



Office for the Police and Crime Commissioner for Wiltshire and Swindon

Quarter One 2016-17 (1 April to 30 June 2016)

For Police and Crime Panel meeting 1 September 2016



Table of Contents

Introduction by Commissioner Angus Macpherson	3
Overall performance dashboard.....	4
1. Prevent crime and anti-social behaviour	5
2. Protect the most vulnerable in society	16
3. Put victims and witnesses at the heart of everything we do	17
4. Secure, high quality, efficient and trusted services	26
Focus on particular Police and Crime Plan objective.....	41
Introduction	41
Objective one.....	42
Objective two	49
Objective three.....	50
Raising awareness of significant topics.....	54



Introduction by Commissioner Angus Macpherson





You can read my Police and Crime Plan and the updates 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 my latest blog.







A handwritten signature in black ink, appearing to read 'Angus Macpherson'. The signature is stylized and includes a large, circular flourish on the left side.

















Angus Macpherson

Police and Crime Commissioner for Wiltshire and Swindon












Overall performance dashboard

Priority 1:			
Prevent crime and ASB			
Measure	Data	Infographic	Context
Crime volume	9,607		Significant increasing trend but in line with peers
ASB volume	4,421		Low and significantly reducing
Crime recording compliance	95%		Improving
Satisfaction with visibility	51%		Significant reduction in Wave 13 (Autumn/Winter 2015)

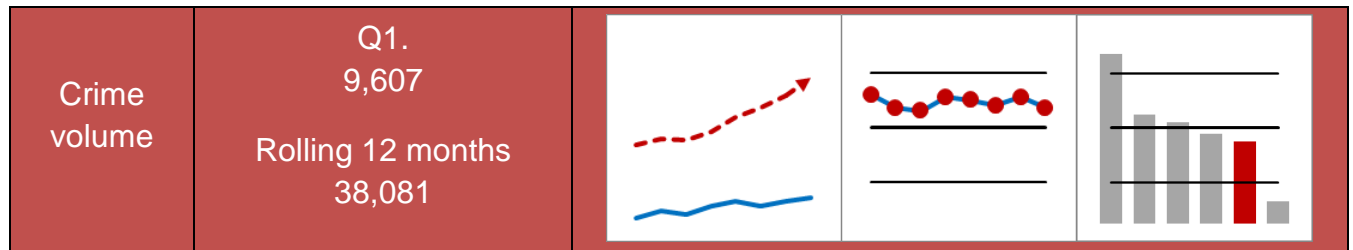
Priority 3:			
Put victims and witnesses at the heart of everything we do			
Measure	Data	Infographic	Context
Victim Satisfaction	85%		Inline with peers
Satisfaction with investigation	79%		Stable
Satisfaction with being kept informed	79%		Stable
Outcome rate	23%		Significantly lower than peers
Cracked and ineffective trials	46%		Stable
Cracked and ineffective trials due to prosecution	NA		Court level information not available from HMCTS

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

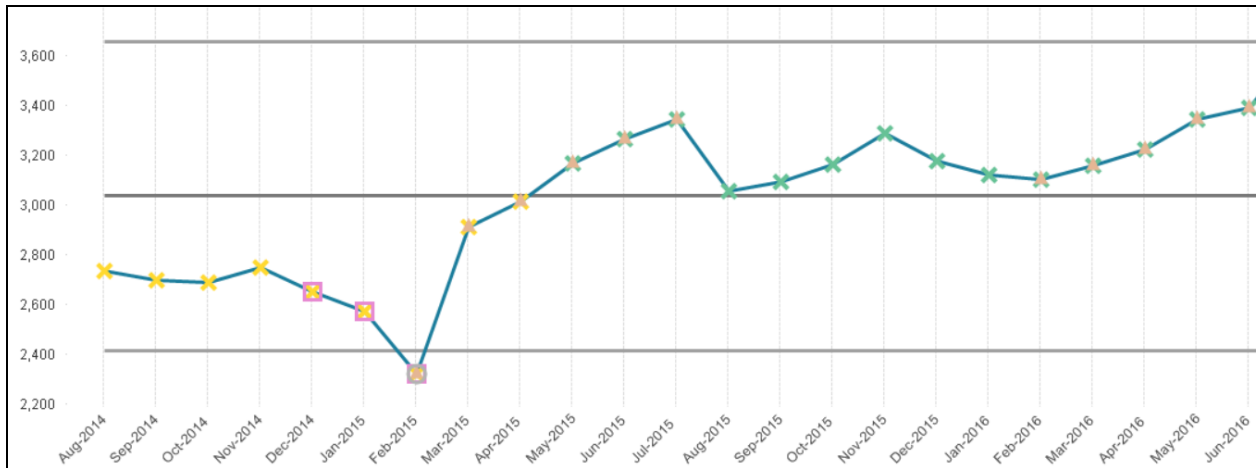
Priority 2:		
Protect the most vulnerable in society		
Measure	Data	Infographic
Assessment to be provided within the report drawing upon a range of Management Information indicators		

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
Response rate	80%		Reducing trend due to taking longer to priority incidents.
999 calls answered within 10 seconds	92%		Consistently high since November 2014
% of 101 calls answered within 30 seconds	94%		Stable and high
Quality of files	NA		In development following Transforming Summary Justice changes
Volume of complaints	170		Stable trend
% of complaints recorded within 10 days	93%		Significantly improved
% of complaint appeals upheld	17%		6 appeals completed with 1 upheld

1. Prevent crime and anti-social behaviour



1. 9,607 crimes were recorded during quarter one. The control chart below shows a clear step change in the monthly recorded volume from March 2015.

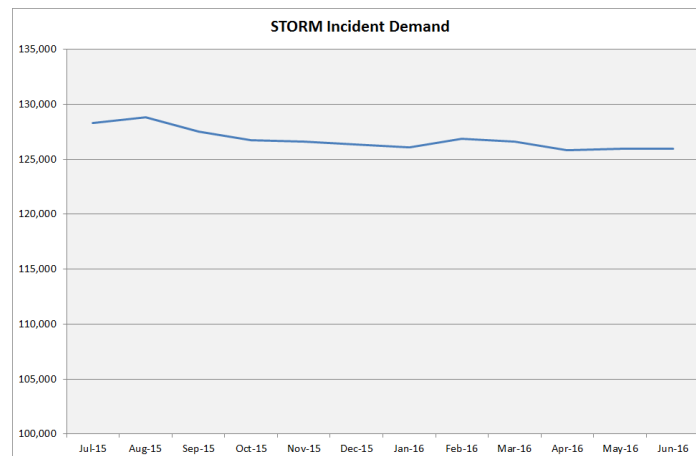


All crime up to June 2016 – control chart

2. In the 12 months to June 2016, 38,081 crimes were recorded. This represents an increase of 14 per cent on the previous 12 months.
3. Nationally, there continues to be an increase in recorded crime, with the latest Crime Survey of England and Wales (CSEW)¹ citing an eight per cent increase in police recorded crime in the 12 months to March 2016.
4. This CSEW estimates that actual incidents of crime have reduced by six per cent during the same period.

1

5. This closing of the gap between recorded crime and estimated incidents of crime is perceived nationally as a good indicator of police forces improving their recording practices.
6. Previous Police and Crime Panel performance reports have provided a comprehensive insight into the Force's analysis of the increases in recorded crime.
7. 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.
8. 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.
9. The control chart below shows that overall demand in terms of reported incidents has not increased and is in fact two per cent lower than the previous year. (125,987 incidents compared with 128,330).



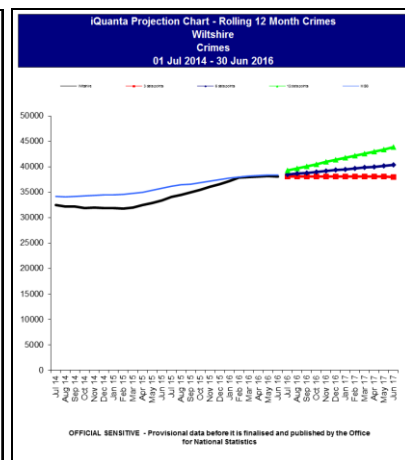
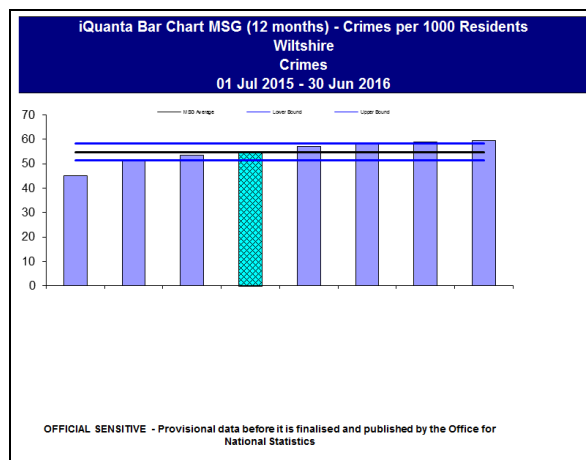
Monthly STORM demand

10. 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.
11. The table below provides regional and peer group context.

Areas	Earlier Period Jul-14 to Jun-15	Later Period Jul-15 to Jun-16	Change	
			Numeric	Percentage
England & Wales	3,618,577	3,903,249	+ 284,672	+ 7.9%
South West Region	281,692	309,585	+ 27,893	+ 9.9%
	101,718	122,100	+ 20,382	+ 20.0%
	79,574	77,407	- 2,167	- 2.7%
	37,303	42,478	+ 5,175	+ 13.9%
	29,700	29,519	- 181	- 0.6%
Wiltshire	33,397	38,081	+ 4,684	+ 14.0%
Most Similar Group	364,290	389,257	+ 24,967	+ 6.9%
	79,574	77,407	- 2,167	- 2.7%
Wiltshire	33,397	38,081	+ 4,684	+ 14.0%
	40,613	44,062	+ 3,449	+ 8.5%
	28,966	32,057	+ 3,091	+ 10.7%
	36,037	39,691	+ 3,654	+ 10.1%
	64,727	73,429	+ 8,702	+ 13.4%
	45,798	47,400	+ 1,602	+ 3.5%
	35,178	37,130	+ 1,952	+ 5.5%
Number of forces in England & Wales with an increase in this category			39	

All crime regional and peer group comparison

12. Despite the increases, Wiltshire’s crime rate per 1,000 population remains in line with peers.



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

13. Wiltshire now supplies the Home Office with crime and outcome data via the Home Office Data Hub (HODH). This allows the Home Office to extract information using one system, saving time and resources and also improving the capability for national analysis.

14. There are some teething issues that have been presented by this move, particularly

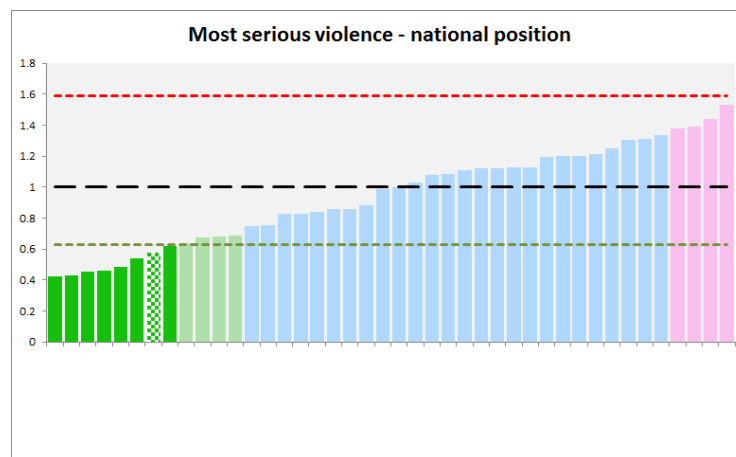
surrounding data accuracy and the Business Intelligence (BI) team is working closely with the Home Office to resolve this issue before the official quarter one publication on 20 October 2016.

15. As a result, a number of the tables and graphics previously used from iQuanta are not available for this report.
16. Wiltshire remains in line with national averages across the majority of crime types with exceptions raised in this report.
17. 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

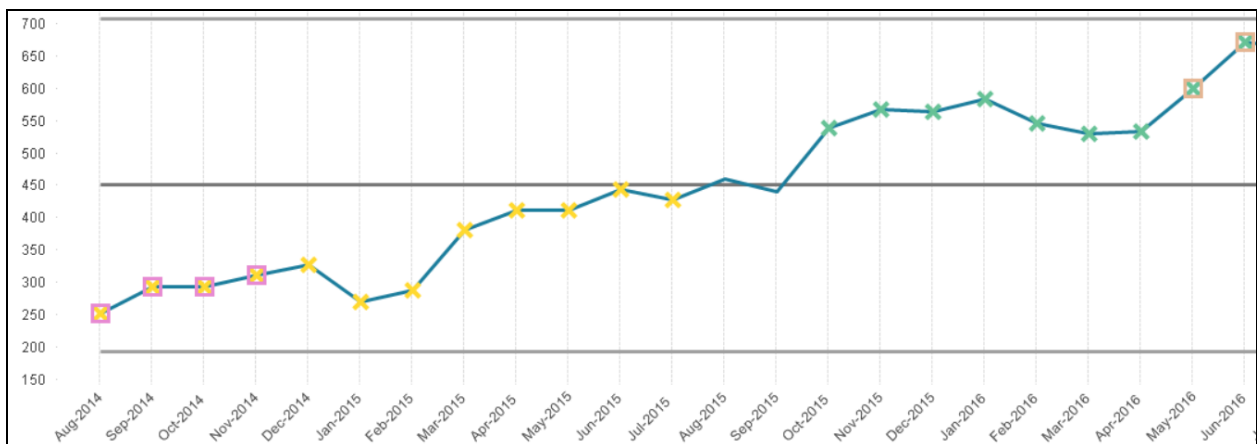
18. Wiltshire has the seventh lowest most serious violence crime rate in the country as shown in the chart below.



Most serious violence national position

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

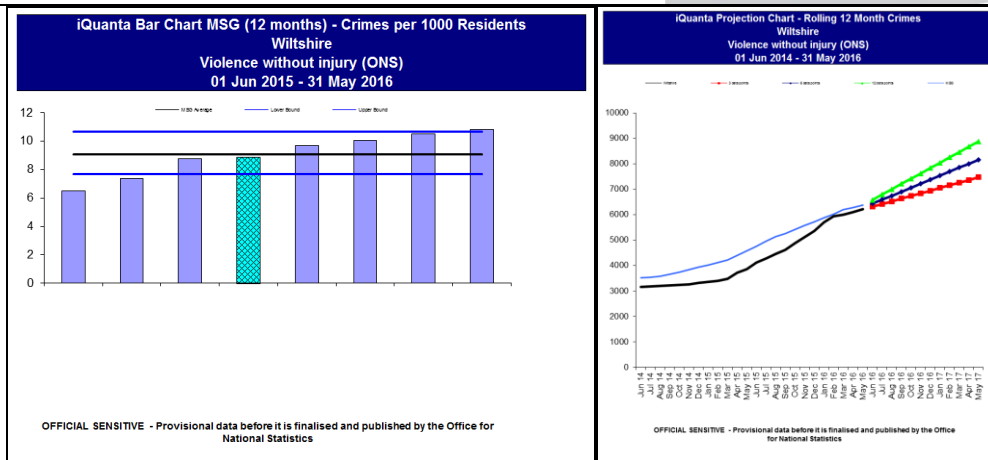
20. Violence without injury consists of offences such as common assault, harassment and threats to kill. Wiltshire recorded 6,460 violence without injury crimes in the 12 months to June 2016 which represents a 57 per cent increase compared to the previous year.



Violence without injury control chart

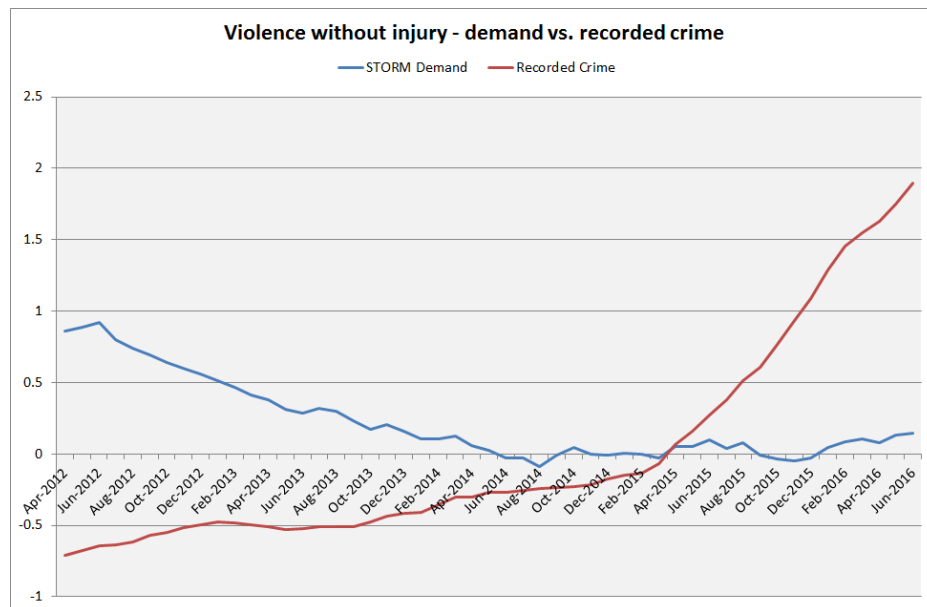
21. This increase of 2,352 recorded crimes is primarily driven by the recording of low-level common assaults.

22. The iQuanta charts below are for the 12 months to May 2016 as the most reliable and up to date peer comparisons.



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

- 23. Despite a 57 per cent increase, Wiltshire remains in line with peer average and in recent months the Force has been consistently tracking in line with the peer group trend.
- 24. The chart below looks at whether the increase in recorded crime is being driven by recording practices or actual incidences of violence.



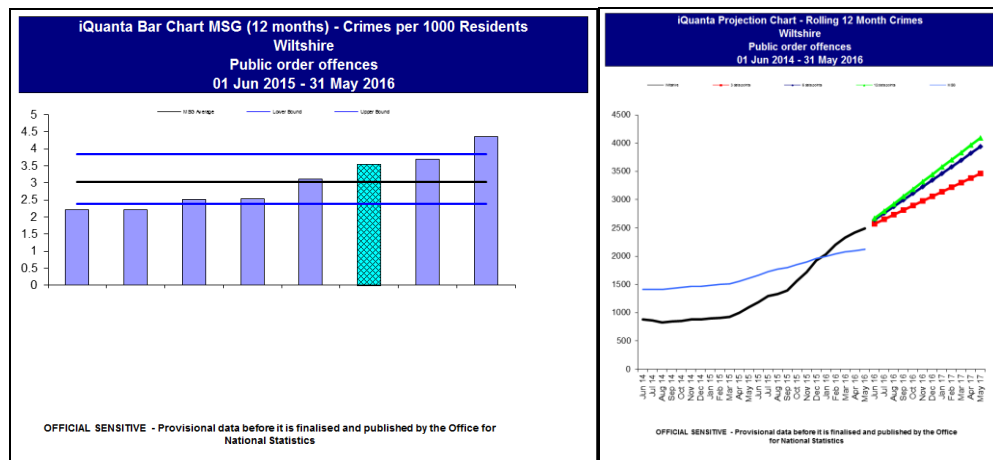
Violence without injury demand vs. recorded crime - standardised

- 25. STORM demand relating to violence without injury remains stable and totalled 19,753

for the 12 months to end of June 2016. The volume of recorded violence without injury crimes has significantly increased.

26. 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.

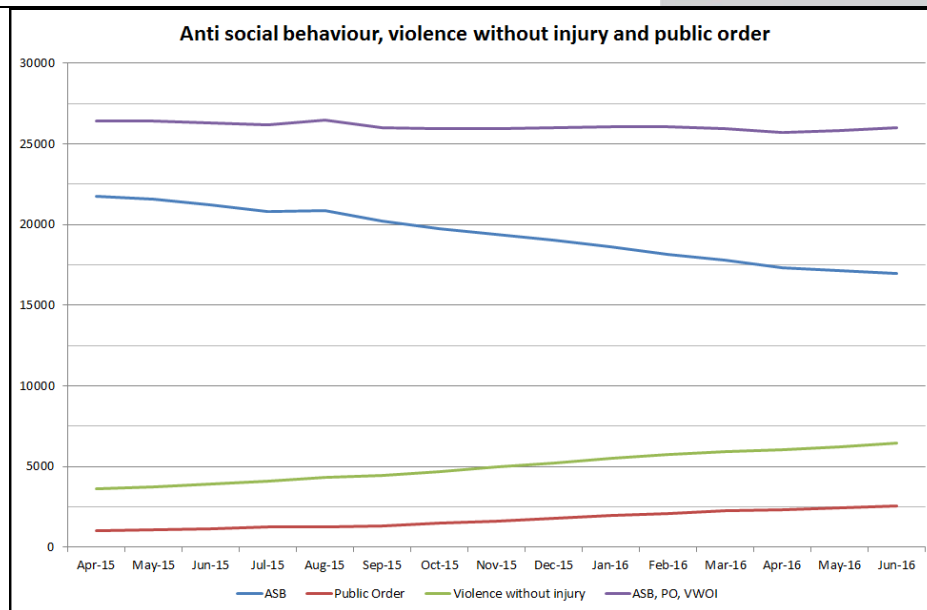
27. Wiltshire recorded 2,549 public order offences in the 12 months to June 2016. This represents a 115 per cent increase on the previous year (1,365 recorded crimes).



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

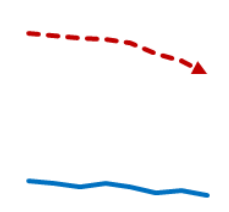
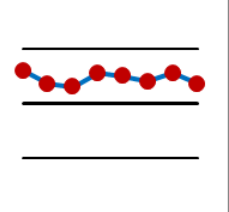
28. The rate of recorded public order offences is increasing at a greater rate than the peer average.

29. The chart below puts the increase in violence without injury and public order offences in context with the reducing ASB trend.



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

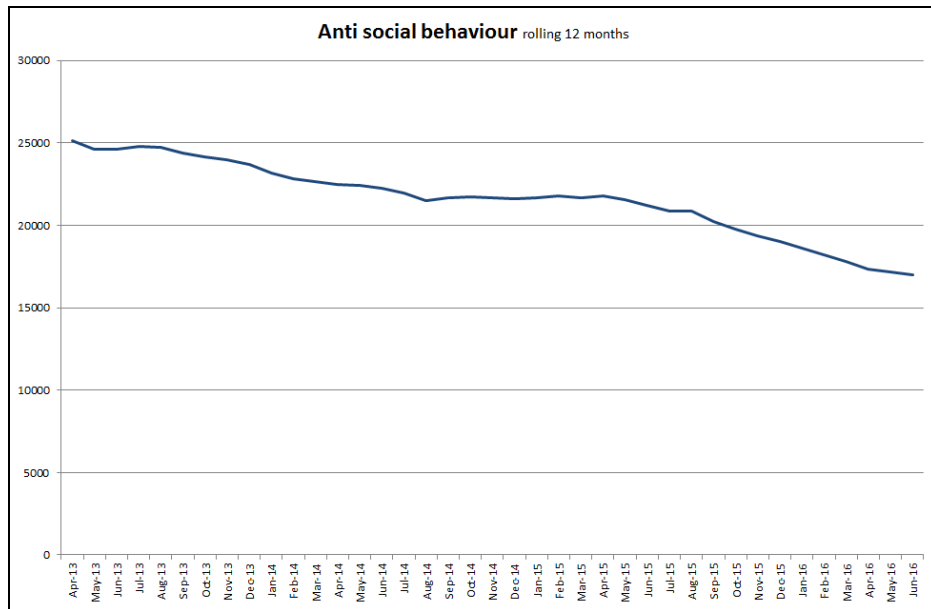
- 30. The rolling 12 months ASB volume to end of June 2016 has decreased by 20 per cent compared to the 12 months to June 2015 (a reduction of 4,220 incidents).
- 31. This significant reduction correlates with the significant increases in low-level violence and public order offences. When the volumes of ASB, violence without injury and public order offences are combined, the overall volume has still marginally reduced by one per cent (324 fewer crimes and incidents).

ASB Volume	Q1. 4,421 incidents Rolling 12 months 16,982 incidents	 
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32. The volume of ASB continues to reduce. There were 4,421 incidents reported during quarter one.

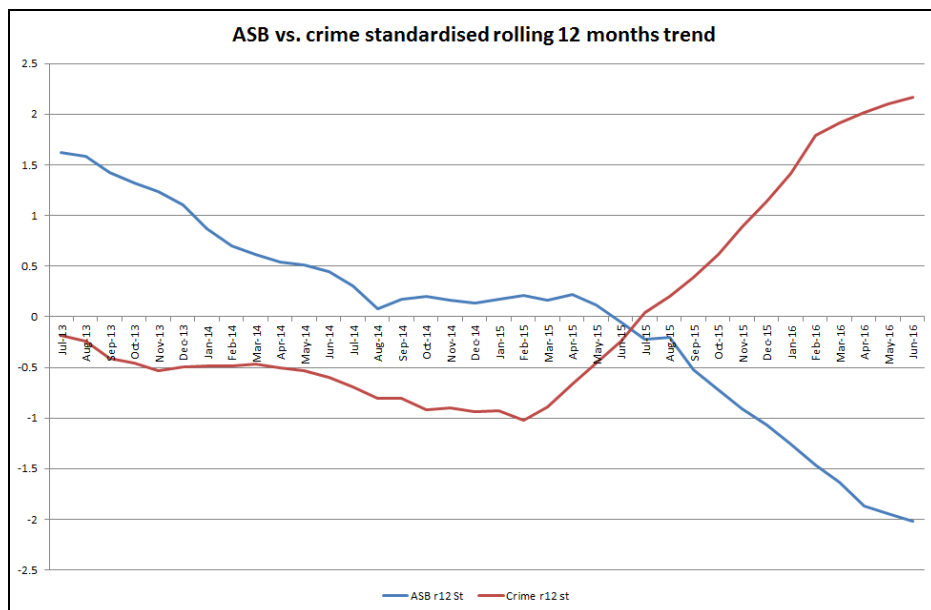
33. There were a total of 16,982 incidents reported in the 12 months to June 2016 which

equates to a 20 per cent reduction on the 21,202 incidents recorded in the 12 months to June 2015.



ASB up to June 2016 – rolling 12 months

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

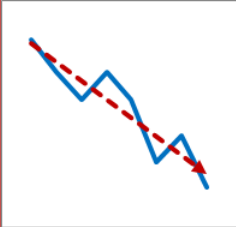


ASB versus crime – standardised rolling 12 months trend comparison

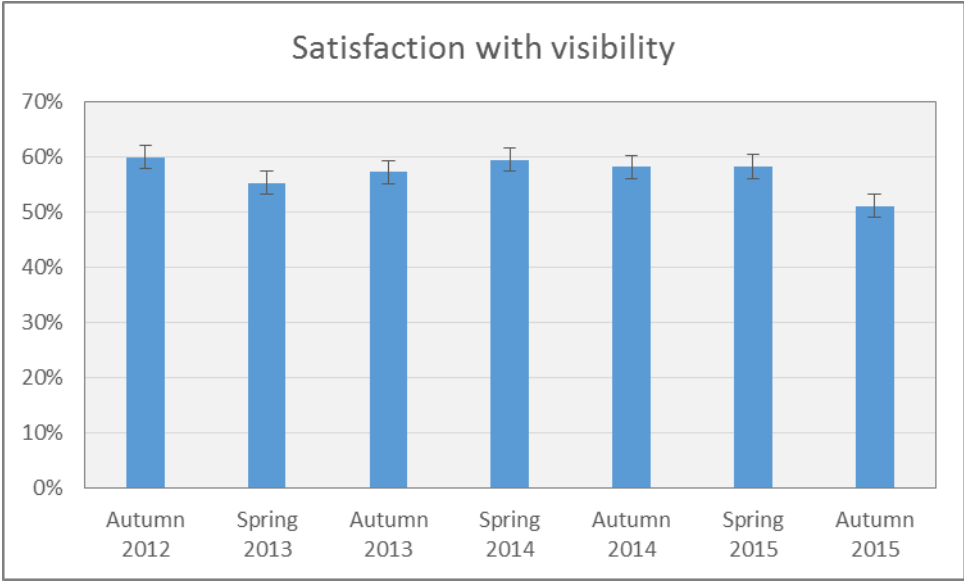
35. The chart above further demonstrates the link between recording anti-social behaviour and crime more accurately.
36. Peer information is not available for ASB and so drawing comparisons against forces of a similar size and demography is not possible.



37. Wiltshire Police and the OPCC are committed to ensuring that crimes reported to the Force are correctly assessed and recorded to comply with standards set by the Home Office.
38. By recording crimes correctly, victims of crime receive the service they expect and deserve; the public are informed of the scale, scope and risk of crime in their local communities; PCCs, forces and their partners are able to fully understand the extent of demands made on them and government policy can be developed to reduce crime.
39. Since June 2016 a new process has been adopted within Wiltshire Police whereby all reports of crime and incident categories which have the potential to contain criminal offences (such as anti-social behaviour reports) are reviewed on a daily basis by a specialist team which ensures that they are correctly recorded to enable the best possible service to victims.
40. In this short period of time this specialist team has assisted the Force to achieve 95 per cent crime recording compliance. The team is working hard to improve beyond this current position with every crime reported being recorded correctly and in a timely manner.

Satisfaction with visibility	51 per cent (±2.1 per cent; Wave 13 Autumn / Winter 2015)	
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- 41. This information comes from the public opinion survey which I commission twice a year.
- 42. There has not been another wave of the survey since the quarter three performance report and therefore there is no additional information to report.
- 43. The next wave of survey data was due to be received before the end of August. The Force and my office will then review the results, our approach and opportunities for improvement through the public service and quality board.

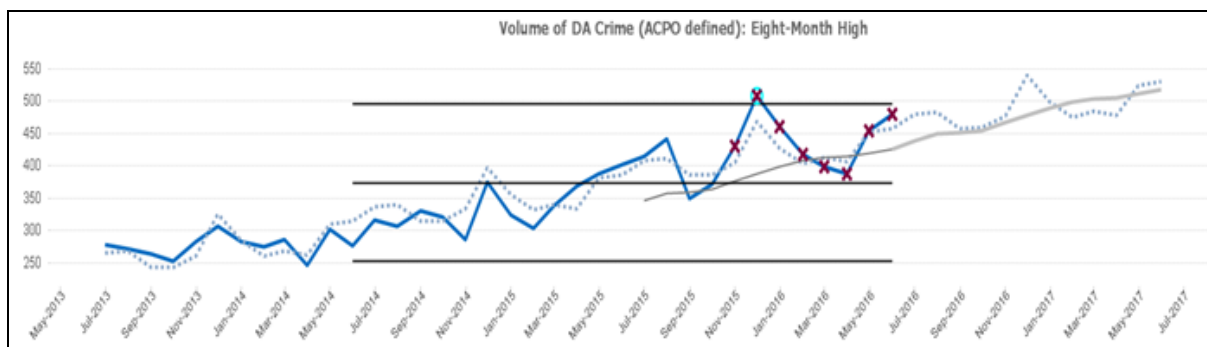


Satisfaction with visibility up to Autumn / Winter 2015

2. Protect the most vulnerable in society

Management Information

44. It is acknowledged that the nature of vulnerability is wide ranging.
45. There are a number of measures which are used to understand how effective the Force is at protecting the most vulnerable in society.
46. These measures are analysed and reported on at the Public Protection Department (PPD) monthly performance meeting and the Vulnerability Development Board (VDB).
47. 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.
48. The volume of recorded domestic abuse is significantly increasing, in line with the increase in overall violence against the person.



Domestic abuse control chart

49. These figures relate to all crimes of a domestic dispute nature in line with the National Crime Recording Standard (NCRS) but are mainly related to violence against the person (VAP): ABH, common assault and harassment. However, the increases are predominantly in harassment and violence without injury whereas violence with injury and serious assaults remain within normal levels.
50. The Force is auditing domestic abuse to identify threat, harm and risk to repeat victims and opportunities to prevent future victimisation. The findings of this research were due to be presented at the VDB at the end of August.

3. Put victims and witnesses at the heart of everything we do

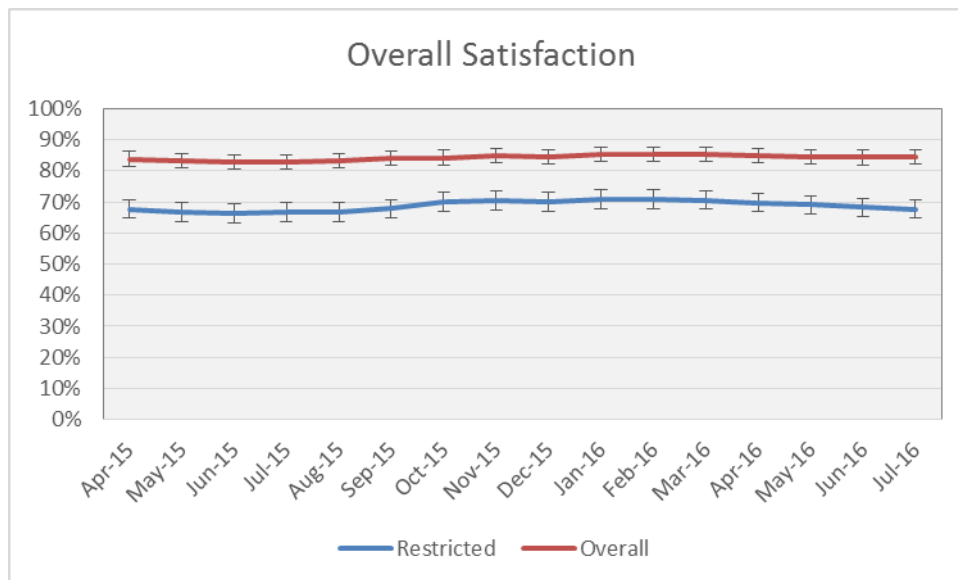
Victim satisfaction	85 per cent (12 months to July 2016)	
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51. I commission a survey of victims of crime (based on Home Office criteria) each month to check on the quality of service that is being provided. This is done on a rolling 12-month basis to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

52. 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

53. 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.

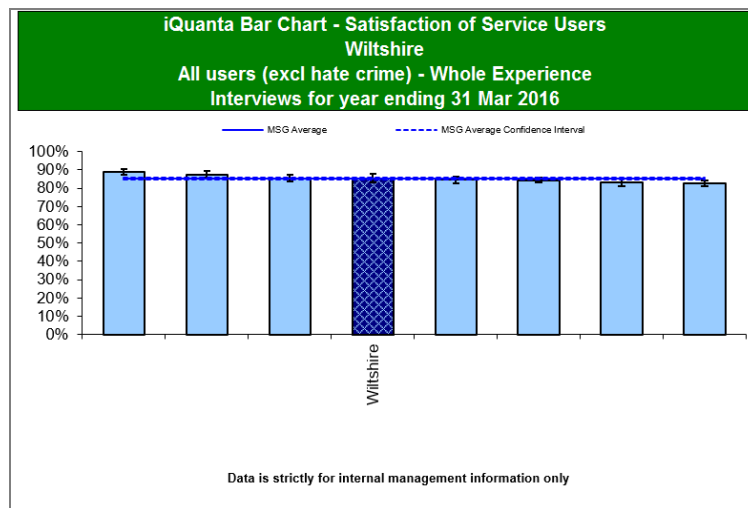


Victim satisfaction rolling 12 month trend – overall and restricted methodology

	Restricted Satisfaction		Overall Satisfaction	
Year Ending	Jul-15	Jul-16	Jul-15	Jul-16
Satisfaction	66.7%	67.7%	82.9%	84.6%
Confidence Interval	3.1%	3.2%	2.5%	2.4%
Range High	69.8%	70.9%	85.4%	87.0%
Range Low	63.5%	64.5%	80.3%	82.2%
Annual Change	1.0%		1.7%	
Comparison	No significant change		No significant change	

Victim satisfaction change comparison – overall and restricted methodology

54. 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

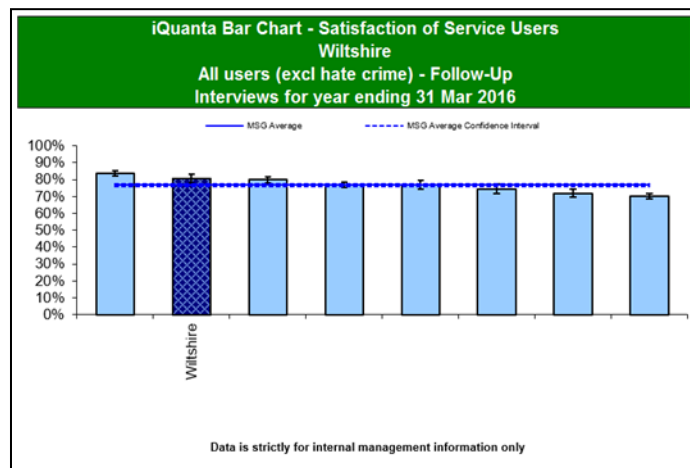
55. The survey is broken down into four sub-groups:

- iv. Violent crime
- v. Vehicle crime
- vi. Burglary
- vii. Hate incidents

56. 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.

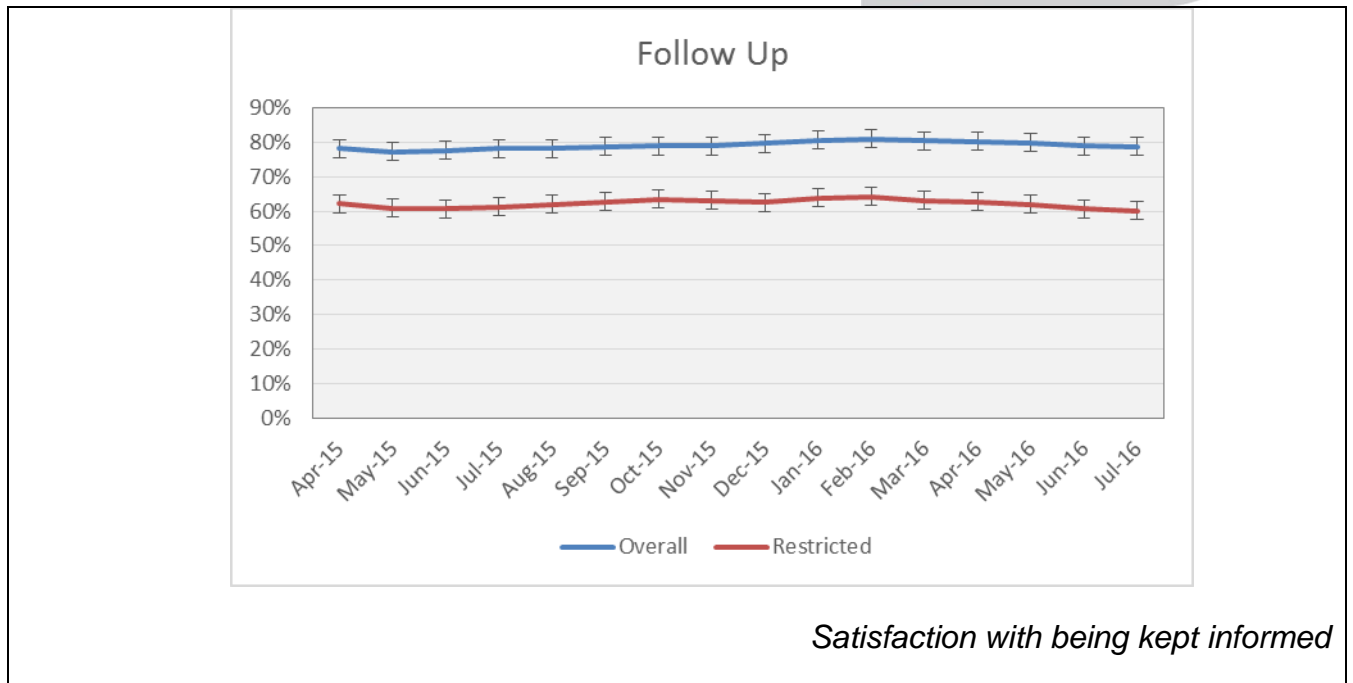
Satisfaction with being kept informed	79 per cent (12 months to July 2016)	
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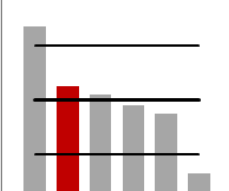
- 57. Satisfaction with being kept informed is a survey measure which seeks to understand whether victims are satisfied with how well they were kept up to date with developments regarding their crime.
- 58. When compared to peers, Wiltshire is above average and remains on the bounds of significantly 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.



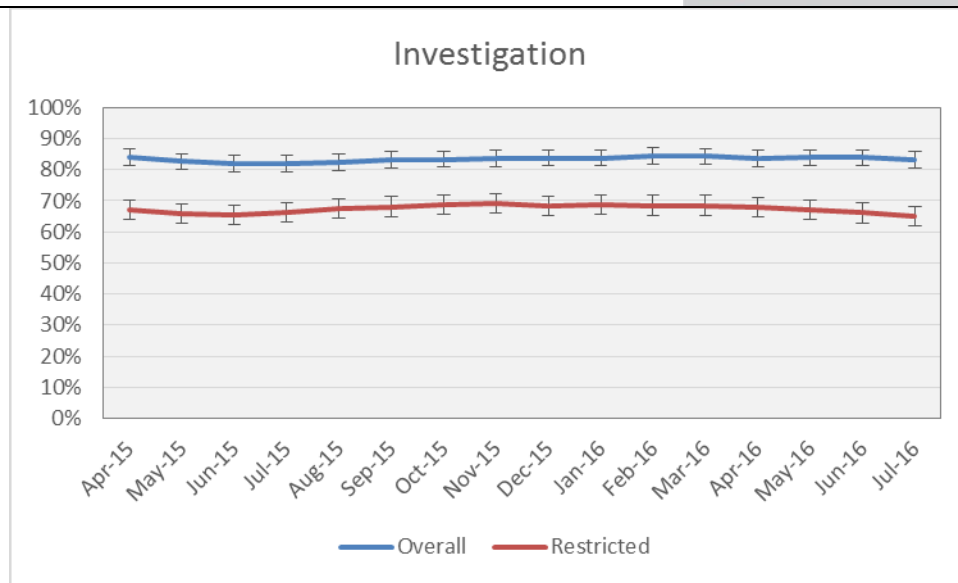
Satisfaction with being kept informed within the similar force group

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



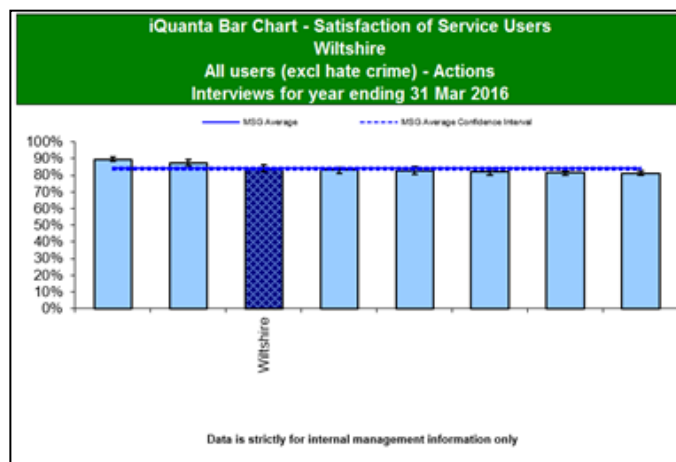
Satisfaction with investigation	79 per cent (12 months to July 2016)	 
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60. Satisfaction with investigation is not a question which has a comparison against similar forces, as it is not a question mandated by the Home Office. The chart below shows how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

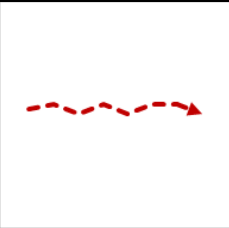


Satisfaction with investigation

61. 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	23.1 per cent (12 months to March 2016)	
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62. The outcome rate for the 12 months to June 2016 was 23.1 per cent. This is in line with the regional rate of 20.4 per cent and national rate of 22.1 per cent.

AREAS	Recorded Crimes	Outcomes in Selected Type	Outcome Ratio
England & Wales	3,903,249	860,854	22.1%
South West Region	309,585	63,250	20.4%
	122,100	17,878	14.6%
	77,407	20,331	26.3%
	42,478	10,310	24.3%
	29,519	5,921	20.1%
Wiltshire	38,081	8,810	23.1%
Most Similar Group (Average of Component Forces)	405,317		25.7%
Wiltshire	38,081	8,810	23.1%
	77,407	20,331	26.3%
	32,057	6,619	20.6%
	44,062	10,680	24.2%
	39,691	11,842	29.8%
	73,429	17,187	23.4%
	47,400	12,883	27.2%
	53,190	16,546	31.1%

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

63. While the overall outcome rate does not show Wiltshire as an exception, there are differences within crime types.

64. Positively, Wiltshire has a strong position when it comes to most serious violence. The table below shows Wiltshire in a strong position with a higher rate than national, regional and peer perspectives.

AREAS	Recorded Crimes	Outcomes in Selected Type	Outcome Ratio
England & Wales	25,574	10,269	40.2%
South West Region	1,838	702	38.2%
	706	143	20.3%
	657	314	47.8%
	113	78	69.0%
	232	98	42.2%
Wiltshire	130	69	53.1%
Most Similar Group (Average of Component Forces)	2,498		43.5%
Wiltshire	130	69	53.1%
	657	314	47.8%
	251	89	35.5%
	253	86	34.0%
	216	99	45.8%
	580	241	41.6%
	144	50	34.7%
	267	149	55.8%

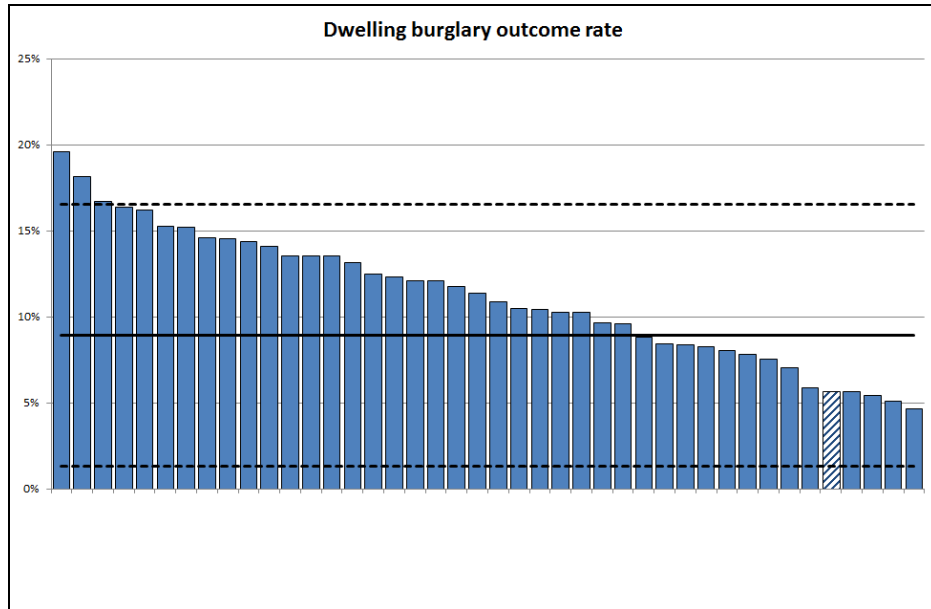
Wiltshire most serious violence outcome rate compared to the most similar group and south west region

65. One area where Wiltshire has not seen any improvement is in the rate for dwelling burglary which remains stable and significantly lower than peer and national averages.

AREAS	Recorded Crimes	Outcomes in Selected Type	Outcome Ratio
England & Wales	194,500	17,534	9.0%
South West Region	12,163	1,157	9.5%
	4,887	348	7.1%
	2,404	369	15.3%
	1,530	212	13.9%
	2,022	153	7.6%
Wiltshire	1,320	75	5.7%
Most Similar Group (Average of Component Forces)	14,215		12.5%
Wiltshire	1,320	75	5.7%
	2,404	369	15.3%
	1,490	153	10.3%
	1,372	171	12.5%
	1,371	226	16.5%
	2,787	378	13.6%
	1,441	138	9.6%
	2,030	340	16.7%

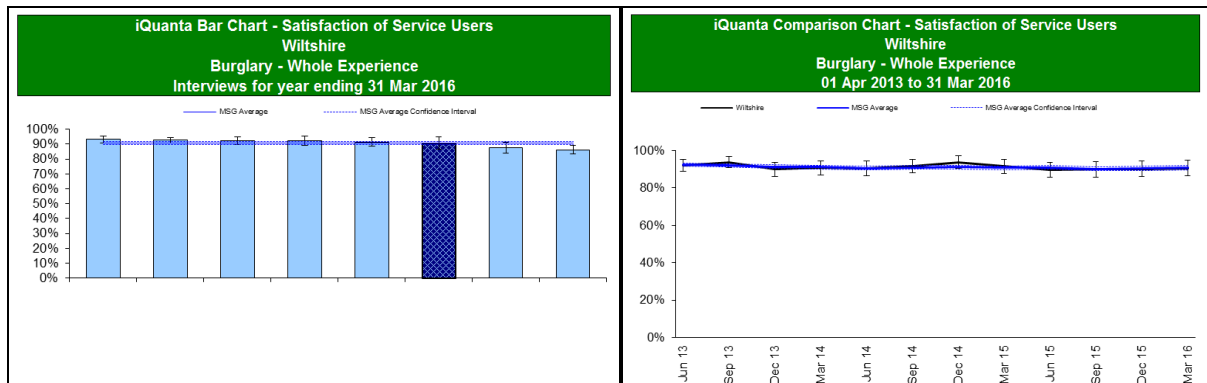
Dwelling burglary outcome rate compared to the most similar group and south west region

66. 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 – 12 months to June 2016

67. The Force is required by the Home Office to survey victims of burglary. The chart below is the most up to date iQuanta information and 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.

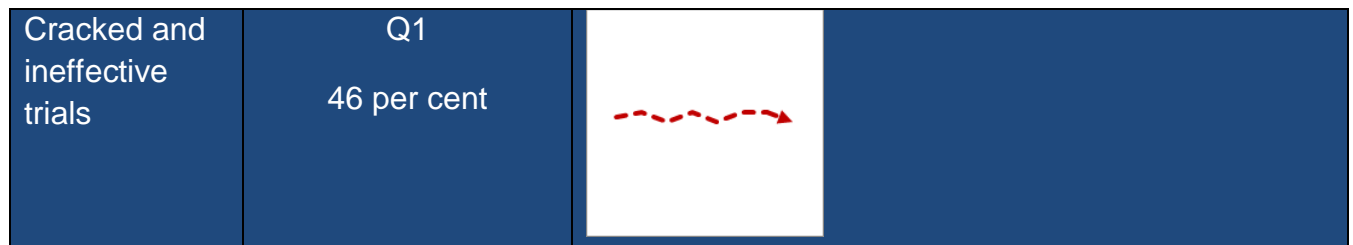


Wiltshire Police dwelling burglary victim satisfaction rate – peer position and trend

68. An improvement plan has been developed and is being implemented across the three operational hubs. Governance of this improvement plan was due to be reported to

the Strategic Delivery and Transformation (SD&T) board in August which is chaired by the chief constable.

69. I will seek assurances from the Force regarding this improvement plan at the next Commissioners Monitoring Board (CMB).



70. A total of 245 trials were listed during the first quarter 2016-17 of which 46 per cent were cracked or ineffective.

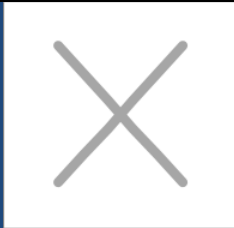
71. The HM Courts & Tribunal Service (HMCTS) has had difficulties providing data since May due to system changes. The information within this report uses information HMCTS has been able to supply.

League table (Qtr to Jun)	<i>Trials</i>	<i>Effective</i>	<i>Cracked</i>	<i>Ineffective</i>	<i>Vacated</i>
<i>North Hampshire</i>	223	67.3%	24%	9%	55
<i>Wiltshire</i>	245	53.9%	36%	10%	53
<i>West Hampshire</i>	303	51.8%	29%	19%	28
<i>Isle of Wight</i>	30	50.0%	47%	3%	14
<i>South Hampshire</i>	78	48.7%	38%	13%	8
<i>South East Hampshire</i>	140	40.0%	49%	11%	20

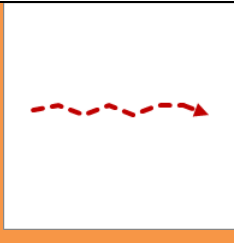
Wiltshire cracked and ineffective trial rate position – quarter one 2016-17

72. 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.

73. The high-level cracked and ineffective trial rate remains stable.


Cracked and ineffective trials due to prosecution	Not available		
<p>74. HMCTS has been unable to provide the reasons for cracked and ineffective trials at court level. Data is only available at Hampshire, Isle of Wight and Wiltshire combined level.</p> <p>75. The key themes at this high level for prosecution reasons are evidence and witness issues.</p>			

4. Secure, high quality, efficient and trusted services

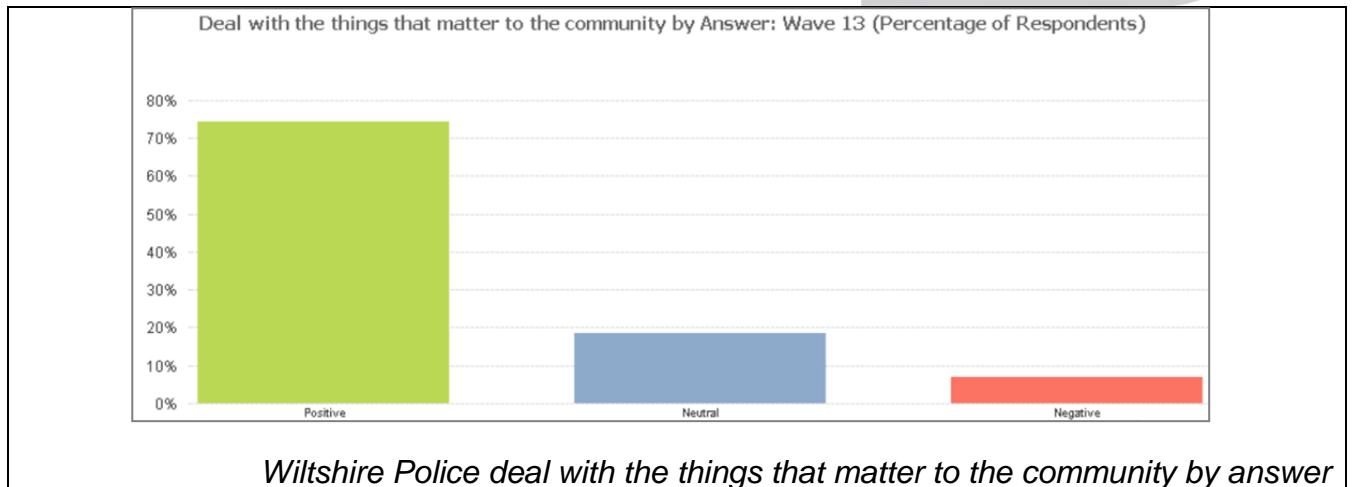
Public confidence	84 per cent Stable and high		
<p>76. Public confidence in policing is the headline measure from my public opinion survey which I commission twice a year.</p> <p>77. There has not been another wave of the survey since the quarter three performance report and therefore there is no additional information to report.</p> <p>78. The next wave of survey data was due to be received before the end of August. The Force and my office will then review the results, our approach and opportunities for improvement through the Public Service and Quality Board.</p>			

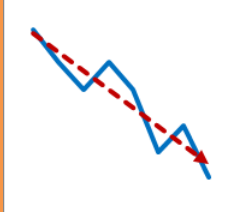
Number Surveyed	2067	2341	2112	2167	2149	2114	2117	
Confidence Interval	±2.2%	±2.0%	±2.1%	±2.1%	±2.1%	±2.1%	±2.1%	
Measure	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Average
<i>Feel safe during the day</i>	92%	94%	95%	95%	95%	95%	94%	94%
<i>Feel safe after dark</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

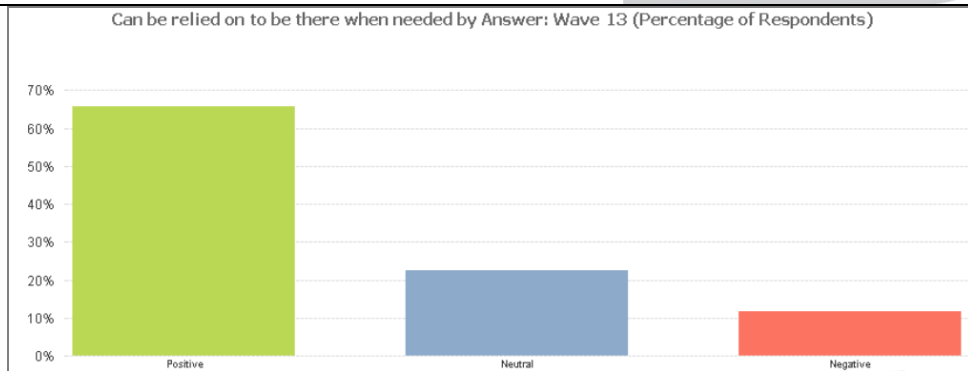
Wiltshire Police deal with things that matter to the community	74 per cent Stable and consistent since Autumn 2012	
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- 79. This measure enables me to understand whether the Force is listening to its communities and dealing with things that matter to them.
- 80. This information comes from the public opinion survey.
- 81. There has not been another wave of the survey since the quarter three performance report and therefore there is no additional information to report.
- 82. The next wave of survey data was due to be received before the end of August. The Force and my office will then review the results, our approach and opportunities for improvement through the Public Service and Quality Board.



<p>Wiltshire Police can be relied upon to be there when needed</p>	<p>66 per cent Significant decrease</p>		
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- 83. This information comes from the public opinion survey.
- 84. There has not been another wave of the survey since the quarter three performance report and therefore there is no additional information to report.
- 85. The next wave of survey data was due to be received before the end of August. The Force and my office will then review the results, our approach and opportunities for improvement through the Public Service and Quality Board.

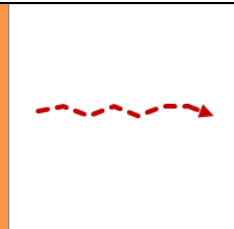


Wiltshire Police can be relied upon to be there when needed - by answer

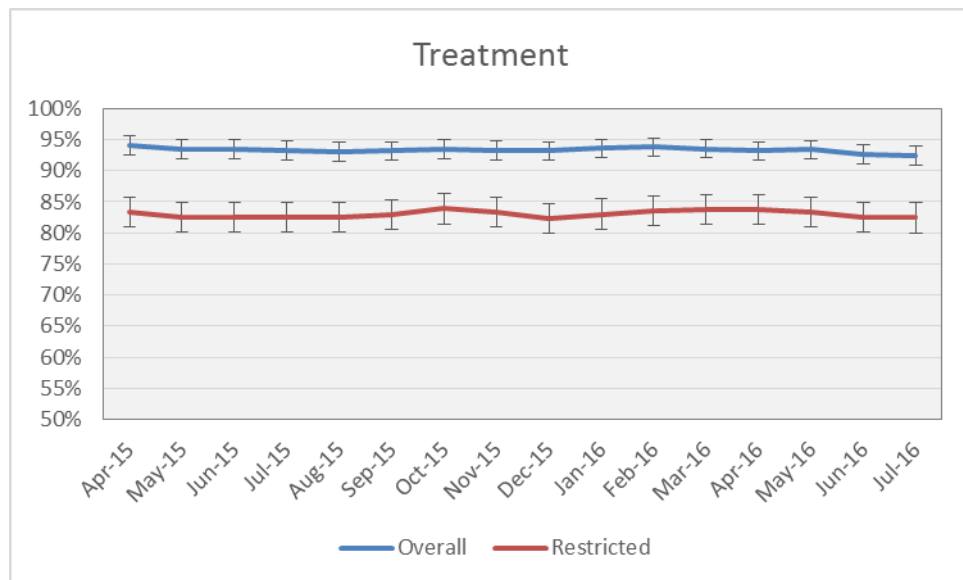
Wiltshire Police treat me with respect

90 per cent - public opinion

92 per cent - victim satisfaction

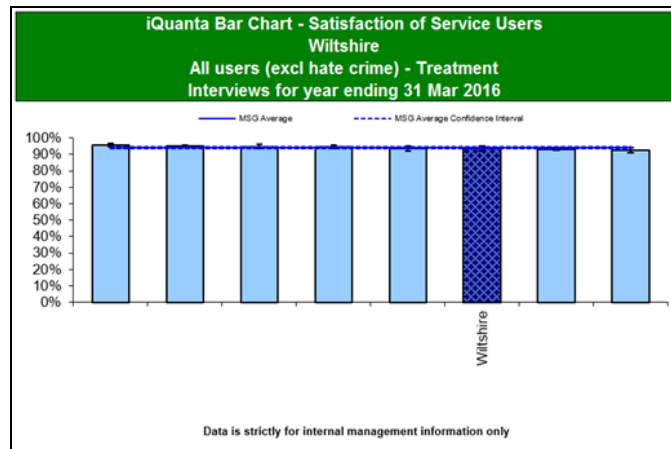


86. Responses to this question in the satisfaction survey show that 92 per cent of people believe they were treated with respect by Wiltshire Police when they were a victim of crime.



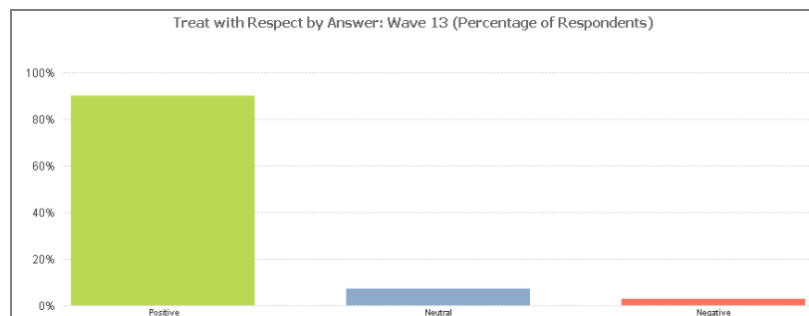
Wiltshire Police treat me with respect – overall and restricted satisfaction

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

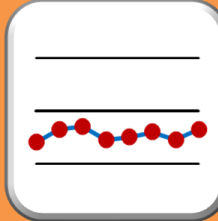



Wiltshire Police satisfaction with treatment rate – peer position

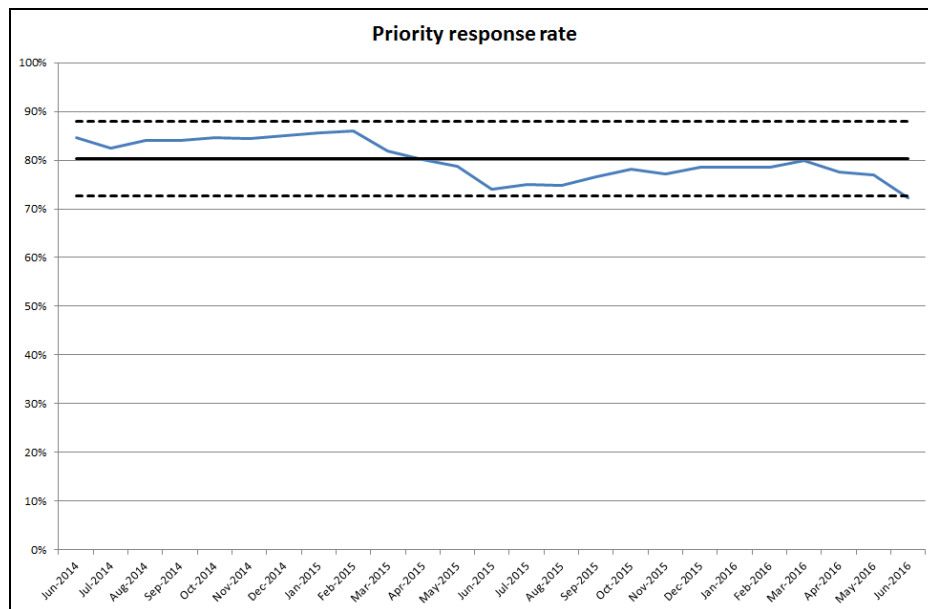
88. Added to this, 90 per of those surveyed in the public opinion survey believe that they would be treated with respect. This is stable across all surveys dating back to autumn 2012 and across the different sector areas. Seven per cent of the remaining respondents gave a neutral response, with only 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

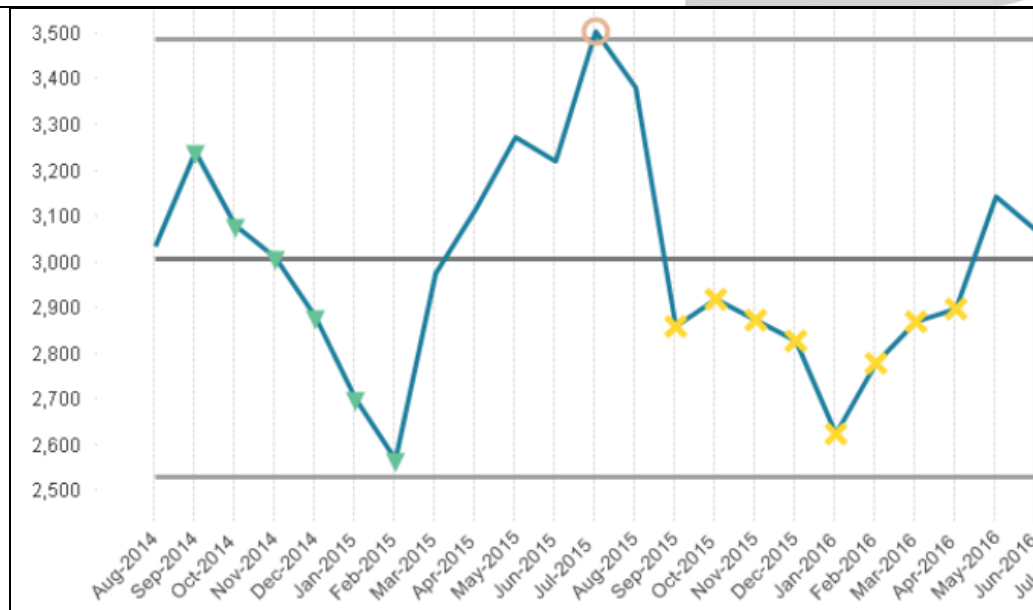
Response rate	Q1 80 per cent		
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89. The response rate measure assesses how frequently Wiltshire Police arrives at emergency and priority incidents within a service level agreement (SLA) of 15 minutes for urban emergencies, 20 minutes for rural emergencies and one hour for priority incidents.
90. The Force attended 13,492 emergency and priority incidents within quarter one, of which 10,777 were within SLA (80 per cent).
91. The emergency response rate for quarter one is 89 per cent with 3,937 of 4,441 incidents attended within SLA.
92. The chart below shows the priority response rate remains lower than the average of the last two years.



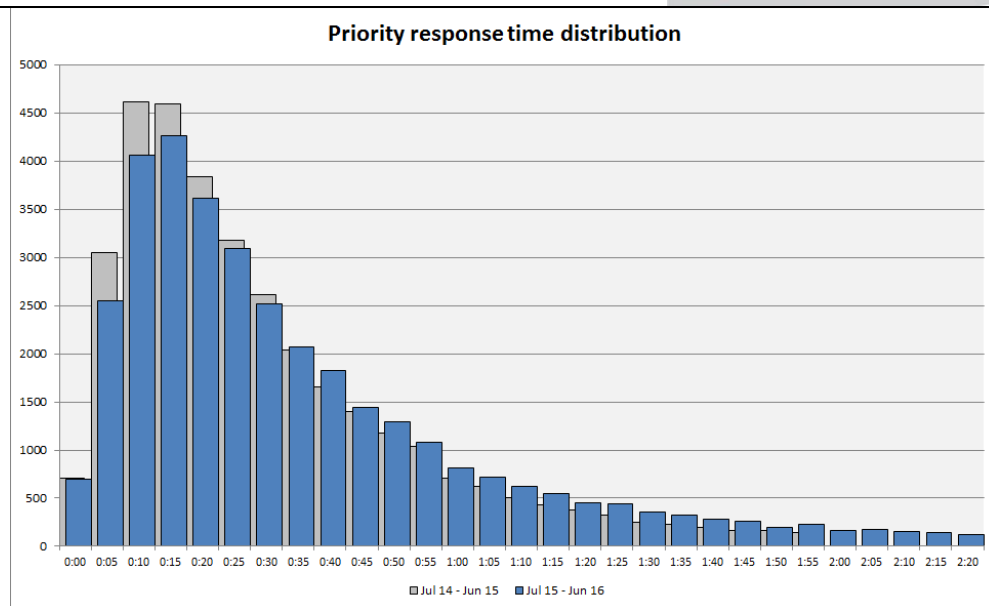
Priority response rate by month

93. During quarter one, 6,840 incidents were attended within the one hour SLA out of a total of 9,051 incidents. This equates to 76 per cent.
94. The volume of priority response calls follow a clear seasonal pattern and is within expected levels.




Volume of priority calls per month

95. 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.
96. The deterioration in response rate has had no effect on how satisfied victims are with the service Wiltshire Police provides.
97. 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.

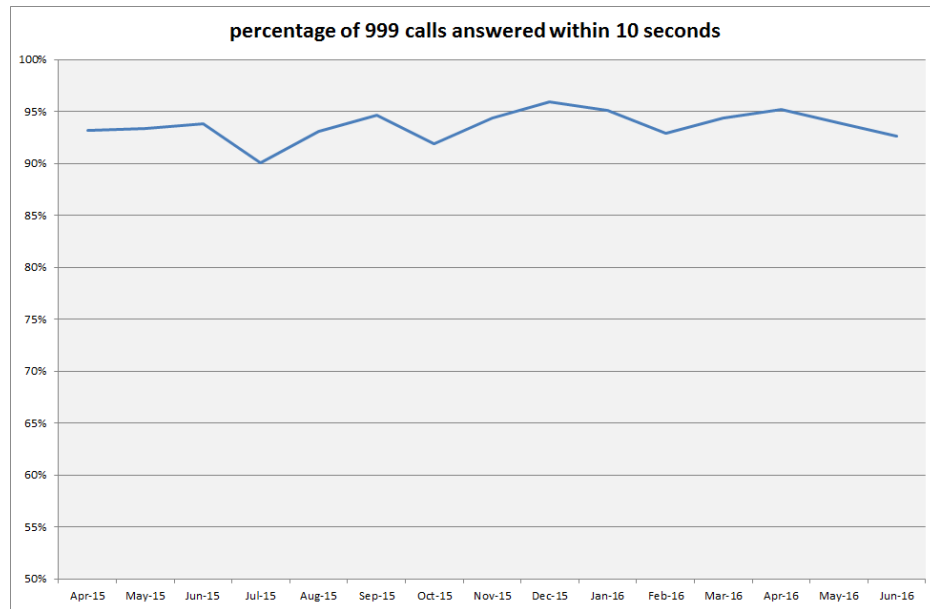


Priority response time distribution

98. The chart above shows the response rate distribution for 95 per cent of all priority incidents between July 2014 and June 2016. The reason five per cent has been excluded is because the majority of these are outliers and a result of administrative errors.
99. The average arrival time between July 2015 and June 2016 was 45 minutes. A total of 90 per cent of incidents were attended within one hour and 35 minutes and 95 per cent were attended within two hours and 20 minutes.
100. An action plan has been in place for several months which does not appear to have improved the response rate to priority incidents.
101. The Force is managing this work through the Demand Management Group (DMG) to identify ways to reduce demand on response officers. This involves identifying demand which is more appropriately dealt with by partner agencies, understanding and reducing hidden or internal demand created by processes and ensuring the right level of resources and abstractions are managed.

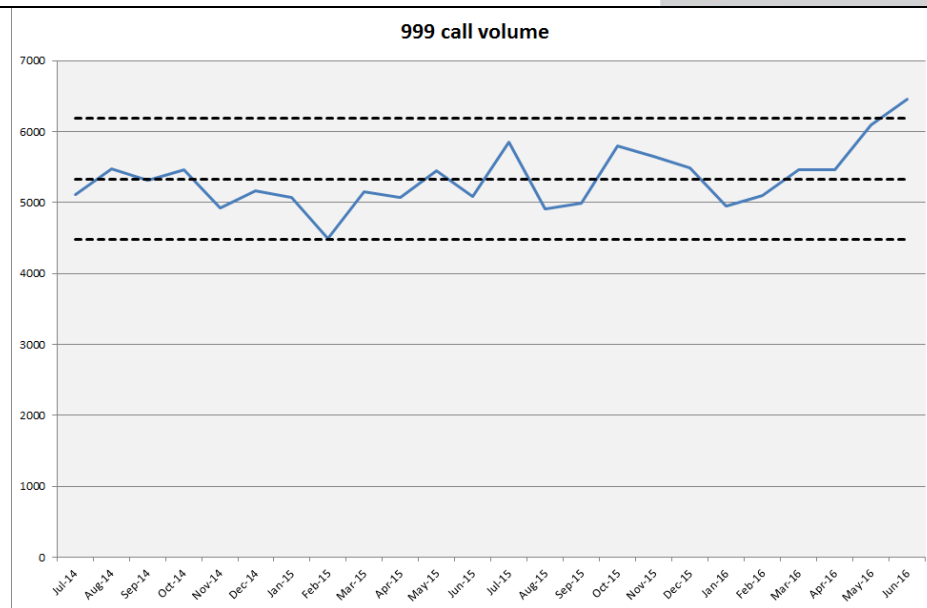
999 calls answered within 10 seconds	Q1 92 per cent		
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102. During quarter one, 92 per cent of all 999 calls received (18,012) were answered within ten seconds.



Percentage of 999 calls answered within ten seconds

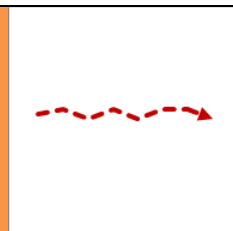
103. It is reassuring that the Force has maintained the capability to answer a consistently high proportion of 999 calls within ten seconds given the high demand during May and June as shown below in the control chart.



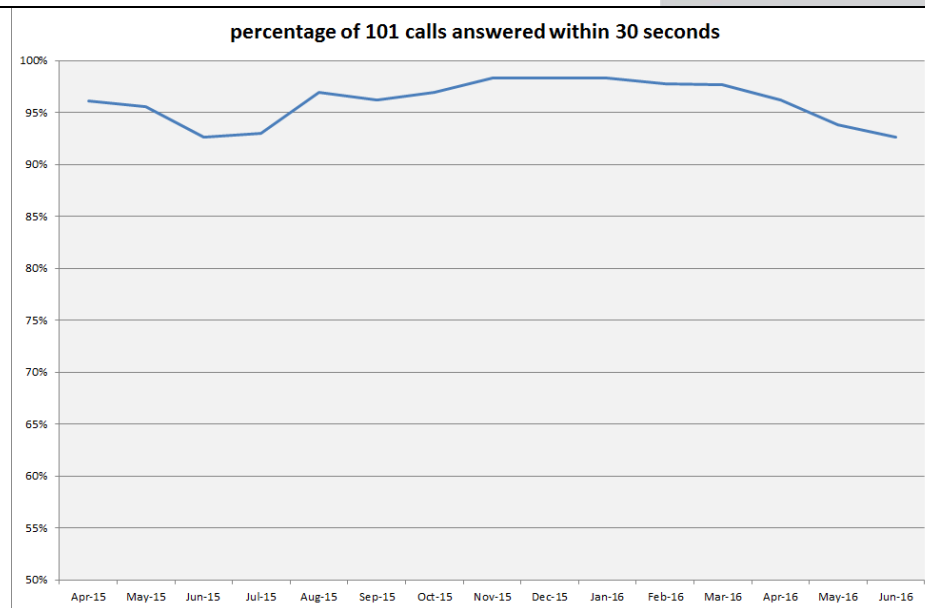
999 call volume by month

101 calls
answered within
30 seconds

Q1
94 per cent




104. A total of 81,880 101 calls were received by Wiltshire Police during quarter one. Ninety four per cent were answered within 30 seconds. This figure remains stable and consistently high.



Percentage of 101 calls answered within 30 seconds

105. There are no concerns about Wiltshire’s capability to answer 101 calls.
106. There is concern with regards to the Force’s capability to answer calls directed into the Crime Recording and Incident Bureau (CRIB) with only 44 per cent of calls being answered within the 30 second SLA during the first quarter (24,410 out of 47,173) .
107. With demand increasing during the summer and staff abstractions, there is often a dip in performance during summer months; however, 44 per cent is exceptionally low.
108. The Force is addressing this performance concern through the operational senior leadership team performance meeting on a monthly basis. It is acknowledged that with a CRIB answer rate this low there is the potential to increase 999 demand with callers hanging up and redialling 999. Satisfaction with ease of contact is likely to reduce, providing the potential for complaints.
109. However, the Force is showing the capability to manage risk in the fact that emergency calls and incidents are routinely answered and attended well within acceptable time frames.

Quality of files	Q1 NA		
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110. This measure relates to an internal assessment of the quality of full files which the Force submits to the Crown Prosecution Service.

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

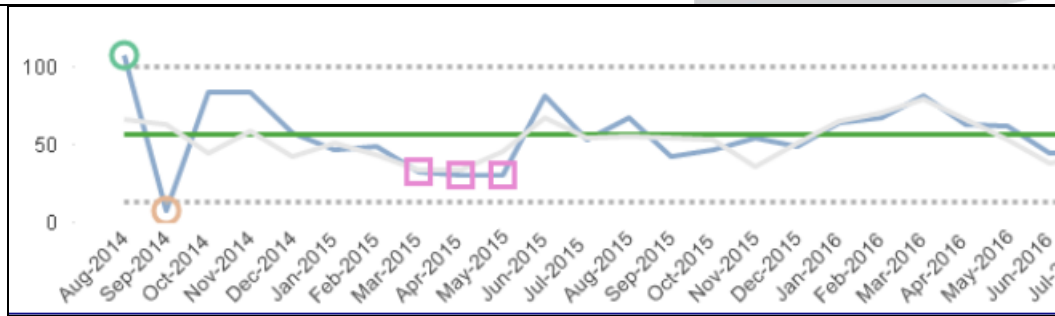
112. The framework which assesses the quality of files is the most comprehensive it has ever been and, judging by the improvements seen, is adding value.

113. 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.

114. It was hoped that this information would be available to report on at the end of quarter one. However, the data capture process is still in the process of being adopted, meaning that there is not a complete or reliable data set to report on at this early stage.

Volume of complaints	Q1 170		
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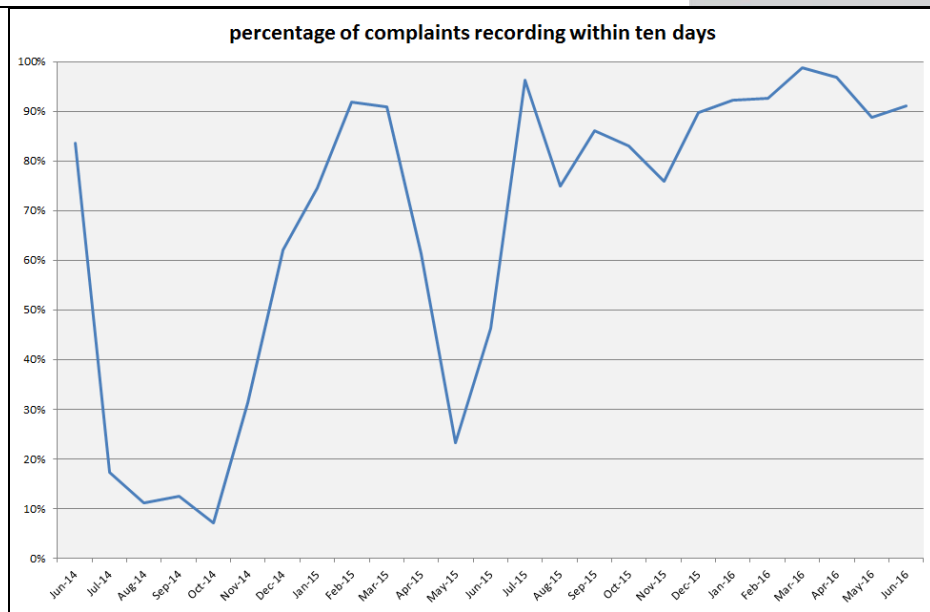
115. The volume of complaints recorded remains relatively stable and within expected levels as can be seen in the graph below.



Recorded complaint volume

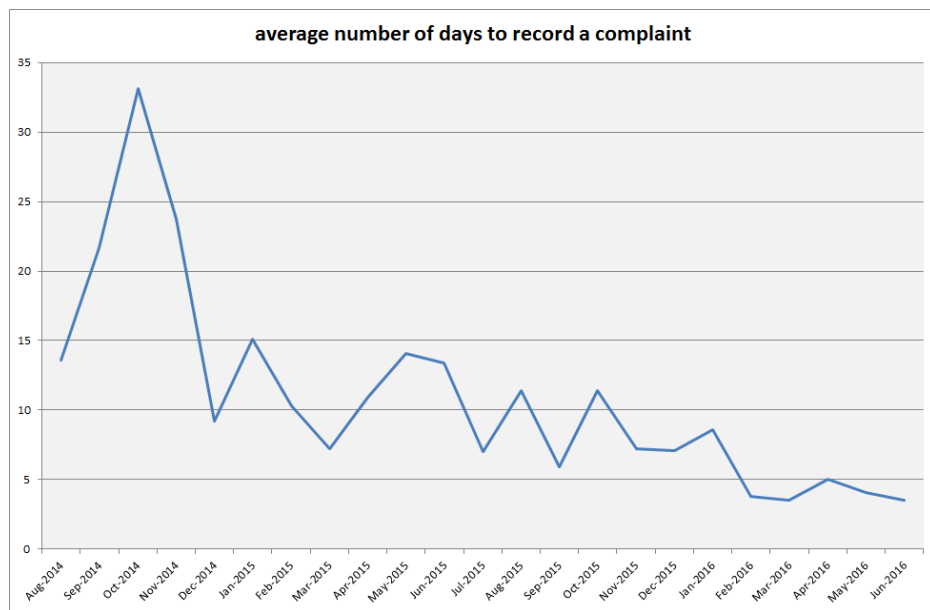
<p>Percentage of complaints recorded within 10 days</p>	<p>Q1 93 per cent</p>		
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116. The percentage of complaints recorded within ten days has been strong and consistent since January 2016 following issues in previous years.




Percentage of complaints recorded within ten days – by discrete month

117. In the latest quarter it took four days on average to record a complaint. This is below the Independent Police Complaints Commission’s (IPCC’s) ten working days level of expectation and a good improvement on previous years.

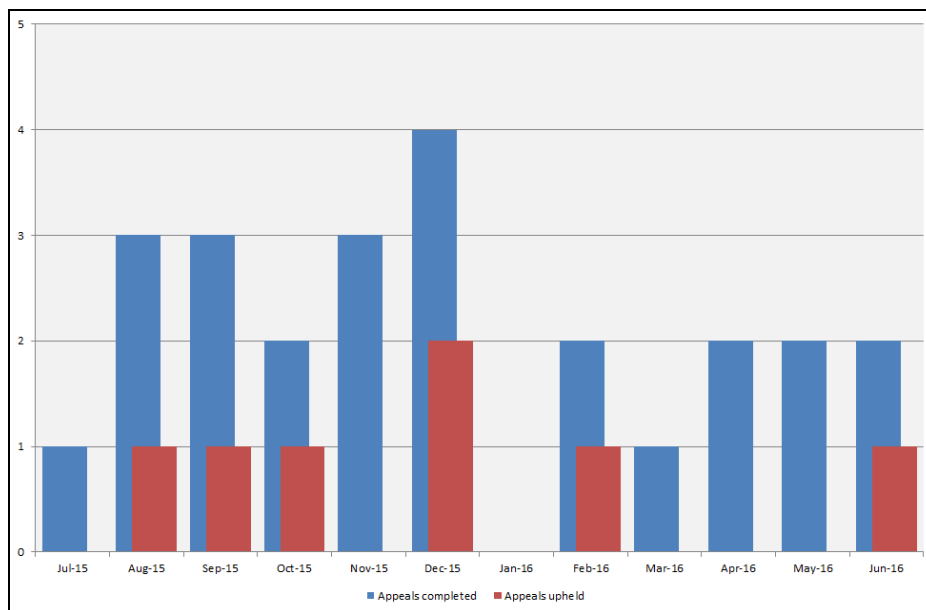


Average number of days to record a complaint

Percentage of complaint appeals upheld	Q1 16 per cent (1 out of 6 appeals)		
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118. 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.

119. 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

120. In the last 12 months, there have been 693 complaints recorded. Twenty five complaints resulted in an appeal and, of those 25 complaints, only seven were upheld (one per cent of all complaints).

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

Focus on particular Police and Crime Plan objective

Introduction

In this part of the report, specific focus is given to one of the priorities within my plan. This is intended to provide detail of important activities which cannot be easily quantified through numerical measures.

To avoid potentially missing anything significant from a priority, this report will also include a section where these things can be raised by me if appropriate.

The plan has four objectives which will be examined throughout the year as follows:

Q1	Q2	Q3	Q4
1. Prevent crime and anti-social behaviour	2. Protect the most vulnerable in society	3. Put victims and witnesses at the heart of everything we do	Annual report where all priorities will be discussed
		4. Secure, high quality, efficient and trusted services	

Examination of priority focus throughout the year

The more focused approach will include updates on relevant projects and initiatives seen since the beginning of the financial year. The annual report will include an overall assessment of all priorities within my plan.



Prevent Crime and ASB

I want everyone in Wiltshire and Swindon to live without the fear of crime and anti-social behaviour. Everyone should be protected. I want to continue to work with communities to address the issues that affect them. If you are a victim you should have the confidence to report the crime to the police, knowing that you will be listened to, and that the crime will be properly investigated.

There are three objectives within this priority:

- Initiatives are undertaken with local communities and community safety partners to prevent and reduce crime and anti-social behaviour.
- Wiltshire Police is visible, approachable and trusted in all communities.
- Wiltshire Police has specialist teams to deal with organised crime, high tech crime, major incidents and national threats.

The detail of this priority and others can be found in my plan through this link: [Police and Crime Plan 2015 - 2017](#)

Within the priority 'Prevent Crime and ASB', there are 15 initiatives which will all be covered in this report, under their respective objective.

Objective one

Initiatives are undertaken with local communities and community safety partners to prevent and reduce crime and anti-social behaviour.

1.01 Working with partners to co-ordinate our approach and response in tackling ASB and utilise appropriate powers to prevent ASB in our communities

The new ASB powers are now being used widely by our staff. These include public space protection orders which are an effective way of improving the surrounding areas for the public.

There is presently a dedicated ASB victim support officer working across the county. This work includes raising the profile so that victim support services can effectively support victims of ASB, and ensure that victims are regularly reporting the issues.

Regular multi-agency work takes place to develop sustainable approaches to problems, such as providing evidence about the link between the saturation of off licences and late night refreshment premises and high levels of ASB and nuisance to residents.

1.02 Working with partners to deliver community resolutions such as mediation, face-to-face meetings to provide early and swift justice that involve victims and the community in the justice process

Wiltshire Police has an Out of Court Disposals (OOCd) manager who is responsible for the effective and appropriate use of this form of disposal.

The OOCd manager has provided training to all Response, neighbourhood policing teams and local crime teams across the Force regarding the new community resolution and restorative justice Force procedure guidance.

The training has also been given to new recruits and is now a permanent feature on future training schedules for new intakes and sergeant and inspector leadership programmes.

There has been an increase in the more creative use of resolutions. Engagement with external groups such as Motiv8 and U-Turn has been positively received and appears to be having the desired impact on the offenders.

There is a restorative justice strategy board, the members of which include police, OPCC and partner agencies, to help form the 'Restorative Together – Wiltshire and Swindon' model

1.03 Encouraging the active participation of the public by increasing the prominence and diversity of volunteer roles within the police including 'watch' schemes; increasing the value and engagement of special constables, volunteers, and police cadets. In addition, recognising the valuable role volunteers play in supporting local communities and creating strong communities

The currency of volunteering is value and recognition, and we have more work to do to achieve the valuing of the contribution our volunteers make. Volunteering remains an important strand in enabling success of my plan. The existing volunteer panel and strategy help support this effort.

Community Speed Watch (CSW) is the most active volunteer group, growing from about 250 members in 2013, to now close to 750 across 138 sites in Wiltshire and Swindon. A further six CSW sessions are planned for 2016, averaging 20 members at each session.

The business case for attracting, recruiting and training 500 Specials has been completed and a team is in place to deliver this over the next two years. Work is

ongoing to identify retention themes within the Special Constabulary. Feedback in regard to the deployment and performance of Specials within the new community policing model remains positive. The rollout of the smart phones to Specials is underway, with officers receiving the same kit as regular colleagues, which has been positively received.

1.04 Working with Wiltshire Council, Swindon Borough Council, Youth Offending Boards and third sector partners to provide a range of engagement activities for young people to support those at greatest risk of being victims or offenders

The youth engagement officers (YEOs) are up and running. They have been getting to know young people in their areas and are fully engaged with all secondary schools across the county. They spend about half of their time in schools, providing various inputs to educate children.

There are now four cadet units in operation, with further advertising taking place in Salisbury, which will recruit in September 2016. They have conducted many activities across the county, including raising awareness of knife crime and new psychotic substances, presenting a crime prevention stand in shopping centres, and marshalling public events.

Junior Good Citizen took place on 6th June in Swindon and 20th June in Wiltshire. This is a scheme designed to educate children about situations which can end up causing injuries or accidents, encourage them to respond appropriately to emergency situations and highlight the contribution that they can make to creating safer communities by being good citizens. The scheme is organised by Wiltshire Police but supported by:

- Swindon Borough Council
- Wiltshire Council
- Dorset & Wiltshire Fire and Rescue Service
- British Red Cross
- British Transport Police - on behalf of Network Rail
- Swindon Youth Offending Team.

1.05 Working with partners to identify and prevent those at risk of radicalisation

The Prevent part of the Government's Contest strategy addresses all forms of terrorism and violent extremism. Its overarching aim is to stop people becoming terrorists or supporting terrorism and violent extremism. It has three objectives (the three 'I's):

- Responding to the extremist ideological challenge and those who promote it

- Preventing individuals from being drawn into terrorism or violent extremism and ensuring they are given appropriate support and advice
- Working with sectors and institutions where there are risks of radicalisation which need to be addressed.

Dealing with these issues is a partnership responsibility, and the Contest strategy provides the framework by which to achieve this. This is included and supported by many of the activities listed within this section, such as youth engagement, volunteers, community policing model, and regional intelligence gathering.

1.06 Working with the National Probation Service and Community Rehabilitation Company to improve the Integrated Offender Management service to reduce offending

The Integrated Offender Management (IOM) service used by Wiltshire Police is the Swindon and Wiltshire Integrated Targets for Change programme (known as SWITCH). This 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.

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.

High-risk individuals are now being accepted on to the cohort. There is still more work to be done with the Community Rehabilitation Company so we are working together with the National Probation Service to resolve high risk cases. The police continue to develop an effective protocol to enable this to happen.

Attendance and compliance on the scheme is roughly 75 per cent, and 64 per cent of nominals have been identified as having a drugs problem which is directly contributing to their reoffending. Despite an increasingly large and slightly riskier cohort, reoffending remains fairly consistent compared to previous periods.

1.07 Working with partners to fulfil their responsibilities to develop more effective support for offenders, including the provision of suitable housing to steer repeat offenders away from committing crime.

This area of work is being examined by the Wiltshire Criminal Justice Board particularly working with probation and local authorities. This is a problem across the county and presents real difficulties in areas where affordable and supported housing provision is already very low. I will continue to discuss this with partner agencies.

1.08 Working with partners to improve the management of evening and night time economies and alcohol related anti-social behaviour

The licensing team within Wiltshire Police continues to be proactive, supported by both Swindon Borough Council and Wiltshire Council, in providing advice and guidance to licensed premises, assisted by the local police officers.

Purple flag is an accreditation process similar to the green flag award for parks and the blue flag for beaches. Purple flag are awarded to town and city centres that meet or surpass the standards of excellence in managing the evening and night time economy. In February 2016, Chippenham was awarded purple flag status which is a great recognition of the town's safe night time environment. A considerable amount of effort has gone into this achievement, which was a fine example of partnership working between Wiltshire Council and Wiltshire Police, with help from the street pastors, the chamber of commerce, Pubwatch and Chippenham Business Improvement District (BID).

Swindon continues to work towards purple flag status. The use of closure notices for problematic licensed premises has proved effective in both Swindon and Salisbury with the result of premises improving their processes and complying with their licenses and conditions. Operations to combat the selling of alcohol and tobacco to under-age customers have taken place in Swindon in partnership with trading standards and further operations are planned. The use of robust assessments has resulted in many premises being conditioned effectively to meet the licensing objectives, this has been a result of good partnership working with the council's licensing officers.

Wiltshire Police and Wiltshire Council licensing teams worked together to visit licensed premises to advise and collate intelligence around the Euro 2016 tournament. Good work was carried out by PCSOs visiting relevant premises where they were able to forward information to the planning teams to assist in staffing and resources.

1.09 Working with partners to ensure that business are supported to protect themselves and their customers against cybercrime

The cyber crime communication strategy is in place which includes a social media presence to deliver prevention advice and alerts. A partnership group has been created combining community safety partnerships (CSP), police, education and organisations

such as age UK to understand and plan to mitigate the impact of cyber crime on communities.

The regional Cyber Information Sharing Platform known as CISP is now live and seeks to share information on cyber incidents and how to protect organisations. This is being co-ordinated by the regional cyber crime protect officer and orchestrated locally.

Business-specific presentations have already been arranged for local chambers of commerce and small business groups. The key messages - raising awareness of what cyber crime is, what can be investigated, the impact an attack could have on their organisation/company and their clients, importance of training staff, prevention expectations and signposting for on-going support and advice.

1.10 Extending the community messaging scheme to increase the numbers signed up and include important messages from partners

All Neighbourhood Policing Teams (NPTs) have had the Community Messaging system rolled out within their area, which has included a number of electronic, paper-based, and face to face meetings with staff, to enable them to promote the system to the public.

NPTs are continuing their work with local Neighbourhood Watch (NHW) Co-ordinators and the Force lead for NHW, Amanda Clarke, to get all scheme members on to the system. Each NPT has also nominated a Community Messaging 'champion' who will be the main contact for ensuring high quality messages and promotion of Community Messaging in their area as well as keeping in touch with their local NHW members. This 'champion' will help integrate Community Messaging promotion into everyday standard practice for officers, encouraging them to sign people up who they come across as part of their everyday roles.

There are currently 7,947 people signed up on the Wiltshire and Swindon community messaging system, with 316 registered administrators who can send out messages to the local communities. The recent average message rating from the public was five out of six.

1.11 Working with the Wiltshire and Swindon Road Safety Partnership to improve road safety and reduce road traffic casualties through education, road engineering and patrols of the road network.

The Road Safety Unit (RSU) continues to work closely with partners in delivering education to colleges and companies (Network Rail) on general road safety and

drink/drug drive messages.

Promoting the current summer drink/ drug drive campaign, the partnership has held roadshows highlighting the dangers and increasing awareness, tying in with the Euro 2016 UEFA championships.

Social media is being used to raise awareness of road safety. For example, July 2016 saw the launch of a bicycle safety social media campaign.

Safe Drive Stay Alive was recently presented at the Army HQ, Andover to senior military officials as well as chief fire officer of Dorset & Wiltshire Fire and Rescue. This has been widely accepted as an exemplary model for delivering safe driving education throughout schools and colleges and will be rolled out nationally by the Army in consultation with our road safety partnership.

Current figures regarding killed and seriously injured people on the roads, puts Wiltshire and Swindon on a similar number to the previous year with no apparent spikes so far. The Tri-Force team is responsible for the patrol of the strategic road network, enforcement and investigation of serious traffic collisions.

1.12 Updating the Automatic Number Plate Recognition system across the Wiltshire and Swindon to enhance capabilities to respond to crime

The Automatic Number Plate Recognition (ANPR) improvement project addresses mobile fleet, static cameras, more flexible ways of accessing the information and new ways of exploiting the data. Procurement has taken place to improve the cameras available, and the units have started arriving. These will now be fitted to the various locations throughout the county that have an ANPR camera.

Discussions regarding how ANPR could be progressed more collaboratively are in progress with Avon & Somerset and Gloucestershire.

Objective two

Wiltshire Police is visible, approachable and trusted in all communities

1.13 All communities have local policing teams with a named senior police officer who is known in their area, and responsible for local policing

Wiltshire Police has recently announced the move to a new operating model called 'Community Policing'. This model brings together different roles into one team, working with the community. There are currently nine sectors within the area served by Wiltshire Constabulary, each with an Inspector leading the police officers and staff which protect the communities. The Police will attend community area boards in Wiltshire and localities in Swindon, to provide an update to the public on policing and other work that has taken place.

Community Policing is in essence collaboration between the police and the community to resolve the serious problems that exist in communities and build better relations with each other and partner agencies. It is essential to identify and address the root cause of problems that lead to repeat calls so that demand placed upon the teams is reduced.

Research suggests that members of the public talk to PCSO's more than they ever would to Police Officers. The role of the PCSO has changed over time, as they are now the single point of contact and are responsible for managing their beat area. This should provide a better service to the public, and to area boards, town councils, parish councils, and partners.

1.14 Mobile technology is used effectively, allowing officers and staff to work flexibly in our communities by December 2015

All staff now have personal issue laptops or tablets depending on their role. This rollout has been positively received so far. The new technology, along with reliable internet access, enables staff to work within the communities, rather than needing to unnecessarily return to the police station.

This investment significantly supports the rollout of the new policing model, which not only improves the working practices of staff by being able to work alongside partners, but also improving the visibility of policing in communities.

1.15 Communities can trust that crimes that are reported are recorded appropriately

Since October 2014, detailed auditing has taken place within the 'command and control' and 'records management' systems (Storm and Niche) to determine the Forces' compliance with the National Crime Recording Standard (NCRS) and Home Office Counting Rules (HOCR) in relation to the conversion of incidents to crime and the correct classification of crime records. The incidents selected were considered high risk and those most likely to reveal mis-recording or under-recording of crime.

The audit team work closely with the contact centre to ensure the errors are fed back, and expertise within the crime recording practices are shared. As of the 15 June the team had reviewed 3,817 records and any errors found had been corrected.

Monthly meetings are held with the Chief Constable to discuss the audit results and this is followed by a crime recording meeting in which tactical leads take action to improve compliance based upon the audit results.

Objective three

Wiltshire Police has specialist teams to deal with organised crime, high tech crime, major incidents and national threats

1.16 The South West Regional Organised Crime Unit which covers Wiltshire and Swindon

The Regional Organised Crime Unit (ROCU) known as Zephyr was established in 2010 involving all five regional forces, each paying a contribution. Its aim is to identify, disrupt and dismantle organised crime groups impacting on the South West of England and it encompasses specialist departments including the Regional Cyber Crime Unit, Fraud Team and Asset Recovery Team.

Covert assets previously managed and owned in-force have migrated across to ROCU and continue to provide service to Wiltshire. Redefinition of what the National Crime Agency (NCA), ROCU and forces are expected to deliver is being clarified by NCA and may have some impact on local capabilities and expectations. For example, clarification of the type of offences ROCU will manage will potentially change the level of offences Wiltshire is expected to manage.

The South West ROCU has extended its capabilities to include Technical Support Unit (TSU) and Undercover (UC) managed by the South West Police Collaboration Programme.

1.17 Working with partners to reduce the threat and risk to Wiltshire from terrorism, enabling our communities to go about their lives freely and with confidence

Wiltshire Police works extensively with partners within Contest, the UK's strategy for countering terrorism. This aims to:

- Pursue: stop terrorist attacks
- Prevent: stop people becoming terrorists
- Protect: strengthen our protection against terrorist attack
- Prepare: mitigate the impact of attacks.

Wiltshire Police, together with Police forces throughout the UK, has a dedicated Counter Terrorism Security Advisor (CTSA) team that focus on reducing the vulnerabilities within the Wiltshire community from the threat of terrorism and domestic extremism.

The CTSA team delivers key elements of the Protect strand within the National Counter Terrorism Strategy (Contest). They are trained, coordinated and tasked by the National Counter Terrorism Security Office (NaCTSO) in partnership with the security service to reduce the impact of terrorism by:

- Protecting the UK's most vulnerable and valuable sites and assets
- Enhancing the UK's resilience to terrorist attack
- Delivering protective security advice across the crowded places sector

1.18 The Major Crime Investigation Team which covers Wiltshire, Avon and Somerset and in the future Gloucestershire police forces

The Major Crime Investigation Team (MCIT), known as Brunel, currently covers Wiltshire and Avon and Somerset police force areas. Gloucestershire joined this team in December 2015. A number of focus groups around key areas of MCIT business were established, aimed at pooling best practice across the three forces and working towards effective inter-operability and corporacy.

The next stages of this collaboration focus on what could be done better or more efficiently given the new three-force structure. Assistant Chief Constable (ACC) Jon Stratford from South Wales has recently been appointed as one of the new ACCs within the collaboration, and will be taking on overall responsibility for Brunel MCIT.

1.19 Working with the Local Resilience Forum (LRF) partners to plan, respond and help recover from emergencies and major incidents

I was provided with a briefing from the Major incident Planning manager in August 16 and have been reassured that this action is being fulfilled.

Within Wiltshire and Swindon there is an LRF established under the requirements of the Civil Contingencies Act 2004. The executive group is chaired by the Chief Constable and includes all category one responders (Police/fire/ambulance/local authorities/NHS England/Public Health England/Environment Agency plus the military). This meets twice a year but has a monthly teleconference to discuss key emerging issues.

The LRF meets its seven civil protection duties required under the Act: co-operation, information sharing, risk assessment, emergency planning, business continuity (BC) management, and communicating with the public.

In order to deliver this, the LRF practitioners (emergency planners) work together one day each month to deliver the work of the LRF (risk assessing, plan delivery, exercise planning etc). The LRF produces around 27 documents and guides that are mostly generic. The work of the LRF is strongly linked to the Prepare side of the Governments Counter Terrorist strategy in that it delivers Consequence Management to any incident whether CT or a man-made or natural disaster.

Each month the LRF agencies Emergency Planning leads meet for a day to deliver the work of the LRF with five functional groups involved in the delivery.

- Warning & Informing (Media & Communications and Resilient Telecommunications.) Chaired by Police.
- Risk Group. Chaired by Swindon Borough Council
- Training & Exercising. Chaired by Dorset & Wiltshire Fire and Rescue Service
- Extreme Weather. Chaired by the Environment Agency
- Voluntary Agencies. Chaired by Wiltshire Council

A Community Risk Register is published which looks at the risks affecting Wiltshire and Swindon as outlined in the annual National Risk Assessment. Various multi-agency exercises will take place each year based against threat and risk or to meet legal obligations around COMAH sites etc.

Recent work includes:

- Involved in Exercise Defender Consequence where a multi-agency Strategic Coordinating Group dealt with a series of unfolding CT incidents.
- Strategic Media Training.
- Reviewing the Threats contained with the National Risk Assessment and applying a local risk to them. This is part of a regional piece of work.
- Engagement with Dstl Porton Down and MOD Corsham. Both Critical sites with high risks.

1.20 Tri-force services for firearms, roads policing and dog teams

In Tri Force there are three proactive strands that have the capability to target organised crime, high tech crime, major incidents and national threats.

Roads Policing officers continue to patrol the strategic route network, giving specific attention to the arterial routes with the highest traffic flow. Automatic number plate recognition (ANPR) assets have been deployed to provide continuous screening of any Police National Computer markers, including those of national interest.

Roads Policing assets operate in line with the national calendar of events, and during this review period a number of operations have taken place including some aimed at organised crime group (OCG) and terrorist activity. Ongoing development of counter terrorism intervention activity is being progressed with the South West Counter Terrorism Intelligence Unit (SWCTIU) and Special Branch as part of some national work (being led by the Roads Policing Operations team within Tri Force).

Firearms operations are supported through the Authorised Firearms Officers (AFO) and Specialist Firearms Officers (SFO) deployed across Wiltshire. With the raising of the national threat assessment, work is currently underway linking in with the national portfolio holder for preparation of any national threats or counter terrorism incidents and ensuring the preparedness of the policing response.

Tri-Force have a new management structure in place with the appointment of ACC Jon Stratford and Superintendent Mark Sellers.



Raising awareness of significant topics

Regardless of which group of plan objectives are being focused on, every performance report should address any performance issues which, for that period:

- a) Have shown a significant change;
- b) Are of particular concern to me;
- c) Are an area of excellent work or progress; or
- d) Are prominent in the local or national media.

Sticking to these criteria should create a “no surprises” agreement between my office and the panel when it comes to performance monitoring.

I would like to draw the panel’s attention to the following areas which I believe require consideration:

Annual Report 2015/16

The panel reviewed and commented on the draft annual report 2015/16 which has now been published. This provides a comprehensive summary of the challenges and opportunities for policing and community safety in Wiltshire and Swindon in 2016/17.

The three significant challenges highlighted in the report are addressing the low outcome rates for dwelling burglary, implementing the diversity and inclusion strategy to ensure Wiltshire Police reflect the communities they serve and securing fairer funding for Wiltshire and Swindon.

Best Use of Stop and Search (BUSS)

Following the suspension of Wiltshire Police from the BUSS scheme an improvement plan has been completed and workings with HMIC to ensure Wiltshire Police regain entry into the scheme later this year.