

Wiltshire and Swindon

pcc

# Police & Crime Panel

Quarterly Highlight Report September – December 2023



# 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**

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

### Outcomes achieved this quarter

**Crime and Communication Centre.** Continued improvements in service provided to the public. Waiting times progressively reducing. Includes:

- Increased CCC recruiting. 50+ additional personnel by January 2024 to fill staff gaps.
- Improved processes to better align resources to expected demand.
- Better understanding of demand. Improved long term planning.
- Increased use of 101 and online reporting through comms and engagement. Increasing the availability of 999 call handlers.
- Call handlers THRIVE trained to better process and respond to ‘at risk’ and vulnerable callers.

**Response Times.** Continued work to improve response times and increase attendance.

- Urban SLA = 15 min. For September 2023 the average response time was 11 min 59 sec.
- Rural SLA = 20 min. For September 2023 the average response time = 15 min 18 sec.

**Estates Strategy.** New estates strategy published.

**HQ Restructuring.** All enabling functions will be restructured under a Chief of Corporate Services. A Deputy Chief Constable level appointment open to police or civilian applicants.

### Risks and issues

- Force’s demand planning, capability and capacity. Achieving more with available resources.
- Embedding the new TOM and making sufficient progress to exit from Special Measures and maintain improvement trajectory.
- Financial uncertainty. FY 24/25 precept and central funding unconfirmed. Scale of savings uncertain.

### Deliverables Progress

Action	Date Due	Progress
Tidworth police building site work commenced	Jan 24	90%
Two additional mobile police stations to be introduced. Under construction	Jan 24	80%
Melksham custody suite and first floor refurbishment	May 24	60%

### PCC focus next quarter

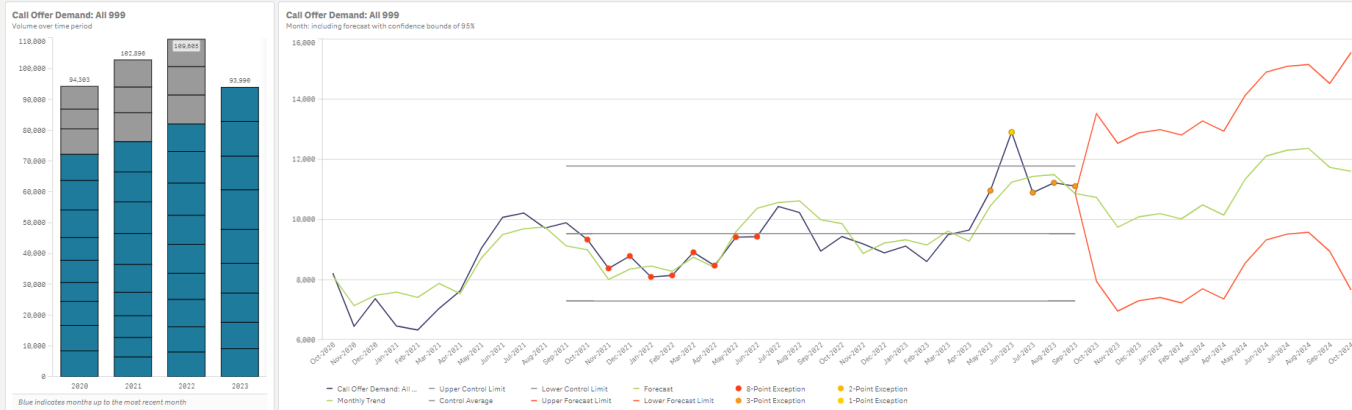
- Restructuring of Force HQ.
- Continued improvement in CCC performance and embedding progress.
- Financial planning for FY 24/25.
- Supporting headquarters restructuring to deliver more effective enabling services.
- ‘Right Care, Right Person’ Phase 1 complete by January 2024.

# Crime & Communication Centre – 999 Service

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Oct-2023	3 Months to Oct-2023	12 Months to Oct-2023	12 Months to Oct-2022 vs. 12 Months to Oct-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Call Answered Volume: 999		9,429	29,451	107,875	17.7% ▲	Increasing	Three, Eight- Month High	20
Abandonment Rate: All 999		0.7%	0.9%	1.7%	-1.2% points ▼	Decreasing	One, Two, Three- Month Low	19
Average Time to Answer: All 999		00:00:12	00:00:14	00:00:13	00:00:01 ▲	Increasing		10
Call Offer Demand: All 999		10,562	32,901	122,636	12.8% ▲	Increasing		10

## Visualisations



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

### Data Summary

- 999 call volumes are recording a year-on-year increase of 17.7%.
- 999 abandonment rates continue to decrease with October 2023 levels at 0.7% a year-on-year decrease of -1.2%.
- 999 average wait to answer times have increased with demand averaging in October 2023 12 seconds.
- Silent 999 calls have seen another monthly reduction:
  - June - 2,881 silent 999 calls.
  - August - 1,882 silent 999 calls.

### Overview

- Seasonal trends - 999 calls typically decrease from August onwards. Contrast August 2023 saw high demand ending week ending 10 September.
- Wiltshire's overall answer time performance including BT Data improving with August 2023 averaging 18 seconds.

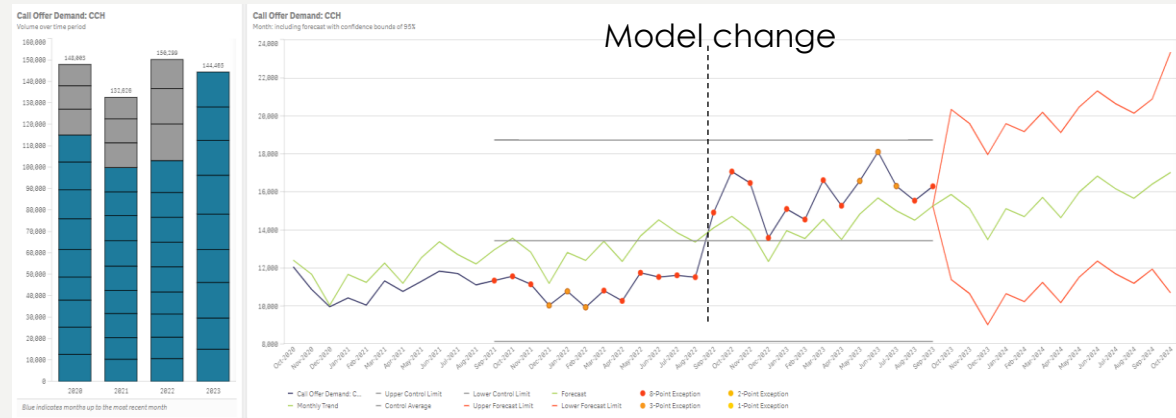
## NOW WHAT? (What action do we need to take? Or are taking?)

- Daily performance meeting to review call answering times / staffing / issues.
- Recruitment to the CCC continues, with 50+ extra staff expected by January 2024.
- New operating model in place, increasing 999 call handler volumes.

# Crime & Communication Centre – 101 Service/CCH

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Oct-2023	3 Months to Oct-2023	12 Months to Oct-2023	12 Months to Oct-2022 vs. 12 Months to Oct-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: CCH		12.2%	12.1%	8.7%	5.7% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Average Time to Answer: CCH		00:01:19	00:01:19	00:00:58	00:00:38 ▲	Increasing	Two, Eight-Month High	19
Call Answered Volume: CCH		13,466	41,464	173,286	26.4% ▲	Increasing	Eight-Month High	16
Call Offer Demand: CCH		15,342	47,199	189,877	34.3% ▲	Increasing	Eight-Month High	16



## NOW WHAT? (What action do we need to take? Or are taking?)

- Continue with corporate communications 101 campaigns. Officers providing the public with communication details.
- IVR has been refreshed and will be live from 6 November. The improvements will direct demand to the appropriate resource more effectively.

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

### Data Summary

- CCH calls offered for the month of October 2023 were 15,342 which is a decrease of 964 calls from the previous month.
- CCH average wait times for the month of October 2023 was 1 min 19 sec (SLA = 30 secs). This is a decrease of 17 secs from the previous month.
- CCH abandonment rate for the month of October 2023 decreased to 12.2% compared to the previous month (14%).

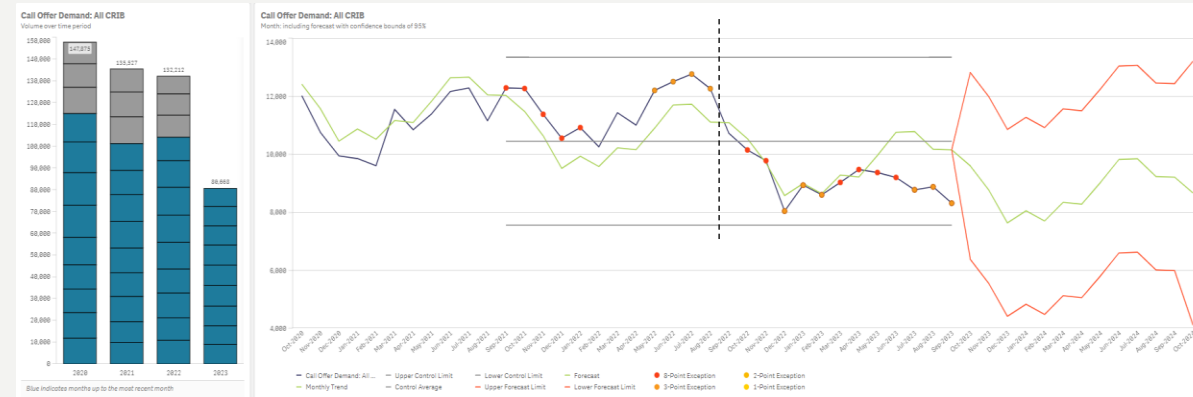
### Overview

- September 2023 - CCH triage assisted with 56% of the calls for the month which is the highest percentage seen since the model changed September 2022.
- Week ending 10 and 17 September saw average wait times increase with demand.
- August 2023 101 call volumes - Wiltshire received 17,443 101 calls sitting 39<sup>th</sup> of 44 forces.
- The relationship between CCH calls offered and online crime reports is tested in the online crime reports slide and indicates a strong likelihood that online crime reports are being influenced by the IVR message, which will directly impact abandonment rates.

# Crime & Communication Centre – CRIB Service

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Oct-2023	3 Months to Oct-2023	12 Months to Oct-2023	12 Months to Oct-2022 vs. 12 Months to Oct-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All CRIB		27.7%	29.6%	21.9%	11.6% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Average Time to Answer: All CRIB		00:15:50	00:16:54	00:11:35	00:08:42 ▲	Increasing	Two, Three, Eight- Month High	23
Call Answered Volume: All CRIB		6,047	18,010	83,133	-32.0% ▼	Decreasing	Three, Eight- Month Low	20
Call Offer Demand: All CRIB		8,386	25,595	106,894	-21.6% ▼	Decreasing	Eight-Month Low	16



## NOW WHAT? (What action do we need to take? Or are taking?)

- October CCC operator in-take training progressing.
- Operating model embedding.
- Supervisors proactively monitoring call taker status using improved performance data.

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

### Data Summary

- CRIB average wait times for the month of October 2023 were 15 minute 50 seconds, decreasing by 4 minutes and 2 seconds on September 2023.
- CRIB abandonment rate for October 2023 at 27.7%. This is a decrease of 5% when compared with September 2023.

### Overview

- CRIB average wait to answer have increased with demand week ending 10, 17 and 24 September.
- 44.5% of callers in September 2023 waited 10 mins before abandoning.

User survey verbatim comments:

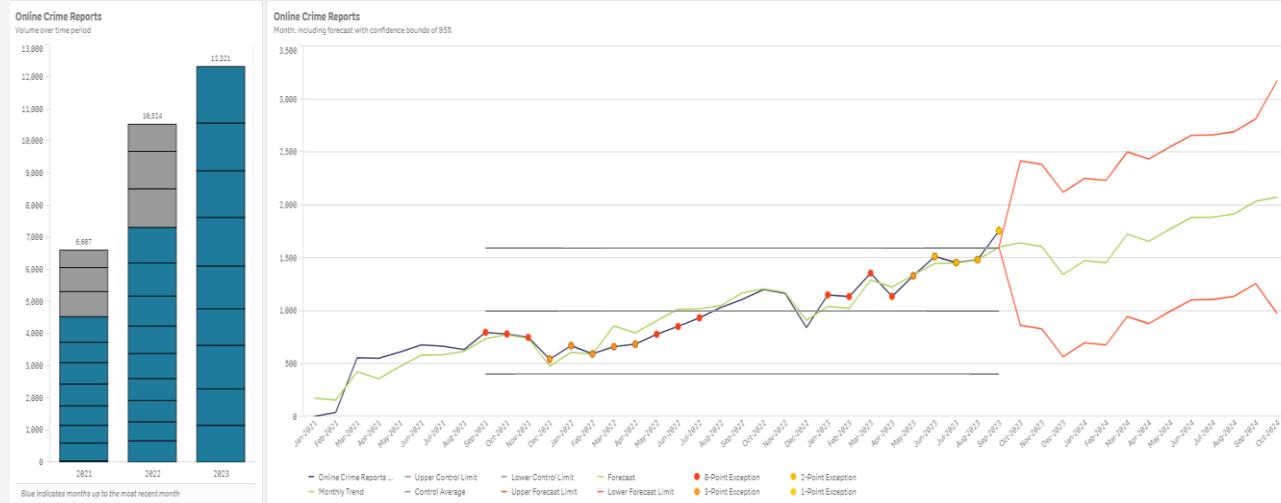
- 5\* - **"The call taker was extremely compassionate and didn't make me feel I was wasting anyone's time."**
- 4\* - **"Prompt and efficient"**

**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	Trend Line (Up to 3 Years' Data)	Oct-2023	3 Months to Oct-2023	12 Months to Oct-2023	12 Months to Oct-2022 vs. 12 Months to Oct-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Online Crime Reports		1,402	4,643	15,731	60.4% ▲	Increasing	Three, Eight- Month High	20



## NOW WHAT? (What action do we need to take? Or are taking?)

- Automation of this process is key as it will provide significant capacity improvements over medium term.

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

### Data Summary

- Online crime reports (OCR) have increased year-on-year by 60.4%
- Online crime reporting recorded in October 2023 reached 1,402. Down from 1,757 reports in September 2023.
- Pearson's correlation was used to test the relationship between CCH abandonment rates and the volume of online crime reports. The relationship was positive, and a strong linear correlation was identified between abandonment and volume of online reports, (statistical significance of  $r=0.86$ ).

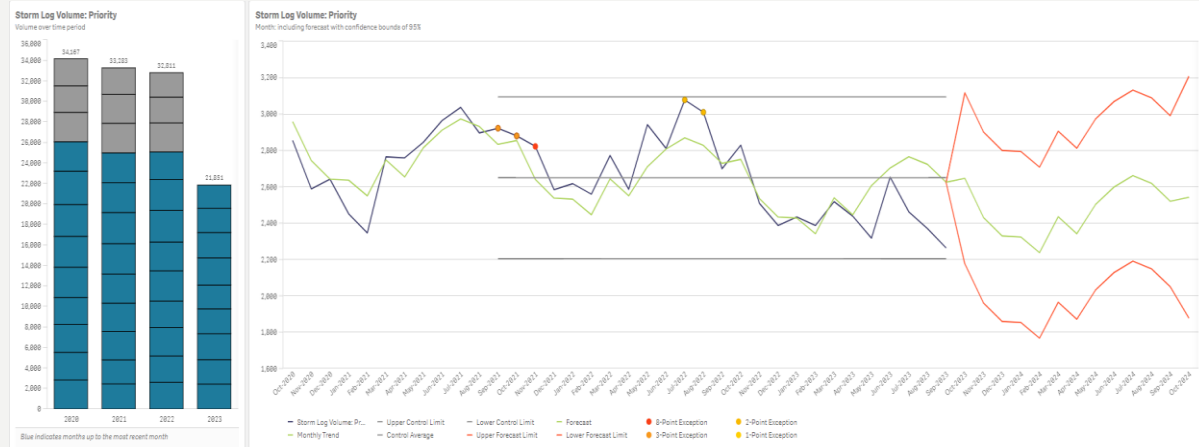
### Overview

- Year-on-year increases indicate that the public are increasingly aware of the online service.
- Each OCR report takes around half an hour to input. This equates to 875 hours in September.
- More recent increases in online crime reporting have been attributed to the 101/CCH IVR system which highlights the alternative online service while callers wait. Impacting on the abandonment rate for CCH.

# Response Times - Priority

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Oct-2023	3 Months to Oct-2023	12 Months to Oct-2023	12 Months to Oct-2022 vs. 12 Months to Oct-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Priority - County		01:33:15	01:37:44	01:42:29	00:24:31 ▲	Increasing	Eight-Month High	16
Average Response Time: Priority - Swindon		02:15:34	02:29:43	02:18:03	00:56:21 ▲	Increasing	Eight-Month High	16
Average Time at Scene: Priority		02:04:34	02:07:16	02:02:08	00:25:13 ▲	Increasing	Eight-Month High	16
Median Response Time: Priority		00:44:45	00:44:29	00:45:28	00:07:43 ▲	Increasing	Eight-Month High	16
Response Rate: Priority		56.7%	56.6%	55.4%	-8.0% points ▼	Decreasing	Two, Three, Eight- Month Low	23
Storm Log Volume: Priority		2,233	6,868	28,982	-13.0% ▼	Decreasing	Two, Three- Month Low	17



## NOW WHAT? (What action do we need to take? Or are taking?)

- Review of priority logs has been commissioned to improve grading capabilities.
- The availability of vehicle parts has declined following the pandemic. A review of the Fleet workshop is being undertaken to improve mechanics availability and off set repair delays.

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

### Data Summary

- Force level priority response times have decreased following highs.
  - County = 1 hr 33 min in October 2023 down from 1 hr 45 min in September 2023
  - Swindon = 2 hr 15 min in October 2023 down from 2 hr 23 min September 2023
- Priority log volumes (2,233 in October 2023) year-on-year are recording a decrease of -13% declining since June.
- Response rate: October 2023 = 56.7% year-on-year down - 8%
- Median time at scene: September 2023 = 56:36 mins.

### Overview

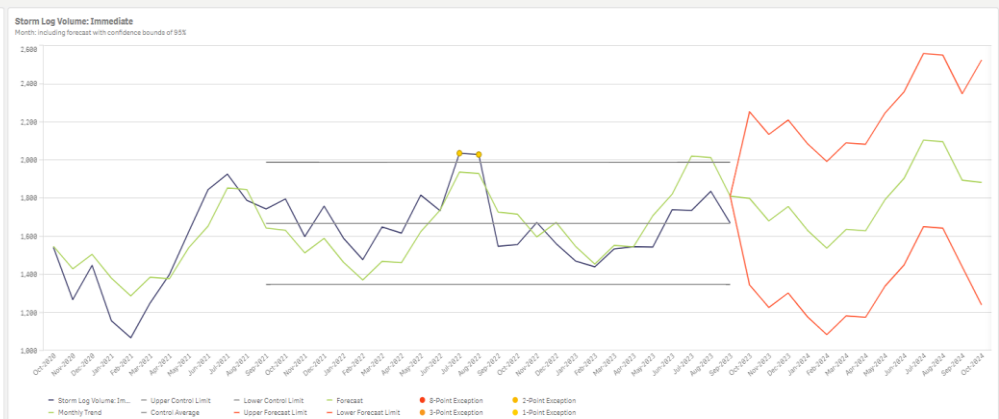
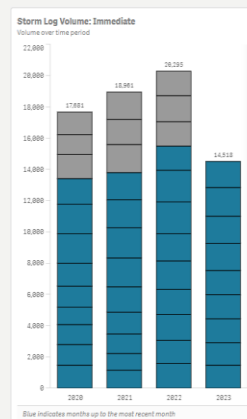
- Average time at scene has increased as the Force seek to take all investigative opportunities and improve standards.
- The median response time is currently 44:38 mind. 80 outliers in the dataset pushed up the mean average. These outliers are thought to be data errors. Median is therefore more reflective of the time taken to get to scene.
- Force level priority response times have steadily increased since May 2022.



# Response Times – Immediate

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Oct-2023	3 Months to Oct-2023	12 Months to Oct-2023	12 Months to Oct-2022 vs. 12 Months to Oct-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Response Rate: Immediate		76.8%	76.9%	79.3%	-3.5% points —	Decreasing	One, Two, Three- Month Low	19
Median Response Time: Immediate		00:11:15	00:11:14	00:10:40	00:00:43 ▲	Increasing	Two, Three- Month High	17
Average Time at Scene: Immediate		01:40:39	01:36:27	01:34:09	00:16:27 ▲	Increasing	Eight-Month High	16
Average Response Time: Immediate		00:13:34	00:13:22	00:12:55	00:01:01 ▲	Increasing	Three-Month High	14
Storm Log Volume: Immediate		1,689	5,196	19,442	-4.8% —			0



## NOW WHAT? (What action do we need to take? Or are taking?)

- Increased driver training to be offered to increase the six trained per shift volume in Swindon.
- C/Insp's have reviewed skillsets across team and undertaken a redistribution of staff to ensure better balance when the response shift pattern changes on the 8 January 2024.

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

### Data Summary

- Force level immediate response times have declined in recent months
- October 2023 = 11 min 15 sec.
- September 2023 = 13 min 11 sec. (Which was a reduction from the previous month.)
- Response rate: October 2023 = 76.8% down -3.5% pts year-on-year.
- Immediate log volumes year-on-year are recording a decrease of -4.8%.
- Median time at scene: September 2023 to 60 min 06 sec, decrease from previous high in July 2023 of 63:39 mins.

### Overview

- Immediate response times remain comfortably within their SLAs.
- The September 2023 average response time for Immediate in urban and rural settings are within the SLAs set.
- Urban SLA = 15 min. For September 2023 the response time was 11 min 59 sec.
- Rural SLA = 20 min. For September 2023 the response time = 15 min 18 sec.
- Contributory factors include geography, fleet and minimal staffing levels considering other ways to deal with demand such as the incoming street bail, OOCRs and virtual visits.

# Quarterly PCC Highlight Report

Police & Crime Plan 2022-25  
October – December 2023

## Priority 2: Reduce violence and serious harm

### Outcomes achieved this quarter

**Domestic Abuse.** Over-all trend decreasing year-on-year with increased FAT. Increased high and medium level DA. Child victims of DA increasing.

**Rape and Serious Sexual Offences.** National trend increasing. Year-on-year decline in incidents in Wilts with increased FAT.

**Violence with Injury.** Over-all trend down and increased FAT with variations between County and Swindon.

**Safer Streets initiatives.** Successful Round 5 bid to Home Office. £998,000 awarded to support safety interventions. Tendering process on-going.

**Violence reduction.** Work with local authorities, health and education providers, youth offending services, the voluntary sector and communities to reduce and to prevent violence including knife and gang related violence. Delivery plan signed off by the Home Office. Commenced delivery.

**CJS.** Many challenges nationally. Wiltshire and Wessex performing comparatively well.

### Risks and issues

**Reoffending.** Support often not in place for early prison release. Insufficient post-release accommodation, especially for those with complex needs. Increasing the risk of reoffending.

**Intervention measures to reduce violence.** Sufficient medical practitioners to support the pilot session of 'The Blunt Truth' remains a risk.

**Seasonal variations.** Christmas increase in DA and alcohol/substance related violence and offences.

**Serious Violence Duty.** Completion of delivery with Home Office timelines.

### Deliverables Progress

Action	Date Due	Progress
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)	Sep 23	100%
Development of the Serious Violence Strategic Needs Assessment for Wiltshire and Swindon	Sep 23	50%

### PCC focus next quarter

The “We Are Listening” campaign is ongoing to increase crime reporting.

Op SOTERIA. The Wessex RASSO improvement plan to update of existing RASSO procedures and templates.

Op ODYSSEY. Digital investigative enhancements for RASSO offences.

Delivering the Serious Violence Steering Group Plan.

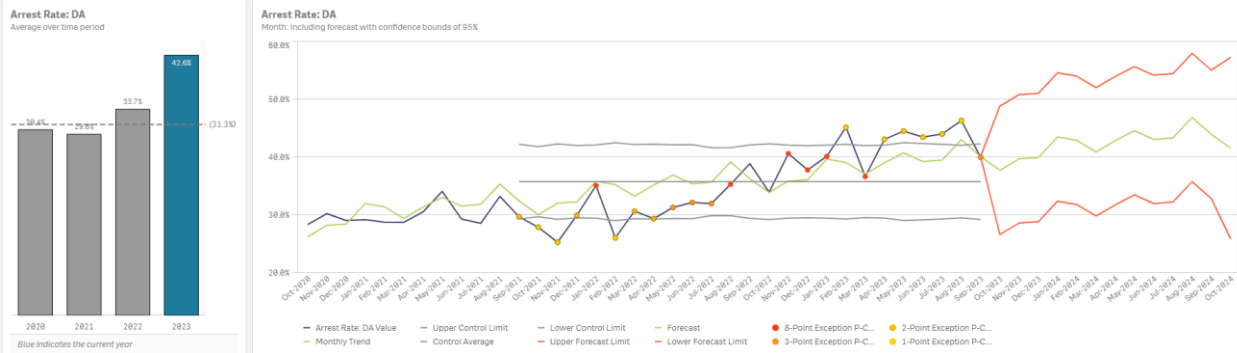
Delivering the Safer Streets Round 5 initiatives.

Producing the Strategic Needs Assessment for serious violence and the serious violence strategy. Delivering the serious violence delivery plan 2024 – 25.

# Domestic Abuse (VAWG)

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2023	3 Months to Sep-2023	12 Months to Sep-2023	12 Months to Sep-2022 vs. 12 Months to Sep-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Rate: DA		39.7%	43.4%	41.2%	9.9% ▲	Increasing	Three, Eight-Month High	20
Crime Volume: DA		582	1,810	7,244	-3.7% —	Increasing		4
Domestic Abuse Risk Level: High		42	106	302	69.7% ▲	Increasing	One, Two, Three, Eight-Month High	25
Domestic Abuse Risk Level: Medium		200	690	2,488	21.1% ▲	Increasing		10
Domestic Abuse Risk Level: Standard		517	1,880	8,114	-8.0% ▼	Decreasing	One-Month Low	12
FAT Outcome Rate: DA		8.8%	12.4%	12.4%	2.6% points ▲	Increasing		10
FAT Outcome Volume: DA		51	224	896	21.9% ▲	Increasing		10
Outstanding Suspects: DA		415	375				One-Month High	8



## NOW WHAT? (What action do we need to take? Or are taking?)

- Change program training is ongoing.
- Additional CPD Champion funding has been received.
- DA champions network now established with enhanced CPD. This may result in an increase in recorded crime, impacted by increased awareness in recognising the signs of domestic abuse.
- Internal support network being launched in December for internal staff.

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

### Data summary

- DA crimes for the month of September 2023 decreased to 582, year-on-year down by -3.7%.
- The rolling 12-month FAT outcome rate reached 12.4% and arrest rate 41.2% (+9.9% year-on-year).
- The volume of DA crimes between October 2022 – September 2023 were 9.06% (n=600) higher than in 2019. This equates to an average of 50 additional crimes per month.

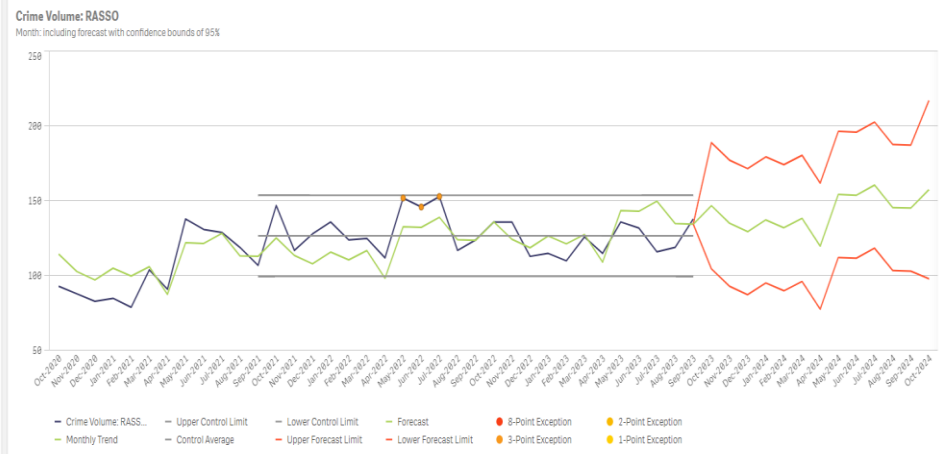
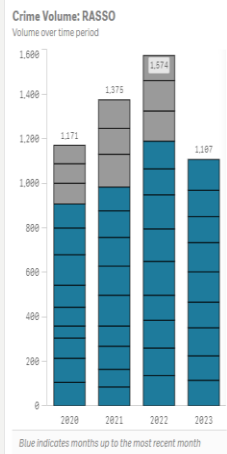
### Overview

- Volumes being recorded remain above pre-covid baselines. During the pandemic year of 2020 volumes increased and have remained elevated but stable.
- Child victims of DA are seeing an increase with the rolling 12-month volume up 169.2%, although crime volumes do remain low. The increase is largely driven by 2 exceptional highs of 8 crimes recorded in March 2023 and 8 in June 2023.
- The use of Outcome 15 (evidential difficulties) is experiencing a positive decline in use, which currently sits at 26.2%.
- The rolling 12-month charge rate for September 2023 was 8.2% with a notable upward trend demonstrated however remains lower than pre-covid levels.
- The use DVPO/PNs has seen a positive increase with 11 DVPOs authorised in September 2023 and 15 DVPNs authorised. This correlates with the DA matters training and better understanding of safeguarding victims.
- Courts have become stricter with DVPO authorisations which may result in a decrease in authorisations moving forward.

# Rape & Serious Sexual Offences (VAWG)

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Oct-2023	3 Months to Oct-2023	12 Months to Oct-2023	12 Months to Oct-2022 vs. 12 Months to Oct-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Outstanding Suspects: RASSO		128	123	139		Decreasing	Eight-Month Low	16
FAT Outcome Rate: RASSO		9.4%	8.8%	10.8%	4.0% points ▲	Increasing		10
FAT Outcome Volume: RASSO		12	34	161	49.1% ▲	Increasing		10
Time to Charge (Median): RASSO		374	360	254	15.6% ▲	Increasing		10
Crime Volume: RASSO		127	387	1,485	-5.5% ▼	Increasing		4



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

### Data Summary

- Serious Sexual Offence (SSO) crime volumes have remained at a stable level over recent months, having decreased by -7.9% year-on-year.
- The SSO rolling 12-month FAT outcome rate to September 2023 was 12.3 %, year-on-year up 4.7%.
- Rape crime volumes for September 2023 highlighted a decrease of -2.3% year-on-year.
- The rape crime rolling 12-month FAT rate to September 2023 was 7.9%, an increase of 2.1% year-on-year.

### Overview

- Up to July 2023, 17 forces have seen an increase in RASSO crimes, with Wiltshire down -2.8% compared to the previous period.
- In the period August 2022 to July 2023 40.1% of rape crimes were reported within the forensic window (7 days) with volumes resuming pre-covid levels.

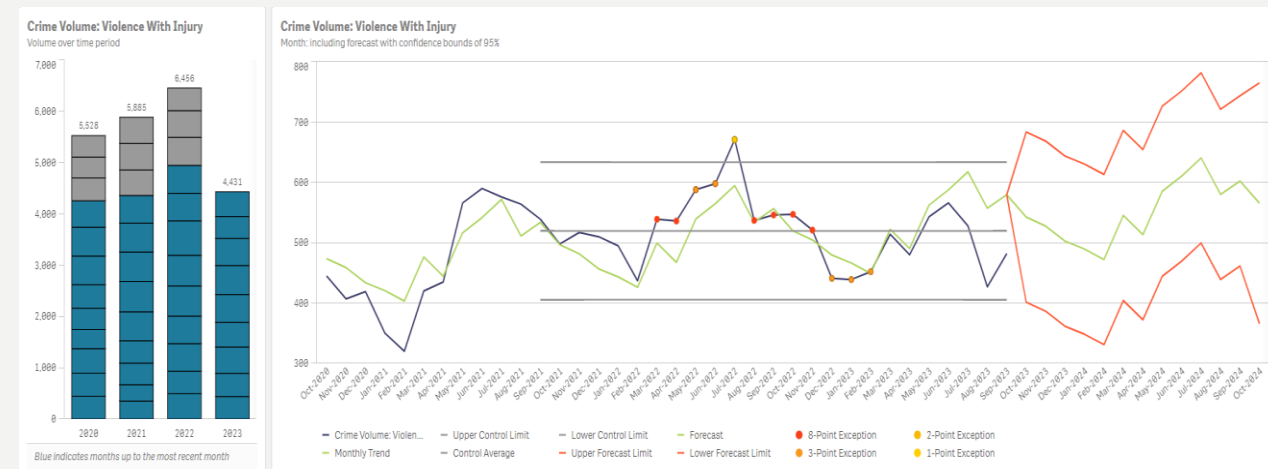
## NOW WHAT? (What action do we need to take? Or are taking?)

- The “We Are Listening” campaign is ongoing and it is hoped will result in an increase in crime reported.
- Op SOTERIA – the Wessex RASSO improvement plan and update of existing RASSO templates are based on Op SOTERIA recommendations.
- Op ODYSSEY - will ensure digital investigative enhancements become live for RASSO offences.

# Violence with Injury

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2023	3 Months to Sep-2023	12 Months to Sep-2023	12 Months to Sep-2022 vs. 12 Months to Sep-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: Violence With Injury		481	1,438	5,941	-8.2%	Increasing		4
Crime Volume: Violence With Injury - County		299	876	3,571	-11.4%			6
Crime Volume: Violence With Injury - Swindon		181	557	2,357	-3.4%	Increasing		4
FAT Outcome Rate: Violence With Injury		14.1%	16.9%	15.8%	3.1% points	Increasing		10



## NOW WHAT? (What action do we need to take? Or are taking?)

- Victim satisfaction area of focus is better communication with victims during the investigation life cycle.
- Swindon - have formalised their approach to the management of the night time economy with patrols to support licenced premises and venues with a late licence.
- County - 7 CPT tactical leads in post using newly created Plans on a Page to define their approach and activities.

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

### Data Summary

- Violence with injury crime volumes for the month of September 2023 increased to 481, year-on-year down by -8.4%.
- The rolling 12-month FAT outcome rate reached 14.4%, year-on-year up 3.1%.
- The volume of crimes remain above pre-covid baselines, with 2022 8% (n=482) more than 2019, an average addition 40 crimes per month.
- Violent crime satisfaction 73.7%.

### Overview

- The year-on-year decrease in Violence with Injury crime is being driven by County -11.7% with Swindon seeing a smaller decrease of -3.8%.
- 28.4% (n.134) of September 2023 VWI crimes related to domestic abuse, a decrease of -2.9% year-on-year.
- Violence with Injury is more likely to take place within private spaces, 58% with the last 12 months versus 42% in a public space.

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

### Outcomes achieved this quarter

**Anti Social Behaviour.** Overall tend decreasing but reporting (Niche) increasing. Further analysis is ongoing to support the Force’s understanding to reduce ASB.

**Residential Burglary of a Home.** Trend decreasing (less Chippenham and Trowbridge). 58% reduction in Salisbury CPT in the last 12 months. Burglary Team re-established in April 2023. Crime Prevention Tactical Advisor now appointed.

**Road Safety.** Drink driving offences: down. Drug driving offences: up. Serious collisions: up (especially involving pedestrian children).

- Improving use of data to understand trends and to target initiatives.
- Continued Community Speed Watch.
- Campaigns include: community road safety days, tyre safety month, child seat checks.

**Targeting Rural and Heritage Crime (Op RAGWORT).** Rural Crime Week 18 – 24 September. Rural Crime Team won a South-West Partners’ Excellence Award.

**Business Crime.** Business Crime Action Week held 16 – 23 October.

**County Lines.** Op SCORPION 6. 94 arrests. More than £73,000 in cash seized. Class A drugs valued at over £90,000. Class B drugs valued at over £155,000.

### Risks and issues

Maintaining focused and effective pressure on the perpetrators of these areas of crime.  
Ongoing challenges of sufficient analytical support to conduct the serious violence SNA.

### Deliverables Progress

Action	Date Due	Progress
Roll out of the ASB educational tool kit	Mar 23	95%
Training ASB specialists for each CPT. To be ASB SPOC and champion good practice		
Youth voice procurement and roll out	Apr 24	65%

### PCC focus next quarter

New ASB information/toolkits are available signposting residents to bespoke assistance.

Neighbourhood Police Teams in Devizes and Swindon increased and focused on ASB preventive action.

Speed watch app being developed.

Weekly partnership working with DVSA to target commercial vehicles following previous spikes in HGVs involved in KSIs.

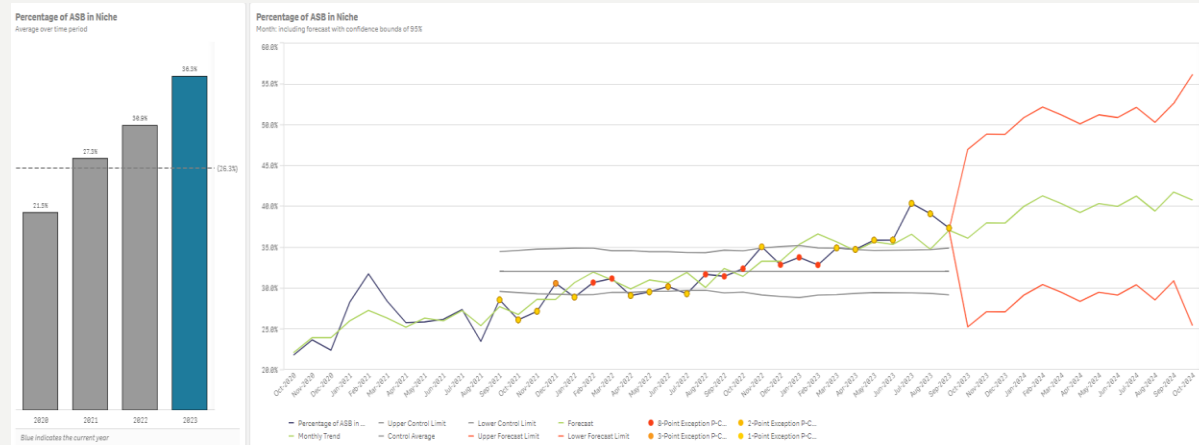
Continuity of care process development with service providers and public health for alcohol and substance mis-use.

Wiltshire road safety performance data can be found [here](#).

# Anti-Social Behaviour (incl. Sec 60)

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2023	3 Months to Sep-2023	12 Months to Sep-2023	12 Months to Sep-2022 vs. 12 Months to Sep-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Percentage of ASB in Niche		37.4%	39.1%	35.6%	5.8% ▲	Increasing	One, Two, Three, Eight-Month High	25
Volume of ASB		924	3,076	11,872	-14.1% ▼	Decreasing		4
Volume of ASB - County		575	1,900	7,383	-17.6% ▼	Decreasing		10
Volume of ASB - Swindon		346	1,169	4,460	-7.5% ▼	Decreasing		4



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

### Data Summary

- The volume of ASB logs continue to decline, with a year-on-year decrease of 14.1%. This equates to an average decrease of 166 ASB incident logs recorded per month.
- The volume of ASB crime reporting in contrast is increasing, year-on-year by 5.8%.
- Swindon and County are both recording a decline in ASB logs, with Swindon is seeing a smaller decrease of -7.5% compared to County which sits at -17.6%.

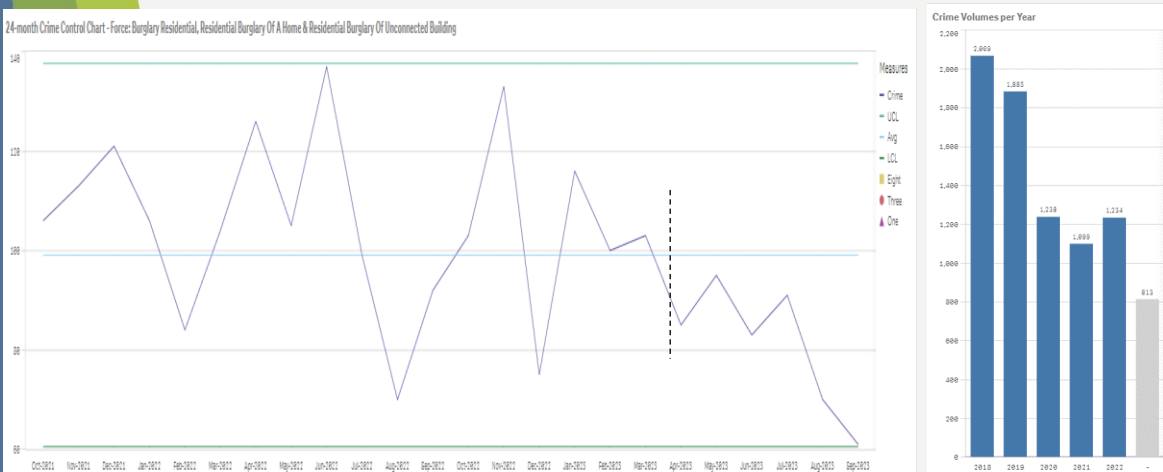
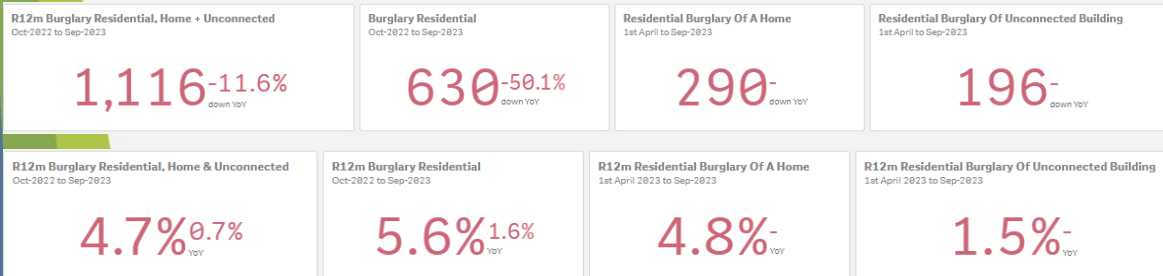
### Overview

- Nationally - The police recorded 1.0 million incidents of ASB in the year ending March 2023. This was a 25% decrease compared with the year ending March 2020 (1.4 million incidents) and a 20% fall compared with the year ending March 2022 (1.3 million incidents). (Source: ONS CSEW)
- Further analysis is being done to support the forces understanding of ASB.

## NOW WHAT? (What action do we need to take? Or are taking?)

- New ASB information/toolkits are available on Police and Council website; signposting residents to bespoke assistance.
- The Neighbourhood Harm Reduction Unit are holding partnership meetings monthly.
- Neighbourhood Police Teams in Devizes and Swindon are actioning proactive prevent work to reduce ASB.

# Residential Burglary of a Home



## NOW WHAT? (What action do we need to take? Or are taking?)

The force pro-active Burglary Team has been re-established (July 2023).

Prevention activity work commenced with the newly appointed crime prevention tactical advisor.

DLT lead for Swindon identified.

Plans on a Page developed for Swindon and County.

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

### Data Summary

- There were 43 residential burglaries (excluding outbuilding) in September 2023. Following the crime re-classification in April 2023 the volume stands at 291.
- Wiltshire's rolling FAT outcome rate since April 2023 for Residential Burglary of a home is currently 4.8%.

### Overview

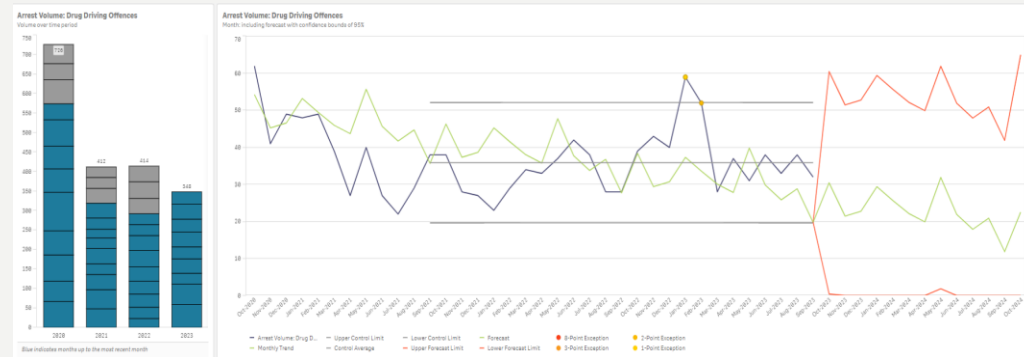
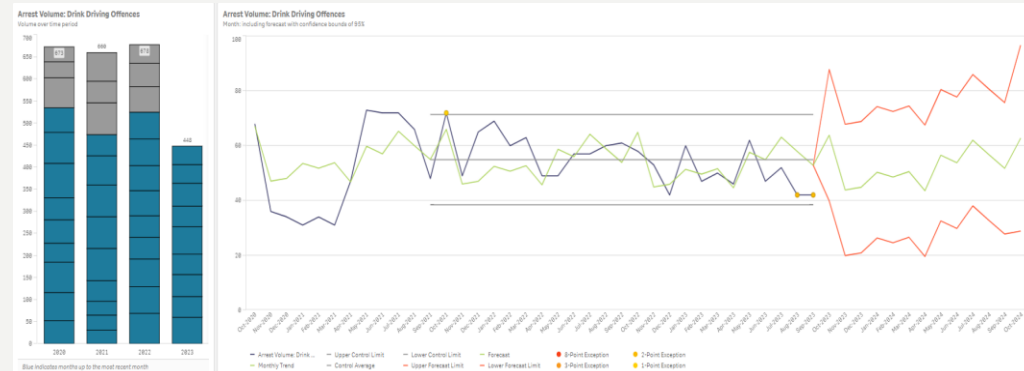
- Please note, the April 2023 changes in the burglary crime classification mean that crime classifications have been regrouped to keep comparisons meaningful.
- All CPTs have experienced a decline of residential burglaries in the last 12 months except for Chippenham 5.1% (n.6) and Trowbridge CPT 2.9% (n.3). Salisbury CPT has seen the largest decrease in the last 12 months with -58% (n.58).



# Road Safety

## WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Sep-2023	3 Months to Sep-2023	12 Months to Sep-2023	12 Months to Sep-2022 vs. 12 Months to Sep-2023	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Volume: Drink Driving Offences		42	136	601	-15.5%	Decreasing	Two-Month Low	13
Arrest Volume: Drug Driving Offences		32	103	470	22.1%	Increasing		10



## NOW WHAT? (What action do we need to take? Or are taking?)

- ADR 2023/24 Project manager in place to ensure vehicle stops are recorded in line with guidance.
- Fatal 4 – metrics being captured through the performance framework project.
- Speed watch app to be developed further.
- Update and agree methodology for KSI collisions.
- Fatal 5 updates rolled out and reps delegated.

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

### Data Summary

- Drink driving offences have seen a 15.5% decline over the 12 months to September 2023.
- Drug driving offences have seen a 22.1% increase in the 12 months to September 2023
- In September 2023 a total of 3,138 speed watch records were conducted, 4.5% of these identified vehicles speeding.

### Fatal RTCs

- 2022-2023 = 28 collisions involving a fatality.
- 2023 to the end of September = 15 collisions involving a fatality.

### Serious (SCIT call outs)

- 2022 – 2023 = 21 collisions.
- 2023 to the end of September = 24 collision call outs.
- Trends have been reviewed and concerningly, collisions involving pedestrian children were much higher.
- Intervention work has been implemented with a huge increase in schools applying for the safe walking programme provided by the council.

### FATAL 5 enforcement

- Data is being used to better target roads/areas, especially following killed or seriously injured KSI collisions.
- 593 individual encounters have resulted in paperwork being issued in September alone for RPU>

### Proactive initiatives – introduced in September 2023:

- Op TRAMLINE – Prevention against the use of unmarked HGV to spot offences.
- NPCC Vulnerable Road users – initiatives with the Road Safety Partnership including cycle defect rectification scheme and child car seat checks.
- NPCC Tyre safety month and speed enforcement focuses.
- Project ZERO – weekly 'surround a town' fatal 5 initiative.
- Community road safety days, Chippenham and Swindon – similar to Project ZERO but in addition to those days.
- NHRU – support to RPU with the dedicated speed enforcement component.
- Weekly partnership working with DVSA to target commercial vehicles following previous spikes in HGVs involved in KSIs.

# Quarterly PCC Highlight Report

## Priority 4: Improve the experience of victims and deliver justice

Police & Crime Plan 2022-25  
October – December 2023

### Outcomes achieved this quarter

Overall victim satisfaction improved since January 2023. Areas of low satisfaction are case outcomes and being informed of right to review or options to complain. Much work still to do.

Complaints Resolution Team backlog identified. New complaints manager appointed. Progress in removing backlog.

Victim Needs Assessment and a victims' services map produced. Released November 2023.

The OPCC held a series of market engagement and stakeholder events to promote the commercial opportunities forthcoming in victim service contracts.

The new therapeutic interventions service (contracted in partnership with Integrated Care Board) went live in October and is busier than forecast. Meetings with all partners to continue to support early operational roll out and to provide service assurance.

### Risks and issues

- Services supporting DA victims experienced sustained high demand in the first 6 months of the contract year. Waiting list developed. Service recovery plans in place. Challenges in recruitment and retention of skilled staff.
- Victim support services are very specialist. Limited providers and individuals with the correct skills. Recruiting and retaining remains a constant but, as yet, unrealised risk.
- Partner agencies struggling to resource their statutory obligations. Safer Streets relies on a panoply of providers for the interventions to succeed.

### Deliverables Progress

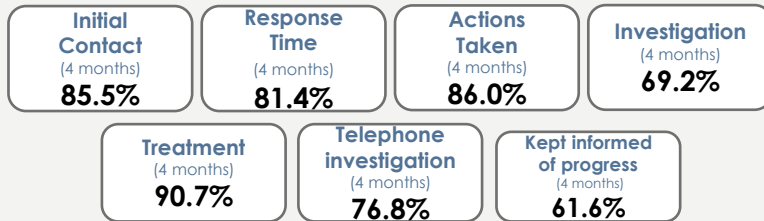
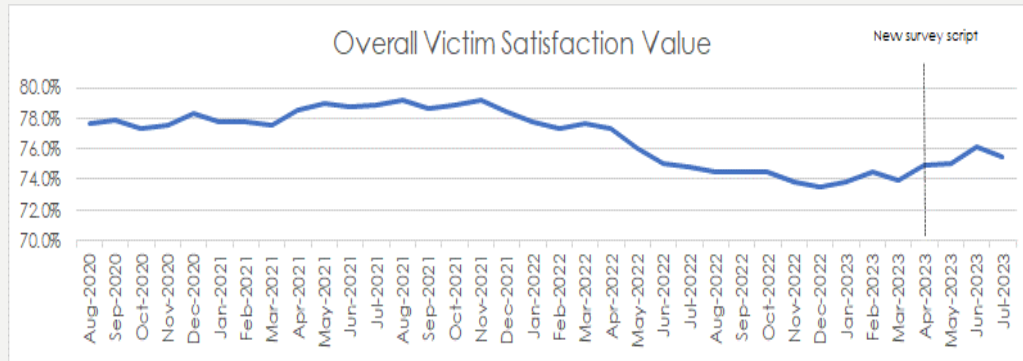
Action	Date Due	Progress
New Advocacy (SV) services tender complete - 6-year contract will see greater funding provided resulting in improved services, increased staffing and introduce online offence services for victims.	Apr 23	100%
Updated service modelling in process, needs analysis and data review phases complete for both the Adult Victim and Young Victim contracts.	<b>New</b> contract to start Apr 24	75%
Updated service modelling, needs analysis and data review phases in process for the Swindon domestic abuse support service contract. Swindon Borough Council have paused contract renewal in the short term.	<b>New</b> contract to start Apr 24	10%
Victim Needs Assessment Report – trends and gap analysis	Aug 23	100%

### PCC focus next quarter

- National Victim Experience Survey to launch 8 January 2024.
- Victims Survey to be incorporated into Victims' Rights Project.
- Analysis to identify key focus areas to improve performance. Feedback to be given to officers.
- Tech to provides real opportunities to improve our victim contact long term.
- The Complaints Resolution Team supporting to the initial handling assessment improvements. Standardised recording and fast track complaints as needed.

# Victim Voice

## WHAT? (What is the situation?)



### Victims Rights

4 months data (April - July 2023)	Understood your situation	Telephone investigation - Understood your situation	Informed of what actions would be taken to investigate your crime	Felt you were kept up to date with how the investigation progressed	Told of final outcome (excludes those still under investigation)	Informed of Victim Right to Review or options to complain
<b>Satisfaction rate</b>	<b>93.0%</b>	<b>90.2%</b>	<b>73.8%</b>	<b>53.5%</b>	<b>47.4%</b>	<b>37.2%</b>

## NOW WHAT? (What action do we need to take? Or are taking?)

- National Victim Experience Survey (NVES) to launch nationally 8 January 2024.
- Victims Survey which will now be incorporated into Victims' Rights Project.
- Analysis to identify key focus areas and improve performance to occur.
- Performance feedback to officers.
- Tech to provides real opportunities to improve our victim contact long term.

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

*\*The new Victim Voice survey was commissioned by the OPCC in April 2023. New data is available on a discrete month by month basis.*

### Data Summary

- Overall victim satisfaction has been improving since January 2023 = 75.5% (+0.7% pts year-on-year).
- Areas of low satisfaction are **Kept Informed of Progress** (4 months = 61.6%) and **Investigation** (4 months = 69.2%).

### Burglary

- Victim satisfaction following a burglary - residential for the 3 months to July 2023 = **83.0%**.
- **71.9%** were satisfied with how they were kept informed.
- **77.2%** satisfied with the investigation.

### Vehicle crime

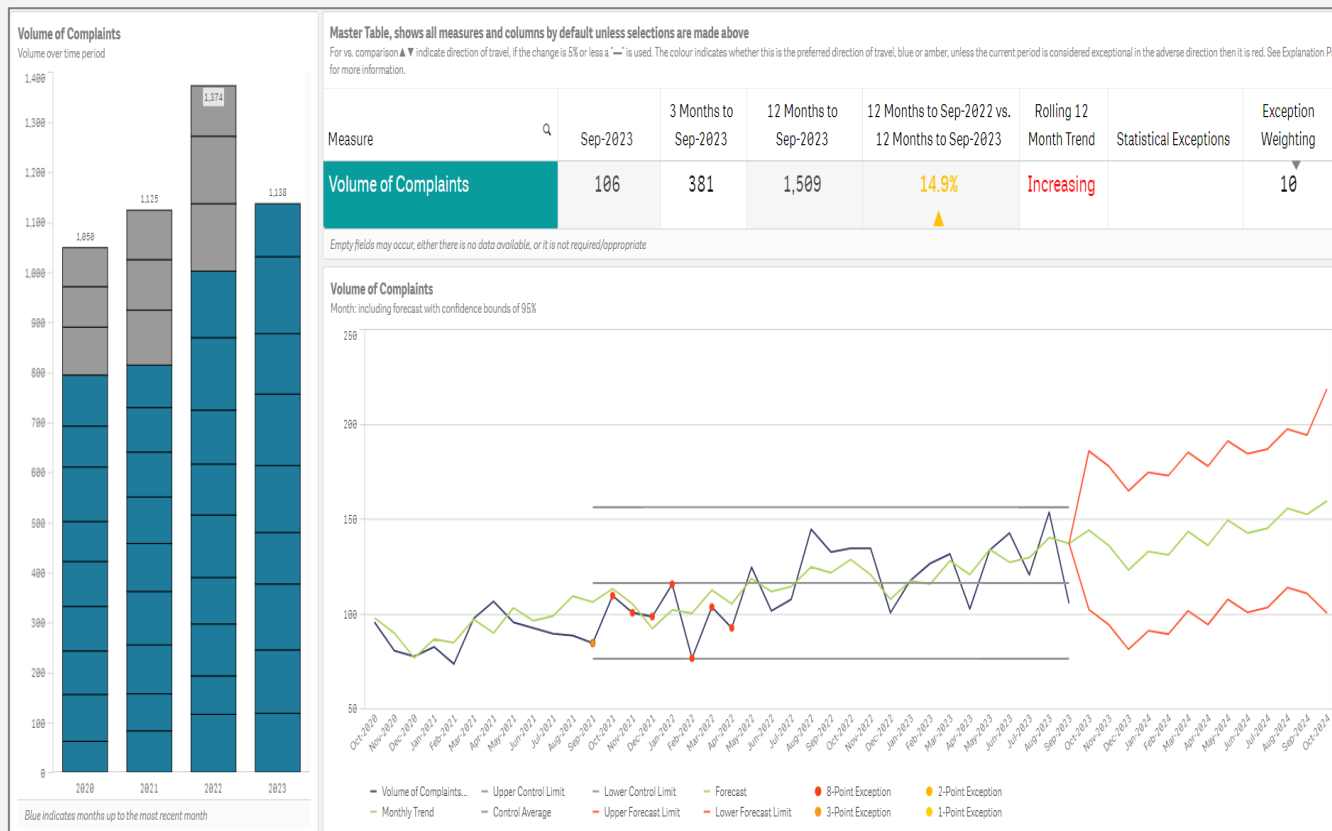
- Victim satisfaction following vehicle crime for the 3 months to July 2023 = **71.3%**.

### Victims' rights

- The new Victim Voice survey aims to understand compliance with Victims' Rights through several questions.
- **37.2%** of respondents stating they had been informed of their right to review or complain.
- **53.5%** felt they were kept up to date with how the investigation progressed.
- **47.4%** state they were told of the outcome.

# Dissatisfaction/Complaint volumes

## WHAT? (What is the situation?)



### Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	371	311	259	20,503
Complaint cases logged per 1,000 employees	149	125	74	81

Apr 2023 – Jun 2023 – IOPC data (Police Complaints Information Bulletin)

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

### Data Summary

- Year-on-year complaint volumes have increased.
  - September 2023 saw 106 complaints recorded.
  - October 2023 saw 117 complaints recorded.

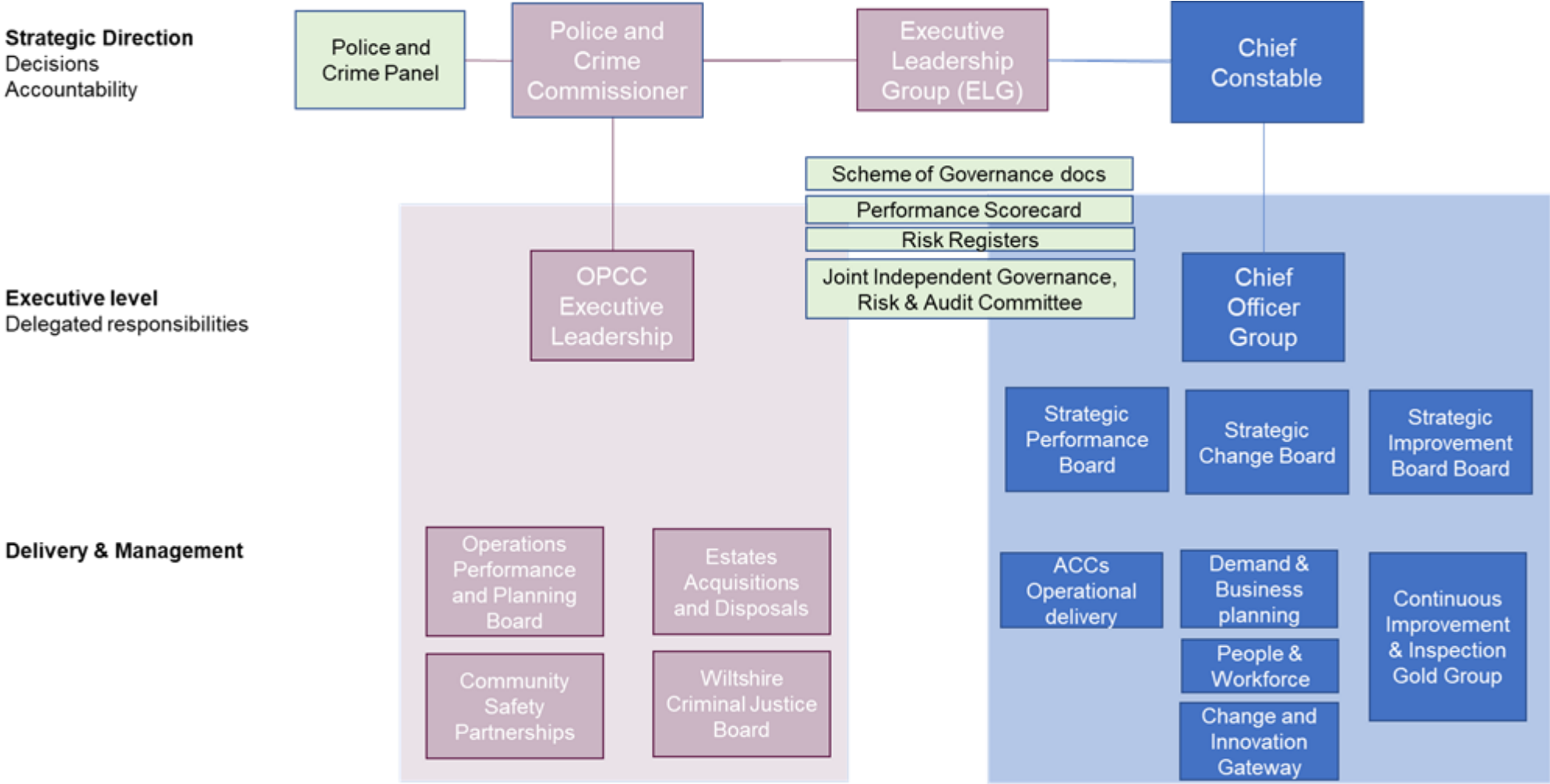
### Overview

- Highly experienced Head of Complaints recruited into OPCC and developed existing improvement plan.
- Wiltshire Police are above the MSF average of complaints cases logged (latest data up to June 2023) 371 compared to 259 MSFG average. Adjustment in policy to ensure recording practices reflect other OPCCs
- Majority of complaints relate to victim contact consistency. Performance work now identifying complaints by team. Head of complaints engaged with Area commanders performance and organisational learning
- Plan to reduce complaints resolution backlog in OPCC. 2 FTE vacancies in team resolved with new starters arriving Jan 24.

## NOW WHAT? (What action do we need to take? Or are taking?)

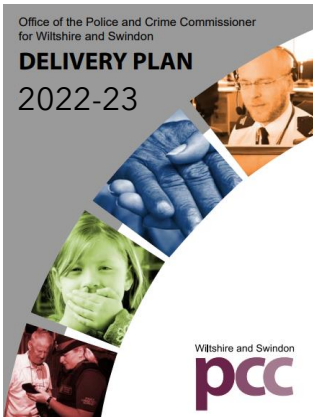
- The Complaints Resolution Team are building on and effecting the initial handling assessment to ensure standardised recording and fast track complaints as needed.

# Governance and Decision Making



# Delivering the Police and Crime Plan

Force performance



OPCC Delivery Plan

OPCC scorecard & risk register

**OPCC Police and Crime Plan Assurance Framework 2022-2025**

This provides a detailed overview of the Police and Crime Plan 2022-22. It should be considered alongside internal management tools.

The PCCs initial focus will be on all aspects of the Police and Crime Plan 2022-22.

**Making Wiltshire Safer**  
Wiltshire and Swindon Police and Crime Plan 2022-2025

**P&C Plan assurance framework**

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Wiltshire Criminal Justice Board

WCJB scorecard & risk register

**SWINDON COMMUNITY SAFETY PARTNERSHIP BOARD PRIORITIES 2020-23**

Protect vulnerable people from harm

Tackle Violence

Prevent Crime and Keep People Safe

EXAMPLE DELIVERY GROUPS

CROSS-CUTTING THEMES

Wiltshire Community Safety Partnership

Strategic Plan

2022-2025

Community Safety Partnerships

CSP scorecards



Acronym	Value
ADR	Alternative Dispute Resolution
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	His 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
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