



Wiltshire and Swindon
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Police and Crime Panel

4th June 2020

Performance Overview



Police and Crime Plan Scorecard – Q4 2019-20



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Microsoft Excel
Worksheet

Please double
click the image
to access the
PCP scorecard

POLICE & CRIME PLAN 2017-21														
Measure	Apr-17	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Target	Context
1. Prevent crime and keep people safe														
Crime volume	3442	3592	3602	4429	3954	3214	3492	3681	3442	3210	3429	3200	3200	Increasing trend
Crime involving companies	55,55	63,15	63,15	66,25	66,25	61,85	61,85	61,85	61,85	61,85	61,85	61,85	61,85	Increasing trend, no point in high
Crimes logged - Keyword	254	271	291	256	272	229	278	274	255	250	251	251	251	Decreasing trend
Words crime volume	42	50	51	70	65	39	47	38	42	50	58	58	58	Stable, no significant trend
Outstanding	14,75	14,05	14,35	14,45	14,45	14,35	14,35	14,35	14,35	14,35	14,35	14,35	14,35	Improving trend, no point in baseline of national reduction
A&D volume	1300	1511	1512	1724	1680	1300	1492	1719	1700	1700	1711	1711	1711	Decreasing trend, no point in low
Oral confidence with the police (in %)		79,5				77,5								Stable, no significant, positive trend, no point in low
ESD - Citizens	156	21	53	31	31									Increasing trend, no point in low
Special Constables from elsewhere	6110	5220	5094	4954	5009	4920	4911	5002	4940	4942	5020	5000	5000	Stable, no significant, positive trend, no point in low
2. Protect the most vulnerable in society														
ESD awards	10	21	58	36	31	54	31	33	38	36	58	34	34	Increasing trend
Volume of ESD cases	11	11	11	12	12	7	8	8	6	9	7	8	8	Decreasing trend
Volume of ESD Cases (ACPO defined)	319	340	350	391	386	329	315	321	418	338	402	389	389	Increasing trend
Volume of Sexual Offences (ACPO / Not defined)	116	126	158	188	186	127	117	128	154	121	155	131	131	Decreasing trend
3. Put Victims, Witnesses and communities of the heart of everything we do														
Satisfaction of victims with the police experience	76,35	76,05	76,85	77,25	77,45	78,15	77,25	76,75	76,75	77,05	78,35	78,45	78,45	Decreasing trend, no point in high, other halves of data are high, no point in high
Satisfaction with being kept informed	64,85	63,95	63,15	64,05	63,15	63,85	64,35	64,95	64,75	65,95	65,95	65,95	65,95	Decreasing trend, no point in low, other halves of data are low, no point in low
Satisfaction with ease of contact	92,35	92,75	92,95	94,05	92,75	94,45	94,05	92,95	92,65	92,95	92,95	94,05	94,05	Increasing trend, no point in high
Satisfaction with treatment	86,75	86,05	86,95	86,75	86,15	85,45	86,75	86,95	86,45	86,45	86,95	86,95	86,95	Decreasing trend
Confidence in us	63,35	62,95	63,35	63,95	63,35	63,45	63,75	63,45	63,95	63,45	63,45	63,45	63,45	Decreasing trend
Use of specialist protective measures to prosecution	40,65	42,25	42,25	42,75	42,05	42,35	42,75	42,75	42,05	42,75	42,75	42,75	42,75	Decreasing trend
4. Secure a quality police service that is trusted and efficient														
Service delivery time	00:00:56	00:01:03	00:01:04	00:01:06	00:01:06	00:01:07	00:01:07	00:01:08	00:01:08	00:01:09	00:01:09	00:01:09	00:01:09	Increasing trend, no point in low, other halves of data are low, no point in low
Priority response time	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	Increasing trend, no point in low, other halves of data are low, no point in low
Average time to answer 999 call	00:00:54	00:00:55	00:00:54	00:00:54	00:00:54	00:00:54	00:00:54	00:00:54	00:00:54	00:00:54	00:00:54	00:00:54	00:00:54	Increasing trend, no point in low, other halves of data are low, no point in low
Average time to answer 101 call	00:00:56	00:01:00	00:01:00	00:01:04	00:01:04	00:01:04	00:01:07	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	00:01:04	Increasing trend, no point in low, other halves of data are low, no point in low
CRB non-conviction rate	2,35	2,15	2,95	2,15	4,75	8,75	12,75	4,95	4,25	4,75	4,25	4,25	4,25	Increasing trend, no point in low, other halves of data are low, no point in low
Quality of E-File (per 100)	1,85	4,25	0,85	3,65	0,85	3,05	6,25	0,85	6,25	1,45	0,85	6,25	6,25	Stable trend, no significant, high or low
Volume of complaints	16	44	23	40	8	46	31	34	40	41	54	51	51	Increasing trend
% Complaints resolved or action taken (in %)	94,5	94,5	92,5	92,5	93,5	94,5	93,5	93,5	93,5	93,5	93,5	93,5	93,5	Increasing trend, no point in high, other halves of data are high, no point in high
Complaints resolved number of days to respond	2	2	3	4	3	4	3	4	4	3	3	3	3	Decreasing trend, no point in low, other halves of data are low, no point in low
Percentage of appeals upheld	65	47,5	25	65	17,5	10,5	0,5	35	30,5					Increasing trend, no point in low
Number of Ombudsman referrals per person	1,0	1,0	1,3	1,0	1,2	1,2	1,4	1,3	1,0	1,4	1,4	1,4	1,4	Increasing trend, no point in high
Percentage of Ombudsman referrals upheld														Stable trend, no significant
Percentage of Ombudsman referrals upheld in response														Stable trend, no significant

Op Talla – National Position



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The data reported is the 4 week period ending 10/05/2020 compared to the equivalent 4 week period in 2019

National Position

Reported Crime nationally **reduced by 24%**. Week on week trends suggest that the implementations of lockdown has influenced these large reductions. Serious violent crime has reduced by 29%. Trends have been difficult to interpret, but all forces are reporting reductions. Shoplifting has decreased by 53%. It is anticipated for this reduction to be maintained. Whilst more stores begin to open, there is heavy focus on security to support social distancing and monitor customer behaviour. Other forms of acquisitive crime including vehicle crime have reduced by 41%, with residential burglary reducing by 35%. Recorded rape has reduced by 27%, with all forces recording reductions. Recorded domestic abuse incidents have increased by 4%. Trends in DA are not consistent across all forces and remain aligned to trends in 2019 with increased reports on both bank holiday weekends

Wiltshire's Position

Reported Crime **reduced by 26.6%**, slightly above the national reports of 24% although trends do reflect the national picture. Serious violent crime has reduced by 21.7%, 7.3% lower than the national reports for the same time period. Shoplifting has decreased by 62%. Wiltshire also expects maintained reduction as reported nationally. Other forms of acquisitive crime including vehicle crime have reduced by -36.9%, with residential burglary reducing by 50.7%. 15.7% above national reports. Recorded rape has reduced by 36.4%, 9.4% above the reported national average. Recorded domestic abuse incidents have increased by 17%. DA levels during Covid have remained within predicted levels, although the last week (w/c 10-14 May) saw our lowest level of reporting since lockdown began

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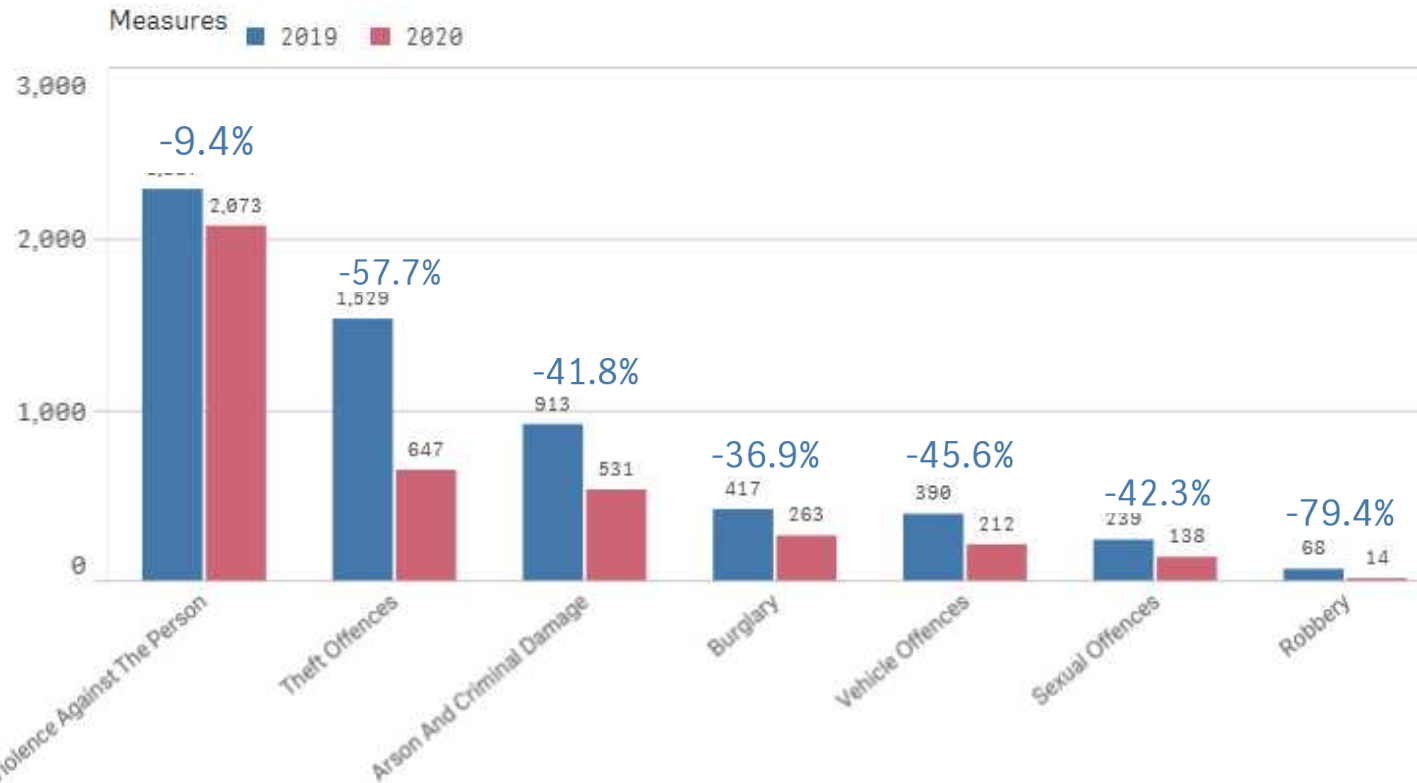
Crime Group – Volume Changes



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* data collected 4 weeks to 10/05/2020 compared to same period last year (SPLY)

19 period from 23/03/2020 to 17/05/2020 compared to same period last year



EXECUTIVE SUMMARY

- 24% fall in National overall crime in last 4 weeks (w/e 10/05/2020), compared to the same period last year
- **26.6 % fall** in overall crime in the 4 weeks to (w/e 10/05/2020) for the whole of Wiltshire. With a 33% and 22.2% decreases in Swindon Borough and Wiltshire Council respectively
- Force level exceptional volumes in crime groups has increased from 4 in March-2019 to 13 in April-20
- Patrol strategies looking at hotspots of A and non-compliance within the requirements



Covid-19 Related Crimes and Incidents



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* data collected 23/03/2020 to 17/05/2020

EXECUTIVE SUMMARY

Since the government announcement of lockdown on the 23rd of March 2020, Wiltshire police have recorded 167 crime and 349 incidents that have been identified as being Covid-19 related

During the same period, there were 6,402 incident logs created through our Crime and Communication Call Centre, with 79.5% requiring no deployment and 14.1% a scheduled response

Number of request for police Logs created

6,402

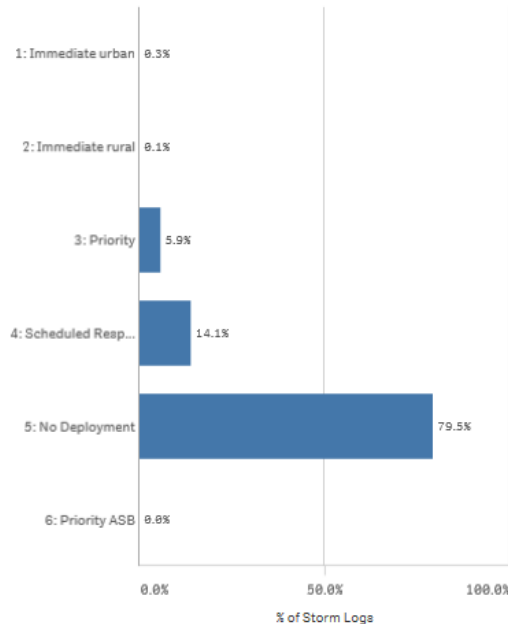
Number of Crimes

167

Number of Incidents

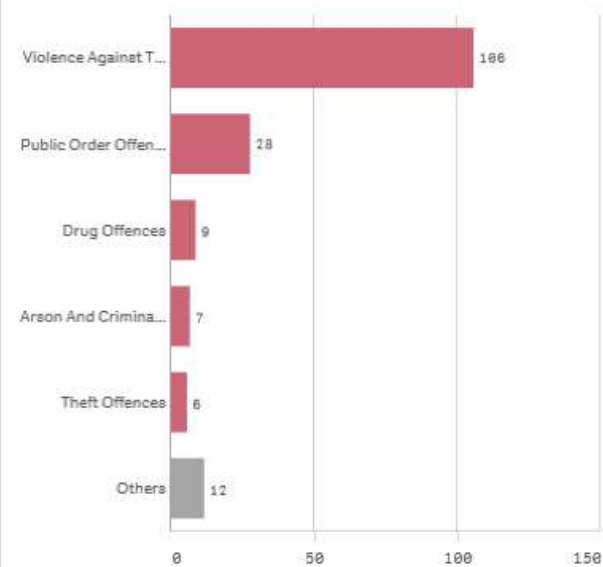
349

Number of Storm Logs by Priority



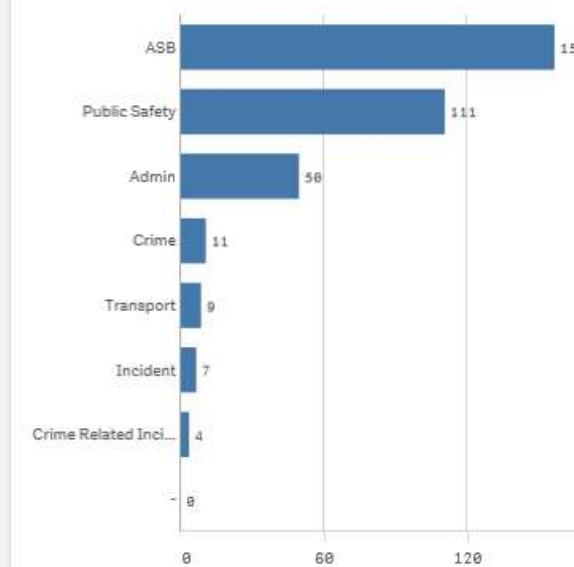
Number of Crimes by Crime Group

Click bar to drill down



Number of Incidents by Incident Group

Click bar to drill down



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Crime Volume – Year on Year



Crime Volume - Last 12

42,888

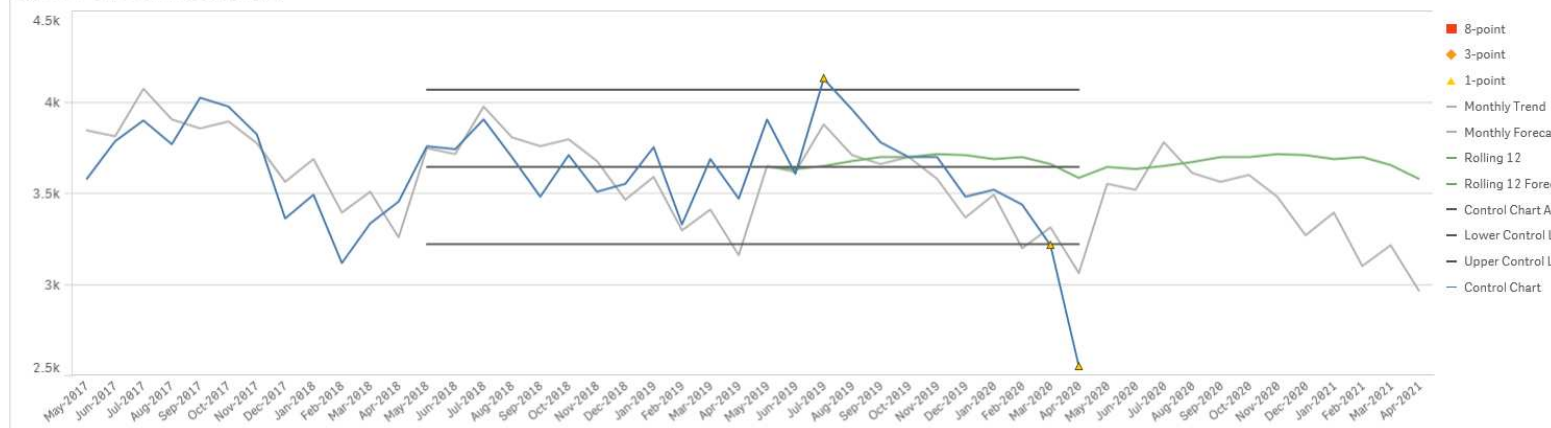
% Change

-1.5%

Crime Volume - Previous 12

43,541

Apr-2020 - Crime volume (PCP Measure)



Month Year	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020
% Change - 12m to month end compared to same period the year before	-0.3%	-0.5%	0.1%	0.8%	2.8%	3.4%	4.7%	4.1%	2.9%	2.6%	0.7%	-1.5%

Executive Summary

April-2020 is highlighting as a significant exceptional low. This was to be expected considering the recent impact of COVID-19 on the overall crime commission within particular crime groups

The monthly forecast is showing a decline in volumes, whereas the rolling 12 months continues to look stable

Overall crime in April-20 was exceptionally low with 2,543 crimes recorded. Compared to April-19, this was a 27% decrease with 92 fewer crimes.

The year on year change of -1.5% has been impacted by the significant decrease in reported crime (shown in the above table)



Crime Volume – Daily Overview



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Daily Average Pre Covid-19
115

Daily Average during Covid-19
83

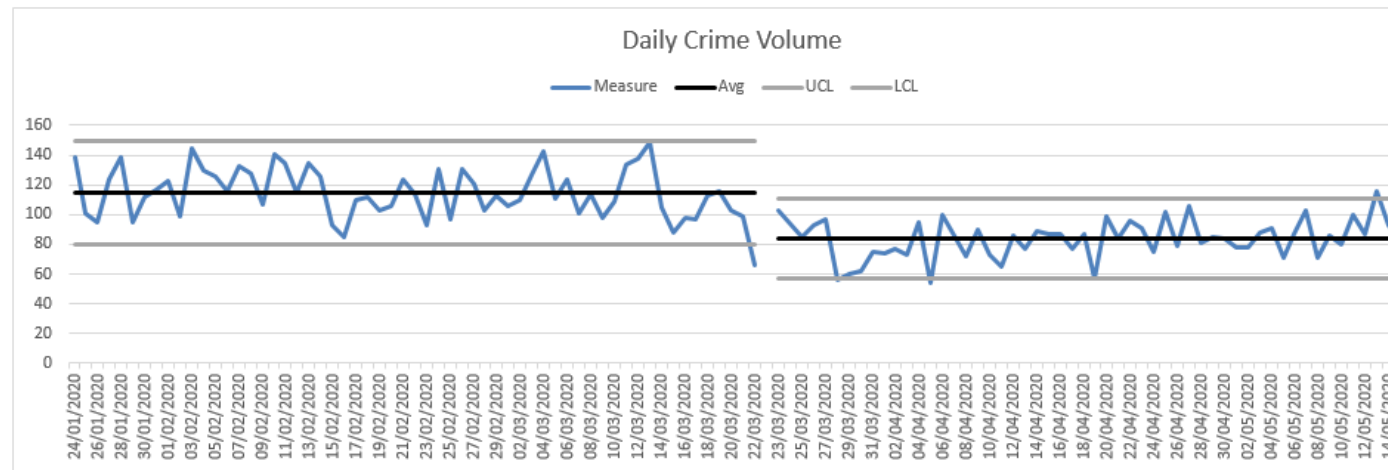
-27.8% (n=32)

Executive Summary

On the 23rd March 2020 the government announced a countrywide lockdown.

In the seven days leading up to the announcement, Wiltshire were already experiencing a slight decline in the number of crimes reported.

Following the announcement the daily volume continued to decline, with daily volumes sitting low average and a significant number of daily volumes below the lower control limit.



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ASB Volumes



EXECUTIVE SUMMARY

Apr-20 volumes are not highlighting as exceptional as they are close to the upper control limit at **1763**, considerably above the seasonal monthly forecast.

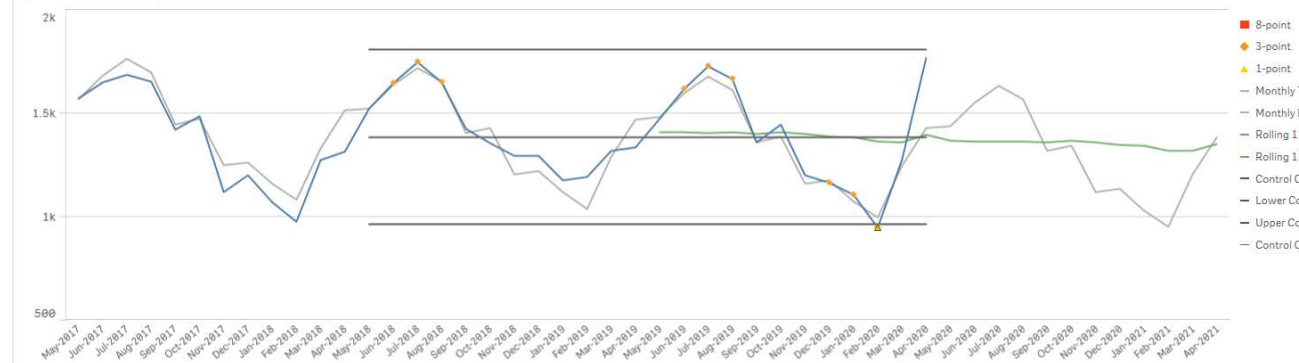
Apr-20 volumes have exceeded the seasonally anticipated increase in demand, which usually is expected in July each year.

Apr-20 is 19.3% above the forecasted volumes.

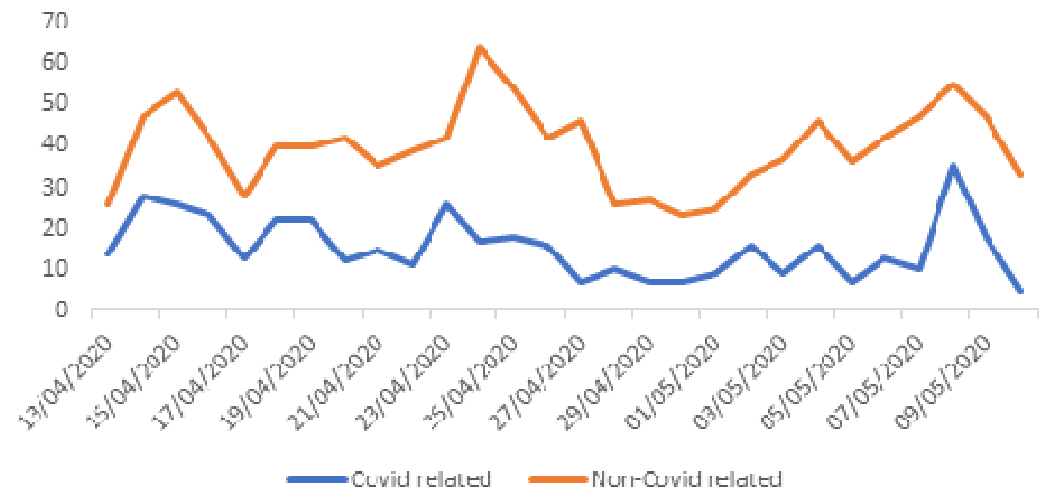
In the 12 months to April-2020 there were 16,256 ASB incidents recorded, a -3.7% (n=629) decrease on the previous 12 months.

Throughout the period of COVID-19 there has been a decrease in ASB volumes within the volume of overall ASB incidents. However, in early April, over Easter weekend and the May bank holiday, there was a sharp increase in ASB volumes. Analysis of these increases demonstrated that the increase was reflective of the overall increase in the number of 'covid-related' incidents, as anticipated during these periods. When covid incidents were excluded from the data set, ASB volumes are considered 'normal'.

Apr-2020 - ASB volume (PCP Measure)



Total ASB Incidents by Covid and Non-Covid related
4 weeks to 10/05/2020

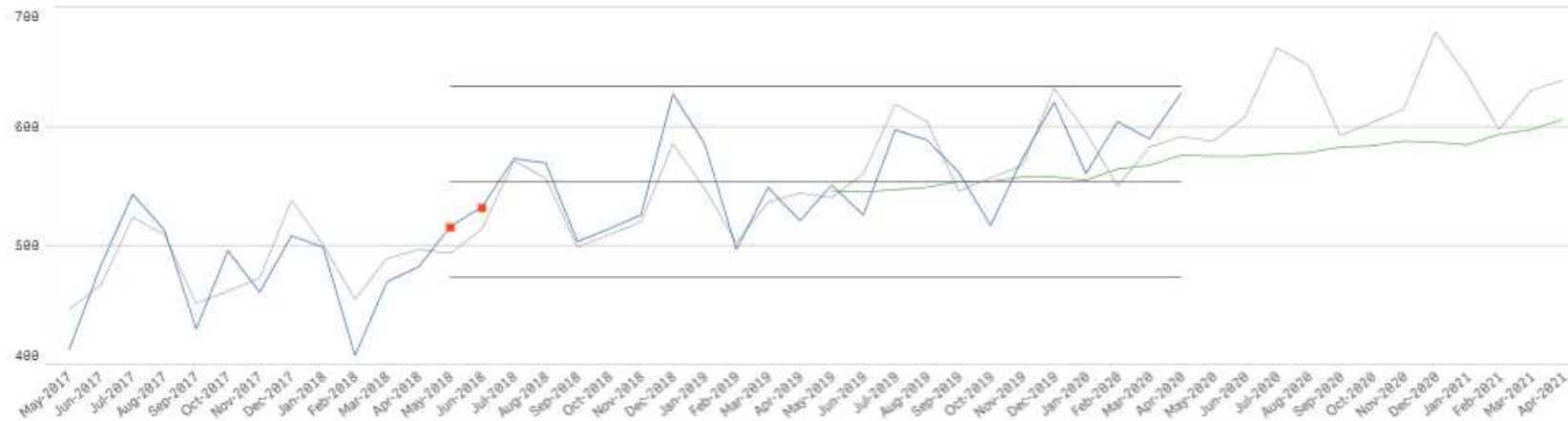


Domestic Abuse Volumes



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Apr-2020 - Volume of DA Crime (ACPO defined) (PCP Measure)



EXECUTIVE SUMMARY

The long term trend for domestic abuse crime in Wiltshire continues to increase in line with the national trend with Apr-20 volume exceeding the upper control limit.

There were concerns of under reporting of DA crime during the Covid-19 lockdown. A specific DA campaign was launched in the press and social media to encourage reporting. Despite these concerns, overall DA levels (crimes and incidents) have remained within expected levels during covid-19 lockdown. Although, last week (w/c 11th of May) saw our lowest level of reporting since lockdown began.

There has also been a change in risk ratios, with more standard risk and less high risk than in pre Covid times.

Every DA victim is being offered the opportunity to work with our commissioned services, no matter whether this offer has been made before or not

Details of cases where there has been 5 incidents in 12 months are shared with partners whether they are high risk or not

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Positive Outcome Rate



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The rolling 12 month to April-2020 positive outcome rate is stable at 16.5%

Discrete volume for April-20 is 21.9%, the volumes of detected crime remains stable. The decrease in overall crime volumes have inflated this discrete monthly percentage

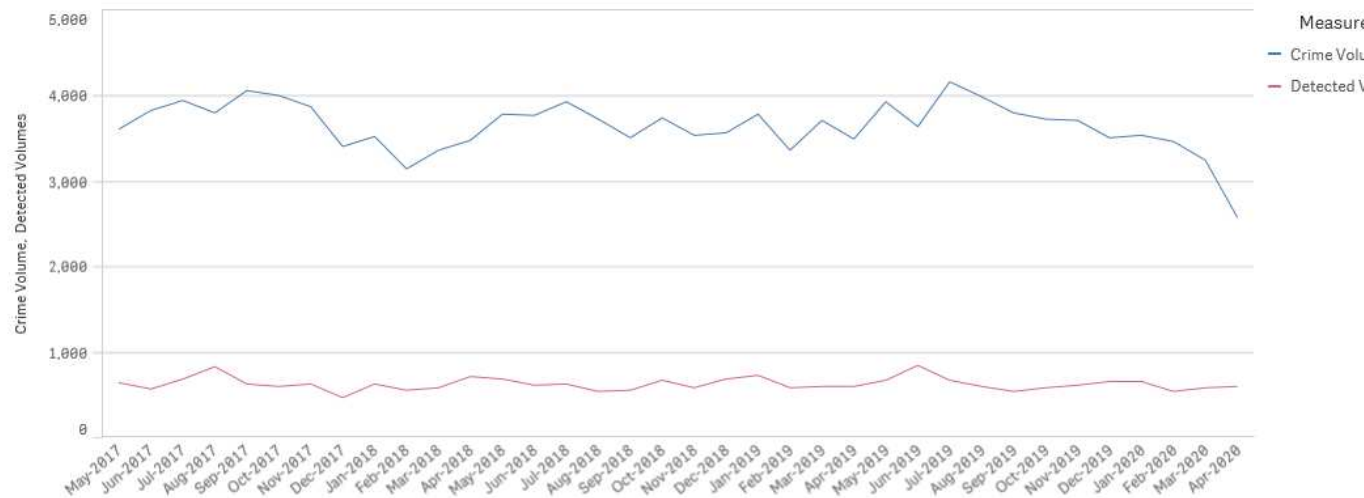
Decreases in Crime Volume will produce a false positive outcome rate within Wiltshire and Nationally if detected volumes stay consistent

R12m Outcome Rate

16.5%

Month End Outcome Rate

21.9%



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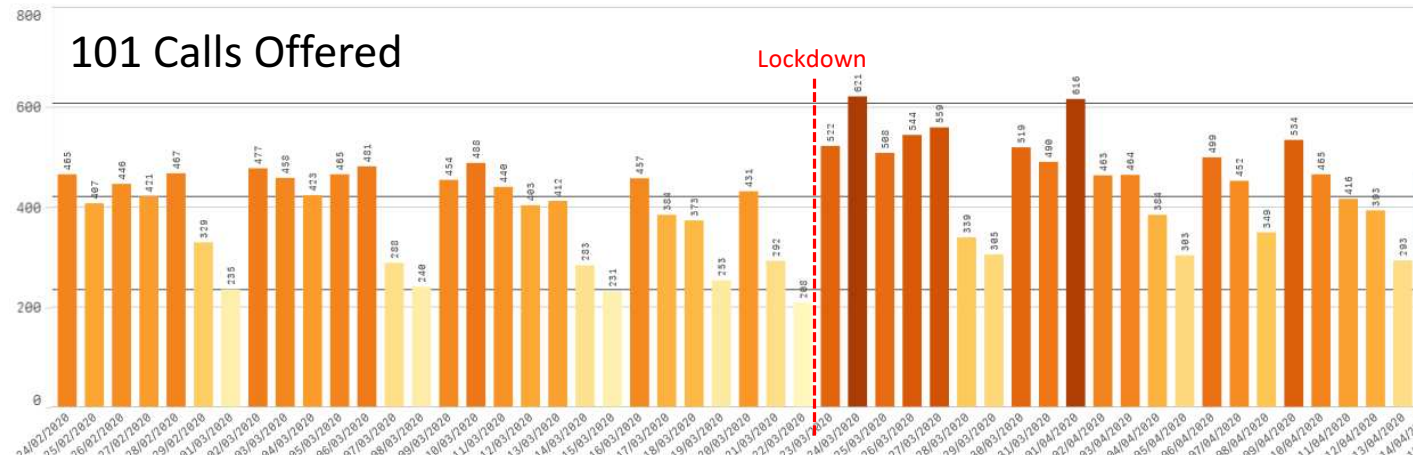
Call Answer Rates



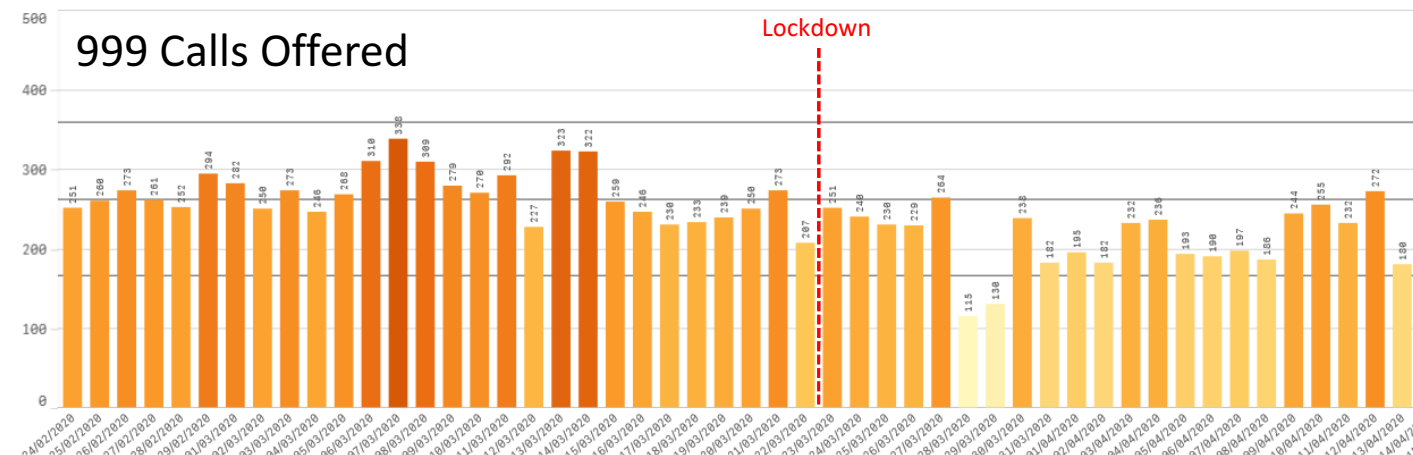
EXECUTIVE SUMMARY

From the 16th of April the staff in the Crime and Communication Call Centre were divided between two working locations to ensure social distancing measures could be adhered to and ensure the safety of staff whilst carrying out their duties. Due to these changes data is now split between two systems and is currently being manually collated until this can be automated through our analytics software Qlik Sense. During the covid-19 period 101 calls have been answered within an average of 10 secs, 999 calls within an average of 6 secs and CRIB calls within an average of 1:09mins. 99 calls volume have experienced the lowest call volumes since feb-19 at 6156

Control Chart - Calls Offered



Control Chart - Calls Offered



Response Times



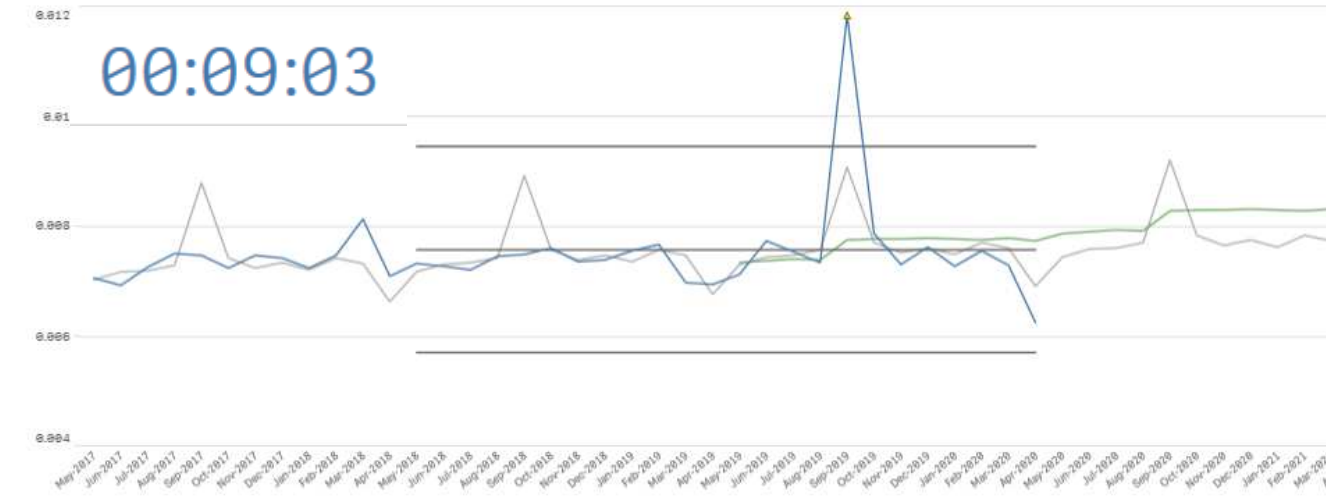
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Between the 23/03/2020 and the 17/05/2020 the average immediate response times were 8min3sec, for the same period priority responses were 42min4sec

For the month of April-20 average immediate response times was 8min59sec, 1min53sec quicker than the most recent 24 month average. Average Priority response time was 42:04, 10min41sec quicker than the 24 month average

Apr-2020 - Immediate response time (PCP Measure)



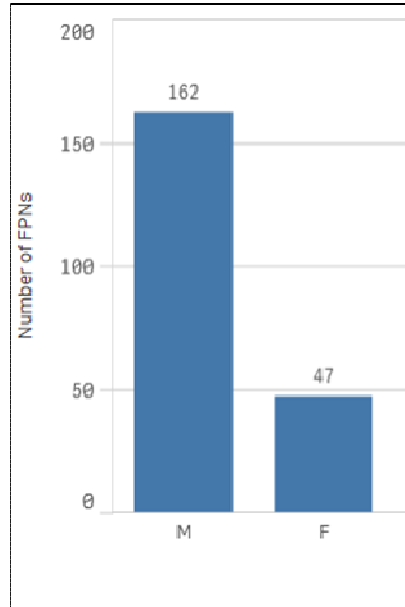
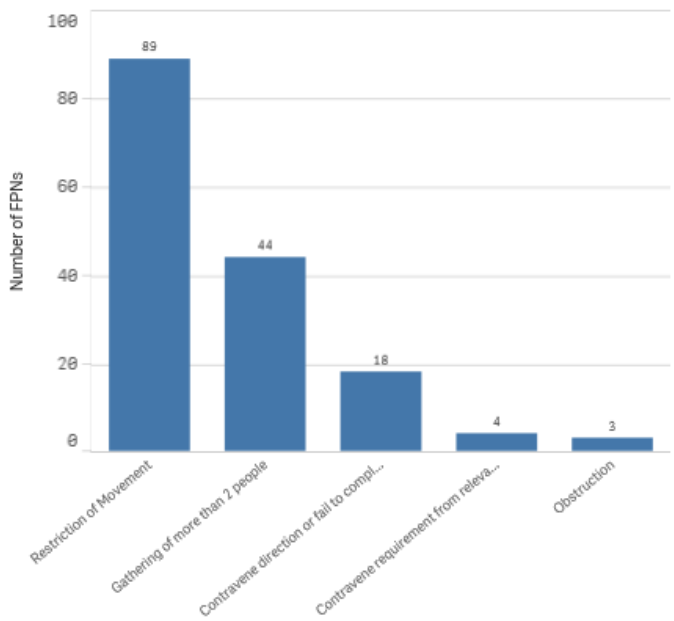
Apr-2020 - Priority response time (PCP Measure)



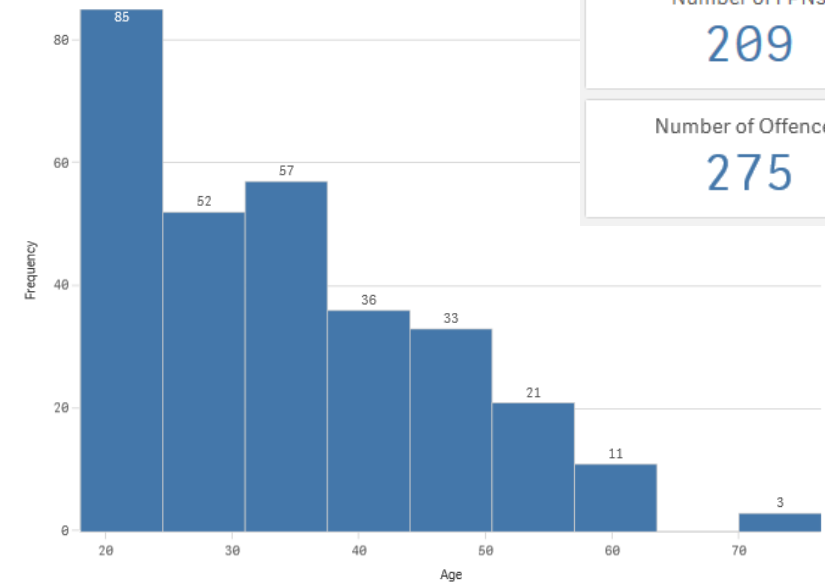
Covid-19 Issued Fixed Penalty Notices



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FPNs Issued by Age (click on a bar for further age breakdown)



Number of FPNs	209
Number of Offences	275

EXECUTIVE SUMMARY

COVID-19 FPN's were introduced nationally on the 23rd March 2020 and guidance given to officers to prevent the public breaking the national guidelines on COVID-19 social distancing and lockdown restrictions

Since that date 209 FPN's have issued for 275 offences due to contraventions of these national guidelines. With 55% being issued during the first 14 days of the lockdown being introduced into Wiltshire and 42.5% being issued due to breaches in restriction of movement

162 issued to 162 Males and 47 Females, with highest volumes issued to 18-28 years old. Chippenham and Salisbury have the highest number of FPN's issued with 53 and 36 respectively

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Covid-19 Issued Fixed Penalty Notices Scrutiny



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FPN Scrutiny and Rescind Process

21/05/2020

The Coronavirus regulations have been developed in response to a dynamic and complex situation. We understand that officers and the wider organisation has had to rapidly learn and develop our understanding of the the new regulations.

To assure the public that we remain consistent, proportionate and lawful we introduced a objective assessment process.

All FPN's that are issued are objectively assessed and a selection of FPN's are presented to scrutiny panels (*made up of supervisors and representatives from a number of areas of the organisation, including OPCC and Diversity Team*).

The objective of both the FPN assessments and scrutiny panels is to fairly, impartially and objectively assess FPN's for legality and proportionality.

From time to time, officers and PCSO's may be asked provide further information so that we can satisfy the assessment process. This is rare but the purpose of it is to help to protect officers and ensure compliance with the regulations and national procedures.

On rare occasions we have to consider rescinding an FPN as it has been found to not be consistent with the regulations or national procedure. In the interests of transparency and fairness, officers will always be kept informed and will receive feedback.

The whole assessment process and any feedback provided is done for the purposes of organisational and individual learning.

Lessons Learnt may reference real FPN's and incidents, but officers details will never be published on here.

AS OF 21/05 – OUT OF 209 FPN'S ISSUED, ONLY 15 HAVE BEEN RESCINDED



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Covid-19 Issued Fixed Penalty Notice Disproportionality



Ethnicity Group	Overall Number of FPN's	Out of Force People FPN's	% Out of force
Asian or Asian British	7	1	1%
Black or Black British	15	5	33%
Chinese or Other Ethnic Group	0	0	0
Mixed	5	1	20%
White	169	28	17%
Not Stated	13	3	23%
Total as of 21/05/2020	209	38	N/A

EXECUTIVE SUMMARY

Overall FPN Disproportionality

1000 Population (as of 21/05/2020)

number of FPN's issued by Wiltshire Police per 1000 population is **0.31 (209 FPN's)**
 rate of FPN's per 1,000 of white British or any other white background population is **0.26 (169 FPN's)**
 rate of FPN's per 1,000 of Asian background population is **0.36 (7 FPN's)**
 rate of FPN's per 1,000 of black or black British background population is **2.46 (15 FPN's)**
 rate of FPN's per 1,000 of Mixed background population is **0.51 (5 FPN's)**
 rate of FPN's per 1,000 of Chinese background population is **0 (0 FPN's)**

Disproportionality excluding Out of Force FPN's

1000 Population (as of 21/05/2020)

number of FPN's issued by Wiltshire Police per 1000 population is **0.25 (171 FPN's)**
 rate of FPN's per 1,000 of white British or any other white background population is **0.22 (141 FPN's)**
 rate of FPN's per 1,000 of Asian background population is **0.31 (6 FPN's)**
 rate of FPN's per 1,000 of black or black British background population is **1.64 (10 FPN's)**
 rate of FPN's per 1,000 of Mixed background population is **0.41 (4 FPN's)**
 rate of FPN's per 1,000 of Chinese background population is **0 (0 FPN's)**

Disproportionality figures when excluding out of force FPN's have reduced. The most notable in the 'Black or Black British' figures we have seen a drop from 2.46 to 1.64 due to 5 of the FPN's issued in that self-defined category being issued to out of force individuals.



Officer Assault and Injury



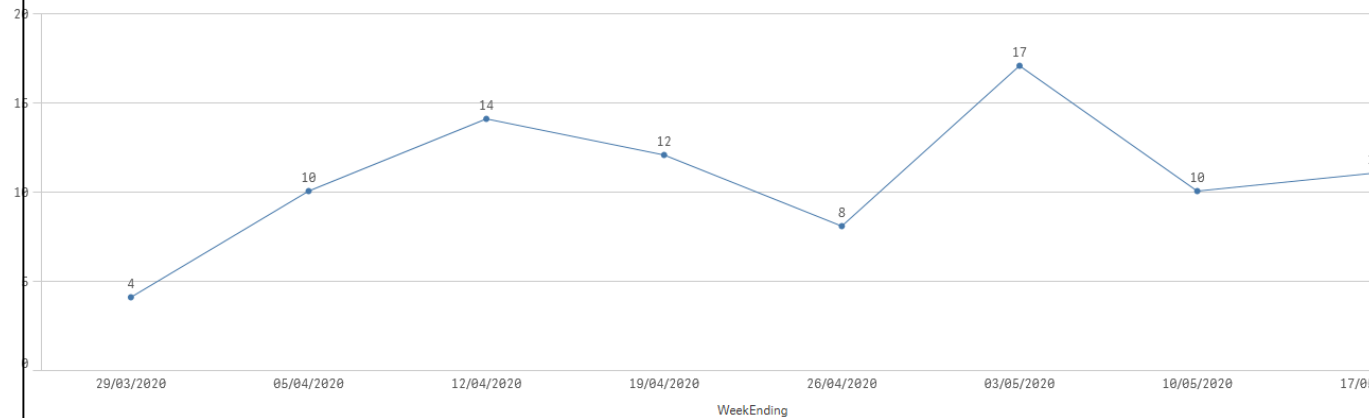
EXECUTIVE SUMMARY

Between the 23/03/2020 and the 17/05/2020 there have been a total of 86 incidents

44% of incidents were Assaults (60% without injury, 40% with injury) whilst the remaining 56% were other incidents;

14.5% of these Assaults were relating to COVID-19.

All details of assaults are being managed through a quarterly Health and Safety Board



Incident Type	Number of incidents
Totals	86
Assault no Injury	33
Assault	22
Near Miss	19
Accident	10
Medical Condition	1
RTA	1

