



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 Sept 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

Outcomes achieved this quarter

Development of draft Police and Crime Plan

- The PCC has agreed to maintain the four priorities of the previous plan within the new Police and Crime Plan. We have developed the structure of the plan, and the content will be informed by the Force, national policing objectives and will reflect our communities' concerns via the results of "Use Your Voice" survey, and wider consultation.
- The refresh of the plan, which will run from 2024- 2029, attracted 1,125 response from individuals, communities, faith groups, community leaders, MPs and councillors. The communications campaign reached 256,000 digitally with high levels of engagement and public feedback, media coverage through the period was sustained and consistent use of Community Messaging to reach into our communities was successful. The PCC attended several public consultation opportunities throughout Wiltshire and Swindon and used input from the public canvassed in the recent election.

PEEL report

- Following Wiltshire Police leaving ENGAGE status, PEEL report published, showed good progress across all areas of assessment. Further work is required in key areas already identified. Positive recognition of improving internal leadership and delivery. Force Corporate plans align to deliver next stage of improvements.

Outstanding	Good	Adequate	Requires improvement	Inadequate
	Preventing crime	Recording data about crime	Police powers and public treatment	
	Managing offenders	Developing a positive workplace	Responding to the public	
		Leadership and force management	Investigating crime	
			Protecting vulnerable people	

Launch of OPCC Delivery Plan for 24/25

- The PCC launched the OPCC's delivery plan for 24/25; this lays out OPCC the work programme for the year, aligned to the strategic objectives in the Police and Crime Plan.

Risks and issues

- Continued monitoring and scrutiny of CCC performance on 999 and 101 telephony, building on the improvements.
- 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
Public consultation and launch of new Police and Crime Plan	Nov 2025	30%
Force review of Target Operating Model Review – phase 2 (investigative functions)	March 2025	20%
Launch and delivery of new Youth Commission to engage young people in providing inputs and recommendations to improve policing	April 2025	30%

PCC focus next quarter

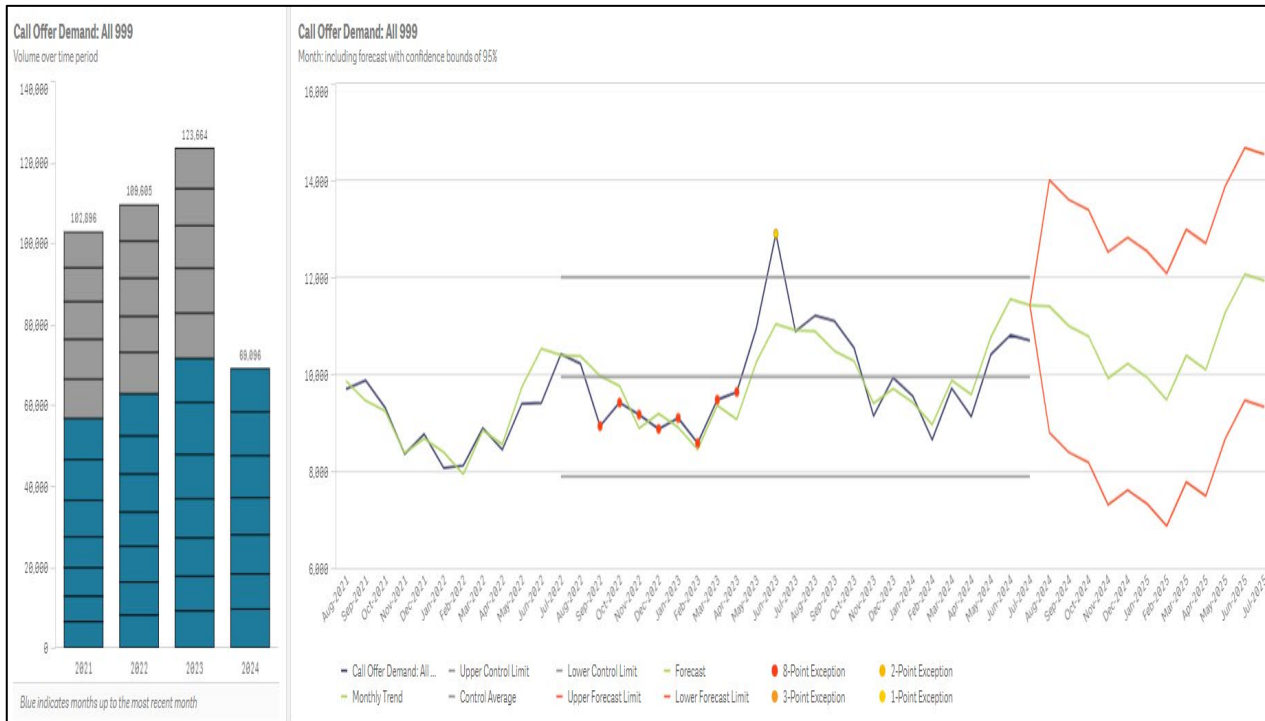
- Development and launch of Police and Crime Plan.
- Oversee force delivery of PEEL action plan.
- Next phase of capital Estates programme to continue delivery of PCC's Estates Strategy

Crime & Communication Centre (999 Service)

WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All 999		1.0%	1.0%	0.8%	-1.0%	Decreasing		4
Average Time to Answer: All 999		00:00:11	00:00:11	00:00:10	-00:00:03			0
Call Answered Volume: All 999		10,610	31,633	120,106	3.3%	Increasing		10
Call Offer Demand: All 999		10,717	31,967	121,109	2.3%	Increasing		10



SO WHAT? is happening? What is analysis indicating?

Data Summary

- A total of 10,717 calls to 999 were offered for the month of Jul-24.
- In the 12 months to Jul 2024 the volume of calls offered increased year-on-year by 2.3% (n. 2,751), totalling 121,109 for the year.
- For the month of Jul-24, the 999 average wait time stood at 11 seconds.
- In the 12 months to Jul 2024, the average wait time has decreased by -3% if compared with the 12 months to Jul 23.
- For the month of Jul-24, the 999-abandonment rate was 1.0%, a decrease of -1.0% if compared with the 12 months to Jul 23.

Overview of Performance

- Wiltshire sits 41st out of 44 forces for average 999 answer time for Jul-24 at 14.16 secs. Wiltshire also sits 43rd out of 44 forces for percentage of 999 calls answered under 10 secs in Jul-24, at 77.57%. As of September this position has improved to 33/44 forces.

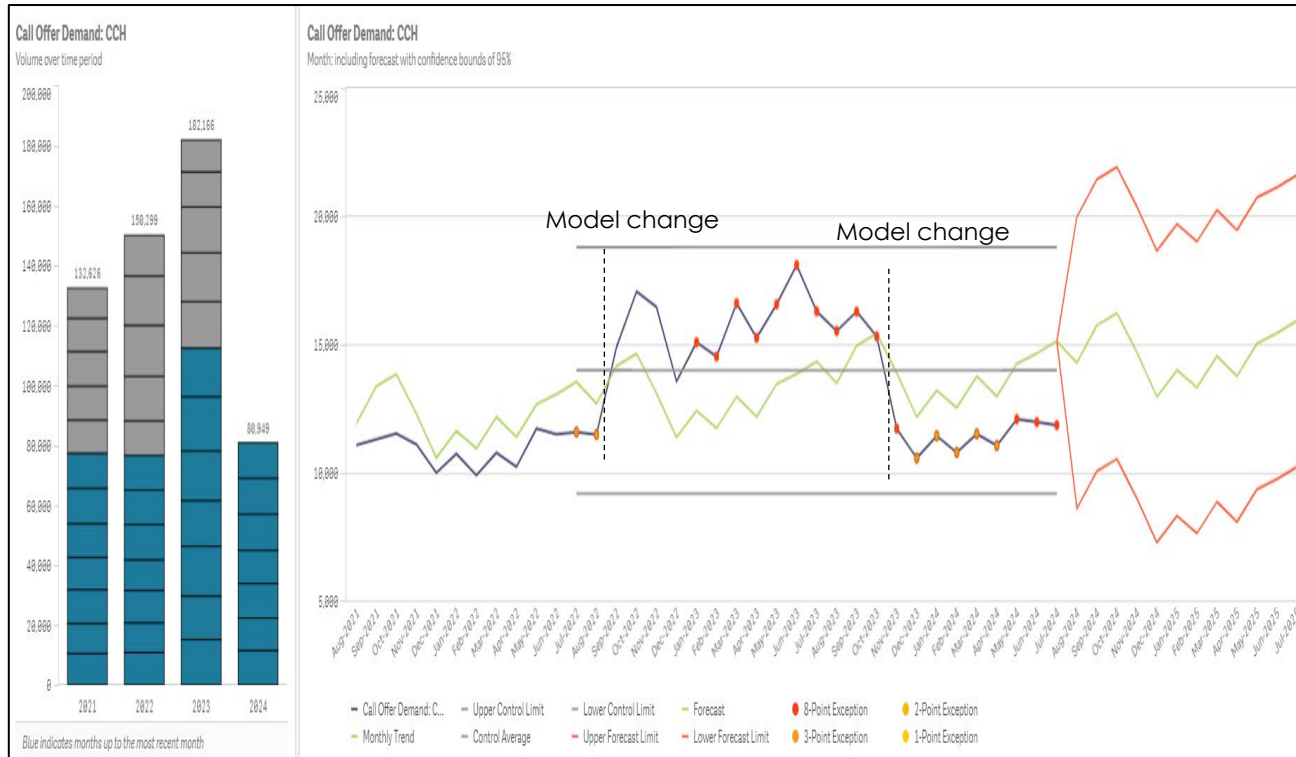
Business Management – Overview

- 17 new operators started initial training on 15th July, due to enter the room on 2nd September across both CRIB and 101.
- A total of 18 hybrid Cortex machines are now in place. These machines provide EISEC capabilities for 999. Once working practices are established, it is hoped 999 answer times reported nationally will reduce.

WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: CCH		6.3%	6.7%	8.5%	1.6% points	Increasing		10
Average Time to Answer: CCH		00:00:58	00:01:01	00:01:05	00:00:18	Increasing		10
Call Answered Volume: CCH		11,133	33,579	137,583	-20.6%	Increasing	Eight-Month Low	16
Call Offer Demand: CCH		11,887	36,013	150,507	-19.2%	Increasing	Eight-Month Low	16



SO WHAT? is happening? What is analysis indicating?

Data summary

- A total of 11,887 calls to 101 were offered for the month of Jul-24.
- In the 12 months to Jul-24 the volume of calls offered decreased year-on-year by -19.2% (n.-35,701), totalling 150,507 for the year.
- The average wait times for the month of Jul-24 was 58 secs (SLA=30 secs).
- In the 12 months to Jul-24, the average time to answer was 1 minute 5 secs increasing by 18 secs when compared with the 12 months to Jul 23.
- Abandonment rate for the month of Jul-24 was 6.3%.
- In the 12 months to Jul 2024, the average abandonment rate was 8.5%, increasing by 1.6% when compared with the 12 months to Jul 23.

Overview of Performance

- Long term exceptional low in call demand, and exceptional high in average handling time, due to model change in Jan-24 improving the quality of calls.

Business Management – Overview

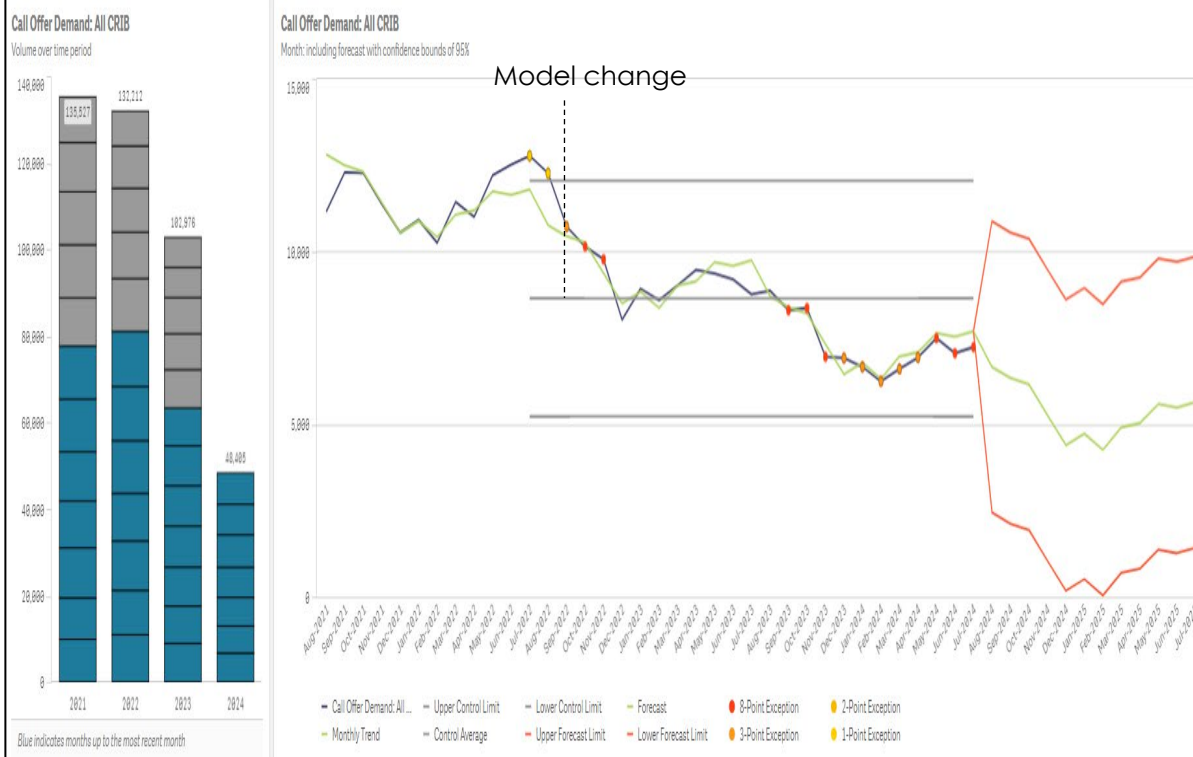
- Two new full time CCH operators have joined the team, with a further two awaiting vetting. Three zero hours operators have also joined.
- Demand modelling work underway, CCH shift pattern reviewed and aligned to specific teams for enhanced line and performance management.

Crime & Communication Centre (CRIB Service)

WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All CRIB		21.8%	26.0%	26.5%	8.7% ▲	Increasing	Eight-Month High	16
Average Time to Answer: All CRIB		00:07:08	00:08:34	00:10:55	00:02:23 ▲	Increasing		10
Call Answered Volume: All CRIB		5,670	16,157	64,547	-31.1% ▼	Decreasing	Eight-Month Low	16
Call Offer Demand: All CRIB		7,257	21,856	87,922	-23.2% ▼	Decreasing	Eight-Month Low	16



SO WHAT? is happening? What is analysis indicating?

Data Summary

- CRIB calls offered for the month of Jul-24 was 7,257.
- In the 12 months to Jul 2024 the calls offered demand decreased year-on-year by -23.2% (n.-26,553) totalling 87,922.
- For the month of Jul-24, the CRIB average wait time was 7 minutes 8 secs.
- In the 12 months to Jul-24, the average wait time was 10 minutes and 55 secs, an increase of 2 minutes and 23 secs when compared with the 12 months to Jul 23.
- For the month of Jul-24, the CRIB abandonment rate was 21.8%.
- In the 12 months to Jul 2024, the average abandonment rate was 26.5% an increase of 8.7% when compared with the 12 months to Jul 23.

Performance overview

- Abandonment rates for CRIB are demonstrating an exceptional 8 month high; but Jul-24 saw the lowest monthly abandonment rate since Jul-23, of 21.8%
- Increased talk time to deliver high quality calls and the requirement to answer 999 calls when demand dictates has led to the increase in abandonment rate.
- The threat, harm and risk (THR) present in the abandoned public service desk queues are minimal as CCH conduct initial assessment and prioritise calls.
- Robotics process now live which generates a text message for any calls abandoned after 90 secs in CRIB queue – 966 texts sent in July.

Business Management

- 17 new operators started initial training on 15th July, due to enter the room on 2nd September.
- Robotics for Single Online Home to go live late Aug for three forms: Theft, Damaged Property & Combination of Theft and Damage

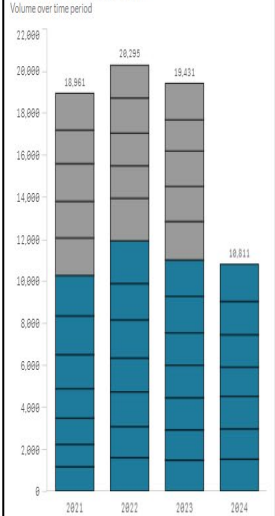
Response (Immediate)

WHAT? is the situation?

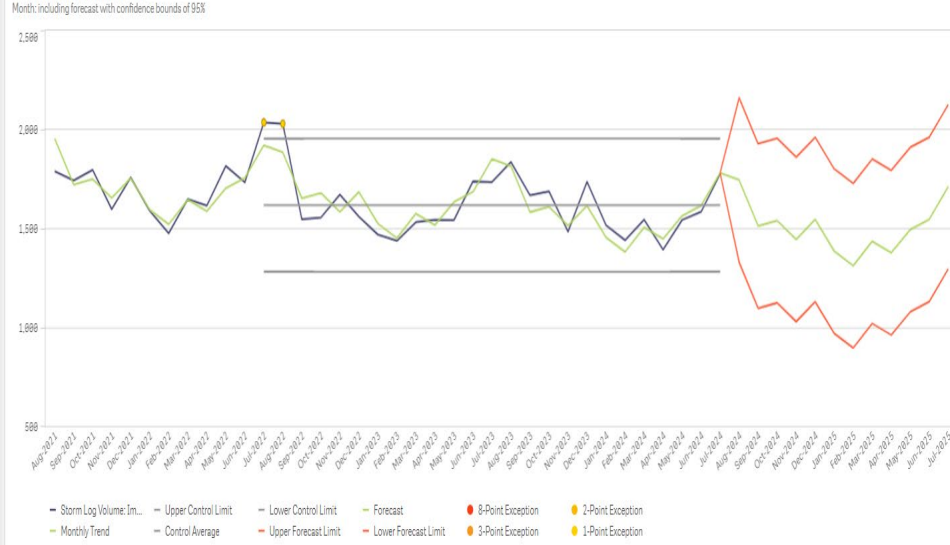
Data Source: Storm Incidents | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Immediate		00:12:24	00:12:21	00:12:57	00:00:22	Increasing		10
Average Time at Scene: Immediate		01:36:01	01:35:53	01:35:52	00:05:25	Increasing		10
Median Response Time: Immediate		00:10:32	00:10:31	00:10:55	00:00:33	Increasing		10
Response Rate: Immediate		79.8%	80.4%	78.7%	-2.0% points	Decreasing		10
Storm Log Volume: Immediate		1,777	4,908	19,231	-0.8%	Decreasing		4

Storm Log Volume: Immediate

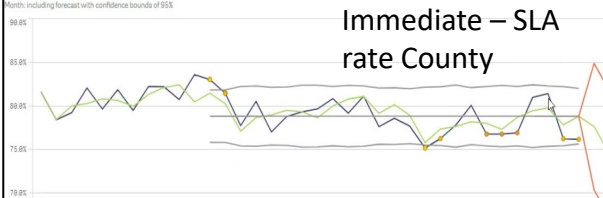


Storm Log Volume: Immediate



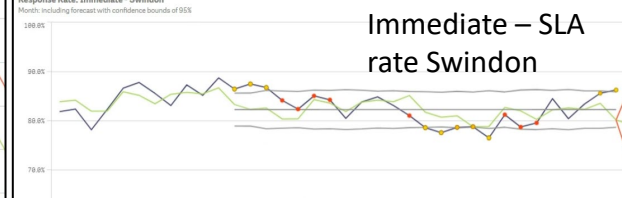
Response Rate: Immediate - County

Immediate - SLA rate County



Response Rate: Immediate - Swindon

Immediate - SLA rate Swindon



SO WHAT? is happening? What is analysis indicating?

Data summary

- For the month of Jul-24, the average immediate response time was 12 minutes 24 secs.
- In the 12 months to Jul 2024 the average immediate response time was 12 minutes 57 secs; this is an increase of 22 secs when compared with the 12 months to Jul 23.
- For the month of Jul-24, the immediate response rate was 79.9%.
- In the 12 months to Jul-24 the average immediate response rate was 78.7%, a decrease of -2% when compared with the 12 months to Jul 23.
- For the month of Jul-24, the immediate log volume was 1,790.
- In the 12 months to Jul-24 the immediate log volume was 19,244 a decrease of -0.7% when compared with the 12 months to Jul 23.
- For the month of Jul-24, the Average time at scene was 1 hour 36 minutes 55 secs.
- In the 12 months to Jul-24 the average time at scene was 1 hour 35 minutes 57 secs, an increase of 5 minutes 30 secs when compared with the 12 months to Jul 23.

Performance overview

- Average immediate response times remain within their SLAs.

Business Management

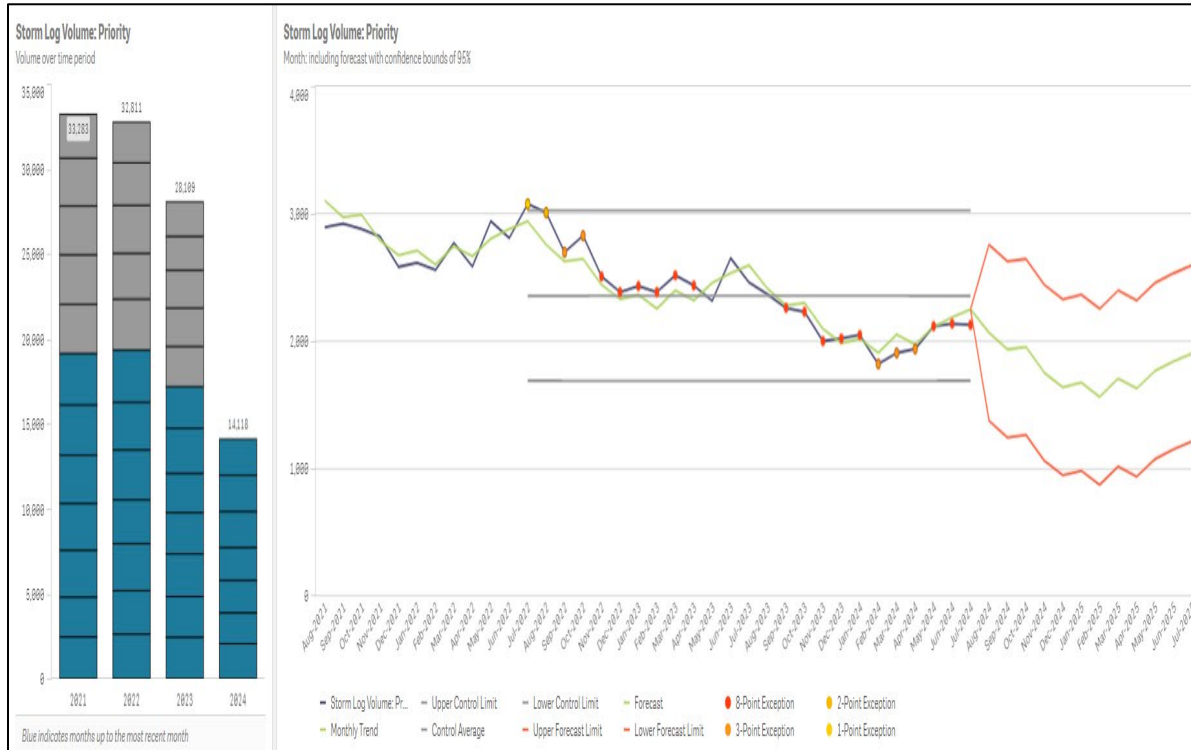
- A double-crewed priority response vehicle (PRV) has been piloted in Swindon to provide police attendance within SLAs before handing over investigative responsibilities to single-crewed units. Average immediate response time in Swindon sits at 10m 55s and response rate reached 86.3% in Jul-24. The two full months since the PRV introduction have shown the best response time and rate figures in Swindon since Mar-23 and Aug-22 respectively, with response rate showing a two-month exceptional high.

Response (Priority)

WHAT? is the situation?

Data Source: [Storm Incidents](#) | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Priority		01:29:18	01:23:40	01:31:55	-00:16:12 ▼	Increasing	Eight-Month Low	16
Average Time at Scene: Priority		02:13:06	02:09:07	02:08:46	-00:05:20 —	Increasing		4
Median Response Time: Priority		00:40:40	00:39:32	00:40:54	-00:03:42 ▼	Increasing	Eight-Month Low	16
Response Rate: Priority		63.5%	64.7%	62.1%	5.9% points ▲	Decreasing	One, Two, Three, Eight-Month High	25
Storm Log Volume: Priority		2,131	6,391	25,012	-18.4% ▼	Decreasing	Eight-Month Low	16



SO WHAT? is happening? What is analysis indicating?

Data summary

- For the month of Jul-24, the average priority response was 1 hour 31 minutes and 32 secs (SLA = 1h).
- In the 12 months to Jul 2024 the average priority response times was 1 hour 32 minutes and 06 secs, a decrease of 16 minutes when compared with the 12 months to Jul 23.
- For the month of Jul-24, the median priority response time was 41 minutes and 2 secs (SLA = 1h).
- In the 12 months to Jul 2024 the median priority response time was 40 minutes and 56 secs, a decrease of 3-minute 40 secs when compared with the 12 months to Jul-23.
- For the month of Jul-24, the priority response rate was 63.4%.
- In the 12 months to Jul-24 the priority response rate was 62%, an increase of 5.9% when compared with the 12 months to Jul-23.
- For the month of Jul-24, the priority log volume was 2,148.
- In the 12 months to Jul-24 the priority log volume was 25,029, a decrease of -18.3% (n.-5,625) when compared with the 12 months to Jul-23.
- For the month of Jul-24, the average time at scene was 2 hours 16 minutes and 05 secs.
- In the 12 months to Jul-24 the average time at scene was 2 hours 16 minutes and 5 secs, which is a decrease of 5 minutes 4 seconds to 2 hours 9 minutes and 2 secs when compared with the 12 months to Jul 23.

Performance overview

- Priority response rates are showing highs following the introduction of 'task not ask' scheme in Nov-23. This is primarily being driven by exceptional improvements in County, with all bar one of the last 8 months sitting above the upper control threshold and Jul-24 as a discrete month sitting 9.8% pts higher than the forecasted value for the month.

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:

- 1) The Focussed Deterrence project in Wiltshire is now supporting 20 young people who are at risk of becoming involved in serious violence (this is an increase from four young people)
- 2) Wiltshire Police have launched a Tactical Gangs meeting with partners that is more effectively identifying child criminal exploitation and county lines risks and intervention opportunities
- 3) The first multi-agency course targeted at young people engaged with Youth Justice Service recently completed. This course, known as Synergy, is supported by Police, YJS, Fire, Ambulance, Army & NHS and supports a range of outcomes, including positive relationships with statutory agencies and opportunities for development.
- 4) Way Beacons have recruited to extend their diversion support at GWH in Swindon for those attending with injuries consistent with violence and/or at risk of serious violence.

Swindon Domestic Abuse Service Procurement: The OPCC has worked with Swindon Borough Council to complete an open, competitive procurement process, securing onward provision of the service beyond the end of the current contract. This process is progressing, with the new service scheduled to start October 2024 as planned.

Risks and issues

Serious Violence & Victims Services Future Funding: Serious Violence Duty funding from the Home Office and 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; both end in March 2025. There is currently no certainty of ongoing funding for either of these workstreams beyond the end of the financial year; should this not be forthcoming in the Autumn budget then the implications on victim's service provision and tackling serious violence locally will be significant.

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	80%
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	40%
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	80%

PCC focus next quarter

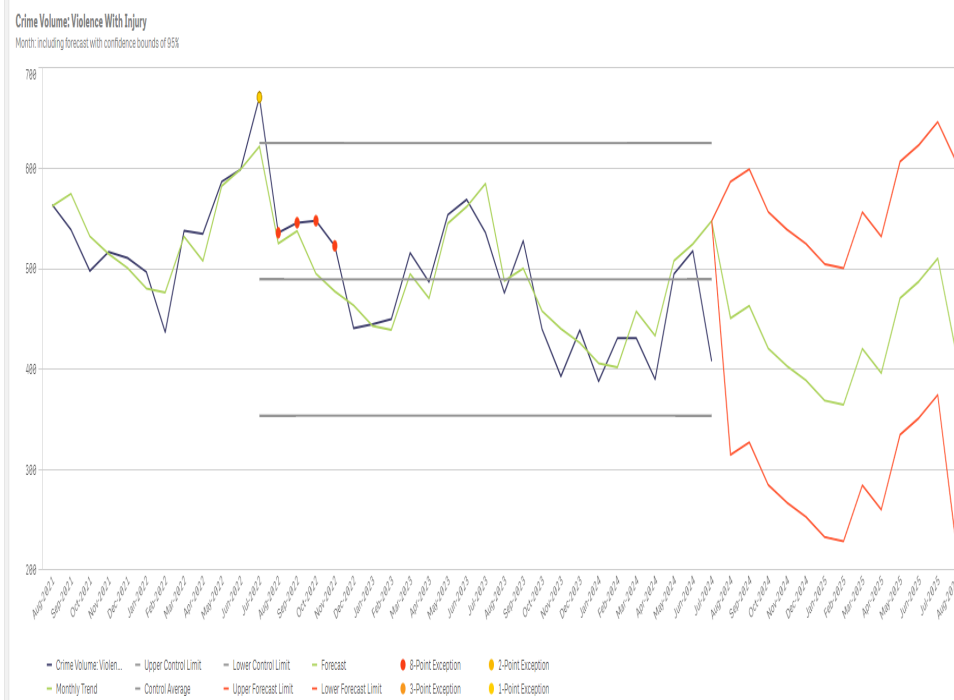
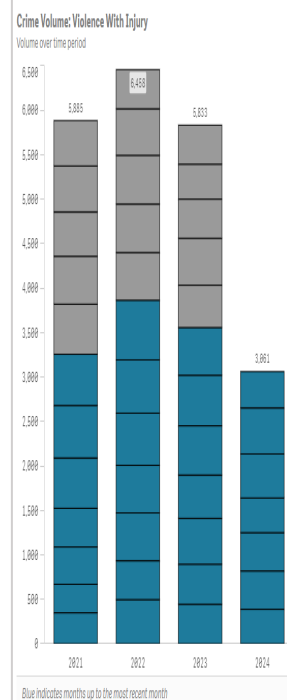
- **Reducing Serious Violence:** Supporting Wiltshire to be more autonomous in the running of Focussed Deterrence, ensuring Community Safety Partnership subgroups allocate identified funding, and supporting the launch of the Food Truck project in Swindon, in partnership with YJS
- **Swindon Domestic Abuse Service:** To undertake the mobilisation of the new service and manage the transition of the all victims to the new provider. Substantial attention will be paid to ensure the needs of victims continue to be supported through any change process.

Violence With Injury

WHAT? is the situation?

Data Source: Vulnerability | App overview - Qlik Sense (wiltshire.police.uk)

Measure	(Up to 3 Years' Data)	Jul-2024	Jul-2024	Jul-2024	12 Months to Jul-2024	Month Trend	Exception Weighting	Statistical Exceptions
Crime Volume: Violence With Injury		408	1,421	5,337	-13.2%	Decreasing	10	
Crime Volume: Violence With Injury - County		241	801	3,060	-12.5%	Decreasing	10	
Crime Volume: Violence With Injury - Swindon		165	613	2,254	-14.6%	Decreasing	10	
FAT Outcome Rate: Violence With Injury		25.0%	19.7%	20.3%	5.5% points	Increasing	18	One, Eight-Month High
FAT Outcome Rate: Violence With Injury - County		23.7%	18.0%	19.1%	4.6% points	Increasing	12	One-Month High
FAT Outcome Rate: Violence With Injury - Swindon		27.3%	21.9%	22.1%	6.7% points	Increasing	12	One-Month High
FAT Outcome Volume: Violence With Injury		102	280	1,086	18.6%	Increasing	10	



SO WHAT? is happening? What is analysis indicating?

Data summary

- In the 12 months to Jul -24 the Violence with Injury (VWI) crime volume decreased by -13.2% (n.817) when compared with the 12 months to Jul 23.
- This reduction in volumes was observed across all Neighbourhood Policing Teams (NPT)
- Swindon = -14.6% (n.333)
- County = -12.5% (n.484)
- In the 12 months to Jul 2024 the average FAT outcome rate was 20.3%, an increase of 5.5% pts when compared with the 12 months to Jul-23.

Performance overview

- Forces nationally recorded 1.4 million Violence Against the Person (VAP) offences during the Fiscal Year (FY) 23/24. This was a -2% decrease compared with FY 22/23.
- The latest ONS report has identified a national decrease of -2% in VAP offences. In contrast, Wiltshire has recorded a more substantial decrease of -13%.
- In the last 12 months, 56% of VWI crimes occurred in a private setting and 44% in a public space
- In the last 12 months, 51% of VWI victims were males and 49% were females
- In the last 12 months, 73% of VWI victims were adults and 27% were under 18
- In the last 12 months, 31% (n.1640) of VWI crimes are related to Domestic Abuse (DA). Notably, 47% of DA VWI happened between spouse/partner, while 22% (n.303) happened between ex-spouse/ex-partner

Business Management

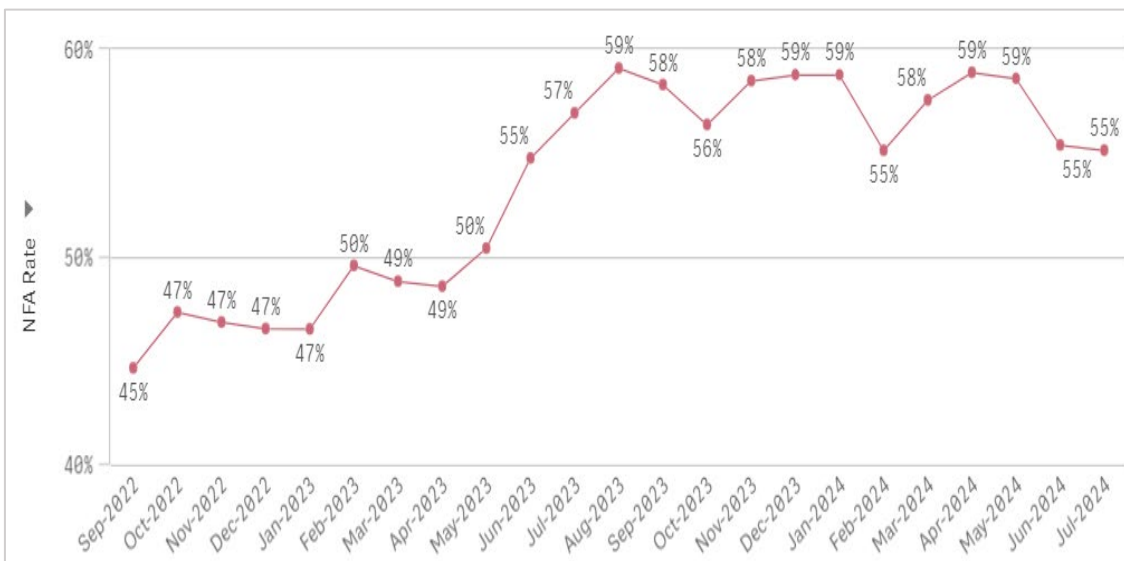
- Resourcing on CID and CAIT for PIP2 and VCT PIP1 is a prime focus, with ICIDP and LCI courses a priority.
- Continuing development on Op Soteria Pillar 1&2 Suspect Focused Investigations and Repeat Suspects. Working group being brought together by the relevant DCI.

Domestic Abuse

WHAT? is the situation?

Data Source: Vulnerability | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024	Rolling 12 Month Trend	Exception Weighting	Statistical Exceptions
Arrest Rate: DA		46.6%	46.8%	49.0%	8.4%	Increasing	16	Eight-Month High
Crime Volume: DA		532	1,589	6,584	-10.5%	Decreasing	10	
DA Risk Level: High		40	113	404	62.2%	Increasing	10	
DA Risk Level: Medium		217	689	2,714	12.0%	Increasing	10	
DA Risk Level: Standard		479	1,473	6,668	-21.6%	Decreasing	14	Three-Month Low
FAT Outcome Rate: DA		13.7%	13.3%	13.7%	1.4% points	Increasing	10	
FAT Outcome Volume: DA		73	212	900	-0.7%	Increasing	4	
Outcome 14 & 16 Rate (Victim declines/withdraws/unable to support): DA		36.5%	44.2%	54.7%	-2.2%	Increasing	4	
Outcome 14 & 16 Volume (Victim declines/withdraws/unable to support): DA		194	703	3,603	-13.9%	Increasing	10	
Repeat DA Suspects (Expanded)		221	222	256	-19.2%	Decreasing	23	Two, Three, Eight-Month Low
Repeat DA Victims		21	21	33	-34.8%	Decreasing	23	Two, Three, Eight-Month Low



SO WHAT? is happening? What is analysis indicating?

Data Summary

- For the month of Jul-24, 532 Domestic Abuse (DA) crimes were recorded, with a total of 6,584 in the 12 months to Jul-24.
- In the 12 months to Jul-24 the DA crime volume decreased by -10.5% (n.821) when compared with the 12 months to Jul-23.
- For the month of Jul-24, the DA FAT rate was 13.7% mirroring the year-on-year average.
- In the 12 months to Jul-24 the average arrest rate was 46.6%, an increase of 8.4% when compared with the 12 months to Jul-23, demonstrating a continuous upward trend.

Performance Overview

- Nationally, the number of domestic abuse-related offences 24/25FY decreased by -6% when compared with 23/24 FY.
- The proportion of Violence against the Person (VAP) offences that were flagged as domestic-abuse related was 33% for FY 23/24, like the previous year with 34% (ONS report Jul-24)
- In Jul-24, there were 5 Domestic Violence Protection Notices (DVPN) applications and 5 Domestic Violence Protection Orders (DVPO) applications, all authorised by Supt. No breaches. As of Jul-24, there are 4 DVPO currently live and served
- Assessment with High-Risk DA has recorded 62.2% increase year-on-year, meaning the Force is in much better position at identifying it.
- The last 12m period recorded weighted average of 33 repeat DA victims, a decrease of -34.8% compared to the previous 12m period.
- The last 12m recorded weighted average of 256 repeat DA perps, a decrease of -18.9% compared to the previous 12m period

Business Management

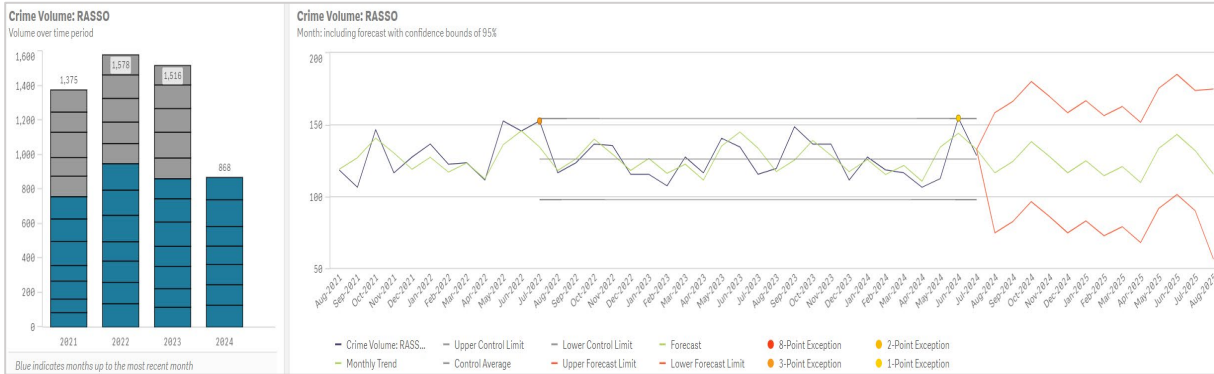
- From Sep-24 Wiltshire Police will be conducting DA Scrutiny panels in collaboration with CPS to identify areas of learning and good practice. The first panel will be focused on police-decision NFAs.
- Consultation has taken place with Custody to embedded the offer of Behaviour Change Programmes to DA perpetrators when being released from custody. SDASS and Fear Free will be delivering training to custody sergeants over a 5-week period to capture all teams

Rape & Serious Sexual Offences (RASSO)

WHAT? is the situation?

Data Source: Vulnerability | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024	Rolling 12 Month Trend	Exception Weighting	Statistical Exceptions
Crime Volume: RASSO		129	397	1,523	2.1%	Decreasing	4	
FAT Outcome Rate: RASSO		7.0%	6.5%	8.6%	-1.4% points	Increasing	4	
FAT Outcome Volume: RASSO		9	26	131	-12.1%	Increasing	4	
Outstanding Suspects: RASSO		94	92	103	-32.6%	Decreasing	20	Three, Eight-Month Low
Time to Charge (Median): RASSO		192	309	303	51.5%	Increasing	4	
Time to Summonsed / Postal Requisition (Median): RASSO		1,188	775	556	33.3%	Increasing	12	One-Month High



Rape disposals with O14+16 (Victim Declines); sub-code breakdown 9m to Jul-24

SubcodeText	Subcode...	Disposals	% of total	'% of total excl. null values'
Totals		279	100.0%	100.0%
-		139	49.8%	0.0%
Victim decision: Personal circumstances	h	55	19.7%	39.3%
Crime disclosed by victim: Investigation unwanted at outset	a	46	16.5%	32.9%
Third-party report: Investigation unwanted by victim at outset	b	14	5.0%	10.0%
Investigation: No clear evidence of offence	e	9	3.2%	6.4%
Investigation: Unable to maintain contact with victim	d	8	2.9%	5.7%
Victim decision: Impact of/trust in Criminal Justice System (CJS) process	g	4	1.4%	2.9%
Investigation: Delays or disruption	c	2	0.7%	1.4%
Other Reason	i	1	0.4%	0.7%
Victim decision: Fear of suspect/repercussions	f	1	0.4%	0.7%

SO WHAT? is happening? What is analysis indicating?

Data Summary

- In the 12 months to Jul-24 the RASSO crime volume was 1,523 displayed a decrease of 2.1% when compared with the 12 months to Jul 23.
- In the 12 months to Jul-24 the RASSO arrest rate was 30.5% showing an increase of 3.1% when compared with the 12 months to Jul 23.
- In the 12 months to Jul-24 the FAT rate was 8.6% showing a decrease of -1.4% when compared with the 12 months to Jul 23.

Performance Overview

- In the last 12m, 78% of RASSO crimes were Extra-Familial as opposed to intra-familial.
- Rape - in the 12 months to Jul-24 634 crimes were recorded, an increase of 3.8% (n.23) compared to previous 12m period
- Rape - in the 12 months to Jul-24 the arrest rate was 34.3%, with increase of +1.5%ppts compared to previous 12m period
- Rape - in the 12 months to Jul-24 the FAT rate was 7.9%, and remained unchanged compared to previous 12m period
- Serious Sexual Offences (SSO) - in the 12 months to Jul-24 crime volumes equalled 1295, with increase of 1.4% (n.18) compared to previous 12m period
- SSO - in the 12 months to Jul-24 the arrest rate was 28.6%, with increase of +2.1%ppts compared to previous 12m period
- SSO - in the 12 months to Jul-24 the FAT rate was 12.8%, with decrease of -1.0%ppts compared to previous 12m period

Business Management

- National operating model products in review. Additional products have now been launched to assist RASSO investigators
- Work ongoing to set up internal RASSO scrutiny panels.

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. Projects continue to deliver in line with expectations and impact positively on individuals and communities. Data is being gathered and analysis of impact of projects on reports of crime in targeted areas will be undertaken.
- All project funding ends March 2025. The OPCC is engaging partners with developing a planned transition and the importance of gathering data and evidence of impact of these projects should future funding become available.
- **Anti-Social Behaviour:** OPCC has led on the successful bid for £1m of ASB Hotspot funding from the Home Office. Funding will provide over 4,000 hours of police overtime in key ASB hotspot locations with additional warden patrols, detached youth work, and increased back-office support functionality. Patrolling commenced in May and is continuing to develop. We continue to work with both Community Safety Partnerships (CSPs) to develop improved consistent responses to ASB across Wiltshire and Swindon.
- **Road Safety:** Partnership work is ongoing and developing with the establishment of a new task and finish group to assist the care industry in Wiltshire and Swindon regarding the driver licensing of care workers coming from overseas and best practice relating to the challenges presented by the needs of a mobile workforce in this sector. As a result of a donation from the OPCC, the Road Safety Partnership has been able to purchase materials for marketing key road safety messages to the public at local events, the most recent being the Calne Bike meet where biker safety education was the key focus. A further seven road safety education events are planned between now and Christmas, including fresher's week and for Christmas drink drive campaigns.
- **Rural Crime:** Following engagement with the rural community the Force have now set their rural crime priorities as farm plant theft and hare coursing. A delivery plan has been finalised, and tactical board meetings set to track delivery and update on performance. A method of capturing intelligence and making incident/crime reporting easier is under development with a dedicated intelligence analyst now in post and developing a problem profile.

Risks and issues

- **Safer Streets Future Funding:** Funding for Safer Streets Round 5 ends 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	30%
Delivery of Safer Streets Programme (Round 5) to tackle VAWG, ASB & neighbourhood crime	March 2025	50%
Delivery of business crime reduction partnership to help tackle retail crime.	March 2025	30%

PCC focus next quarter

Improving Community Safety:

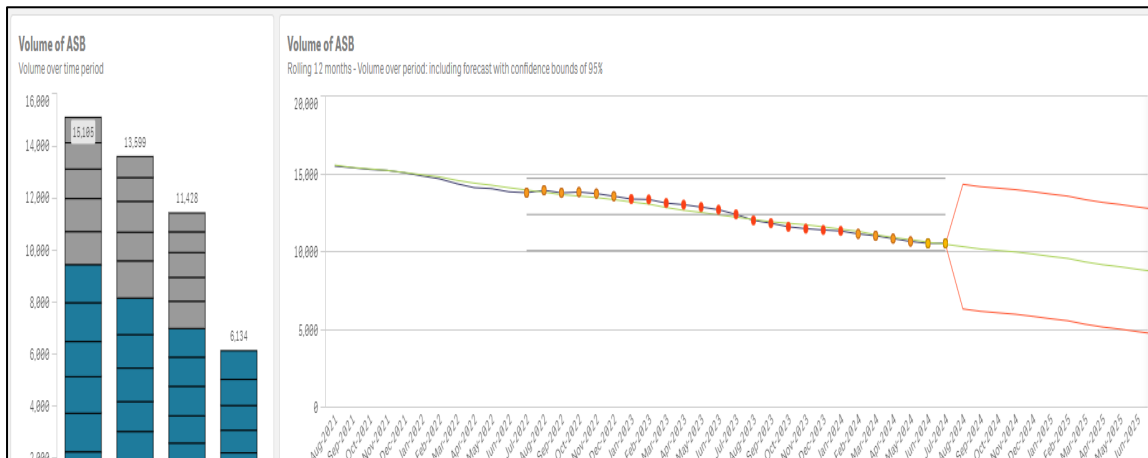
- Work with Executive Groups of Wiltshire and Swindon Community Safety Partnerships to consider improvements to their working arrangements, governance structures and resourcing plans.
- Continue delivery of ASB hotspots programme and Safer Streets Round 5 programme.
- Work with the Force to develop a 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 Retail Crime Reduction Partnership(s) across Wiltshire.

Anti-Social Behaviour (Inc. Sec 60)

WHAT? is the situation?

Monthly Performance Dashboard | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024
Percentage of ASB in Niche		40.8%	39.3%	39.6%	5.3% ▲
Volume of ASB		1,102	3,055	10,572	-14.9% ▼
Volume of ASB - County		668	1,782	6,328	-14.6% ▼
Volume of ASB - Swindon		429	1,251	4,188	-15.8% ▼



	Jul-24	Proportion of monthly total	Montly YoY change	12 month YoY change
ASB - Environmental	67	6.00%	+21.8%	+9.5%
ASB - Nuisance	694	62.1%	-1.0%	-18.8%
ASB - Personal	356	31.9%	+2.9%	-10.1%

SO WHAT? is happening? What is analysis indicating?

Data Summary

- July 2024 recorded a total of 1,102 ASB incidents. Incidents of ASB continue to decrease with a year-on-year decline of -14.9%.
- Swindon is recording a decrease of -15.8% year on year.
- County is recording a decrease of -14.6% year on year.

Performance Overview

- Anticipated seasonal trends show the summer months displaying an upturn in the discrete monthly volumes of ASB. July-24 is the second month with a volume above the mean after a 9-month consecutive low. July 24 volumes are slightly above the forecasted volume (n= +44)
- Despite a decrease in ASB overall, recording of ASB Environmental has seen an increase of +9.5% over 12 months YoY (n=+50). ASB Nuisance (-18.8, n=-1519) and Personal (-10.1%, n=-387) are recording a decrease over the 12-month period.
- Nationally - There was no change in the volume of police recorded ASB incidents year ending March 2024 when compared with year ending March 2023 (1 million incidents). (Source: ONS CSEW)
- All CPT areas are recording a decline overall of ASB.

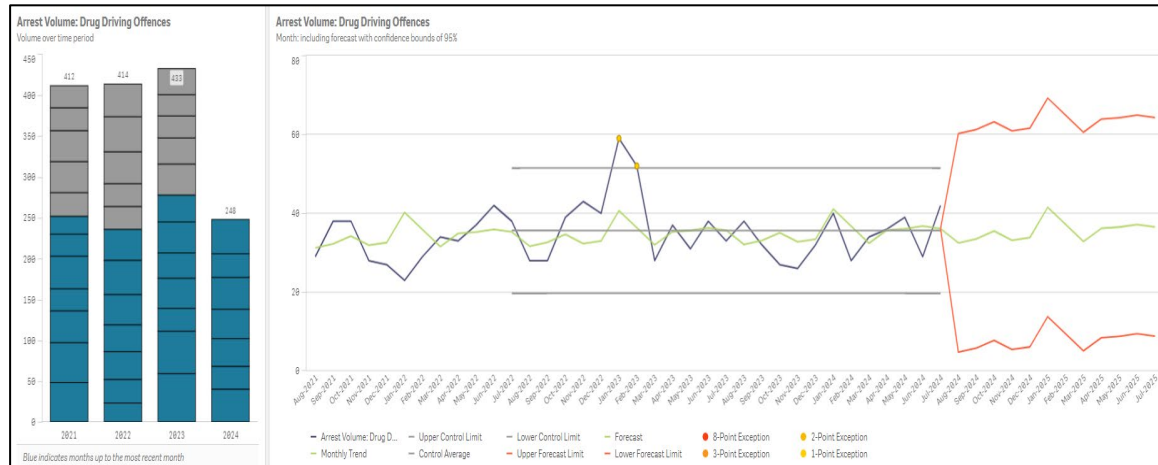
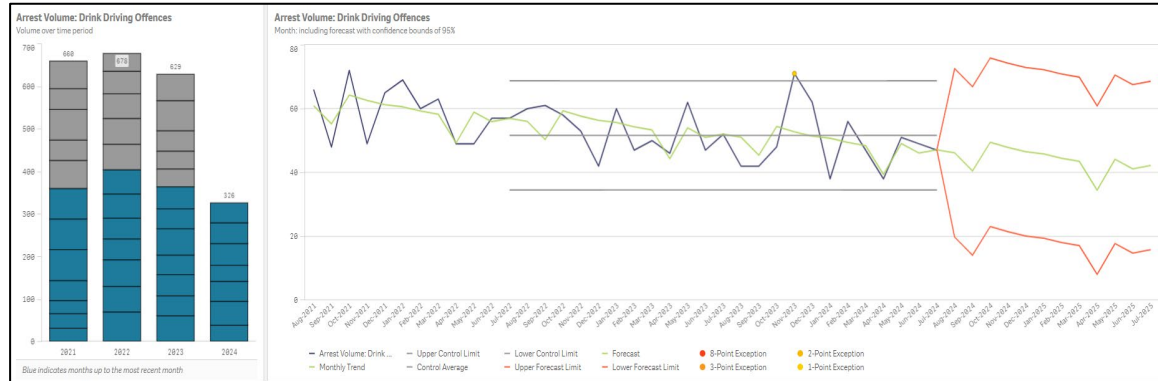
Business Management

- Focus on improving reporting and confidence through collaboration with partners.
- Recruitment of temporary ASB hotspot manager in post from 6th August.
- Specialist ASB training has been delivered to 20 individuals with more planned
- Plan On a Page developed for the night-time economy in county and Swindon to target establishments with high incident rates.
- ASB Awareness Week for 2024 moved to November.

Road Safety

WHAT? is the situation?

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Volume: Drink Driving Offences		52	152	596	-6.6%	Decreasing		10
Arrest Volume: Drug Driving Offences		43	111	404	-11.4%	None / Stable		0



SO WHAT? is happening? What is analysis indicating?

Data Summary

- Drink driving offences have seen a -6.6% (n.-39) decrease over the 12 months to July-24.
- Drug driving offences have seen an 11.4% (n.-75) decrease in the 12 months to July-24.
- In July-24 a total of 2,074 speed watch records were conducted, 4.2% of these identified vehicles speeding
- In July 24, 413 individuals have resulted in paperwork being issued, the highest amount of paperwork issued was for no insurance (n.57)
- Between Jan-Dec-23 there were 1,884 KSI casualties recorded, a 4.8% (n.87) increase year-on-year, 667 of these were vulnerable:
 - Fatal – 23 (4.5% increase YOY – n.1)
 - Serious – 232 (4.5% increase YOY – n.10)
 - Slight – 1629 (4.9% increase YOY – n.76)

Ongoing proactive initiatives:

- Op Tramline is now operating quarterly, publicising HGV outcomes.
- Continued work with the DVSA on a weekly basis to target Commercial Vehicles
- A recent day of action with the Motor Insurer's Bureau, to target uninsured vehicles
- Enhanced working relationship with software manufacturers that provide the back-office function for Abnormal Loads. Wiltshire Police can now check Movement Orders at the roadside, undertaking enforcement work on the estimated 40% of Abnormal Loads who are operating outside of the legislation.

Business Management

- Deployability will increase by 5 in the next few months as new recruits become independent

Quarterly PCC Highlight Report

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

Improving Experience for Victims:

- The substantive review of the Victim and Witness Care Hub (Horizon) has been completed. The final report has delivered key findings and recommendations for service, support and governance improvement opportunities.
- Ongoing work to co-ordinate the local response to, and compliance with, the incoming Forensic Accreditation Standards continues. Outline plans for the proposed building works in the Sexual Assault Referral Centre have been completed enabling governance boards and agencies to consider approvals.

Priority Groups in the Criminal Justice System (CJS):

- Coordinated work across CJ partnership in response to SDS40 and Probation reset is ongoing with proactive steps being taken to ensure prisoners are supported as much as possible upon their release.
- Neurodiversity (ND) in CJ Partnership Forum agreed objectives and coordinated efforts across commissioned services and Local Authority strategies to support ND in the CJS and implement further improvements.
- Continued work through the Female Justice Support Board (FJSB) to analyse data for female offenders, identifying drivers, themes and gaps in services.
- The first Military in Justice Steering Group met in September to coordinate CJ approaches for reducing reoffending for military/ex-military communities.

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	30%
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	30%
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	30%

PCC focus next quarter

Improving Experience for Victims:

- Action key findings and recommendations for improvement in the Victim and Witness Care Hub (Horizon) in service, support and governance.
- Undertake a competitive market procurement process for a new, 3 year Victim Satisfaction Survey with a contract start date of April 2025.

Priority Groups in the CJS:

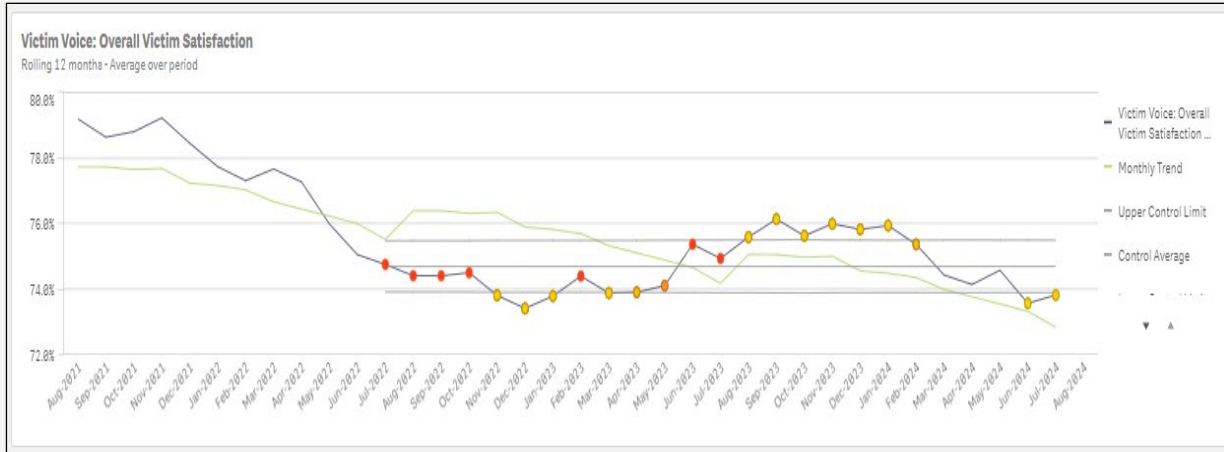
- Continued monitoring of ND improvements across CJS and aligned work with Local Authorities, including full review of CJ strand of Wiltshire Council's Autism Strategy.
- Action findings and recommendations from FJSB review to improve support for female offenders.
- Agree objectives and coordinated efforts across CJ partnership for Military in Justice Steering Group.

Victim Voice

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Jul-2024	3 Months to Jul-2024	12 Months to Jul-2024	12 Months to Jul-2023 vs. 12 Months to Jul-2024
Victim Voice: Overall Satisfaction - Burglary Crimes		Rolling 12 Month Only	Rolling 12 Month Only	80.1%	-3.9% points
Victim Voice: Overall Satisfaction - Hate Crimes		Rolling 12 Month Only	Rolling 12 Month Only	69.7%	-14.3% points
Victim Voice: Overall Satisfaction - Vehicle Crimes		Rolling 12 Month Only	Rolling 12 Month Only	70.0%	1.5% points
Victim Voice: Overall Satisfaction - Violence Crimes		Rolling 12 Month Only	Rolling 12 Month Only	75.0%	1.8% points
Victim Voice: Overall Victim Satisfaction		Rolling 12 Month Only	Rolling 12 Month Only	73.9%	-1.1% points



Initial Contact

85.8%

-0.3pp YoY

Arrival Time

84.1%

-1.0pp YoY

Treatment

90.1%

+2.3pp YoY

Actions Taken

87.0%

+0.5pp YoY

Kept informed

68.0%

+1.6pp YoY

Investigation

69.5%

Victims Rights compliance - WHAT?

OIC understood situation
92.5%

Phone operator understood situation
92.2%

Informed of action to investigate
81.6%

Progress update given
66.3%

Informed of final outcome
55.6%

Informed of right to review
53.3%

SO WHAT? is happening? What is analysis indicating?

Data summary

- Overall Victim Satisfaction has dropped by -1.1% pts to 73.9% and representing a 2 month exceptional low.

Performance breakdown

- Violence:** 75.0% (+1.8%pts) – stable and above average outcomes.
- Vehicle:** 70.0% (+1.5% pts) – stable, remaining the lowest area of satisfaction.
- Burglary:** 78.8% (-3.9% pts YoY) – highest performing area in overall satisfaction, demonstrating an 8 month decrease and below forecasted volumes.
- Hate Crime:** 69.7% (-14.3%pts YoY), sustained decline since February 24, analysis being conducted to understand how change in recording practices may have influenced satisfaction rates.
- Out of Court resolution satisfaction rate** – 40 victims whose crime has been resolved via OoCR have provided feedback through the Victim Voice survey in the last 12 months. Overall satisfaction rate of these was 77.5%
- Confidence** – 87.5% (n= 922) of victims would recommend contacting the police to others in a similar situation. 86.0% (n=911) of victims would be confident to involve the police if they experienced any future incidents.

Business management

- The introduction of the Allocations Team, July 24 should result in improved victim contact and investigations.
- First Victim Rights and Provision Board (VRPB) established and chaired by D/C/Supt Coles.
- Hate Crime Silver team and Burglary Tactical board will be explore causes for the decline in satisfaction further.