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**FINAL DRAFT WILTSHIRE AND SWINDON POLICE AND CRIME PLAN 2017-21**

**1. Purpose of Report**

- 1.1. To provide the Police and Crime Panel (PCP) on with the final draft Police and Crime Plan (2017-21) (P&C Plan).
- 1.2. To provide the consolidated themes from the P&C Plan public consultation process (Appendix A).

**2. Background and Main Considerations for the Panel**

- 2.1. The Police and Crime Plan has been refreshed and updated following the PCC election in 2016. As required by the Police Reform and Responsibility Act 2011, the Plan will run from 2017-21, including the financial year during which a PCC election is held.
- 2.2. As the P&C Plan was refreshed in 2015, the Plan for 2017-20 provides more of an update and refinement to the current direction. The Plan retains four priorities with the context and themes of reducing demand, greater service integration, the community policing model and financial challenges.
- 2.3. This draft Plan has been subject to an extensive consultation and development with partners, including the PCP.

**3. Police and Crime Plan 2017-20**

- 3.1. The draft Plan attached is the public consultation version and replaces the earlier version shared with the PCP.
- 3.2. The P&C Plan is a refinement of the previous Plan and is informed by the Chief Constable's operational advice, public consultation, stakeholder feedback and the PCP.
- 3.3. The Plan draws together the collective effort across a range of individual organisations and partnerships to keep the people of Wiltshire and Swindon safe.
- 3.4. The Plan is concise and increased in focus on the areas where improvements are needed. It is not a checklist on all policing and community safety activity.

- 3.5. The Plan will 'go-live' from April 2017. The performance framework will remain the same but be updated to reflect the updated Plan. The PCP will continue to receive updates in the same way.
- 3.6. The financial details are taken from the Medium Term Financial Plan.
- 3.7. Stakeholders and partners have seen earlier versions of the Plan, continuing to provide comment in this consultation period.
- 3.8. The public consultation on the P&C Plan 2017-20 and the policing precept are running simultaneously. It began on 3 January 2017 and closed on 27 January 2017. A separate report provides details of the consolidated themes raised in the consultation.
- 3.9. It is the intention that this designed version will be published as the P&C Plan.

#### **4. Recommendations**

- 4.1. Panel members are asked to note the consultation report.
- 4.2. Panel members are asked to note the final draft P&C Plan.



## APPENDIX A: Consolidated public feedback on Draft Police and Crime Plan 2017-20

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### CONSOLIDATED PUBLIC FEEDBACK ON DRAFT POLICE AND CRIME PLAN 2017-20

1. The Police and Crime Plan (P&C Plan) 2017-20 consultation was held between 3 January 2017 and 27 January 2017. The consultation articulated the PCC's vision for policing and community safety, his priorities and work to meet those priorities.
2. Information on the consultation was widely publicised in local media, social media and through area boards, parish councils and community groups. The plan's content was summarised in a series of short videos which allowed for a clear and concise message to be spread widely. Other consultation methods included:
  - High profile media campaign launching the precept recommendation and draft P&C Plan
  - Short video to communicate new plan and precept recommendation
  - Four live social media Q&A sessions – where the public could ask questions directly
  - Wiltshire Police officer and staff drop-in sessions
  - Online consultation survey
  - Twitter poll asking “do you agree with the precept increase?” Yes 67 per cent, No 32 per cent (total 120 people)
  - Media releases setting out the proposal and highlighting to the public how they could make their views heard via the PCC's website
  - Stakeholder distribution including councillors and MPs, seeking their views on behalf of the people they serve
  - Video and offer of attendance to every area and locality board
3. This report summarises and consolidates the feedback I have received from the public. I have provided a response on the points raised and identified any changes that have been made to the plan as a result.

Theme	Response
<p data-bbox="170 220 837 288">There is not enough police presence, no police station, and there is no CCTV.</p> <p data-bbox="170 400 416 432">Increase visibility</p>	<p data-bbox="954 220 2130 328">There are community policing teams covering every part of the county, each based in one of seven hubs in Monkton Park, Chippenham; Trowbridge, Devizes, Gablecross in Swindon, Amesbury and Bourne Hill, Salisbury</p> <p data-bbox="954 389 2107 533">Community Policing Teams bring together neighbourhood policing, response and local investigators to work as one team. This means that all officers and staff are briefed in their hubs and then patrol their beats, conducting investigations, responding to calls and carrying out proactive targeted work.</p> <p data-bbox="954 593 2130 775">Policing resources are under pressure. I have made it clear in my plan that increases in the policing precept help me to maintain the resources we have. Even with a 1.9 per cent increase in the precept there is still a financial shortfall, which will need to be made up by changing the way we deliver policing and implementing my plan.</p> <p data-bbox="954 836 2130 1056">I am working to protect all frontline policing in line with the definition I have laid out in my plan. Community Policing Teams are the most visible part of policing but there are teams who keep us safe who we do not always see. These teams protect us from serious threats, investigate serious sexual offences and disrupt organised crime. Much crime is hidden and much of the inspiring work our officers and staff carry out is not always visible.</p> <p data-bbox="954 1117 2130 1260">I have made a substantial investment in mobile technology which allows officers and staff to be able to work out in communities without needing to return to a station. This means that police can be more efficient and provide a visible presence in our local communities whilst performing their work.</p>
<p data-bbox="170 1278 685 1310">Why is there no CCTV in Salisbury?</p>	<p data-bbox="954 1278 2063 1383">Work is currently underway with Wiltshire Council, Salisbury City Council and Salisbury Business Improvement District (BID) to install a new CCTV system. I have supported the establishment of this volunteer-run scheme by providing</p>

	<p>£10,000. I believe the new system is to be launched soon.</p>
<p>It is really positive to see mental health feature so prominently in your plan</p>	<p>The issue of mental health provision has received lots of attention. The Chief Constable and I have been working with partners to ensure that we eliminate the use of police cells as safe places for people in mental health crisis and increase support for those in a crisis.</p> <p>Together with both clinical commissioning groups in the Wiltshire Police area, I am funding the mental health triage team in the police control room. This team can access mental health records and assist officers and staff on the ground to support people in mental health crisis and make sure they keep them, and others, safe.</p> <p><b><i>This has now been agreed and included in the final version of my plan.</i></b></p>
<p>Neighbourhood Watch is really important and should be supported.</p>	<p>Central to my plan is the engagement of communities in supporting the police and helping keep our communities safe. British policing is based on strong links with the public and schemes like Neighbourhood Watch form a critical part of that bond. I support Neighbourhood Watch with funding.</p> <p>As well as Neighbourhood Watch there are many opportunities for the public to help Wiltshire Police by signing up to Community Messaging, volunteering their time in police volunteer roles or by becoming a special constable.</p> <p><b><i>All of this work has a specific reference point in my plan and demonstrates the importance I place on supporting local communities. In addition to the plan I intend to support new ways in which people can help keep their communities safe through my PCC Community Fund.</i></b></p>
<p>Officers and staff need to have reliable and modern technology to deliver a high quality and efficient service. We need to be aware that mobile signal</p>	<p>I agree that having technology that supports you in doing your job is critical to delivering a high quality and efficient service. Wiltshire Police is making great strides by providing mobile technology for every officer and member of staff. We</p>

<p>coverage is not 100 per cent across Wiltshire</p>	<p>want to continue to build on flexible systems that enable frontline staff to have everything they require to carry out their role in the community.</p> <p>I have made sure that we draw a line under years of under-investment. As a result, we now have an excellent IT infrastructure that is able to support these requirements and the Force is now reaping the benefits.</p> <p>I want to go further and enhance the way in which the public communicates with the police by enabling online crime reporting, the ability to apply for licences online. I also want to reduce the associated costs in order to use the money saved to help protect frontline services. I am aware that mobile phone coverage is restricted in parts of Wiltshire. This is a consideration as part of the ICT work and, where required, alternative solutions are developed. From a public aspect it is why I am keen to establish a variety of ways to contact Wiltshire Police.</p>
<p>The inclusion of road safety and road policing needs including work with partners and community speed watch should be included.</p>	<p>I agree that road safety is an important issue for the communities of Wiltshire and Swindon. I have specifically referenced the work involving local authorities and police to educate drivers, engineer roads to promote safety and enforcement to catch offenders. I will continue to support community speed watch volunteers who - backed up by Special Constables - will seek to deter speeding motorists.</p> <p><b>A specific action is included within the plan</b></p>
<p>Feedback has been provided on the look and feel of the documents.</p>	<p>I will reflect on these editorial comments and amend the plan to reflect these comments</p>
<p>When calling 101 I have to wait ages to get through.</p>	<p>I recognise that the ability for the public to contact the police for non-emergencies has not been at the level I want. I have raised this issue with the Chief Constable and changes are being made in the short term. In addition a specific piece of work is included in my plan to review the efficiency and effectiveness of the crime and communication centre to understand what is causing delays.</p> <p>I am also aware that 101 is one of the only ways you can contact Wiltshire Police in</p>

	<p>a non-emergency. We need to do more to make it easier, quicker and more convenient for the public to communicate with the police. Whether that is speaking to a member of staff, reporting a crime or requesting an update on a matter. In my plan I commit to increasing the numbers of ways you can communicate with Wiltshire Police. This will give people more choice and provide alternative ways to contact police at busy times.</p>
<p>Could we do more on education and preventative work with children and young people?</p>	<p>Yes. In my plan I have made it clear that I want to develop more preventative ways of tackling crime and keeping people safe. In addition to the extensive work that officers and staff already do in schools I have highlighted specific areas in the plan including:</p> <ul style="list-style-type: none"> <li>• Working with Youth Offending Teams to prevent offending and repeat offending</li> <li>• Increasing resources and embedding crime prevention within Wiltshire Police</li> <li>• Actions to counter cyber crime</li> <li>• Exploring options to integrate preventative work with local authorities and the fire and rescue service</li> </ul>
<p>The video and social media consultation was great</p>	<p>I am delighted to have received very positive feedback about the entire consultation process. The video, combined with a more conversational approach and maximising the use of social media, has meant this consultation has reached more people than ever. I want to continue this throughout my second term as I need to listen and understand your views</p>
<p>Protecting the vulnerable sounds impersonal, can this be reworded?</p>	<p>I agree, Priority 2 has been changed to Protect the most vulnerable people in society</p>
<p>Protecting the vulnerable implies that you are going to ignore everyone else</p>	<p>My plan outlines the areas I believe need additional focus to improve policing and community safety. Protecting vulnerable people is part of this additional focus. This in no way takes away from the offer to everyone of a police service that provides an emergency response, a visible presence, the effective recording and investigation of crime and support to all victims of crime.</p>

	<p>Vulnerable people are more at risk of becoming victims of crime and are less able to deal with the consequences. Vulnerability is caused by numerous factors such as age, health condition, housing status, ethnicity and religion.</p> <p>Offenders target those with vulnerabilities as they are less able to protect themselves and may not report these crimes. Protecting vulnerable people means providing an additional focus.</p> <p>To make sure policing is the most efficient and effective it can be, we need to become more preventative in our approach. Working with partners we can identify vulnerable people who are at risk of certain crimes and support them to reduce risk. By protecting vulnerable people we reduce the demands on police and other public services because problems are, wherever possible, anticipated and addressed.</p> <p>This provides the most efficient way of using limited policing resources to keep Wiltshire and Swindon safe.</p>
<p>It is good to see rural crime is identified as a significant issue with links to many parts of the plan.</p>	<p>I recognise that rural crime is an important issue in local communities. In my plan I have strengthened the prominence of rural crime and the actions necessary to address rural crime. I was pleased to receive positive and supportive feedback in this area.</p> <p><b>As a result of the feedback I have strengthened the prominence of the action to combat rural crime. The rural crime partnership is continuing to coordinate action and tackle issues.</b></p>