

**Office of the Police and Crime Commissioner
for Wiltshire and Swindon**

Quarterly report - Quarter 2 2013/14

For Police and Crime Panel meeting 26 November 2013

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.

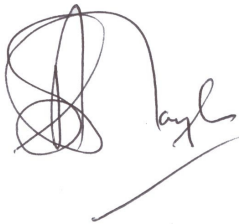
I hold the Chief Constable, and through him the Constabulary, to account to deliver the ambition set out in my Police and Crime Plan. In this report I set out the results of my performance review of Wiltshire Police.

This paper covers the second quarter (April - September 2013). I aim to provide the public at my Meet the Commissioner event (most recently held in Swindon on 19 November) and the Police and Crime Panel with an informative update about the progress made to deliver the priorities set out in my 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

I use the measures set out in my plan to assess the progress on each priority.

Throughout the report, I 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	Measure			YTD	Threshold	Difference
A 10% reduction in the absolute number of crimes and anti-social behaviour incidents	Crimes	16790	16879	-0.5%	To reduce the likelihood of harm to vulnerable people by tackling the most serious harm causers within communities	Reconvictions of members in SWITCH cohort	235	159	47.8%	To make criminal justice processes shorter			Will be reported at six month stage		
	ASB	13131	13372	-1.8%		Reduce serious harm crime	372	343	8.5%	Satisfaction with follow up			85.8%	84.1%	2.1%
People feeling safe during the day		94.0%	93.0%	1.0%	Driving up standards of customer service				Satisfaction with investigation			83.1%	82.1%	1.2%	
People feeling safe during the night		63.2%	65.0%	-2.8%	To make watch schemes fundamental to intelligence gathering and crime prevention in communities				Resolved rate			30.7%	32.8%	-6.4%	
Volunteering numbers taking part in various watch schemes		62960	6840	820.5%					Victims referred to Victim Support			75.0%	80.0%	-6.3%	
Number of Specials		214	235	-8.9%	Number of allegations of incivility, impoliteness and intolerance				Victims satisfied with Victim Support			96%	95.0%	0.7%	
Hours contributed by Specials		80.6	96.0	-16.0%					Victim satisfaction			89.4%	86.2%	3.7%	
% of people thinking that young people hanging around is a key issue		16.5%	16.5%	0.4%	Number of days to finalise a locally resolved complaint				Satisfaction with whole experience			89.4%	86.2%	3.7%	
Reduce the harm caused by organised crime groups operating in the county	Dangerous drug network harm assessment	37.1%	6.25%	493.6%					Prosecutions that fail due to quality of police input			13.5%	16.7%	-18.9%	
	Organised crime group impact assessment	22.6%	6.25%	261.6%	Data quality			0.87%	0.90%	-3.6%					
% of people saying that ASB is a concern in their local area		33.6%	33.4%	0.6%	Ensuring unfailing and timely response to calls for assistance				Unlocking the resources to deliver						
Measure		YTD	Threshold	Difference	Measure		YTD	Threshold	Difference	Measure			YTD	Threshold	Difference
Tackle irresponsible licensed premises		1744	3331	-47.6%	Immediate response rate		94.8%	90%	5.3%	Public satisfaction with police visibility			56.8%	62%	-8.4%
Reduce Re-offending		24.8%	29.1%	-14.9%	999 calls answered within 10 seconds		93.9%	90%	4.3%	Number of police officers			1044	1062	-1.7%
					101 to report crime - calls answered within 30 seconds		80.5%	75%	7.3%	Number of PCSOs			127	138	-8.0%

Table 1: PCC Priority Scorecard April - September 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 second 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. One measure (an audit to assess whether watch schemes are fundamental to intelligence gathering and crime prevention in communities) 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	16790	16879	-0.5%
	ASB	13131	13372	-1.8%
People feeling safe during the day		94.0%	93.0%	1.0%
People feeling safe during the night		63.2%	65.0%	-2.8%
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		62960	6840	820.5%
Number of Specials		214	235	-8.9%
Hours contributed by Specials		80.6	96.0	-16.0%
% of people thinking that young people hanging around is a key issue		16.5%	16.5%	0.4%
Reduce the harm caused by organised crime groups operating in the county	Dangerous drug network harm assessment	37.1%	6.25%	493.6%
	Organised crime group impact assessment	22.6%	6.25%	261.6%
% 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 ambition.

In my plan I state that I want 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 threshold for the first six months of 2013/14 was 16,879 crimes. The police recorded 16,790 which is 0.5 per cent below the threshold set in the plan. In real terms, compared to the same period in 2012/13, this represents a good level of reduction of 7.2 per cent compared to the same period last year.

A crime reduction threshold has been set to guide the Constabulary towards us seeing fewer than 32,000 crimes per year by 2016/17. At present the Constabulary is on course to meet my threshold.

As far as anti-social behaviour (ASB) is concerned, I am seeking a ten per cent reduction by the end of my four-year term of office based on the figure for the 12 months ending March 2013.

In 2012/13 there were 25,118 incidents of anti-social behaviour recorded in Wiltshire and Swindon. In the first six months of 2013/14, 13,131 incidents of ASB were recorded against a threshold of 13,372* which is 1.8 per cent below the year-to-date threshold

(*NB: The threshold figure of 15,124 in the previous report to the Police and Crime Panel was an error)

People feeling safe during the day/night

I commission a public opinion survey twice a year. More than four thousand Wiltshire and Swindon residents completed the survey during 2012/13. I use the results to understand how policing influences people's sense of security and wellbeing. The information will also help me when I update my plan.

We have recently changed the company which carries out the survey, saving about £12,000 pa. The new supplier has started surveying the public this month and results are expected in mid to late January 2014. We publicised the new survey to encourage the public to co-operate by explaining the value which I place on the feedback.

The previous survey, which was statistically sound, showed that the sense of security felt by the public in Wiltshire and Swindon during the day exceeded by one per cent the threshold set by me in my plan.

However, the sense of security at night time failed to meet my threshold.

The Constabulary has analysed the data and provided bespoke reports to local police inspectors and to area boards across Wiltshire and localities in Swindon in order that local concerns can be addressed. It is worth emphasising at this point that my partners have an important contribution to make for example in terms of street lighting.

The data shows a variation in concerns across the Constabulary area. For example, respondents in Swindon West, Central and East tend to feel more negative about their safety after dark, whereas those living in Devizes, Marlborough, Royal Wootton Bassett, Warminster and Salisbury are more likely to report that they feel safe after dark, with 70 per cent of residents in the latter areas stating they feel safe after dark.

A further breakdown within Swindon shows that, in Swindon West, only 36.5 per cent of females and 65.1 per cent of males feel safe after dark. For females in this area the key themes for those that feel unsafe are:

- Personal reasons (for example fear of the dark, not wanting to be alone in the dark) - 36 per cent
- Groups of people - predominantly young males (35 per cent of respondents); people using alcohol and drugs (15 per cent of respondents).
- Environmental factors, - for example lighting, bushes and underpasses feature in 10% of responses

The data is used by the sector inspectors to inform patrol strategies to effectively meet the needs of their local communities by providing reassurance and thus improving levels of confidence.

In addition, the Constabulary have set up a new Customer Relations Board, chaired by the Assistant Chief Constable. One of the board's terms of reference is "to seek to deliver improvements to the service we provide using the evidence gleaned from effective engagement".

Number of volunteers taking part in various 'watch' schemes

Within Wiltshire and Swindon there are currently 3,148 Neighbourhood Watch schemes in operation. Based on an average of 20 volunteers per scheme, this equates to 62,840 people.

In my plan I set a threshold 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.

The threshold figure massively underestimates the numbers of volunteers and will be revised when my plan is updated. One possible change may be to count only Neighbourhood Watch co-ordinators.

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. My ambition is to see a minimum of 300 active Special Constables working across Wiltshire and Swindon and attached to local communities. Twenty Specials joined the Constabulary in August 2013 and another intake (of 15) will start in January 2014.

Specials are required to put in an average of 16 hours per month. The average figure currently stands at 13.4 hours per month.

However, the recording of hours by Special Constables is not an accurate reflection of the hours worked. This is due to the transfer of hours worked from one recording system to another. The new system does not reflect backdated duties. Future reporting will allow the Constabulary to have a more up-to-date and accurate report of the hours worked. I have asked that we have accurate data by the end of the financial year on which I can report to you. I have also announced that there will be specific funding next year for the Special Constabulary.

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 37.1 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 22.6 per cent reduction in the first two quarters of 2013/14, compared to the end of 2012/13, in the intent and capability of the OCGs operating in the Constabulary 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	235	159	47.8%
	Reduce serious harm crime	372	343	8.5%

Table 3: Protecting the most vulnerable in society

SWITCH

The Constabulary is tackling offenders who cause the most harm 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 six months of this financial year, SWITCH has seen 235 re-convictions which represents 48 per cent of the cohort. This breaks down to 159 re-convictions in the second quarter compared to 76 in the first quarter.

Although the figure for the second quarter would seem to be disappointing in that it shows an increase in re-offending by SWITCH offenders, it is worth noting that a re-conviction is only recorded once that offence is detected by police.

The intention is that SWITCH offenders choose to engage and reform, knowing that any lapse will very likely lead to detection and further criminal justice sanctions.

One of the values of the SWITCH programme is that Wiltshire Police and their partners in the Probation Service are able to monitor the behaviour of the SWITCH cohort, reducing the possibility of them committing crime with impunity.

Work is going on between the Probation Service and Wiltshire Police to develop a more accurate set of measures to judge the success of SWITCH.

Reducing Serious Harm

One of the other 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 threshold designed to maintain the position of Wiltshire Police in comparison with other forces of a similar size and serving similar communities, the Constabulary has recorded 372 offences involving serious harm against a threshold of 343 (a difference of 29 offences).

This is as a result of an increase in serious sexual offences which make up 70 per cent of the grouping. As was shown in the most recent crime figures from the Office for National Statistics (ONS) sexual offences are showing an increase of 8.6 per cent nationally.

National media coverage of historic sexual offences committed by personalities such as Jimmy Savile has led to an increase in victims coming forward to report offences, both nationally and in the Wiltshire Police area. There is a sense that victims now feel more confident that their complaints will be taken seriously by police.

In June, the Constabulary press office issued a news release about the Sexual Assault Referral Centre (SARC) in Swindon which offers a free and specialist clinical care and follow-up service for victims in Swindon and Wiltshire. In the release, the SARC manager urged anyone who has been the victim of a sexual assault to contact the centre, day or night.

I noted what the Wiltshire Police lead for Rape and Sexual Offences Detective Sergeant Julie Law said at the time: "Wiltshire Police are dedicated to reducing incidents of sexual assault and we have formed a very strong bond with SARC to help us achieve this."

"To be sexually assaulted is a very traumatic and devastating experience and we treat all victims with the utmost respect and care. We understand that it is difficult to speak about the ordeal and will do all we can to ease the process.

"Anyone who has been the victim of a sexual assault should speak out - be this through SARC, by calling Wiltshire Police or by calling Crimestoppers where information can be left anonymously."

The Constabulary and SARC co-operated with the Swindon Advertiser by allowing a reporter and photographer to visit the centre and talk to staff, thus further publicising the Constabulary's commitment to investigating complaints of sexual assaults and bringing the perpetrators to justice.

I applaud our current practice and some notable successful prosecutions. I do want us to go even further. I am in contact with other PCCs and will aim to have Wiltshire Police emulate the most successful practice adopted elsewhere. Northumbria PCC Vera Baird will publish shortly a comprehensive strategy to tackle violence against women and girls. This will cover consent issues, work with perpetrators, prostitution, honour-based violence, FGM etc. Adopting such a

strategy shows a sea-change in the approach to these offences and I want Wiltshire to be fully engaged. I will make sure that funding decisions reflect the re-newed emphasis on this area of criminality.

5. Putting victims and witnesses first

Putting victims and witnesses first			
Measure	YTD	Threshold	Difference
To make criminal justice processes shorter Number of days from report to disposal	45	44	2.3%
Satisfaction with follow up	85.8%	84.1%	2.0%
Satisfaction with investigation	83.1%	82.1%	1.2%
Resolved rate	30.7%	32.8%	-6.4%
Victims referred to Victim Support	75.0%	80.0%	-6.3%
Victims satisfied with Victim Support	96%	95.0%	0.7%
Satisfaction with whole experience	89.4%	86.4%	3.5%
Proportion of cases dealt with out of court	46.4%	48.8%	-4.9%

Table 4: Putting victims and witnesses first

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

Based on a threshold 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-September 2013) show that the Constabulary is exceeding the threshold in each of the three categories.

Wiltshire Police use 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 75 per cent against a target of 80 per cent.

Satisfaction with Victim Support is currently 96 per cent which further underlines the importance of victims being referred. I will receive increased funds from the Home Office over the next 18 months which will allow me to commission local services to support victims of crime.

Proportion of cases dealt with outside court

Community resolution for appropriate offences was a strategic priority previously agreed by Wiltshire Police Authority. As Commissioner, I have included a broadening of community resolution as one of my strategic goals within my plan.

Through my Innovation Fund, I have tasked an expansion of the Neighbourhood Justice Panel initiative in Swindon to be rolled out across the county. An award has been made to the Centre for Justice Innovation to undertake this work in close liaison with partner agencies and under the aegis of the Reducing Offending Strategic Board (ROSB). My office is represented on this board through the Chief Executive. The board report to the local Criminal Justice Board of which I am a member.

A core element of my plan is the engagement of communities in solving community problems. The resources available through state intervention are reducing and communities need to take a more active role in prevention and restitution/rehabilitation.

Through the area boards (in Wiltshire) and localities (in Swindon) I would like to see Neighbourhood Justice Panels embedded as a way to deal with cases where a simple community resolution through a constable is not appropriate, either because of the community impact of the offending, a repetition of the offending, or the degree of seriousness of the offending.

Up to the end of September there were 5,034 case disposals. Of those, 2,336 were out of court disposals. Nine hundred and two cases were resolved through community resolution.

For the first half of this year, the proportion of cases dealt with out of court was 46.4 per cent against the threshold of 48.8 per cent. This represents an improvement on the first quarter.

Community resolutions account for 17.9 per cent of all disposals.

Looking at out of court disposals, 2,336 cases were dealt with. Of these, the following were the disposal method:

- Cannabis warning - 301
- Adult community resolution - 413
- Adult caution - 719
- Adult conditional caution - 49
- Penalty notice for disorder - 213
- Juvenile reprimand/final warning - 6
- Local resolution - 233
- Youth caution - 129
- Youth community resolution - 256
- Youth conditional caution - 17

The ROSB are helping to develop the same model across Swindon and Wiltshire for restorative justice in primary, secondary and tertiary phases.

They have established a group to develop the implementation plan for restorative justice, which includes making communities more aware of restorative justice and how it might be used in minor incidents to resolve problems.

They are also tasked as a scrutiny group to determine how restorative justice is being used within the community and provide feedback on its appropriateness and effectiveness.

The group comprise the High Sheriff (William Wyldbore-Smith), Lady Sarah Gooch, Youth Offending Team representatives, Victim Support and representatives from the Wiltshire Community Safety Team and Wiltshire Police. This group met in September and again on 14 November.

They intend to seek a representative from the Magistracy.

The scrutiny element of the role has been discussed. The information the group would like to see includes the following:

- Demographic information including age, offence and other useful information
- Community resolution issues
- Satisfaction of resolution (victim and community)
- Success rate (after three months, six months)
- Repeat offender information
- Serious offenders and why resolution (appropriate assessment)
- Victim focused; had all parties agreed?
- How volunteer accountability and safeguarding and protecting vulnerable policies are to be monitored for compliance by the agencies

Wiltshire Police regularly review out of court disposals involving higher risk offences to ensure they are being dealt with appropriately. Reviews within the Constabulary continue to show 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	1744	3331	-47.6%
Reduce Re-offending	24.8%	29.1%	-14.9%

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)
- Seeing the harm caused by Organised Crime Groups reduced by 25 per cent
- Working with local authorities to encourage responsible licensed premises, and to take a firm line with those that are irresponsible
- Reducing the current 29.1 per cent re-offending rate
- Building 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, I recently awarded £92,805 from my Innovation Fund 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 are matching the sum awarded by me. 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, and presenting evidence and police concerns to the licensing authority.

Within the first six months of 2013/14 there were 27 interventions by licensing officers (this involves identifying problem venues, putting the onus on licensees to explain the steps they will take to remedy the problem, and explaining the risk of losing their licence if the problems are not dealt with).

Licensing officers carried out four cases of enforcement during the period which includes prosecution of the licensing offence.

There were no cases in the six months under review of premises being closed.

Case study

In October a bar in Swindon came to police attention as a result of crimes within the area that were linked to it.

The venue failed the intervention stage and, as a result of four sales of alcohol to under 18s, also failed the enforcement stage. This resulted in an application to the licensing committee by the police and council for a review of the licence. At this meeting a removal of the licence was granted. However, the owner of the licence has appealed against the decision and the police are now waiting for the matter to go to magistrates court. Whilst the appeal process is underway, the premises are allowed to stay open.

A total of 1,744 licensed premises checks were carried out by police or licensing officers during the six months under review. This is a reduction of 47.6 per cent compared to last year. I am told that this level of reduction is due in large part to officers making the checks but failing to record them. I have asked for more work to be done to establish whether this is the case. If the checks are being done but not being recorded, I will report the correct figure to the next PCP meeting. If there are relatively fewer checks being done, I will see that more resource is allocated and the number of checks is increased.

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	44	62	-28.5%
Victim satisfaction	89.4%	86.2%	3.7%
Number of days to finalise a locally resolved complaint	44	52	-15.1%
Prosecutions that fail due to quality of police input	13.5%	16.7%	-19.2%
Data quality	0.87%	0.90%	-3.6%

Table 6: Driving up the standards of customer service

I made clear in my plan the importance of exceeding the public's expectations by providing almost flawless levels of public service.

My view is that, 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 44 for the first quarter of this financial year, compared to a threshold of 62.

The number of days it takes for the Constabulary to deal satisfactorily with a complaint currently stands at 44 days, compared to a threshold of 52 days. Performance within quarter two stood at 41 days compared to 47 in quarter one.

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 13.5 per cent compared to a threshold of 16.7 per cent.

Tracking the ‘customer journey’

In addition to the customer service standards set out above, I 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	Jul 13	Aug 13	Sep 13	YTD	YTD Threshold	% off Threshold		
	Visibility	Proportion of the public that are satisfied with police visibility	62%	57%						56.8%	62%	-7.8%	
	Contacting us	999 calls answered within 10 seconds	94.3%	93.9%	94.8%	93.5%	93%	94%	93.9%	90%	4.3%		
		101 to report crime - calls answered within 30 seconds	81.0%	80.2%	81.5%	76%	81%	83%	80.5%	75%	7.3%		
	Dealing with an incident	Immediate response to emergencies	95.6%	96.4%	95.4%	92.5%	93.8%	95.2%	94.8%	90%	5.3%		
		Satisfaction of victims with being kept informed after reporting an incident	89.5%	87%	89%	85%	85%	85%	85.8%	84.1%	2.0%		
		Satisfaction of victims with how an incident is investigated	82.6%	87.4%	88.1%	87.9%	88%	89%	83.1%	82.1%	1.2%		
	Making a complaint	Number of allegations of incivility, impoliteness and intolerance	6	7	3	7	8	13	44	62	-28.5%		
		Average number of days to finalise a complaint made to wiltshire police by local resolution	48	49	44	43	42	39	44	52	-15.1%		
	Outcomes for victims	Failed prosecutions due to quality of police actions	10.6%	14.9%	11.5%	10.5%	14.5%	21.6%	13.5%	16.7%	-19.2%		
		% of victims referred to victim support	59%	72%	71%	82%	78%	88%	75%	80%	-6.3%		
		% victim satisfaction with victim support service	100%	100%	100%	83%	91%	100%	96%	95%	0.7%		
Satisfaction of victims with the whole experience after reporting an incident to wiltshire police		87.0%	87.4%	88.1%	87.9%	88.0%	89.4%	89.4%	86.4%	3.5%			

Table 7: Tracking the customer journey

All the measures within this so-called customer journey scorecard are included in the priority scorecard which appears at the top of my 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	94.8%	90%	5.3%
999 calls answered within 10 seconds	93.9%	90%	4.3%
101 to report crime - calls answered within 30 seconds	80.5%	75%	7.3%

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

The speed at which Wiltshire Police respond to calls for assistance is a crucial element of the service they provide to the public. The Constabulary 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 six months of the financial year 2013/14 was 94.8 per cent, against a national standard of 90 per cent
- Answering a 999 call within ten seconds - 93.9 per cent for the first six months of the financial year, against a 90 per cent national standard
- Answering 101 non-emergency calls within 30 seconds - 80.5 per cent which is better than the target I set 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%	-7.8%
Number of police officers	1044	1062	-1.7%
Number of PCSOs	127	138	-8.0%

Table 9: Unlocking the resources to deliver

The extent to which police officers are 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 has been shared with the Constabulary's 11 sector inspectors and with area boards and localities.

Getting officers out of the stations and back on the beat with proactive visible patrols is becoming urgent. I have agreed a capital allocation for new mobile devices which will equip officers with the tools to do the job on the beat, not stuck behind a desk. This will make a difference. Recruiting to full strength will also help.

I set out in my Plan a broad objective that front-line officers would spend a least 90% time out of station. I also wanted to see more foot patrol and single working where it is safe to do so. The figures produced by the Force tell me that the time out of station measure is being exceeded. However, we agree that there needs to be more work to establish the validity of the data. There is also a review pending of NPT and Response policing models, and I will receive a report before the end of the calendar year, and reflect any changes in an addendum to my Police and Crime Plan next Spring.

The Constabulary has just begun a recruitment campaign to counter the effect of natural wastage (retirements, secondments etc). This will see Wiltshire Police recruit officers this month and again in March 2014 (approx 15 officers in each intake). Eight Police Community Support Officers are expected to start in January 2014.

In addition, the Constabulary recruited 20 Special Constables in August 2013 and is recruiting 15 to start in January 2014.

A number of the initiatives set out in my plan under the heading of “Unlocking the resources to deliver” 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.

Budget issues

I set the budget for Wiltshire Police, and decide on the police and crime element of the Council Tax, known as the precept. This year, despite the Government cuts to our budget, I decided to freeze the precept at £157 for an average Band D household.

But it looks likely that I will have to consider whether to seek a small increase in 2014 in order to maintain our strong performance and to resource our frontline policing capability. The increase I have in mind is just over £3 per year. This is to offset a phasing out of the one-off grants we received from the Government in return for freezing the Council Tax and to contribute to the funding required to establish a Multi Agency Safeguarding Hub at County Hall.

I will bring my Medium Term Financial Strategy to the Police and Crime Panel in January, with a review of the options for the precept that I am considering. There will then be a meeting in February at which I will propose the precept. This is an early indication of what is in my mind and I would welcome a discussion over the coming months.

Conclusions

As a glimpse at the Priority Scorecard at the top of my report makes clear, there is more work to be done on :

- Hours contributed by Specials
- Reducing re-convictions involving members of the SWITCH scheme
- Tackling irresponsible licensed premises

But there is cause for satisfaction with a number of important measures, such as:

- Reducing rates of re-offending
- Reducing the harm caused by Organised Crime Groups operating in the county
- Measures to drive up standards of customer service

And in terms of costs, the picture is even more positive. Wiltshire Police have the lowest total cost per 1,000 population within the most similar group of forces, and the third lowest cost when compared to all forces in England and Wales.

In real terms this means that the cost of policing in Wiltshire and Swindon is £159 per 1,000 population against £175 per 1,000 population for the most similar group of forces, and £184 per 1,000 population across England and Wales.

Angus Macpherson
Police and Crime Commissioner for Wiltshire and Swindon
12 November 2013