



Hello and welcome to this Community Policing Team report.

Wiltshire Police recently ran a 'tweetathon' from the Crime and Communications Centre (CCC) at Police HQ. The event shared some of the calls received by Wiltshire Police to raise awareness of the breadth of work we deal with and to highlight the sorts of calls that are not emergencies.

This was part of wider reaching work, aimed at improving the service that people receive when they call us. We are aware of the issues that some people have experienced, particularly when using the 101 service.

As part of the Community Policing Model, we aim to deploy resources more efficiently. We look to ensure that the right people with the right training are in the right place and that starts with the CCC.

Wiltshire Police is on a journey of continuous improvement and will always seek to ensure that the service we provide is at the high quality you rightly deserve and expect.

A letter from Community Policing Team Inspector Andy Fee on the 101 system:

There has been a significant shift in the way we manage our demand within the Police Service. The Community Policing Model recognises that the Police service is being asked to do more with less and helps to address this fact by resolving the problem at the first point of contact, whilst assessing the Threat, Harm and Risk associated with the contact without necessarily tasking an officer to attend in the first instance. The adage they work to in our Communication Centre is to get it right first time. Consequently, by doing more initially, this has seen an increase in waiting times for people to be answered. There are several factors that need to be considered here.

The first point is that under the CPT Model, calls for immediate help have seen an improvement. If calls were answered quicker and pushed through the system, this would not be the case. I hope this point is accepted as being the right stance.

The second point is that we have gone through, and continue to go through, a significant recruitment phase for many roles within the CPT. Police Officers, PCSO, Local Crime Investigators and Prisoner Transport Team members have all been recruited. Where do we find people with the right skills to do these roles? One area is our Communication Centre. These are members of Police Staff who have been trained in aspects of law and have good communication skills. It is not surprising that they then wish to use their training and continue to develop. Consequently recruitment and retention of staff is a significant factor, however to reassure you our Communication Centre Leadership team have a well-established rolling recruitment programme in place.

We are aware of the issue and exploring solutions including on-line reporting of crime, a more informative website and on-line chat and hope this different access channels will start to be available late summer 2017. We will not solve this issue overnight but are aware of our failings and are working hard to resolve them in order to deliver the best possible service to those who contact us.

I hope this helps to put context to the issues we have experienced around the 101 system

Inspector Andy Fee

Please follow us on:

Twitter <https://twitter.com/wiltshirepolice>

Facebook <https://www.facebook.com/wiltshirepolice/>

Or sign up to Community Messaging <https://www.wiltsmessaging.co.uk/>

COMMUNITY MESSAGING

Working with our local communities, we have been developing ways to reach out to all our communities and keep everyone up to date with the latest information that matters to you in your area.

Through feedback and working with our local communities, we have developed the use of <https://www.wiltsmessaging.co.uk/> and are now sending out daily updates around crimes that matter to you in your area. This is enabling us to reach as much of our community as possible, as quickly as possible and impart any new crime prevention advice or information about incidents that may affect you in your community that we feel you need to know about.

We have received some very positive feedback around this and encourage you to speak to all members of your community and encourage them to sign up to Wiltshire Messaging. It is free and a very good way of keeping all our communities connected.

<https://www.wiltsmessaging.co.uk/>

CONTROL STRATEGY

Below is our control strategy for your reference. This focuses on where how we conduct our operational Policing based on the Police & Crime Plan. We will continue to align our resources with the threat/harm/risks presented in line with the control strategy.

- Domestic abuse / Cyber Crime / High risk offenders / High risk victims

feedback@wiltshire.police.uk



CURRENT SECTOR SERIES/ Exceptions

Crime Exceptions are where the volume of crime exceeds the levels we would expect over a specified period. This is based on evaluation of data, over like to like periods historically.

The crime rate for the Bradford on Avon area was exceptionally high this month compared with the average we would expect for June. We recorded 78 crimes and would normally expect 56. In June last year we recorded 60 crimes, so have seen an increase since then. In particular, we saw an exceptionally high proportion of Thefts, of which we recorded 40, which is double the figure for June 2016. There is no single cause for this, though we continue to investigate robustly and gather enough evidence to bring charges against known individuals.

OTHER INFORMATION

EVENTS... As we start heading in to Spring and Summer, many groups and individuals start to organize various events and gatherings. A toolkit is available from Wiltshire Council which gives fantastic guidance and advice for most types of events, including topics ranging from traffic management to toilets, and gives contact details for which agencies and departments need to be contacted when applying for various licences or road closures.

It can be found at <http://www.wiltshire.gov.uk/public-events-toolkit.pdf>

In essence, all organisers must be responsible for identifying any risks and putting in measures to remove or reduce them.

SPRING IS HERE... As the warmer weather starts to appear it is tempting to throw open the windows and leave doors ajar to allow for the fresh air to flow through, BUT, this is often an open invitation to opportunistic burglars. Please do be mindful about keeping windows closed, many modern windows allow you to lock them whilst slightly ajar and I would urge you to do this if you have the capability to do so. Even if you are only in the back garden having out the washing or mowing the lawn, please ensure that your front door remains locked. Don't give these opportunists any excuse to try their luck at your property.

For a detailed breakdown of the crime in your area visit...
<https://www.police.uk/wiltshire/>

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