



Wiltshire and Swindon

pcc



MAKING WILTSHIRE SAFER

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

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

Police and Crime Plan 2022-25

Police and Crime Plan 2022-25 delivery infrastructure

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

Priority 2: Reduce violence and serious harm

Priority 3: Tackle crimes that matter to local communities

Priority 4: Improve the experience of victims and deliver justice



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

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

Outcomes achieved this quarter

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

Risks and issues

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

Deliverables Progress

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

PCC focus next quarter

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

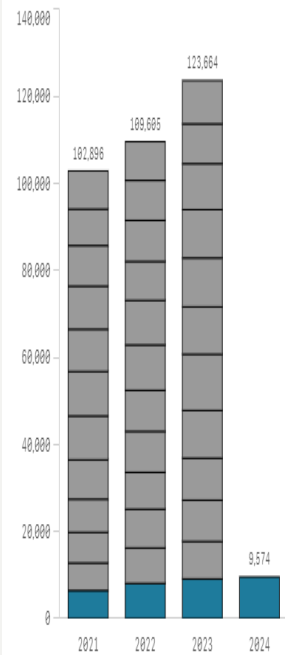
Crime & Communication Centre – 999 Service

WHAT? (What is the situation?)

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

Call Offer Demand: All 999

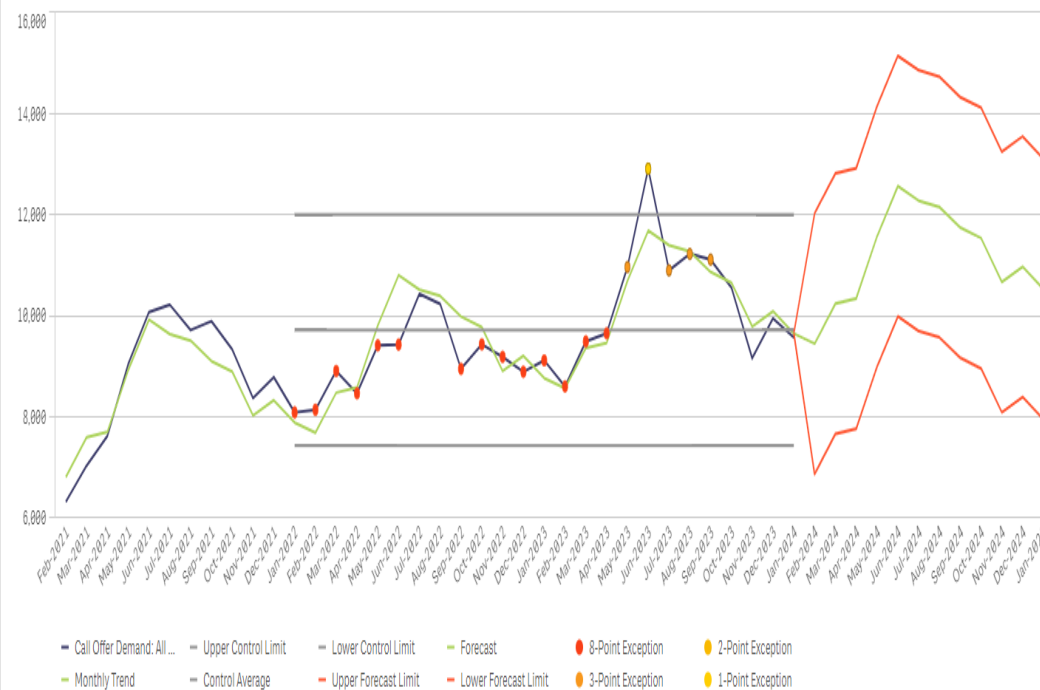
Volume over time period



Blue indicates months up to the most recent month

Call Offer Demand: All 999

Month: including forecast with confidence bounds of 95%



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

Data Summary

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

Overview of Performance

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

Daily Business Management - Overview

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

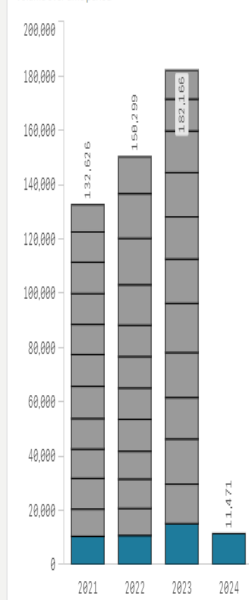
Crime & Communication Centre – 101 Service

WHAT? (What is the situation?)

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

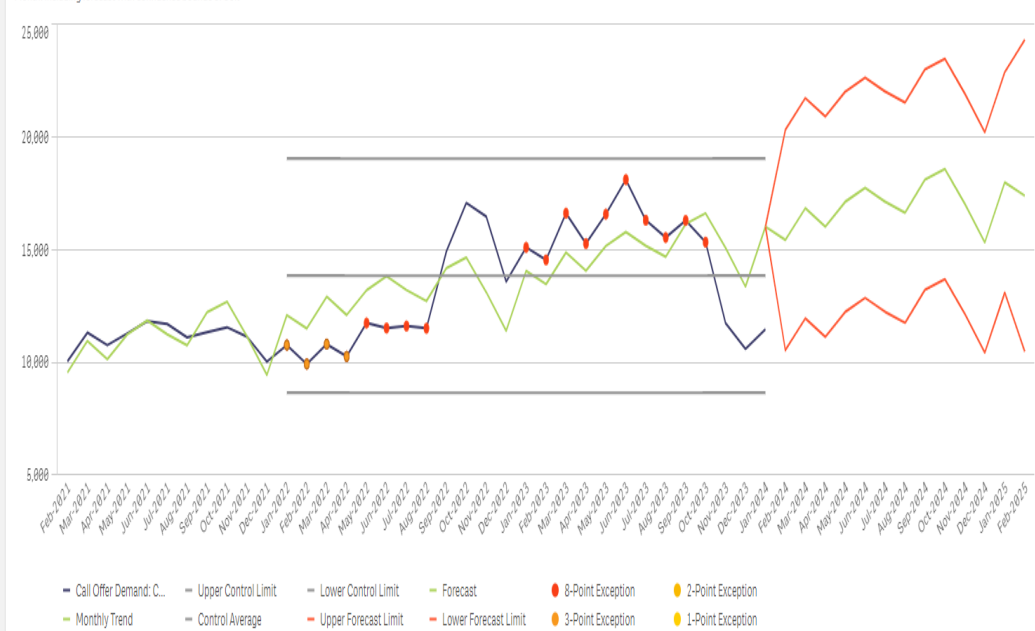
Call Offer Demand: CCH

Volume over time period



Call Offer Demand: CCH

Month: including forecast with confidence bounds of 95%



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

Data Summary

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

Overview of performance

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

Daily Business Management - Overview

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

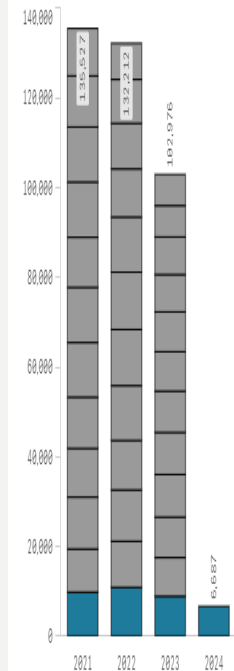
Crime & Communication Centre – CRIB Service

WHAT? (What is the situation?)

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

Call Offer Demand: All CRIB

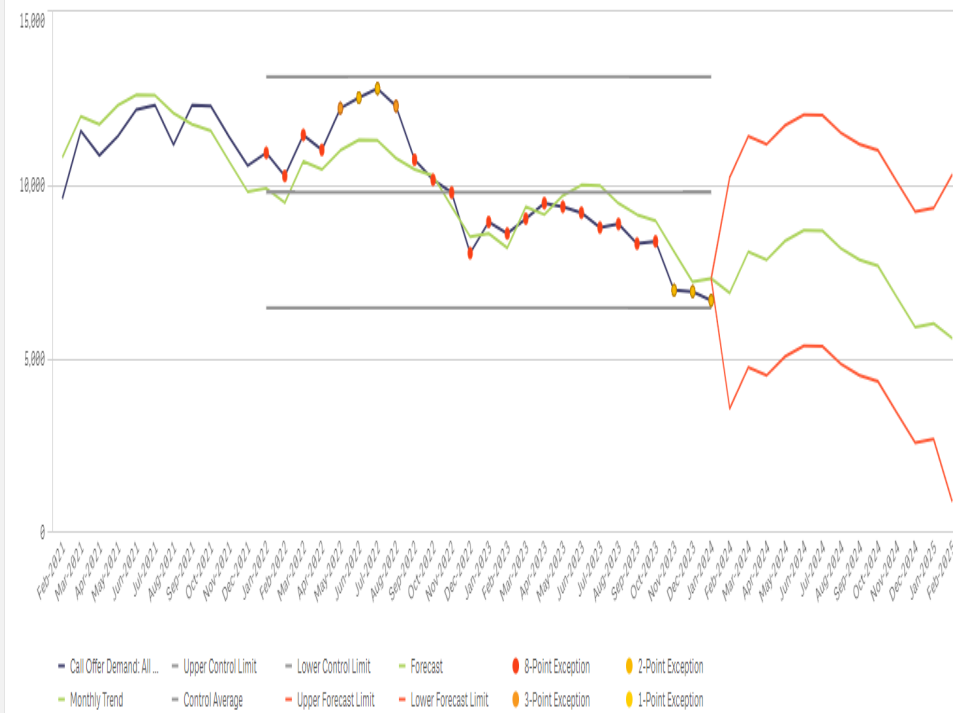
Volume over time period



Blue indicates months up to the most recent month

Call Offer Demand: All CRIB

Month including forecast with confidence bounds of 95%



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

Data Summary

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

Overview of performance

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

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

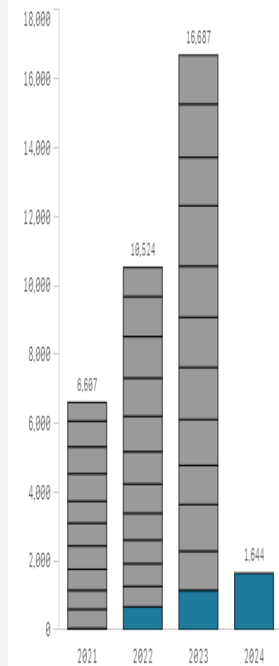
Crime & Communication Centre – Online Crime Reporting Service

WHAT? (What is the situation?)

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

Online Crime Reports

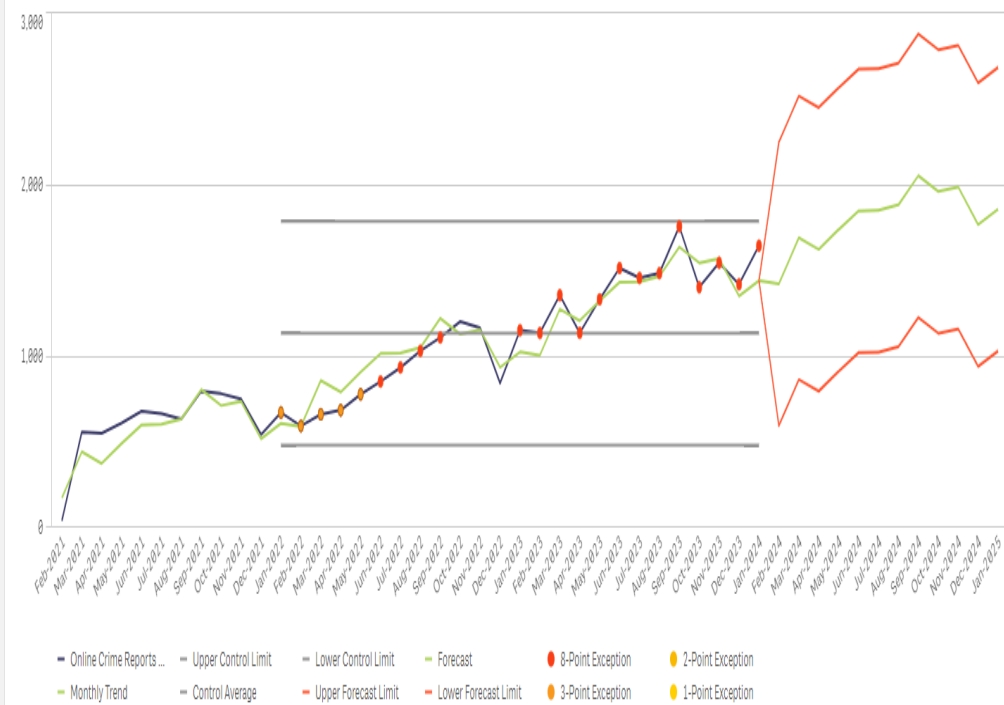
Volume over time period



Blue indicates months up to the most recent month

Online Crime Reports

Month: including forecast with confidence bounds of 95%



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

Data Summary

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

Overview of performance

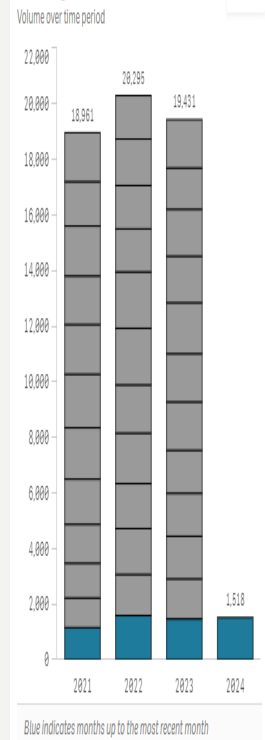
- Online crime reports (OCRs) began in Jan 23, with monthly figures stable since June 23 averaging 1,528 reports per month.
- The year-on-year increase (56.1%) indicates that the public are becoming much more aware that the service is available to them, due in part to the updated IVR directing 101 callers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

Response Times – Immediate

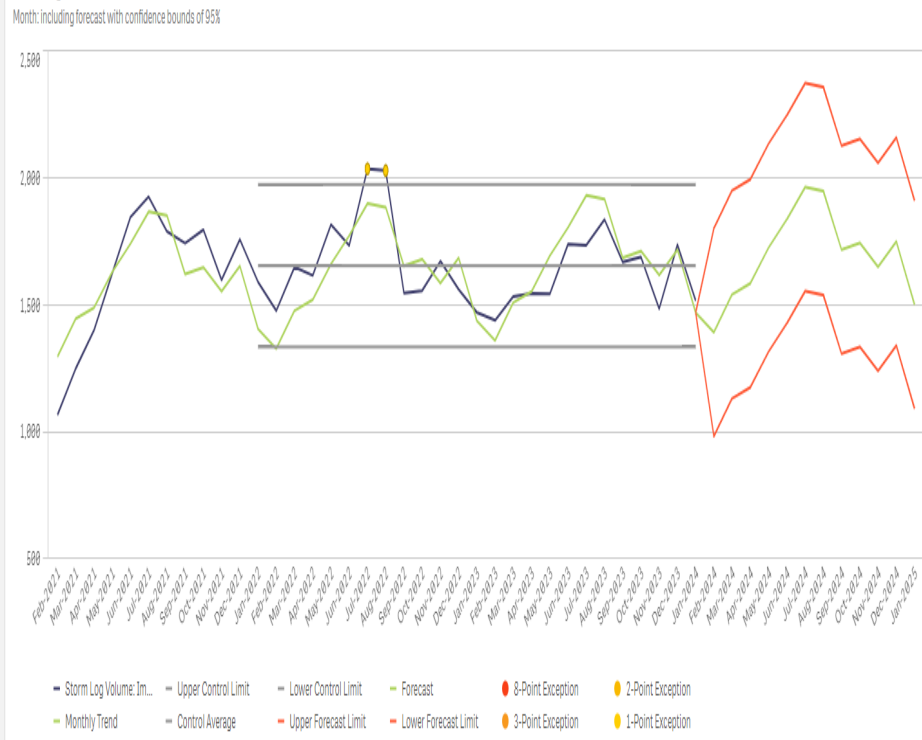
WHAT? (What is the situation?)

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

Storm Log Volume: Immediate



Storm Log Volume: Immediate



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

Data Summary

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

Overview of performance

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

Daily Business Management - Overview

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

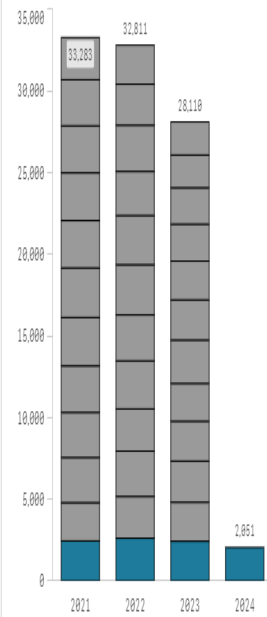
Response Times - Priority

WHAT? (What is the situation?)

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

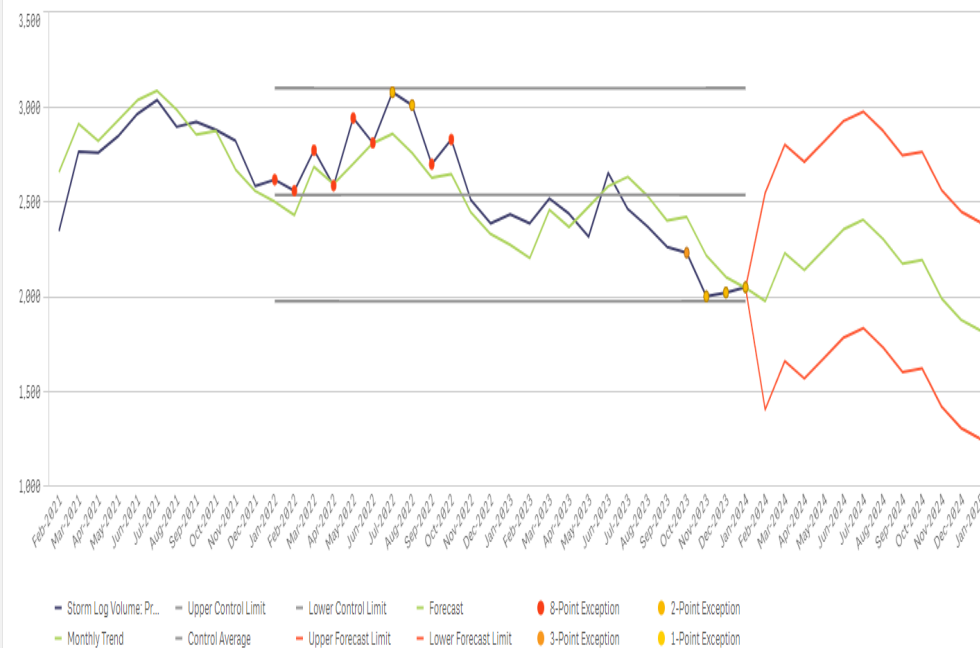
Storm Log Volume: Priority

Volume over time period



Storm Log Volume: Priority

Month: including forecast with confidence bounds of 95%



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

Data Summary

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

Overview of performance

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

Daily Business Management - Overview

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

Priority 2: Reduce violence and serious harm

Outcomes achieved this quarter

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

Risks and issues

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

Deliverables Progress

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

PCC focus next quarter

Reducing Serious Violence

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

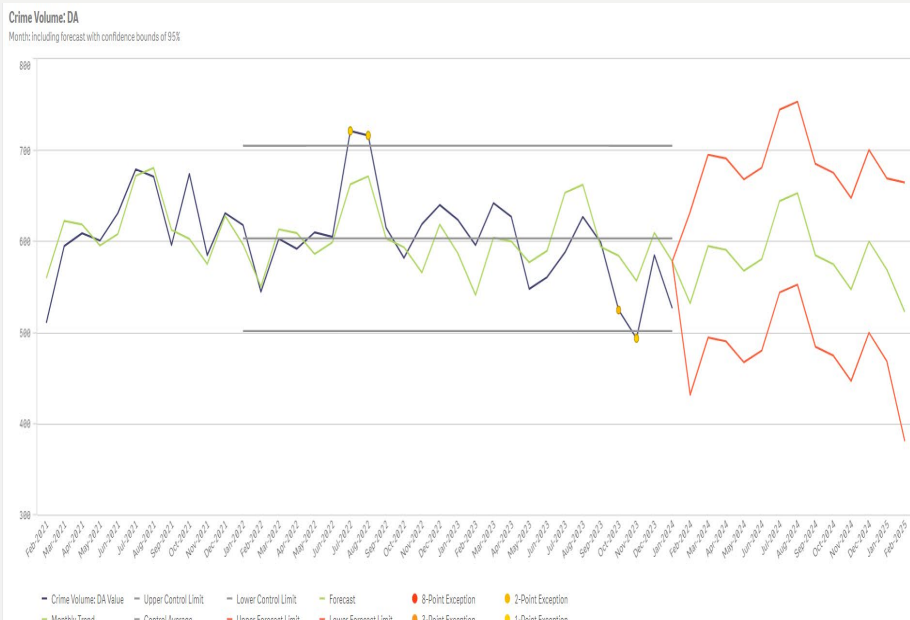
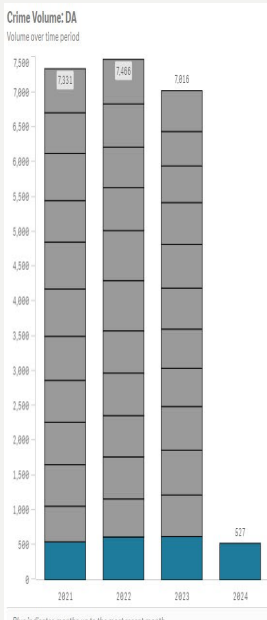
Domestic Abuse Service

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

Domestic Abuse (VAWG)

WHAT? (What is the situation?)

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



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

Data Summary

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

Overview of performance

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

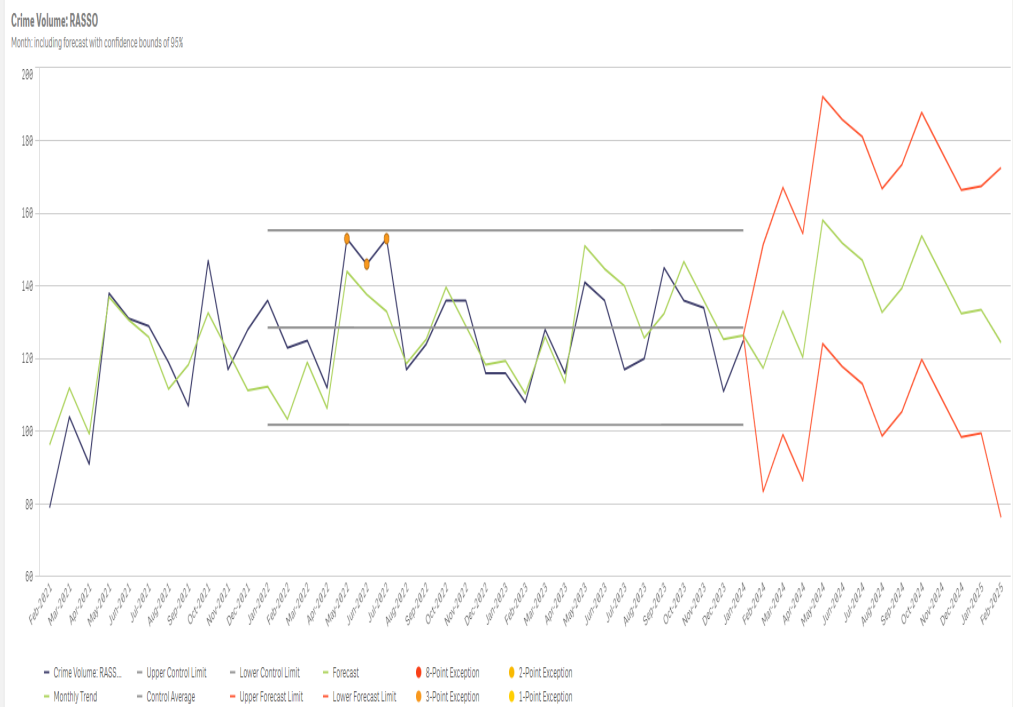
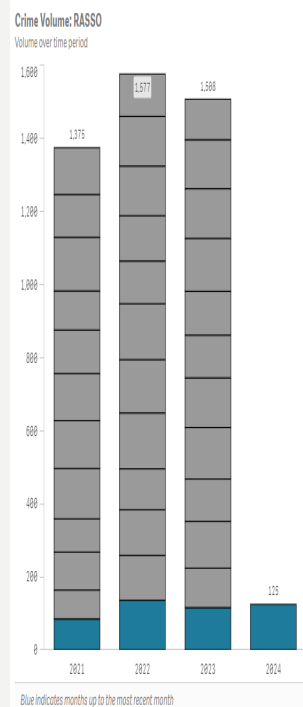
Daily Business Management - Overview

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

Rape & Serious Sexual Offences (VAWG)

WHAT? (What is the situation?)

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



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

Data Summary

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

Overview of performance

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

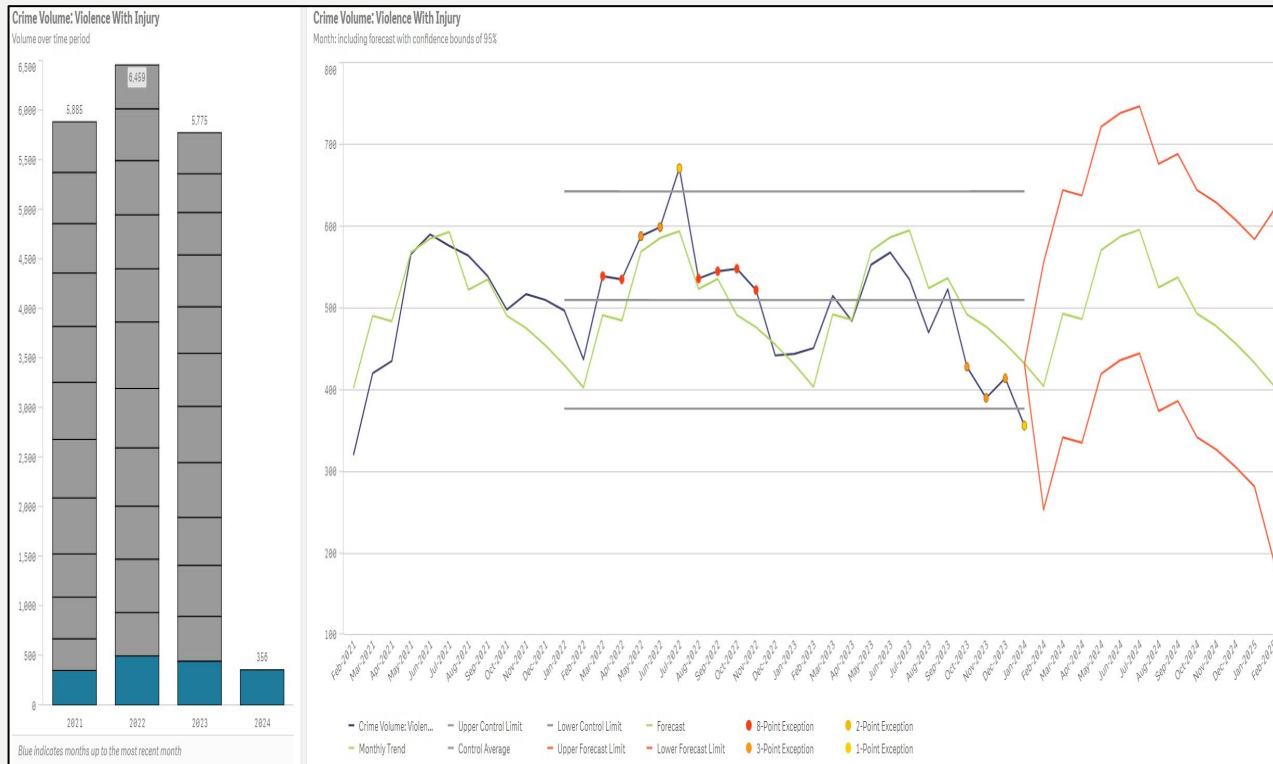
Daily Business Management - Overview

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

Violence with Injury

WHAT? (What is the situation?)

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



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

Data Summary

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

Overview of performance

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

Daily Business Management - Overview

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

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

Outcomes achieved this quarter

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

Risks and issues

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

Deliverables Progress

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

PCC focus next quarter

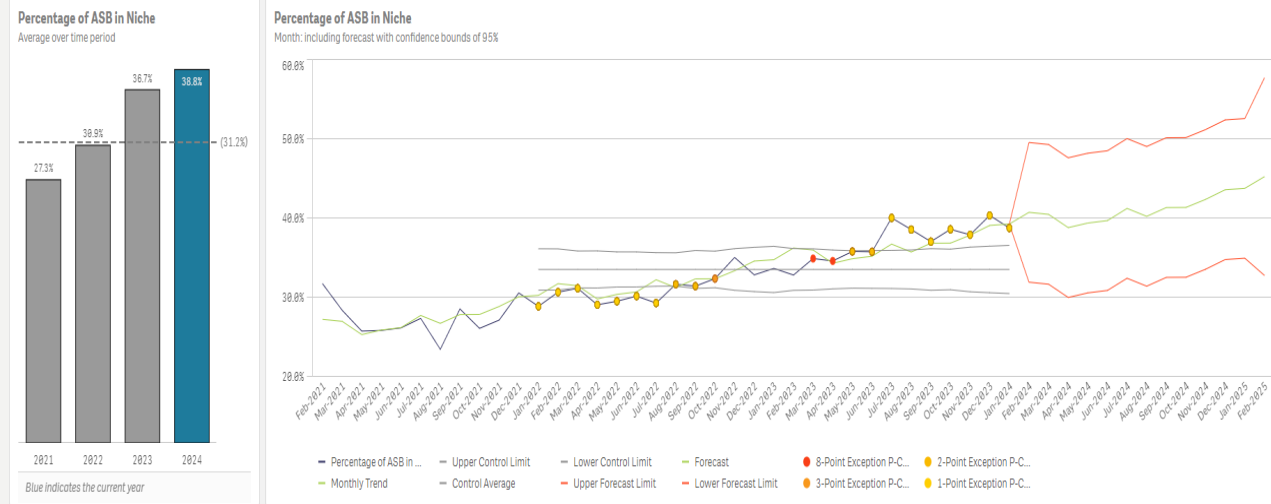
Improving Community Safety:

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

Anti-Social Behaviour (incl. Sec 60)

WHAT? (What is the situation?)

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



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

Jan 24
Environmental ASB
30 recorded
5.6% of total ASB

Jan 24
Nuisance ASB
346 recorded
65.0% of total ASB

Jan 24
Personal ASB
156 recorded
29.3% of total ASB

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

Data Summary

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

Overview of performance

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

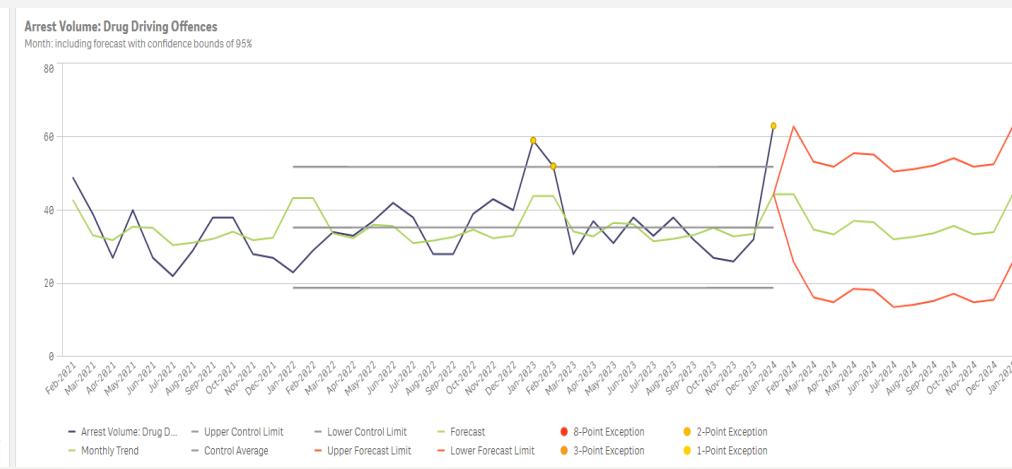
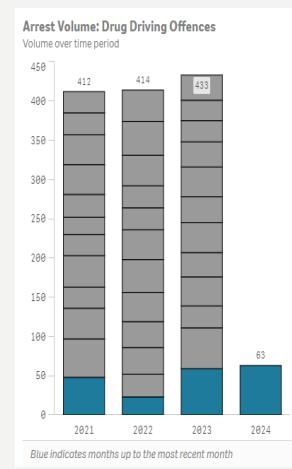
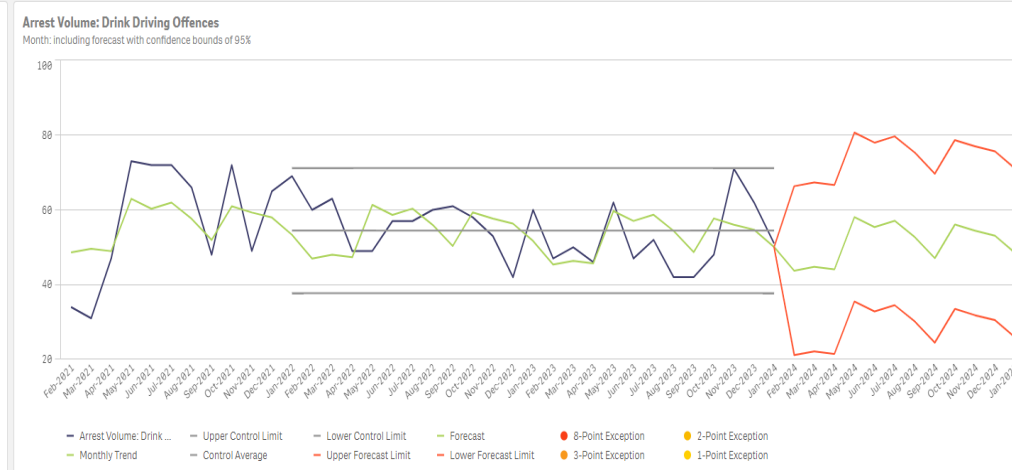
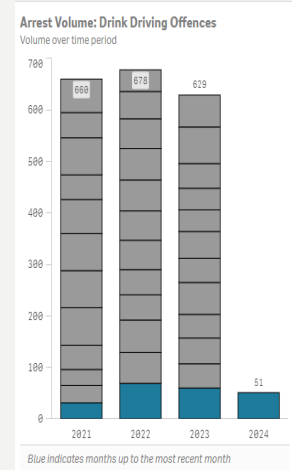
Daily Business Management – Overview

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

Road Safety

WHAT? (What is the situation?)

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



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

Data Summary

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

Daily Business Management – Overview

FATAL 5 enforcement

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

Ongoing proactive initiatives include:

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

Quarterly PCC Highlight Report

Priority 4: Improve the experience of victims and deliver justice

Police & Crime Plan 2022-25
Jan – Mar 2024

Outcomes achieved this quarter

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

Risks and issues

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

Deliverables Progress

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

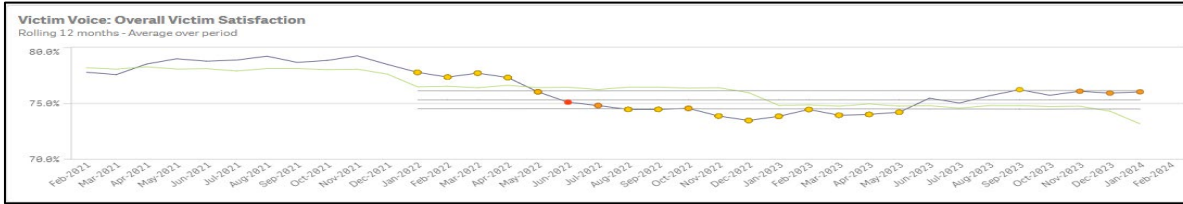
PCC focus next quarter

Improving Experience for Victims:

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

Victim Voice

Overall satisfaction, investigation and initial contact - WHAT?



Burglary 85.5% +7.3pp YoY	Violence 74.5% +0.3pp YoY	Vehicle 70.6% +4.2pp YoY	Hate Crime 79.1% -6.8pp YoY
Overall satisfaction 76.0% +2.2pp YoY	Initial Contact (10 months data) 86.0%	Investigation (10 months data) 69.3%	

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

OIC understood situation 92.8%	Phone operator understood situation 93.4%	Informed of action to investigate 79.8%
Progress update given 61.8%	Informed of final outcome 55.7%	Informed of right to review 49.4%

So What?

Data Summary

Overall Satisfaction

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

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

Victims rights

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

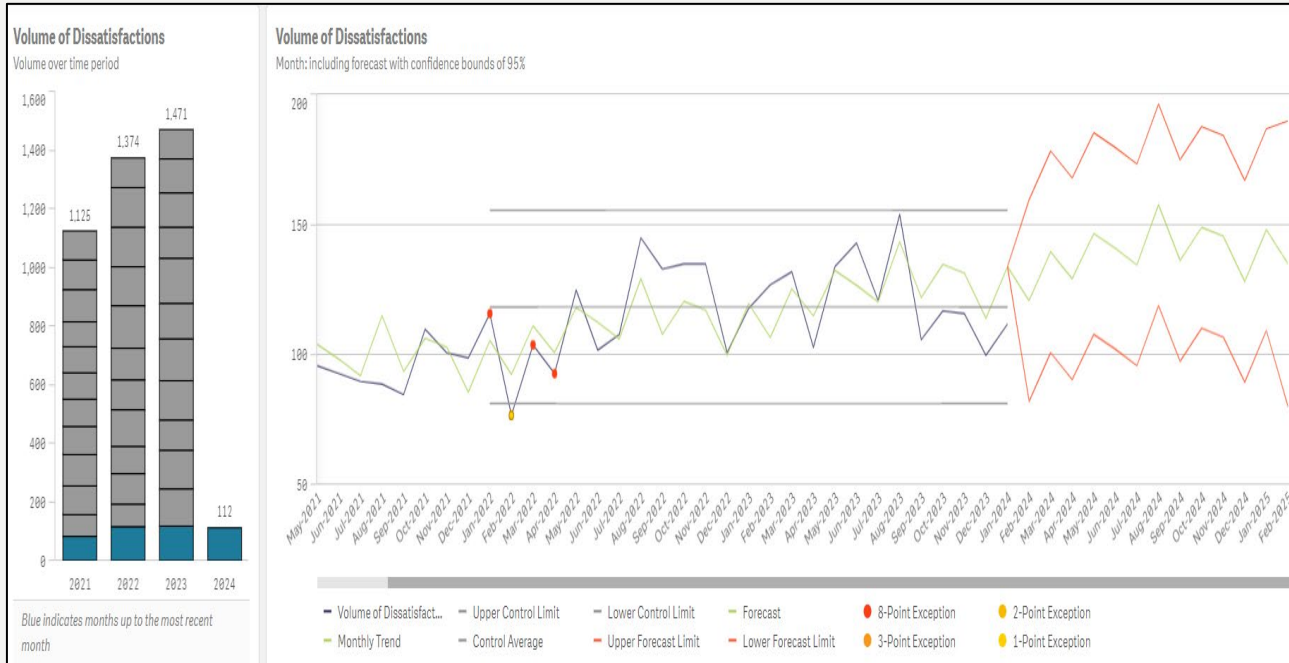
Daily Business Management – Overview

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

Dissatisfactions

WHAT? (What is the situation?)

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



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

Complaint cases logged

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

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

Data Summary

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

Overview of performance

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