

AGENDA

Meeting: **Wiltshire Police and Crime Panel**
Place: **The Old Fire Station, The Enterprise Network, 2 Salt Lane,
Salisbury, SP1 1DU**
Date: **Thursday 27 June 2024**
Time: **10.30 am**

Please direct any enquiries on this Agenda to Matt Hitch of Democratic Services,
County Hall, Bythesea Road, Trowbridge, direct line or email
matthew.hitch@wiltshire.gov.uk

Membership:

Cllr Steve Bucknell, Wiltshire Council
Cllr Stanka Adamcova, Swindon Borough Council
Cllr Vijay Manro, Swindon Borough Council
Cllr Abdul Amin, Swindon Borough Council
Cllr Junab Ali, Swindon Borough Council
Cllr Ross Henning, Wiltshire Council
Cllr George Jeans, Wiltshire Council
Cllr Dr Brian Mathew, Wiltshire Council
Cllr Kelvin Nash, Wiltshire Council
Cllr Tony Pickernell, Wiltshire Council
Cllr James Sheppard, Wiltshire Council
Denisa Ahmeti (Co-opted Member)
Louise Williams (Co-opted Member)

Substitutes:

Cllr Adrian Foster, Wiltshire Council
Cllr Ernie Clark, Wiltshire Council
Cllr Sarah Gibson, Wiltshire Council
Cllr Jon Hubbard, Wiltshire Council
Cllr Gordon King, Wiltshire Council
Cllr Dominic Muns, Wiltshire Council
Cllr Dr Nick Murry, Wiltshire Council
Cllr Sam Pearce-Kearney, Wiltshire
Council

Cllr Caroline Thomas, Wiltshire Council
Cllr Graham Wright, Wiltshire Council
Cllr Gayle Cook, Swindon Borough
Council
Cllr Suresha Gattapur, Swindon
Borough Council
Cllr Claire Crilly, Swindon Borough
Council

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Public Participation

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

For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Protocol 12 of Wiltshire Council's Constitution](#)

The full constitution can be found at [this link](#).

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AGENDA

Part I

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

1 **Election of a Chairman**

The Democratic Services Officer will preside over the election of a Chairman for the forthcoming year.

2 **Election of Vice-Chairman**

To elect a Vice-Chairman for the forthcoming year.

3 **Apologies for Absence**

To receive any apologies for absence and changes to membership.

4 **Minutes and Matters Arising** (*Pages 7 - 16*)

To confirm the minutes of the meeting held on 7 March 2024 as a true and correct record.

5 **Declarations of interest**

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

6 **Chairman's Announcements**

To receive announcements through the Chairman.

7 **Public Participation** (*Pages 17 - 18*)

The Panel welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions

To receive any questions from members of the public received in accordance with the Panel's constitution.

Please note that questions must relate to the [responsibilities and functions](#) of the Panel and must not relate directly to operational policing matters.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on **Thursday 20 June 2024** in order to be guaranteed of a written response. In order to receive a verbal response, questions must be submitted no later than 5pm on **Monday 24 June 2024**. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

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

8 **Update from the Police and Crime Commissioner on Key Issues**

Police and Crime Commissioner Philip Wilkinson, OBE to provide an update.

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

To review the Highlight and Performance Report.

10 **Police and Crime 2024-29 Plan Development** (*Pages 39 - 42*)

To note the proposal and timescales for developing a new Police and Crime Plan as well as the opportunities for feedback by public, stakeholders, and partners.

11 **Serious Violence Duty and Serious Violence Partnership Work** (*Pages 43 - 54*)

To receive a presentation about the work being carried out between different agencies to reduce serious violence.

To receive a further presentation about work to tackle knife crime.

12 **Forward Work Plan** (*Pages 55 - 56*)

To note the forward work plan.

13 **Communications**

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

14 **Commissioner's Questions**

An opportunity for Members to raise any other matters, or questions for the Police and Crime Commissioner.

15 **Future Meeting Dates**

To note the future meeting dates below:

- Thursday 26 September 2024, **1:30pm**
- Thursday 14 November 2024, 10:30am
- Thursday 16 January 2024, 10:30am
- **Wednesday** 5 February 2025, 10:30am
- **Wednesday** 26 March 2025, 10:30am

Part II

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

None

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Wiltshire Police and Crime Panel

MINUTES OF THE WILTSHIRE POLICE AND CRIME PANEL MEETING HELD ON 7 MARCH 2024 AT COUNCIL CHAMBER - COUNTY HALL, BYTHESEA ROAD, TROWBRIDGE, BA14 8JN.

Present:

Cllr Steve Bucknell (Chairman), Cllr Stanka Adamcova (Vice-Chairman), Cllr Abdul Amin, Cllr Ross Henning, Cllr Dr Brian Mathew, Cllr Kelvin Nash, Cllr Tony Pickernell, Denisa Ahmeti and Louise Williams

Also Present:

Philip Wilkinson OBE, MPhil – Police and Crime Commissioner
Naji Darwish – Chief Executive and Monitoring Officer, OPCC
Rob Llewellyn – Director of Operations, OPCC
Matt Hitch – Democratic Services Officer, Wiltshire Council

23 Apologies for Absence

The Chairman took the opportunity to welcome Cllr Kelvin Nash, who had replaced Cllr Elizabeth Threlfall on the Panel. The Chairman thanked Cllr Threlfall for her contribution to the Panel's work.

Apologies were received from:

- Cllr George Jeans
- Cllr James Sheppard
- Cllr Vijay Manro
- Cllr Sudha Sri Nukana

24 Minutes and Matters Arising

On the proposal of Cllr Ross Henning, seconded by the Vice-Chairman, it was:

Resolved

To approve the minutes of the meeting held on 8 February 2024 as a true and correct record.

25 Declarations of interest

For transparency, Cllr Kelvin Nash declared that both his son and daughter in law were both serving detectives in Wiltshire Police. He made an additional

declaration that he used to work in communications and IT. As a business consultant, he played a part in bringing Airwave into several police forces. He had worked with a number of forces in South West England as well as the Metropolitan Police Force and West Midlands Police Force. Over his career he had held a number of roles including with all three blue light services. He was also member of Wiltshire and Dorset Fire Authority.

26 **Chairman's Announcements**

The Chairman noted that the Panel would be kept up to date about the Home Affairs Select Committee's [findings](#) into the Police and Crime Commissioner Model.

27 **Public Participation**

There was no public participation.

28 **Progress Against PEEL**

The Panel considered a report updating them on the progress made towards addressing the findings of a Police Effectiveness and Legitimacy (PEEL) inspection by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) through the ENGAGE process. The Police and Crime Commissioner (PCC), Philip Wilkinson, OBE, MPhil explained that Wiltshire Police were making significant progress against the assessment criteria and he was optimistic that the force would be able to come out of the ENGAGE process following the conclusion of their forthcoming PEEL inspection. However, the PCC was keen to emphasise that there were a number of legacy challenges still to overcome and that progress had been faster in some areas than others.

During the discussion, points included:

- The Panel thanked the PCC for the update and welcomed the progress made towards addressing the findings of the HMICFRS inspection.
- The Deputy Chief Constable was leading an Evolve Team to look at innovation and improvement to achieve and surpass HMICFRS standards.
- In response to a query about what the PCC and Chief Constable were doing to oversee the accountability of middle management, the PCC emphasised the importance of buying into cultural change and ensuring that officers were promoted in line with their attitude and ability. The PCC challenged a third of middle managers to go further in buying into the cultural change required.
- The PCC informed the Panel that the motto of Wiltshire Police was Primus et Optimus (First and Best) and he always welcomed new recruits to come on a journey to improve the force. The PCC highlighted the importance of honesty and openness in addressing the challenges faced by Wiltshire Police.
- It was noted that paragraph 5.2 of the report referenced positive anecdotal feedback from the public, but that this contrasted with

evidence on page 37 of the agenda pack showing that dissatisfaction had gone up. The Chief Executive of the Office of the Police and Crime Commissioner (OPCC), Naji Darwish, clarified that figures on page 37 referred to the number of formal complaints regarding specific policing action, which had been increasing nationally since 2020 following the introduction of new legislation. Anecdotal evidence was in the form of more positive feedback from stakeholders and councillors regarding visibility and accessibility of local policing. This was an important element of triangulation, however, was not included in the Police and Crime Plan Highlight and Performance Report, which provided statistical information used to judge performance.

- Details were sought about the relative satisfaction rates in police performance between Swindon and the rest of Wiltshire, as well as the findings of the audit assessment of Swindon Community Police Team by Operation Evolve. The PCC reported that he had recently been to two parish council meetings in Swindon where he had received positive feedback. He stressed the need to translate improvements in performance into the public feeling safer. The Chief Constable would be able to provide further information about the audit assessment of Swindon Community Police Team.
- When asked about Wiltshire Police's abstraction policy and how it was being adhered to under the new Target Operating Model for response teams, the PCC highlighted that abstraction had historically led to a large overspend on overtime. However, under the new Target Operating Model abstraction was now actively managed. There were 214 more police officers in place than when he came to office.
- Further information was requested about the challenges of implementing the Target Operating Model, including a new shift pattern. The PCC reported that the new system was delivering but was kept under constant review. The neighbourhood framework across the county had been reinforced and that specialist teams had become more centralised to improve their tasking. He noted that some response teams were having to travel further than he would like but that they were continuing to refine the system to optimise performance.
- The PCC was asked how he would hold the Chief Constable to account and whether he had confidence that she could deliver the second phase of the Target Operating Model, given the challenges in middle management, high proportion of new recruits and staff in the Professionalising Investigations Programme. The PCC emphasised that he had confidence in the Chief Constable as she had a considerable amount of leadership experience and capability. He also spoke about the importance of training and support to enable effective working.
- When pressed on how he could better communicate the improvements in performance to the public, the PCC mentioned that the Chief Constable wrote him an open letter every fortnight. There was also more detailed information available to Area Boards about road safety. The Chairman suggested adding snippets of the Chief Constable's letters to social media.

- When asked about how to reassure communities, the PCC stressed the efforts that had been made to improve the continuity of staffing in neighbourhood teams so that they would have longer to build relationships with their communities. There had also been approximately a one third increase in the number of neighbourhood officers and the Chief Constable had published a series of community commitments.
- The PCC would be informed about Wiltshire Police's progress towards PEEL at the Police Performance and Oversight Group on 16 May and he would update the public about the findings as soon as he was allowed.
- The PCC noted that management processes had been reviewed to place greater emphasis on wellbeing and staff retention. In his view good leadership was fundamental. A chain of command had now been implemented to align, authority, accountability and responsibility, so that supernumerary measures should not be required. He explained that the Chief Constable was personable, but robust, in ensuring standards and performance was being focussed on within a strategic framework.
- News that the staff retention rate in the 101-call centre had improved was welcomed by the Panel. When asked about specific targets for retention, the PCC stated that these were not currently set.

At the conclusion of the debate, on the proposal of Cllr Abdul Amin, seconded by Cllr Tony Pickernell, it was:

Resolved

To note the PCC's report and assessment of the force's progress.

29 **Police and Crime Plan Highlight and Performance Report**

Police and Crime Commissioner (PCC) Philip Wilkinson, OBE, MPhil, gave an update about the progress made towards the targets in his Police and Crime Plan, in particular efforts to reduce waiting times for 101 calls. In order to give the Panel greater insight, the PCC gave a brief overview of the process followed in the Crime and Communication Centre to respond to 101 calls. Key points included:

- The PCC clarified a number of acronyms in the report including, CCHQ (Centre Call Handler) and CRIB (Crime Recording Incident Bureau). He explained that call handler would triage information and pass it on to the police for an immediate response if required. Incidents requiring further investigation would be passed to the CRIB team.
- The PCC was pleased to report that, in the last two years, the response time to 101 calls had fallen from 28 minutes to around eight minutes, although this often fluctuated with demand. Greater automation was being introduced to reduce the amount of typing that call handlers would have to do when transferring information. Members of the CRIB team would also call the public back so that they were not required to stay on a call for an unnecessary length of time.

- Progression was available for call handlers, as they were able to join the CRIB team. The PCC reported that in the last three months, 14 call handlers had gone on to become police officers.

During the discussion, points included:

- The Panel welcomed the improvement in response times for victims and further efforts to improve efficiency.
- It was confirmed that the CRIB team were highly trained in investigative processes.
- The public were notified that they would be called back, so they were not left on hold for longer than necessary.
- When asked about why response times to attend incidents were higher in Swindon than the rest of the county, the PCC noted that response times were a combination of geographical and manpower issues. The Panel noted that they would welcome further information on the differentials in response times at their next meeting.
- When asked about whether similar efficiencies implemented to improve the response times to 101 calls could also be applied to online reporting, the Chief Executive of the Office of the Police and Crime Commissioner (OPCC), Naji Darwish, noted that online reporting was a national system. It had the same information requirements compared with speaking to an operator. The PCC observed that a number of forces had raised this issue with the police minister to see how technology could improve reporting.
- The Panel stated that they would welcome text appearing when the public received a call back from the CRIB team, so that they were aware who was calling them and to make clear that it was not a nuisance 'phone call.
- The PCC was asked about whether there were multi agency toolkits to share information about individuals who committed persistent low-level offences. The PCC explained that persistent offenders were known to neighbourhood teams and that bespoke responses could be put in place by working with different agencies, including local authorities and by using commissioned services.
- It was confirmed that the 25 percent reduction in fatal collisions in 2023 was benchmarked against the 2022 figures. The PCC noted that over 11,000 speeding sanctions had been issued in 2023 and that they had procured three speed enforcement vehicles.
- It was noted that the positive outcome rate for rapes and serious sexual offences had improved from below two percent to around 12 percent, meaning that Wiltshire had gone from one of the worst performing forces in the country to in the top quarter of best performing. The PCC noted that there was still a long way to go and that extra training was being put in place to tackle rape and sexual offences as well as domestic abuse.
- It was confirmed that all of the historic cases relating to Clare's Law (Domestic Violence Disclosure Scheme) which allowed individuals to request information about their partner's history of abusive behaviour,

had now been processed significantly and that the force were close to completing all rectification work.

- The Chief Executive of the OPCC explained that changes to legislation in 2020 had significantly lowered the threshold for formally expressing dissatisfaction with the police. He noted that a complaints team within the OPCC had taken responsibility for responding to and triaging complaints and that they had been able to satisfactorily resolve 85 percent of cases, without the complaint being taken further. The majority of cases related to contact with the victim. The number of complaints nationally under the original threshold had remained similar. The PCC noted that there had been a large backlog of complaints when he took office and bringing responsibility for complaint handling into the OPCC, at the Chief Executive's suggestion, had significantly reduced the backlog.

30 **OPCC Commissioning, Grants and Partnerships**

The Director of Operations at the Office of the Police and Crime Commissioner (OPCC), Rob Llewellyn, gave an overview of commissioning plans for non-policing services for financial year 2024/25, as well as the progress that had been made in 2023/24. He was pleased to report that over £5.2 million in 2024/25, including the addition of the Serious Violence Duty Grant and Safer Streets Fund from the Home Office. They were also awaiting confirmation of an additional £1 million of additional money for anti-social behaviour hot-spot policing as well as £500,000 for immediate justice, a project of restorative justice for relatively low level offenders.

The Director of Operations noted that their focus in the forthcoming year would be embedding the systems that they had implemented and ensuring that they worked effectively across the whole system. There would be an emphasis on performance management and improving outcomes. He noted that the key risk to the programme was uncertainty about funding beyond March 2025, given the likely election later in 2024. However, overall, the Director of Operations was very positive about the commissioning programme and outlined the achievements across the three core portfolios of their work:

- A. Victims and vulnerability
- B. Criminal justice and reoffending
- C. Community safety and youth

During the discussion, the following points were made:

- The Panel thanked the Director of Operations for his report.
- In response to a question about whether Wiltshire Police planned to introduce the role of Deaf Champion to help people with a hearing impairment, the Chief Executive of the OPCC, Naji Darwish, noted that the force were reviewing their equality and diversity strategy to make it as inclusive as possible. A new Director of People would start their role in April to review the plans.

- Further details were sought about the initial resourcing challenges that had occurred under the new provider responsible for custody healthcare provision. The Director of Operations said that the relationship with their provider had matured well, and the terms and conditions had been improved to attract healthcare professionals.
- The Panel sought the Director of Operations' view on the relative merits of face-to-face and online interventions. The Director noted that there was a mixed picture, but they monitored the effectiveness of both closely. He noted that online meetings tended to be used more for lower-level interventions. Those for the more serious crimes had significant face-to-face engagement.
- When asked about offender management and reoffending, the Director of Operations stressed the complementary skills of the private and public sectors in addressing this challenge. He noted that the OPCC would hold discussions with businesses later in the year to discuss opportunities for those coming out of the criminal justice system. They would also discuss how they could provide early intervention to stop people entering the criminal justice system.
- The PCC confirmed that the public consultation on where the public would like to see further investment, did help to set his priorities. He emphasised the importance of those coming out of the criminal justice system not being separated from the wider community. He highlighted that PCCs in the South West of England had all invested in the Prisoners Building Homes programme to build modular homes for vulnerable people in the community.
- The Panel said they would welcome further information on how the United Kingdom's reoffending rate compared with other countries.

At the conclusion of the discussion, on the proposal of Cllr Ross Henning, seconded by the Vice-Chairman, it was:

Resolved

To note the report.

31 Update from the Police and Crime Commissioner

Police and Crime Commissioner (PCC) Philip Wilkinson, OBE, MPhil, provided an update about the National Police Air Service (NPAS). He explained that a number of forces in the South West of England were building up their own drone capacity to reduce their reliance on helicopters from NPAS. He reported that he had been helping to build a consensus that it would be possible for the service to be delivered more cost effectively at a local level and had been asked the policing minister to help draw up an operational construct for regional aviation support.

During the discussion, points included:

- The Panel thanked the PCC for the update.
- In reply to a question about whether there would be a reversion to the model used in the 1990s, when helicopters were shared with the air ambulance, the PCC spoke about the need to deliver a layered concept. Part of the consideration would be the opportunities presented by new technologies such as drones and satellites. They would also look at potential opportunities for collaboration with other agencies such as the coast guard or air ambulance.
- The Office of the Police and Crime Commissioner were working with the Wiltshire Community Foundation to complete a mapping exercise of organisations providing support to young people. The PCC stated that he was keen to set up a list of youth organisations on his website to ensure that they all knew about each other and could make the most of their available resources. It was also noted that Area Board could be a convening group for local organisations.

32 **Communications**

The Chairman reported that Wiltshire Council's website had been updated to be more user friendly for screen readers. The update had made the pages on the website about the Panel more easily accessible for people with a visual impairment.

33 **Forward Work Plan**

The Chairman introduced a report on page 61 of the agenda pack prepared by the Office of the Police and Crime Commissioner (OPCC) inviting the Panel to identify four topics on which they would most like to receive strategic briefings. A list of potential topics was handed out to each member of the Panel and they were each invited to select four topics. The topics that received the most votes were:

- Reducing reoffending – progress against strategy (eight votes)
- Work to reduce anti-social behaviour (seven votes)
- Serious violence - new duty and partnership activity (four votes)

The following topics each received three votes:

- Neighbourhood harm reduction – progress and priorities
- Scrutiny panels and IAGs – out of court disposals, use of force and stop and search.
- Road safety – the new strategy and delivery plan with performance metrics

The Chairman used his casting vote to select neighbourhood harm reduction as the fourth topic to be considered.

Some members of the Panel also stated that they would welcome further information about the work done by volunteers to help Wiltshire Police. The Chief Executive of the OPCC, Naji Darwish, explained that this would be covered under the neighbourhood harm update. The Panel were also keen for information on stop and search to be included in the anti-social behaviour update. The PCC reported that they held a PCC awards for volunteers and the Chief Constable had developed a portfolio in the Neighbourhood Harm Reduction Team to support volunteers.

34 **Any Other Business**

The Chairman reminded the Panel that they had discussed the possibility of bringing an annual report about their work to the respective annual Full Council meetings in May. He noted that the Panel's next meeting was not until June, so there would be limited opportunity for the members to comment on a report before the annual Full Council meetings on 17 and 21 May.

On the proposal of the Chairman, it was:

Resolved

That it was delegated to the Democratic Services Officer to write an annual report on behalf of the Panel, in consultation with the Chairman and Vice-Chairman, to be presented to the respective Full Council meetings of Wiltshire Council and Swindon Borough Council, on 21 and 17 May 2024.

35 **Future Meeting Dates**

The next meeting of the Police and Crime Panel will be on 27 June 2024 at 10:30am in The Enterprise Network, Salisbury.

Other future meeting dates were:

- Thursday 26 September 2024, 1:30pm
- Thursday 14 November 2024, 10:30am
- Thursday 16 January 2025
- Wednesday 5 February 2025

(Duration of meeting: 10.30 am - 12.32 pm)

The Officer who has produced these minutes is Matt Hitch of Democratic Services, direct line , e-mail matthew.hitch@wiltshire.gov.uk

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Wiltshire Police and Crime Panel

27 June 2024

Item 7 – Public Participation

From Mr Paul Howlett

(Q24-01)

To the Chair: The PCC holds the Chief Constable to account for operational delivery and performance. On her appointment, the current Chief Constable prioritised domestic burglary, violent crime, and safer public spaces. The PCC seems to have set no targets for reducing and detecting crime. No information regarding performance is provided on his website.

The Wiltshire Police and Crime Panel reviews the PCC's progress in achieving the priorities set out in the Policing Plan. The information the PCC presents to the Panel regarding the incidence of crime is limited in scope. For example, the report he presented to the Panel's March 2024 meeting does not provide any meaningful information regarding the incidence of domestic burglary. This lack of data makes it difficult to ascertain whether crime in general is on the decline or on the rise; the latest ONS crime statistics indicate a reduction in some crime types.

It is equally challenging to establish Wiltshire Police's performance in detecting crime. For example, my impression is that less than 5% of domestic burglaries are detected, which is a cause for concern.

Why is the PCC not providing easily understood information to the public on his website and to the Panel regarding the reduction and detection of crime. A simple slide covering the crime types prioritised in the Policing Plan and by the Chief Constable would suffice. This information will have a direct bearing on public confidence in policing and enable the Panel to take a broader view regarding the delivery of value for money.

Thank you,

Response: Thank you very much for your question. We agree that it is important that the information received by the Panel is easily accessible for the public. The Panel has been making efforts to improve the way that it communicates with the public, so we value the feedback that you have provided. At the Panel's previous meeting the PCC spoke about the importance of reducing the use of acronyms and making the reports accessible.

To help the Panel review the progress that the PCC is making towards the objectives in their Crime Plan, the Panel receives quarterly updates, as well as an annual report. As highlight reports, although they show trends, they do not include statistical information about all types of crime. Whilst the highlight report that the Panel received in March contained relatively few statistics relating to burglary, the previous quarterly update in December did provide detailed figures. The Panel will continue to take a keen interest in monitoring how the PCC is holding the Chief Constable to

account in tackling this issue, including the difference made by re-establishing the dedicated Burglary Team in July 2023.

Statistical information about the frequency of certain types of crime is available from a range of sources, including the ONS and links via Wiltshire Police's website. The Chief Constable is responsible for setting operational targets for policing. The Panel will continue to press the PCC to secure clear and simple data from the Chief Constable to assist in our understanding of the overall direction of travel.



MAKING

WILTSHIRE

SAFER

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

**Title: Police and Crime Panel Highlight report
Police and Crime Panel 27 June 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

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

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

- **HMICFRS PEEL Engage Process:** Due to the sustained improvements made by the Force in a number of areas, HMICFRS have taken Wiltshire Police out of the Engage process and we will now return to the usual 'scan' phase of monitoring. This involves quarterly monitoring of performance to ensure the improvements are continue to be made. The Force recently underwent a PEEL inspection, and the subsequent report and grading of the Force will be published in July 2024.
- **Wiltshire Police 3 Year Strategic Plan:** Following extensive engagement across its workforce and stakeholders, the Chief Constable recently published Wiltshire Police's strategic plan which is the roadmap which outlines the organisation's key strategic priorities and deliverables for the next three years to ensure it continues to deliver against the Police and Crime Plan and support the Force's improvement journey.
- **Melksham Custody Suite:** Significant refurbishment works over the last 14 months have now been completed at Melksham Police Station, bringing the custody suite up to required standards helping to provide a safer environment for detainees, staff and officers, as well improvements to the first-floor office spaces. This work is part of the wider estates strategy to ensure working spaces are fit for the demands of modern policing.
- **Roll Out of 'Right Care, Right Person':** Working with partners, the Force has successfully delivered phase one of the 'Right Care, Right Person' initiative to improve the multi-agency management of mental health demand. This is a national programme aimed at ensuring the right care is provided by the relevant agencies for those with mental health needs, whilst maintaining a police input where there is risk to life. The rollout has been undertaken in partnership with key health providers and ongoing liaison arrangements are in place to manage any issues.

Risks and issues

- Continued monitoring and scrutiny of CCC performance on 999 and 101 telephony, building on the improvements in the past six months
- Oversee improvement in management and quality of workforce data, including skills mapping, to aid more effective organisational decision making and align of resource to demand

Deliverables Progress

Action	Date Due	Progress
Delivery of Melksham custody suite and first floor refurbishment	May 2024	100%
Public consultation and launch of new Police and Crime Plan	March 2025	10%
Force delivery of neighbourhood policing community commitments, including use of mobile police stations to improve visibility	March 2025	10%
Launch and delivery of new Youth Commission to engage young people in providing inputs and recommendations to improve policing	April 2025	10%

PCC focus next quarter

- Preparation for the Use Your Voice Survey which informs the Police and Crime Plan.
- Development of draft Police and Crime Plan.
- Launch of OPCC Delivery Plan for 24/25.
- Delivery of Op Scorpion which is the ongoing regional commitment to tackle drug dealing networks.

Crime & Communication Centre – 999 Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All 999		0.4%	0.6%	1.7%	0.3% points ▲	Decreasing	One, Three, Eight-Month Low	22
Average Time to Answer: All 999		00:00:07	00:00:08	00:00:12	00:00:01 ▲	Increasing		10
Call Answered Volume: 999		8,537	25,693	111,327	14.0% ▲	Increasing		10
Call Offer Demand: All 999		9,151	27,555	123,920	9.8% ▲	Increasing		4

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

Data Summary

- A total of 9,151, 999 calls were offered for the month of Apr-24.
- In the 12 months to April 2024 the volume of calls offered increased by 9.8% (n.11,055) totalling 123,920 for the year.
- For the month of Apr-24, the 999 average time to answer stood at 7 seconds.
- In the 12 months to April 2024, the average time to answer was 12 seconds. This is an increase of 1 second if compared with the 12 months to April 23.
- For the month of Apr-24, the 999 abandonment rate was 0.4%.
- In the 12 months to April 2024 the average abandonment rate was 1.7% up 0.3% minute if compared with the 12 months to April 23.

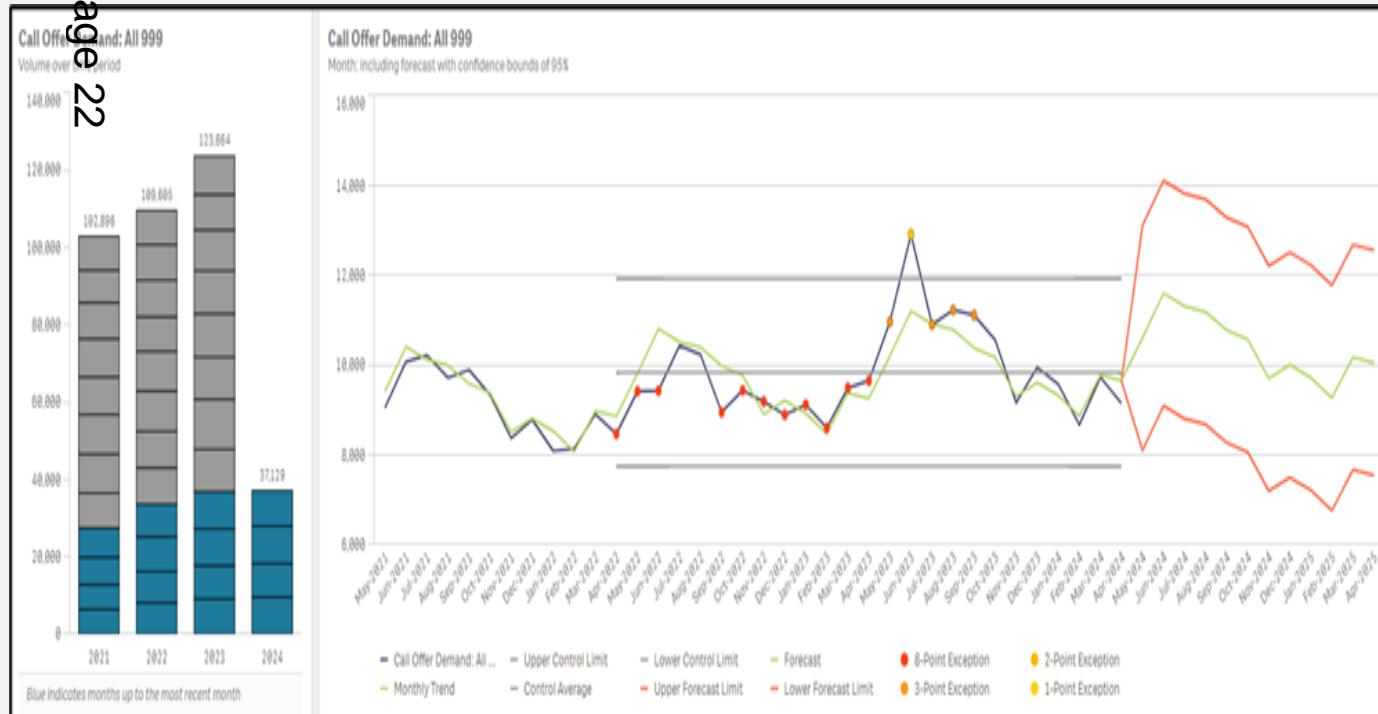
Overview of Performance

- The IVE system provides operators with prompts allowing greater detail be recorded when taking a 999 call.
- This in turn has increased the average talk time over the past 12 months from 3 min.'s 21sec.'s in Apr-23, to 4 min.'s 15 sec.'s in Apr-24.

Daily Business Management - Overview

- Daily Grip meetings include 90 day demand forecasting which aims to ensure staffing levels are evenly distributed each day.
- Cortex machines providing EISEC capabilities for 999 are being rolled out. Automatic EISEC is designed to help reduce 999 answer times.

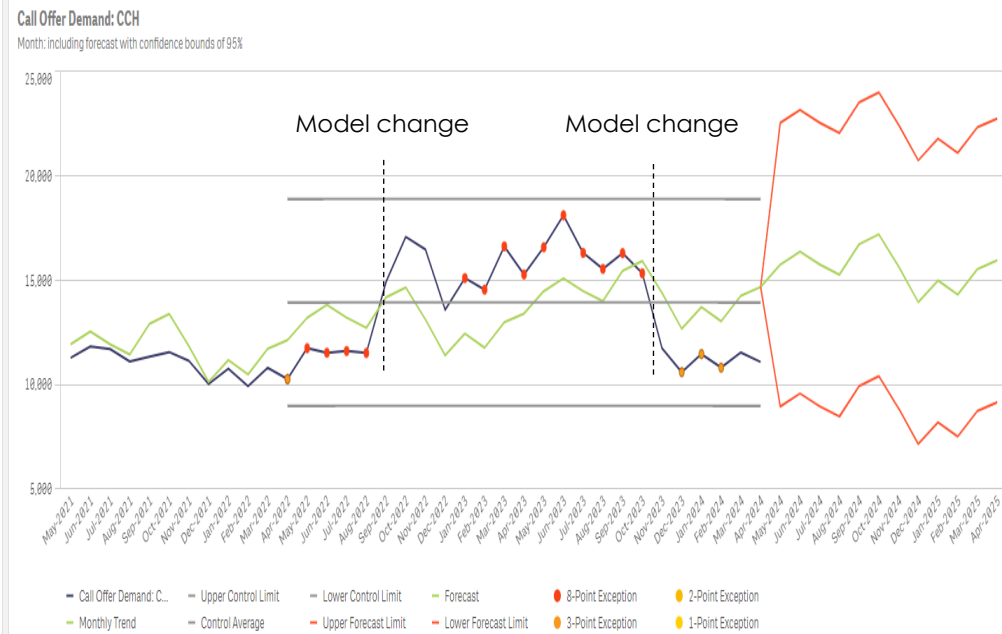
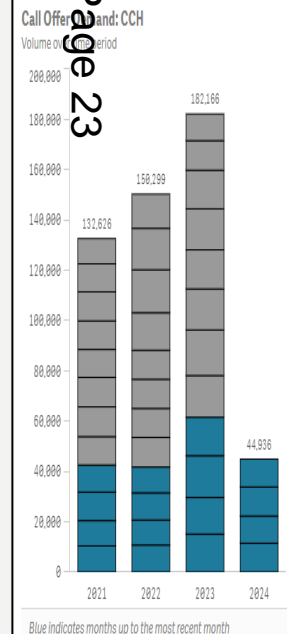
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Crime & Communication Centre – CCH/101 Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Call Answered Volume: CCH		10,385	31,023	148,665	-8.4% ▼	Increasing	Three-Month Low	14
Abandonment Rate: CCH		6.4%	7.3%	10.1%	5.6% points ▲	Increasing		10
Average Time to Answer: CCH		00:00:54	00:01:02	00:01:11	00:00:39 ▲	Increasing		10
Call Offer Demand: CCH		11,092	33,465	165,520	-2.7% —	Increasing		4



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

Data Summary

- A total of 11,092 101 calls were offered for the month of Apr-24.
- In the 12 months to April 2024 the volume of calls offered decreased by -2.7% (n.-4564) totalling 165,520 for the year.
- Average time to answer for the month of Apr-24 was 54 seconds (SLA=30secs).
- In the 12 months to April 2024, the average time to answer was 1 minute 11 seconds increasing by 39 seconds minute when compared with the 12 months to April 23.
- Abandonment rate for the month of Apr-24 was 6.4%.
- In the 12 months to April 2024, the average abandonment rate was 10.1% increasing by 5.6% when compared with the 12 months to April 23.

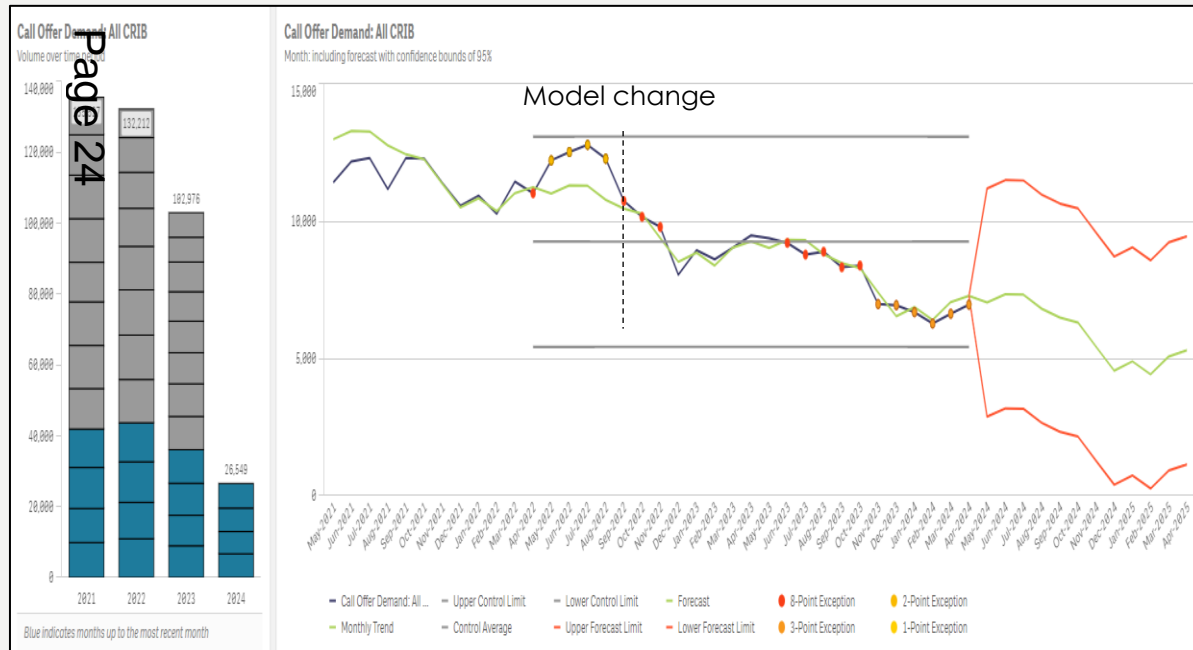
Overview of performance

- The IVR system diverts callers to the appropriate departments, partner agencies or online reporting (Approx. 45% now diverted since IVR change compared to 27% beforehand). The change to IVR has allowed the CCH/101 call answered volume to hit a 3 month exceptional low.
- CCH operating model trial went live on 8th Jan 2024, now fully implemented. The model change has led to historically low volumes of calls in the CRIB priority queue.
- The CCH/101 remains under staffed. New posts offered 07/05/2024 expected to ease the shortfall.

Crime & Communication Centre – CRIB Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All CRIB		24.6%	25.5%	27.1%	13.1% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Call Answered Volume: CRIB		5,243	14,797	68,047	-36.3% ▼	Decreasing	Three, Eight-Month Low	20
Call Offer Demand: All CRIB		6,960	19,862	93,443	-25.0% ▼	Decreasing	Three, Eight-Month Low	20
Average Time to Answer: All CRIB		00:08:04	00:08:53	00:12:43	00:07:08 ▲	Increasing		10



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

Data Summary

- CRIB calls offered for the month of Apr-24 was 6,960.
- In the 12 months to April 2024 the calls offered demand has decreased by -25.0% (n.-31,179) totalling 93,443.
- For the month of Apr-24, the CRIB average time to answer rates was 8 minutes and 4 seconds.
- In the 12 months to April 2024, the average time to answer was 12 minutes and 43 an increase of 7 minutes and 8 seconds when compared with the 12 months to April 23.
- For the month of Apr-24, the CRIB abandonment rate was 24.6%.
- In the 12 months to April 2024, the average abandonment rate was 27.1% an increase of 13.1% when compared with the 12 months to April 23.
- For the month of Apr-24, there were 26 responses to CCC survey, 21 gave a 5* rating to the service they received.

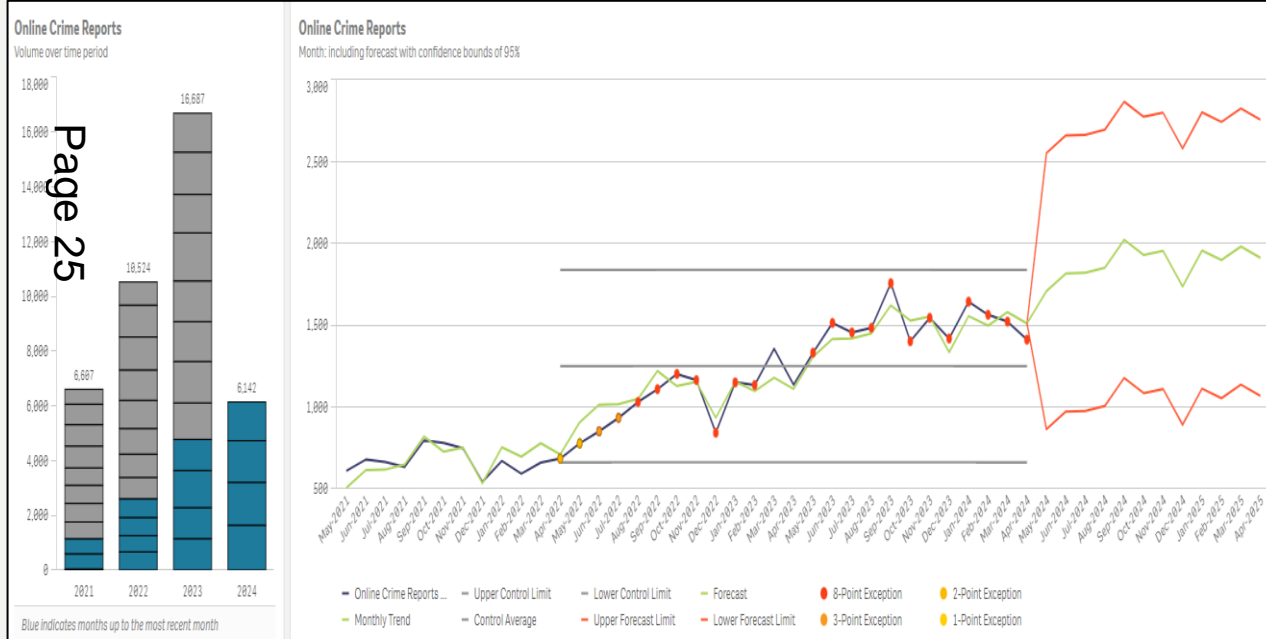
Overview of performance

- The CRIB abandonment rate has increased demonstrating an exceptional 8 month high, despite call offer demand on CRIB showing a -25.0% decrease over the same period. Staff shortfalls impacting.
- 14 CRIB staff currently in training (to enter room 29th May) with 20 expected in the next intake on 18th July.
- Call demand has seen monthly exceptional lows in call offer demand, showing the impact the IVR change has had on reducing demand on CRIB.

Crime & Communication Centre – Online Crime Reporting Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Online Crime Reports		1,412	4,498	18,051	42.2%	Increasing	Eight-Month High	16



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

Data Summary

- For the month of Apr-24, 1,412 Online Crime Reporting (OCRs) recorded.
- In the 12 months to April 2024, Online Crime Reporting has increased year on year by 42.2% totalling 18,051.

Overview of performance

- Online crime reports (OCRs) monthly volumes have become fairly stable since June 2023.
- Each OCR report takes around half an hour to input. April 2024 this equated to 706 hours, using an average 10hr shift this equates 70.6 shifts.

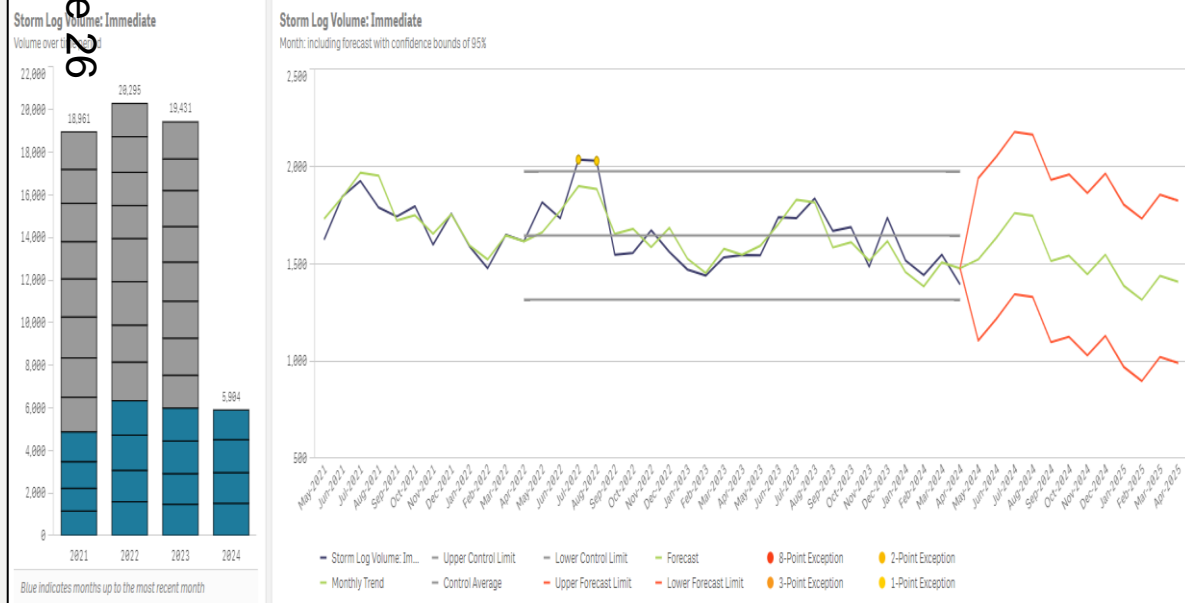
Daily Business Management - Overview

- Robotics automation is anticipated to start Mid May 2024 and reduce manual processing times. The time saved on administration is expected to decrease the length of time spent recording each online report.
- Analysis will follow and help understand time saved following implementation of the robotics process.

Response Times – Immediate

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Immediate		00:12:43	00:12:56	00:13:11	00:01:00 ▲	Increasing		10
Average Time at Scene: Immediate		01:30:50	01:34:37	01:36:29	00:11:54 ▲	Increasing	Eight-Month High	16
Median Response Time: Immediate		00:10:37	00:10:49	00:11:01	00:00:54 ▲	Increasing	Eight-Month High	16
Response Rate: Immediate		80.3%	79.3%	78.5%	-3.5% points -	Decreasing	Eight-Month Low	16
Storm Log Volume: Immediate		1,395	4,386	19,344	-3.0% -	Decreasing		10



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

Data Summary

- For the month of Apr-24, the average immediate response time was 12 minutes 43 seconds.
- In the 12 months to April 2024 the average immediate response time was 13 minutes 11 seconds, this is an increase of 1 minute when compared with the 12 months to April 23.
- For the month of Apr-24, the immediate response rate was 80.3%.
- In the 12 months to April 2024 the average immediate response rate was 78.5% a decrease of -3.5% when compared with the 12 months to April 23.
- For the month of Apr-24, the immediate log volume was 1,395.
- In the 12 months to April 2024 the immediate log volume was 19,344 a decrease of -3.0% when compared with the 12 months to April 23.
- For the month of Apr-24, the Average time at scene was 1 hour 30 minutes 50 seconds.
- In the 12 months to April 2024 the average time at scene was 1 hour 36 minutes 29 seconds an increase of 11 minutes 54 seconds when compared with the 12 months to April 23

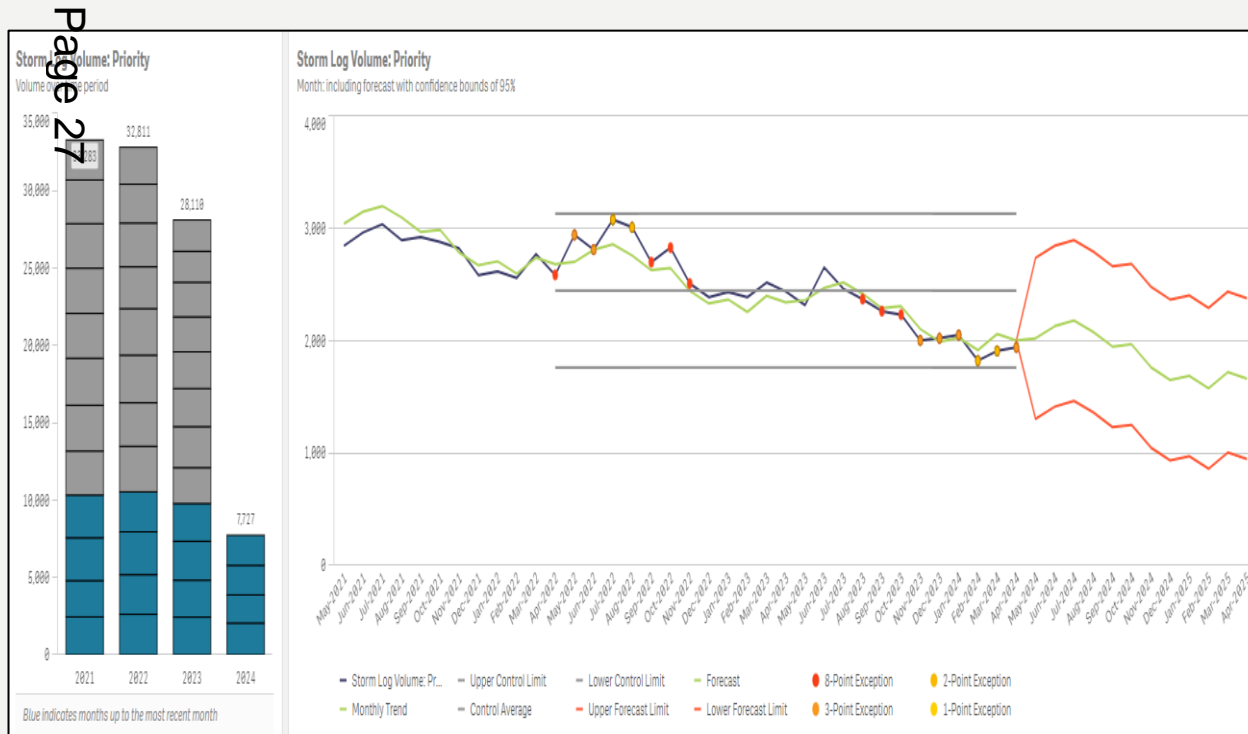
Overview of performance

- Average immediate response times remain within their SLAs with an increasing trend present across both County and Swindon times;
 - County = 13m 46s in the 12 months to Apr-24, up 48 seconds when compared with the 12 months to April 23.
 - Swindon = 12m 09s in the 12 months to Apr-24, up 1 minute 21 seconds when compared with the 12 months to April 23.
- New measures to be introduced to combat this change.

Response Times - Priority

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Priority		01:19:19	01:21:20	01:46:16	00:10:26 ▲	Increasing		4
Average Time at Scene: Priority		02:14:54	02:17:20	02:07:59	00:19:05 ▲	Increasing		10
Median Response Time: Priority		00:39:04	00:38:12	00:43:36	00:01:45 —	Increasing		4
Response Rate: Priority		64.9%	64.4%	58.7%	0.0% points —	Decreasing	One, Two, Three- Month High	13
Storm Log Volume: Priority		1,942	5,676	26,056	-18.7% ▼	Decreasing	Three, Eight- Month Low	20



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

Data Summary

- For the month of Apr-24, the average priority response was 1 hour 19 minutes and 19 seconds (SLA = 1h).
 - In the 12 months to April 2024 the average priority response times was 1 hour 46 minutes and 16 seconds an increase of 10 minutes and 26 seconds when compared with the 12 months to April 23.
 - For the month of Apr-24, the median priority response time was 39 minutes and 4 seconds (SLA = 1h).
 - In the 12 months to April 2024 the median priority response time was 43 minutes and 36 seconds an increase of 1 minute 45 seconds when compared with the 12 months to April 23.
 - For the month of Apr-24, the priority response rate was 64.9%.
 - In the 12 months to April 2024 the priority response rate stayed stable at 58.7%.
 - For the month of Apr-24, the priority log volume was 1,942.
 - In the 12 months to April 2024 the priority log volume was 26,056 a decrease of -18.7% (n.-5,998) when compared with the 12 months to April 23.
 - For the month of Apr-24, the average time at scene was 2 hours 14 minutes and 54 seconds.
 - In the 12 months to April 2024 the average time at scene was 2 hours 7 minutes and 59 seconds which is an increase of 19 minutes 5 seconds when compared with the 12 months to April 23.
- ### Overview of performance
- Average priority response times by response hub:
 - County = 01h 28m 43s in 12 months to Apr-24, Yr. on Yr. decrease of 6m 40s.
 - Swindon = 02h 14m 36s in 12 months to Apr-24, Yr. on Yr. increase of 37m 01s.
 - Median priority response times by response hub:
 - County = 40m 52s in 12 months to Apr-24, , Yr. on Yr. decrease of 1m.
 - Swindon = 47m 43s in 12 months to Apr-24, , Yr. on Yr. increase of 5m 52s.

Priority 2: Reduce violence and serious harm

Outcomes achieved this quarter

- Serious Violence Reduction:** The OPCC continues to coordinate the violence reduction partnership, known as the Serious Violence Joint Steering Group, bringing together multi-agency bodies to deliver the reduction strategy. With the completion of the first Serious Violence Joint Strategic Needs Assessment in January, that evidence base informed the commissioning intentions for 2024/25 for investment of Home Office serious violence funding. This quarter OPCC has led the recommissioning of several diversionary services which started in Q4 of 2023/24. This includes £100k to widen the Focused Deterrence model piloted in Devizes this year, and £60k for continued support to the WAY Beacon project at Great Western Hospital, enabling hospital staff to refer children and young people suspected of involvement in serious violence to trained mentors. In addition, this year the OPCC is funding expanded delivery of the the Blunt Truth project; a knife crime awareness programme for secondary schools across the county delivered by healthcare professionals. This offer is now available to 30 schools across Wiltshire, building on the 13 school inputs delivered in 2023/24.
- Swindon Domestic Abuse Service Procurement:** Following the ending of the current contract, the OPCC has worked with Swindon Borough Council to update the service specification (with input from service users and other stakeholders) and complete a procurement process for the new service which will commence in October 2024.

Risks and issues

- Serious Violence Future Funding:** Serious Violence Duty funding ends in March 2025. In the Chancellor's Spring Statement £75m was committed over three years from FY2025/26 to expand the Violence Reduction Unit model, however this commitment to additional investment is subject to further decision at the next spending review following the general election.
- Victim Services Future Funding:** The current enhanced levels of funding for Independent Domestic Violence Advocates and Independent Sexual Violence Advocates to support victims of domestic abuse and sexual harm from the Ministry of Justice ends in March 2025. Should this additional funding not be confirmed in the next spending review then it will have significant impact on local service provision and is already impacting service provider's ability to recruit.

Deliverables Progress

Action	Date Due	Progress
Launch and roll out of Swindon Domestic Abuse Service, providing advocacy and refuge/safe spaces for victims of domestic abuse	October 2024	60%
Working with multi-agency partners to deliver range of interventions to reduce serious violence, including focussed deterrence projects in Swindon, Devizes and other parts of Wiltshire	March 2025	20%
Work in partnership with other police forces regionally to deliver Operation Ragwort, the intelligence-led approach to disrupting organised crime groups involved in rural crime	March 2025	20%

PCC focus next quarter

Reducing Serious Violence

- Continue rollout of serious violence reduction interventions in schools and through the focussed deterrence projects in
- Working with partners to improve the data sharing arrangements to enhance the serious violence strategic needs assessment.
- Work with Serious Violence Duty partners to develop and deliver a communication and engagement plan with communities

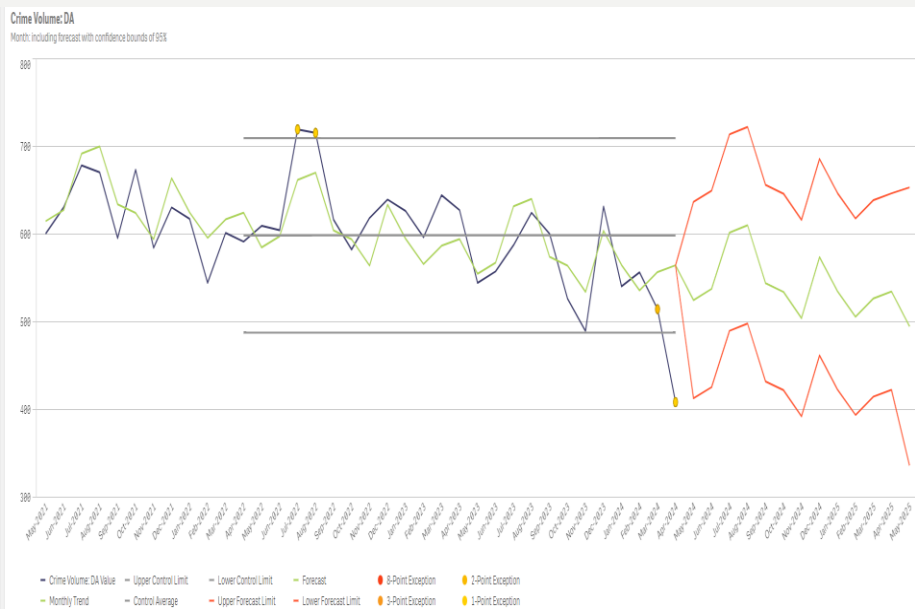
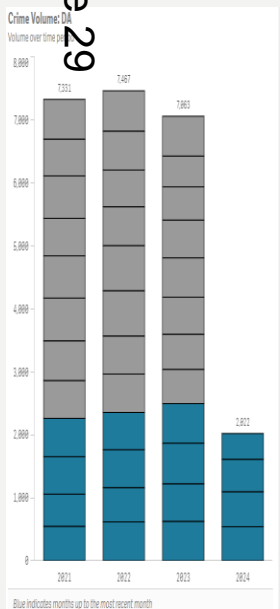
Swindon Domestic Abuse Service

- To complete public procurement process and award new contract for support services in Swindon.

Domestic Abuse (DA)

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Rate: DA		46.9%	47.7%	47.8%	10.4% ▲	Increasing	One, Two, Three, Eight-Month High	25
DA Risk Level: Standard		362	1,260	6,983	-19.8% ▼	Decreasing	One, Two, Three-Month Low	19
Crime Volume: DA		409	1,481	6,588	-13.4% ▼	Decreasing	One, Two-Month Low	15
FAT Outcome Rate: DA		23.0%	15.9%	14.1%	2.9% points ▲	Increasing	One-Month High	12
DA Risk Level: Medium		179	629	2,637	12.9% ▲	Increasing		10
FAT Outcome Volume: DA		94	235	926	9.5% ▲	Increasing		10
DA Risk Level: High		27	101	377	80.4% ▲	Increasing		10
Outstanding Suspects: DA		311	325					6



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

Data Summary

- For the month of Apr-24, 409 Domestic Abuse (DA) crimes were recorded, with a total of 6,588 in the 12 months to April 2024.
- In the 12 months to April 2024 the DA crime volume decreased by -13.4% (n.1030) when compared with the 12 months to April 23. This reduction was observed across all Neighbourhood Policing Teams with Swindon -16.7% (n.526) and County -11.4% (n.509).
- For the month of Apr-24, the DA FAT rate was 23% with the 12 month to April 2024 average 14.1%, which is a an increase of 2.9% when compared with the 12 months to April 23.
- In the 12 months to April 2024 the average DA charge rate was 8.9%, an increase of 2% increase when compared with the 12 months to April 23.
- In the 12 months to April 2024 the average arrest rate was 47.8%, an increase of 10.4% when compared with the 12 months to April 23. Demonstrating continuous upward trend.

Overview of performance

- A National benchmarking request was conducted in Feb-24. It identified DA crime volume reductions over the last 12 months. (Seven forces responded to the survey).
- DA crime volumes increased during the Pandemic. Over the last 12 months they have demonstrated a downward trend. Over the latest 12 months, DA crime volumes have dipped below pre-pandemic levels, representing a decrease of -4.2% (n.292)

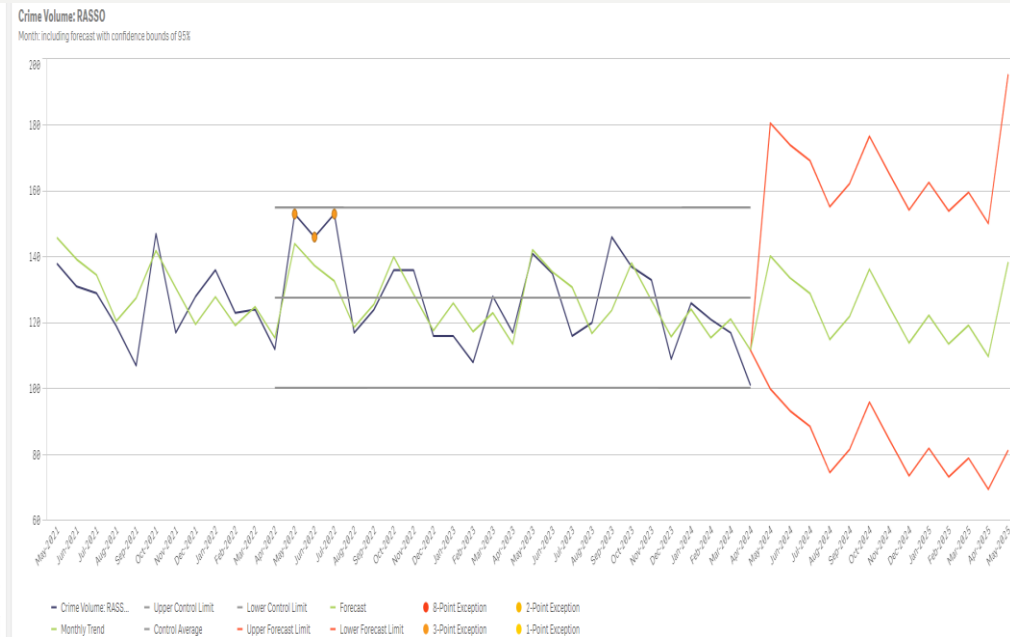
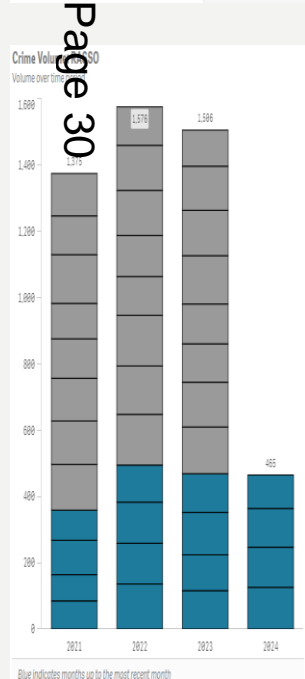
Daily Business Management – Overview

- The Office for National Statistics (ONS) DA report will be published in Jun-24 and will allow for national comparisons.

Rape & Serious Sexual Offences (RASSO)

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: RASSO		101	339	1,502	-3.1%	Decreasing		10
FAT Outcome Rate: RASSO		8.9%	8.6%	9.5%	-0.4% points	Increasing		4
FAT Outcome Volume: RASSO		9	29	142	-6.6%	Increasing		4
Outstanding Suspects: RASSO		97	92	111		Decreasing	Three, Eight-Month Low	20



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

Data Summary

- In the 12 months to April 2024 the RASSO Crime volume was 1,502 showing a decrease of -3.1% (n.56) when compared with the 12 months to April 23.
- In the 12 months to April 2024 the Serious Sexual Offence (SSO) crime volumes = 858, a decrease by -6.2% (n.57) when compared with the 12 months to April 23.
- In the 12 months to April 2024 the SSO average arrest rate was 26.2%, an increase of 4.5%pts when compared with the 12 months to April 23.
- In the 12 months to April 2024 the SSO average FAT rate was 10.6%, a decrease of -0.5% when compared with the 12 months to April 23.
- In the 12 months to April 2024 the Rape crime volume was 634, an increase by 0.5% (n.3) when compared with the 12 months to April 23.
- In the 12 months to April 2024 the Rape average arrest rate was 33.3%, an increase of 1.6%pts when compared with the 12 months to April 23.
- In the 12 months to April 2024 the Rape average FAT rate was 9.5%, a decrease of -0.4%pts, when compared with the 12 months to April 23.

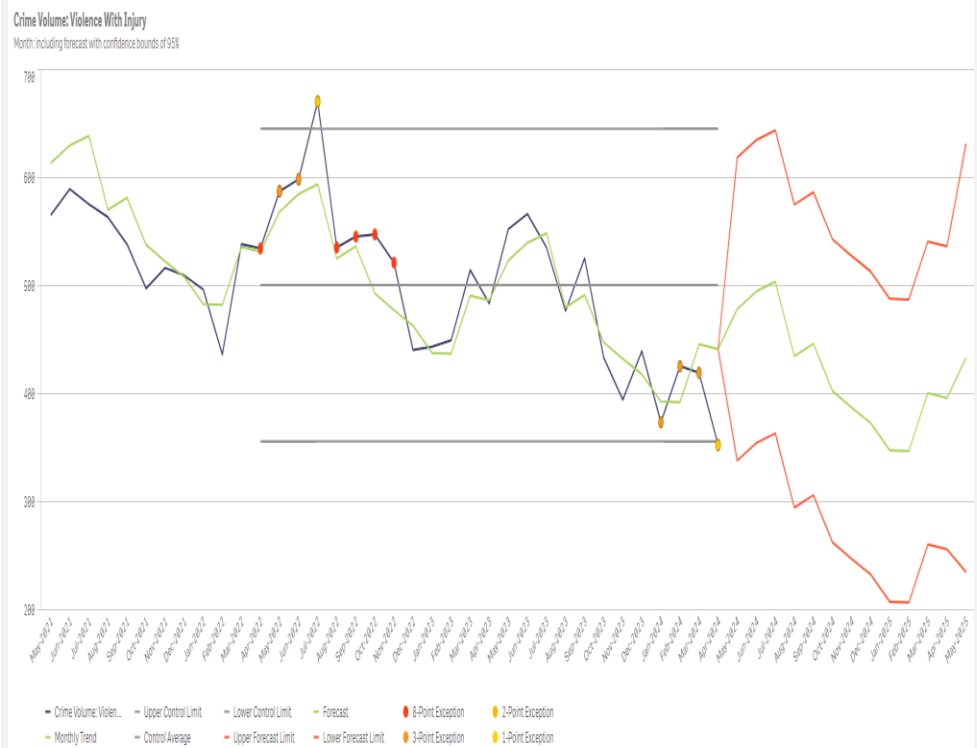
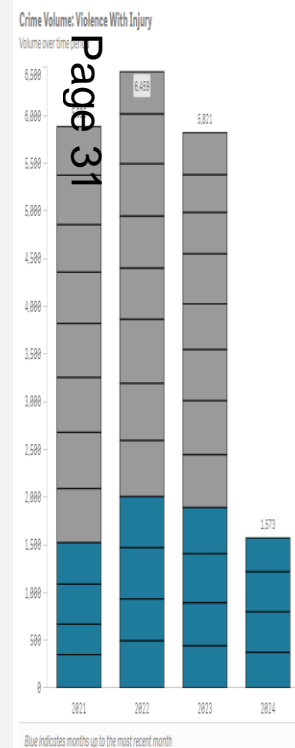
Overview of performance

- In the last 12m, Extra-Familial relationships account for 77% of all RASSO crimes, leaving the remaining 23% attributed to Intra-Familial relationships

Violence with Injury (VWI)

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: Violence With Injury		353	1,199	5,501	-13.3%	Decreasing	One, Three-Month Low	16
Crime Volume: Violence With Injury - Swindon		132	474	2,318	-14.2%	Decreasing	One, Three-Month Low	16
FAT Outcome Volume: Violence With Injury		123	280	1,044	16.5%	Increasing	One-Month High	12
Crime Volume: Violence With Injury - County		219	720	3,164	-13.0%	Decreasing		10
Outstanding Suspects: Violence With Injury		193	194					6



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

Data Summary

- In the 12 months to April 2024 the Violence with Injury (VWI) crime volume decreased by -13.3% (n.847) when compared with the 12 months to April 23.
- This reduction in volumes was observed across all Neighbourhood Policing Teams (NPT)
 - Swindon = -14.2% (n.324)
 - County = -13.0% (n.523)
- In the 12 months to April 2024 the average FAT outcome rate was 19%, an increase of 4.9%pts when compared with the 12 months to April 23. Demonstrating continuous upward trend
- In the 12 months to April 2024 the Violent crime victim satisfaction rate was 74.0%.

Overview of performance

- Following the COVID-19 post lockdowns, VWI crime volumes experienced a notable surge (2021/2022 +18.6% and 2022/2023 +2.6%).
- In the 12 months to April 2024 VWI crime volumes have dipped below pre-pandemic levels, representing a decrease of -5.2% (n.304) compared with the 12 months to Apr 2020.
- In the 12 months to April 2024, 31.4% of all VWI crimes related to Domestic Abuse. There is a strong positive correlation of R=0.59 between VWI and DA, hence a decrease in DA volumes causing a decrease in VWI and vice versa.
- The victim satisfaction area of focus: improved communication with victims during the investigation life cycle

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

Outcomes achieved this quarter

- **Safer Streets Programme (Round 5):** The focus of this round was Violence Against Women and Girls (VAWG), Anti-Social Behaviour (ASB) and neighbourhood crime. The OPCC has engaged with partners to develop a range of projects to provide opportunities for individuals, neighbourhoods, town and city centres to benefit and rollout is underway across all areas of the programme.
- The Swindon based initiatives were visited by the Home Office in May 2024. They were impressed with the variety of the initiatives, the enthusiasm of the providers and the close working relationship and partnership promoted by the OPCC across the projects.
- **Anti-Social Behaviour:** OPCC has led on the successful bid for £1m of ASB Hotspot Funding from the Home Office. Funding will provide over 10,000 hours of police overtime in key ASB hotspot locations with additional warden patrols, detached youth work, and increased back-office support functionality. We continue to work with both Community Safety Partnerships (CSPs) to develop improved consistent responses to ASB across Wiltshire and Swindon.
- **Road Safety:** Multi-agency work continues, maintaining the collaborative approach to road safety and delivering in Education, Enforcement and Engineering. National campaigns are supported locally, educational interventions are continuous, local and emerging trends identified and responses developed. In the last quarter we have supported Wiltshire Council in the completion of their Highways Matters outreach programme with Area Boards and the Force's Road Safety Unit received High Sheriff's Award in recognition of the unit's work targeting driving offences and speeders.
- **Rural Crime Conference:** First ever rural crime conference took place in Tidworth on 7 June, hosted by the PCC, to bring together residents and organisations to tackle issues affecting rural communities. Working together with Rural Crime Partnership the Force updated attendees on actions and tactics being deployed to disrupt criminals involved in rural crime and hear feedback.

Risks and issues

- **ABS Hotspot Response:** Following a slight delay with Grant Agreements from the Home Office this work is commencing roll-out in late May
- **Future Funding:** Funding for Safer Streets Round 5 ends in March 2025 with no certainty of continuation.

Deliverables Progress

Action	Date Due	Progress
Delivery of £1M ASB Hotspot Response Fund with OPCC leading on commissioning and delivery of warden patrols and detached youth work	March 2025	20%
Delivery of Safer Streets Programme (Round 5) to tackle VAWG, ASB & neighbourhood crime	March 2025	20%
Delivery of business crime reduction partnership to help tackle retail crime	March 2025	10%

PCC focus next quarter

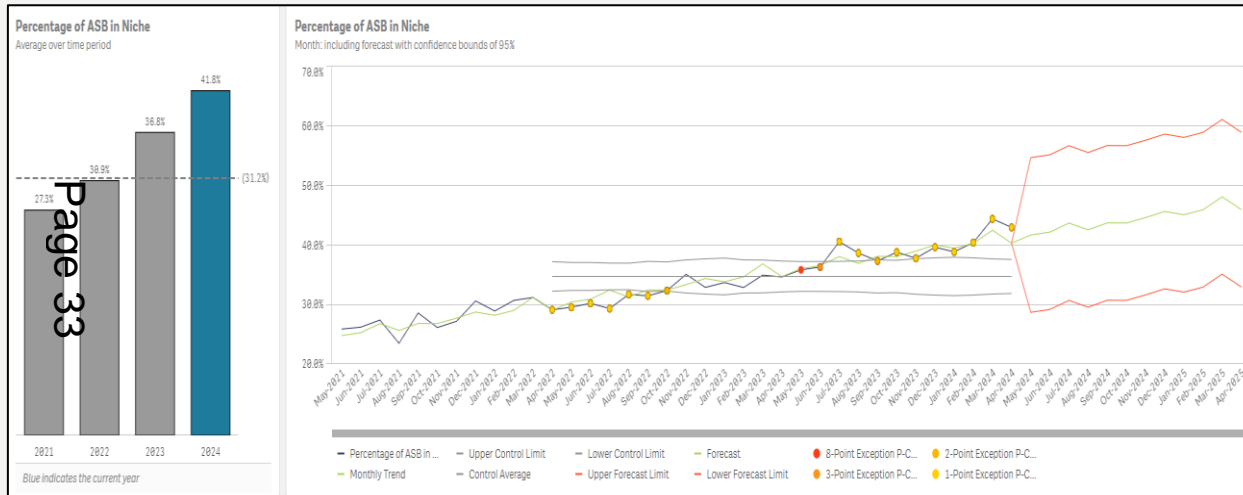
Improving Community Safety:

- Work with Executive Groups of Wiltshire and Swindon Community Safety Partnerships to consider improvements to their working arrangements, governance structures and resourcing plans.
- Continue delivery of ASB hotspots programme.
- Continue to deliver the Safer Streets Round 5 programme.
- Work with the Force to develop a unified Business Crime strategy supporting retailers and town centres to reduce ASB and acquisitive crime. OPCC focus in the longer term is the establishment of Business Crime Reduction Partnership(s) across Wiltshire.

Anti-Social Behaviour (incl. Sec 60)

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Percentage of ASB in Niche		43.7%	42.9%	39.2%	7.1% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Volume of ASB		877	2,414	10,889	-16.6% ▼	Decreasing	Eight-Month Low	16



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

Data Summary

- For the month of Apr-24, 877 ASB incidents were recorded.
- In the 12 months to April 2024 ASB incidents have decreased by -16.6% when compared with the 12 months to April 23.
- In the 12 months to April 2024 Swindon and County are both recording a decline in ASB reporting.
 - Swindon -16.0%
 - County -17.1%
- Despite the decrease in overall ASB incidents, ASB recorded in Niche (occurrence and crime reporting) has increased. This is because the proportion of ASB incidents recorded in Niche has increased by 6.8% pts year on year.
- Analysis conducted in January 2024 indicated this is driven by an increase in incidents recorded on both STORM (requiring an immediate or Priority response) and then closed to Niche for further investigation or flagging to NPT.

Overview of performance

- Volume of ASB is declining year on year by -16.6%. During April 2024 a total of 877 ASB reports were logged with a 8 consecutive month low.
- Storm incidents: in the 12 months to April 24, there was a -26.2% decrease in Nuisance ASB, a -4.7% decrease in Personal ASB and a -4.8% decrease in Environmental ASB.
- Nationally - The police recorded 1.0 million incidents of ASB in the year ending September 2023. This was a 8% decrease compared with the year ending September 2022 (1.1 million incidents) (Source: ONS CSEW)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Volume of ASB - County		531	1,498	6,544	-17.1% ▼	Decreasing	Eight-Month Low	16
Volume of ASB - Swindon		331	893	4,299	-16.0% ▼	Decreasing	Eight-Month Low	16

Apr 24
Environmental ASB
31 recorded
4.4% of total ASB

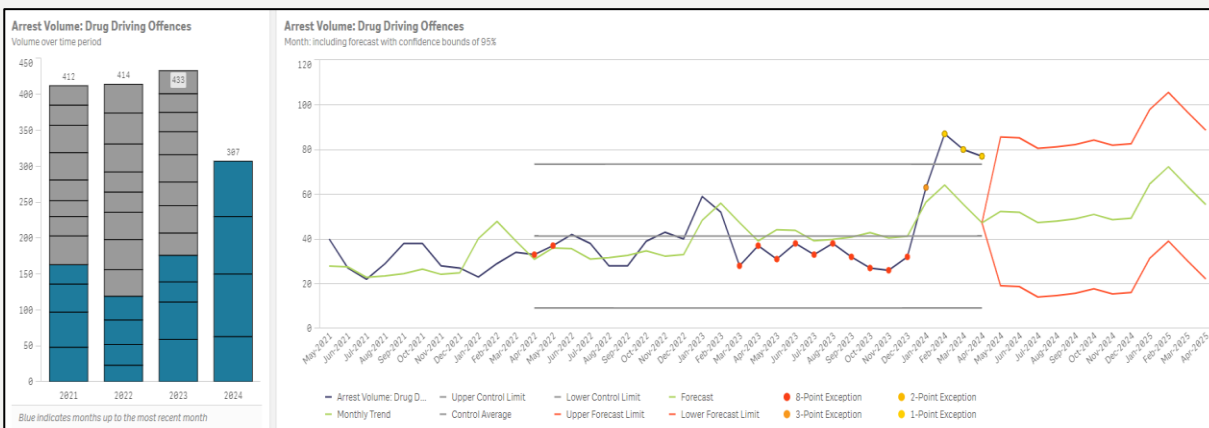
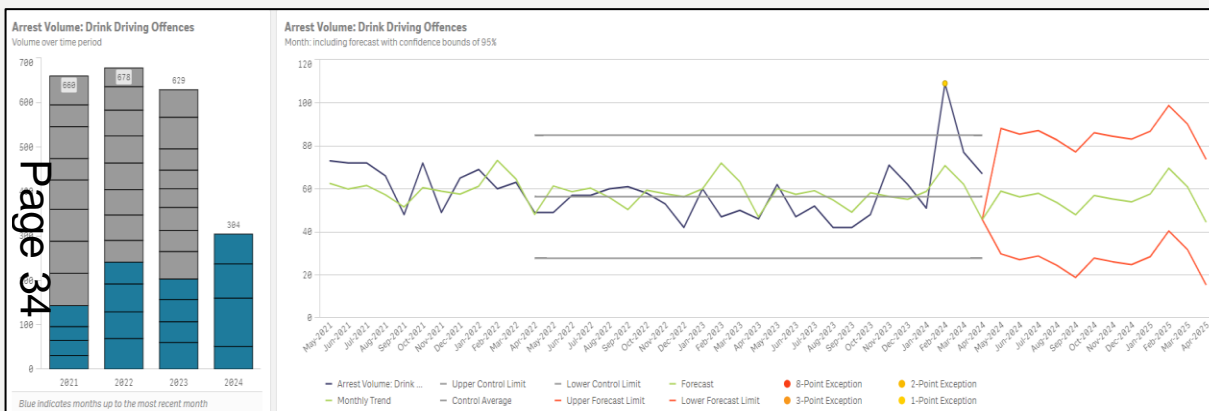
Apr 24
Nuisance ASB
461 recorded
66.4% of total ASB

Apr 24
Personal ASB
202 recorded
29.1% of total ASB

Road Safety

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Volume: Drink Driving Offences		67	253	730	14.1% ▲	Decreasing		10
Arrest Volume: Drug Driving Offences		77	244	564	19.7% ▲	Increasing	One, Two, Three- Month High	19



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

Data Summary

- Drug driving offences have seen a 19.7% increase in the 12 months to Apr-24.
- For the month of Apr-24, a total of 1,047 speed watch events were conducted, 2.6% of these identified vehicles speeding

Overview of performance

- An increase in arrest volume over the 12mths to Apr-24 attributed to the Roads Policing Unit (RPU) proactive management of Intel.

Wiltshire Police road safety activity

	Speed awareness courses	Fines and point	Court
Sept - Dec 2021	156	36	0
2022	1618	194	23
2023	7184	968	87
2024 (16/05/2024)	3851	538	61

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

- **Neurodiversity in Criminal Justice Sector:** The first Neurodiversity in Criminal Justice Partnership Forum was held earlier this quarter which explored best practice, shared ideas and identified barriers to supporting those with neurodiverse conditions who come into contact with the criminal justice system. The forum was attended by a wide range of partners across the sector and going forward will meet regularly to encourage a consistent approach to working with neurodivergence, taking both victims, witnesses and offenders into consideration.
- **Commissioned Services for Victims:** Following successful procurement exercise in FY23/24, the OPCC has mobilised two new support services for victims of crime (adults and children) aligning resources to updated support programmes.
- **Victim Satisfaction Survey:** OPCC has commissioned a survey for a further year ensuring monthly insight reports from victims continue to be captured and utilised by the Force to improve their service. 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.

Risks and issues

- **Victims Services:** Demand for specialist support services remains high. The number of victims coming forward continue to trend upward, particularly from self-referrals regarding domestic abuse support in Wiltshire, and to access services at the Sexual Assault Referral Centre (SARC). OPCC is working with strategic partners to maintain service levels and reduce waiting times for people affected.

Deliverables Progress

Action	Date Due	Progress
Complete review and implement recommendations to improve the experience of those with neurodiverse conditions in the Criminal Justice Sector	March 2025	10%
Undertake the procurement for a longer-term victim's satisfaction survey to provide more opportunities for victims to share their experiences to improve services	March 2025	10%
Work together with partners through the Wiltshire Criminal Justice Board to oversee the effective and efficient delivery of criminal justice across the Force area	March 2025	20%

PCC focus next quarter

Improving Experience for Victims:

- Undertake a substantive review of the Victim and Witness Care Hub (Horizon) - the final report to deliver recommendations for service, support and governance improvement opportunities.
- 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.

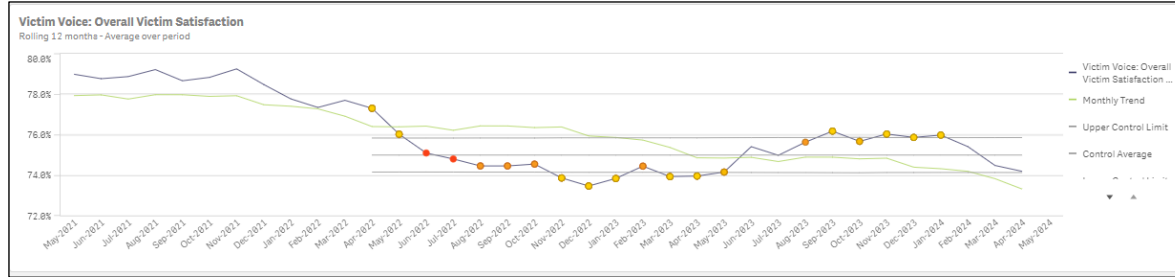
Neurodiversity:

- Forward action plan and future design of forum to be developed with clear outcomes for improvements for those with neurodiverse conditions in the criminal justice sector.

Victim Voice – victim satisfaction survey

WHAT? is the situation?

Victim Satisfaction Survey Dashboard - KPIs Rolling Months Data | Sheet - Qlik Sense
(wiltshire.police.uk)

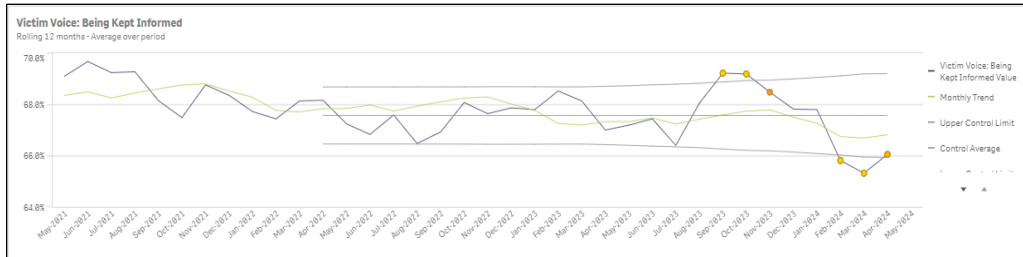


SO WHAT? is happening? What is analysis indicating?

Data Summary

- 1135 victims have now completed the Victim Voice survey since April 2023.
- Overall victim satisfaction stable at 74.2%
- 87.0% stated they would recommend contacting police.
- 86.3% stated they would be confident to involve police in any future incidents.
- Satisfaction with being kept informed is demonstrating a 3 month negative exception at 66.0%.
- **Overall victim satisfaction** is 74.2%, this represents 2 months below average but is above forecast and not identifying as an exception.
 - Burglary satisfaction – 81.7%
 - Violence – 74.7% (+2.7%pts)
 - Vehicle – 68.4%
- **Hate Crime** (93 victims surveyed May 23 – April 24): 75.0% (-10.5%pts), confidence interval for hate crime is 9.65 due to low numbers of eligible victims to survey therefore confidence intervals overlap indicating no significant trend.
 - There has also been a decline in satisfaction of Hate Crime victims for Treatment down 8.8% pts and
 - Kept informed of progress 65.4% (-12.1%pts). 10 respondents were dissatisfied with how they were kept informed of progress and of these, 90.0% (n=9) stated they were not told of the final outcome of their investigation.
- **Kept informed of Progress** is one of the lowest performing areas 66.0%.
 - Previous analysis of data April 23 – Feb 24 showed that respondents were more likely to be satisfied overall if they were told of the final outcome of the investigation.
 - In the 12 months to April 2024 54.2% of respondents stated they were told of the final outcome of their investigation.
- **Victims Rights Compliance:**
 - Progress updates given – 63.6% which is an increase compared to last month - 63.0%
 - Informed of actions to investigate – 79.9% which is an increase compared to last month – 79.6%
 - Informed of final outcome – 54.2% which is a decrease compared to last month – 55.1%

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Burglary 81.7% +0.2pp YoY	Violence 74.7% +2.7pp YoY	Vehicle 68.4% +0.8pp YoY	Hate Crime 75.0% -10.5pp YoY
Overall satisfaction 74.2% +0.2pp YoY	Kept informed 66.0% -0.9%pp YoY	Investigation 69.1%	

Victims Rights compliance - WHAT?

OIC understood situation	Phone operator understood situation	Informed of action to investigate	Progress update given	Informed of final outcome	Informed of right to review
92.3%	92.5%	79.9%	63.6%	54.2%	53.3%

Detainee Healthcare

WHAT? is the situation?

HMICFRS Custody Inspection – Nov 22.

One area of further action Inspectors identified was health care staff shortages meant levels were not at the level commissioned, impacting the timeliness and potential quality of care and treatment. The HMICFRS identified this as a cause for concern.

The HMICFRS recognised the service provided was of high quality and vacancies were part of a sector wide issue. Inspectors identified robust governance procedures have been established for monitoring the safety, quality and performance of services.

Custody healthcare staffing coverage levels – period averages

	Oct 23 - Dec23		Jan 24 - Mar 24	
	Requests On Time	Shift Coverage	Requests On Time	Shift Coverage
Wiltshire	97.4%	98.1%	99.7%	99.5%

- During service transition Oct- Feb 22/23, coverage was around 85%. Latest figures from April 24 healthcare staffing coverage was at 100%
- Other causes of concern were identified and published in the inspectorates report relating to data collection on use of force, physical environment changes, provision of additional support items and working with local authorities on alternative accommodation
- These continue to be worked on by Force leads and ongoing discussions with HMICFRS to close these when appropriate.

SO WHAT? is happening? What is analysis indicating?

A new contract across the South West began 1 October 2022. The contract is overseen by the SW Health and Justice Board, chaired by the Wiltshire OPCC CEO and developed across five OPCCs, forces and NHS England. The model increases permanent healthcare on site in custody, previously health care professionals (HCPs) were called when required.

During mobilisation there were staffing issues linked to decision by staff to not TUPE and the wider demand for health care professionals across the health sector (approx. 40k vacancies). This was impacting across the SW but most significantly in D&C and Wiltshire. This was added to the OPCC and Force respective corporate risk registers.

Significant focus for the first six months by commissioners, operations and providers to strengthen staffing supply and coordination. This includes increased pay, moving staff from other regions, bank staff, constant recruitment, targeted advertising in educational establishments.

The relationships between ops and provider have been key with local force and regional oversight in place. This also includes significant workforce planning and identifying resourcing gaps.

Wiltshire detainee healthcare provision has comprehensively improved since Q4 22/23. Significant planning was developed ahead of Melksham custody reopening and staffing levels have been maintained.

Sustained staffing levels at both custody centres are help likely remove the cause for concern. This continues to be monitored for several months prior to seeking the closure of the action.

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Meeting	Police and Crime Panel
Date	11/06/24
Report Title	Outline plan for production of Police and Crime Plan 2025- 29
Report presented by	Philip Wilkinson OBE
Author	Naji Darwish, Chief Executive

1. Introduction and Background

- 1.1. The Plan sets the direction for community safety, policing and coordination of criminal justice. This document sets the PCC's priorities and identifies where improvements are needed in across policing and crime.
- 1.2. Following the May 2024 PCC election, the PCC is required to have a new P&C Plan in place before the end of March 2025.
- 1.3. The Chief Constable's operational advice to the PCC helps inform the plan and will utilise the existing corporate strategy and longer-term objectives agreed with the PCC.
- 1.4. The P&C Plan also sets out how the PCC is fulfilling national strategic policing requirements and other legislative responsibilities.
- 1.5. The Plan will be informed by ongoing PCC consultation and engagement through the PCC election process as well as specific engagement and consultation as part of the plan's development.
- 1.6. The PCC owns the plan and will direct and review its development throughout the process the OPCC supports this process.
- 1.7. The PCC intends to present the final draft to the Police and Crime Panel at the 14 Nov 2024 meeting. Subject to recommendations, the new P&C Plan will be published after this date.

2. Police and Crime Plan 2025-29

- 2.1. The PCC has indicated that the plan will be a refinement to the current plan, with consistent strategic direction, but incorporating progress since 2021.
- 2.2. The PCC wishes to retain the current four priorities:
 - Priority 1: A police service that meets the needs of its communities
 - 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

2.3. The PCC wishes to build on the newly established firm component foundations in the Force and OPCC, that have supported the significant delivery improvements over the last year. The aim will be to further tighten the focus of the tactical detail of the plan to the specific nature of the criminal threats faced. This will ensure there is a more positive and proactive synergy of delivering against performance outcomes and service standards alongside specific threat mitigation.

2.4. Under each priority, there will be indicators to help assess direction of travel and success of outcomes under each priority. Many of the improvements are strategic so the PCC, advised by the Chief Constable and partners, will make assessment of performance based on national indicators, management information, public feedback, and external assessment.

2.5. Whilst the priorities are remaining and the direction will remain consistent, the PCC has identified during ongoing engagement with the public there is further work required in the following areas:

- Rural crime – increase public confidence, visibility, and policing effectiveness
- Retail Crime – increase public confidence, visibility, and policing effectiveness
- Work with the Chief Constable to improve the effectiveness of police intelligence, ensuring communities' information is fully utilised to enable police efficiency and effectiveness
- Work with the Chief Constable to continue to improve and deliver the improvements planned in Wiltshire Police's corporate plan, particularly to enhance and organisational planning and decision-making capability

2.6. The development timetable has been set out below. Please note that this, and all OPCC work, must comply with General Election pre-election period. So public activity will be minimal during this period.

3. Recommendations

3.1. To note the proposal and timescales for developing a new Police and Crime Plan as well as the opportunities for feedback by public, stakeholders, and partners.

Tactical Police and Crime Plan Development Timetable

TASK	ASSIGNED TO	PROGRESS	START	END
Planning phase				
Project team established	Naji Darwish	100%	5/20/2024	2024-05-23
Project plan prepared	Chris Williams	100%	2024-05-23	2024-05-25
prep for Police and Crime Plan survey and engagement.	Emma Morton	100%	2024-05-25	2024-05-29
Comms to flag with BI for survey support and analysis turnaround	Emma Morton	100%	2024-05-29	2024-06-03
Comms to pre-flag Corp Comms and design function on timescales	Emma Morton	100%	2024-05-29	2024-05-31
CEO to brief Force at EMG around PCC strategic direction, input and alignment with Force	Naji Darwish	100%	2024-05-25	2024-05-27
Consultation and Engagement				
PCC to engage with specific communities/ groups to gain insights for plan.	Will Walder	0%	2024-05-28	2024-08-26
Align PCC engagement in line with this approach across policing area where is more ad hoc and NPT/ Market days	Will Walder	0%	2024-06-27	2024-09-27
PCC Survey launched and open on priorities	Emma Morton	0%	2024-06-14	2024-07-12
Survey closes and data download to BI for analysis	Emma Morton	0%	2024-07-12	2024-07-12
PCC sharing of draft – defined month of engagement with focus groups/ stakeholders/ Area Boards/ town and parish council meetings.	Will Walder	0%	2024-08-28	2024-09-26
Production of plan				
OPCC conducts initial review of current plan and drafts in background, data gathering, prioritisation	Chris Williams	10%	2024-06-14	2024-07-30
SPO to finalise draft P&CP for PCC input	Chris Williams	0%	2024-07-31	2024-08-30

input and alignment work with Force and partner agencies	Chris Williams	0%	2024-07-31	2024-08-30
Final draft approval by PCC and proofing	Emma Morton	0%	2024-08-31	2024-09-29
With designer. First draft back with Comms by beg of Oct. Design suite produced (PowerPoint, online versions	Emma Morton	0%	2024-09-12	2024-10-11
final designed version with comms – circulated to Project Board.	Emma Morton	0%	2024-10-27	2024-10-27
Police and Crime Panel papers published	Chris Williams	0%	2024-11-06	2024-11-06
Police and Crime Panel – responding to recommendations & changes	Naji Darwish	0%	2024-11-13	2024-11-13
Launch of new police and crime plan across digital etc	Emma Morton	0%	2024-11-20	2024-11-20

Serious Violence Duty Update

Natasha Gell, Serious Violence Duty Coordinator

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Making Wiltshire Safer



Wiltshire and Swindon
pcc

Agenda Item 11

What is the Serious Violence Duty

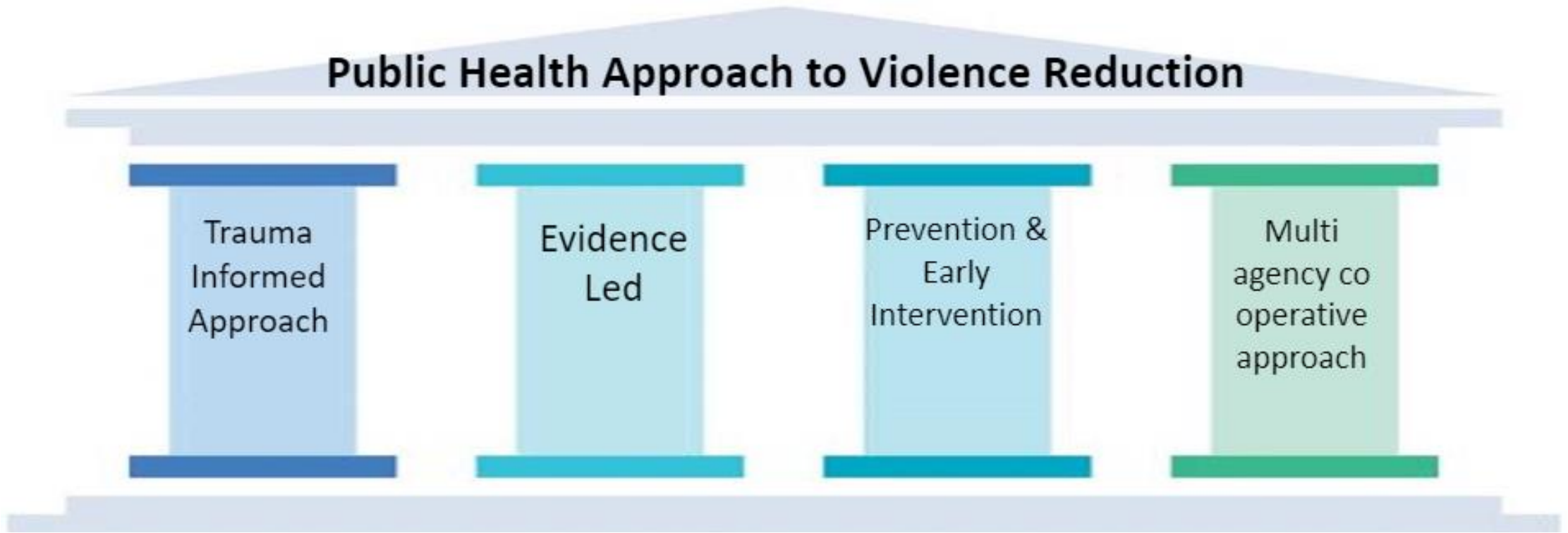
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*“It requires **specified authorities** for a local government **area** to **work together** and plan to **prevent and reduce serious violence**, including identifying the kinds of serious violence that occur in the area, the causes of that violence (so far as it is possible to do so), and to **prepare and implement a strategy** for preventing, and reducing serious violence in the area.”*



Pillars of the Duty – Key Concepts



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HO Key Performance Indicators

1. A reduction in hospital admissions for assaults with a knife or sharp object
2. A reduction in knife-enabled serious violence
3. A reduction in all non-domestic homicides

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SVD Programme of work

❑ Strategic Needs Assessment – identify what and where the problems are and where possible, why they occur.

❑ Strategy – multi-agency plan for how we will tackle serious violence in Wiltshire & Swindon.

❑ Delivery –

2023/24 (Yr1)	2024/25 (Yr2)
WAY Beacons (GWH)	WAY Beacons (GWH)
Trauma Informed Training (multi agency)	Trauma Informed Training (multi agency)
Focused Deterrence (Devizes)	Focused Deterrence (Wiltshire)
Food Truck (YJS Swindon)	Food Truck (YJS Swindon)
Street Doctors (YJS)	CSP Violence Reduction group
	OPCC CS&Y Funding

Any Questions?

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Natasha Gell
Serious Violence Duty Coordinator
Natasha.gell@wiltshire.police.uk

Making Wiltshire Safer



Wiltshire and Swindon
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Knife Crime

Detective Superintendent Guy Elkins
Swindon Hub Commander



Crimes Involving Knives & Blades

County recorded 16 crimes involving knives and blades in April 24 (-18 YoY), 4 were DA related

Swindon recorded 18 crimes involving knives and blades in April 24, 2 were DA related

Decline in volume most notably in Public Order offences.

- Recorded a 26.2% decrease YoY - equates to 34 less offences over 12 months
- Public order offences - declined over 12.3%
- Robbery - declined 27.2% - equates to 28 less offences over 12 months

Wiltshire is the 6th lowest nationally for the total number of offences involving knives and blades per 1000 in the last 12 months. (0.41 against a national average of 0.86)

Where we are

Intel

- Daily scanning and scoping to identify persons & hotspots presenting risk
- Dedicated Source Unit for individuals with knife crime information
- All knife crime outstanding offenders arrest opportunities prioritised
- Increase community reporting through Crime stoppers and schools.

Neighbourhood Harm Reduction

- Mapping of habitual knife crime carriers & hotspot locations
- Diversionary measures in place and schools training packages such as 'Blunt Truth'.

Swindon & County Gangs Partnership

- Revised tactical to strategic delivery of knife crime.
- Gathering of information through local networks and key groups
- Greater data sharing across the partnership to collaberate the threat and harm.

Response

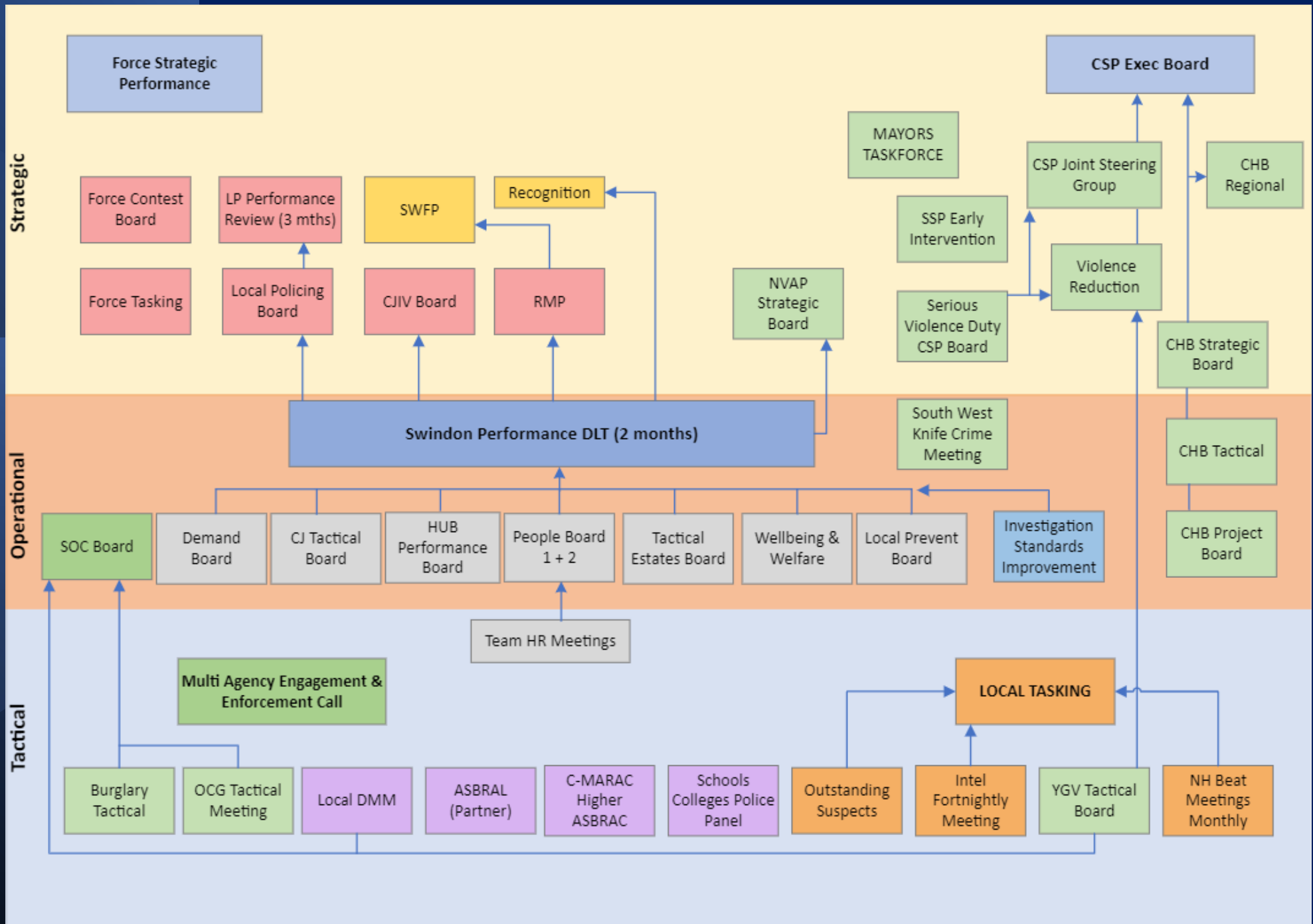
- Use of appropriate stop search powers to target offenders / hot spot locations
- Improved governance of section 60 powers and training.
- 24/7 targeting on catch and convict nominals.



The Future

- 2024-25 funding for Blunt Truth delivery within Educational settings
- Home visits alongside YJS - children identified as participating in gang activity
- Responsible Retailers Scheme.
- Increased surrender bins, knife wands and knife detection arches
- Peer advocate engagement with the young people of Swindon
- Courts - ensure they better understand the police approach in order to improve outcomes.
- Increase use of Child Abduction Warning Notices (CAWN)
- Improved intelligence sharing with partner agencies increasing the response to knife crime.

Structure



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Wiltshire Police and Crime Panel Forward Work Plan – June 2024

Thursday 26 September 2024, 1:30pm	Committee Room 6 Swindon BC Offices	<ul style="list-style-type: none"> • PCC Update • PCC Annual Report 2023/24 • Antisocial behavior • Communications
Thursday 14 November 2024, 10:30am	Committee Room 6 Swindon BC Offices	<ul style="list-style-type: none"> • PCC Update • Chief Constable Update • Police and Crime Plan 2024/29 final draft • Reducing reoffending • Communications

Thursday 16 January 2025, 10:30am	Venue TBC	<ul style="list-style-type: none">• PCC Budget 2025/26 and Mid Term Financial Strategy• Communications
Wednesday 5 February 2025, 10:30am	Venue TBC	<ul style="list-style-type: none">• PCC's Precept Proposal 2025/26• Communications
Wednesday 26 March 2025, 10:30am	Venue TBC	<ul style="list-style-type: none">• PCC Update• Quarterly Plan Delivery Update• Neighbourhood Harm Reduction• Communications

