



Office of the Police and Crime Commissioner for Wiltshire and Swindon

**Quarter Two 2015-16 (1 April to 30 September 2015)
For Police and Crime Panel meeting 2 December 2015**



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Introduction by Commissioner Angus Macpherson

Welcome to the second edition of my new performance report, assessing progress made to deliver the priorities set out in my Police and Crime Plan. This new performance report reflects my Police and Crime Plan 2015-17 and the new performance culture within Wiltshire Constabulary.

My role as the Police and Crime Commissioner (PCC) is to secure an efficient and effective policing service for Wiltshire and Swindon. I am required to review the performance of Wiltshire Police and the other services which I commission.

My key priorities are:

- Prevent Crime and ASB
- Protect the most vulnerable in society
- Put victims and witnesses at the heart of everything we do
- Secure, high quality, efficient and trusted services

This report reflects my desire to focus on the quality of services delivered rather than a series of arbitrary targets that led to negative behaviours. I recognise that no one single measure can provide the answer to the complex world of policing and criminal justice.

The Constabulary, Police and Crime Panel, and my office have worked hard to develop this new style of report that provides a more holistic range of information that I make my assessments on.

You can read my Police and Crime Plan and the updates by visiting www.wiltshire-pcc.gov.uk. On the site you can also read about my activities as well as regularly updated news items and a weekly blog.

A handwritten signature in black ink, appearing to read 'Angus Macpherson'. The signature is stylized and includes a long horizontal stroke at the end.

Angus Macpherson

Police and Crime Commissioner for Wiltshire and Swindon

Governance structures

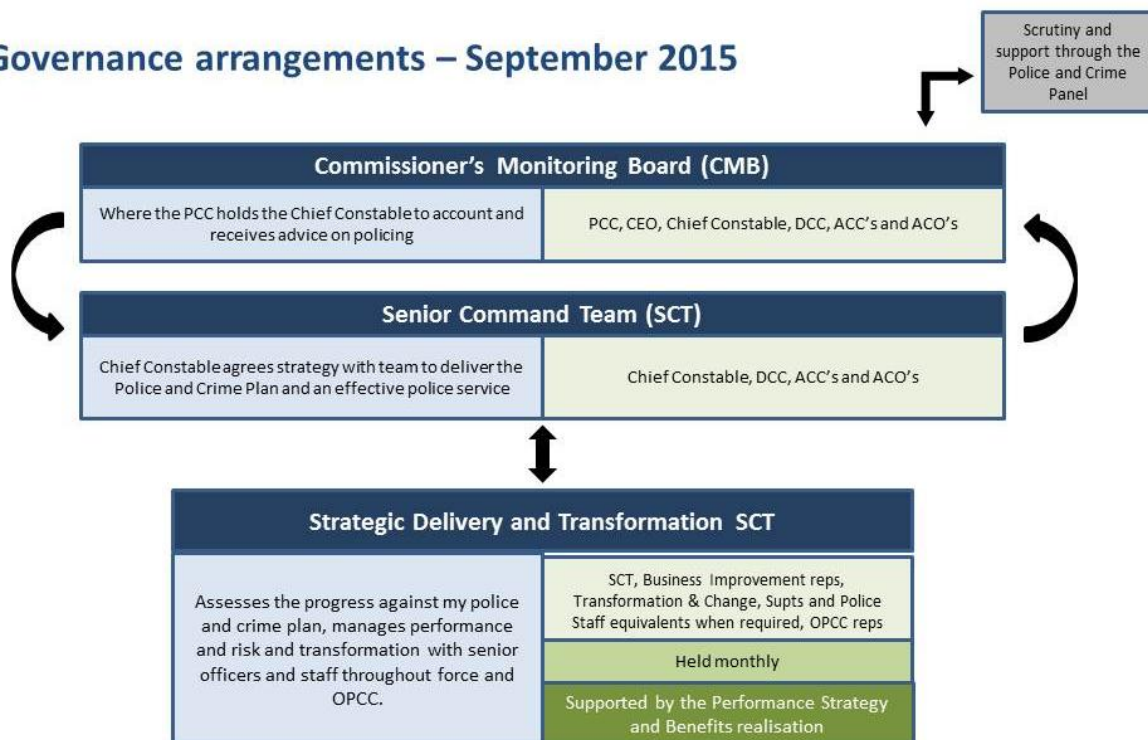
I have worked collaboratively with the Chief Constable to integrate our governance, embedding transparency, accountability and challenge into the process.

The Commissioner’s Monitoring Board is where I hold the Chief Constable to account for delivery of my Police and Crime Plan and for ensuring that Wiltshire and Swindon has an effective police service. It is also where I receive advice on policing. This also provides a forum for discussion of strategy, finance, collaboration and partnerships.

Wiltshire Police holds a weekly Senior Command Team (SCT) which manages the day-to-day running of the organisation. Every fourth meeting details progress against my Police and Crime Plan, manages performance and risk and transformation with senior officers and staff throughout the Force and OPCC.





In addition to this formal accountability, our collaborative approach enables my office to shape developments and have a deep understanding of performance and risk.








Governance arrangements – September 2015



















The remaining areas of my plan are delivered through the respective partnership governance arrangements.













Overall Performance Dashboard

Priority 1: Prevent crime and ASB			
Measure	Data	Infographic	Context
Crime volume	9,638		Significant increasing trend but in line with peers
ASB volume	5,548		Low and reducing
Crime recording compliance	84%		Stable but requires improvement
Satisfaction with visibility	58%		Consistent since Autumn 2012

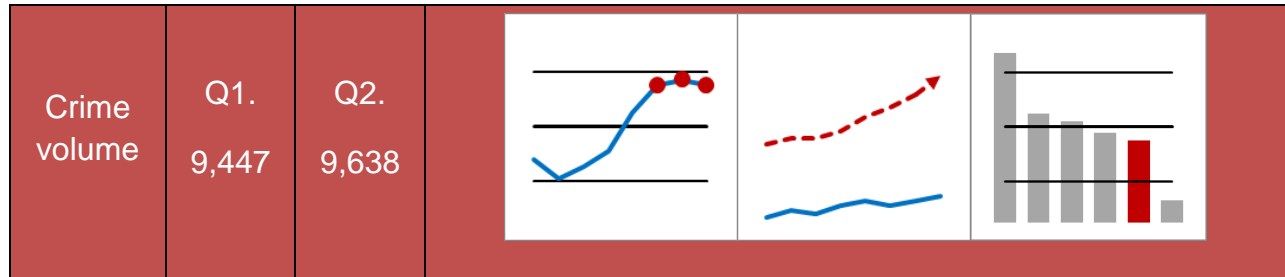
Priority 3: Put victims and witnesses at the heart of everything we do			
Measure	Data	Infographic	Context
Victim Satisfaction	83%		Inline with peers but reducing trend
Satisfaction with investigation	78%		Stable
Satisfaction with being kept informed	79%		Stable trend but restricted method (Completely and Very satisfied) showing improvement
Outcome rate	22%		Significantly lower than peers
End to end time			In development through Community Policing pilot
Cracked and ineffective trials	49%		Stable
Cracked and ineffective trials due to prosecution	19%		Consistently within expected bounds

Key to Symbols	
	Greater than Peers
	In Line with Peers (above average)
	In Line with Peers (below average)
	Less than Peers
	Last month exceeded the previous 24-month Average +2 Standard Deviations
	The last 3 months have all been above the Average for the past 24 months +1 Standard Deviation
	The last 8 months have all been above the Average for the past 24 months
	The Discrete Trend, for the past 12 months, is significant and Increasing
	The Rolling 12-month trend, for the past 12 months, is significant and Increasing
	Last month was less than the previous 24-month Average -2 Standard Deviations
	The last 3 months have all been below the Average for the past 24 months -1 Standard Deviation
	The last 8 months have all been below the Average for the past 24 months
	The Discrete Trend, for the past 12 months, is significant and Decreasing
	The Rolling 12-month trend, for the past 12 months, is significant and Decreasing
	Does not trend with Peers
	No data has been recorded for this measure for at least 12 months

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

Priority 4: Secure high quality, efficient and trusted services			
Measure	Data	Infographic	Context
Public Confidence	84%		Stable and high
Wiltshire Police deal with things that matter to the community	76%		Stable since Autumn 2012
Wiltshire Police can be relied upon to be there when needed	69%		Stable since Autumn 2012
Wiltshire Police treat me with respect	90%		High and stable since Autumn 2012
OCCD compliance rate			95% in September 2014. Further detail within report.
Response rate	79%		Reducing trend due to taking longer to priority incidents. Emergency calls remain stable.
999 calls answered within 10 seconds	93%		Consistently high since November 2014
% of 101 calls answered within 30 seconds	95%		Stable and high
Quality of files	100%		Only 1 file out of 446 with a quality issue
Volume of complaints	160		Trend stabilising following reduction
% of complaints recorded within 10 days	85%		Significantly improved
% of complaint appeals upheld	29%		7 appeals completed with 2 upheld

1. Prevent Crime and ASB



ONS Crime Statistics Release (12 months to June 2015)

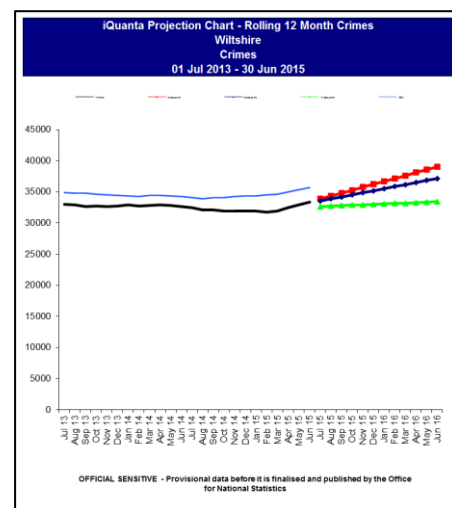
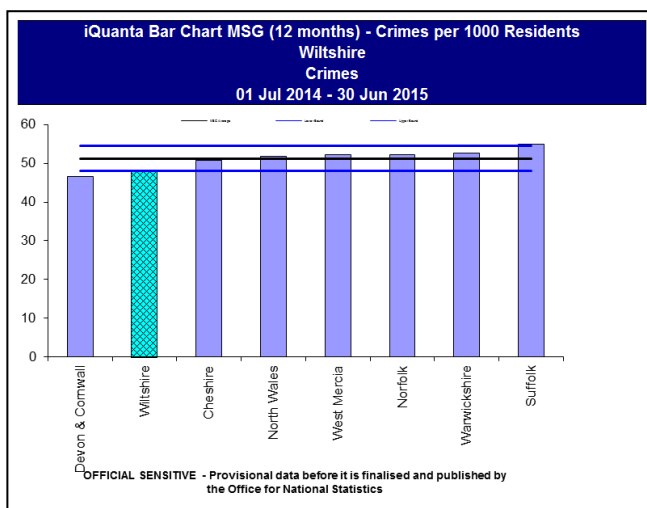
1. On 15 October 2015, the ONS published the National Crime Statistics for the 12 months to June 2015¹.
2. The key messages from this publication were:
 - a. Recorded crime within England and Wales increased by 4.5%. 34 forces are recording more crime than the previous year.
 - b. Recorded crime within Wiltshire had increased by 2.4%. This equates to 768 crimes with a total of 33,397 recorded.
 - c. This was the first release in which the overall crime volume has shown an increase in Wiltshire.
 - d. The increase is primarily driven by continued increases in violence against the person (VAP), public order, sexual offences and shoplifting which are now outweighing the reduction in other crime types such as non dwelling burglary, vehicle offences and criminal damage.
- 3.

¹ ONS Crime Stats Release – 12 months to June 2015 <http://www.ons.gov.uk/ons/rel/crime-stats/crime-statistics/year-ending-june-2015/index.html>

Areas	Earlier Period Jul-13 to Jun-14	Later Period Jul-14 to Jun-15	Change	
			Numeric	Percentage
England & Wales	3,460,480	3,616,332	+ 155,852	+ 4.5%
South West Region	279,750	281,717	+ 1,967	+ 0.7%
Avon & Somerset	97,168	101,669	+ 4,501	+ 4.6%
Devon & Cornwall	84,469	79,648	- 4,821	- 5.7%
Dorset	36,501	37,303	+ 802	+ 2.2%
Gloucestershire	28,983	29,700	+ 717	+ 2.5%
Wiltshire	32,629	33,397	+ 768	+ 2.4%
Most Similar Group	369,720	381,734	+ 12,014	+ 3.2%
Wiltshire	32,629	33,397	+ 768	+ 2.4%
Devon & Cornwall	84,469	79,648	- 4,821	- 5.7%
Warwickshire	27,651	28,981	+ 1,330	+ 4.8%
Suffolk	35,857	40,613	+ 4,756	+ 13.3%
North Wales	36,990	35,922	- 1,068	- 2.9%
West Mercia	57,631	64,727	+ 7,096	+ 12.3%
Norfolk	39,600	45,798	+ 6,198	+ 15.7%
Cheshire	54,893	52,648	- 2,245	- 4.1%
Number of forces in England & Wales with an increase in this category			34	

All Crime up to June 2015 – Most Similar Group (MSG) and Regional Comparison

4. The charts below show that Wiltshire has the second lowest crime per 1,000 population within the MSG and the current trend is in line with its peers.

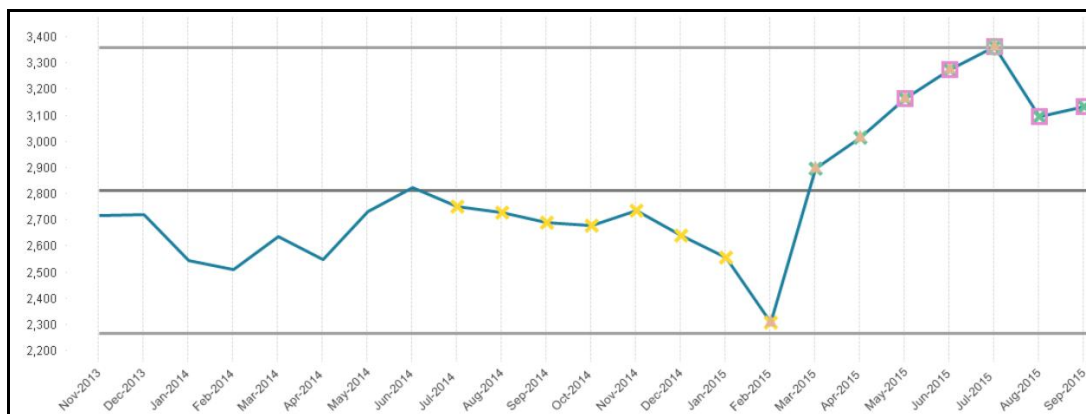


All Crime up to June 2015 – MSG Position and Trend

Quarter two performance

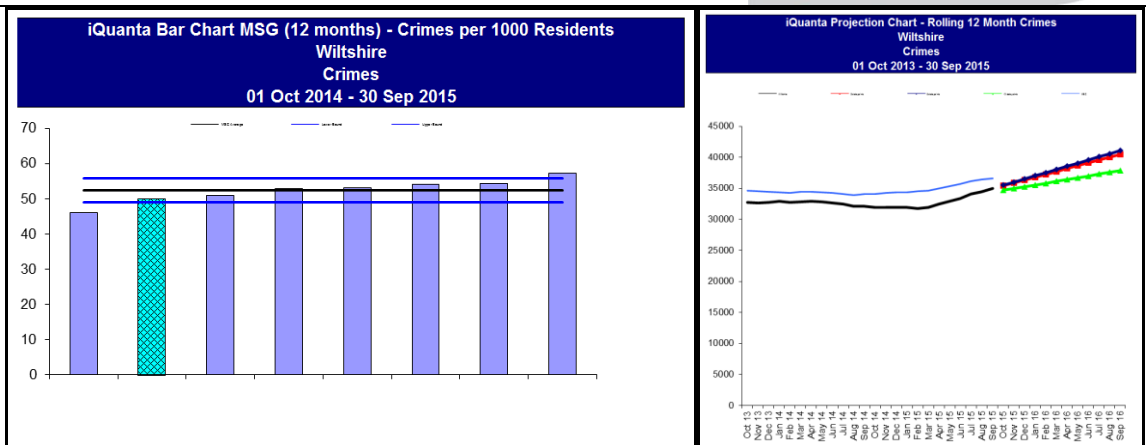
5. 9,638 crimes were recorded during quarter two. Each of the three months saw statistically high volumes, exceeding the expected seasonal summer increase.
6. The control chart below shows that the monthly volume of crime recorded in the last seven months is above the monthly average of the last two years. To have this many consecutive months above the average statistically points towards a potential change in processes which may be affecting the volumes.

7.



All Crime up to September 2015 – Control Chart

8. For the 12 months ending September 2015, Wiltshire recorded 34,959 crimes. This represents an 8.8% increase on the previous year.
9. This increase is in line with the national rate of change but slightly ahead of the MSG. This has seen Wiltshire move from “significantly lower than peers” to “in line with peers – below average”.



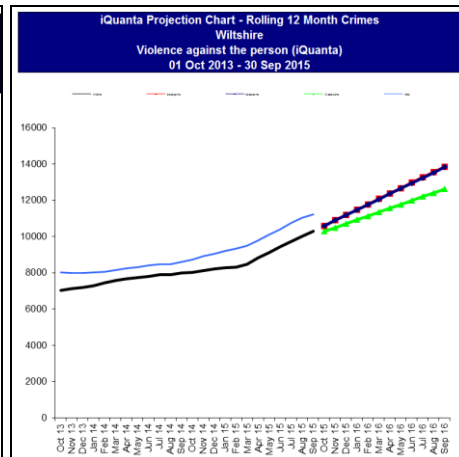
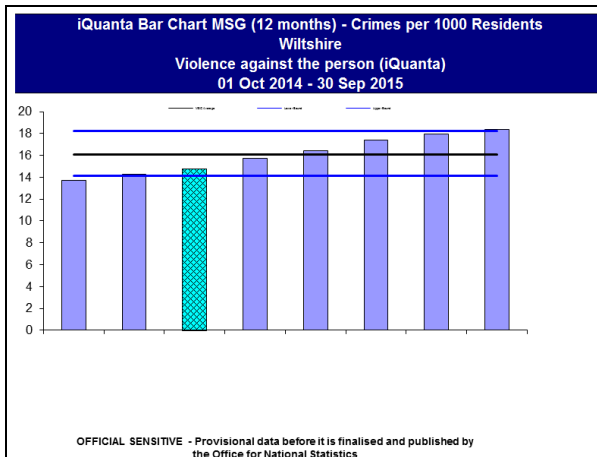
All Crime up to September 2015 – MSG Position and Trend

10. A full breakdown of the recorded crime volumes for each crime group can be seen below.

Crime Category	Period		Change	
	Earlier	Later	Numeric	Percentage
All Crime	32,129	34,959	+ 2,830	+ 8.8%
Victim-Based Crime	29,217	31,473	+ 2,256	+ 7.7%
Violence Against The Person	7,261	9,102	+ 1,841	+ 25.4%
Homicide	4	5	+ 1	+ 25.0%
Most Serious Violence	132	120	- 12	- 9.1%
Violence WITH Injury	4,040	4,485	+ 445	+ 11.0%
Violence WITHOUT Injury	3,217	4,612	+ 1,395	+ 43.4%
Sexual Offences (All)	897	1,260	+ 363	+ 40.5%
Rape	286	443	+ 157	+ 54.9%
Other Sexual Offences	611	817	+ 206	+ 33.7%
Robbery (All)	131	187	+ 56	+ 42.7%
Robbery (Business)	13	21	+ 8	+ 61.5%
Robbery (Personal)	118	166	+ 48	+ 40.7%
Theft Offences	15,294	15,517	+ 223	+ 1.5%
Burglary (All)	3,697	3,858	+ 161	+ 4.4%
Burglary (Dwelling)	1,096	1,261	+ 165	+ 15.1%
Burglary (Other)	2,601	2,597	- 4	- 0.2%
Shoplifting	3,106	3,709	+ 603	+ 19.4%
Vehicle Offences	2,690	2,476	- 214	- 8.0%
Theft from a Vehicle	2,002	1,703	- 299	- 14.9%
Theft of a Vehicle	489	524	+ 35	+ 7.2%
Vehicle Interference	199	249	+ 50	+ 25.1%
Theft from the Person	330	282	- 48	- 14.5%
Bicycle Theft	768	867	+ 99	+ 12.9%
All Other Theft Offences	4,703	4,325	- 378	- 8.0%
Criminal Damage & Arson	5,634	5,407	- 227	- 4.0%
Criminal Damage	5,473	5,277	- 196	- 3.6%
Arson	161	130	- 31	- 19.3%
Other Crimes Against Society	2,912	3,486	+ 574	+ 19.7%
Public Order Offences	841	1,392	+ 551	+ 65.5%
Possession of Weapons Offences	137	196	+ 59	+ 43.1%
Drug Offences	1,544	1,332	- 212	- 13.7%
Drugs (Trafficking)	244	245	+ 1	+ 0.4%
Drugs (Possession)	1,300	1,087	- 213	- 16.4%
Miscellaneous Crimes Against Society	390	566	+ 176	+ 45.1%
Racially/Religiously Aggravated Offences	216	318	+ 102	+ 47.2%

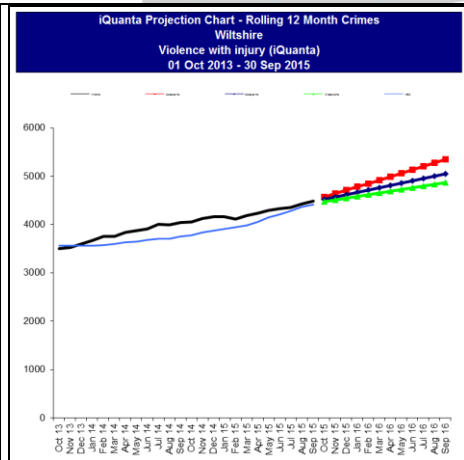
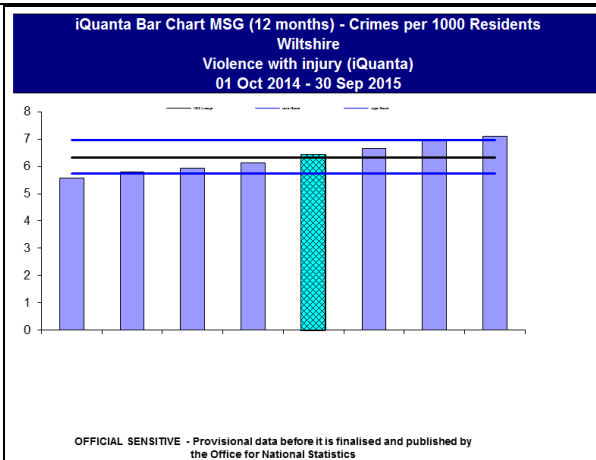
Crime Group Volume 12 months to September 15 compared to previous year

11. It is recognised that the data above is simply comparing this year versus last year and there are significant flaws and limitations with assessing data in this way.
12. The Business Intelligence Team uses the information provided by the Home Office in combination with a range of statistical methods and techniques in order to understand whether there are any exceptions which need attention.
13. The key crime groups influencing the overall crime increase are VAP, shoplifting and public order offences.
14. Exceptions within robbery and dwelling burglary have also been reviewed.
15. The increase in VAP and sexual offences has been well documented both nationally and also within previous Police and Crime Panel reports. The charts below outline Wiltshire’s position and trend for these crime groups.

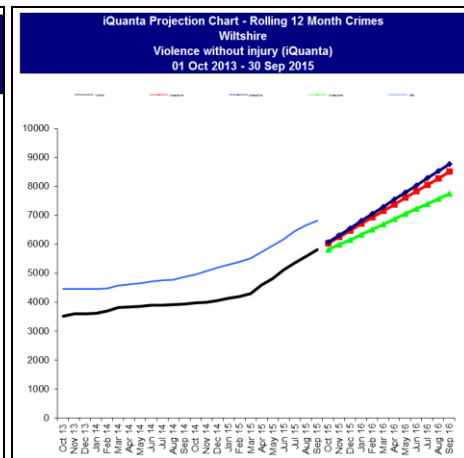
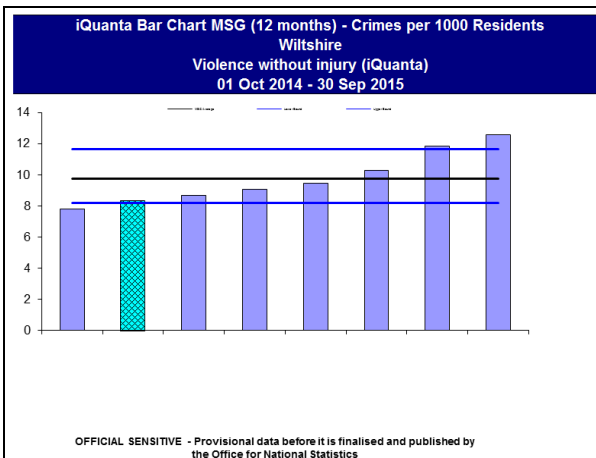


VAP up to September 2015 – MSG Position and Trend

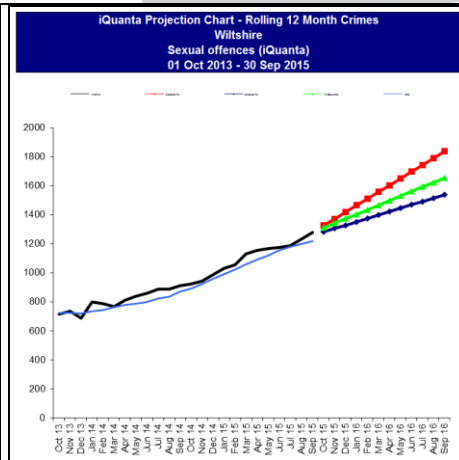
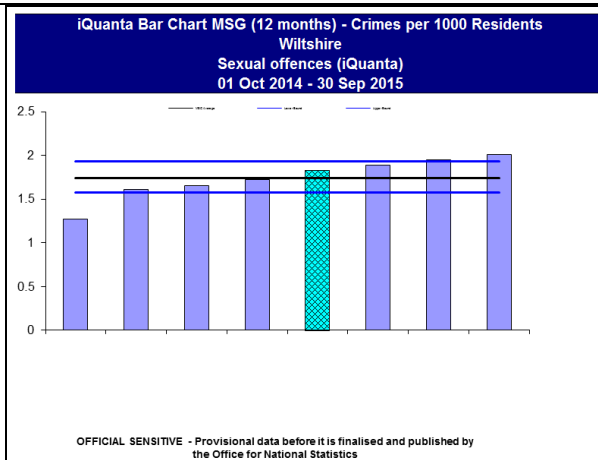
16. A significant proportion of the VAP increase is related to low level common assaults where there is no injury. This is classified as “violence without injury”.



Violence with injury up to September 2015 – MSG Position and Trend

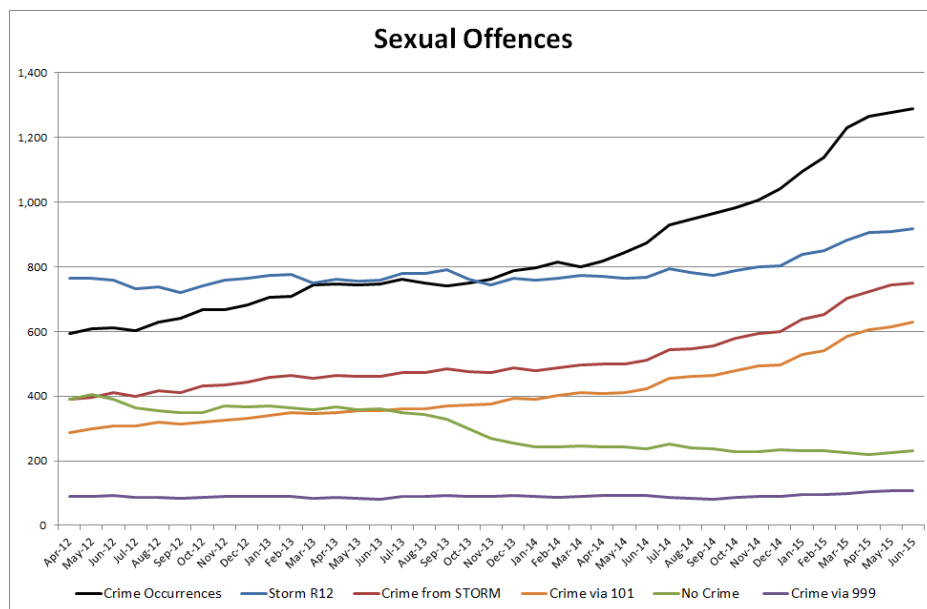


Violence without injury up to September 2015 – MSG Position and Trend



Sexual offences up to September 2015 – MSG Position and Trend

17. The Force’s Business Intelligence Team has regularly reviewed the increases in these crime types to ensure we do not get complacent. Evidence continues to suggest that these offences are increasing because of better recording practices.

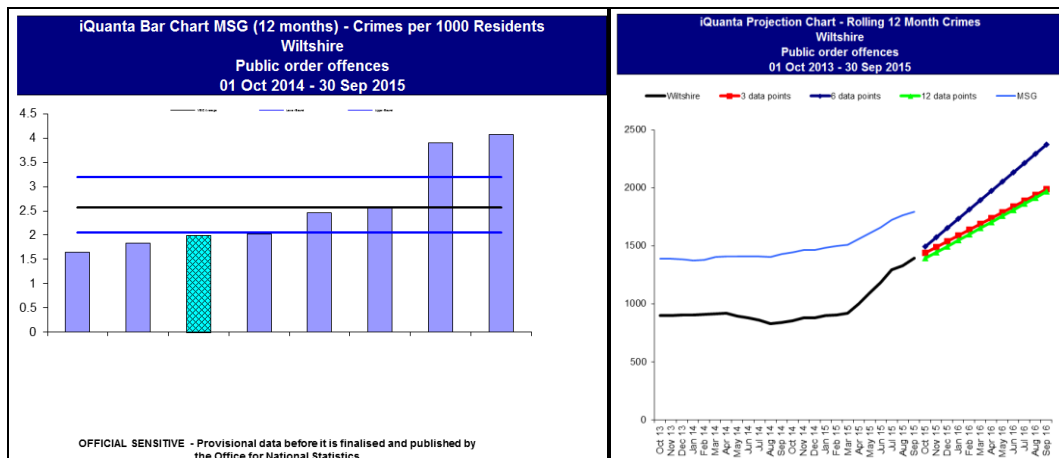


Sexual Offences – Rolling 12 Months

18. Wiltshire, along with 28 other Forces has seen a significant increase in the

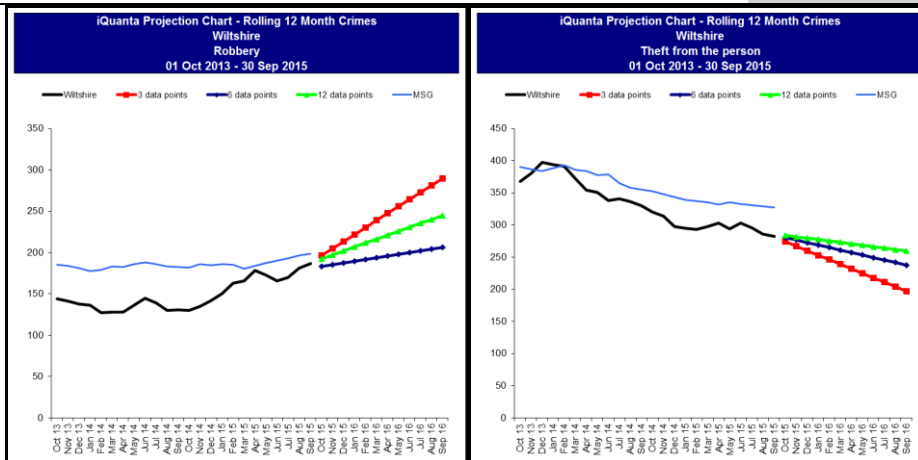
volume of recorded public order offences.

19. Wiltshire's 66% increase appears concerning as it is double the national rate of increase. However, as the charts below will indicate, Wiltshire has a low public order rate. The rate of change is therefore exaggerated because of the low volume.



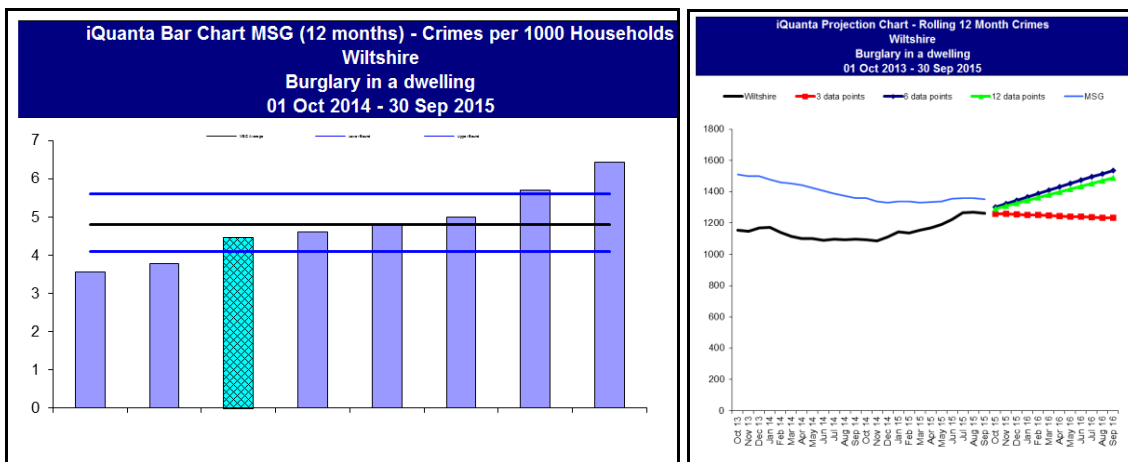
Public order up to September 2015 – MSG Position and Trend

20. In the “Deep Dive” section of the Q1 2015-16 report, under section 1.12 it was reported that the staff within the Crime and Communications Centre (CCC) would receive additional law training. Public Order was a specific area of focus for this training and an increase in the volume of offences recorded would be expected as operators will be more able to distinguish between a public order offence and anti-social behaviour incident for example.
21. The volume of robbery offences appears to have had a significant increase at 43%. Because of the low volumes, this rate of change looks alarming but in fact relates to 56 offences.
22. The increase in robbery has been offset by an almost identical reduction in theft from the person. The difference between whether an event is recorded as a robbery rather than a theft from the person is whether violence is used and if so, at what time during the event was it used.
23. The relationship between these two crime groups would suggest a more accurate recording of robbery offences. The combined volume of both offence types remains stable.



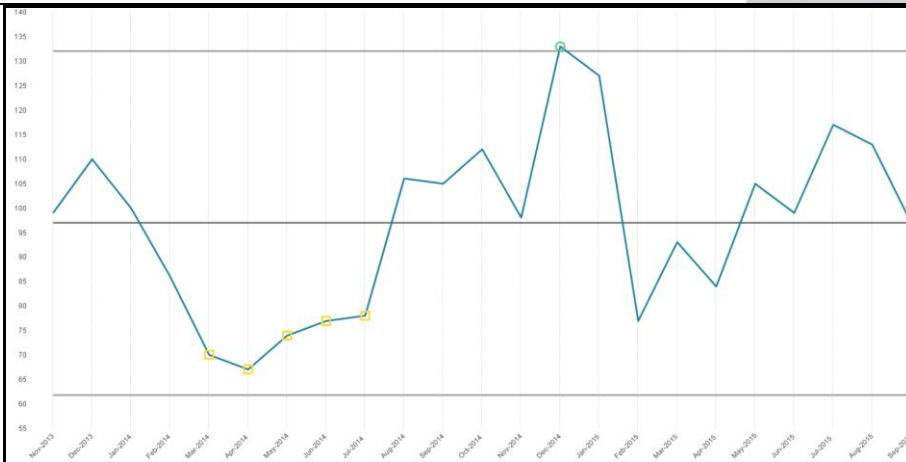
Robbery and theft from the person up to September 2015 – MSG Trend

- 24. Operational superintendents have reviewed the increased trend through their monthly performance meeting and are satisfied that there are no exceptional matters that need addressing in relation to robbery.
- 25. Dwelling burglary volume has increased 15% on the previous year. This amounts to 165 more offences.



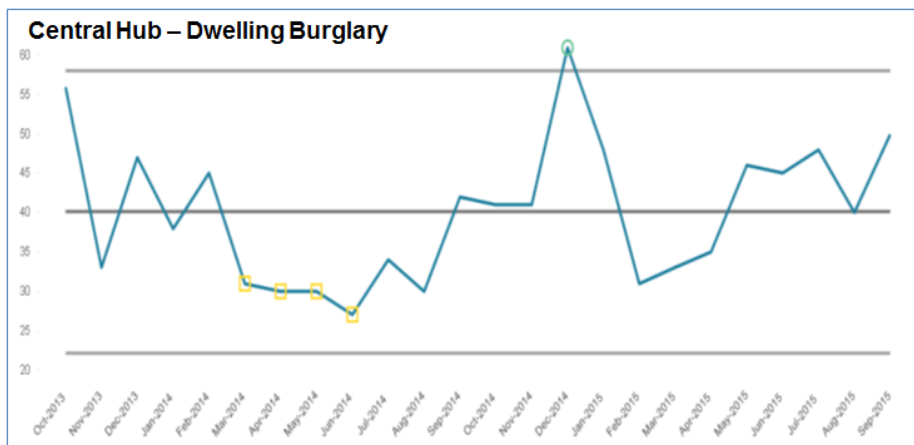
Dwelling burglary up to September 2015 – MSG Position and Trend

- 26. The rolling 12 month trend has stabilised during quarter two. The primary reason for the increasing trend is a significant spike in the number of offences that occurred in December 2014.



Dwelling burglary up to September 2015 – Control Chart

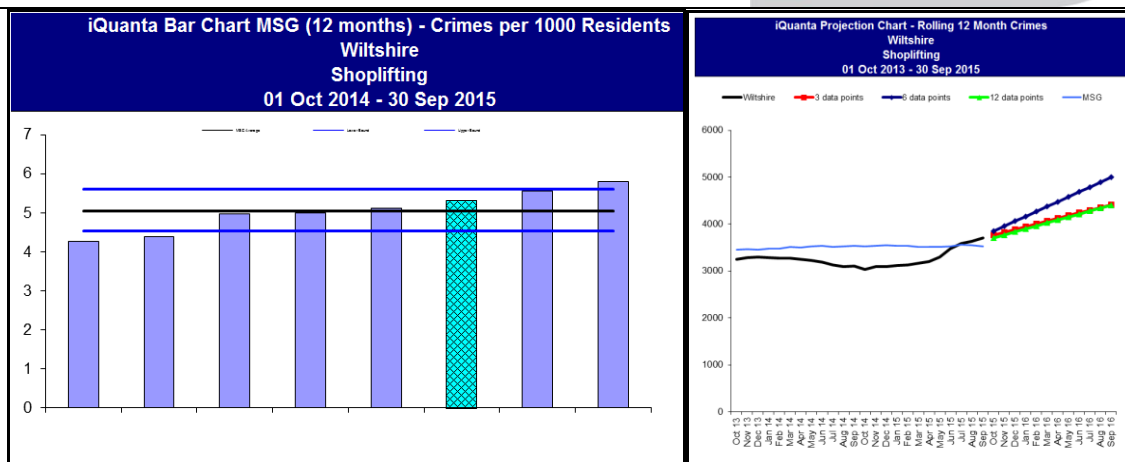
27. The spike in December 2014 relates to a series of cross border offences which occurred within the Chippenham/Royal Wootton Bassett area (Central Hub) over a couple of days. Offenders have been identified and dealt with.



Central Hub dwelling burglary up to September 2015 – Control Chart

28. When monthly volumes are displayed within a control chart, it is clear that there are no exception concerns and in fact year-on-year the comparison is exacerbated due to an exceptionally low period between March and June 2014.

29. Shoplifting has increased by 19% (603 offences) and, in volume terms, accounts for the second largest proportion of the overall increase in recorded crime (2,830 offences) behind VAP.




Shoplifting up to September 2015 – MSG Position and Trend

30. The volume of shoplifting offences recorded each month is increasing across the Force with exception of the South Hub (Amesbury, Salisbury and Warminster).
31. The average monthly volume of shoplifting offences recorded between April and September 2015 is 341. This is 20% higher than the monthly average of the last two years (284).
32. Part of this exception is driven by three months of high volume in Swindon between May and July 2015. Resources were focused on tackling organised crime group (OCG) activity in line with the Control Strategy.
33. The Force has been exploring opportunities to operate more efficiently and effectively in light of increasing demands and reducing budgets.
34. On 3 November 2015, Chief Constable Mike Veale published a message on Community Messaging outlining a new Force initiative in Swindon town centre².
35. The initiative intends to make the best use of technology to secure CCTV footage from business premises where the offender is no longer present rather than sending an officer in person.
36. This is with the aim of *“enabling our community officers to spend more time walking the beat, preventing crime and keeping the public safe”*.

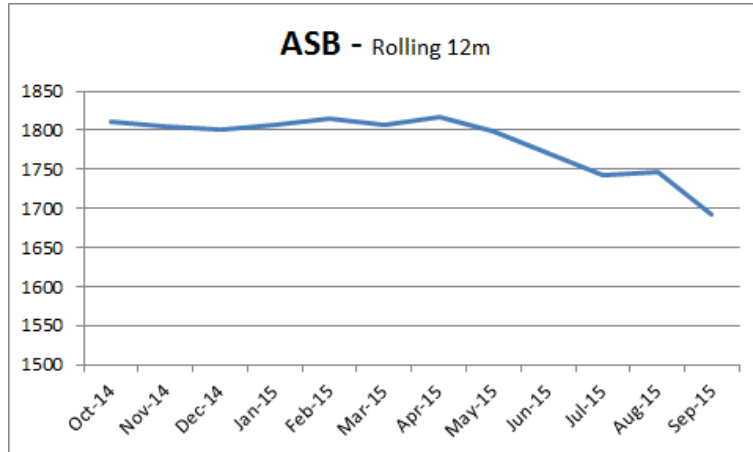
²Chief Constable Mike Veale's monthly column: November

https://www.wiltsmessaging.co.uk/da/128592/Chief_Constable_Mike_Veales_monthly_column_November.html

ASB Volume	Q1. 5,268 incidents	Q2 5,548 incidents	
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37. The volume of anti-social behaviour (ASB) continues to reduce. There were 5,548 incidents reported during quarter two.

38. ASB volume follows a clear seasonal pattern of higher volume in the summer months and lower volume in the winter months. However, volumes did not reach their expected seasonal peak between June and August which has caused the rolling 12 month trend to reduce as shown on the chart below.

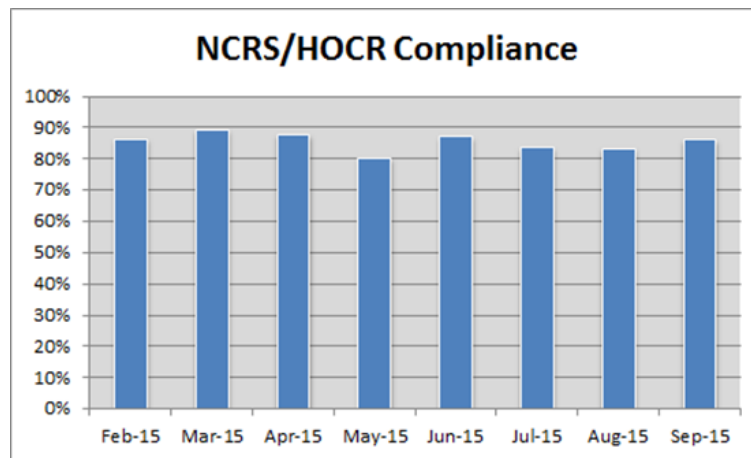


ASB up to September 2015 – Rolling 12 months

39. Peer information is not available for ASB and so drawing comparisons against Forces of a similar size and demography is not possible.

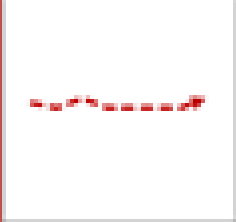
Crime recording compliance rate	86 per cent as of September 2015	
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40. The integrity of crime recording standards is vitally important and is something which I am very interested in. The chart below shows that the proportion of crimes accurately recorded in line with the National Crime Recording Standards (NCRS) and Home Office Counting Rules (HOCR) is 86 per cent for the month of September.



NCRS/HOCR Compliance Rate up to September 2015

- 41. The proportion of crime accurately recorded has remained relatively stable and is consistently close to the average for the past nine months.
- 42. The auditing process covers a wide range of offences and incident types. It is reassuring to see that the audit found 100% of domestic incidents to be correctly classified and recorded in September.
- 43. The Force continues to review its recording compliance on a monthly basis and I will expect to see an improvement in its recording compliance rate over the coming months as a result of the training investment.

Satisfaction with visibility	58.2 per cent (±2.1 per cent; Wave 12 Spring / Summer 2015)		No significant change, stable since Autumn 2012.

44. This information comes from the public opinion survey which I commission. The Autumn/Winter survey is currently being conducted and I expect to be able to share the results within the quarter three report.

Priority One: Commissioner's Comments

1.

2. Protect the most vulnerable in society

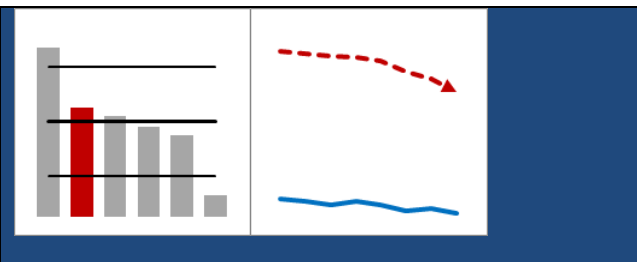
Management Information

45. As agreed with the panel's working group members, numerical outcomes are not suitable for this priority. I am using management information and assessment of the way partnerships identify and manage vulnerability, as quality measures for this priority. This is further explained within the detailed section on this priority, later in the report.
46. Through the public protection department, and Force governance arrangements, I have access to a wide range of management information indicators which provide an understanding of the demand from vulnerable members of our community and some of the risks associated with that demand.
47. The police regularly review the volume and trend of robbery, domestic abuse, VAP and sexual offences, with a particular focus on whether the victim or offender is a vulnerable adult or child. This is further discussed through the work ongoing in the 'single view of the customer' project, as detailed within objective 2.02 in the latter section of this report.
48. These indicators are predominantly showing increases in line with the increases outlined within the crime volume section of this report. I am assured that there is enough scrutiny in place to ensure genuine increases do not go unnoticed.
49. As the majority of crimes associated with vulnerability are generally more challenging to investigate, and carry a strong element of safeguarding, there is a greater requirement to understand the full demand placed on the Force and the staff involved. In addition, there is an unknown level of true demand in areas such as child abuse, online grooming and domestic abuse, and we have seen nationally that these areas are traditionally under-reported.
50. To support the understanding of demand in this area, the Force conducted a 'demand and process' review of public protection, with the purpose of informing where further work and actions are required, and to improve the efficiency and effectiveness of the department. This was conducted in August and September 2015, and reported to the senior team in October 2015.
51. The review was undertaken by the Force's continuous improvement team, who combined environmental scanning, desktop research and learning from previous external inspections, with holding interviews and focus groups with staff, to pull together the findings. Conducting a review like this is a positive sign that the Force is continually learning about the demand and effectiveness of the department, in light of the increasing trends in this area.
52. The findings from this review showed that the increased staff investment in high risk areas

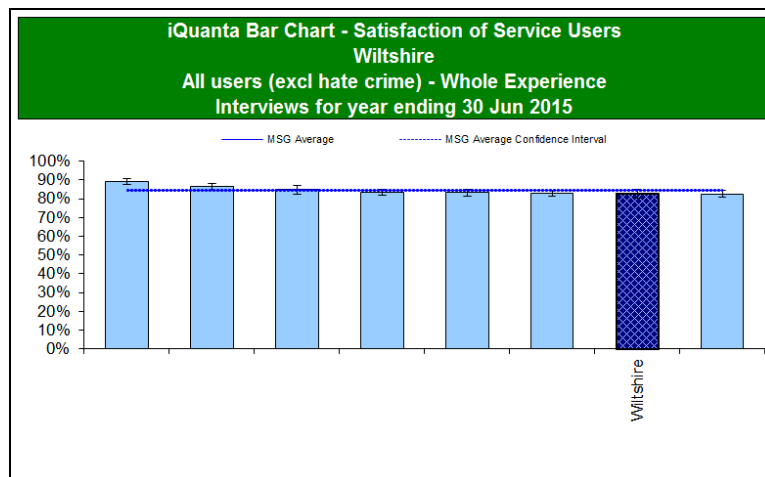
over the last year has put the Force in a good position to be able to deal with the demand coming in. However this demand is likely to continue to increase and so there is a need to continually review the staff ratios and processes within the department. Offences such as child sexual abuse, domestic abuse, internet exploitation, and abusing vulnerable adults are areas which need continual engagement to encourage reporting, whilst ensuring the police are effective at carrying out the investigation.

53. A number of recommendations have been identified through the report, which range from reviewing some departmental structures, the shift patterns which are worked by the teams, and the way that information is stored and analysed.
54. The recommendations will be managed internally through the Force's vulnerability board, and my office will be kept up to date with the progress made.
55. Additional information on this priority is available within the section, later in this report.

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

Victim satisfaction	83 per cent (12 months to June 2015)	
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56. 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.
57. The survey asks a number of questions, but the three shown below are of particular interest in terms of overall satisfaction with the service provided by Wiltshire Police:
 - i. How well the victim has been kept up to date with developments
 - ii. How well they thought the crime was investigated
 - iii. How satisfied they were in general with Wiltshire Police
58. As was included within the previous report, Wiltshire has seen a rise and fall within the last 12 months, which, when analysed, equates to a change in those who say they are 'fairly satisfied'. The proportion of people who respond 'very satisfied' and 'completely satisfied' did not change as significantly. Looking at these top two responses is called the 'restricted methodology', and gives an indication of how the rates are changing over time.
59. Wiltshire remains in line with peers for victim satisfaction, within a percentage on the average of similar Forces.



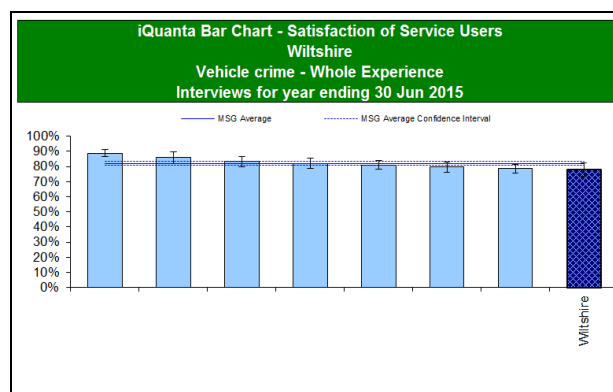
Overall satisfaction rate within the similar force group

60. There are still improvements which can be made in maintaining a consistent and high quality service, and expanding engagement with victims of crime.

61. The survey which is conducted is broken down into four sub-groups:

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

62. Both burglary and violent crime satisfaction levels are in line with peers. However, vehicle crime remains low compared to peers, and an area which is potentially pulling the overall satisfaction down. This can be seen from the below graph:



Victims of vehicle crime overall satisfaction rate within the similar force group

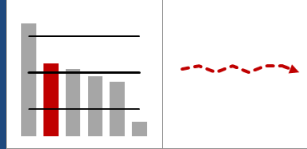
63. From reviewing those vehicle crime victims who were dissatisfied with the service, there is a clear theme of dissatisfaction with the actions taken by police, and the provision of updates. Wiltshire is currently 33rd nationally up to the end of June 2015 which is a further drop in position from previous reports.

64. Analysis into victim satisfaction results has identified a reduction in individuals saying that they were given updates without asking. As a result of this, further analytical work is currently taking place to identify issues within the hierarchical crime review process that may impact upon updates being provided to victims.

65. The Home Office now requires forces to measure hate crime victim satisfaction. This is a change from the previous requirement to measure racist incident victim satisfaction. As a result comparisons with the peer group should not be made until there are enough responses to ensure a statistically significant sample. This will be available when results for March 2016 are published.

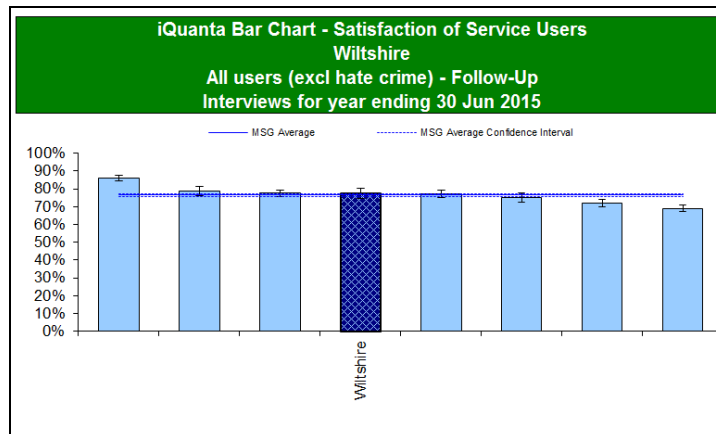
Satisfaction with being kept informed

78 per cent
(12 months to June 2015)

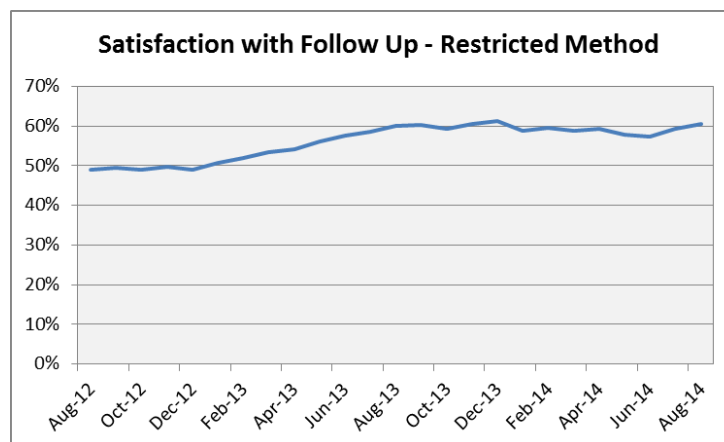


66. With regard to being kept up to date with developments, within its group of similar forces, Wiltshire is above average and in line with its peers. Nationally, Wiltshire is rated 13th out of 43 forces for the same measure. This area can be a significant driver for overall satisfaction and it is therefore important that this measure is monitored.


67. The trend at the moment is a decreasing one for the overall data; however the most recent quarter has seen stability. The restricted method (only those completely and very satisfied) is showing an increase which shows that more people are very or completely satisfied.



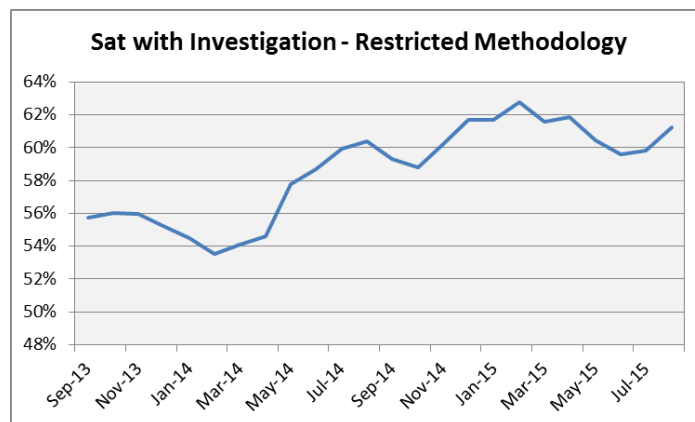
Satisfaction with being kept informed within the similar force group



Satisfaction with being kept informed – restricted method

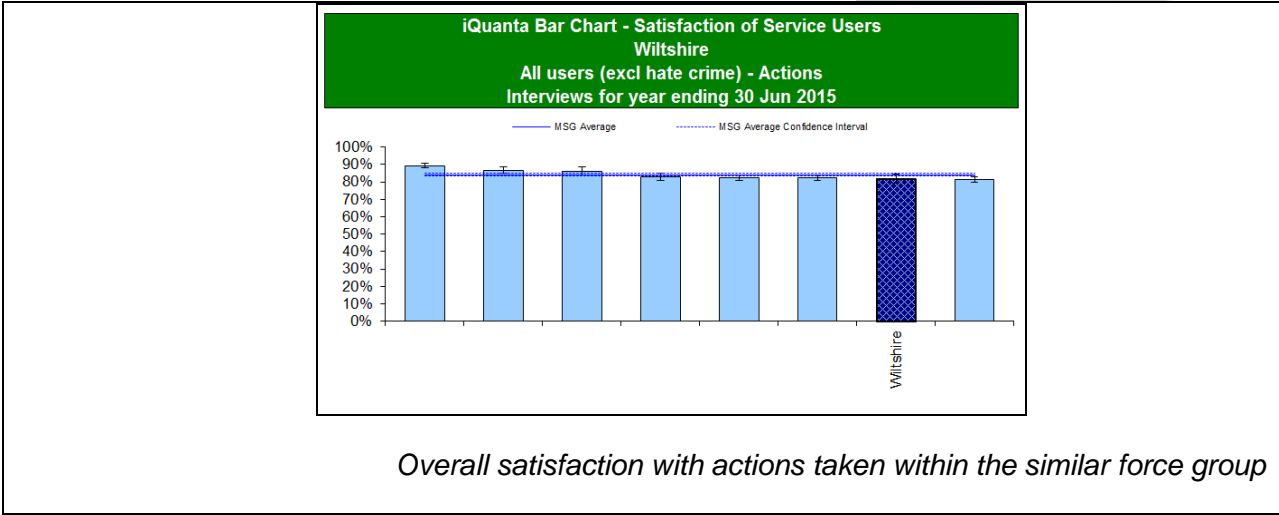
Satisfaction with investigation	76 per cent (12 months to June 2015)	
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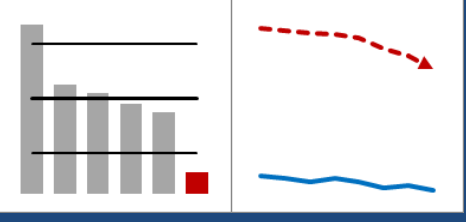
68. Satisfaction with investigation is not a question which has a comparison against similar forces, as it is not a question mandated by the Home Office. The below chart shows how the results have changed over time, with an increasing trend over the last two years, with more recent performance showing stability.



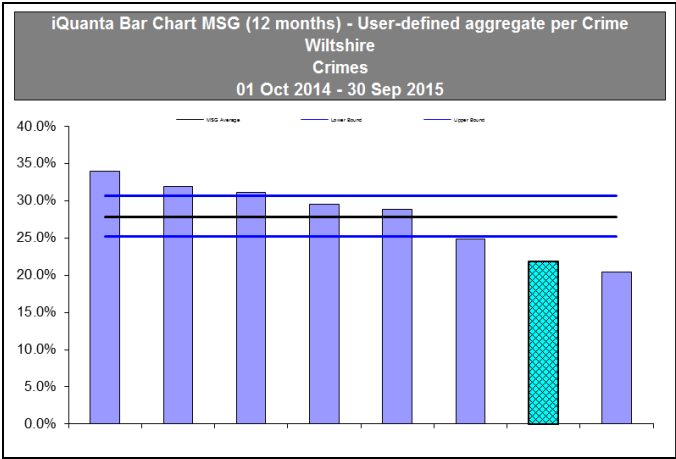
Satisfaction with investigation

69. Although not a question, a related theme of satisfaction with the 'actions taken' places the Force in line with peers.



Outcome rate	21.8 per cent (12 months to September 2015)	
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70. The resolution rate at the end of the second quarter was 21.8 per cent. This remains significantly below the average of our peer group.

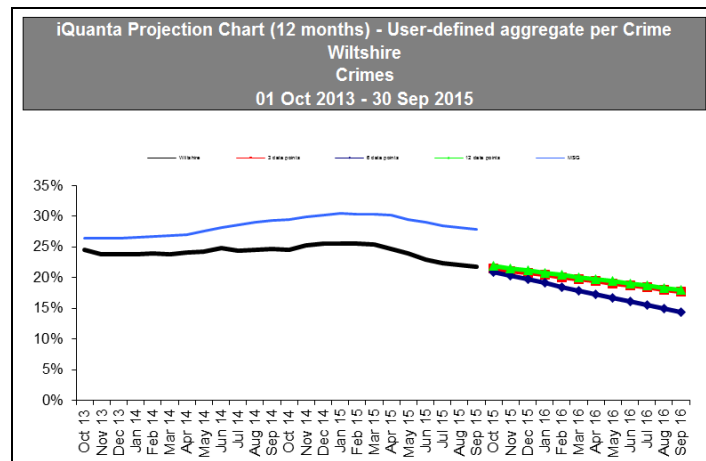


Wiltshire Police overall outcome rate within similar peer group

71. When comparing to other forces within the region, however, the outcome rate has a much closer distribution, albeit Wiltshire remains the lowest.

AREAS	Recorded Crimes	Outcomes in Selected Type	Outcome Ratio
England & Wales	3,687,089	920,294	25.0%
South West Region	285,160	72,695	25.5%
	103,852	24,644	23.7%
	78,628	23,395	29.8%
	38,334	10,515	27.4%
	29,387	6,514	22.2%
Wiltshire	34,959	7,627	21.8%
Most Similar Group	389,360		28.0%
Wiltshire	34,959	7,627	21.8%
	78,628	23,395	29.8%
	29,817	6,098	20.5%
	42,291	12,219	28.9%
	36,800	11,886	32.3%
	67,571	16,780	24.8%
	46,453	15,901	34.2%
	52,841	16,798	31.8%

Wiltshire outcome rate compared to the most similar group and South West region



Wiltshire Police outcomes trend

72. The Home Office is putting much more emphasis on understanding the full range of outcomes rather than the traditional approach of looking at “detection rates”.

There is recognition that not all outcomes are equal.

73. As this new framework becomes embedded within policing, I will be able to report any analysis which may materialise to understand the areas and trends of unresolved crimes.

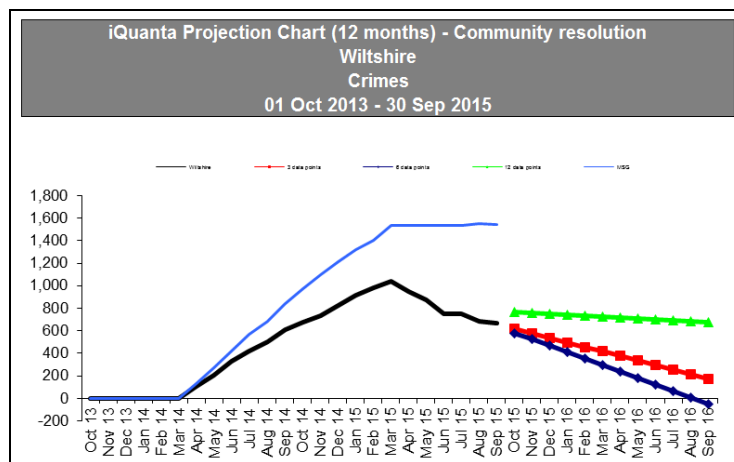
74. There are challenges when comparing trends both internally and externally for a range of reasons.

75. iQuanta have stated two flaws with their framework.

- a. Cross sectional - there is a mix of forces reporting different subsets of outcomes.
- b. Impact on historical time series – this relates to differences when outcome types are adopted by each force, and when they subsequently report this data to the Home Office.

76. The iQuanta framework does not give any indication of the accuracy and quality of the outcomes used across each force.

77. Internally, there is a process issue which is affecting the apparent trend for the use of community resolutions.



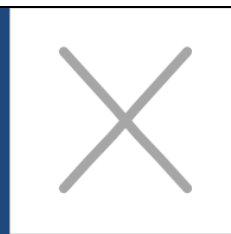
Community resolution outcomes trend

78. There was a vacancy within the Out of Court Disposal (OoCD) administrator role for the first six months of 2015. This individual is responsible for reviewing the appropriate use of the OoCD before filing. The vacancy caused a backlog of

OoCDs within the crime standards in-box.

79. Between 450 – 500 OoCDs were in the in-box waiting to be added to the system. The majority of these were community resolutions. The trend looks like it is decreasing although this just reflects that we are not submitting data to the Home Office as the outcomes are waiting to be filed.
80. It is for this reason that our overall rate is not representative of our actual performance but merely what we have filed on the system. Comparing to peers is just a proxy.
81. The Force has since recruited an OoCD administrator and there is a process in place where the most important disposal types are prioritised (i.e those that require the Police National Computer to be updated).
82. The backlog has reduced to approximately 100 disposals as of 4 November 2015.
83. One of the knock-on effects will be the apparent time it takes to resolve a crime. The crime is effectively resolved once an officer issues a community resolution for example. The fact it sits in an in-box waiting to be filed adds days on to the end.
84. Unless the process for assessing the measure changes, there will be an apparent skew in the time it takes to resolve crime.

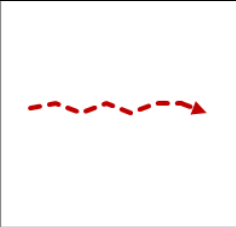
End to end time



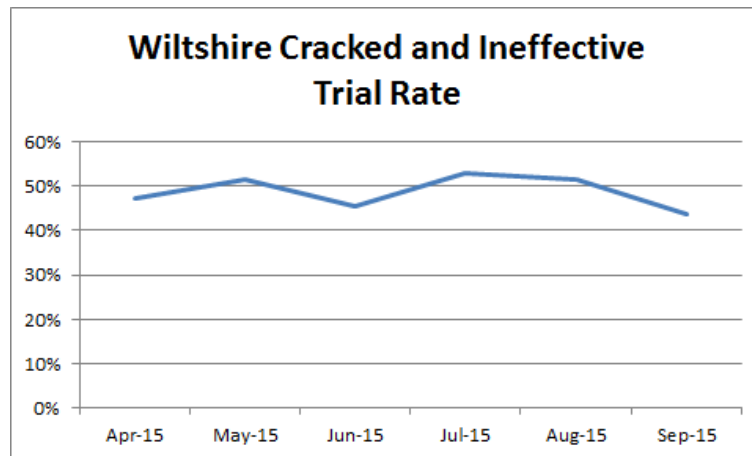
85. This is a measure in development through the community policing pilot, which is driven by the systems thinking philosophy. The operating model is designed to remove bureaucracy from the system and improve efficiency.
86. The measure assesses how long on average it takes a case to go through the

system and can be broken down to particular pinch points within the process where we expect there to be improvements as a result of the new model.

87. The Force will be conducting a thorough review of the pilot. The terms of reference have been signed off and the review will produce its findings in January 2016.
88. The review aims to gather evidence that can be used to support the further roll out of the community policing model.
89. The evaluation will aim to provide evidence of what outcomes have been obtained from the pilot, and whether the anticipated benefits have been realised/are likely to be realised if full roll out takes place. The evaluation will also, if necessary, provide recommendations on areas for further improvement.
90. The evaluation outcomes will attempt to establish:
 - a. potential financial savings if the model were rolled out further/across the Force
 - b. feedback from staff working in the pilot
 - c. feedback from public affected by the pilot
 - d. impact on relationships with partners as a result of the pilot
 - e. whether there has been an impact on staff not directly linked to the pilot
91. The evaluation of the community policing pilot will provide an early indication of whether the outcomes and benefits identified in the full community policing benefits realisation map are likely to be achievable should the pilot be rolled out across the entire Force area.
92. It will also provide early indications of where blockages exist in the pilot model which need to be removed to release the benefits from a wider roll out.

Cracked and ineffective trials	Q1 43 per cent	Q2 49 per cent	
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93. 347 trials were listed during the second quarter 2015/16 of which 171 (49 per cent) were cracked or ineffective.



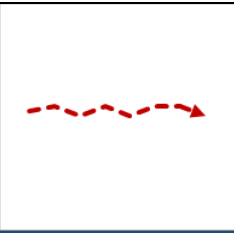
Wiltshire cracked and ineffective trial rate 2015/16

94. It is useful for me to be able to monitor this high level measure as it enables me to hold to account members of the Wiltshire Criminal Justice Board for the part they play in providing a good service to the victims and witnesses within Wiltshire.

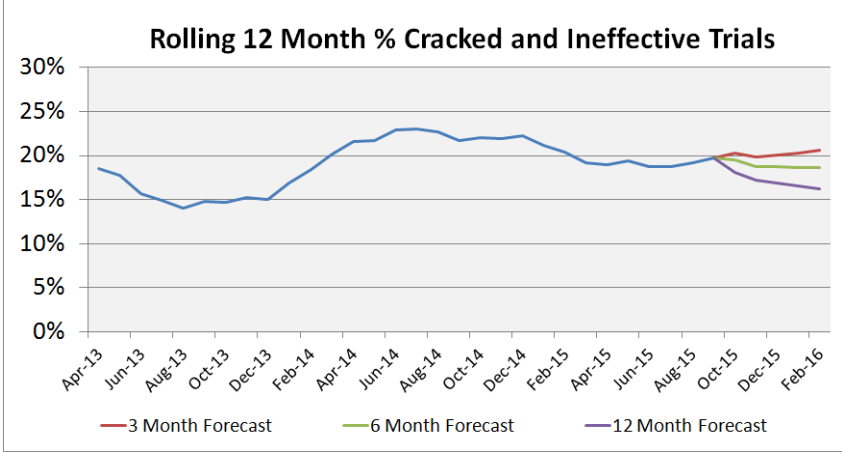
95. The table below shows Wiltshire in a positive position when compared to the South West region crown courts.

Magistrates		Crown	
Wiltshire	SW Region	Wiltshire	SW Region
52%	48%	33%	49%

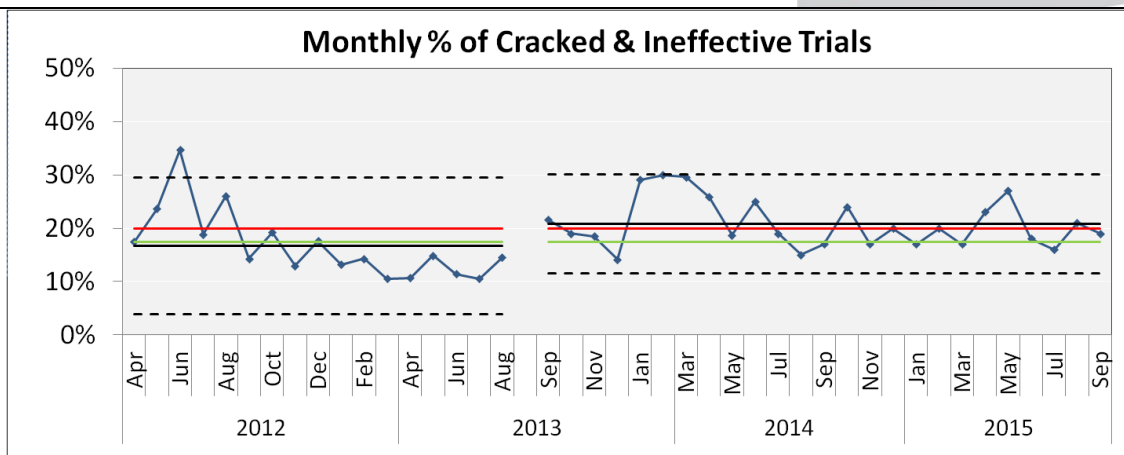
Q2 2015/16 regional and national C&I trial rate comparison

Cracked and ineffective trials due to prosecution	Q1 18 per cent	Q2 19 per cent	
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1. There were 66 trials cracked and ineffective due to prosecution within the first quarter which equates to 19 per cent of the total trials listed (347).
2. 61 relate to trials listed at magistrates court (92 per cent) with the remaining five listed at crown court (eight per cent). These proportions remain consistent with the breakdown over the last two years.



percentage of trials cracked & ineffective due to prosecution – rolling 12 months




percentage of cracked and ineffective trials for magistrate and crown courts – control chart

3. Whilst there are no exceptions present with the overall measure, analysts are provided with information which enables them to see the reasons for trials being cracked and ineffective and also which court it relates to.
4. Of the magistrates cracked and effective trials, there are two issues that stand out from the second quarter.
 - i. 19 out of the 21 trials C&I due to not being in the public interest were within Salisbury Magistrates Court.
 - ii. The predominant reason cited for C&I trial due to prosecution is witness absent/withdrawn followed by insufficient evidence.
5. The public interest trials were discussed at the Wiltshire Criminal Justice Board (WCJB) and it was suggested there are more agency/temporary staff fulfilling roles within Salisbury which brings with it less consistency when reviewing files.
6. Managers within the justice department are now getting the unique reference number (URN) information from the cracked, ineffective and vacated trials on a monthly basis.
7. Each month there is a cracked and ineffective trials scrutiny panel attended by representatives of the police, courts and Crown Prosecution Service CPS. The panel reviews the case files of C+I trials with a view to identifying areas for improvement.
8. Although this process is in its infancy, there is positive activity already taking place.


9. One example given to the panel found a particular issue with a witness being absent. The justice manager was able to review the witness management system (WMS) which is an effective audit trail of all the contact with witnesses.
10. The review found that the Force had taken all the necessary steps to encourage the witness to attend.
11. Where issues are identified, each partner agency compiles an action plan which consists of what they have done and what they are going to do to resolve the issue.
12. In future, there is an opportunity for the governance of these action plans to sit with the WCJB.

Priority Three: Commissioner's Comments

4. Secure, high quality, efficient and trusted services


Public confidence	84 per cent Stable and high		
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13. Public confidence in policing is the headline measure from my public opinion survey which I commission and it occurs twice a year.
14. The Autumn/Winter survey is currently being conducted and I expect to be able to share the results within the quarter three report.

<p>Wiltshire Police deal with things that matter to the community</p>	<p>76 per cent</p> <p>Stable and consistent since Autumn 2012</p>		
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15. This measure enables me to understand whether the Force is listening to its communities and dealing with things that matter to them. The data comes from the public opinion survey.

16. The Autumn/Winter survey is currently being conducted and I expect to be able to share the results within the quarter three report.

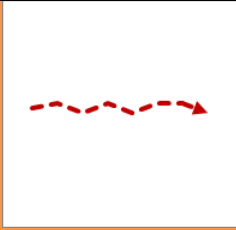
<p>Wiltshire Police can be relied upon to be there when needed</p>	<p>69 per cent</p> <p>Stable and consistent since Autumn 2012</p>		
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17. I am particularly interested in the public's perception of whether they think Wiltshire Police can be relied upon to be there when needed.

18. With national and local media reporting about the effects of austerity on the level of policing residents receive, being able to gauge public perception is important.

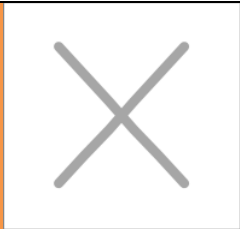
19. It is also a good indicator for overall confidence within the police because if the public do not feel they can rely on the police to be there, they are likely to be less confident in the police overall.

20. The Autumn/Winter survey is currently being conducted and I expect to be able to share the results within the quarter three report.

Wiltshire Police treat me with respect	90 per cent Stable and high since Autumn 2012	
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21. The data behind this measure comes from the public opinion survey.

22. The Autumn/Winter survey is currently being conducted and I expect to be able to share the results within the quarter three report.

Out of court disposal compliance rate		<ul style="list-style-type: none"> • No audit completed for 2015-16 • Most recent data end of 2014 was 95% compliant
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115. This measure relates to how compliant the Force is with its use of out of court disposals (OoCD). This is to ensure the quality of the method is at the forefront of focus rather than simply seeking to increase the use.

116. An audit of the compliance rate of OoCD has not been undertaken since December 2014. This is due to a vacancy for an administrator.

117. The last audit at the end of 2014 was 95 per cent compliant, which was classified as an 'excellent' grading.


118. This post has now been filled and the administrator is focusing effort to reduce the backlog of OoCD waiting to be filed.

119. There is a thorough process in place to ensure OoCDs are compliant but the department has not had the capacity to check this via an audit.

120. The OoCD manager has spent a considerable amount of time training officers around the Force in the use of OoCDs. The focus of the training has been on

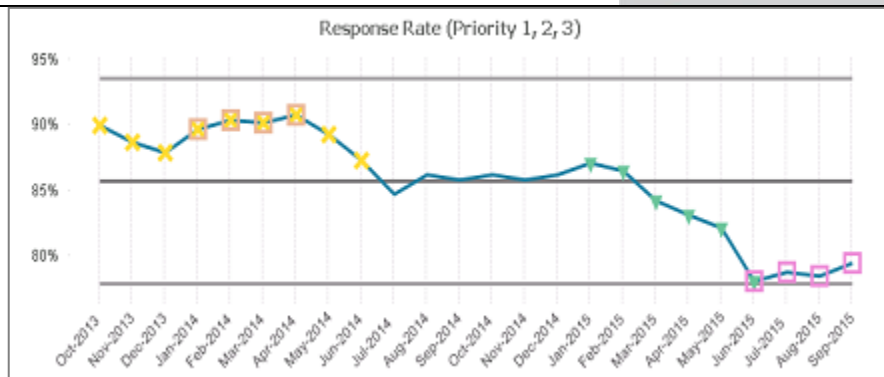
improving officers' understanding of OoCD and also ensuring that disposals are applied proportionately and appropriately.

- 121. There is qualitative evidence to suggest that since the training, officers have been using restorative justice to provide the victims more of what they want which also has a positive impact on the offender.
- 122. A good example of where restorative justice has been used effectively to prevent future offending is a youth found in possession of cannabis who had to spend time with Motiv8, a service for young people who need help with substance misuse.
- 123. This individual stayed engaged with the programme and is understood not to have used cannabis since. This is a good example of where restorative justice can be more effective than other traditional disposals (such as cannabis warnings) as ultimately it has led to a reduction in future offending.

Response rate	Q1 85%	Q2 79%	
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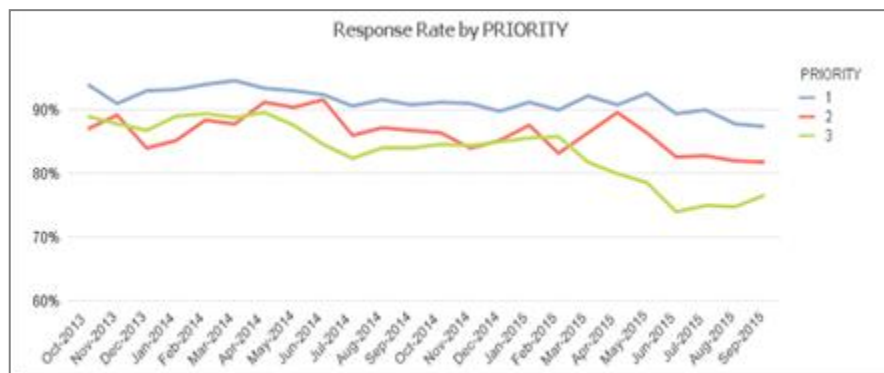
115. The response rate measure assesses how frequently Wiltshire Police arrives at emergency and priority incidents within a service level agreement (SLA) of 15 minutes for urban emergencies, 20 minutes for rural emergencies and one hour for priority incidents.

116. The Force attended 13,539 emergency and priority incidents within quarter two, of which 10,673 were within SLA (79 per cent). The chart below shows that the response rate has deteriorated.



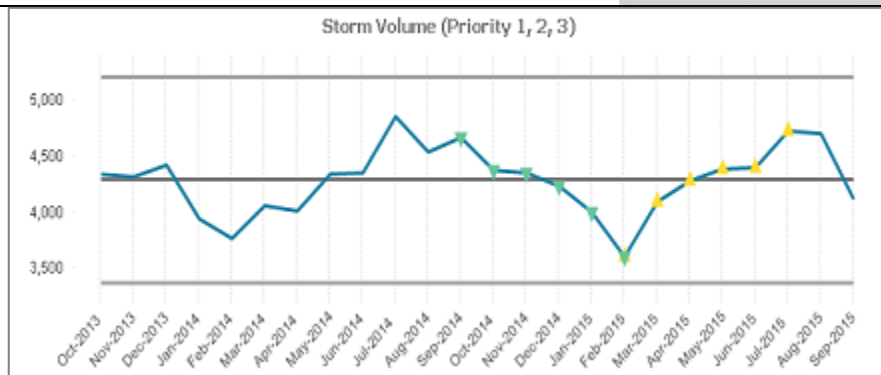
Overall Response Rates

- 117. Priority response is driving the worsening performance, with the Force responding to 75.5 per cent of 9,369 incidents within one hour.
- 118. Rural emergency response rates have also worsened slightly, with the Force responding to 82 per cent of 1,417 incidents within 20 minutes.
- 119. Urban emergency response rates have remained stable with only a minor reduction, with the Force responding to 89 per cent of 2,753 incidents within 15 minutes.




Response Rates by Priority

- 120. Response demand continues to follow expected seasonal variation, rising from February and peaking in July and August. The chart below shows the last two years' response demand.

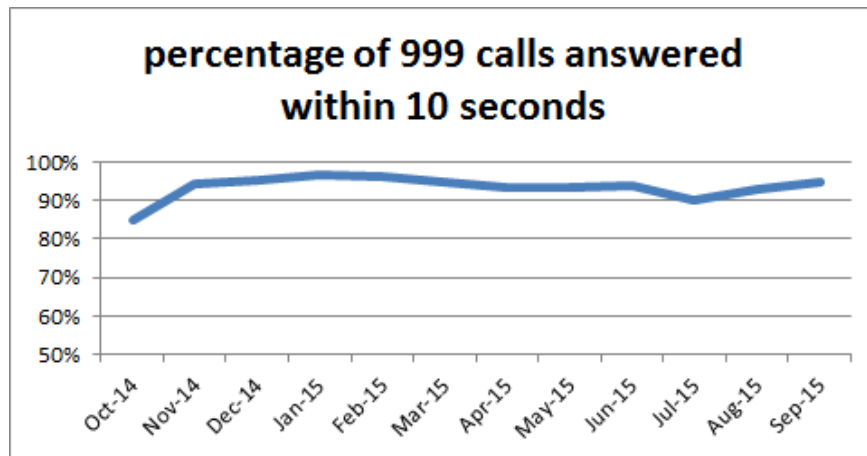


Response Demand (Emergency and Priorities)

121. Analysis has revealed that the time taken to dispatch incidents has increased (20 minutes in quarter two compared to 15 minutes in the previous 12 months)
122. Dispatch time refers to the length of time operators within the Crime and Communication Centre (CCC) take to task a police resource to attend the incident.
123. Research shows that the longer it takes to assign a resource, the less likely they are to arrive at scene within SLA.
124. All late dispatch / arrivals require the operator to provide context behind why this happened. The most commonly stated cause for delay in dispatching is due to no unit being available.
125. The Force has undertaken a number of focus groups with contact centre staff and response officers, the recommendations of which are now being reviewed by the operational superintendents.
126. Key themes from the focus groups have highlighted invisible demand, up to date training and resourcing issues as key to improving performance.
127. Invisible demand refers to workload not recorded in the Force's databases.


999 calls answered within 10 seconds	Q1 93 per cent	Q2 93 per cent	
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128. 93 per cent of all 999 calls received during quarter two (15,747) were answered within ten seconds.

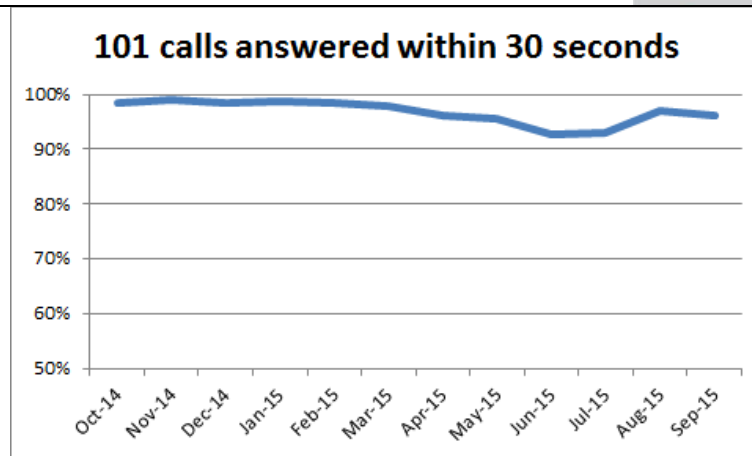


Percentage of 999 calls answered within 10 seconds

129. There are no concerns with Wiltshire’s capability to answer 999 calls.


101 calls answered within 30 seconds	Q1 95 per cent	Q2 95 per cent	
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130. 95 per cent of 101 calls during quarter two were answered within 30 seconds. This figure remains stable and consistently high.



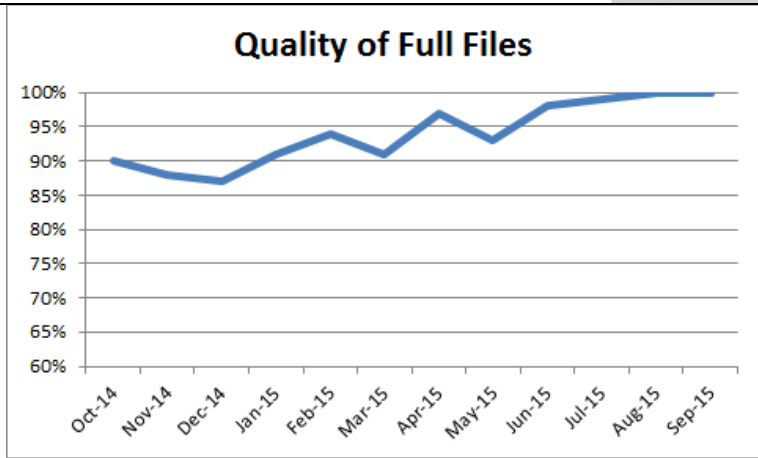
Percentage of 101 calls answered within 30 seconds

131. There are no concerns with Wiltshire’s capability to answer 999 calls.

Quality of files	Q1 96%	Q2 100%	
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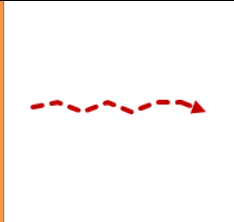
132. This measure relates to an internal assessment of the quality of full files which the Force submits to the Crown Prosecution Service. The framework which supports this assessment enables managers to learn common errors and therefore can target the training at individuals, teams or departments.

133. The quality of files during the second quarter was 100 per cent. Only one of 446 files had a quality flag recorded against it. This equates to 0.2 per cent of files. The flag indicates there is an element within the file which is not up to standard in terms of timeliness, content or accuracy.

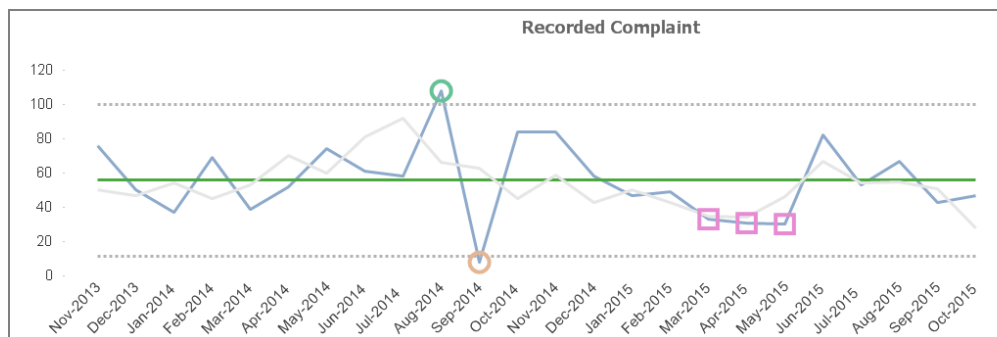


Quality of full files

- 134. The framework which assesses the quality of files is the most comprehensive it has ever been and, judging by the improvements seen, is adding value.
- 135. The quality of full files has significantly improved over the last 12 months and it is very reassuring to see that this performance is being sustained.

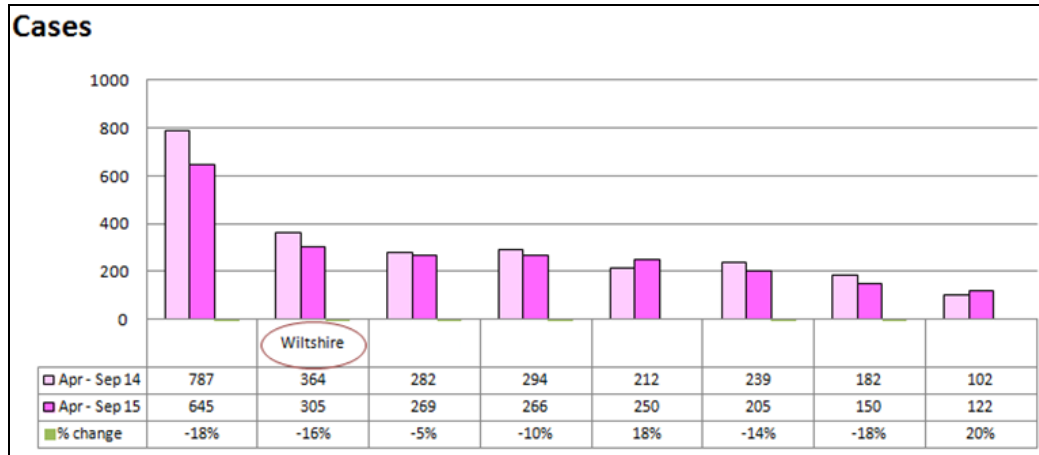
Volume of complaints	Q1 143	Q2 163	
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- 136. The volume of complaints recorded remains relatively stable and within expected levels as can be seen in the graph below.



Recorded Complaint Volume

137. The table below shows how Wiltshire compared to its peers.




Volume of cases recorded up to September 2015 - MSF

138. Wiltshire Police is one of six forces within the MSF group that has seen a fall in the number of complaint cases recorded when compared to the previous year.

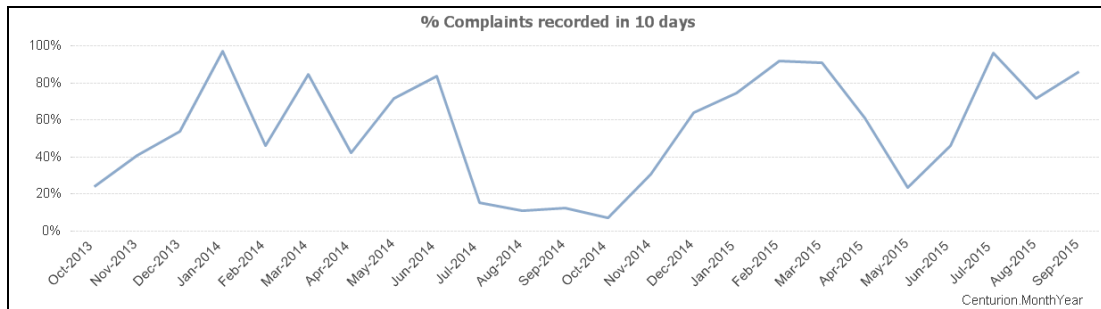
139. The volume of complaint cases is the total number received. This does not take into account the size of the police force; therefore the picture can be skewed depending on the population in the particular force area and/or number of police officers and staff.

140. In early September 2015 there were in excess of 300 complaint cases still showing as either 'live', 'sub judice' or 'in appeal process'. Professional Standards Department (PSD) investigating officers were tasked to concentrate on the oldest cases to clear the backlog. By mid-October the volume of cases that were 'live', 'sub judice' or 'in appeal process' was reduced to 158 cases.

Percentage of complaints recorded within 10 days	Q1 45 per cent	Q2 85 per cent	
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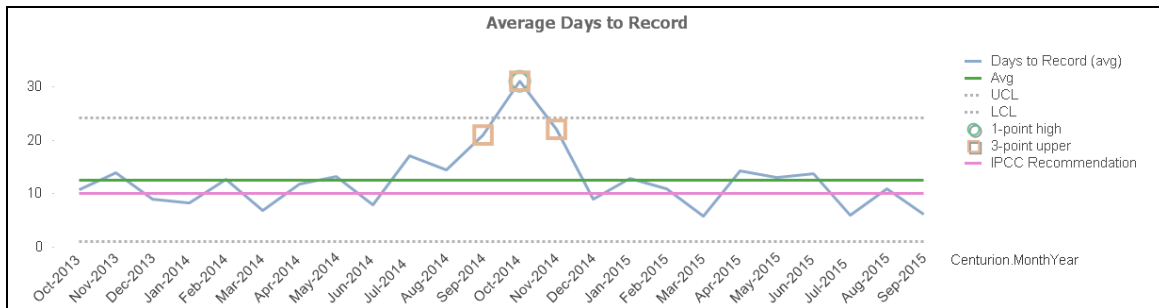
115. The performance in this area has been subject to previous panel reports, where it was shown that following a review and subsequent recommendations, performance significantly improved, back towards a required rating of 90 per cent recorded within ten working days

116. Quarter one saw a deterioration in performance, with the average number of days to record a complaint being 14 days instead of the required ten on average.



Percentage of complaints recorded within 10 days

115. There have been significant improvements throughout quarter two with the average number of days to record a complaint being consistently in the region of 10 days.

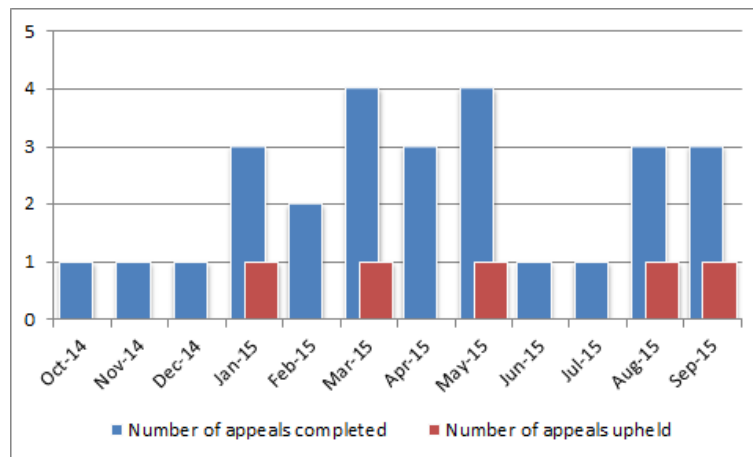


Average number of days to record a complaint

Percentage of complaint appeals upheld	Q2 29 per cent (2 out of 7 appeals)		
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116. 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.

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



Force appeals and appeals upheld

118. In the last 12 months, there have been 27 appeals with only five being upheld (19 per cent). For quarter two, two of the seven completed appeals were upheld. This is a low proportion and does not raise any cause for concern.

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Focus on particular Police and Crime Plan objective

Introduction

This section of the report provides a more focused overview of a particular priority within the plan. Rather than attempting to review the whole plan in detail, this approach is more appropriate to enable effective conversations and scrutiny within the time limits provided of the Police and Crime Panel meeting. The approach has been adopted by other panels across the country and appears to be successful.

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

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

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

Distribution of priority focus

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



Protect the most vulnerable in society

The most vulnerable in society are particularly susceptible to becoming victims of crime and anti-social behaviour. They may also be affected by a perception of crime that impacts on their lives, changes behaviour and affects their mental health. All public agencies should protect the vulnerable, working to prevent crime and listening to people when they ask for help - regardless of age, ethnicity, sexual orientation, disability, health, offending history, or any other factor.

There are three objectives within this priority:

- Develop a co-ordinated system for assessing and managing vulnerability, safeguarding and repeat victimisation.
- Protect, and provide support to, vulnerable people and prevent them from becoming victims of crime and anti-social behaviour.
- Protect children and young people at risk of sexual abuse and exploitation, working with Wiltshire Council and Swindon Borough Council's children's services.

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

Within the priority 'Protect the most vulnerable in society', there are 13 initiatives which will all be covered in this report, under their respective objective.

Objective one

Develop a co-ordinated system for assessing and managing vulnerability, safeguarding and repeat victimisation.

2.01 Develop a shared understanding of vulnerability and referral pathways with partners

Information sharing with partners in relation to anti-social behaviour (ASB) is conducted through the ASB risk assessment conference (ASBRAC) within Wiltshire and local

tasking meetings in Swindon. Relevant ASB partners attend these meetings to share information, intelligence and good practice.

Referral pathways also exist within the PPD1 (explained within 2.07) which is used within the multi-agency safeguarding hub (MASH). There is also a partnership pilot for referring victims of modern slavery through the national referral mechanism.

The Constabulary is currently developing a vulnerability strategy with partners, which incorporates a number of linked policy documents such as modern slavery and repeat victimisation.

The Constabulary also holds a vulnerability board, chaired by an Assistant Chief Constable, which addresses the main aspects of the 17 strands of vulnerability and public protection.

The 'single view of the customer' project (further explained within 2.02) is currently giving police and other partner agencies IT access to shared information (subject to data protection) which can then be used to problem solve, target offenders of ASB and to protect vulnerable people.

2.02 Implementing tools that can identify vulnerability to better direct resources and improve the service to vulnerable people

Wiltshire Police is working in collaboration with nine organisations to develop a new approach to the electronic sharing of data. This project is called 'Single View of the Customer' (SVOC), and will deliver an improved knowledge base to better serve the public, and make the management of parts of the community as efficient as possible.

As part of this project, an innovation bid has been submitted and accepted to develop predictive analytics for the management and potential prevention of crime, with a specific focus on vulnerability.

Police leads for the SVOC & predictive analytics project have been assigned, with the police SVOC lead working with partners to identify information to build into a portal which provides access to various services and allows vulnerabilities to be identified early. The predictive analytics lead is currently embedding statistical modelling software across police information, initially to provide insight into the identification of vulnerable victims before the two strands of this project converge.

This is a complex, multi-faceted project which will continue to embed for the remainder of this financial year, with a completed solution estimated to be in place towards the end

of 2016.

2.03 Working with both Wiltshire and Swindon Local Safeguarding Children Boards (LSCBs) to develop flexible local models for multi agency safeguarding hubs (MASH), where social workers, police, health professionals and others share information and work together to protect children from harm

The MASH is an important part of public protection, where information can be shared with the most appropriate agency in order to safeguard the public as effectively as possible.

In recent months, the police senior command team have agreed to an additional investment into the MASH of four decision makers and one researcher. This investment is in line with the increasing demand being seen in this part of the organisation.

The additional resources will enable a change to the MASH structures, with face to face collaboration able to take place in Swindon. An implementation team has been set up to ensure that commonalities still exist between the Swindon and Trowbridge MASH hubs. This additional resource will also explore the potential to include adult social care within the MASH structures, although this is not likely to be seen until later this financial year. There is a phased approach to implementation, which has commenced, with the Swindon MASH hub already seeing officers and staff seconded into that location. Other MASH business continues and is not adversely affected by the continuing implementation plans.

2.04 Working with both Wiltshire and Swindon local safeguarding adults boards (LSABs) to deliver obligations under the Care Act 2015 to safeguard and protect vulnerable adults and explore opportunities to develop a MASH model for vulnerable adults

Wiltshire Police continue to be key partners within both Swindon and Wiltshire safeguarding adults boards. New LSAB chairs for both Swindon and Wiltshire have now been appointed (Diana Fulbrook MBE – Swindon, and Richard Crompton - ex-Chief Constable of Lincolnshire Police, for Wiltshire).

Initial conversations are starting with partners within children's care and adult care to understand the connections and the benefits from a fully integrated adult and children MASH.

A Care Act review has been conducted by the public protection department which has looked at the implementation of the Care Act and the impact of this on the police. The

Constabulary feels well placed for the changes.

LSAB partners are keen to explore developing the learning from the current MASH for children into adult safeguarding. The support of the LSAB chairs will be required, along with the children's social care from both Swindon and Wiltshire, to develop this learning.

Objective two

Protect, and provide support to, vulnerable people and prevent them from becoming victims of crime and anti-social behaviour. This will include:

2.05 Ensuring officers and staff offer crime prevention advice to communities and provide crime prevention measures to the most vulnerable

Online crime prevention training, covering the ten basic principles of crime prevention, and how best to provide advice to the public, will be rolled out to frontline staff in the latter part of 2015.

Training on crime prevention advice for supervising sergeants and inspectors will be delivered as part of the leadership development training, scheduled in from Spring 2016.

There is continuous liaison between the Bobby Van Trust (a charity that aims to protect the elderly, vulnerable and disadvantaged in Wiltshire and Swindon), and crime prevention officers to ensure victims receive appropriate input. In the cases of those most at risk, small CCTV cameras are installed and then maintained by Bobby Van Trust volunteers. In addition, the crime prevention team also work with local policing and Neighbourhood Watch, to ensure as many people as possible receive crime prevention messages and alerts via Community Messaging.

The existing establishment of two crime prevention posts does not provide the capacity to deliver as many face to face interactions as they would like. These post-holders also act as the crime prevention design advisers (also known as architectural liaison officers) for the organisation

Community Messaging is on the increase, as there are now almost 8,000 homes signed up. Community Messaging can be targeted to provide crime trends and advice to the relevant cohorts within the community. After raising awareness with local police teams the Constabulary now has a Community Messaging 'champion' in each local area.

2.06 Working with partners and troubled families projects to identify and provide co-ordinated support to those individuals and families with complex needs

The troubled families project is an important way to reduce demand on many public services, with the aim of preventing further demand if they are managed effectively now. This work is linked to the SVOC project as the information held on the families is essential to be able to manage them as best as possible.

Wiltshire Police is working with identified leads in Wiltshire Council and Swindon Borough Council on providing the relevant data in a timely manner. A jointly funded data analyst was appointed in September 2015. However the time delay in getting this post filled has unfortunately delayed progress.

A multi-agency visit to Hampshire Police has taken place as it is seen as a leading force in relation to troubled families. Hampshire Police has a sergeant delivering full-time training to frontline staff on interventions and access to a number of analysts. This training material will be shared with Wiltshire as we must all understand that, ultimately, as well as helping families, this project is about demand reduction for a number of agencies including police.

The Constabulary has been working with Swindon and Wiltshire councils to identify the troubled families through government criteria and together they have identified 3,000 names in total. An information sharing agreement has been completed, meaning that information on individuals can be shared between the police and local authorities.

The next phase for this project is to provide coordinated support to those individuals and families with complex needs, to reduce the likelihood that they continue to require extensive combined public services.

2.07 Protecting high risk victims of domestic abuse by bringing police, local authorities, health professionals, domestic abuse support services and others together to share information, identify risks and co-ordinate responses

The police currently use a form called the PPD1 to capture information in relation to:

- Domestic abuse (DA)
- Safeguarding children (child abuse or concern)
- Child sexual exploitation (CSE)

- Honour based violence (HBV)
- Safeguarding adults (safeguarding adults abuse/harm)

The form is used primarily by response officers, and captures information about the victim, the offender and any persons/children residing in the household at the time of the incident. The information is then shared with child and adult social care, domestic abuse partners, and health services.

There is currently a comprehensive review of the PPD1 taking place with partners to ensure that information is being captured and shared in the most effective way. This review will report towards the end of 2015.

A recent inspection by Her Majesty's Inspectorate of Constabulary (HMIC) gave positive feedback in respect of DA in a number of areas within the immediate de-brief. We are keen to understand areas we can develop highlighted by the HMIC when the final report is submitted.

Within the second quarter of this financial year, the governance regarding the partnership approach to domestic abuse scrutiny has been amended slightly. This is a combined governance model with the LSCBs, ensuring that the safeguarding children's boards have an opportunity to influence the service provided to children who are exposed to, and affected by, domestic abuse.

Wiltshire Police is developing a domestic abuse scrutiny panel, which will be a partnership group which scrutinises domestic abuse cases and the multi-agency response, ensuring that lessons are learnt and embedded into multi-agency practice where appropriate. My office will support this process where appropriate to ensure that learning is taken and implemented in this service area.

2.08 Implementing the Mental Health Concordat with partners in health and local authorities to ensure those in a mental health crisis are supported appropriately

The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis.

The crisis care concordat local declarations and action plans for Swindon and Wiltshire are currently live on the national concordat website. The Wiltshire concordat group meets every month, with the Swindon concordat group meeting bi-monthly.

Action plans are reviewed at each meeting, with each action being updated and rated in terms of completion. The action plan is then revised accordingly and updated on the national site.

The action plans are a long term piece of work and form the backbone of any future multi-agency work. This work is part of the health and wellbeing boards in both Swindon and Wiltshire.

In order to ensure that the concordat remains at the heart of future multi-agency working, joint presentations by the police and NHS trust have recently been delivered in Wiltshire to an Avon and Wiltshire partnership locality event, which includes health workers and members of the public, and the executive board of the clinical commissioning group.

2.09 Working with health partners to pilot access to mental health triage support for police to help those in a mental health crisis

Funding has been secured from NHS England for a pilot scheme to run from September until April 2016, which will include:

1. A mental health professional based in the police control room, providing advice and guidance in relation to any incident across the Force area, operating seven days a week from 2pm to midnight
2. A mental health professional based at Gablecross who is able to attend the scene of an incident, in the Swindon hub area only, operating Thursday to Sunday, 2pm to midnight.

Data is being collated regarding all mental health incidents, including those which fall outside of the 2pm to midnight period. Operating hours will be continually reviewed and adjusted if appropriate.

Whilst the pilot has only been running for a very short time, early feedback has been positive. Within the first week, the team assisted with over 100 incidents, sharing important information between agencies, speaking to officers and service users directly, and dealing with incidents at source, thereby negating the need for officers to be tasked to the scene.

2.10 Commissioning with both Wiltshire and Swindon councils' drug and alcohol services to reduce harm caused by alcohol and substance misuse, increase those in treatment and prevent crime and anti-social behaviour



Wiltshire Police is currently working with providers of drugs and alcohol services in both Wiltshire and Swindon to reinvigorate a process similar to the previous "Arpov" scheme (Alcohol referral programme for offenders and victims).

With the impending changes to out of court disposals, a plan is being designed where people who come to police attention as a result of alcohol or drugs will be considered to be put forward for treatment to providers, either as part of a conditional caution or community resolution.

Wiltshire Substance Misuse Service (WSMS) and Turning Point have both submitted their bids to Wiltshire Police in order to provide the services. A business case is now being written up which will be brought to me for potential funding.

2.11 Ensuring officers and staff are able to support those with vulnerabilities including older people, mental health, people with autism and victims of domestic and sexual abuse

A prioritised training plan has been developed which includes significant parts of vulnerability.

This includes training within the Horizon team where as part of the initial four week training for the new staff, there are telephone scenario training days, and guest speakers from many support agencies. The intention was for partners to highlight their services, and provide potential pathways of referral if required. Guests included the Swindon Council lead on domestic violence, social services, Citizens Advice, MASH and Victim Support.

In addition to Horizon, training schedules have been designed, in relation to the vulnerabilities listed in this activity, across a variety of public protection roles and public-facing officers such as PCSOs, local crime investigators, student constables, and child protection roles within the LSCB. As of January 2016, Special Constables will receive three hours of public protection training.

Objective three

Protect children and young people at risk of sexual abuse and exploitation, working with Wiltshire Council and Swindon Borough Council's children's services. This work will involve:

2.12 Providing identification and prevention for victims, increased training and awareness for staff and specialist services to support victims of sexual abuse

Significant training in relation to child sexual exploitation (CSE) has been delivered to staff through the local safeguarding children's board and in-house training. Over the last 12 months there has been a dedicated slot on the regular refresher training for officers.

Chelsea's Choice (a hard-hitting drama which portrays the dangers of CSE) has been rolled out across nearly all secondary schools in Wiltshire and Swindon highlighting to children the potential dangers of inappropriate relationships.

The West of England CSE Victim Identification and Support Service is now up and running across the Avon & Somerset and Wiltshire force areas and the seven local authority areas spanning the forces. Governance arrangements are in place and the funding from the Home Office Innovation Fund has now been made available to support additional services for victims of CSE.

Within the Wiltshire and Swindon LA areas, the funding is being used for additional social workers to provide ongoing therapeutic support through co-located CSE teams. Funding has also been used to provide an administrative support function to the co-located CSE teams.

In addition to this funding, two additional police officer posts have been secured for the CSE teams, so that further long-term support and investigations can be dealt with directly within the co-located teams, providing an end-to-end service for victims.

2.13 Working with schools, LSCBs, third sector agencies, Youth Parliament and others to raise awareness of cyber crime, grooming and sexual abuse to keep young people safe

A new detective constable has been put in post with the objectives of raising awareness of cyber crime, with the emphasis on prevention, and to highlight the risks of cyber security breaches to identified vulnerable groups. These groups include children and young people, businesses and senior citizens. Social media (Twitter and Facebook) is



being used to forge links with the community and disseminate cyber safety messages which are current and easy to understand.

Wiltshire Police currently has three youth engagement officers (YEOs) who have a dual responsibility with half their time as a school liaison officer delivering targeted lessons at secondary school level, and the other half working on general youth engagement in their respective geographical areas and supporting Neighbourhood Policing Teams.

There is a cyber awareness operation taking place this Autumn which has four phases:

- Phase 1: Volunteer Police Cadets establish pop up stands in Swindon and Wiltshire priority towns
- Phase 2: Local police teams are provided with a briefing pack and encouraged to attend their primary schools and deliver a lesson plan in relation to cyber crime. The pack will contain all relevant information for the Neighbourhood Policing Team staff and schools.
- Phase 3: Youth engagement officers attend all secondary schools with a peer-to-peer drama lesson around subjects including cyber awareness and CSE. Each school will be offered an education support session during an in-service day and further literature
- Phase 4: Identification and implementation of cyber champions

Raising awareness of significant topics

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

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

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

I would like to draw the panel's attention to the following areas which I consider require the panel to consider:

Recorded crime figures



This is the first increase in recorded crime for some time when compared to the previous year and is a reflection of the efforts made by police forces to improve crime recording consistency. It is also believed that victims have increased confidence in reporting sexual offences.

Of the 43 police forces in England and Wales, 34 are also showing an increase in recorded crime.

Recorded crime within England and Wales increased by 4.5%. 34 forces are recording more crime than the previous year. Recorded crime within Wiltshire had increased by 2.4%. This equates to 768 crimes with a total of 33,397 recorded.

The increase is primarily driven by continued increases in Violence Against the Person (VAP), Public Order, Sexual Offences and Shoplifting which are now outweighing the reduction in other crime types such as Non Dwelling Burglary, Vehicle Offences and Criminal Damage.

Wiltshire Police analysts predict further increases in the future as we begin to see the improvements in crime recording reflected in the figures. Wiltshire Police has been making significant changes to its crime recording processes and recently was given a good rating from HMIC. I want to assure the panel that recording compliance continues to improve to ensure that we have the most accurate information to protect our communities.

There are victims behind every one of these numbers and listening and recording these incidents accurately is fundamental to trust in policing. We are continuing our efforts to encourage victims of crime to report the offence to Wiltshire Police, and I have commissioned Horizon Victim and Witness Care to ensure that victims and witnesses receive the best possible support on their journey through the criminal justice process.

Whilst there are increases in recorded crime with specific elements outlined above, there has been no increase in emergency calls in response to violent incidents. Therefore the increase is thought to be due in part to changes in Home Office crime counting rules and closer partnership working through the MASH which is increasing awareness and the recording of crime.

Vulnerability

HMIC's core role is to inspect and monitor police forces, provide advice and promote improvements to police efficiency and effectiveness. This fits in with Wiltshire Police's commitment to ensuring continual review and improvement of its business areas to maximise effectiveness.



During the first quarter of 2015, an inspection of vulnerability took place. HMIC originally intended to publish its findings in February 2016. This has been brought forward to December 2015. This was an important inspection which aimed to answer the following questions of Wiltshire Police:

- How well does the Force identify vulnerability and assess levels of risk?
- How well does the Force respond to vulnerable victims?
- How well does the subsequent police action, and work with partners, keep victims safe?
- How well does the Force respond to, and safeguard, specific vulnerable groups (such as missing, victims of domestic abuse; and how well prepared is it to tackle CSE?

Whilst the report, has not been released it is anticipated that due to the national failures in protecting vulnerable victims from a range of offences, all police forces will have areas to improve. This will align with the numerous inquiries and inspections that have been completed and are ongoing.

As demonstrated in this priority there has been a significant investment in addressing this priority and I will be ensuring that the Chief Constable implements any recommendations that are provided by the HMIC.

Efficiency and Value for Money

The HMIC publicised its PEEL inspection report for Wiltshire Police in October 2015. It has assessed Wiltshire Police as good at being efficient at keeping people safe and reducing crime.

<https://www.justiceinspectors.gov.uk/hmic/wpcontent/uploads/wiltshire-police-efficiency-2015.pdf>

The HMIC found that Wiltshire Police is well prepared to face its future financial challenges. The force has successfully reduced its spending over the last spending review period, improved its understanding of the demand on its services, is trialling a new operating model and is planning effectively for future financial challenges. It has done this through robust financial management and a commitment to continuously improving services.

I am delighted that the HMIC has provided external confirmation of the excellent work. However both the Chief Constable and I recognise that there is more work to be done on planning a service that meets the future demands with the financial envelope available.



I am encouraged by the positive focus by the HMIC in the evidence based operating model (community policing) and the strength of our collaborative work within Wiltshire and across the police family.

This inspection confirms the relatively low spend per police officer in Wiltshire reflecting the relatively low central government funding and policing precept. Wiltshire officers cost £75 per head of population compared to £115 average in England in Wales. The recently provided HMIC Value for money profiles demonstrate the relatively low cost of policing to Wiltshire and Swindon.

Future inspections

Over October to December 2015 the HMIC will conduct the effectiveness and legitimacy part of PEEL which included assessing how effective the Force is at preventing and investigating crime. They will also examine how well the Force understands, engages and treats the people it serves.

As previously reported to the panel, all national and local reports can be found on the HMIC website (www.justiceinspectorates.gov.uk/hmic)