Wiltshire Council

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Swindon BOROUGH COUNCIL

AGENDA

Meeting:	**WILTSHIRE POLICE AND CRIME PANEL**
Place:	**Assembly Room, Town Hall, Devizes**
Date:	**Thursday 16 September 2021**
Time:	**10.00 am**

Please direct any enquiries on this Agenda to Kevin Fielding, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01249 706612 EXT 21612 or email kevin.fielding@wiltshire.gov.uk

The Panel welcomes contributions from members of the public

Statements
If you wish 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. Speakers are permitted to speak for up to 3 minutes on any agenda item. Please contact the officer named on the front page of this agenda for any further clarification

Questions
Members of the public are able to ask questions in relation to the responsibilities and functions of the Panel at each meeting. Those wishing to ask questions are required to give notice of any such questions in writing to the Head of Democratic Services at Wiltshire Council no later than **5.00 pm** on **Friday 10 September 2021**

Please contact the officer named on the front page of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent

Membership:

Cllr Junab Ali - Swindon Borough Council – (Chairman)
Cllr Abdul Amin - Swindon Borough Council
Mamie Beasant - Co-Opted Independent Member
Cllr Steve Bucknell - Wiltshire Council
Cllr Daniel Cave – Wiltshire Council
Cllr Caroline Corbin - Wiltshire Council
Cllr Ross Henning - Wiltshire Council
Cllr Vinay Manro - Swindon Borough Council
Cllr Brian Mathew - Wiltshire Council
Cllr Tony Pickernell - Wiltshire Council
Anna Richardson - Co-Opted Independent Member
Cllr Rich Rogers - Wiltshire Council

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Please see the agenda list on following pages for details of deadlines for submission of questions and statements for this meeting

For extended details on meeting procedure, submission and scope of questions and other matters, please consult Part 4 of the council's constitution.

The full constitution can be found at this link.

For assistance on these and other matters please contact the officer named above for details

Covid-19 safety precautions for public attendees

To ensure COVID-19 public health guidance is adhered to, a capacity limit for public attendance at this meeting will be in place. **Please contact the officer named on this agenda no later than 5pm on Wednesday 15 September if you wish to attend this meeting**

To ensure safety at the meeting, all present at the meeting are expected to adhere to the following public health arrangements to ensure the safety of themselves and others:

- Do not attend if presenting symptoms of, or have recently tested positive for, COVID-19

- Wear a facemask at all times (unless due to medical exemption)

- Maintain social distancing

- Follow one-way systems, signage and instruction

Where is it is not possible for you to attend due to reaching the safe capacity limit at the venue, alternative arrangements will be made, which may include your question/statement being submitted in writing

AGENDA

Part I

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

1   **Apologies for Absence**

2   **Minutes** *(Pages 5 - 10)*

To confirm the minutes of the meeting held on Thursday 10 June 2021

3   **Declarations of interest**

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

4   **Chairman's Announcements** *(Pages 11 - 12)*

* Panel members discussion document

5   **Public Participation**

The Panel welcomes contributions from members of the public

Statements

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6   **Introduction of the New Police and Crime Commissioner**

Philip Wilkinson, OBE – Police and Crime Commissioner

7   **Quarterly data (Q1) - Performance** *(Pages 13 - 58)*

Philip Wilkinson, OBE – Police and Crime Commissioner &
Kieran Kilgallen – Chief Executive, OPCC

8   **Risk Report and Register** *(Pages 59 - 70)*

Philip Wilkinson, OBE – Police and Crime Commissioner &
Kieran Kilgallen – Chief Executive, OPCC

9   **Draft Annual Report 2020/2021** *(Pages 71 - 96)*

Philip Wilkinson, OBE – Police and Crime Commissioner &
Naji Darwish – Deputy Chief Executive, OPCC

10   **Forward Work Plan** *(Pages 97 - 100)*

To note the forward work plan

11   **Future meeting dates**

To note the future meeting dates below:

- Thursday 16 December 2021 – Swindon Borough Council Offices

- Thursday 13 January 2022 – venue to be confirmed

- Thursday 3 February 2022 - venue to be confirmed

- Thursday 10 March 2022 - venue to be confirmed

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

Wiltshire Police and Crime Panel

MINUTES OF THE WILTSHIRE POLICE AND CRIME PANEL MEETING HELD ON 10 JUNE 2021 AT COUNTY HALL, BYTHESEA ROAD, TROWBRIDGE, BA14 8JN.

Present:

Cllr Junab Ali (Chairman), Cllr Abdul Amin, Cllr Steve Bucknell, Cllr Daniel Cave, Cllr Caroline Corbin, Cllr Ross Henning, Cllr Brian Mathew, Cllr Tony Pickernell, Anna Richardson and Cllr Rich Rogers

Also Present:

Kieran Kilgallen – OPCC
Naji Darwish – OPCC
Chris McMullen – OPCC

Kevin Fielding – Wiltshire Council

1   **Election of Chairman / Vice Chairman**

Cllr Junab Ali was elected PCP Chairman.

Cllr Ross Henning was elected PCP Vice-Chairman.

2   **Apologies for Absence**

Apologies were received from Mamie Beasant - Co-Opted Independent Member.

3   **Declarations of interest**

There were no declarations of interest.

4   **Temporary changes on the OPCC and policing governance**

Kieran Kilgallen – Chief Executive, OPCC advised that legislation stated that after a two-month period, beginning on the day after polling day lapsed a vacancy for a new Police and Crime Commissioner would arise. Therefore, preparations would now begin to hold an election on 19 August 2021.

It was noted that a vacancy would arise on 12 July 2021 and that the panel must appoint someone to be the acting Police and Crime Commissioner from the OPCC staff. In the meanwhile, work would continue as normal in the OPCC office.

That a meeting had been held with the outgoing Police and Crime Commissioner – Angus Macpherson and the outgoing Deputy Police and Crime Commissioner – Jerry Herbert where it was agreed to delegate the ongoing OPCC business to officers so that business could continue until the new Police and Crime Commissioner was elected on the 19 August 2021, with an extension of financial limits from 100k to 250k.

That there would be no changes to operational policing during this period.

The Chairman advised that due to the on-going PCC issues, the panel would need patience as it carried out its duties over the next few months.

The Chairman thanked Kieran Kilgallen for his update.

5   **Update on May 2021 PCC Election**

Perry Holmes – Director Legal and Governance, Wiltshire Council advised that following the result of the election of the Police and Crime Commissioner on Thursday 6 May 2021, Cllr Jonathon Seed was declared as the Police & Crime Commissioner for Wiltshire. The election was administered in accordance with all relevant legislation and regulations. Cllr Seed had now publicly indicated that he would not take up that office.

The legislation stated that after a two-month period, beginning on the day after polling day lapsed, a vacancy would arise. Therefore an election would be held within 35 days, and preparations were now being carried out to hold an election on Thursday 19 August 2021.

Given that we were now following a legal process and as Wiltshire Police had asked Thames Valley Police to conduct an investigation into the circumstances surrounding the 2021 Wiltshire and Swindon Police and Crime Commissioner election, it would be inappropriate for to provide any further comment at this time.

It was agreed that a vacancy would arise on 12 July 2021 and that the panel must appoint someone to be the acting Police and Crime Commissioner from the OPCC staff.

Decision

- **That the Wiltshire Police and Crime Panel appointed Kieran Kilgallen – Chief Executive, Office of the Police and Crime Commissioner as the acting Wiltshire Police and Crime**

Commissioner from the 11 July 2021, until the election on the 19 August 2021

The Chairman thanked Perry Holmes for his update.

6   **Quarterly data (Q4)- Performance**

Kieran Kilgallen – Chief Executive, OPCC presented the report for data reported for Quarter 4 - Performance Overview which was contained in the agenda pack.

Points made included:

Priority One: prevent crime and keep people safe

Crime Volume

- Volume of Crime for Wiltshire was reporting the second lowest nationally and the same within our most similar group (MSG)

- 50.8 crimes were reported for every 1000 residents in the county of Wiltshire ,significantly below the MSG average of 63.9

- Average reported national decrease was 12.7%; South West Region average reduction of 12.7%; MSG average reduction of 9.1%. Just one force nationally reported an increase within the same time period

- Wiltshire Police reported a 15.9% reduction in the volume of crime for the 12 months to March-21 compared to the previous 12 months, 3.2% above the average national increase

- Wiltshire's crime volume was demonstrating a long term decreasing trend with significant reductions in the following crime groups; Shoplifting and community based offences such as theft offences, residential burglary, burglary business and community, criminal damage, vehicle offences, bicycle theft and theft from a person. In terms of increase Wiltshire had experienced recent increases in public order offences and stalking and harassment albeit the volume of the increases remains low

Crime Recording Compliance

- For the end of Quarter 4 2020-21 our Crime recording compliance had reached 96.4% and had seen a significant increasing trend over the last 12 months

- The improvement of our crime recording compliance had been a 2-3 year journey and the hard work and dedication to this area was now showing within the monthly figures

- That there would be a steady rise in crime as the county progressed out of the lockdown

- An increases in domestic violence and online crime – a symptom of lockdown sadly

Cllr Abdul Amin highlighted the Safer Streets Funding initiative - Panel members were encouraged to apply for Safer Streets Funding, which was available through the Community Safety Partnership

Mental health issues – Salisbury lacking custody suite and mental health beds – Kieran Kilgallen advised that sadly the Bluebell suite in Devizes was always well used, sometimes with out of area admissions, and that call handlers were mental health trained now to help with the triaging process.

Priority Two: protect the most vulnerable in society

Noted – nothing to add

Priority Three: put victims, witnesses and communities at the heart of everything we do

- The outcome rate for Domestic Abuse for the 12 months to Apr-20 is 13.6%. The long term trend is one of reduction, however when looking at the most recent 12 months the outcome rate has been stable. The last 12 months outcome rate has been between 13.5% and 14.3% and is just -0.8% points down year on year

- For the rolling 12 months to April-21 victim satisfaction with the whole experience is 78.1% and showing a stable trend

- Satisfaction with being kept informed for the rolling12 months to April-21 is 67.2% and over the last year we have remained above average.

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

- At the end of Quarter 4 the percentage of ethnic minority workforce (FTE) was reported at 2.8% and since has been reported at 3.0% in April-2021

- Increases in the percentage of ethnic minorities within the workforce is due to both new staff into the organisation and the recent updates gained through our organisational census

- This work involved a survey being cascaded to the organisation for personal information to be completed. Recorded have been updated to reflect individuals characteristics which include diversity

Community Policing Model Resource Measures

Resource Measures

- The number of Specials now stood at 151 compared to 159 last quarter. An intake of 10 Special Constables took place in April 2021 and the future intakes of 10 were scheduled in for June, August and October

- The number of hours contributed for the fourth quarter stands at 13.4 hours per person which continued to be a downward trend. This was anticipated to be linked to the increasing COVID trends, the returning of society norms and the reducing number of Specials

- Amesbury was the concerning area for the last quarter, with an 'at work' percentage of under 55%. This was mainly due to the number of officers abstracted or acting up to cover Sergeant vacancies. A number of officers would be landing in teams in July 2021, and an internal promotion process was due to take place for aspiring Sergeants within June/July which would address the shortfall

Operation Uplift

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

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

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

The Chairman thanked Kieran Kilgallen for the report.

7   **Risk Report and Register - May 2021**

Kieran Kilgallen – Chief Executive, OPCC outlined the report.

The risk register was aligned to the lifespan of the Police and Crime Plan (2017-2021) and had been reviewed in May 2021. The format for the PCC risk register

had been updated with a review of all risk events, mitigation and scoring. This included new risks post the PCC election of May 2021.

The Police and Crime Panel noted the content of the report and the risk register.

8 **Future workplan report**

It was agreed that with a largely new panel make up and a newly elected Commissioner come August 2021, that the PCP Chairman and Vice-Chairman would meet with Kieran Kilgallen and the OPCC team to discuss the direction of the forward work plan.

(Duration of meeting: 10.00 am - 12.05 pm)

The Officer who has produced these minutes is Kevin Fielding of Democratic Services, direct line 01249 706612 EXT 21612, e-mail kevin.fielding@wiltshire.gov.uk

Press enquiries to Communications, direct line ((01225) 713114 or email communications@wiltshire.gov.uk

Discussion document for the September 16th 2021 PCP Meeting in Devizes

Following the PCC election it is important that the priorities that were voiced by all the candidates and voted for in large numbers are captured and used to help the incoming Police and Crime Commissioner develop his own policies going forward. These have been assembled from the manifestos of
Junab Ali, Brian Mathew, Mike Rees and Julian Malins

Dr Brian Mathew, Cllr for Box & Colerne & member of the Wiltshire PCP

Priorities for Wiltshire:

Funding Formula:
- The current under funding of Wiltshire Police by central Government.

The Police Estate:
- A dedicated modern police station for Salisbury. The issue of having a police station and custody centre in Salisbury.
- Retaining the police stations currently for sale. Once they are gone, they will never return.
- Cancelling the sale of Parkfields land in Devizes, which is damaging to wildlife and opposed by residents.
- 'Pop up Cop Shops' where police stations have been closed.

Police Management:
- Improving mental health care both internally while building team morale and externally building on Wiltshire and Swindon's crisis team and the Bluebell Ward, which is a health-based place of safety in Devizes.
- Increasing community policing visibility.
- Improving the current very low detection rate.
- Moving away from the 'crime number culture'.
- Promoting 'Green' Policing – Fast electric cars for e-response & electric bikes for visible neighbourhood policing.
- Wise spending and zero tolerance of corruption in the force.
- Nurturing the support of the law abiding public.

Working with schools and youth:
- Activate and train retired police to volunteer with schools to engage with the pupils. To give talks, show films and act as a trusted ear to help neighbourhood policing teams and the CID tackle county lines drugs gangs, anti-social behaviour and to establish in the minds of the pupils the function and purpose of policing through consent (the 'Peelian' Principles), thus helping to establish a healthy attitude among the young to the Police Force.
- Helping to create facilities to divert youth and young adults away from crime and anti-social behaviour.

Victim Support:
- Giving the victims of crime a higher priority, tasking a senior staff lead to support victims.

- Helping community support networks in relation to domestic abuse, substance misuse, homelessness and similar projects.

Tackling Crime and building community trust:
- Rural Crime - improving rural policing coverage and dealing with farm equipment and livestock theft, and wildlife crime - hare coursing, badger baiting, fox hunting.
- Proper attention to pet theft.
- Giving violence against women and girls more protection and attention.
- A traveller & Gypsy liaison officer to both assist where they are victims of crime and to help coordinate when travellers are believed to have been involved.
- Build a more visible policing presence through a stronger focus on community policing.
- Protect children and the vulnerable.
- Internet fraud. Build more resources to tackle cybercrime.

Speeding and community volunteers:
- Speeding – promoting intelligent speed cameras to target those who seriously endanger all of us, with high speed and often lack of insurance a killer combination. Specifically the recognition of the value of data collected by community speed watch groups using the Auto Speed Watch system (www.autospeedwatch.com), for identifying and targeting repeat serious speeding offenders for Wiltshire Police's own official speed cameras. The lack of support being shown to community volunteers such as CSW, which is causing a lot of disillusionment.

Crown Prosecution Service
- Urgently work to find solutions to the appalling delays in the CPS's schedules post COVID-19 so that victims of crime can be better served with justice and the guilty punished and rehabilitated in much more timely order.
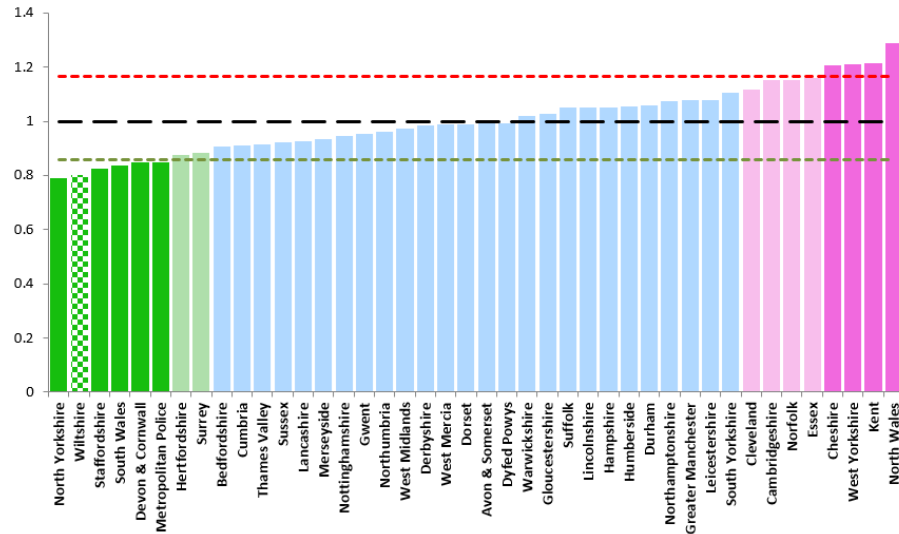
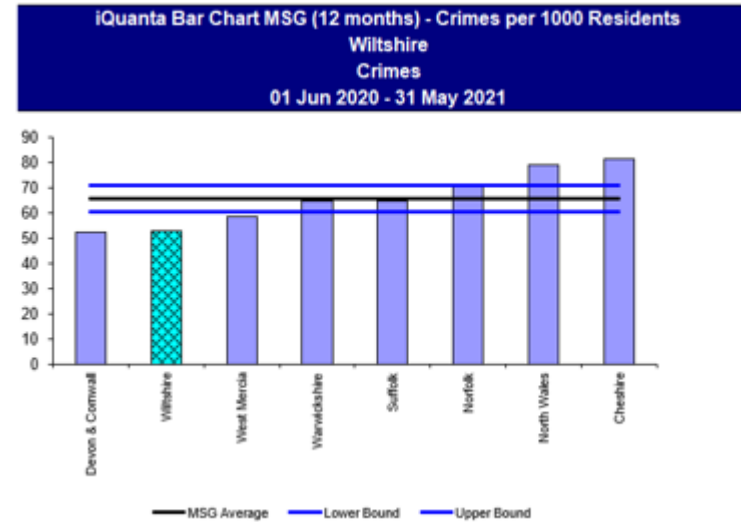# Police and Crime Panel 16th September 2021

Quarter 1 -2021/2022 Performance Overview – by exception

WILTSHIRE POLICE

Proud to serve and **protect** our communities

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Priority One:
Prevent crime and keep people safe

Crime Volume

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

iQuanta Bar Chart MSG (12 months) - Crimes per 1000 Residents
Wiltshire
Crimes
01 Jun 2020 - 31 May 2021

— MSG Average — Lower Bound — Upper Bound

Executive Summary *(reporting period 12m to June-21)*
Data taken from IQuanta

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

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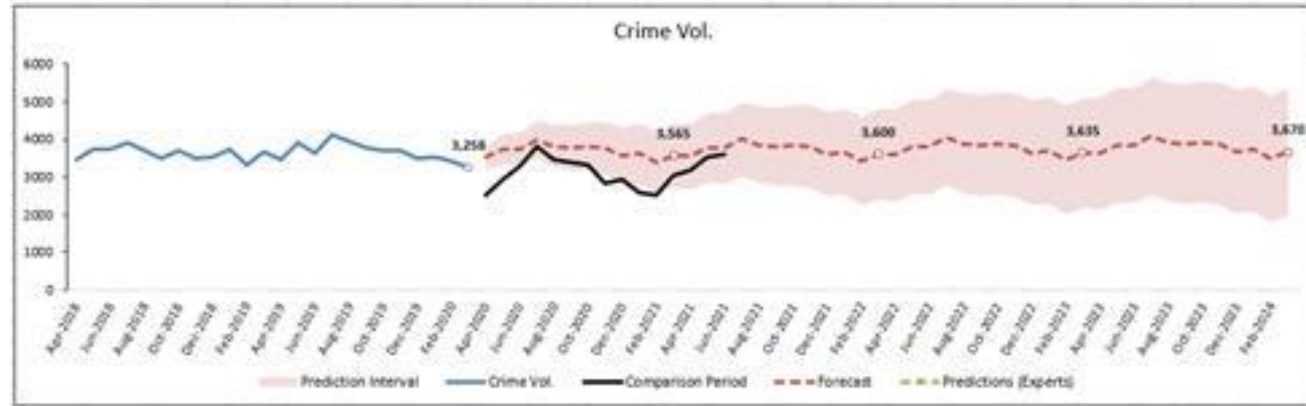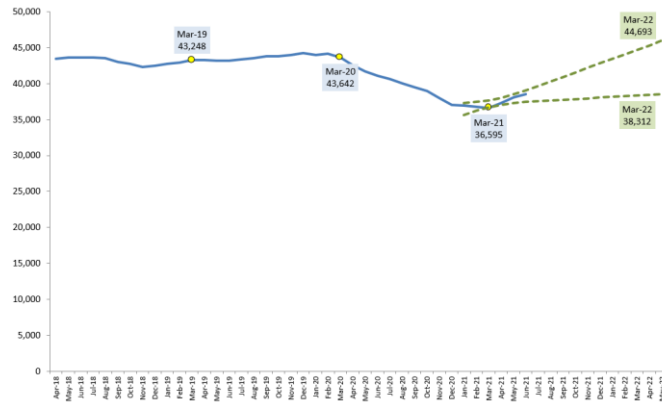
Crime Volume

Executive Summary *(reporting period 12m to June-21)*
Data taken from IQuanta

→ Wiltshire's crime volume is demonstrating a long term stable trend with the most recent months experiencing expected seasonal increases. During quarter one crime volume has been below the forecast when using pre-covid volumes. This enables the force to understand where we were expected to be by removing the exceptional activity as a result of the covid-19 pandemic and the related lockdown periods

→ June-21 volumes reported at 4.1% below where they were forecasted to be. Meaning that our seasonal high so far this year has not been quite as high as expected

→ The rolling 12 month forecast is showing signs of increase in crime volumes. This demonstrates that although Wiltshire are reporting a year on year decrease crime volumes are returning to expected levels now that restrictions have eased considerably and society is opening back up

→ Despite the fact Wiltshire are experiencing these increases, the county of Wiltshire continues to be one of the safest places to live in the country
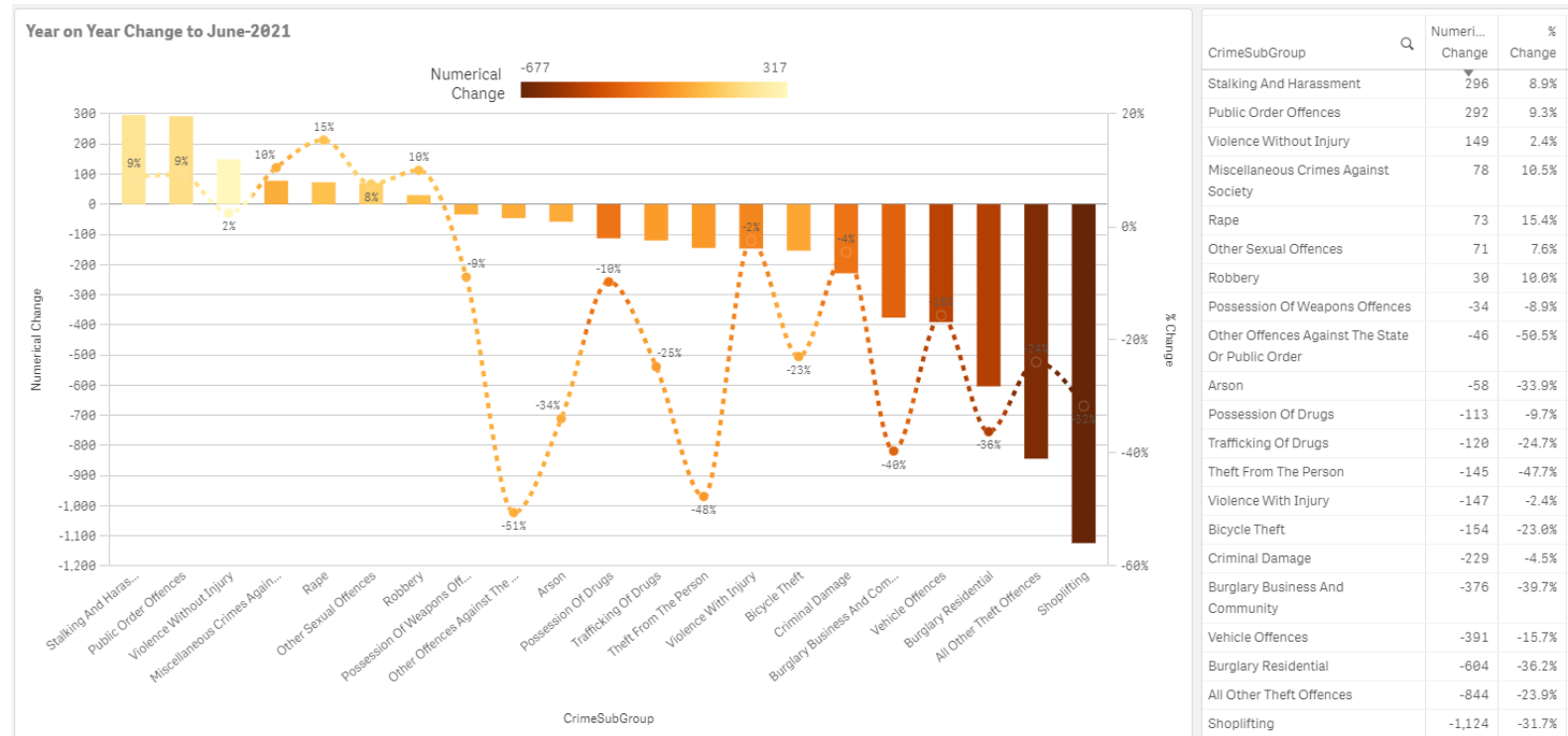
WILTSHIRE POLICE
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Crime Volume

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

→ Year on year the force has experienced significant reductions in the following crime groups; Shoplifting and community based offences such as theft offences, residential burglary, burglary business and community, criminal damage, vehicle offences, bicycle theft and theft from a person
In terms of increase Wiltshire have experienced recent increases in public order offences, stalking and harassment, rape, other sexual offences and robbery, albeit these increases remain low. These crimes are covered in the following slide

→ All crime groups are being observed through a weekly covid-19 monitoring board to ensure any appropriate actions regarding the changes in the forces crime volumes. With monthly exceptions being raised through our Vulnerability and Force Operations Board and Performance board as part of our performance governance structure

CrimeSubGroup	Numeri... Change	% Change
Stalking And Harassment	296	8.9%
Public Order Offences	292	9.3%
Violence Without Injury	149	2.4%
Miscellaneous Crimes Against Society	78	10.5%
Rape	73	15.4%
Other Sexual Offences	71	7.6%
Robbery	30	10.0%
Possession Of Weapons Offences	-34	-8.9%
Other Offences Against The State Or Public Order	-46	-50.5%
Arson	-58	-33.9%
Possession Of Drugs	-113	-9.7%
Trafficking Of Drugs	-120	-24.7%
Theft From The Person	-145	-47.7%
Violence With Injury	-147	-2.4%
Bicycle Theft	-154	-23.0%
Criminal Damage	-229	-4.5%
Burglary Business And Community	-376	-39.7%
Vehicle Offences	-391	-15.7%
Burglary Residential	-604	-36.2%
All Other Theft Offences	-844	-23.9%
Shoplifting	-1,124	-31.7%

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

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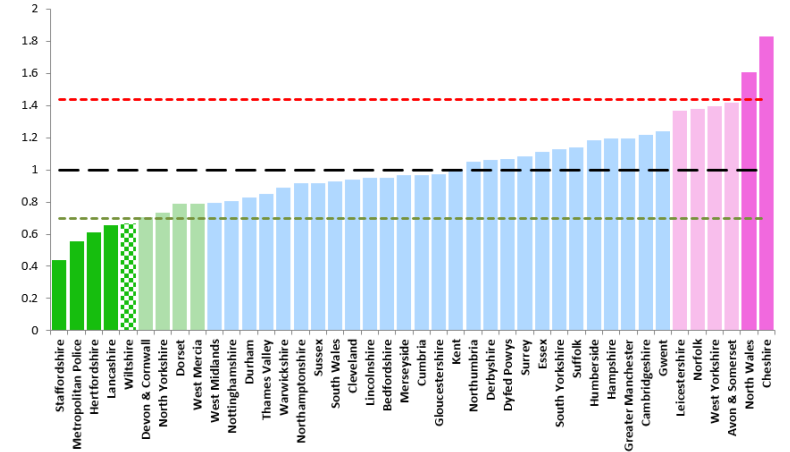
Crime Volume

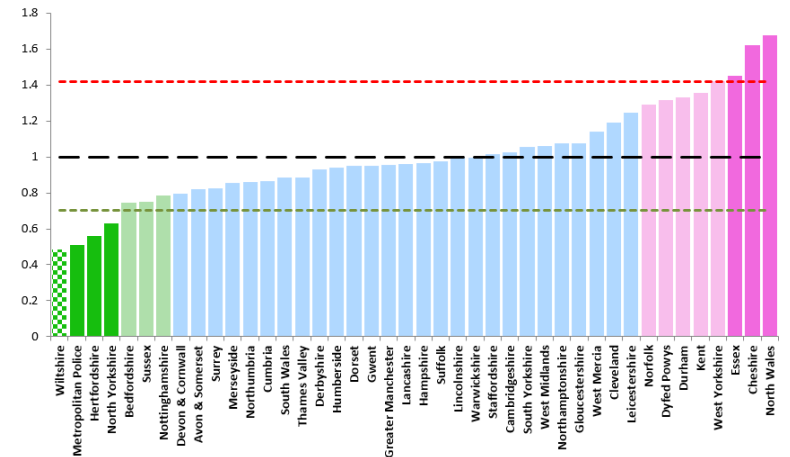**Public Order Offences** *(reporting period 12m to June-21)*
Data taken from IQuanta
→ Wiltshire Police are reporting the fifth lowest nationally for recorded crimes per 1000 residents for Public Order offences and is considered by HMIC to be 'better than peers'
→ 4.94 crimes are reported for every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

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

Wiltshire and Swindon
pcc

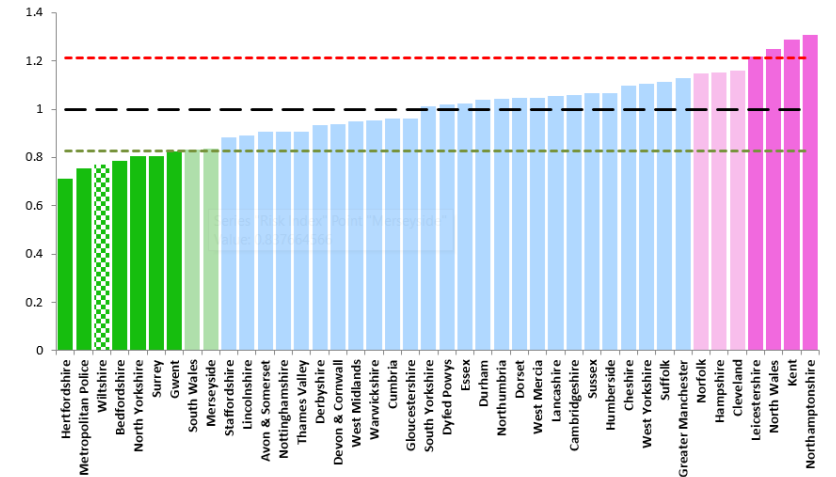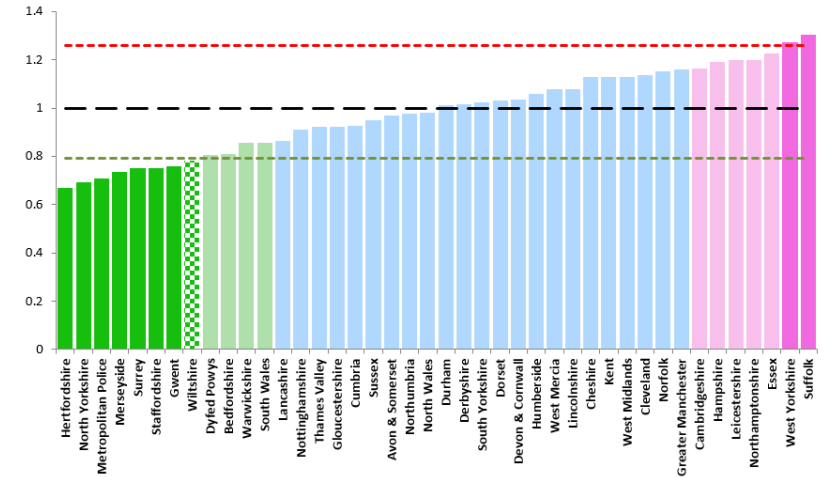## Rape *(reporting period 12m to June-21)*
Data taken from IQuanta

→ Wiltshire Police are reporting the eighth lowest nationally for recorded crimes per 1000 residents for rape and is considered by HMIC to be 'better than peers'

→ 0.78 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 0.99

→ Wiltshire Police reported a +20.6% increase in the volume of rape for the 12 months to June-21 compared to the previous 12 months, 10.7 percentage points greater than the average national increase

→ Average reported national increase is +9.9%; South West Region average increase is +7.8%; MSG average increase is +5.3%

→ 33 Forces nationally also reported an increase in rape

→ A low crime rate per 1000 population may not necessarily correlate with success. As a force we want victims to trust in the police and encourage all victims to report

Other Sexual Offences *(reporting period 12m to June-21)*
Data taken from IQuanta

→ Wiltshire Police are reporting the third lowest nationally for recorded crimes per 1000 residents for other sexual offences and is considered by HMIC to be 'better than peers'

→ 1.36 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 1.77

→ Wiltshire Police reported a +7.5% increase in the volume of other sexual offences for the 12 months to June-21 compared to the previous 12 months, which is in line with the national increases being reported

→ Average reported national increase is +7.8%; South West Region average increase is +10.8%; MSG average increase is +3.3%

→ 28 Forces nationally also reported an increase in other sexual offences

→ A low crime rate per 1000 population may not necessarily correlate with success. As a force we want victims to trust in the police and encourage all victims to report

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Proud to serve and **protect** our communities
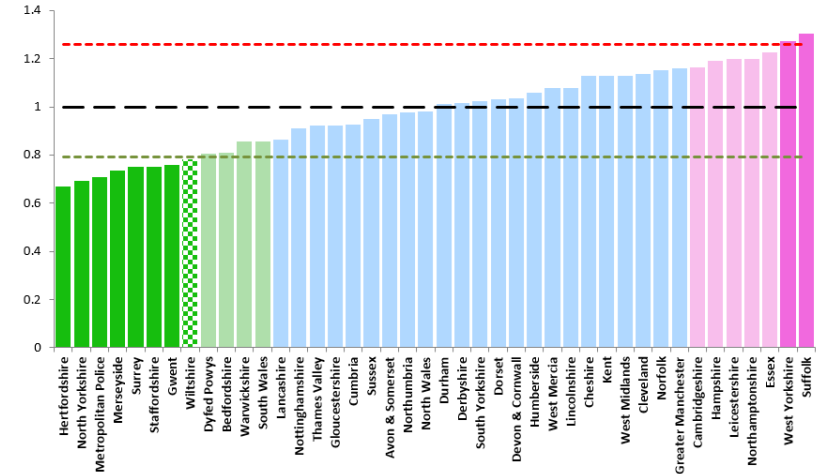
@wiltshirepolice

Crime Volume

Robbery *(reporting period 12m to June-21)*
Data taken from IQuanta

→ Wiltshire Police positioned thirtieth nationally for recorded crimes per 1000 residents for rape and is considered by HMIC to be 'in line with than peers'

→ 0.43 crimes are reported for every 1000 residents in the county of Wiltshire, slightly more than the MSG average of 0.38

→ Wiltshire Police reported a +1.3% increase in the volume of robbery for the 12 months to June-21 compared to the previous 12 months, 22.7 percentage points greater than the average national decrease

→ Average reported national decrease is -21.4%; South West Region average decrease is -12.9%; MSG average increase is -15.9%

→ 3 Forces nationally reported an increase in robbery

→ Analysis has been commissioned to understand the reason for Wiltshire's stable volumes of Robbery which is contradicting the national, regional and MSG trend
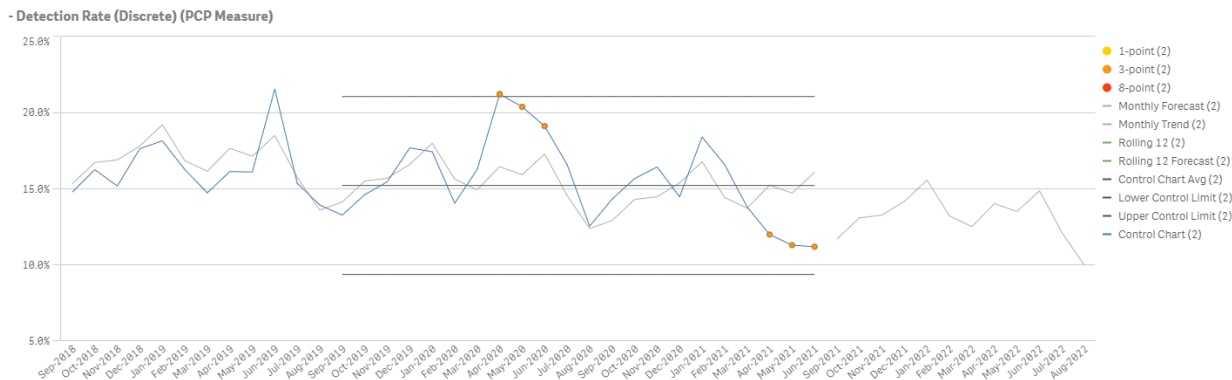
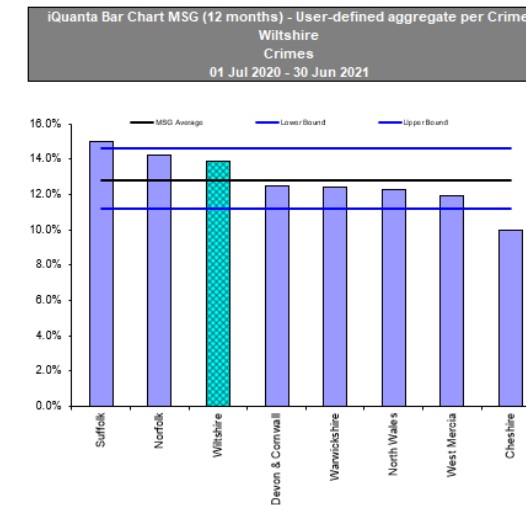# Positive Outcome Rate

Chart One

- Detection Rate (Discrete) (PCP Measure)

Legend:
- 1-point (2)
- 3-point (2)
- 8-point (2)
- Monthly Forecast (2)
- Monthly Trend (2)
- Rolling 12 (2)
- Rolling 12 Forecast (2)
- Control Chart Avg (2)
- Lower Control Limit (2)
- Upper Control Limit (2)
- Control Chart (2)

Chart Two

iQuanta Bar Chart MSG (12 months) - User-defined aggregate per Crime
Wiltshire
Crimes
01 Jul 2020 - 30 Jun 2021

Executive Summary

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

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Positive Outcome Rate continued

Positive Outcome Rate (Detection Rate) By Crime Group

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

Positive Outcome Rate (Detection Rate) By CPT

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

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

Qlik**Q**

Outcomes

Executive Summary continued

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

Special Constable Hours Deployed

- Special constable hours deployed (PCP Measure)
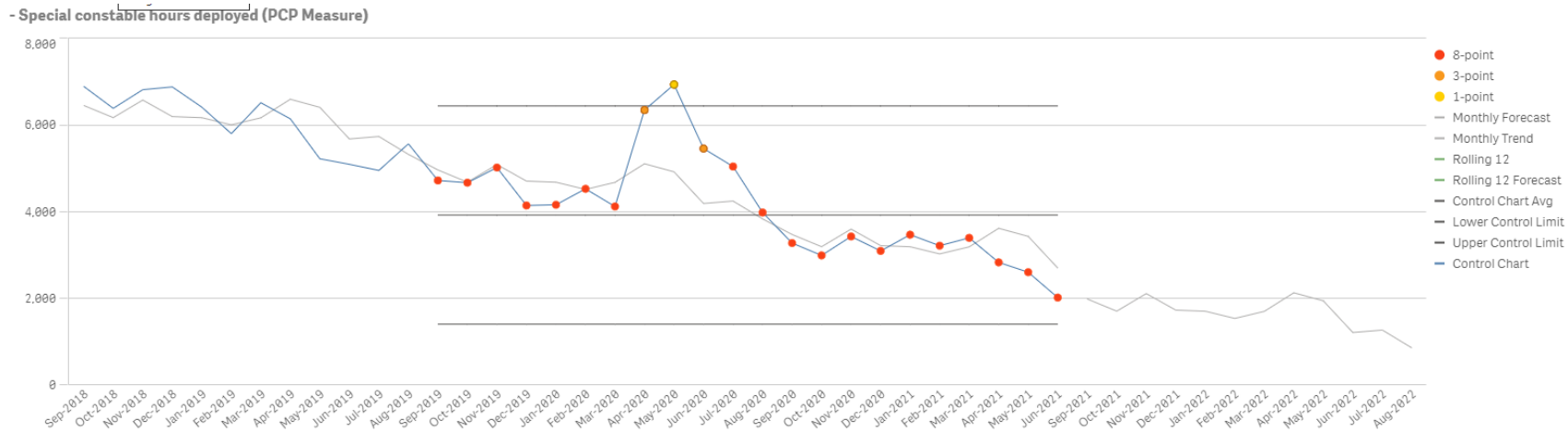
Executive Summary

→ The Force recognises the valuable role volunteers play in supporting local communities and creating strong communities in policing and other areas.

→ Hours delivered by specials demonstrates a ten month statistically below average volume from August 2020 to June 2021, noted in the above chart. This also reflected in the local policing hours delivered by specials, which demonstrated in the chart on the next slide

→ Wiltshire remains one of the highest performing forces nationally in terms of proportion of special constable numbers compared to regular officers, with a current headcount of 127, which currently include 103 active specials

→ Whilst Wiltshire Police do not have the highest total headcount of specials, our special constables regularly work more hours per officer than the region

→ For the year to August-21 active specials have dedicated an average of 28.1hrs a month. Demonstrating true commitment to the role

→ Wiltshire was the first force in the south west region to launch the new special constable Police Education Qualification Framework training course and are on their second intake of specials to be trained through this new framework

→ In January 2021 there were 28.3% of the special constables fully qualified to be independent, this has risen to 51.4% as of July 2021

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Special Constable Hours Deployed continued

- Local policing hours delivered by Specials (Performance Measure)
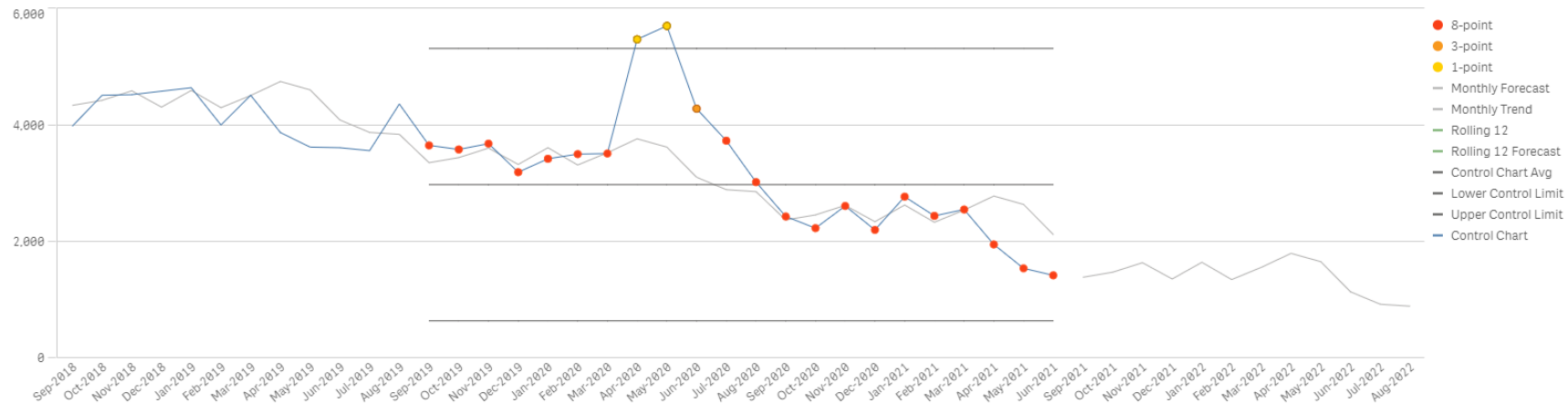
Executive Summary continued

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

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Volume of Cyber Crime

- Volume of Cyber Crime (PCP Measure)
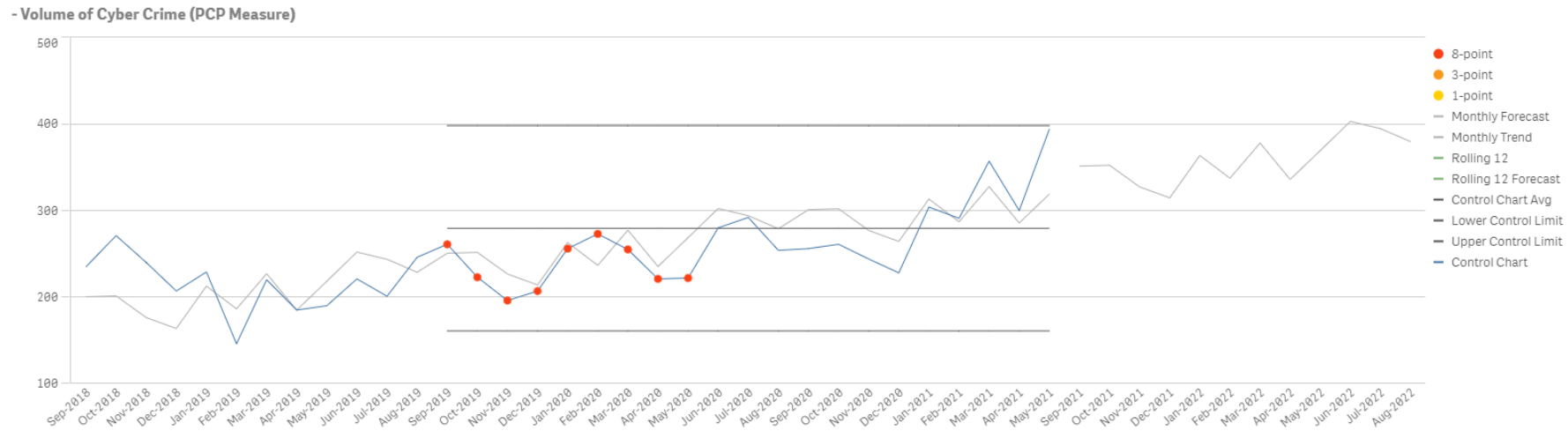
Executive Summary

→ As technology advances, so does the threat of cybercrime. Offenders continue to find smarter ways to commit this type of crime. According to the National Crime Agency (NCA) cybercrime is found in two forms:

"Cyber-dependent crimes can only be committed using computers, computer networks or other forms of information communication technology (ICT). They include the creation and spread of malware for financial gain, hacking to steal sensitive personal or industry data and denial of service attacks to cause reputational damage.

"Cyber-enabled crimes, such as fraud, the purchasing of illegal drugs and child sexual exploitation, can be conducted on or offline, but online may take place at unprecedented scale and speed."

→ At the end of Quarter 1 2021-22, June-2021 reported as an exceptionally high volume at 406. Over the most recent 6 months volumes are demonstrating an increasing trend impacting on the long term trend

→ Over the period of the pandemic and lockdown their has been a national rise in reported crime whilst the public have been required to work from home. With more of society working from home even following the ease of restrictions more traditional crime has diminished but cyber enabled crime has become more of an opportunity

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Volume of Cyber Crime - continued

Executive Summary continued

→ Nationally there has been a continued rise in both areas of reported cyber crime (Cyber dependant and Cyber enabled) this measure shows Cyber Crime as a whole, but there is a split between Cyber Dependant (Ransomware/ DDOS/ Network intrusions etc) and Cyber Enabled (everyday crime enhanced via a computer ie Stalking and harassment, selling stolen goods etc). Both show a continued increase over the past 6-9 months, most notably with Ransomware and Network Intrusion in the Cyber Dependant space and wholesale across the enabled space: from stalking & harassment, online sales, phishing, vishing and the use of cryptocurrency for money laundering.

→ Action fraud is going through a period of change which is affecting dissemination they are moving to an IBM based system which will speed up this process but in the interim is creating a back log being sent into the Cyber Team

→ The Cyber Team continue to focus on increasing the data quality of the flagging of online crime. They have increased interactions with local officers around traditional methods of policing to expand their knowledge in identifying and tackling cyber crime using sophisticated methods resulting in better recording of cyber crime

→ Across the organisation there are 20 officers trained as digital media advisors that provide expert investigative guidance and support and aid in identifying those crimes that may not have been identified. Additional funding has been approved for another 5 officers and to have 4 secondment opportunities between now and the end of the financial year with the intention of upskilling officers in cyber crime

→ Recently the Digital Investigation and Intelligence Unit (DIIU) leadership has been re-structured with in the introduction of a new Detective Chief Inspector to oversee DIIU inclusive of the Cyber Team

→ In the past 12 months there have been internal safety campaigns around the potential for online crime and how to keep yourself safe, which supports the National Enabling Programme supporting all of the changes within our IT systems and new laptop rollout
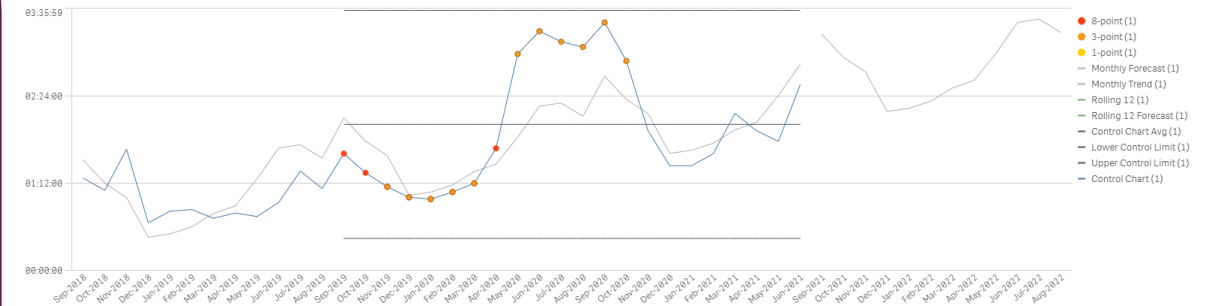
Call Answers Rates:

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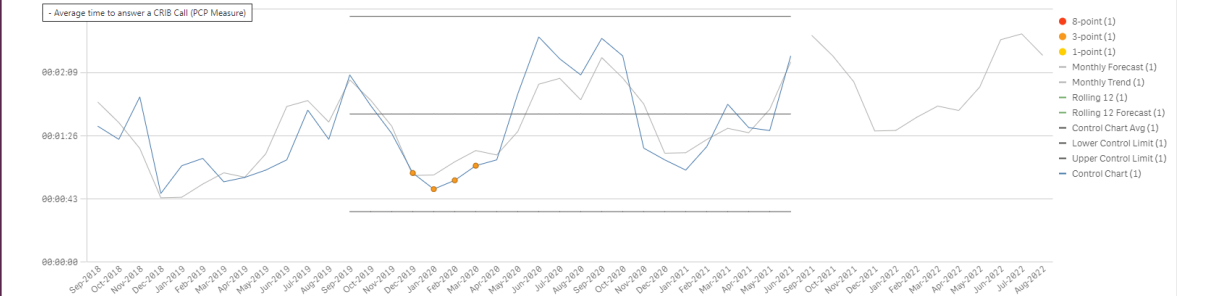- Avg Time to Answer a 999 Call

Executive Summary

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

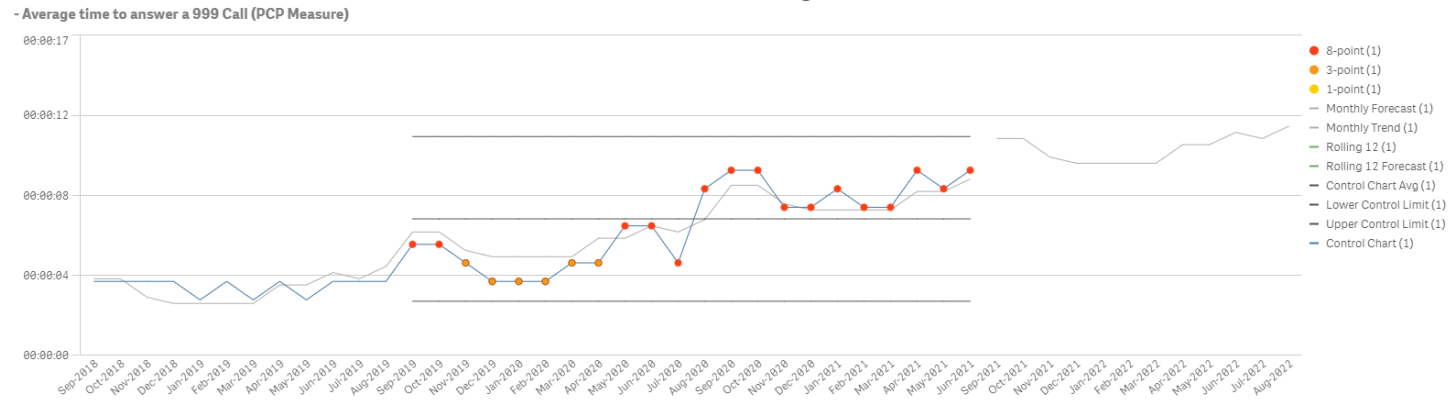**- Abandonment Rate for a CRIB Call (PCP Measure)**

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

Call Answers Rates:

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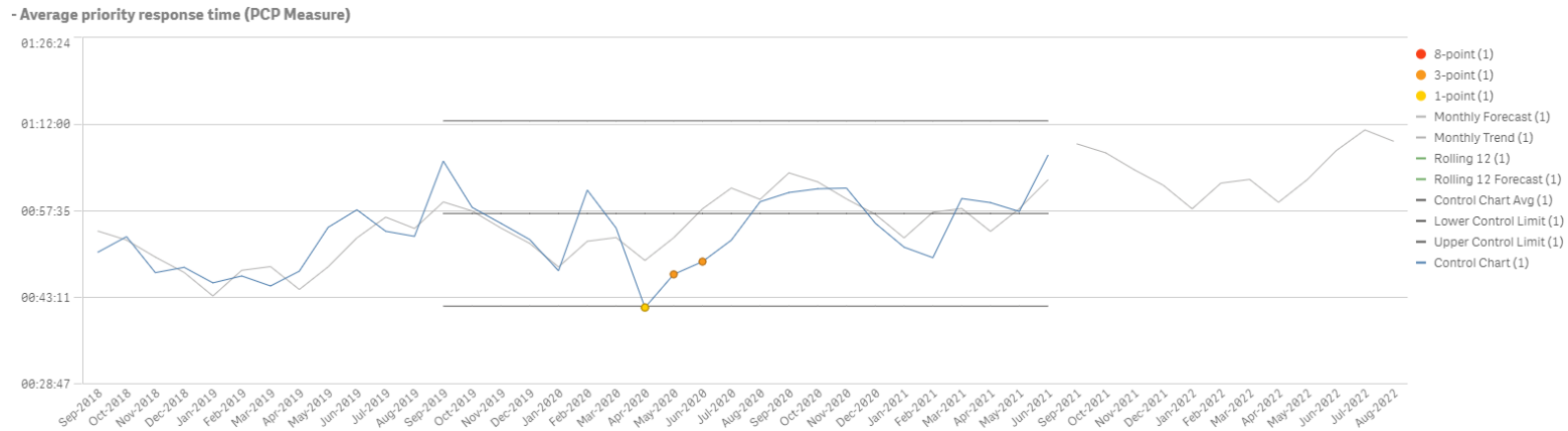- Avg Time to Answer a CRIB Call
- Avg Time to Answer a 999 Call

- Average time to answer a 999 Call (PCP Measure)

Legend:
- 8-point (1)
- 3-point (1)
- 1-point (1)
- Monthly Forecast (1)
- Monthly Trend (1)
- Rolling 12 (1)
- Rolling 12 Forecast (1)
- Control Chart Avg (1)
- Lower Control Limit (1)
- Upper Control Limit (1)
- Control Chart (1)

Executive Summary continued

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

# Response Times : Average Immediate Response Time
Average Priority Response Time

- Average priority response time (PCP Measure)

Legend:
- 8-point (1)
- 3-point (1)
- 1-point (1)
- Monthly Forecast (1)
- Monthly Trend (1)
- Rolling 12 (1)
- Rolling 12 Forecast (1)
- Control Chart Avg (1)
- Lower Control Limit (1)
- Upper Control Limit (1)
- Control Chart (1)

Executive Summary

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

Response Times continued : Average Immediate Response Time
Average Priority Response Time

- Average immediate response time (PCP Measure)
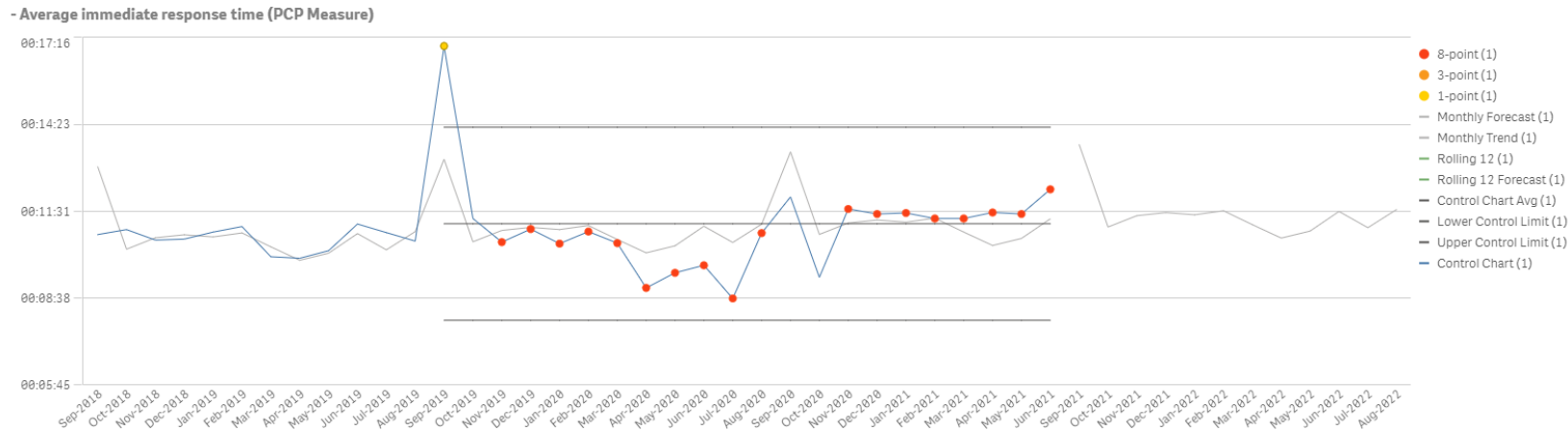
Executive Summary - continued

→ Over the past 12 months we have recorded a median increase of 3min32s per emergency log. Meaning that for each of the 99.1% of 18,025 attended, officers have spent an additional 3mins32s at scene for each emergency incident and although not a significant increase this time accumulatively can have potential knock on effects for responding to incidents

→ Each summer these significant increases in seasonal emergency assistance required by the public can impact the 1 hour SLA required for priority assistance

→ Analysis has shown that the increased average priority response time has been skewed by a small quantity of outlier priority logs being recorded significantly outside the SLA. A dip sample of the priority incidents that were outliers indicated that these increased response times were due to lack of staffing, signifying that increased emergency incidents to attend can cause additional strain on resourcing. 40 new officers are due to land into CPTs in October which will assist in relieving this pressure

→ Swindon is currently undergoing significant amounts of roadworks just outside of and around the Gablecross Police Station area which may also be impacting on response times

→ This exceptional activity has been reported through the Vulnerability and Force Operations Board co-chaired by ACC Deb Smith who has had oversight of resourcing and performance during the summer period. This governance will continue throughout the summer period
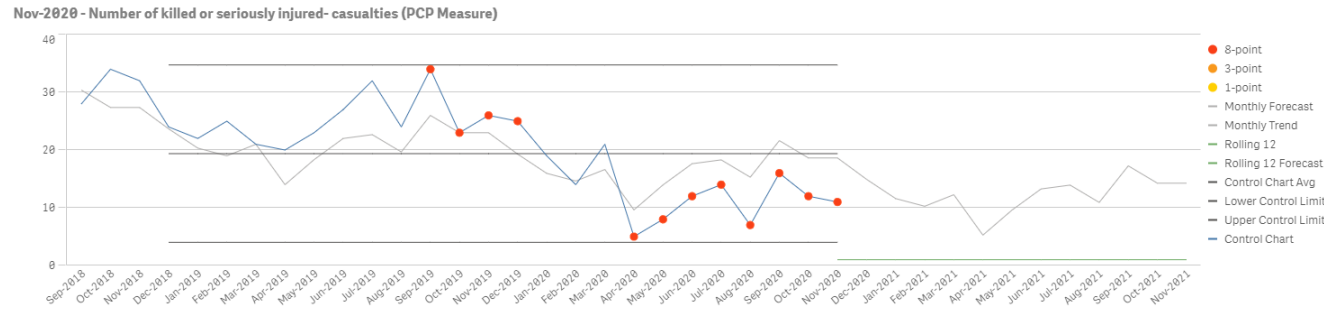
Quality of Full Files

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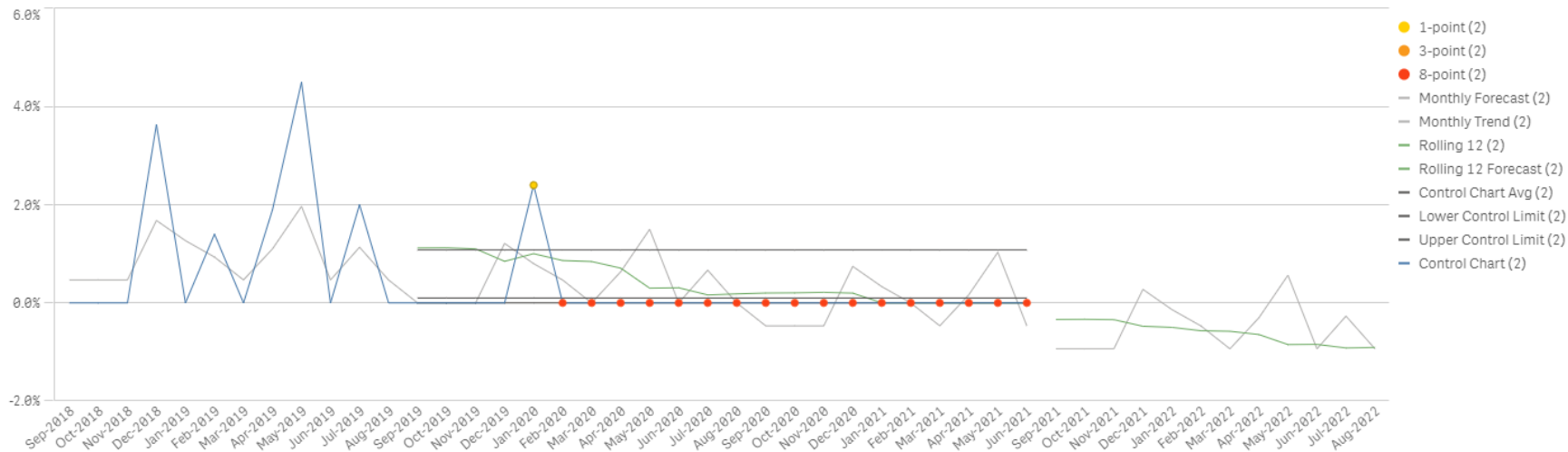
Executive Summary

→ This measure relates to an internal assessment of the quality of full files which the Force submits to the CPS. A full file will be requested by the CPS if a defendant has pleaded not guilty at the first hearing. Consequently, the defendant will be put forward for a trial and a full file will need to be produced to proceed with judicial process
→ Each file is fully assessed using 11 quality measures aligned to the national file standard. If one of those measures does not meet the file standard, the file being reviewed is deemed unsatisfactory
→ The framework which supports this assessment enables managers to learn common errors so that they can target training at individuals, teams or departments
→ There were 125 full files sent to the CPS in quarter one, of which there were only zero files with unsatisfactory gradings
→ This measure has been an area of focus for the justice department and is good to see the efforts are being reflected with sustained improvements over such a significant period of time

Number of Killed or Seriously Injured – Casualties

Nov-2020 - Number of killed or seriously injured- casualties (PCP Measure)

Legend: 8-point, 3-point, 1-point, Monthly Forecast, Monthly Trend, Rolling 12, Rolling 12 Forecast, Control Chart Avg, Lower Control Limit, Upper Control Limit, Control Chart

Executive Summary

→ This is a new measure added to the Police and Crime Plan Scorecard during the 2020 refresh
→ This measure shows the numbers of casualties either killed or seriously injured (KSI) when involved in a collision
→ Normal behaviour would be to report this measure with a 3 to 4 month backlog because of the administrative duties related to recording this data. Over the past year the pandemic has impacted the ability to record this area in a timely way due to significant staff shortages
→ The measure has now been backdated to November-20 and the traffic department of the force criminal justice team are focusing on collating the data up to the 'normal' data lag
→ The above chart demonstrates 8 consecutive months of below average volumes for KSI casualties
→ There were164 KSI casualties for the 12 months to November-20, this is an average of 13.6 a month and a significant reduction from the monthly average in the previous 12 months of 25
→ For the same period 143 KSI were recorded, equating to an average of 1.2 persons involved per collision
→ The reduction in casualties were impacted by the pandemic and the restrictions posed. During this time the amount of vehicles on the roads reduced considerably. As restrictions eased it was expected to see the volumes rise back to 'normal' levels
→ There have been growing concerns following the ease of restrictions that volumes may not only return to expected levels but also exceed those levels. One of the main concerns was that road users may have lost experience on the road on top of other contributing factors for example: aging population, automated vehicles etc
→ However data from our incident system Storm has been monitored during the easing of restrictions and this hypothesis has not come to realisation
→ Data continues to be monitored through the Roads Policing Unit Strategic Threat and Risk Assessment meeting quarterly, chaired by ACC Deb Smith
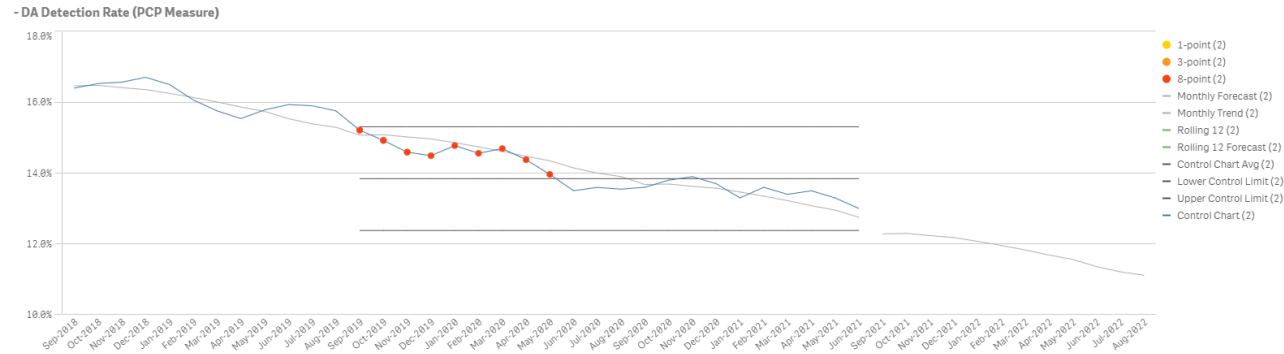
Priority Two:
Protect the most vulnerable in society

No exceptions to be raised

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

Outcome Rate for Domestic Abuse
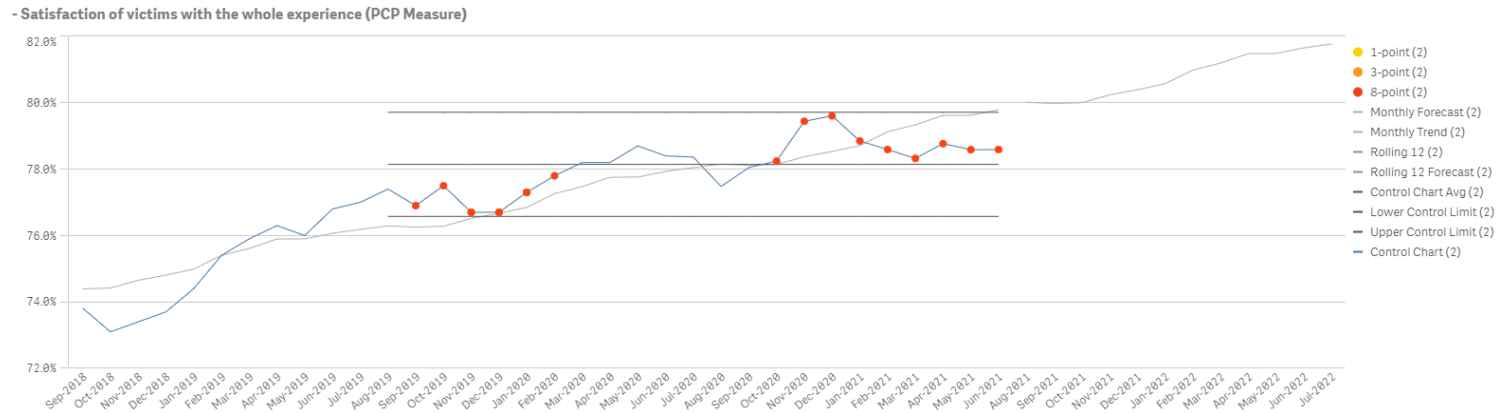
- DA Detection Rate (PCP Measure)

Executive Summary

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

Victim Satisfaction:

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

- Satisfaction of victims with the whole experience (PCP Measure)

Legend:
- 1-point (2)
- 3-point (2)
- 8-point (2)
- Monthly Forecast (2)
- Monthly Trend (2)
- Rolling 12 (2)
- Rolling 12 Forecast (2)
- Control Chart Avg (2)
- Lower Control Limit (2)
- Upper Control Limit (2)
- Control Chart (2)

Executive Summary

→ Satisfaction of victims with the whole experience continues to demonstrate an increasing trend within all surveyed crime groups and for the rolling 12 months to June-21 victim satisfaction with the whole experience is 78.6%, with 9 months consistently above average

→ A source known as Knowledge Hub provides insight into other forces overall satisfaction. The data is not directly comparable with some forces because they are conducting different surveys to victims of differing crimes. When identifying forces which use a similar methodology to Wiltshire the average overall satisfaction to December 2020 is 75.8%

→ Satisfaction with being kept informed for the rolling12 months to June-21 is 69.0%, an exceptional high and the highest recorded in the last 3 years

→ Satisfaction with ease of contact for the rolling 12 months to June-21 is 95.1% and the most recent 5 months have reported consistently above average. This is comforting to see considering the challenges that have been presented due to the coronavirus and the call centre staff having to undertake new ways of working. Historically analysis has shown correlation between this satisfaction reducing and the reduced performance in our call centre

→ Satisfaction with treatment has experienced recent increases back to average and the rolling 12 months to June-21 is 89.6%

→ Earlier in the year the OPCC led victim satisfaction survey went out for procurement. The Forces new research partner agency is named TONIC. The Victim Voice Project has produced an updated questionnaire which will be uploaded to websites in September. This question set is adaptive in response to the victims journey and has been co-produced with victims and supporting partner organisations. It also reflects key aspects of the Victims Code and early reporting from the inspection into effective engagement with women and girls. A feedback dashboard has been developed and will be able to show a live picture of feedback at any time. The questionnaire will be supported by a communications promotion

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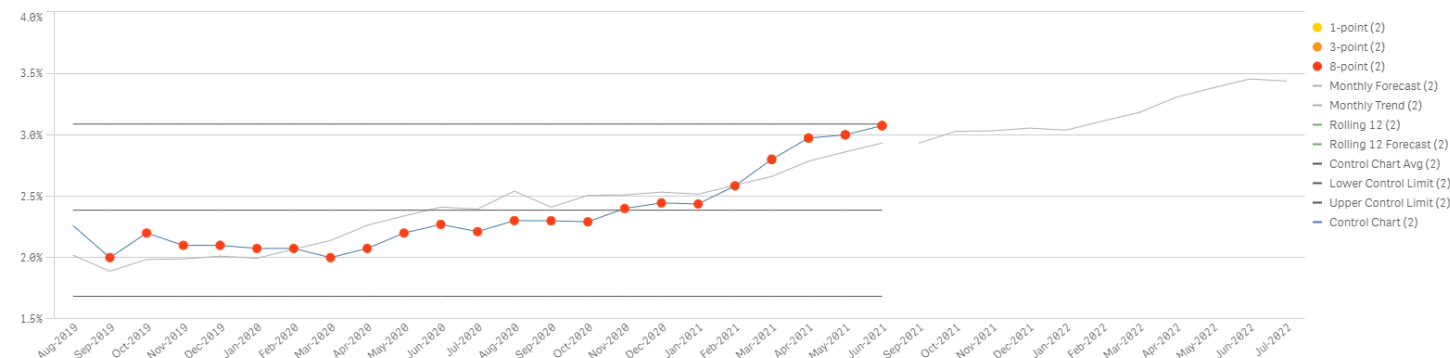## Secure a quality police service that is trusted and efficient

Percentage of Ethnic Minority Workforce (FTE)

Jul-21
3.1%

- Percentage of the workforce identifying as an ethnic minority (FTE) (PCP Measure)
Warning: Trend Lines are calculated using incomplete data!

Legend:
- 1-point (2)
- 3-point (2)
- 8-point (2)
- Monthly Forecast (2)
- Monthly Trend (2)
- Rolling 12 (2)
- Rolling 12 Forecast (2)
- Control Chart Avg (2)
- Lower Control Limit (2)
- Upper Control Limit (2)
- Control Chart (2)

Executive Summary

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

Complaints:

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

- Percentage of complaints recorded within 10 working days (PCP Measure)
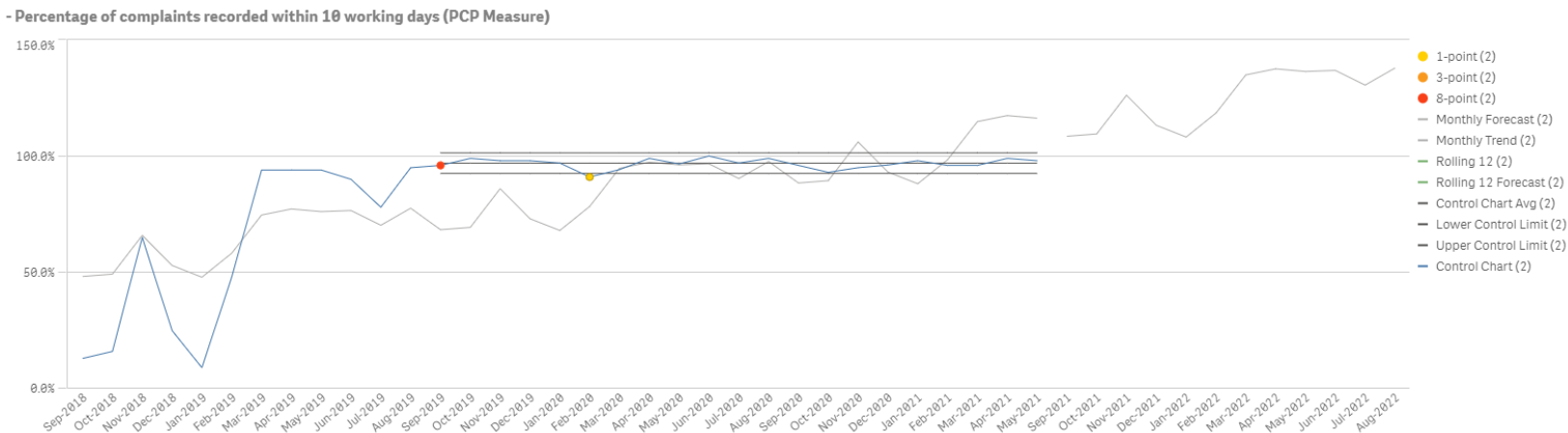
Executive Summary

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

Number of Actual Sickness Days lost per person

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

Executive Summary

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

Jun-2021 - Number of actual sickness days lost per person (All Staff) (PCP Measure)
Warning: Trend Lines are calculated using incomplete data!
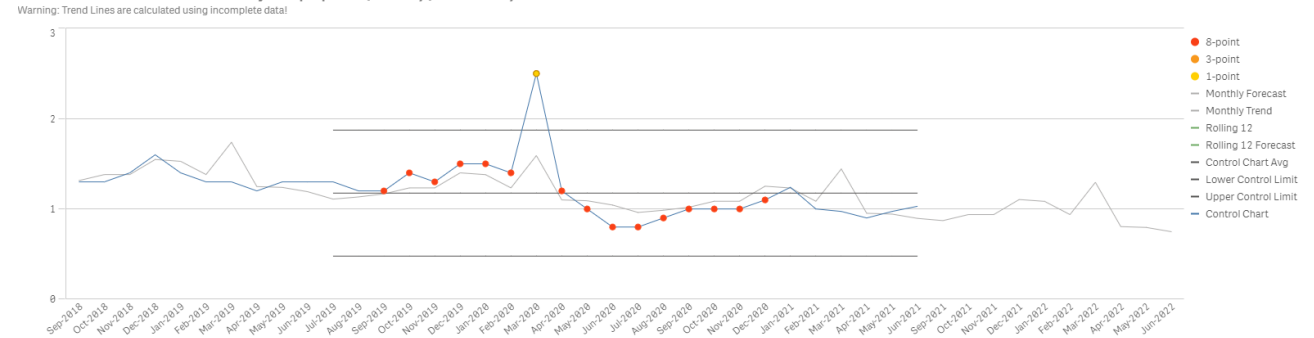
Covid-19 related sickness days lost by month
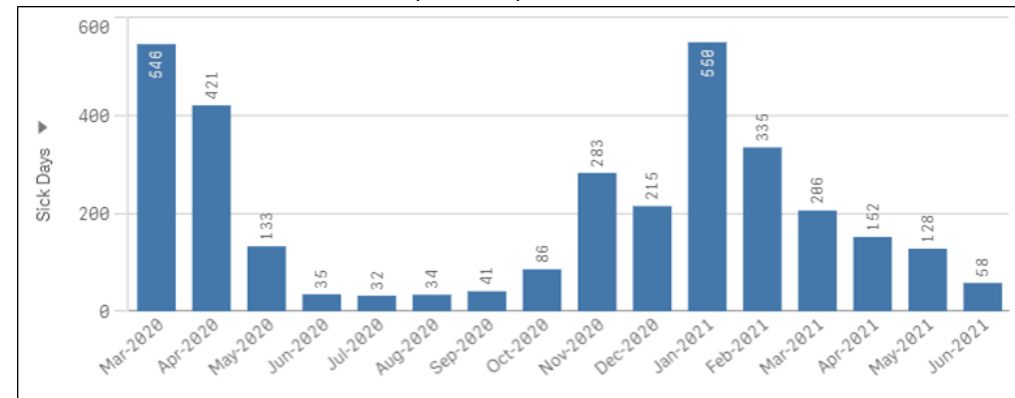
Community Policing Model Resource Measures

Resource Measures

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

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

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

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

Resource Measures

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

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

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

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

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

CPT Response and Neighbourhood Measure Breakdown by Location

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

CPT Response and Neighbourhood Measure Breakdown by Role

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

	Number	Hours (Apr - Jun)	Hours per person per
Specials	127	6161	16.17

Resource Measures

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

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

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

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

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Operation Uplift

Operation Uplift Update

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

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

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

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

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

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Uplift Recruitment Plan

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

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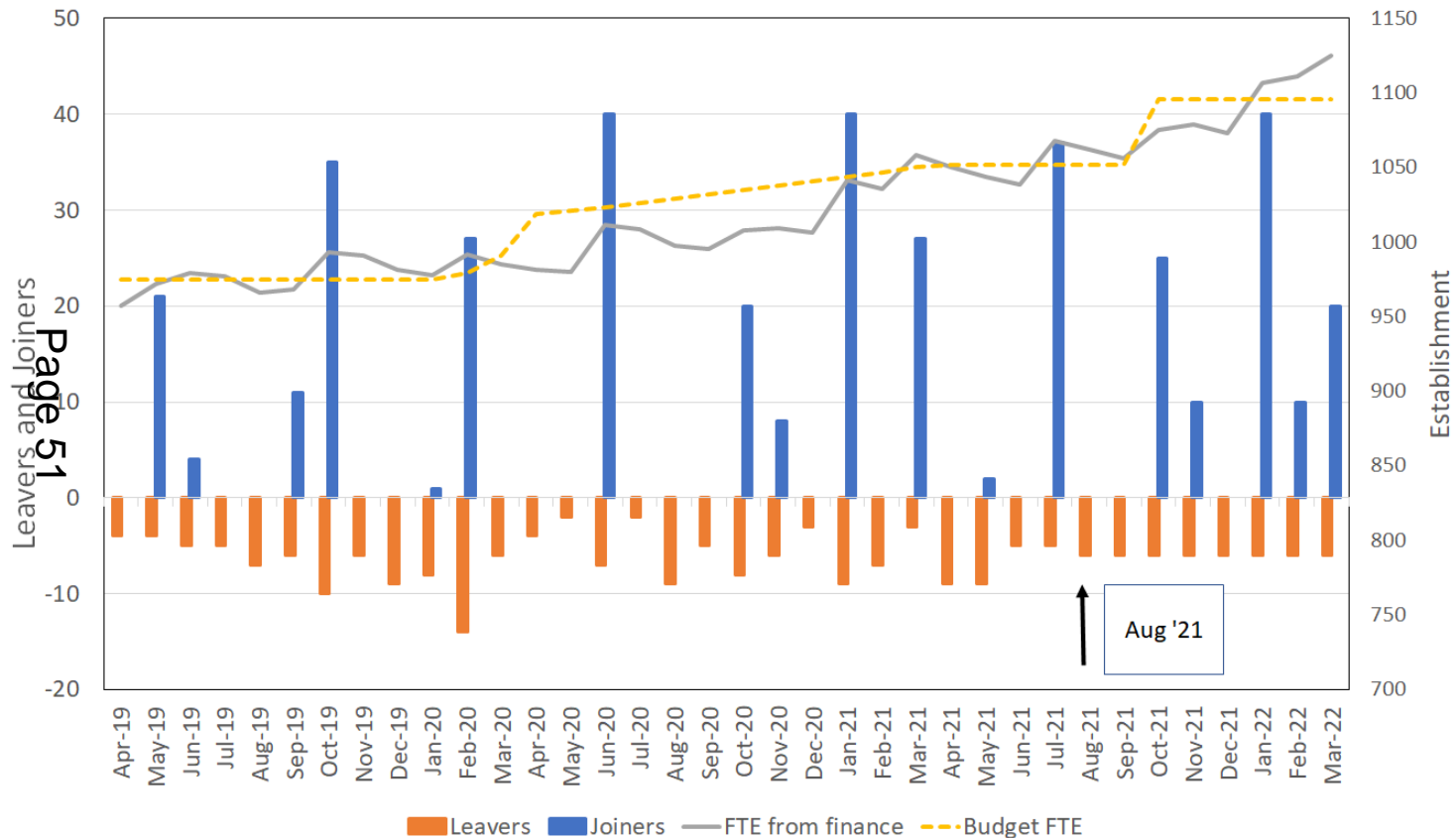
The graph on this slide shows what the Force uses to plan and project recruitment for police officers against budget.

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

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

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

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

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Uplift Recruitment – Equality, Diversity and Inclusion

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

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

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

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

Uplift Recruitment – Training and Assessment

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

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

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

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

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

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POLICE & CRIME PLAN 2017-21

Force Priority	Measure	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Infographic	Context
Prevent crime and keep people safe	Quality of Full Files (error rate)	0.0%	0.0%	0.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		Stable Trend - Over 12 months at 0%
	Positive Outcome Rate (rolling 12 month)	16.7%	16.6%	16.7%	16.80%	17.00%	16.70%	18.50%	16.80%	13.80%	12.00%	11.30%	11.20%		3 months to June-21 presenting 3 month exceptional low. Rolling 12 month to June-21 14.3%
	999 call - avg wait to answer	00:00:05	00:00:09	00:00:10	00:00:10	00:00:08	00:00:08	00:00:09	00:00:08	00:00:08	00:00:10	00:00:09	00:00:10		Recent discrete monthly decrease
	ASB volume	1833	1742	1415	1262	1094	1151	1250	1285	1639	1425	1364	1528		Stable trend, volume in line with expected seasonal increases
	CRIB abandonment rate	13.1%	12.8%	14.2%	12.00%	8.00%	6.00%	6.00%	6.70%	9.00%	8.00%	7.40%	10.65%		Q1 reporting slight increase in abandonment due to summer demand, but not exceptional
	CRIB call - avg wait to answer	00:02:19	00:02:08	00:02:33	00:02:21	00:01:18	00:01:10	00:01:03	00:01:19	00:01:48	00:01:32	00:01:30	00:02:21		Q1 reporting slight increase in avg time to answer due to summer demand, but not exceptional
	Crime Recording Compliance	-	-	93.9%	94.2%	-	-	94.10%	-	96.40%	95.20%	-	-		High stable trend
	Crime volume	3788	3428	3379	3316	2822	2920	2578	2506	3031	3196	3534	3626		Long term stable trend, increase in rolling 12 months as society opens back up following pandemic restrcitions easing
	CSEW Confidence	-	-	-	-	-	-	-	-	-	-	-	-		No data to report. CSEW data on hold due to the pandemic
	Hours Delivered by Specials	5045	3984	3259	2994	3431	3097	3453	3197	3399	2833	2606	2021		Long term decreasing trend. Consistently below average.
	Immediate response time	00:08:38	00:10:48	00:12:00	00:09:20	00:11:36	00:11:26	00:11:28	00:11:17	00:11:17	00:11:29	00:11:26	00:12:15		Stable Trend
	KSI- Casualties	14	7	16	12	11	-	-	-	-	-	-	-		Data being collated to close up the backlog. 8 months below average exception since the pandemic began
	Most Serious Violence	19	16	11	13	13	14	13	9	11	15	14	15		Stable Trend
	Number of Watch Scheme Volunteers	1076	1218	1218	1218	1030	1030	1030	1030	1030	1030	1030	1030		Stable Trend
	Overall Volume of Cybercrime	292	254	256	261	244	201	304	291	357	300	394	406		Increasing trend over previous 6-9 months, 1 month exceptional high
	Priority response time	00:52:45	00:59:08	01:00:40	01:01:17	01:01:24	00:55:34	00:51:35	00:49:50	00:59:40	00:58:59	00:57:31	01:06:54		One month above the 1 hour SLA
	Volume of Hate Crime	101	94	72	52	40	42	28	39	63	63	81	92		Stable trend
	Volume of Knife Crime (Home Office - ADR160)	-	-	70	-	-	41	-	-	65	-	-	70		Stable trend
	Volume of Rural Crime (Key word + tags)	56	45	62	56	52	33	84	32	49	45	47	44		Stable Trend
	CPT Establishment Level	-	-	-	-	-	-	468			468				468 police constable posts (includes neighbourhood, response and proactive police officers) 131 PCSO posts & 80 Local Crime Investigator posts
	Percentage of CPT Staff at Work	-	-	-	-	-	-	70.30%			73.50%				Increase in trend. Previous report (Q4 20/21) was influenced significantly by COVID sickness / attendance rates.
	Percentage of CPT Officers able to Respond	-	-	-	-	-	-	67.20%			69.40%				Increase in trend

Category	Metric												Trend	Comment
Protect the most vulnerable people in society	S136 Arrests	34	27	35	37	24	17	25	22	26	27	18	33		Stable trend
	Volume of CSE Crimes	11	8	12	24	10	5	11	8	2	5	10	6		Stable Trend
	Volume of repeat Missing Incidents U18	9	10	10	8	11	8	6	5	4	3	4	6		Stable Trend
	Volume of Fraud	-	-	-	-	-	-	-	-	-	-	-	-	✕	BI working with the cyber team to enable us to identify fraud volumes
	First Time Entrants into the Criminal Justice System	-	-	Year to Sep 20 delayed due to CV19	-	-	-	-	-	Year to Mar 21 delayed due to CV19	-	-	-	✕	MoJ data to be published quarterly (Nov, Feb, May, Aug), anticiapted to start May 21 but delayed due to CV19.
	Number of Reoffences per Reoffender over time	4.80 (Oct 17 - Sep 18)	-	-	4.85 (Jan 18 - Dec 18)	-	-	4.77 (Apr 18 - Mar 19)	-	-	MOJ data Jul 18 - Jun 19 delayed due to Covid	-	-		Data Apr 18 - Mar 19 published May 21 (delayed from Jan 21), shows slight reduction in number of reoffences per reoffender
	Frequency of Reoffending per Reoffender	29.19% (Oct 17 - Sep 18)	-	-	27.73% (Jan 18 - Dec 18)	-	-	26.75% (Apr 18 - Mar 19)	-	-	MOJ data Jul 18 - Jun 19 delayed due to Covid	-	-		Data Apr 18 - Mar 19 published May 21 (delayed from Jan 21), shows a drop in proprotion of offenders who reoffend
	Recall Rate due to Reoffending	9	-	-	8	-	-	7	-	-	5	-	Not available until end July		• Reducing trend over last 5 quarters • NPS data only. Number of NPS Offenders Managed in Swindon & Wiltshire Recalled, where "Further Offence/Charge" was listed in the recall reason.
	Overall Mean Reoffending Risk Score	39.1	-	-	36.6	-	-	38.6	-	-	40.1	-	Not available until end July		Slight rise in overall NS caseload cohort OGRS score at quarter end indicates that the risk, on avearge, of the offenders being managed by NPS at quarter end is slightly increasing.
Put victims, witnesses and communities at the heart of everything we do	% Overall Convictions	81.4%	92.6%	87.4%	91.9%	92.6%	88.7%	83.50%	86.50%	86.00%	84.40%	84.68%	85.19%		Stable Trend
	Outcome for Domestic Abuse	13.6%	13.5%	13.9%	13.8%	13.9%	13.7%	13.30%	13.60%	13.40%	13.50%	13.30%	13.00%		Slight decreasing trend
	Outcome for Sexual Offences	9.9%	8.9%	8.9%	9.4%	9.0%	9.4%	10.30%	10.00%	9.80%	10.20%	9.80%	9.30%		Stable Trend
	Satisfaction of victims with the whole experience	78.4%	77.5%	77.6%	77.9%	78.6%	78.8%	78.30%	77.90%	77.50%	78.77%	78.59%	78.59%		Increasing trend
	Satisfaction with being kept informed	67.8%	67.3%	68.0%	67.1%	66.5%	66.9%	67.30%	67.50%	67.10%	67.60%	68.37%	69.02%		Increasing trend
	Satisfaction with ease of contact	94.1%	94.0%	93.7%	93.3%	94.4%	94.3%	94.50%	95.00%	94.90%	95.05%	95.38%	95.11%		5 month exceptional high
	Satisfaction with treatment	90.6%	90.0%	89.9%	89.4%	89.5%	89.2%	88.70%	89.00%	88.90%	89.76%	89.54%	89.60%		Stable Trend
	Volume of DA Crime (ACPO defined)	726	655	563	559	508	580	546	499	568	569	609	581		Increasing trend
	Volume of Sexual Offences (Recent / Non Recent)	163	151	128	109	113	117	102	98	120	111	163	173		slight increasing trend
	Domestic Abuse Conviction Rate (as proportion of offences)	-	-	-	-	-	-	-	-	-	-	-	-	✕	Development being led by OPCC commissioning manager with CPS - There may challenges with this data and whether the breakdown is being recorded at this level. Maintaining contact on developments of this data.
	Sexual Offences Conviction Rates (as proportion of offences)	-	-	-	-	-	-	-	-	-	-	-	-	✕	
	Percentage of Unsuccessful Domestic Abuse and Sexual Offence Convictions due to	-	-	-	-	-	-	-	-	-	-	-	-	✕	
	Average days report to trial	193	223	179	168	168	162	218	226	195	145	201	163		Stable Trend

Secure a quality police service that is trusted and efficient	% - Ethnic Minority workforce (FTE)	2.2%	2.3%	2.3%	2.3%	2.4%	2.4%	2.4%	2.6%	2.8%	3.0%	3.0%	3.1%		Increasing trend. Increase in diverse workforce with the recent recruitments that have taken place. Positive direction. Staff can now update their own records and ensure they are accurate
	% Complaints Recorded within 10 working days	97.0%	99.0%	96.0%	93.0%	95.0%	96.2%	98.0%	96.0%	96.0%	99.0%	98.0%	100.0%		Stable Trend. Last quarter shows excellent performance. All complaints received in June were completed that month, 100%
	% of Force appeals Upheld	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		From the 5 Rights to Review since April 2021, 0% have been upheld
	Avg number of days to record a Complaint	11	3	4	4	3	3	3	3	5	3	3	0		stable trend
	Complaint cases recorded	109	82	102	95	81	78	83	74	97	105	96	90		Increase trend - Increases are being seen nationally. Every dissatisfaction is now a complaint, therefore, everytime someone contacts the Force with a dissatisfaction even if it is really low level it gets recorded as a complaint
	Updated number of actual sickness days lost per person All Staff (QVD) (look back at 3	0.8	0.9	1	1	1	1.2	1.24	1	1.01	0.90	0.97	1.03		Slight decreasing trend. When reviewing 12 months of data July 2019 - June 2021, a decrease of 24% is seen in officers and 12% in police staff.
	Overall staff satisfaction	-	-	-	-	-	-	-	-	71%		-	-		Staff survey conducted late Feb/early March. 71% Engagement Index. Cannot do a direct comparison as this survey is against 9 questions where previous years it was 8. When the 8 questions are averaged the score is score is 72% (stable from 2018).

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Agenda Item: 8

Meeting	Joint Independent Audit Committee
Date	23 September 2021
Report Title	PCC Risk Register
Presented by:	Naji Darwish, Deputy Chief Executive
Author:	Sarah Kyte, Commissioning and Policy Officer

1.0   Purpose of Report

1.1   To update the Joint Independent Audit Committee on the PCC Risk Register.

2.0   Introduction and Background Information

2.1   The risk register is aligned to the lifespan of the Police and Crime Plan (2017-2021) and the most recent review took place on 12 August 2021. The format for the PCC risk register was updated in anticipation of the PCC elections in May, including identification of a number of new risks.

2.2   The OPCC Risk register and policy will now be reviewed alongside the development of a new Police and Crime Plan 2022-2025 following the election of a new Commissioner.

2.3   All risks are split into two categories – they are either inherent risks and will remain on the register regardless of score, or topical risks which will be removed when they have a score of 10 or under. This will assist in ensuring focus remains on current risks and what additional mitigations or plans are needed to reduce the score and thus remove the risk from the register.

2.4   The register is a dynamic document and is intended to capture live management of risk and mitigation, rather than being a record of all possible risks.

2.5   The register is reviewed on a monthly basis with a summary report on all major and moderate risks reported to meetings of CMB. A full report is submitted to CMB and the OPCC ELT prior to meetings of the Joint Independent Audit Committee and the Police and Crime Panel. The full risk register is considered at monthly meetings of the OPCC ELT. The Commissioning and Policy Officer has responsibility for the day-to-day management of the register.

2.6   Owners for each risk are identified and they are responsible for providing updates on mitigation and score.

2.7   The risk appetite remains at 30.

2.8 The PCC Risk Register is attached at Appendix A.

2.9 Attached at Appendix B is a glossary setting out the meaning of the acronyms used and the scoring brackets for identifying risks as high, moderate, acceptable or minor.

3.0 Summary of Risks

3.1 Table 1 below shows where each risk sits on the scoring matrix and which risks are considered to be a major risk (red) or a moderate risk (amber).

3.2 Table 2 provides further information on the risk, listing the risk event for that risk.

3.3 Table 1 and Table 2 are reported to CMB on a monthly basis.

3.4 Paragraph 4 looks at those risks considered major or moderate in more detail.

LIKELIHOOD AND CONTROL	IMPACT			
25	50	75	100	125
20	40	60	80	100
16	32	48	64	80
15	30	45	60	75
12	(2) 24	(8) 36	48	60
10	20	30	40	50
9	(7) 18 (10)	(6) 27	(4) 36	45
8	16	(1) 24	(3) 32	40
6	(7) 12 (11)	18	(5) (2) 24	30
5	10	15	20	25
4	8	(1)(3)(4) 12 (5)(6)(12)	16	(9) 20
3	6	9	12	15
2	4	6	8	10
1	2	3	4	5

Table 1: Risk Number and Scoring Matrix

Risk No	Description	Score
T4	T4 Impact of Covid19 on health and welling of OPCC and Force workforce means P&C Plan is not delivered	36
I8	PCC estate does not meet operational policing requirements	36
T3	Impact of Covid-19 on criminal justice capacity, opportunities for transformation and improving performance	32
T6	Support services do not have the capacity or are not meeting the organisational needs	27
T5	Impact on MTFS and capital strategy of not disposing of estate identified for disposal or not achieving anticipated capital	24
I2	Unable to produce a balanced MTFS that enables the PCC to deliver his P&C Plan priorities	24
T1	Review of funding formula does not provide additional resources or reduces resources to Wiltshire	24
T2	Cost implication of delayed implementation of new communication system as a result of national change-over from Airwave Tetra to new 4G based ESN	24
T7	Acting PCC unable to provide new strategic direction	18
I10	Police collaborative arrangements do not deliver anticipated benefits due to ineffective governance and accountability and / or the impacts outweigh business benefits	18

Table 2: Summary of red and amber risks

4.0   Key Risks to Consider and notable changes

4.1   *Risk T4: Impact of Covid19 on health and welling of OPCC and Force workforce means P&C Plan is not delivered*
This risk was first recorded on the risk register in November 2020 during the second lockdown (overall score of 12). The overall score increased in January (to 18) and again in February (to 27) to recognise the impact of the third lockdown and the pressures of home-schooling. Although the score was reduced in April following the easing of lockdown, following review it has been increased to 36 to reflect reduced operational capacity due to the 'pingdemic'.

4.2   *Risk I8: PCC estate does not meet operational policing requirements*
Work has been commissioned to advise on the next Estates Strategy and operational advice from the Chief Constable will be sought. The recruitment and training of additional new recruits and the backlog in delivery of mandatory training will have a significant impact on the estate requirement. As a result of this, the score has increased from 27 to 36.

4.3   *Risk T3: Impact of Covid-19 on criminal justice capacity, opportunities for transformation and improving performance*
The Criminal Justice Board, which is chaired by the OPCC, leads on the coordination of the criminal justice system. A Wessex CJS Recovery Group meets biweekly and all CJS partners at senior levels are represented. The magistrate backlog has been cleared however timeliness in the system across the CJS is a challenge. This impacts all organisations where demand is retained for longer, impacts on victim and witness retention and impact on defendants. Significant work at national, regional and local level is underway to continue CJS transformation and improve outcomes of the CJS.

4.4   *Risk T6: Support services do not have the capacity or are not meeting the organisational needs*
        Across the OPCC and Force shared services are in operation following the first year of operating under SLAs. Review of this and understanding of resource allocation needs to be undertaken to ensure services are meeting the organisations needs or not suitable for operating as shared services. This is inline with the joint planning cycle.

4.5   *Risk T5: Impact on MTFS and capital strategy of not disposing of estate identified for disposal or not achieving anticipated capital*
        The delay in the PCC elections has impacted on the review and decision making regarding planned disposals. Underlying objectives for the Estate are being discussed with the new Commissioner so that a new Estates Strategy may be produced.

4.6   *Risk I2: Unable to produce a balanced MTFS that enables the PCC to deliver his P&C Plan priorities*
        A joint planning session between the OPCC and the Force is scheduled for the autumn and this will provide clarity on future funding requirements. Uncertainty will remain, however, until central funding is announced along with any capping restrictions on precept level. This may not be known though until December 2021.

4.7   *Risk T1: Review of funding formula does not provide additional resources or reduces resources to Wiltshire*
        The government have announced that a review of the funding formula will commence Autumn 2021.

4.8   *Risk T2: Cost implication of delayed implementation of new communication system as a result of national change-over from Airwave Tetra to new 4G based ESN*
        Approval has been given to move to the next level of preparing assurance cases.

4.9   *Risk T7: Acting PCC unable to provide new strategic direction.*
        This risk has now been removed following the PCC elections which took place on 19 August 2021.

4.10   *Risk I10: Police collaborative arrangements do not deliver anticipated benefits due to ineffective governance and accountability and / or the impacts outweigh business*
        The election of a new Commissioner will allow a fundamental re-evaluation of collaboration. A regional PCC planning session with regional Chief Constables is planned for October 2021.

5.0   Future Reviews of Risk Register
5.1   Any amendments required following this meeting will be made at the monthly informal review with the Deputy Chief Executive.

6.0   Staffing Implications
6.1   Any staffing implications are set out in the associated risk(s).

7.0   Financial Implications
7.1   Any financial implications are set out in the associated risk(s).

8.0 Legal Implications
8.1 Any legal implications are set out in the associated risk(s).

9.0 Sustainability
9.1 Any sustainability issues are set out in the associated risk(s).

10.0 Diversity Issues
10.1 Equality and diversity issues are reflected in the respective elements of the risk register.

11.0 Contribution to the Police and Crime Plan 2017-2021
11.1 The risk register is aligned to the Police and Crime Plan and identifies risks associated with not delivering the Plan and the priorities set out within it.

12.0 Recommendations
12.1 The Joint Independent Audit Committee is invited to note the content of the report and the risk register.

Appendices:
Appendix A – PCC Risk Register
Appendix B – Glossary

ACRONYM	MEANING
APAC^{2}E	Association of Police and Crime Commissioners Chief Executives
APCC	Association of Police and Crime Commissioners
BAU	Business As Usual
CC	Chief Constable
CFO	Chief Finance Officer
CJ	Criminal Justice
CJS	Criminal Justice System
CMB	Commissioner's Monitoring Board
CPS	Crown Prosecution Service
CPT	Community Policing Team
CSR	Comprehensive Spending Review
DPCC	Deputy Police and Crime Commissioner
ESN	Emergency Services Network
GDPR	General Data Protection Regulations
HMCTS	Her Majesty's Courts and Tribunals Service
HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service
HO	Home Office
HQ	Headquarters
ICT	Information Communication Technology
LA / LAs	Local Authority / Local Authority's
LRF	Local Resilience Forum
MPs	Members of Parliament
MTFS	Medium Term Financial Strategy
NEP	National Enabling Programme
NPCC	National Police Chiefs Council
NPS	National Probation Service
OHU	Occupational Health Unit
OPCC	Office of Police and Crime Commissioner
P&C Plan	Police and Crime Plan
PACCTS	Police and Crime Commissioners Treasurer Society
Panel	Police and Crime Panel
PCC	Police and Crime Commissioner
PCP	Police and Crime Panel
PCSOs	Police Community Support Officers
PEEL	Police Effectiveness, Efficiency and Legitimacy Programme
RASSO	Rape and Serious Sexual Offences
SSOs	Strategic Support Officers
WC	Wiltshire Council
WCJB	Wiltshire Criminal Justice Board
YOTs	Youth Offending Teams

RISK KEY

risk score 30+ (Major)
risk score 18-29 (Moderate)
risk score 8-17 (Acceptable)
risk score 1-7Minor

Agenda Item: xx

Meeting	Police and Crime Panel
Date	16 September 2021
Report Title	PCC Risk Register
Presented by:	Phillip Wilkinson OBE, PCC
Author:	Kieran Kilgallen, Chief Executive

1.0 Purpose of Report

1.1 To update the Police and Crime Panel on the PCC Risk Register.

2.0 Introduction and Background Information

2.1 The risk register is aligned to the lifespan of the Police and Crime Plan (2017-2021) and the most recent review took place on 12 August 2021. The format for the PCC risk register was updated in anticipation of the PCC elections in May, including identification of a number of new risks.

2.2 All risks are split into two categories – they are either inherent risks and will remain on the register regardless of score, or topical risks which will be removed when they have a score of 10 or under. This will assist in ensuring focus remains on current risks and what additional mitigations or plans are needed to reduce the score and thus remove the risk from the register.

2.3 The register is a dynamic document and is intended to capture live management of risk and mitigation, rather than being a record of all possible risks.

2.4 The register is reviewed on a monthly basis with a summary report on all major and moderate risks reported to meetings of CMB. A full report is submitted to CMB and the OPCC ELT prior to meetings of the Joint Independent Audit Committee and the Police and Crime Panel. The full risk register is considered at monthly meetings of the OPCC ELT. The Commissioning and Policy Officer has responsibility for the day-to-day management of the register.

2.5 Owners for each risk are identified and they are responsible for providing updates on mitigation and score.

2.6 The risk appetite remains at 30.

2.7 The PCC Risk Register is attached at Appendix A.

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2.8   Attached at Appendix B is a glossary setting out the meaning of the acronyms used and the scoring brackets for identifying risks as high, moderate, acceptable or minor.

2.9   The OPCC Risk register and policy will be reviewed alongside the development of a new Police and Crime Plan 2022-25. The OPCC are grateful for the comments from PCP members on developing our risk approach. These will be incorporated int the review and would welcome ongoing engagement as this develops.

3.0   Summary of Risks
3.1   Table 1 below shows where each risk sits on the scoring matrix and which risks are considered to be a major risk (red) or a moderate risk (amber).

3.2   Table 2 provides further information on the risk, listing the risk event for that risk.

3.3   Table 1 and Table 2 are reported to CMB on a monthly basis.

3.4   Paragraph 4 looks at those risks considered major or moderate in more detail.

Table 1: Risk Number and Scoring Matrix

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Risk No	Description	Score
T4	T4 Impact of Covid19 on health and welling of OPCC and Force workforce means P&C Plan is not delivered	36
I8	PCC estate does not meet operational policing requirements	36
T3	Impact of Covid-19 on criminal justice capacity, opportunities for transformation and improving performance	32
T6	Support services do not have the capacity or are not meeting the organisational needs	27
T5	Impact on MTFS and capital strategy of not disposing of estate identified for disposal or not achieving anticipated capital	24
I2	Unable to produce a balanced MTFS that enables the PCC to deliver his P&C Plan priorities	24
T1	Review of funding formula does not provide additional resources or reduces resources to Wiltshire	24
T2	Cost implication of delayed implementation of new communication system as a result of national change-over from Airwave Tetra to new 4G based ESN	24
T7	Acting PCC unable to provide new strategic direction	18
I10	Police collaborative arrangements do not deliver anticipated benefits due to ineffective governance and accountability and / or the impacts outweigh business benefits	18

Table 2: Summary of red and amber risks

4.0   Key Risks to Consider and notable changes

4.1   *Risk T4: Impact of Covid19 on health and welling of OPCC and Force workforce means P&C Plan is not delivered*

4.2   *Risk I8: PCC estate does not meet operational policing requirements*

4.3   *Risk T3: Impact of Covid-19 on criminal justice capacity, opportunities for transformation and improving performance*

4.4   *Risk T6: Support services do not have the capacity or are not meeting the organisational needs*

4.5   *Risk T5: Impact on MTFS and capital strategy of not disposing of estate identified for disposal or not achieving anticipated capital*

4.6   *Risk I2: Unable to produce a balanced MTFS that enables the PCC to deliver his P&C Plan priorities*

4.7   *Risk T1: Review of funding formula does not provide additional resources or reduces resources to Wiltshire*

4.8 *Risk T2: Cost implication of delayed implementation of new communication system as a result of national change-over from Airwave Tetra to new 4G based ESN*

4.9 *Risk T7: Acting PCC unable to provide new strategic direction. This PCC election this has now been removed*

4.10 *Risk I10: Police collaborative arrangements do not deliver anticipated benefits due to ineffective governance and accountability and / or the impacts outweigh business*

5.0 Future Reviews of Risk Register
5.1 Any amendments required following this meeting will be made at the monthly informal review with the Deputy Chief Executive.

6.0 Staffing Implications
6.1 Any staffing implications are set out in the associated risk(s).

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HO	Home Office
HQ	Headquarters
ICT	Information Communication Technology
LA / LAs	Local Authority / Local Authority's
LRF	Local Resilience Forum
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PCC
Police & Crime Commissioner
for Wiltshire and Swindon

Agenda Item: xx

Meeting	Police and Crime Panel
Date	16 September 2021
Report Title	PCC Annual Report 2019-20 Draft
Presented by:	Phillip Wilkinson OBE, Police and Crime Commissioner
Author:	Naji Darwish, Deputy Chief Executive

1.   Purpose of Report

1.1   To provide comment and recommendations on the draft version of the PCC Annual Report 2010-20

2.   Main Considerations for the Board

2.1   As required by the Police Reform and Responsibility Act 2011, the PCC is required to produce an annual report on the performance against the Police and Crime Plan (P&C Plan).

2.2   The report identifies the highlights of the year, areas to improve, progress against his plan and future challenges and opportunities. Presenting a short summary of the progress against the progress against the current P&C Plan, the priorities and the performance covering the financial year 2019-20.

2.3   Due to the recent PCC election the annual report is drafted to concisely with a focus on specific progress against the P&C Plan, noting this is commenting on a previous PCC's plan and actions.

2.4   During preparation for the next Police and Crime Plan 2022-25 will consider overhauling the annual report and meeting the new requirements for PCCs in publishing local performance information.

3   Recommendations

3.1   The Annual Report is provided in draft form to met the statutory consultation process to allow for PCP members to comment provide any recommendations for the PCC to consider in a final version.

3.2   A final version will be circulated to PCP members and published on the OPCC website.

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Document Control sheet

Name of Document	Annual Report 2021-22
Version	1.1
Status	
Owner	Megan Mounty drafted
Date of this version	03/08/2021
Produced by	Megan Mounty & Naji Darwish
Enquiries	
Signoff	

Contents

1. Introduction
2. Timeline
3. Police and crime plan
   - Priority one
   - Priority two
   - Priority three
   - Priority four
4. HMICFRS Inspection Reports
5. Summary of Financial Performance
6. Covid-19- our plan moving forward

Introduction

Welcome to the PCC's Annual Report 2020/21.

The report provides a look back at the past year: a breakdown on the progress and achievements of the OPCC, as well as the foundations I will build upon as the newly-elected Police and Crime Commissioner for Wiltshire and Swindon.

As you are all more than aware, 2020/21 was unprecedented in what the county, and indeed, the world faced. A global pandemic which devastated families everywhere and placed inexplicable demand on our emergency services.

Wiltshire Police, alongside others, faced a challenge like no other and they met it head on with professionalism and dedication.

While the personal covid impact to local communities was felt greatly, the Force experienced spikes in the reporting of domestic abuse and cyber-crime, like fraud, but lows in burglary, as more people stayed at home during lockdown.

The long-term impact on the type of crime continuing to be reported is yet to be seen but one thing we do know: the demand on Wiltshire Police has not diminished.

A new Police and Crime Plan, setting the operational policing priorities for Wiltshire Police, is starting to be drawn together and will be ready in the coming months.

I intend to consult widely on the Plan but my one aim remains: to ensure not only is Wiltshire is one of the safest places but feels safe for those who live and work here too.

I want to build upon the good work that is already happening in our county alongside our partner agencies and local authorities too.

Part of delivering that pledge is to increase visible policing and enabling Wiltshire Police to deliver an outstanding police service which the public trust and have confidence in.

I will be ensuring the county gets its fair share – including appropriate officer numbers from the national uplift programmes - and lobbying for fairer funding for our police service.

You can be assured, I have listened to councillors, community leaders, residents and businesses right across the county and those views will be reflected in my priorities too.

Phil Wilkinson

Police and crime commissioner for Swindon and Wiltshire

POLICE AND CRIME PLAN 2017-21 Update 2020-21

The purpose of the police and crime plan is to set direction for policing and community safety within Swindon and Wiltshire.

It identifies 4 key priorities which will be the focus until a new Police and crime plan will take following a new Commissioner

1. Prevent crime and keep people safe

1.1 Protecting the public
1.2 Community Policing is the best it can be
1.3 Tackle cybercrime
1.4 Protect rural communities
1.5 Make our roads safer

2. Protect the most vulnerable people in society

2.1 Protecting children, young people and vulnerable adults from harm
2.2 Ensure those in mental health crisis get the help they need
2.3 Preventing offenders from reoffending

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

3.1 Giving victims the support they need
3.2 Tackle domestic abuse and sexual offences
3.3 A justice system that works for all

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

4.1 Efficient public services

4.2 Our Workforce

4.3 A trusted and professional police service

4.4 A digital police service

Priority one: Prevent crime and keeping people safe

Policing is an integral part of our communities and needs the support and consent of the public to ensure that Wiltshire and Swindon continue to be a safe place to live without the fear of crime. Each member of our diverse communities, a resident, a visitor, or a business owner should have the confidence to report crime to the police knowing that they will be listened to and that the crime will be investigated to the highest standard. Prevention is always better than cure - it can save lives, livelihoods, and financial losses - and by supporting local problem solving, crime can be stopped at the earliest stages. Preventing crime as well as stopping people becoming victims of crime is a joint responsibility for our communities, police, and partners.

- ❖ Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services awarded Wiltshire Police a Good rating for all three assessment pillars: Effectiveness, Efficiency and Legitimacy.

- ❖ I committed to support the local policing model by ensuring that Wiltshire Police protects frontline community Police Officers and Police Community Support Officer (PCSO)

- ❖ I have increased Police Officer from 975 to 1,009 to meet the national recruitment of 20,00 extra officers. With public support I increased council tax to recruit 46 additional officers more to have 1,055 officers.
- ❖ Recruiting, training and deploying new police officers takes time, but I am making the money available to meet our commitments to increase police officers.

Uplift Recruitment Plan
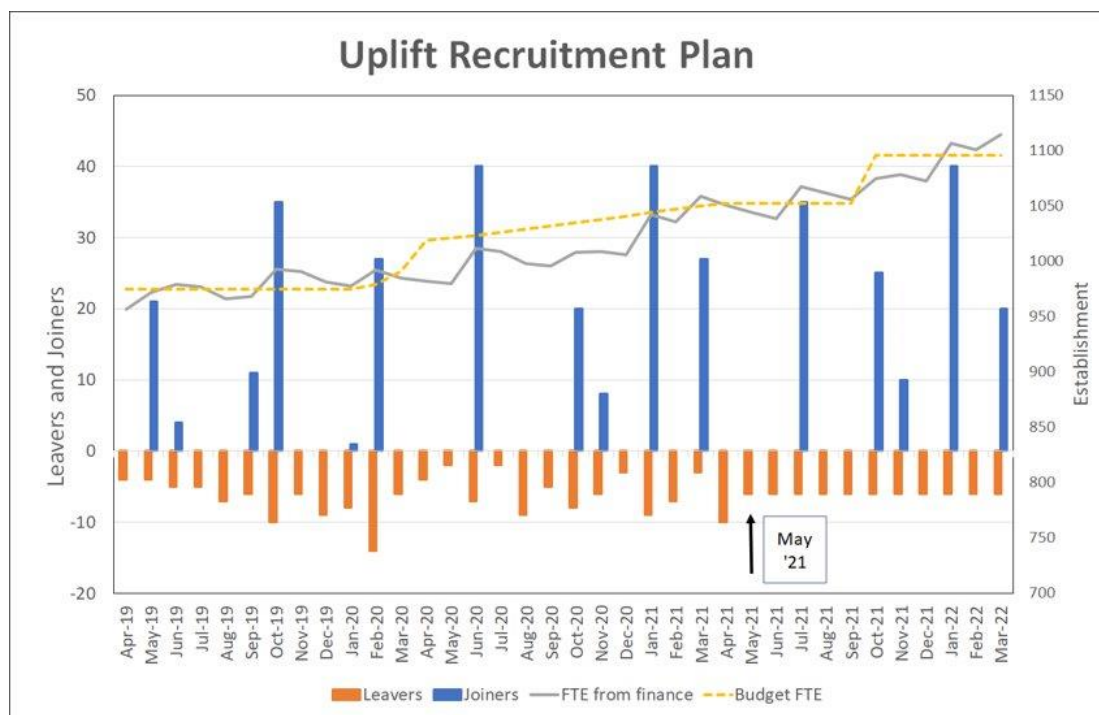
- ❖ As these officers complete training the additional capacity will be have been used to enhance our keys threats as well as neighbourhood policing, road safety and cybercrime.
- ❖ Having a Police Force which is reflective of the community it serves is a pillar of British Policing. I am fully supportive of ensure that as we recruit 20,000 police officer national, we have a responsibility to ensure we encourage everyone to see policing as a superb career opportunity. Wiltshire Police have increased its percentage of officers from ethnic minorities from 2% to 3% over the year. I recognise that this will take time to improve as the policing workforce develops. I will continue to speak to communities about what more can be done to make policing an attractive career.
- ❖ 2020/21 was an exceptional year with national lockdowns meaning reported crime overall few significantly. Recorded crime was 15.9% lower in 2020/21 compared to the previous year. As national lockdowns have eased, we have seen recorded crime stabilise. I will continue to monitor and review recorded crime as some changes may to crime volume and type may have permanently changed.
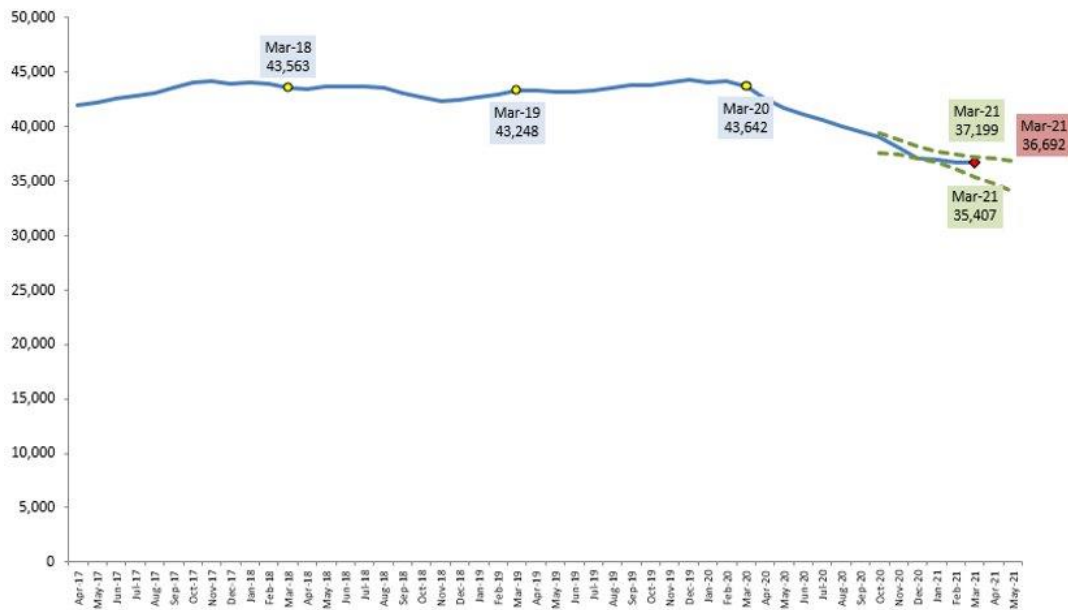
- ❖ Whilst an exceptional year it is reassuring that when compared to similar policing areas most similar crime rates are also comparatively low. Wiltshire has the second lowest rate, with 50.8 crimes recorded for every 1000 residents. This is significantly below the MSG average which is 63.9 per 1000.
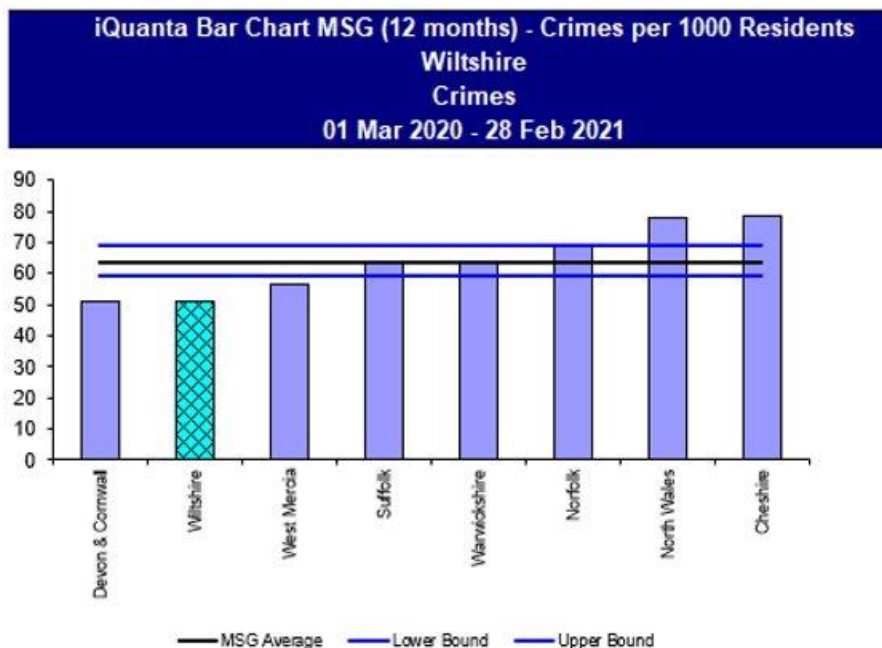
- ❖ We are one of the highest performing forces nationally in terms of proportion of special constable numbers compared to regular officers. Our current number is 152. We have kept our special constable's welfare key through this pandemic to ensure our special constables can keep themselves fit and well. I will ensure Wiltshire Police have the right level of Special Constables to provide their unique support.

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❖ I am satisfied that when crime reported to the police it is being accurately and ethically recorded. By the end of Quarter 4 2020-21 crime recording compliance has reached 96.4%.

❖ During 2021/22 despite the overall fall in crime such as burglary and violence we have seen a partial shift and increase to online and cybercrime. During 2021/22 I have delivered on the promise to increase policing capability to address cybercrime. With 20 police officers trained as digital media advisors investigate these crimes.

Apr-2021 - Overall Volume of Cybercrime (PCP Measure)

❖ Our Rural Crime team (RCT) have identified 4 key priorities for the upcoming year
1. Prevention of theft of agricultural machinery and plant
2. Detention and prevention of wildlife crime
3. Interdiction and defer of organised crime groups
4. Delivery of education and awareness of rural crime issues across Wiltshire

❖ 600 officers and staff have been training in tackling issues of rural crime and action to protect communities

Priority Two: Protect the Most Vulnerable people in society

Working with partners to reduce demand

The earliest indicators of risk and vulnerability can be easily missed during complex investigations, and therefore it is crucial that all partners work collaboratively with each other to recognise signs of vulnerability and support the whole system approach. Safeguarding those at risk is a vital part of Wiltshire Police's work and I want officers to prevent harm by identifying those at risk and providing the protection they need.

The key is to align all efforts across public services to minimise service inconsistencies and increase collaboration which in effect increases cost efficiency and reduces demand. This joined-up approach puts the most vulnerable people at the centre to ensure that they receive support tailored to their needs.

❖ My office has been supporting a pilot project for Youth Outreach in the community for young people who may have been impacted upon by domestic abuse or violence.

❖ Supported 119 people who work with young people from across Local Authorities, NHS, youth services to understanding and tackle County Lines and exploitation

❖ The Youth Restorative Intervention Panel has been setup to divert you with focus interventions. The partner agencies include Police, Youth Offending Team, Youth Engagement Service, Substance Misuse services, Education, Social Care, CAMHS, Speech and Language Therapists and Restorative Together. Since the implementation of the Youth Restorative Intervention (YRI) Panel in February 2019, there have been **418** referrals for young people believed to be eligible for an Out of Court Disposal or alternative intervention. **332** referrals have been diverted from the formal Criminal Justice system through alternative disposal methods including Community Resolution, Youth Restorative Intervention or recognising the offences are not in the public interest or other agencies are providing the wrap around support required.

❖ There has been great work with the force around strengthening the approach so equality and diversity. We have a strong action plan that was brought to the CJB stating actions we will take for 21/22 and have put focus into children and young people as well as adults from diverse backgrounds so we can Review and sharing of best practice in engaging and inclusion of people with diverse backgrounds in WCJS practice.

❖ Mental health related issues now account for about 20% of police time. Our officers respond to those with mental health problems with care and compassion. Wiltshire Police has been recognised as 'good' for the way it supports those with mental health problems. As a result of the continued progress police custody has not been used as a place of safety for someone in crisis for more than two years and it should

stay that way.

- ❖ In partnership with NHS England, HM Court and Tribunal Service and the National Probation Service, I have approved plans for the joint commissioning of a new Court ordered mental health treatment pathway to sit alongside drug rehabilitation and alcohol treatment pathways that I already fund. This is expected to commence in September 2021. It will provide magistrates and judges with an alternative to short prison sentences and give people the opportunity to receive the support they need with their mental health issues and consequently reduce their criminality.

- ❖ The Mental Health Triage team continues to provide vital support to officers who are responding to incidents relating to mental health and ensures those involved are given the best support. Wiltshire Police is one of the few forces in the country to have its own dedicated 24/7 Mental Health Nurse to support staff and officers.

- ❖ I continue to work with other Police and Crime Commissioners and lead services locally to deliver a stable and sustainable approach to reducing reoffending. This includes making sure that offenders are professionally managed and, can integrate back in society. During 2019-20 I published a new strategy that coordinates the work of partners and ensures that issues of housing, health and employment are there to support an offender turn away from crime.

- ❖ Whilst continuing to invest in support for survivors of domestic abuse, I have also supported services that work with perpetrators of domestic abuse to try to change their abusive and controlling behaviours. Through reducing the number of perpetrators of domestic abuse we can reduce the number of survivors of domestic abuse.

- ❖ Following engagement and work with partners across the criminal justice system, my office has developed a strategy that looks at what support we can provide to female offenders in order that we can intervene and prevent them getting criminal records at an early stage and how we can work with them to stop them reoffending.

- ❖ Working with Wiltshire Council and the National Probation Service, we have funded an offender housing support worker. Sitting in the Wiltshire Council housing team, this worker focusses on supporting people leaving prison to find appropriate housing. There is strong evidence that having stable housing is a major contributor for reducing reoffending.

- ❖ The OPCC have continued to support the funding of our local drug and alcohol use service, ensuring that those people whose criminality is fuelled by substance use are able to receive support to help them reduce their substance use and reduce their reoffending.

❖ The office authorised the commissioning of rehabilitative opportunities to enable the Police to provide support for first time and low risk offenders as part of an Out of Court Disposal, to try to divert them away from the criminal justice system and reduce the risk of further future victims.

❖ The office has brought together a cross criminal justice group to look at how we can reduce disproportionality in the justice system, and I have funded an inclusion and diversity learning and development programme for front line criminal justice workers. We are also working together to understand how we can improve transparency through the publication of local disproportionality data.

❖ My office chairs the Wiltshire Reducing Reoffending Board which has continued to deliver its work to reduce reoffending. My office is working with the Probation Service and Local Authority Housing Services to ensure that offenders released from prison have suitable accommodation and are not drawn back into offending.

❖ Other work continues to tackle the causes of re-offending such as substance misuse of offenders who damage our community through acquisitive crime. We will continue to ensure that there is support for those who wish to address their behaviour but also rapid enforcement if they move back towards crime.

PRIORITY THREE: Put Victims, Witnesses and Communities at the Heart of Everything We Do

We want you to know that we do everything we can to provide you support and to bring offenders to justice. We have a variety of services that I am responsible for to help victims of all sorts of crime. These are available to ensure you have support you need, to help you through criminal justice processes if needed and so that you have access to services that may help you cope and recover.

❖ One of the excellent services we commission is the Horizon Victim and Witness Care Hub. This service is delivered by our own police staff who act as first point of contact to victims and witnesses offering end to end support throughout the criminal justice process. There were 7,874 referrals to the Horizon Hub in 2020-21. Covid 19 caused delays in the justice system, the Horizon Team have continued to provide wrap around support for victims and witnesses who now need to be supported for a longer time. Overall, Covid 19 delays have led to a doubling of the number of victims and witnesses now being supported, at it's peak the number of victims and witnesses being supported was 14,041

❖ Horizon offers core support for victims and also works closely with a wide range of specialist services to ensure enhanced support when needed. For young victims of crime, additional support is provided by the Splash Project at Community First. The organisation Victim Support is commissioned to provide support for adults and older victims.

In 2020-21, Splash supported 272 young victims with 2,495 individual and group contacts. In addition, 960 welfare checks were completed for young victims during the Covid 19 lockdowns. Feedback about the Splash service from young victims has been excellent, 98% reported improved self-esteem and happiness, 96% reported improved health and wellbeing and 96% reported that Splash helped them cope and recover from their experience of crime.

"Attending Splash made me realise I'm not on my own, I can get through this".

For the very youngest victims of crime, support and counselling has been made available on an individual basis.

Victim Support Wiltshire supported 864 adult victims of crime and anti social behaviour in the year, an impressive 90% of people were contacted with offers of help and support within 48 hours. In response to Covid 19, Victim Support adapted services and maintained support for local victims.

"The guidance I have been given was brilliant. Victim Support called regularly and listened to me".

❖ I continue to champion the use of Restorative Justice. My Office is working with partners to increase and strengthen its use as a tool to support victims and ensure offenders face up to the impact their criminality has had. Wiltshire Police have delivered 120 out of court community resolutions with a restorative element. Cases completed and currently in progress include neighbourhood disputes, criminal damage, sexual assault, murder, domestic abuse, racially aggravated assault, burglary, and robbery.

❖ I have invested more money into victim services to ensure local people are supported. I have made additional funds available for core support and I have also targeted more money to support vulnerable victims and those who have experienced the most serious crimes. We have made sure that we have dealt with cases where there has been significant harm with vulnerable victims and witnesses.

❖ I am grateful for the £482,000 awarded by Ministry of Justice to meet the additional, short term costs local organisations incurred whilst adapting their services due to Covid-19, and to cope with increased demands resulting from it.

This includes providing additional capacity to support people experiencing domestic abuse and sexual violence.

❖ I commission support for people experiencing domestic abuse with 2 local organisations, in Wiltshire with Splitz and in Swindon with the Swindon Domestic Abuse Support Service. In this past year the number of people coming forward for support increased by 45%. Support agencies worked tirelessly to help so many more people and I allocated additional funding to assist with this.

❖ In Wiltshire at the end of March 2021, Splitz were supporting 292 local victims – an increase of 109 people over the year. The number of people coming forward for help also increased to 535 (from 368).

"The accessibility and kindness of all the support workers has made it easier for me to get out of being trapped in an abusive marriage. The support has been excellent over the phone and in person. Thank you very much, I am very grateful for your help and your willingness to travel to meet me in person has always been appreciated".

❖ In Swindon, 167 victims were supported in the community with referrals increasing by 10%. Additional space was used for refuge and places of safety as 92 victims needed this support, a 22% increase from the year before.

❖ I continue to make sure that specialist services are available for victims of sexual violence. By the end of the year, Splitz were supporting 309 local victims of these crimes, a big increase from the year before of 63%, an extra 120 victims. Of all the people signposted to the help that Splitz can provide, 93% took up that offer of help after making contact with them. These support services help victims to cope and recover from trauma and can support people through the criminal justice system step by step.

❖ I have increased support available at the Sexual Assault Referral Centre (SARC) with the introduction of a new service for victims, Crisis Advocacy. This new service enhances existing help available to victims of assault and allows more time or victims to be supported.

❖ As Chair of the Wiltshire Criminal Justice Board (WCJB), I bring together senior leaders from across criminal justice and partner agencies to improve coordination. These strong relationships have been built on to manage the impact of COVID-19 on the criminal justice system. Due to the closure of our courts at the beginning of 2019, partners have been focused on working to reduce the backlog of cases, prioritise the needs of vulnerable victims and working together to support recovery programmes.

❖ My office has worked across Wiltshire, Dorset, and Hampshire to improve the effectiveness of this recovery and to ensure that any improvements, such as the use of digital courts and hearings, become a permanent feature of how justice is done.

❖ Victim satisfaction is a key measure of how well the justice system is doing. The graph below shows that despite the challenges with increased waiting time for court, satisfaction has been consistent. During 2021/22 I will be conducting further work on the experience of victims and continue to champion changes to improve justice for local people.

Apr-2021 - Satisfaction of victims with the whole experience (PCP Measure)
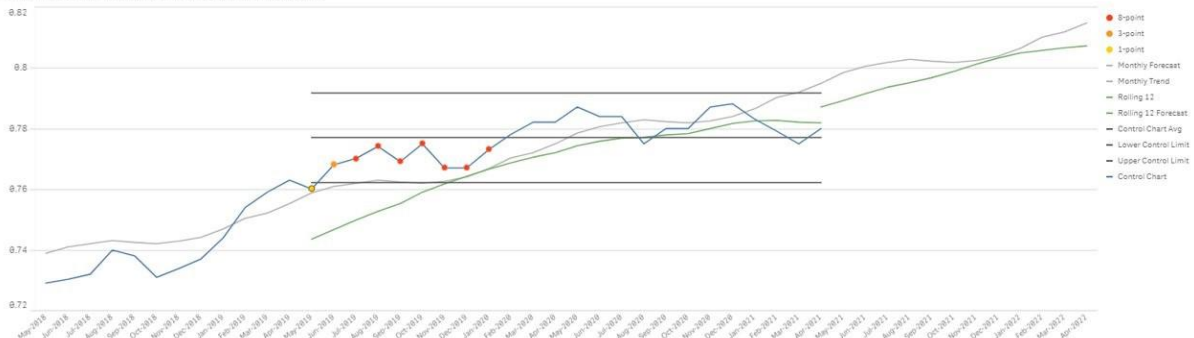
❖ The Office of the Police and Crime Commissioner regularly engages with our communities to gauge feedback and views on the quality of the Police Service. We regularly attend Wiltshire Council Area Boards, Town and Parish Council meetings and visit local towns and markets to engage with our local residents.

❖ The level of confidence that residents have in Wiltshire Police is surveyed via the Office for National Statistics as part of the Crime Survey of England & Wales (CSEW). This Crime Survey of England & Wales asked members of the public their opinions and experiences of crime over 12 months and the data for the 12 months to December 2019 shows 77.1 per cent of respondents have confidence in Wiltshire Police.

❖ My office chairs the Wiltshire Reducing Reoffending Board which has continued to deliver its work to reduce the reoffending of offenders. My office is working with the Probation Service are working with Local Authority housing to ensure offenders released from prison have suitable accommodation and are not drawn back into offending.

❖ Other work continues to tackle the causes such as substance misuse of offenders who damage our community through acquisitive crime. We will continue to ensure that there is support for those who wish to address their behaviour but also rapid enforcement if they move back towards crime.

❖ I continue to champion the use of Restorative Justice. My office is working with partners to increase and strengthen its use as a tool to support victims and ensure offenders face up to the impact their criminality has had. Wiltshire Police have delivered 120 out of court community resolutions with a restorative element. Cases completed and currently in progress include neighbourhood disputes, criminal damage, sexual assault, murder, domestic abuse, racially aggravated assault, burglary, and robbery.

PRIORITY FOUR – Secure a quality police service that is trusted and efficient

Wiltshire Police Continues to be rated at 'good' by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services

Last April the office of the police and crime commissioner was delighted to receive the news from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) that Wiltshire Police had been graded 'good' in all three areas of the inspection. The report and its outcome are yet another endorsement of the service Wiltshire Police provides to our communities across the county, and I am extremely proud of what is being achieved.

Our officers are now better trained and equipped, particularly with information technology, than ever before. We invest in our modernised workforce to deliver an excellent policing service to keep our communities safe and help them to become more resilient and at the same time strengthen the link between police and the public via our Neighbourhood policing teams.

❖ The Crime and Communication Centre (CCC) receives the majority of calls and enquiries and the recent figures showed that 101 calls were being answered within an average of 10 seconds, 999 calls within an average of 8.3 secs. and to the Crime & Incident Bureau within an average of 1:24 mins. Call answer times are within the targets I set and continue to improve. All calls continue to be answered promptly and efficiently by informative and well-trained staff. Current staff members were off due to the pandemic, meaning new members have been recruited to support an ongoing improvement plan. Our communities can continue to have confidence that the police can be contacted and will be there in emergencies.

❖ The public now have the ability to report crime online with the introduction of a new police website in March 2021, with over 3,500 crimes being reported. This also provides access to a range of services online, including reporting road traffic collisions, and applying for firearms certificates.

❖ Further improvements are being made to streamline the process for 101 and non-emergency calls by introducing the Early Resolution Centre who conduct initial investigations to provide faster resolution for victims.

❖ The Estates Strategy 2017-21 continues to be implemented with significant investments being agreed to improve Royal Wotton Bassett, Gablecross Swindon, and Devizes HQ as well as a new police site in Warminster. During 2020 I will be opening many of these improved locations and continue to dispose of sites that are no longer required to deliver policing.

❖ New police touchdown points were opened in January at both Calne Sports Centre and the Vale Community Campus in Pewsey with further points at libraries in Downton, Malmsbury, Wilton, and Westbury being opened in March 2020. These new co-located Touchdown Points give police officers the opportunity to engage with members of the public in the heart of our community.

❖ In April 2019, we launched a new initiative by setting up a Black and Minority Ethnic (BME) Advisory Group to act as a 'critical friend'. This new group will complement the Force's six existing Independent Advisory Groups, which already offer advice on a range of issues across a range of communities. In the same month a new three-year Wiltshire Police Equality, Diversity and Inclusion Strategy was published that aims to deliver the changes required to best serve all communities.

HMICFRS Inspection Reports

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) independently assesses the effectiveness, efficiency, and legitimacy of police forces. Police and Crime Commissioners have a legal duty to respond to reports produced by HMICFRS for their force, national reports, and joint inspection reports which are published by HMICFRS.

I have considered and responded to all HMICFRS reports during the year. These responses are published on my website.

Month	Report	PCC Response
June 2021	HMICFRS- Policing in the Pandemic.pdf	HMICFRS- Policing in the Pandemic.pdf
May 2021	Inspection of the effectiveness of the ROCU (Regional Organised Crime Units)	PCC Response to effectiveness of the ROCU
April 2021	Getting the balance right an inspection of how effectively the police deal with protests	PCC Response to HMICFRS report Getting The Balance Right.pdf
January 2021	Criminal Justice Joint Inspection: Impact of the pandemic on the Criminal Justice System	PCC Response to: 'Impact of the pandemic on the Criminal Justice System'
December 2020	HMICFRS - Pre-charge bail and released under investigation: Striking a balance	PCC Response to: 'Pre-charge bail and released under investigation: Striking a balance'
	Safe to share? Report on Liberty and Southall Black Sister's super-complaint on policing and immigration status	PCC Response to: 'Safe to share? Report on Liberty and Southall Black Sister's super-complaint on policing and immigration status'
November 2020	HMICFRS - An inspection of the National Crime Agency's relationship with regional organised crime units	HMICFRS - An inspection of the National Crime Agency's relationship with regional organised crime units
July 2020	HMICFRS - PEEL spotlight report: The Hard Yards: Police-to-police collaboration	PCC response to: 'PEEL spotlight report: The Hard Yards: Police-to-police collaboration'
	HMICFRS - Roads Policing: Not optional: An inspection of roads policing in England and Wales	PCC response to 'Roads Policing: Not optional: An inspection of roads policing in England and Wales'
	HMICFRS - A call for help: Police contact management through call handling and control rooms in 2018/19	PCC response to 'A call for help: Police contact management through call handling and control rooms in 2018/19'

	State of Policing: The Annual Assessment of Policing in England and Wales 2019	PCC response to 'State of Policing: The Annual Assessment of Policing in England and Wales 2019'
March 2020	HMICFRS - Counter-Terrorism Policing: An inspection of the police's contribution to the government's Prevent programme	PCC response to 'Counter-Terrorism Policing: An inspection of the police's contribution to the government's Prevent programme'

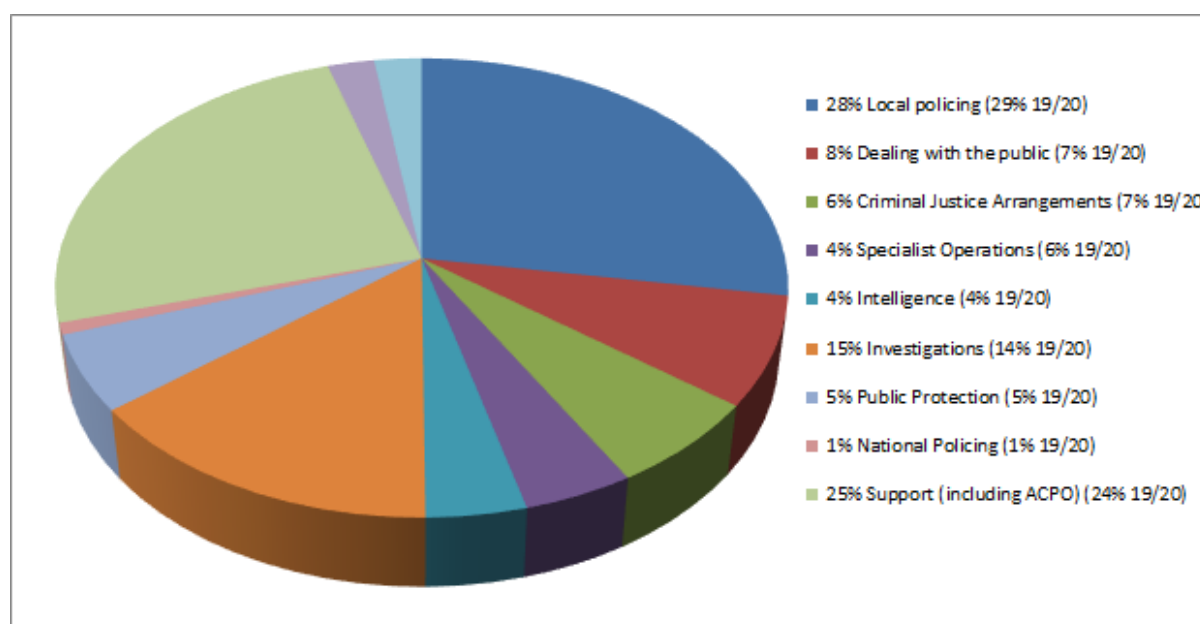## Summary of Financial Performance

My Policing and Office budget for 2020/21 was as follows:

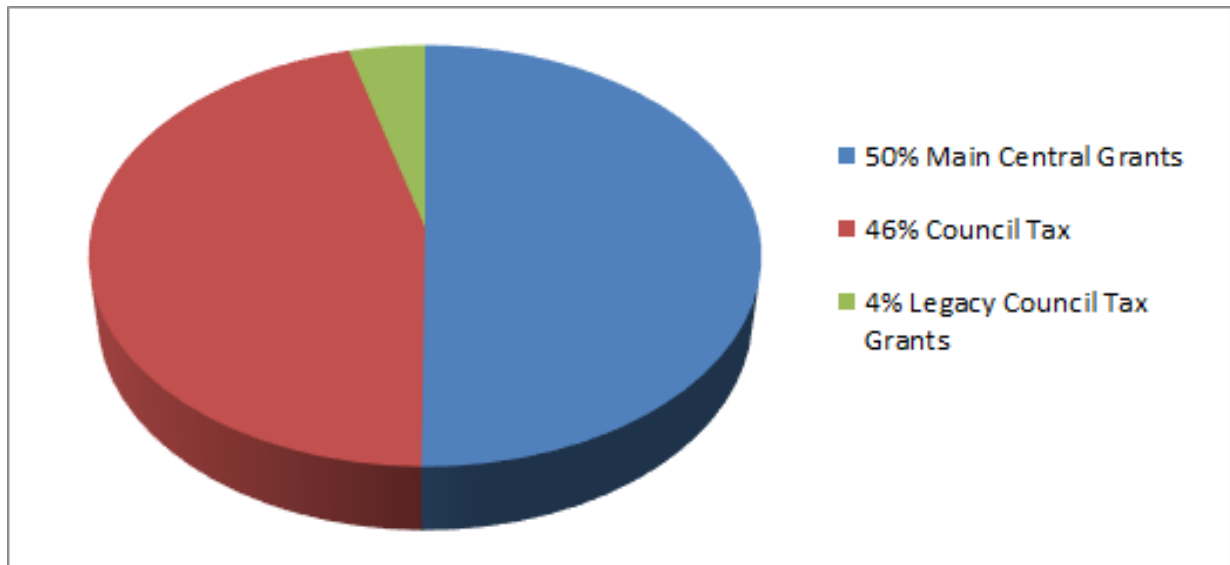|	2020-21	2021-22
Central Grant	£62.942m	£66.909m
Legacy Council Tax Grants	£5.235m	£5.235m
Uplift Grant	£1.384m	£0.800m
Total Central Funding	£69.561m	£72.944m
Precept Income	£57.055m	£61.004m
Council Tax Collection Fund	£0.293m	-£0.294m
Local Council Tax Support Grant	-	£0.294m
Total Funding Received	£126.909m	£133.948m
Investment Income	£0.200m	£0.079m
Total Funding Available	£127.109m	£134.027m

	2020-21	2021-22
OPCC Office Costs	£1.471m	£1.622m
OPCC Commissioning Costs	£1.646m	£1.646m
OPCC Shared Services Costs	£26.327m	£27.683m
OPCC Capital Contribution	£1.781m	£2.329m
OPCC Chief Constable Allocation	£95.884m	£100.747m
	£127.109m	£134.027m

How we spent your money in 2019/20

Spending

- 28% Local policing (29% 19/20)
- 8% Dealing with the public (7% 19/20)
- 6% Criminal Justice Arrangements (7% 19/20)
- 4% Specialist Operations (6% 19/20)
- 4% Intelligence (4% 19/20)
- 15% Investigations (14% 19/20)
- 5% Public Protection (5% 19/20)
- 1% National Policing (1% 19/20)
- 25% Support (including ACPO) (24% 19/20)

Funding

Legend:
- 50% Main Central Grants
- 46% Council Tax
- 4% Legacy Council Tax Grants

Community Safety Fund 2019-20

The community safety fund is money I allocate to support the delivery of my Police and Crime Plan objectives. The fund supports collaborative arrangements with local authorities, third sector providers and Wiltshire Police.

Victims Fund 2020/21

This is a specific allocation by the Ministry of Justice for Victim Services and Restorative Justice services. In 2020/21, the amount provided to me was £891,783 This helps to commission services to improve support for victims.

Due to the coronavirus pandemic, the Ministry of Justice announced additional funding for services supporting victims of domestic abuse and sexual violence. This was funding that Police and Crime Commissioners could bid for. The OPCC was successful in bidding for additional funding of £482,026 in 2020/21. This funding ensured services based in Wiltshire and Swindon could continue to operate during the pandemic and meet the increased demand placed on their services.

Covid19 Response Fund and Police Property Act Fund

In the summer of 2020, the Commissioner established his Covid19 Response Fund to support community and voluntary groups that had been impacted by the coronavirus pandemic. He worked with the Wiltshire Community Foundation in providing grants of up to £5,000 to organisations whose work helped him to achieve his main priorities as set out in the Police and Crime Plan. Through this fund, £50,000 of additional funding was awarded to local groups to help them through the pandemic.

The Police Property Act Fund

is money raised through the sale of lost property and awarded to community and voluntary groups to support the delivery of my Police and Crime Plan. In 2020/21 this Fund was used to support the Commissioner's Covid19 Response Fund due to the unprecedented situation several community and voluntary groups found themselves in.

Further information on how I allocate the policing budget is provided on my website.

Contact me

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Web: www.wiltshire-pcc.gov.uk

Media Enquiries: contact pccmedia@wiltshire.police.uk

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Police and Crime Panel
Forward Work Plan - 2021
Please note: this is a working document which is subject to change

Date	Location	Provisional Agenda Items
Thursday 7 January 2021 10am-1pm	On-Line Meeting	• PCC Budget 2019/20 and MTFS • Capital Program
Thursday 4 February 2021 10am-1pm	On-Line Meeting	• Formal consideration of PCC Precept proposal

Thursday 18 March 2021 10am-1pm	On-Line Meeting	• Quarterly data (Q3)– Risk / Performance / Finance / Complaints • Commissioning budgets and delivery objectives • Road safety work in Wiltshire & Swindon - *Chair of Road Safety Group – ACC Deb Smith & DPCC Jerry Herbert to provide a presentation and discussion with members* • Impact of EU exit on policing • Proposed changes to quarterly reporting arrangements - *(Cllr Richard Britton to write the report for this)*
Thursday 10 June 2021 10am-1pm	On-Line Meeting	• Quarterly data (Q4)- Risk / Performance / Finance / Complaints • PCP/PCC working protocol • Complaints system, including local performance and governance mechanisms
Thursday 16 September 2021 10am-1pm	Assembly Room, Town Hall, Devizes	• Quarterly data (Q1)- Risk / Performance / Finance / Complaints

Thursday 16 December 2021 10am-1pm	Venue to be confirmed	• Quarterly data (Q2)- Risk / Performance / Finance / Complaints • Service Commissioning update

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