



DOCUMENT CONTROL SHEET

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The Commissioner's Annual Report 2014/15

It gives me great pleasure to present my third annual report as Police and Crime Commissioner (PCC) for Wiltshire and Swindon. This report sets out the achievements for this year and my assessment of how Wiltshire police are progressing towards meeting the objectives in my Police and Crime Plan 2013-2017.

The key successes this year have been:

- Maintaining local, visible and accessible policing, despite considerable reductions in funding from central government.
- Wiltshire Police achieving a 'Good' rating across all areas by Her Majesty's Inspectorate of Constabulary (HMIC) under the Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection regime
- Significant reductions in overall crime with 885 fewer crimes, a reduction of 2.7 percent and a 4.2 percent decrease in anti-social behaviour incidents
- People feeling safe during the day is extremely high, hitting 95 percent in 2014-15, reflecting the low crime in Wiltshire and Swindon
- Confidence in Wiltshire Police is high with 83% percent being satisfied with Wiltshire Police
- Completing the commissioning of Horizon Victim and Witness Care, to provide a single point of contact for victims, guiding them to appropriate support services from April 2015
- Delivering savings of £5m by increasing efficiency and collaborations
- Opening a fully refurbished Emergency Communication Centre
- Completing the roll-out of Community Messaging that provides free updates from the police and other agencies
- Completing the sharing of office space and receptions at Monkton Park, Chippenham and Bourne Hill, Salisbury
- Commissioning £1m of services from police, partners, voluntary and community sector bodies from my Commissioning Fund to meet my Police and Crime Plan objectives
- Working with both Swindon Borough Council and Wiltshire Council to set up a dedicated team of police officers and social workers to protect vulnerable young people and to tackle child sexual exploitation
- Corsham Neighbourhood Policing team moving into the Springfield Community Campus in Corsham, alongside our Wiltshire Council partners

This has been a challenging year that has seen the completion of many aspects of my plan. These achievements have made people safer and improved the effectiveness, accessibility and efficiency of Wiltshire Police. I want to thank all those who have worked tirelessly to deliver my plan and my priorities of:

1. Reducing crime and anti-social behaviour
2. protecting the most vulnerable in society
3. putting victims and witnesses first
4. Reducing offending and re-offending
5. Drive up standards of customer service
6. Ensure unfailing and timely response to calls for assistance

Angus Macpherson
Police and Crime Commissioner for Wiltshire and Swindon
May 2015

Progress in meeting my Police and Crime Plan objectives

As your PCC I have a range of statutory duties including the publication of a Police and Crime plan. This plan sets the strategic direction for policing. I hold the Chief Constable to account for delivery and work with partners and communities to keep Wiltshire and Swindon as one of the safest places in the country.

Statutory duties I have fulfilled:

- I set a balanced budget for 2014-15 that was delivered on budget in line with central government grant reductions
- I have held the Chief Constable to account for his leadership of Wiltshire Police, and the delivery of an efficient, effective police force by scrutinising performance and the progress made towards my the Police and Crime plan.
- I have considered Wiltshire's strategic policing requirements and obligations and held the Chief Constable to account in implementing the HMIC inspection report on Wiltshire Police's fulfilment of this requirement.
- I have reviewed and responded to all relevant HMIC reports on Wiltshire Police and held the Chief Constable to account for the findings in those reports.
- I have administered the independent custody visiting scheme provide independent scrutiny of the conditions in police custody

Delivering the Police and Crime Plan 2013-17

Overall I deem the performance of Wiltshire Police to be good. There are areas for improvement and I am holding the Chief Constable to account to deliver these changes. Much of my policing plan is delivered with other organisations and local communities and there are a range of progress to deliver my priorities.

Priority One: Working with communities to reduce crime and anti-social behaviour

My first priority is to reduce crime in Wiltshire and Swindon, keeping it one of the safest places in the country. As PCC I am committed to engaging and working with the community to support this work. Maintaining local policing team that can be part of local communities is fundamental to this approach. During 2014-15:

- Wiltshire Police achieved a 'Good' rating across all areas by Her Majesty's Inspectorate of Constabulary (HMIC) under the Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection regime
- Crime has continued to fall in line with my target of achieving fewer than 32,000 crimes. Wiltshire and Swindon continues to be one of the safest places in the country. Significant reductions occurred in overall crime with 885 fewer crimes, a reduction of 2.7 percent and a 4.2 percent decrease in anti-social behaviour with 939 fewer incidents

- Burglary dwelling, non dwelling and vehicle crime has seen a 10.4 percent reduction. This equates to 1,703 fewer victims of crime in the last 12 months.
- Violence against the person has continued to rise in line with national trends, but at a slower rate than national levels. Initial national work suggests that work to improve the accuracy of violent crime figures may be a factor. Further analysis at a national and local level is required to understand this.
- People feeling safe during the day is high, hitting 95 percent in 2014-15, reflecting the low crime in Wiltshire and Swindon. The percentage of people who feel safe after dark is at a 59 percent average. Responses to this have indicated a perception of danger, general apprehension of the dark or a lack of lighting.
- We worked with Wiltshire and Swindon local authorities and other partners to implement the new tools and powers to tackle anti-social behaviour (ASB). This included maximising the use of new powers to tackle ASB swiftly and to prevent escalation
- With our partners we have established the 'community trigger' to ensure that community concerns are being addressed by police and other agencies and that people receive an appropriate response
- We have increased the numbers of volunteers to 7,200 who take part in the numerous neighbourhood watch and community messaging schemes.
- My ambition to have a minimum of 300 active special police officers has been challenging. The current figure stands at 172, below where I wanted to be. This focus has provided an opportunity to examine the way Wiltshire Police can get the best from its special police officers. Whilst the proportion of Special Police Officers is average with other regional forces, I want to do more. I am working with the Chief Constable to highlight the important role they have alongside their regular police constables colleagues. I want improvements in the stature of the role, the support received and the deployments and duties special officers are used for. I believe this strategy will help to deliver increases in the overall numbers and satisfaction in the roles.
- We have embedded the 120 Community Speed Watch schemes with 668 active participants helping to make the roads of Wiltshire and Swindon safer and encouraging motorists to slow down
- Information and updates have been provided about local police through Community Messaging services to all of Wiltshire and Swindon. Currently the scheme has 6,486 signed up and I want to see this increase further

Priority Two: Protecting the most vulnerable

I want to ensure that the people who are the most vulnerable to becoming a victim and its impact receive the right protection and get the support they need. The most vulnerable in society are often the ones who have the quietest voices and public services have a duty to make sure they are heard. During 2014-15:

- With Swindon Borough Council and Wiltshire Council we have implemented a multi-agency safeguarding hub, where children services work alongside police to share information and protect vulnerable children.
- We established a multi agency team integrated with the missing people team to identify and protect children at risk of child sexual exploitation. This team has social workers and police officers working together to protect those at risk of becoming victims of child sexual abuse.
- Increasing confidence and trust that for victims to report incidents of issues of violence, domestic abuse and sexual offences is vital to protecting the most vulnerable. Serious crimes (most serious violence, serious sexual offences and robbery) have been rising substantially across the country. This has been predominately the result of a 46 percent increase in the reporting of sexual offences. Nationally this has been rising due to efforts to improve accuracy and ethnicity of crime recording, increased training for officers and increased public awareness and confidence to report sexual offences. The rises in Wiltshire are comparable to the national picture and our relative position has remained stable.
- We supported an Independent Domestic Violence advocate initiative in Swindon working at the Great Western Hospital and at GP surgeries to support victims of domestic abuse
- We have signed up to the Mental Health Concordat for Wiltshire and Swindon which will improve the care of people with mental health crises and the way they are supported by the police, including mental health practitioners assisting custody staff.
- Commissioning Wiltshire Mind to develop a new project offering counselling to offenders with mental health problems on their release from prison
- 'Safe Places' scheme to offer support to those in need has been expanding across the county

Priority Three: Putting victims and witnesses first

This priority places the victim and witness at the centre of the criminal justice journey. Having the confidence in the police will listen to being supported through an often traumatic and complex process. During 2014-15:

- I took on the responsibility for commissioning services for victims and witnesses in Wiltshire and Swindon from the Ministry of Justice. I have listened to victims and witnesses to help design and commission the new Horizon Victim and Witness Care service starting in April 2015. This service provides a single point of contact for victims, supporting victims through their journey through the criminal justice process. Horizon will provide advice and explain things clearly and direct victims and witnesses to more specialist support services.
- 83 percent of victims felt that they have been kept up to date with developments, with 88 percent satisfied with the investigation. There is still more work to do and I want this to increase and I believe Horizon Victim and Witness Care will help to achieve this improvement..
- We established Virtual Court links from Melksham Police station to courts in Swindon to enable swifter and more cost efficient police representation at court

- Supported the work of the Wiltshire Criminal Justice Board to implement Swift and Sure Justice improvements to improve the journey through the criminal justice system.

Priority Four: Reducing Offending and Reoffending

Preventing offending and stopping repeat offending requires focusing on those at greatest risk of offending. This includes responding swiftly to address offending, by increasing the emphasis on justice solutions outside of court, taking the most high-risk offenders and reducing the impact of repeat offending. During 2014-15:

- With the National Probation Service and Community Rehabilitation company we continue to develop the Integrated Offender Management programme, where police, probation and other services work together to focus on persistent offenders. This team proactively monitors and support persistent offenders to steer them away from repeat offending.
- Commissioned SPLITZ to run a 'Teenztalk' course for young people to develop healthy and respectful relationships and not to become victims or perpetrators of domestic violence
- Supporting the Wiltshire Wildlife Trust and a consortium of partners to create the Repair Academy that provides training and work experience to long term unemployed and young people at risk of offending. This social enterprise is on target to be fully self sufficient through its trading activities within two years.
- Significant improvements need to be made in how Wiltshire Police resolve crimes by making sure that all suitable crimes are dealt with by community resolution and restorative justice processes. These include cautions, mediation, and victim / offender meetings. These provide swift solutions to minor offences and are successful in giving victims and communities a voice in justice. I am working with the Chief Constable to learn from other forces where this is working well and make sure that we utilise these tools.

Priority Five: Increasing Customer service standards

This priority places high quality, professionalism and legitimacy at the centre of the service Wiltshire Police provide. During 2014-15:

- Wiltshire Police achieved a 'Good' rating across all areas by Her Majesty's Inspectorate of Constabulary (HMIC) under the Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection regime
- 88 percent Victim satisfaction with the service received from Wiltshire police
- We have ensured that local policing is protected with 58% of people saying they are satisfied with police visibility
- We have improved the timeliness of complaint recording and locally resolved complaints

Priority Six: Unfailing and timely response

This priority aims to ensure that the Police are accessible and respond when you need them. During 2014-15:x

- We opened a fully refurbished Crime and Communications Centre to calls for assistance with the latest technology
- 95.8 percent of people were satisfied with the ease of contact to the police
- 92 percent of calls were responded to within the timeframe (15mins in urban areas, 20 in rural areas).
- 92 percent of 999 calls were answered within ten seconds or less
- 78.6% of 101 calls have been answered within 30 seconds

For more detailed information on the performance of Wiltshire Police please refer to the quarterly and annual performance reports. [INSERT LINK](#)

Summary of financial performance

During 2014-15 my determination to protect front-line services and local policing has continued. I have been holding the Chief Constable to account to deliver an effective service, in spite of the reduction in funding from central government. To address some of this funding gap I took the decision to raise the police and crime element of council tax by 1.9%. This increase has meant that the savings required have been less and allow me to direct this resource to protect local policing. I feel as do the majority of the people I speak to worth the increase of £3.56 per year for a Band D property.

The key achievements to delivering a sustainable force in 2014-15 have been:

- Delivering a balanced budget for 2014-15
- Delivering £5M of savings whilst securing reductions in crime and making significant progress in delivering my Police and Crime plan
- Beginning the rollout of mobile technology (including smartphones, tablets and laptops) to operational staff. This technology will allow police to work in communities, making them more accessible and visible to the public they serve
- Moving into shared accommodation with Wiltshire Council in Bourne Hill, Salisbury and Monkton Park, Chippenham and Springfield Campus, Corsham to provide access to council and policing services in one place.
- Sharing accommodation with Swindon Borough Council at the 'Plus One' building
- Continuing to integrate public services and deliver efficiencies to protect the frontline. Such as working with Wiltshire Council to provide ICT support to Wiltshire Police, continuing to develop our plans to share accommodation and collaborations with other Police Forces
- Entering into a strategic alliance with the Police and Crime Commissioner from Avon and Somerset and the Chief Constables of Wiltshire and Avon and Somerset to share support services

INSERT YEAR END 2014/15 – simple one table and brief explanation

For further details on financial information please consult the medium term financial plan and annual accounts. **INSERT LINK**

Engagement

During 2014-15 I have made sure that your voice is heard and listened to. I have had a diverse range of conversations with groups and individuals to raise important policing and criminal justice issues on your behalf. Among the groups and individuals I engaged with were:

- South Western Ambulance Service
- Criminal justice boards
- Community safety partnerships
- Wiltshire and Swindon Clinical commissioning groups
- Chambers of commerce
- Independent Police Complaints Commission
- Mental health trusts
- Government ministers
- Health and Wellbeing Boards
- Hospital Trusts
- Her Majesty's Inspectorate of Constabularies
- Local Members of Parliament
- Local councillors
- Local police area commanders
- Residents
- National Farmers Union
- National Probation Service
- Schools and colleges
- Swindon Locality boards
- Wiltshire area boards
- Youth Parliament
- Victims of crime

I have used opportunities to engage with you at numerous community events including in Wiltshire and Swindon including:

- | | |
|---|-----------------------------------|
| ○ Market engagement days | * Precept consultations |
| ○ Emergency services show | * Trowbridge armed forces day |
| ○ Cuckoo Fair Festival | * Woman's Institute |
| ○ Swindon Pride | * Out on the beat with the police |
| ○ Projects that are delivering my Police and Crime Plan | |

For full information about the work I am doing please check my blog pages at [INSERT LINK](#).

Wiltshire and Swindon Police and Crime Panel

The Wiltshire and Swindon Police and Crime Panel scrutinise my performance as Commissioner and the work of my office. They have supported me by examining key areas of work and provide valuable insight and recommendations. The panel examined the following areas:

- Specials and volunteers
- Licensing
- Performance

I want to thank the panel for their excellent work, assessments and recommendations in these areas.