

**POLICE AND CRIME PANEL – RESPONSE TO QUESTIONS**  
**5<sup>th</sup> March 2015**

**1. Can we have a breakdown of the activity areas of the 6945 volunteers - eg farm, speed watch etc**

5,522 people have signed up to Community Messaging, of which 2,527 have been moved over from the Neighbourhood Watch database. At this moment in time no other watch schemes (eg. Farm Watch, Horse Watch) are listed on Community Messaging although the intention is that they will be at an appropriate time in the future.

The remaining volunteers are those estimated to be involved in other Force activities such as Community Speed Watch, Farm Watch, and Horse Watch or assist the Force on a regular basis (such as Street Pastors). The Panel will be aware through the report of the Volunteers Task Group that a Volunteers Co-ordinator has been appointed. Work is currently being undertaken to define those roles to be classed as volunteers and then to identify the number of volunteers active in those roles. A more detailed breakdown will be available in the future.

**2. Para 61: How does the percentage of specials compare to our MSF's?**

The Home Office requests annual returns from all Forces on the number of Special Constables in March / April each year. The most up to date information currently available is from March 2014 (new figures will be available at the end of March 2015). The table below details proportion of Specials compared to Regular officers across Wiltshire's most similar forces.

<b>Force</b>	<b>Specials</b>	<b>Regulars</b>	<b>Proportion of Specials</b>
Wiltshire	182	1020	17.8%
Devon and Cornwall	627	3096	20.2%
Suffolk	233	1226	19%
Cheshire	363	1925	18.9%
North Wales	126	1464	8.6%
West Mercia	313	1966	15.9%
Norfolk	240	1582	15.2%
Warwickshire	280	802	34.9%

**3. Para 13: Good to see these positive results from HMIC. Were there any findings by HMIC that surprised or concerned the commissioner and has he asked for any improvements / changes to be taken as a result?**

The findings of the report were as anticipated and identified areas for improvement will continue to be monitored through the Force Strategic Improvement Board of which the Commissioner is a member.

**4. Para 41: Does the commissioner see a 2% drop (and the overall direction of travel) of "confidence in the police" and their being "relied upon to deal with crime / ASB" as significant?**

A significant change is defined as when there is a gap between the confidence intervals. By this definition, the changes within the survey results are not considered to be significant at this point. The results continue to be monitored and analysed and have been made available at a local level through the Constabulary's new Hub Policing Product.

**5. Para 46: Good to see pan-Wilts multi agency youth engagement strategy – does this involve housing?**

Currently the strategy is only between the Force and the two local authorities. Housing has not yet been approached as the strategy is more about front line interventions. Housing and other partners may follow in time.

**6. Para 76: If recording of rape has been an issue does the commissioner have any concerns about what has this meant for how rape victims have been treated?**

There is a concern that for some time we have not been treating victims of rape in accordance to their needs. This is evident through the IPCC investigation into allegations of rape from a few years ago. The Force has now improved its recording process for rape through a change in its performance culture, national trends and messages, and local training and analysis. These changes are likely to lead to an increase in number of rapes recorded. This will lead to more rape victims being identified and receiving the appropriate support.

**7. Also we do seem to have a high level of rape cases compared to other MSF's – does the commissioner have any knowledge as to why this would be? And is there any strategic action / prevention activity being taken or planned in response to this?**

Wiltshire is in-line with its MSF (see para 77) and moving in the same trend. Wiltshire is doing a lot of work around training staff in the recording of this type of offence and so increases in number of rape cases are expected to be seen.

**8. Para 84: Good to see such strong satisfaction from victims with how the police have handled their case. Are there any particular groups who are less satisfied? eg. by ethnicity or crime type**

Satisfaction with investigation and overall experience is showing similar trends across the crime groups surveyed (Vehicle Crime, Burglary, Violence and Racist incidents). Burglary satisfaction always returns higher satisfaction rates due to the Force's stance on this type of crime (both police and CID will almost always attend due to the impact the crime has on the victim), and the successful position for crime volume. Vehicle and Violent crime are very similar in proportion of satisfied victims.

Conclusions cannot be drawn on the satisfaction levels of particular ethnicity groups due to the low numbers of people from different backgrounds involved; 87% of victims are defined as 'white' ethnicity.

Within the 'racist' crime type, approximately 30 victims are surveyed each month. Of those surveyed in the last quarter (October – December); 6 victims were dissatisfied – 5 of whom were defined as 'white'. The comments about dissatisfaction mainly relate to a lack of empathy or care from Police Officers.

9. **Para 118: Can you explain how the 17% is calculated? I don't understand what 132 out of 745 "allegations" means – I had thought it meant that 17% of complaints made to the police were about impoliteness etc. is that not right?** One single complaint can contain more than one allegation. Out of 745 allegations, 132 of these have related to a lack of incivility, impoliteness or intolerance. This equates to 17.7% against the 17% which IPCC recommend.