

# Police and Crime Panel

## 18<sup>th</sup> March 2020

Quarter 3 -2020/2021

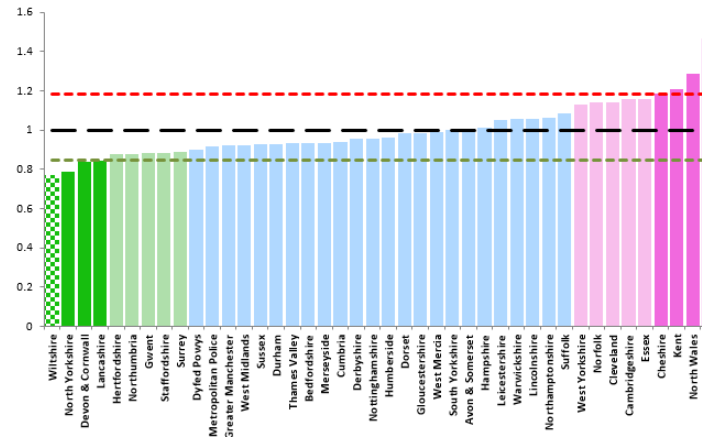
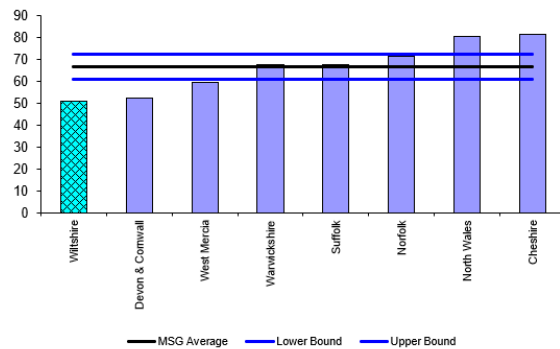
Performance Overview – by exception

# Priority One: Prevent crime and keep people safe

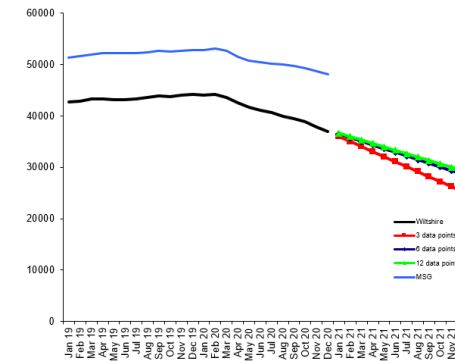
# Crime Volume



iQuanta Bar Chart MSG (12 months) - Crimes per 1000 Residents  
Wiltshire  
Crimes  
01 Jan 2020 - 31 Dec 2020



iQuanta Projection Chart - Rolling 12 Month Crimes  
Wiltshire  
Crimes  
01 Jan 2019 - 31 Dec 2020



## Executive Summary (reporting period 12m to Dec-20)

- Volume of Crime for Wiltshire is reporting the lowest nationally and within our most similar group
- 51.1 crimes per 1000 residents significantly below the Most Similar Group(MSG) average of 66.5
- Average reported national decrease is 7.8%; South West Region average reduction of 9.2%; MSG average reduction of 9.1%. Just four forces nationally reported an increase within the same time period
- Wiltshire Police reported a 16.5% reduction in volume of crime for the 12 months to Dec-20 compared to the previous 12 months, 8.7% higher than average national increase
- Wiltshire's crime commission is demonstrating a long term decreasing trend with significant reductions in the following crime groups; theft offences, arson and criminal damage, burglary, vehicle offences, robbery and possession of weapons
- All crime groups are being observed through a weekly covid-19 monitoring board to ensure any appropriate actions regarding the changes in our crime volumes. With monthly exceptions being raised through our Vulnerability and Force Operations Board as part of our performance governance
- Crime recording compliance for Oct-20 was 94.2% , this is the highest monthly figure since starting monthly recording in April 2019
- Positive Outcome rate for the rolling 12 months to December-20 is 16.7% and demonstrating an overall increasing trend

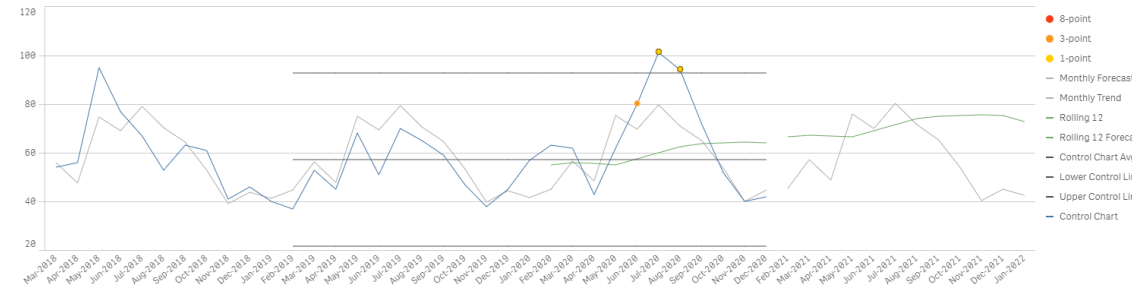
# Hate Crime



Wiltshire and Swindon



- Volume of Hate Crime (PCP Measure)



HATE CRIME CONVICTION RATE	YTD Q4 2019/20 (rank)	YTD Q1 2020/21 (rank)	YTD Q2 2020/21 (rank)	YTD Q3 2020/21 (rank)
NATIONAL (All HC)	85.3% ↑	84.6% ↓	86.2% ↑	87.1% ↑
Dorset (All HC)	81.1% (38)	79.2% ↓(40)	82.4% ↑ (40)	86.7% ↑ (29)
Hampshire (All HC)	83.1% ↑(32)	84.5%(25) ↑	86.4% ↑ (25)	88.9% ↑ (19)
Wiltshire (All HC)	94.2% ↑(1)	90.9% ↓(4)	88.9% ↓(15)	95.2% ↑(1)

## Executive Summary

- In quarter 3 of 2020/21 there were no statistically high volumes highlighted, from Oct-20 to Dec-20 all monthly volumes reported were below average. The 12 month detection rate to Dec-20 is 20%, a rise of 3.5% compared to the previous quarter
- CPS data for quarter 3 recorded a 95.2% conviction rate; significantly above the national average of 87.1%, and top performing nationally. This is an area that we are consistently performing well in
- Hate Crime Advisors – There are now 109 trained Hate Crime Advisors in Wiltshire Police, an additional 20 since the last quarter. The new PCSO intake in Jan-21 were trained as part of their standard training
- Scrutiny of Hate Crime Investigation Standards - Wiltshire are establishing an internal scrutiny panel to enable files to be reviewed for quality assurance of investigative standards. Plans for this are on-going, particularly looking at a cohort of sergeants for this panel
- There is active engagement in the Wessex area CPS scrutiny Panel, reviewing Cases from different force areas and where appropriate are fed back into force
- The external scrutiny panel has made steady progress. Wiltshire have reached out to colleagues from neighbouring forces and received useful guidance. Wiltshire's tactical lead for Hate Crime has sat at two CPS external scrutiny panels, giving excellent insight into how the process can be managed. An initial core group has been identified to support this panel and plans are now being driven to pull this together for Wiltshire
- Late last year there were conversations at the regional meetings regarding Hate Crime and the offer of an external force to come into Wiltshire and give impartial feedback using a case of dip sample. Unfortunately due to the response to Covid-19 and the restrictions it places upon personnel the conversations of this offer has not been taken forward at this time. When the opportunity is presented again Wiltshire will welcome the opportunity of this support from another force

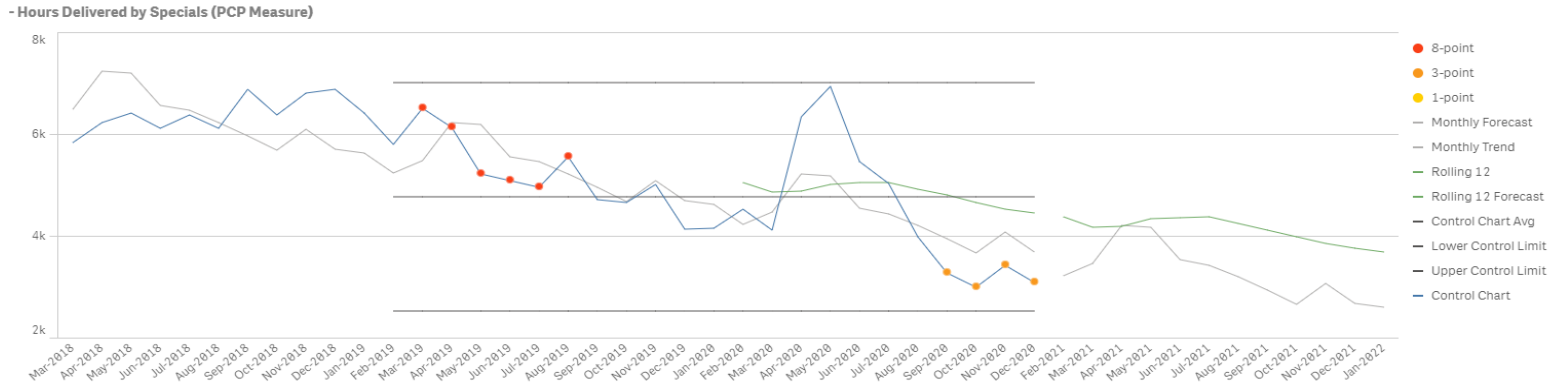
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# Special Constable Hours Deployed



## Executive Summary

- Hours Delivered by Specials showed a four month statistically low volume from September to December 2020. Also reflected in the Local Policing hours delivered by specials.
- Although we are seeing these reductions 53,370 hours were committed by the Special Constabulary last year, equating to 27.8 FTE officers. A significant contribution by those members.
- Op Uplift continues recruitment and gives opportunity to those specials seeking to become a regular, impacting on the headcount of specials and inevitably those hours deployed
- As a force we continue to proactively housekeep our inactive special constables and currently have 118 active specials
- Recruitment Update: 41 candidates have passed and 7 failed assessment. Candidates group discussions were booked in for the 22<sup>nd</sup> and 23<sup>rd</sup> of February resulting in 36 candidates. 15 reserve and 3 deferred candidates from the April/June intake and 18 candidates contacted to enquire whether they would like to re-join the process. For the April intake 10 candidates will be appointed by 05/03/2021 ready for the April start
- There are around 10-12 new special constables starting every 10 weeks from the 12/04/2021 aligning to the new Policing Education Qualifications Framework (PEQF) training programme.
- Following recent recruitment Wiltshire now have a backlog of Special Constables that will see us well into 2022
- This are quite considerable numbers that do impact on the organisations infrastructures – with each volunteer comes a training programme, body worn video, personal protection equipment, tutorship with a regular officer, laptops, software packages and so on. The cost of this to the organisation is estimated around £6043 per special officer.



# Call Answers Rates

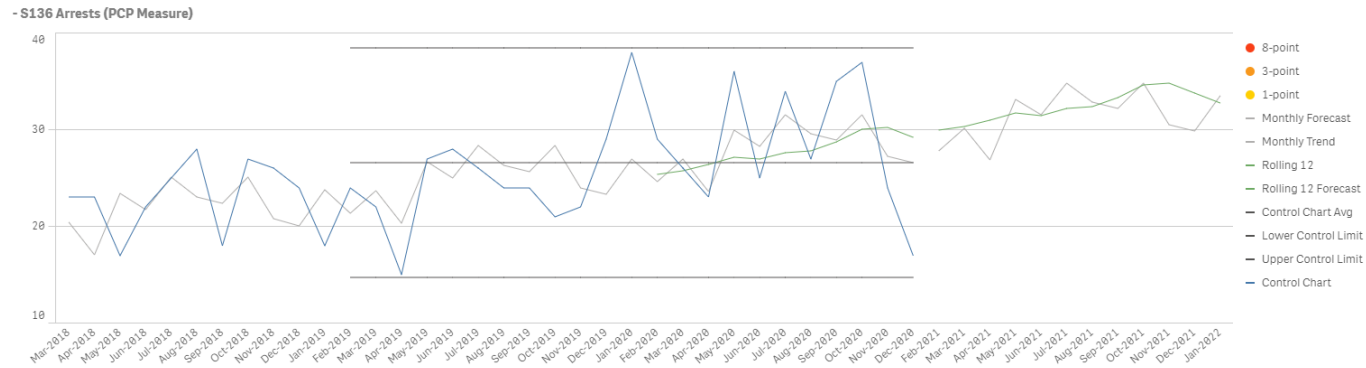


## EXECUTIVE SUMMARY

- Staff in the Crime and Communication Call Centre continue to work over several sites to ensure social distancing measures continue to be adhered to and ensure the safety of staff whilst carrying out their duties
- Additional covid-19 secure measures have been assessed for staff to return to one site and are now being implemented. Dates are set to return to one room; 15/3 for 101 and CRIB and 29/3 for 999, with high confidence for achieving those dates
- Until such time working arrangements do continue to impact operators ability to monitor incoming calls and wait times. Impact factors include the need to travel between sites, shielding staff that have to work from home contribute to team workloads but are unable to answer calls, wallboards for monitoring calls are only available at the headquarters site, split supervision between sites and a remaining IT integration fault that cannot be resolved causing calls to hang between sites. All of which will be resolved once returned to one site
- However, the recruitment of additional supervisors is proving positive when regarding performance over the last quarter
- There is a six month ongoing IST upgrade work planned in which will disrupt service periodically; however fallback systems are in place to minimise these disruptions. As part of this work one senior operator and one supervisor are required for abstraction to deliver the core upgrade work. Once completed, this work will create a more stable and functional platform better able to support digital contact streams and the proposed new CCC target operating model.
- The average CRIB abandonment for Quarter 3 was 8.7% a reduction of 4.7% from the previous quarter. The CRIB average wait to answer was 1m36secs a reduction of 44 seconds
- ACC Deb Smith continues to hold a monthly Gold meeting to monitor call performance. Increased wait times and abandonment have previously effected Victim Satisfaction with ease of contact, which continues to be closely monitored and at present remains high
- 999 average wait to answer for Quarter 3 is 8.6 secs, and although considered statistically exception is inside our service level agreement of 10 seconds
- 999 call taking continues to be effected by staffing issues due to police officer recruitment and at present is being backfilled with the use of overtime. Newly recruited operators become independent call-takers imminently with further recruitment planned for March-21 (8 candidates) June (6 candidates) and August (6 candidates). These recruitment plans are designed coincide with operators becoming independent call-takers as the summer demand is expected

# Priority Two: Protect the most vulnerable in society

# Section 136 Arrests



## EXECUTIVE SUMMARY

- S136 arrests volumes have experienced significant decline during the months of Nov-20 and Dec-20 with both months sitting below the average of 26.5.
- Whilst overall numbers of mental health incidents remains a steady demand on the force during COVID, levels of acuity remains higher compared to pre-covid times but not at the same levels seen during the peaks in 2020.
- Approximately 40% of all S136s during Q3 involved service users displaying psychotic symptoms rather than suicidal ideation
- Places of safety current capacity is good, however there are ongoing challenges with spaces being used for those from BNSSG. With one incidence in November when there was no space in Bluebell place of safety
- CCG has completed it's modelling data analysis to help determine level of resources required to deliver services in the next 5 years. Whilst the model delivers data on resources required for varying degrees of increasing demand, what still can't be quantified is the actual increase in MH demand due to covid. Covid is a unique event and it is yet to be seen what effect this will have on the mental health of the nation. Repeated lockdowns have shown that the increase predicted by some has not materialised; the area of concern is what will happen once the pandemic is over and the population is left to deal with the economic and social consequences
- Whilst an increase in suspected suicides was seen at the start of the pandemic (little evidence to link this directly to covid, by Q3 the numbers had returned to normal levels, in fact showing a decrease on the level for the same period the year before
- 9 Mental Health tactical advisors have been launched at local level. CPT officers have contact with their local advisor and feedback on this support is positive so far. Wiltshire are putting plans into training additional officers in this tactical advisor role and once training is complete a more formal and force wide launch will be planned.
- Wiltshire Police have one dedicated Community Engagement Demand Management Officer that works to support people with Mental Health issues. The role has been reformed to offer support to staff across the organisation in the management of individuals with MH needs as well as directly working with a



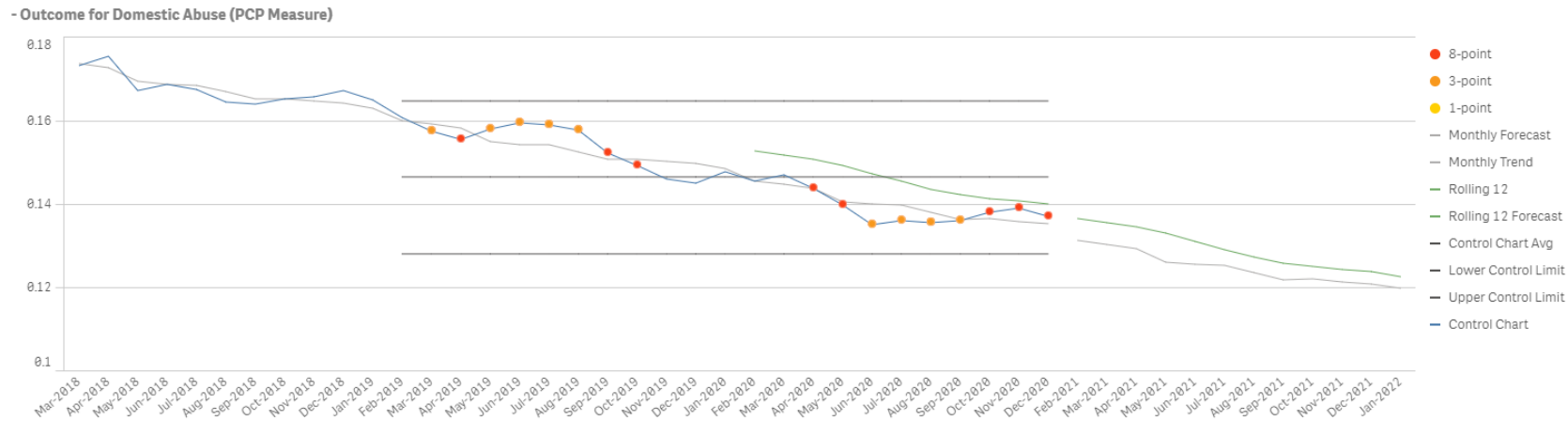
# Priority Three:

**Put victims, witnesses and communities at the heart of everything we do**

# Outcome for Domestic Abuse



Wiltshire and Swindon  
pcc



## EXECUTIVE SUMMARY

- This is a new measure added to the Police and Crime Plan Scorecard during the 2020 refresh
- The outcome rate for Domestic Abuse for the 12 months to Dec-20 is 13.7% and the overall trend is showing a decline. For the past 9 months the outcome rate has been between 13.5% and 14.3%
- Through the Vulnerability and Force Operations Board outcome rates for crime groups and Community Policing Teams is monitored on a monthly basis with the aim to improve our overall investigation standard and outcomes for victims of crime
- Wiltshire Police have now established an arrest scrutiny panel which now sits and reviews the DA arrest rate to identify areas of improvement, which dovetails into the Vulnerability and Force Operations board chaired by both ACC's to drive local performance management and monitoring with a feedback process to officers regarding decision making
- The most recent DA arrest panel examined 160 DA related crimes over the last 8 month (April-November 2020). The actual arrest rate is the cases examined was 39%. In the panel's view 45% of the 160 DA cases should have resulted in arrest
- The next arrest rate audit will be including the breakdown of CPT areas to add more depth in our understanding and give more value to our feedback

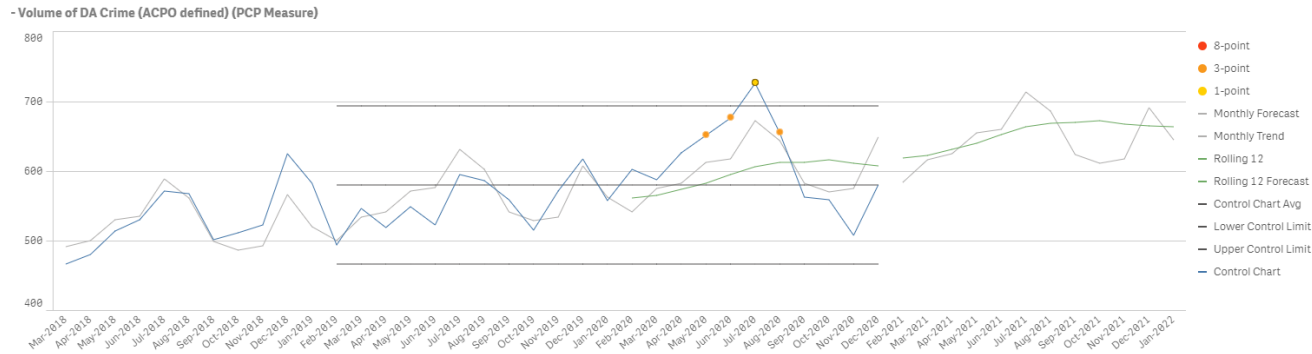
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# Volume of Domestic Abuse



## EXECUTIVE SUMMARY

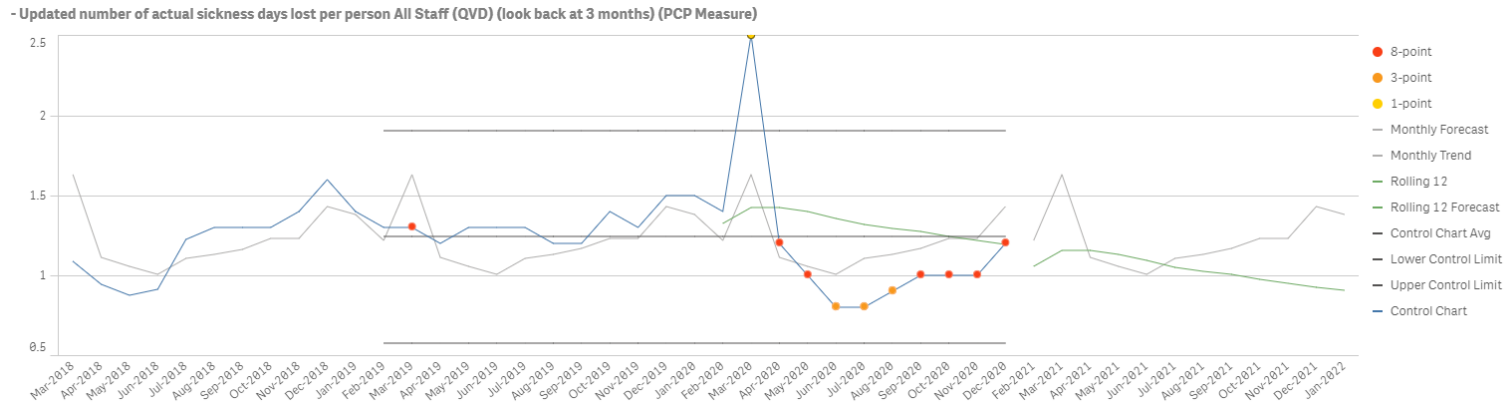
- The long term trend for Domestic Abuse crime in Wiltshire continues to increase in line with the national trend. In quarter 3 volumes of Domestic Abuse reduced to below average volumes
- For Domestic Abuse to Oct-20, Wiltshire is reporting as in line with peers within the most similar group (MSG)
- Concerns has been raised through the Vulnerability and Force Operations Board regarding the possible hidden risk in recent reductions and if any operational response to mitigate risk. In the latest board meeting new covid funding was raised and whether DA could be considered as part of this funding. Business leads are bringing a case together for consideration
- In recent months ACC Mark Cooper has initiated a monthly meeting to progress the forces focus on the National Vulnerability Action Plan (NVAP). A co-branded product from the National Police Chiefs Council (NPCC) and the College of Policing (COP). The plan focuses on 7 strands; the aim of this revised plan is to focus on common themes that span the range of different types of vulnerability: from first response and initial investigations to victim care, first line supervision and leadership
- The Vulnerability Action Meeting meets monthly with a standing agenda item to promote awareness and encourage reporting by victims
- Domestic Abuse repeat victims continue to demonstrate an increasing trend which have contributed to the rise in overall Domestic Abuse volumes. This is where an individual has been a victim 5 or more times in the last year. This gives reassurance in public confidence to report
- Some of our highest repeat victims have very complex needs and are receiving support from several agencies and are often monitored through the MARAC.
- There has been no consistent pattern in the impact of lockdown on DA Crime within Wiltshire. Compared to the high volumes experienced in the first lockdown, DA crime within the latest lockdown (06/01 to date) shows that DA crime within Wiltshire has remained below average. Despite increases across the period, volumes remain low. The week ending 28/02/21 has in fact seen a drop in the volume of DA crime to an exceptional low of 100 DA crimes. This exceptional low was noted within Swindon in particular however the overall reduction in DA crime is recorded in both Swindon and Wiltshire



# Priority Four:

Secure a quality police service that is trusted and efficient

# Number of Actual Sickness Days lost per person

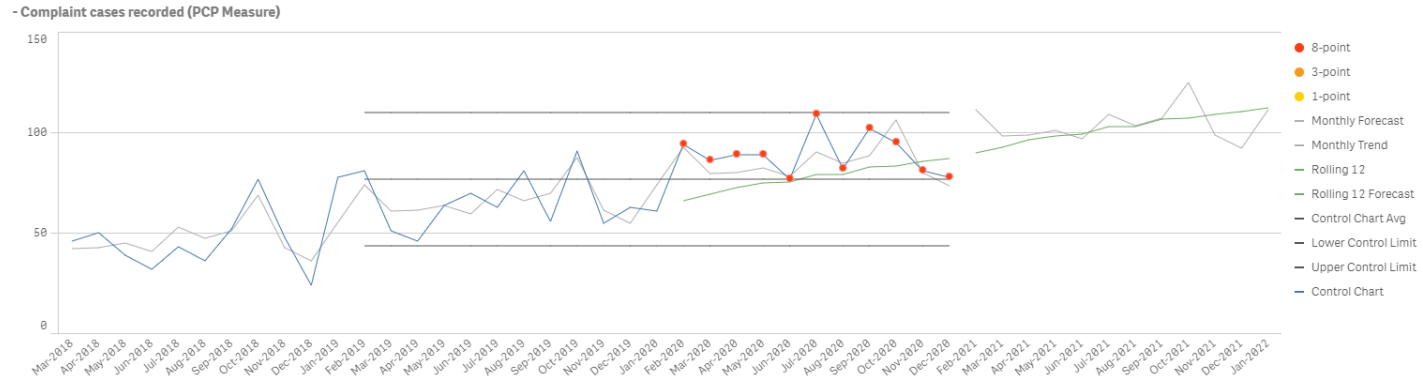


## EXECUTIVE SUMMARY

- For Quarter 3 the was an average of 1.06 sickness days lost per person. An increase is present over the last two quarters but is in line with expected seasonal increases
- As of the 03/03/2021 718 people (including specials, volunteers, support staff and police officers) have received their first Covid-19 vaccination and in very few cases adverse reactions have been reported
- For the period ending Jan-21 compared to the previous 12 month, Police officers have reported a 29% reduction in psychological disorders whereas Police staff have reported a 18% increase
- In recent months support staff have been reporting increases in psychological disorders with a significant rise in bereavement distress. This rise is also being reported by police officers however, not as significantly as support staff. With the impact of Covid-19 restrictions, family and friend support networks may not be possible in these challenging times. Bereavement support packs and communication have been circulated to all members of the organisation produced by Occupational Health and our Wellness Delivery Manager
- Health assured is an external counselling support service offered to Wiltshire Police staff and officers. In the 12 months to Jan-21 247 individuals have contacted this service with over 50% relating to mental health. Most of which related to anxiety and low mood. We are underway to obtain the previous 12 months data to understand trends
- Pro active work continues around monitoring the Forces sickness which includes preventative interventions such as risk based medicals, trends and hot spot areas and reports back to various meetings including the Strategic People Board and the People Intelligence Board



# Complaint Cases Recorded / % within 10 Working Days / Avg days to record



## EXECUTIVE SUMMARY

- In Quarter 3 2020/2021 there were 254 complaints recorded, with an average of 94.7% across quarter two being recorded within 10 working days
- For Quarter 3 it took an average of 3.3 days to record complaints, 6.7 days inside the 10 working days recommended by the Independent office for police conduct
- The recording of complaints has been through recent legislative changes. As a force we have been working to bring ourselves in line with the changes. New measures were signed off by my office earlier this year

Volume of dissatisfactions received into force
% Dissatisfactions Recorded within 10 working days
Dissatisfactions Cases Logged (OPCC)
Volume for Services Recovery (OPCC)
Finalised Service Recovery (OPCC)

- Development within our data tool Qlik Sense is still on-going and are expected to be completed at the end of April

# Community Policing Model Resource Measures

# Resource Measures



These slides provide a summary of the performance measures for the PCC and Police and Crime Panel related to areas of Community Policing Teams (CPT)

The OPCC has provided consistent reports on the assessment of resources within CPTs, and more information on the methodology is available in previous reports to the Panel

In summary, these slides will outline for the last three months, those resources which are 'At work' and those which are abstracted for a variety of different reasons, such as:

- Vacancies which are being recruited into
- Sickness
- Annual Leave
- Maternity Leave
- Suspensions or postings outside of CPT



# Resource Measures



Measure	Quarter three
CPT Establishment	460 police constables (staggered through Uplift and precept, anticipate reaching this figure in March 21) 131 police community support officers
Percentage of CPT 'at work'	70.8%
Percentage of police constables in CPT 'available to respond'	68.7%

Quarter three has seen a reduction in both the proportion of CPT at work, and PCs available to respond. Within the previous report, these figures were 75.5% and 72.8% respectively.

It has been a difficult quarter for resources within CPT, however this has remained just over 70%.

This has been influenced by the increasing COVID trends across the County and an increase in non-COVID sickness linked to both seasonality and psychological disorders.

CPT have lost the capacity of 87 posts across CPT over quarter three to short and medium-term sickness and annual leave.

Removing uplift vacancies increases the percentage 'at work' to 75%, and the PCs in CPT 'available to respond' to 78.3%.

# CPT Response and Neighbourhood Measure Breakdown by Location



	CPT RESPONSE AND NEIGHBOURHOOD MEASURE										DEMAND REDUCATION AND DEPLOYABILITY	
	FTE Budget	Specials	Vacancies	Long Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Short Term absences (average annual leave & short term sickness)	Total "Not at work"	CPT "At Work" Level Includes CPT Response and Neighbourhoods	Number of PC allocated to Community Investigation Team	PC's allocated to respond to 999
Swindon CPT	281.5	70	34	6	6	3	10	34.4	93	66.8%	3	68.9%
RWB CPT	41	26	3	1	0	0	3	3.6	11	74.1%	0	82.2%
Chippenham CPT	67		10	2	1	0	3	7.8	24	64.5%	1	60.8%
Trowbridge CPT	89	25	10	1	0	2	3	12.2	28	68.3%	1	63.5%
Warminster CPT	46		2	1	0	0	3	5.1	11	75.9%	0	80.4%
Devizes CPT	57	2	3	2	1	3	0	7.2	16	71.6%	1	60.3%
Amesbury CPT	46.5	36	4	1	0	0	4	5.2	14	70.5%	0	73.5%
Salisbury CPT	75		5	1	0	0	4	8.9	19	74.8%	0	71.5%
PCs - Proactive Unit	29	0	2	0	0	0	0	0.6	2.6	91.2%	0	0.0%
CIT	16											
<b>TOTAL</b>	<b>748</b>	<b>159</b>	<b>73</b>	<b>15</b>	<b>8</b>	<b>8</b>	<b>30</b>	<b>85.0</b>	<b>218</b>	<b>70.8%</b>	<b>6</b>	<b>68.7%</b>

# CPT Response and Neighbourhood Measure Breakdown by Role



FORCE	FTE Budget	Vacancies	Long Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Short Term absences (average annual leave & short term sickness)	Total "Not at work"	CPT "At Work" Level	Number of PCs allocated to Early Resolution Unit	PC's allocated to respond to 999
PC (Neighbourhood)	51	9	0	2	0	2	6.6	20	61.6%		
PC (Response)	372	29	11	3	5	17	45.6	111	70.3%	6	68.7%
SGT (CPTN & R)	68	5	0	0	1	2	8.9	17	75.1%		
LCI	80.5	12	3	1	0	5	13.5	35	57.1%		
PCSO	131.5	16	1	2	2	4	9.8	34	73.9%		
PC (Proactive)	29	2	0	0	0	0	0.6	2.6	91.2%		
CIT	16										
TOTAL	748	73	15	8	8	30	85	218	70.8%		
	Number	Hours (Sep-Dec)		Hours per person per							
Specials	159	7922		16.61							

# Resource Measures



The number of Specials now stands at 159 compared to 181 last quarter. An intake of Special Constables is planned for April 2021.

The number of hours contributed for the third quarter exceeds the required 16 hours per person, at 16.6 hours.

For this quarter's report, the Proactive Unit has been removed from CPTs as they are not uniquely assigned to an area and will operate across the County in supporting local policing. This is the Unit named 'Fortitude' which will see an increase of 16 officers during 2021.

Both Swindon and Chippenham are soon to receive new students from the first PEQF intake which should address their larger vacancies and subsequent resource levels

To the right shows resourcing for some areas outside CPT, which again shows a reduction due to the increased annual leave, along with COVID and non-COVID related sickness.

Department	Budget FTE	% at work
Contact Management	206.75	61.1%
Crime Standards and Justice	168.24	78.1%
Specialist Operations * officers	93	68.2%
Dogs	13	79.0%
Firearms	60	68.6%
Roads	25	67.8%
PPD and Safeguarding	153.69	69.6%
Geographical Crime (CID /CIT)	105	71.0%
Intelligence	106.19	77.4%

# Operation Uplift

# Operation Uplift Update



The Force remains on track to deliver the requirements of Uplift and increase the number of officers in Wiltshire Police. Plans are in place to achieve the first phase of the requirement by the end of 2020/21, and assessments by the national programme team place Wiltshire in a good position.

Wiltshire has been allocated 49 extra officers by March 2021. High level assumptions continue to be made on financial and workforce plans for beyond March 2021, which suggest a total number of 147 extra officers by March 2023.

In order to achieve the uplift numbers, in addition to maintaining the numbers required due to officers leaving the organisation, Wiltshire will be required to recruit approximately over 400 officers up to March 2023. It is estimated at this stage that one in eight applicants get through the process, resulting in needing approximately 3,200 applicants for police officer jobs in Wiltshire

# Uplift Recruitment Plan



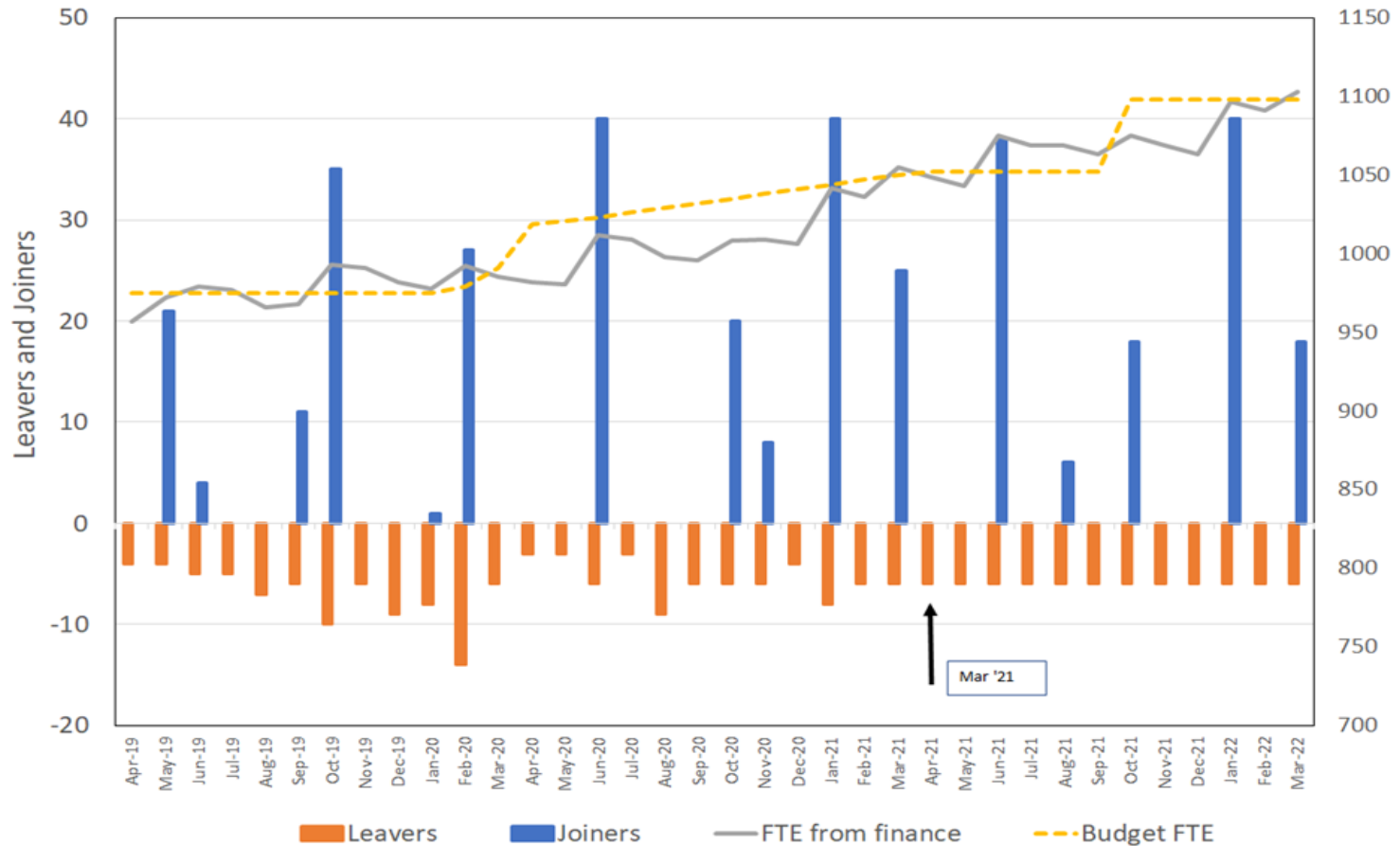
Start Training	Officers	Landing in teams	Finish Tutorship
Jun-20 (first PEQF)	40	Dec-20	Mar-21
Oct-20	20	Apr-21	Jul-21
Jan-21	40	Jul-21	Oct-21
Mar-21	20	Sep-21	Dec-21
Jun-21	40	Dec-21	Mar-22
Oct-21	20	Apr-22	Jul-22
Jan-22	40	Jul-22	Oct-22



# Uplift Recruitment Plan



## Uplift Recruitment Plan



The graph on this slide shows what the Force uses to plan and project recruitment for police officers against budget.

This brings in the projected number of officers in at 1103 against the budget of 1098.

This shows the volume of officers leaving or projected to leave the organisation (red bar facing down), against the volume and frequency of new officers coming into the organisation (blue bar facing upwards).

The yellow dotted line on the graph is the budget line, and the grey filled line is the current establishment. It is the intention that these two lines match each other.





# Uplift Recruitment – Equality, Diversity and Inclusion



Having a Police Force which is reflective of the community it serves is a vital pillar of British Policing. The planned 20,000 uplift in police officer numbers announced in 2019 offers policing a once-in-a-generation opportunity to dramatically improve the diversity of its police officer workforce

Wiltshire Police's Equality, Diversity and Inclusion Team have been extensively supporting protected characteristics which are under-represented within the organisation (Ethnic Minorities and/or Female) and carrying out a range of support mechanisms from explaining what Policing is about at engagement events, to outlining and supporting the process of the SEARCH assessment to applicants

Nationally, workforce statistics for all Forces are being collected and scrutinised closely in relation to representation against protected characteristics. This will include comparisons to local demographics, similar Forces and previous trends

Wiltshire aims to recruit in line with the demographic breakdown of our communities which is 5.5% and is working to create a welcoming and inclusive campaign for new Police Officers in May 2021.

# Uplift Recruitment – Training and Assessment



Training is currently limited to mandatory refresher courses and key operational training requirements. All face-to-face training is conducted in a COVID secure environment, with adapted course content to ensure COVID secure practice.

Online training continues for Student Officers , with planned role-play exercises and essential in-person training taking place towards the latter part of the training programme.

Currently there are 60 officers in training, which includes 20 from the October 2020 intake and 40 from the intaker in January 2021.

Wiltshire currently has a pool of candidates which should fill intakes until January 2022. The new campaign this year will provide enough students to take recruitment through to October 2022, therefore an additional campaign will be required to complete the Uplift Programme

The College of Policing brought in online SEARCH assessment due to COVID. This has been reported within previous reports. The College will soon be publishing reviews on this process, with the likelihood being that online assessments will continue. This will be positive news for Wiltshire due to the previous requirement to outsource this process.