

AGENDA

Meeting: **WILTSHIRE POLICE AND CRIME PANEL**
Place: Wessex Room, Corn Exchange, Market Place, Devizes SN10 1HS
Date: Wednesday 11 June 2014
Time: **2.00 pm**

Please direct any enquiries on this Agenda to Kirsty Butcher, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 713948 or email kirsty.butcher@wiltshire.gov.uk

Membership:

Cllr Abdul Amin, Swindon Borough Council
Cllr Glenis Ansell, Wiltshire Council
Cllr Andrew Bennett, Swindon Borough Council
Cllr Richard Britton, Wiltshire Council
Cllr Trevor Carbin, Wiltshire Council
Cllr Chris Caswill, Wiltshire Council
Cllr Brian Ford, Swindon Borough Council
Chris Henwood, Co-Opted Independent Member
Cllr Charles Howard, Wiltshire Council
Cllr Peter Hutton, Wiltshire Council
Cllr Julian Johnson, Wiltshire Council
Amanda Newbery, Co-Opted Independent Member
Cllr Teresa Page, Swindon Borough Council

Please note that Swindon Borough Council membership is subject to agreement at their annual Council meeting scheduled after agenda publication date.

Substitutes:

Cllr Chuck Berry, Wiltshire Council
Cllr Ernie Clark, Wiltshire Council
Cllr Brian Dalton, Wiltshire Council



Cllr Oliver Donachie, Swindon Borough Council
Cllr Sue Evans, Wiltshire Council
Cllr Nick Fogg MBE, Wiltshire Council
Cllr Dr Helena McKeown, Wiltshire Council
Cllr Jeff Osborn, Wiltshire Council
Cllr Linda Packard, Wiltshire Council
Cllr Maureen Penny, Swindon Borough Council
Cllr Ian Thorn, Wiltshire Council
Cllr Anthony Trotman, Wiltshire Council

AGENDA

Part I

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

1 **Election of Chairman**

To elect a Chairman for the 2014/15 municipal year.

2 **Election of Vice-Chairman**

To elect a Vice-Chairman for the 2014/15 municipal year.

3 **Apologies for Absence and Changes to Membership** (*Pages 1 - 2*)

To note apologies, changes to membership following both Wiltshire Council's and Swindon Borough Council's annual council meetings and to welcome Chris Henwood as an independent co-opted member.

At its annual Council meeting on 13 May 2014, Wiltshire Council made the following changes to membership:

Cllrs Chris Caswill and Trevor Carbin changed from substitutes to committee members

Cllr Linda Packard changed from committee member to substitute

Cllr Russell Hawker removed as committee member

Cllr Peter Edge removed as substitute

Cllrs Brian Dalton, Helena McKeown and Ernie Clark added as substitutes

4 **Minutes and matters arising** (*Pages 3 - 12*)

To confirm the minutes of the meeting held on 6 March 2013.

5 **Declarations of interest**

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

6 **Chairman's Announcements**

7 **Public Participation**

The Panel welcomes contributions from members of the public.

Statements

If you wish to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Speakers are permitted to speak for up to 3 minutes on any agenda item. Please contact the officer named on the first page of the agenda for any further clarification.

Questions

Members of the public are able to ask questions in relation to the responsibilities and functions of the Panel at each meeting. Those wishing to ask questions are required to give notice of any such questions in writing to the Head of Democratic Services at Wiltshire Council no later than **5.00 pm on Thursday 5 June 2014**. Please contact the officer named on the first page of the agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

8 **PCC Diary report** (*Pages 13 - 30*)

To receive the PCC's diary report.

9 **OPCC Annual report (including Quarter 4 data)** (*Pages 31 - 52*)

Kieran Kilgallen, Chief Executive - OPCC to present the OPCC's annual report.

10 **Quick View Performance (QVP)**

To receive a presentation on the use of Quick View Performance to monitor force performance.

11 **Police Complaints procedure** (*Pages 53 - 54*)

Kieran Kilgallen, Chief Executive - OPCC to present details of the police complaints procedure.

12 **Complaints against the Commissioner** (*Pages 55 - 56*)

To receive a report from Wiltshire Council's Monitoring Officer on complaints against the PCC.

13 **Final Report of the Volunteers and Special Constables Task Group (Pages 57 - 68)**

To receive the final report of the Volunteers and Special Constables Task Group.

14 **Task Group update (Pages 69 - 70)**

To receive an update on the work of the Licensing Task Group.

15 **Forward Work Plan**

To note the forward work plan.

16 **Future meeting dates**

To note the future meeting dates below:

4 September 2014

19 November 2014

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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POLICE AND CRIME PANEL

RECRUITMENT OF CO-OPTED INDEPENDENT MEMBER

Following two rounds of advertising this vacancy only four applications were received.

Interviews were scheduled for 21st May. One applicant could not attend so three candidates were interviewed by the recruitment panel consisting of Cllrs Britton, Ford and Hutton.

The process was monitored by our Scrutiny Officer, Emma Dove.

Five set questions were weighted and marked with a sixth mark for more general questioning following the set questions.

Our separate markings produced identical rankings with a clear top scorer.

The recruitment panel recommends that Chris Henwood of Poulshot, Devizes be appointed.

Chris served 31 years in the RAF finishing with the rank of Group Captain.

We feel that he is well placed to make an important contribution to the work of the Police and Crime Panel and recommends that the Panel endorses his appointment at its next meeting on June 11th.

Richard Britton
21/05/2014

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WILTSHIRE POLICE AND CRIME PANEL

DRAFT MINUTES OF THE WILTSHIRE POLICE AND CRIME PANEL MEETING HELD ON 6 MARCH 2014 AT COUNCIL CHAMBER - COUNCIL OFFICES, MONKTON PARK, CHIPPENHAM, SN15 1ER.

Present:

Cllr Abdul Amin, Cllr Glenis Ansell, Cllr Andrew Bennett, Cllr Richard Britton (Chairman), Cllr Brian Ford (Vice Chairman), Malcolm Grubb, Cllr Charles Howard, Cllr Peter Hutton, Amanda Newbery, Cllr Linda Packard and Cllr Teresa Page

Also Present:

Carlton Brand (Corporate Director WC), Kieran Kilgallen (Chief Executive OPCC), Sarah Kyte (Business Manager OPCC), Angus Macpherson (Commissioner OPCC), Cllr John Adams (Dorset Council), Alissa Davies (Senior Corporate Support Officer WC), Henry Powell (Senior Scrutiny Officer WC) and Karen Spence (Senior Corporate Support Officer WC)

14 Apologies for Absence

Apologies were received from Cllr Russell Hawker and Cllr Julian Johnson.

Cllr Chris Caswill substituted for Cllr Russell Hawker
Cllr Sue Evans substituted for Cllr Julian Johnson

15 Minutes and matters arising

Decision:

The minutes of the meeting held on 6 February 2014 were agreed as a correct record with the following amendments:

Item 7 – Formal consideration of the PCC’s proposed precept for 2014-15

Paragraph 10 to read:

Clive Barker, Chief Finance Officer, confirmed that the 1.99% increase would generate £770,000 and explained that the strategy was to allow funding to be available in the future as there was no certainty on the future of the freeze grant, which was worth £435,000 in 2014/15 which would be forfeited if the 1.99% increase was implemented.

The final sentence of paragraph 11 to read:

The general reserve had been reviewed and would now hold a level of 3% rather than 4% of the spend.

The first sentence of paragraph 12 be amended to read:

Policing numbers would be maintained at a minimum of 1,000, however the management structure was being reduced and the Chief Constable's operation review had not been finalised so this was a working assumption.

Item 8 – Police accountability Landscape review

The final sentence in paragraph 4 to read:

Contracts over £40,000 were dealt with regionally.

Item 10 - Volunteers and Specials scrutiny review update

The words 'had been given access to' be removed from the first bullet point.

16 **Declarations of interest**

No declarations of interest were received.

17 **Chairman's Announcements**

The Chairman announced that no paper copies of the agenda would be circulated to Panel members for future meetings. Members would be alerted and directed to the publication of agenda papers via the usual electronic link via e-mail.

Thanks were provided to Malcolm Grubb, co-opted independent member of the Panel, for his valuable contribution noting that this would be his last meeting. Malcolm Grubb was relocating to West Sussex and officers would be looking to appoint a replacement in due course.

18 **Public Participation**

There was no public participation.

19 **PCC Diary report**

The PCC Diary Report, which provided a summary of the commitments undertaken by the Commissioner since the last meeting held on 6 February 2014, was presented to the Panel by Angus Macpherson where the following information was provided.

Operation Harness, the day of action organised to tackle drug gangs, included special constables.

The work of the Safe Places Scheme in Salisbury was highlighted with a request for clarification on whether this would be rolled out across Wiltshire, particularly the supported expansion of the scheme in Warminster, Chippenham and Westbury. Clarification was provided that funding given towards the Group was not specific for the Salisbury area. The Salisbury and Devizes Groups were well established and the Commissioner was supportive of the roll out of further Groups across the county.

The Commissioner continued to remind the force of the impact non-domestic burglary also had on the victim, reiterating that the work undertaken by the force should always be centric to the victim and not centric to the crime.

The Commissioner was due to meet shortly with the Chief Fire Officer where discussion would take place regarding the proposed merger of the Wiltshire and Dorset fire services. Discussions were already underway with the Leaders of both Wiltshire and Swindon Councils to ensure the final arrangements were the right solution for the County.

Following concerns raised with how those with autism were dealt with by the force, clarification was provided that further details on the Force Champion were awaited but that it was recognised that strong communication was required to ensure all within the force were appropriately trained to give appropriate care. Notices were also within custody suites as a reminder to officers.

The Commissioner was informed that the Chief Executive of the National Autism Society may be able to provide assistance in developing awareness and it was agreed that Cllr Andrew Bennett would endeavour to arrange a meeting.

In highlighting the success of the Bluez N Zuz discos the Commissioner confirmed that a meeting with Positive Futures (who were looking to run similar events) had taken place. The force was looking to agree a new champion for these events noting that the founder of the Bluez N Zuz, Superintendent Dawson, had now left.

The Chairman thanked the Commissioner for the report.

20 Monitoring of Force Performance

A report outlining how the performance of the Constabulary was monitored was presented where the following information was provided.

Regular meetings with the Chief Executive and Business Manager of the OPCC took place as well as informal Performance Monitoring meetings.

Although the Terms of Reference for the Strategic Improvements Board (SIB) indicated that neither the Commissioner nor the Chief Executive were members, both were in regular attendance.

In seeking clarity on the different roles of the Commissioner's Monitoring Board (CMB) and the SIB, the Commissioner confirmed that the CMB often identified areas that the SIB were then requested to consider.

The Risk Register was that of the OPCC and not the force's and was therefore not operational based. However, as a member of the SIB any issues identified from that Board (which held its own Register) if appropriate could be included within the OPCC Register.

In noting the suggestion for a member of the Panel to attend a meeting of both SID and CMB as an observer the Chief Executive confirmed that this would be discussed with the Chief Constable and a response provided.

The Chairman thanked the Chief Executive and Commissioner for the report presented.

21 **Quarterly Data**

Quarterly data and exception reports were presented by the Chief Executive and Commissioner. Following questions received information was provided as detailed below.

The Risk Register was monitored every 2 weeks, the classifications given altered accordingly by the Commissioner and were subject to review by the Audit Committee. Those categorised as 'red' were given priority consideration by the management team. Apologies were provided that the key detailing the classification of the categories was not included for reference.

The Panel were informed that point 8 'Collaboration (Benefits)' was given a 'red' rating due in part to the difficulties experienced in joined up working with neighbouring forces in some areas. This had been explored in February and Commissioners had now been requested to put forward ideas on future working arrangements.

The Commissioner had met with the Chief Finance Officer and was assured that the IT system was secure and was now working effectively.

Details of the audit on equipment was still awaited but was expected to provide clarity on any missing equipment.

The classification of 'red' against 'Whistle blowing' raised concern. It was understood that the constabulary policy had now been agreed and would be available on the Force website. The OPCC policy which was being developed by Expolink would need to be broader and therefore the policy was still in development. The Chief Executive would circulate details of the OPCC Policy to Panel members once available.

The second stage transfer of a large number of operational staff was the main factor in the scoring given to 'Maintenance of an Efficient and Effective Force'.

The fall in the number of special constables was thought to be a contributing factor in the performance of the reducing crime and anti-social behaviour.

The Police and Crime Plan set a threshold of 24,700 in total crime figures in 2013/14 with a benchmark of no more than 30,000 by 2017 and the Chief Constable was reassured that the recording of these figures was in line with National Crime recording measures.

The recording of hours worked by Special Constables remained a challenge. This was in part due to the transfer to a new recording system which did not include backdated data. The new system should provide more accurate data by the end of the financial year.

In the first 9 months of the year 603 offences were recorded as serious harm crime against a threshold of 542. This was due to an increase in the number of serious sexual offences which made up 70% of this grouping. This reflected national figures which had also increased.

The resolution of many crimes (44.4% against a threshold of 48.8%) were as a result of restorative justice in the form of community resolutions. These had been piloted before any guidance published.

A range of measures had been used to ensure licensed premises were meeting their obligations. Within a 9 month period there had been 46 interventions by licensing officers. 4,194 licensed premises checks had been carried out by police or licensing officers during this period. The reduction is understood to have been caused by some officers not recording the checks.

88 complaints had been received against a year to date threshold of 92 and were recorded as per the IPCC requirement within 10 days. Although not in the Plan measures of public satisfaction in terms of delivering an efficient and effective service were also monitored via a twice yearly survey. The autumn data was currently being analysed..

Two separate pieces of work had been commissioned which included victim support. This should result in a detailed and interactive pathway for victims to navigate the justice system confidently.

From 1 April 2015 NHS England would take over the responsibility of commissioning health services. The OPCC were now looking to identify the services and where gaps may arise.

At a recent performance review meeting a reduction of those being held under S136 in custody suites was reported. To date this year none had been reported.

The addendum to the Police and Crime Plan was expected to come to the Panel in June together with the Annual Report.

Operation Harness had resulted in more robust policing and it was felt that this was likely to be the cause for the increase in the number of complaints received. An explanation of the complaints procedure was given which was regulated by the IPCC. The procedure itself was available on line but details would also be sent for circulation to the Panel members.

In noting concerns raised in relation to the transfer of responsibility for low and medium risk offenders to a newly formed Community Rehabilitation Company (CRC) the Commissioner agreed to the circulation to Panel members of a briefing paper on the proposals following the meeting.

The Commissioner confirmed that the quarterly report was felt to be a true reflection of Wiltshire Police and that the thresholds set were appropriate. Although Wiltshire performance had been categorised as fair (amber), the Commissioner confirmed that this had been the third year in which monitoring had been consistently applied and it was suggested that the Panel may wish to focus on those categorised as red. It was noted that the scorecard itself was specific to Wiltshire only.

With reference made to the information provided on agency staff, the Chief Executive confirmed that there was a continued drive to reduce this figure wherever possible. The figure provided for other employee costs included the cost of redundancy. These were effectively one off costs but as future budget cuts were expected this cost was likely to reoccur.

The Chairman thanked the Commissioner and Chief Executive for the information provided.

22 Procurement - the national, regional and Wiltshire picture

A report outlining procurement developments affecting the police service was presented. This included that local procurement services for Wiltshire Police were provided by the South West Police Procurement Department (SWPPD) which had resulted in cost savings for Wiltshire Police. The SWPPD also provided services to Dorset, Gloucestershire and Devon and Cornwall with Avon and Somerset receiving procurement services from South West One.

Commissioners and Chief Constables recognised that further efficiency savings could be achieved. Consultants would be appointed to explore this further across the region.

Reference was made to the National Police Procurement Hub and the work that it undertook at a national level, including the procurement of police vehicles as well as the procurement of uniforms.

The updated was noted and the Panel looked forward to receiving further details in due course.

23 **Volunteers and Special Constables Task Group - update**

Malcolm Grubb gave a verbal update on the work of the Volunteers and Special Constables Task Group noting that it had met immediately before the Panel meeting.

The Group looked forward to receiving details on the current status of the review being undertaken regarding special constables and also progress in relation to the volunteer strategy that was being led by the Chief Constable.

The Panel were invited to contact the OPCC to arrange a date when the Commissioner could present the report on special constables which would also be circulated to Panel members. The volunteer strategy was expected to be received from the Chief Constable by the OPCC in June and would be made available accordingly.

Thanks were given to the Group and to Malcolm Grubb for his involvement in the work undertaken and the Panel looked forward to receiving the final report before it was presented to the Commissioner. The Group hoped to deliver this around the end of March.

24 **Forward Work Plan**

The Panel agreed to take this item was taken ahead of Item 11 (Potential Topics for Future Focus) to allow the Commissioner to leave the meeting if required.

In noting the Plan provided the following additions would be included:

- Police and Crime Plan update to be considered in June, inclusive of the addendum relating to special constables as discussed earlier in the minutes.
- Review of Restorative Justice, including Neighbourhood Justice Panels, to be added in November.
- Complaints Procedures would be added to the Plan for June.

The Forward Plan would be revised and circulated to Panel members ahead of the next meeting.

Decision:

To amend the Forward Work Plan to include the topics as detailed above.

25 **Potential Topics for Future Focus**

A report prepared by the Senior Scrutiny Officer, Henry Powell, was presented for the Panels consideration. This included proposals for potential topics that the Panel may wish to consider for review by way of dedicated Task Group.

The Chair proposed that whilst a scrutiny review was underway the Panel should establish the next topic for a task and finish group.

The Panel were asked for their suggestions which included an exercise on complaint handling and whistle blowing policy of the OPCC. Reference was also made to the Joint Strategic Assessment (JSA) which was considered an appropriate source that highlighted areas of interest to the public. This was likely to be available late spring and would be added to the Forward Work Plan (FWP) for consideration in June.

Licensing would also be added to the FWP to include consistency of approach and partnership arrangements. This would be the next topic for review.

The following Panel members expressed an interest as members of the Task Group:

Amanda Newbury
Cllr Brian Ford
Cllr Chris Caswill
Cllr Linda Packard

Decision:

That the topics identified above be added to the Panel's Forward Work Programme with Licensing identified as the next topic for review for a Task Group of the Panel.

26 **Future meeting dates**

The next meeting of the Police and Crime Panel would take place on 11 June 2014 in the Wessex Room, Corn Exchange, Market Place, Devizes SN10 1HS.

Future meeting dates were:

4 September 2014
19 November 2014

(Duration of meeting: 2:00 pm to 4:30 pm)

The Officer who has produced these minutes is Sharon Smith, of Democratic Services, direct line 01225 718378, e-mail sharonl.smith@wiltshire.gov.uk

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POLICE AND CRIME PANEL **11th June 2014**

Introduction

This report sets out a summary of the commitments I have undertaken since the last Police and Crime Panel meeting held on 6th February 2014. I write a weekly blog which provides a brief overview for the public of what I have been up to. This is published on my website (www.wiltshire-pcc.gov.uk) and the content of these blogs is copied below for the Panel's information.

ROYAL VISITOR DROPS IN AS NEW COLLEGE TAKES SHAPE

Posted: Wednesday 19th February 2014

Monday 10 February

The Duke of York was in Swindon to visit the University Technology College (UTC). Opening in September 2015, it is being built in the old railway works, a fitting place. The Duke is a good ambassador and led a lively discussion with heads of some of the secondary schools.

Wiltshire is very lucky to have two UTCs opening, this one in the north and another in Salisbury, both helping young people in the county to be ready to work or go on to university.

Back to Devizes for a performance and finance update: regular meetings with officers. Returned to Swindon in the late afternoon to meet Cllr Hurley, with officers, to talk about the Community Safety Partnerships.

Tuesday 11 February

I'm very proud to have been asked to help judge the Pride of Swindon awards. I have to say it took most of the weekend to read all the nominations, but we did whittle them down to the required number. Really everyone was a winner just for being nominated. The awards will be presented on 13 March at Steam, a date to look forward to.

Back in Devizes to meet the local representative of the Black Police Association. Surprisingly it is our first meeting since I took office. In the last round of recruiting of officers we did seek to reach out to minorities, and I'm looking forward to hearing how we did. The recruitment of Police Community Support Officers (PCSOs) starts soon and again I hope that those from all our communities will apply and be successful.

In the evening I spoke at the South Swindon Locality meeting in Liddington. This is my home locality, so interesting to hear the wider issues that were raised.

Wednesday 12 February

Bournemouth University are holding a three day conference on cyber crime. Chief Constables and PCCs were invited to the first day. In preparation I reviewed the reports to Action Fraud from residents in Wiltshire. I have to say that many looked just like old fashioned crimes. There is talk about cyber-enabled crime, but I do have concerns that this is a smokescreen. When bank robbers moved to having a getaway car, did we call this motor-enabled robbery?

In the afternoon we visited [Dorset Victims' Bureau](#). This is where they support victims of crime and it was interesting to see how they are approaching the issues for which we will shortly be commissioning a service.

Then to my final area board /locality meeting of the current cycle. I don't remember how many times I have given the presentation on the precept (the police and crime element of council tax), but it will be good to move on to a new subject. I hope we will start a monthly newsletter in the spring. It would be electronic and circulated to both our contacts and as an update to area boards and localities when my office doesn't have a speaking role.

Thursday 13 February

Swindon Borough Council are doing some research on their governance structures and I was pleased to contribute to the consultation being done by a consultant.

Then it was off to Green Lane Hospital in Devizes, which has been built in the grounds of the Old Roundway Hospital. I hadn't visited Green Lane Hospital before, but I did visit Roundway when I was at school. We were encouraged to befriend patients of our age and to visit them in the hospital. Later my grandfather was there when he developed dementia.

I have to say the new facility is so much nicer! I wanted to see the "318" suite. This is where people in crisis are taken either from custody or as an alternative to custody. We seek to get to a position where no one with mental health issues is taken to custody so I now have an idea of what a suite looks like.

In the evening I attended the launch of the Police Cadets. Twenty young people from North Swindon were parading at Gablecross police station, before being given a lecture by the armed response group. I hope that this scheme will be rolled out across the county in the near future.

Finally a dinner in Chiseldon with the Justice Secretary and Lord Chancellor, Chris Grayling. Unfortunately not too much opportunity to chat, but I was able to give him a note from the South West Police and Crime Commissioners about the probation reforms including the creation of community rehabilitation companies. It is a shame that PCCs have no part in the choosing of these contractors. It is something that is so key to our role and to the agenda of most PCCs.

MEETING NEIGHBOURHOOD JUSTICE PANEL VOLUNTEERS

Posted: Monday 24th February 2014

Monday 17 February

An update on the roll out of Neighbourhood Justice Panels. On Saturday I will be giving out certificates to people from across the county that have been trained to run panels. They will be augmenting the already successful panels that are being held in Swindon. The emphasis now needs to move to referrals from the police, housing associations and Wiltshire Council.

Monday is a performance review day, so an hour looking in detail at the charts and graphs. Most of the concerns were raised in the week with at the improvement board. I do have a concern over the presentation of information at Area Boards and Locality meetings. I think that this can be improved such that better interpretation of data is given. Percentages are very misleading when numbers are very small.

Corporate Management Board in the afternoon reviewed the accounts for the year to date, progress on estates and IT. I'm pleased that we have opened recruitment for Police Community Support Officers (PCSOs) again and look forward to a good response, especially from minority groups.

The next three days I'm joining colleagues from Wiltshire Council and Fire to do a 'Systems Thinking Course'.

Friday 21 February

It was very useful to me to do the Systems Thinkings Course and appreciate the tasks that we are setting throughout the constabulary and wider in reviewing what we do and how. The approach plays a key role in the Police and Crime Plan, and some of the reviews suggested there are underway or nearing completion.

After a catch up in the office, I met seven victims of anti-social behaviour, to hear first hand about their experience. For some the situation had been going on for seven years and was blighting them moving house.

Saturday 22 February

A pleasure to hand out certificates to newly trained volunteers for the Neighbourhood Justice Panels. Volunteers come from all over Wiltshire and will enable us to expand the scheme from Swindon to the rest of the county. Now we need referrals from the police, housing associations and Wiltshire Council.

A QUIET START, MANIC MEETING DAY, AND FARMERS ON PATROL

Posted: Tuesday 4th March 2014

Monday 24 February

Excellent start to the week with a visit to the dentist.

Actually the diary is mercifully quiet for the beginning of the week. It's quite nice to have time in the office just to read papers and catch up on events with the staff. Likewise it was useful to see the chairman of the Police and Crime Panel and discuss their work programme.

Two members of the senior staff of Wiltshire Police are on the senior command course run by the College of Policing at Bramshill in Hampshire. They have to do some project work and came in to discuss the strategic partnership with Wiltshire Council. I look forward to reading their work (if they let me). Interesting that the course has also covered relationships with Police and Crime Commissioners (PCCs). Katy Bourne, the Sussex PCC, has met them.

Wednesday 26 February

Yesterday may have been a diary-free day in the office but today was manic with eight meetings.

Swindon Council, Wiltshire Council and Wiltshire Police all use volunteers to some extent. With this in mind we hosted a meeting to see what common ground there was around the recruitment and support of volunteers across the public sector. I think it was useful and the participants will be getting together again once they have sought advice back at base.

I will shortly be launching a rural crime survey on in advance of rural crime forums which will be held in the north and south of the county. The office have done a good job in pulling the questions together and today I had the easy job of signing them off.

I meet senior officers from the force every quarter for an update on stop and search. No real change since last time, and no recording backlogs, which has been a concern in the past. Pleased they are engaged with those developing mobile working devices for the front line cops, as this will reduce paperwork if they get it right.

Following the last regional meeting of PCCs and Chief Constables we are trying to get to the bottom of each force's appetite for regional collaboration. For us it is relatively easy: we need to collaborate. We will do this around more serious and complex crime, but will maintain our commitment to local policing through safer neighbourhood teams and local response.

We are committed to our three locations for custody and our local communications hub. Our strategic partnership with Wiltshire Council is paying dividends, especially around IT and estate. That leaves an awful lot of policing on which we can collaborate, and I hope we were clear to the project team that we were "in". Shuttle diplomacy continues ...

In the afternoon I had updates from two projects funded by my office. First the project with probation to support those released from short term custody. A good uptake from those in prison who would be eligible. It is about engaging with people when they want to, and getting to them before they return to established behaviours.

The second update was from **Fresh Moves** in Swindon which is a youth engagement project. I'm pleased that they **have** adapted to changes in demand. I'm particularly interested in the youth clubs they have set up and that they have been engaging with other projects in the county doing similar activities.

With the Chief and Martyn Underhill, the PCC from Dorset, I had an introduction to a charity called **Missing People**. They would like to expand their service into our region, so I expect we will hear more. This is an area of activity in which the Chief leads nationally at present on behalf of the Association of Chief Police Officers (ACPO).

I was pleased to hear the Victims' Minister Damian Green announce that the Government is making available more money for victims. I was especially excited by the new money which is being set aside for **Sexual Assault Referral Centres** (SARCs). We have an excellent SARC in Swindon which serves the whole of Wiltshire, but I am giving thought to how we can get better provision in the south of the county.

Rounding off a busy day, I attended the **Wiltshire Air Ambulance** annual meeting in Devizes. It is sad to see our long association with the Air Ambulance finishing (because we will be joining the National Police Air Service in January 2015). But we will do all we can to support them in the transition period.

I nearly forget to mention that I started tweeting today. You can follow me at www.twitter.com/PCCWiltsSwindon

Thursday 27 February

Not long ago I visited Green Lane in Devizes which is the local mental health centre. Obviously **mental health** is an issue for the **police**, and readers will be aware that I recently signed the **Mental Health Concordat**.

I'm really pleased that the numbers of people with mental health issues being held in custody is falling. In fact the numbers are now at a level that each individual case can be analysed. I hope that the outcomes can

be shared at the [Health and Wellbeing Boards](#), and the practice will cease altogether. Good that no young people have been detained in custody this year.

After my monthly meetings with the leaders of the two councils, I held my quarterly Meet the Commissioner event in Chippenham Town Hall. Deputy Chief Constable Mike Veale reported on how Wiltshire Police is delivering my Police and Crime Plan. Acting Inspector Simon Wright reported on local policing matters. I was very pleased that Mark Davey from the [Youth Adventure Trust](#) was able to join me and tell us something about the good work they are doing in Wiltshire. There were lots of newspaper, online and radio mentions about the meeting, but the room was not packed. That said, if you are content why would you turn out on a cold, wet February evening?

Friday 28 February

Six am and it is another [Operation Harness](#) day. My first appointment is not connected to Op Harness, but is breakfast with the [Wessex Chambers of Commerce](#) in Bradford on Avon. The speaker was Tony Worgan, the editor of BBC Wiltshire, and I was pleased to ask him a question for once (as I am usually being questioned by his reporters and presenters). I asked whether he believed the local media had a responsibility to promote Wiltshire. There was a good answer from a public service broadcaster.

On to Trowbridge and then Southwick to join volunteers at the Community Speed Watch site, before going back to Bradford to join [Lorry Watch](#) on the historic Town Bridge. Only one lorry spotted while I was there and he had a Polish registration, so not sure how that will be enforced.

In the afternoon I was given a grilling by students at Bishop Wordsworth's School in Salisbury for their magazine. I was pleased that they were so prepared with their questions.

In the evening I joined officers for a briefing about the policing of Salisbury city centre that evening as part of Op Harness. Sgt Rich Goodman told his team that he wanted them to make the city as safe and welcoming as possible through to the early hours. They were tasked to visit as many licensed premises as possible to check for under-age drinkers and to deal swiftly with any outbreaks of trouble in the streets.

Then I moved on to Wilton Police Station where Sgt Dave Lennane briefed his team ahead of a night of patrolling of the Chalke Valley aimed at deterring rural crime. We then moved on to the wonderfully named Windwhistle Farm near Bishopstone where officers and Police Community Support Officers came together with farmers and gamekeepers for a mug of coffee before fanning out across the countryside.

If the farmers come across any suspicious activity, they quickly summon help. This is an especially good initiative which brings the Neighbourhood Policing Team together with volunteers who give up their time for the common good.

Home at 11pm, 17 hours after I left. Lie-in tomorrow?

CHARITIES, CLINICAL COMMISSIONING AND THE CONSTABULARY

Posted: Tuesday 11th March 2014

Monday 3 March

We are now planning for the next business crime forum. It is booked for Wednesday 22 October at the Corn Exchange in Devizes. As well as focusing on cyber crime, I'm keen that we have a session on how businesses can help with rehabilitation.

The Commissioner's Monitoring Board meetings seem to come around very quickly. In fact they are every two weeks, but time does seem to fly in this office. Very pleased that the finance team has got a firm finger on where required savings are due to come from. It is always worth remembering that savings of £4 million are required in 2014/15 and more than £3 million in the next year, even after the increase in the police and crime element of council tax.

There is probably a 'law' that states things you keep expand to use the available space. That is certainly the case on the police estate, with every nook and cranny being used to keep things. In order to deliver the estate strategy, I'm pleased the nettle has now been grasped and that there is a plan to sort out stored property being developed.

After two months of speaking at Area Boards, it is nice to return to the meet and greet session before the meetings. Chippenham Area Board was well attended and seven or eight people came up and made contact before the meeting, including Chippenham FM.

Tuesday 4 March

Advocacy After Fatal Domestic Abuse (AAFDA) is a national charity based in Swindon. I've attended its last three annual conferences, but enjoyed a catch up in detail with Frank Mullane, who founded and runs the charity.

Then on to meet the Clinical Commissioning Group. I've said it before, but the link between health and crime is important to recognise, and by health I mean in its widest form. I think that what we are trying to achieve around Neighbourhood Watch and information exchange has a place in the health field as well.

A day late but an in-depth look at performance of the Constabulary. Although I attend the internal strategic board, I also look in depth at what is going on through the force reporting structures. This enables me to ask about the strategic direction in relation to various areas of crime.

Wednesday 5 March

An early drive across the plain to visit **Alabere**. This charity has grown a lot over recent years and operates on a much broader base than just Wiltshire. Inevitably the conversation got back to Maslow's hierarchy of needs, and the need for shelter. They run a good homeless service in Salisbury and it was interesting to hear the new work they are doing for veterans. As Wiltshire becomes a larger base with regiments based here, rather than moving around, so more soldiers will look on this as their home and this could lead to a potential increase in demand for the services of veteran support agencies in the county in years to come.

In the afternoon there was a preparatory meeting for the audit committee taking place in the next week or so.

Thursday 6 March

Juggling a wife in hospital and the Police and Crime Panel today. Meeting seems to go well and was sorry to hear one of the independent members was leaving due to family relocation outside the county. Malcolm Grubb made a valuable contribution to the committees' challenge role.

Friday 7 March

From tomorrow the **Domestic Violence Disclosure Scheme (DVDS)** and **Domestic Violence Protection Orders (DVPOs)** will be active in every police force across England and Wales. Wiltshire has been leading with these by taking part in the pilots, but we must remember that they are only tools in the box. This ties in with International Women's Day on Saturday and a focus on domestic abuse.

WELFARE FOR DOGS, FOUR SPEECHES IN A DAY, AND DOING MY BIT FOR SPORT RELIEF

Posted: Monday 24th March 2014

Monday 10 March

A day of briefings at the office: performance, freedom of information requests, finance, the commissioning of victim services ... and dogs. All worthy of comment, but the dogs are particularly interesting. Working with the Dogs Trust we are planning to set up a welfare visiting scheme, similar to the custody visiting scheme. The idea is for volunteers to check on the welfare of police dogs. Watch the press for further information.

Tuesday 11 March

I knew it was going to be a long day when I left the house at 6am. First stop was breakfast with the Wilton Chamber of Commerce. Not just the first stop but the first of four speeches I'm giving today. Very good company - and supportive too. I wouldn't be surprised to see an account in Valley News, as the editor chaired the event.

A big day in terms of victim services as we held a further Victims Forum at Sarum College in Salisbury. We were very lucky to be joined by Baroness Newlove, the Victims' Commissioner and I was pleased she sat in with the working groups. Interesting discussions around domestic violence and, in particular, the role that doctors and surgeries could play. Something for the Health and Wellbeing Boards to consider.

I often do interviews for Spire FM over the phone or when a reporter comes to the office. But today is the first day I have visited the studios in City Hall. They are very impressive and much larger than I had thought they would be.

On to Tisbury for a Community Safety Partnership meeting. It was well attended for a public meeting at 4pm. After a speech there were a lot of questions, both about my role and in particular about Community Speed Watch. I am glad that the scheme is back working again.

Heading north, the last engagement was with the Salisbury branch of the Federation of Small Businesses, which was meeting in the Bear Hotel in Devizes. I spoke about business crime and my second Business Crime Forum which is being held on Wednesday 22 October at the Corn Exchange in Devizes.

Wednesday 12 March

The Innovation Fund (mine not the Government's), gave some money for murals to be displayed under the bridge at Biss Meadows in Trowbridge. They are being produced by A Level art students at Clarendon College and I went this morning to see the progress. I was glad to see a strong Trowbridge theme.

Back in the office for an update on Community Speed Watch. Who would believe how much can be saved, both in time and money, by the use of postage-paid envelopes rather than a franking machine?

In the afternoon I presented papers on mental health and health in custody to the Swindon Health and Wellbeing Board. Both the Chief Constable and I are committed to the Mental Health Concordat and I hope all the other members will be as well. The numbers of people with mental health issues being held in custody is falling, but even one is one too many.

Thursday 13 March

A meeting of the Crime Beat Panel at the Wiltshire and Swindon Community Foundation. This group makes grants with the money made from selling goods under the Police Property Act. Grants of up to £3,000 are available and we made 11 grants. Both the High Sheriff and I look forward to visiting some of the projects. The formal announcements will be in the press soon.

On a similar theme I attended the Pride of Swindon awards in the afternoon, held at Steam. As I said in my speech, the people and groups that are celebrated in these awards are also those who help build strong communities. Strong communities have less crime and more inclusion. It is always an inspiring day and a privilege to take part.

In the evening I went down to Salisbury for the area board and held the usual networking session before a meeting which I suspect was dominated by planning issues.

Friday 14 March

A day in the office, with an update on the progress we are making on refreshing Neighbourhood Watch. Later, a meeting of the Commissioner's Monitoring Board. I was pleased that I have now been able to sign off the Neighbourhood Watch project, both the technology and staff. Good progress.

On the way home I went via Trowbridge to see PC Stuart Welch who is raising money for Splash. He was doing a seven hour static bike ride, so deserved a visit.

Saturday 15 March

My office runs the Independent Custody Visiting scheme and I try to meet the volunteers when possible. They have an annual training day at Police HQ on mental health so I popped in to say hello and thanks.

Later in the day I was playing pool for Sport Relief. The Melksham Neighbourhood Policing Team (NPT) put on the event at the Canberra youth centre from 10am to 6pm, with a lot of help from local traders. I've never really played pool, but my snooker and billiard skills from

WORKING TOGETHER ACROSS THE SOUTH WEST AND CLOSER TO HOME

Posted: Monday 24th March 2014

Monday 17 March

Early morning start to go to Exeter for our South West Region meeting of Police and Crime Commissioners and Chief Constables. Very pleased that collaboration over forensics, led by Dorset with Devon & Cornwall, Avon and Somerset and ourselves continues to progress. We are now going to do a telephone conference every two weeks to continue to push collaboration. Pleased that the Chief Executive of the College of Policing, Alex Marshall, joined us for a Q&A session.

Tuesday 18 March

Briefing session with Jim Grant, the opposition leader at Swindon Borough Council, first thing in the morning.

Then it was on to a meeting of the Transformation Board at Wiltshire Council. A very good presentation about the collaboration between the council and Wiltshire Police and an update on the progress of collaborative projects. Speaking of collaboration, in the afternoon I sat in on the One Swindon Board. It was good to agree that we will share data. Let's hope the message passes down the line. There is a great similarity between the One Swindon Board and the Health and Wellbeing Board.

Wednesday 19 March

An update morning, with a briefing on the commissioning of Independent Domestic Violence Advisors and victims services. Then a detailed performance review of the constabulary. Late afternoon there was a Wiltshire Public Service Board meeting, quite health orientated this time.

Thursday 20 March

Arrived at Marlborough Police Station at 8am for a briefing on a rural crime operation. Good to see the Neighbourhood Policing Team (NPT) joined by so many specials as well as colleagues from Wiltshire Council and Her Majesty's Revenue and Customs. They will be looking for all sorts of offences during the day, and expect to pull over quite a few vehicles. Very encouraged to speak to a special who expressed frustration over how long it took to become independent. Good attitude!

I would have gone out with the teams but had to be at the Wiltshire Health and Wellbeing Board to present a paper on health in custody. Pleased that the board will be concentrating on mental health issues at the next meeting.

I was very pleased to be able to stand in as the driver for the Filling Station charity this evening. I rather miss my Thursday evenings on the streets of Swindon. Some new faces, some well known and the same issues.

Friday 21 March

Very enjoyable meeting of the independent Audit Committee at Gablecross Police Station in Swindon. As well as the challenge they offer, they are also very supportive. At the end of the meeting they were given a presentation on how performance is monitored. I suppose most of the members come from a financial or commercial background, and they grasped it very quickly. The Chief Constable and I are going to be able to choose our own auditors in the future. I hope we can drive a better financial deal than when we were mandated.

I missed the attestation (or swearing in) of new officers in the afternoon. Good to see a further 14 constables joining the Chief's team.

Sunday 23 March

The annual Rule of Law service was held in Salisbury Cathedral. Judges, magistrates and civic leaders as well as the Deputy Lieutenant and of course the High Sheriff and visiting Sheriffs take part. This year is a big one for Salisbury with the 800th anniversary of Magna Carta. I must go and see the Salisbury copy some time. The collection was for the [Amber Foundation](#) which I visited just a week or so ago.

COMMUNITY TRIGGER, INNOVATION FUND AND FEEDBACK FROM HMIC

Posted: Wednesday 2nd April 2014

Monday 24 March

Shortly the Community Trigger will be implemented, by which a community can demand action if a trouble has not been addressed in their area. This morning I observed a meeting called by Swindon South MP Robert Buckland to address some neighbourhood problems in his area. Council and police attended and it was clear to me that the problem needed an action plan. This was exactly the sort of issue for which the Community Trigger is designed.

The Policy Exchange has published an interesting report called Future Courts. It reflects some of the ideas that Dorset PCC, Martyn Underhill and I shared with Minster for Policing, Criminal Justice and Victims, Damian Green a few months ago. It suggested that magistrates play a larger part in neighbourhood justice panels, which actually I don't support. The report also suggested that PCCs run the court estate. This is more interesting, as part of the report suggests that courts are held in police stations. This, of course, goes against our direction of travel in Wiltshire. However the concept of 'pop up courts,' using technology for data transfer and video links is worth looking at. We are already doing the review of out of court disposals therefore this was a good read.

As blog readers know, Monday tends to be a briefing day, sessions on freedom of information, performance and finance. Next week is the end of the financial year ...already! Furthermore I attended the networking session held by Devizes Area Board in Bromham. Quite a crowd was drawn by community awards being made.

Tuesday 25 March

My advisory panel for the Innovation Fund, Wiltshire Council Leader Jane Scott, Swindon Borough Council Leader David Renard and Rosemary Macdonald from the Community Foundation for Wiltshire & Swindon

sat for a couple of hours looking over applications. This was the final round and there were 51 applications. Actually several of the applications were for the extension of funding for existing projects and in the end the decisions were quite easy and unanimous. Twelve applicants were accepted and the full results are due to be announced on Thursday.

My final meeting of the day was with one of the Constabulary dog handlers. There is a move to set up a trust for retired police dogs, cunningly called WAGS (Wiltshire, Avon and Somerset and Gloucester.) This is part of the Tri Force arrangement and I'm happy to endorse it and encourage their fundraising.

Wednesday 26 March

Early morning today. Was standing at Junction 15 on the M4 for Op Harness. Today's activity involved officers from Roads Policing Unit at Wiltshire Police, along with staff from the Driver and Vehicle Standards agency and Her Majesty's Revenues and Customs (HMRC).

In the afternoon I had a monthly meeting with our strategic partners from Wiltshire Council, where we discussed staffing transfers and the estate. Good to see that the Corsham Campus is progressing well. Officers and staff are looking forward to moving. Later this week we will be opening tenders for the sale of the old site in Corsham, which I await with interest.

Thursday 27 March

This was another early morning. Had to drive to Bristol Zoo for a conference organised by the Home Office. The conference was to brief and engage partners about serious and organised crime. The key message was that all agencies have powers which are best used together to disrupt organised crime. I suppose one might reflect that nothing is new: Al Capone was brought to book for tax offences rather than violence.

Her Majesty's Inspectorate of Constabulary (HMIC) report on domestic violence published today. Nationally much is to be done. It would have been useful if the HMIC team had visited the OPCC in the preparation of the report. Several of the recommendations made for Wiltshire are part of the investment plan, and the investment that will be made using new and existing funding streams in the new year, especially around Independent Domestic Violence Advisors (IDVA). We can always do better and must read the report in that light.

In the afternoon I attended a meeting with those charged with the redesign of the estate, including the new custody suite in Salisbury. I have asked that the independent custody visitors are given an opportunity to comment on the designs.

Friday 28 March

Today was my first attendance at the Youth Offending Board Executive in Wiltshire, although the office has been on my behalf in the past. Several matters to take up in relation to the Constabulary engagement with the team, and I will be on the case at my Commissioners Monitory Board (CMB) on Monday. I hope to have a meeting soon with Wiltshire Council so I can understand the scene around the provision of youth services in the future.

Saturday 29 March

An enjoyable morning in the Town Hall in Devizes as Peter Allington is sworn in as the new High Sheriff. We also said thank you to William Wyldbore Smith for his service in the year. I know that we will see a lot more of him, as he is particularly interested in education and the part it can play in crime reduction.

Sunday 30 March

In the Market Square in Salisbury a Youth Market is being held. Forty stalls showing off the craft and initiative of young people as well as a stage for music acts. It is part of a national initiative and wouldn't it be great if similar events were held in our other market towns. Two more are planned for the summer. Good place to buy a Mother's Day present!

AN INSPECTOR CALLS ... AND A RESHUFFLE MEANS NEW NAMES ON THE DOORS

Posted: Friday 4th April 2014

Monday 31 March

Her Majesty's Inspectorate of Constabulary (HMIC) is carrying out two inspections of the constabulary at the same time. I have been invited to meet the inspectors from both teams and I am glad to be getting a briefing this time on what they are looking at.

A little bit of free time in the diary, and that is a good thing because I'm working on revised appendices for my Police and Crime Plan. My Monday performance review and a meeting with my Independent Appeals Adjudicator, Allan Johns, to be briefed on complaints, will feed into my work on the appendices.

New faces at my Commissioner's Monitoring Board (CMB) in the afternoon because the Constabulary has had a reshuffle. I was pleased to welcome Kier Pritchard as Temporary Assistant Chief Constable and Zoe Durrant as Assistant Chief Officer for Business and People Development. Not only have people's roles changed but also where they sit, so I have had a short tour of the building, looking at the names on the doors.

The CMB looked at the HMIC report into domestic violence and the work that needs to be done by both the Constabulary and the Office of the Police and Crime Commissioner (OPCC) in reducing offences and building victims' confidence. I also had a briefing on Freedom of Information (Fol) requests made to the constabulary and to my office. The number of requests is extraordinary and the costs and time involved in processing them across the public sector must be frightening.

In the evening I was invited to speak at the Chippenham Rotary Club. I found out that the club has its own hall. It must surely be the only club (or one of the very few) in the county with a home of its own. Interesting to note that the venue, in the constituency of Lib Dem Duncan Hames, used to be the Liberal Hall.

Tuesday 1 April

I forgot to mention last week that I had the opportunity to visit Our Space, the new cafe for young people set up in Sussex Square, Swindon. Many of the young people I met there said that they would be "hanging about" if the cafe was not there. I was pleased to put some start-up money as part of an earlier round of my Innovation Fund. It will be interesting to compare and contrast this project with the BIOS mobile youth club over time. However, the latter does not have a pool table and I'm becoming something of an expert at the game.

After my enjoyable meeting with HMIC about the use of police time, I visited Sandlewood Court in Swindon. This is a mental health unit with both in and outpatient facilities. I was very impressed with the facilities and the Section 136 suite where those in crisis are held for assessment. I'm very pleased that Avon and Wiltshire Mental Health Partnership which runs the centre is allowing its suite to be used for the holding and assessment of young people. This is a much better place than custody, where I'm pleased to say no young person with mental health issues has been held this year. I was also impressed by the gym which is available for both current patients and those who have passed through, building confidence and inclusion.

Wednesday 2 April

Wiltshire Fire and Rescue Service has announced that it is looking at merging with its Dorset counterpart. The chief fire officer gave me a briefing about what this might mean in practice. The fire and rescue service offers a great deal of public safety advice in the county and we agreed to work some more on this. I understand that public consultation will; be happening in the summer.

Her Majesty's Chief Inspector of Constabulary, Tom Winsor, has published his end of year report on policing, which includes some reflections on PCCs. An interesting read.

Thursday 3 April

Probation is being broken up and part will be run in future by community rehabilitation companies (CRCs). Wiltshire is part of Area 13, with Gloucestershire and Avon and Somerset. The contracts for the services are being awarded by the Ministry of Justice, and PCCs are not party to the contracts. Obviously the objective of the CRCs will have a large overlap with our roles, and we have had the opportunity to give some input to the workshops. I invited all the bidders to visit and talk about my objectives in the Police and Crime Plan. I hope that whoever wins realises that they are only one part of a bigger picture which needs to be joined up.

In my role as part of the Association of Police and Crime Commissioners reference group, I had a telephone meeting with colleagues to discuss a proposed annual conference for PCCs. Getting together is important, but it must be a working conference.

The final tranche of the Innovation Fund grants were announced today. **Twelve bidders shared around £315,000.** I have put in hand the evaluation of the projects, although it is far too early at this stage to make any reasonable judgement.

Friday 4 April

An opportunity over coffee first thing to read an NSPCC report called How Safe are Our Children. Interesting to note that, since 2010, there have been 84 reports published in support of early intervention. It suggests that there is much rhetoric, but money is still being spent on being "reactive" rather than "preventative". It

chimes with the Police and Crime Plan and the current HMIC inspection on use of police time, in which inspectors are also looking for evidence that the constabulary is working to reduce demand.

A second regional PCCs phone-in this morning. A bit more focused with an agenda, and we were able to action a couple of points of interest to us all. Early days and it would be better if we could see who we are talking to.

I met Neighbourhood Watch and the project team who are developing the plans for the county. Good work being done and I'm quite excited that this will be big news in the summer.

Out for dinner at Bowood this evening, so shoes polished and bow tie tied. End of a busy week and, unusually, nothing in the diary for the weekend.

A TANDEM RIDE, A FLURRY OF MEDIA INTEREST ABOUT SUPPORTING SEX WORKERS AND THOUGHTS ON THE FOI 'INDUSTRY'

Posted: Tuesday 15th April 2014

Monday 7 April

Just looking at the diary for the week it seems quite light. That is, of course, in terms of meetings and events, which is good as it will give me some time to spend in the office reading and writing. That said, Monday started with an interview at BBC Wiltshire in support of the Salvation Army in Swindon about a new service it is launching as part of the Recycles project. The idea is that homeless people at the Salvation Army's Lifehouse centre gain cycle repair and customer service skills. Customers benefit by being able to buy affordable restored bikes and by being able to use a professional repair service. Now there's the option of hiring a bicycle made for two. And so it was that, in the pouring rain, South Swindon MP Robert Buckland and I found ourselves [trying out the tandem](#) around the athletics track in Swindon to publicise the new venture. It reminded me of when I owned one when I was about 17 and I rode it all over Salisbury Plain. Slightly more difficult 40 years on.

I then went over to Coombe Castle's new factory and distribution centre in Melksham which was being opened by Princess Anne. Very interesting to see a family firm doing so much exporting out of Wiltshire. This was followed by another interview and some photos. It's been a bit of a press day.

Tuesday 8 April

A welcome "free" day, with only a detour to Calne Area Board on my way home.

Wednesday 9 April

Regular meetings today, starting early with the chair of the Police and Crime Panel, followed by a look at Constabulary performance and a review of the progress on the regional forensics project.

Thursday 10 April

Be careful what you wish for. Today looked light, but media interest in some of the Innovation Fund awards is dominating with BBC radio, South Today and Heart FM all wanting to speak about two projects to intervene in the lives of sex workers that I am funding. Actually some really positive messages and support from those who live in the affected areas who recognise that the sex workers need to be supported out of their lifestyles. Held an estates review meeting in the morning, primarily around the changes in Salisbury, before speaking at Swindon Rotary Club.

Following that I met Simon Evans who is delivering the Neighbourhood Justice Panels across the county. Good engagement from the police and we decided that an introduction to restorative justice for Wiltshire councillors needs to be arranged, in view of a successful presentation in Swindon.

After being filmed for BBC South Today, off to Westbury Area Board in [The Laverton](#), a splendid community venue. Really pleased that the area board wants to introduce [safe places](#) in the town.

Some evening reading as Her Majesty's Inspectorate of Constabulary (HMIC) has published its report on the [Strategic Policing Requirement](#), and how constabularies are doing in terms of compliance.

Friday 11 April

The HMIC report was 105 pages long and, whilst not specific to Wiltshire, it does highlight an area that the Chief Constable and I will need to discuss, especially as there are two further reports to come. The HMIC seem to be dominating my time at present.

A much better regional phone conference today, more focus and four out of five PCCs on the line. Good to share information and to know what we are all doing. I'm happy to "borrow" good ideas if they can work in Wiltshire and equally happy to give away ... except when it comes to governance.

Very pleased to be re-establishing my regular meetings with Zoe Durrant, Assistant Chief Officer Business & People Development, following her return from senior management training. Update on Freedom of Information is a regular meeting. It is an industry for both those who ask and for those who have to reply. In the first quarter of this year there have been more requests than in the whole of 2005. There were just over 600 requests to the Constabulary last year compared with 436 in 2010. It probably costs more than £200,000 a year to process the questions and supply the answers. Just think what this is costing the public sector as a whole.

In the afternoon I held the Commissioner's Monitoring Board, discussing insurance, the National Police Air Service, terms of reference for the Audit Committee and governance of regional projects. A good week, but by no means a "light" one.

COURTS, CUSTODY AND COLLABORATION

Posted: Wednesday 23rd April 2014

Monday 14 April

Beginning to think that as it is Monday it must be Her Majesty's Inspectorate of Constabulary (HMIC)! First thing is a round the table discussion with HMIC on valuing the police, followed by a working lunch with the inspector and a tour of the Multi-Agency Safeguarding Hub (MASH) in Trowbridge in the afternoon. How did it go? Well one has to wait for the reports to find out and I still don't get one in advance to check for accuracy. Anyway I suppose I should be glad that I have been invited to join the working group as one of the PCCs that is looking at the HMIC new PEEL process. What is PEEL? Police Efficiency, Effectiveness and Legitimacy. Watch this space.

The day with HMIC was broken by my quarterly update from the Head of Roads Policing. Any death on the road is a tragedy. In 2013 there were 23 deaths in 22 occurrences. In the first quarter of 2014 there have been three deaths. I understand that neither speed nor alcohol were factors in any of these. Our tri-force collaboration has just gone live and cross border working has started, with no significant issues to date.

Tuesday 15 April

The new Director of Public Prosecutions held a meet and greet in Portsmouth which the Chief and I attended along with PCCs from Hampshire and Dorset. Very interesting to hear her views and many things, not least that she wanted to hear more from victims. I'm troubled that the Crown Prosecution Service (CPS) proposes to survey victims. Given that both the police and PCCs already do, this might be one survey too much so suggested that they subcontract to the PCC and consolidate their questions to the existing set.

Wednesday 16 April

Following his swearing in, the new High Sherriff Peter Addington has hit the ground running. He came in this morning to talk about some of the groups that have been supported by the PCCs Fund within the Community Foundation. He will be visiting some in the coming months and also supporting the Police Cadets.

Food banks have been in the news this week which was serendipitous as today I have a long standing diary engagement to visit the Trussell Trust in Salisbury. It was a very informative visit and confirmed that it is an organisation which challenges. It challenges why people need food banks, but also challenges users to ensure that they do not become dependent upon them.

Just around the corner to the Salisbury Law Courts where the Chief and I were invited to a meeting with judges and defence solicitors. Communications in this area about changes to the estate in Salisbury have not been as good as they might have been. I expect it would have been easier if I was a member of the Local Criminal Justice Board, but anyway we gave them all an outline of the progress and the timeline. There will be a period during which prisoners will be held at Melksham, but the essential thing is that there will be new custody unit in Salisbury.

Thursday 17 April

As we do more commissioning for victims (we are already overseeing some of the existing service provided by Victim Support) they came to update me today, followed by a meeting to consider whether to support Eve's Law. This challenges the need to give addresses in open court, especially when there is a history of domestic violence, which may be in unrelated cases or civil proceedings, but put the victim back at risk. Happy to support.

Not unconnected, there are times when it is not appropriate for victims and witnesses to come to court. We already have a system by which prisoners and the police can give evidence over a 'live link' from our three custody units. This is now to be expanded so victims and witnesses can use a similar link from both Salisbury and Swindon, but not from the custody unit!

In the afternoon we hosted a networking session for the recipients from the final round of the Innovation Fund. The organisations have been covered all week on Wiltshire Radio. It was great to meet them and talk about what they are going to do.

Now off for Easter.

SEEKING BETTER CARE FOR VICTIMS OF SEXUAL ASSAULT

Posted: Tuesday 29th April 2014

Tuesday 22 April

The Easter break was very welcome and involved a combination of digging the vegetable plot, hanging wallpaper for my daughter and suffering from a cold (or was it flu?).

I very much enjoyed attending the service for Easter which was recorded in Malmesbury Abbey on Saturday evening by BBC Wiltshire. I managed to keep the diary clear for today, which was interpreted as me not being in the office. In the event it was a cunning plan to shut the door, read and write.

Wednesday 23 April

The second Sexual Assault Referral Centres (SARC) summit was held in Taunton. Before that we had a private meeting with NHS England to talk about our desire to have a better provision for the victims of sexual assault in the south of the county. With regard to the summit itself, the new commissioning arrangements continue to move along slowly. It seems to me that there are three aspects: the SARC as a supported building, the Independent Domestic Violence Adviser (IDVA) service that is provided both in the SARC and the community and the forensic examination aspect. I hope that PCCs will be the commissioners of the IDVA service in future as this seems to make sense for the wider community. I'm always pleased when our SARC is held up as a good example.

Thursday 24 April

An 8am briefing in Salisbury on Operation Harness in the south of the county. It is centred on drug warrants and counterfeit currency. Accompanied police and Spire FM on a drugs raid in the centre of the city. Good support from the neighbours who were pleased to see positive action. Follow this link for [the results](#).

By lunchtime I was in Swindon for the [launch of the BIOS van](#). This mobile youth club was one of the projects that was funded by my Innovation Fund. Since then it has attracted a great deal of local support in Swindon and has already been out doing its work. I hope to join it soon and look forward to the evaluation. Seems to me that it might be a model worthy of wider use in our county.

Friday 25 April

Very pleased to meet the chief executive of a new charity called [Serve On](#). It is for ex service personnel and seeks to make use of their skills. As well as international emergency activity, they also want to work with disaffected young people and offenders. I wish them luck and I'm happy to give my support.

The latest crime figures have been published. They suggest that crime in Wiltshire is continuing to drop at a steady pace. However, I continue to have concerns about the drugs data. Something for the Commissioner's Monitoring Board to discuss.

Saturday 26 April

If there is one thing that is guaranteed to bring on the rain it is me joining the street pastors on patrol. I accompanied the Warminster team who have been operational for about three years. We met at 11pm and signed off just after three am as the last licensed premises was closing. All good humour in Warminster, but the driving rain kept most people off the streets (except us).

GETTING FUNDS IS TURNING INTO A LOTTERY

Posted: Wednesday 7th May 2014

Monday 28 April

A morning of meetings, looking at such things as the performance of the constabulary, and then a meeting of my Monitoring Board. Much discussion about the new custody unit at Salisbury and agreement that the other sites in the city should be known as Bourne Hill Police Station and Five Rivers Police Station. We have settled on custody "units" rather than any other name, so Melksham and Swindon will be re-signed in due course. We finalised our bids to the Home Office Innovation fund, most of which are regional. Bids to the Victims Fund were also discussed. Funding is increasingly looking like a lottery. There is a similarity to running a charity ... always looking for money through grants. I gave an update following the Sexual Assault Referral Centre (SARC) summit in Taunton and on the emerging plan for a vulnerable victims suite in the south of Wiltshire.

Unusually, Chippenham held their area board in the afternoon, with a focus on older people. I went along for the networking session, before heading back for an interview with BBC Wiltshire on the recruitment of Police Community Support Officers (PCSOs). We need a further 15 PCSOs for the next intake.

Tuesday 29 April

Her Majesty's Inspectorate of Constabulary (HMIC) hosted a full day conference in Gloucester on inspections and performance. I'm glad that I've been invited to join a national working group because it concerns me how much inspection is going on. Perhaps I should find an office for them here in Devizes. Also we need to get through to them the change in the landscape. HMIC still see the Office of the Police and Crime Commissioner as a force cost.

Wednesday 30 April

My PCC colleague in Avon and Somerset, Sue Mountstevens, hosted a conference on the crisis in mental health. As the practitioners cover both of our areas we were invited to attend. I have to say that the crisis provision does vary across the region, but I was pleased that we were up at the top. However there is still much to be done. Having a friend who is using the service at present has given me an unwelcome opportunity to hear about it first hand.

Thursday 1 May

A big day for vulnerable people, especially children, as the Multi Agency Safeguarding Hub (MASH), opens. This is based in Trowbridge and brings together all those agencies which are involved in safeguarding. There is no longer an excuse about sharing information as everyone sits in the same room and they all work together. Very pleased that Wiltshire and Swindon are integrating around this, and there is still room for other agencies to join as appropriate.

Over the next few weeks I will be seeing many of those supported by my Innovation Fund, and today it was Alabaré. They will be providing accommodation for runaways, where it is not appropriate for them to return home. I think this is a service which is welcomed by custody staff as custody is certainly not a place where they should be.

The final meeting of the Community Speed Watch project board. This is now "business as normal", once the final actions of the meeting are delivered. The next event will be the annual meeting, which I hope will be a very positive affair.

Friday 2 May

A review of the risk register. As we start again for the new financial year, the existing risk score become the base line for the new year, and the reviews will now revert to being part of the bi-weekly Commissioner's Monitoring Board meetings. In the afternoon I was in Salisbury Law Courts to be interviewed by BBC South Today about delays in court. Our provision of video links between cells, courts and victim suites will improve the service.

Saturday 3 May

I have been driving past the signs for Downton Cuckoo Fair for years. Because the Salisbury Spectacular is not being repeated this year, we thought it would be a good place for public engagement in the south of the county. It is a great event and very popular with around 20,000 people visiting. We didn't speak to them all, but it was a great day (albeit a long one) with lots of conversations.

Sunday 4 May

Whilst we were at the Cuckoo Fair around 500 people were involved in the Wiltshire Cycling Sportive starting at Five Rivers. The event went professional on Sunday with the centre moving to Wilton and I was pleased to join Wiltshire Council leader Jane Scott and some of her colleagues at this great event. Very well organised and I don't think the public road users were very inconvenienced and certainly in all the villages through which the race passed there was lots of interest.

Monday 5 May

A Bank Holiday and I'm having one too!

GETTING IN TOUCH WITH THE INNOVATORS

Posted: Thursday 15th May 2014

Tuesday 6 May

It was enjoyable to have had at least one day of the long weekend to myself.

Planning for the new Salisbury Custody Unit continues and the project team gave a briefing today to Chief Constable Pat Geenty and me. There continue to be challenges around the process. Just like moving house,

there are always a multitude of difficulties which have to be addressed whilst not losing sight of the objective, which in this case is to provide robust policing for Salisbury and a custody unit for the south of the county.

After that meeting I attended part of the autism training session being given by SEQOL, a Swindon-based community interest company funded to the tune of £29,500 through my innovation fund. The project focuses on enhancing the skills of frontline staff in their relationships with offenders who have, or may have, autism. The University of the West of England will be involved in evaluating the project.

After lunch Wiltshire Fire and Rescue Service came to talk about the delivery of another project I have supported through the Innovation Fund. First Aid for Young Drivers will provide five sessions of three and a half hours for groups of 15 young people aged 17-25 in south Wiltshire to promote safer driving and training to prevent accidents and equip young people with practical first aid skills.

I have regular meetings with the chair of the independent audit committee. Bill Fishlock met Clive Barker (Assistant Chief Officer/Chief Finance Officer) and me to talk about their work plan and the next meeting's agenda.

The manager of the Swindon Sexual Assault Referral Centre (known as SARC) came to give me a briefing. I'm especially interested in the rape support line, having read in an NHS England report that Wiltshire and Swindon don't have one. Not quite true, but I hope we can promote it more widely, even within NHS England

...

Wednesday 7 May

Another recipient of Innovation Fund money came to brief me, but they also brought a camera crew along. Circles South West received £78,739 to train community volunteers to support sex offenders returning from prison to the community. A circle comprises four or five community volunteers who are trained, supported and supervised by professionals. The sex offender is referred by their probation or police offender manager and they volunteer to join the circle. The circle meets frequently for 12 – 18 months, assisting the core member to establish an independent non-offending lifestyle.

The aim is to provide social support, improve social and life skills and for the offender to be involved in suitable education, training, employment or voluntary work in a bid to stop them re-offending. The Innovation Fund money will allow for Circles South West to run six Wiltshire circles a year, supporting 12 high risk sex offenders and the communities they live in. It will involve recruiting and training about 60 volunteers, who will be managed by a part-time co-ordinator. I was very pleased to do a piece to camera about why I wanted to fund the service.

In the afternoon I attended the Swindon Health and Wellbeing Board .

Thursday 8 May

Following the theme of the week of meeting the beneficiaries of the Innovation Fund, today I spoke to National Ugly Mugs over the phone and the Nelson Trust came in.

National Ugly Mugs received £5,000. The organisation aims to reduce crime and protect vulnerable people by improving the safety of sex workers and their access to justice. The National Network of Sex Workers project identified the need for the scheme and a pilot, funded by the Home Office, was run. Since then, individual police forces have each been providing money for the scheme to provide intelligence about crime against sex workers.

Sex workers are often targeted by serial sexual predators who use them as test victims because they believe the victim will not report the incident to the police for fear of reprisal. More than 700 incidents have been reported since the scheme began with less than 25 per cent willing formally to report the crime to the police. These include 122 rapes, 60 sexual attacks and 305 acts of violence. The majority (95 per cent) allow us to share the intelligence with the police and the Serious Crimes Analysis Section (part of the National Crime Agency) anonymously but to provide all the information about the perpetrator. This project will provide for a training event and support for Wiltshire Police officers and further support for the project to reach sex workers across Wiltshire and Swindon.

The Nelson Trust received £34,382 to employ a sex work outreach worker. The Manchester Road area of Swindon is known to be a place where sex workers operate. Aside from kerb crawling in the area, which presents a risk to local women and girls, there are a range of anti-social behaviours which represent a threat to local residents and businesses. The most vulnerable are the sex workers themselves who are at risk of rape, sexual assault, violence, trafficking, robbery and a range of serious health problems associated with sex work and substance misuse. Home Office research recognises outreach work as one of the most effective ways to address street sex working.

The grant will be used to employ a full-time sex work outreach worker (SWOW) who will liaise between the Swindon Sex Worker Forum (and its partners) and women sex workers. It is anticipated that between 20 and 30 women will be provided with support. The ultimate goal of the project will be to move women away from sex work, although this is only likely to apply to the minority. Other support will focus on assessing and dealing with priority issues which might include physical or sexual health, drugs and alcohol etc to minimise the impact on the women and the local community. The service will be based at the ISIS Women's Centre in Swindon, a partnership between the Nelson Trust and Wiltshire Probation Trust which serves the whole of Wiltshire.

I also had briefings on complaints and performance, which slipped from their usual Monday slot due to the holiday.

Then it was off to the Warminster Area Board. Very happy to hear that the SAFE places scheme for vulnerable people is rolling out there.

Friday 9 May

Briefings in the morning on human resources issues and Freedom of Information requests before addressing a Ministry of Justice conference for those organisations who want to provide services to the new Community Rehabilitation Companies. I hope I gave them a flavour of what I think we need in Wiltshire, but I guess most know as they are established and already providing the service.

The Chief Constable has created a new post for a superintendent entitled "Crime Prevention" and so I spent the afternoon with Marion Deegan reviewing my Police and Crime Plan and the Chief's Delivery Plan as she gets to grips with the sheer breadth and volume of her new portfolio. I think we will be working very closely together.

SHOWING OFF OUR NEW WAYS OF WORKING

Posted: Wednesday 21st May 2014

Monday 12 May

Pleased to welcome my PCC colleague from Avon and Somerset, Sue Mountstevens, to Monkton Park in Chippenham. The meeting was about regional collaboration, but it gave us an opportunity to show off the co-location of Wiltshire Police with Wiltshire Council. As you would expect there were not many officers in (they were out and about on duty), but the two she spoke to were very supportive of the new ways of working (though they did add that they had been sceptical before the move). What struck me was the value they placed on working with colleagues from Wiltshire Council and on sharing information with them where appropriate. They also liked the kitchen.

Back to headquarters to chair the Commissioner's Monitoring Board (CMB). Agenda items today included the Salisbury Custody Unit, an application for funding to the Ministry of Justice and a presentation on the results of the most recent public opinion survey. I am pleased that the new build custody unit is still on course for the end of 2015. Interesting that in the unprompted question about what sort of crime and anti-social behaviour concerns people, "teenagers hanging around" still tops the poll at 19 per cent.

The discussion at CMB was a good preparation for speaking to Salisbury City Council about the custody and policing proposals. This is in advance of the public meeting next Monday at City Hall. The issues raised were dealt with, but were mainly about planning rather than policing and there will be consultation on that in the summer.

A drive back across the plain to speak to the Wanborough Village Assembly, with many familiar faces in the audience and, for me, a familiar offering of the "My PCC job" talk.

Tuesday 13 May

About four or five PCCs have been invited to join a working group set up by Her Majesty's Inspectorate of Constabulary (HMIC) about the new PEEL inspections, so an early start to get to London. The session was chaired by HM Chief Inspector of Constabulary, Tom Winsor, and we worked in four small groups. I thought it was a well structured day and certainly gained the impression that HMIC was listening to the concerns of PCCs. We have principal objectives in common, however PCCs have an electoral mandate and the HMIC does not inspect us, so it is not surprising that there is a tension to be managed. I think the College of Policing has a lot to offer, and certainly have no problem with HMIC inspecting against professionally agreed standards or procedures sponsored by the college. We all pressed for notice to be taken of costs in recommendations made by HMIC. That said, perhaps they do not have the skill to calculate such operational costs.

Wednesday 14 May

Regional meeting hosted by Gloucestershire Constabulary at their magnificent headquarters. Also a chance to see their new custody unit. They have opted for central provision, whereas we are sticking with three units around the county, with a commitment to build a new unit in Salisbury once Wilton Road Police Station has closed. That's localism. Updated on the regional forensics project, the tri-force collaboration and the National Police Air Service. We also agreed to put some funding into making regional work a reality. We keep talking but outcomes are slow. That said, it is better to be talking than not.

Thursday 15 May

Performance review in the morning and then Mayor Making in Devizes in the evening.

Friday 16 May

Technology working well as I joined a video conference from my front room at home. We were discussing the public meeting on Monday in Salisbury and finalising the speaking roles etc. Would be good to try more meetings this way.

I was in Swindon for the unveiling of the Pride of Swindon Award winners in the Library, prior to a "wash up" meeting in the Mayor's Parlour. Good to see the winners again, and troubling that one, an elderly man, has been bitten by a dog which was being walked near his home. I hope the owner is identified through the appeal that has been made.

Thanks to Swindon Borough Council I can now borrow their offices for meetings, which facility I used in the afternoon.

In the evening I joined a Question Time type panel for Flame FM. Being election time all parties had to be represented which led to a large group. Most of the questions were about Europe and not very much on crime and policing. Anyway an enjoyable hour and an excuse to have a meal out with Mrs Mac.

MAY 19TH - 22ND

Posted: Friday 30th May 2014

Monday 19May

Wiltshire Police are hosting officers from overseas Police Forces (Brunei etc) and at the start of their week there was a short presentation on Wiltshire Police and an official welcome. I didn't get much time to talk to them, but they were interested in the fact that I was 'elected' and that I held public meetings. In fact, the day is somewhat dominated by the meeting this evening in Salisbury on the future provision of policing in the city.

A call from John Glen to brief him was followed by a meeting with the Chair of the Police and Crime Panel. Following the elections in Swindon and new posts in the County, the makeup of the panel will be different in the new year.

The Salisbury public meeting was not that well attended. There were a surprising number of officers and staff, but as far as the public were concerned, the major issue was around the planning issues on the engine sheds site. This is very understandable and whilst we were able to give some reassurance, it will be looked at further during the planning applications.

Tuesday 20May

Early start with BBC following up on the meeting in Salisbury. Major comment seemed to be that the meeting was poorly attended. There was lots of publicity, so perhaps people now know the answers to their questions, which is what we undertook to do at the last meeting.

Briefings on proof of age for licensed and mental health concordat before catching the bus to Salisbury and on to the Police Federation Conference in Bournemouth. Good to catch up with the local reps.

Wednesday 21 May

A relatively late night with the Federation and early morning train to London to the APCC conference. Good presentations by Norman Lamb, minister for Care and Support and by Norman Baker, the minister of State for Crime Prevention. Pleased that they also stayed for questions which was very useful. Generally a useful day, but had to catch early afternoon train to Chippenham for meeting with John Thompson from Wiltshire Council and to attend the Public Service Board, where I was presenting the Mental Health Concordat. A quick cup of coffee at the Wootton Bassett Area Board before home, about 48 hours after I left!

Thursday 21May

A full day of meetings starting with an update on victim's commissioning and our emerging victims bureau. This was followed by a meeting with the Neighbourhood Watch working group and then straight into the Force Ethics board.

Very pleased that the High Sherriff was able to join me in the shortlisting for the Neighbourhood Awards. Comments from others awaited, but I think we know where we are. Very useful to read the citations and to get see what activities the public value.

Mental Health Concordat again at the Health and Wellbeing board in Wiltshire. Mental Health was the theme of the day, but sudden realisation that the ambulance service are not at either the H&WB or the public service board. Further to that I have never met them!

Friday 22 May

Usual regional phone in at 8.30, followed by the Monitoring Board. On the agenda today: National Police Aviation Service, Police Stations, PCC Funding, Governance, Victims, Restorative Justice and Youth Engagement.

Angus Macpherson
**Police and Crime Commissioner
For Wiltshire and Swindon**

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Office of the Police and Crime and Commissioner for Wiltshire and Swindon

Annual Report 2013-14

For Police and Crime Panel meeting 11 June 2014

Introduction by Commissioner Angus Macpherson

My role as the Police and Crime Commissioner (PCC) is to secure an efficient and effective policing service for Wiltshire and Swindon. My role requires me to review the performance of Wiltshire Police and the other services which I commission.

This paper provides a report on the progress made to deliver the priorities set out in my Police and Crime Plan.

There are seven key priorities in my plan:

- Reducing crime and anti-social behaviour
- Protecting the most vulnerable in society
- Putting victims and witnesses first
- Reducing offending and re-offending
- Driving up standards of customer service
- Ensuring unfailing and timely response to calls for help
- Unlocking the resources to deliver (the priorities)

You can read my Police and Crime Plan by visiting www.wiltshire-pcc.gov.uk. On the site you can also read about my activities as well as regularly updated news items and a weekly blog.

A handwritten signature in black ink, appearing to read 'Angus Macpherson'. The signature is written in a cursive style with a large initial 'A'.

Angus Macpherson
Police and Crime Commissioner
For Wiltshire and Swindon

Police and Crime Plan – how I assess the Constabulary’s performance

1. I use the measures set out in the Police and Crime Plan to assess the progress on each priority.
2. Throughout the report, I talk about ‘thresholds’. These indicate a desired position rather than a strict target which needs to be achieved at all costs, and which can sometimes have negative side effects.
3. As the following table shows, each measure is given a colour and status based on how it differs – in percentage terms – from the desired threshold.

Status	Percentage difference
EXCELLENT	Over 10% better than threshold
GOOD	Up to 10% better than threshold
FAIR	Up to 10% worse than threshold
POOR	Over 10% worse than threshold

Police and Crime Commissioner (PCC) Priority Scorecard 2013/14

4. Working with the Force Performance Team, my office has developed a scorecard which attempts to cover all the elements of the Police and Crime Plan which can be measured. This was developed at the beginning of this financial year and 2013/14 is the first full year of its implementation.
5. The table below at Figure 1 shows the year end final position on the Constabulary’s performance for 2013/14.

PCC PRIORITY SCORECARD 2013/14												
Reducing crime and ASB				Protecting the most vulnerable in society				Putting victims and witnesses first				
Measure	YTD	Threshold	Difference	Measure	YTD	Threshold	Difference	Measure	YTD	Threshold	Difference	
A 10% reduction in the absolute number of crimes and anti-social behaviour incidents	Crimes 32817	32000	2.6%	To reduce the likelihood of harm to vulnerable people by tackling the most serious harm causes within communities	Reconvictions of members in the SWITCH cohort 388	427	-9.1%	To make criminal justice processes shorter	Number of days from report to disposal 46	44	4.5%	
	ASB 22588	22620	-0.1%		Reduce serious harm crime 811	702	15.6%		Proportion of victims satisfied with being kept informed 84.2%	84.7%	-0.6%	
People feeling safe during the day	96.1%	93.3%	3.0%						Proportion of victims satisfied with the level of investigation 81.0%	82.1%	-1.4%	
People feeling safe during the night	69.8%	67.5%	3.4%						Resolved rate - proportion of crime successfully resolved 27.9%	32.5%	-14.2%	
To make watch schemes fundamental to intelligence gathering and crime prevention in communities	Will be reported on in annual report			Driving up standards of customer service					Proportion of victims referred to Victim Support 91.3%	80.0%	14.1%	
Volunteering numbers taking part in various watch schemes	3131	6840	-54.2%						Proportion of victims satisfied with Victim Support 97%	95.0%	1.9%	
Number of Specials	223	235	-5.1%						Proportion of cases successfully dealt with out of court 42.3%	48.8%	-13.3%	
Average hours contributed by Specials per month	12.1	16.0	-25.8%	Measure	YTD	Threshold	Difference					
% of people thinking that young people hanging around is a key issue	19.4%	16.0%	21.3%	Percentage of incivility, impoliteness and intolerance allegations out of total allegations	17%	17%	-0.3%					
Reduce the harm caused by organised crime groups operating in the county	Dangerous drug network 'disruption in harm' assessment	-63.2%	-6.3%	903.6%	Number of allegations of incivility, impoliteness and intolerance	119	123	-3.3%				
	Organised crime group 'disruption in harm' assessment	-26.6%	-6.30%	321.5%	Satisfaction of victims with the whole experience after reporting an incident to wiltshire police	90.0%	87.0%	3.4%				
% of people saying that ASB is a concern in their local area	34.1%	33.4%	2.1%	Average number of days to finalise a complaint made to wiltshire police by local resolution	48	54	-11.1%					
				Prosecutions that fail due to quality of police input	19.0%	16.7%	13.9%					
				Proportion of errors found out of total possible errors	0.86%	0.99%	-13.1%					
Reducing offending and re-offending				Ensuring unfailing and timely response to calls for assistance				Unlocking the resources to deliver				
Measure	YTD	Threshold	Difference	Measure	YTD	Threshold	Difference	Measure	YTD	Threshold	Difference	
Number of Licensed Premises checks conducted	5273	6495	-18.8%	Immediate response rate to emergencies	94.1%	90%	4.5%	Proportion of the public that are satisfied with police visibility	58.5%	62%	-5.6%	
Re-Offending Rate	25.5%	29.1%	-12.4%	999 calls answered within 10 seconds	94.7%	90%	5.2%	Number of police officers	1021	1062	-3.8%	
				101 to report crime within 30 seconds	75%	75%	8.8%	Number of PCSOs	133	138	-3.6%	

Figure 1: PCC Priority Scorecard April 2013 – March 2014

6. Overall, the scorecard is graded as 'Fair'. This assessment is arrived at by combining the scores of each priority. This annual report highlights the exceptional areas of performance within the scorecard. Where possible, measures within this scorecard have been assessed against the previous year (2012/13) which was the transition year of Wiltshire Police Authority to the Police and Crime Commissioner.

Reducing Crime and Anti-Social Behaviour (ASB)

Reducing crime and ASB				
Measure		YTD	Threshold	Difference
A 10% reduction in the absolute number of crimes and anti-social behaviour incidents	Crimes	32817	32000	2.6%
	ASB	22588	22620	-0.1%
People feeling safe during the day		96.1%	93.3%	3.0%
People feeling safe during the night		69.8%	67.5%	3.4%
To make watch schemes fundamental to intelligence gathering and crime prevention in communities				
Volunteering numbers taking part in various watch schemes		3131	6840	-54.2%
Number of Specials		223	235	-5.1%
Average hours contributed by Specials per month		12.1	16.0	-25.8%
% of people thinking that young people hanging around is a key issue		19.4%	16.0%	21.3%
Reduce the harm caused by organised crime groups operating in the county	Dangerous drug network "disruption in harm" assessment	-63.2%	-6.3%	903.6%
	Organised crime group "disruption in harm" assessment	-26.6%	-6.3%	321.5%
% of people saying that ASB is a concern in their local area		34.1%	33.4%	2.1%

Figure 2: Reducing Crime and ASB

7. The scoring for this priority for 2013/14 is graded as 'Fair'.
8. In my plan I state that I want to see fewer than 32,000 crimes take place per year by the end of 2016/17. Against a threshold of 32,000 crimes for 2013/14, the police recorded 32,817 crimes which is 2.6% (817 offences) above the threshold. This compares to a total of 34,103 crimes reported for 2012/13.

9. As the desired position of fewer than 32,000 crimes per year is to be achieved by the end of 2016/17 I am content that this performance demonstrates we are on track to achieving that measure.
10. There have been 1,286 fewer crimes in 2013-14 which is a reduction of 3.8% on the previous year. This means proportionately that there have been fewer victims of crime.
11. Within the period 1st January to 31st March 2014 the Constabulary recorded the same level of crime as in the same period in 2013. This demonstrates a stable trend in crime levels as can be seen in the graph below (Figure 3). However, there have been peaks and troughs in some crime types and these are highlighted below.

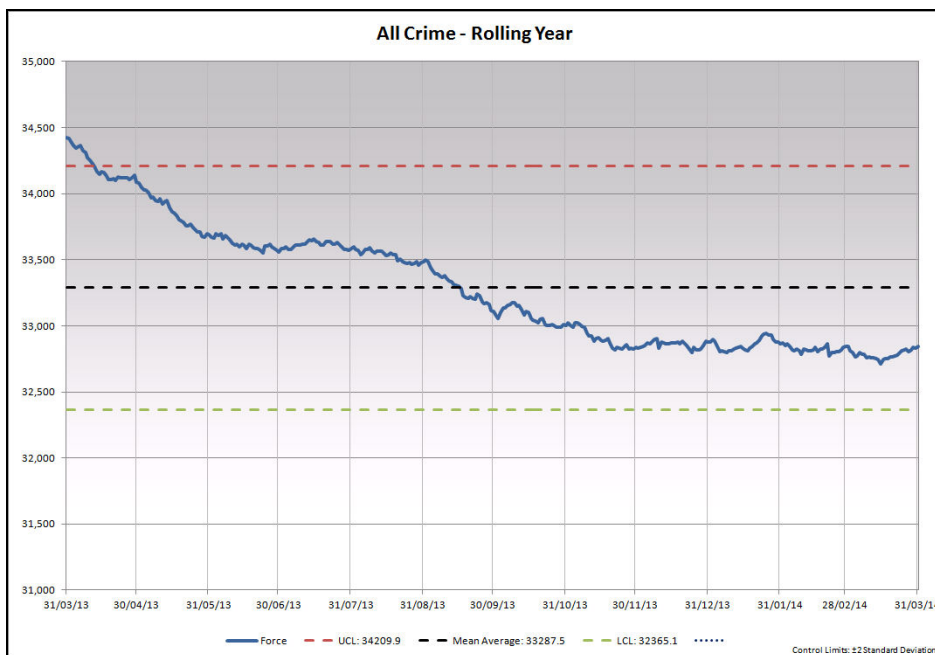


Figure 3: All crime – rolling year

12. The above trend graph shows a rolling 12-month picture (each point on the graph represents all the data for the preceding 12 months) for total crime within Wiltshire. This demonstrates a continuing level of reduction over the last year.
13. As was seen in the recent Office for National Statistics (ONS) release of crime figures for the year to December 2013, Wiltshire has experienced a reduction of 4.7% (1,617 crimes) which compares favourably with the national reduction of 3.3% placing Wiltshire sixth nationally (based on crime per thousand population).
14. A reduction in crime volume is only one of a handful of measures that can be used in determining the success of my Police and Crime Plan, which is why using a balanced scorecard is so important to get an overall view. There are some crimes where an increase in reporting may be seen as a success. Where this represents an increase in confidence of victims resulting in an early reporting to the Police, it is to be welcomed.

Private space violence

15. The main reason for overall crime flattening out is the result of violence in the home, or other private space.

16. Approximately 75 per cent of violence in the home occurs between partners or family members (which is what we call domestic abuse). Within the last year there has been a 15 per cent increase in violence in the home which has equated to 486 more offences recorded.
17. During the latter quarter of 2013/14, I asked the Constabulary to determine whether this increase is due to an increase in confidence in reporting to the police or whether there is an actual increase in the level of domestic abuse taking place across Wiltshire and Swindon.
18. The analysis has shown that the increase has been consistent across Wiltshire and Swindon and that the majority of the increase is attributed to first time reports of domestic abuse. This might suggest improving levels of confidence in the police. However, it is very difficult to confirm this without speaking to the victims.
19. One of the outcomes of this analysis is that the Constabulary has put plans in place to increase awareness of domestic abuse, to challenge repeat offenders and to introduce increased police activity in areas where there are higher levels of crime. There will also be focused activity taking place around the football World Cup which is in June and July of this year.

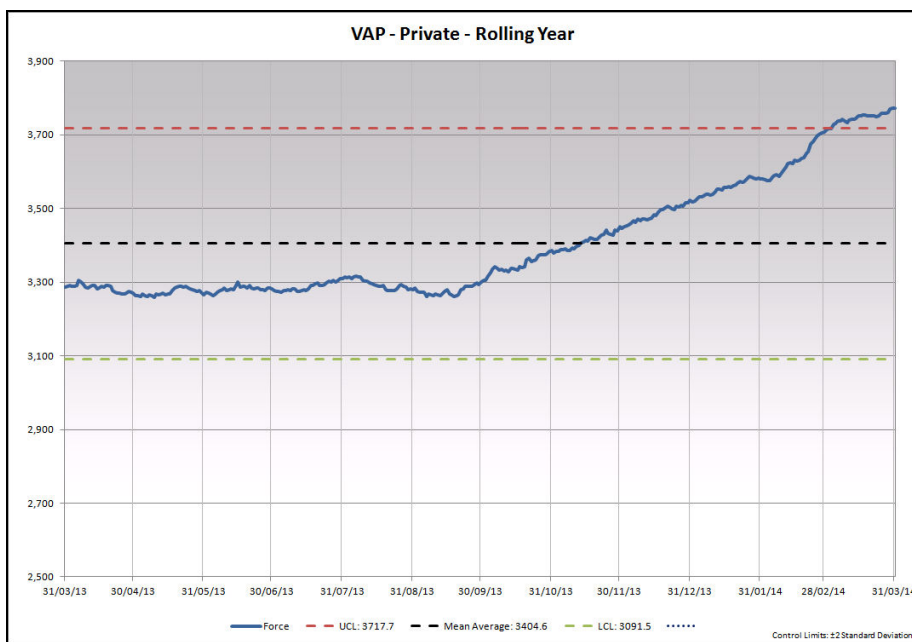


Figure 4: Private Space Violence – rolling 12 months

20. As far anti-social behaviour (ASB) is concerned, I am seeking a ten per cent reduction by the end of my four-year term of office based on the figure for the 12 months ending March 2013.
21. In 2012/13 there were 25,118 incidents of ASB recorded in Wiltshire and Swindon. For the year 2013/14, 22,588 incidents of ASB were recorded against a threshold of 22,620. This is 0.1 per cent below the threshold and is a 10.1 per cent reduction compared to the previous year.
22. It can be said that this measure – reducing ASB by 10 per cent by the end of my term of office has been achieved. However, there are some areas within Wiltshire and

Swindon that continue to have ASB concerns. I also need to be confident that the level of ASB reported is reflective of reality.

People feeling safe during the day/night

23. My office commissions a public opinion survey twice a year. More than four thousand Wiltshire and Swindon residents completed the survey during 2013/14. I use the results to understand how policing influences people's sense of security and wellbeing.
24. A survey of 2,112 members of the public was carried out in the autumn of 2013. We have analysed the raw data and, as can be seen at Figure 2, the percentage feeling safe during the day has increased to 96.2 per cent against a threshold of 93.3 per cent. People feeling safe during the night was below threshold following the previous survey (carried out in Spring 2013) but the new results have shown an increase to 69.8% against threshold of 67.5%.
25. I have tasked the Constabulary with getting a better understanding of those areas in the report that appear to highlight concerns. A report on the findings of this survey will be published on my website shortly.

Percentage of people thinking young people hanging around is a key issue

26. The results of my recent public opinion survey has shown an increase from 16.5 per cent to 19.4 per cent in the proportion of people thinking young people hanging around is a key issue.
27. Although this now sits at more than ten per cent above the set threshold of 16 per cent I will not rush to allocate additional resources to tackle this issue as, due to the nature of surveys, we could not be confident in getting the same outcome again. I have, however, asked the constabulary to look at this in more depth and identify factors that may have influenced this outcome and whether the responses correlate with any other questions asked. This measure will be closely looked at when the next set of result is published.

Number of volunteers taking part in various 'watch' schemes

28. I have reviewed the criteria for counting the number of volunteers involved with Neighbourhood Watch schemes. I now believe a more accurate approach would be simply to record the number of co-ordinators because membership of the scheme does not require volunteering per se. I intend to take a similar approach when reviewing other voluntary schemes.
29. Within Wiltshire and Swindon there are currently 3,131 Neighbourhood Watch schemes. This compares to 3,142 as at the start of the year. I have been working with Neighbourhood Watch and the Constabulary to commission a scheme that will be owned by Neighbourhood Watch and allow for better communication flow between Watch Schemes and the police and for more accurate recording of data, such as number of schemes, and number of people involved in the schemes.
30. There are currently 118 Community Speedwatch schemes in Wiltshire with, on average, three people proactively involved. This equates to 345 volunteers.

31. In my Police and Crime Plan I set a threshold of achieving community safety volunteer numbers equivalent to one per cent of the population of Wiltshire and Swindon. The population is 684,028. One per cent of that figure is 6,840.
32. The number of active volunteers is below threshold when measured using this more stringent methodology. However, I am confident that the various watch schemes are now much better supported by my Office and the constabulary. I am confident that numbers will increase.

Number of Specials and the hours they contribute

33. The number of people who work voluntarily as a Special Police Officer currently stands at 223. Sector inspectors would ideally like to have a total of 235 Specials. My ambition was to see a minimum of 300 active Special Constables working across Wiltshire and Swindon and attached to local communities. However, as the Chief Constable revises his operational policing model to implement the Police and Crime Plan, I will keep the figure under review.
34. Twenty Specials joined the Constabulary in January 2014, with another 17 in May 2014. There will be further intakes of 20 in September 2014 and January 2015.
35. We have a high turnover of Specials as a significant number join with a view to becoming members of the regular constabulary.
36. Specials are required to put in an average of 16 hours per month. The average figure at the end of the financial year is recorded at 12.1 hours per month. However, the recording of hours by Special Constables is not an accurate reflection of the hours worked.
37. Throughout this financial year, Specials have not been given a straight forward system to input hours on to the constabulary time sheet. A review of the Special Constabulary has recently been undertaken and the recommendations are being implemented. A testing process is being carried out on timesheets which will allow Specials to log on to the system and input their own hours. This will improve the recording of hours.
38. A section on Specials has been included in the updates to my Police and Crime Plan.

Reduce by 25 per cent the harm caused by Organised Crime Groups (OCGs) operating in Wiltshire and Swindon

39. Organised Crime Groups (OCGs) are defined as those groups that use planning, sophisticated methods or specialist resources to commit serious crime.
40. This update is based on an analysis of the activities of 16 OCGs. Each OCG is scored against eight key criteria such as weapon use, size of network and likelihood of causing harm.
41. This financial year saw a reduction in the intent and capability of the 16 OCGs compared to the end of 2012/13. This is determined using a nationally recognised scoring system.

42. The combined impact score of the 16 OCGs is 354 for the whole of the 2013/14 financial year. At the end of the 2012/13 financial year the combined score was 482.
43. Turning to dangerous drugs networks (DDNs), we have seen the harm posed by DDNs reduce over the last 12 months. A score is obtained by applying a risk matrix to each DDN. At the end of the previous year (31 March 2013) the score for DDNs was 446. During this financial year, the score has reduced to 164 and represents a significant reduction in harm caused by dangerous drugs networks.

Protecting the most vulnerable in society

Protecting the most vulnerable in society				
Measure		YTD	Threshold	Difference
To reduce the likelihood of harm to vulnerable people by tackling the most serious harm causers within communities	Reconvictions of members in the SWITCH cohort	388	427	-9.1%
	Reduce serious harm crime	811	702	15.6%

Figure 5: Protecting the most vulnerable in society

44. The Swindon and Wiltshire Integrated Targets for Change programme (known as SWITCH) is a partnership venture involving Wiltshire Police and the Probation Service which seeks to steer repeat offenders away from committing crime by offering them professional support and guidance.
45. The SWITCH programme does not deal with offenders who cause the most harm, and so should not be measured against my “protecting the most vulnerable in society” priority. However, I will report on it here because, for the last financial year, this is where SWITCH has sat. My first performance report for 2014/15 (which will be in September), will see this project measured against my “reducing offending and re-offending” priority.
46. The most serious harm causers are managed by Wiltshire Police and partners through the Multi Agency Public Protection Arrangement (MAPPA) and the Multi Agency Risk Assessment Conference (MARAC).
47. The principal purpose of SWITCH is to manage repeat offenders who commit acquisitive crimes. Some of those offenders may have used an element of violence, but they are not the most serious causers of harm in the community.
48. Within the last financial year, SWITCH has seen 388 re-convictions. This is against a threshold of 427 resulting in a 9.1 per cent reduction. Within the most recent quarter (1 January to 31 March 2014) out of the 125 people within SWITCH, only 31 re-offended, resulting in 57 crimes.

49. The cohort within SWITCH has increased to 125 people from 88 at the start of 2013/14 and the proportion of the cohort which has reoffended has reduced from 51 per cent in the first quarter of 2013/14 (1 April to 30 June) to 24.6 per cent in the final quarter.

Reduce harm from serious crime

50. We seek to protect the most vulnerable people in our society by preventing those crimes that cause the most harm. They are:

- Most serious violence (murder, grievous bodily harm etc)
- Serious sexual offences (rape, serious sexual assault etc)
- Robbery (theft with violence, or the threat of violence)

51. Based on a threshold designed to maintain the position of Wiltshire Police in comparison with other forces of a similar size and serving similar communities, the constabulary recorded 811 offences involving serious harm against a threshold of 702 (a difference of 109 offences).

52. This is as a result of an increase in serious sexual offences which make up 70 per cent of the grouping.

53. As was shown in the most recent crime figures from the Office for National Statistics (ONS) sexual offences are showing an increase of 17 per cent nationally.

54. In Wiltshire we have seen a significant increase in the volume of serious sexual offences, which is in line with a national increase. Operation Yewtree (investigation into sexual abuse mainly against children following the death of Savile) is a contributing factor to this increase. In addition, in Wiltshire, analysis conducted in September 2013 found that the overall number of reports made to the Constabulary was reducing but the number of recorded crimes was increasing.

55. The factor behind this shift is, I believe the constabulary's Crime Validation Team which reviews the way crimes are recorded. Previously it would review the end of the process but in September it started looking at the initial recording process. This analysis was reviewed in January 2014 where findings were consistent with previous analysis that identified reasons for this increase.

56. The Constabulary found that improved training of officers had led to a more thorough approach to recording.

57. Throughout the year there have been a number of reviews to ensure there was no increase in risk presented to the public. An internal working group continues to scrutinise the recording of serious sexual offences and any concerns will be raised at the Strategic Improvement board, of which I am a member.

58. The graph below shows the increase in sexual offences recorded by Wiltshire Police, starting from early October 2013. The upper dotted line represents the boundary of significant variation. The graph shows that, in January 2014, sexual offences rose above the line.

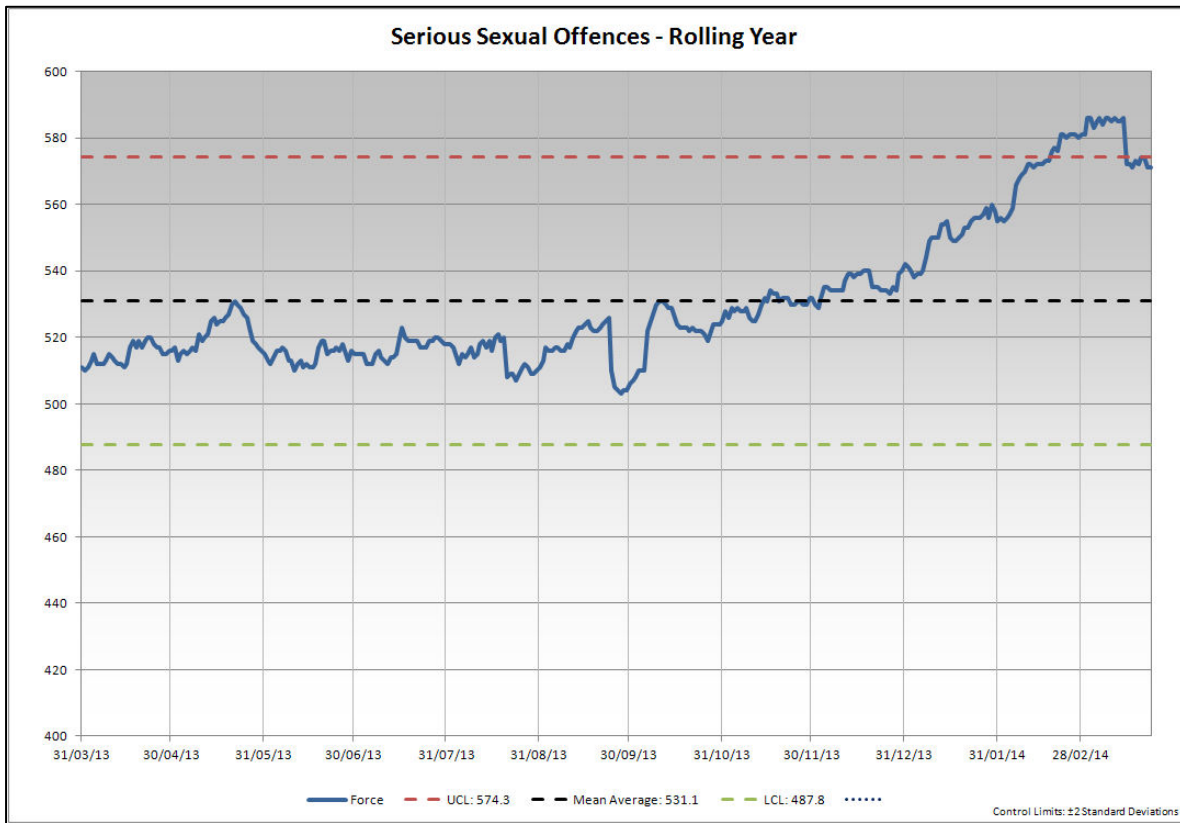


Figure 6: Sexual Offences – rolling 12 months

I believe that this increase is primarily as a result of the work of the Crime Validation Team (see para 61 above), which reviews and, if required, reclassifies all so-called crime related incidents (CRIs) and crimes awaiting classification.

The graph below shows the different classifications of sexual offences.

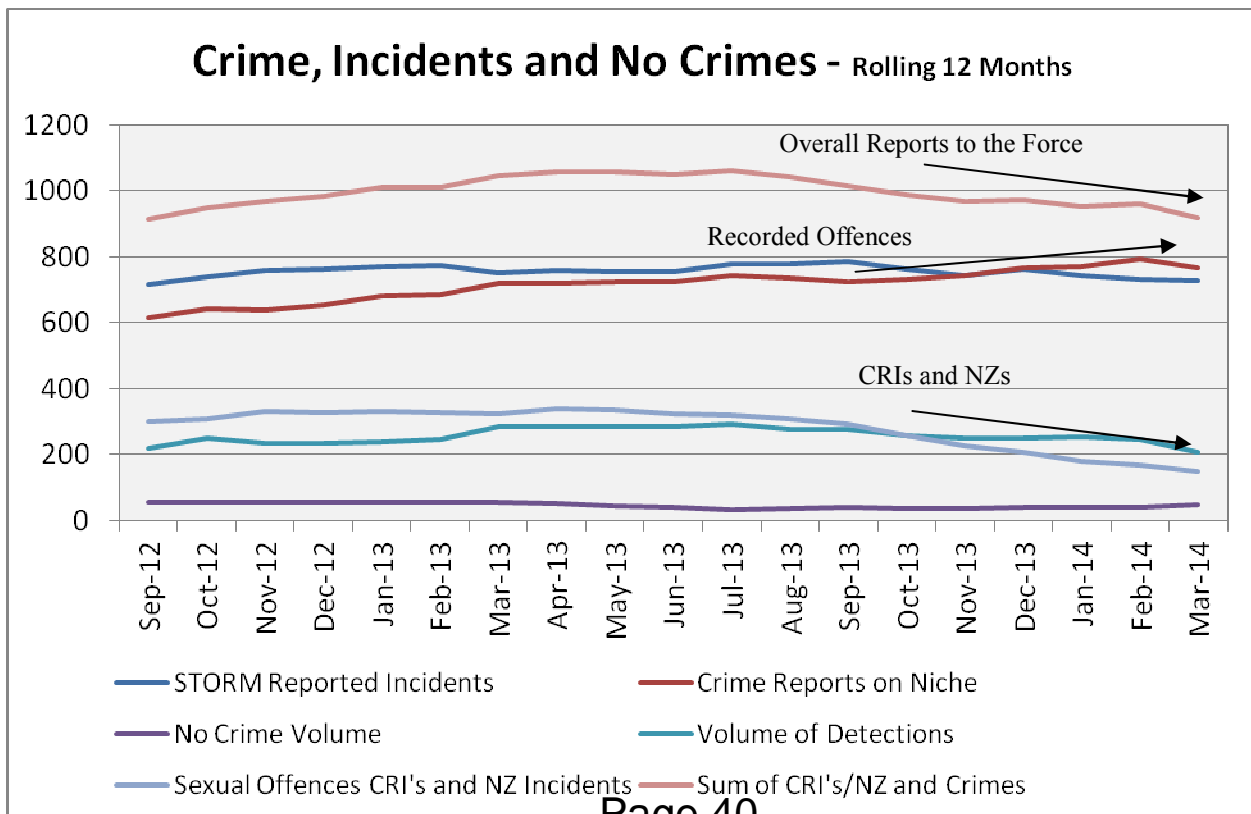


Figure 7: Sexual Offences crime classification breakdown – rolling 12 months

The key finding is that reports of sexual offences into the constabulary are stable (see top trend line within figure 7). However, we are seeing a change in the way these offences are being managed. As a result, the number of sexual offences classified as crimes is increasing, whilst the number of offences listed as crime-related incidents is decreasing. The main reason for this change is that the Crime Validation Team has reclassified 236 crime-related incidents or crimes awaiting classification as sexual offences. I can be confident that there is now an accurate picture of the volume of sexual offences. I can also be confident that the increase is not a real increase in victims coming forward to report a sexual offence.

Putting victims and witnesses first

Putting victims and witnesses first			
Measure	YTD	Threshold	Difference
To make criminal justice processes shorter Number of days from report to disposal	46	44	4.5%
Proportion of victims satisfied with being kept informed	84.2%	84.7%	-0.6%
Proportion of victims satisfied with the level of investigation	81.0%	82.1%	-1.4%
Resolved rate - proportion of crime successfully resolved	27.9%	32.5%	-14.2%
Proportion of victims referred to Victim Support	91.3%	80.0%	14.1%
Proportion of victims satisfied with Victim Support	97%	95.0%	1.9%
Proportion of cases successfully dealt with out of court	42.3%	48.8%	-13.3%

Figure 8: Putting victims and witnesses first

59. I commission a survey of victims of crime (based on Home Office criteria) each month to check on the quality of service that is being provided. This is done on a rolling 12-month basis to ensure that the sample size is significant.
60. The survey asks a number of questions but the three shown below are of particular interest in terms of overall satisfaction with the service provided by Wiltshire Police:
- (i) How well the victim has been kept up to date with developments
 - (ii) How well they thought the crime was investigated
 - (iii) How satisfied they were in general with Wiltshire Police
61. Based on a threshold devised to maintain the position of Wiltshire Police in comparison with other forces of a similar size and serving similar communities, the survey results for 2013/14 show that the constabulary is exceeding the threshold in one of the areas above, but is slightly below the threshold in the other two.
- (i) How well the victim has been kept up to date with developments: 84.2 per cent (threshold of 84.7 per cent)
 - (ii) How well they thought the crime was investigated: 81 per cent (threshold of 82.1 per cent)
 - (iii) How satisfied they were in general with Wiltshire Police: 90 per cent (threshold of 87 per cent). Please see Priority 6 (Driving up the standards of customer service) below
62. Looking at the most recently publishable data from the Home Office comparison website, iQuanta (up to December 2013), Wiltshire is top of the group of most similar forces for how satisfied the victim was in general with the police. Nationally, Wiltshire is rated fourth out of 43 forces.
63. With regard to being kept up to date with developments, within its group of similar Forces, Wiltshire was second and performing significantly better than those in its group. The measure may not have met the threshold that I set the constabulary, but I am content that it is performing well in comparison with its peers. Nationally, Wiltshire is rated seventh out of 43 forces for the same measure.
64. Satisfaction with investigation is not a question which has a comparison against similar forces, as it is not a mandated question required by the Home Office. It does, however, sit under the theme of 'actions taken'. For this theme, the Constabulary is performing better than the average of its similar forces.
65. In summary, although the majority of the measures within this scorecard relating to victim satisfaction do not meet the thresholds I have set, I am of the view that performance in this area remains good when considered against peers.

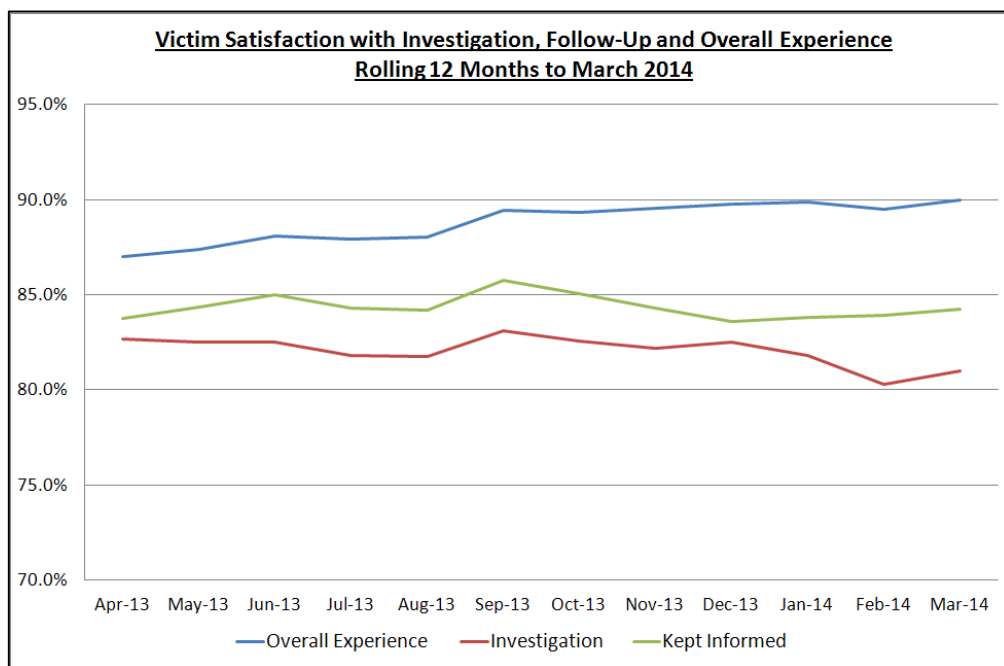


Figure 9: Trends for Victim Satisfaction measures – rolling 12 months

Victim Support

66. Over the last year, I have also used two further performance measures supplied by Victim Support. These are the proportion of victims referred by police to Victim Support and the level of satisfaction which victims have with the charity.

67. The proportion of victims referred by an automated process to Victim Support for the whole of 2013/14 was 91.3 per cent against a target of 80 per cent. This has seen significant improvement throughout the year, rising from 67.3 per cent for the first quarter to the last quarter averaging just over 96 per cent.

68. Satisfaction with Victim Support remained strong throughout the whole year finishing at 96.8 per cent.

Resolved rate

69. The resolution rate at the end of the financial year for the constabulary finished at 27.9 per cent. The threshold was set at 32.5 per cent which was the level required to keep Wiltshire above the average of its most similar forces. The performance of the constabulary for 2013/14 is significantly below that of its peers.

70. Throughout the year it was identified that this drop within the resolution rate was a result of out of court disposals dropping significantly from the summer of 2013.

71. There were staff shortages and inadequate training and process in this area. This has now been addressed by the Constabulary. I sit on an independent board that scrutinises out of court disposals. I am confident that this area of work is now back under firm control.

72. The proportion of out of court disposals has now returned to a previous position before the introduction of community resolutions and the constabulary is undertaking a wide-ranging piece of work to educate officers on when and how to carry out this type of disposal accurately and effectively.

73. Disposals in court have remained stable over the last year.

74. I have awarded a grant from my Innovation Fund to expand Neighbourhood Justice Panels from Swindon into a number of towns in Wiltshire. Volunteers are currently being trained to serve on the panels. This expansion should lead to an increase in community resolution. An independent evaluation will be undertaken at the end of the project.

75. I want to provide victims with the most appropriate level of support. It is my view that out of court disposals should be given out appropriately, in line with victims' wishes, and support national guidance to ensure the quality of service is as good as possible.

76. Over the financial year and as described above, the rate of disposals conducted out of court has reduced from over 46 per cent in the first quarter to under 36 per cent in the final quarter. For the whole of the financial year, the constabulary recorded 42.3 per cent against a threshold of 48.8 per cent which I set in my Police and Crime Plan.

77. Wiltshire Police regularly review out of court disposals involving higher risk offences to ensure they are being dealt with appropriately. In the most recent review, it was clear that the higher risk cases had been dealt with appropriately.

Reducing offending and re-offending

Reducing offending and re-offending			
Measure	YTD	Threshold	Difference
Number of Licensed Premises checks conducted	5273	6495	-18.8%
Re-Offending Rate	25.5%	29.1%	-12.4%

Figure 12: Reducing offending and re-offending

78. My objectives to reduce offending and re-offending include:

- Putting a greater emphasis on restorative justice (where the victim and offender agree on a way to settle the matter outside court)
- To see the harm caused by Organised Crime Groups reduced by 25 per cent
- To work with local authorities to encourage responsible licensed premises, and to take a firm line with those that are irresponsible
- To reduce the current 29.1 per cent re-offending rate
- To build on the work done by local authorities with troubled families

79. Restorative justice and Organised Crime Groups are dealt with under Reducing Offending and Re-offending and Reducing Crime and ASB respectively.

As far as reducing re-offending is concerned, I recently awarded £92,805 from my Innovation Fund to the Wiltshire Probation Trust for a prison gate rehabilitation scheme under which short-term prisoners whose homes are in Swindon or Wiltshire will be met on release and given expert support to steer them away from a return to crime. The Trust is matching the sum awarded by the PCC. The commissioning contract was signed in early January and the sums have now been released. Progress on this scheme, and the impact it has on re-offending rates, will be reported in due course.

A range of measures are used by Wiltshire Police to ensure that licensed premises meet their obligations. These include test purchases, multi-agency operations, and presenting evidence and police concerns to the licensing authority.

For the financial year of 2013/14, there have been 68 interventions (22 in Q4 – largest number of interventions in a quarter). This activity involves identifying problem venues, putting the onus on licensees to explain the steps they will take to remedy the problem, and explain the risk of losing the licence if the problems are not dealt with. This volume shows the amount of activity that the licensing department is committing to tackling those premises which act irresponsibly.

Licensing officers carried out seven cases of enforcement during the period.

There is one case within the third quarter which is under review with the possibility of the premises being closed.

Case study

Over the last 12 months, activity has taken place to monitor and tackle irresponsible licensed premises. A particular case in the last year shows the importance of this line of work.

In August 2013, a large nightclub in Swindon opened after a formal police objection being overruled. The police concerns expressed during the hearing remained, and monthly meetings took place between the Dedicated Premises Supervisor (DPS), other premise managers and Police Licensing. Incidents began to increase and in October one of the managers assaulted a customer for which he was arrested and subsequently received a custodial sentence. Further consultation took place in an effort to remove this manager from any association with the operational running and management of the premises. In November, an assault took place within the premises (a bottling) and as a consequence the premises management were advised by police licensing that a licence review application would be made.

Further inputs were made during November and December and further evidence gathered in relation to the poor management practices that had been identified. On 12th December a review application with all the supporting evidence was submitted to the Licensing Authority. Further to this the DPS provided further evidence in respect of poor management practices and breaches of licence conditions. The licence was surrendered by the premises licence holder which negated any requirement to proceed with the review hearing. The premises remain closed.

A total of 5,273 licensed premises checks were carried out by police or licensing officers during the nine months. This is a reduction of 18.8 per cent compared to last year (6495). It is believed that this level of reduction is due in large part to officers making the checks but failing to record them. I believe that the Licensing Department is carrying out activity to tackle irresponsible licensed premises, but the inability to document this needs to be addressed urgently.

Driving up the standards of customer service

Driving up standards of customer service			
Measure	YTD	Threshold	Difference
Percentage of Incivility, Impoliteness and Intolerance allegations out of total allegations	17%	17%	-0.3%
Number of allegations of incivility, impoliteness and intolerance	119	123	-3.3%
Satisfaction of victims with the whole experience after reporting an incident to wiltshire police	90.0%	87.0%	3.4%
Average number of days to finalise a complaint made to wiltshire police by local resolution	48	54	-11.1%
Prosecutions that fail due to quality of police input	19.0%	16.7%	13.9%
Proportion of errors found out of total possible errors	0.86%	0.99%	-13.1%

Figure 13: Driving up the standards of customer service

80. I made clear in my Police and Crime Plan the importance of exceeding the public's expectations by providing the highest levels of public service.

81. I wrote: "If communities are to feel engaged and keen to support policing, they need to find every interaction they have with police, or one of our criminal justice partners, both professional and customer-focused."

82. The plan sets out a number of measures designed to improve the experience of people who come into contact with Wiltshire Police. One measure concerns the number of complaints received and how effectively those complaints are dealt with.
83. The number of occasions where officers are alleged to have been lacking in civility, or have been impolite or intolerant, is 119 for the financial year against a threshold of 123, out of a total of 702 allegations. This represents 17 per cent of the total, which is the desired position as stated by the Independent Police Complaints Commission.
84. The number of days it takes for the constabulary to deal satisfactorily with a complaint through local resolution currently stands at 48 days, compared to a threshold of 52 days. This measure has deteriorated through the last three months of the year, due to a resourcing issue in recording the complaint when it initially arrives. This is impacting upon the number of days taken to finalise a complaint.

Tracking the ‘customer journey’

85. In addition to the customer service standards set out above, I also published a table setting out the expectations that the public should have when they come into contact with Wiltshire Police.

Customer Journey	Group	Measure	2013/14	Threshold	% off Threshold	
	Visibility	Proportion of the public that are satisfied with police visibility	58.5%	62.0%	-5.6%	
	Contacting us	999 calls answered within 10 seconds	94.7%	90.0%	5.2%	
		101 to report crime - calls answered within 30 seconds	81.6%	75.0%	8.8%	
	Dealing with an incident	Immediate response to emergencies - 15 mins urban	94.6%	90.0%	5.1%	
		Immediate response to emergencies - 20 mins rural	92.1%	90.0%	2.4%	
		Satisfaction of victims with being kept informed after reporting an incident	84.2%	84.7%	-0.6%	
		Satisfaction of victims with how an incident is investigated	81.0%	82.1%	-1.4%	
	Making a complaint	Percentage of Incivility, Impoliteness and Intolerance allegations	16.95%	17.00%	-0.3%	
		Volume of incivility, impoliteness and intolerance allegations	119	123	-3.3%	
Average number of days to finalise a complaint made to wiltshire police by local resolution		48	52	-7.7%		
Outcomes for victims	Failed prosecutions due to quality of police actions	19.0%	16.7%	13.8%		
	% of victims referred to victim support	91.3%	80.0%	14.1%		
	% victim satisfaction with victim support service	96.8%	95.0%	1.9%		
	Satisfaction of victims with the whole experience after reporting an incident to wiltshire police	90.0%	87.0%	3.4%		

Figure 14: Tracking the customer journey

86. All the measures within this customer journey scorecard are included in the priority scorecard at Figure 1 which appears at the top of this report. Commentary about the measures with exceptional performance can be found within the relevant sections of this report.

87. In general I am satisfied that the public receive a good level of service from Wiltshire Police throughout the points of contact the public have with them. This is regularly reviewed by me and is managed at an appropriate local level.

Ensuring unfailing and timely response to calls for assistance

Ensuring unfailing and timely response to calls for assistance			
Measure	YTD	Threshold	Difference
Immediate response rate to emergencies	94.1%	90%	4.5%
999 calls answered within 10 seconds	94.7%	90%	5.2%
101 to report crime - calls answered within 30 seconds	81.6%	75%	8.8%

Figure 15: Ensuring unfailing and timely response to calls for assistance

88. The speed at which Wiltshire Police responds to calls for assistance is a crucial element of the service it provides to the public. The constabulary performance is assessed by using three key measures:

- Immediate response rate to emergencies (15 minutes in urban areas, 20 minutes in rural areas) for the financial year 2013/14 was 94.1 per cent against a national standard of 90 per cent.
- Answering a 999 call within ten seconds – 94.7 per cent of all 999 calls in 2013/14 were answered within ten seconds against a national standard of 90 per cent.
- Answering 101 non-emergency calls within 30 seconds – 81.6 per cent of all calls to 101 were answered within 30 seconds which is better than the threshold I set of 75 per cent.

89. With regard to immediate response to emergencies, there can be incidents where the constabulary fails to meet the required response times but, from my scrutiny, these incidents are rare. Where this does happen, the management of these incidents are looked at locally through tasking meetings.

90. It is really important to ensure calls to 999 are answered promptly, but the quality of the phone call is also important as is the data quality, record management and the support given to the caller.

Unlocking the resources to deliver

Unlocking the resources to deliver			
Measure	YTD	Threshold	Difference
Proportion of the public that are satisfied with police visibility	58.5%	62%	-5.6%
Number of police officers	1021	1062	-3.8%
Number of PCSOs	133	138	-3.6%

Figure 16: Unlocking the resources to deliver

91. My wish to see police officers maximising their engagement with the public can be measured through the findings of the public opinion survey I commissioned. I have commissioned surveys of 2,112 members of the public, taking place twice a year in spring and autumn.
92. Research carried out in autumn 2013 showed that the level of public satisfaction with police visibility rose from 56.8 per cent to 58.5 per cent. Although this is still below the set threshold of 62 per cent it demonstrates movement in a positive direction.
93. As at 31 March 2014, police officer numbers stood at 1,021. This was 3.8 per cent below the set threshold of 1,062. However, this figure of 1,062 was based on the initial Vision Wiltshire programme which was the constabulary's response to the Government's 2010 comprehensive spending review. Looking forward and considering the medium term financial strategy, and the view of the Chief Constable, it is considered that the requirement will be for 1,020 officers. Whilst this is a reduction compared to the previous figure, frontline and Neighbourhood Policing Team officers remain unaffected.
94. The Constabulary has future recruitment taking place to balance natural wastage which includes an intake of eighteen Police Officers in November 2014, and fifteen PCSOs in July 2014.

A number of the initiatives set out by me under the heading of “Unlocking the resources to deliver” in my Police and Crime Plan are long-term. They include the Strategic Partnership with Wiltshire Council, including the commitment to share campuses, and the locality programme with Swindon Borough Council. Full details of the strategic approach to the Comprehensive Spending Review can be found in the Medium Term Financial Strategy which is on the OPCC website.

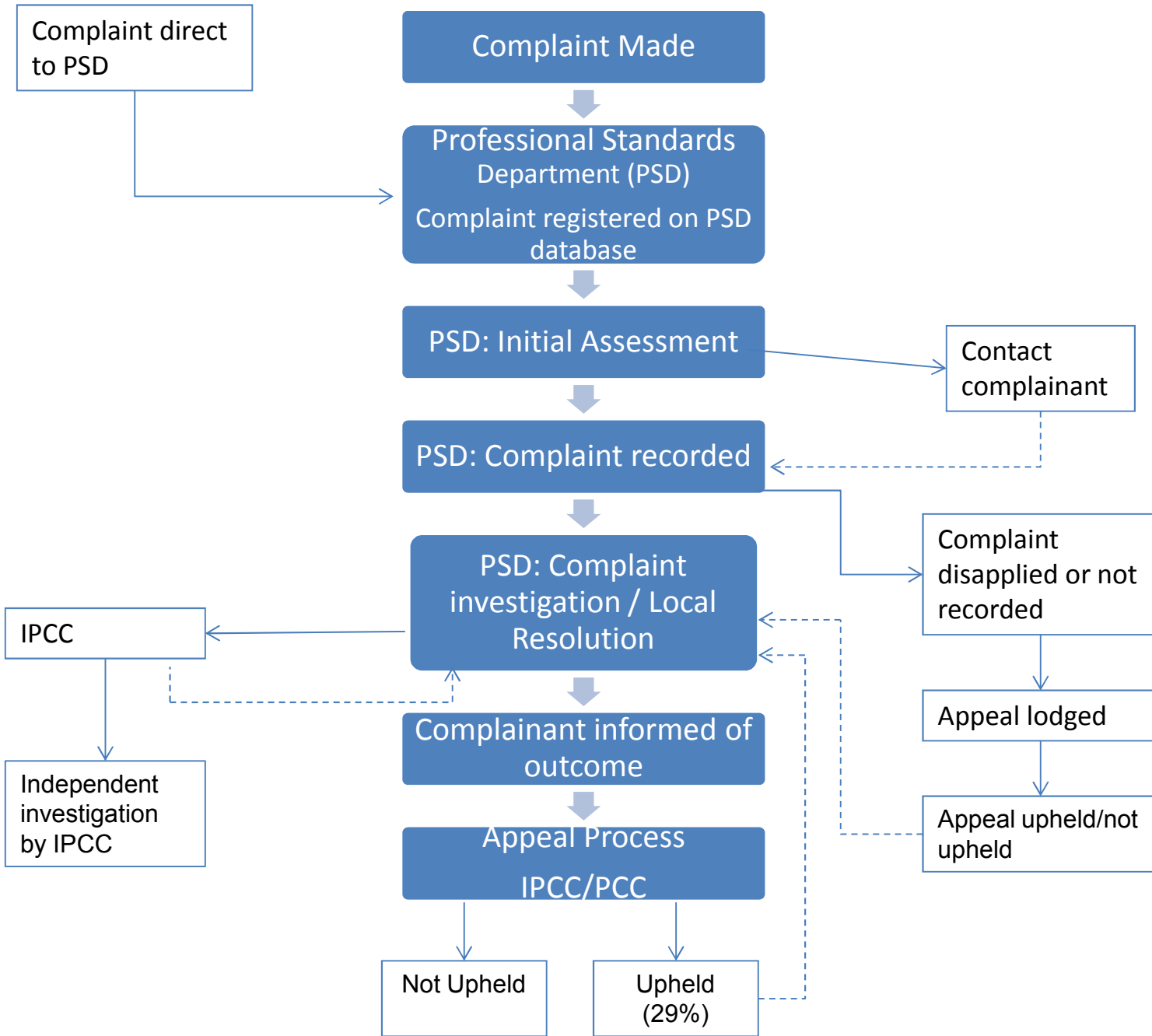
A handwritten signature in black ink, appearing to read 'Angus Macpherson', with a long horizontal flourish extending from the bottom of the signature.

Angus Macpherson

Police and Crime Commissioner for Wiltshire and Swindon

4 June 2014

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WILTSHIRE COUNCIL

POLICE AND CRIME PANEL

11th June 2014

Complaints and Conduct Matters for the period 1 November 2013 to 30 April 2014

Purpose of Report

1. The Elected Local Policing Bodies (Specified Information) Order 2011 requires Police and Crime Panels (PCP) to publish the number of complaints or conduct matters that have been brought to the attention of a relevant office holder (i.e. the Police and Crime Commissioner or his Deputy) by the Police and Crime Panel.
2. This report provides information in respect of the number of complaints and conduct matters that have been received by the Monitoring Officer of Wiltshire Council for the period 1 November 2013 to 30 April 2014.

Background

3. PCPs have statutory responsibilities under the Elected Policing Bodies (Complaints and misconduct) Regulations 2012 relating to the handling and recording of complaints about the Police and Crime Commissioner or his Deputy.
4. The Wiltshire PCP has delegated the implementation of its complaints process to the Monitoring Officer of Wiltshire Council.
5. This report provides the PCP with details of those complaints and conduct matters that have been received by the Monitoring Officer and either subjected to informal resolution or referred to the Independent Police Complaints Commission, as appropriate.
6. The PCP is required by the Regulations to publish this information in respect of each financial year, as soon as practicable after the end of the financial year to which it relates.
7. Those complaints and conduct matters that have been received by the Monitoring Officer for the period 1 November 2013 to 30 April 2014 are detailed below.

Main issues for consideration by the Committee

8. During the period 1 November 2013 to 30 April 2014 the Monitoring Officer received two potential complaints (ref 07/13 and 01/14).
9. However, upon consideration by the Monitoring Officer, neither of the complaints arose from the personal conduct of the PCC or the DPCC and therefore did not fall within the framework of the Elected Policing Bodies (Complaints and Misconduct) Regulations 2012. Both complaints related to police operational matters and copies of the complaints were forwarded to the Chief Constable to consider how to respond to the issues raised.
10. Should members of the Police and Crime Panel require any additional information about these complaints, this can be requested from the Monitoring Officer through the clerk to the Panel.

IAN GIBBONS – ASSOCIATE DIRECTOR LEGAL AND GOVERNANCE AND
MONITORING OFFICER

Report Author: MARIE LINDSAY – ETHICAL GOVERNANCE OFFICER

The following unpublished documents have been relied on in the preparation of this Report:

None

Wiltshire Police and Crime Panel

11 June 2014

Final Report of the Volunteers and Special Constables Task Group

Purpose

1. To present the conclusions and recommendations of the Volunteers and Special Constables Task Group.

Background

2. On 5 November 2013 the Panel discussed its approach to scrutinising the Police and Crime Commissioner's (PCC) delivery of his [Police and Crime Plan](#) (the Plan). The Panel decided to identify an area of interest to the public and establish a task group with a focus on supporting the Commissioner and building an effective working relationship. The Panel noted that the Plan is underpinned by a commitment to work with communities to reduce crime and antisocial behaviour (Chapters 5 and 7). A crucial part of this is the recruitment of special constables and volunteers (through the various 'Watch' Schemes and Neighbourhood Justice Panels). Relevant aspirations and initiatives in the Police and Crime Plan 2013-17 are:

- "To encourage and foster greater levels of volunteering in the policing and crime arena.
- To see all Wiltshire Community Area Boards and Swindon Localities adopting an Asset Based Community Development approach and playing a significant role in enhancing community safety within their areas through initiatives such as Neighbourhood Watch, Street Watch, Farm Watch, Community Speed Watch and Neighbourhood Justice Panels.
- To make Neighbourhood, Farm and other community 'Watch' schemes fundamental to intelligence gathering and crime prevention in at least 80 percent of Wiltshire and Swindon communities.
- To achieve community safety volunteering levels equivalent to one per cent of the Wiltshire and Swindon population regularly taking part in Neighbourhood

Watch, Street Watch, Community Speed Watch and other such 'Watch' schemes.

- To have a minimum of 300 active Special Constables across Wiltshire and Swindon, each attached to communities and contributing an average of at least 16 hours per month.
 - To stimulate our communities to help themselves more by giving them the support and confidence to trial initiatives that add most value to them.”
 - My vision of the future is one where community policing resources become an integral part of broader community problem solving and support teams, working with communities to address the issues that most effect them.”
3. The review therefore presented an opportunity for the Police and Crime Panel (PCP) to support the Commissioner in his delivery of the Plan and became the first area to be reviewed by a dedicated task group.

Methodology

4. The Task Group met four times between November 2013 and April 2014 and comprised the following membership:

Cllr Glenis Ansell – Wiltshire Council

Cllr Andrew Bennett – Swindon Borough Council

Cllr Richard Britton – Wiltshire Council

Mr Malcolm Grubb (Chairman) – Independent co-opted member

Cllr Peter Hutton – Wiltshire Council

5. The Task Group met with, or considered written evidence from, the following witnesses:

- Angus Macpherson, Wiltshire Police and Crime Commissioner
- Kieran Kilgallen, Chief Executive, Wiltshire OPCC
- Patrick Geenty, Chief Constable, Wiltshire Police
- Sarah Kyte, Business Manager, Wiltshire OPCC
- Richard Palusinski, Head of Wiltshire Special Constabulary
- Paul Mills, Project Manager for Community SpeedWatch and Neighbourhood Watch, Wiltshire Council
- Leicestershire Police

Preamble

6. The Task Group's review focused on two key themes:
 1. Special Constables
 2. Community Safety Volunteers and 'Watch' schemes.

The task group had also intended to investigate three further areas: 1. How volunteers should be supported by the force, 2. How more volunteers could be enlisted, and 3. What scope there is for the force to use volunteers in performing 'back office' functions. However, there was not time to consider these topics within the timeframe of the review. The objectives set out below were agreed at the task group's initial scoping meeting.

7. The task group wishes to emphasise that its findings and recommendations were agreed and are presented with the intention of supporting the Commissioner in the successful delivery of his Police and Crime Plan 2013-17. We are 18 months into the Plan's four year scope, and although some of the findings represent areas of concern, they are included to highlight potential risks to the Plan's delivery so that these can be mitigated through appropriate action. In summary, the report has been written in the task group's role as a 'critical friend' and it is hoped that it will be considered and responded to in this spirit.

Evidence

Special Constables (SCs)

Task Group objective 1: Assess the PCC's progress in delivering a minimum of 300 active Special Constables across Wiltshire and Swindon by 2017.

8. There are currently 208 Special Constables in Wiltshire although only 86 are qualified for independent patrol. This represents a huge increase from the 28 Special Constables recorded as active in 2009.
9. Figures seen by the task group and comments made by witnesses interviewed suggest that the aspired figure of 300 is unlikely to be attained and indeed may not be the appropriate number for the force area. The task group was not made aware of any recruitment or retention strategy in place for Special Constables.

Task Group objective 2: Consider the impact on the overall delivery of the Plan of any failure to enlist and train sufficient numbers of operationally independent special constables

10. The Police and Crime Plan aspires to having “Special Constables across Wiltshire and Swindon...attached to communities”. From this wording, the task group expected Special Constables to play an active role in neighbourhood policing, however, the Chief Constable reported to the task group that he has not decided what role he expects Special Constables to play. Without a detailed role description for Special Constables, defining how they will contribute to the Plan’s delivery, it is not possible to assess the potential impact of not being able to enlist Special Constables in sufficient numbers.

11. The task group received figures estimating that Special Constables cost only £3.00 per hour to deploy. Furthermore, a 2010 report from the NPIA comments:

“The Special Constabulary’s contribution to policing is immense, and time and time again these unique volunteers illustrate high levels of dedication and professionalism...by using targeted recruitment material, forces can maximise the opportunities to attract suitable candidates...In addition to this, there is a need to make sure forces are valuing their special constables, not only in terms of recognising the fantastic commitment that they give to their force, but also to the communities they serve.” (Special Constabulary Recruitment Marketing and Retention Surveys – Report of Findings – July 2010)

Task Group objective 3: Analyse current arrangements for enlisting, funding, managing and training Special Constables, benchmark these against similar areas and make constructive recommendations for improvements

12. Analysing arrangements for enlisting, funding, managing and training Special Constables has proved difficult due to the lack of written information. The task group is aware that a report is being written on the Special Constabulary and would be keen to have sight of it once it is released.

13. Arrangements for planning, funding and delivering training for Special Constables appears to be undertaken in an ad hoc manner and is not integrated with training arrangements within the regular force. The Chief Constable reported to the task group his aspiration that Special Constables become fully integrated with the Regulars, but the task group is not aware of operational activity to achieve this.

14. Other Police forces, notably Kent, have made excellent progress in ensuring that Special Constables play an important role in community policing. They ensure good liaison between Regulars and Specials across their three operating divisions and Kent’s Commissioner has funded three full-time tutor posts for twelve months to work exclusively with Special Constables. Recruitment and training programmes have been reviewed and refocused and strong emphasis has been placed on recognising and rewarding Special Constables’ contribution.

Volunteering

Task Group objective 4: Evaluate progress towards the achievement of the PCC's target of increasing community safety volunteering to the equivalent of 1 percent of the force area population

15. One percent of the Wiltshire force area (which includes Swindon) is 6,800 people. There is a specific difficulty assessing Neighbourhood Watch Schemes' contribution to the total number of volunteers due to the unavailability of accurate figures. While there are 2,750 Neighbourhood Watch schemes listed on the system currently used by Wiltshire Police, its limitations mean it is not possible to tell how many of these schemes are active (and this limitation has been acknowledged by the Commissioner).

Task Group objective 5: Consider ways in which the PCC could enlist more volunteers by understanding what motivates volunteers and identifying any barriers which inhibit volunteering, and

Task Group objective 7: Consider how volunteers will need to be supported by the force in order to make this contribution

16. The task group has received a draft version of Wiltshire Police's Volunteer Strategy, which contains 8 aims for using volunteers to help deliver the overall Police and Crime Plan. However, "increasing the number of people volunteering with the Police and the range of activities they undertake" is the only aim without defined actions describing how it will be achieved.
17. The task group is aware of the proposed appointment of a Volunteer Coordinator tasked "to encourage, signpost and support volunteers". We understand that the job description for this role is currently being considered by the two local authorities. It was originally expected before Christmas 2013, but is currently outstanding and therefore the task group cannot comment on the role's likely effectiveness in delivering the Commissioner's plan.
18. The task group is aware of the increasing role of volunteers in delivering public services of all kinds. Local authorities are making increasing use of volunteers and in Wiltshire services such as libraries have been devolved to be delivered at community level. Wiltshire Council and Wiltshire Police are collaborating significantly in terms of ICT infrastructure and buildings, but the task group was not made aware of joint working and information sharing taking place as yet in terms of the recruitment and deployment of volunteers. The task group would appreciate clarification on whether the Volunteer Coordinator post (see

paragraph 17) is a joint appointment of the Police and Wiltshire Council and is therefore an example of collaboration in this area.

19. The Volunteer Centre Wiltshire provides advice and guidance to organisations looking to enhance their use of volunteers. The Centre has also developed a Wiltshire's Valuing Volunteering Promise; a commitment to ensuring that volunteering in Wiltshire is an inclusive activity that is open, accessible and rewarding for anyone who wishes to get involved. The Promise confirms the commitment of its signatories to the principles of Choice, Inclusion, Support, Safety, Reimbursement and Reward.
20. By adopting time credit schemes employers can encourage employees to get involved in volunteering and also improve the retention of its existing volunteers. Local community organisations issue credits to individuals who give their time to support them, and the individuals can then spend their credit on an hour's worth of activity in the local area. Large local companies also often have dedicated volunteering programmes. Large numbers of police officers already perform valuable voluntary roles outside of their paid hours, such as supporting schemes for young people like Bluz 'N' Zuz.

Neighbourhood Watch (NW) (including Neighbourhood Alert (NA))

Task Group objective 6: Identify the contribution the PCC expects Neighbourhood and other Watch schemes to make to the delivery of specific aspects of the Plan

21. The Police and Crime Plan aspires to “make Neighbourhood, Farm and other community ‘Watch’ schemes fundamental to intelligence gathering and crime prevention in at least 80% of Wiltshire and Swindon communities.” Having investigated various replacement options for the current Neighbourhood Watch system, an off-the-shelf system called Neighbourhood Alert was selected. This is an online, secure community messaging system that allows authorised administrators to send and receive messages to and from registered people in the community and members of Neighbourhood Watch and other watch schemes. It can convey many types of message, such as messages about community events or CCTV images for “Have you seen this person?” alerts. The use of a common system provides the opportunity for the various Watch schemes to be more closely integrated and become, for example, Alderbury Watch or Chippenham Watch. There are also ambitions to extend it to other agencies such as the Environment Agency and Trading Standards, and local bodies such as or doctors’ surgeries.
22. Neighbourhood Alert was chosen because,

- Of its impressive support system;
- It is used by neighbouring police forces – including Thames Valley and Hampshire are strongly considering it;
- It is compatible with Wiltshire Police’s MOSAIC system.

23. A police working group has been set-up to manage Neighbourhood Alert’s implementation and a business case is being prepared with a view to launching four pilot schemes in May 2014 followed by full roll-out in August 2014. The project is to be driven by the Office of the Police and Crime Commissioner’s (OPCC) communications team and we understand that two additional staff are being recruited. We understand that an indicative figure of £75,000k has been allocated in the OPCC’s 2014/15 budget. While the system will be funded through the OPCC, the current intention is that it will be owned and managed solely by Neighbourhood Watch and constabulary support will be removed once it is up-and-running.

24. The task group’s review of different Neighbourhood Alert sites (Cumbria, Thames Valley and Leicestershire) indicates a variety of approaches to using the system:

- Thames Valley’s Neighbourhood Alert site makes a clear connection between the Police and Neighbourhood Watch and their system is clearly focused on police and crime matters.
- Cumbria Police’s site is oriented toward general community issues, with policing and crime hardly evident on the main page.
- Leicester’s strategy was to use the system purely as a corporate communications tool, and they did not initially involve Neighbourhood Watch or their community policing units in its implementation. However, they now recognise that this needs to be corrected if the system’s full potential is to be realised and are considering how this can be achieved.

Conclusions

Special Constables

25. It is the task group’s view (and indeed that of other police forces) that Special Constables represent good value for money and can play a valuable role in neighbourhood policing. It therefore supports the Commissioner’s intention to have them attached to communities.

26. To ensure that the Special Constabulary can contribute fully to the delivery of the Police and Crime Plan 2013-17, it will be important that a clear and agreed vision is in place defining...

- a) what role Special Constables are to play in the achievement of the Plan's objectives;
- b) the number of Special Constables to be recruited and how this will be achieved;
- c) how Special Constables will be trained and whether such arrangements will, where appropriate, be integrated with training arrangements for the regular Police force;
- d) how the contribution of Special Constables may be appropriately recognised and rewarded.

Volunteering

27. The task group fully supports the Commissioner's commitment to encouraging and fostering greater levels of volunteering in the police and crime arena to aid the delivery of the Police and Crime Plan 2013-17. To ensure that this is achieved and volunteers can contribute fully to the delivery of the Police and Crime Plan 2013-17, it is important that the following are in place:

- a) A volunteer strategy and implementation plan describing how the aspiration to increase "the number of people volunteering with the Police and the range of activities they undertake" will be achieved;
- b) A clear definition of how the proposed Volunteer Coordinator role will "encourage, signpost and support volunteers";
- c) A commitment to investigating and benefiting from the available experience and expertise amongst public organisations in recruiting, retaining, training, supervising and deploying volunteers. This could include the following:
 - i. Building on the significant collaboration already taking place between Wiltshire Police and Wiltshire Council, to include the sharing of knowledge and resources regarding the recruitment and deployment of volunteers.
 - ii. Approaching the Volunteer Centre Wiltshire to provide advice and guidance to enhance the Police's use of volunteers.
 - iii. Demonstrating a commitment to the principles of Choice, Inclusion, Support, Safety, Reimbursement and Reward in the Police's use of volunteers, by signing the Wiltshire Valuing Volunteering Promise.
- d) The task group applauds the large numbers of police officers who also perform valuable voluntary roles outside of their paid hours. To support this further, Wiltshire Police might consider joining an employee time credits scheme or

tapping into the volunteering programmes of other major local employers, which may be helpful in recruiting Special Constables.

Neighbourhood Watch (including Neighbourhood Alert)

28. The task group is impressed by the power and scope of the Neighbourhood Alert system and believes it has potential to be a vital intelligence-gathering and dissemination mechanism for the police at a community level. To ensure that this is achieved and the system can contribute fully to the delivery of the Police and Crime Plan 2013-17, it will be important to ensure that the following are in place:

- a) Given the variety of ways in which Neighbourhood Alert can be used, a clear and agreed statement defining Wiltshire's vision for its use of the system. The task group would like to see it implemented and used with crime reduction as its primary purpose and not diluted to become a general community communications platform;
- b) Operational commitment from the Police, particularly at Neighbourhood Police Team (NPT) level, to 'driving' the system, in terms of a) inputting alerts and requests for information, encouraging the public to use the system and making general announcements about local police activity; and b) interrogating the system for public inputs about sightings, experiences, general observations and concerns. Purchasing and launching Neighbourhood Alert represents a small part of the effort required to get it established and widely used as a routine part of police communications.
- c) A commitment to the promotion of Neighbourhood Alert within communities in order to benefit from existing commitment to community crime reduction (e.g. existing members of Neighbourhood and other 'watch' schemes), and to broaden community participation in crime reduction by providing an easy-to-use online platform that reflects people's increasing use of social media tools.
- d) The task group is concerned that the Neighbourhood Watch organisation will not have the capacity to manage Neighbourhood Alert once constabulary support is removed. The success of the Community Speed Watch initiative in Wiltshire demonstrates how effective community-based schemes can be if they are implemented thoughtfully and given the appropriate resources.

Recommendations

To further the ambitions for Special Constables and Volunteers described in the Police and Crime Plan, the Task Group recommends that the Commissioner

1. **Clearly defines how Special Constables will be attached to communities;** (see paragraphs 10 and 25).
2. **In light of Recommendation 1, agrees an appropriate number of Special Constables and develops a strategy and implementation plan for the recruitment, retention and training of Special Constables;** (see paragraphs 9 and 26)
3. **Uses available national guidance and the experience of the Kent constabulary to explore opportunities for achieving best practice in the recruitment, training and deployment of Special Constables;** (see paragraphs 14)
4. **Considers**
 - a) **using the Volunteer Centre Wiltshire to help develop and enhance the constabulary's use of volunteers;** (see paragraphs 19 and 27c)
 - b) **signing up to the Valuing Volunteering Promise to demonstrate the Wiltshire Police's commitment to the principles of Choice, Inclusion, Support, Safety, Reimbursement and Reward when using volunteers;** (see paragraphs 19 and 27c)
 - c) **introducing a time credits scheme to build on the valuable contribution already made by many Police officers who take part in unpaid voluntary work; and** (see paragraphs 20 and 27d)
 - d) **introducing a scheme to encourage employers to support and promote the recruitment of Police and community safety volunteers from within their workforces.** (see paragraphs 20 and 27d)
5. **Confirms that Neighbourhood Alert will**
 - a) **be implemented with crime-reduction as its central purpose;** (see paragraph 24 and 28a)
 - b) **be used to reinvigorate the Neighbourhood Watch schemes across Wiltshire and Swindon;** (see paragraphs 21 and 28)
 - c) **coordinate the growing number of different 'watch' schemes;** (see paragraphs 21 and 28)
6. **Acknowledges that achieving Neighbourhood Alert's full potential as a crime-reduction tool will require active and ongoing commitment from Neighbourhood Police Teams and defines how this will be achieved** (see paragraphs 23 and 28)
7. **Defines what criteria he will use to monitor and assess Neighbourhood Alert's effectiveness.**

We look forward to receiving the Commissioner's written response to the various issues raised in our report and would welcome any suggestions he may have regarding further work the Police and Crime Panel could do to help take these recommendations forward.

**Volunteers and Special Constables Task Group,
Wiltshire Police and Crime Panel**

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Appendices

None

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Wiltshire Police and Crime Panel

11 June 2014

Task Group update

Purpose

1. To provide an update on recent task group activity and propose any decisions requiring Panel approval.

Licensing Task Group

2. On 6 March 2014 the Police and Crime Panel discussed which topic would be most appropriate for consideration by its next dedicated task group. Licensing was agreed as the next topic and the Licensing Task Group was established.

Membership

3. Several members expressed an interest in taking part. It has subsequently been agreed that Amanda Newbery, Independent Member of the Panel, will not take part as a member due to the potential for her status as a licensee being perceived as a conflict of interest. She will therefore play a role as a witness. The task group membership is proposed as follows:

Cllr Richard Britton (elected as chairman by the task group)
Cllr Brian Ford
Cllr Chris Caswill
Cllr Linda Packard

Terms of Reference

4. The task group held their first meeting on 1st May and considered the project's scope and their methodology. The task group wish to adopt the following terms of reference, which closely reflect the aspirations in the Police and Crime Plan 2013-17 in regards to licensing:
 - 1 To investigate how Wiltshire Police, working with partners as appropriate,
 - ensures that only responsible applicants are licensed by local authority licensing committees;
 - encourages and supports the responsible management of licensed premises;
 - identifies licensed premises that are being managed irresponsibly;
 - takes a "firm approach" with licensed premises identified as being managed irresponsibly.

- 2 If it is identified that these measured could be improved, to make recommendations regarding how this can be achieved to support the objective in the Police and Crime Plan 2013-17 of reducing the harm caused by irresponsible licensed premises.

Key activity

5. The task group are in the process of understanding the Police's role and responsibilities throughout the licensing process, in terms of:
 - a) The license application process;
 - b) Monitoring licensed premises;
 - c) Cracking down on the irresponsible management of licensed premises.
6. Members will be meeting with the Commissioner on 9th July and are currently preparing questions which will be submitted in advance.

Proposal

7. The Police and Crime Panel are asked to:
 1. **Note the update provided;**
 2. **Approve the membership of the Licensing Task Group as follows:**

Richard Britton
Brian Ford
Chris Caswill
Linda Packard
 3. **Approve the terms of reference of the Licensing Task Group as set out in the report.**

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