

Wiltshire and Swindon

pcc

# Police & Crime Panel

Police and Crime Commissioner's Presentation  
September – December 2023





## Outcomes achieved this quarter - October – December 2023

### Priority One - A police service that meets the needs of its community

- **Estates strategy is published.**
- **Two mobile police stations (MPS)** operating across Wiltshire and Swindon. Two further vehicles being built and expected to be available from January 2024. Promotion of MPS vehicle deployments to be advertised (“your area”, community messaging, social media channels) for residents.

### Priority 2: Reduce violence and serious harm

- Wiltshire’s Domestic Abuse (DA) Further Action Taken (FAT) outcome rate reached 12.4% in September 2023 an increase of +2.6% when compared with the rolling 12 months from September 2022. The DA arrest rate reached 41.2% an increase of +9.9% when compared with the rolling 12 months from September 2022.
- Serious and Organised Crime: Wiltshire continue to report the highest average number of SOC disruptions per 1000 population across all 41 forces in the last year.
- Op SCEPTRE – knife crime enforcement activity, such as high visibility targeted patrols, knife safety sweeps and education session for young people took place 13 - 19 November 2023.
- OPCC has worked closely with partners to produce the strategic needs assessment. Initiatives have included gang focused interventions to divert away from criminal behaviours. Trauma informed practice training to embed into the culture of statutory authorities. Continued development of the Street Doctor programme.

## Outcomes achieved this quarter - October – December 2023

### Priority 3: Tackle crimes that matter to local communities

- **Safer Streets:** The OPCC has successfully received Safer Streets Round 5 funding receiving £998,000.
- **Road Safety:** Speed enforcement activity for 2023 highlights 6,479 speed awareness courses, 859 fines and penalty points and 83 court appearances actioned as at 06 December 2023. More than tripling all 2022 outcomes.
- **Rural/Heritage Crime:** New Wiltshire rural crime strategy with revised delivery plan and tactical meetings in place. New performance pack measuring outcomes.
- **Drug crime:** The October 2023 **drug possession** FAT outcome rate reached 84% and **drug trafficking** FAT outcome rate reached 21.6%.

### Priority 4: Improve the experience of victims and deliver justice

Overall victim satisfaction improved since January 2023. Areas of low satisfaction are case outcomes and being informed of right to review or options to complain. Much work still to do.

Complaints Resolution Team backlog identified. New complaints manager appointed. Progress in removing backlog.

Victim Needs Assessment and a victims' services map produced. To be released November 2023.

The OPCC held a series of market engagement and stakeholder events to promote the commercial opportunities forthcoming in victim service contracts.

The new therapeutic interventions service (contracted in partnership with Integrated Care Board) went live in October and is busier than forecast. Meetings with all partners to continue to support early operational roll out and to provide service assurance.

## Overall PCC Assessment

- Deep seated legacy issues against the over-lapping core components of operational capability
  - Physical (people, work-force planning estate and equipment)
  - Morale (culture, leadership, training and well-being) – improved visibility (CC letter to PCC)
  - Intellectual (thinking, operational procedures, what is taught, enabling services)
- Positive Responses this Quarter
  - Significant progress has been achieved in increasing the efficiency of the Crime and Communications Centre. Procedures have been improved to reduce waiting times and additional staff recruited to fill workforce gaps.
  - Evolve update including Force organisational leadership changes to strengthen planning and delivery
  - Op RAGWORT and rural crime week targeted heritage and rural crime week. PCC elected to represent south west PCCs on national rural crime. The Rural Crime Team won a South-West Partners' Excellence Award.
  - Continued Community Speed Watch and improving use of data to understand trends. Campaigns have include: community road safety days, tyre safety month, child seat checks.
  - Victims' needs assessment completed. Overall victim satisfaction has improved since January 2023. Recognised that there is still much work to do.

## Focus and the way ahead

- PCC continue to scrutinise, challenge and support – maturing OPCC team to better support the Chief Constable.
- Supporting Force to develop long term transformation plan, aligned to Police and Crime Plan and new operational and corporate operating model
- OPCC supporting headquarters to restructure and deliver more effective enabling services.
- ‘Right Care, Right Person’ roll out continues to enable the public to be signposted to the correct agency for the correct care. Will allow better use of existing resources.
- Continued work to reduce violence and harm and work more effectively with other agencies. Data and analysis informing better decisions.
- Police and Crime Commissioner elections to be held in May 2024.