








































Overall performance dashboard

Priority 1: Prevent crime and ASB			
Measure	Data	Infographic	Context
Crime volume	9,452		Significant increasing trend but in line with peers
ASB volume	3,358		Low and significantly reducing
Crime recording compliance	93%		Improving
Satisfaction with visibility	51%		Significant reduction in Wave 13 (Autumn/Winter 2015)

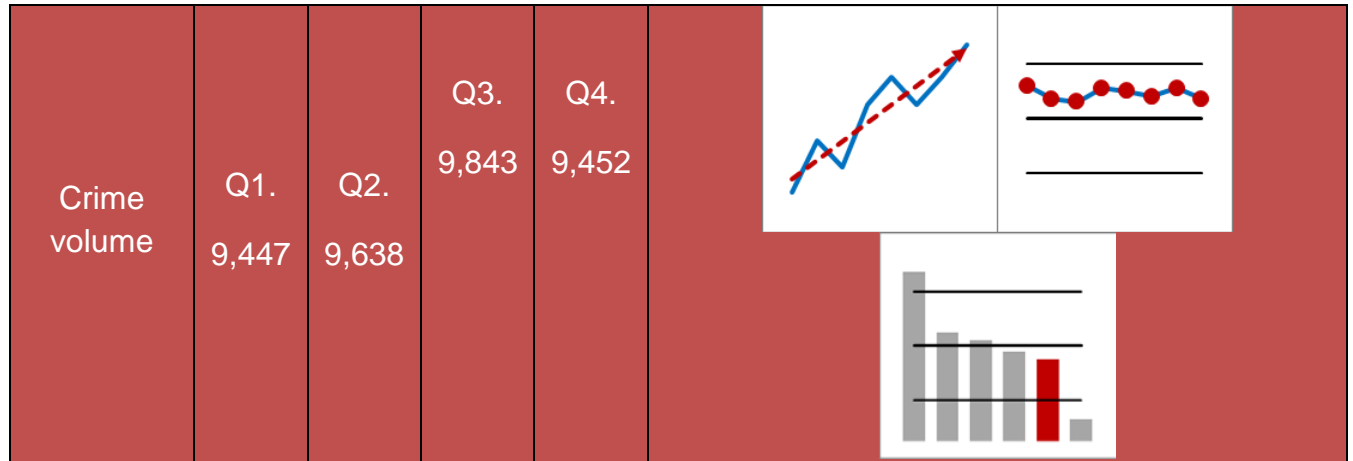
Priority 3: Put victims and witnesses at the heart of everything we do			
Measure	Data	Infographic	Context
Victim Satisfaction	85%		Inline with peers
Satisfaction with investigation	79%		Stable
Satisfaction with being kept informed	80%		Stable trend
Outcome rate	22%		Significantly lower than peers
End to end time			In development through Community Policing pilot
Cracked and ineffective trials	53%		Stable
Cracked and ineffective trials due to prosecution	17%		Consistently within expected bounds

Key to Symbols	
	Greater than Peers
	In Line with Peers (above average)
	In Line with Peers (below average)
	Less than Peers
	Last month exceeded the previous 24-month Average +2 Standard Deviations
	The last 3 months have all been above the Average for the past 24 months +1 Standard Deviation
	The last 8 months have all been above the Average for the past 24 months
	The Discrete Trend, for the past 12 months, is significant and Increasing
	The Rolling 12-month trend, for the past 12 months, is significant and Increasing
	Last month was less than the previous 24-month Average -2 Standard Deviations
	The last 3 months have all been below the Average for the past 24 months -1 Standard Deviation
	The last 8 months have all been below the Average for the past 24 months
	The Discrete Trend, for the past 12 months, is significant and Decreasing
	The Rolling 12-month trend, for the past 12 months, is significant and Decreasing
	Does not trend with Peers
	No data has been recorded for this measure for at least 12 months

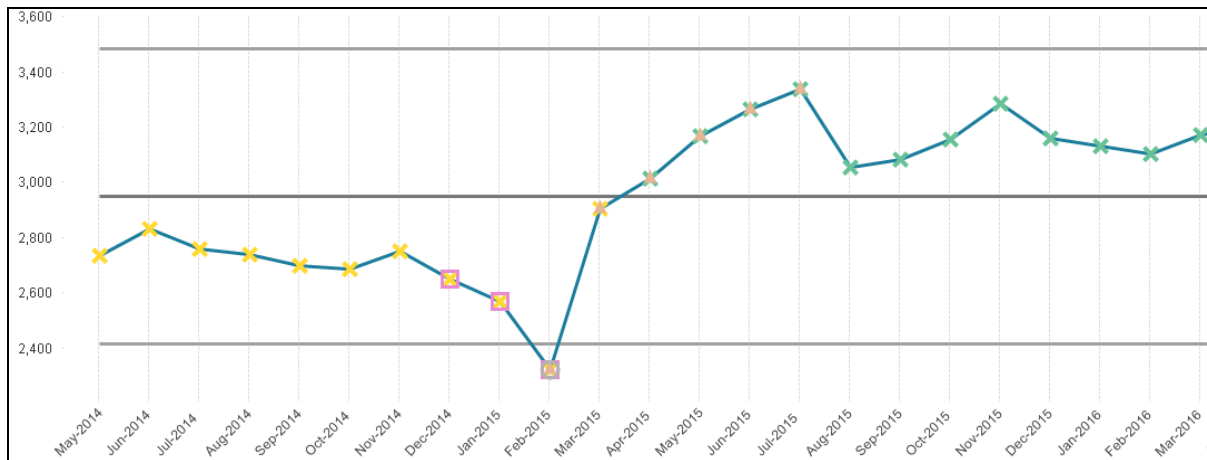
Priority 2: Protect the most vulnerable in society		
Measure	Data	Infographic
Assessment to be provided within the report drawing upon a range of Management Information indicators		

Priority 4: Secure high quality, efficient and trusted services			
Measure	Data	Infographic	Context
Public Confidence	84%		Stable and high
Wiltshire Police deal with things that matter to the community	74%		Stable since Autumn 2012
Wiltshire Police can be relied upon to be there when needed	66%		Significant decreasing trend
Wiltshire Police treat me with respect	90%		High and stable since Autumn 2012
OCD compliance rate			See report for details
Response rate	82%		Reducing trend due to taking longer to priority incidents.
999 calls answered within 10 seconds	94%		Consistently high since November 2014
% of 101 calls answered within 30 seconds	98%		Stable and high
Quality of files	NA		In development following Transforming Summary Justice changes
Volume of complaints	213		Stable trend
% of complaints recorded within 10 days	95%		Significantly improved
% of complaint appeals upheld	33%		3 appeals completed with 1 upheld

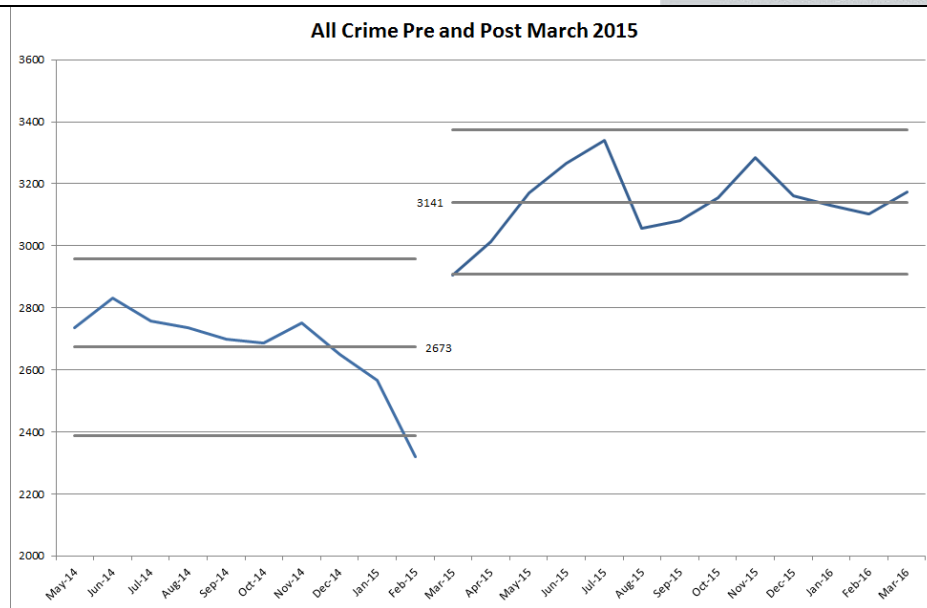
1. Prevent crime and anti-social behaviour



1. 9,452 crimes were recorded during quarter four. The control chart below shows that the monthly volume for the past 12 months has consistently been above the average of the last 24 months.



All crime up to March 2016 – control chart



All crime monthly average comparison

2. Between March 2015 and March 2016, the average monthly recorded crime volume was 3141. This is higher than the previous average of 2673 and clearly shows that a process change has occurred around March 2015.
3. The previous quarter three performance report highlighted that this coincides with a drive towards recording crime within 24 hours (previously within 72 hours) and also the commitment to ethically and accurately record crime.
4. In the 12 months to March 2016, 38,066 crimes were recorded. This represents an increase of 19.2 per cent on the previous 12 months.
5. Nationally, there continues to be an increase in recorded crime, with the latest Crime Survey of England and Wales (CSEW)¹ citing a seven per cent increase in police recorded crime in the 12 months to December 2015.
6. This contradicts the CSEW estimation that there has been a seven per cent decrease in the number of incidents of crime during the same period.
7. This closing of the gap between recorded crime and estimated incidents of crime is

1

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingdecember2015>

perceived nationally as a good indicator of police forces improving their recording practices.

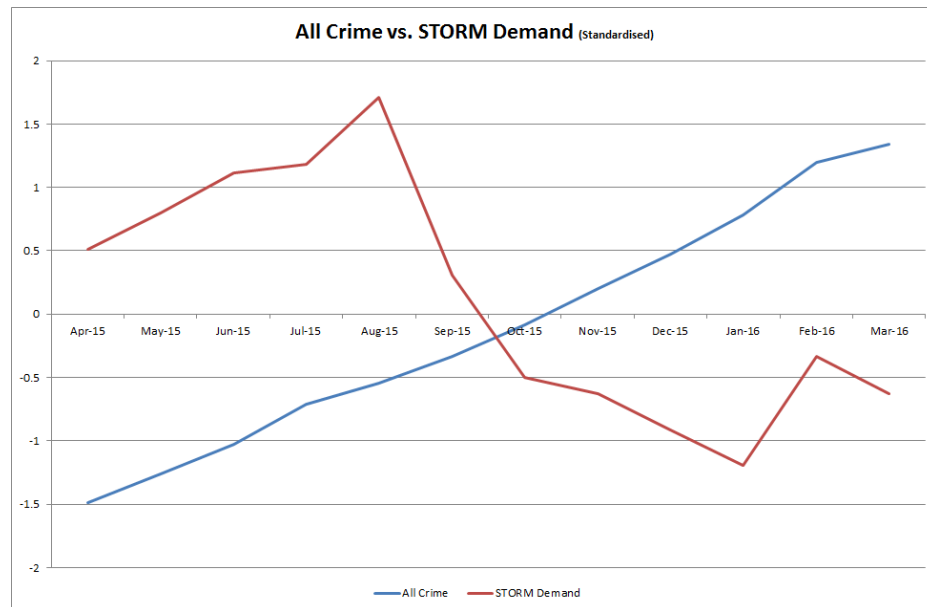
8. Significant time has been spent analysing the increasing crime trend in Wiltshire to ensure the causes are understood and that we do not become complacent.
9. One of the methods used to understand whether the increase is driven by recording practices or actual incidents of crime is to compare recorded crime with the volume of demand coming into the Force from the public.
10. This demand is captured in our command and control system STORM. The demand within this system represents crimes and incidents reported to Wiltshire Police via various methods such as 999, 101 or direct from partner agencies.
11. The control chart below shows that overall demand in terms of reported incidents has been consistently below the expected average for seven consecutive months.



Monthly STORM demand

12. This high level view of incoming demand does not take into account the complexity of the demand, the changing nature of crime or the amount of demand it places on the system to deal with safeguarding and partnership responsibilities.
13. To compare the trends of recorded crime and STORM demand, both datasets have been standardised. This is a process of bringing both data sets on to a single scale.

This has been applied to the rolling 12 months of both data sets to show how the two trends compare.



All crime vs. STORM demand rolling 12 Months - standardised

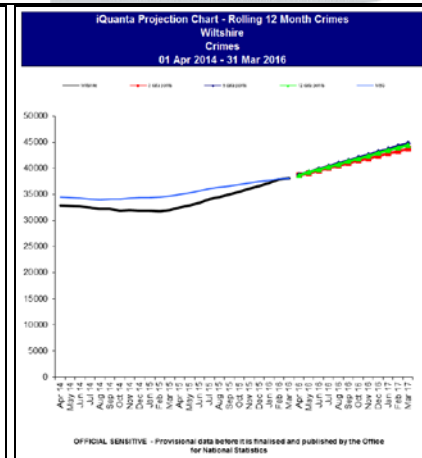
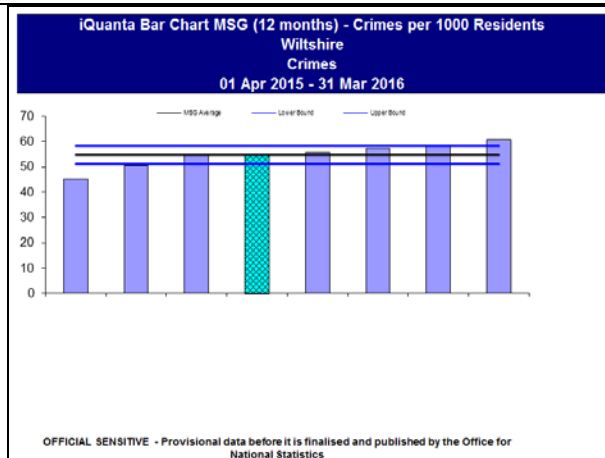
14. What is clear from the chart above is that at a high level, demand is reducing but the volume which is recorded as a crime is increasing. This initially supports the statement that the 19.2 per cent increase in recorded crime is primarily driven by improved crime recording practices.

15. The table below provides regional and peer group context.

Areas	Earlier Period Apr-14 to Mar-15	Later Period Apr-15 to Mar-16	Change	
			Numeric	Percentage
England & Wales	3,534,700	3,845,252	+ 310,552	+ 8.8%
South West Region	275,425	303,377	+ 27,952	+ 10.1%
	97,989	116,783	+ 18,794	+ 19.2%
	80,163	77,074	- 3,089	- 3.9%
	36,082	41,540	+ 5,458	+ 15.1%
	29,247	29,914	+ 667	+ 2.3%
Wiltshire	31,944	38,066	+ 6,122	+ 19.2%
Most Similar Group	371,996	402,689	+ 30,693	+ 8.3%
Wiltshire	31,944	38,066	+ 6,122	+ 19.2%
	80,163	77,074	- 3,089	- 3.9%
	27,294	31,562	+ 4,268	+ 15.6%
	38,000	44,723	+ 6,723	+ 17.7%
	36,428	38,564	+ 2,136	+ 5.9%
	60,763	72,637	+ 11,874	+ 19.5%
	44,175	47,732	+ 3,557	+ 8.1%
	53,229	52,331	- 898	- 1.7%
Number of forces in England & Wales with an increase in this category			39	

All crime regional and peer group comparison

16. Wiltshire's 19.2 per cent is the fifth highest percentage increase in the country.
17. Thirty nine forces are increasing crime at a variable rate, but what is consistent is the drive to improve crime recording processes. Whilst Wiltshire has the fifth highest percentage change, there is a good level of confidence and understanding that the increase is reflective of improved crime recording in Wiltshire.
18. Despite the increases, Wiltshire's crime rate per 1,000 population remains in line with peers.



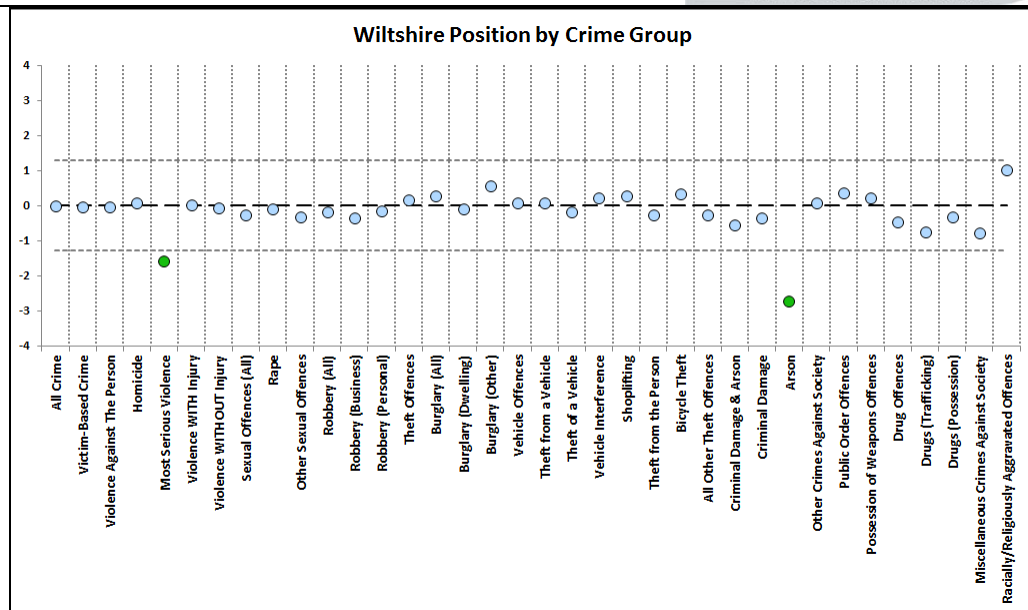
All crime up to March 2016 – most similar group (MSG) position and trend

19. A basic look at the crime group volumes can be seen below.

Crime Category	2015-16	2014-15	Change	Percentage	Context
All crime	38,066	31,944	+ 6,122	+ 19.2%	
Violence without injury	6,095	3,476	+ 2,619	+ 75.3%	Included within the report
Criminal damage & arson	5,574	5,455	+ 119	+ 2.2%	Stable and lower than peers
Violence with injury	4,819	4,176	+ 643	+ 15.4%	Q1 exception, stable and within normal levels for remainder of the year
All other theft offences	4,224	4,426	- 202	- 4.6%	Significant decreasing trend
Shoplifting	3,696	3,160	+ 536	+ 17.0%	Q1 exception, stable and within normal levels for remainder of the year
Vehicle offences	2,670	2,348	+ 322	+ 13.7%	Q2 spike and exceptionally low 2014-15
Non dwelling burglary	2,462	2,462	=	=	No exceptions
Public order offences	2,359	921	+ 1,438	+ 156.1%	Included within the report
Burglary (Dwelling)	1,318	1,154	+ 164	+ 14.2%	November spike
Drug offences	1,300	1,400	- 100	- 7.1%	No exceptions
Sexual offences	1,268	1,111	+ 157	+ 14.1%	2015-16 stable monthly volume at new normal level
Bicycle theft	867	779	+ 88	+ 11.3%	High volume September and October, low volume in Q4
Racially/religiously aggravated offences	362	252	+ 110	+ 43.7%	Driven by increases in recorded assault without injury, harassment and public order
Theft from the person	327	298	+ 29	+ 9.7%	Exceptionally low Q1 and Q2 with spikes in November and March
Possession of weapons offences	249	163	+ 86	+ 52.8%	Included within the report
Robbery	201	166	+ 35	+ 21.1%	Low volumes within normal levels
Most serious violence	117	139	- 22	- 15.8%	Significantly lower than peers
Homicide	5	4	+ 1	+ 25.0%	No trend

2015-16 crime group volume comparison to 2014-15 including context

20. Wiltshire remains in line with national averages across the majority of crime types as shown in the chart below. The chart shows how many standard deviations Wiltshire's crime rate per 1,000 population is from the national average.



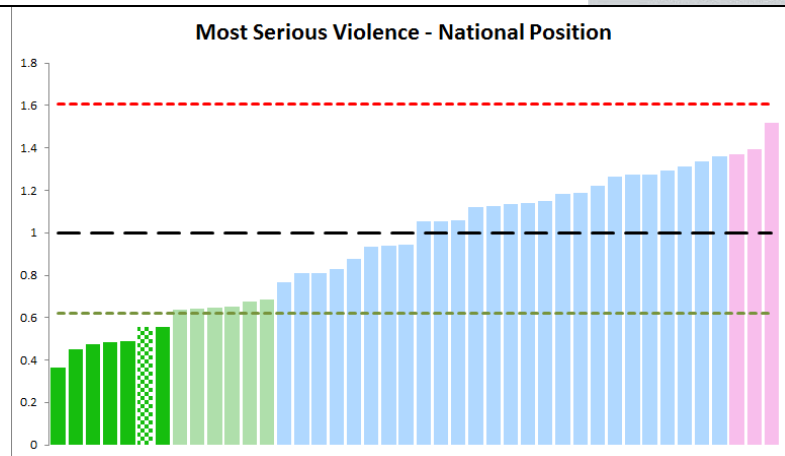
Crime group national position – Z score chart

21. Wiltshire has an exceptionally low volume of “most serious violence” which includes all the crime classifications shown in the table below.

Code	Description
0010	Murder
0020	Attempted Murder
0041	Manslaughter
0042	Infanticide
0043	Intentional Destruction of a Viable Unborn Child
0044	Causing Death by Dangerous Driving
0046	Causing Death by Careless Driving (under influence of drink or drugs)
0048	Causing Death by Careless or Inconsiderate Driving
005D	Assault with Intent to Cause Serious Harm
0371	Causing Death by Aggravated Vehicle Taking

Most serious violence Home Office classification codes

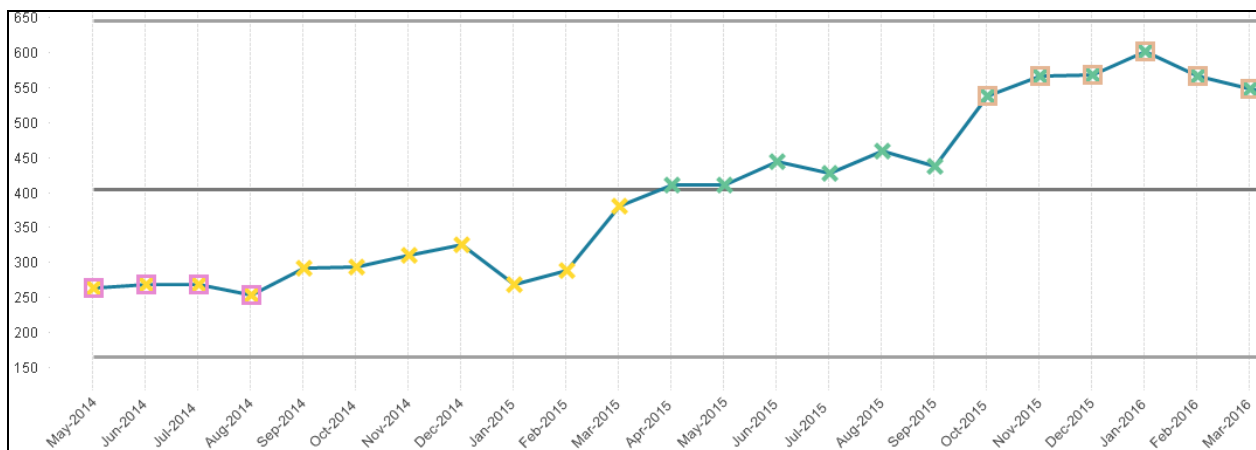
22. Wiltshire has the sixth lowest most serious violence crime rate in the country as shown in the chart below.



Most serious violence national position

23. While Wiltshire remains in line with the national average for the majority of crime groups, exceptions during quarter four have been identified and they predominantly relate to crime groups affected by improved recording practices: violence without injury and public order offences.

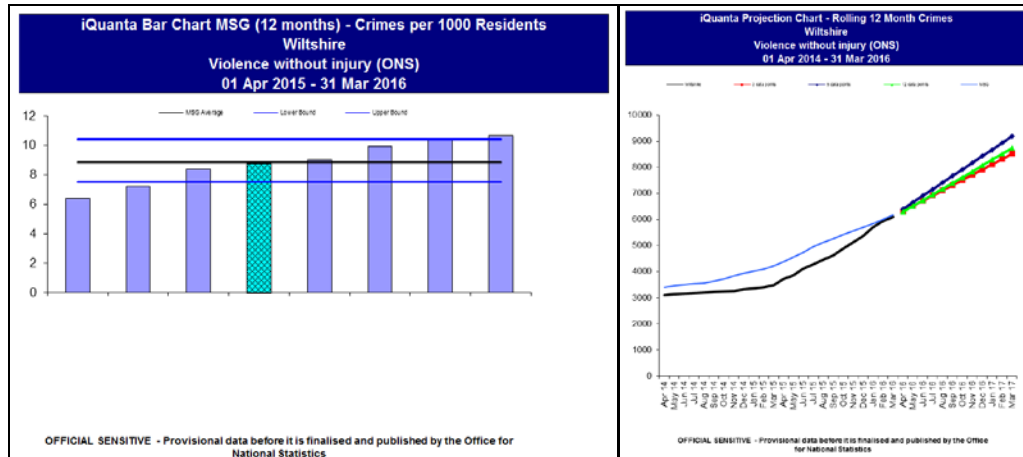
24. Violence without injury consists of offences such as common assault, harassment and threats to kill. Wiltshire recorded 6,095 violence without injury crimes in the 12 months to March 2016 which represents a 75 per cent increase compared to the previous year.



Violence without injury control chart

25. This increase of 2,619 recorded crimes is primarily driven by the recording of low level common assaults and accounts for just under half of Wiltshire's 19.2 per cent

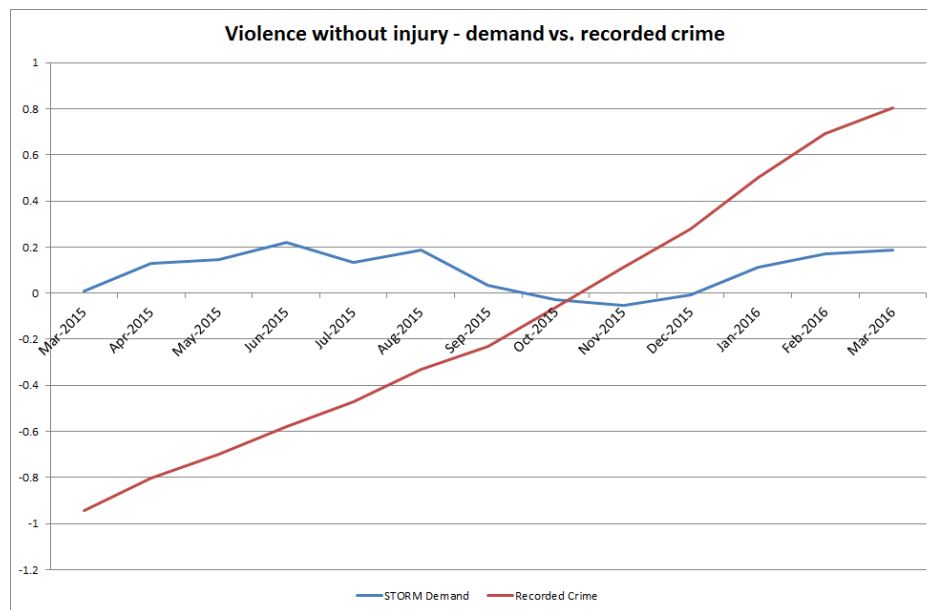
increase in overall crime.



Violence without injury up to March 2016 – most similar group (MSG) position and trend

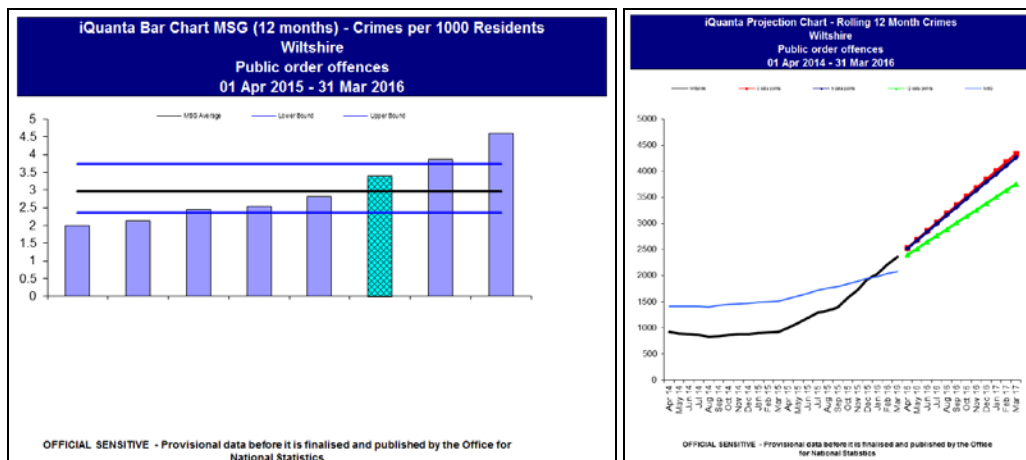
26. Despite a 75 per cent increase, Wiltshire remains in line with peer average and in recent months the Force is consistently tracking in line with the peer group trend.

27. The chart below looks at whether the increase in recorded crime is being driven by recording practices or actual incidences of violence.



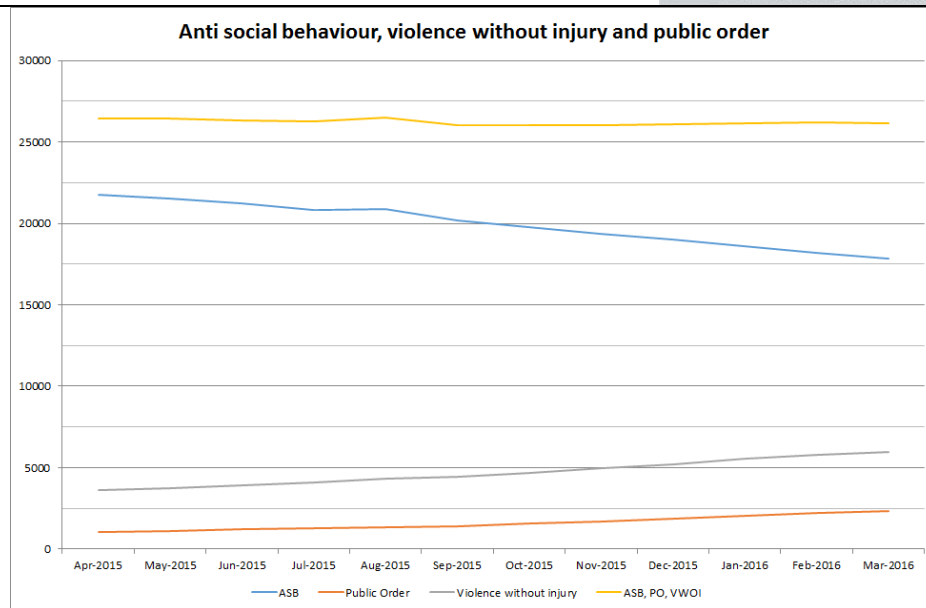
Violence without injury demand vs. recorded crime - standardised

28. STORM demand relating to violence without injury remains stable and totalled 21,609 for the 12 months to end of March 2016. The volume of recorded violence without injury crimes has significantly increased.
29. It is believed that what the Force was once recording as anti-social behaviour (ASB) is now being more accurately identified as a crime. As well as low level common assaults, this affects the recording of public order offences.
30. Wiltshire recorded 2,359 public order offences in the 12 months to March 2016. This represents a 1,565 increase on the previous year. These additional 1,438 crimes represent 24 per cent of the 19.2 per cent increase in overall crime.



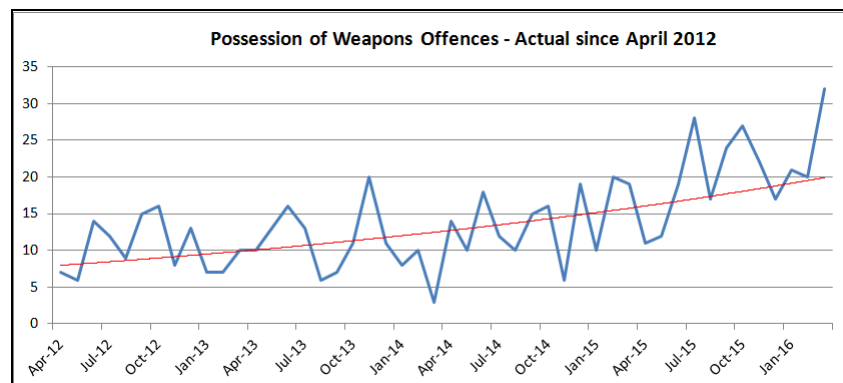
Public order up to March 2016 – most similar group (MSG) position and trend

31. The rate of recorded public order offences is increasing at a greater rate than the peer average.
32. The chart below puts the increase in violence without injury and public order offences in context to the reducing ASB trend.



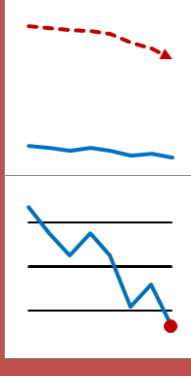
Rolling 12 month comparison – ASB, violence without injury and public order

- 33. The rolling 12 months ASB volume has decreased by 18 per cent since the start of the 2015-16 financial year (a reduction of 3,959 incidents).
- 34. This significant reduction correlates with the significant increases in low level violence and public order. When the volumes of ASB, violence without injury and public order are combined, the overall volume has still marginally reduced by one per cent (306 fewer crimes and incidents).
- 35. There appears to be an emerging trend in the volume of possession of weapons. Whilst volumes are very low, an intelligence problem profile has been completed in order to understand the threat, harm and risk presented by the increase.

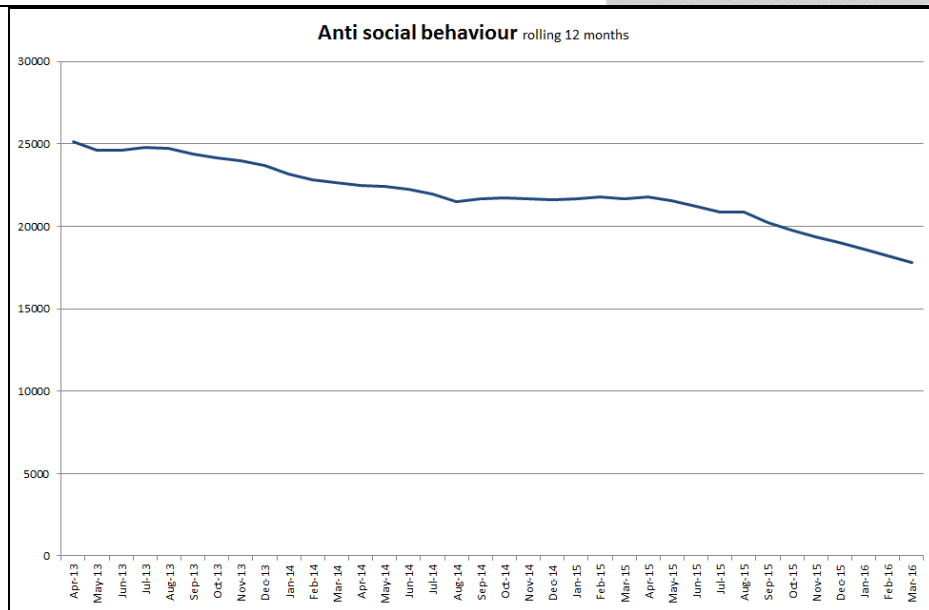


Possession of weapons trend

36. The problem profile looked at a number of factors such as known offenders, their demography and offending locations.
37. The Force already holds youth engagement sessions and is supported by a volunteer who provides firearms and knife education. Schools across Wiltshire have also begun to incorporate the consequences of knife crime within their lesson plans.
38. As a result of this problem profile analysis, the Force will look to participate in an upcoming national operation as part of a co-ordinated attempt to tackle the rise in knife crime.

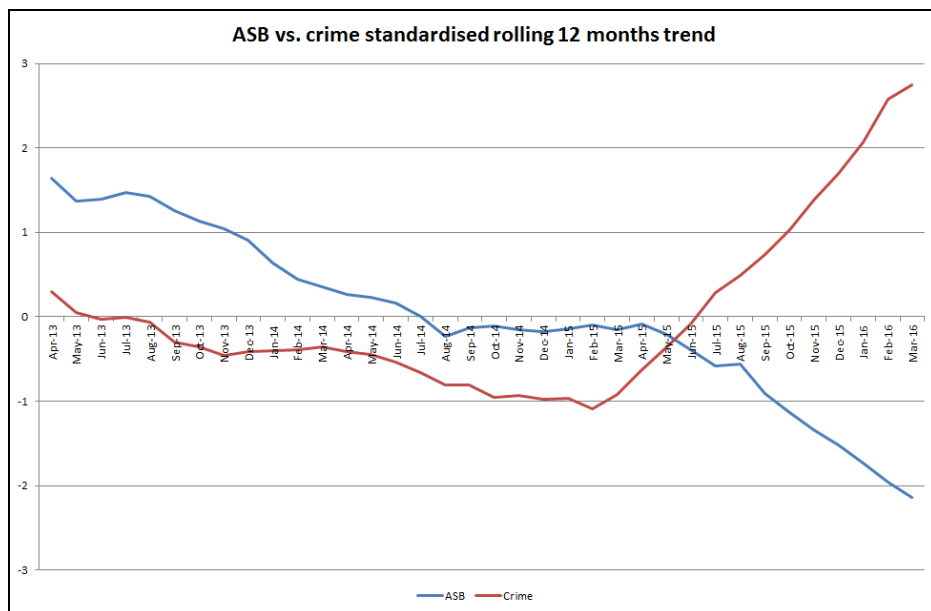
ASB Volume	Q1. 5,250 incidents	Q2 5,491 incidents	Q3 3,718 incidents	Q4 3,358 incidents	
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39. The volume of ASB continues to reduce. There were 3,358 incidents reported during quarter four.
40. There were a total of 17,817 incidents reported during 2015-16 which equates to an 18 per cent reduction on the 21,662 incidents recorded during 2014-15.



ASB up to March 2016 – rolling 12 months

41. The significant decreasing ASB trend correlates with the significant increasing trend in crime as shown in the chart below.



ASB versus crime – standardised rolling 12 months trend comparison

42. The chart above further demonstrates the link between recording anti-social behaviour and crime more accurately.

43. Peer information is not available for ASB and so drawing comparisons against forces of a similar size and demography is not possible.

Crime recording compliance rate	93 per cent as of March 2016	
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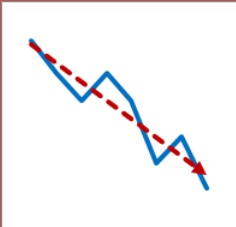
44. The Force conducts a monthly audit into the recording of crime and incidents to ensure they are compliant with the Home Office counting rules (HOCR) and national crime recording standards (NCRS).



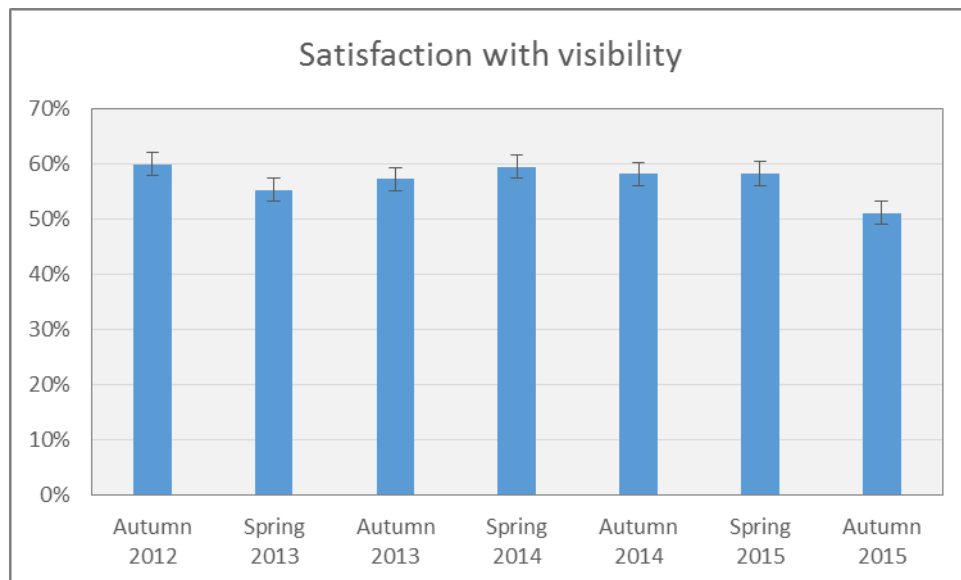
NCRS/HOCR compliance rate up to March 2016

45. There has been an increasing trend since the start of the financial year. The compliance rate has been consistently over 90 per cent since November 2015.

46. Whilst the Force is seeking to continually improve on recent results, the improvements are seen as a result of training for crime recording staff, increased priority and supervisory review and the progression of a local crime recording action plan.

Satisfaction with visibility	51 per cent (±2.1 per cent; Wave 13 Autumn / Winter 2015)	
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47. This information comes from the public opinion survey which I commission twice a year.
48. There has not been another wave of the survey since the quarter three performance report and therefore there is no additional information to report.



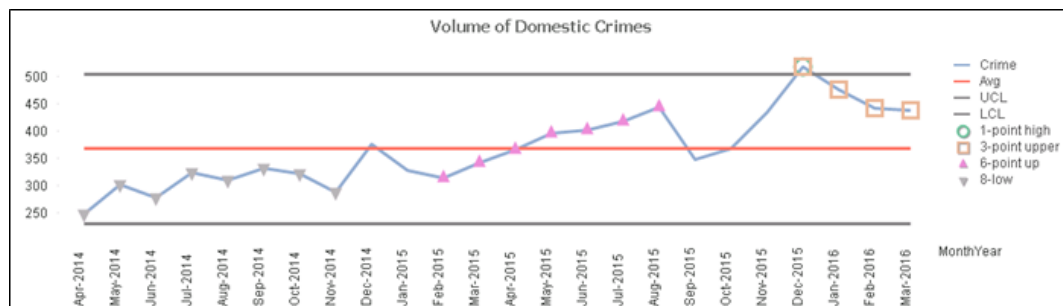
Satisfaction with visibility up to Autumn / Winter 2015

49. My office are engaged with the Force's public service and quality board. This is where we review our approach to engagement with the public and are developing our approach to social media and technology as well as more traditional ways of being visible.

Protect the most vulnerable in society

Management Information

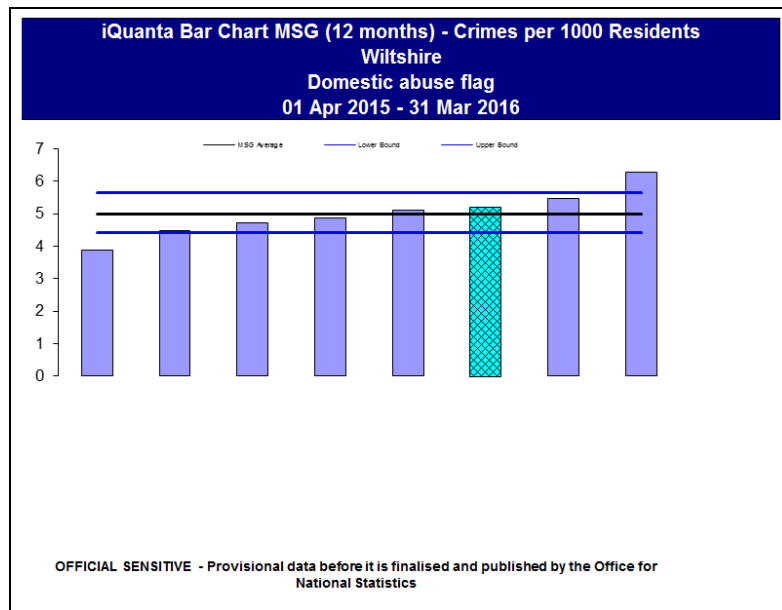
50. It is acknowledged that the nature of vulnerability is wide ranging.
51. There are a number of measures which are used to understand how effective the Force is at protecting the most vulnerable in society.
52. These measures are analysed and reported on at the Public Protection Department (PPD) monthly performance meeting and the Vulnerability Development Board (VDB).
53. The VDB is a board chaired by an assistant chief constable (ACC) and exists to provide the appropriate governance arrangements and oversight into 19 strands of vulnerability.
54. One of the key exceptions identified has been the 35 per cent increase in the volume of recorded domestic abuse.



Domestic abuse control chart

55. The control chart above shows the steady increase in monthly volume from February 2015. These figures relate to all crimes of a domestic dispute nature in line with NCRS but are mainly related to VAP (ABH, common assault and harassment).
56. Analysis was conducted into this increasing trend in a manner somewhat similar to the VAP increasing trend, in that demand for service and recorded crime were compared.
57. Calls for service relating to domestic disputes have not increased whereas the volume of recorded domestic abuse crime has increased.

58. Recorded domestic abuse peer information is now available through iQuanta. The data does come with a caveat that accurate figures are dependent on the accuracy of individual forces' flagging processes.



Crimes with a domestic abuse flag up to March 2016

59. The chart shows that the volume of recorded crime with a domestic abuse flag in the 12 months to March 2016 is in line with peer average.

Put victims and witnesses at the heart of everything we do

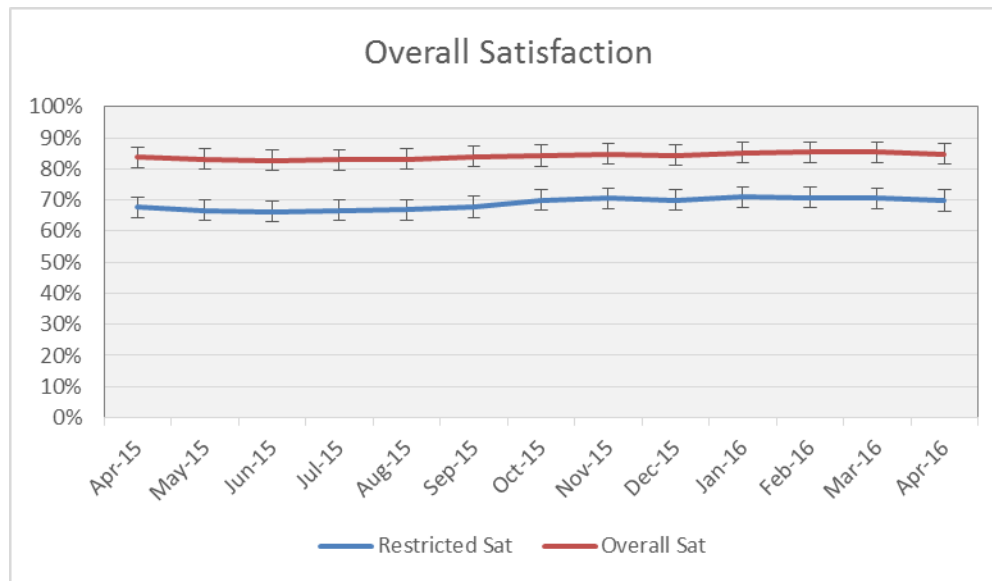
Victim satisfaction	85 per cent (12 months to April 2016)	
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60. I commission a survey of victims of crime (based on Home Office criteria) each month to check on the quality of service that is being provided. This is done on a rolling 12-month basis to ensure that the sample size is significant.

61. 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

62. Wiltshire satisfaction levels remain stable, for both the overall satisfaction level and satisfaction using the ‘restricted methodology’ (those who respond ‘very satisfied’ and ‘completely satisfied’). This can be seen in the graph and table below.

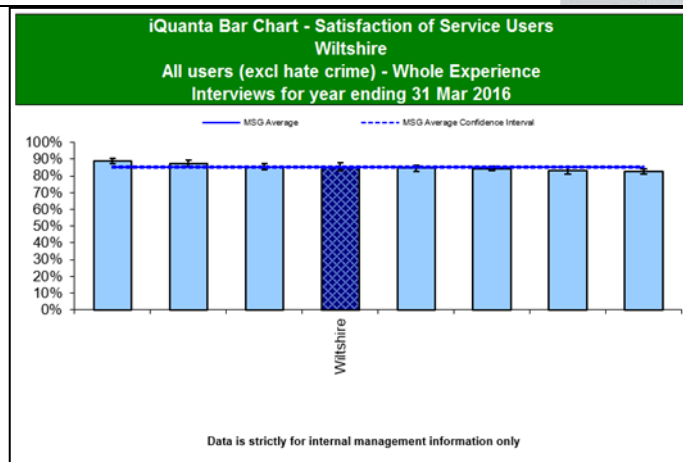


Victim satisfaction rolling 12 month trend – overall and restricted methodology

Year Ending	Restricted Satisfaction		Overall Satisfaction	
	Apr-15	Apr-16	Apr-15	Apr-16
Satisfaction	67.7%	69.8%	83.9%	84.8%
Confidence Interval	3.1%	3.1%	2.4%	2.4%
Range High	70.8%	72.9%	86.2%	87.2%
Range Low	64.6%	66.7%	81.5%	82.4%
Annual Change	2.1%		0.9%	
Comparison	No significant change		No significant change	

Victim satisfaction change comparison – overall and restricted methodology

63. Wiltshire remains in a good place with victim satisfaction, in line with the average of similar forces for the most recently available data (to March 2016).



Overall satisfaction rate within the similar force group

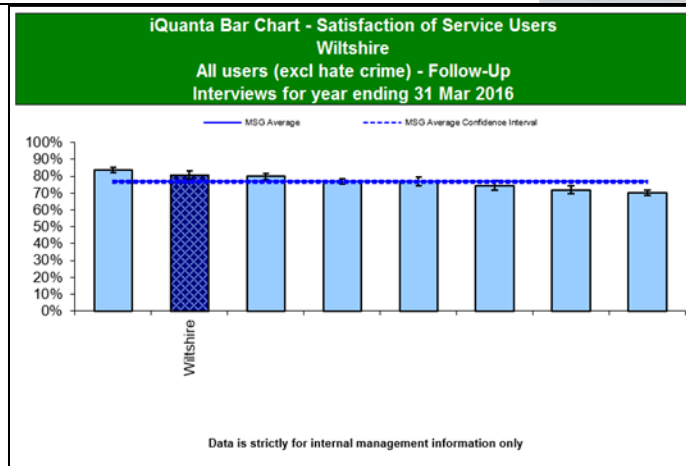
64. The survey is broken down into four sub-groups:

- i. Violent crime
- ii. Vehicle crime
- iii. Burglary
- iv. Hate incidents

65. The most recently available data for the most similar force groups and the national picture (to March 2016) places Wiltshire in line with peers for overall satisfaction as well as in the four sub groups surveyed.

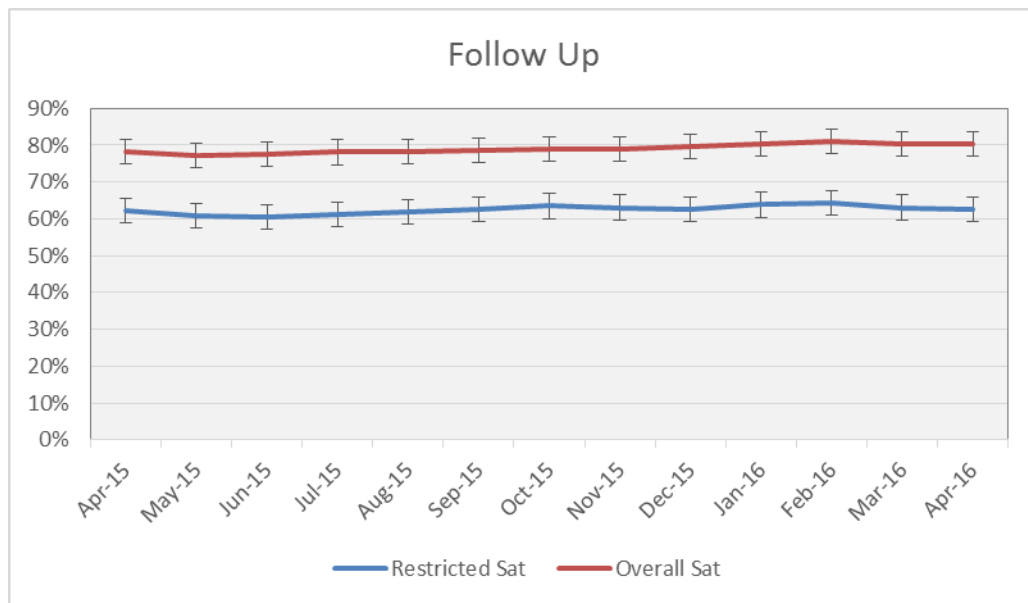
Satisfaction with being kept informed	80 per cent (12 months to April 2016)		
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66. With regard to being kept up to date with developments, within its group of similar forces, Wiltshire is above average and remains on the bounds of significantly above its peers. Nationally, Wiltshire is rated seventh out of 43 forces for the same measure (to March 2016). This area can be a significant driver for overall satisfaction and it is therefore important that this measure is monitored.



Satisfaction with being kept informed within the similar force group

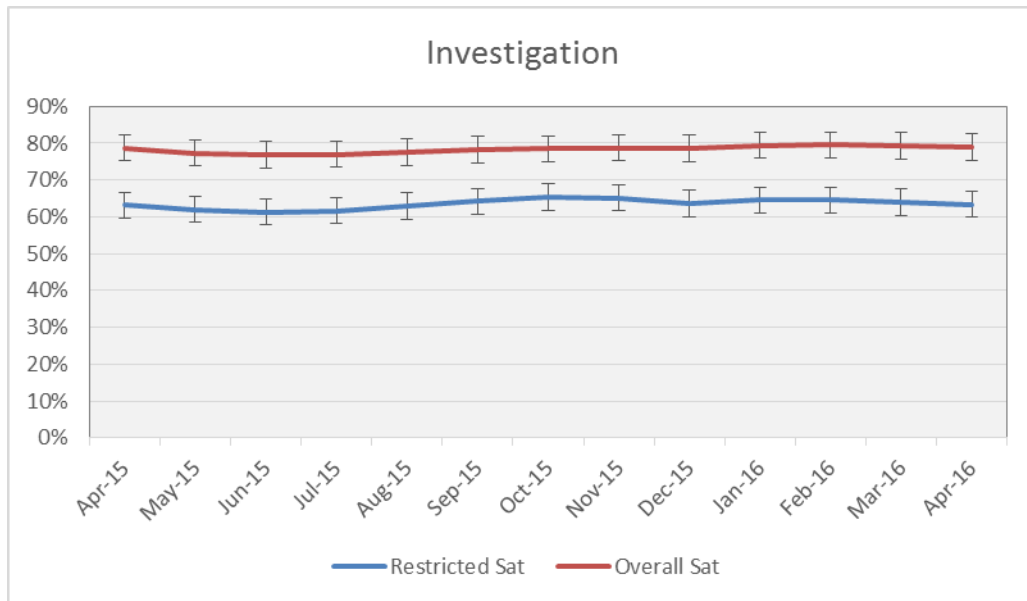
67. The trend at the moment is a stable one for both the overall satisfaction level and restricted method (only those completely and very satisfied).



Satisfaction with being kept informed

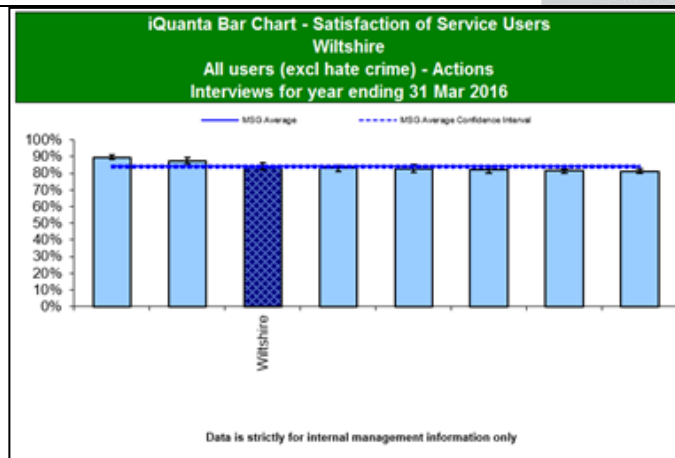
Satisfaction with investigation	79 per cent (12 months to April 2016)		
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68. Satisfaction with investigation is not a question which has a comparison against similar forces, as it is not a question mandated by the Home Office. The chart below shows how the results have changed over time, showing a stable picture with no significant change.



Satisfaction with investigation

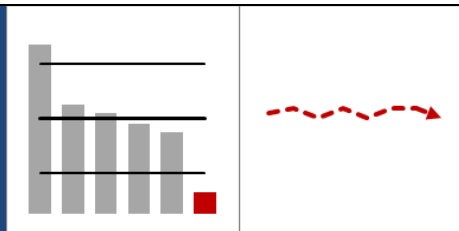
69. The broader theme of 'actions taken' is assessed by the Home Office. Results for this question places the Force in line with peers for data available to March 16.



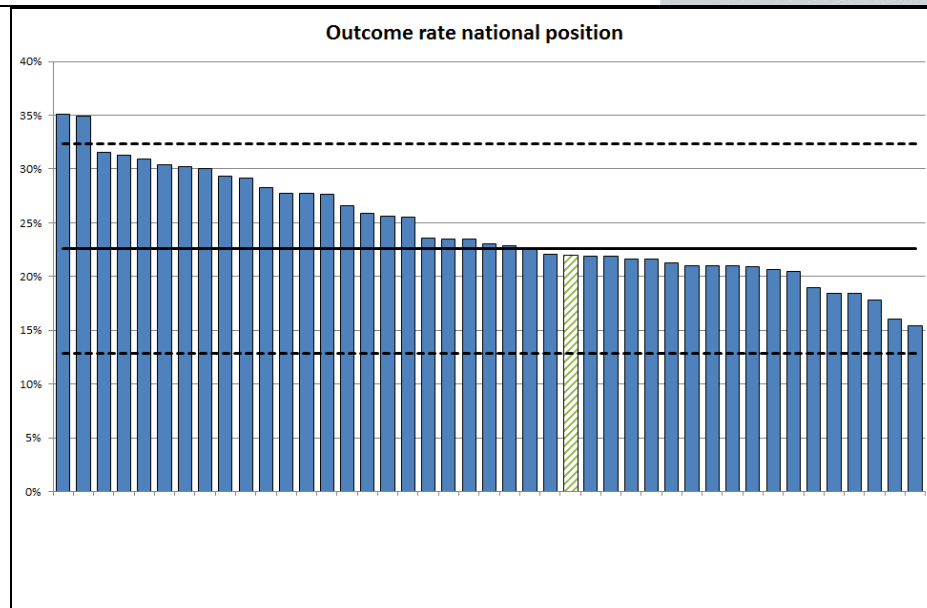
Overall satisfaction with actions taken within the similar force group

Outcome rate

22.1 per cent
(12 months to
March 2016)



70. The outcome rate for the 12 months to March 2016 was 22.1 per cent. This is in line with the regional rate of 21.2 per cent and national rate of 22.9 per cent.



Wiltshire Police outcome rate national position

AREAS	Recorded Crimes	Outcomes in Selected Type	Outcome Ratio
England & Wales	3,845,252	878,711	22.9%
South West Region	303,377	64,454	21.2%
	116,783	18,412	15.8%
	77,074	21,474	27.9%
	41,540	9,846	23.7%
	29,914	6,310	21.1%
Wiltshire	38,066	8,412	22.1%
Most Similar Group (Average of Component Forces)	402,689	8,412	26.6%
Wiltshire	38,066	8,412	22.1%
	77,074	21,474	27.9%
	31,562	6,504	20.6%
	44,723	11,523	25.8%
	38,564	11,871	30.8%
	72,637	17,103	23.5%
	47,732	14,693	30.8%
	52,331	16,593	31.7%

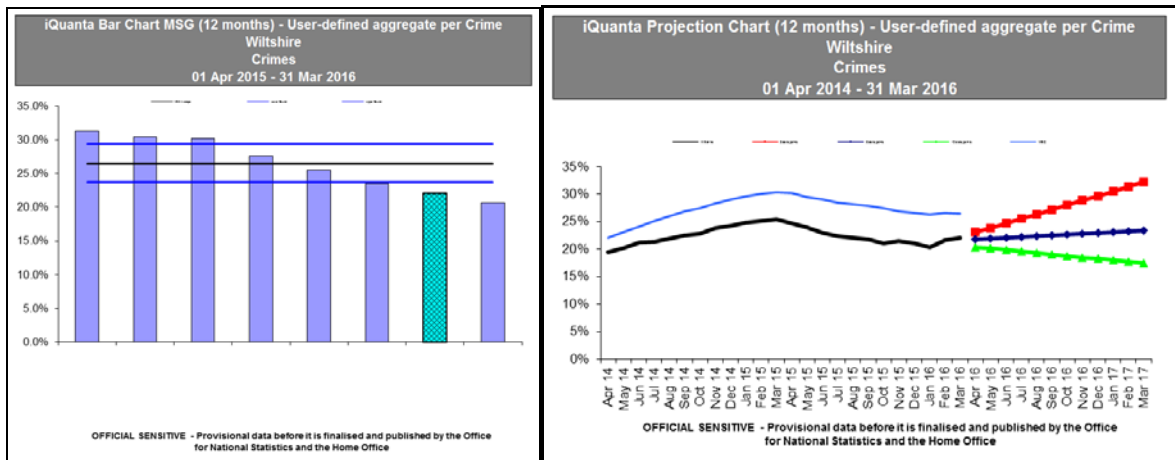
Wiltshire outcome rate compared to the most similar group and south west region

71. The quarter three report identified a backlog with the volume of outcomes held in the system waiting to be filed for submission to the Home Office.

72. The Force put in place an action plan to remove the backlog and this was

successfully cleared before the end of March 2016. This meant the outcome rate increased from 20 per cent to 22 per cent.

73. Removing the backlog has helped close the gap between Wiltshire and the peer group average as shown on the trend chart below. However, the peer group average continues to be skewed by three forces with an exceptionally high rate.



Wiltshire Police outcome rate peer group position trend

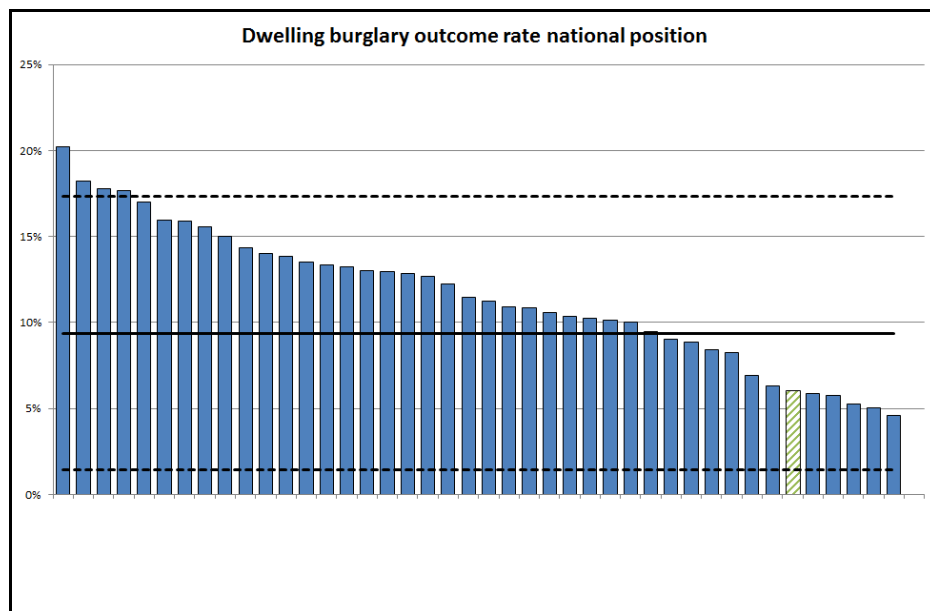
74. Wiltshire is a significant outlier with regards to its dwelling burglary outcome rate. In the 12 months to March 2016, the outcome rate was 6.1 per cent which equates to 80 in 1,318 crimes.

75. This is significantly lower than the peer average of 13.8 per cent and lower than the national rate of 9.5 per cent.

AREAS	Recorded Crimes	Outcomes in Selected Type	Outcome Ratio
England & Wales	193,827	18,438	9.5%
South West Region	11,892	1,136	9.6%
	4,607	275	6.0%
	2,370	425	17.9%
	1,585	217	13.7%
	2,012	139	6.9%
Wiltshire	1,318	80	6.1%
Most Similar Group (Average of Component Forces)	14,468		13.8%
Wiltshire	1,318	80	6.1%
	2,370	425	17.9%
	1,549	159	10.3%
	1,431	188	13.1%
	1,342	218	16.2%
	2,916	419	14.4%
	1,504	212	14.1%
	2,038	372	18.3%

Dwelling burglary outcome rate compared to the most similar group and south west region

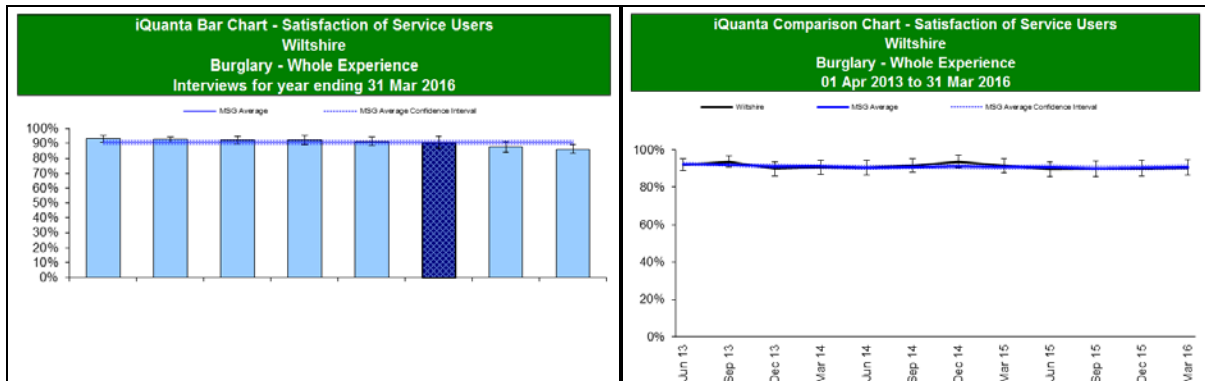
76. Wiltshire remains in the lowest quartile nationally. However, three of the eight lowest forces are within the south west region.



Wiltshire Police dwelling burglary outcome rate national position

77. The Force is required by the home office to survey victims of burglary. The chart below shows that 90.4 per cent (± 4.1) of victims of burglary are satisfied with the

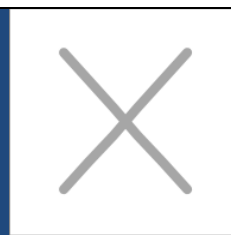
service they receive from Wiltshire Police. This figure is consistent and is in line with peer average.



Wiltshire Police dwelling burglary victim satisfaction rate – peer position and trend


- 78. The Force has realigned superintendent portfolios to provide a single professional lead for outcomes. The lead is a detective superintendent `head of crime` and part of their responsibility is the quality and improvement of the Force's investigative capability.
- 79. The head of crime is leading a review and improvement planning with the support of the operational hub commanders and was due to report back to the senior command team in May.

End to end time

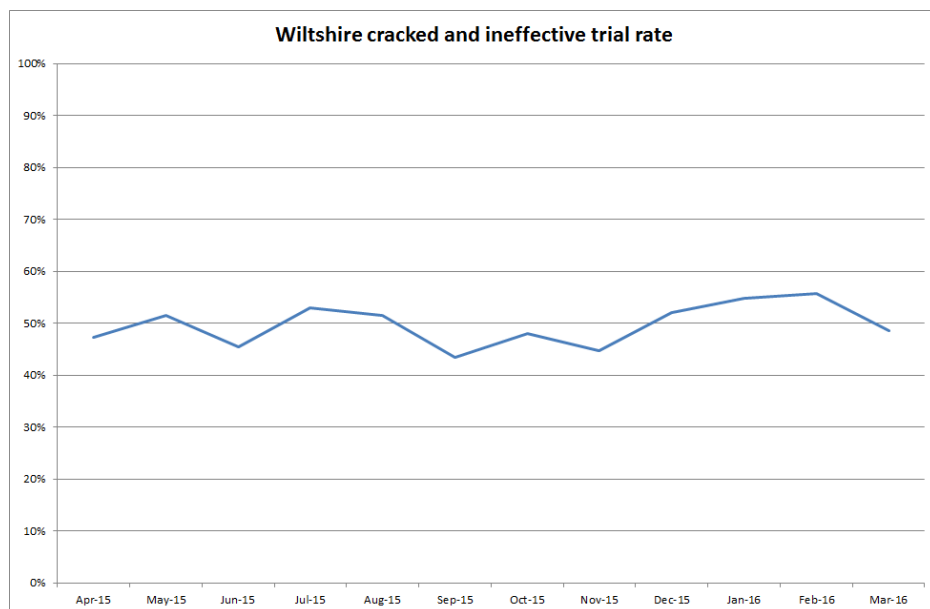


- 80. This is a measure in development through the community policing pilot, which is driven by the systems thinking philosophy. The operating model is designed to remove bureaucracy from the system and improve efficiency.
- 81. The measure assesses how long on average it takes a case to go through the system and can be broken down to particular pinch points within the process where we expect there to be improvements as a result of the new model.

- 82. A second evaluation of the pilot has been completed by the business improvement team.
- 83. The findings of this evaluation have been presented to the senior leadership of the Force and the Office of Police and Crime Commissioner at the commissioners monitoring board (CMB).

Cracked and ineffective trials	Q1 43 per cent	Q2 49 per cent	Q3 48 per cent	Q4 53 per cent	
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- 84. A total of 291 trials were listed during the fourth quarter 2015-16 of which 154 (53 per cent) were cracked or ineffective.

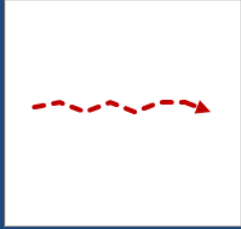


Wiltshire cracked and ineffective trial rate 2015-16

- 85. It is useful for me to be able to monitor this high level measure as it enables me to work with Wiltshire Criminal Justice Board partners to ensure we all play our part in

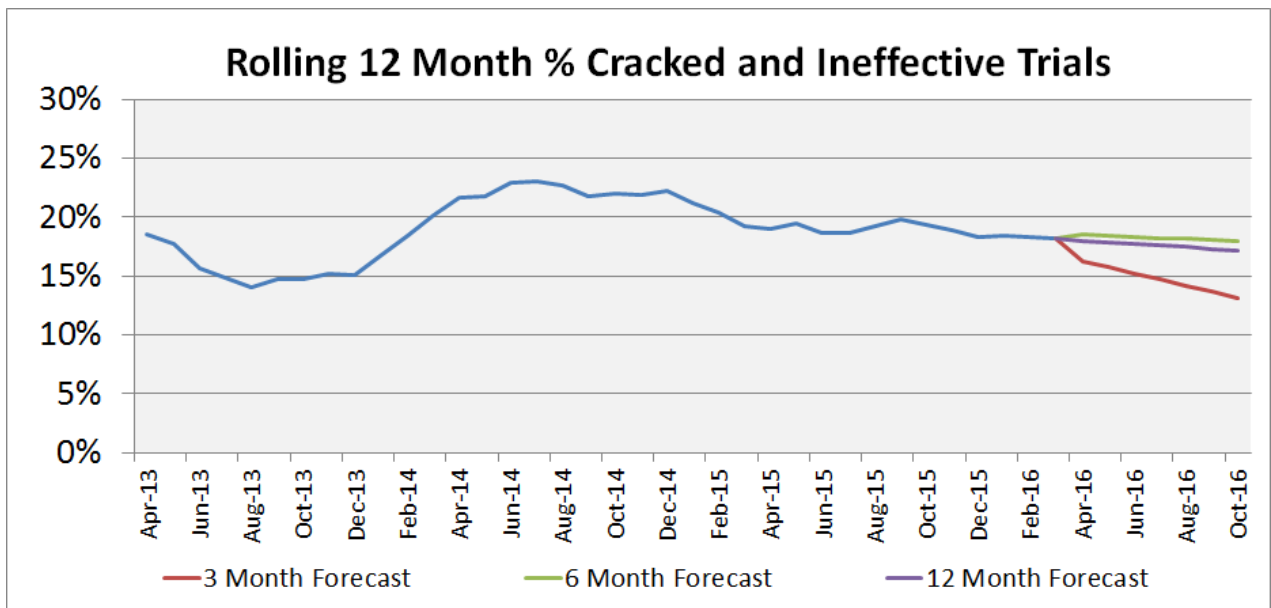
providing a good service to the victims and witnesses within Wiltshire.

86. The high level cracked and ineffective trial rate remains stable.

Cracked and ineffective trials due to prosecution	Q1	Q2	Q3	Q4	
	18 per cent	19 per cent	15 per cent	17 per cent	

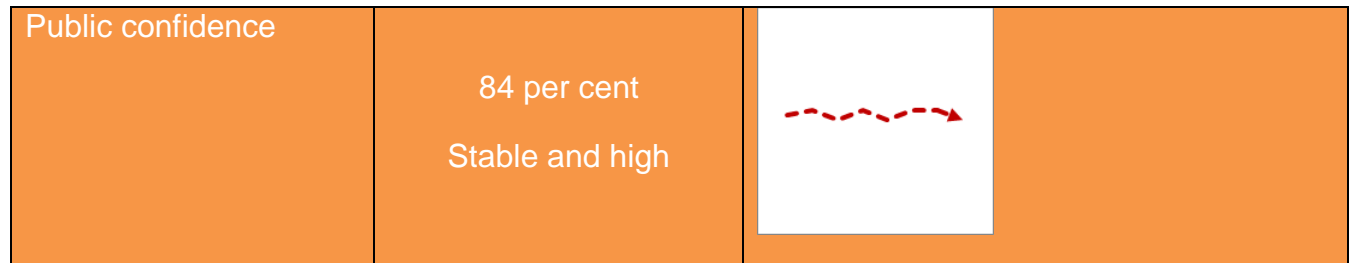
87. There were 50 trials cracked and ineffective due to prosecution within the fourth quarter which equates to 17 per cent of the total trials listed (291).

88. Wiltshire continues to perform in line with expectation and the projection suggests the trend will remain stable and potentially reduce further.



Percentage of trials cracked & ineffective due to prosecution – rolling 12 months

4. Secure, high quality, efficient and trusted services

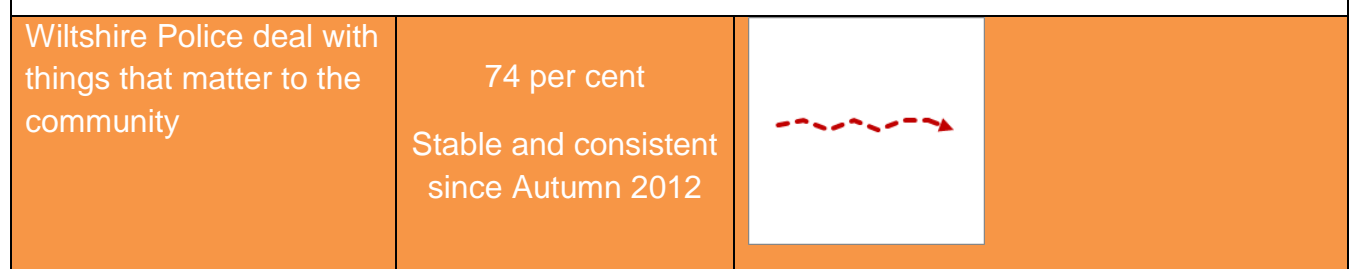


90. Public confidence in policing is the headline measure from my public opinion survey which I commission twice a year.

91. There has not been another wave of the survey since the quarter three performance report and therefore there is no additional information to report.

Number Surveyed	2067	2341	2112	2167	2149	2114	2117	
Confidence Interval	±2.2%	±2.0%	±2.1%	±2.1%	±2.1%	±2.1%	±2.1%	
Measure	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Average
<i>Feel safe during the day</i>	92%	94%	95%	95%	95%	95%	94%	94%
<i>Feel safe after dark</i>	62%	60%	59%	60%	56%	58%	58%	59%
<i>Satisfaction with visibility</i>	60%	55%	57%	59%	58%	58%	51%	57%
<i>Deal with the things that matter to the community</i>	78%	77%	79%	77%	77%	76%	74%	77%
<i>Relied on to be there when you need them</i>	73%	72%	71%	71%	69%	69%	66%	70%
<i>Overall confidence in the police in this area</i>	85%	85%	84%	84%	83%	84%	83%	84%
<i>Teenagers hanging around</i>	16%	16%	19%	16%	18%	16%	13%	16%

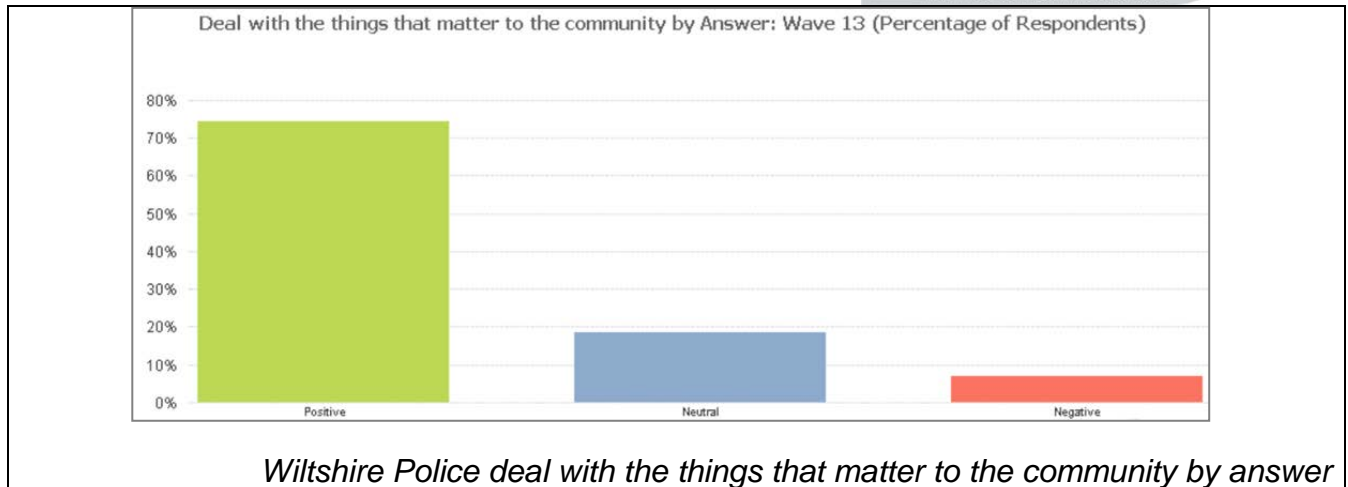
Public opinion survey core measures up to Spring/Summer 2015



92. This measure enables me to understand whether the Force is listening to its communities and dealing with things that matter to them.

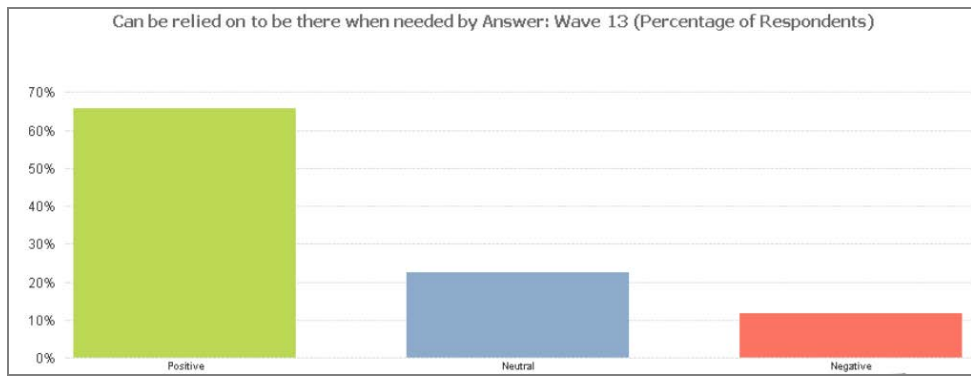
93. This information comes from the public opinion survey.

94. There has not been another wave of the survey since the quarter three performance report and therefore there is no additional information to report.

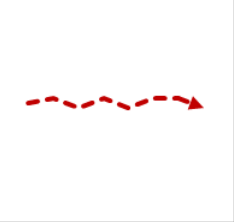


Wiltshire Police can be relied upon to be there when needed	66 per cent Significant decrease	
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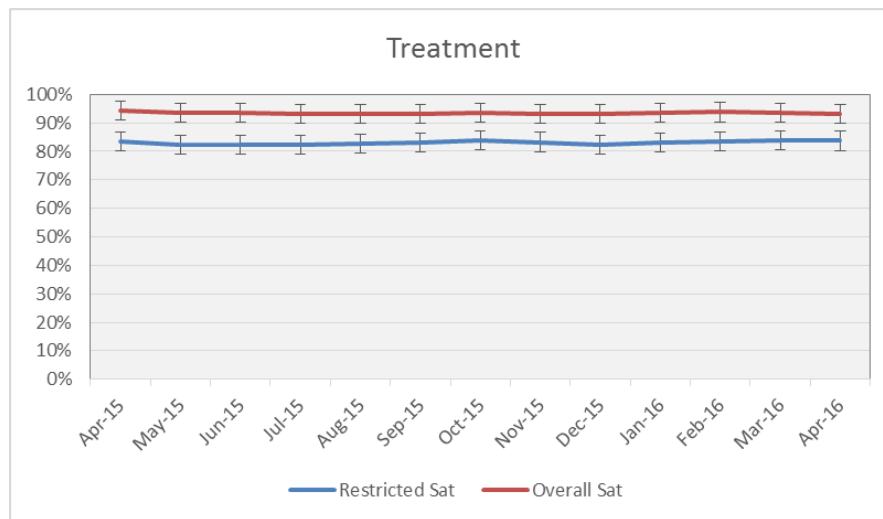
- 95. This information comes from the public opinion survey.
- 96. There has not been another wave of the survey since the quarter three performance report and therefore there is no additional information to report.



Wiltshire Police can be relied upon to be there when needed - by answer

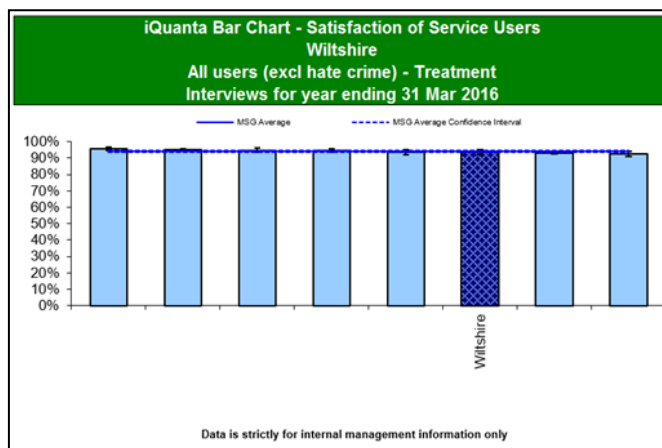
Wiltshire Police treat me with respect	90 per cent - public opinion 93 per cent - victim satisfaction	
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97. Responses to this question in the satisfaction survey show that 93 per cent of people believe they were treated with respect by Wiltshire Police when they were a victim of crime.

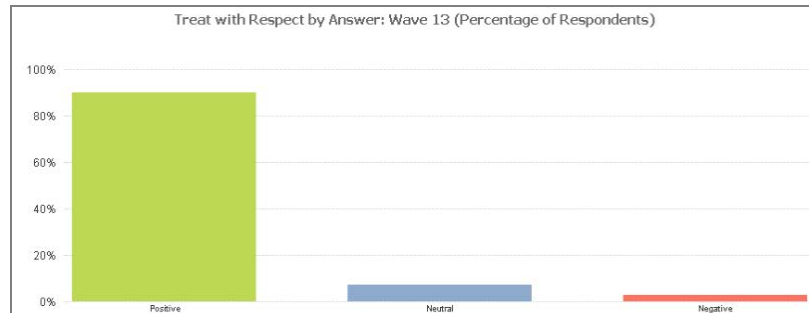


Wiltshire Police treat me with respect – overall and restricted satisfaction

98. Wiltshire remains in line with peers for satisfaction with treatment for data available to March 2016.

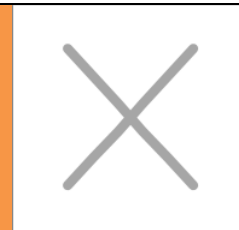


99. Added to this, 90 per cent of those surveyed in the public opinion survey believe that they would be treated with respect. This is stable across all surveys dating back to autumn 2012 and across the different sector areas. Seven per cent of the remaining respondents gave a neutral response, with only three per cent stating that they did not believe that Wiltshire Police would treat them with respect.



Wiltshire Police treat me with respect - by answer

Out of court disposal compliance rate



100. The purpose of this measure is to provide insight as to whether the Force's use of out of court disposals (OoCDs) is accurate and appropriate.

101. The Force has the appropriate resources and processes in place to ensure that all out of court disposals that are held on the system are compliant. The OoCD administrator and manager review all OoCDs before formally recording them on the Force's record management system.

102. Whilst the Force are confident that all OoCDs recorded on the system are compliant, there is no audit capture in place which identifies those that were not accurate or appropriate first time (before administrator and manager review).

103. The backlog in OoCD disposals held on the system has been cleared during quarter

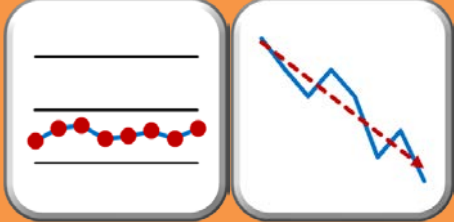
four.

104. Additional to the Force's internal scrutiny of OoCDs, there is also a restorative justice (RJ) scrutiny panel in place. The last RJ scrutiny panel was held on 15th March 2016 where the panel reviewed ten OoCDs and took a deep dive into three records.

105. There were no major concerns from the three records once the appropriate context and joint understanding was reached.

106. There has been a drive to focus on the restorative element of OoCDs and an internal review has shown early indications that the current use of OoCDs is reducing re-offending.

107. As the Force progresses with a partnership restorative justice strategy, this approach and assessment will become further developed.

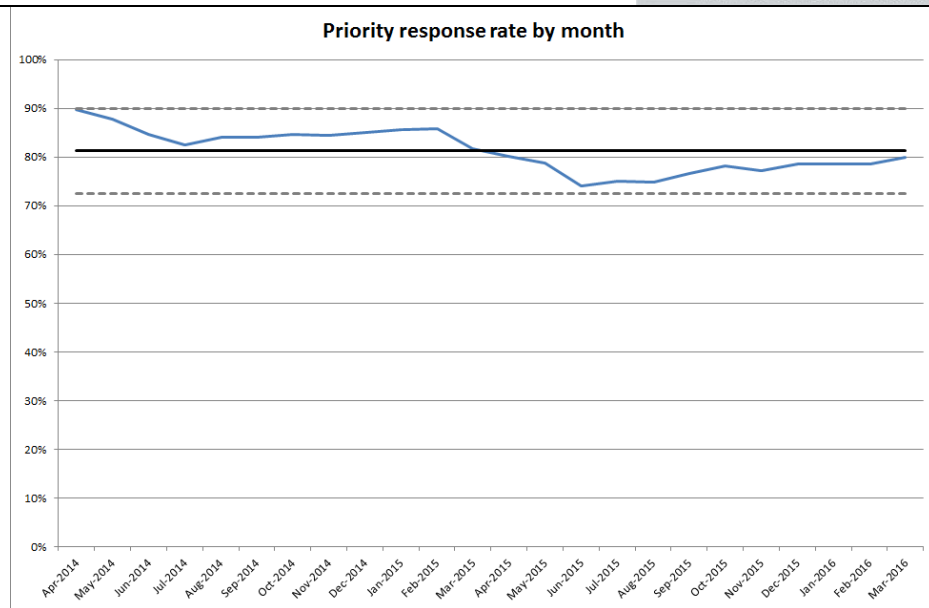
Response rate	Q1	Q2	Q3	Q4	
	85 per cent	79 per cent	81 per cent	82 per cent	

108. The response rate measure assesses how frequently Wiltshire Police arrives at emergency and priority incidents within a service level agreement (SLA) of 15 minutes for urban emergencies, 20 minutes for rural emergencies and one hour for priority incidents.

109. The Force attended 12,267 emergency and priority incidents within quarter four, of which 10,056 were within SLA (82 per cent).

110. The emergency response rate for quarter four is 88 per cent with 3,544 of 4,029 incidents attended within SLA.

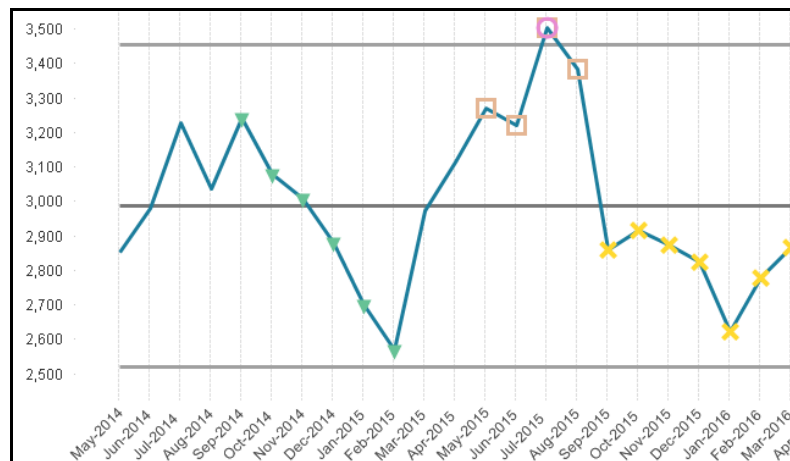
111. The chart below shows the priority response rate remains lower than average and despite seeing a seasonal increase, it forms part of a longer term downward trend.



Priority response rate by month

112. During quarter four, 6,512 incidents were attended within the one hour SLA out of a total of 8,238 incidents. This equates to 79 per cent.

113. The volume of priority response calls has been lower than normal during quarter four.



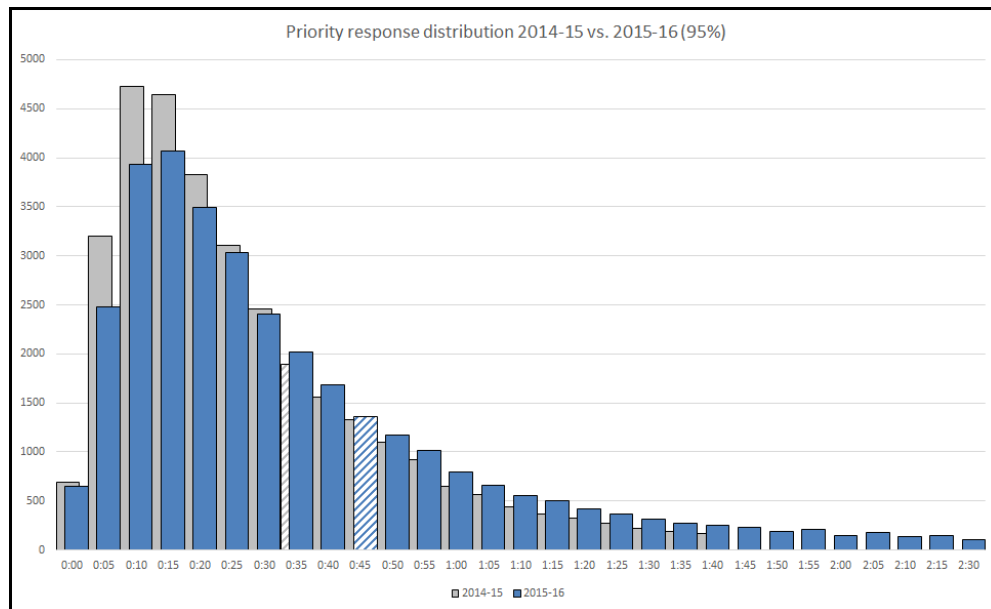
Volume of priority calls per month

114. This is a very high level view of what is attended and does not have the power to show the actual demand on resources to investigate crime and complete appropriate

safeguarding activities.

115. The deterioration in response rate has had no effect on how satisfied victims are with the service Wiltshire Police provides.

116. Response and call handling measures still use some form of standard or target to meet. The Force needs to complete a review of these measures and methods to ensure it enables the appropriate understanding of what is important to victims and witnesses, the quality of the service it provides, if it is efficient, effective and value for money.



Priority response time distribution

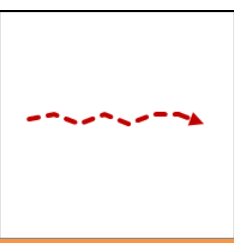
117. The chart above shows the response rate distribution for 95 per cent of all priority incidents between April 2014 and March 2016. The reason five per cent has been excluded is because the majority of these are outliers and a result of administrative errors.

118. What the distribution shows is the 45 minute average arrival time for 2015-16 is ten minutes slower than the previous year.

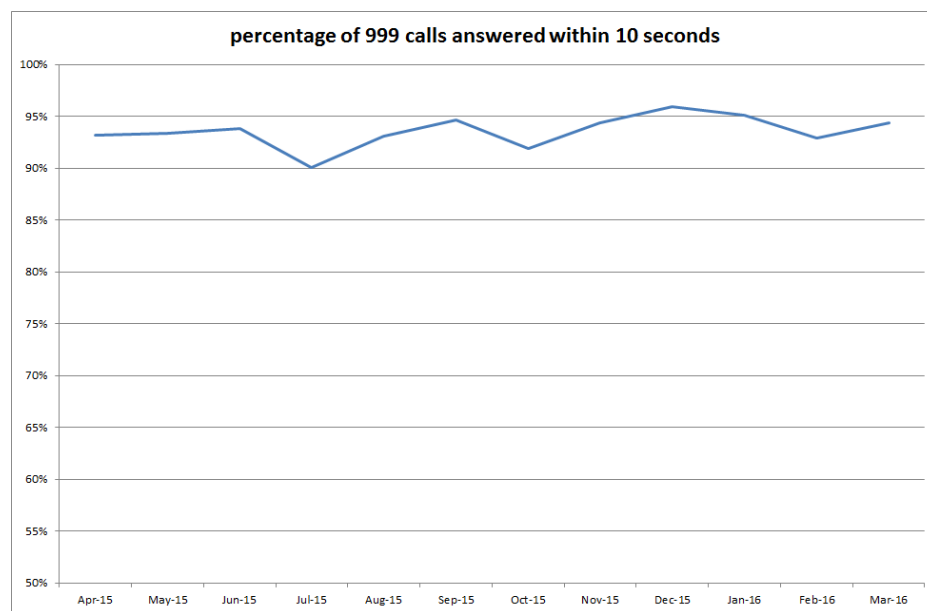
119. During 2014-15, 95 per cent of all incidents were attended within one hour and 40 minutes. In 2015-16, this extends to two hours 30 minutes with four per cent of all priority incidents taking longer than one hour 40 minutes.

120. The Force has developed a detailed response performance action plan which is overseen by a superintendent. Supported by key practitioners, business leads and analysts, this group has conducted a number of scoping and engagement activities.

121. This has led to a number of key actions which are being progressed. These include assessing shift patterns, ensuring staff are suitably trained and working with partners.

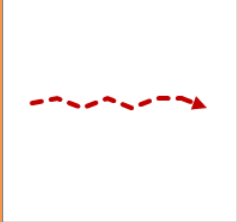
999 calls answered within 10 seconds	Q1 93 per cent	Q2 93 per cent	Q3 97 per cent	Q4 94 per cent		
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122. During quarter four, 94 per cent of all 999 calls received (15,502) were answered within ten seconds.

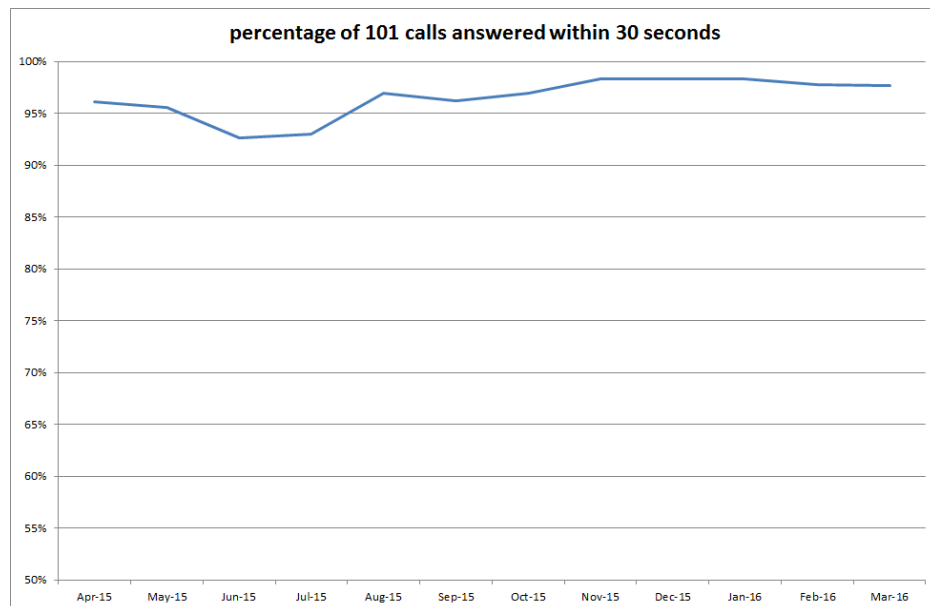


Percentage of 999 calls answered within ten seconds

123. There are no concerns with Wiltshire's capability to answer 999 calls.


101 calls answered within 30 seconds	Q1 95 per cent	Q2 95 per cent	Q3 99 per cent	Q4 98 per cent	
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124. A total of 75,723 101 calls were received by Wiltshire Police during quarter four. Ninety eight per cent were answered within 30 seconds. This figure remains stable and consistently high.



Percentage of 101 calls answered within 30 seconds

125. There are no concerns with Wiltshire's capability to answer 101 calls.

Quality of files	Q1 96%	Q2 100%	Q3 N/A	Q4 N/A	
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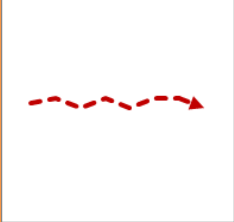
126. This measure relates to an internal assessment of the quality of full files which the Force submits to the Crown Prosecution Service.

127. The framework which supports this assessment enables managers to learn common errors so that they can target training at individuals, teams or departments.

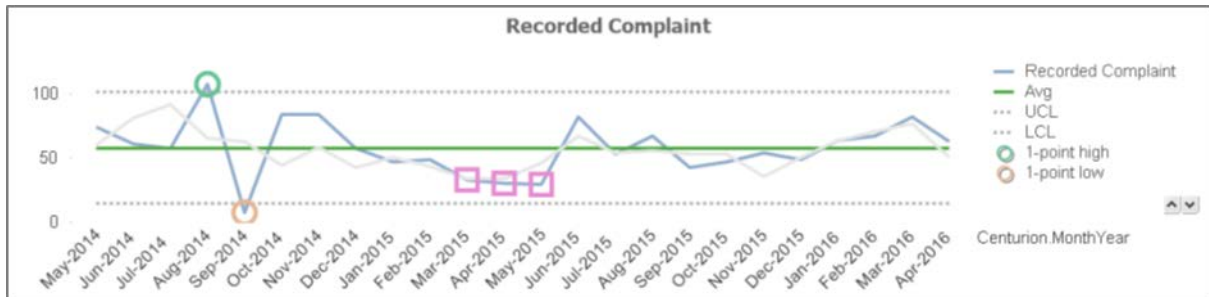
128. The framework which assesses the quality of files is the most comprehensive it has ever been and, judging by the improvements seen, is adding value.

129. As a result of recent changes within transforming summary justice, Wiltshire Police has had to change the way that the Force assesses the quality of files. As a result of these changes, the framework has had to be adapted to ensure it remains an accurate and fit for purpose method of assessing file quality.

130. Information for this area will be made available for quarter one of 2016-17.

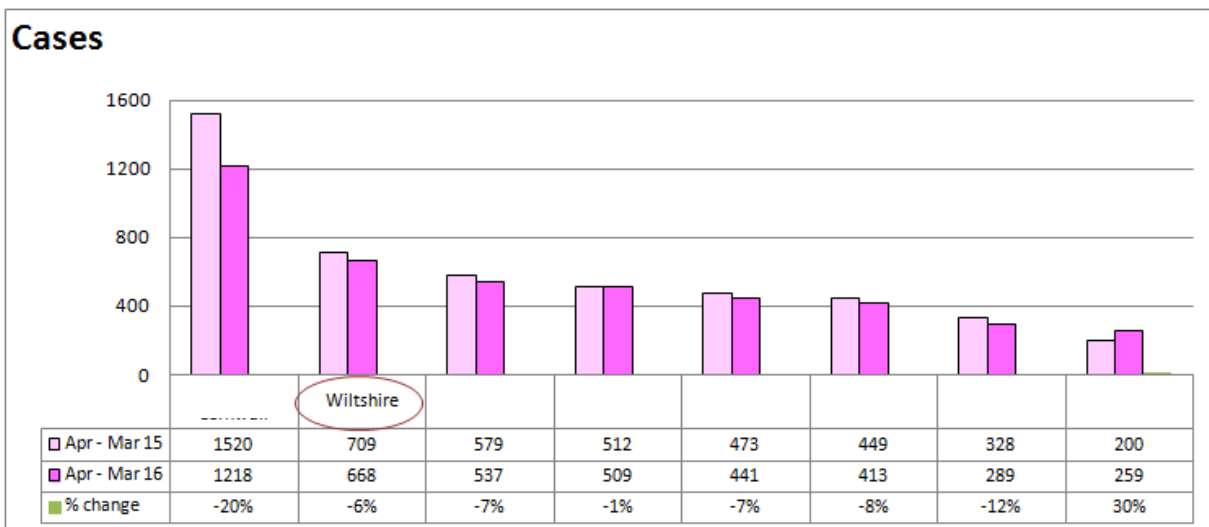
Volume of complaints	Q1	Q2	Q3	Q4	
	143	163	150	213	

131. The volume of complaints recorded remains relatively stable and within expected levels as can be seen in the graph below.



Recorded complaint volume

132. The table below shows how Wiltshire compared to its peers.




Volume of cases recorded up to March 2016 – most similar forces

133. Wiltshire Police is one of seven forces within the most similar forces group that has seen a fall in the number of complaint cases recorded when compared to the previous year.

134. The volume of complaint cases is the total number recorded. This does not take into account the size of the police force; therefore the picture can be skewed depending on the population in the particular force area and/or number of police officers and staff.

135. Since the previous quarter the professional standards department (PSD) has continued to maintain the backlog of complaint cases still showing as either 'live', 'sub judice' or 'in appeal process' with 155 cases currently outstanding. Live cases are being highlighted directly to and monitored by PSD.

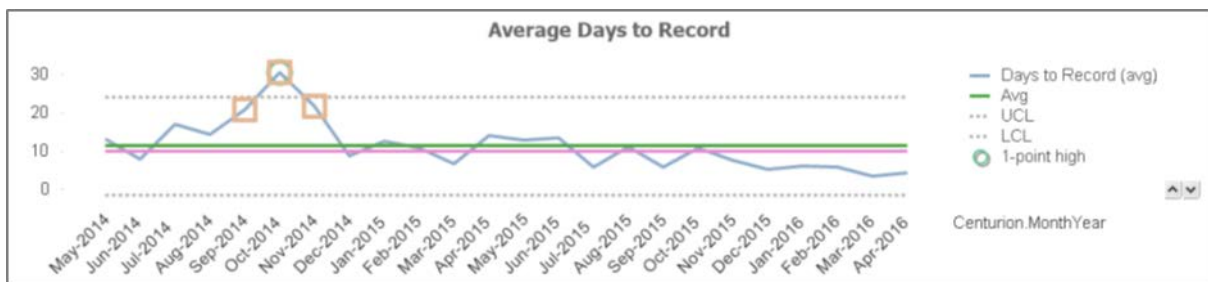
Percentage of complaints recorded within 10 days	Q1 45 per cent	Q2 85 per cent	Q3 83 per cent	Q4 95 per cent	
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136. The performance in this area remains consistent with the previous quarter with the majority (80-90%) of complaints being recorded within ten working days.

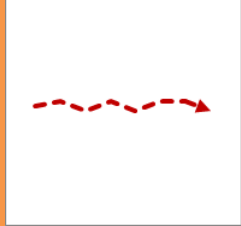


Percentage of complaints recorded within ten days

137. In the latest quarter it took eight days on average to record a complaint. This is below the IPCC's ten working days level of expectation.

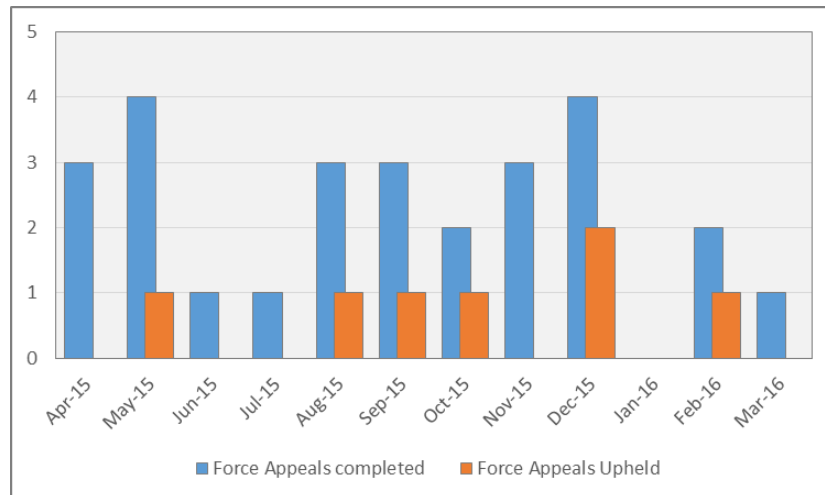


Average number of days to record a complaint

Percentage of complaint appeals upheld	Q1 29 per cent (1 out of 8 appeals)	Q2 29 per cent (2 out of 7 appeals)	Q3 33 per cent (3 out of 9 appeals)	Q4 33 per cent (1 out of 3 appeals)	
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138. The purpose of this measure is to understand the quality of our complaints investigation process by monitoring the proportion of the appeals that are upheld.

139. If this proportion is high, it would indicate that the outcomes from our complaint processes are not effective.



Force appeals completed and Force appeals upheld

140. In the last 12 months, there have been 666 complaints recorded. Twenty seven complaints resulted in an appeal and, of those 27 complaints, only seven were upheld (26 per cent).

141. For quarter four, one of the three completed appeals were upheld. This is a low proportion in relation to the total number of complaints recorded and does not raise any cause for concern.

