
















POLICE & CRIME PLAN 2017-21

Measure	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Infographic	Context
1. Prevent crime and keep people safe														
Crime recording compliance		90.2%	91.3%				89.4%	92.1%	92.9%	91.4%	91.8%	93.3%		Discrete increasing trend.
Volume of Crime	4132	3958	3773	3687	3692	3489	3517	3423	3241	2518	2917	3291		Decreasing trend.
Anti-Social Behaviour Volume	1723	1660	1356	1442	1194	1158	1101	936	1259	1761	1692	1634		Previously decreasing trend, although we see a recent increase.
Overall Confidence in Police			77%			77%			77%					Data received quarterly; awaiting data for this quarter. Stable trend.
Hate Crime Volume	70	65	59	47	38	45	50	58	79	53	61	81		Increasing trend leading to a one-point high.
Immediate response time	00:10:49	00:10:32	00:17:00	00:11:17	00:10:30	00:10:56	00:10:27	00:10:51	00:10:28	00:08:59	00:09:29	00:09:44		Discrete decreasing trend. September data affected by IST outage.
Priority response time	00:54:14	00:53:23	01:05:54	00:58:12	00:55:33	00:52:51	00:47:40	01:01:04	00:54:46	00:41:33	00:47:04	00:49:11		Increasing trend. September data affected by IST outage.
Average time to answer 999 call	00:00:04	00:00:04	00:00:06	00:00:06	00:00:05	00:00:04	00:00:04	00:00:04	00:00:05	00:00:05	00:00:07	00:00:07		Increasing trend leading to a two-point high. September data affected by IST outage
Average time to answer CRIB call	00:01:44	00:01:24	00:02:08	00:01:47	00:01:28	00:01:01	00:00:50	00:00:56	00:01:06	00:01:10	00:01:56	00:01:31		Increasing trend. September data affected by IST outage
CRIB Abandonment rate	5.7%	4.7%	6.7%	5.6%	4.8%	4.2%	4.1%	4.5%	5.0%	7.0%	11.0%	12.0%		Discrete increasing trend leading to a three-point high. September data affected by IST outage.
Volume of Serious Violent Crime														Under development.
Volume of Knife Crime			81			58			65			46		Quarterly data submission. Decreasing trend.

Positive Outcome Rate (rolling 12 month)	15.5%	14.1%	13.2%	14.9%	15.6%	18.0%	17.1%	14.4%	16.7%	22.1%	21.0%	19.4%		Improving trend against a backdrop of national reduction.
Quality of full files (error rate)	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%		Decreasing trend.
Volume of Out of court disposals (including Restorative Justice)														Under development.
CPT Establishment Level														Under development.
Percentage of CPT Staff at Work														Under development.
Percentage of CPT Officers able to Respond to Crime														Under development.
Special Constables average hours deployed	4954	5569	4723	4671	5021	4146	4162	4530	4131	6338	6948	5459		Decreasing trend, which correlates with decline in Special Constabulary headcount.
Number of Watch Scheme Volunteers												1076		New measure. No trend to identify.
Volume of Cybercrime	201	246	261	223	196	207	256	273	255	221	222	280		Increasing trend.
Rural Crime Volume	84	55	73	70	71	90	64	41	75	52	76	61		Decreasing trend.
Killed or Seriously Injured Casualties	31	22	32	22	26	22	18							Delay on receiving data. Decreasing trend.
2. Protect the most vulnerable in society														
Volume of Repeat Missing Children	9	5	6	8	4	5	2	11	9	5	6	5		Decreasing trend.
Volume of CSE crimes	15	13	7	8	6	6	7	8	11	8	12	10		Decreasing trend.
Volume of Fraud														Under development.
S136 Arrests	26	24	24	21	22	29	38	29	26	23	36	25		Increasing trend.

First Time Entrants into the Criminal Justice System															Under development.
Number of Reoffences per Reoffender over time															Under development.
Frequency of Reoffending per Reoffender															Under development.
Recall Rate due to Reoffending															Under development.
Overall Mean Reoffending Risk Score															Under development.

3. Put Victims, Witnesses and communities at the heart of everything we do

Satisfaction of victims with the whole experience	77.0%	77.4%	76.9%	77.5%	76.7%	76.7%	77.3%	77.8%	78.2%	78.2%	78.7%	78.7%		Demonstrating increasing trend after period of decline; eight-point high.
Satisfaction with being kept informed	64.9%	65.4%	64.8%	65.7%	64.9%	64.9%	65.2%	65.9%	66.9%	66.6%	67.8%	66.7%		Discrete increasing trend.
Satisfaction with ease of contact	94.0%	93.7%	94.4%	94.8%	93.5%	93.6%	93.9%	93.8%	94.0%	93.9%	94.4%	94.2%		Increasing trend.
Satisfaction with treatment	90.1%	90.1%	90.4%	90.1%	89.5%	89.4%	89.6%	89.5%	89.6%	89.2%	90.7%	90.4%		Discrete decreasing trend.
Percentage of Unsuccessful Convictions due to Victim Issues														Under development.
Volume of Domestic Abuse Crime (ACPO defined)	595	586	559	515	571	618	558	602	587	626	651	676		Increasing trend leading to a three-point high.
Outcome for Domestic Abuse Crime	15.9%	15.8%	15.2%	14.9%	14.6%	14.5%	14.8%	14.7%	14.4%	14.0%	13.5%	13.6%		Decreasing trend.
Domestic Abuse Conviction Rate (as proportion of offences)														Under development.
Volume of Sexual Offences (Recent / Non Recent)	153	136	127	112	102	94	121	132	104	61	109	129		Decreasing trend.
Outcome for Sexual Offences	9.6%	9.8%	9.8%	10.1%	10.4%	9.9%	9.9%	9.0%	8.9%	8.3%	9.2%	9.2%		Decreasing trend.

Sexual Offences Conviction Rates (as proportion of offences)															Under development.
Percentage of Unsuccessful Domestic Abuse and Sexual Offence Convictions due to Victim Issues															Under development.
Average days report to trial															Under development.
Overall Conviction Rate	89.5%	85.3%	85.6%	88.7%	88.4%	89.9%	87.4%	90.4%	86.3%	76.2%	83.1%	76.0%		Decreasing trend leading to a three-point low.	

4. Secure a quality police service that is trusted and efficient

Number of actual days lost per person	1.4	1.2	1.2	1.4	1.5	1.7	1.5	1.4	1.9	1.5	1.0	0.8		Previously increasing trend leading to a one-point low.	
Overall Staff Satisfaction in Wiltshire Police															Under development.
Wiltshire Police Workforce BAME %		2.3%	2.0%	2.2%	2.1%	2.1%	2.1%	2.1%	2.0%	2.1%	2.2%	2.3%		Stable trend.	
Volume of Complaints	63	81	56	91	55	63	61	94	86	89	89	77		Increasing trend.	
% Complaints recorded within 10 working days	78%	95%	96%	99%	98%	98%	97%	91%	94%	99%	97%	100%		Increasing trend; eight-point high. Positive improvements during 2019.	
Complaints average number of days to record	9	5	6	3	4	4	7	3	3	2	2	6		Decreasing trend, although this started to increase again in June. Positive improvements during 2019 and consistently meeting IOPC expectations of within 10 working days.	
Percentage of appeals upheld	0%	17%	20%	0%	0%	50%								No trend to identify; awaiting data.	