

AGENDA

Meeting:	Wiltshire Police and Crime Panel
Place:	Banqueting Hall, Salisbury Guildhall, Market Place, Guildhall Square, Salisbury SP1 1JH
Date:	Thursday 9 March 2023
Time:	<u>10.00 am</u>

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Membership:

Cllr Steve Bucknell
Cllr Jenny Jeffries, Swindon Borough Council
Cllr Kevin Parry, Swindon Borough Council
Cllr James Sheppard, Albourne and Ramsbury
Cllr Elizabeth Threlfall, Brinkworth
Cllr Carol Shelley, Swindon Borough Council
Cllr Ross Henning
Cllr Abdul Amin, Swindon Borough Council
Cllr Daniel Cave
Cllr Dr Brian Mathew
Cllr Tony Pickernell
Denisa Ahmeti
Louise Williams

Substitutes:

Cllr Adrian Foster
Cllr Sarah Gibson
Cllr Gordon King
Vinay Manro, Swindon Borough Council
Cllr Dominic Muns
Cllr Sam Pearce-Kearney
Cllr Caroline Thomas

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AGENDA

Part I

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

1 **Apologies for Absence**

To receive any apologies for absence

2 **Minutes and matters arising** (*Pages 7 - 10*)

To confirm the minutes of the meeting held on 2 February 2023 as a true and correct record.

3 **Declarations of interest**

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

4 **Chairman's Announcements**

To receive announcements through the Chairman.

5 **Public Participation**

The Panel welcomes contributions from members of the public.

Statements

If you 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 first page of the agenda for any further clarification.

Questions

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on 1 March 2023. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

6 **PCC Quarterly Update**

6a **HMICFRS PEEL PCC - Progress to Date** (*Pages 11 - 18*)

To receive a progress update about the PCC's scrutiny, challenge,

and support of Wiltshire Police's HMICFRS PEEL inspection action plan, alongside the OPCC assessment of the progress Wiltshire Police is making against the PEEL findings.

6b **Update from the PCC**

To receive an update from Police and Crime Commissioner Philip Wilkinson, OBE.

6c **Police and Crime Plan Highlight and Performance Report** (*Pages 19 - 38*)

To receive the Highlight and Performance Report.

7 **Wider PCC Responsibilities - Victims and Vulnerability**

To find out more about some of the wider responsibilities of the PCC.

8 **OPCC Commissioning Plan 2023/24** (*Pages 39 - 50*)

To scrutinise the Commissioning Plan for 2023/24.

9 **Forward Work Plan**

To note the Forward Work Plan – details to follow.

10 **Communications**

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

10a **Update on Constitutional Matters** (*Pages 51 - 52*)

To consider plans to reform the Panel's constitutional document.

10b **Items for Communication to the Public**

To consider the Panel's communication with the wider public.

11 **Future meeting dates**

To note the future meeting dates below:

- Tuesday 13 June 2023, 2:30pm – Corn Exchange in Devizes
- Thursday 14 September 2023, 10:30am – West Wilts Room, County Hall
- Thursday 14 December 2023, 10:30am – Committee Room 6, Swindon

Part II

Item(s) during whose consideration it is recommended that the public should be excluded because of the likelihood that exempt information would be disclosed

None

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Wiltshire Police and Crime Panel

MINUTES OF THE WILTSHIRE POLICE AND CRIME PANEL MEETING HELD ON 2 FEBRUARY 2023 AT COMMITTEE ROOM A - COUNCIL OFFICES, MONKTON PARK, CHIPPENHAM SN15 1ER.

Present:

Cllr Steve Bucknell (Chairman), Cllr Jenny Jeffries (Vice-Chairman),
Cllr James Sheppard, Cllr Elizabeth Threlfall, Cllr Carol Shelley, Cllr Ross Henning,
Cllr Abdul Amin, Cllr Daniel Cave, Cllr Dr Brian Mathew and Cllr Tony Pickernell

Also Present:

Philip Wilkinson, OBE – Police and Crime Commissioner
Naji Darwish – Chief Executive and Monitoring Officer, OPCC
Clive Baker – Chief Financial Officer, OPCC
Cameron Osborn – Apprentice Democratic Services Officer
Matt Hitch – Democratic Services Officer

10 Apologies for Absence

Apologies were received from:

- Cllr Kevin Parry (Swindon Borough Council)
- Louise Williams (Co-Opted Independent Member)
- Denisa Ahmeti (Co-Opted Independent Member)
- Chief Constable Kier Pritchard (Wiltshire Police)

11 Minutes and matters arising

On the proposal of Cllr Sheppard, seconded by Cllr Amin, it was resolved:

Decision

The minutes of the meeting held on 12 January 2023 were agreed as a correct record and signed by the Chairman.

12 Declarations of interest

There were no declarations of interest.

13 Chairman's Announcements

There were no announcements.

14 **Public Participation**

The Chairman stated that he was keen to improve the public communications of the Panel and welcomed questions related to its responsibility and functions. It was noted that a question had been submitted by a member of the public and that the response had been published in Agenda Supplement 1.

The Chief Executive and Monitoring Officer of the Office of the Police and Crime Commissioner (OPCC) confirmed that the PCC's response to the Police Efficiency, Effectiveness and Legitimacy (PEEL) report was included on their website. For the benefit of the public, he also noted that a comprehensive update had been provided to the Panel. The update had been behind closed doors due to the need to protect confidential information.

15 **PCC Precept Proposal 2023/24 and Budget**

The Panel considered a report from the PCC's Chief Financial Officer about proposed changes to the precept for the financial year 2023-24. The officer noted that, if the precept was increased by lower than the amount recommended in the report, it would be likely to require a high rate of increase in future years in order to improve service levels.

During the discussion, points included:

- The Chief Financial Officer was thanked for the update and for the recommendations in his report.
- The officer was pleased to update the Panel that £171,000 of additional funding had become available since he presented his Medium-Term Financial Strategy (MTFS) at their January meeting, due to a surplus in the estimated council tax base. However, he was keen to stress that a surplus of this size was unlikely to be repeated in future years and that population changes were built into his forecasts. The extra £171,000 for 2023-24 would be used to help mitigate inflationary pressures.
- He also noted that the government had recently confirmed the level of central and uplift grant funding.
- It was confirmed that the specific grant of £2.265 million was not contingent on reaching their target figure of 1,197 officers by 31 March 2024 but would likely be based on achieving a headcount (not necessarily full time equivalent) of 1,189. There would also be a mid-year target.
- It was explained that assumptions, about the quantity of and time to recruit staff, had been increased to reflect current recruitment levels and had been included with the £3.108 million savings programme, but this would regularly be reviewed depending on the wider economic outlook.
- The PCC reported that he had, alongside local MPs, been lobbying for a review of the police funding formula and was optimistic that this would soon take place. Members of the Panel were also keen to offer their support.

- The PCC explained that the National Police Air Service, the group providing air support to all police forces in England and Wales, had agreed that they would lease aircraft rather than purchase new aircraft one a one for one basis. The PCC felt that this would provide extra flexibility and highlighted that all PCCs in the region were keen to build up drone capacity. An evidenced based assessment would be required to establish the number of helicopters required by Wiltshire Police.
- In response to further questions about drones, the PCC outlined the increased use of drones and Wiltshire Police drone pilots. He was in discussions with the force on how to ensure this was a dedicated police function as capability increased.

Cllr Cave arrived at 10:30am.

The Panel then reviewed the findings of a consultation carried out by the OPCC about the proposed changes to the budget. The Panel observed that 54 percent of respondents were in favour of the full proposed increase. They also welcomed the work undertaken to reach different sections of the community. One Panel Member did note that he felt support had been higher in previous years and another stressed the importance of highlighting the sources of funding when asking questions.

After considering both reports in detail the Panel took reassurance from the majority support for the full proposed increase in the recent survey, believing it to be an indication that the public had confidence that the money would be spent wisely. They also stressed that it would be very important for them to continue to monitor how the funding was being spent to ensure value for money and achieve an improvement in services. On the proposal of the Chairman, seconded by Cllr Sheppard, it was resolved:

Decision

To support the recommendation of the PCC's office to set a precept of £69.428m, representing a £15 (6.2 percent) increase on the 2022-23 level, without qualification. This will require council tax to be set on all property bands based at £256.27 for a Band D property.

16 **Communications**

As the PCC was unavoidably delayed the Chairman chose to take the Communications Item ahead of Item 6 on the agenda.

The Chairman reminded the Panel that they were required by their procedure rules to establish and maintain a dedicated open access website including information about their role and work. He reported that he had asked officers to aim to establish a basic website by the time of the Panel's next meeting. In addition, he explained that procedure rules required that a briefing note about

the work of the Panel was circulated to elected members at least three times a year.

The Chairman also took the opportunity to thank a member of the public, Mr Caswill, for highlighting the importance of improving the Panel's communications with the wider public.

At 10:13am the Panel voted to adjourn the meeting for a maximum of 15 minutes to allow the PCC time to arrive. The meeting resumed upon his return at 10:20am.

17 **Future meeting dates**

It was noted that the next meeting of the Police and Crime Panel would be at 10:00am on Thursday 9 March 2023 at Salisbury Guildhall.

Future meeting dates were confirmed as:

- Tuesday 13 June 2023, 2:30pm – Corn Exchange in Devizes
- Thursday 14 September 2023, 10:30am – West Wilts Room, County Hall
- Thursday 14 December 2023, 10:30am – Committee Room 6, Swindon

(Duration of meeting: 10.00 - 10.50 am)

The Officer who has produced these minutes is Matt Hitch
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Meeting	Police and Crime Panel
Date	9 th March 2023
Report Title	OPCC's oversight of Wiltshire Police's PEEL progress
Report presented by	Naji Darwish, OPCC CEO

1. Purpose of Report

- 1.1 To provide a progress update to P & C Panel of the PCC's scrutiny, challenge, and support of Wiltshire Police's HMICFRS PEEL inspection action plan, alongside the OPCC assessment of the progress Wiltshire Police is making against the PEEL findings.

2. OPCC oversight and Governance

- 2.1 As Wiltshire Police are in "ENGAGE," there is external monitoring and support to the Force and PCC through the Police Performance and Oversight Group PPOG (Home Office, HMICFRS, College of Policing). The Force has produced a service improvement road map / plan in response to areas of improvement identified. The activities and timescales have been developed by the Force with feedback from the OPCC.
- 2.2 The OPCC in its statutory role is monitoring progress and working alongside these arrangements to scrutinise, challenge and support improvements. Tracking of PEEL progress has been incorporated into the assurance process at Executive Leadership Group (ELG) meetings. This utilises existing mechanisms such as the key lines of enquiry (KLOE) scrutiny approach and key performance indicator dashboard to measure Force performance against PEEL.
- 2.3 Informed by the Policing Protocol Order, the PCC's and OPCC's scrutiny approach of the force performance against PEEL includes:
- Two monthly ELGs of which one focuses on Force performance and PEEL progress. The other is a deep dive into Police and Crime Plan performance areas.
 - OPCC PEEL progress report produced by the OPCC, informed by Force self-assessment and OPCC governance and performance assessments.
 - ELG KLOE document directs OPCC oversight and supports focused force PEEL scrutiny and Police and Crime Plan improvements.
 - Continual monitoring of the force internal delivery mechanisms and the arrangements in place to deliver the improvements required by HMICFRS and OPCC.
 - Attendance by OPCC as standing members at all key Force governance meetings.
 - Engagement between the force HMICFRS representative and OPCC, ensuring PEEL progress updates are reviewed and accurately captured.
 - Weekly operational briefings from the Chief Constable and on key issues, where the PCC challenges PEEL progress.

- Programme of triangulation in person visits by PCC and OPCC key staff at Police locations across Wiltshire and Swindon, meeting Police Officers and Police Staff to listen to issues, measure performance progress and recognise achievements.
- Community feedback on force performance and links to improvements required.

2.4 The PCC and Chief Constable provided the first update on progress to PPOG in October 2022. This provided feedback on the Forces plans submitted in response to PEEL. The second PPOG will take place in April.

2.5 Outputs from the governance outlined above to track progress against PEEL and ongoing performance delivery objectives are incorporated into the PCC Highlight report.

3. Performance update

3.1 The Wiltshire Police service improvement road map (SIRM) outlined 82 specific service improvements to be actioned in response to the 2022 HMICFRS PEEL inspection.

3.2 Wiltshire Police have adopted the HMICFRS principles of measuring progress associated with PEEL. The majority of supporting activities identified within PEEL have been completed. It is not prudent to approach HMICFRS for sign off of the recommendations until such time as there has been a sustained level of improvement over time (at least six months), scrutinised and confirmed through the governance framework outlined in 3.4.

3.3 The force has adopted three phases of measuring progress; Build, Sustain and Embed.

Build: A plan is in place to deliver the improvement activity.

Embed: Improvement activity has been delivered.

Sustain: Following the delivery of the improvement activity Wiltshire police can demonstrate sustainable performance, together with appropriate governance in place to monitor the area effectively. Whilst rapid change is required, it is recognised that changes, including culture require time to embed.

4. Performance update

4.1 Following the appointment of the new Chief Constable (CC), immediate changes have begun to enhance the Forces ability to progress out of “ENGAGE,” including:

- Assessing effectiveness of current PEEL improvement plan, accountability, and management to ensure effective and sustained delivery.
- New CC has communicated clear operational priorities and focus for the force.
- CC chairing all internal performance, accountability, and delivery boards and reviewing arrangements.
- Reviewing senior Force team expectations, forthcoming appointment of an interim Director of People, to advice on Force and OPCC on workforce and people improvements, and a temporary Assistant Chief Officer to lead all PEEL and Force change work.
- Formal written bi-weekly updates from the Chief Constable to the PCC on progress against PEEL improvements and Force performance (following ELGs).

4.2 The following tables outline progress against the current Force PEEL improvement plans. As indicated the OPCC wishes to see tangible and sustained improvements to address the causes for concern.

5. Causes of Concern

Cause of concern 1: Q4 Effectively responding to the public		
PEEL Specific Activity	Activity status	Summary of progress
Develop a new CCC repeat vulnerability procedure.	✓	On-going development of the identification system. Launch briefing prepared.
New question set and training in CCC to support vulnerability assessments.	✓	QA is operational, training complete, Face to Face briefings, DLT awareness and live monitoring.
CCC Quality Assurance monitoring of repeat victim identification.	✓	2023 performance improvements - 81.4%, ongoing briefings to develop this further.
Frontline training on the key strands of vulnerability.	□	Further training to be delivered in 2023 with specific focus on vulnerability identification.
Ensure that Crime Prevention and CSI training is provided to all CCC.	✓	Force training complete. Introduction of an online crime prevention site for victims progressing.
Intro. templates to guide staff in provision of crime prevention.	✓	Staff aide memoire developed and victim website progressing.
CCC - Quality assurance monitoring of preserving evidence and prevention advice.	✓	F2F and online training to be rolled out and support progress.
Additional supporting activity		
✓ The control room have implemented changes to their command-and-control system to flag repeat victim of Anti-Social Behaviour.		
✓ Face to face briefings have been delivered to all Control room staff to raise the criticality of the improvements required.		
✓ Since June over 4300 telephone calls have been assessed by a Quality Assurance department with individuals being held to account for their compliance. Additional staff have been recruited into the Quality Assurance team.		
✓ A leadership review was completed in October '22 which led to an increase in the volume of control room supervisors and the introduction of a performance inspector focused on reducing wait times for the public.		
✓ Peer review commissioned from Dorset Police.		
✓ Overhaul of the recruitment and selection process to attract and retain talent within Contact Management.		
Progress summary		
<p>Wiltshire Police has undertaken significant improvement activity linked to Contact Management. This includes the introduction a 12-month training programme for its control room operators to ensure that its operators receive critical training which has included vulnerability, THRIVE+, CSI and crime prevention training.</p> <p>The control room adopts THRIVE+ (risk assessment process) and since the publication of PEEL compliance in this area has risen from 35% to 95%. Operators are now consistently applying a structured risk assessment process when receiving calls.</p> <p>Improvements within the control room have been recognised by the HMICFRS, signing off two of the four recommendations linked to the cause of concern.</p> <p>The introduction of a Quality Assurance programme has seen over 3100 calls dip sampled since June 22 enabling the force to monitor departmental, team and individual performance more effectively. The control room is currently focused on improving the consistency in which repeat callers are identified and ensuring that victims of crime are provided with crime prevention and crime preservation advice.</p> <p>Whilst the control room has invested in activity, performance in these three areas requires further improvement that provides a consistent service to the public.</p>		
Cause of concern 2: Question 6 - Protecting vulnerable people		

PEEL Specific Activity	Activity status	Summary of progress
Introduce training and awareness products for DASH (Domestic Abuse Stalking and Harassment).	✓	DA matter training (1650 officers) began 16/01/23. Performance to be audited.
Ensure our Domestic Abuse Policy is revised and relaunched.	✓	Domestic Abuse Policy amended and relaunched. Change programme on going.
Carry out a Monthly Audit of DA incidents to assess risk assessments.	✓	Force policy updated to require verbal arguments receive formal risk assessments. An initial audit identified 100% compliance.
Roll out template for supervisors to check DASH completed.	✓	Template rolled out with assurance checks completed. Requirement to audit cases not involving children.
Evidence Led Prosecutions (ELP) training to all investigative staff delivered.	□	Requirement to deliver further ELP training to frontline investigators in support of DA matters.
Ensure Investigative Standards Audits are auditing use of ELP.	✓	VSA (Victim Service Assessment) audit checklist to be deployed Feb 23.
Mandatory closure template for supervisors to include a check that an Evidence Led Prosecution has been used with supporting rationale.	●	The ISO (Investigation Standards Officers) team are seeking to develop this following a review of supervisor closure templates.
Volume Crime Team (VCT) Model to maximise ELP opportunities.	□	VCT in place. VSA audit to be deployed Feb 23 with early audits showing progress. Requires analysis from BI to assess improvements with the baseline sample confirmed.
DVPN (Domestic Violence Protection Notice) and DVPO training to be rolled out to new VCT.	✓	DVPN training delivered to frontline investigators.
Deliver DA matters training.	□	DA matter training (1650 officers) began 16/01/23.
Police recording system to ensure capture rationale for considering DVPN/DVPOs.	✓	The system is available on officers' phones and specifically asks whether a DVPN/O has been considered.
We will implement use of Lawyer to pursue DVPO's.	✓	OPCC recruited and commence April 2023.
Introduce processes for the recording and compliance in DVPO's and civil orders.	✓	OPCC recruited and commence April 2023.
Raise HMICFRS recommendations in MARAC (Multi Agency Risk Assessment Conferences) boards (Safeguard Partnerships).	✓	Risk matrix produced HMICFRS to attend a MARAC board and review.
Appoint police MARAC chair focusing on reducing risk.	✓	Independent Wiltshire Council post review to be complete March 23. Sufficient MARAC chairs in post.
Qlik Vulnerability App to ensure 3 cases in 12mths shared into MARAC.	✓	Qlik Vulnerability app is in place but subject to review of referral criteria.
Force and OPCC to use the 'victims voice,' to drive improvements.	□	New survey to be in place April 23 and Victim Voice coordination group established.
Development and delivery of VCOP (Victim s Code of Practice) improvement plan.	□	Victim Development Group meet Bi-Monthly. New victims lead identified with the introduction of a Victim Executive Board.

Vulnerability Qlik. App to analyse trends and influence plans to support VAWG.	✓	Vulnerability app in operation and informing decisions.
Enable the Force to interrogate Intel. targeting of vulnerability.	✓	Vulnerability analytical product produced Sept 2022 - resourcing challenges impacting 2023.
Additional supporting activity		
✓ Qualitative audits undertaken of ELP (Evidence Led Prosecution), sharing lessons learnt with business leads.		
✓ Audit being undertaken of stalking offence investigations linked to both DA and non-DA offences. Learning being shared with SLT leads.		
✓ DA champions identified to provide support, advice, and guidance to peers.		
Progress summary		
<p>The force has invested in DA matters training which is being rolled out to 1650 officers and will support the force in adopting a positive culture to spot early signs of domestic abuse and understand the tactics used by perpetrators.</p> <p>In support of improvement activity, the policy for domestic abuse has been redeveloped to extend occasions whereby information is shared with partnership agencies (PPN submissions). To assess the quality of investigations, the Public Protection Department are dip sampling investigations.</p> <p>The department also employs auditors to carry out thematic reviews which to date have included Evidence Led Prosecutions and missing persons. Whilst investment in this area has made, the force has not sought to sign off the areas as complete in recognition of the need to further embed improvements and demonstrate a sustained level of performance.</p>		
Cause of concern 3: Question 12 - Effectively planning and innovating to efficiently meet demand		
PEEL Specific Activity	Activity status	Summary of progress
Deliver a communication strategy.	✓	Strategy agreed and rolled out.
Implement the CC's SIRM 2022/23.	✓	Updated following PPOG 1 with reg. reviews for progress during back to basic gold group.
Refine Force Strategic meeting structure.	✓	New structure developed and awaiting sign off.
Implement a refreshed Performance Strategy.	□	Performance strategy complete, single scorecards and governance framework developing.
Force leads to develop personal objectives aligned to SIRM.	✓	Objective setting being developed.
Additional supporting activity		
✓ A new strategic performance board is now in place with thematic cycles linked to the new Chief Constables priorities.		
✓ The performance scorecard has been redeveloped focusing on key priorities.		
✓ A bi-weekly gold group has been developed to oversee improvement activity associated with the Strategic Improvement Roadmap.		
✓ Introduction of new supervisory applications providing KPIs for staff including arrest rates, outcomes, bail, and workloads.		
Summary		
<p>The activities contained within the SIRM have been assessed for progress and graded accordingly. These activities do not necessarily equate to sustained improvement or progress. The governance under this question is under review to ensure that the activities are leading to embedded and sustained improvement. The SIRM will reach a natural end this year and the Force will develop a new refreshed service delivery plan focused on sustained service delivery, quality and aligned to the new CCs (Chief Constables) vision and priorities and the Police and Crime Plan.</p>		

6. Area for Improvement

PEEL Specific Activity	Activity status	Summary of progress
Area for improvement: Effectively planning and innovating to efficiently meet demand		
Implement a revised Business Planning/FMS process.	✓	FMS (Force Management Statement) process implemented, and Governance boards identified. New organisation risk assessment process developed.
Force / PCC to develop an efficiency plan to ensure demand-based strategy.	✓	External provider producing.
Area for improvement: Effectively community engagement and problem solving		
Intro a new 7 pillars Neighbourhood policing strategy and delivery plan.	□	Strategy under review with new CC. Signed off at NPCB.
Embed CPT Neighbourhood abstraction policy and performance metrics.	□	Role responsibilities defined. Abstraction policy complete developing performance pack.
We will deliver a cohesive police Public Engagement Strategy.	□	Community Engagement Strategy for 2022-25 complete. Final roll out preparation.
Develop approach to SARA (scanning, analysis, response & assessment) Problem Solving with POP plans both internally and with relevant partners.	□	Monthly reviews of POP plans in place identifying best practice. Requires evidence of partnership engagement.
Area for improvement: Proactively bringing offenders to justice		
Double crewed RSO visits, post-visit intelligence and risk reviews undertaken.	✓	"Double crewed" policy operational each visit is risk assessed. Majority are double crewed.
CIET to ensure indecent image grading training is in place.	□	CIET staff trained, work to ensure DIOs follow process in place.
CIET resourced to manage demand and keep public safe.	✓	Resourcing levels and case work reported to DLT monthly.
Area for improvement: Protecting the vulnerable		
Develop a vulnerability problem profile, to maximise use of data.	✓	GAP Analysis has been completed.
Area for improvement: Training and equipping our people to do their jobs effectively		
All senior leaders are accessible, visible, and engaging to build trust, listen and respond to feedback.	□	A range of activities, training and actions are progressing in this area.
Launch a new Employee Engagement Strategy.	□	The Employee Engagement strategy has been refreshed and delivery plan progressing. Awaiting input from new CC.
We will further develop a Staff Wellbeing Dashboard to identify hotspot areas and trends	●	Indicator dashboard development within Demand team. Expected delivery 2023.
Area for improvement: Victim-focused investigations		

Enhance our current programme of service audits.	✓	Investigation audits guided by replica VSA in place. Governance board using Qlik data.
We will establish an Investigative Standards and CJ Oversight Meeting.	✓	The meeting is operational, and improvement plan complete.
Service audits, which focus on investigations completed in-line with policy and expected standards.	✓	VCOP audits in place and on-going, with an improved governance progressing.

7. Force priority

PEEL Specific Activity	Activity status	Summary of progress
Effectively planning and innovating to efficiently meet demand		
Improve the use of scrutiny panels for Stop and Search and Use of Force.	✓	Improved recording due to enhanced software, “different view” website footage, improved officer performance following scrutiny panels and “revolving door” survey feedback.
Force/OPCC quarterly complaints review meeting and trend monitoring.	□	Improvements in data recording to assist quarterly boards.
Effectively community engagement and problem solving		
S/ELT review to ensure resourced to deliver Force service improvements.	✓	Chief Inspectors increased from 9 – 16. New Supt. leads assigned to Back to Basics and Justice.
Proactively bringing offenders to justice		
Monthly monitoring of Bail use, RUI, and voluntary attendance by S/ELT.	✓	Refreshed boards. Case reviews on-going and subject to action plans.
Protecting the vulnerable		
Develop a CPI SMART improvement plan linked to FCPI.	✓	Plan developed every month.
Deliver a three strand VAWG strategy.	□	Delivery of VAWG plan progressing.
Training and equipping our people to do their jobs effectively		
Roll out the leadership academy and programme of ongoing training for future and existing leader.	✓	Training plan refreshed with training through ranks and roles to be delivered over 12 months.
Victim-focused investigations		
Implement a Force wide Volume Crime Team.	✓	VCT implemented Sept 2022. Review being carried out.
Develop a new Detective Resilience Plan.	✓	Resilience plan developed and to be made accessible to the Back to Basics team.
Revise our crime allocation policy and model.	✓	Policy revised with performance data in development.
Scope, develop, and implement a new service offer to victims of crime.	□	Paper with performance analysis developed CIT development plan signed off.

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MAKING

WILTSHIRE

SAFER

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

**Quarterly Highlight report: Dec 2022 – Feb 2023
Police and Crime Panel**

Police and Crime Plan 2022-25

Police and Crime Plan 2022-25 delivery infrastructure

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

Priority 2: Reduce violence and serious harm

Priority 3: Tackle crimes that matter to local communities

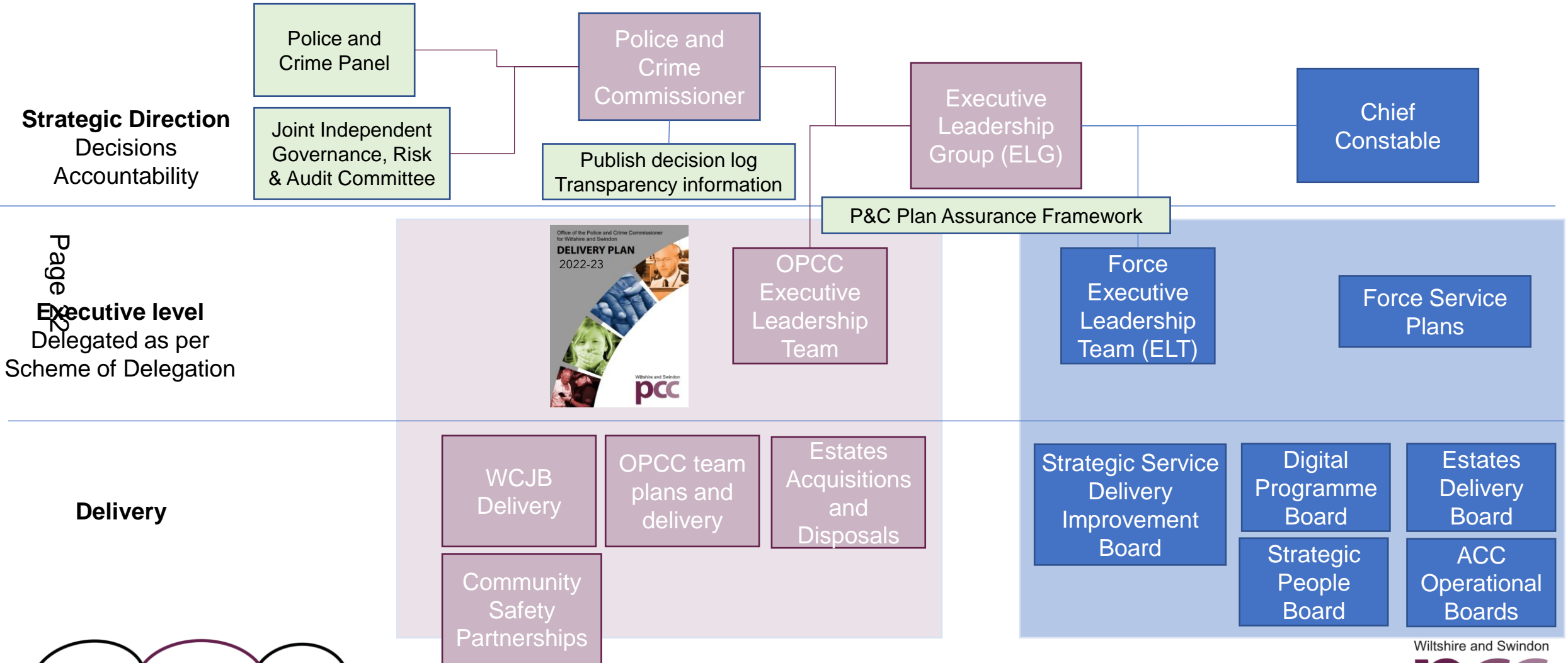
Priority 4: Improve the experience of victims and deliver justice

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

Governance & Decision Making



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



Police and Crime Plan: Force Performance Dec 2022 to Feb 2023

New slide as promised to provide Executive summary of key P&CP measures.

P1: A police service that meets the needs of its communities

- Abandonment rates,
- Response,
- THRIVE
- FAT
- Outstanding suspects
- RUI,
- etc

P2: Reduce violence and serious harm

- DA
- RASSO
- S&H

P3: Tackle crimes that matter to local communities

- Crime vol
- Arrest
- FAT

P4: Improve the experience of victims and deliver justice

- Victim satisfaction

66 PCP performance measures	Improving	Declining	Static
	37	28	1

P1 43 measures	Improving	Declining
	24	18

P2 11 measures	Improving	Declining
	5	6

P3 7 measures	Improving	Declining
	6	1

P4 5 measures	Improving	Declining
	2	3

Positives

- FAT outcome rates improving (14.8%). Violence with Injury FAT Outcome Rate 20.5%, YOY improvement of 9%.
- 999 abandonment rates reduced from 1.2% to 0.3% over the last 6 month and remain at their lowest for 3 years.
- Priority 3 = of the 7 performance measures, 6 have improved. Drug driving arrests 55% growth and ASB incidents in county 26.6% decrease YoY.
- THRIVE (assessments): Complete and visible rates improved for the quarter to 94.7% and Harm assessments to 93.7%

Persistent issues

- THRIVE (assessments): Call handler Crime Prevention and Vulnerability Advice performance quarterly decline. OPCC challenged for performance improvements at respective Force meetings.
- Average time to answer: CRIB - increasing rates with volumes up 5 mins on this time last year. OPCC ELG deep dive topic – remediation plan in place.
- Decrease in Swindon community Intel over the last year. OPCC ELG deep drive – remediation plan in place.
- Overall Victim Satisfaction is down by -4.1% when compared with the rolling 12-month average. OPCC ELG deep dive – remediation plan in place. Note: Victim satisfaction following hate crimes has improved to 85%, up 10% YoY and burglary 78%.

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

Outcomes achieved this quarter

- Recruitment of new Chief Constable by PCC endorsed by P&CP. Commenced 27th Feb 2023.
- The CC has confirmed to the PCC that they have reviewed all local standards and vetting policies to ensure they are fit-for-purpose. A comprehensive review of all existing misconduct cases has been completed by the Force.
- All Force staff and officers will be checked against national police data bases. The PCC has taken the extra step to include all OPCC staff in this review. This will be completed by 30/04/2023.
- Purchase completed of two mobile police stations and will be active in rural, isolated communities daily from Mid 2023. They will also be in Salisbury town centre during the weekend night-time economy to support safeguarding and local officers.
- Publication of Medium-Term Financial planning and precept level 2023/24 completed.
- The OPCC co-ordinated three scrutiny panels over the last quarter covering out of court disposals, use of force with a taser and stop searches. The October 2022 stop, and search was recognised for its improvements. The OPCC panel tested 10 incidents; the external panel voted 59 green & 10 amber. The internal panel voted, 52 green, 12 amber and 1 red (in this case the officer was still under tutorship).
- “Check it out” – the OPCC website has launched a youth web page providing videos and resources for young people, covering everything from bullying and mental health, to county lines and grooming
- The OPCC continues to execute actions within the 2022 – 23 Delivery Plan.

Risks and issues

- The recruitment of police officers and staff continues to be a high priority, with increased recruitment drives mitigating shortfalls. Staff retention, vetting and leavers may impact on their ability to deliver the policing portfolio and impact achieving officer uplift target.

Deliverables Progress

Action	Date Due	Progress
Tidworth police building site work started.	Q4 2023	30%
Use of two mobile police stations to be introduced, (Unexpected vehicle delivery delays caused short term setbacks)	May 23	40%

PCC focus next quarter

- Produce and publish the OPCC Delivery Plan 2023-24.
- A refreshed OPCC Communications and Engagement Strategy will be published.
- The OPCC Estates Strategy to being drafted and operational advice will be confirmed with the new Chief Constable.

Overall PCC Assessment

- Early signs of progress in areas of delivery (CCC, FAT rates), however focus remains required on sustainable performance improvements over time.
- We are briefing the new CC on areas of focus, supporting the transition and have provided clarity on a comprehensive range of service improvements.

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

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Abandonment Rate: 101		3.5%	3.3%	-1.5% points ▼	1.6% points ▲	3.4%	0.7% points ▲
Abandonment Rate: 999		0.3%	0.2%	-0.6% points ▼	-3.4% points ▼	1.9%	-2.3% points ▼
Abandonment Rate: CRIB		13.4%	12.3%	-1.6% points ▼	4.5% points ▲	11.4%	2.4% points ▲
Average Time to Answer: 999		00:00:05	00:00:04	-00:00:06 ▼	-00:00:03 ▼	00:00:08	-00:00:00 —
Average Time to Answer: CCH		00:00:27	00:00:25	-00:00:05 ▼	00:00:17 ▲	00:00:22	00:00:07 ▲
Average Time to Answer: CRIB		00:06:59	00:06:08	00:01:13 ▲	00:04:09 ▲	00:03:45	00:01:40 ▲
Thrive: Complete and Visible		94.7%	93.4%	-1.2% points —	—	—	—
Thrive: Crime Prevention Assessment		61.4%	67.5%	-3.0% points —	—	—	—
Thrive: Engagement Assessment		85.0%	84.5%	-4.2% points —	—	—	—
Thrive: Harm Assessment		93.7%	90.8%	1.3% points —	—	—	—
Thrive: Investigation Assessment		74.3%	73.7%	5.6% points ▲	—	—	—
Thrive: Overall Call Rating		59.9%	62.2%	-2.0% points —	—	—	—
Thrive: Risk Assessment		75.6%	74.5%	-3.7% points —	—	—	—
Thrive: Threat Assessment		94.4%	91.7%	-0.1% points —	—	—	—
Thrive: Vulnerability Assessment		46.0%	50.1%	-5.9% points ▼	—	—	—

ABANDONMENT RATES

- 999 - Average wait times have reduced significantly over last 2 month with wait times at 5 secs, a 3-yr. low.
- 101 – average abandonment rates have declined to 3.4% after a 6.9% spike in Dec 23.
- The 101 & 999 improvements correlate with the implementation of the new operating model.

AVERAGE TIME TO ANSWER

- CRIB & CCH – after a promising decline during Dec 22 rates are increasing.
- The new call taking process & THRIVE assessments are thought to be impacting. The force are seeking to refine the assessments.

THRIVE

- Complete & Visible THRIVE assessments have reached a comprehensive 94.7%.
- Overall call rating: the quarter average remained consistent at 62%.
- Investigation assessments highlight an improving performance increasing by 5.6%.
- Vulnerability assessments however record a decrease of 5.9% - quarterly comparisons.
- Both are outside of the +/- 5% confidence interval, with the remaining areas all reporting +/- changes within the 5% error margin for the sample sizes being assessed
- THRIVE assessments are to be reviewed and enhanced during the early part of the next quarter.

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

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Average Response Time: Immediate		00:12:26	00:12:37	00:00:29 —	00:00:40 ▲	00:12:02	00:00:04 —
Average Response Time: Priority		01:42:53	01:38:34	00:07:23 ▲	00:29:21 ▲	01:26:00	00:19:40 ▲
Community Intelligence - County		92	290	-16.4% ▼	-39.3% ▼	1,491	0.1% —
Community Intelligence - Swindon		28	115	-56.6% ▼	-57.2% ▼	1,110	3.8% —
Outstanding Suspects		1,497	1,540	-2.4% —			
Outstanding Suspects: 4+ Days		1,430	1,466	-1.8% —			
Outstanding Suspects: Over 12 Months		52	49	9.0% ▲			
Police Physical Attendance Rate - County		57.1%	57.2%	-2.0% points —	-2.3% points —	59.1%	-0.1% points —
Police Physical Attendance Rate - Swindon		58.2%	59.1%	-2.7% points —	-2.7% points —	61.0%	-0.8% points —
Response Rate: Immediate		81.0%	80.3%	-1.9% points —	-2.2% points —	82.3%	-0.3% points —
Response Rate: Priority		57.4%	57.6%	-1.5% points —	-9.0% points ▼	61.3%	-6.7% points ▼

RESPONSE TIMES & RATES

- Average response times – Immediate: averaged at 12:37 for the quarter. Highlighting consistent annual rates.
- Average response times – Priority: The force is breaching the SLA of 1 hour and have done for a sustained period.
- Response rates decreased over the last quarter with the SRO driving improved training course availability & allocation.

INTELLIGENCE

- Community intelligence volumes have declined over the last 12 months, significantly in Swindon.
- The force is seeking to mitigate this through implementing a senior responsible officer (SRO) to invigorate growths and manage the associated inherent risk.

OUTSTANDING SUSPECTS

- Volumes have declined over the quarter as the force seeks to drive the frequency of reviews (locally & nationally).

POLICE PHYSICAL ATTENDANCE

- The need for physical attendance by police following a log decreased over the quarter. Yearly comparison show by 0.1% and 0.8%
- Force staffing /resource management is subject to ELG scrutiny and challenge.

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

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Crime Volume		3,513	10,440	-7.5%	1.1%	43,780	7.9%
Crime Volume: Burglary		171	493	3.4%	1.9%	1,959	18.3%
Crime Volume: Violence With Injury		385	1,306	-18.7%	-14.3%	6,269	3.9%
FAT Outcome Rate		14.8%	14.4%	0.7% points	2.8% points	12.8%	0.7% points
FAT Outcome Rate: Burglary		2.9%	7.1%	1.2% points	1.9% points	6.5%	0.1% points
FAT Outcome Rate: Violence With Injury		20.5%	18.7%	5.9% points	5.6% points	13.7%	1.1% points
Released Under Investigation (Median): Timeliness		225	215	16.9%	41.5%	188	14.8%
Released Under Investigation: Volume		2,057	2,132	-1.0%	12.8%	2,075	5.4%
Time to Charge (Median)		23	26	2.5%	23.9%	26	50.4%
Time to Charge (Median): Burglary		101	43	-53.0%	15.8%	60	97.1%
Time to Charge (Median): Sexual Offences		36	135	2.8%	-29.6%	213	50.6%
Time to Charge (Median): Violence Against The Person		20	34	24.4%	-12.7%	36	67.4%
Time to Summonsed / Postal Requisition (Median)		162	161	15.0%	15.1%	156	8.9%
Time to Summonsed / Postal Requisition (Median): Burglary		Zero or No Data Available	215	-47.5%	-45.0%	318	-0.9%
Time to Summonsed / Postal Requisition (Median): Sexual Offences		239	379	65.1%	53.5%	390	54.4%
Time to Summonsed / Postal Requisition (Median): Violence Against The Person		183	189	11.8%	18.5%	169	3.3%

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CRIME VOLUME

- Crime volumes increased by +7% compared with the same time last year. A period which saw crime lows due to COVID.
- Wiltshire reported the third lowest crime volumes nationally in Sept 22 (ONS data).
- Burglary: volumes have increased 18.3% compared with Feb 21 – Jan 22. 2022-23 again a period experiencing low crime due to COVID monthly averages remain consistent and volumes below Pre COVID volumes.
- Violence with Injury volumes, are reporting a year-on-year increase of 3.9%, the increase is again affected by a low reporting period between Dec-2020 and Mar-21 and not a true increase in recorded volumes.
- Violence with injury crime show a declining trendline.

INVESTIGATIONS

- Overall FAT for the quarter has been consistently above 14%.
- FAT Outcome Rate – Burglary and Violence with injury: Both display an increasing trend for the last 6 months.
- Overall time to charge is 23 days with the rolling 12-month picture highlighting an increasing trend line.
- Subject to monthly ELG scrutiny.

TIME TO SUMMONS

- Postal requisitions decreased over the last month after early quarterly growths.



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

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Overall Victim Satisfaction		Zero or No Data Available	Rolling 12 Month Data Only			73.6%	-4.1% points ▼
Overall Victim Satisfaction: Burglary Crimes		Zero or No Data Available	Rolling 12 Month Data Only			78.2%	0.7% points —
Overall Victim Satisfaction: Hate Crimes		Zero or No Data Available	Rolling 12 Month Data Only			85.5%	10.5% points ▲
Overall Victim Satisfaction: Vehicle Crimes		Zero or No Data Available	Rolling 12 Month Data Only			66.9%	-9.7% points ▼
Overall Victim Satisfaction: Violence Crimes		Zero or No Data Available	Rolling 12 Month Data Only			73.5%	-5.7% points ▼
Victim Satisfaction: Ease of Contact		Zero or No Data Available	Rolling 12 Month Data Only			93.8%	-0.5% points —

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PUBLIC CONFIDENCE AND CONSULTATION: Survey data is not received from SMSR until the second week of the month. Due to scheduling satisfaction data will always be reported one month in arrears

VICTIM SATISFACTION: data is examined over 12 months for statistical significance with a 3-month lag before victims are surveyed

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Volume of Complaints		118	354	-14.3% ▼	12.0% ▲	1,376	18.8% ▲

VICTIM SATISFACTION – Sept-Oct 22 responses

- Overall Victim Satisfaction - (73.6%) has decreased by 5% over 5 consecutive months recording as exceptionally low
- Swindon = 78.3% (-1.6%pts YoY).
- County = 73.0% (-6.3%pts YoY).
- Improvements have been seen in Officers giving their details and practical help
- Burglary satisfaction remains at 78.2% remaining under average for 13 consecutive months.
- Violent crime satisfaction averaged at 73.5% demonstrating a 1 month exceptional low.
- Vehicle crime satisfaction average highlights a continued decline at 66.9% with the quarter experiencing exceptionally lows.

CSEW – Sept 2022 responses

- Overall confidence in local police: Wiltshire = 75.0%.
- Percentage who say the police are doing an excellent or good job in their local area: Wiltshire = 65%.
- Agreement that the police can be relied on when needed: Wiltshire = 57.4%.
- Percentage of people who experienced or witnessed anti-social behaviour in the local area: Wiltshire = 29.0%.

SERVICE DELIVERY

- Dissatisfactions volumes = 118. The year-on-year change is reporting an 18.8 increase. A trend present over the past 12 months of dissatisfaction reporting.
- Themes – lack of contact / people unhappy that their report of 'Crime' is not being logged as a crime.



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Quarterly PCC Highlight Report

Priority 2: Reduce violence and serious harm

Outcomes achieved this quarter

- OPCC signed the grant agreement with the HO for the serious violence duty funding following its successful application. HO consultants are undertaking a readiness assessment to support commencement of the duty. OPCC is working proactively with Community Safety Partnerships and Force to produce delivery plans required to reduce serious violence across Wiltshire.
- The Safety at Night Charter campaign launched in November and phase 2 launched February. Work is ongoing across partners to increase sign-ups in county. OPCC and Force Watch Coordinators are driving engagement with Pub and Hotel Watches.
- Delivery of a new 8-year contract designed to support victims of domestic abuse is underway with the new provider. This contract will deliver much needed IDVA resource, as well as refuge, safe spaces, and accommodation for the affected victims and their families.
- Safer lives training and it is being delivered to 1,600 officers and staff with domestic violence awareness training to improve referrals to CJS.
- Through a progressive partnership approach, a DA perpetrator programme has commenced allowing IOM to comprehensively monitor 64 high risk offenders in the community and custody.
- Recruitment of OPCC / Force lawyers commenced to support and increase legal orders to protect victims.
- OPCC co funded EOTAS pilot, working with 20 young people coming to notice with youth exploitation teams. Objective is to increase engagement with those at highest risk of entering the criminal justice system.

Risks and issues

- Lack of capacity and resilience to deliver legal capacity for OPCC/force, recruitment in sector very challenging. One lawyer recruited Feb 2023, paralegal recruitment live
- VCOP compliance continues to be a challenge. In response the back 2 basics gold group are introducing new measures Feb 2023.

Deliverables Progress

Action	Date Due	Progress
OPCC working with partners to deliver 'Safety at Night' charter following completion of public survey.	Jan 23	100%
OPCC and NHS to recommission therapeutic interventions to support victims of child abuse (revisions of the procurement timetable at a local – national level in the last quarter)	Sept 2023	50%
Recruitment of two additional force/OPCC lawyer and one para legal.	April 23	50%
Mobilisation of a new Fearless contract support the victims of Domestic Abuse	April 2023	80%

PCC focus next quarter

- Procurement of the Victims Voice Project, aligned to the victim satisfaction survey & will deliver a new cohort to improve range of vulnerability.
- The Head of OPCC/Force legal services is to complete the restructure of the legal division and improvement plan.

Overall PCC Assessment

- Extensive work is ongoing to improve focus of priorities and resources. Early performance improvements are evident, however these need to be sustained.

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Score card - Priority 2: Reduce violence and serious harm

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Crime Volume: DA		606	1,813	-4.3%	-1.3%	7,386	-0.2%
Crime Volume: RASSO		122	358	-4.3%	-6.0%	1,532	8.0%
Crime Volume: S&H		393	1,037	4.0%	-1.4%	4,197	1.9%
FAT Outcome Rate: DA		12.5%	12.5%	1.8% points	3.2% points	10.8%	0.5% points
FAT Outcome Rate: RASSO		8.2%	12.3%	6.4% points	6.8% points	8.6%	3.0% points
FAT Outcome Rate: S&H		7.1%	7.4%	-1.5% points	0.0% points	7.1%	-0.6% points
FAT Outcome Volume: DA		76	226	11.3%	32.2%	795	4.7%
FAT Outcome Volume: RASSO		10	44	100.0%	109.5%	131	65.8%
FAT Outcome Volume: S&H		28	77	-13.5%	-1.3%	300	-5.4%
Time to Charge (Median): RASSO		256	189	0.8%	-12.7%	215	44.7%
Time to Summoned / Postal Requisition (Median): RASSO		407	416	34.3%	96.9%	407	46.5%
Outstanding Suspects: DA		428	446	1.1%			
Outstanding Suspects: RASSO		160	165	-4.5%			
Outstanding Suspects: S&H		235	227	-3.5%			

CRIME VOLUME

- After a small increase in domestic abuse (DA) crimes Oct – Dec 22, volumes have stabilised; comparable with the previous annual average.
- RASSO has seen a year-on-year increase of 8%, due to the low reporting early 2021. A decreasing trendline has emerged over the last year.
- ONS data highlights Wiltshire with the fourth lowest sexual offence volumes (Sept 22).
- Stalking & harassment (S&H) crime volumes have increased over the quarter.
- ONS data (Sept 22) highlights Wiltshire with the lowest S&H crime volumes nationally.

INVESTIGATION

- FAT Outcome Rate: DA: Annual average stands at 10.8% with an increasing trend line
- FAT Outcome Rate - RASSO: Annual average stands at 8.6%, and despite the recent decline highlighted with an increasing trend line.
- FAT Outcome Rate – Rape: Annual average stands at 8.2% with an increasing trend line.
- FAT Outcome Rate – Other Sexual Offences: Annual average stands at 11.5% with an increasing trend line
- FAT Outcome Rate – S&H: Annual average stands at 7.4% declining latterly in the quarter.

OUTSTANDING SUSPECTS: data began Jun-22.

- DA and RASSO Outstanding suspect volumes display a decreasing trendline for the quarter.
- S&H outstanding suspects display an increasing trendline for the quarter.

FAT = Further action taken (charge/caution/penalty notice)



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Outcomes achieved this quarter

- Wiltshire Police achieved Home Office target of attending 100% of burglaries in Dec 2022 & Jan 2023.
- OPCC invested in Rural Crime Team. Uplift complete and senior management restructure implemented. RCT are represented at strategic and tactical regional group and the new RCT Insp. to spearhead cross border operations.
- A 68% increase in speeding enforcement actions (tickets / speed awareness courses) 2021 v 2022. 1552 tickets issued in Dec 2022 and 60 vehicles seized.
- OPCC leading enhanced Road Safety focus, including collaboration with all partner agencies to improve coordinated outcomes.
- OPCC website has a new section dedicated to Road Safety, focusing on performance, communication and activities.
- OPCC commissioned Street doctors: targeted intervention for young people working with youth justice. Eight sessions delivered across Swindon and Wiltshire Nov 22–Jan 23.
- Operational improvements rolled out with IT system upgrades enabling improvements in PPN integrated safeguarding and stop search Intel . Within the first 3 months this system has increased CCC capacity equivalent to 3.5 operators, reduced waiting times by 6.25 and travel time per officer by 100 hours per month (1000 in fuel savings).
- Safer Streets are at full capacity with Wiltshire focusing on youth work and CCTV within Devizes. Swindon have focused on prevention work within schools, educational work with parents, carers and targeted communities, and a mobile CCTV unit.

Risks and issues

- The force L & D capability, capacity and facilities are insufficient to deliver effective and efficient policing service. The departmental plan & cultural assessment are being rolled out
- A location for the Salisbury hub has not been agreed. Terms of reference drawn up with a location potentially identified.

Deliverables Progress

Action	Date Due	Progress
Roll out of the ASB educational tool kit – helping the public identify ASB find the correct resources to combat it. Task	Mar 23	85%
PL Kicks – provisions to increase youth engagement in positive activity.	April 23	75%
Youth commission; youth voice groups - a platform for young people to express their thoughts on key problems within society and hold partners to account.	March 23	90%
Additional 2FTE Officers joined Rural Crime Team. Full capacity target Q1 2023.	Jan 2023	100%
Three new Traffic Enforcement Officers have been employed; two new Road Safety Officers and two Administrator to process speeding tickets	Jan 2023	100%

PCC focus next quarter

- Rural Crime team community engagement events will be delivered utilising exhibition vehicle and CPT teams.
- The fourth Op Scorpion has been confirmed; a national campaign set to cause further major disruptions to drug dealers and suppliers across Wiltshire in 2023.
- PL Kicks to be recommissioned with 160 individual sessions to be delivered in 2023.

Overall PCC Assessment

- Positive progress with improving road safety, focusing on speeding concerns and delivery of local and national campaigns.
- ASB incident reduction volumes reflect the positive work with partners and CSPs to address community ASB in a collective response.

Score card - Priority 3: Tackle crimes that matter to local communities

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Arrest Volume: Drink Driving Offences		60	155	-13.9% ▼	-15.3% ▼	670	-4.0% —
Arrest Volume: Drug Driving Offences		59	142	49.5% ▲	82.1% ▲	450	16.3% ▲

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Crime Volume: Cyber		127	471	-5.0% ▼	-11.1% ▼	2,110	7.4% ▲
Crime Volume: Hate Crime		73	206	15.1% ▲	-1.0% —	839	-4.1% —
Volume of ASB - County		456	1,519	-33.7% ▼	-21.6% ▼	8,490	-9.7% ▼
Volume of ASB - Swindon		292	961	-31.9% ▼	-1.0% —	4,913	-10.3% ▼

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Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
FAT Outcome Rate: Cyber		9.0%	8.6%	-1.7% points ▼	0.1% points —	8.5%	-0.1% points —
FAT Outcome Rate: Hate Crime		16.4%	11.7%	-7.3% points ▼	-1.8% points ▼	14.9%	1.3% points ▲
FAT Outcome Volume: Hate		12	24	-29.4% ▼	-14.3% ▼	125	5.0% ▲

ROAD SAFETY

- Quarterly drink driving arrests increased resuming volumes seen during 2022.
- Drug driving arrests: increased reaching above average quarterly rates and a one month exceptional high at 59.
- Creating a year-on-year increase of 16.3%.

VOLUME

- ASB incident volumes mimicked anticipated trends with summer highs and winter lows; despite the world cup.
- ASB incidents exceptionally low incident volumes in Swindon and County with annual volumes decreasing by -9.9% Yr. on Yr.
- Cybercrimes: the implementation of new national crime recording rules may affect comparison longer term but improve quantification.
- Jan-23 experienced an exceptionally high at 127 which is anticipated over Christmas. Year on year a growth of +7.4% has occurred.
- Hate crime volume have increased slightly over the quarter after a drop. They remain -4.1% on the previous 12 months.

INVESTIGATION

- FAT outcome rate: Cyber – The 12 month average is 8.5% with an increasing trendline.
- FAT outcome rates and volumes: Hate crime – The 12 month average is 14.9% with rates decreasing mirroring a fall in related crime.



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Quarterly PCC Highlight Report

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

- OPCC spearheading the national implementation of the female offender agreement. This includes a whole system approach.
- OPCC have worked with partners and reviewed support mechanisms to ensure there will be a continuity of service for alcohol and substance misuse and Mental Health Treatment Requirement (MHTR) services whilst Melksham custody is closed for refurbishment.
- Overseeing remedial action to resolve staffing issues for custody healthcare.
- OPCC challenged Force performance relating to Out of Court Disposal volumes (OoCD) through governance meetings. Jan 2023 saw 114 Out of court disposals (adults) a YoY growth of 119%. Children and young people 24 OoCD increased YoY by 118%.

Risks and issues

- Challenging CJS environment nationally, with Wiltshire and Wessex performing relatively well. National focus on driving standards across CJS, however structural challenges remain on workforce availability particularly in defence, efficiency of courts and the resultant impact on victims, with Horizon Victim Care continuing to manage high caseloads.

Deliverables Progress

Action	Date Due	Progress
The OPCC are supporting both Wilts Council and Swindon Borough Council with their new individual substance misuse service tenders and will continue to co-commission from April 2023.	Contract start April 2023	95%
Re-commissioning of MHTR service from April 2023 to start	Contract start April 2023	95%
New Advocacy (SV) services tender complete - 6-year contract will see greater funding provided resulting in improved services, increased staffing and introduce online offence services for victims.	April 23	75%
MOJ funding for female offenders expected	Feb 2023	0%

PCC focus next quarter

- Mobilisation of the new alcohol and substance misuse services aimed at supporting individuals in the CJS setting (CSTRs such as court orders for substance misuse support).
- Out of Court disposals new framework (2 tier) to be introduced with the PCC supporting all pathways, including domestic abuse.
- The force are to use Home office funding to introduce mandatory drug tests in custody for target offences such as DA.

Overall PCC Assessment

- Force are instigating comprehensive governance to improve CJS outcomes, with a drive for positive / OoCD outcomes. WCJB scorecard highlights some improvements following CJS week of action. Areas to improve remain, particularly in the overall effectiveness of the criminal justice system.



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Score card - Priority 4: Improve the experience of victims and deliver justice

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Victim Satisfaction: Actions Taken		Zero or No Data Available	Rolling 12 Month Data Only			71.3%	-3.9% points ▼
Victim Satisfaction: Being Kept Informed		Zero or No Data Available	Rolling 12 Month Data Only			67.6%	-0.1% points —
Victim Satisfaction: Investigation		Zero or No Data Available	Rolling 12 Month Data Only			66.4%	-2.7% points —
Victim Satisfaction: Time to Investigate		Zero or No Data Available	Rolling 12 Month Data Only			86.4%	-4.8% points ▼
Victim Satisfaction: Treatment by Police		Zero or No Data Available	Rolling 12 Month Data Only			89.1%	-1.0% points —

VICTIM SATISFACTION – Sept-Oct 22 responses

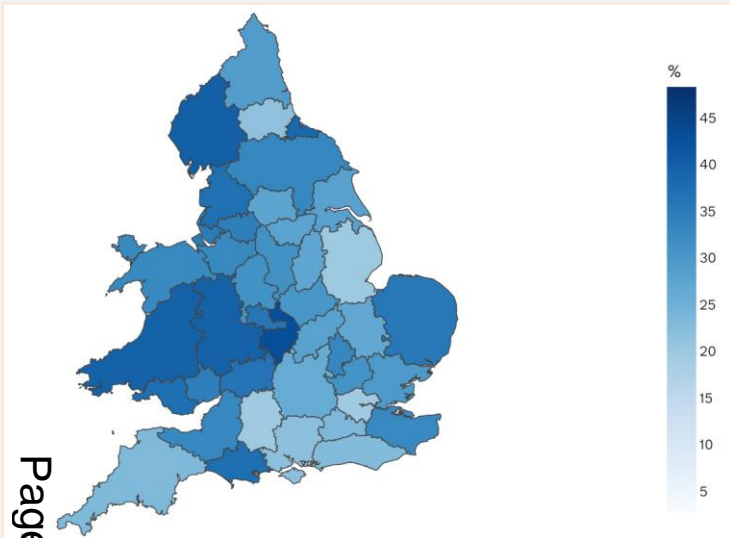
- Actions taken: The 12 month average declined to 71.3% satisfaction.
- Kept informed: The monthly average improved latterly in 2022 with Nov reaching 64.7% and Dec 70.8%.The annual average 67.6%.
- Investigation – The 12 month average declined to 66.4% with a slight up turn highlighted in the Dec 2022 of 68.7%.
- Thematic analysis highlights the following declining themes for the quarter:
 - Investigation,
 - Communication,
 - Officer behaviour/approach,
 - Report outcome,
 - Response time
- The Force Back to basics gold group is using the feedback to improve focus on communication and investigation with specific focus on Vehicle Crime due to low satisfaction levels.

PUBLIC CONSULTATION
Survey data is not received from SMSR until the second week of the month. Due to scheduling satisfaction data will always be reported one month in arrears* **Note: Victim satisfaction data is examined over 12 months for statistical significance with a 3-month lag before victims are surveyed



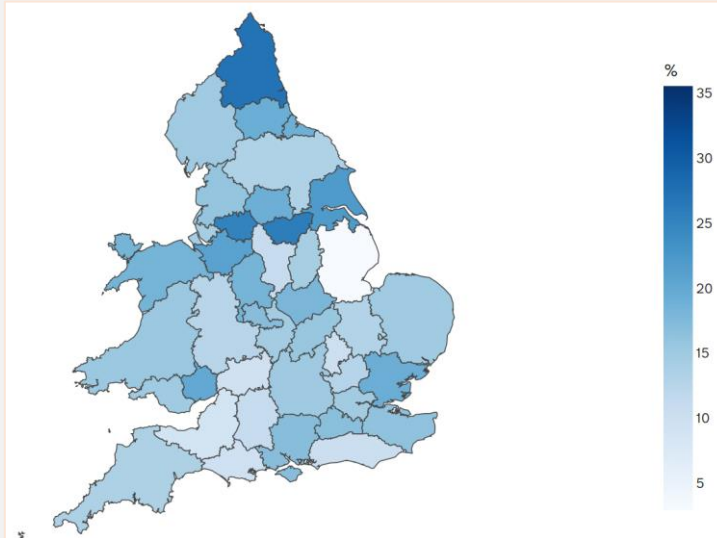
"If it matters to you, it matters to me."





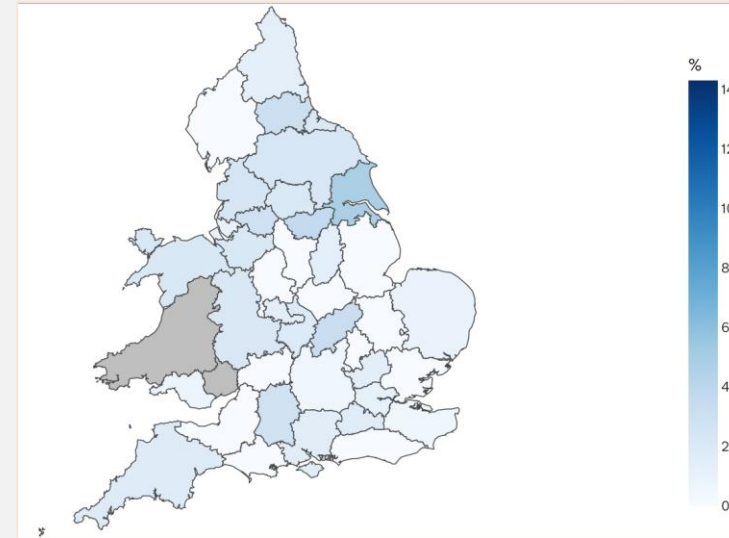
June – Sept 22 - Investigations closed because the victim does not support police action (20% ranking in the lowest 3 out of 42 forces)

- The percentage of Wiltshire Police investigations closed because the victim does not support police action remains below the 29% national average at 20% (lowest force – cohort 3).



Cases stopped because a victim no longer supports prosecution (11%) (ranking 6 lowest out of 42 forces)

- The percentage of Wiltshire Police prosecutions stopped because a victim no longer supports prosecution remains below the 15% national average at 11% (6th lowest)



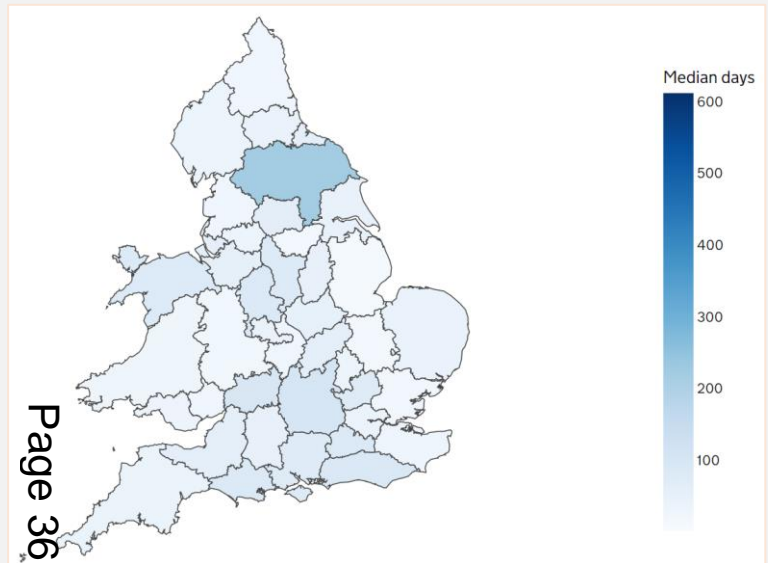
Cases in which the victim or witness no longer supports prosecution on the day of trial (2.8% above the national average)

- The percentage of Wiltshire Police prosecutions in which the victim or witness no longer supports prosecution on the day of trial 2.8% above the national average of 1.4%.



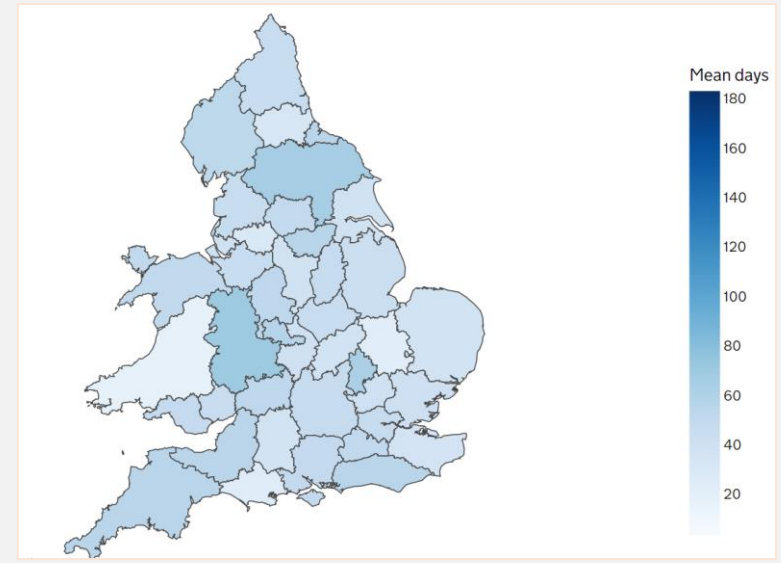
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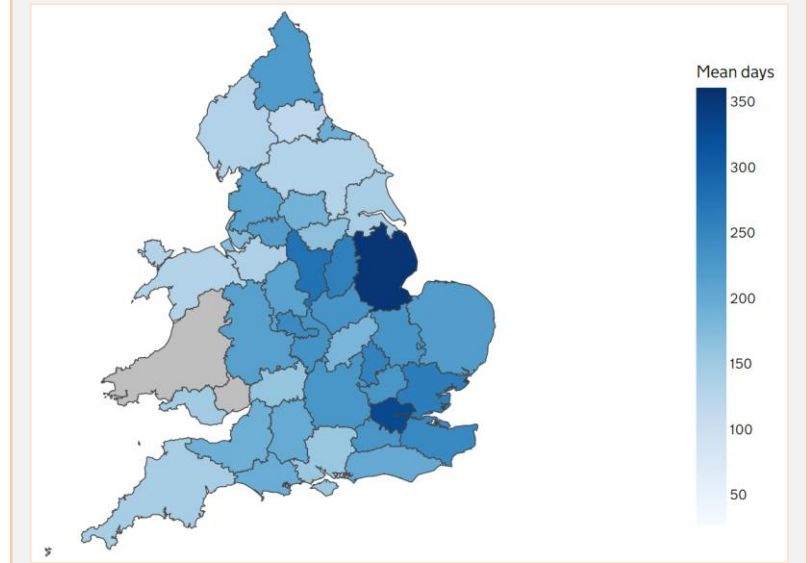
June – Sept 22 - Average days taken for police to charge an offender in victim-based cases

- From crime recording to police decision: Wiltshire Police were above the national average (45 days) at 48 median days - mid league table.



June – Sept 22 - Average days from police referring a case to the CPS and the CPS authorising a charge

- Police referral to prosecution by the Crown Prosecution Service (CPS): Wiltshire Police were below the national average (46) at 37 mean days – 6th lowest.



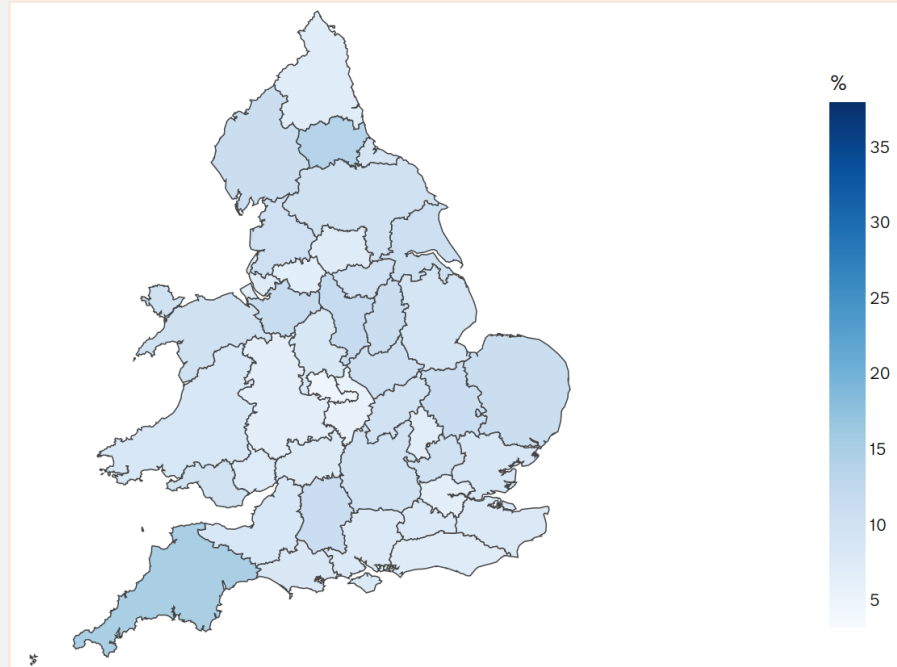
June – Sept 22 - Average days from arrival to case completion at the Crown Court

- Charge to case completion in court: Wiltshire were below the national average (228 days) at 198 mean days - mid league table.



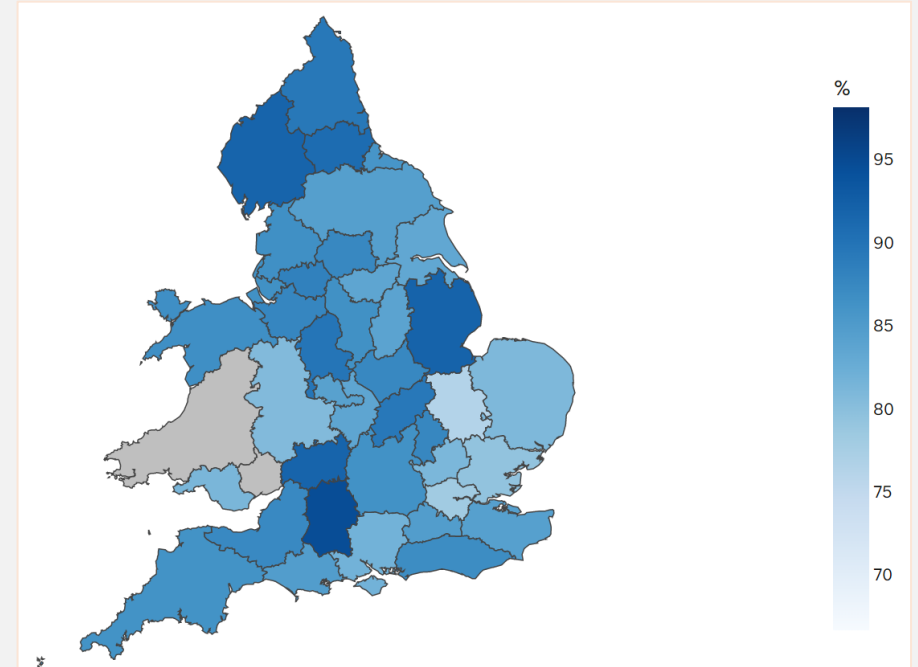
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Victim-based offences where an offender is issued with a successful outcome (%)

Crime recorded to police decision: Wiltshire Police were above the national average (8%) at 11%, and fourth highest.



Cases which resulted in a completed trial or guilty plea(%)

Charge to case completion in court: Wiltshire Police were above the national average (84%) at 95%, the highest nationally.



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Acronym	Value
ASB	Anti-Social Behaviour
CCC	Command Control Centre
CCH	Central Call Handling
CRIB	Crime Recording and Incident Bureau.
CSP	Community Safety Partnership
CSTR	Community Sentence Treatment Requirement
DA	Domestic Abuse
DASP	Domestic Abuse serial perpetrator
DVPO/N	Domestic Violence Protection Orders/Notices
ELG	Executive Leadership Group
EOTAS	Education other than at school
FAT	Further Action Taken (charge/caution/penalty notice)
HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services
IDVA	Independent domestic violence advisors
ISO	Investigation Standards Officers
IOM	Integrated Offender Management
Median	To be used, as opposed to the mean when there are outliers in the sequence that might skew the average of the values.
MHTS	Mental health treatment services
MSG	Most similar group
ONS	The Office for National Statistics
Op	Operation
OoCD	Out of Court Disposals
PEEL	Police effectiveness, efficiency and legitimacy
PPN	Public Protection Notices
RASSO	Rape & Serious Sexual Offences
SARC	Sexual assault referral centre
S&H	Stalking and Harassment
SLA	Service level agreements
SRO	Senior responsible officer
SW	South-West
THRIVE	Threat, harm, risk, investigate, vulnerable, engagement and expectations
WCJB	Wiltshire Criminal Justice Board
VAWG	Violence against women and girls
VCOP	Victims Code of Practice

Terminology

“Fearless”

The term Fearless was referenced in the last PCP highlight report in relation to a an externally provided reporting tool.

This PCP highlight report also references a service called fearless. Please note this refers to a service designed to support DA victims.



Meeting	Police and Crime Panel
Date	February 2023
Report Title	OPCC Commissioning Plans – FY23-24
Report presented by	Philip Wilkinson, PCC
Author	Rob Llewellyn, OPCC Director of Operations

PURPOSE OF REPORT

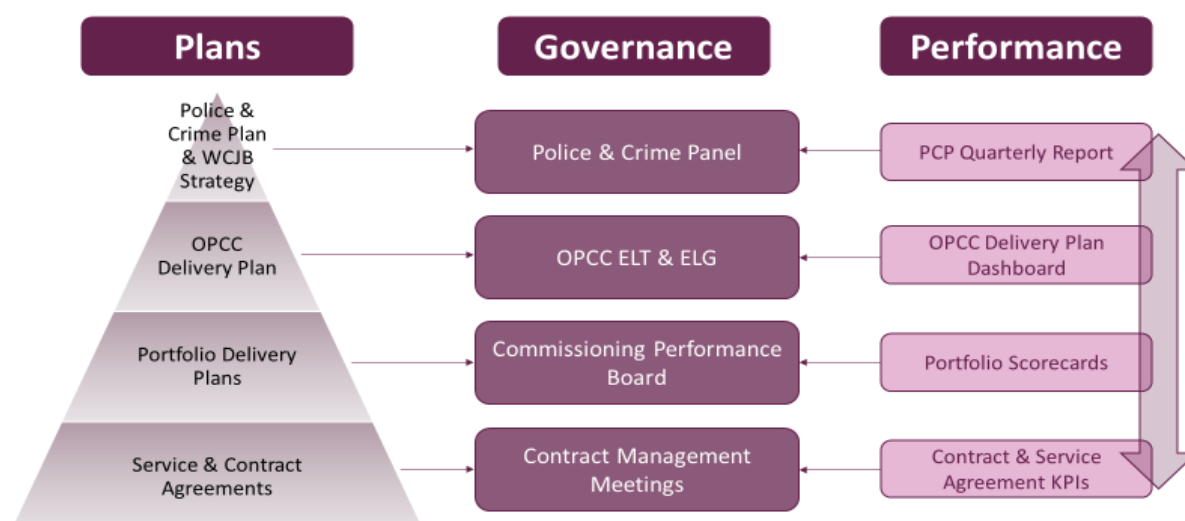
1. This paper provides Police & Crime Panel members with a summary of progress on commissioning of non-policing services and plans for FY23-24.

INTRODUCTION AND BACKGROUND INFORMATION

2. The commissioning function within the OPCC is comprised of three core portfolios:
 - a. Victims and vulnerability
 - b. Reducing reoffending and criminal justice
 - c. Prevention and youth
3. These portfolios are led by three strategic commissioning leads and during summer of 2022 three improvement officers were recruited to support them to increase delivery capability and partnership working capacity.
4. The team are also supported by the OPCC policy and governance officer and an administrative assistant who lead on monitoring, risk, performance and financial reporting for this business area.
5. The strategic leads play a key leadership role in delivering the Police and Crime Plan (P&C Plan), Wiltshire Criminal Justice Board (WCJB), Community Safety Partnerships and improvement plans across the Force and service providers. They are also critical in enabling the OPCC to deliver the PCC's responsibilities to coordinate, lead and scrutinise system improvement, as directed in the P&C Plan & WCJB plan, as well being responsible for the delivery of OPCC commissioned services.
6. The commissioning of non-policing services has become increasingly important as the role of the PCC broadens and provides significant ability to influence and deliver change. As the team has expanded over recent years, it has been able to lead on many non-policing services for Wiltshire Police and partners.

GOVERNANCE

7. The delivery of the commissioning function is managed through an established governance structure (set out below). Service agreements and contracts are aligned to portfolio delivery plans, which in turn are components of the broader overarching OPCC delivery plan which describes how the OPCC will implement its part of the Commissioner's Police & Crime Plan. The delivery of this is overseen by the Commissioner who held to account by the Police & Crime Panel and relevant performance products and reports are produced for each layer of governance.
8. Working with the enhanced Strategy, Performance & Oversight team within the OPCC we have implemented a number of enhancements to our governance arrangements in the last six months, including alignment of highlight reporting and input in the quarterly updates provided to the Police & Crime Panel.
9. A key priority for FY23-24 for the OPCC commissioning team will be the refinement of the portfolio scorecards which translate contract level performance data into a series of key performance indicators to demonstrate progress across the portfolio.



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

FINANCIAL

13. The OPCC utilises funding from a range of sources to commission services to deliver objectives in the Police and Crime Plan and WCJB strategy. As well as a commissioning budget allocation from the PCC, the OPCC benefits from external funding grants from both the Ministry of Justice (MoJ) and, following a successful bid in January 2022, also now the Home Office (HO).
14. The external grants received from MoJ and HO are directed to certain activities as specified by the awarding department and the OPCC is required to regularly report progress against agreed outputs. The MoJ grant is provided to fund services for victims, including those who have suffered sexual violence or domestic abuse. The HO grant is awarded to fund the work required by the recent implementation of the Serious Violence Duty which requires a key group of specified authorities to work together to reduce serious violence in communities.
15. The OPCC manages the PCC commissioning budget allocation and the external grants received from MoJ and HO through three funds which are managed and reported on separately. These funds are then appropriately allocated to the respective portfolios to finance the delivery of the various commissioned services.



16. The total value of funding streams for commissioning in FY23-24 is £4.561m and the breakdown is set out below:

2023-24 Commissioning Funding Streams	Amount
PCC Commissioning Budget	£2.939m
Ministry of Justice Victims Grant	£1.367m
Home Office – Serious Violence Duty Grant	£0.255m
Total	£4.561m

17. The OPCC commissioning budget for FY23-24 is £1.802m with additional funding for custody healthcare and SARC contracts. This funding is split across the three commissioning portfolios as follows, with a small additional amount for pipeline development of new services through the year:

2022-23 PCC Commissioning Budget	Amount
Prevention and Youth	£0.567m
Victims and Vulnerability	£0.667m
Reducing Reoffending and CJS	£0.419m
Pipeline	£0.149m
Sub-Total	£1.802m
Custody & SARC Contracts (transferred from Wiltshire Police in 2022)	£1.137m
TOTAL	£2.939m

18. Whilst the custody healthcare and Sexual Assault Referral Centre (SARC) contracts sit within the reducing reoffending and victims portfolios respectively, these costs are broken out in the table above to highlight that whilst the total commissioning budget has risen, the core budget allocations to the three portfolios are in line with previous year's allocations. The costs of the custody healthcare and SARC services were previously met by Wiltshire Police but these will be transferred to the OPCC budget to reflect the responsibility for commissioning and managing these services going forward.

19. In addition to the funding the OPCC has been able to secure through the grants available through MoJ and HO, the commissioning team have secured a range of additional funding for other sources to support delivery of a range of activities aligned to the priorities in the Police & Crime Plan.

20. Examples include funding from partners for the provision of services, such as the Offender Housing Support Officer which helps resettle offenders when they leave prison. This post is now part funded by the Probation Service alongside the funding provided by the OPCC through the Reducing Reoffending & Criminal Justice portfolio.
21. Other examples include Safer Streets funding which is a national fund provided by the Home Office where local authorities and councils can bid for funds through their local PCC. Wiltshire have been very successful with the OPCC helping colleagues in Wiltshire Council and Swindon Borough Council secure £1.613m of funding from Safer Streets (Round 4). We expect next round of funding to begin early in FY23-24 and OPCC will again take a lead role in coordinating bids to secure as much support as possible.
22. Whilst the contractual costs for various services across all three portfolios have risen in line with inflationary pressures, through a combination of proactive cost management, maximising joint funding opportunities and ending of some existing services, we have been able to absorb the increased costs within our existing budget envelope. Therefore, the baseline PCC commissioning budget is not increasing in FY23-24 in spite of inflationary cost pressures.

RISK

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

LEGAL

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

PORTFOLIO SUMMARY – VICTIMS & VULNERABILITY

25. This portfolio promotes the rights of victims and those with vulnerabilities to ensure their entitlements and needs are met through a range of directly commissioned services, or services commissioned in partnership with other agencies.
26. This portfolio is led by Maria Milton, as Strategic Lead, and Nicky Ward as Improvement Officer. This portfolio also includes a part-time role dedicated to the development of restorative justice practice, however the member of staff in post is currently on secondment to Wiltshire Police ICT team. A decision on the future of this post will be taken early in April 2023 once the outcomes of ongoing recruitment in the ICT team is known.

27. The priorities of the portfolio in 2023-24 are:
- Ensuring a victim centred approach
 - Ensuring compliance with Code of Practice for Victims of Crime (VCoP) and effective delivery of quality victim services
 - Working together with other agencies to provide whole-system approach to supporting victims of Domestic Abuse and Serious & Sexual Violence
28. The work delivered by the portfolio is aligned to the priorities set out in the Police & Crime Plan, specifically priority two to 'reduce violence and serious harm' and priority four 'to improve the experience of victims and deliver justice', as well as the victim priority within the Wiltshire Criminal Justice Board (WCJB) Strategy which is to 'ensure victims of crime are fully supported through the criminal justice system with quality services that effectively meet their needs'.
29. The WCJB Victim, Witness and Most Vulnerable Board is chaired by the OPCC Strategic Lead and attended by a range of relevant Force leads including CID, Horizon Witness & Victim Care Domestic Abuse and Violence Against Women & Girls, as well as some of providers of victim's services. The board has developed a three-year delivery plan and performance metrics which are tracked and reviewed regularly, with progress reports provided to WCJB at frequent intervals.
30. The focus for the portfolio in FY23-24 will primarily be on the procurement and review of a significant number of its services, building on procurement already undertaken in FY22-23. This will involve extensive work with providers to ensure effective market engagement through the procurement process, supported by South West Police Procurement Service. The contracts, timescales and values for review and re-commissioning are set out below:

Commissioned Service / Contract	Potential Contract Value	Review / Procurement Process	Planned Start Date
Victim and restorative services (Horizon)	£0.500m	March to May 2023	June 2023
Children victims of crime	£0.120m	April to August 2023	April 2024
Adult victims of crime	£0.220m	July to November 2023	April 2024
Domestic abuse advocacy Swindon & refuge/safe spaces	£0.090m of c£0.270m (co-commissioned with SBC)	April to December 2023	April 2024

31. In addition to the contracts and services listed above for re-commissioning in FY23-24, the portfolio will also continue to manage existing services including the provision of independent sexual violence advocates, independent domestic abuse advocates and services for victims of domestic abuse and sexual abuse by various providers across Swindon and Wiltshire. The portfolio also manages the contract for the Sexual Assault Referral Centre (SARC) which was co-commissioned with NHS England in Autumn 2022.
32. Funding for this portfolio is provided through two streams; one through the MoJ grant which is a multi-year settlement to OPCCs nationally to fund core victims services, and the second from the PCC's commissioning budget to enable additional victims services to be delivered (including SARC). The value of these funding streams in FY23-24 is £1.367m from MoJ and £0.985m from PCC's commissioning budget (including the £0.318m SARC cost which transferred from Wiltshire Police in FY22-23).
33. A new Victim Voice survey will launch in April 2023, designed and co-commissioned by the portfolio team and Wiltshire Police to capture the views of victims of crime on how they been treated from reporting of the crime, through to court (if relevant) and beyond, and their views on the support services they have received or accessed. The survey is being delivered by a third-party supplier in a contract worth £0.025m a year which will deliver approx. 170 responses a month from victims and will include a required range of crime types, including domestic abuse and sexual violence. The feedback captured by the survey will be utilised to drive service improvements, both in police contact with victims and across the range of commissioned services, as well as helping shape future contract specifications to ensure services remain relevant to victim needs.
34. In addition to the continued delivery of commissioned services and procurement of new contracts, the portfolio's focus in FY23-24 will be on working with the Force to improve the treatment of victims, particularly supporting those who have suffered domestic abuse or sexual violence as part of wider police efforts to improve outcome rates for rape and serious sexual offences. The portfolio team are particularly keen to ensure services for victims are aligned and joined up between different providers and issues do not occur with handoffs between different services. To improve coordination and collaboration the team are undertaking a series of workshops with providers to map the service journey of users – the first of these was in March 2023 and more are planned through the year.
35. The Victims & Vulnerability portfolio addresses a number of the priorities and deliverables set out in the Police & Crime Plan and the WCJB Strategy and the OPCC will provide regular updates on progress through the quarterly performance reports to the Police and Crime Panel.

PORTFOLIO SUMMARY – REDUCING OFFENDING & CRIMINAL JUSTICE

36. This portfolio focuses on reducing reoffending by commissioning appropriate help, rehabilitation, and support services for offenders, as well as working with partners agencies to improve the effectiveness of the criminal justice system.

37. This portfolio is led by Caz Deverill-Hart, as Acting Strategic Lead, and Frankie Burke as Improvement Officer. Frankie will be going on maternity in April 2023, and we are in the process of recruiting cover for her post for 12 months.
38. The priorities of the portfolio in 2023-24 are:
- a. Improving the experience of priority groups in the criminal justice system
 - b. Delivery of health and wellbeing services
 - c. Delivery of rehabilitation services
 - d. Engagement (disproportionality, offender voice & scrutiny oversight)
39. The work delivered by the portfolio is aligned to the priorities set out in the Police & Crime Plan, specifically priority four 'to improve the experience of victims and deliver justice', and the reducing reoffending priority within the Wiltshire Criminal Justice Board (WCJB) Strategy which is to 'ensure services are available at the right time to support reductions in reoffending and keep our communities safe'.
40. The portfolio delivers the majority of its work on behalf of the WCJB through its Reducing Reoffending Board. The Board is chaired by the Head of Swindon & Wiltshire Probation, supported by the OPCC Strategic Lead, and relevant leads from police, local authorities housing, public health, Department of Work & Pensions, HMP Earlstoke and others attend. The board has developed a three-year delivery plan and performance metrics which are tracked and reviewed regularly, with progress reports provided to WCJB at frequent intervals.
41. The portfolio is funded solely by the PCC commissioning budget and in FY23-24 this will be to the value of £0.419m (plus £0.819m specifically for custody healthcare contract), with additional value secured through co-commissioning or joint funding of some services (as outlined below).
42. In FY22-23 this portfolio undertook a significant amount of procurement for the recommissioning of a range of services. This included mental health treatment requirements, drug and alcohol services for offenders and domestic abuse serial perpetrator support and all of these contracts will go live in April 2023. Therefore, the primary focus for the portfolio through FY23-24 will be the embedding and development of these services to ensure that performance levels are retained, services are delivered to contract specification and providers are engaged collaboratively with OPCC, Force and other agencies in the provision of their work.
43. This is particularly important is the custody healthcare contract, which is now managed by the OPCC following its award in Autumn 2022 at an annual cost of £0.818m. The new provider which is responsible for custody healthcare provision across the five South West Forces has encountered significant resourcing challenges in the provision of suitably qualified healthcare professionals in custody settings since its launch. OPCCs and Forces have worked closely with the provider to improve delivery of the service, and this will continue as the contract continues to become established over the next 12 months.
44. Other commissioned services which the portfolio is focused on embedding in FY23-24 once they go live in April are:

- a. Mental health treatment requirements contract (provision of court community order for attendance at mental health support programme) which has been co-commissioned with NHS England with an OPCC contribution of £0.040m per annum
- b. Substance misuse contract for Wiltshire (provision of drug and alcohol support services) which has been co-commissioned with Wiltshire Council with an OPCC contribution of £0.105m per annum
- c. Substance misuse contract for Swindon (provision of drug and alcohol support services) which has been co-commissioned with Swindon Borough Council with an OPCC contribution of £0.070m per annum
- d. Domestic abuse serial perpetrator support (behaviour change support for males and female offenders who have used abusive and cohesive behaviours towards their partners or family members) which has been co-commissioned with Probation Service with an OPCC contribution of £0.070m per annum

45. Other smaller funded activities and services in this portfolio in FY23-24 include:

- a. Co-funding of a housing support worker with Wiltshire Council and Probation Service to support effective transition of offenders from prison to the community following completion of custodial sentences
- b. Funding of out of court disposal pathways for female offenders and an intervention hub which provides a range of evidenced based online interventions to help offenders better manage a range of issues or challenges which may be contributing to their patterns of offending
- c. Ongoing management of co-commissioned contract with Wiltshire Council and Swindon Borough Council to provide appropriate adults to support vulnerable people during police interviews

46. In addition to these commissioned services and funded activities, the portfolio is focused on working with partners to reduce disproportionately and improve the experience of priority groups in the criminal justice system such as females, veterans and neurodivergent people to ensure their specific needs are supported and their outcomes are not unduly impacted. The work planned to be delivered in FY23-24 includes seeking additional funding to support female offenders through the delivery of our female offender strategy, working with the military to identify further assistance or signposting to help veterans in the criminal justice system, and working with local neurodiverse support organisations to understand what action can be taken to reduce the additional stress that being in the criminal justice system can cause neurodiverse people.

47. The Reducing Reoffending & Criminal Justice portfolio addresses a number of the priorities and deliverables set out in the Police & Crime Plan and the WCJB Strategy and the OPCC will provide regular updates on progress through the quarterly performance reports to the Police and Crime Panel.

PORTFOLIO SUMMARY – PREVENTION & YOUTH

48. This portfolio focuses on the preventable causes of police demand, prevention of offending by young people and the commission of services and interventions to divert them from the criminal justice system where appropriate.
49. This portfolio is led by Kelly Cullen, as Strategic Lead, with the support of an Improvement Officer which is currently out for recruitment. We are also recruiting for a dedicated Serious Violence Duty Coordinator which will be aligned to this portfolio to work with partner agencies to deliver the new Serious Violence Duty recently implemented by government.
50. The priorities of the portfolio in 2023-24 are:
- a. Safer communities and crime prevention
 - b. Early intervention, serious violence and exploitation reduction
 - c. Youth participation and engagement
51. The work delivered by the portfolio is aligned to the priorities set out in the Police & Crime Plan, specifically priority two 'to reduce violence and serious harm' and priority three 'tackle crimes that matter most to local communities.' In addition, this portfolio supports the priorities set out in both the Swindon and Wiltshire Community Safety Partnership strategies which outline how statutory agencies will work together to keep communities safe and the strategic plans of both Swindon & Wiltshire's Youth Justice Services.
52. The portfolio team works extremely closely with colleagues from a range of other agencies through both Swindon and Wiltshire's Community Safety Partnerships (CSP), primarily through the various multi-agency working groups established to lead on specific themes within the partnerships, including early intervention and violence reduction, and communities sub-group. As well as the CSPs, the portfolio's strategic lead sits on the executive board for the Youth Justice Service in both areas, working with multi-agency partners to support young offenders and provide interventions to divert them from continued engagement with the criminal justice system.
53. The portfolio is funded primarily by the PCC's commissioning budget and in FY23-24 this will be to the value of £0.567m, except for some additional funding granted to the OPCC from the Home Office for dedicated use to discharge the new requirements of the Serious Violence Duty (more information below).
54. The funding for this portfolio is primarily utilised to provide support for young people, including interventions and diversionary activities. This includes:
- a. Provision of funding to Swindon and Wiltshire Youth Justice Service as part of OPCC statutory requirements (c£0.180m for Wiltshire and c£0.080m for Swindon per annum)
 - b. Premier League Kicks which provide football related interventions for young people in Swindon and north Wiltshire (c£0.027m per annum)

- c. Street Doctors interventions where young people are trained in first aid response to injuries from sharp weapons or head injuries caused by violence (contractual costs covered in FY22-23)
- d. Potential to extend youth mentoring schemes in FY23-24 following evaluations of existing services

55. As well as these intervention and diversionary services, the portfolio funds a number of preventative services designed to reduce policing demand including:

- a. Mental health control room triage which provides dedicated mental health specialists in the Force control room to advise on mental health issues during incidents and support deployment of appropriate health resources alongside police units (£0.122m per annum)
- b. Community messaging system which is used by Wiltshire Police to communicate with communities across the force area to provide free crime alerts and crime prevention advice specific to localities (c£0.017m per annum)
- c. Taxi marshals to help prevent violence in night-time economy and support women and girls feeling safer at night (c£0.011m per annum)

56. In addition to the commission and funding of services listed above, the portfolio will continue to help facilitate and coordinate the multi-agency response to anti-social behaviour issues which was successfully undertaken in FY22-23. This included the establishment of multi-agency working group for a range of communities where ASB was becoming an issue such as Devizes, Malmsbury, and Downton where local action taken by partners was largely successful in reducing incidences of ASB and improving the lives of the communities affected.

57. The launch of the Serious Violence Duty (SVD) in January 2023 by government has been welcomed by the PCC and will be a significant priority for this portfolio in FY23-24. The increase in knife crime and serious violence is a major concern for communities and the OPCC recognises the important role it has in convening the SVD duty holders to deliver the new requirements, including the strategic needs assessment and local strategy to reduce serious violence. As part of this work the OPCC has already agreed on behalf of duty holders to recruit a Serious Violence Duty Coordinator who will drive collaboration between relevant partners across Swindon and Wiltshire to implement the targeted actions required and report on progress to the CSPs and Home Office.

58. The Serious Violence Duty funding secured by the OPCC for partners in FY23-24 is £0.254m however this is split between labour and non-labour costs and will be managed by the multi-agency steering group which the OPCC has established between both Community Safety Partnerships to oversee delivery of the duty.

59. The Prevention & Youth portfolio addresses a number of the priorities and deliverables set out in the Police & Crime Plan and the Community Safety Partnership strategies in both Swindon and Wiltshire, and the OPCC will provide regular updates on progress through the quarterly performance reports to the Police and Crime Panel.

RECOMMENDATION

60. PCP members are asked to note the report.

Review of Protocol 12 – Police and Crime Panel Procedure Rules and Panel Arrangements

Protocol 12 of Wiltshire Council's Constitution contains both the procedure rules for the committee and the panel agreement made between Wiltshire Council and Swindon Borough Council. As it has been some time since Protocol 12 was last updated, it would benefit from a review to make sure it meets current requirements. A verbal update will be provided at the meeting, but a suggested timeline for the review is outlined below:

May 2023

For Wiltshire Council's Constitution Focus Group to meet to consider Protocol 12, alongside members of the Police and Crime Panel.

June 2023

For a report on the implications of any changes to be brought to the Police and Crime Panel in advance of the meeting on 13 June. Any changes would require the approval of two thirds of the total membership of the Panel.

July 2023

For any changes to the panel agreement to be brought to the Council meetings (where applicable). Provisional Council meetings are scheduled for 18 and 13 July for Wiltshire and Swindon respectively.

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