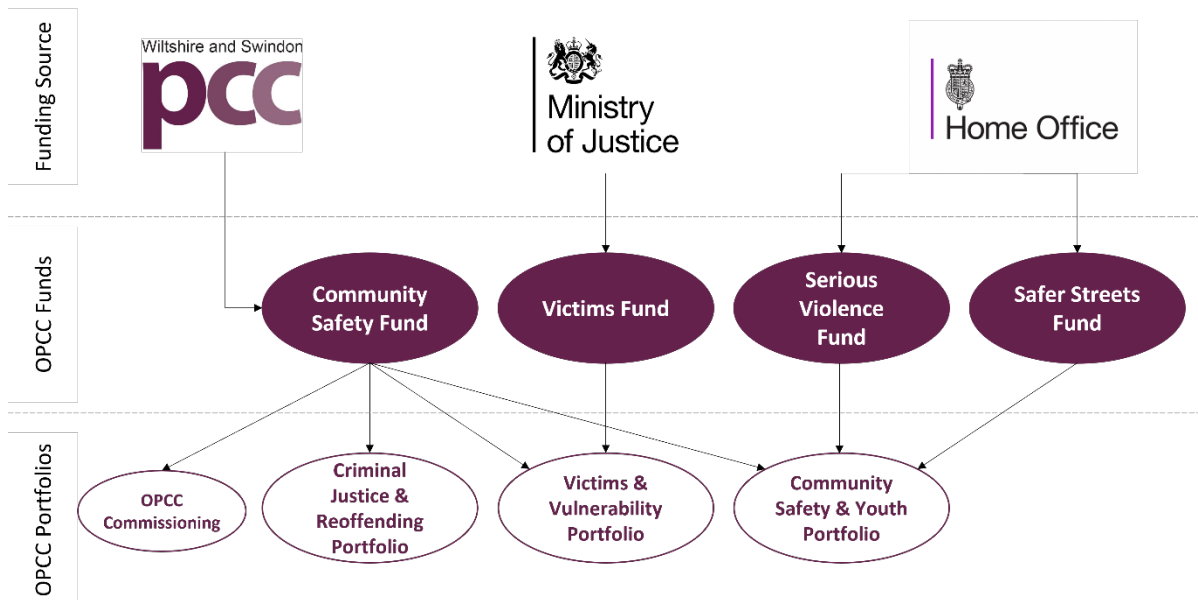


11. Each portfolio has developed overall commissioning intentions, supported by project briefs / business cases for individual components for their relevant service or project where required. Each commissioned service is either managed through a partnership agreement / governance structure, forms part of the PCC governance of Wiltshire Police or is directly managed by the OPCC.
12. The priorities of each portfolio are fully aligned to objectives in the Police and Crime Plan and Wiltshire Criminal Justice Board strategy. The commissioning team objectives are built around delivering this work, as well as wider support work with the Force and other partners to lead and deliver the Police and Crime Plan.
13. The delivery of each portfolio is monitored internally through the Operations Performance & Planning Board, chaired by the Director of Operations and key outputs are included in the OPCC Delivery Plan. Updates on progress of these deliverables are provided to the OPCC Executive Leadership Team at regular intervals and the Commissioner meets with each portfolio team on a quarterly basis to review performance.

FINANCIAL

14. The OPCC utilises funding from a range of sources to commission services to deliver the objectives in the Police and Crime Plan and Wiltshire Criminal Justice Board strategy. As well as a commissioning budget allocation from the PCC, the OPCC benefits from external funding grants from both the Ministry of Justice (MoJ) and the Home Office (HO).
15. The external grants received from MoJ and HO are directed to specific activities as specified by the awarding department and the OPCC is required to regularly report progress against agreed outputs. The MoJ grant is provided to fund services for victims, including those who have suffered sexual violence or domestic abuse. The HO has provided two grants in FY23-24 which will also continue into FY24-25:
 - a. Serious Violence Duty Grant is awarded to fund the work required by the introduction of the Serious Violence Duty in 2023, which requires a key group of specified authorities to work together to reduce serious violence in communities.
 - b. Safer Streets Fund (Round 5) is a grant award made to PCCs to tackle neighbourhood crime, violence against women and girls and anti-social behaviour and follows previous funding rounds which local authorities were the recipients of.
16. In addition to these existing grants, the HO has recently announced funding of up to £1m during FY24-25 for each Force in the country to tackle anti-social behaviour (ASB) hotspots in their areas through the provision of high visibility patrols. The OPCC is leading the development of the Wiltshire grant application, working with the Force and partner agencies to map the ASB hotspots across Wiltshire and Swindon and develop an appropriate patrol strategy to deliver the requirements of the grant.

17. The OPCC manages the PCC commissioning budget allocation and the external grants received from MoJ and HO through four funds which are managed and reported on separately. These funds are then appropriately allocated to the respective portfolios to finance the delivery of the various commissioned services.



18. The total value of funding streams for commissioning in FY24-25 is £5.231m and the breakdown is set out below:

2024-25 Commissioning Funding Streams	Amount
PCC Commissioning Budget	£3.199m
Ministry of Justice Victims Grant	£1.428m
Home Office – Serious Violence Duty Grant	£0.248m
Home Office – Safer Streets Fund	£0.356m
Total	£5.231m

19. The OPCC commissioning budget for FY24-25 is £3.199m – this equates to 2% of the overall PCC budget.

20. £1.922m of the OPCC commissioning budget is allocated to the funding of the three large contracts (annual cost of £500k or more) which the OPCC manages. These are:

- a. Custody Healthcare
- b. Horizon Witness and Care Service

c. Sexual Assault Referral Centre (SARC)

21. The remaining funding within the PCC commissioning budget is split across the three commissioning portfolios as set out below. In addition, there is an amount allocated to general commissioning which is utilised for development of new services and commissioning of projects outside the three core portfolios (such as community messaging and road safety).

2024-25 PCC Commissioning Budget	Amount
Community Safety and Youth	£0.352m
Victims and Vulnerability	£0.145m
Criminal Justice & Reoffending	£0.560m
OPCC Commissioning	£0.220m
Sub-Total	£1.277m
Large Contracts (Custody Healthcare, Horizon Witness & Care Service, Sexual Assault Referral Centre)	£1.922m
TOTAL	£3.199m

22. Whilst the contractual costs for various services across all three portfolios have risen in line with inflationary pressures, through a combination of proactive cost management, maximising joint funding opportunities and ending of some existing services, we have been able to absorb the increased costs within our existing budget envelope. Therefore, the baseline PCC commissioning budget for the three portfolios is not increasing in FY24-25, despite inflationary cost pressures.

23. However, the large contracts element of the PCC commissioning budget has increased in FY24-25 by £0.274m due to expected contractual increases which are agreed provisions within the contracts, and the re-baselining of the Horizon Witness and Care Service.

RISK

24. The commissioning team maintain a risk register which is reviewed and overseen at the Operations Performance & Planning Board on a quarterly basis. Commissioning risks are escalated to the OPCC corporate risk register when required through the OPCC Executive Leadership Team.

25. The key risk being managed during FY24-25 is the uncertainty over funding beyond the end of March 2025 when the current spending review period ends. Given the likely timing of the general election in 2024 and the potential disruption this may cause centrally, it is expected to result in delays to confirmation of future funding requirements. This poses significant risks to all commissioning portfolios as whilst increasing numbers of services are committed through multi-year contracts, there

are a number of key services which are only funded until the end of FY24-25 and which will be decommissioned without commitment of future funding.

26. Further work will be undertaken through the year by the OPCC to identify the full range of impacts which could result and the key milestones at which decisions on future service provision will need to be made. This will be reported to the Police & Crime Panel in due course.

LEGAL

27. All commissioning activity is aligned to the priorities set out in the Police & Crime Plan and Wiltshire Criminal Justice Board and is subject to PCC ability to grant funding, as well as public sector procurement regulations. Agreements and contracts used are provided by legal services and procurement is supported by South West Police Procurement Service which is a regional collaboration with other South West forces and OPCCs. All contracts and partnership agreements are aligned with data protection and equality, diversity, and inclusion requirements.

PORTFOLIO SUMMARY – VICTIMS & VULNERABILITY

28. This portfolio promotes the rights of victims and those with vulnerabilities to ensure their entitlements and needs are met through a range of directly commissioned services, or services commissioned in partnership with other agencies. This portfolio is led by Maria Milton, as Strategic Commissioning Lead, who is supported by an Improvement Officer.
29. The work delivered by the portfolio is aligned to the priorities set out in the Police & Crime Plan, specifically priority two to **'reduce violence and serious harm'** and priority four **'to improve the experience of victims and deliver justice'**, as well as the victim priority within the Wiltshire Criminal Justice Board (WCJB) Strategy which is to **'ensure victims of crime are fully supported through the criminal justice system with quality services that effectively meet their needs'**.
30. The specific priorities of the portfolio in FY24-25 are:
 - a. Ensuring a victim centred approach
 - b. Ensuring compliance with Code of Practice for Victims of Crime (VCoP) and effective delivery of quality victim services
 - c. Working together with other agencies to provide whole-system approach to supporting victims of Domestic Abuse and Serious & Sexual Violence
31. Improvements in these areas will be measured primarily through improvements in the Victim Satisfaction Survey scores, increased prosecution rates for rape and serious sexual assaults and positive assessment of Wiltshire Police compliance against the Victims Code of Practice requirements.
32. The work of this portfolio is coordinated through the WCJB Victim, Witness and Most Vulnerable Board which is chaired by the OPCC Strategic Commissioning Lead and attended by a range of relevant strategic partners including CPS, HMCTS, Probation Services, the Witness Service, Local Authorities and Youth Justice Services. Wiltshire Police leads also attend including CID, Horizon Witness

& Victim Care, Domestic Abuse and Violence Against Women & Girls, as well as some of providers of victim's services. The board has developed a three-year delivery plan and performance metrics which are tracked and reviewed regularly, with progress reports provided to WCJB at frequent intervals.

VICTIMS & VULNERABILITY PORTFOLIO DELIVERY IN FY23-24

33. A number of significant procurements and mobilisation of victim's services were undertaken by the Victims & Vulnerability Portfolio team in FY23-24, with a range of key services being recommissioned.
34. **Victims Needs Assessment:** In order to inform these activities, the portfolio team commissioned an independent Victim Needs Assessment by an external agency to better understand victims needs and demand, as well as identifying any new or emerging gaps in support. The findings were used to inform and develop the service specifications for the procurements undertaken in year, as well as helping to identify areas of improvement with providers which have been subsequently managed through the contractual governance arrangements.
35. **Service Commissioning:** The year began with the mobilisation of the new domestic abuse support service across Wiltshire (co-commissioned with Wiltshire Council) and the mobilisation of a new advocacy service (ISVA) for victims of rape and serious sexual offences across Wiltshire and Swindon (co-commissioned with partners). As a result, the new domestic abuse service in Wiltshire now provides increased accessibility to different housing options and safe spaces to better meet the needs of victims, and the scope of the advocacy service for victims of rape and serious sexual offences now includes online harm, as well as that perpetrated offline.
36. During quarter three the team undertook the commissioning of the core victims service contracts for both adult and children services, completing the process before Christmas. with the new services planned to go live in April 2024. The team also conducted a review of the Horizon Witness and Care Service during this period and agreed the ongoing funding of the service, although a re-baselining of the budget is required for FY24-25 to ensure appropriate costs controls are in place and new governance arrangements will be implemented to improve oversight and bring the service in line with other commissioned service providers.
37. **Victim Voice Survey:** The team also undertook the joint commissioning of the Victim Voice survey with the Force which built on previous work to capture the feedback from victims to better understand their experience. The new contract which launched in April 2023 delivers a survey with a wider victim cohort (volume and crime type) which improves the range and quality of feedback. The survey results are reviewed through both Force performance boards and the WCJB structures to drive service improvements, both in police contact with victims and across the range of commissioned services and the wider criminal justice system.
38. **Improving Victim Experience:** In addition to managing ongoing delivery of victim's services and commissioning of new contracts, the portfolio's focus during the year has been on working with the Force to improve the treatment of victims,

particularly supporting those who have suffered domestic abuse or sexual violence as part of wider police efforts to improve outcome rates for rape and serious sexual offences.

39. The portfolio team worked in partnership with Wiltshire Police in the delivery of their 'Listening Circles' events through the year which have provided a safe space for women and girls who have been the victims of violence to directly share their experience, feedback and suggestions to help shape the service they receive from both the police and commissioned services. These events have generated enormously rich and valuable feedback which both the Force and the portfolio team are using to inform ongoing delivery and improvements to build trust and confidence for victims of these crimes.
40. The portfolio team have also held a series of professional network events with service providers, partner agencies and the voluntary sector focused on alignment of services and ensuring the journey for the victim between different providers is joined up and coordinated appropriately. They have also established a professional network focused on stalking and harassment which was attended by local and national agencies to improve the support for victims. Feedback from providers captured by the independent victims needs assessment praised the OPCC for convening these networks and attendees commented on the value and constructive dialogue they generated.

VICTIMS & VULNERABILITY PORTFOLIO PLANS FOR FY24-25

41. **FY24-25 Funding:** Funding for this portfolio is provided through two streams; one through the MoJ grant which is a multi-year settlement to OPCCs nationally to fund core victims services, and the second from the PCC's commissioning budget to enable additional victims' services to be delivered, including the Sexual Assault Referral Centre (SARC). The value of these funding streams in FY24-25 is £1.428m from MoJ and £0.478m from PCC's commissioning budget (including the £0.333m cost of SARC).
42. **FY24-25 Service Commissioning:** The portfolio's core activity in FY24-25 will continue to be overseeing and managing the range of commissioned victim's services, including:
 - a. Horizon Witness and Care Service, commissioned by the OPCC, provided by Wiltshire Police
 - b. Sexual Assault Referral Centre, co-commissioned with NHS England, provided by First Light
 - c. Provision of independent sexual violence advocates (co-commissioned with NHS England) provided by First Light across Swindon and Wiltshire
 - d. Provision of independent domestic abuse advocates (co-commissioned with local authorities) provided by a range of providers across Swindon and Wiltshire
 - e. Wiltshire Domestic Abuse Service, co-commissioned by Wiltshire Council with a financial contribution from the OPCC, provided by Fear Free

- f. Swindon Domestic Abuse Service, co-commissioned by Swindon Borough Council with a financial contribution from the OPCC, provided by Swindon's Women's Aid
- g. Victim support for adult victims of crime, commissioned by the OPCC, provided by Victim Support
- h. Victim support for child victims of crime, commissioned by the OPCC, provided by Splash (Community Foundation)
- i. Therapeutic interventions for victims of sexual harm, co-commissioned with the NHS, provided by Fear Free

43. **SARC Forensic Accreditation:** Following the adoption of nationally agreed forensic accreditation standards, OPCCs across the country are assessing their Sexual Assault Referral Centre sites to identify what building works and other changes are required to achieve compliance with the new requirements by October 2025. The Wiltshire and Swindon SARC is hosted within the Gablecross site at Swindon which is a PFI site. The portfolio team are working with the Estates team, the PFI contractor and the NHS as co-commissioners of the SARC to develop the programme for the works which are required for the site to receive accreditation. Once the final specification is agreed the capital works will be delivered by the PFI contractor and accreditation sought from the UK Accreditation Service (UKAS) to ensure the SARC is compliant and able to continue offering an effective service to victims.

44. **Victim Survey:** During FY24-25 the portfolio team will undertake recommissioning of a new victim survey for three-year period, following confirmation that the planned national delivery of a victim's survey is not being progressed.

45. **Swindon Domestic Abuse Service:** The recommissioning of the Swindon Domestic Abuse Service by Swindon Borough Council had been due to be completed in FY23-24 in order for the new service to go live in April 2024, however owing to resourcing challenges within the Council this has not been possible. The portfolio team have worked extensively with Swindon Borough Council colleagues to develop a new accelerated timetable for recommissioning of the service meaning there will only be a six-month delay, with the new go live date planned for October 2024. The OPCC contributes circa £100k per annum for this service and has been heavily involved in the development of the new service specification which will ensure the service is fit for the future and meets a broader range of victim needs than the current contract.

46. **Victim & Prisoners Bill:** A key area of focus for this portfolio during FY24-25 will reviewing arrangements and implementing any changes required by the new Victim & Prisoner Bill which we expect to be passed into law during the year. The bill contains a number of measures which aim to improve the end-to-end support for victims including:

- a. sending a clear signal about what victims can and should expect from the criminal justice system;

- b. strengthening local and national transparency and oversight of how relevant criminal justice bodies treat victims at local and national level so we can identify problems and drive-up standards; and
 - c. improving support for victims to cope, build resilience to move forward with daily life, and feel able to engage and remain engaged with the criminal justice system.
47. Specifically, this will place a duty on PCCs and other criminal justice bodies to keep compliance with the Victims Code of Practice under review, encourage local collaboration, gather insights into local performance, and drive the necessary improvements. It will also introduce a joint statutory duty on PCCs, Integrated Care Boards and local authorities to work together when commissioning support services for victims of sexual abuse, domestic violence, and other serious violence, so that services can be strategically coordinated and targeted where victims need them. These additional duties will aid the OPCC in continuing to convene and coordinate relevant public bodies and providers of victims services to ensure that experience for victims continue to improve and services are designed and delivered appropriately to meet local needs.
48. **Summary:** The Victims & Vulnerability portfolio addresses a number of the priorities and deliverables set out in the Police & Crime Plan and the WCJB Strategy and the OPCC will provide regular updates on progress through the quarterly performance reports to the Police and Crime Panel.

PORTFOLIO SUMMARY – CRIMINAL JUSTICE & REOFFENDING

49. This portfolio focuses on working with partners agencies to improve the effectiveness of the criminal justice system and reducing reoffending by commissioning appropriate help, rehabilitation, and support services for offenders. This portfolio is led by Caz Deverall-Hart, as Acting Strategic Commissioning Lead, who is supported by an Improvement Office. The Improvement Officer is currently on maternity leave but planning to return to work in April 2024.
50. The work delivered by the portfolio is aligned to the priorities set out in the Police & Crime Plan, specifically priority four **‘to improve the experience of victims and deliver justice’**, and the reducing reoffending priority within the Wiltshire Criminal Justice Board (WCJB) Strategy which is to **‘ensure services are available at the right time to support reductions in reoffending and keep our communities safe’**.
51. The priorities of the portfolio in FY24-25 are:
- a. Improving the experience of priority groups in the criminal justice system
 - b. Delivery of health and wellbeing services
 - c. Delivery of rehabilitation services & engagement (disproportionality, offender voice & scrutiny oversight)
52. Improvements in these areas will be measured primarily through reduced reoffending rates, increase in numbers of offenders in treatment for substance use

issues, reduction in numbers of priority groups engaged in the criminal justice system and increased referral rates for appropriate support and interventions.

53. The portfolio delivers the majority of its work on behalf of the WCJB through its Reducing Reoffending Board. The Board is chaired by the Head of Swindon & Wiltshire Probation, and the deputy is the OPCC Strategic Commissioning Lead, and relevant leads from police, local authorities housing, public health, Department of Work & Pensions, HMP Erlestoke and others. The board has developed a three-year delivery plan and performance metrics which are tracked and reviewed regularly, with progress reports provided to WCJB at frequent intervals.

CRIMINAL JUSTICE & REOFFENDING PORTFOLIO DELIVERY IN FY23-24

54. **Service Commissioning:** In FY22-23 the portfolio undertook a significant amount of procurement for the recommissioning of a range of services. This included mental health treatment requirements, drug and alcohol services for offenders, domestic abuse serial perpetrator support and out of court resolutions, all of which went live in April 2023. Therefore, the primary focus for the portfolio through FY23-24 was the embedding and development of these services to ensure that performance levels were retained, services were delivered to contract specification and providers were engaged collaboratively with OPCC, Force and other agencies in the provision of their work.

55. This was particularly important in the custody healthcare contract, which has been managed by the OPCC since its award in Autumn 2022 at an annual cost of circa £0.850m. The new provider which is responsible for custody healthcare provision across the five South West Forces, initially encountered significant resourcing challenges in the provision of suitably qualified healthcare professionals in custody settings. However, OPCCs and Forces worked extensively with the provider to improve delivery of the service and increase the recruitment and retention rates of staff against the backdrop of a very challenging labour market nationally across the healthcare sector. As a result, by quarter four of FY23-24 the average number of shifts covered by qualified healthcare professional within custody in Wiltshire force area was over 95% which is a significant improvement not just on the initial performance at the start of the new contract, but also on the performance of the previous supplier.

56. **Priority Groups in Criminal Justice System:** The portfolio has undertaken extensive work with partners to reduce disproportionately and improve the experience of priority groups in the criminal justice system, specifically females, veterans and neurodivergent people, to ensure their specific needs are effectively supported and their outcomes in the criminal justice system are not unduly impacted.

57. Highlights of this work in FY23-24 included the co-production of female offender strategy with partners through the Female Justice Support Board which is chaired by the OPCC Strategic Commissioning Lead for this portfolio. The work of the board was recognised in quarter four by the Centre for Justice Innovation in their commissioning guide for local authorities to improve the treatment provision for females with drug and alcohol dependency, showcasing the benefits of the board

in improving partnership coordination and joining up delivery of services for females.

58. Improving outcomes for veterans was a key focus in FY23-24 and this culminated in the portfolio team hosting a 'Military in Justice' event in July 2023 which brought together over a hundred professionals from the military, policing, criminal justice and third-sector organisations to discuss how to improve the experience of both serving and ex-military personnel when they become engaged in the criminal justice system. The portfolio team has led the development of an action plan, working with colleagues regionally in the NHS and nationally with the Office for Veteran Affairs to improve coordination and join up of services for this cohort, as well as working with local authorities partners to improve the delivery of the commitments enshrined in the Armed Forces Covenant, recognising that Wiltshire is now home to the British Army and approximately 10% of the county's population are either serving or ex-military.
59. Recognising the disproportionate impact of engagement in the criminal justice system can have on neurodivergent people, this priority group has been a focus for the portfolio team through FY23-24 with work undertaken with local support groups to better understand how their experience can be improved. The portfolio team delivered a survey to all commissioned services to seek views on how the needs of neurodivergent people were being met and the results have been used to make adjustments and changes to services to better meet needs where appropriate. The portfolio team will be hosting a partnership event in March 2024 to bring together organisations across the criminal justice sector to hear from neurodivergent speakers and experts to consider what further action can be taken to reduce this cohort's engagement in the criminal justice system and better meet their specific needs when they are engaged.
60. **Independent Custody Visitors Scheme:** This portfolio is responsible for coordination and management of the OPCC's Independent Custody Visitor scheme which utilises volunteers to visit the Force's custody units at random times and days to review the detention of detainees, check on their welfare and ensure they are being treated fairly and in line with legislation and relevant guidance. The team delivered a number of improvements to the management and delivery of the scheme in FY23-24, including the provision of handbooks, guidance and training to volunteers, improved engagement with volunteers through additional face to face meetings and the launching of a newsletter, as well as changes to the way visit data is captured and used to identify issues within custody. As a result, the scheme was awarded 'code compliant' status by the Independent Custody Visiting Association (ICVA) – the first time this has been achieved by Wiltshire.
61. **Animal Welfare Scheme:** The portfolio also worked with the Dogs Trust to launch the Animal Welfare Scheme in Wiltshire Police where trained volunteers visit the Force on a random basis to check on the welfare, treatment and use of police dogs. This scheme is now live across over 30 forces in the country and there was a requirement to have this in place before the end of the FY23-24 year. Two volunteers with extensive experience of working with dogs have been engaged in the scheme so far and this will be built on in FY24-25.

CRIMINAL JUSTICE & REOFFENDING PORTFOLIO PLANS FOR FY24-25

62. **FY24-25 Funding:** The portfolio is funded solely by the PCC commissioning budget and in FY24-25 this will be to the value of £0.560m (plus £0.860m specifically for custody healthcare contract), with additional value secured through co-commissioning or joint funding of some services (as outlined below).

63. **FY24-25 Service Commissioning:** The portfolio's core activity in FY24-25 will continue to be overseeing and managing the range of commissioned services alongside commissioning partners, including:

- a. Mental health treatment requirements contract (provision of court community order for attendance at mental health support programme), commissioned by NHS England with an OPCC financial contribution
- b. Substance misuse contract for Wiltshire (provision of drug and alcohol support services) commissioned by Wiltshire Council with an OPCC financial contribution, provided by Turning Point
- c. Substance misuse contract for Swindon (provision of drug and alcohol support services) commissioned by Swindon Borough Council with an OPCC financial contribution, provided by Change Grow Live (CGL)
- d. Domestic abuse serial perpetrator support (behaviour change support for males and female offenders who have used abusive and coercive behaviours towards their partners or family members) co-commissioned with Probation Service, provided by Fear Free in Wiltshire and Swindon Women's Aid in Swindon
- e. Co-funding of a housing support worker with Wiltshire Council and Probation Service to support effective transition of offenders from prison to the community following completion of custodial sentences
- f. Commissioning of out of court disposal pathways for female offenders and an intervention hub which provides a range of evidenced based online interventions to help offenders better manage a range of issues or challenges which may be contributing to their patterns of offending
- g. Ongoing management of co-commissioned contract with Wiltshire Council and Swindon Borough Council to provide appropriate adults to support vulnerable people during police interviews
- h. Commissioning of the mental health control room triage service, provided by AWP, where trained mental health professionals sit with the Force Control Room providing specialised advice on the management of any calls or incidents involving mental health concerns

64. **Priority Groups in Criminal Justice System:** The portfolio team will continue to work with relevant partners to deliver improvements outlined in action plans for the three priority groups in the criminal justice system: females, veterans, neurodivergent people. This will build on the foundations laid through partnership events in FY23-24 and include working with public health teams to fill gaps in service for female offenders, identification and training of military champions within the Force to improve their management of serving personnel and veterans when they are arrested and detained, and changes to processes and systems to make it easier for neurodivergent people to complete criminal justice requirements.

65. **Right Person, Right Care Rollout:** The portfolio team will continue to work with the Force, Avon & Wiltshire Mental Health Partnership, the Integrated Care Board and South West Ambulance Trust to support the rollout of the Right Person, Right Care initiative to improve the treatment and care of people suffering from poor mental health. This is a national initiative designed to ensure that the most appropriate agency is deployed to manage and treat individuals when in mental health crisis or when they go missing or there are concerns for their welfare.
66. Building on excellent existing partnership relationships, the OPCC is a key member of both tactical and strategic multi-agency groups which are designing the rollout of this initiative, with the first two phases dealing with the management of concern for welfare calls and walkouts from healthcare facilities planned to go live in quarter one in FY24-25. The third and fourth phases which look at the transportation of patients and management of section 136 mental health detentions will be rolled out later in FY24-25, with ongoing oversight of all phases of the rollout by the multi-agency tactical and strategic groups to ensure the intended benefits of the changes are realised and any lessons learnt and shared nationally.
67. **Prisoner Release Employment:** As part of the portfolio team's work to reduce reoffending they will continue to support the Prisoner Release Employment Sub Group which was established under the chair of the Probation Service in FY23-24 to bring together relevant public bodies, third sector organisations and local businesses to increase sustainable employability for prison leavers. The focus of this work in FY24-25 will be on developing relationships with suitable and supportive local businesses to create an extensive directory of prison release employment programmes, with the aim of increasing the numbers of offenders in employment three months after their release.
68. **Independent Custody Visitor Scheme:** The portfolio team will continue to deliver improvements to the management and delivery of the Independent Custody Visitors Scheme with the rollout of an app to capture visit data which will enhance the monitoring effectiveness of the scheme and make it easier for volunteers to complete their visits and upload their findings. The portfolio team also plan to recruit additional volunteers for the scheme during the year, as part of a wider recruitment plan for volunteers who are interested in becoming involved in scrutiny and assurance of policing across Wiltshire and Swindon. They will also build on the launch of the Animal Welfare Scheme with the Force's Dog Unit and the Dogs Trust and consider what improvements should be recommended to the Force as part of this scheme's requirement to ensure the welfare of police animals.
69. **Summary:** The Reducing Reoffending & Criminal Justice portfolio addresses a number of the priorities and deliverables set out in the Police & Crime Plan and the WCJB Strategy and the OPCC will provide regular updates on progress through the quarterly performance reports to the Police and Crime Panel.

PORTFOLIO SUMMARY – COMMUNITY SAFETY & YOUTH

70. This portfolio focuses on improving community safety, reducing police demand, prevention of offending by children and young people and the commission of services and interventions to divert this cohort from the criminal justice system wherever possible.
71. This portfolio is led by Jen Laibach, as Strategic Lead, who joined the OPCC in January 2024, and is supported by an Improvement Officer. In addition, this portfolio benefits from two members of staff funded by Home Office grant monies until the end of March 2025, including a dedicated Serious Violence Duty Coordinator who works with partner agencies to deliver the new Serious Violence Duty implemented in 2023 by government, and a Safer Streets Coordinator who oversees the delivery of the Safer Streets Round 5 programme on behalf of the OPCC as the lead agency for this round of funding.
72. The work delivered by the portfolio is aligned to the priorities set out in the Police & Crime Plan, specifically priority two **‘to reduce violence and serious harm’** and priority three **‘tackle crimes that matter most to local communities.’** In addition, this portfolio supports the priorities set out in both the Swindon and Wiltshire Community Safety Partnership strategies which outline how statutory agencies will work together to keep communities safe and the strategic plans of both Swindon & Wiltshire’s Youth Justice Services.
73. The priorities of the portfolio in FY24-25 are:
- a. Improving community safety
 - b. Delivering early intervention, serious violence reduction
 - c. Improving Youth voice, participation and engagement
74. Improvements in these areas will be measured primarily reduction in anti-social behaviour, reduction in knife enabled crime, reduction in hospital admissions for wounds with a sharp object, reduced youth offending rates and improved engagement rates with children and young people.
75. The portfolio team works very closely with colleagues from a range of other agencies through both Swindon and Wiltshire’s Community Safety Partnerships (CSPs), primarily through the various multi-agency working groups established to lead on specific themes within the partnerships, including early intervention and violence reduction, and communities’ sub-group. As well as the CSPs, the portfolio’s strategic commissioning lead sits on the executive board for the Youth Justice Service in both areas, working with multi-agency partners to support young offenders and provide interventions to divert them from continued engagement with the criminal justice system.

COMMUNITY SAFETY & YOUTH PORTFOLIO DELIVERY IN FY23-24

76. **Serious Violence Duty:** The establishment of the Serious Violence Duty (SVD) in January 2023 placed a number of statutory duties on specified authorities (police, health, probation, youth justice services, fire and local authorities) to work in partnership to reduce serious violence. The PCC has duty to convene these

authorities, as well as other key stakeholders such as prisons and education providers, in order to develop and then publish a strategic needs assessment to better understand the causation factors of serious violence in the area and which cohorts are most at risk, and then develop a local response strategy which outlines what action the partnership will take to tackle these issues. Both of these documents had to be published by the end of January 2024 in order for the area to be compliant with the Duty.

77. Early in FY23-24 a joint executive group of both Swindon and Wiltshire Community Safety Partnerships agreed the establishment of a joint steering group with membership from the specified local authorities to lead the delivery of the Serious Violence Duty work. This group is chaired by the OPCC's strategic commissioning manager for this portfolio and beneath it sits the respective violence reduction sub-groups for both Swindon and Wiltshire who are focused on the tactical delivery of interventions to reduce serious violence in their areas.
78. The joint steering group agreed that the OPCC would undertake recruitment for the role of a Serious Violence Duty Coordinator to support the partnership work and development of strategic needs assessment and response strategy and this was completed by May 2023. The appointment of this post has been critical in delivering the work through FY23-24 to very demanding timescales, particularly given the relative immaturity of the partnership arrangements when compared to other police forces areas who have long established violence reduction units.
79. The joint steering group has met regularly through the year and extensive work has been undertaken across specified authorities and other key stakeholders to identify relevant data and evidence for inclusion on the strategic needs assessment. This has been a challenge for some specified authorities and reflects a gap in both community safety partnerships regarding the collation and analysis of data to support strategic assessments. Despite these challenges, both products required by the Duty were agreed by the joint steering group and published prior to the end of January deadline, meaning Swindon and Wiltshire are compliant with the Serious Violence Duty.
80. **Serious Violence Reduction Delivery:** As well as developing the strategic needs assessment and local response strategy, the portfolio team has delivered a range of interventions to reduce serious violence, recognising that as a partnership we couldn't afford to wait for the needs assessment and strategy before taking action. Therefore, during FY23-24 the portfolio team have commissioned a range of interventions to support children and young people and aimed at diverting those most at risk away from entry into the criminal justice system, as well as supporting those professionals engaged with children and young people:
 - a. Focussed deterrence is an evidence-based approach proven to work across the country where intense support and mentoring is provided to young people at high risk of being involved in serious violence. The project provides specific and targeted support to identified individuals who police and children services know are at significant risk of exploitation or may already be involved in gang activity. The interventions are provided with engagement from a range of support services and family members, working

- to address the cause of the child's risk-taking behaviour. Two projects were launched in FY23-24; one working in Swindon and another in Devizes targeting known gang members who have been involved in serious violence.
- b. Blunt Truth is a schools-based intervention using police and NHS staff to highlight the risks and dangers of carrying knives to teenage children – approximately 1400 children have received this intervention so far this year.
 - c. Street Doctors is an intervention specifically for children who are already engaged with youth justice teams who are at greater risk of being the perpetrators or victims of serious violence. Street Doctors works with these small groups of children to educate them on how to treat and respond to injuries from sharp weapons or head injuries caused by violence, using reachable teachable moments to highlight the risks of engagement in gang activity and reduce their risk-taking behaviour.
 - d. WAY Beacons is an award-winning project (NHS England, South West, IPC Awards) that aims to break the cycles of hospital readmissions crime, violence, and risk-taking behaviour by engaging with young people aged between 11-25 at a reachable moment within hospital by trained professionals and connecting them to ongoing support within their community. This provision has been rolled out in Great Western Hospital in Swindon in partnership with the NHS and Swindon Youth Justice Service.
 - e. Education Other Than At School (EOTAS) mentoring is an evidenced early intervention provision to children and young people aged 11-17 attending EOTAS in Swindon. The provider WAY has delivered a mentoring programme for 16 young people who are transitioning from EOTAS and are 'at risk' of being unemployed and not receiving an education or vocational training. This provision is designed to provide wellbeing support, as well as signposting to training and other opportunities to improve young people's outcomes.
 - f. Trauma informed practice training for professionals has been delivered to support their understanding of the impact of exposure to trauma has on an individual's neurological, biological, psychological and social development. We know that many children, young people and adults involved in serious violence have previously been exposed to trauma and this is likely to be a contributory factor in their behaviour. Therefore, this training for professionals and leaders in public bodies delivering engagements and interventions with these cohorts is designed to improve the way in which they engage with people affected by trauma and lead to better outcomes.

81. These interventions have been funded through a combination of Serious Violence Duty grant money and through the PCC's commissioning budget.

82. **Safer Streets Fund – Round 5:** In July 2023 the Home Office announced the details of the fifth round of Safer Streets funding to tackle violence against women and girls, anti-social behaviour and neighbourhood crime. The lead agency for this round of funding was Police & Crime Commissioners and in Wiltshire and Swindon the portfolio team worked at pace with key partners to develop a series of 12 proposals to commence delivery once funding from the Home Office was confirmed. This was received in late October 2023 but subsequent changes to the available funding was made in December by the Home Office, as part of a wider announcement on police funding. As a result Wiltshire OPCC received £0.463m

for FY23-24 and £0.355m for FY24-25 (a reduction from the original sum of £0.535m originally confirmed for FY24-25). The portfolio team completed the recruitment of a Safer Streets Programme Coordinator who has worked at pace with providers to mobilise and launch the 12 projects to ensure delivery of outcomes within the required timescales.

83. Youth Voice: The Youth Commission enables young people aged 14-25 to support, challenge and inform the work of the Police and Crime Commissioner for Swindon and Wiltshire. The young people involved are able to gain new knowledge, skills and experiences, and have their say on crime and policing issues that matter most to them and their peers. Their report to the Commissioner in 2023 has informed a range of work undertaken both within Wiltshire Police and the OPCC, as well as with partners, and builds on the voice of young people captured through other channels and by other stakeholders.

84. The focus during FY23-24 for the Youth Commission has been serious violence and what police and other agencies can do to reduce and prevent it as part of the new Serious Violence Duty. A series of sessions has taken place with the Youth Commission through FY23-24, hosted by the OPCC, Wiltshire Police and the Youth Justice Services in both Swindon and Wiltshire. Topics have included knife crime, joint enterprise, gang violence and exploitation, the Serious Violence Duty, stop and search, hate crime, prevention and diversion, domestic abuse, reporting crime and making complaints. The findings of these sessions will be presented in a report to the Commissioner and a range of stakeholders, including senior Wiltshire Police officers in March 2024 at the Big Conversation conference. The findings will be key to informing the way in which the OPCC, police and partners engage with young people in the future to reduce serious violence in our communities.

85. Tackling Anti-Social Behaviour: The portfolio team have worked with partner agencies through the Community Safety Partnerships in Swindon and Wiltshire to continue to improve the coordinated response to incidents of anti-social behaviour across the Force area. In FY23-24 this included the rollout of the ASB toolkit to both Community Safety Partnerships and the publication of the Community Remedy for Wiltshire and Swindon. The Community Remedy is a list of potential consequences that first time and low-level offenders may face and is used as an opportunity for early intervention and diversion when dealing with an adult or child offender who has accepted responsibility or admitted their part in anti-social behaviour, while also providing victims of anti-social behaviour with a route for swifter justice.

COMMUNITY SAFETY & YOUTH PORTFOLIO PLANS FOR FY24-25

86. FY24-25 Funding: The portfolio is funded by the PCC's commissioning budget and Home Office grants from the Serious Violence Duty and Safer Streets Round 5. In FY24-25 the values of these funding streams are:

- a. PCC Commissioning Budget: £0.352m
- b. Serious Violence Duty: £0.249m
- c. Safer Streets Round 5: £0.355m

87. FY24-25 Service Commissioning: The portfolio's core activity in FY24-25 will continue to be delivering the range of engagements, interventions, diversionary activities and support for children and young people. This will be done collaboratively alongside relevant partner agencies and will include the ongoing delivery of the serious violence strategy. Services commissioned include:

- a. Premier League Kicks which provide football related interventions for young people in Swindon and north Wiltshire to reduce their involvement in anti-social behaviour
- b. A range of targeted interventions to reduce serious violence as part of the partnership approach to discharging the requirements of the Serious Violence Duty; including continued delivery of school intervention programmes, navigators in A&E settings to engage with victims of serious violence, targeted mentoring for the most at-risk young people and Focused Deterrence projects in Swindon and Devizes with options to look at expanding this provision more widely
- c. In addition to the above the OPCC will continue to provide funding to Swindon and Wiltshire Youth Justice Services as part of PCC's statutory duties

88. Safer Streets Fund – Round 5: The programme commenced in FY23-24 with all 12 projects now underway. Delivery will continue in FY24-25 with all projects planned to complete before the end of March 2025. Projects in the programme include:

- a. Night time economy wardens in Salisbury and Trowbridge focused on tackling anti-social behaviour and violence against women and girls
- b. Additional CCTV in Chippenham and Salisbury through their town and city councils
- c. Target hardening in burglary hotspots to support vulnerable people through the Bobby Van Trust
- d. Large programme of detached youth work and targeted mentoring for young people in Swindon, Chippenham and Salisbury to reduce the risk of their involvement in criminality, anti-social behaviour and gang violence
- e. Targeted support for the Clear, Hold, Build initiative in Swindon focused on mentoring for the most at risk individuals in the target area, and a dedicated outreach worker to support the most vulnerable sex workers in the target area

89. Youth Voice: The contract with the third-sector provider who has facilitated the Youth Commission for the past three years ends in March 2024, so procurement is being undertaken for a new service which is currently out to the market. The specification for the new service has been updated to reflect the need to engage through multiple channels with a diverse community of young people and how this work should compliment the activities by other partner agencies to capture the lived experience of young people to inform the design of their services. The new youth voice service is planned to go live in June 2024 following the outcome of the PCC election.

90. **Tackling Anti-Social Behaviour:** In February 2024 the Home Office announced the provision of funding for PCC's to invest in ASB hotpot patrolling within their Force areas for 12 months from April 2024. This funding is available specifically to fund additional patrols by police officers and PCSOs, or other partner agencies (such as local authority wardens). Extensive work is required to map the hotspots and design the patrol plans which meet the requirements of the grant and the OPCC is leading this work alongside the Force and partner agencies.
91. **Summary:** The Community Safety & Youth portfolio addresses a number of the priorities and deliverables set out in the Police & Crime Plan and the Community Safety Partnership strategies in both Swindon and Wiltshire, and the OPCC will provide regular updates on progress through the quarterly performance reports to the Police and Crime Panel.

PCC COMMUNITY ACTION FUND – DELIVERY IN FY23-24 AND PLANS FOR FY24-25

92. In FY23-24 the OPCC relaunched the Commissioner's Community Action Fund which offers grants up to £5,000 to local organisations and charities to support delivery of activities which align with the priorities set out in the Police and Crime Plan. Working closely in partnership with the Wiltshire Community Foundation who administer the fund, the application process was redesigned to make it even more accessible for smaller groups to apply and enable multiple opportunities to apply for funding throughout the year. Funded by proceeds from the Police Property Act, the funds available has come from auctioning any unclaimed property that has been recovered following a crime.
93. Over the course of FY23-24 the Action Fund awarded £89,895 to 22 organisations through three bidding rounds. The outcomes of these awards range from provision of a variety of youth engagement and intervention work across Swindon and Wiltshire, to supporting Community Hubs who help vulnerable and elderly residents avoid becoming victims of crime, to counselling services for trauma victims and alert bands for dementia sufferers to improve their safety.
94. Building on the success of the Action Fund in FY23-24 we plan to grant further funds in FY24-25 and work with previous recipients of funding to consider longer term commissioning of services where that might be appropriate, or to fill a gap in existing service provision.

RECOMMENDATION

95. PCP members are asked to note the report.



Police and Crime Panel Forward Work Plan – 2024

Please note: this is a working document which is subject to change

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Date	Venue	Items
Thursday 27 June 2024, 10:30am	Pump Room, The Enterprise Network, Salisbury	<ul style="list-style-type: none"> • PCC Update • Quarterly Plan Delivery Update • Communications

Agenda Item 11



<p>Thursday 26 September 2024, 1:30pm</p>	<p>Committee Room 6 Swindon BC Offices</p>	<ul style="list-style-type: none"> • PCC Update • Quarterly Plan Delivery Update • Communications
<p>Thursday 14 November 2024, 10:30am</p>	<p>Committee Room 6 Swindon BC Offices</p>	<ul style="list-style-type: none"> • PCC Update • Quarterly Plan Delivery Update • Communications

Meeting	Police and Crime Panel
Date	7 March 2024
Report Title	Future Police and Crime Panel topics - discussion
Report presented by	Naji Darwish, OPCC CEO

1. Background

- 1.1. The OPCC provides specific updates to Police and Crime Panel (PCP) across its policy and commissioning work to assist the PCP to discharge its duties to scrutinise and support the work of the PCC and his Police and Crime Plan. These briefings covered a range of topics identified in the Police and Crime Plan and are selected by the PCP.
- 1.2. As in 2023 the PCP Chair has requested the OPCC propose a long list of strategic briefing topics for the PCP to select as future agenda items across the PCP forward plan. During 2022&23 the PCP was presented with briefings on Youth justice interventions, Victims and vulnerability, reducing reoffending and local policing.
- 1.3. The following long list of possible strategic briefing topics for 2024-25 are:
 - Community Safety Partnerships – progress and priorities
 - Neighbourhood Harm Reduction – progress and priorities of Force team
 - Reducing reoffending – progress against strategy
 - Rural Crime – strategy and progress
 - Road Safety – the new strategy and delivery plan with performance metrics
 - Work to reduce ASB - strategy and progress
 - Young Victims service – service presentation and Impact
 - Serious violence – new duty and partnership activity
 - Scrutiny panels & IAGs - Out of Court Disposals, Use of Force and Stop and Search
 - Support to victims of sexual offences – service presentation and Impact
 - Police Aviation – current work to improve effectiveness and efficiency

2. Recommendation

- 2.1. The PCP are asked to identify topics that are of particular interest for the next municipal year. It is recommended to identify one session for each full PCP meeting (not including budget setting meetings in January/February.)

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