



Community Policing Report Calne Area Board – 6th June 2017

Hello and welcome to this Community Policing Team report.

Over the last month Wiltshire Police has been running a survey, collecting feedback about the Community Policing Team model. We thank you all for your help in generating this important information, which will help us to ensure that we are providing the high quality of service that the people of Wiltshire and Swindon deserve and expect.

Police use of Taser and Body Worn Video Cameras

Many of you may have already seen a number of our officers sporting new body worn video cameras. These devices are the latest of investments in technology as Wiltshire Police strives to be innovative in its approach, providing an effective, efficient and quality service. Following our successful pilot earlier in the year, our full rollout is progressing well and already there has been positive feedback.

Wiltshire Police currently has 160 Tasers and is offering instruction to officers who successfully apply for additional training in an effort to help maintain public and officer safety by making a greater number of the existing devices able to be deployed at any one time.

Tasers are used by trained Police Officers in a number of ways, many of which involve no direct physical force to be used on a person.

They can be drawn from the holster, aimed at the subject, have the 'red dot' pointed at the subject with the laser sight or activated so that an electric current is 'arced' at the front of the device, all of which can resolve incidents.

Home Office figures released last week showed a drop in the number of times Tasers were discharged nationally.

Chief Constable Mike Veale said: **"The use of Taser has been widely debated and I have carefully considered the options.**

"I feel that by giving officers the option to carry Taser we are giving them the choice to use the tools available to us at this time to keep both keep the public and themselves safe.

"However, let me make it clear that I see the rollout of Tasers as a preventative measure not an aggressive tool.

"I also want to make it clear that it is not a tool to default to at the earliest opportunity; it needs to be used with precision, wisdom, proportionality and measure.

"I want to have the right resources in the right place at the right time with the right skills and accreditation to deal with the threat, risk and harm faced within communities.

“We have, geographically, a very large force with a huge degree of rurality which often leaves officers and staff working single crewed and on occasions feeling vulnerable to the dangers they may be facing.

“This decision is something which I hope will give our colleagues more confidence and courage to remain on the front foot so that we are able to protect our communities.

“We constantly assess the current risk and threat in the county and I believe that it is the right time to increase the training in Taser and in turn, increase our capacity.

“Although Wiltshire is one of the safest counties in the country, we still face a rise in violent crime and the threat of terrorism remains very real throughout the UK.

“Taser can be used effectively as a deterrent or as a way of ending a violent situation where someone is at risk of harm.”

In addition to increasing Taser capability, Wiltshire Police is rolling out body-worn cameras to front line officers and staff. Many of you may have already seen a number of our officers sporting the new body worn video cameras.

Mr. Veale said: **“This new investment in body-worn video cameras will help us transform the way we work, allowing our officers and staff to do their jobs serving the communities of Wiltshire and Swindon with greater confidence and security.**

“Our police officers and staff put themselves into volatile and dangerous situations every day and these cameras should not only act as a deterrent to those who may wish to cause them harm, but can also be used as valuable evidence when officers and staff are subjected to violence and abuse.

“It should also give the public greater confidence in our professionalism and, on the rare occasions where our service does not live up to our high standards, allow us to take action and learn from any errors or mistakes.

“These cameras are as much about the officer behind the camera as the person in front of it. They will help ensure Wiltshire Police continues to provide the high standards of service that both the Force and the people they serve expect.”

With the news that a general election has been called, we would like to reassure the public that there will be an appropriate policing plan in place ahead of the vote in June.

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

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

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



feedback@wiltshire.police.uk

COMMUNITY MESSAGING

We are constantly reviewing our visibility and how we can develop this and work with our communities.

We cannot physically be everywhere all of the time and we want to ensure consistent information with our communities and to be able to provide the information that matters to you when you need it. There has been some good feedback from our new way of working using Community Messaging so please sign up and use it. <https://www.wiltsmessaging.co.uk/>

In addition to the Wiltshire Police website, Calne CPT has Facebook, please join us either on Facebook or Community Messaging.

Cyber Crime—We are all vulnerable, businesses and individuals - <https://www.getsafeonline.org/>

The Force now has a dedicated cybercrime Facebook page. Sgt Paul Harvey would be happy to attend an Area Board meeting in the future on behalf of Wiltshire Police to present a short 20-30 minute Power Point ref Cyber Crime threat in Wiltshire, the time of this can be reduced. If there are any local businesses who would value having this information do please e-mail CPTNorthWiltshire@wiltshire.pnn.police.uk.

CONTROL STRATEGY

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

- Domestic abuse, Cyber Crime, Organised criminality, County lines and the criminally exploited, Dangerous and persistent offenders, Child sexual exploitation and abuse, Modern slavery and human exploitation.



Our CPT priority - persistent offenders and ongoing issues affecting the Community in line with our Force Control Strategy. Priority Offenders are established at a weekly Sector Meeting, as a result, priority taskings are raised as a way to effectively manage live intelligence and priorities that are developing in the northern hub eg patrols of CHILVESTER HOUSE.

LOCAL UPDATES/CRIMES – Past 3 months

PCSO Nicole Yates has recently been working within Monkton Park completing various clerical tasks due to being on restricted duties. This has been due to the happy news that Nicole has been expecting her first child. At the start of April Nicole left us to start her maternity leave. I'm sure that you will wish her along with us best wishes at this exciting time.

Calne Town Mayor's Civic Award for PCSO Cook

Here at Wiltshire Police we are incredibly proud of our officers and we were delighted to hear that one of our PCSOs has been recognised for his hard work in his local community. PCSO Mark Cook, who is based in Calne, was presented on Friday 24th of March with a civic award from Calne Town Council for his outstanding contribution to the welfare and wellbeing of his local community. PCSO Cook was nominated for the award by a resident who praised him for his proactive engagement with the local CCTV manager, and his use of social media to provide the community with information – often in his spare time. Inspector Mark Luffman, of North Wiltshire Community Policing Team, said: "I am delighted that PCSO Cook's hard work has been recognised by the community in Calne. His use of social media is really valued by the community and he is a dedicated officer who is determined to keep the town a safe place, to live, work and socialise in. "PCSO's have a really important role within their communities and PCSO Cook is a brilliant example of how the role can really benefit a town."

Between 15/04/2017 17:30hrs and 16/04/2017 06:15hrs in New Road, unknown suspect pulled out several plants from a Town Council roadside display. The flowers were then thrown across the road, leaving a site of devastation for early morning resident to see. PCSO Mark Cook contacted the Calne Town Council to ensure that this was reported as criminal damage so it could be investigated and persons held accountable. After a short investigation a local 19 year old male attended Calne police station on 29th April at 16:00hrs in connection with damaging several flowers in a wooden planter on 16th April 2017 at 01:20hrs. The victim, Calne Town Council advised PCSO Cook upon reporting this damage that the cost of replacing the flowers amounted to £30, and if an offender was identified they would like to be reimbursed for the cost involved in replanting new flowers. Upon attending Calne police station the male admitted to the offence of causing criminal damage to the flowers, and reimbursed Calne town Council £30 for the damage caused.

Two local youths aged, 12 and 15 years old completed two hours unpaid work at the Sainsbury's store in Calne in relation to a report of criminal damage we received on from Calne CCTV operators.

In Shockley Lane, Calne unknown suspect(s) have gained entry to a building site, taken various plumbing items and power tools contractor store and damaged another container.

Police attended The Pippin after a report of 10 youths causing a disturbance at the location, upon the officers conferring with a member of the group they could smell cannabis, a Section 23 Drugs search of the local youth was carried out and he was arrested on suspicion of possession of a controlled substance with intention to supply.

In The Square, Calne, unknown person has stolen a grey Mountain bike, unknown make or model.

A 42 year old local male attended Calne police station and was issued with a fixed penalty ticket for £60 for being captured on Calne CCTV cameras urinating in the area of Phelps Parade.

In New road, Calne, a white Vauxhall Astra van has had its passenger wing mirror bent back causing the plastic case to break costing £125 to replace it.

Three vehicles have been broken into. A small number of items were taken from the vehicles. This happened in the areas of:

On 14/02/2017 in Peregrine Court, a Suzuki Jimmy in Linnet Road and on 15/02/2017 a Mercedes Van in Dakota Drive.

A 34 year old Chippenham male was issued a fixed penalty ticket for £60 for being captured on Calne CCTV cameras urinating in the area of The High Street.

In William Street, Calne, an unknown suspect has smashed a back windscreen of a Black VW Touran which was parked in the street. No items were removed from the vehicle.

In Stokes Croft, Calne an unknown suspect has thrown a stone at the 2m double glazed front living room window of an address causing the outer pane to break.

A blue Fiat Punto was reported stolen from an address in Chippenham, the following day the vehicle was sighted travelling along the A3102 from Lyneham towards Calne which was then stopped by Police. A 22 year old Chippenham male was arrested on suspicion of taking the vehicle without the owner's consent and driving otherwise in a accordance with a licence, due to the driver only holding an expired provisional licence, he is on Police bail.

In Mill Street, Calne an unknown suspect has stolen a Barracuda Phoenix Dual suspension Mountain bike which was unattended. Another bicycle was stolen from outside a shop on the High Street, the bike is Greyish/black with red pattern.

In Grierson Close, Calne, unknown suspects have entered a property and removed a laptop and sound-bar.

On 25/02/2017 Special Constables were on patrol in Calne as part of Operation Drogo when they issued a Cannabis street warning to a 31 year old female from Devizes in the area of Blacklands.

In Corfe Crescent, Calne an unknown suspect has taken both wing mirror covers from a Black Vauxhall Astra.

Outside the Sainsbury's store in The Pippin, Calne, unknown suspect (s) have stolen a purse from a bag which was on her mobility scooter.

In Castle Walk, Calne unknown suspect(s) have stolen a Carrera pedal cycle

In Rochdale Avenue, Calne, unknown male was seen trying cars doors to a couple of vehicles and were seen to run off, no entry was gained. PCSO Mark Cook from Calne Community Police Team, is urging residents not to leave any valuables in their vehicles, to make sure vehicles are locked, and to report any suspicious activity in their areas on 999 or 101.

In Spreckley Road, Lower Compton, Calne, unknown suspect/s forced entry to a secure vehicle by unknown means, then removed a 32" Hitachi LED television, 2x Humax Freesat digital TV recorders.

In the Calne Town Council football ground in Bremhill View, Calne unknown suspect/s has sprayed graffiti on the advertising board damage causing £150 worth of damage.

Officers attended the location known as the mosaic underpass in Prince Charles Drive, Calne after a member of the public reported a strong smell of cannabis coming from a group of youths seen loitering in the area upon the officers arriving at the location a 17 year old male was detained and searched and a small amount of cannabis was located, he was then arrested on suspicion of being found in possession of a Class B substance and taken to Melksham Custody. He was issued a Youth Caution.

In Dixon Way, Calne, unknown suspect has taken a red and white Indie unleash mountain bike from a front garden. TVO £150, whilst doing so has caused damage to a black Chrysler Voyager door.

In New Road, Calne, unknown suspect/s has scratched along most of the body of a black Volkswagen Passat whilst it was parked at the location.

In Ridgemean, Calne, unknown suspect has gained entry into a securely parked White ford Transit and stole a disc cutter and whacker plate.

In Shelburne Road, Calne, unknown suspect/s have opened ford Transit door and removed various electrical tools TVO £3,000.

In Station Road, Calne, unknown suspect/s has forced open the sliding door to a Citroen Van and have stolen drills, hand tools and an electrical tester.

In Newcroft Road, Calne, unknown suspect/s have stolen a Honda CBR125 motorcycle parked on a driveway. An appeal was posted on the Calne police social media pages later in afternoon of 25/03/2017. Shortly after the appeal was post a member of the public called Calne police to advise that a motorcycle matching the description given had been found abandoned near to the garages in Bishop Road. Officers quickly attended the location to secure the bike. The owner was then contacted and advised that his bike had been located. The very grateful owner attended the scene to recover his motorcycle. Enquiries are ongoing into who had taken the motorcycle from the owner address.

A 21 years old female from Chippenham was arrested and later charged with the offence of driving whilst disqualified, after being located driving a yellow Citroen C1 in Stanley Lane, near Calne. She has been bailed to appear at Swindon magistrate's court.

An Orange Skoda Fabia was stopped by an officer on the A4 near Calne for showing no insurance. The driver of the vehicle from Royal Wotton Bassett was reported for the offence of driving with no insurance and also no current MOT certificate.

In Foreman Street, Calne, unknown suspect has keyed the driver side of a blue Renault Clio parked in the location.

On 10/04/2017 at 17:36hrs a Silver Nissan Almera was stopped by an officer in Blacklands, near Calne for showing no insurance. The vehicle was seized, and the local driver was reported for the offence of driving with no insurance.

Between 12/04/2017 16:30hrs and 13/04/2017 16:00hrs in Newcroft Road, Calne, unknown suspect has thrown a large concrete block through the rear windscreen of a red Seat Ibiza.

On 14/04/2017 at 11:28hrs in Calstone, near Calne, unknown suspect has fired a paintball gun at a property leaving paint marks.

On 20/04/2017 at 18:06hrs a Silver Lexus was stopped by an officer in Prince Charles Drive, Calne for showing no insurance. The vehicle was seized, and the local driver was reported for driving with no insurance and driving otherwise in accordance with a licence.

Between 15/04/2017 16:00hrs and 16/04/2017 08:30hrs in Duncan Street, Calne, unknown Suspect(s) used unknown means to scratch several 12 inch long deep scratches on several body panels of a silver Peugeot 207 parked in the location.

Between 20/04/2017 20:00hrs and 21/04/2017 04:30hrs in Charlcutt, near Calne, unknown suspect(s) have broken the rear window of a vehicle by unknown means and have stolen 2 bags containing clothes, £20 in cash, rear dash cam, a passport and prescriptive medication.

Between 23/04/2017 17:00hrs and 24/04/2017 08:30hrs in Sandpit Road, Calne, unknown suspects have gained entry to a number of outhouses at the location, and caused significant damage.

Between 29/04/2017 17:00hrs and 29/04/2017 10:15hrs in Kerry Close, Derry Hill, Calne, unknown suspect has climbed into a garden overnight and broken a garden pot and damaged shrubbery.

On Wednesday 3rd May, a 22 year old local male was issued a fixed penalty ticket for £60 for being captured on Calne CCTV urinating in the area of Church Street on 22nd April 01:07hrs.

On the 04/05/2017 at 00:19hrs a blue ford Focus was stopped by an officer on the A4 near to Forest Gate, Calne for showing no insurance. The driver was reported for driving with no insurance, and driving no licence.

Between 03/05/2017 00:00hrs and 09:00hrs in North Street, Calne, unknown suspects have entered a back garden and stolen five chickens.

On 06/05/2017 23:42hrs officers located a blue Ford Focus in Anchor Road after noticing a strong scent of Cannabis emitting from it. A drug swipe procedure was performed on the driver which showed a positive result for both Cannabis and Cocaine. The Driver was arrested on suspicion of driving under the influence a controlled drug above the specified limit, taken to custody. The 21 year old male has been released to allow further under police investigation to take place.

Between 29/04/2017 16:51hrs and 07/05/2017 08:00hrs in Calstone, unknown suspect/s have caused a considerable amount of damage at a fishing lake by smashing oars and rakes, thrown scaffolding poles into the lake, smashed a hole in a shed and some fencing at the location.

Between 07/05/2017 18:00hrs and 08/05/2017 06:15hrs in Foreman Street, Calne, overnight unknown suspect/s have smashed off a wing mirror from white Fiat Doblo van parked at the location.

On 08/05/2017 at 07:30hrs, police attended a report of a green Land Rover on its side after the driver took avoiding action on the A342 Devizes Road near to the junction of Chittoe Heath. Thankfully no one injured. Traffic held under police direction until vehicle removed from road.

On 08/05/2017 at 15:00hrs we received a request to assist Calne Fire and Rescue Service with traffic control on the A4 at London Road. This was due to an out-of-control garden bonfire which had engulfed a neighbouring boundary fence. Thankfully no one was injured as a result of the fire.

We have received reports from members of the public in regards to two mopeds being ridden around the area of Calne and Lower Compton in an anti-social manner. The mopeds have been reported as weaving between traffic and travelling at inappropriate speeds in town centre and Lower Compton areas. Reports have also suggested the riders have a disregard for other road users, and they are putting themselves and other road users at risk.

During 2016 and into 2017 a number of males have been observed on Calne CCTV camera urinating in the Town Centre and as a result have been issued with a fixed penalty ticket for £60. The alley way on the High Street next to Centre News is also frequented by individuals urinating in the area.

A young burglar who repeatedly raided houses while the occupants slept inside has been jailed for more than two years and four months. Mr Kieran Barlow broke into three houses in Swindon and another in Calne, plundering high value items like computers, phones and bank cards. And in the Swindon raids the 20-year-old also drove off in high end cars, including two Mercedes Benz, which were each then involved in police chases. After hearing Barlow - whose name appears as Keiron on court records - was a 'three strike' burglar a judge jailed him for the mandatory minimum of three years, minus 20 per cent for pleading guilty. He imposed a sentence of 876 days, which is the three year minimum, with a maximum discount of 20 per cent for pleading guilty.

For a more detailed breakdown of the crime in your area visit...

<https://www.police.uk/wiltshire/>

Wiltshire Police's Rural Crime Team were praised in the House of Commons with recognition from a local MP. During a debate about 'Rural Policing and Hare Coursing' Salisbury MP John Glen paid tribute to the Force and the work carried out by the Rural Crime Team. In his speech Mr Glen said: "I pay tribute to Wiltshire Police force. Its officers do very difficult work in challenging circumstances, and they should be commended for the innovative steps that they are taking to improve their response to rural crime.

A Rural Crime Partnership meeting was held recently at Police Headquarters. A great deal of work is going on behind the scenes which allows partnership working to be more effective and the voice of rural communities and business to be heard re concerns and priorities. Work is in progress to prepare 'briefing packs' for Community Policing Teams to aid and assist them in dealing with rural crime at operational level. We would encourage you to sign up to Community Messaging as this is an effective way of being kept informed of what may affect you and the area you live.

Officers will be assisted with members from our Special Constabulary, who are very capable and well led to assist with future operations, crime prevention activity and engagement with the Rural Community.

A Team of Special Constables has been supporting the local CPT with routine patrols also speed checks have been carried out in various locations in Calne after a consultation was carried out on Facebook etc.

If you are interested in contributing to your local community then becoming a Special Constable may be a positive way to do so. You will receive training and exposure to unique experiences. Further information can be found on the Police website or you can call the Recruitment Team on 101.

feedback@wiltshire.police.uk

Other – Inspector David Hobman and Sgt Gill Hughes have moved to other stations with effect from the 6th March, they have been replaced by Sector Head Inspector Mark Luffman and Deputy Sector Head Sgt Sean Brady. PCSOs continue to work on their areas for continuity supported by CPT Officers.

Calne PCSOs have been attending the Calne Youth Outreach meetings to assist with suggestions on future projects and community engagement etc for the local youths.

Officers have been “hot desking” at locations around Calne including cafes and local supermarkets. If you are planning any event and require assistance from the Police to assist, please e-mail CPTNorthWiltshire@wiltshire.pnn.police.uk in advance as you may be required to complete an ‘Events Form’ and there may also be a cost incurred to ensure that you have dedicated officers throughout. If you would like the Cadets to assist with community engagement at events please e-mail the address above, there is no charge for this.

Police Cadets who are aged 13-16 years of age can attend local events and assisted with community engagement, they are very keen to get involved in future events, please e-mail CPTNorthWiltshire@wiltshire.pnn.police.uk

EVENTS... Don’t forget that a toolkit is available from Wiltshire Council which gives fantastic guidance and advice for organizing most types of events, including topics ranging from traffic management to toilets, and gives contact details for which agencies and departments need to be contacted when applying for various licences or road closures. It can be found at <http://www.wiltshire.gov.uk/public-events-toolkit.pdf>, In essence, all organisers must be responsible for identifying any risks and putting in measures to remove or reduce them.

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

VEHICLE CRIME... I cannot urge people enough to keep their valuables with them or to simply not take them out when walking through our beautiful countryside. Thieves are frequenting car parks and side roads all over the County and looking out for unattended vehicles. They are notoriously difficult to catch because of the speed they work at and the distance they travel. If you leave your valuables in your car, hidden in a foot well or under a coat they will see it. And we have had recent reports of car boots being broken into and handbags having been taken. This indicates to me that the thieves have watched the owners secure their valuables before heading off on what should be an enjoyable walk. Please strongly consider taking your valuables with you on your walk, or leaving them at home. Police will do all they can, but prevention is often the most successful way to reduce these thefts from occurring.

The mobile CCTV van has been a very useful piece of equipment and can be deployed to show a visible presence preventing criminality and assist with detecting crime. Also deployment in the evenings to assist with any reports related to Night Time Economy. Officers are being encouraged to deploy the CCTV Van within the 3 towns.

feedback@wiltshire.police.uk

Open Letter from Chief Constable Mike Veale - A force to be reckoned with

Dear all,

Wiltshire Police is a force that is 'punching above its weight.'

First and foremost, we are here to keep you all safe and do all that we are able to protect you. We are a small force serving a diverse population across a varied geography with large rural communities and urban areas with our fair share of associated issues.

Our officers and staff face the same challenges as every other police force across the country. Every day they are out on the frontline putting their selves at risk in order to protect you and your families - not to mention the vast amount of work that goes on behind the scenes.

You may not feel you see officers as much as you used to, we are in the position of having to work with fewer officers than we have had for decades. These men and women who have sworn to protect and uphold the law continue to do so in times of significantly reduced resources, increased national security threat and against a backdrop of a seemingly relentless criticism and negativity towards the service. Despite this, policing is one of the most trusted and well regarded professions which enjoys a huge amount of confidence from our communities.

Our numbers have been reduced but the demand on officers, staff and volunteers continues to exponentially grow with the increasing pressure of cybercrime, mental health, rises in reported sexual offences and historic child abuse cases. The decline in social care and other front line services accurately described by the Chief Inspector of Hospitals today means that we are dealing with more people in crisis and who are more vulnerable than ever before.

This is a huge and significant responsibility which I did not experience when I joined the service some 32 years ago. Realistically my force cannot be expected to deal with all the ills of society, which is how it feels on occasion. But we are transforming the way we deliver the service and finding ways to improve how we work with social services, local councils and other services to better share the load. This will also free up officers and staff and mean a better response to victims of crime.

Our change to a new Community Policing Model alongside investment in technology means that officers and staff are more mobile and will spend more time in their communities rather than being stuck behind a desk in a police station. We are working with the resources we have and being innovative in how best we use them and will endeavour to ensure our neighbourhoods are not adversely affected.

The truth is that we no longer have the communities we had in yesteryear, our communities now extend into cyber space. You are more likely to be hacked and attacked through your laptop via the internet than you are being attacked on the streets of Wiltshire and Swindon, so we have to adapt and evolve our service to meet these new and emerging challenges.

HMIC have recently carried out inspections and Wiltshire Police is graded as '**good**' across the board. While you may think a '**good**' grading should be the 'norm', the reality is that we have achieved this frankly marvellous result under unprecedented pressure and the worst amount of funding of all forces bar two. These high standards have been delivered during a period of intense organisational change making these results even more impressive.

To be able to work through such challenges and still provide an independently assessed, high quality of service is testament to the outstanding efforts of the staff, officers and Special Constables who work here. I include in this praise the local groups who assist the force regularly such as Wiltshire Search and Rescue (WILSAR) who provide invaluable support in searching for missing people. Obviously it would be remiss not to make reference to the support from the Police and Crime Commissioner; frankly he 'gets it', and does all that he can to help us deliver an effective service whilst rightly holding me to account.

The HMIC report has praised us for our *'effectiveness in preventing crime, tackling anti-social behaviour and keeping people safe.'* The way we work has been described as one that *'ensures that police resources are deployed appropriately, providing a prompt and professional service to the victim.....'* At the end of the day, what do you; the people of Wiltshire actually want from us?

- You want to know that we will come to you when you call us in an emergency situation.
- You want to know that we will do everything in our power to keep you safe.
- You want to know that we will carry out effective investigations and bring offenders to justice.
- And you want to know that we will do all of this with a huge amount of kindness, compassion, empathy and courage.

We will continue to focus on the most vulnerable in our communities, we will provide residents and businesses with information to help keep them safe and prevent crime.

We will target those who threaten the safety of everyone in our county; we will prosecute criminals, pursue those who are 'wanted' and take down organised crime groups.

There is always some room for improvement, times are changing and we won't get left behind. So we will find new ways of simplifying processes and procedures, we will continue to work with partners to provide a victim focused approach recognising what we have all known for a long time - sometimes situations require professionals other than police officers or police staff.

This report caps off a year of good results for Wiltshire Police. We have received an overall **'good'** grading in each of the inspection areas, which is a fantastic achievement. This pleasing report is the last HMIC report following a twelve month cycle of inspection from the inspectorates. The result of all inspections have been equally astounding, we are a top performing force with the endorsement from the organisation charged with the responsibility to comprehensively and independently examine how we deliver the service.

We have been graded as good in terms of our efficiency, good in the way we work with partners, good in relation to the trust and confidence we have within our communities, outstanding in relation to the way we treat our colleagues and some wonderful commentary from HMIC in relation to our approach to leadership and innovation.

Do not think for one minute I make these assertions with complacency, no my aspirations are far more ambitious for next year, despite the shrinking budgets, to maintain our position across the board and where possible achieve outstanding in relation to the service we provide to our communities. My personal philosophy is to aim high! The truth of the matter is that Wiltshire Police are a **good**, effective force. I make no apology for 'blowing the force trumpet'.

I am incredibly proud of my force which is made up of officers, staff and volunteers with unwavering dedication, commitment and enthusiasm.

They are the people who don't get to see their families for days on end, or get to put their kids to bed, they work extended hours in all weathers, they are the people who run into the face of danger when the instinct is to run away, the people who deal with the scene of a fatal road collision, the people who find the offender and stop them from committing more crimes against children, the people who have to find a way to tell parents that their child is very seriously injured, or worse. This is just a snapshot of an element of officer's and staff work but they do all this and an unfathomable amount more for you. I hope that you will help buck the negative trend towards policing and take any opportunity, however small, to show your gratitude to all the emergency services who help keep you safe. Tell me about your experiences, shake the hand of the next officer, PCSO or police staff member you see, tell these hard working people that you appreciate them.

Wiltshire Police is not just a **good** force; it's a force with ambition, drive and determination.

Mike Veale **Chief Constable Wiltshire Police**

feedback@wiltshire.police.uk

POLICE COMMUNICATION

In an emergency call 999

Call 999 if you need an immediate response because:

- A crime is in progress.
- You or someone else is injured or there is a threat to life.
- A serious road traffic collision has taken place.
- Violence is being used.

Call 101 for less serious matters

- To report a crime or issue that does not require an immediate emergency response
- You or someone else are not in immediate danger
- You would like to speak to your local police officer
- You want to provide information about a crime

Stop a police officer or PCSO

Although we cannot take reports of crime on the street we are happy to receive information and give advice.

E-mail

Your local officer can be contacted by e-mail CPTNorthWiltshire@wiltshire.pnn.police.uk

Website

There are a number of forms available on www.wiltshire.police.uk where you can pass information.

Crimestoppers

Information can be passed anonymously via Crimestoppers. They can be contacted at crimestoppers.org.uk or via telephone on 0800 555 111. Their website also provides useful information and crime prevention advice

Facebook

Each town within the Community Policing Team has its own Facebook page, where you can find information about what has been happening in the area. We are unable to take reports of crime through Facebook.

Please phone 101 (non emergency) or 999 (emergency) to report any incidents or crimes, reports cannot be taken via the above e-mail address.

Prepared by PC 1552 Hazel Anderson
Community Co-ordinator Corsham, Chippenham and Calne

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