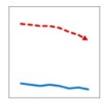
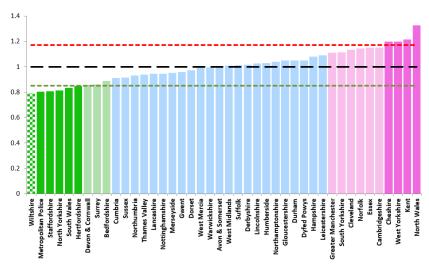


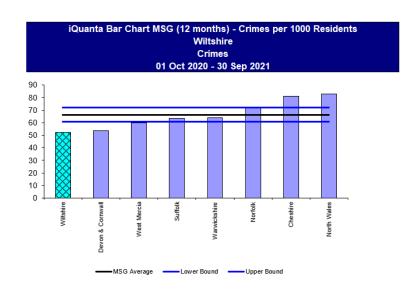
# Police and Crime Panel 16<sup>th</sup> December 2021

Quarter 2 -2021/2022 Performance Overview – by exception









\*Standardised national comparison chart, demonstrating delivery of crime rates per 1000 population for the 12 months to Sep-21

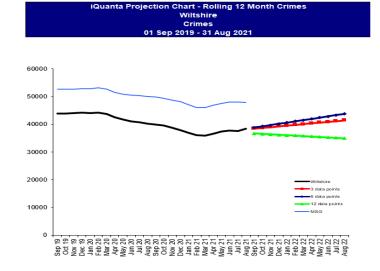
#### Executive Summary (reporting period 12m to Sep-21)

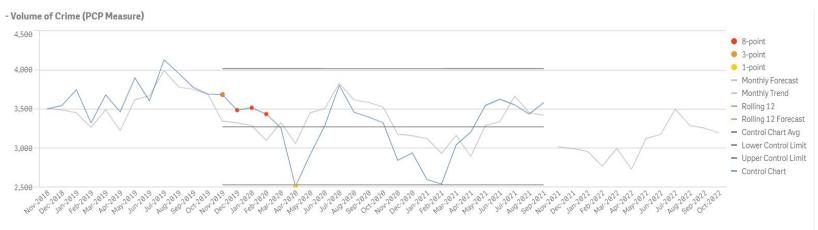
Data taken from IQuanta

- → Wiltshire Police are reporting the lowest for recorded crimes per 1000 residents for the 12 months to Sep-21 within our most similar group (MSG) and nationally. The force is considered by HMIC to be 'better than peers'
- → 52.17 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 66.12
- → Wiltshire Police reported a -4.9% reduction in the volume of crime for the 12 months to Sep-21 compared to the previous 12 months, 4.6 percentage points lower than the average national decrease
- → The average reported national decrease is -0.3%; South West Region reports an average reduction of -2.3%; MSG reports an average reduction of -2.9%
- → The number of forces reporting an increase in their reported crime has risen from 8 to 14 nationally within the same time period









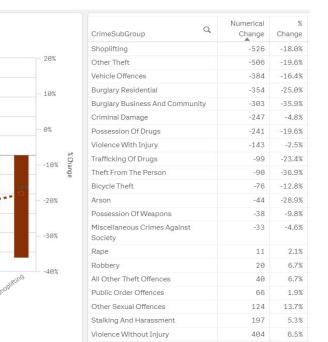
#### Executive Summary (reporting period 12m to Sep-21) Data taken from IQuanta

- → Wiltshire's crime volume is demonstrating a long term stable trend with the most recent months experiencing expected seasonal increases. During Quarter 2 2021/22 crime volume has been below the forecast when using pre-covid volumes. This enables the force to understand where we were expected to be by removing the exceptional activity as a result of the covid-19 pandemic and the related lockdown periods
- → During Quarter 1 and Quarter 2 2021-22, expected seasonal highs in reported crime have been consistently below where they were forecasted to be. Meaning that the expected seasonal high this year has not been quite as elevated as expected when comparing to our pre-covid baseline (not represented in the graph above)
- The rolling 12 month forecast is stable. Although Wiltshire continue to report year on year decreases in reported crime volumes, the value of that percentage is becoming less significant than reported in previous quarters during the height of the pandemic. Wiltshire should expect to see these year on year reductions become smaller as time goes on, with the potential to report small increases. This is due to the most recent 12 months of 'back to normal' volumes being compared to the previous 12 months that contains exceptionally low numbers reported through the pandemic



Numerical





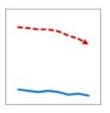
\*Bars represent the numerical change and the dashed line represents the percentage change

\*this data is a live snapshot of crime volumes on Wiltshire's crime recording system and will not match the figures on the subsequent slides. Crimes may get reclassified, meaning that volumes are regularly changing in line with these updates

#### Executive Summary (reporting period 12m to Sep-21)

- → Year on year the force continues to report reductions in the following crime groups; Shoplifting, theft offences, residential burglary, burglary business and community, criminal damage, vehicle offences, bicycle theft and theft from a person
- → In terms of increase, Wiltshire continues to report an increase in violence without injury, stalking and harassment, other sexual offences, public orders offences and robbery. These crimes are covered in the following slide
- → The chart to the right represents the year on year percentage change tracked for Wiltshire against the MSG and national position. A data point below zero represents a percentage reduction in volume. This graph shows the decreasing percentages reported and to a greater extent compared to our MSG and nationally

Year on Year Change to September-2021





#### Shoplifting (reporting period 12m to Sep-21)

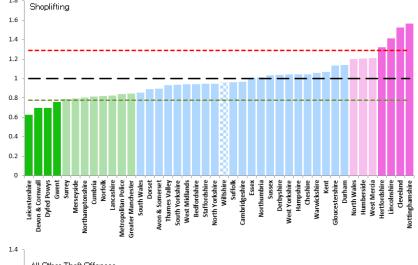
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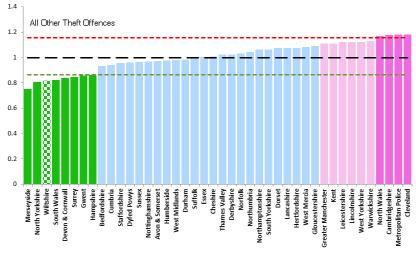
- → Wiltshire Police are sitting 22nd nationally for recorded crimes per 1,000 residents for Shoplifting offences
- → 3.30 crimes are reported for every 1000 residents in the county of Wiltshire, inline with the MSG average of 3.43
- → Wiltshire Police reported a -21.0% decrease in the volume of Shoplifting for the 12 months to Sep-21 compared to the previous 12 months, 5.3 percentage points better than the average national increase
- → Average reported national decrease is -12.3%; South West Region average decrease is -15.1%; MSG average decrease is -17.9%
- → 3 Forces nationally reported an increase in Shoplifting

#### Other Theft (reporting period 12m to Sep-21)

Data taken from IQuanta

- → Wiltshire Police are reporting third lowest nationally for recorded crimes per 1,000 residents for Other Theft and is considered by HMIC to be 'better than peers'
- → 3.73 crimes are reported for every 1000 residents in the county of Wiltshire, below the MSG average of 4.56
- → Wiltshire Police reported a -15.9% decrease in the volume of Other Theft for the 12 months to Sep-21 compared to the previous 12 months, 5.9 percentage points better than the average national increase
- → Average reported national decrease is -10.0%; South West Region average decrease is -10.6%; MSG average decrease is -8.9%
- → One Force nationally reported an increase in Other Theft









#### Vehicles Offences (reporting period 12m to Sep-21)

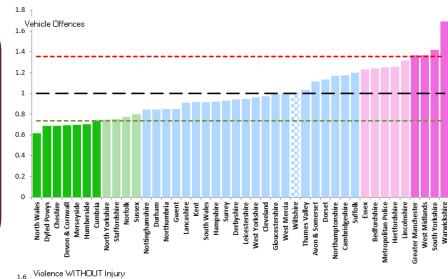
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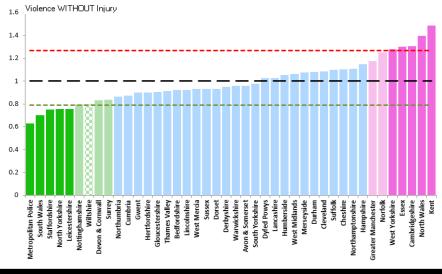
- → Wiltshire Police are sitting 27th nationally for recorded crimes per 1,000 residents for Vehicle Offences
- → 2.69 crimes are reported for every 1000 residents in the county of Wiltshire, inline with the MSG average of 2.68
- → Wiltshire Police reported a -16.8% decrease in the volume of Vehicle Offences for the 12 months to Sep-21 compared to the previous 12 months, 3.2 percentage points better than the average national increase
- → Average reported national decrease is -13.6%; South West Region average decrease is -10.3%; MSG average decrease is -18.9%
- → One Force nationally reported an increase in Vehicle Offences

#### Violence without Injury (reporting period 12m to Sep-21)

Data taken from IQuanta

- → Wiltshire Police are reporting 7th lowest nationally for recorded crimes per 1,000 residents for Violence without Injury Offences and is considered by HMIC to be 'better than peers'
- → 8.96 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 11.19
- → Wiltshire Police reported a +5.5% increase in the volume of Violence without Injury for the 12 months to Sep-21 compared to the previous 12 months, 2.4 percentage points more than the average national increase
- → Average reported national increase is +3.1%; South West Region average increase is +1.9%; MSG average decrease is -3.0%
- → 16 Forces nationally also reported an increase in Violence without Injury











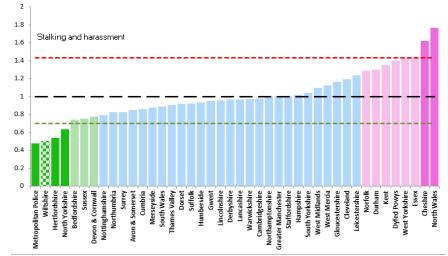
#### Stalking and Harassment (reporting period 12m to Sep-21)

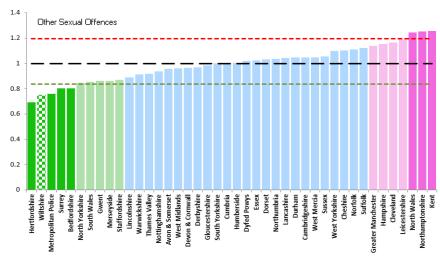
Data taken from IQuanta

- Wiltshire Police are reporting the 2nd lowest nationally for recorded crimes per 1000 residents for Stalking and Harassment and is considered by HMIC to be 'better than peers'
- 5.36 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 10.64
- Wiltshire Police reported a +11.9% increase in the volume of Stalking and Harassment for the 12 months to Sep-21 compared to the previous 12 months, 13.1 percentage points better than the average national increase
- Average reported national increase is +25.0%; South West Region average increase is +16.6%; MSG average increase is +19.6%
- 39 Forces nationally also reported an increase in Stalking and Harassment

### Other Sexual Offences (reporting period 12m to Sep-21) Data taken from IQuanta

- Wiltshire Police are reporting 2<sup>nd</sup> lowest nationally for recorded crimes per 1000 residents for other sexual offences and is considered by HMIC to be 'better than peers'
- 1.36 crimes are reported for every 1000 residents in the county of Wiltshire, significantly below the MSG average of 1.87
- Wiltshire Police reported a +12.0% increase in the volume of other sexual offences for the 12 months to Sep-21 compared to the previous 12 months, which is in line with the national increases being reported
- Average reported national increase is +12.2%; South West Region average increase is +16.5%; MSG average increase is +6.9%
- 37 Forces nationally also reported an increase in other sexual offences
- Sexual offences is reported on in detail within the presentation







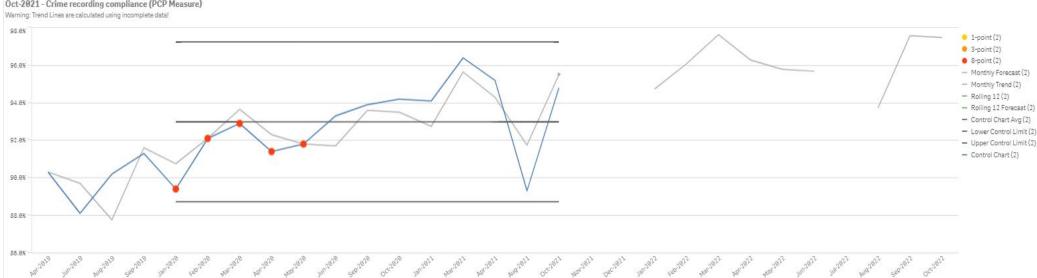
#### Crime recording compliance











#### **Executive Summary**

- → Wiltshire have a dedicated data quality team who ensure recording compliance is of the highest standard, working with sergeants to improve consistency. The October-21 audit completed by the crime standards auditors identified that 94.8 per cent of crimes and incidents were compliant with National Crime Recording Standards (NCRS)
- → For classified crimes that were dip sampled as part of the audit on our crime recording system Niche, Crime Recording Compliance was 100% for Hate Crime, Public Order and Robbery, Violence and Rape & Sexual crimes that were recorded identified a low volume of additional crimes within the original crime.
- → The general trend is one of improvement but the historical data points are not consistent each month



#### R12m Further Action Taken (FAT) Rate





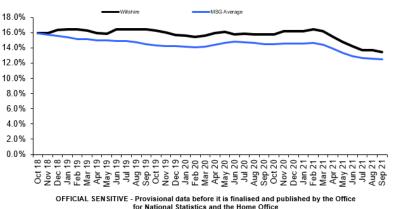




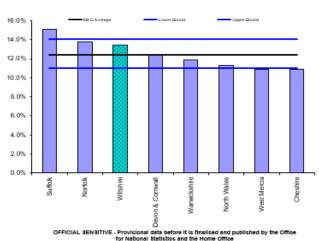










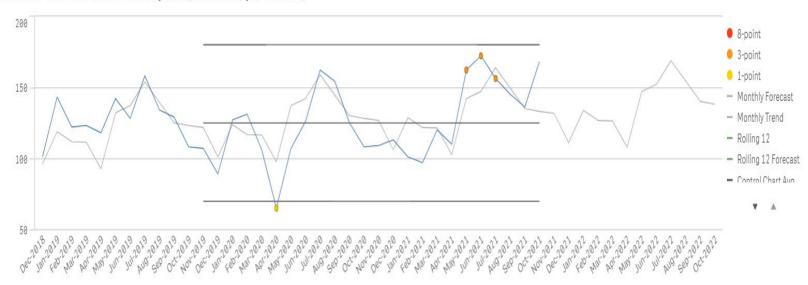


- →In line with national changes Further Action Taken (FAT) Rate is the new term for 'outcome. the reverse to this will be referred to as the No Further Action (NFA) Rate
- →In the year to Sep-21 5,207 crimes have had further action taken with 6,727 crimes the previous year, a reduction of 22.5%
- → Forces within our MSG are also experiencing similar behaviours in the reduction of FAT Rates, demonstrated in the line chart.
- → The volume of Further Action Taken crimes has been stable for the most recent seven months. Emphasising the back to basics approach improving the proportion of further police action is a key improvement area identified in the PCC draft plan.
- → The Force are developing an improvement plan to drive investigative standards and improved outcomes for victims of crime.





#### Oct-2021 - Volume of sexual offences (recent / non recent) (PCP Measure)



- → In Quarter 2 2021/22 there were 440 sexual offences reported to Wiltshire Police. In the 12 month period to September-21 there were a total of 1541 crimes recorded, a YOY increase of 8.6%.
- → This increase is being driven by recent reports in Serious Sexual Offences. Year on Year these offences are reporting a 12% (n=137) increase for the 12 months to the end October-21.
- → Operation Vigilant was launched for September and October -21 with the aim of keeping people safe at night Undercover officers and high visibility patrols have conducted in pubs and clubs in towns and cities across the county.
- → Officers were identifying individuals who may be displaying predatory behaviours such as harassment, loitering without reason and stalking behaviour
- → The scheme is being supported by Pub Watch, the Office of the Police and Crime Commissioner (OPCC), Swindon Borough Council and Wiltshire Council as we all strive to make a safer environment for anyone enjoying their night out

#### Volume of Cyber Crime

#### Prevent crime and keep people safe











- → During Quarter 2 2021-22 reports of Cyber Crime has experienced a slight decrease, that being said overall long term trend is an increasing picture. For the 12 months to Sep-21 3885 Cyber Crimes were reported, this is a reported increase of 32% year on year
- According to the NCA Cyber Crime continues to rise in scale and complexity, affecting essential services, businesses and private individuals alike. Cyber Crime costs the UK billions of pounds, causes untold damage and threatens national security [1]
- → Nationally there has been a continued rise in both areas of reported cyber crime (Cyber dependant and Cyber enabled) this measure calculates Cyber Crime as a whole, but there is a split between Cyber Dependant (Ransomware/ DDOS/ Network intrusions etc) and Cyber Enabled (everyday crime enhanced via a computer ie Stalking and harassment, selling stolen goods etc)
- Action Fraud are changing the reporting method for the public. This is currently done via phone or submitting an online form, the new reporting tool will go live next year with live chat functions
- The Cyber Team continue to focus on increasing the data quality of the flagging of online crime. They have increased interactions with local officers around traditional methods of policing to expand their knowledge in identifying and tackling cyber crime using sophisticated methods resulting in better recording of cyber crime
- → Digital Media Advisors (DMA) provide expert investigative guidance and support and aid in identifying those crimes that may not have been identified
- The Cyber Team now have 2 new secondees in role with another two joining in Jan-22. The additional funding to train a further five officers is in place. However, there is significant national demand for courses which is delaying the icreases.



Average time to answer a 999 Call

Prevent crime and keep people safe









Average time to answer a CRIB Call

Abandonment Rate for a CRIB Call

Prevent crime and keep people safe

Prevent crime and keep people safe

Was





999 avg wait

CrIB Public avg wait

2:29

**CRIB Abandonment Rate** 

11%

- During Quarter 2 2021/22 999 Avg wait to answer a 999 call was an average of 10 secs. This is showing an increasing trend over the last 12 months, alongside increases in calls.
- 999 call demand remains stable long term. However, seasonal summer demand has remained consistently high for 6 months between May-21 and Oct-21, and is reflected nationally. This is becoming an extensively long period and pose risks to performance due to wellbeing and fatigue of staff.
- Staff attrition remains high with CCC reducing on average by 2.5 people per month 10% of the workforce each year.
   Contact Management are working closely with recruitment to plan ahead to reduce the impact of leavers, including awareness events for staff before they join.
- During Quarter 2 2021/22 CRIB wait to answer a CRIB call was an average of 2:29. During periods of higher seasonal demand we do expect to see this increase. This is due to CRIB callers being shifting to meet the increased demand in 999 calls.
- During Quarter 2 2021/22 the average CRIB abandonment was 11% and correlates with the increasing trend in the average wait to answer
- 764 crime reports were made online in October, Online Crime Recording (OCR) has seen an increasing trend since SOH was launched in March

Average priority response time





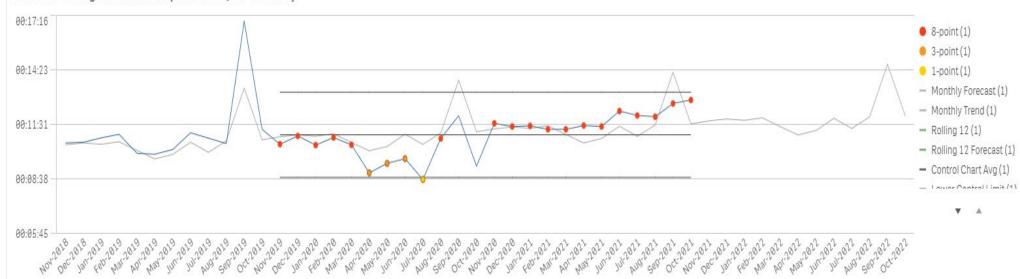












- → These measures assess the average time it takes for Wiltshire Police to arrive at the scene of an emergency (immediate) and priority incident
- → The force recorded 5,459 emergency incidents during Quarter 2 2021/22 and attended them within an average of 12m12secs.
- → The force recorded 18,313 for the 12 months to Sep-21 and attended 98.9% which remains consistent
- → The average amount of time spent at each log during October-21 experienced a peak due to logs relating to assault and disorder/disturbance, largely driven by Swindon and Trowbridge
- → Although Wiltshire have experienced increased seasonal demand performance has been stable









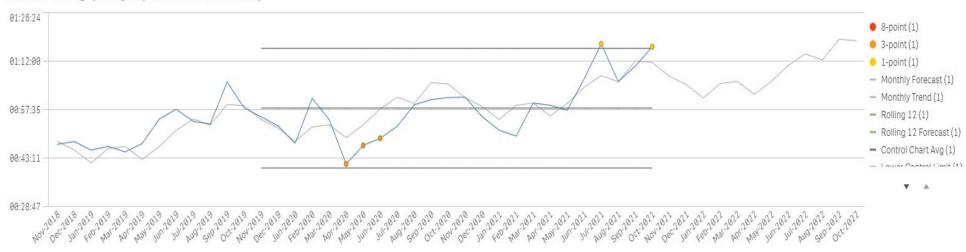








#### Oct-2021 - Average priority response time (PCP Measure)

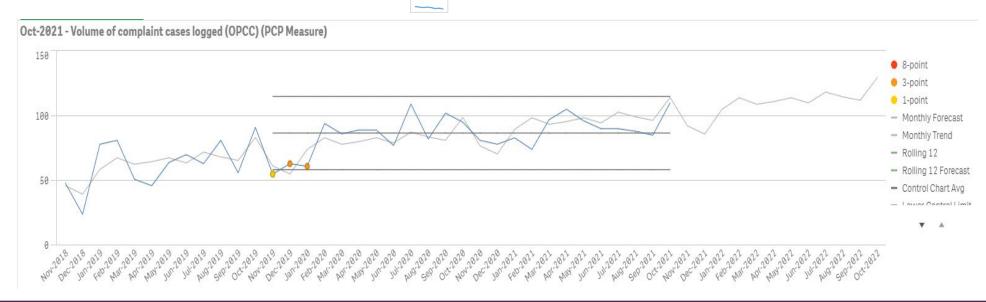


#### Priority Log Overview – within an hour

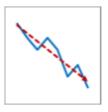
- For priority incidents the force recorded 8,854 for Quarter 2 2021/22 and attended them within in an average of 1hr11mins.
- The force recorded 33,097 for the 12 months to Sep-21 and attended 94.7% which remains consistent. The volume of Priority logs experienced the normal increase in seasonal demand, albeit not as high as the previous 2 years, the long term trend is showing a slight decreasing trend
- Priority response times between Jun-21 and Oct-21 are reporting an average response time over the one hour service level agreement locally agreed
- The average amount of time spent at each log since June-21 has experienced a consistent rise. Year on year this has equated to an additional 3,100hrs (7.5%) of additional time spent at a priority log.
- This exceptional activity is being monitored through the force performance

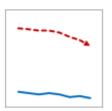






- → There were 263 complaint cases recorded during Quarter 2 2021/22 and 1062 for the 12 months to September-21 and a 6.4% increase compared to the previous 12 months
- → Wiltshire Police' increase in recorded complaints is in line with national increases and is largely due to a legislative change in recording. These legislation changes mean that every dissatisfaction is now a complaint, no matter the level
- → This increase in volumes has plateaued over the last 2 years or so and is beginning to show signs of a new level of 'normal'
- → The independent Police Complaints Commission (IPCC) expects complaints to be recorded within ten working days on average
- ightarrow The percentage of complaints recorded within 10 working days for Quarter 2 2021/22 was an average of 98%
- → The average number of days it took for Wiltshire Police to record a complaint for Quarter 2 2021/22 was 3.3 days, significantly under the 10 working days expected
- → The Service Recovery Team have recruited two new officers, both of which are now with the team and undergoing training

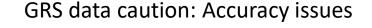


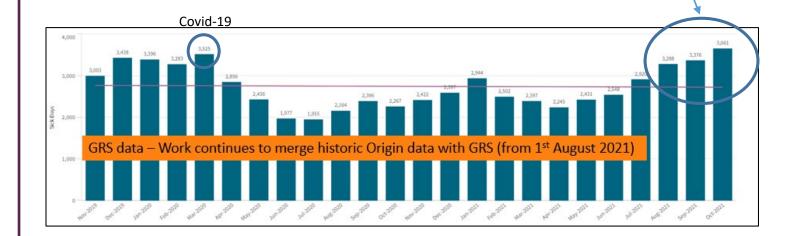




#### **Executive Summary**

- → Although updated Sickness data has been included in the chart to the right, it has some accuracy issues within our new sickness reporting system GRS
- → Sickness is now available on self-service for managers. Whilst the system has been unavailable, there was a manual workaround in place, being managed by the HR operations team
- → Now this has been fixed data since August-2021 will be reviewed
- → A sickness management group is in place and is chaired by the Head of HR Strategy & Policy to manage ongoing work around GRS and the issues around reporting sickness



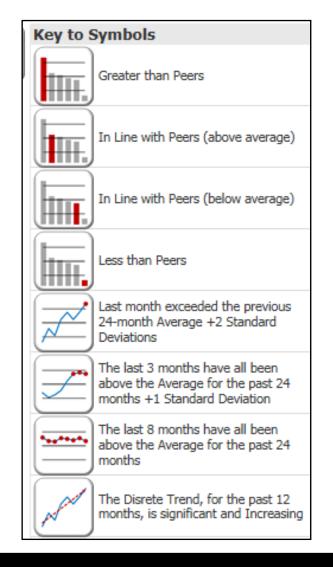


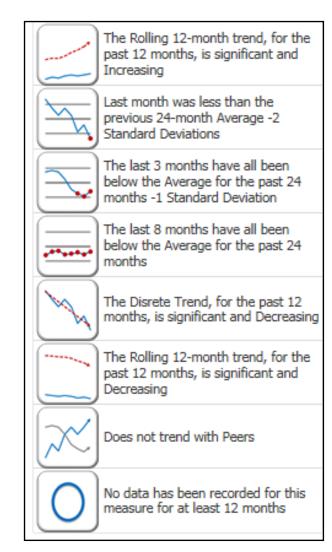




# **Performance Dashboard Key**









# **Community Policing Resourcing**

### **Resource Measures**



These slides provide a summary of the performance measures for the PCC and Police and Crime Panel related to areas of Community Policing Teams (CPT)

The OPCC has provided consistent reports on the assessment of resources within CPTs, and more information on the methology is available in previous reports to the Panel

In summary, these slides will outline for the three months being assessed, those resources which are 'At work' and those which are abstracted for a variety of different reasons, such as:

- Vacancies which are being recruited into
- Sickness
- Annual Leave
- Maternity Leave
- Suspensions or postings outside of CPT

### **Resource Measures**



Measure	Quarter three
CPT Establishment	468 police constable posts (includes neighbourhood, response and proactive police officers) 131 PCSO posts 80 Local Crime Investigator posts
Percentage of CPT 'at work'	70.0% Last quarter - 73.5%
Percentage of police constables in CPT 'available to respond'	69.6% Last quarter - 69.4%

Quarter two in 2021/22 (July to September 2021) has seen a reduction in both the proportion of CPT at work, but an increase in the PCs available to respond, compared to the previous quarter.

The previous reporting period of Q1 21/22 improved due to sickness reducing and it being a time of year when less annual leave is taken. However Q2 had been significantly influenced by COVID isolation, supporting national events such as G7 and annual leave rates. This was predicted within the previous report.

CPT have lost the capacity of 104 posts across CPT over quarter two due to short and medium-term sickness and annual leave. This is compared to 74 in Q1. This is also partly due to an over-reporting of sickness due to the implementation of a new reporting system. Any subsequent adjustments will be reported in future PCPs.

The percentage of PCs in CPT available to respond has remained stable which is positive to see against the broader resource figure. This is due to officers recovering from recuperative duties within the reporting period.



# CPT Response and Neighbourhood Measure Breakdown by Location



	CPT RESPONSE AND NEIGHBOURHOOD MEASURE									DEMAND REDUCATION AND DEPLOYABILITY		
	FTE	Specials	Vacancies	Long Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Short Term absenses (average annual leave & short term sickness)	Total "Not at work"	CPT "At Work" Level Includes CPT Response and Neighbourhoods	Number of PCs allocated to CIT	PC's allocated to respond to 999
Swindon CPT	278	51	25	3	4	1	4	38	75	73.0%	4	70.5%
RWB CPT	43	20	5	2	0	0	1	6	14	67.4%	0	70.0%
Chippenham CPT	68	20	11	2	0	0	3	8	24	64.7%	1	62.2%
Trowbridge CPT	90	21	4	3	2	2	3	13	27	70.0%	0	75.5%
Warminster CPT	47	21	3	2	1	0	0	9	15	68.1%	0	64.0%
Devizes CPT	55	3	5	0	0	0	2	9	16	70.9%	1	66.7%
Amesbury CPT	49	34	7	2	2	1	1	6	19	60.8%	0	64.0%
Salisbury CPT	73	34	8	1	3	0	0	8	20	72.6%	1	77.5%
PC Pro active Unit	45	0	9	1	0	0	2	7	19	57.8%		
CIT	16											
TOTAL	764	129	77	16	12	4	16	104	229	70.0%	7	69.6%

# CPT Response and Neighbourhood Measure Breakdown by Role



FORCE	FTE Budget	Vacancies	Long Term Sickness	Maternity Leave	Suspended	Abstracted outside of CPT/Acting up	Short Term absenses (average annual leave & short term sickness)	Total "Not at work"	CPT "At Work" Level	Number of PCs allocated to CIT	PC's allocated to respond to 999
PC (Neighbourhood)	51	9	1	1	0	1	5	17	66.7%		
PC (Response)	372	31	11	5	4	4	51	106	71.5%	7	69.6%
PC (Proactive)	45	9	1	0	0	2	7	19	57.8%		
SGT (CPTN & R)	68	4	1	0	0	2	11	18	73.5%		
LCI	80.5	11	1	5	0	4	13	34	57.8%		
PCSO	131.5	13	1	1	0	3	17	35	73.4%		
CIT	16										
TOTAL	764	77	16	12	4	16	104	229	70.0%		
	Number	Hours (Ju	I - Sept)	Hours per person per		]					
Specials	129	537			3.90						

## **Police Recruitment**



The Force remains on track to deliver the requirements of Uplift and increase the number of officers in Wiltshire Police. The year to 31 March 2022 will be the second year of the Uplift Programme.

Plans are in place to achieve the second phase of the requirement and assessments by the national programme team place Wiltshire in a good position.

Wiltshire has been allocated 46 extra officers by March 2022. Allocation of additional officers in year two also includes allocations specifically to tackle Serious and Organised Crime (SOC), and an allocation to Counter-Terrorism Police (CTP). Funding for tackling SOC will be shared across the network of Regional Organised Crime Units (ROCUs).

Wiltshire needs to recruit over 400 officers up to March 2023 to deliver officer increase.

There is a pipeline of applicants with the intake of 40 in January will feature candidates from the May 2021 campaign for the first time. Having gone through the recruitment process, familiarisation, vetting, fitness, assessment and qualification checks, ahead of starting training

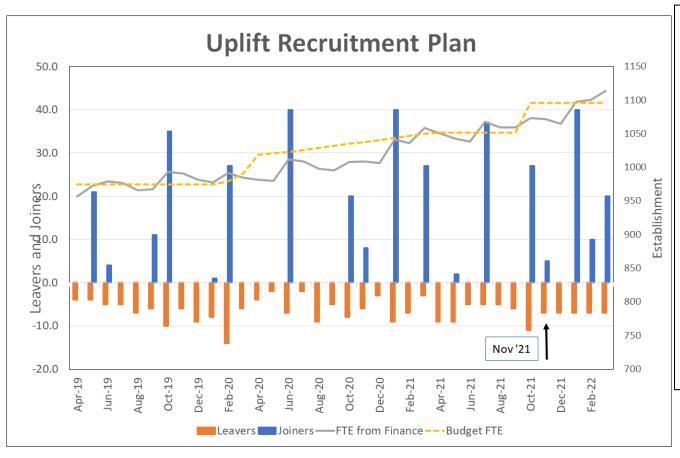
# **Recruitment Plan**



Start Training	Officers	Landing in teams	Finish Tutorship
Jun-20 (first PEQF)	40	Dec-20	Mar-21
Oct-20	20	Apr-21	Jul-21
Jan-21	40	Jul-21	Oct-21
Mar-21	20	Sep-21	Dec-21
Jun-21	35	Dec-21	Mar-22
Oct-21	25	Apr-22	Jul-22
Jan-22	40	Jul-22	Oct-22
Mar-22	20	Sep-22	Dec-22

# **Uplift Recruitment Plan**





The graph shows officers leaving or projected to leave the organisation (red bar facing down), and the volume and frequency of new officers coming into the organisation (blue bar facing upwards).

The yellow dotted line on the graph is the budget line, and the grey filled line is the current establishment. It is the intention that these two lines match each other.

72 members of staff from an ethnic minority background, the highest since recording.

Currently there are 82 officers in training, which includes 20 in tutorship from the March 2021 intake, 35 in tutorship from the June 2021 intake and 27 in training from the intake in October 2021.

# Percentage of Ethnic Minority Workforce (FTE)



Oct-21 3.2%



#### **Executive Summary**

- → At the end of Quarter 2 the percentage of ethnic minority workforce (FTE) was reported at 3.1% and since has been reported at 3.2% in October-2021
- → Although this figure is not representative of society it is a positive progressing picture
- → In Quarter 2 percentages reported a dip in the above chart for Aug-21. This is due to momentary data quality issues when moving from one system to another system. This data will be rectified and updated by the next quarter and will be much more in line with previous data points
- → On the 12<sup>th</sup> of November DCC Mills and our Staff Support Networks launched a **Safe to Say Campaign.** A national drive across all police forces to encourage all employees to share their protected characteristics information with confidence, to give a clear and accurate picture of workforce diversity. This includes details on age, disability, ethnicity, gender, religion and sexual orientation
- → On the 16<sup>th</sup> of September DCC Paul Mills and OPCC CEO Deputy Naji Darwish launched a 12 –month awareness and education programme, led by out Equality, Diversity and Inclusion team. At the heart of the programme is a suite of important learning resources to raise awareness of diversity and positive action among all Wiltshire Police and OPCC officers and staff
- → Work continues to ensure accurate records are held within our new ERP system. Staff can now update their own personal records on the system when changes are required. Training sessions have been held for staff to understand and operate the new system

#### We're in the Inclusive Top 50 UK Employers list!

Great news from the Equality, Diversity & Inclusion team – we have been ranked 36 in the Inclusive Top 50 UK Employers List, in recognition of our dedication to workplace diversity. The index is a definitive list of UK based organisations that promote inclusion across all protected characteristics at all employment levels. This is the first time we have applied to join the index and we were competing against some big name public and private sector organisations to make it onto the list. To see the full index, which was announced at an online event on the 02/12/2021, go to 2021/2022 Rankings | Inclusive Companies

