



Wiltshire and Swindon

pcc



MAKING WILTSHIRE SAFER

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

**Title: Police and Crime Panel Highlight report
Police and Crime Panel 27 June 2024**

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."

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

- **HMICFRS PEEL Engage Process:** Due to the sustained improvements made by the Force in a number of areas, HMICFRS have taken Wiltshire Police out of the Engage process and we will now return to the usual 'scan' phase of monitoring. This involves quarterly monitoring of performance to ensure the improvements are continue to be made. The Force recently underwent a PEEL inspection, and the subsequent report and grading of the Force will be published in July 2024.
- **Wiltshire Police 3 Year Strategic Plan:** Following extensive engagement across its workforce and stakeholders, the Chief Constable recently published Wiltshire Police's strategic plan which is the roadmap which outlines the organisation's key strategic priorities and deliverables for the next three years to ensure it continues to deliver against the Police and Crime Plan and support the Force's improvement journey.
- **Melksham Custody Suite:** Significant refurbishment works over the last 14 months have now been completed at Melksham Police Station, bringing the custody suite up to required standards helping to provide a safer environment for detainees, staff and officers, as well improvements to the first-floor office spaces. This work is part of the wider estates strategy to ensure working spaces are fit for the demands of modern policing.
- **Roll Out of 'Right Care, Right Person':** Working with partners, the Force has successfully delivered phase one of the 'Right Care, Right Person' initiative to improve the multi-agency management of mental health demand. This is a national programme aimed at ensuring the right care is provided by the relevant agencies for those with mental health needs, whilst maintaining a police input where there is risk to life. The rollout has been undertaken in partnership with key health providers and ongoing liaison arrangements are in place to manage any issues.

Risks and issues

- Continued monitoring and scrutiny of CCC performance on 999 and 101 telephony, building on the improvements in the past six months
- Oversee improvement in management and quality of workforce data, including skills mapping, to aid more effective organisational decision making and align of resource to demand

Deliverables Progress

Action	Date Due	Progress
Delivery of Melksham custody suite and first floor refurbishment	May 2024	100%
Public consultation and launch of new Police and Crime Plan	March 2025	10%
Force delivery of neighbourhood policing community commitments, including use of mobile police stations to improve visibility	March 2025	10%
Launch and delivery of new Youth Commission to engage young people in providing inputs and recommendations to improve policing	April 2025	10%

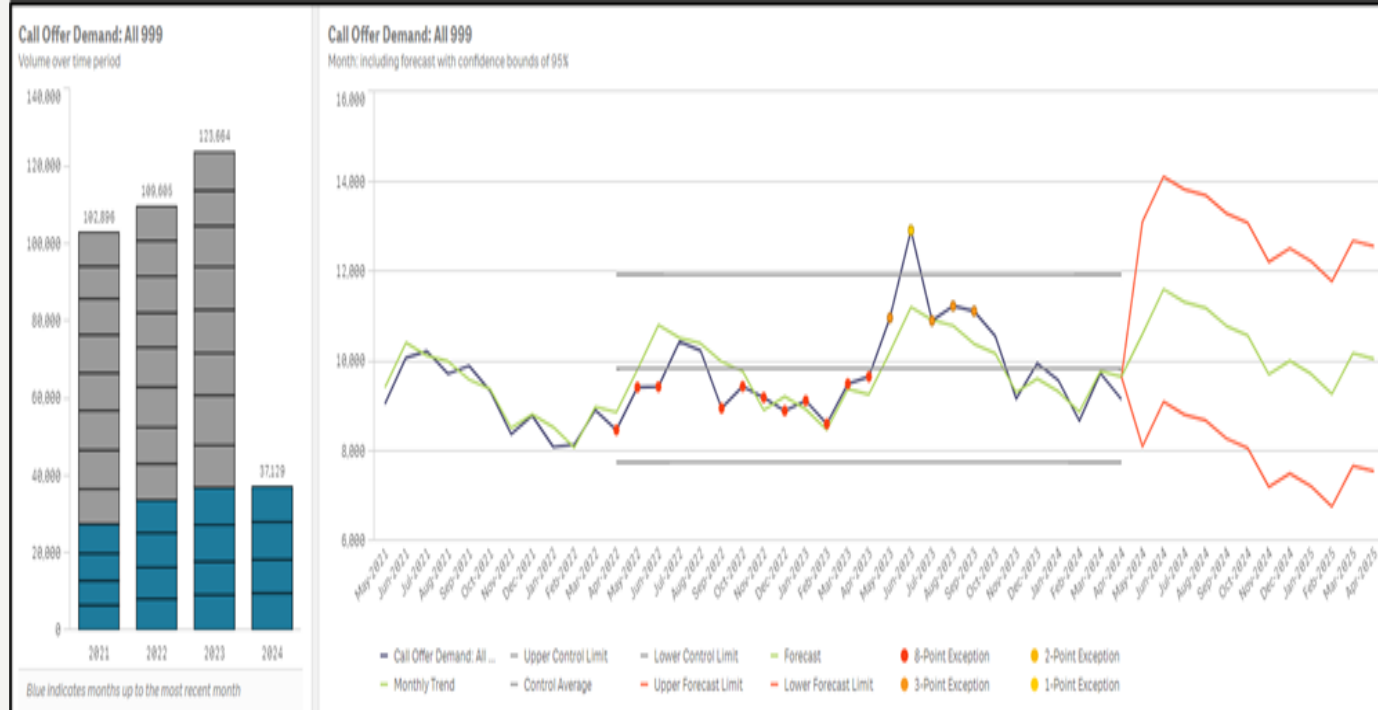
PCC focus next quarter

- Preparation for the Use Your Voice Survey which informs the Police and Crime Plan.
- Development of draft Police and Crime Plan.
- Launch of OPCC Delivery Plan for 24/25.
- Delivery of Op Scorpion which is the ongoing regional commitment to tackle drug dealing networks.

Crime & Communication Centre – 999 Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All 999		0.4%	0.6%	1.7%	0.3% points ▲	Decreasing	One, Three, Eight-Month Low	22
Average Time to Answer: All 999		00:00:07	00:00:08	00:00:12	00:00:01 ▲	Increasing		10
Call Answered Volume: 999		8,537	25,693	111,327	14.0% ▲	Increasing		10
Call Offer Demand: All 999		9,151	27,555	123,920	9.8% ▲	Increasing		4



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- A total of 9,151, 999 calls were offered for the month of Apr-24.
- In the 12 months to April 2024 the volume of calls offered increased by 9.8% (n.11,055) totalling 123,920 for the year.
- For the month of Apr-24, the 999 average time to answer stood at 7 seconds.
- In the 12 months to April 2024, the average time to answer was 12 seconds. This is an increase of 1 second if compared with the 12 months to April 23.
- For the month of Apr-24, the 999 abandonment rate was 0.4%.
- In the 12 months to April 2024 the average abandonment rate was 1.7% up 0.3% minute if compared with the 12 months to April 23.

Overview of Performance

- The IVE system provides operators with prompts allowing greater detail be recorded when taking a 999 call.
- This in turn has increased the average talk time over the past 12 months from 3 min.'s 21sec.'s in Apr-23, to 4 min.'s 15 sec.'s in Apr-24.

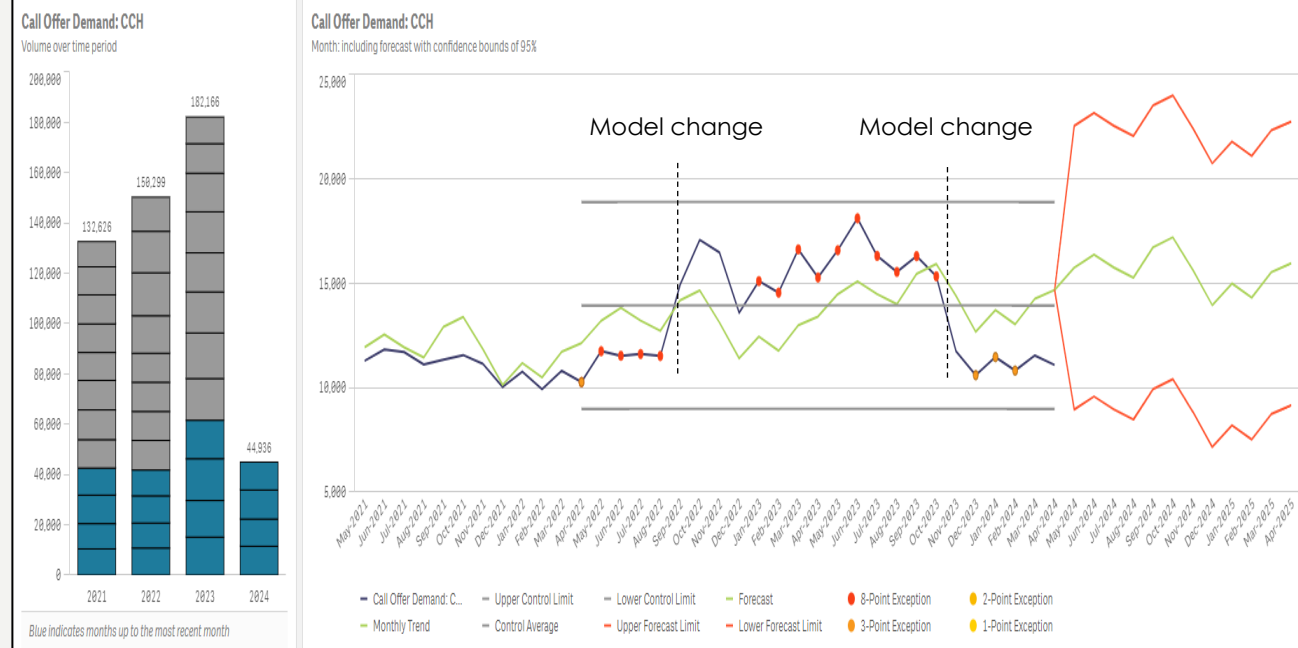
Daily Business Management - Overview

- Daily Grip meetings include 90 day demand forecasting which aims to ensure staffing levels are evenly distributed each day.
- Cortex machines providing EISEC capabilities for 999 are being rolled out. Automatic EISEC is designed to help reduce 999 answer times.

Crime & Communication Centre – CCH/101 Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Call Answered Volume: CCH		10,385	31,023	148,665	-8.4%	Increasing	Three-Month Low	14
Abandonment Rate: CCH		6.4%	7.3%	10.1%	5.6% points	Increasing		10
Average Time to Answer: CCH		00:00:54	00:01:02	00:01:11	00:00:39	Increasing		10
Call Offer Demand: CCH		11,092	33,465	165,520	-2.7%	Increasing		4



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- A total of 11,092 101 calls were offered for the month of Apr-24.
- In the 12 months to April 2024 the volume of calls offered decreased by -2.7% (n.-4564) totalling 165,520 for the year.
- Average time to answer for the month of Apr-24 was 54 seconds (SLA=30secs).
- In the 12 months to April 2024, the average time to answer was 1 minute 11 seconds increasing by 39 seconds minute when compared with the 12 months to April 23.
- Abandonment rate for the month of Apr-24 was 6.4%.
- In the 12 months to April 2024, the average abandonment rate was 10.1% increasing by 5.6% when compared with the 12 months to April 23.

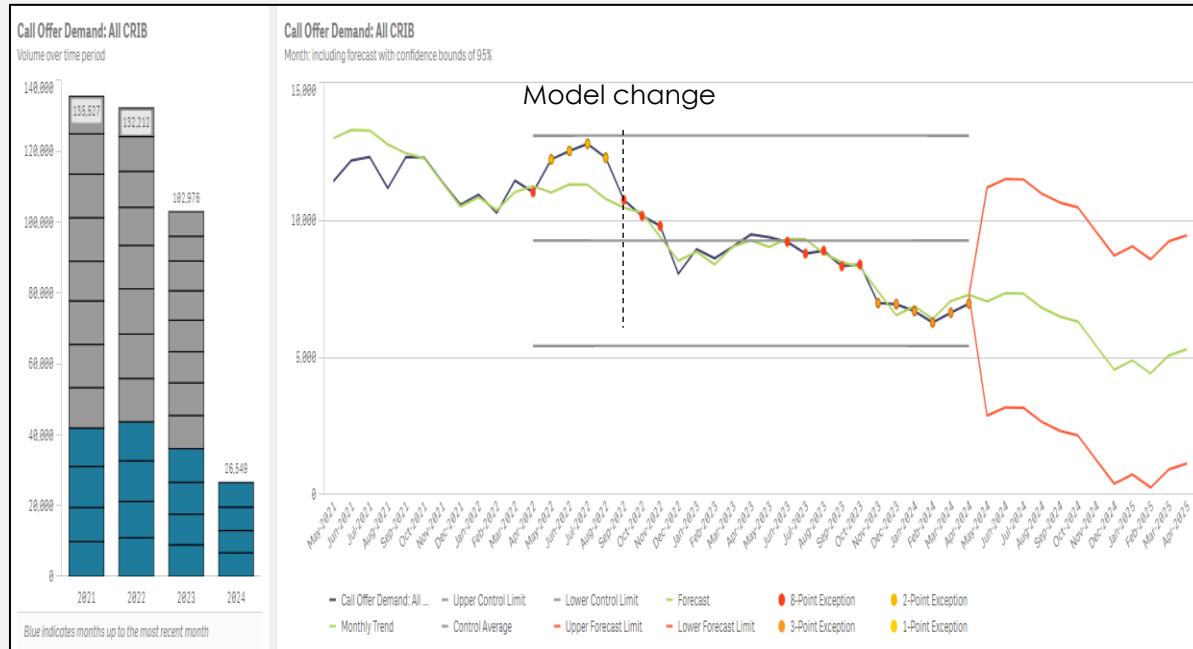
Overview of performance

- The IVR system diverts callers to the appropriate departments, partner agencies or online reporting (Approx. 45% now diverted since IVR change compared to 27% beforehand). The change to IVR has allowed the CCH/101 call answered volume to hit a 3 month exceptional low.
- CCH operating model trial went live on 8th Jan 2024, now fully implemented. The model change has led to historically low volumes of calls in the CRIB priority queue.
- The CCH/101 remains under staffed. New posts offered 07/05/2024 expected to ease the shortfall.

Crime & Communication Centre – CRIB Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All CRIB		24.6%	25.5%	27.1%	13.1% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Call Answered Volume: CRIB		5,243	14,797	68,047	-36.3% ▼	Decreasing	Three, Eight-Month Low	20
Call Offer Demand: All CRIB		6,960	19,862	93,443	-25.0% ▼	Decreasing	Three, Eight-Month Low	20
Average Time to Answer: All CRIB		00:08:04	00:08:53	00:12:43	00:07:08 ▲	Increasing		10



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- CRIB calls offered for the month of Apr-24 was 6,960.
- In the 12 months to April 2024 the calls offered demand has decreased by -25.0% (n.-31,179) totalling 93,443.
- For the month of Apr-24, the CRIB average time to answer rates was 8 minutes and 4 seconds.
- In the 12 months to April 2024, the average time to answer was 12 minutes and 43 an increase of 7 minutes and 8 seconds when compared with the 12 months to April 23.
- For the month of Apr-24, the CRIB abandonment rate was 24.6%.
- In the 12 months to April 2024, the average abandonment rate was 27.1% an increase of 13.1% when compared with the 12 months to April 23.
- For the month of Apr-24, there were 26 responses to CCC survey, 21 gave a 5* rating to the service they received.

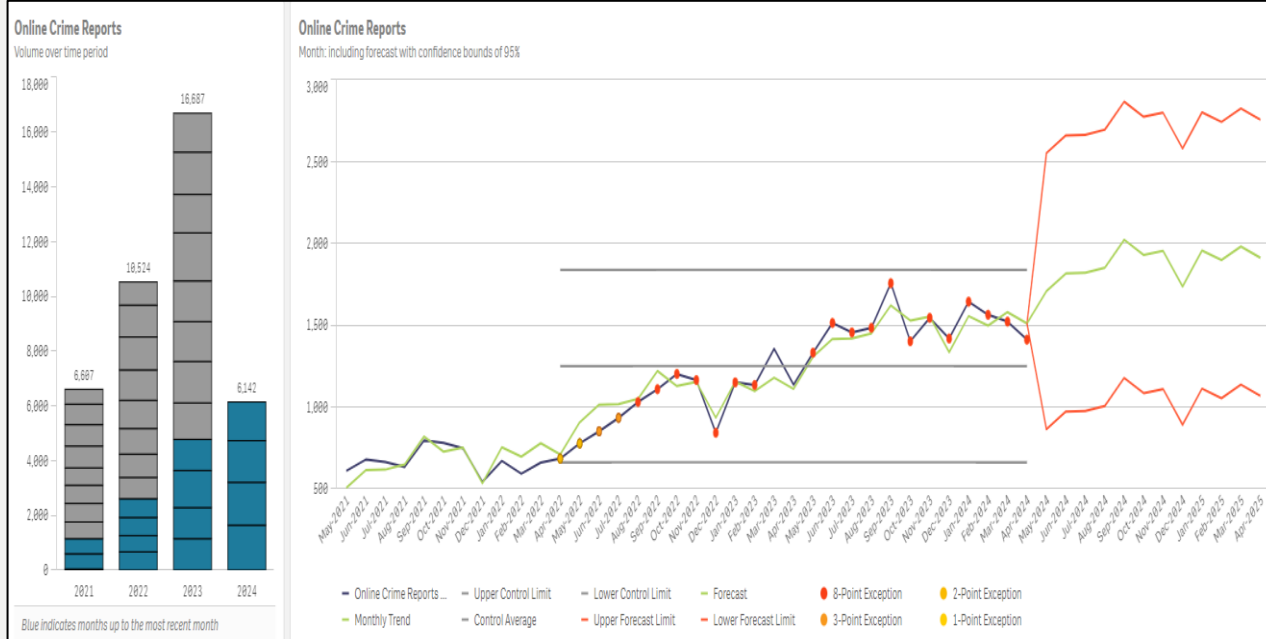
Overview of performance

- The CRIB abandonment rate has increased demonstrating an exceptional 8 month high, despite call offer demand on CRIB showing a -25.0% decrease over the same period. Staff shortfalls impacting.
- 14 CRIB staff currently in training (to enter room 29th May) with 20 expected in the next intake on 18th July.
- Call demand has seen monthly exceptional lows in call offer demand, showing the impact the IVR change has had on reducing demand on CRIB.

Crime & Communication Centre – Online Crime Reporting Service

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Online Crime Reports		1,412	4,498	18,051	42.2%	Increasing	Eight-Month High	16



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- For the month of Apr-24, 1,412 Online Crime Reporting (OCRs) recorded.
- In the 12 months to April 2024, Online Crime Reporting has increased year on year by 42.2% totalling 18,051.

Overview of performance

- Online crime reports (OCRs) monthly volumes have become fairly stable since June 2023.
- Each OCR report takes around half an hour to input. April 2024 this equated to 706 hours, using an average 10hr shift this equates 70.6 shifts.

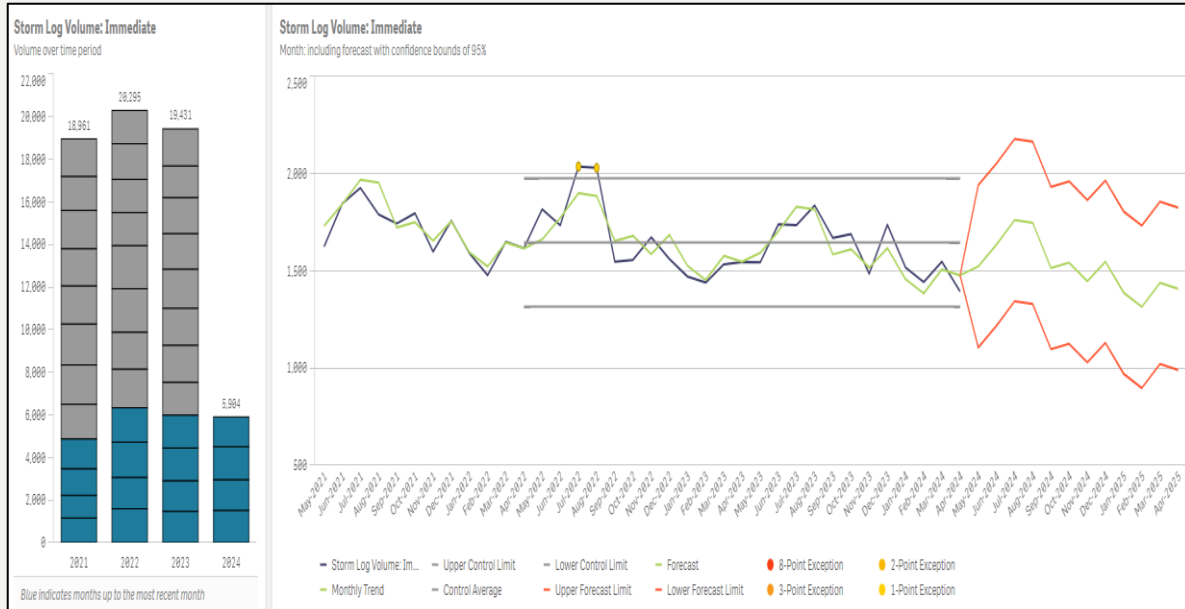
Daily Business Management - Overview

- Robotics automation is anticipated to start Mid May 2024 and reduce manual processing times. The time saved on administration is expected to decrease the length of time spent recording each online report.
- Analysis will follow and help understand time saved following implementation of the robotics process.

Response Times – Immediate

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Immediate		00:12:43	00:12:56	00:13:11	00:01:00 ▲	Increasing		10
Average Time at Scene: Immediate		01:30:50	01:34:37	01:36:29	00:11:54 ▲	Increasing	Eight-Month High	16
Median Response Time: Immediate		00:10:37	00:10:49	00:11:01	00:00:54 ▲	Increasing	Eight-Month High	16
Response Rate: Immediate		80.3%	79.3%	78.5%	-3.5% points -	Decreasing	Eight-Month Low	16
Storm Log Volume: Immediate		1,395	4,386	19,344	-3.0% -	Decreasing		10



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- For the month of Apr-24, the average immediate response time was 12 minutes 43 seconds.
- In the 12 months to April 2024 the average immediate response time was 13 minutes 11 seconds, this is an increase of 1 minute when compared with the 12 months to April 23.
- For the month of Apr-24, the immediate response rate was 80.3%.
- In the 12 months to April 2024 the average immediate response rate was 78.5% a decrease of -3.5% when compared with the 12 months to April 23.
- For the month of Apr-24, the immediate log volume was 1,395.
- In the 12 months to April 2024 the immediate log volume was 19,344 a decrease of -3.0% when compared with the 12 months to April 23.
- For the month of Apr-24, the Average time at scene was 1 hour 30 minutes 50 seconds.
- In the 12 months to April 2024 the average time at scene was 1 hour 36 minutes 29 seconds an increase of 11 minutes 54 seconds when compared with the 12 months to April 23

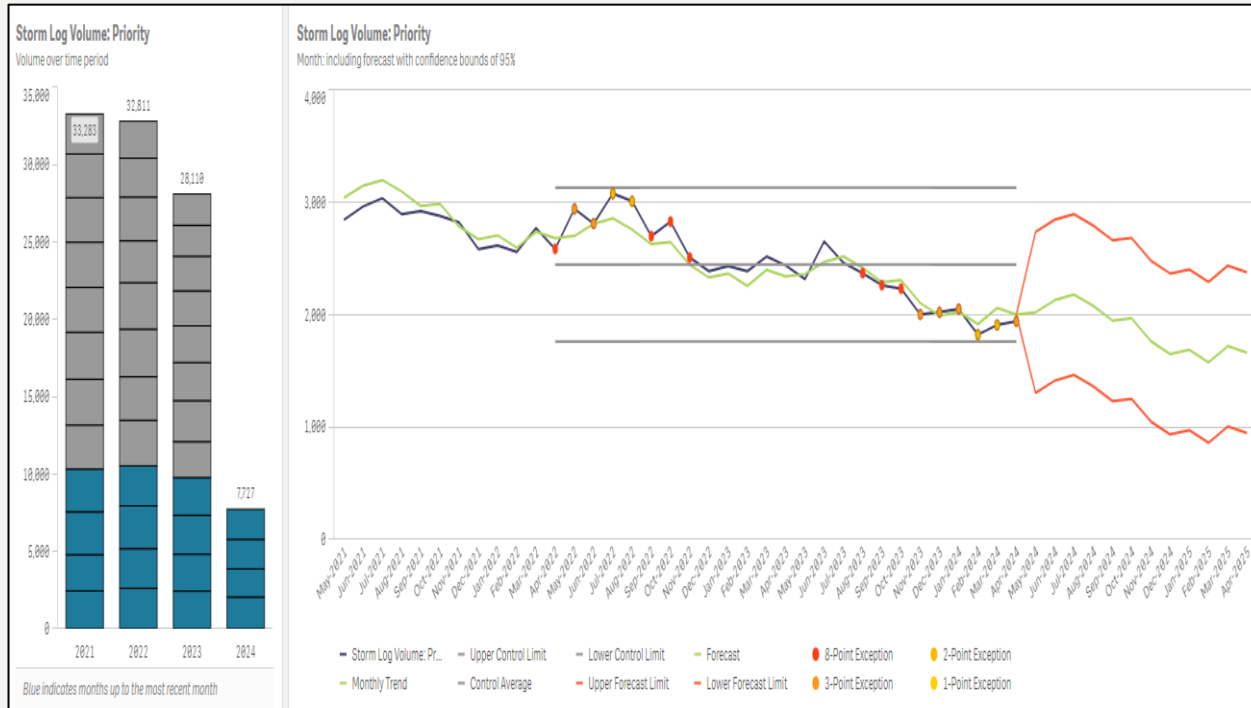
Overview of performance

- Average immediate response times remain within their SLAs with an increasing trend present across both County and Swindon times;
 - County = 13m 46s in the 12 months to Apr-24, up 48 seconds when compared with the 12 months to April 23.
 - Swindon = 12m 09s in the 12 months to Apr-24, up 1 minute 21 seconds when compared with the 12 months to April 23.
- New measures to be introduced to combat this change.

Response Times - Priority

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Priority		01:19:19	01:21:20	01:46:16	00:10:26 ▲	Increasing		4
Average Time at Scene: Priority		02:14:54	02:17:20	02:07:59	00:19:05 ▲	Increasing		10
Median Response Time: Priority		00:39:04	00:38:12	00:43:36	00:01:45 —	Increasing		4
Response Rate: Priority		64.9%	64.4%	58.7%	0.0% points —	Decreasing	One, Two, Three- Month High	13
Storm Log Volume: Priority		1,942	5,676	26,056	-18.7% ▼	Decreasing	Three, Eight- Month Low	20



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- For the month of Apr-24, the average priority response was 1 hour 19 minutes and 19 seconds (SLA = 1h).
 - In the 12 months to April 2024 the average priority response times was 1 hour 46 minutes and 16 seconds an increase of 10 minutes and 26 seconds when compared with the 12 months to April 23.
 - For the month of Apr-24, the median priority response time was 39 minutes and 4 seconds (SLA = 1h).
 - In the 12 months to April 2024 the median priority response time was 43 minutes and 36 seconds an increase of 1 minute 45 seconds when compared with the 12 months to April 23.
 - For the month of Apr-24, the priority response rate was 64.9%.
 - In the 12 months to April 2024 the priority response rate stayed stable at 58.7%.
 - For the month of Apr-24, the priority log volume was 1,942.
 - In the 12 months to April 2024 the priority log volume was 26,056 a decrease of -18.7% (n.-5,998) when compared with the 12 months to April 23.
 - For the month of Apr-24, the average time at scene was 2 hours 14 minutes and 54 seconds.
 - In the 12 months to April 2024 the average time at scene was 2 hours 7 minutes and 59 seconds which is an increase of 19 minutes 5 seconds when compared with the 12 months to April 23.
- ### Overview of performance
- Average priority response times by response hub:
 - County = 01h 28m 43s in 12 months to Apr-24, Yr. on Yr. decrease of 6m 40s.
 - Swindon = 02h 14m 36s in 12 months to Apr-24, Yr. on Yr. increase of 37m 01s.
 - Median priority response times by response hub:
 - County = 40m 52s in 12 months to Apr-24, , Yr. on Yr. decrease of 1m.
 - Swindon = 47m 43s in 12 months to Apr-24, , Yr. on Yr. increase of 5m 52s.

Priority 2: Reduce violence and serious harm

Outcomes achieved this quarter

- Serious Violence Reduction:** The OPCC continues to coordinate the violence reduction partnership, known as the Serious Violence Joint Steering Group, bringing together multi-agency bodies to deliver the reduction strategy. With the completion of the first Serious Violence Joint Strategic Needs Assessment in January, that evidence base informed the commissioning intentions for 2024/25 for investment of Home Office serious violence funding. This quarter OPCC has led the recommissioning of several diversionary services which started in Q4 of 2023/24. This includes £100k to widen the Focused Deterrence model piloted in Devizes this year, and £60k for continued support to the WAY Beacon project at Great Western Hospital, enabling hospital staff to refer children and young people suspected of involvement in serious violence to trained mentors. In addition, this year the OPCC is funding expanded delivery of the the Blunt Truth project; a knife crime awareness programme for secondary schools across the county delivered by healthcare professionals. This offer is now available to 30 schools across Wiltshire, building on the 13 school inputs delivered in 2023/24.
- Swindon Domestic Abuse Service Procurement:** Following the ending of the current contract, the OPCC has worked with Swindon Borough Council to update the service specification (with input from service users and other stakeholders) and complete a procurement process for the new service which will commence in October 2024.

Risks and issues

- Serious Violence Future Funding:** Serious Violence Duty funding ends in March 2025. In the Chancellor's Spring Statement £75m was committed over three years from FY2025/26 to expand the Violence Reduction Unit model, however this commitment to additional investment is subject to further decision at the next spending review following the general election.
- Victim Services Future Funding:** The current enhanced levels of funding for Independent Domestic Violence Advocates and Independent Sexual Violence Advocates to support victims of domestic abuse and sexual harm from the Ministry of Justice ends in March 2025. Should this additional funding not be confirmed in the next spending review then it will have significant impact on local service provision and is already impacting service provider's ability to recruit.

Deliverables Progress

Action	Date Due	Progress
Launch and roll out of Swindon Domestic Abuse Service, providing advocacy and refuge/safe spaces for victims of domestic abuse	October 2024	60%
Working with multi-agency partners to deliver range of interventions to reduce serious violence, including focussed deterrence projects in Swindon, Devizes and other parts of Wiltshire	March 2025	20%
Work in partnership with other police forces regionally to deliver Operation Ragwort, the intelligence-led approach to disrupting organised crime groups involved in rural crime	March 2025	20%

PCC focus next quarter

Reducing Serious Violence

- Continue rollout of serious violence reduction interventions in schools and through the focussed deterrence projects in
- Working with partners to improve the data sharing arrangements to enhance the serious violence strategic needs assessment.
- Work with Serious Violence Duty partners to develop and deliver a communication and engagement plan with communities

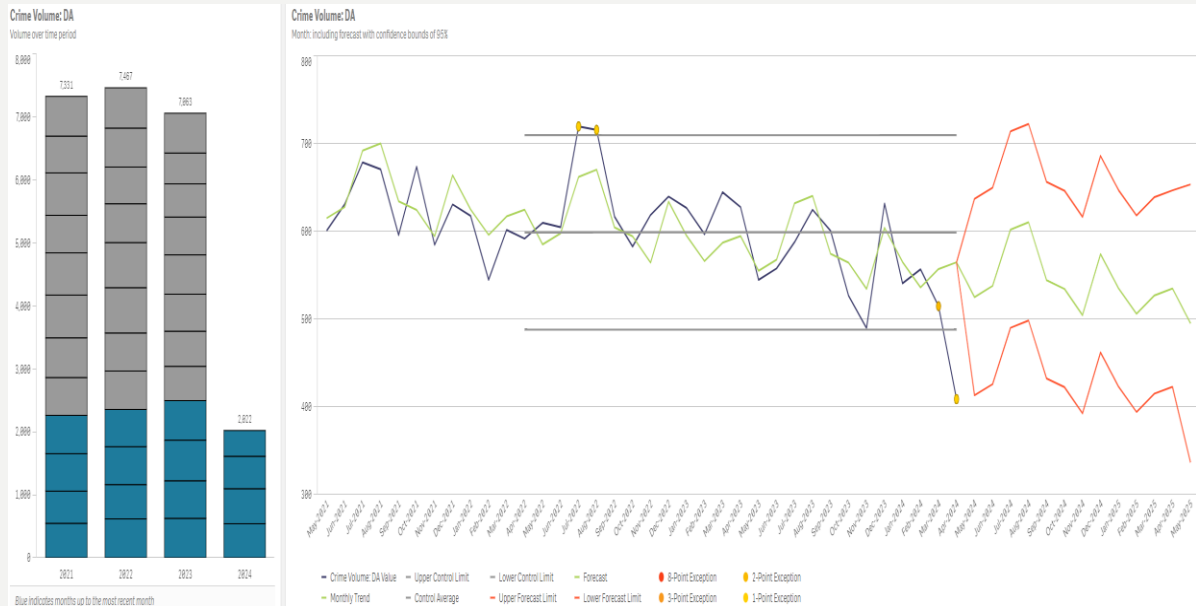
Swindon Domestic Abuse Service

- To complete public procurement process and award new contract for support services in Swindon.

Domestic Abuse (DA)

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Rate: DA		46.9%	47.7%	47.8%	10.4% ▲	Increasing	One, Two, Three, Eight-Month High	25
DA Risk Level: Standard		362	1,260	6,983	-19.8% ▼	Decreasing	One, Two, Three-Month Low	19
Crime Volume: DA		409	1,481	6,588	-13.4% ▼	Decreasing	One, Two-Month Low	15
FAT Outcome Rate: DA		23.0%	15.9%	14.1%	2.9% points ▲	Increasing	One-Month High	12
DA Risk Level: Medium		179	629	2,637	12.9% ▲	Increasing		10
FAT Outcome Volume: DA		94	235	926	9.5% ▲	Increasing		10
DA Risk Level: High		27	101	377	80.4% ▲	Increasing		10
Outstanding Suspects: DA		311	325					6



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- For the month of Apr-24, 409 Domestic Abuse (DA) crimes were recorded, with a total of 6,588 in the 12 months to April 2024.
- In the 12 months to April 2024 the DA crime volume decreased by -13.4% (n.1030) when compared with the 12 months to April 23. This reduction was observed across all Neighbourhood Policing Teams with Swindon -16.7% (n.526) and County -11.4% (n.509).
- For the month of Apr-24, the DA FAT rate was 23% with the 12 month to April 2024 average 14.1%, which is a an increase of 2.9% when compared with the 12 months to April 23.
- In the 12 months to April 2024 the average DA charge rate was 8.9%, an increase of 2% increase when compared with the 12 months to April 23.
- In the 12 months to April 2024 the average arrest rate was 47.8%, an increase of 10.4% when compared with the 12 months to April 23. Demonstrating continuous upward trend.

Overview of performance

- A National benchmarking request was conducted in Feb-24. It identified DA crime volume reductions over the last 12 months. (Seven forces responded to the survey).
- DA crime volumes increased during the Pandemic. Over the last 12 months they have demonstrated a downward trend. Over the latest 12 months, DA crime volumes have dipped below pre-pandemic levels, representing a decrease of -4.2% (n.292)

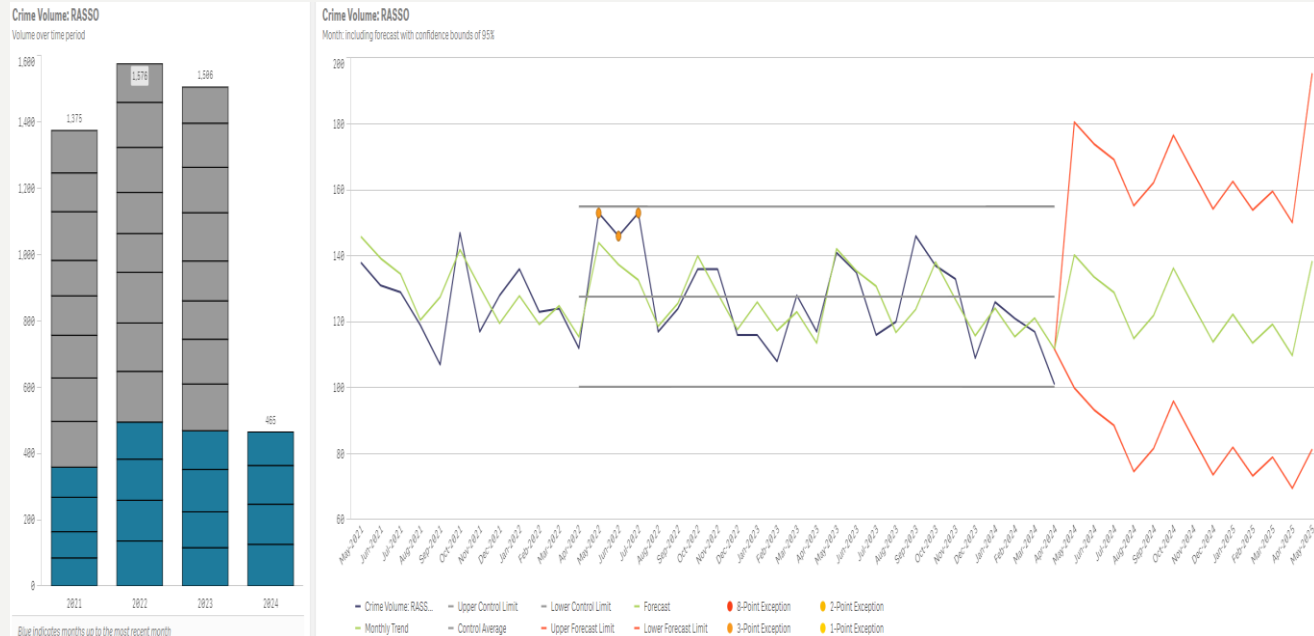
Daily Business Management – Overview

- The Office for National Statistics (ONS) DA report will be published in Jun-24 and will allow for national comparisons.

Rape & Serious Sexual Offences (RASSO)

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: RASSO		101	339	1,502	-3.1%	Decreasing		10
FAT Outcome Rate: RASSO		8.9%	8.6%	9.5%	-0.4% points	Increasing		4
FAT Outcome Volume: RASSO		9	29	142	-6.6%	Increasing		4
Outstanding Suspects: RASSO		97	92	111		Decreasing	Three, Eight- Month Low	20



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- In the 12 months to April 2024 the RASSO Crime volume was 1,502 showing a decrease of -3.1% (n.56) when compared with the 12 months to April 23.
- In the 12 months to April 2024 the Serious Sexual Offence (SSO) crime volumes = 858, a decrease by -6.2% (n.57) when compared with the 12 months to April 23.
- In the 12 months to April 2024 the SSO average arrest rate was 26.2%, an increase of 4.5%pts when compared with the 12 months to April 23.
- In the 12 months to April 2024 the SSO average FAT rate was 10.6%, a decrease of -0.5% when compared with the 12 months to April 23.
- In the 12 months to April 2024 the Rape crime volume was 634, an increase by 0.5% (n.3) when compared with the 12 months to April 23.
- In the 12 months to April 2024 the Rape average arrest rate was 33.3%, an increase of 1.6%pts when compared with the 12 months to April 23.
- In the 12 months to April 2024 the Rape average FAT rate was 9.5%, a decrease of -0.4%pts, when compared with the 12 months to April 23.

Overview of performance

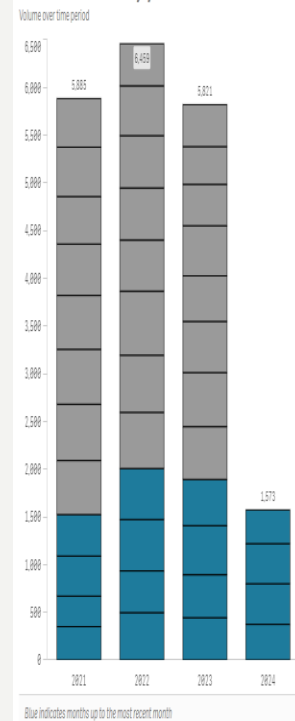
- In the last 12m, Extra-Familial relationships account for 77% of all RASSO crimes, leaving the remaining 23% attributed to Intra-Familial relationships

Violence with Injury (VWI)

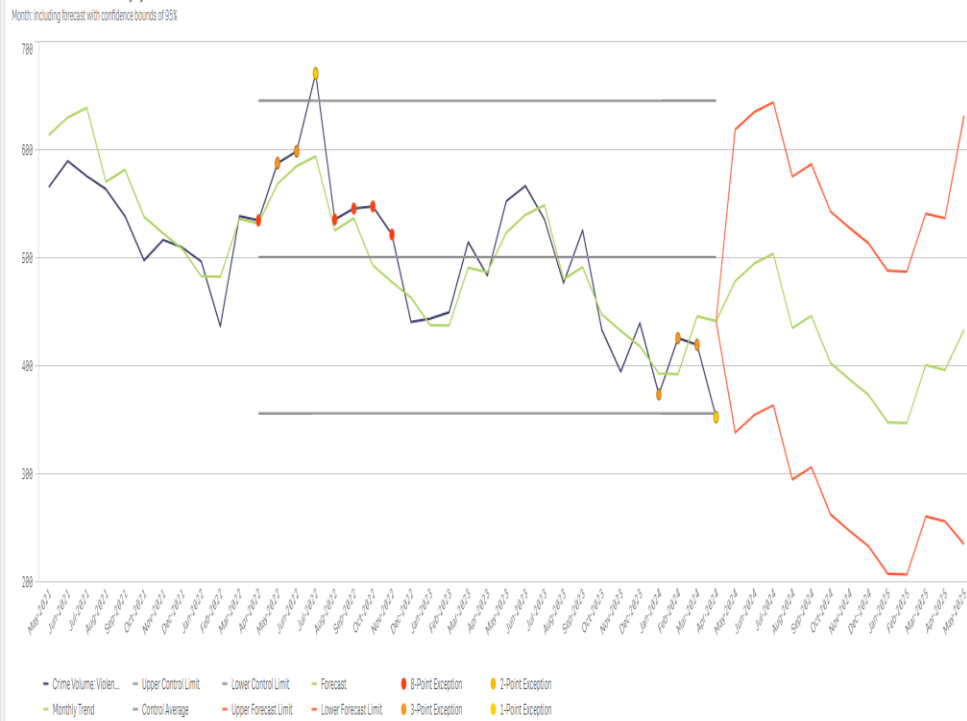
WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: Violence With Injury		353	1,199	5,501	-13.3%	Decreasing	One, Three-Month Low	16
Crime Volume: Violence With Injury - Swindon		132	474	2,318	-14.2%	Decreasing	One, Three-Month Low	16
FAT Outcome Volume: Violence With Injury		123	280	1,044	16.5%	Increasing	One-Month High	12
Crime Volume: Violence With Injury - County		219	720	3,164	-13.0%	Decreasing		10
Outstanding Suspects: Violence With Injury		193	194					6

Crime Volume: Violence With Injury



Crime Volume: Violence With Injury



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- In the 12 months to April 2024 the Violence with Injury (VWI) crime volume decreased by -13.3% (n.847) when compared with the 12 months to April 23.
- This reduction in volumes was observed across all Neighbourhood Policing Teams (NPT)
 - Swindon = -14.2% (n.324)
 - County = -13.0% (n.523)
- In the 12 months to April 2024 the average FAT outcome rate was 19%, an increase of 4.9%pts when compared with the 12 months to April 23. Demonstrating continuous upward trend
- In the 12 months to April 2024 the Violent crime victim satisfaction rate was 74.0%.

Overview of performance

- Following the COVID-19 post lockdowns, VWI crime volumes experienced a notable surge (2021/2022 +18.6% and 2022/2023 +2.6%).
- In the 12 months to April 2024 VWI crime volumes have dipped below pre-pandemic levels, representing a decrease of -5.2% (n.304) compared with the 12 months to Apr 2020.
- In the 12 months to April 2024, 31.4% of all VWI crimes related to Domestic Abuse. There is a strong positive correlation of $R=0.59$ between VWI and DA, hence a decrease in DA volumes causing a decrease in VWI and vice versa.
- The victim satisfaction area of focus: improved communication with victims during the investigation life cycle

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

Outcomes achieved this quarter

- **Safer Streets Programme (Round 5):** The focus of this round was Violence Against Women and Girls (VAWG), Anti-Social Behaviour (ASB) and neighbourhood crime. The OPCC has engaged with partners to develop a range of projects to provide opportunities for individuals, neighbourhoods, town and city centres to benefit and rollout is underway across all areas of the programme.
- The Swindon based initiatives were visited by the Home Office in May 2024. They were impressed with the variety of the initiatives, the enthusiasm of the providers and the close working relationship and partnership promoted by the OPCC across the projects.
- **Anti-Social Behaviour:** OPCC has led on the successful bid for £1m of ASB Hotspot Funding from the Home Office. Funding will provide over 10,000 hours of police overtime in key ASB hotspot locations with additional warden patrols, detached youth work, and increased back-office support functionality. We continue to work with both Community Safety Partnerships (CSPs) to develop improved consistent responses to ASB across Wiltshire and Swindon.
- **Road Safety:** Multi-agency work continues, maintaining the collaborative approach to road safety and delivering in Education, Enforcement and Engineering. National campaigns are supported locally, educational interventions are continuous, local and emerging trends identified and responses developed. In the last quarter we have supported Wiltshire Council in the completion of their Highways Matters outreach programme with Area Boards and the Force's Road Safety Unit received High Sheriff's Award in recognition of the unit's work targeting driving offences and speeders.
- **Rural Crime Conference:** First ever rural crime conference took place in Tidworth on 7 June, hosted by the PCC, to bring together residents and organisations to tackle issues affecting rural communities. Working together with Rural Crime Partnership the Force updated attendees on actions and tactics being deployed to disrupt criminals involved in rural crime and hear feedback.

Risks and issues

- **ABS Hotspot Response:** Following a slight delay with Grant Agreements from the Home Office this work is commencing roll-out in late May
- **Future Funding:** Funding for Safer Streets Round 5 ends in March 2025 with no certainty of continuation.

Deliverables Progress

Action	Date Due	Progress
Delivery of £1M ASB Hotspot Response Fund with OPCC leading on commissioning and delivery of warden patrols and detached youth work	March 2025	20%
Delivery of Safer Streets Programme (Round 5) to tackle VAWG, ASB & neighbourhood crime	March 2025	20%
Delivery of business crime reduction partnership to help tackle retail crime	March 2025	10%

PCC focus next quarter

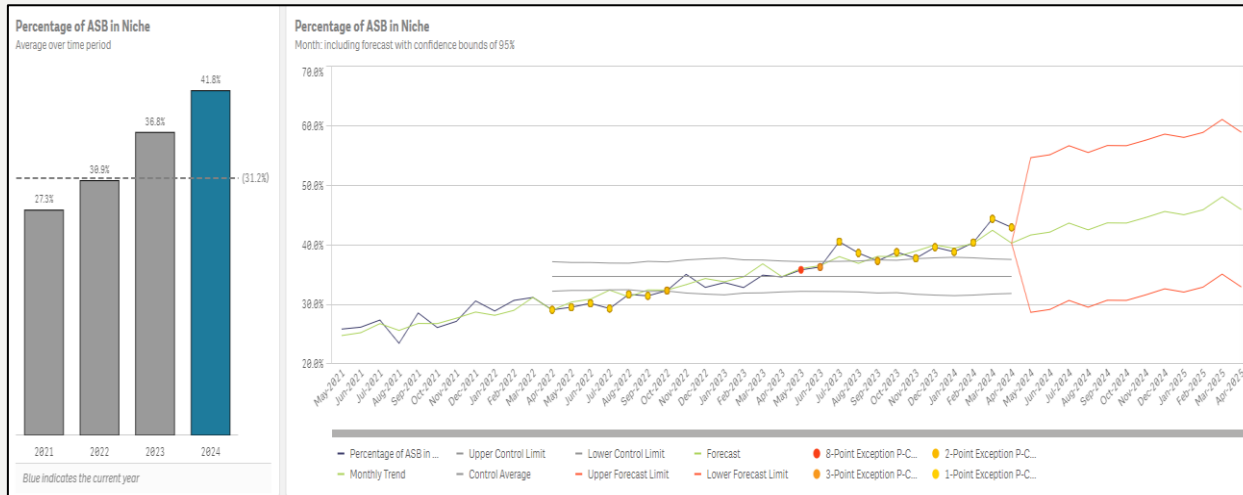
Improving Community Safety:

- Work with Executive Groups of Wiltshire and Swindon Community Safety Partnerships to consider improvements to their working arrangements, governance structures and resourcing plans.
- Continue delivery of ASB hotspots programme.
- Continue to deliver the Safer Streets Round 5 programme.
- Work with the Force to develop a unified Business Crime strategy supporting retailers and town centres to reduce ASB and acquisitive crime. OPCC focus in the longer term is the establishment of Business Crime Reduction Partnership(s) across Wiltshire.

Anti-Social Behaviour (incl. Sec 60)

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Percentage of ASB in Niche		43.7%	42.9%	39.2%	7.1% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Volume of ASB		877	2,414	10,889	-16.6% ▼	Decreasing	Eight-Month Low	16



Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Volume of ASB - County		531	1,498	6,544	-17.1% ▼	Decreasing	Eight-Month Low	16
Volume of ASB - Swindon		331	893	4,299	-16.0% ▼	Decreasing	Eight-Month Low	16

Apr 24
Environmental ASB
 31 recorded
 4.4% of total ASB

Apr 24
Nuisance ASB
 461 recorded
 66.4% of total ASB

Apr 24
Personal ASB
 202 recorded
 29.1% of total ASB

SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- For the month of Apr-24, 877 ASB incidents were recorded.
- In the 12 months to April 2024 ASB incidents have decreased by -16.6% when compared with the 12 months to April 23.
- In the 12 months to April 2024 Swindon and County are both recording a decline in ASB reporting.
 - Swindon -16.0%
 - County -17.1%
- Despite the decrease in overall ASB incidents, ASB recorded in Niche (occurrence and crime reporting) has increased. This is because the proportion of ASB incidents recorded in Niche has increased by 6.8% pts year on year.
- Analysis conducted in January 2024 indicated this is driven by an increase in incidents recorded on both STORM (requiring an immediate or Priority response) and then closed to Niche for further investigation or flagging to NPT.

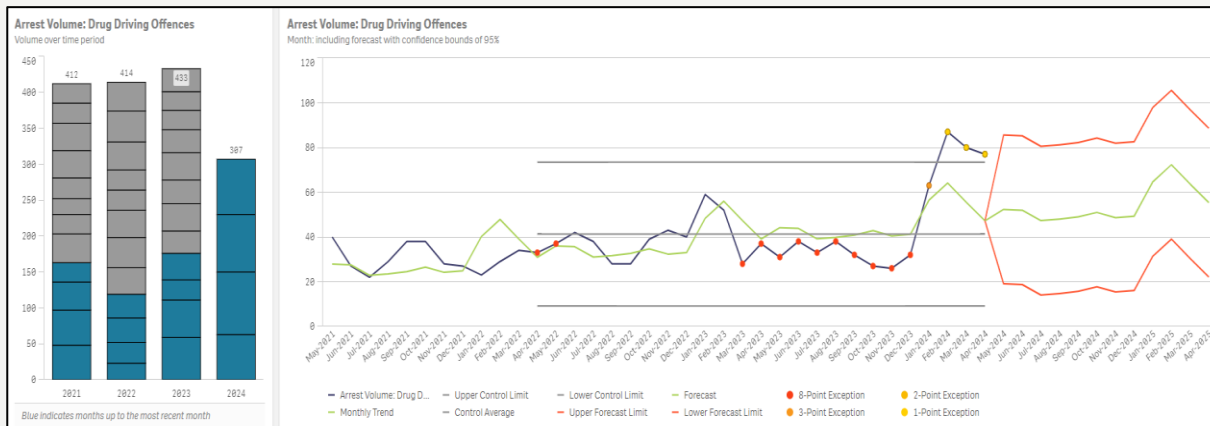
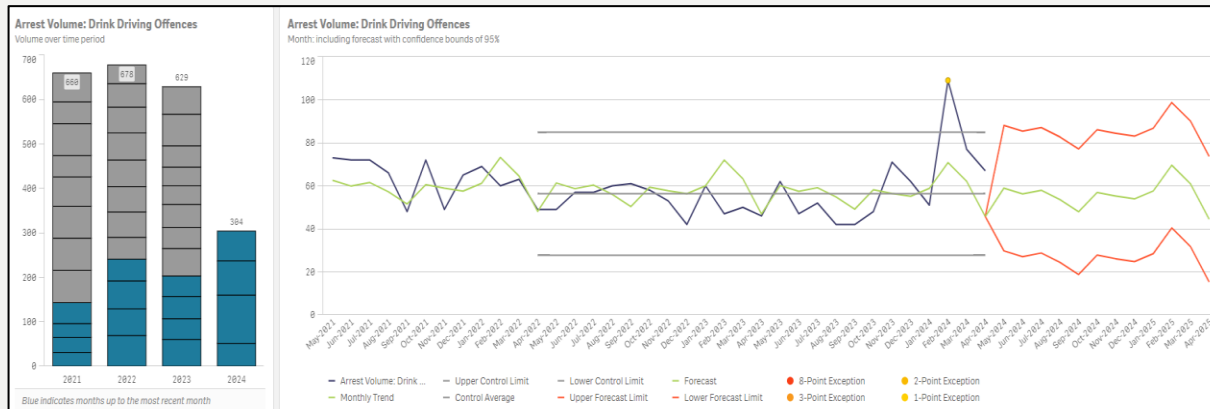
Overview of performance

- Volume of ASB is declining year on year by -16.6%. During April 2024 a total of 877 ASB reports were logged with a 8 consecutive month low.
- Storm incidents: in the 12 months to April 24, there was a -26.2% decrease in Nuisance ASB, a -4.7% decrease in Personal ASB and a -4.8% decrease in Environmental ASB.
- Nationally - The police recorded 1.0 million incidents of ASB in the year ending September 2023. This was a 8% decrease compared with the year ending September 2022 (1.1 million incidents) (Source: ONS CSEW)

Road Safety

WHAT? (What is the situation?)

Measure	Trend Line (Up to 3 Years' Data)	Apr-2024	3 Months to Apr-2024	12 Months to Apr-2024	12 Months to Apr-2023 vs. 12 Months to Apr-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Volume: Drink Driving Offences		67	253	730	14.1% ▲	Decreasing		10
Arrest Volume: Drug Driving Offences		77	244	564	19.7% ▲	Increasing	One, Two, Three- Month High	19



SO WHAT? (What is happening? What is the analysis telling us?)

Data Summary

- Drug driving offences have seen a 19.7% increase in the 12 months to Apr-24.
- For the month of Apr-24, a total of 1,047 speed watch events were conducted, 2.6% of these identified vehicles speeding

Overview of performance

- An increase in arrest volume over the 12mths to Apr-24 attributed to the Roads Policing Unit (RPU) proactive management of Intel.

Wiltshire Police road safety activity

Speed awareness courses Fines and point Court

Sept - Dec 2021	156	36	0
2022	1618	194	23
2023	7184	968	87
2024 (16/05/2024)	3851	538	61

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

- **Neurodiversity in Criminal Justice Sector:** The first Neurodiversity in Criminal Justice Partnership Forum was held earlier this quarter which explored best practice, shared ideas and identified barriers to supporting those with neurodiverse conditions who come into contact with the criminal justice system. The forum was attended by a wide range of partners across the sector and going forward will meet regularly to encourage a consistent approach to working with neurodivergence, taking both victims, witnesses and offenders into consideration.
- **Commissioned Services for Victims:** Following successful procurement exercise in FY23/24, the OPCC has mobilised two new support services for victims of crime (adults and children) aligning resources to updated support programmes.
- **Victim Satisfaction Survey:** OPCC has commissioned a survey for a further year ensuring monthly insight reports from victims continue to be captured and utilised by the Force to improve their service. The expected new national survey is now not being rolled out by the Home Office, requiring OPCCs and Forces to continue to manage these surveys locally.

Risks and issues

- **Victims Services:** Demand for specialist support services remains high. The number of victims coming forward continue to trend upward, particularly from self-referrals regarding domestic abuse support in Wiltshire, and to access services at the Sexual Assault Referral Centre (SARC). OPCC is working with strategic partners to maintain service levels and reduce waiting times for people affected.

Deliverables Progress

Action	Date Due	Progress
Complete review and implement recommendations to improve the experience of those with neurodiverse conditions in the Criminal Justice Sector	March 2025	10%
Undertake the procurement for a longer-term victim's satisfaction survey to provide more opportunities for victims to share their experiences to improve services	March 2025	10%
Work together with partners through the Wiltshire Criminal Justice Board to oversee the effective and efficient delivery of criminal justice across the Force area	March 2025	20%

PCC focus next quarter

Improving Experience for Victims:

- Undertake a substantive review of the Victim and Witness Care Hub (Horizon) - the final report to deliver recommendations for service, support and governance improvement opportunities.
- Ensure local response to the incoming Forensic Accreditation Standards and co-ordinate Sexual Assault Referral Centre (SARC) building works with contracted partners to ensure compliance with new standards.

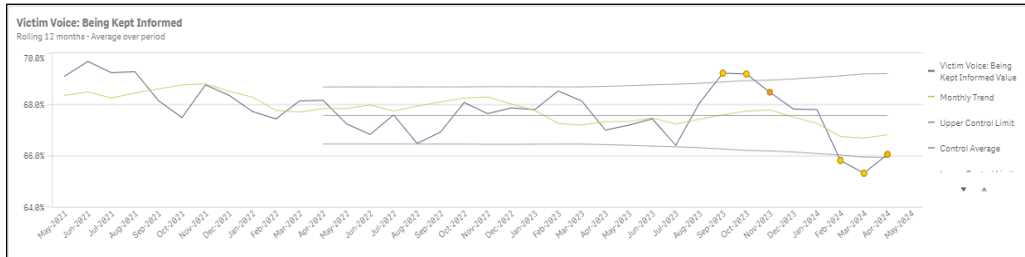
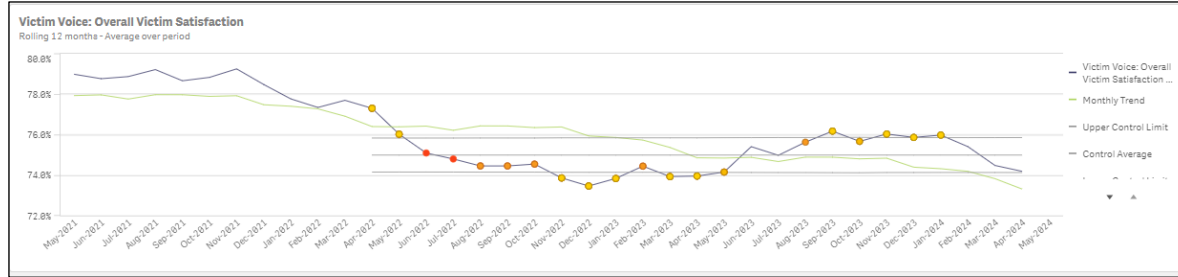
Neurodiversity:

- Forward action plan and future design of forum to be developed with clear outcomes for improvements for those with neurodiverse conditions in the criminal justice sector.

Victim Voice – victim satisfaction survey

WHAT? is the situation?

Victim Satisfaction Survey Dashboard - KPIs Rolling Months Data | Sheet - Qlik Sense
(wiltshire.police.uk)



Burglary 81.7% +0.2pp YoY	Violence 74.7% +2.7pp YoY	Vehicle 68.4% +0.8pp YoY	Hate Crime 75.0% -10.5pp YoY
Overall satisfaction 74.2% +0.2pp YoY	Kept informed 66.0% -0.9%pp YoY	Investigation 69.1%	

Victims Rights compliance - WHAT?

OIC understood situation 92.3%	Phone operator understood situation 92.5%	Informed of action to investigate 79.9%	Progress update given 63.6%	Informed of final outcome 54.2%	Informed of right to review 53.3%
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SO WHAT? is happening? What is analysis indicating?

Data Summary

- 1135 victims have now completed the Victim Voice survey since April 2023.
- Overall victim satisfaction stable at 74.2%
- 87.0% stated they would recommend contacting police.
- 86.3% stated they would be confident to involve police in any future incidents.
- Satisfaction with being kept informed is demonstrating a 3 month negative exception at 66.0%.
- **Overall victim satisfaction** is 74.2%, this represents 2 months below average but is above forecast and not identifying as an exception.
 - Burglary satisfaction – 81.7%
 - Violence – 74.7% (+2.7%pts)
 - Vehicle – 68.4%
- **Hate Crime** (93 victims surveyed May 23 – April 24): 75.0% (-10.5%pts), confidence interval for hate crime is 9.65 due to low numbers of eligible victims to survey therefore confidence intervals overlap indicating no significant trend.
 - There has also been a decline in satisfaction of Hate Crime victims for Treatment down 8.8% pts and
 - Kept informed of progress 65.4% (-12.1%pts). 10 respondents were dissatisfied with how they were kept informed of progress and of these, 90.0% (n=9) stated they were not told of the final outcome of their investigation.
- **Kept informed of Progress** is one of the lowest performing areas 66.0%.
 - Previous analysis of data April 23 – Feb 24 showed that respondents were more likely to be satisfied overall if they were told of the final outcome of the investigation.
 - In the 12 months to April 2024 54.2% of respondents stated they were told of the final outcome of their investigation.
- **Victims Rights Compliance:**
 - Progress updates given – 63.6% which is an increase compared to last month - 63.0%
 - Informed of actions to investigate – 79.9% which is an increase compared to last month – 79.6%
 - Informed of final outcome – 54.2% which is a decrease compared to last month – 55.1%

Detainee Healthcare

WHAT? is the situation?

HMICFRS Custody Inspection – Nov 22.

One area of further action Inspectors identified was health care staff shortages meant levels were not at the level commissioned, impacting the timeliness and potential quality of care and treatment. The HMICFRS identified this as a cause for concern.

The HMICFRS recognised the service provided was of high quality and vacancies were part of a sector wide issue. Inspectors identified robust governance procedures have been established for monitoring the safety, quality and performance of services.

Custody healthcare staffing coverage levels – period averages

	Oct 23 - Dec23		Jan 24 - Mar 24	
	Requests On Time	Shift Coverage	Requests On Time	Shift Coverage
Wiltshire	97.4%	98.1%	99.7%	99.5%

- During service transition Oct- Feb 22/23, coverage was around 85%. Latest figures from April 24 healthcare staffing coverage was at 100%
- Other causes of concern were identified and published in the inspectorates report relating to data collection on use of force, physical environment changes, provision of additional support items and working with local authorities on alternative accommodation
- These continue to be worked on by Force leads and ongoing discussions with HMICFRS to close these when appropriate.

SO WHAT? is happening? What is analysis indicating?

A new contract across the South West began 1 October 2022. The contract is overseen by the SW Health and Justice Board, chaired by the Wiltshire OPCC CEO and developed across five OPCCs, forces and NHS England. The model increases permanent healthcare on site in custody, previously health care professionals (HCPs) were called when required.

During mobilisation there were staffing issues linked to decision by staff to not TUPE and the wider demand for health care professionals across the health sector (approx. 40k vacancies). This was impacting across the SW but most significantly in D&C and Wiltshire. This was added to the OPCC and Force respective corporate risk registers.

Significant focus for the first six months by commissioners, operations and providers to strengthen staffing supply and coordination. This includes increased pay, moving staff from other regions, bank staff, constant recruitment, targeted advertising in educational establishments.

The relationships between ops and provider have been key with local force and regional oversight in place. This also includes significant workforce planning and identifying resourcing gaps.

Wiltshire detainee healthcare provision has comprehensively improved since Q4 22/23. Significant planning was developed ahead of Melksham custody reopening and staffing levels have been maintained.

Sustained staffing levels at both custody centres are help likely remove the cause for concern. This continues to be monitored for several months prior to seeking the closure of the action.