

Office of the Police and Crime Commissioner for Wiltshire and Swindon

Quarterly report - Quarter 1 2013/14

Introduction by Commissioner Angus Macpherson

My role as the Police and Crime Commissioner (PCC) is to secure an efficient and effective policing service for Wiltshire and Swindon.

A large part of my role is to review the performance of Wiltshire Police.

This paper aims to provide the public and the Police and Crime Panel with an informative update about the progress made to deliver the priorities set out in my Police and Crime Plan.

As a reminder, here are the seven key priorities in my plan:

- Reducing crime and anti-social behaviour
- Protecting the most vulnerable in society
- Putting victims and witnesses first
- Reducing offending and re-offending
- Driving up standards of customer service
- Ensuring unfailing and timely response to calls for help
- Unlocking the resources to deliver (the priorities)

You can read my Police and Crime Plan by visiting www.wiltshire-pcc.gov.uk. On the site you can also read about my activities during the past three months as well as regularly updated news items and a weekly blog.



Angus Macpherson, Police and Crime Commissioner for Wiltshire and Swindon

1. Police and Crime Plan - how we assess the Force's performance

We use the measures set out in the Police and Crime Plan to assess the progress on each priority.

Throughout the report, we talk about 'thresholds'. These indicate a desired position rather than a strict target which needs to be achieved at all costs, and which can sometimes have negative side effects.

As the following table shows, each measure is given a colour and status based on how it differs - in percentage terms - from the desired threshold.

Status	Percentage difference
EXCELLENT	Over 10% better than threshold
GOOD	Up to 10% better than threshold
FAIR	Up to 10% worse than threshold
POOR	Over 10% worse than threshold

2. Police and Crime Commissioner (PCC) Priority Scorecard 2013/14

PCC PRIORITY SCORECARD 2013/14										
Reducing crime and ASB		Protecting the most vulnerable in society			Putting victims and witnesses first					
Measure	YTD	Threshold	Difference		Measure	YTD	Threshold	Difference		
A 10% reduction in the absolute number of crimes and anti-social behaviour incidents	Crimes	8198	8506	-3.6%	To reduce the likelihood of harm to vulnerable people by tackling the most serious harm causes within communities	Reconvictions of members in SWITCH cohort	76	125	-39.2%	
	ASB	6046	7280	-17.0%		Reduce serious harm crime	308.0	279.5	10.2%	
People feeling safe during the day	94.0%	93.0%	1.0%		Driving up standards of customer service					
People feeling safe during the night	63.2%	65.0%	-2.8%		Measure					
Proportion of community restorative justice outcomes	45.9%	48.8%	-5.9%		Number of allegations of incivility, impoliteness and intolerance	16	41	-61.0%		
To make watch schemes fundamental to intelligence gathering and crime prevention in communities	Will be reported on in annual report				Victim satisfaction	87.9%	86.2%	2.0%		
Volunteering numbers taking part in various watch schemes	62840	6840	818.7%		Number of days to finalise a locally resolved complaint	46.0	52.0	-11.5%		
Number of Specials	214	235	-8.9%		Prosecutions that fail due to quality of police input	11.9%	16.7%	-28.7%		
Hours contributed by Specials	56.5	64.0	-11.7%		Data quality	0.97%	0.90%	7.8%		
% of people thinking that young people hanging around is a key issue	16.51%	16.45%	0.4%		Ensuring unfailing and timely response to calls for assistance					
Reduce the harm caused by organised crime groups operating in the county	Dangerous drug network harm assessment	36.9%	6.25%	490.4%		Measure				
	Organised crime group impact assessment	16.0%	6.25%	156.0%		Immediate response rate	96%	90%	6.5%	
% of people saying that ASB is a concern in their local area	33.6%	33.4%	0.6%		999 calls answered within 10 seconds	94.3%	90.0%	4.8%		
Reducing offending and re-offending					Unlocking the resources to deliver					
Measure					Measure					
Tackle irresponsible licensed premises					Public satisfaction with police visibility					
Will be reported at six month stage					56.8%					
Reduce Re-offending					1064					
Will be reported at six month stage					1062					
					Number of PCSOs					
					132					
					138					
					-4.2%					

Table 1: PCC Priority Scorecard Quarter one 2013/14

In response to a request from the Police and Crime Panel (PCP) we have developed a scorecard which attempts to cover all the elements of the Police and Crime Plan which can be measured.

The table above is made up of data from the first quarter of the 2013/14 financial year. Overall, this scorecard is graded as 'Good' which is arrived at by combining the scores of each priority. There are four measures that will be reported on at a later date.

Below, the report assesses each priority separately.

3. Reducing Crime and Anti-Social Behaviour (ASB)

Reducing crime and ASB				
Measure		YTD	Threshold	Difference
A 10% reduction in the absolute number of crimes and anti-social behaviour incidents	Crimes	8198	8506	-3.6%
	ASB	6046	7280	-17.0%
People feeling safe during the day		94.0%	93.0%	1.0%
People feeling safe during the night		63.2%	65.0%	-2.8%
Proportion of community restorative justice outcomes		45.9%	48.8%	-5.9%
To make watch schemes fundamental to intelligence gathering and crime prevention in communities		Will be reported on in annual report		
Volunteering numbers taking part in various watch schemes		62840	6840	818.7%
Number of Specials		214	235	-8.9%
Hours contributed by Specials		56.5	64.0	-11.7%
% of people thinking that young people hanging around is a key issue		16.51%	16.45%	0.4%
Reduce the harm caused by organised crime groups operating in the county	Dangerous drug network harm assessment	36.9%	6.25%	490.4%
	Organised crime group impact assessment	16.0%	6.25%	156.0%
% of people saying that ASB is a concern in their local area		33.6%	33.4%	0.6%

Table 2: Reducing Crime and ASB

Reducing crime and anti-social behaviour is a fundamental part of the Police and Crime Plan.

The Commissioner states in his plan that he wants to see fewer than 32,000 crimes take place per year by the end of 2016/17. In the financial year 2012/13, a total of 34,103 crimes were reported.

The target for the first quarter of 2013/14 was 8,506 crimes. The police recorded 8,198 which is 3.6 per cent below the target. This shows a good level of reduction so far in this financial year.

As far as anti-social behaviour (ASB) is concerned, the Commissioner is seeking a ten per cent reduction by the end of his four-year term of office based on the figure for the 12 months ending April 2012.

In 2012/13 there were 25,118 incidents of anti-social behaviour recorded in Wiltshire and Swindon. In the first quarter of 2013/14, 6,046 incidents of ASB were recorded against a target of 7,280, which represents a 17 per cent reduction on the year-to-date target.

People feeling safe during the day/night

The Office of the Police and Crime Commissioner (OPCC) commissions a public opinion survey twice a year. More than four thousand Wiltshire and Swindon residents completed the survey during 2012/13. We use the results to understand how policing influences people's sense of security and wellbeing. The information will also help the Commissioner when he updates his Police and Crime Plan.

The survey, which is statistically sound, shows that the sense of security felt by the public in Wiltshire and Swindon during the day exceeded by one per cent the target set by the Commissioner in his plan.

However, the sense of security at night time failed to meet his target. Closer analysis of the data showed a difference in levels of confidence about personal security between men and women. Wiltshire Police are now developing a strategy for the 11 sector inspectors to focus on improving the sense of security of women at night time.

Number of volunteers taking part in various 'watch' schemes

Within Wiltshire and Swindon there are currently 3,142 Neighbourhood Watch schemes in operation. It is not for Wiltshire Police to know exactly how many people belong to the schemes. However best practice indicates an average of 20 volunteers per scheme, which equates to 62,840 people.

The Commissioner in his Police and Crime Plan sets a target of achieving community safety volunteer numbers equivalent to one per cent of the population of Wiltshire and Swindon. The population is 684,028. One per cent of that figure is 6,840. So the existing volunteer base, even without other watch schemes being included, well exceeds the desired one per cent target.

It is the intention in future reports to be able to indicate the number of volunteers involved in other watch schemes, such as Community Speed Watch, Farm Watch etc.

Number of Specials and the hours they contribute

The number of people who work voluntarily as a Special Police Officer currently stands at 214. Sector inspectors would ideally like to have a total of 235 Specials, and the Commissioner has

said his ambition is to see a minimum of 300 active Special Constables working across Wiltshire and Swindon and attached to local communities. A recruitment campaign is being prepared.

Specials are required to put in an average of 16 hours per month. The average figure currently stands at 14.1 hours per month.

Reduce by 25 per cent the harm caused by Organised Crime Groups (OCGs) operating in Wiltshire and Swindon

Organised Crime Groups (OCGs) are defined as those groups that use planning, sophisticated methods or specialist resources to commit serious crime.

We have seen a 36.9 per cent reduction in the harm caused by dangerous drugs networks compared to the final quarter of 2012/13. This figure is calculated by using a risk assessment table. Each drugs network is scored against eight key criteria, such as weapon use, size of network and likelihood of causing harm.

There has been a 16 per cent reduction, compared to the final quarter of 2012/13, in the intent and capability of the OCGs operating in the Force area. This figure was calculated using a nationally-recognised scoring system.

Because of the way in which OCGs and dangerous drugs networks are monitored and disrupted by the police, a reduction in scoring usually comes at the end of a long-running police operation which means that the figures can vary significantly from quarter to quarter.

4. Protecting the most vulnerable in society

Protecting the most vulnerable in society				
Measure		YTD	Threshold	Difference
To reduce the likelihood of harm to vulnerable people by tackling the most serious harm causers within communities	Reconvictions of members in SWITCH cohort	76	125	-39.2%
	Reduce serious harm crime	308.0	279.5	10.2%

Table 3: Protecting the most vulnerable in society

The Force is tackling offenders who cause the most harm is through the Swindon and Wiltshire Integrated Targets for Change programme (SWITCH). This is a partnership venture with the Probation Service which seeks to steer repeat offenders away from committing crime by offering them professional support and guidance. Within the first three months of this financial year, SWITCH has seen a 39.2 per cent reduction in offences committed by the first group to take part.

In future the success of SWITCH will be judged using a combination of measures which are still being developed.

One of the ways in which police seek to protect the most vulnerable people in our society is to focus on preventing those crimes that cause the most harm. They are: most serious violence (murder, grievous bodily harm etc), serious sexual offences (rape, serious sexual assault etc) and robbery (theft with violence, or the threat of violence).

Based on a target set to maintain the position of Wiltshire Police in comparison with other forces of a similar size and serving similar communities, the Force has recorded 119 offences involving serious harm against a target of 112 (a difference of seven offences). Wiltshire Police is closely monitoring this category of crime and uses this analysis to direct operations against offenders.

5. Putting victims and witnesses first

Putting victims and witnesses first			
Measure	YTD	Threshold	Difference
To make criminal justice processes shorter	Will be reported at six month stage		
Satisfaction with follow up	84.3%	84.0%	0.4%
Satisfaction with investigation	81.8%	82.1%	-0.4%
Resolved rate	31.0%	32.8%	-5.5%
Victims referred to Victim Support	67.6%	80.0%	-15.4%
Victims satisfied with Victim Support	100.0%	95.0%	5.3%
Satisfaction with whole experience	87.9%	86.2%	2.0%
Proportion of cases dealt with out of court	45.9%	48.8%	-5.9%

Table 4: Putting victims and witnesses first

Wiltshire Police surveys victims of crime each month to check on the quality of service that is being provided. The survey asks how well the victim has been kept up to date with developments, how well they thought the crime was investigated, and how satisfied they were in general with Wiltshire Police.

Based on a target which was devised to maintain the position of Wiltshire Police in comparison with other forces of a similar size and serving similar communities, the survey results for the year to date (April-June 2013) show that the Force is beating the target in each of the three categories.

Wiltshire Police uses two measures supplied by the charity Victim Support. These are the proportion of victims referred by police to Victim Support and the level of satisfaction which victims have with the charity.

The proportion of victims referred by an automated process to Victim Support is currently 68 per cent against a target of 80 per cent. Work is underway to understand why the process is not referring a higher proportion.

Satisfaction with Victim Support is currently 100 per cent which further underlines the importance of victims being referred.

Proportion of cases dealt with outside court

One of the Commissioner’s key initiatives was to commission a service which includes a substantial proportion of cases dealt with out of court - where such an approach is considered appropriate. One method is known as restorative justice, which needs to be agreed with the local community (via a Neighbourhood Justice Panel) and/or the victim.

For the first three months of this year, the proportion of cases dealt with out of court was 45.8 per cent against the target of 48.8 per cent. Wiltshire Police regularly reviews what are known as “out of court disposals” involving higher risk offences to ensure they are being dealt with appropriately. In the most recent review, it was concluded that the higher risk cases had been dealt with appropriately.

6. Reducing offending and re-offending

Reducing offending and re-offending			
Measure	YTD	Threshold	Difference
Tackle irresponsible licensed premises	Will be reported at six month stage		
Reduce Re-offending	Will be reported at six month stage		

Table 5:
Reducing
offending
and re-
offending

The Commissioner's objectives to reduce offending and re-offending include:

- Putting a greater emphasis on restorative justice (where the victim and offender agree on a way to settle the matter outside court)
- To see the harm caused by Organised Crime Groups reduced by 25 per cent
- To work with local authorities to encourage responsible licensed premises, and to take a firm line with those that are irresponsible
- To reduce the current 54 per cent re-offending rate
- To build on the work done by local authorities with troubled families

Restorative justice and Organised Crime Groups are dealt with elsewhere in this report.

As far as reducing re-offending is concerned, the Commissioner recently awarded £92,805 to the Wiltshire Probation Trust for a prison gate rehabilitation scheme under which prisoners whose homes are in Swindon or Wiltshire will be met on release and given expert support to steer them away from a return to crime. The Trust is matching the sum awarded by the PCC. Progress on this scheme, and the impact it has on re-offending rates, will be reported in due course.

A range of measures are used by Wiltshire Police to ensure that licensed premises meet their obligations. These include test purchases, multi-agency operations, presenting evidence and police concerns to the licensing authority. Progress will be reported on at the six-month stage in December 2013.

7. Driving up the standards of customer service

Driving up standards of customer service			
Measure	YTD	Threshold	Difference
Number of allegations of incivility, impoliteness and intolerance	16	41	-61.0%
Victim satisfaction	87.9%	86.2%	2.0%
Number of days to finalise a locally resolved complaint	46.0	52.0	-11.5%
Prosecutions that fail due to quality of police input	11.9%	16.7%	-28.7%
Data quality	0.97%	0.90%	7.8%

Table 6: Driving up the standards of customer service

The Commissioner made clear in his Police and Crime Plan the importance of exceeding the public’s expectations by providing almost flawless levels of public service.

He said: “If communities are to feel engaged and keen to support policing, they need to find every interaction they have with police, or one of our criminal justice partners, both professional and customer-focused.”

The plan sets out a number of measures designed to improve the experience of people who come into contact with Wiltshire Police.

One measure concerns the number of complaints received and how effectively those complaints are dealt with.

The number of occasions where officers are alleged to have been impolite or intolerant totalled 16 for the first quarter of this financial year, compared to a target of 31.

The number of days it takes for the Force to deal satisfactorily with a complaint currently stands at 48 days, compared to a target of 52 days.

Another measure relates to the number of prosecutions which fail because of the quality of the police input (ie incorrect information or insufficient detail). Such cases can cause upset to victims and witnesses, and can prove highly expensive in terms of court costs. So far in this financial year the proportion of prosecutions that have failed because of police input stands at 12.3 per cent compared to a target of 16.7 per cent.

Tracking the ‘customer journey’

In addition to the customer service standards set out above, the Commissioner also published a table setting out the expectations that the public should have as they come into contact with Wiltshire Police.

Customer Journey	Group	Measure	Apr 13	May 13	Jun 13	YTD	YTD Threshold	% off Threshold	2	Weighting	Weighted Score
	Visibility	Proportion of the public that are satisfied with police visibility	62%	57%		59%	62%	-4.1%	1	8.3%	0.08
	Contacting us	999 calls answered within 10 seconds	94.3%	93.9%	94.8%	94.3%	90%	4.8%	2	8.3%	0.17
		101 to report crime - calls answered within 30 seconds	81.0%	80.2%	81.5%	79.7%	75%	6.2%	2	8.3%	0.17
	Dealing with an incident	Immediate response to emergencies	95.6%	96.4%	95.4%	95.8%	90%	6.5%	2	8.3%	0.17
		Satisfaction of victims with being kept informed after reporting an incident	89.5%	87%	89%	88.6%	84.7%	4.6%	2	8.3%	0.17
		Satisfaction of victims with how an incident is investigated	82.6%	87.4%	88.1%	82.5%	82.1%	0.5%	2	8.3%	0.17
	Making a complaint	Number of allegations of incivility, impoliteness and intolerance	6	7	3	16	30.75	-48.0%	3	8.3%	0.25
		Average number of days to finalise a complaint made to wiltshire police by local resolution	48	49	44	46	52	-11.5%	3	8.3%	0.25
	Outcomes for victims	Failed prosecutions due to quality of police actions	11%	15%	11%	12.3%	16.7%	-26.6%	3	8.3%	0.25
% of victims referred to victim support		59%	72%	71%	68%	80%	-15.4%	-1	8.3%	-0.08	
% victim satisfaction with victim support service		100%	100%	100%	100%	95%	5.3%	2	8.3%	0.17	
Satisfaction of victims with the whole experience after reporting an incident to wiltshire police		87.0%	87.4%	88.1%	88.1%	86.5%	1.8%	2	8.3%	0.17	

Table 7: Tracking the customer journey

All the measures within this so-called customer journey scorecard are included in the priority scorecard prepared for the Police and Crime Panel which appears at the top of this report.

8. Ensuring unfailing and timely response to calls for assistance

Ensuring unfailing and timely response to calls for assistance			
Measure	YTD	Threshold	Difference
Immediate response rate	96%	90%	6.5%
999 calls answered within 10 seconds	94.3%	90.0%	4.8%
101 to report crime - calls answered within 30 seconds	79.7%	75.0%	6.3%

Table 8: Ensuring unfailing and timely response to calls for assistance

The speed at which Wiltshire Police responds to calls for assistance is a crucial element of the service it provides to the public. The Force performance is assessed by using three key measures.

- Immediate response rate to emergencies (15 minutes in urban areas, 20 minutes in rural areas) for the first three months of the financial year 2013/14 was 95.8 per cent, against a national standard of 90 per cent
- Answering a 999 call within ten seconds - 94.3 per cent for the first three months of the financial year, against a 90 per cent national standard
- Answering 101 non-emergency calls within 30 seconds - 80.9 per cent which is better than the target set by the Commissioner of 75 per cent

9. Unlocking the resources to deliver

Unlocking the resources to deliver			
Measure	YTD	Threshold	Difference
Public satisfaction with police visibility	56.8%	62.0%	-8.4%
Number of police officers	1064	1062	0.2%
Number of PCSOs	132	138	-4.2%

Table 9: Unlocking the resources to deliver

The Commissioner's wish to see police officers maximising their engagement with the public can be measured by use of public opinion surveys. Research carried out early in 2013 shows that the level of public satisfaction with police visibility is 56.8 per cent. This compares to 61.6 per cent in a survey carried out in September 2012. This data will be shared with the Force's 11 sector inspectors.

The Force has a recruitment plan in place to counter the effect of natural wastage (retirements, secondments etc). This will see Wiltshire Police recruit officers in November 2013 and again in March 2014 (approx 15 officers in each intake).

In addition to this, the Force is also recruiting special constables in January 2014 and PCSOs in December 2013 to maintain establishment.

A number of the initiatives set out by the Commissioner under the heading of "Unlocking the resources to deliver" in his Police and Crime Plan are long-term. They include the Strategic Partnership with Wiltshire Council, including the commitment to share campuses, and the locality programme with Swindon Borough Council.