Office of the Police and Crime Commissioner for Wiltshire and Swindon

Quarter Four 2016-17 (1 January to 31 March 2017)

For Police and Crime Panel meeting 29 June 2017

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Introduction by Commissioner Angus Macpherson

This document provides the performance information for quarter four against my Police and Crime Plan 2015-17.

As this is the quarter four report, this document provides the performance summary for 2016-17.

All further information and details of delivery against the Police and Crime Plan is contained in my draft annual report 2016-17.

Angus Macpherson

Police and Crime Commissioner for Wiltshire and Swindon

June 2017

Overall performance dashboard

Priority 1:	Prevent crime and ASB		
Measure	Data	Infographic	Context
Crime volume	10,025		Significant increasing trend but in line with peers
Anti social behaviour (ASB) volume	3,895		Long term reducing trend with short term increases
Crime recording compliance	96%		Good
Satisfaction with visibilty	53%		In line with previous years
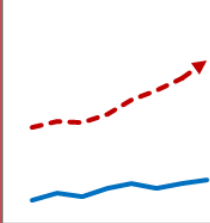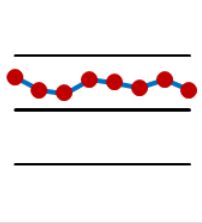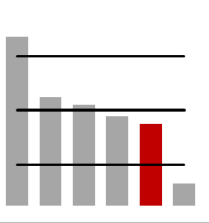
Priority 3:	Put victims and witnesses at the heart of everything we do		
Measure	Data	Infographic	Context
Victim Satisfaction	81.4%		Inline with peers
Satisfaction with investigation	73.4%		Stable
Satisfaction with being kept informed	75%		Above average and inline with peers
Outcome rate	18.1%		Inline with national average but below peer average
Cracked and ineffective trials	50%		Stable
Cracked and ineffective trials due to prosecution	13%		Low rate for Magistrates court

Key to Symbols

Symbol	Description
	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 Disrete 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 Disrete 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

Police & Crime Commissioner for Wiltshire and Swindon

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	81%		Stable and high
Wiltshire Police deal with things that matter to the community	75%		Stable since Autumn 2012
Wiltshire Police can be relied upon to be there when needed	65%		Significant reduction over two years, likely to be linked to 101 and CRIB answer rate
Wiltshire Police treat me with respect	88%		High and stable since Autumn 2012
Response time: Immediate Priority	10m 46s 55m 41s		Improving trend in the time it takes to arrive at priority incidents
999 calls answered within 10 seconds	94%		Consistently high since November 2014
% of 101 calls answered within 30 seconds	90%		High but reducing trend
Quality of files: First files Full files	51.6% 97.6%		Improved full file quality
Volume of complaints	201		Slight reducing trend
% of complaints recorded within 10 days	96%		Sustained improvement
% of complaint appeals upheld	36%		11 appeals completed with 4 upheld

1. Prevent crime and anti-social behaviour

Crime volume	Q4. 10,025 Rolling 12 months 41,431	

1. There were 10,025 crimes recorded during quarter four.

2. In the 12 months to March 2017, 41,431 crimes were recorded. This represents an increase of nine per cent on the previous 12 months.

3. This section will put Wiltshire's rate of change in the context of national and peer group changes and will draw upon both crime recording factors and crime increases.

4. Nationally, the Office for National Statistics (ONS)[1] has reported an increase of nine per cent in police recorded crime in the 12 months to December 2016.

5. The ONS publication states that the large volume increases are thought to reflect changes in recording processes and practices rather than crime. The publication acknowledged that there appeared to be genuine increases in some of the lower volume and higher harm categories.

6. The latest information through iQuanta suggests that police recorded crime continues to increase. The figures, which have yet to be formally published, show an increase of 11 per cent nationally in the 12 months to March 2017.

7. There are three elements that help contextualise Wiltshire's position: where we have come from (rate of change), our current position (per 1,000 population) and where we are heading (trend and forecast).

8. Wiltshire's nine per cent increase in the 12 months to March 2017 is lower than the 11 per cent national increase but statistically in line. The current recorded crime rate per 1,000 population is also lower than peer and national averages but statistically in line.

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[1] https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingdec2016
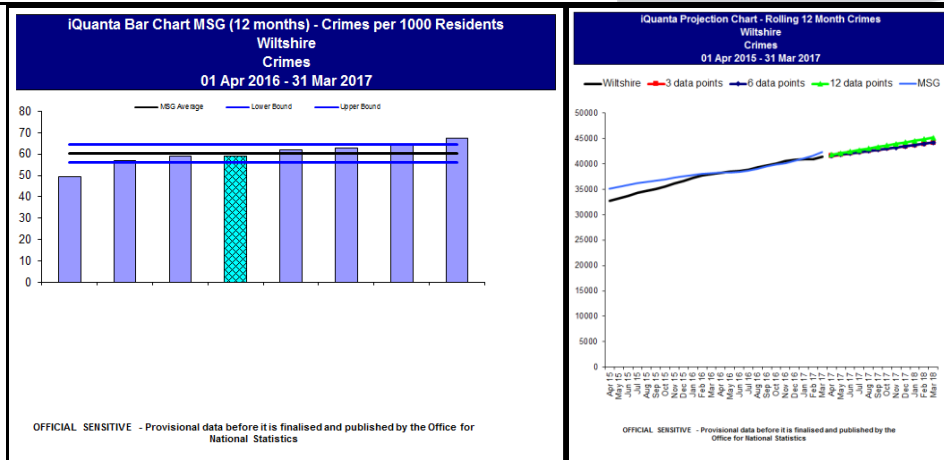
All crime up to March 2017 – most similar group (MSG) position and trend

9. Wiltshire's percentage increase compared to the previous year has been steadily reducing throughout 2016-17 as can be seen in the chart below. This shows a different direction of travel compared to the whole of England and Wales which continues to show an increasing trend.

The red line in the chart represents the percentage changes achieved by the selected force, Wiltshire.
The blue line in the chart represents the percentage changes achieved by the force's Most Similar Group (including th
The brown line in the chart represents the percentage changes achieved across the whole of England & Wales
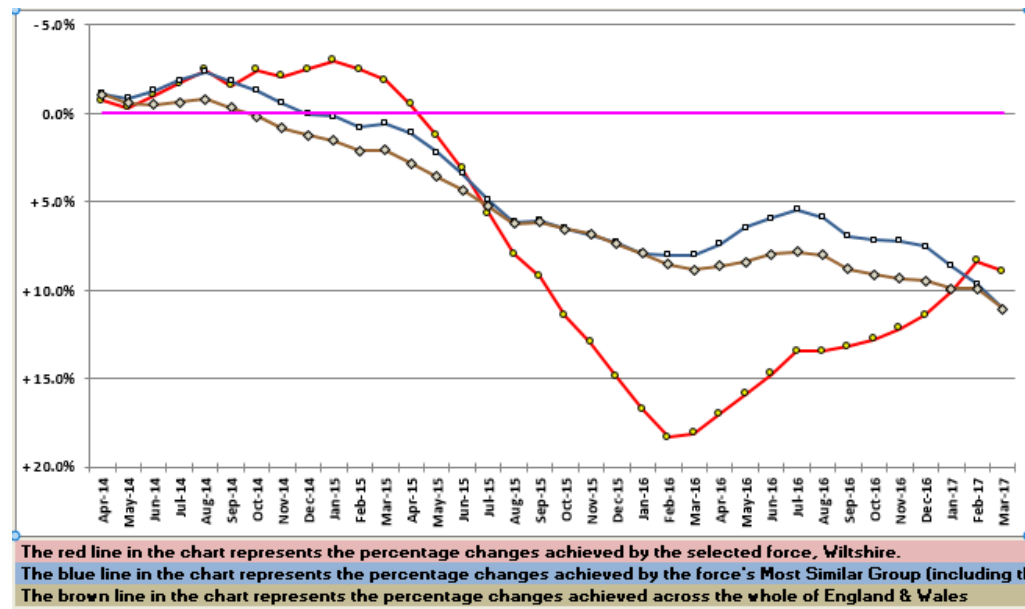
All crime up to March 2017 – percentage change compared to previous year trend

10. The reason Wiltshire's percentage change is steadily reducing is because the number

of crimes recorded within a 12-month period is staying relatively stable at just over 40,000 crimes for four consecutive months as shown in the trend chart.

11. The chart above tells the story that Wiltshire took seriously the accurate recording of crimes and made drastic improvements during 2014-15 to get recorded crime levels to an accurate and expected level. This improvement continued throughout 2015-16.

12. This level of recorded crime has remained consistent throughout 2016-17 and that is why the year-on-year comparison is slowly returning to zero.

13. It is forecast that by the end of the 2017-18 financial year, between 42,704 and 45,627 crimes will be recorded. This forecast will become narrower and more reliable with every month of 2017-18 that passes.
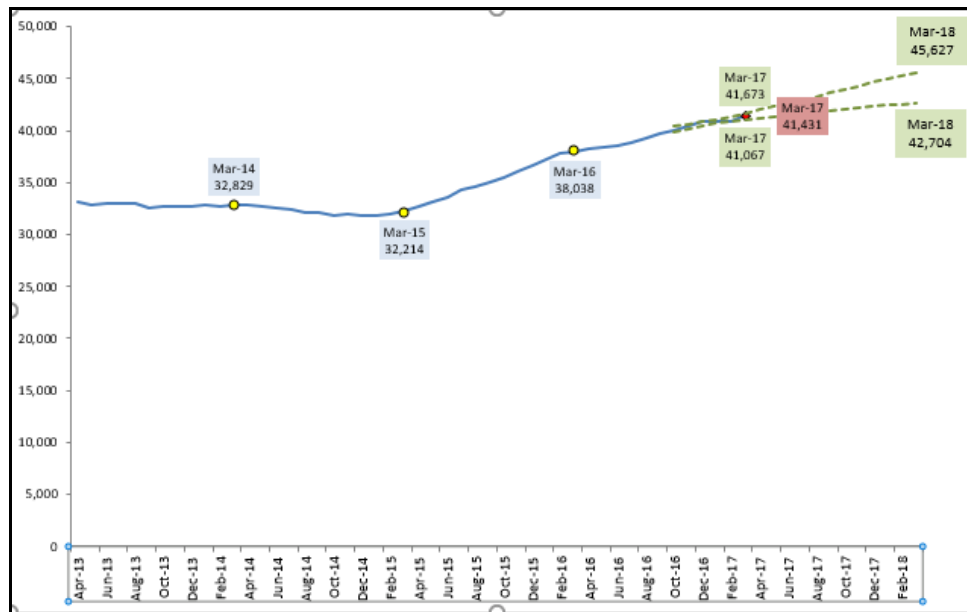
All crime forecast – 2017-18

14. The Force pays great attention to the trends within crime groups so as not to get complacent.

15. The table below provides a very simplistic overview of how many crimes of each type have been recorded and how much that differs from the previous 12 months.

	Crime Group	Crime Sub Group	2015-16	2016-17	Change Numeric	Change Percentage
All Crime			**38,038**	**41,431**	**+ 3,393**	**+ 8.9%**
Violence Against The Person			10,877	12,826	+ 1,949	+ 17.9%
	Violence WITH Injury		4,922	5,545	+ 623	+ 12.7%
		Homicide	5	4	- 1	- 20.0%
		Most Serious Violence	133	164	+ 31	+ 23.3%
	Violence WITHOUT Injury		5,950	7,277	+ 1,327	+ 22.3%
Sexual Offences			1,315	1,476	+ 161	+ 12.2%
	Rape		455	452	- 3	- 0.7%
	Other Sexual Offences		860	1,024	+ 164	+ 19.1%
Robbery			200	223	+ 23	+ 11.5%
	Robbery (Business)		22	28	+ 6	+ 27.3%
	Robbery (Personal)		178	195	+ 17	+ 9.6%
Theft Offences			15,520	16,256	+ 736	+ 4.7%
	Burglary		3,779	3,996	+ 217	+ 5.7%
		Burglary (Dwelling)	1,315	1,594	+ 279	+ 21.2%
		Burglary (Other)	2,464	2,402	- 62	- 2.5%
	Shoplifting		3,687	3,640	- 47	- 1.3%
	Vehicle Offences		2,662	3,411	+ 749	+ 28.1%
		Theft from a Vehicle	1,794	2,166	+ 372	+ 20.7%
		Theft of a Vehicle	491	644	+ 153	+ 31.2%
		Vehicle Interference	377	601	+ 224	+ 59.4%
	Theft from the Person		330	417	+ 87	+ 26.4%
	Bicycle Theft		870	769	- 101	- 11.6%
	All Other Theft Offences		4,192	4,023	- 169	- 4.0%
Criminal Damage & Arson			5,572	5,961	+ 389	+ 7.0%
Public Order Offences			2,339	2,603	+ 264	+ 11.3%
Possession of Weapons Offences			251	272	+ 21	+ 8.4%
Drug Offences			1,313	1,143	- 170	- 12.9%
Miscellaneous Crimes Against Society			651	671	+ 20	+ 3.1%
Racially/Religiously Aggravated Offences			344	409	+ 65	+ 18.9%

Crime volume comparison to previous year

16. The Force analyses and reviews crime volumes through local and Force tasking processes. These predominantly focus on high threat, harm and risk issues in line with the Force's Control Strategy, but also include oversight of traditional crime trends and hot spots.

17. Wiltshire's current position per 1,000 population is in line with the national average for all the crime groups outlined in the table above. Wiltshire has a significantly lower homicide and most serious violence crime rate compared to all other forces.

18. The chart below shows Wiltshire's crime group rate of change in comparison with the national rate of change. The zero scale through the middle of the chart represents the national rate of change as a baseline. Any data point below or above the line suggests Wiltshire's rate of change is lower or higher than the national average and anything within the two boundaries suggests no statistical exception (based on 1.28 standard deviations).

19. The data points are z-scores which represent how far from average Wiltshire's rate of change within each group is.

20. For example, Wiltshire has increased by nine per cent and nationally there has been an 11 per cent increase. To help us understand whether this difference is normal or an exception, a z score is applied.

21. The z-score for all crime is -0.19 which represents 0.19 standard deviations below average. Any data point ±1.28 standard deviations is considered statistically exceptional using this chart.
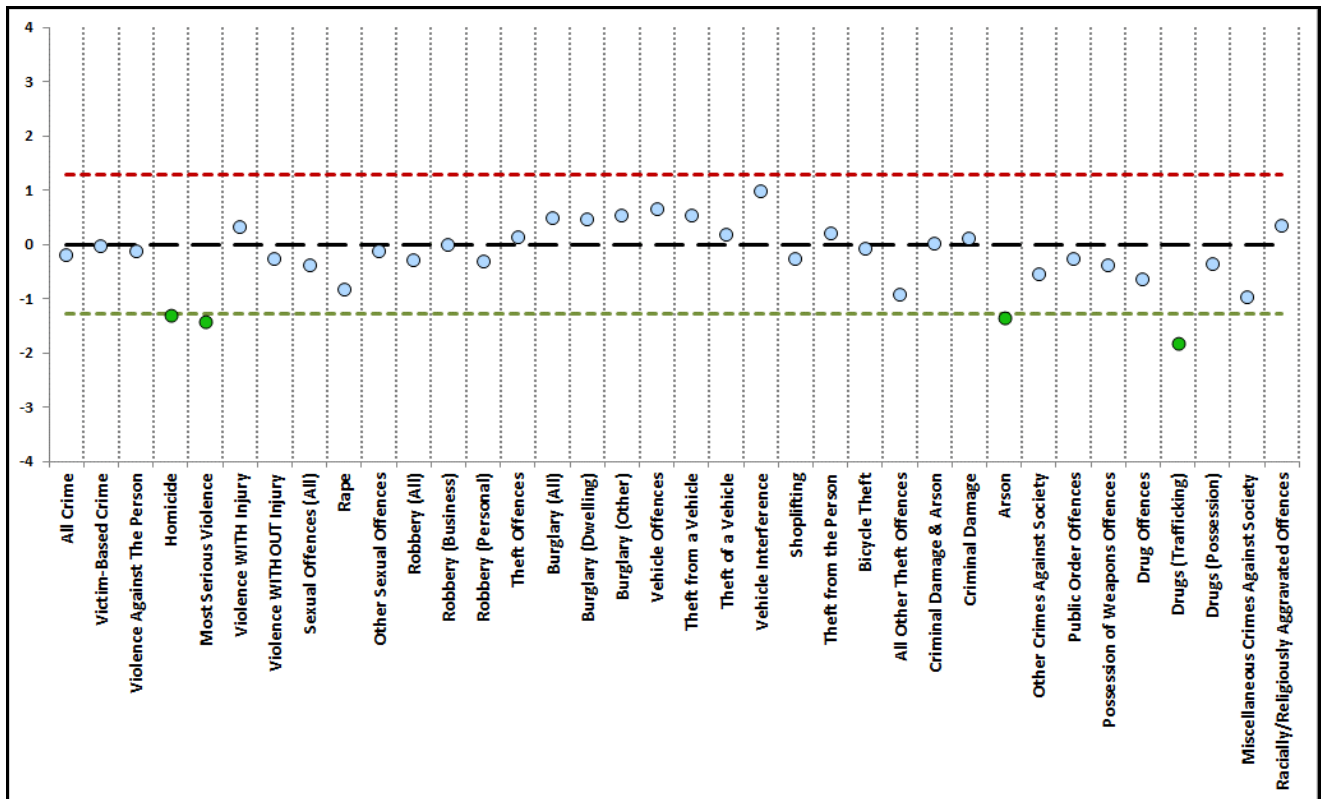
Crime group rate of change – z scores

22. The main traditional crime exceptions that are to be covered in further detail for being an exception during quarter four are violence without injury (VWOI), public order, dwelling burglary and vehicle offences. The increase in racially and religiously aggravated offences will also be explored as part of the VWOI and public order analysis.

23. The largest proportion of the Force's increase of 3,393 recorded crimes is within VAP (+1,949) and more specifically violence without injury (VWOI; +1,327).
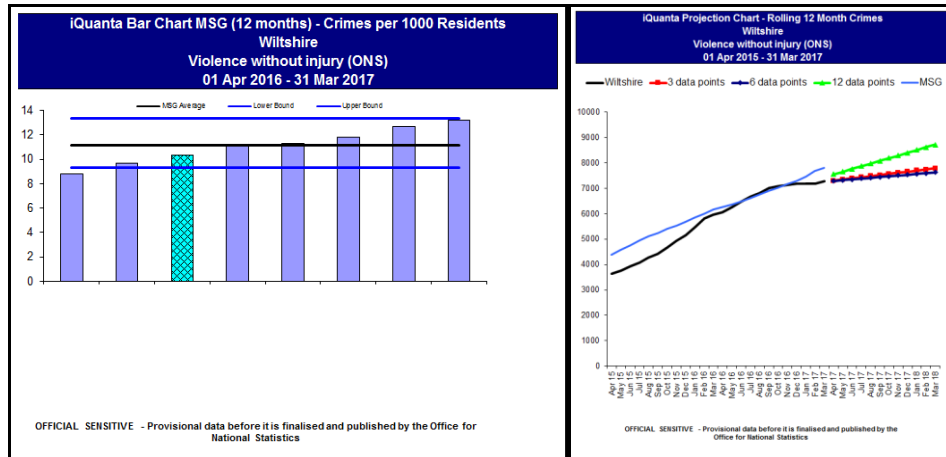
Violence without injury up to March 2017– most similar group (MSG) position and trend

24. Wiltshire's 22.3 per cent increase is below the national increase of 25.1 per cent. Forty-one forces are recording an increase in VWOI. Wiltshire's VWOI per 1,000 population is also below the national average.

25. This crime type has shown a significant increasing trend for two years as the Force continually improves its crime recording accuracy. This trend has begun to show early signs that we have reached a new normal level with the trend beginning to stabilise.

26. There is a similar picture with public order offences which have shown a significant increasing trend and then have begun to show reductions in recent months.
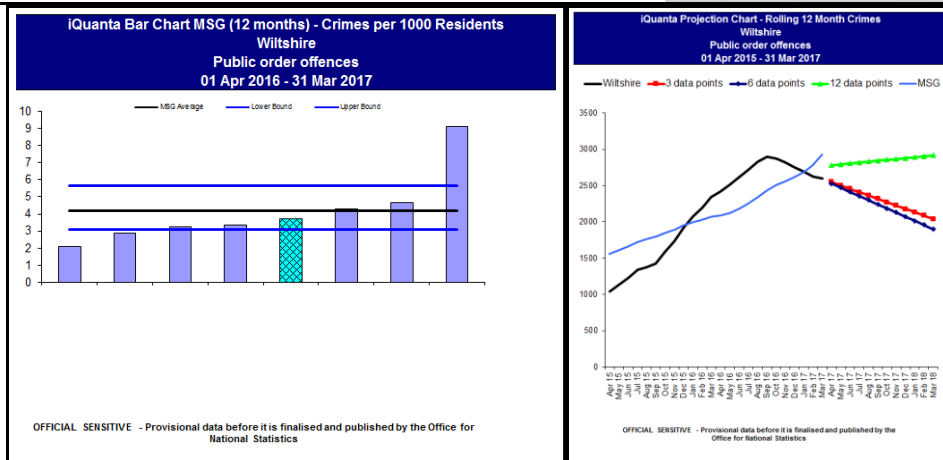
Public order offences up to March 2017– most similar group (MSG) position and trend

27. Wiltshire recorded 11.3 per cent more public order offences in the 12 months to March 2017. Nationally, the rate of increase was 39.6 per cent. The conclusion that is being drawn from the data and the trend chart in particular, is that Wiltshire significantly addressed the crime recording agenda sooner than a number of forces. This is seeing Wiltshire level off sooner, while other forces across the region and country continue to increase at a high rate.

28. Previous quarterly reports emphasised the link between the increases in recorded public order offences and the reduction in anti-social behaviour. Analysis would suggest there is still a significant correlation between the two.
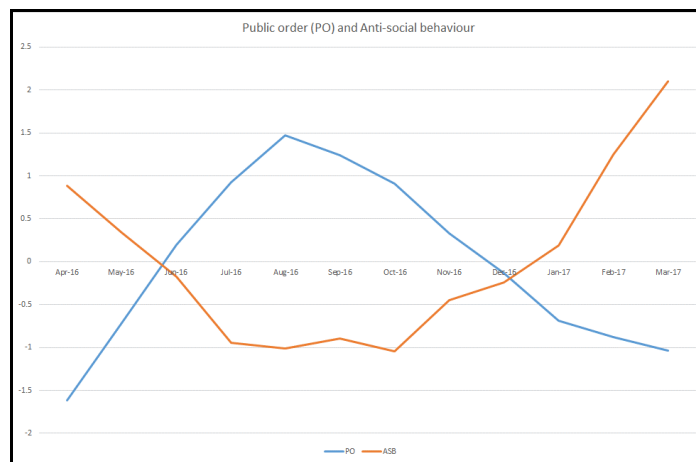
Public order offences and anti-social behaviour – standardised trend comparison

29. In simple terms, what the chart above shows is that, when more public order offences have been recorded, less anti-social behaviour has been recorded and vice versa.

30. When public order and anti-social behaviour volumes are combined, the trend is relatively stable, showing a 2.8 per cent increase in the rolling 12-month volume at the end of quarter four compared to the end of quarter three.
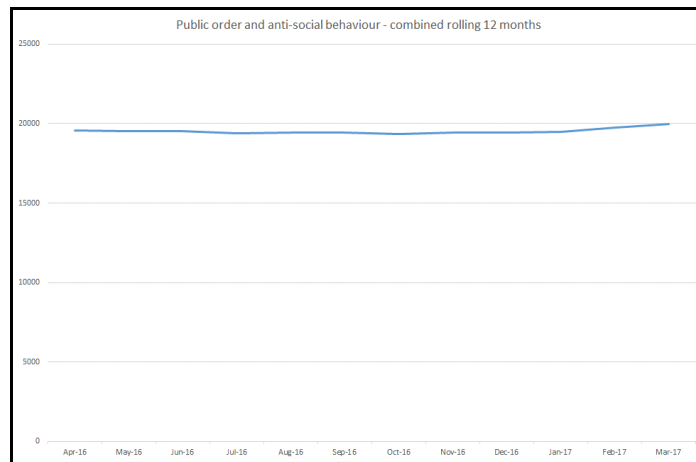
Public order offences and ASB combined rolling 12 month trend

31. The combined rolling 12 months is showing an increase because the ASB volume between December 2015 and February 2016 was exceptionally low and has been replaced by a more expected seasonal volume in the same period 2016-17. The ASB volume recorded in March 2017 was also higher than the previous March and above average for the time of year.
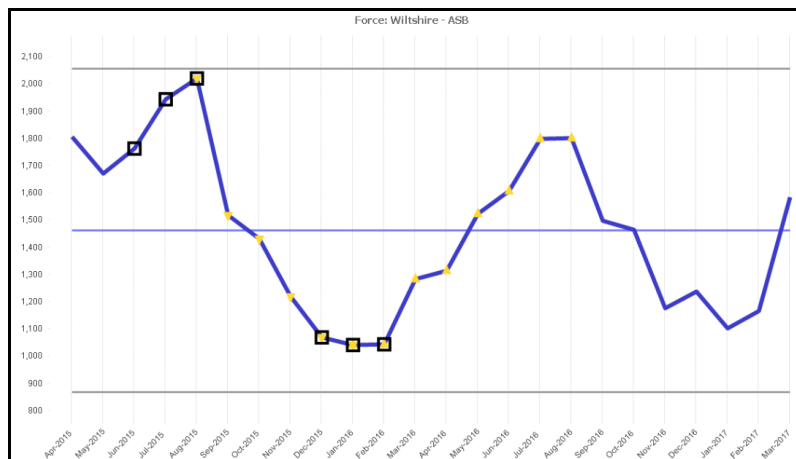
32. The volume in March was driven in part by a spike in anti-social behaviour in Swindon town centre (238 incidents). After monitoring this closely, volumes within the town centre significantly reduced in April (137 incidents).

33. There has been a 12.7 per cent increase in the volume of recorded violence with injury. This equates to an additional 623 crimes compared to the previous year. This is slightly above - but statistically in line with - the national increase of 8.1 per cent. There are 38 forces nationally recording increased volumes of violence with injury.
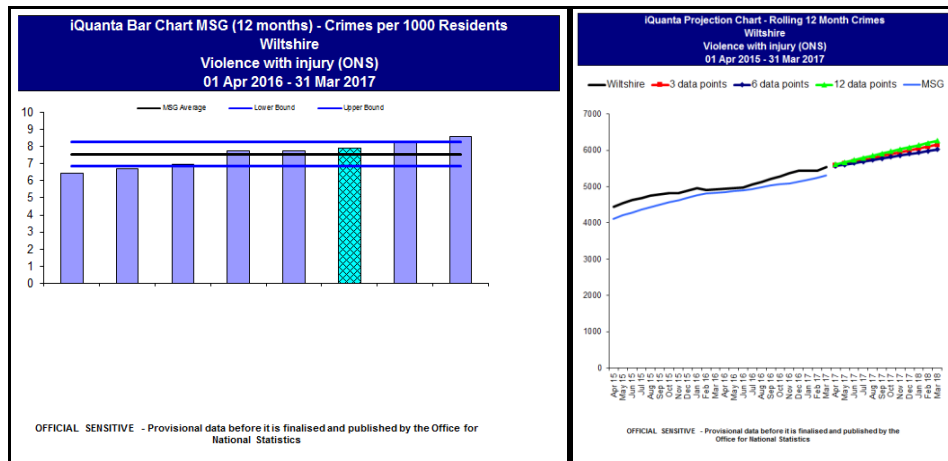
Violence with injury up to March 2017 – most similar group (MSG) position and trend

34. There are a further three factors that have been analysed to understand whether violence with injury is a concern. These are locations, crime classification and, more specifically, most serious violence.
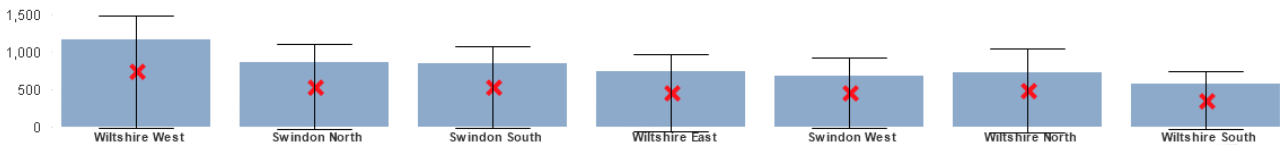
Violence with injury 12 months to March 2017 – including average and normal bounds by sector

35. The chart above represents the 12-month recorded violence with injury volume for each sector across the Force. All sectors have recorded above-average volumes, but no single location is showing as a significant outlier.

36. This may support the fact the increase is more influenced by a process (ie crime recording practices) than actual criminality as it would not be reasonable to expect all locations to increase at a similar rate.

37. The crime group violence with injury ranges from assault with injury to attempted murder. This shows the range in offence severity.

38. The Home Office Counting Rules (2017) defines assault with injury as:

    `Where battery results in injury, assault with injury (class 8N) should be recorded even if the injury amounts to no more than grazes, scratches, abrasions, minor bruising, swellings, reddening of the skin, superficial cuts, or a 'black eye'.`[2]

39. This crime type is typically recorded locally as actual bodily harm (ABH).

40. The chart below shows that 91 per cent of violence with injury is ABH.
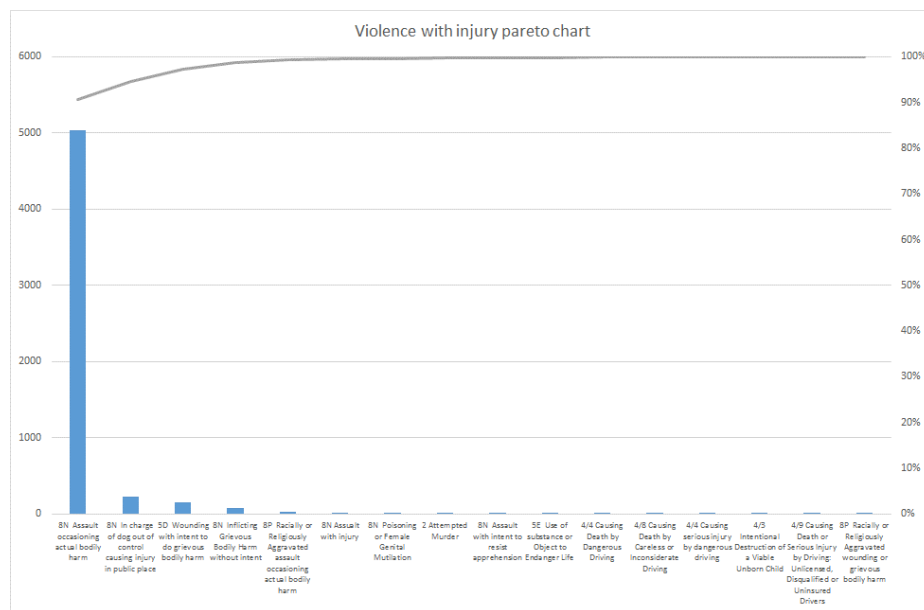
Violence with injury 12 months to March 2017 – pareto chart

41. It is encouraging to see that Wiltshire's volume of most serious violence remains significantly lower than the national and peer average. The most serious violence

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2 Home Office Counting Rules 2017
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/602800/count-violence-apr-2017.pdf

crime rate per 1,000 population in the 12 months to March 2017 was the sixth lowest in the country.
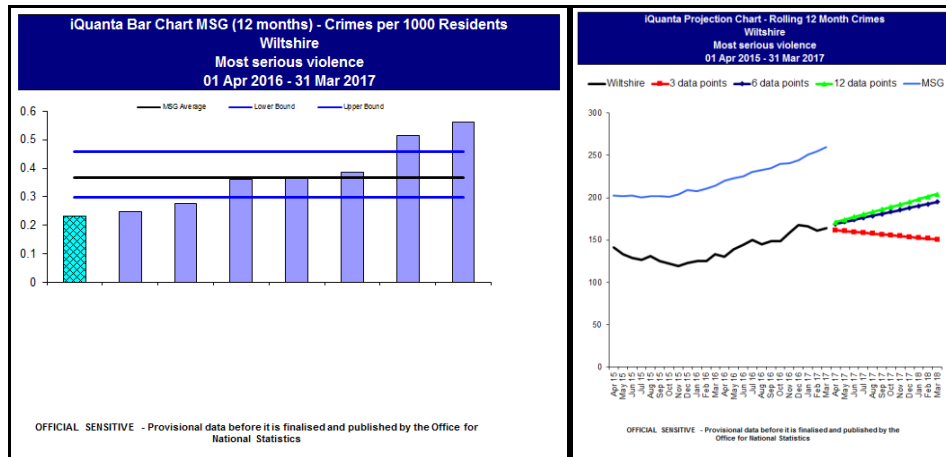
Most serious violence up to March 2017– most similar group (MSG) position and trend

42. In summary, the increase in recorded violence with injury is not considered to be a concern. There are no indications that there are specific patterns of increased offending. The fact that the increases are primarily driven by the lowest level offence type would suggest that the volume of recorded violence <u>with</u> injury is as affected by crime recording practices as the <u>without</u> category.

43. The volume of racially or religiously aggravated offences has increased by 18.9 per cent. This equates to 409 offences during 2016-17, 65 more than the previous year.
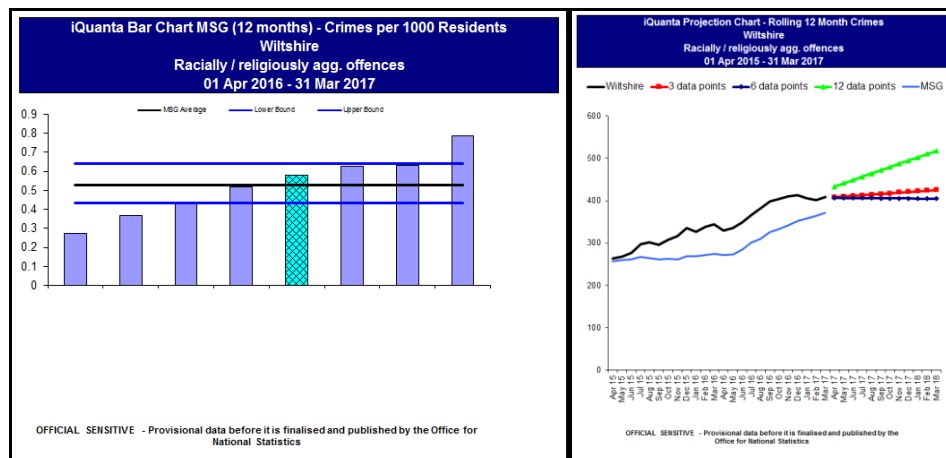
Racially or religiously aggravated offences up to March 2017 – most similar group

44. The table below gives an overview of the racially or religiously aggravated offence types.

Code	Description
008M	Racially/Religiously Aggravated Harassment
008P	Racially/Religiously Aggravated Assault With Injury
009B	Racially/Religiously Aggravated Public Fear, Alarm or Distress
058J	Racially/Religiously Aggravated Criminal Damage
105B	Racially/Religiously Aggravated Assault Without Injury

Racially or religiously aggravated offences – crime codes and description

45. The chart below gives a breakdown of the 2016-17 volume by classification.
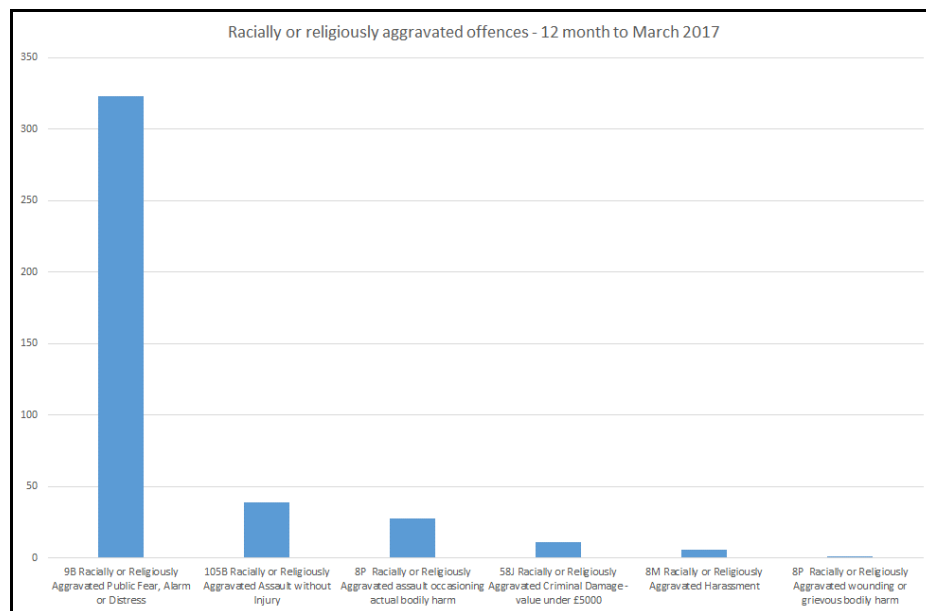
Racially or religiously aggravated offences by classification – 12 months to March 2017

46. The chart above shows that 96 per cent of racially or religiously aggravated offences are public order (79 per cent) or violence against the person (17 per cent) offences. Both parent crime groups have been significantly affected by recording practices as outlined earlier in the report.

47. Further analysis has been conducted into the proportion of which racially and religiously aggravated offences makes up of the parent crime group.

Proportion of racially or religiously aggravated offences
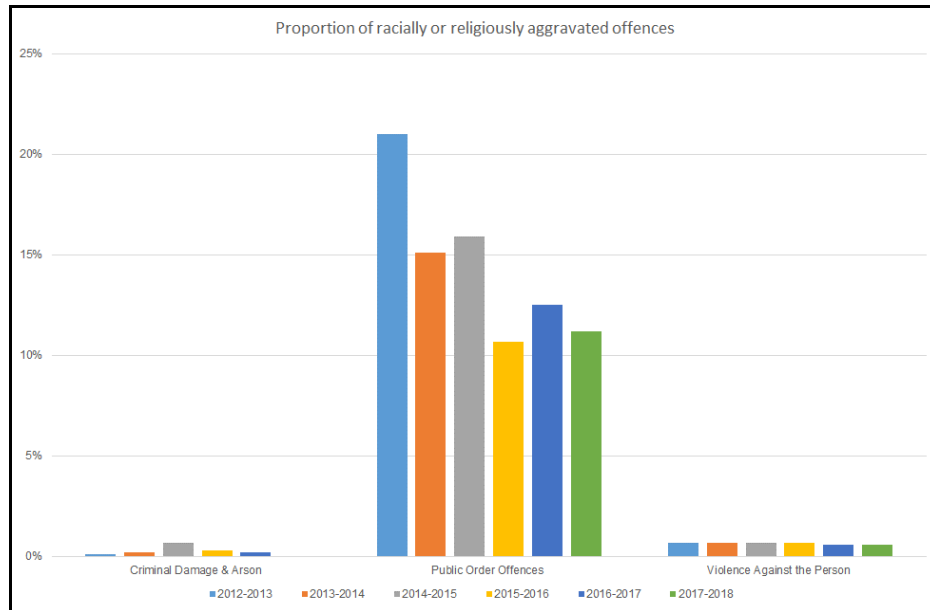
Racially or religiously aggravated offences – proportions

48. The chart above suggests the increase in the volume of recorded racially or religiously aggravated offences is not disproportionate and the rate of change would be expected given the increases in the parent population (crime groups).

49. Notably, the proportion of racially or religiously aggravated public order offences has significantly reduced from 21 per cent in 2012-13 to 12.5 per cent in 2016-17.

50. One area of concern for the Force has been the increasing trend in dwelling burglary. There has been a 21.2 per cent increase which equates to 1,594 burglaries, 279 more than the previous year.
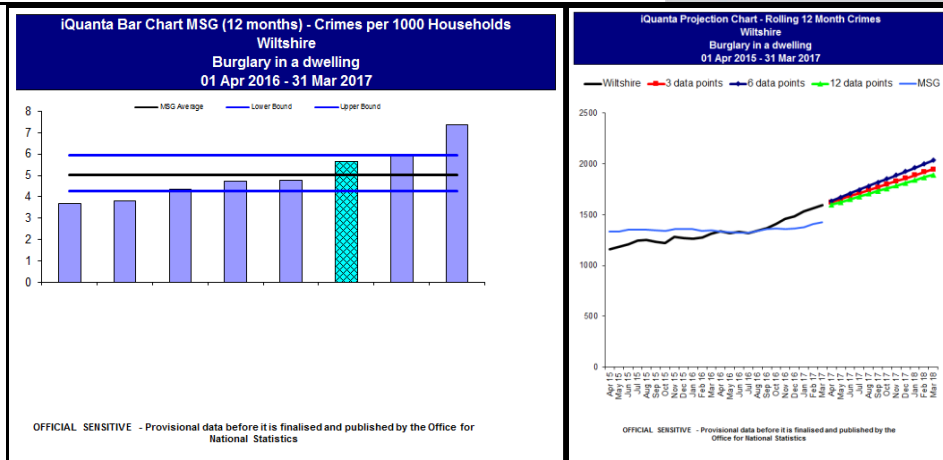
Dwelling burglary up to March 2017 – most similar group (MSG) position and trend

51. Nationally, there has been a 5.9 per cent increase in dwelling burglary, with 29 forces recording increased volumes compared to the previous year.

Areas	Earlier Period Apr-15 to Mar-16	Later Period Apr-16 to Mar-17	Change	
			Numeric	Percentage
England & Wales	194,381	205,899	+ 11,518	+ 5.9%
South West Region	12,604	12,883	+ 279	+ 2.2%
	5,324	5,294	- 30	- 0.6%
	2,369	2,659	+ 290	+ 12.2%
	1,585	1,478	- 107	- 6.8%
	2,011	1,858	- 153	- 7.6%
Wiltshire	1,315	1,594	+ 279	+ 21.2%
Most Similar Group	14,450	15,310	+ 860	+ 6.0%
Wiltshire	1,315	1,594	+ 279	+ 21.2%
	2,369	2,659	+ 290	+ 12.2%
	1,549	1,701	+ 152	+ 9.8%
	1,431	1,359	- 72	- 5.0%
	1,331	1,396	+ 65	+ 4.9%
	2,911	3,086	+ 175	+ 6.0%
	1,504	1,425	- 79	- 5.3%
	2,040	2,090	+ 50	+ 2.5%
Number of forces in England & Wales with an increase in this category			29	

Dwelling burglary up to March 2017 – most similar group (MSG) and region comparison

52. Wiltshire's rate of increase up to March 2017 is the fourth highest nationally. This is driven by two factors. The first being the ongoing series of burglaries affecting areas across Wiltshire and Swindon and secondly, because Wiltshire has come from a position of exceptionally low volume.

53. A detailed plan designed to improve the way in which the Force deals with burglary has been developed by Det Superintendent Deb Smith, the Force's Head of Crime. This has 120 actions and covers four themes which are prevent, prepare, pursue and protect.

54. This approach is national best practice and ensures the Force approaches the issue from a problem-solving perspective rather than a more traditional reactive enforcement approach.

55. The progress against this plan is governed through operational tasking and performance meetings monthly.

56. The progress updates cover the entire process ranging from the point of first call through to attendance, forensics and investigations as well as key operational updates such as intelligence profiles and the number of subjects arrested.

57. The Force has made improvements to the way it deals with burglary but still needs to allow for the improvements to bed in and be evaluated before understanding if the improvement plan has been successful.

58. Dwelling burglary remains a priority for the Force.

59. The volume of vehicle offences recorded during 2016-17 was 28 per cent higher than the previous year. This equates to a total of 3,411 offences, 749 more than the previous 12 months.

60. Vehicle offences are increasing nationally (11.1 per cent) and regionally (11.7 per cent) with 35 forces recording increases.

61. Wiltshire's rate of increase is the fourth highest nationally with the volume per 1,000 population nearly significantly above our peer group average.
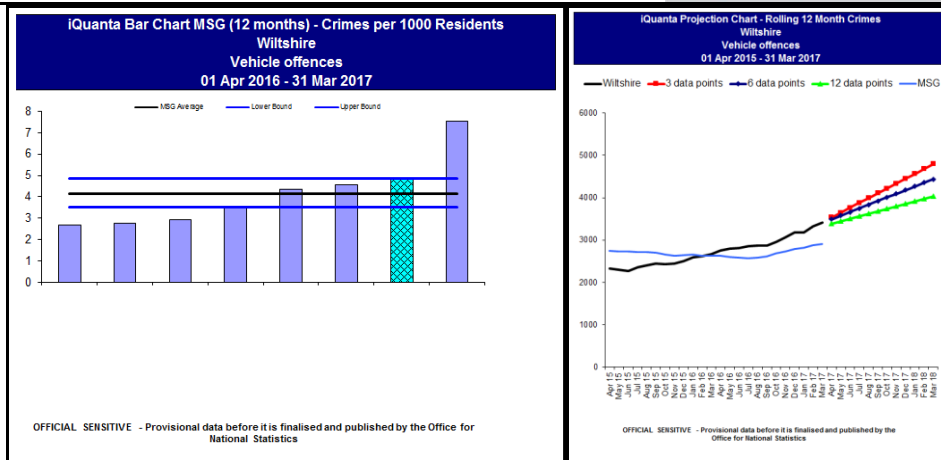
Vehicle offences up to March 2017 – most similar group (MSG) position and trend

62. The chart below shows the volume of vehicle crime in Wiltshire has returned to a volume like that recorded during 2012-13.
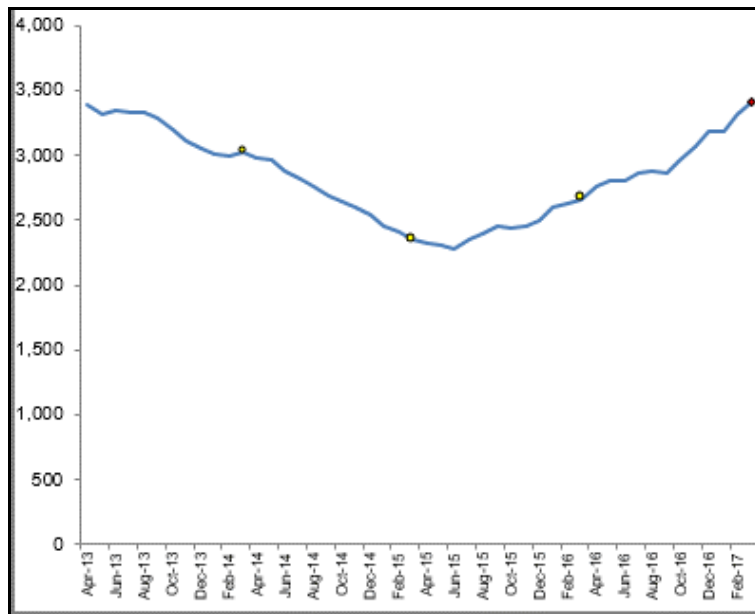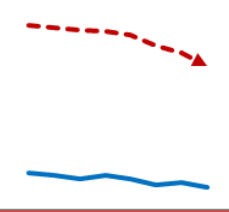
Vehicle offences to March 2017 – rolling 12 months

63. The reduction between January 2013 and January 2015 was in part due to the successful arrest and conviction of offenders who were responsible for a significant volume of offences. The volumes have since started to increase across Swindon and Wiltshire, most notably in Swindon, Trowbridge, Melksham and east Wiltshire.

64. The Force has reviewed the trend through monthly tasking and performance meetings and, in response, is prioritising crime prevention techniques given that three quarters of offences happened where the vehicle was insecure or with valuables on display.

65. In line with the control strategy, the Force is also targeting as a priority specific offenders involved in vehicle crime and other forms of criminality.

| ASB Volume | Q4. 3,895 incidents

Rolling 12 months 17,328 incidents | | |

66. The volume of anti-social behaviour (ASB) continues to reduce. There were 3,895 incidents reported during quarter four.

67. There was a total of 17,328 incidents reported in the 12 months to March 2017 which equates to a 2.8 per cent reduction on the 17,827 incidents recorded in the 12 months to March 2016.

Anti social behaviour - rolling 12 months
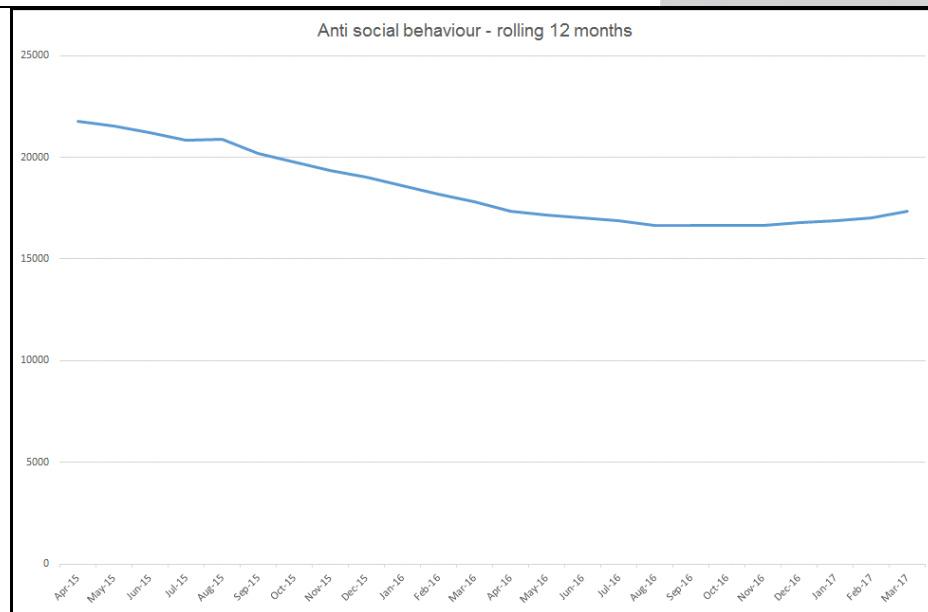
ASB up to March 2017 – rolling 12 months

68. Despite there being a long-term reducing trend, the most recent three months have begun to see higher volumes than quarter four of the previous year. This is in part due to the previous year being exceptionally lower than expected and February and March 2017 being higher than expected.

69. This links to the correlating trend with the recording of public order as outlined in the previous measure.
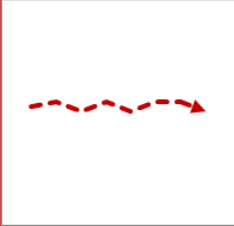
Crime recording compliance rate	96 per cent	

70. Wiltshire Police and the Office of the Police and Crime Commissioner (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.

71. By recording crimes correctly, victims 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 can fully understand the extent of demands made on them and Government policy can be developed to reduce crime.

72. Increasing the focus on recording crimes properly does result in an increase in the recorded crime levels, and this is seen across the country and has been previously reported. In this context, increasing crime levels due to improved crime compliance is a good thing.

73. To achieve this, a Crime and Incident Validation Unit was created with the sole purpose of reviewing all crimes and specific incident categories which may risk inaccurate recording to enable compliance with national standards, swift correction of any errors identified and timely feedback to staff.

74. Since the introduction of the team, crime recording compliance has improved from on average 90 per cent to 96 per cent.

Satisfaction with visibility	53 per cent (±2.1 per cent; Wave 15 Autumn 2016)	

75. This information comes from the public opinion survey which I commission twice a year.

76. The survey is answered by members of the public on the phone and is not restricted to those who have used the services of Wiltshire Police.

77. The most recent data was reported on in the quarter three report. It showed that 53 per cent (±2.1 per cent) of respondents were satisfied with visibility.

78. The spring/summer (Wave 16) survey has taken place with results provided to the Force at the end of June 2017.

2. Protect the most vulnerable in society

79. It is acknowledged that the nature of vulnerability is wide ranging. There are many measures which are used to understand how effective the Force is at protecting the most vulnerable in society.

80. These measures are analysed and reported on at the Public Protection Department (PPD) monthly performance meeting and the Vulnerability Development Board (VDB).

81. The VDB is a board chaired by an assistant chief constable (ACC) and exists to provide the appropriate governance arrangements and oversight of 19 strands of vulnerability.

82. The board has reviewed and responded to increasing trends within child abuse and the number of registered sex offenders being managed.

83. The increase in recorded cases of child abuse is due to the better recording of the offence through the PPD1 form and improved use of the domestic abuse qualifier.
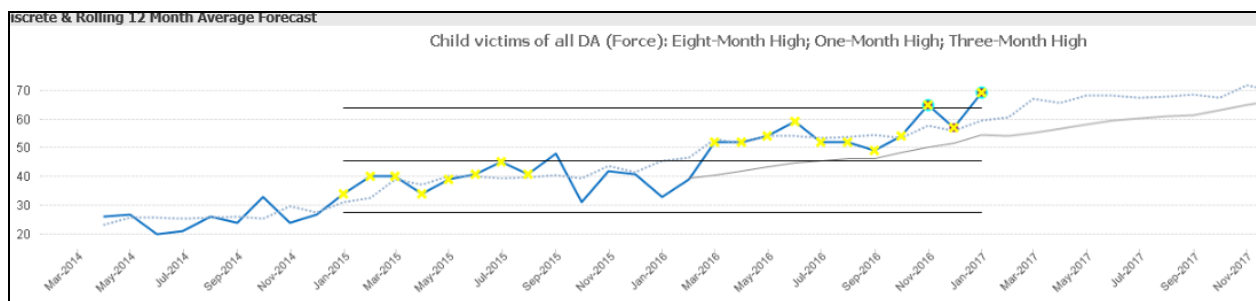
Child victims of domestic abuse

84. The volume of registered sex offenders being managed in the community had increased to 600 by the end of March 2017 from a monthly average of approximately 560. This increase is driven by extra resources placed in the hi-tech crime unit which has resulted in more efficient investigations and an increased number of charges.

Category 1 (RSO) MAPPA offenders: Eight-Month High; Three-Month High

Number of registered sex offenders being managed
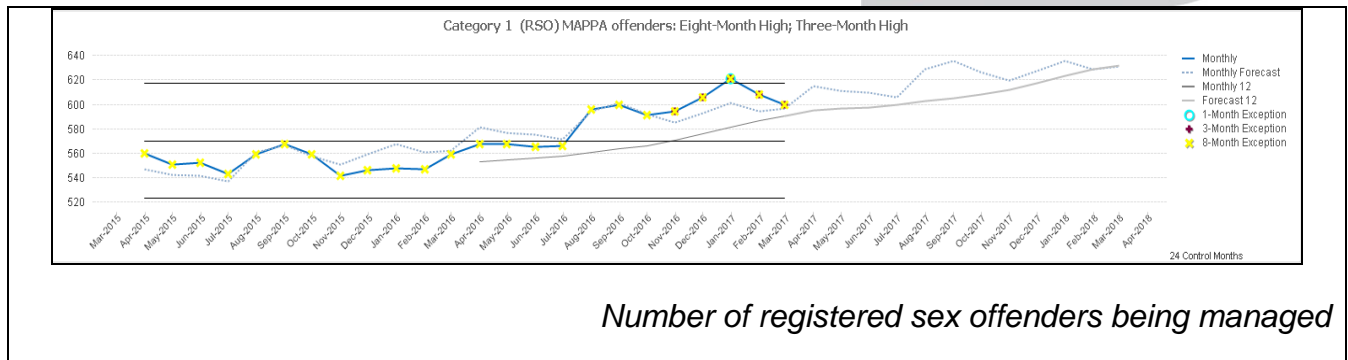
3. Put victims and witnesses at the heart of everything we do

Victim satisfaction	81.4 per cent (12 months to March 2017)	

85. 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.

86. The current victim satisfaction rate was 81.4 per cent in the 12 months to March 2017. Whilst this is a drop of four percentage points compared to the 12 months to March, it is not considered significant due the confidence intervals either side of the reported results.

87. Wiltshire remains in line with its peers.
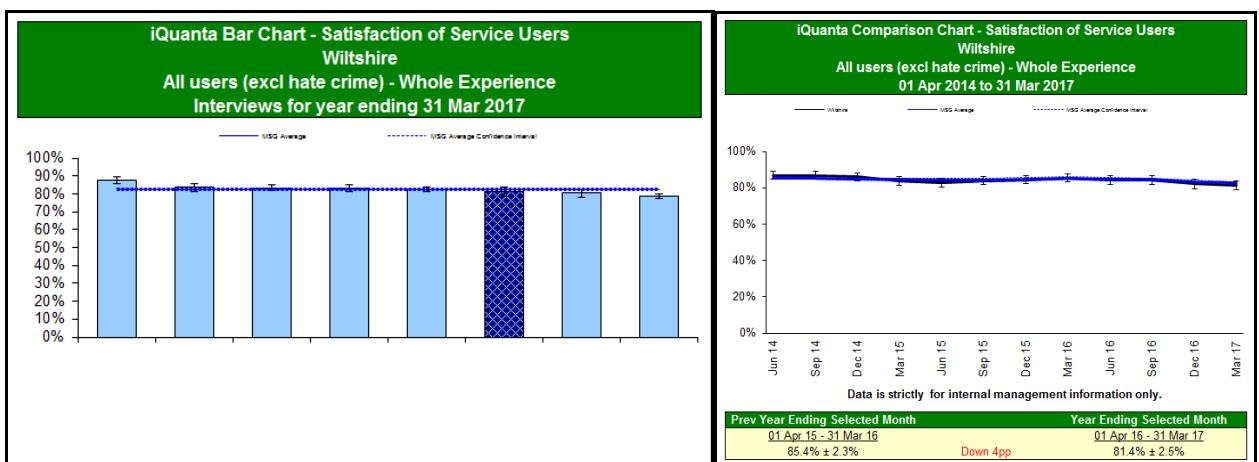
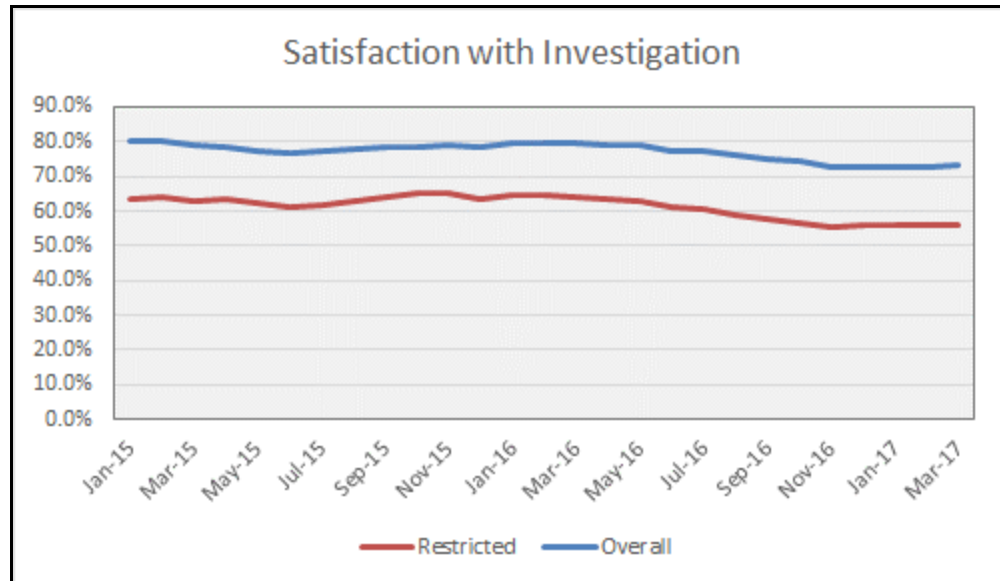88. A second key satisfaction measure is the satisfaction with investigation. This was 73.4 per cent to the end of March 2017; stable during quarter four, but a reduction on the start of the year at 79 per cent for the 12 months to April 2016.

Satisfaction with investigation rolling 12 months

89. Satisfaction with investigation is not a core question required be the Home Office and therefore there are no national or peer comparisons available.

90. The reduction in satisfaction with investigation is driven by a reduction within the vehicle crime classification and is significantly affecting the overall satisfaction with investigation. This is likely linked to a similar reduction in the `actions taken` measure for vehicle crime. Indicating that the Force's response or attendance to vehicle crime may be what is driving the reduction. This needs further understanding but it is recognised from peer research that 100 per cent attendance increases satisfaction and a non-attendance policy decreases satisfaction.

91. It is useful to note the additional context that 90.1 per cent of victims are happy with the way they have been treated and for vehicle crime this figure is even higher, at 91.2 per cent. Whilst vehicle crime victims are less likely to be satisfied with actions taken or the investigation, they remain satisfied with their treatment.

92. Satisfaction with investigation covers burglary, vehicle crime and violence against the person and does not reflect the satisfaction with all investigations, particularly serious and

complex investigations.

93. The third key satisfaction measure within this priority is satisfaction with being kept informed and is referred to by the Home Office as `follow up`.
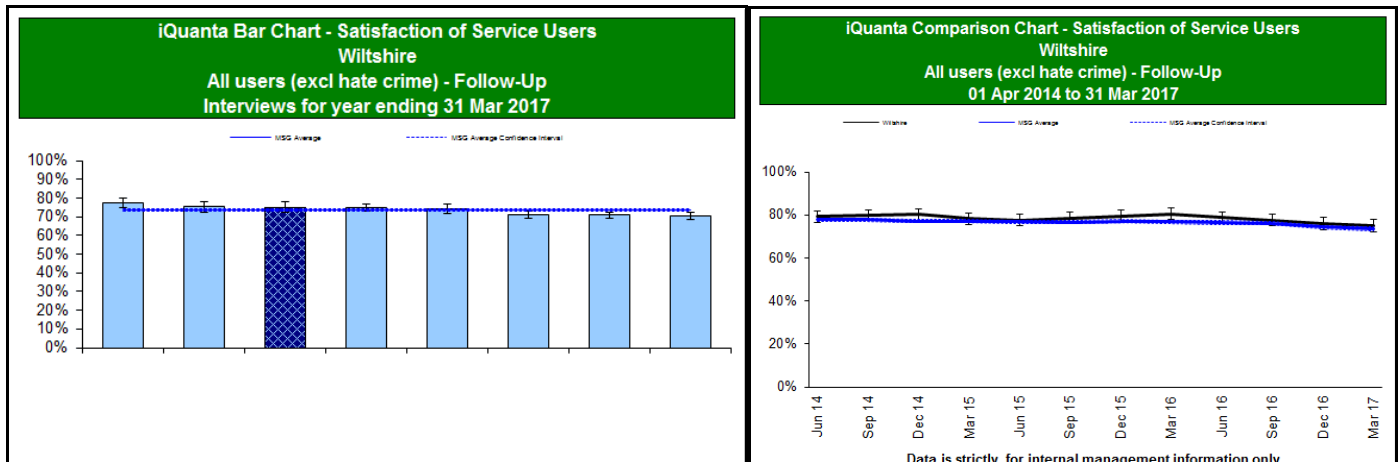
Satisfaction with follow up to March 2017 – most similar group (MSG) position and trend

94. Wiltshire has a satisfaction rate of 75 per cent (±2.8 per cent) which is above average and in line with peers.

95. The trend has seen a five percentage point reduction throughout 2016-17 and this is primarily down to the reduction in vehicle crime follow up which reduced 9.4 percentage points to 71.3 per cent in the 12 months to March 2017.

Outcome rate	18.1 per cent (12 months to March 2017)	

96. The outcome rate for the 12 months to March 2017 was 18.1 per cent. This is in line with the regional rate of 19 per cent and national rate of 18.7 per cent.

AREAS	Recorded Crimes	Outcomes in Selected Type	Outcome Ratio
England & Wales	4,266,432	796,466	18.7%
South West Region	335,626	63,853	19.0%
	132,968	21,438	16.1%
	85,074	18,389	21.6%
	44,797	10,592	23.6%
	31,356	5,919	18.9%
Wiltshire	41,431	7,515	18.1%
Most Similar Group (Average of Component Forces)	447,504		22.3%
Wiltshire	41,431	7,515	18.1%
	85,074	18,389	21.6%
	37,417	6,695	17.9%
	45,989	9,991	21.7%
	40,871	10,618	26.0%
	80,936	17,139	21.2%
	50,394	12,970	25.7%
	65,392	16,959	25.9%

Outcome rate up to March 2017 – regional and peer comparison

97. One area in which the Force has been seeking to improve the outcome rate is within dwelling burglary.

98. The outcome rate for dwelling burglary in the 12 months to March 2017 was 4.8 per cent and remains well behind the regional rate of 10.8 per cent and national rate of 7.9 per cent.

99. A thorough review was conducted into dwelling burglary which looked at the reasons for the performance decline and included factors such as processes, training, governance and strategic ownership.

100. A detailed improvement plan is being implemented as reported within priority one. This includes a range of activities to improve investigation quality and the outcome rate.

101. There have been some good operational results but it is too soon to understand whether these are improving the outcome rate. This is because of the length of investigations. With dwelling burglary, 77 per cent of investigations are completed within 100 days.

102. A full evaluation of the improvement plan will be completed, which will include a trial run by the forensics team.

| Cracked and ineffective trials | 50 per cent

(Apr – Feb) | | |

103. Her Majesty's Courts and Tribunals Service (HMCTS) has been able to provide data to include within this report. The data gives a high-level overview and the data quality and detail provided is improving monthly.

104. The cracked and ineffective trial rate between April 2016 and February 2017 was 50 per cent. This is a stable trend and meets the level of aspiration set by the HMCTS.
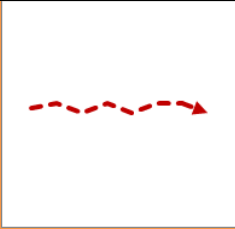
| Cracked and ineffective trials due to prosecution | 13 per cent

(Apr to Feb) | | |

105. The number of trials that are cracked and ineffective due to prosecution are low and equate to on average, 13 per cent of trials listed at magistrates court.

106. This represents a monthly average of nine cracked trials and three ineffective trials due to prosecution reasons out of an average monthly total of 74 trials listed for the year to February 2017.

107. There are no concerns with the volume of cracked and ineffective trials due to prosecution.

4. Secure high quality, efficient and trusted services

Public confidence	81 per cent (±2.1 per cent) Stable and high	

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

109. The proportion of survey respondents who stated they have confidence in Wiltshire Police remains stable and high at 81 per cent.

110. This result is comparable with the peer results within the Crime Survey of England and Wales (CSEW) where Wiltshire is ranked third and in line with the average.
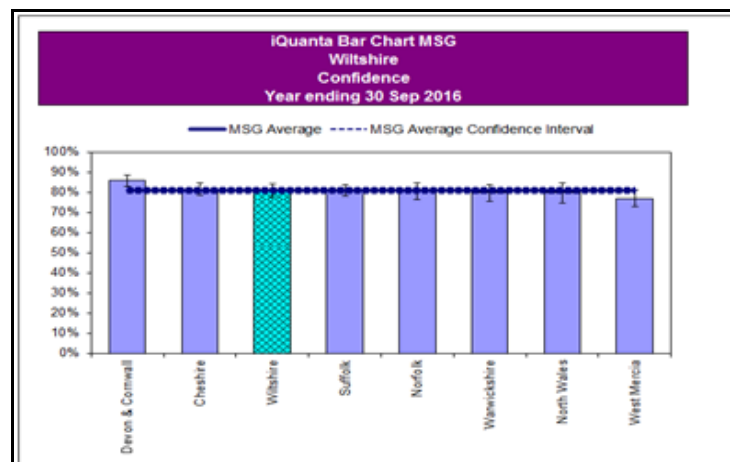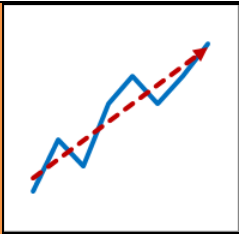

*Public confidence up to September 2016 – Crime Survey of England and Wales*

111. The most recent data refers to the autumn/winter Wave 15 survey. The spring/summer Wave 16 survey is in progress and results will be provided to the Force at the end of June 2017.

112. The table below provides a summary of the high-level measures within the survey.

Wave	Dec-12	Jun-13	Dec-13	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16
Number Surveyed	2067	2341	2112	2167	2149	2114	2117	2112	2121
Confidence Interval	±2.2%	±2.0%	±2.1%	±2.1%	±2.1%	±2.1%	±2.1%	±2.1%	±2.1%
Feel safe during the day	92%	94%	95%	95%	95%	95%	94%	94%	94%
Feel safe after dark	62%	60%	59%	60%	56%	58%	58%	58%	57%
Satisfaction with visibility	60%	55%	57%	59%	58%	58%	51%	55%	53%
Relied on to deal with crime	69%	67%	66%	69%	67%	68%	62%	65%	62%
Relied on to deal with ASB	66%	65%	64%	64%	65%	66%	62%	63%	61%
Relied on to be there when you need them	73%	72%	71%	71%	69%	69%	66%	68%	65%
Would treat you with respect	90%	89%	90%	89%	90%	90%	90%	89%	88%
Deal with the things that matter to the community	78%	77%	79%	77%	77%	76%	74%	76%	75%
Overall confidence in the police in this area	85%	85%	84%	84%	83%	84%	83%	83%	81%
Satisfaction with level of service*	78%	81%	83%	78%	77%	82%	84%	78%	80%
Recieve the right amount of information	53%	54%	54%	52%	54%	56%	56%	56%	54%

(Confidence)

Public opinion survey measures – Autumn/Winter 2016

| Response time (average)	12 months ending March 2017 Immediate:10 minutes 46 seconds Priority: 55 minutes 41 seconds	

113. This measure assesses the average time it takes for Wiltshire Police to arrive at emergency and priority incidents.

114. The Force attended 3,966 emergency incidents during quarter four and 17,664 in the 12 months to March 2017.

115. It has taken on average ten minutes and 46 seconds to attend an emergency incident in the year to March. There are no concerns with the capability to arrive at emergency incidents in a timely manner.

116. The Force attended 8,671 priority incidents during quarter four for which an estimated time of arrival of one hour is given.

117. In the 12 months to March, 36,217 priority incidents were attended at an average arrival time of 55 minutes 45 seconds.

118. The average time to arrive has reduced consistently since the rollout of the Community Policing Team (CPT) model in September with the exception of March which bucked the trend but was still within an average of 57 minutes.
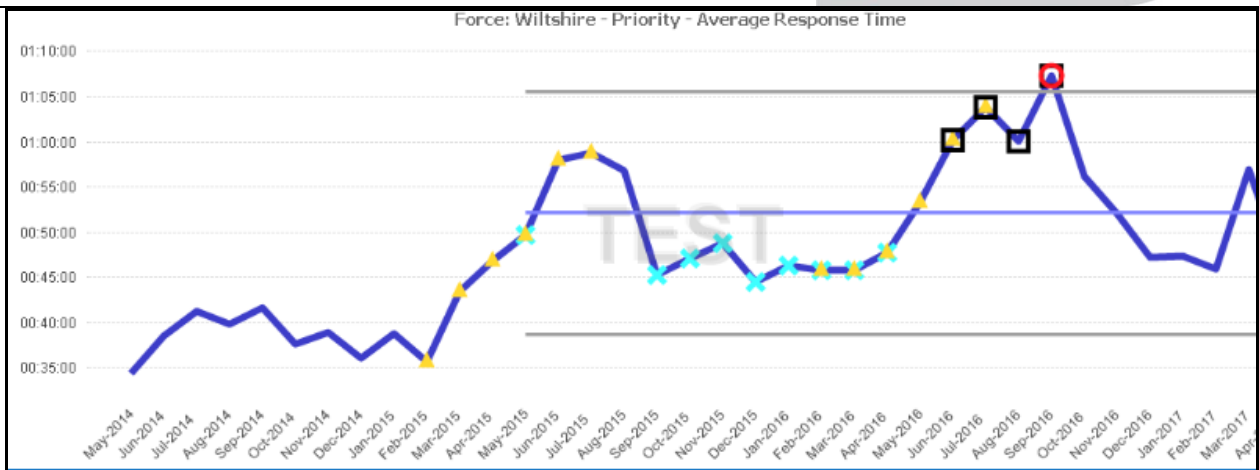
Average priority response arrival time

119. A full evaluation of the CPT model is underway and will seek to understand whether the improvements can be attributed to the new CPT model and at what cost or impact this benefit may be being realised.

120. The chart below shows that the priority response time in March was longer because there was an unexpected increase in priority response demand. This information is being considered as part of the wider focus on Force capability and resources which is key as we enter the summer months where demand peaks.
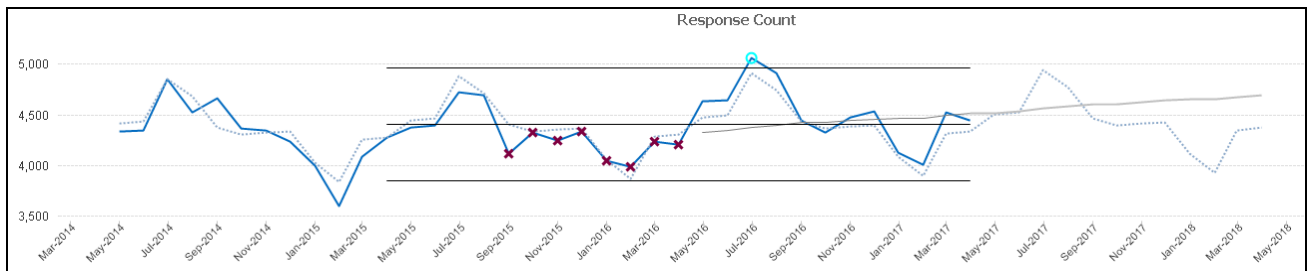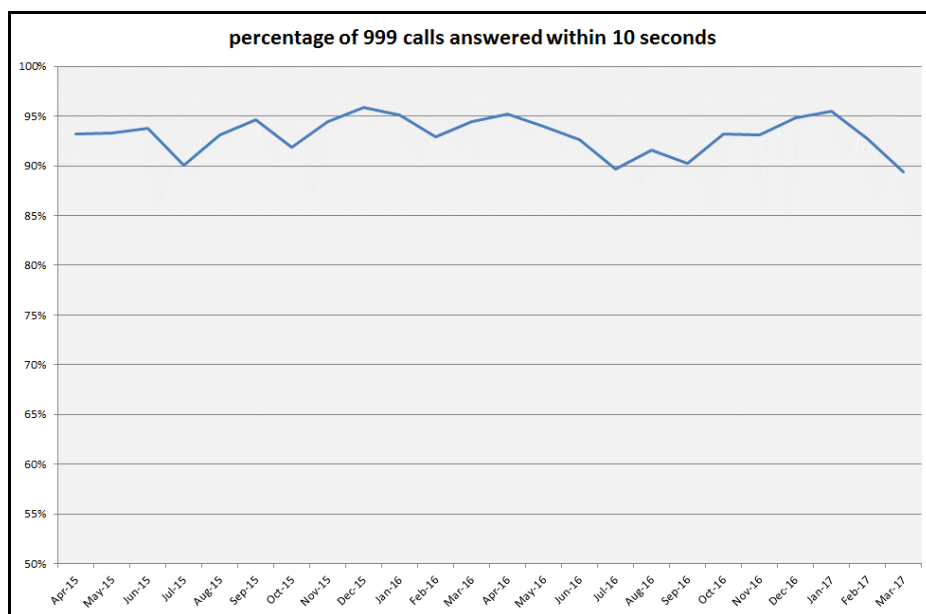

Priority response demand

999 calls answered within 10 seconds	Q4 93.6 per cent		

121. During quarter four, 93.7 per cent of all 999 calls received (17,630) were answered within ten seconds.
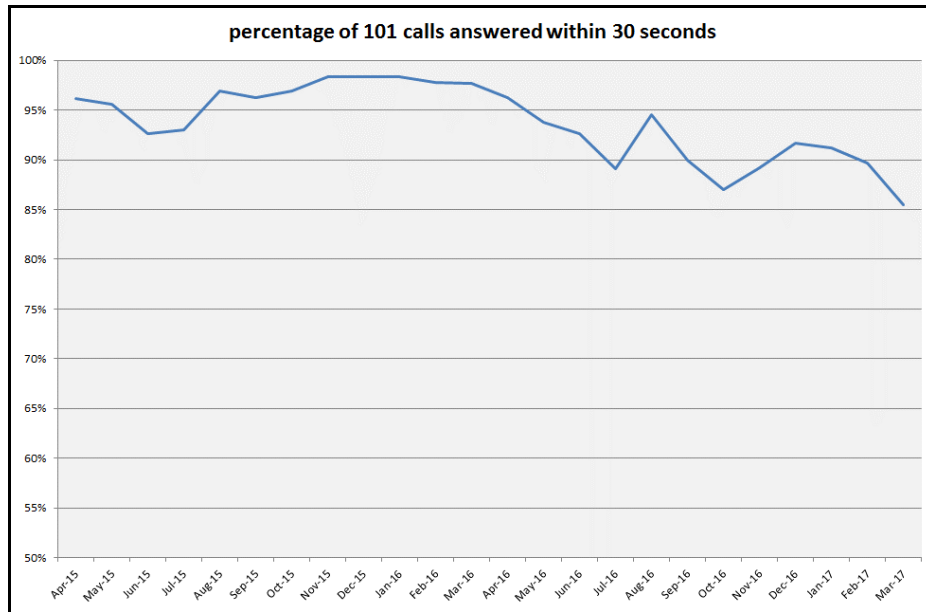

Percentage of 999 calls answered within ten seconds

122. There are no concerns about Wiltshire Police's capability to answer emergency calls quickly.

| 101 calls answered within 30 seconds	Q4 90.1 per cent		

123. A total of 73,506 101 calls were received by Wiltshire Police during quarter four.

124. Ninety per cent of 101 calls were answered within 30 seconds. This figure remains high although it is part of a longer term slow reducing trend.

Percentage of 101 calls answered within 30 seconds

125. There is concern with regards to the Force's capability to answer calls directed into the Crime Recording and Incident Bureau (CRIB), with only 14 per cent of calls being abandoned during quarter four (5,862 out of 41,377).
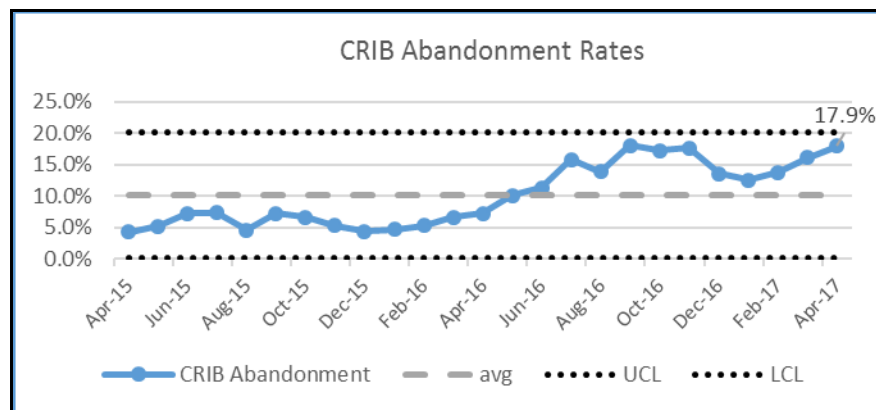

CRIB abandonment rate – control chart

126. There are several process changes which have occurred within the Crime and Communications Centre (CCC) which means that call handlers are better at

identifying threat, harm, risk and vulnerability, are more accurate crime recorders and are reducing demand on the frontline where they can.

127. This has meant an increase in the duration of calls which is likely to be affecting the capability to answer CRIB calls as efficiently as before.

128. The Force has concluded the demand profile work and is taking steps to implement the improvement plan. This will help to ensure contact management has the right number of resources at the right time fulfilling the right role.

| Quality of first files	Q4 51.6 per cent		
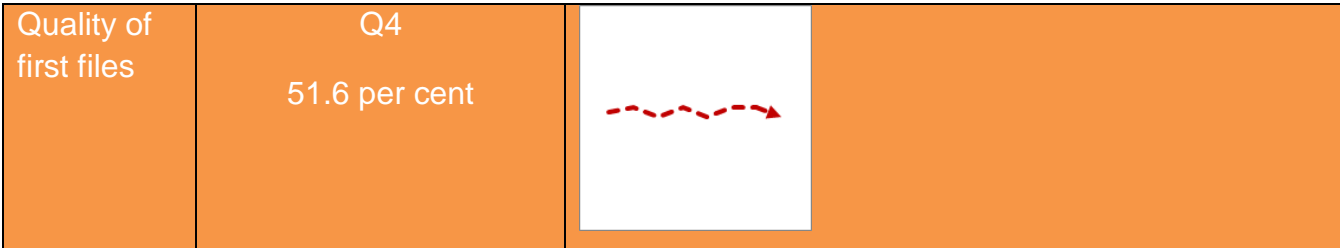
129. This measure relates to an internal assessment of the quality of files provided for a first hearing which the Force submits to the Crown Prosecution Service (CPS).

130. Each file is assessed using 14 file quality measures aligned to the national file standard. If one of those measures does not meet the file standard, the file being reviewed is deemed unsatisfactory.

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

132. There were 729 first files sent to the CPS in quarter four, of which 48.4 per cent had an unsatisfactory grading. Although this figure may appear high, it was stable over the previous six months and is reflective of the rigorous scrutiny process a file is assessed on.
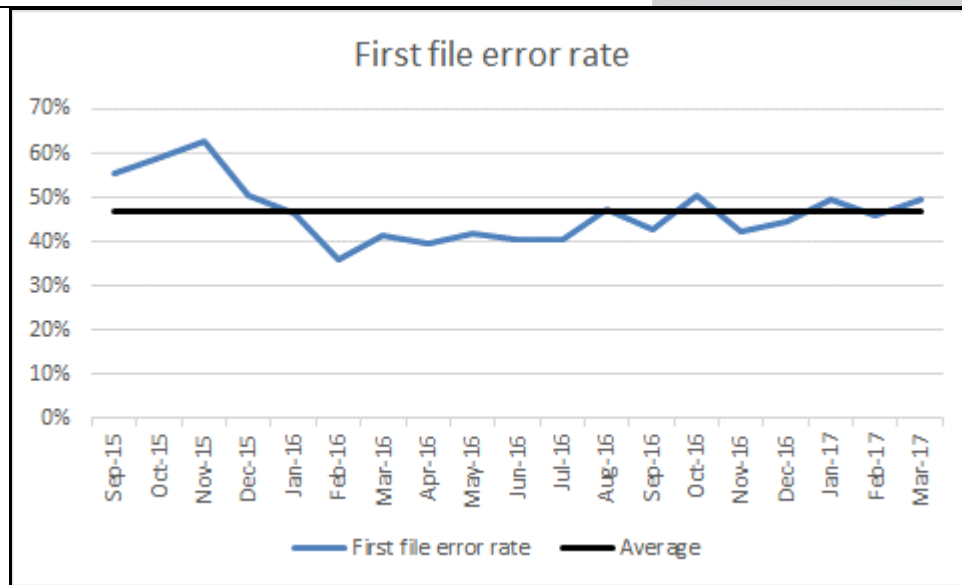
First file error rate by month up to March 2017

133. Analysis has identified that the most common causes of error are the absence of supervisor signatures and the absence of a victim personal statement.

134. The hubs responsible for the greatest proportion of errors have been identified and this information is routinely followed up with the local Community Policing Team inspector.

Quality of full files	Q4 97.6 per cent		

135. This measure relates to an internal assessment of the quality of full files which the Force submits to the CPS. A full file will be requested by the CPS if a defendant has pleaded not guilty at the first hearing. Consequently, the defendant will be put forward for a trial and a full file will need to be produced to proceed with the judicial process.

136. Each full file is assessed using 11 file quality measures aligned to the national file standard. If one of those measures does not meet the file standard, the file being

reviewed is deemed unsatisfactory.

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

138. There were 164 full files sent to the CPS in quarter four, of which four had an unsatisfactory grading.

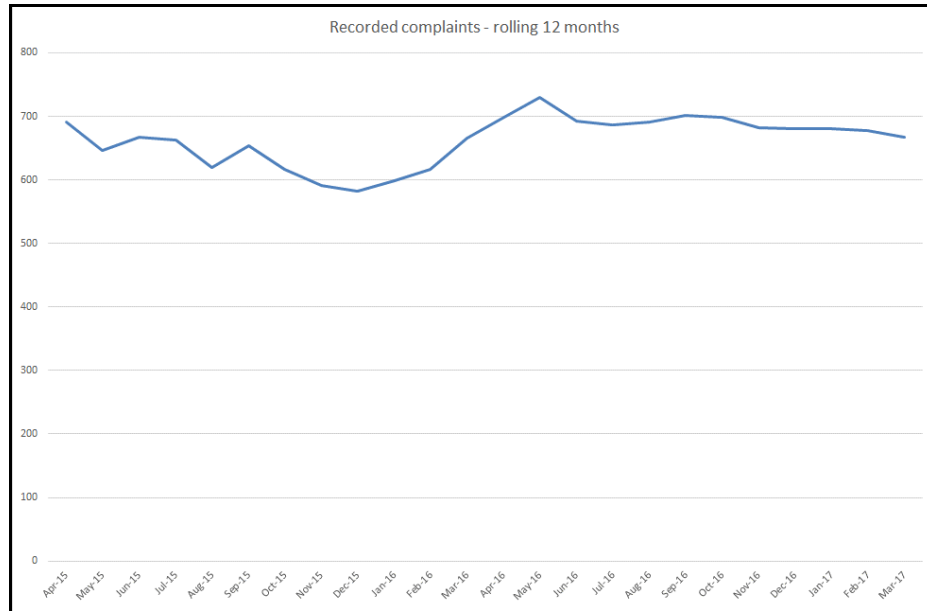139. This measure has shown improvement over the course of the year.
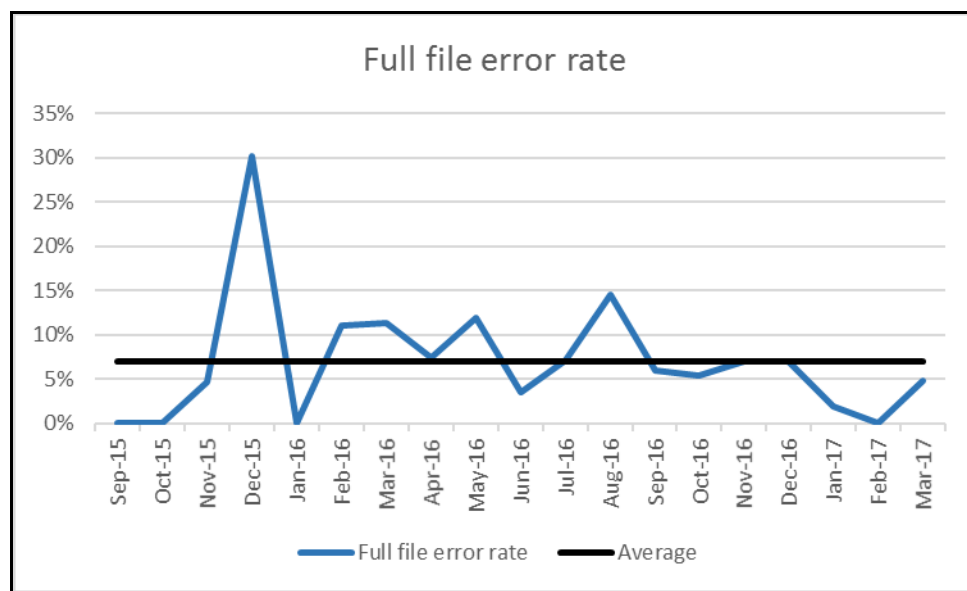
Full file error rate by month up to March 2017

Volume of complaints	Q4 201		

140. The volume of complaints recorded has been stable throughout 2016-17. There were 201 complaints recorded during quarter four and 668 in the 12 months to March

2017.

Recorded complaint volume rolling 12 months

141. There is a slight reducing trend with the 12-month volume to the end of March 4.3 per cent lower than the 698 complaints recorded in the 12 months to April 2016.

Percentage of complaints recorded within 10 days	Q4 96 per cent	

142. The percentage of complaints recorded within ten days has been strong and consistent since January 2016 following issues in previous years.
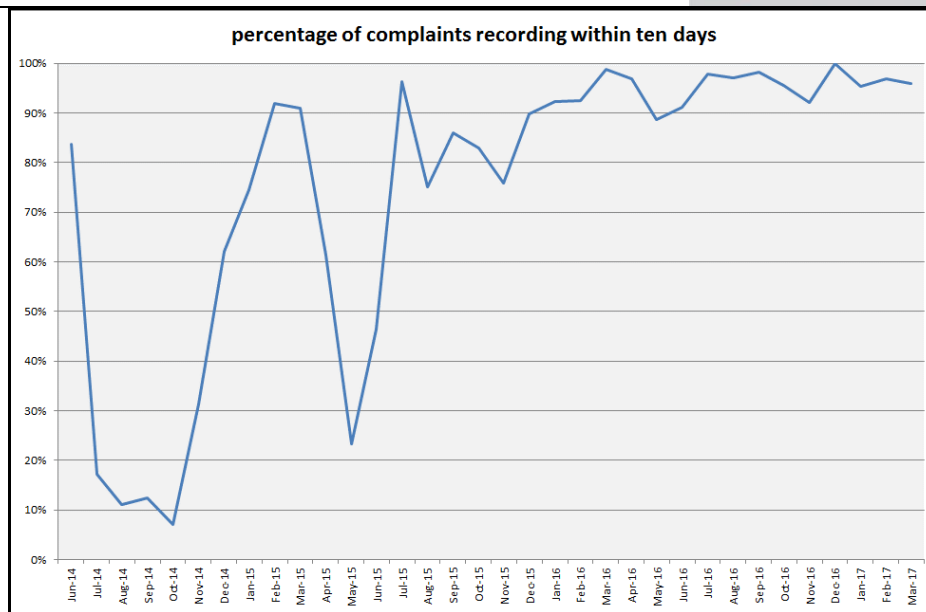
Percentage of complaints recorded within ten days – by discrete month

143. Of the 201 complaint cases recorded, 193 were recorded within ten days, giving a rate of 96 per cent for quarter four.

144. The Independent Police Complaints Commission (IPCC) expects the average number of days to record a complaint to be within ten working days. The average number of days to record a complaint case during quarter four was less than four days.

145. This shows sustained continuous improvement.

Percentage of complaint appeals upheld	Q4 36 per cent (4 out of 11 appeals)	

146. 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.

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

148. For quarter four, four of the 11 completed appeals were upheld.
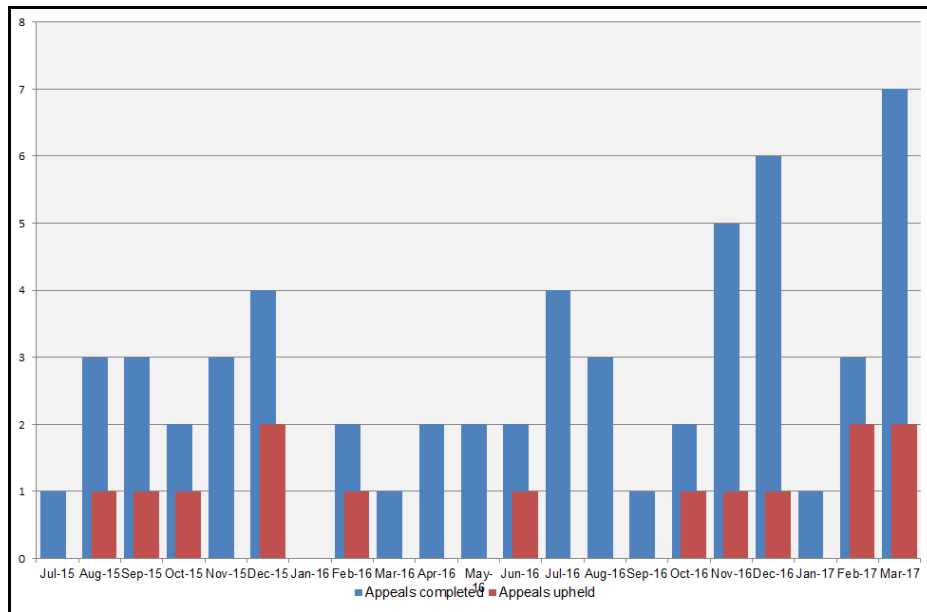
Volume of appeals completed and appeals upheld by month

149. The four appeals upheld represents two per cent of the total volume of complaints recorded during quarter four.

150. There have been eight appeals upheld during 2016-17 which equates to 1.2 per cent of all complaints recorded during the year. These are considered low proportions and would indicate the complaints and appeals process is working well.