

POLICE & CRIME PLAN 2017-21														Infographic	Context	
Force Priority	Measure	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021			
Prevent crime and keep people safe	Quality of Full Files (error rate)	0.0%	0.0%	0.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		Stable Trend - Over 12 months at 0%	
	Positive Outcome Rate (rolling 12 month)	16.7%	16.6%	16.7%	16.80%	17.00%	16.70%	18.50%	16.80%	13.80%	12.00%	11.30%	11.20%		3 months to June-21 presenting 3 month exceptional low. Rolling 12 month to June-21 14.3%	
	999 call - avg wait to answer	00:00:05	00:00:09	00:00:10	00:00:10	00:00:08	00:00:08	00:00:09	00:00:08	00:00:08	00:00:10	00:00:09	00:00:10	00:00:10		Recent discrete monthly decrease
	ASB volume	1833	1742	1415	1262	1094	1151	1250	1285	1639	1425	1364	1528	1528		Stable trend, volume in line with expected seasonal increases
	CRIB abandonment rate	13.1%	12.8%	14.2%	12.00%	8.00%	6.00%	6.00%	6.70%	9.00%	8.00%	7.40%	10.65%	10.65%		Q1 reporting slight increase in abandonment due to summer demand, but not exceptional
	CRIB call - avg wait to answer	00:02:19	00:02:08	00:02:33	00:02:21	00:01:18	00:01:10	00:01:03	00:01:19	00:01:48	00:01:32	00:01:30	00:02:21	00:02:21		Q1 reporting slight increase in avg time to answer due to summer demand, but not exceptional
	Crime Recording Compliance	-	-	93.9%	94.2%	-	-	94.10%	-	96.40%	95.20%	-	-	-		High stable trend
	Crime volume	3788	3428	3379	3316	2822	2920	2578	2506	3031	3196	3534	3626	3626		Long term stable trend, increase in rolling 12 months as society opens back up following pandemic restrictions easing
	CSEW Confidence	-	-	-	-	-	-	-	-	-	-	-	-	-		No data to report. CSEW data on hold due to the pandemic
	Hours Delivered by Specials	5045	3984	3259	2994	3431	3097	3453	3197	3399	2833	2606	2021	2021		Long term decreasing trend. Consistently below average.
	Immediate response time	00:08:38	00:10:48	00:12:00	00:09:20	00:11:36	00:11:26	00:11:28	00:11:17	00:11:17	00:11:29	00:11:26	00:12:15	00:12:15		Stable Trend
	KSI- Casualties	14	7	16	12	11	-	-	-	-	-	-	-	-		Data being collated to close up the backlog. 8 months below average exception since the pandemic began
	Most Serious Violence	19	16	11	13	13	14	13	9	11	15	14	15	15		Stable Trend
	Number of Watch Scheme Volunteers	1076	1218	1218	1218	1030	1030	1030	1030	1030	1030	1030	1030	1030		Stable Trend
	Overall Volume of Cybercrime	292	254	256	261	244	201	304	291	357	300	394	406	406		Increasing trend over previous 6-9 months, 1 month exceptional high
	Priority response time	00:52:45	00:59:08	01:00:40	01:01:17	01:01:24	00:55:34	00:51:35	00:49:50	00:59:40	00:58:59	00:57:31	01:06:54	01:06:54		One month above the 1 hour SLA
	Volume of Hate Crime	101	94	72	52	40	42	28	39	63	63	81	92	92		Stable trend
	Volume of Knife Crime (Home Office - ADR160)	-	-	70	-	-	41	-	-	65	-	-	70	70		Stable trend
	Volume of Rural Crime (Key word + tags)	56	45	62	56	52	33	84	32	49	45	47	44	44		Stable Trend
	CPT Establishment Level	-	-	-	-	-	-	-	468			468				468 police constable posts (includes neighbourhood, response and proactive police officers) 131 PCSO posts & 80 Local Crime Investigator posts
Percentage of CPT Staff at Work	-	-	-	-	-	-	-	70.30%			73.50%				Increase in trend. Previous report (Q4 20/21) was influenced significantly by COVID sickness / attendance rates.	
Percentage of CPT Officers able to Respond	-	-	-	-	-	-	-	67.20%			69.40%				Increase in trend	

Protect the most vulnerable people in society	S136 Arrests	34	27	35	37	24	17	25	22	26	27	18	33		Stable trend	
	Volume of CSE Crimes	11	8	12	24	10	5	11	8	2	5	10	6		Stable Trend	
	Volume of repeat Missing Incidents U18	9	10	10	8	11	8	6	5	4	3	4	6		Stable Trend	
	Volume of Fraud	-	-	-	-	-	-	-	-	-	-	-	-		BI working with the cyber team to enable us to identify fraud volumes	
	First Time Entrants into the Criminal Justice System	-	-	Year to Sep 20 delayed due to CV19		-	-	-	-	-	Year to Mar 21 delayed due to CV19		-	-		MoJ data to be published quarterly (Nov, Feb, May, Aug), anticipated to start May 21 but delayed due to CV19.
	Number of Reoffences per Reoffender over time	4.80 (Oct 17 - Sep 18)	-	-	4.85 (Jan 18 - Dec 18)	-	-	4.77 (Apr 18 - Mar 19)	-	-	MOJ data Jul 18 - Jun 19 delayed due to Covid		-	-		Data Apr 18 - Mar 19 published May 21 (delayed from Jan 21), shows slight reduction in number of reoffences per reoffender
	Frequency of Reoffending per Reoffender	23.19% (Oct 17 - Sep 18)	-	-	27.73% (Jan 18 - Dec 18)	-	-	26.75% (Apr 18 - Mar 19)	-	-	MOJ data Jul 18 - Jun 19 delayed due to Covid		-	-		Data Apr 18 - Mar 19 published May 21 (delayed from Jan 21), shows a drop in proportion of offenders who reoffend
	Recall Rate due to Reoffending	9	-	-	8	-	-	7	-	-	5	-	Not available until end July		<ul style="list-style-type: none"> <li>Recalling trend over last 3 quarters</li> <li>NPS data only. Number of NPS Offenders Managed in Swindon &amp; Wiltshire Recalled, where "Further Offence/Charge" was listed in the recall reasons</li> </ul>	
	Overall Mean Reoffending Risk Score	39.1	-	-	36.6	-	-	38.6	-	-	40.1	-	Not available until end July		Slight rise in overall NS caseload cohort OGRS score at quarter end indicates that the risk, on average, of the offenders being managed by NPS at quarter end is slightly increasing.	
Put victims, witnesses and communities at the heart of everything we do	% Overall Convictions	81.4%	92.6%	87.4%	91.9%	92.6%	88.7%	83.50%	86.50%	86.00%	84.40%	84.68%	85.19%		Stable Trend	
	Outcome for Domestic Abuse	13.6%	13.5%	13.9%	13.8%	13.9%	13.7%	13.30%	13.60%	13.40%	13.50%	13.30%	13.00%		Slight decreasing trend	
	Outcome for Sexual Offences	9.9%	8.9%	8.9%	9.4%	9.0%	9.4%	10.30%	10.00%	9.80%	10.20%	9.80%	9.30%		Stable Trend	
	Satisfaction of victims with the whole experience	78.4%	77.5%	77.6%	77.9%	78.6%	78.8%	78.30%	77.90%	77.50%	78.77%	78.59%	78.59%		Increasing trend	
	Satisfaction with being kept informed	67.8%	67.3%	68.0%	67.1%	66.5%	66.9%	67.30%	67.50%	67.10%	67.60%	68.37%	69.02%		Increasing trend	
	Satisfaction with ease of contact	94.1%	94.0%	93.7%	93.3%	94.4%	94.3%	94.50%	95.00%	94.90%	95.05%	95.38%	95.11%		5 month exceptional high	
	Satisfaction with treatment	90.6%	90.0%	89.9%	89.4%	89.5%	89.2%	88.70%	89.00%	88.90%	89.76%	89.54%	89.60%		Stable Trend	
	Volume of DA Crime (ACPO defined)	726	655	563	559	508	580	546	499	568	569	609	581		Increasing trend	
	Volume of Sexual Offences (Recent / Non Recent)	163	151	128	109	113	117	102	98	120	111	163	173		slight increasing trend	
	Domestic Abuse Conviction Rate (as proportion of offences)	-	-	-	-	-	-	-	-	-	-	-	-	-		Development being led by OPCC commissioning manager with CPS - There may challenges with this data and whether the breakdown is being recorded at this level. Maintaining contact on developments of this data.
	Sexual Offences Conviction Rates (as proportion of offences)	-	-	-	-	-	-	-	-	-	-	-	-	-		
Percentage of Unsuccessful Domestic Abuse and Sexual Offence Convictions due to	-	-	-	-	-	-	-	-	-	-	-	-	-			
Average days report to trial	193	223	179	168	168	162	218	226	195	145	201	163		Stable Trend		

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