



Wiltshire and Swindon

**pcc**



**MAKING WILTSHIRE SAFER**

**"If it matters to you, it matters to me."**

**Quarterly Highlight report: Sept – Nov 2022  
Police and Crime Panel**



# Police and Crime Plan 2022-25

**Police and Crime Plan 2022-25 delivery infrastructure**

**Priority 1: A police service that meets the needs of its community**

**Priority 2: Reduce violence and serious harm**

**Priority 3: Tackle crimes that matter to local communities**

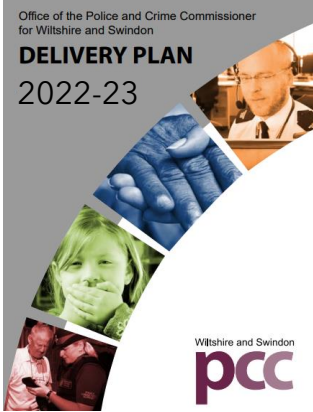
**Priority 4: Improve the experience of victims and deliver justice**



"If it matters to you, it matters to me."

# Delivering the Police and Crime Plan

Force performance



OPCC Delivery Plan

**OPCC Police and Crime Plan Assurance Framework 2022-2025**

This provides a detailed overview of the Police and Crime Plan 2022-22. It should be considered alongside internal management tools.

The PCCs initial focus will be on all aspects of the Police and Crime Plan 2022-22.

**Making Wiltshire Safer**  
Wiltshire and Swindon Police and Crime Plan 2022-2025

**P&C Plan assurance framework**

Page 1 of 23



Wiltshire Criminal Justice Board

WCJB scorecard & risk register

OPCC scorecard & risk register

**SWINDON COMMUNITY SAFETY PARTNERSHIP BOARD PRIORITIES 2020-23**

Protect vulnerable people from harm

Tackle Violence

Prevent Crime and Keep People Safe

EXAMPLE DELIVERY GROUPS

CROSS-CUTTING THEMES

Wiltshire Community Safety Partnership

Strategic Plan

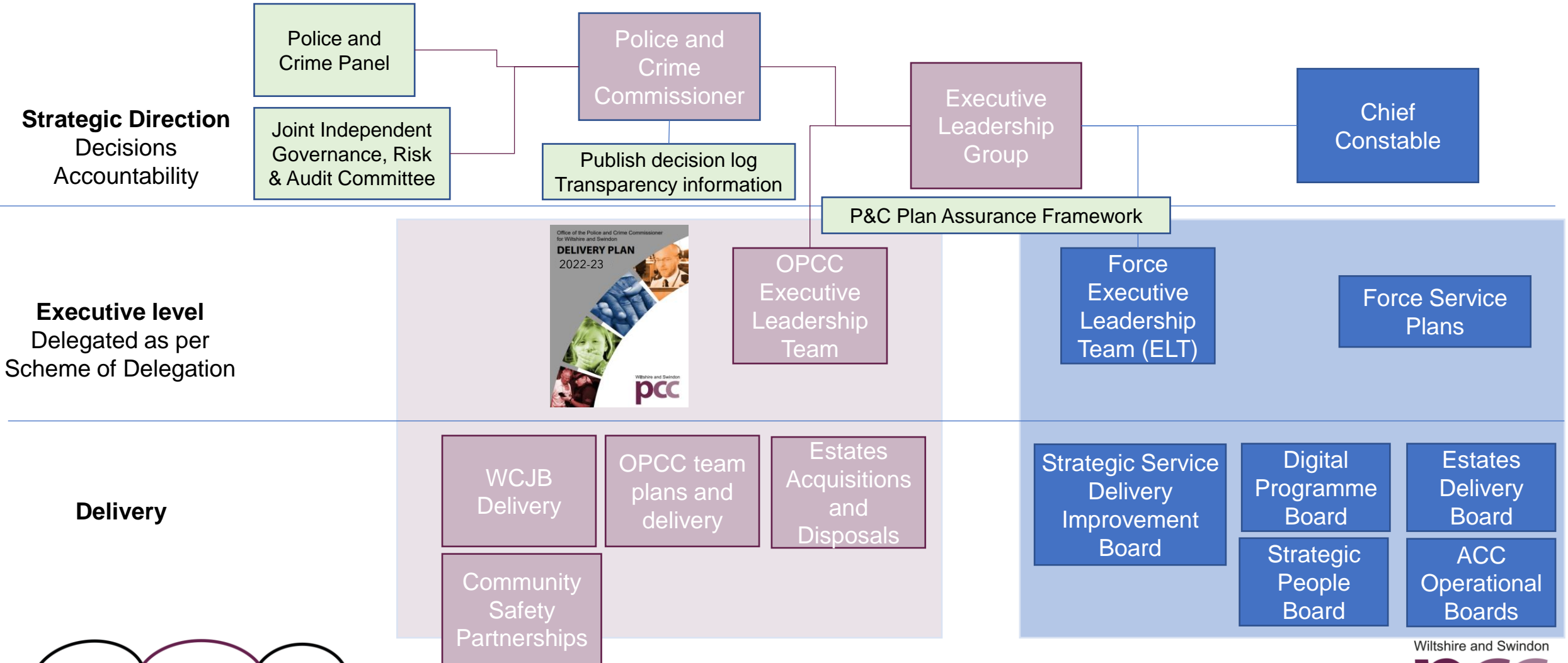
2022-2025

Community Safety Partnerships

CSP scorecards



# Governance & Decision Making



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## Priority 1: A police service that meets the needs of its community

### Outcomes achieved this quarter

- Recruitment of new Chief Constable commenced
- Continued strengthening of OPCC governance to scrutinise Force performance. OPCC increased ELG governance with monthly updates on PEEL progress, as well as deep dives into P&C Plan performance areas.
- OPCC raised development areas on Force PEEL remediation, worked with the Force to reform and support improved strategic planning and organisational management and prioritisation, more effective implementation, and identifying tangible benefits (linked to performance scorecard).
- OPCC allocated resource to assist force to support development of governance approach
- Force beginning to implement PEEL remediation plan with focus on victims, investigative standards and vulnerability
- To improve investigative proficiency and upskill staff seven new Investigation Standards Officers (ISO) recruited from retired detectives.
- Environmental Sustainability action plan 2022/23 progressing, as of Nov 2022, 100% renewable electricity energy tariffs ahead of plan
- OPCC/Force strategic change meeting has commenced, delivering an intelligence gathering tools to enhance performance & achieve financial savings of 92% year 1.
- Salisbury Police Station public consultation event held at Salisbury Guildhall 31 October which 100 people attended in person. Various sites under review.
- The OPCC reformed and restructured community complaints procedures and processes.

### Risks and issues

- The recruitment of police officers and staff continues to be a high priority, with increased recruitment drives mitigating shortfalls. Staff retention and leavers may impact on their ability to deliver the policing portfolio FY Q4 2022 and result in insufficient performance support and impact achieving officer uplift target.
- Managing cultural challenges to change and reform.

### Deliverables Progress

Action	Date Due	Progress
Police training interim estates £1.2M investment. Sports hall refurbishments taking place in Sept.	Sept 2022	100%
Tidworth police building site work started.	Q4 2023	25%
Use of two mobile police stations to be introduced	March 23	25%
The OPCC Community Link Co-Ordinator and legal secretary have been recruited	Oct 22	100%

### PCC focus next quarter

- Purchase of two mobile police stations. Primary focus will be community engagement in rural, isolated communities that traditionally may not have a regular police presence. Used daily with deployment map to inform public.
- Purchase of event equipment for Community police teams to increase event attendance.
- Publish an updated PCC Estates Strategy and Delivery Plan 2022-25
- Consultation and publication of Medium-Term Financial planning and precept level 2023/24
- Recruitment of a new Chief Constable

### Overall PCC Assessment

- Laying foundations to address PEEL, still much work to do with Force Management and Operating Model.
- Making progress in areas of delivery, however focus remains on sustainable performance improvements over time
- Supporting CC as enter period of transition and managing stability of leadership team with number of temporary positions, ahead of working with the next Chief Constable

# Score card - Priority 1: A police service that meets the needs of its community

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Abandonment Rate: 101		8.8%	1.7% points ▲	8.7%	1.9% points ▲	6.6%	0.5% points ▲
Abandonment Rate: 999		0.6%	-4.4% points ▼	0.8%	-4.7% points ▼	2.7%	-1.4% points ▼
Average Response Time: Immediate		00:12:12	-00:00:38 —	00:12:08	-00:00:20 —	00:11:53	00:00:00 —
Average Response Time: Priority		01:32:01	00:15:38 ▲	01:31:11	00:20:09 ▲	01:19:12	00:15:54 ▲
Average Time to Answer: 999		00:00:09	-00:00:00 ▼	00:00:10	00:00:00 ▲	00:00:09	00:00:00 ▲
Average Time to Answer: CCH		00:00:33	00:00:19 ▲	00:00:31	00:00:16 ▲	00:00:18	-00:00:00 —
Average Time to Answer: CRIB		00:07:40	00:04:51 ▲	00:04:54	00:02:14 ▲	00:02:51	00:00:58 ▲
Community Intelligence - County		119	-2.5% —	347	-8.7% ▼	1,679	21.8% ▲
Community Intelligence - Swindon		48	-42.9% ▼	265	-0.4% —	1,264	22.1% ▲

## ABANDONMENT RATES

- 101 abandonment rates have increased over the quarter, with callers on average abandoning 8.7% of calls. A year-on-year comparison (Nov 20 - Oct 21 vs Nov 21 - Oct 22) highlights a +0.5% variance. The force has begun exploring how many callers abandon 101 calls in favour of online submissions.
- 999 abandonment rates are recording improvement with Oct 22 rates showing a 4.4% reduction when compared with rates in Oct 2021. An ELG deep dive into the contact centre has occurred.

## RESPONSE TIMES

- Priority: Average response times exceeded the force Service Level Agreement (SLA) of one hour in Oct 22 (1hr 32mins). There are several factors impacting including, an increase in time spent at scene (for more complex cases), a small no. Of reports recorded with appointments over 10 hours pushing up the average and the availability of trained response drivers due to a workforce young in service. Identification of officers that would benefit from response driver training is underway to aid performance improvements.

## AVERAGE TIME TO ANSWER

- Crime Recording and Incident Bureau (CRIB), time to answer increased to 7m 40s in Oct-22. Performance has been impacted by the introduction of a new call handling model and increased staff sickness for the month of Oct-22. Overtime being used to increased capacity and this is improving performance, with an average reduction of 44 second within the last 2 weeks
- Central Call Handling (CCH) rates have increased to 33 seconds. Again, the new call handling model has impacted and the need for CCH staff to triage CRIB calls.

## COMMUNITY INTELLIGENCE

- 2022 Intelligence volumes show significant year on year increases, when compared with pandemic levels (Nov 20 – Oct 21). But 2022 monthly volumes and quarterly averages are showing a decrease when compared with 2021, with Swindon submissions reducing by 42.9%.

# Score card - Priority 1: A police service that meets the needs of its community

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Crime Volume		3,801	5.5%	11,260	5.6%	43,557	12.8%
Crime Volume: Burglary		194	14.8%	474	1.9%	1,948	21.5%
Crime Volume: Violence With Injury		586	1.8%	1,537	-3.9%	6,385	12.4%
FAT Outcome Rate		11.1%	-0.9% points	13.9%	2.3% points	12.2%	-1.1% points
FAT Outcome Rate: Burglary		3.1%	-3.4% points	5.9%	1.6% points	6.1%	-0.4% points
FAT Outcome Rate: Violence With Injury		12.3%	-2.8% points	13.6%	1.4% points	12.8%	-1.1% points
Outstanding Suspects		1,519		1,577			
Outstanding Suspects: 4+ Days		1,440		1,493			
Outstanding Suspects: Over 12 Months		45		45			

## CRIME VOLUME

- Wiltshire's overall crime volume remains consistent with Pre COVID levels.
- Burglary crime volumes have increased year on year. However, reported Burglary figures remain 33.2% lower than pre-covid volumes

## FAT OUTCOME RATES

- Overall FAT outcome rates for Aug 22 – Oct 22 (13.9%) are inflated due to the force focusing on clearing a penalty notices backlog. Despite this the rolling 12-month rate of 12.2% ending Oct 2022 has remained consistent for 2 months and implies rates have stabilised. When compared with the Nov 20 – Oct 21 average, a deterioration of 1.1% is identified.
- FAT outcome rates for Burglary declined in October 2022 to 3.1%. This outcome rate was impacted by a long running investigation into a series of offences preventing further actions during October and November.
- The force holds a new monthly Investigative Standards Board where performance metrics are scrutinised with a view to improving outcomes.

## OUTSTANDING SUSPECTS

- The October 2022 volume of outstanding suspects stood at 1519 with volumes reducing since Jun 2022. But if these volumes are compared to the pandemic volumes of Oct-20 (+500) they remain high. Analysis indicates the volume of Outstanding Suspects within the force crime recording system would decrease further through improved administrative housekeeping.



FAT = Further action taken (charge/caution/penalty notice)



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Time to Charge (Median)		36	58.8% ▲	26	56.3% ▲	25	39.7% ▲
Time to Charge (Median): Burglary		103	758.3% ▲	92	662.8% ▲	60	100.7% ▲
Time to Charge (Median): Sexual Offences		151	6.3% ▲	131	47.9% ▲	238	146.4% ▲
Time to Charge (Median): Violence Against The Person		29	31.8% ▲	28	67.0% ▲	38	83.9% ▲
Time to Summoned / Postal Requisition (Median)		120	-13.0% ▼	140	6.6% ▲	151	-6.9% ▼
Time to Summoned / Postal Requisition (Median): Burglary		Zero or No Data Available		410	26.4% ▲	371	33.3% ▲
Time to Summoned / Postal Requisition (Median): Sexual Offences		154	15300.0% ▲	230	68.8% ▲	368	30.1% ▲
Time to Summoned / Postal Requisition (Median): Violence Against The Person		162	-12.9% ▼	169	-8.0% ▼	161	-6.2% ▼

## TIME TO CHARGE

- Time to charge median rates increased during Oct 22 to 36 days. Rates have increased since year end Oct 2021 where the annual average stood at 18 days. In-depth analysis is required to identify the causes, but high-level drivers have been identified in the rise of more complex stalking and harassment and other sexual offences.

## TIME TO CHARGE BURGLARY

- Time to charge median rates for Burglary have deteriorated to 103 days with the year ending Oct 22 average presently at 60 days. The annual average is up 100.7% on the pandemic rates of Nov 20 – Oct 21. In-depth force analysis is required to identify the causes and required actions to address.

## TIME TO CHARGE SEXUAL OFFENCES

- Time to charge median rates for sexual offences increased to 151 days in Oct 22 with the 12-month average significantly affected by a sharp increase during Feb-22. In-depth force analysis is required to identify the causes for the post pandemic increases and required actions to address.

## TIME TO CHARGE: VIOLENCE AGAINST THE PERSON

- Time to charge median rates for violence against the person improved to 29 days in October 2022. The annual average is up 83.9% on Nov 20 – Oct 21 pandemic rates. In-depth force analysis is required to identify the causes and required actions to address.



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Thrive: Complete and Visible		95.6%		94.6%			
Thrive: Crime Prevention Assessment		67.4%		70.5%			
Thrive: Engagement Assessment		85.3%		88.9%			
Thrive: Harm Assessment		92.9%		89.5%			
Thrive: Investigation Assessment		65.0%		68.0%			
Thrive: Overall Call Rating		58.4%		64.1%			
Thrive: Risk Assessment		76.4%		78.2%			
Thrive: Threat Assessment		95.3%		91.7%			
Thrive: Vulnerability Assessment		50.2%		55.8%			
Police Physical Attendance Rate - County		57.8%	-1.1% points —	59.2%	0.2% points —	59.7%	0.3% points —
Police Physical Attendance Rate - Swindon		60.6%	-3.9% points ▼	61.8%	-0.4% points —	61.7%	-0.2% points —
Released Under Investigation (Median): Timeliness		188	11.9% ▲	185	10.4% ▲	173	6.3% ▲
Released Under Investigation: Volume		2,220	8.6% ▲	6,469	6.9% ▲	24,153	2.1% —

The crime and communication centre (CCC) undertake THRIVE assessments during calls received from the public to understand how well staff are performing in: Threat, Harm, Investigation, Vulnerability, Engagement (THRIVE) areas.

The call assessors evaluate as many calls as they are able within a given monthly period. This is a dip sampling method, using those numbers we calculate a confidence level and margin for the percentage recorded. For the month of Oct 22, the force are 90% confident, with a 5% margin that the reported percentages would fall +/- 5% of that monthly percentage.

## THRIVE

- Of the nine THRIVE evaluations, CCC staff performance has decreased in six areas and improved in three, with overall performance ratings between 50% – 95%.
- The Vulnerability THRIVE assessment is the lowest performing area with additional training for staff and one to one mentoring to be rolled out in response.

## PHYSICAL ATTENDANCE

- County - October 2022 rates have reduced but the annual and quarterly averages remain at 59%.
- Swindon – October 2022 rates have reduced but the annual and quarterly averages remain at 61%.

## RELEASED UNDER INVESTIGATION

- The median days to complete an RUI investigation for October-22 stood at 188 days, up 11.9% on October 21 and a growth of 15 days on the year ending Oct 22 average.
- October-22 recorded 2200 open RUI cases a growth of 207.25 days on the year ending Oct 22 average.
- A new bail act was introduced during October 2022. This means officers must Bail suspects in the first instance then RUI if the justification to RUI is appropriate.
- RUI remains under scrutiny from force leads and will be subject to scrutiny in ELG.



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# Score card - Priority 1: A police service that meets the needs of its community

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Overall Victim Satisfaction		Zero or No Data Available		Rolling 12 Month Data Only		74.4%	-4.5% points ▼
Overall Victim Satisfaction: Burglary Crimes		Zero or No Data Available		Rolling 12 Month Data Only		75.7%	-4.8% points ▼
Overall Victim Satisfaction: Hate Crimes		Zero or No Data Available		Rolling 12 Month Data Only		88.2%	2.8% points —
Overall Victim Satisfaction: Vehicle Crimes		Zero or No Data Available		Rolling 12 Month Data Only		78.8%	-4.5% points ▼
Overall Victim Satisfaction: Violence Crimes		Zero or No Data Available		Rolling 12 Month Data Only		74.9%	-5.6% points ▼
Victim Satisfaction: Ease of Contact		Zero or No Data Available		Rolling 12 Month Data Only		93.8%	-8.6% points —
Volume of Complaints		135	22.7% ▲	413	45.4% ▲	1,338	23.4% ▲

## VICTIM SATISFACTION

- Overall victim satisfaction is reporting a year-on-year reduction of 4.5% points. Although we are recording a reduction, a data sharing exercise, with 6 forces demonstrated an average overall satisfaction score of 68.7%.
- Overall victim satisfaction following burglary and violent crimes appears to be driving the local downturn.

## VOLUME OF COMPLAINTS

The average volume of complaints during Nov 21 – Oct 22 have increased by 23.4% on the Nov 20 – Oct 21 pandemic average.

- Delivery of duties remains the largest overarching dissatisfaction group, most specifically police action following contact.
- An analysis workshop is being held in order a deeper understanding of the data can occur. This will provide local managers with key areas for improvements and incorporate professional standards feedback.
- The analysis will also look to identify serial complainants and how to address the issues posed.



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## Quarterly PCC Highlight Report

### Priority 2: Reduce violence and serious harm

#### Outcomes achieved this quarter

- 'Safety at Night' charter launched 28/11/2022 with 50 organisations signing-up by Jan 23 across Swindon and Wiltshire to reduce violence and serious harm in the night-time economy.
- The PCC presented at the "Making Salisbury Safer" event with Wiltshire Police and Dame Vera Baird to raise awareness of community safety issues and actions.
- The PCC and Wiltshire Police joined partners across the SW to support Operation (Op) Cavell campaign to tackle rising assaults against emergency responders increasing support for all emergency workers to secure convictions.
- Wiltshire Police have joined the "fearless" campaign. A nationwide online violence reporting platform and safety advice for all users.
- OPCC engaged with Home Office over expected national funding likely to be made available for work to reduce serious violence.
- OPCC and NHS SW were awarded the "Best procurement delivery award" for SARC recommissioning and procurement, as they ensured the successful mobilisation of SARC services Oct 22.

#### Risks and issues

- Lack of capacity and resilience to deliver legal capacity for OPCC, recruitment in sector very challenging.
- Continued high demand on Splitz service (both domestic abuse and sexual violence) must be carefully managed via waiting lists and solutions meetings.

#### Deliverables Progress

Action	Date Due	Progress
OPCC working with partners to deliver 'Safety at Night' charter following completion of public survey.	Jan 23	100%
Wiltshire & SW OPCCs, commissioned new integrated medical and victim support services for victims of sexual offences (£8M over 7 years)	October 22	Contract mobilisation
OPCC and NHS to recommission therapeutic interventions to support victims of child abuse	June 2023	50%
Recruitment of a vulnerability lawyer which will aim to support an increase in legal orders to protect victims.	April 23	50%

#### PCC focus next quarter

- OPCC to support Wiltshire Police work with Safer lives a UK-wide charity dedicated to ending domestic abuse and introduce awareness programme for 1600 people from Jan 23.
- The OPCC are tendering for two DASP - behaviour change workers and a further DASP- survivor support post to be co – commissioned with probation. The work seeks to reduce the cycle of domestic abuse working with perpetrators to change their violent and abusive behaviours, improving their and their families' lives.
- OPCC work with partners to deliver develop serious violence reduction work ahead of expected HO funding
- OPCC to support Wiltshire Police deployment of their mobile police station during Salisbury's night-time economy.

#### Overall PCC Assessment

- Extensive work ongoing to better focus priorities and resources. Some initial improvements in performance need to be sustained to change assessment.



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# Score card - Priority 2: Reduce violence and serious harm

FAT = Further action taken (charge/caution/penalty notice)

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Crime Volume: DA		578	-14.1% ▼	1,936	-0.2% —	7,436	2.8% —
Crime Volume: RASSO		140	-5.4% ▼	386	4.0% —	1,564	20.7% ▲
Crime Volume: S&H		277	-19.2% ▼	972	-5.6% ▼	4,169	3.8% —
FAT Outcome Rate: DA		10.9%	0.9% points ▲	10.5%	1.0% points ▲	10.0%	-1.2% points ▼
FAT Outcome Rate: RASSO		5.0%	-1.1% points ▼	5.7%	-0.5% points ▼	6.9%	0.3% points —
FAT Outcome Rate: S&H		8.3%	-2.5% points ▼	9.2%	0.6% points ▲	7.2%	-1.0% points ▼
FAT Outcome Volume: DA		63	-6.0% ▼	204	10.3% ▲	743	-8.5% ▼
FAT Outcome Volume: RASSO		7	-22.2% ▼	22	-4.3% ▼	108	25.6% ▲
FAT Outcome Volume: S&H		23	-37.8% ▼	89	1.1% —	302	-8.8% ▼
Outstanding Suspects: DA		429		441			
Outstanding Suspects: RASSO		169		173			
Outstanding Suspects: S&H		202		236			
Time to Charge (Median): RASSO		334	135.2% ▲	187	83.8% ▲	220	93.7% ▲
Time to Summoned / Postal Requisition (Median): RASSO		152	192.3% ▲	310	98.2% ▲	355	15.0% ▲

## DOMESTIC ABUSE (DA)

- Oct 2022 DA crime volumes decreased by 14.1% when compared to October 2021.
- The annual FAT outcome rate for DA remained at 10% during Nov 21 – Oct 22 with FAT outcomes deteriorating. The Nov 21 - Oct 22 FAT outcome volume average has deteriorated by 8.5% when compared with Nov 20- Oct 21.
- During the last quarter use of Domestic Violence Protection Orders/Notices DVPO/N have improved significantly hitting a 3pt exceptional high in Oct 22 with the highest ever recorded volumes applied for & granted.

## RASSO (Rape and Serious Sexual Offences)

- A comparison Nov 20 – Oct 21 vs Nov 21 – Oct 21 of RASSO crime volumes highlights a growth of 20.7%. This increase has been affected by significant lows recorded during the pandemic period; October 2020 and April 2022.
- The Nov 21 - Oct 22 FAT outcome volume average has improved by 25.6% when compared with Nov 20- Oct 21. But a downturn in FAT rates occurred during the most recent quarter.

## STALKING AND HARASSMENT

- Oct 22 Stalking and harassment crime volumes reduced to the lowest seen in a 24month period. A year-on-year comparison (Nov 20 - Oct 21 vs Nov 21- Oct 22) highlights an increase of 3.8%.
- The S&H FAT Outcome rates and volumes fluctuate consistently. The annual (Nov 21 – Oct 22) FAT outcome average has decreased by 8.8% when compared with Nov 20 –Oct 21. and FAT rates by 1%.



### Outcomes achieved this quarter

- Op Galileo is a national campaign which seeks to combat offenders poaching and hare coursing, primarily during the peak months of Sept – Feb. The operation is part of Wilts Police Rural Crime Strategic plan and OPCC has funded drones and night vision equipment. As a result, there has been a 55.5% reduction in hare coursing and a 64.3% reduction in poaching crime logs.
- Safer Streets funding has been received and delivery of range of projects is underway. These are local authority led and aim to tackle ASB and VAWG through community mediation, diversionary activities, family support, education and interventions. Youth workers deliver pop-up youth cafés in Devizes and Swindon. Swindon has also been provided with additional CCTV, taxi marshals and education road shows.
- Further operational improvements have been rolled out with a system upgrade which enables Police Officers to access key information. The roll out significantly reducing demand in the contact centre.
- OPCC have supported Wiltshire Police in launching Street safe to hubs and CSPs. Residents can anonymously report where they feel unsafe to enable crime prevention measures to be introduced.
- The quarter has seen three crime forums occur with MP Michelle Donelan and the PCC present to discuss matter such as Op Scorpion, a national campaign which has disrupted 400 drug lines, seized 131K in criminal proceeds, 404K in drugs and arrested 194 individuals in connection to drug offences.
- Wiltshire Police have joined the Department for Transport campaign and are using positive drug wipe data to enhance intelligence and to improve Road safety.
- Three new Traffic Enforcement Officers have been employed; two new Road Safety Officers and one Administrator to process speeding tickets. 48% increase in speeding enforcement actions (tickets / speed awareness courses) Jan to Nov 2022 v Jan to Nov 2021. Road safety week occurred 14 November.
- The OPCC led a 'Making Justice Work' recruitment event at the Steam Museum in Swindon 19 November with 20 different organisations involved in criminal justice system to encourage young people with an interest in the sector to consider career opportunities.

### Risks and issues

- Uncertainty surrounding whether the CSR grant increase of 1% will be reviewed and increased with other public spending pressures has resulted in an increase in the risk

### Deliverables Progress

Action	Date Due	Progress
Completion of additional capability and capacity for mobile police speed enforcement, including delivery and fit of vans – admin staff recruitment outstanding	Sep 22	80%
Roll out of the ASB educational tool kit – helping the public identify ASB find the correct resources to combat it.	Mar 23	30%
PL Kicks – Oct H/T holiday activity provision to increase youth engagement in positive activity.	April 23	60%
Youth commission; youth voice groups - a platform for young people to express their thoughts on key problems within society and hold partners to account.	Aug 23	50%
Additional 2FTE Officers joined Rural Crime Team. Full capacity target Q1 2023.	Jan 2023	60%

### PCC focus next quarter

- OPCC will strengthen support of Wiltshire Police in ongoing development, coordination and delivery of Community Speed Watch to reduce speeding in hot spot areas identified by the community. Specific focus on automating use of data from various traffic management sources.

### Overall PCC Assessment

- Good progress in addressing speeding concerns over quarter, with investment positively increasing enforcement activity.
- Good examples of encouraging and supporting positive work with partners and CSPs to address community ASB in a collective response

# Score card - Priority 3: Tackle crimes that matter to local communities

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Arrest Volume: Drink Driving Offences		59	-18.1% ▼	180	-3.2% —	698	13.3% ▲
Arrest Volume: Drug Driving Offences		39	2.6% —	95	-9.5% ▼	386	-13.6% ▼
Crime Volume: Cyber		159	-5.4% ▼	495	2.1% —	2,168	9.3% ▲
Crime Volume: Hate Crime		60	-24.1% ▼	168	-21.5% ▼	825	4.0% —
FAT Outcome Rate: Cyber		6.8%	-8.2% points ▼	10.6%	1.8% points ▲	8.5%	-0.3% points —
FAT Outcome Rate: Hate Crime		18.3%	1.9% points ▲	20.2%	5.8% points ▲	15.6%	-1.1% points ▼
FAT Outcome Volume: Hate		11	-15.4% ▼	34	9.7% ▲	129	-3.0% —
Volume of ASB - County		724	-5.1% ▼	2,306	-3.2% —	8,929	-5.6% ▼
Volume of ASB - Swindon		469	27.8% ▲	1,420	10.8% ▲	4,933	-15.5% ▼

## DRINK DRIVING

- Drink driving arrest volumes have maintained a consistent average of 58-59 during Nov 21 – Oct 22.
- Drug driving arrest volumes have risen from an average of 32 to 39 in October 2022.
- Seasonal increases are possible over the Christmas period with a regular drink / drug drive campaign expected in December.

## CYBER CRIME

- Reports of Cyber-crime indicate though during the pandemic growths reflective of the rise in modern criminality brought about by criminals pushing into the cyber domain occurred rates in Wiltshire have decreased over the last year.
- Cyber-crime FAT outcome rates for Oct 22 have deteriorated to 6.8%, this is when compared with the same time last year (-8.2% on Oct 21) & the Nov 21 - Oct 22 FAT average (8.5%).
- Wiltshire Police launched its “Cyber Security Awareness Month” during October, posting top tips to remind people how to stay safe online.

## HATE CRIME

- Hate Crime volumes for Oct 22 have reduced by 24.1% when compared with October 2021
- FAT outcome rates for Hate Crime are reporting a 12-month average of 15.6% and quarterly average of 20.2%

## ASB

- County: October 2022 ASB volumes have improved, declining by 5.1% when compared with October 2021. Year on year a recorded reduction of 5.6%
- Swindon : October 2022 ASB volumes have increased by 27.8% when compared to October 2021.
- The OPCC have recently funded Safer streets projects designed to reduce ASB across Wiltshire.



## Quarterly PCC Highlight Report

### Priority 4: Improve the experience of victims and deliver justice

#### Outcomes achieved this quarter

- Wiltshire's Restorative Justice volunteers won the Citizens in Policing "Police Support Volunteer Team of the Year" at the South West regional awards.
- The Horizon Victim and Witness Care Team has developed a new advocate role extending the work of a Horizon officer to improve the support, guidance, and keeping vulnerable victims informed.
- The OPCC have mobilised custody healthcare contract which provides detainees in police custody with professional health services, refer those in need to local services to address social needs such as housing needs, mental wellbeing, etc.
- The OPCC are working with NHS England to secure the continuation of primary care mental health treatment service (MHTS) from April 23. This year MHTS have supported over 60 individuals with complex mental health needs through community sentences.
- The OPCC have led the coordination of a bid for a strategic co-ordinator to sit with Nelsons Trust and coordinate the work of all partners who look at resources and interventions to support women in the CJS. The bid will include elements of work from our local female justice strategy under our three objectives of Early Intervention and Diversion, Community Solutions and Improved Custody.
- 'Reset' of WCJB effectiveness and efficiency work with partners to improve coordination and align delivery. Will report back to WCJB
- Working with Force to increase the uptake of out of court disposals (OOCd) with significant increase seen over the quarter.

#### Risks and issues

- Challenging CJS environment nationally, with Wiltshire and Wessex performing relatively well. National focus on driving standards across CJS, however structural challenges remain on workforce availability particularly in defence, efficiency of courts and the resultant impact on victims, with Horizon Victim Care continuing to manage high caseloads.
- Custody mobilisation issues due to national staff shortages, presenting operational risks since 1 Oct

#### Deliverables Progress

Action	Date Due	Progress
The OPCC are supporting both Wilts Council and Swindon Borough Council with their new individual substance misuse service tenders and will continue to co-fund from April 2023.	Contract start April 2023	60%
Re-commissioning of MHTR service from April 2023 to start	Contract start April 2023	60%
OPCC leading SW work to mobilise new custody healthcare provision from 1 Oct (£8M over 10years)	October 2023	100%
New Advocacy services tender complete - 6-year contract will see greater funding provided resulting in improved services, increased staffing and introduce online offence services for victims.	April 24	25%

#### PCC focus next quarter

- Monitoring the HMCTS plan to improve timeliness and adjust court capacity
- Assurance work on revised partnership structures to improve operational coordination in criminal justice
- Overseeing remedial action to resolve staffing issues for custody healthcare
- Transition from OPCC reducing reoffending & CJS strategic lead following securing new role

#### Overall PCC Assessment

Significant amount of improvement in this area with partners across policy, service commissioning and improvement

WCJB scorecard highlights some improvements but also areas to improve, particularly in the throughput of the criminal justice system.

# Score card - Priority 4: Improve the experience of victims and deliver justice

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Oct-2022)	vs. Previous Year (Oct-2021)	Last 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Aug-2021 to Oct-2021)	Last 12 Months (Nov-2021 to Oct-2022)	vs. Previous 12 Months (Nov-2020 to Oct-2021)
Victim Satisfaction: Actions Taken		Zero or No Data Available		Rolling 12 Month Data Only		71.9%	-4.4% points ▼
Victim Satisfaction: Being Kept Informed		Zero or No Data Available		Rolling 12 Month Data Only		67.9%	0.4% points —
Victim Satisfaction: Investigation		Zero or No Data Available		Rolling 12 Month Data Only		67.3%	-1.3% points —
Victim Satisfaction: Time to Investigate		Zero or No Data Available		Rolling 12 Month Data Only		88.3%	-0.7% points —
Victim Satisfaction: Treatment by Police		Zero or No Data Available		Rolling 12 Month Data Only		89.7%	-0.2% points —

**VICTIM SATISFACTION**

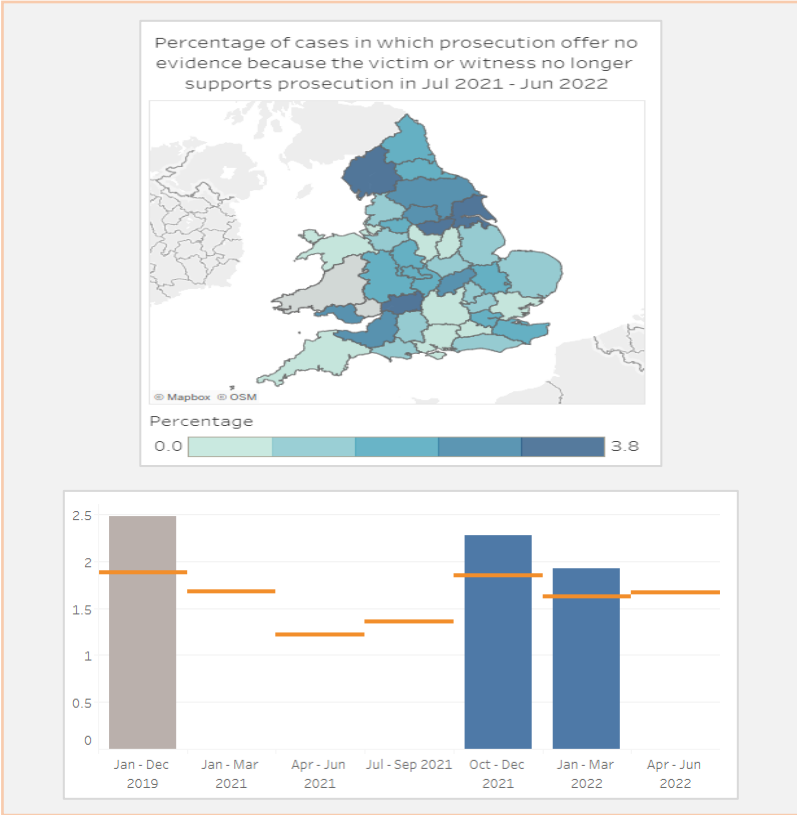
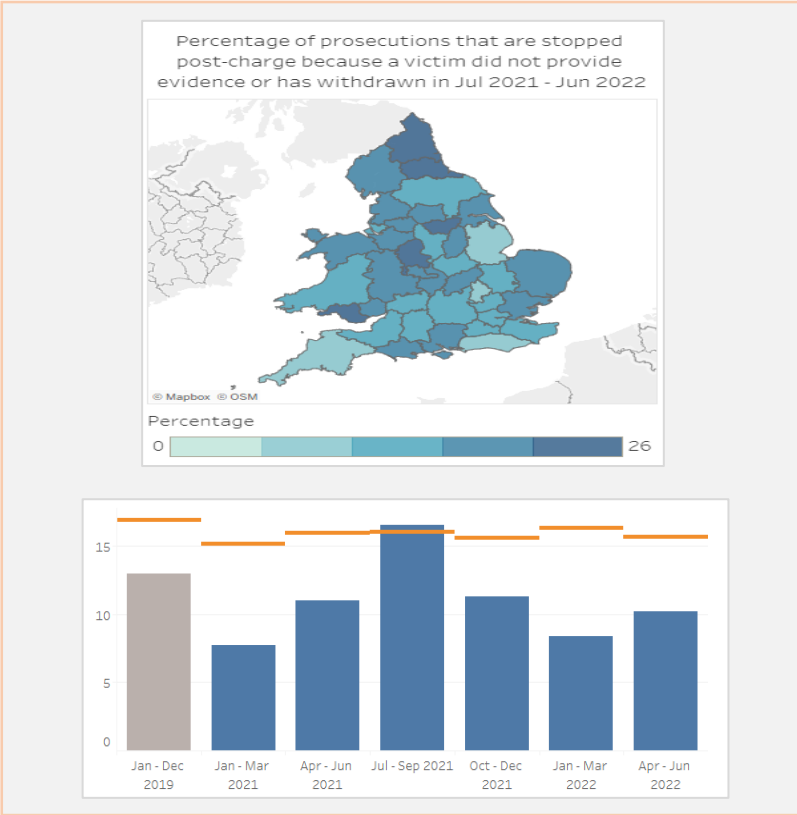
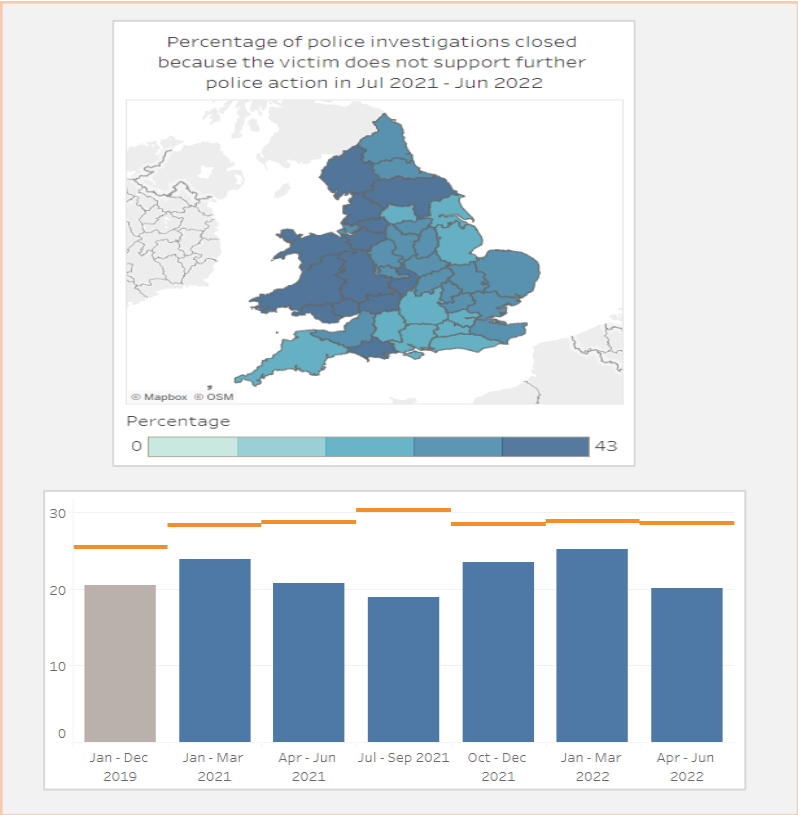
- Following the HMICFRS PEEL inspection improvements a victims survey working group were brought together to focus on capturing the voice of the victim across multiple areas of surveying.
- The priority four victim survey performance results above mirror priority one's with a dissatisfaction at the Actions Taken increasing (4.4% yr. on yr.).



"If it matters to you, it matters to me."



# Score card - Priority 4: Improve the experience of victims and deliver justice



Orange line = National value. Not available for all metrics.

The most recent Criminal Justice data indicates:

- The percentage of Wiltshire Police investigations closed because a victim no longer supports further police action remains below the national average (3<sup>rd</sup> lowest force).
- The percentage of Wiltshire Police prosecutions stopped post-charge because a victim withdrew or did not provide evidence remains below the national average, (joint 4<sup>th</sup> lowest).
- The percentage of Wiltshire Police prosecutions with no evidence because the victim no longer supports the prosecution was above the average Oct 2021 – Mar 2022. Since this date, data may have been “unavailable” or “suppressed due to low volumes”, but it implies volumes were below the national average.



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## Terminology

Acronym	Value
ASB	Anti-Social Behaviour
CCC	Command Control Centre
CCH	Central Call Handling
CRIB	Crime Recording and Incident Bureau.
CSP	Community Safety Partnership
DA	Domestic Abuse
DASP	Domestic Abuse serial perpetrator
DVPO/N	Domestic Violence Protection Orders/Notices
ELG	Executive Leadership Group
FAT	Further Action Taken (charge/caution/penalty notice)
HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services
ISO	Investigation Standards Officers
Median	The median is sometimes used as opposed to the mean when there are outliers in the sequence that might skew the average of the values.
MHTS	Mental health treatment services
Op	Operation
OOCD	Out of Court disposals
PEEL	Police effectiveness, efficiency and legitimacy
RASSO	Rape & Serious Sexual Offences
SARC	Sexual assault referral centre
S&H	Stalking and Harassment
SLA	Service level agreements
SW	South-West
THRIVE	Threat, harm, risk, investigate, vulnerable, engagement and expectations
WCJB	Wiltshire Criminal Justice Board
VAWG	Violence against women and girls
VCOP	Victims Code of Practice



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