



Wiltshire and Swindon

pcc



MAKING

WILTSHIRE

SAFER

"If it matters to you, it matters to me."

Quarterly Highlight report: Dec 2022 – Feb 2023
Police and Crime Panel

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

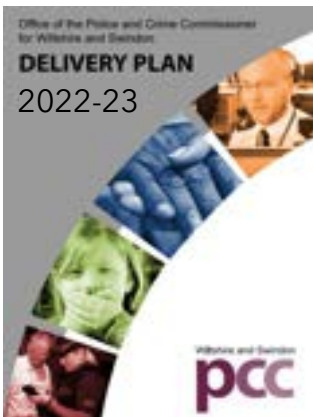
Priority 4: Improve the experience of victims and deliver justice



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Delivering the Police and Crime Plan

Force performance



OPCC Delivery Plan

OPCC scorecard
& risk register



P&C Plan assurance framework



Wiltshire Criminal Justice Board

WCJB scorecard
& risk register

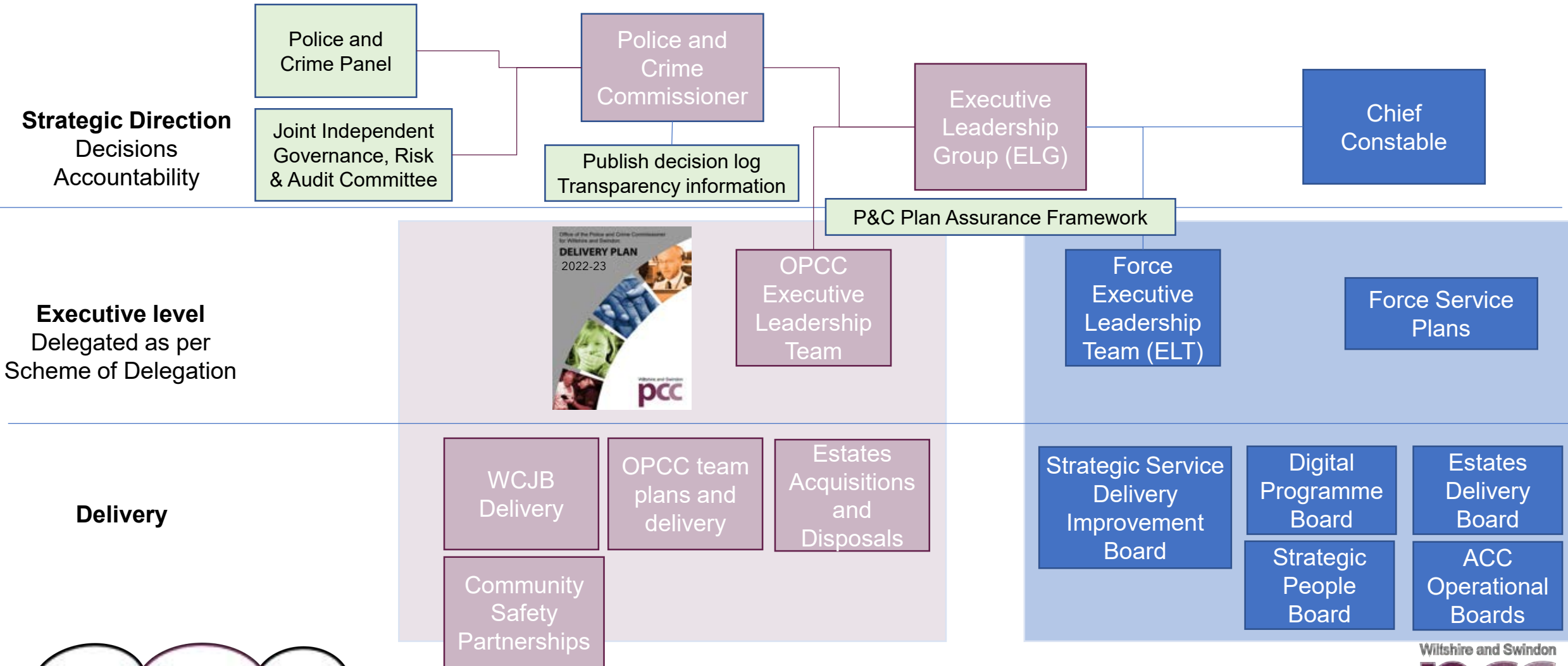


Community Safety Partnerships

CSP scorecards



Governance & Decision Making



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Police and Crime Plan: Force Performance Dec 2022 to Feb 2023

New slide as promised to provide Executive summary of key P&CP measures.

P1: A police service that meets the needs of its communities

- Abandonment rates,
- Response,
- THRIVE
- FAT
- Outstanding suspects
- RUI,
- etc

P2: Reduce violence and serious harm

- DA
- RASSO
- S&H

P3: Tackle crimes that matter to local communities

- Crime vol
- Arrest
- FAT

P4: Improve the experience of victims and deliver justice

- Victim satisfaction

66 PCP performance measures	Improving	Declining	Static
	37	28	1

P1 43 measures	Improving	Declining
	24	18

P2 11 measures	Improving	Declining
	5	6

P3 7 measures	Improving	Declining
	6	1

P4 5 measures	Improving	Declining
	2	3

Positives

- FAT outcome rates improving (14.8%). Violence with Injury FAT Outcome Rate 20.5%, YOY improvement of 9%.
- 999 abandonment rates reduced from 1.2% to 0.3% over the last 6 month and remain at their lowest for 3 years.
- Priority 3 = of the 7 performance measures, 6 have improved. Drug driving arrests 55% growth and ASB incidents in county 26.6% decrease YoY.
- THRIVE (assessments): Complete and visible rates improved for the quarter to 94.7% and Harm assessments to 93.7%

Persistent issues

- THRIVE (assessments): Call handler Crime Prevention and Vulnerability Advice performance quarterly decline. OPCC challenged for performance improvements at respective Force meetings.
- Average time to answer: CRIB - increasing rates with volumes up 5 mins on this time last year. OPCC ELG deep dive topic – remediation plan in place.
- Decrease in Swindon community Intel over the last year. OPCC ELG deep drive – remediation plan in place.
- Overall Victim Satisfaction is down by -4.1% when compared with the rolling 12-month average. OPCC ELG deep dive – remediation plan in place. Note: Victim satisfaction following hate crimes has improved to 85%, up 10% YoY and burglary 78%.

Priority 1: A police service that meets the needs of its community

Outcomes achieved this quarter

- Recruitment of new Chief Constable by PCC endorsed by P&CP. Commenced 27th Feb 2023.
- The CC has confirmed to the PCC that they have reviewed all local standards and vetting policies to ensure they are fit-for-purpose. A comprehensive review of all existing misconduct cases has been completed by the Force.
- All Force staff and officers will be checked against national police data bases. The PCC has taken the extra step to include all OPCC staff in this review. This will be completed by 30/04/2023.
- Purchase completed of two mobile police stations and will be active in rural, isolated communities daily from Mid 2023. They will also be in Salisbury town centre during the weekend night-time economy to support safeguarding and local officers.
- Publication of Medium-Term Financial planning and precept level 2023/24 completed.
- The OPCC co-ordinated three scrutiny panels over the last quarter covering out of court disposals, use of force with a taser and stop searches. The October 2022 stop, and search was recognised for its improvements. The OPCC panel tested 10 incidents; the external panel voted 59 green & 10 amber. The internal panel voted, 52 green, 12 amber and 1 red (in this case the officer was still under tutorship).
- “Check it out” – the OPCC website has launched a youth web page providing videos and resources for young people, covering everything from bullying and mental health, to county lines and grooming
- The OPCC continues to execute actions within the 2022 – 23 Delivery Plan.

Risks and issues

- The recruitment of police officers and staff continues to be a high priority, with increased recruitment drives mitigating shortfalls. Staff retention, vetting and leavers may impact on their ability to deliver the policing portfolio and impact achieving officer uplift target.

Deliverables Progress

Action	Date Due	Progress
Tidworth police building site work started.	Q4 2023	30%
Use of two mobile police stations to be introduced, (Unexpected vehicle delivery delays caused short term setbacks)	May 23	40%

PCC focus next quarter

- Produce and publish the OPCC Delivery Plan 2023-24.
- A refreshed OPCC Communications and Engagement Strategy will be published.
- The OPCC Estates Strategy to being drafted and operational advice will be confirmed with the new Chief Constable.

Overall PCC Assessment

- Early signs of progress in areas of delivery (CCC, FAT rates), however focus remains required on sustainable performance improvements over time.
- We are briefing the new CC on areas of focus, supporting the transition and have provided clarity on a comprehensive range of service improvements.

Score card - Priority 1: A police service that meets the needs of its community

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Abandonment Rate: 101		3.5%	3.3%	-1.5% points ▼	1.6% points ▲	3.4%	0.7% points ▲
Abandonment Rate: 999		0.3%	0.2%	-0.6% points ▼	-3.4% points ▼	1.9%	-2.3% points ▼
Abandonment Rate: CRIB		13.4%	12.3%	-1.6% points ▼	4.5% points ▲	11.4%	2.4% points ▲
Average Time to Answer: 999		00:00:05	00:00:04	-00:00:06 ▼	-00:00:03 ▼	00:00:08	-00:00:00 —
Average Time to Answer: CCH		00:00:27	00:00:25	-00:00:05 ▼	00:00:17 ▲	00:00:22	00:00:07 ▲
Average Time to Answer: CRIB		00:06:59	00:06:08	00:01:13 ▲	00:04:09 ▲	00:03:45	00:01:40 ▲
Thrive: Complete and Visible		94.7%	93.4%	-1.2% points —	—	—	—
Thrive: Crime Prevention Assessment		61.4%	67.5%	-3.0% points —	—	—	—
Thrive: Engagement Assessment		85.0%	84.5%	-4.2% points —	—	—	—
Thrive: Harm Assessment		93.7%	90.8%	1.3% points —	—	—	—
Thrive: Investigation Assessment		74.3%	73.7%	5.6% points ▲	—	—	—
Thrive: Overall Call Rating		59.9%	62.2%	-2.0% points —	—	—	—
Thrive: Risk Assessment		75.6%	74.5%	-3.7% points —	—	—	—
Thrive: Threat Assessment		94.4%	91.7%	-0.1% points —	—	—	—
Thrive: Vulnerability Assessment		46.0%	50.1%	-5.9% points ▼	—	—	—

ABANDONMENT RATES

- 999 - Average wait times have reduced significantly over last 2 month with wait times at 5 secs, a 3-yr. low.
- 101 – average abandonment rates have declined to 3.4% after a 6.9% spike in Dec 23.
- The 101 & 999 improvements correlate with the implementation of the new operating model.

AVERAGE TIME TO ANSWER

- CRIB & CCH – after a promising decline during Dec 22 rates are increasing.
- The new call taking process & THRIVE assessments are thought to be impacting. The force are seeking to refine the assessments.

THRIVE

- Complete & Visible THRIVE assessments have reached a comprehensive 94.7%.
- Overall call rating: the quarter average remained consistent at 62%.
- Investigation assessments highlight an improving performance increasing by 5.6%.
- Vulnerability assessments however record a decrease of 5.9% - quarterly comparisons.
- Both are outside of the +/- 5% confidence interval, with the remaining areas all reporting +/- changes within the 5% error margin for the sample sizes being assessed
- THRIVE assessments are to be reviewed and enhanced during the early part of the next quarter.



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Score card - Priority 1: A police service that meets the needs of its community

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Average Response Time: Immediate		00:12:26	00:12:37	00:00:29 —	00:00:40 ▲	00:12:02	00:00:04 —
Average Response Time: Priority		01:42:53	01:38:34	00:07:23 ▲	00:29:21 ▲	01:26:00	00:19:40 ▲
Community Intelligence - County		92	290	-16.4% ▼	-39.3% ▼	1,491	0.1% —
Community Intelligence - Swindon		28	115	-56.6% ▼	-57.2% ▼	1,110	3.8% —
Outstanding Suspects		1,497	1,540	-2.4% —			
Outstanding Suspects: 4+ Days		1,430	1,466	-1.8% —			
Outstanding Suspects: Over 12 Months		52	49	9.0% ▲			
Police Physical Attendance Rate - County		57.1%	57.2%	-2.0% points —	-2.3% points —	59.1%	-0.1% points —
Police Physical Attendance Rate - Swindon		58.2%	59.1%	-2.7% points —	-2.7% points —	61.0%	-0.8% points —
Response Rate: Immediate		81.0%	80.3%	-1.9% points —	-2.2% points —	82.3%	-0.3% points —
Response Rate: Priority		57.4%	57.6%	-1.5% points —	-9.0% points ▼	61.3%	-6.7% points ▼

RESPONSE TIMES & RATES

- Average response times – Immediate: averaged at 12:37 for the quarter. Highlighting consistent annual rates.
- Average response times – Priority: The force is breaching the SLA of 1 hour and have done for a sustained period.
- Response rates decreased over the last quarter with the SRO driving improved training course availability & allocation.

INTELLIGENCE

- Community intelligence volumes have declined over the last 12 months, significantly in Swindon.
- The force is seeking to mitigate this through implementing a senior responsible officer (SRO) to invigorate growths and manage the associated inherent risk.

OUTSTANDING SUSPECTS

- Volumes have declined over the quarter as the force seeks to drive the frequency of reviews (locally & nationally).

POLICE PHYSICAL ATTENDANCE

- The need for physical attendance by police following a log decreased over the quarter. Yearly comparison show by 0.1% and 0.8%
- Force staffing /resource management is subject to ELG scrutiny and challenge.



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Crime Volume		3,513	10,440	-7.5% ▼	1.1% —	43,780	7.9% ▲
Crime Volume: Burglary		171	493	3.4% —	1.9% —	1,959	18.3% ▲
Crime Volume: Violence With Injury		385	1,306	-18.7% ▼	-14.3% ▼	6,269	3.9% —
FAT Outcome Rate		14.8%	14.4%	0.7% points ▲	2.8% points ▲	12.8%	0.7% points ▲
FAT Outcome Rate: Burglary		2.9%	7.1%	1.2% points ▲	1.9% points ▲	6.5%	0.1% points —
FAT Outcome Rate: Violence With Injury		20.5%	18.7%	5.9% points ▲	5.6% points ▲	13.7%	1.1% points ▲
Released Under Investigation (Median): Timeliness		225	215	16.9% ▲	41.5% ▲	188	14.8% ▲
Released Under Investigation: Volume		2,057	2,132	-1.0% —	12.8% ▲	2,075	5.4% ▲
Time to Charge (Median)		23	26	2.5% —	23.9% ▲	26	50.4% ▲
Time to Charge (Median): Burglary		101	43	-53.0% ▼	15.8% ▲	60	97.1% ▲
Time to Charge (Median): Sexual Offences		36	135	2.8% —	-29.6% ▼	213	50.6% ▲
Time to Charge (Median): Violence Against The Person		20	34	24.4% ▲	-12.7% ▼	36	67.4% ▲
Time to Summoned / Postal Requisition (Median)		162	161	15.0% ▲	15.1% ▲	156	8.9% ▲
Time to Summoned / Postal Requisition (Median): Burglary		Zero or No Data Available	215	-47.5% ▼	-45.0% ▼	318	-0.9% —
Time to Summoned / Postal Requisition (Median): Sexual Offences		239	379	66.1% ▲	53.5% ▲	390	54.4% ▲
Time to Summoned / Postal Requisition (Median): Violence Against The Person		183	189	11.8% ▲	18.5% ▲	169	3.3% —

CRIME VOLUME

- Crime volumes increased by +7% compared with the same time last year. A period which saw crime lows due to COVID.
- Wiltshire reported the third lowest crime volumes nationally in Sept 22 (ONS data).
- Burglary: volumes have increased 18.3% compared with Feb 21 – Jan 22. 2022-23 again a period experiencing low crime due to COVID monthly averages remain consistent and volumes below Pre COVID volumes.
- Violence with Injury volumes, are reporting a year-on-year increase of 3.9%, the increase is again affected by a low reporting period between Dec-2020 and Mar-21 and not a true increase in recorded volumes.
- Violence with injury crime show a declining trendline.

INVESTIGATIONS

- Overall FAT for the quarter has been consistently above 14%.
- FAT Outcome Rate – Burglary and Violence with injury: Both display an increasing trend for the last 6 months.
- Overall time to charge is 23 days with the rolling 12-month picture highlighting an increasing trend line.
- Subject to monthly ELG scrutiny.

TIME TO SUMMONS

- Postal requisitions decreased over the last month after early quarterly growths.



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Overall Victim Satisfaction		Zero or No Data Available	Rolling 12 Month Data Only			73.6%	-4.1% points ▼
Overall Victim Satisfaction: Burglary Crimes		Zero or No Data Available	Rolling 12 Month Data Only			78.2%	0.7% points —
Overall Victim Satisfaction: Hate Crimes		Zero or No Data Available	Rolling 12 Month Data Only			85.5%	10.5% points ▲
Overall Victim Satisfaction: Vehicle Crimes		Zero or No Data Available	Rolling 12 Month Data Only			66.9%	-9.7% points ▼
Overall Victim Satisfaction: Violence Crimes		Zero or No Data Available	Rolling 12 Month Data Only			73.5%	-5.7% points ▼
Victim Satisfaction: Ease of Contact		Zero or No Data Available	Rolling 12 Month Data Only			93.8%	-0.5% points —

PUBLIC CONFIDENCE AND CONSULTATION: Survey data is not received from SMSR until the second week of the month. Due to scheduling satisfaction data will always be reported one month in arrears

VICTIM SATISFACTION: data is examined over 12 months for statistical significance with a 3-month lag before victims are surveyed

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Volume of Complaints		118	354	-14.3% ▼	12.0% ▲	1,376	18.8% ▲

VICTIM SATISFACTION – Sept-Oct 22 responses

- Overall Victim Satisfaction - (73.6%) has decreased by 5% over 5 consecutive months recording as exceptionally low
- Swindon = 78.3% (-1.6%pts YoY).
- County = 73.0% (-6.3%pts YoY).
- Improvements have been seen in Officers giving their details and practical help
- Burglary satisfaction remains at 78.2% remaining under average for 13 consecutive months.
- Violent crime satisfaction averaged at 73.5% demonstrating a 1 month exceptional low.
- Vehicle crime satisfaction average highlights a continued decline at 66.9% with the quarter experiencing exceptionally lows.

CSEW – Sept 2022 responses

- Overall confidence in local police: Wiltshire = 75.0%.
- Percentage who say the police are doing an excellent or good job in their local area: Wiltshire = 65%.
- Agreement that the police can be relied on when needed: Wiltshire = 57.4%.
- Percentage of people who experienced or witnessed anti-social behaviour in the local area: Wiltshire = 29.0%.

SERVICE DELIVERY

- Dissatisfactions volumes = 118. The year-on-year change is reporting an 18.8 increase. A trend present over the past 12 months of dissatisfaction reporting.
- Themes – lack of contact / people unhappy that their report of 'Crime' is not being logged as a crime.



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Quarterly PCC Highlight Report

Priority 2: Reduce violence and serious harm

Outcomes achieved this quarter

- OPCC signed the grant agreement with the HO for the serious violence duty funding following its successful application. HO consultants are undertaking a readiness assessment to support commencement of the duty. OPCC is working proactively with Community Safety Partnerships and Force to produce delivery plans required to reduce serious violence across Wiltshire.
- The Safety at Night Charter campaign launched in November and phase 2 launched February. Work is ongoing across partners to increase sign-ups in county. OPCC and Force Watch Coordinators are driving engagement with Pub and Hotel Watches.
- Delivery of a new 8-year contract designed to support victims of domestic abuse is underway with the new provider. This contract will deliver much needed IDVA resource, as well as refuge, safe spaces, and accommodation for the affected victims and their families.
- Safer lives training and it is being delivered to 1,600 officers and staff with domestic violence awareness training to improve referrals to CJS.
- Through a progressive partnership approach, a DA perpetrator programme has commenced allowing IOM to comprehensively monitor 64 high risk offenders in the community and custody.
- Recruitment of OPCC / Force lawyers commenced to support and increase legal orders to protect victims.
- OPCC co funded EOTAS pilot, working with 20 young people coming to notice with youth exploitation teams. Objective is to increase engagement with those at highest risk of entering the criminal justice system.

Risks and issues

- Lack of capacity and resilience to deliver legal capacity for OPCC/force, recruitment in sector very challenging. One lawyer recruited Feb 2023, paralegal recruitment live
- VCOP compliance continues to be a challenge. In response the back 2 basics gold group are introducing new measures Feb 2023.

Deliverables Progress

Action	Date Due	Progress
OPCC working with partners to deliver 'Safety at Night' charter following completion of public survey.	Jan 23	100%
OPCC and NHS to recommission therapeutic interventions to support victims of child abuse (revisions of the procurement timetable at a local – national level in the last quarter)	Sept 2023	50%
Recruitment of two additional force/OPCC lawyer and one para legal.	April 23	50%
Mobilisation of a new Fearless contract support the victims of Domestic Abuse	April 2023	80%

PCC focus next quarter

- Procurement of the Victims Voice Project, aligned to the victim satisfaction survey & will deliver a new cohort to improve range of vulnerability.
- The Head of OPCC/Force legal services is to complete the restructure of the legal division and improvement plan.

Overall PCC Assessment

- Extensive work is ongoing to improve focus of priorities and resources. Early performance improvements are evident, however these need to be sustained.

Score card - Priority 2: Reduce violence and serious harm

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Crime Volume: DA		686	1,813	-4.3%	-1.3%	7,386	-8.2%
Crime Volume: RASSO		122	358	-4.3%	-6.8%	1,532	8.8%
Crime Volume: S&H		393	1,837	4.8%	-1.4%	4,197	1.9%
FAT Outcome Rate: DA		12.5%	12.5%	1.8% points	3.2% points	10.8%	0.5% points
FAT Outcome Rate: RASSO		8.2%	12.3%	6.4% points	6.8% points	8.6%	3.8% points
FAT Outcome Rate: S&H		7.1%	7.4%	-1.5% points	8.8% points	7.1%	-8.6% points
FAT Outcome Volume: DA		76	226	11.3%	32.2%	795	4.7%
FAT Outcome Volume: RASSO		18	44	108.8%	109.5%	131	65.8%
FAT Outcome Volume: S&H		28	77	-13.5%	-1.3%	308	-5.4%
Time to Charge (Median): RASSO		256	189	0.8%	-12.7%	215	44.7%
Time to Summoned / Postal Requisition (Median): RASSO		407	416	34.3%	96.9%	407	46.5%
Outstanding Suspects: DA		428	446	1.1%			
Outstanding Suspects: RASSO		168	165	-4.5%			
Outstanding Suspects: S&H		235	227	-3.5%			

- CRIME VOLUME**
- After a small increase in domestic abuse (DA) crimes Oct – Dec 22, volumes have stabilised; comparable with the previous annual average.
 - RASSO has seen a year-on-year increase of 8%, due to the low reporting early 2021. A decreasing trendline has emerged over the last year.
 - ONS data highlights Wiltshire with the fourth lowest sexual offence volumes (Sept 22).
 - Stalking & harassment (S&H) crime volumes have increased over the quarter.
 - ONS data (Sept 22) highlights Wiltshire with the lowest S&H crime volumes nationally.

- INVESTIGATION**
- FAT Outcome Rate: DA: : Annual average stands at 10.8% with an increasing trend line
 - FAT Outcome Rate - RASSO: Annual average stands at 8.6%, and despite the recent decline highlighted with an increasing trend line.
 - FAT Outcome Rate – Rape: Annual average stands at 8.2% with an increasing trend line.
 - FAT Outcome Rate – Other Sexual Offences: : Annual average stands at 11.5% with an increasing trend line
 - FAT Outcome Rate – S&H: Annual average stands at 7.4% declining latterly in the quarter.

- OUTSTANDING SUSPECTS:** data began Jun-22.
- DA and RASSO Outstanding suspect volumes display a decreasing trendline for the quarter.
 - S&H outstanding suspects display an increasing trendline for the quarter.



FAT = Further action taken (charge/caution/penalty notice)

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Quarterly PCC Highlight Report
Priority 3: Tackle crimes that matter to local communities

Police & Crime Plan 2022-25
Dec 22 – Feb 23

Outcomes achieved this quarter

- Wiltshire Police achieved Home Office target of attending 100% of burglaries in Dec 2022 & Jan 2023.
- OPCC invested in Rural Crime Team. Uplift complete and senior management restructure implemented. RCT are represented at strategic and tactical regional group and the new RCT Insp. to spearhead cross border operations.
- A 68% increase in speeding enforcement actions (tickets / speed awareness courses) 2021 v 2022. 1552 tickets issued in Dec 2022 and 60 vehicles seized.
- OPCC leading enhanced Road Safety focus, including collaboration with all partner agencies to improve coordinated outcomes.
- OPCC website has a new section dedicated to Road Safety, focusing on performance, communication and activities.
- OPCC commissioned Street doctors: targeted intervention for young people working with youth justice. Eight sessions delivered across Swindon and Wiltshire Nov 22–Jan 23.
- Operational improvements rolled out with IT system upgrades enabling improvements in PPN integrated safeguarding and stop search Intel . Within the first 3 months this system has increased CCC capacity equivalent to 3.5 operators, reduced waiting times by 6.25 and travel time per officer by 100 hours per month (1000 in fuel savings).
- Safer Streets are at full capacity with Wiltshire focusing on youth work and CCTV within Devizes. Swindon have focused on prevention work within schools, educational work with parents, carers and targeted communities, and a mobile CCTV unit.

Risks and issues

- The force L & D capability, capacity and facilities are insufficient to deliver effective and efficient policing service. The departmental plan & cultural assessment are being rolled out
- A location for the Salisbury hub has not been agreed. Terms of reference drawn up with a location potentially identified.

Deliverables Progress

Action	Date Due	Progress
Roll out of the ASB educational tool kit – helping the public identify ASB find the correct resources to combat it. Task	Mar 23	85%
PL Kicks – provisions to increase youth engagement in positive activity.	April 23	75%
Youth commission; youth voice groups - a platform for young people to express their thoughts on key problems within society and hold partners to account.	March 23	90%
Additional 2FTE Officers joined Rural Crime Team. Full capacity target Q1 2023.	Jan 2023	100%
Three new Traffic Enforcement Officers have been employed; two new Road Safety Officers and two Administrator to process speeding tickets	Jan 2023	100%

PCC focus next quarter

- Rural Crime team community engagement events will be delivered utilising exhibition vehicle and CPT teams.
- The fourth Op Scorpion has been confirmed; a national campaign set to cause further major disruptions to drug dealers and suppliers across Wiltshire in 2023.
- PL Kicks to be recommissioned with160 individual sessions to be delivered in 2023.

Overall PCC Assessment

- Positive progress with improving road safety, focusing on speeding concerns and delivery of local and national campaigns.
- ASB incident reduction volumes reflect the positive work with partners and CSPs to address community ASB in a collective response.



Score card - Priority 3: Tackle crimes that matter to local communities

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Arrest Volume: Drink Driving Offences		60	155	-13.9% ▼	-15.3% ▼	670	-4.0% —
Arrest Volume: Drug Driving Offences		59	142	49.5% ▲	82.1% ▲	450	16.3% ▲

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Crime Volume: Cyber		127	471	-5.0% ▼	-11.1% ▼	2,110	7.4% ▲
Crime Volume: Hate Crime		73	206	15.1% ▲	-1.0% —	839	-4.1% —
Volume of ASB - County		456	1,519	-33.7% ▼	-21.6% ▼	8,490	-9.7% ▼
Volume of ASB - Swindon		292	961	-31.9% ▼	-1.0% —	4,913	-10.3% ▼

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
FAT Outcome Rate: Cyber		9.0%	8.6%	-1.7% points ▼	0.1% points —	8.5%	-0.1% points —
FAT Outcome Rate: Hate Crime		16.4%	11.7%	-7.3% points ▼	-1.8% points ▼	14.9%	1.3% points ▲
FAT Outcome Volume: Hate		12	24	-29.4% ▼	-14.3% ▼	125	5.0% ▲

ROAD SAFETY

- Quarterly drink driving arrests increased resuming volumes seen during 2022.
- Drug driving arrests: increased reaching above average quarterly rates and a one month exceptional high at 59.
- Creating a year-on-year increase of 16.3%.

VOLUME

- ASB incident volumes mimicked anticipated trends with summer highs and winter lows; despite the world cup.
- ASB incidents exceptionally low incident volumes in Swindon and County with annual volumes decreasing by - 9.9% Yr. on Yr.
- Cybercrimes: the implementation of new national crime recording rules may affect comparison longer term but improve quantification.
- Jan-23 experienced an exceptionally high at 127 which is anticipated over Christmas. Year on year a growth of +7.4% has occurred.
- Hate crime volume have increased slightly over the quarter after a drop. They remain -4.1% on the previous 12 months.

INVESTIGATION

- FAT outcome rate: Cyber – The 12 month average is 8.5% with an increasing trendline.
- FAT outcome rates and volumes: Hate crime – The 12 month average is 14.9% with rates decreasing mirroring a fall in related crime.



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Quarterly PCC Highlight Report

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

- OPCC spearheading the national implementation of the female offender agreement. This includes a whole system approach.
- OPCC have worked with partners and reviewed support mechanisms to ensure there will be a continuity of service for alcohol and substance misuse and Mental Health Treatment Requirement (MHTR) services whilst Melksham custody is closed for refurbishment.
- Overseeing remedial action to resolve staffing issues for custody healthcare.
- OPCC challenged Force performance relating to Out of Court Disposal volumes (OoCD) through governance meetings. Jan 2023 saw 114 Out of court disposals (adults) a YoY growth of 119%. Children and young people 24 OoCD increased YoY by 118%.

Risks and issues

- Challenging CJS environment nationally, with Wiltshire and Wessex performing relatively well. National focus on driving standards across CJS, however structural challenges remain on workforce availability particularly in defence, efficiency of courts and the resultant impact on victims, with Horizon Victim Care continuing to manage high caseloads.

Deliverables Progress

Action	Date Due	Progress
The OPCC are supporting both Wilts Council and Swindon Borough Council with their new individual substance misuse service tenders and will continue to co-commission from April 2023.	Contract start April 2023	95%
Re-commissioning of MHTR service from April 2023 to start	Contract start April 2023	95%
New Advocacy (SV) services tender complete - 6-year contract will see greater funding provided resulting in improved services, increased staffing and introduce online offence services for victims.	April 23	75%

PCC focus next quarter

- Mobilisation of the new alcohol and substance misuse services aimed at supporting individuals in the CJS setting (CSTRs such as court orders for substance misuse support).
- Out of Court disposals new framework (2 tier) to be introduced with the PCC supporting all pathways, including domestic abuse.
- The force are to use Home office funding to introduce mandatory drug tests in custody for target offences such as DA.

Overall PCC Assessment

- Force are instigating comprehensive governance to improve CJS outcomes, with a drive for positive / OoCD outcomes. WCJB scorecard highlights some improvements following CJS week of action. Areas to improve remain, particularly in the overall effectiveness of the criminal justice system.



Score card - Priority 4: Improve the experience of victims and deliver justice

Measure	Sparkline (Up to 3 Years' Data)	Last Month (Jan-2023)	Last 3 Months (Nov-2022 to Jan-2023)	vs. Previous 3 Months (Aug-2022 to Oct-2022)	vs. Previous Year (Nov-2021 to Jan-2022)	Last 12 Months (Feb-2022 to Jan-2023)	vs. Previous 12 Months (Feb-2021 to Jan-2022)
Victim Satisfaction: Actions Taken		Zero or No Data Available	Rolling 12 Month Data Only			71.3%	-3.9% points ▼
Victim Satisfaction: Being Kept Informed		Zero or No Data Available	Rolling 12 Month Data Only			67.6%	-0.1% points —
Victim Satisfaction: Investigation		Zero or No Data Available	Rolling 12 Month Data Only			66.4%	-2.7% points —
Victim Satisfaction: Time to Investigate		Zero or No Data Available	Rolling 12 Month Data Only			86.4%	-4.8% points ▼
Victim Satisfaction: Treatment by Police		Zero or No Data Available	Rolling 12 Month Data Only			89.1%	-1.0% points —

PUBLIC CONSULTATION

Survey data is not received from SMSR until the second week of the month. Due to scheduling satisfaction data will always be reported one month in arrears* **Note: Victim satisfaction data is examined over 12 months for statistical significance with a 3-month lag before victims are surveyed

VICTIM SATISFACTION – Sept-Oct 22 responses

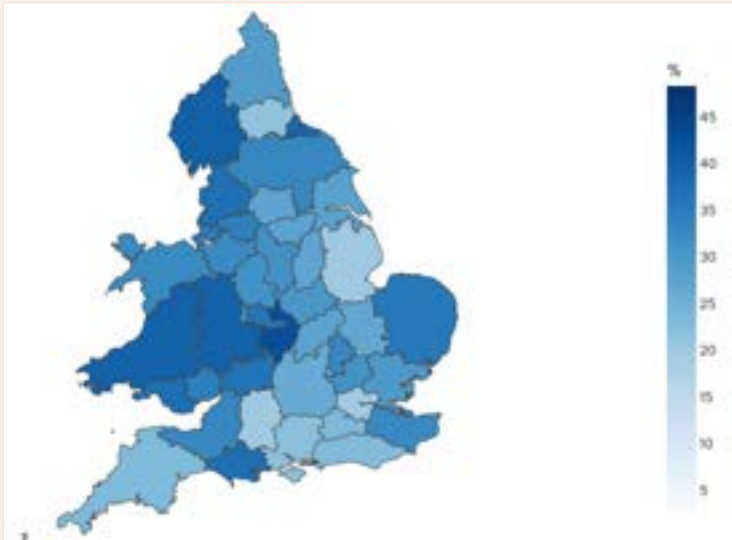
- Actions taken: The 12 month average declined to 71.3% satisfaction.
- Kept informed: The monthly average improved latterly in 2022 with Nov reaching 64.7% and Dec 70.8%.The annual average 67.6%.
- Investigation – The 12 month average declined to 66.4% with a slight up turn highlighted in the Dec 2022 of 68.7%.
- Thematic analysis highlights the following declining themes for the quarter:
 - ☐ Investigation,
 - ☐ Communication,
 - ☐ Officer behaviour/approach,
 - ☐ Report outcome,
 - ☐ Response time
- The Force Back to basics gold group is using the feedback to improve focus on communication and investigation with specific focus on Vehicle Crime due to low satisfaction levels.



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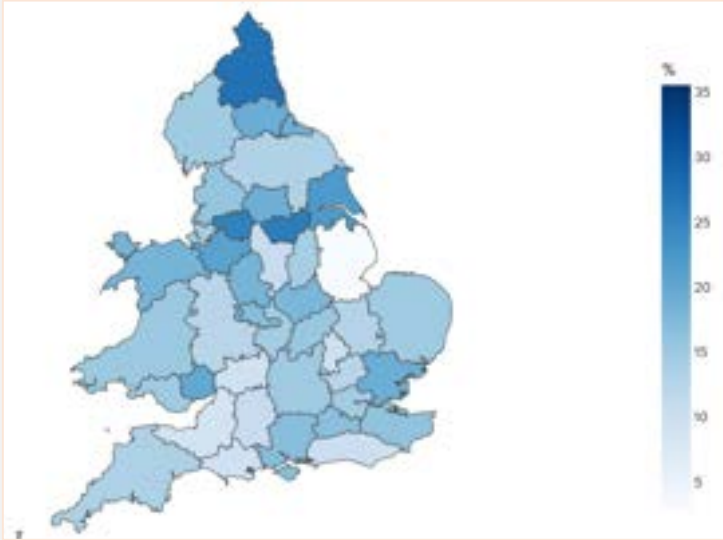


CJS Score card - Priority 4: Improve victim engagement



June – Sept 22 - Investigations closed because the victim does not support police action (20% ranking in the lowest 3 out of 42 forces)

- The percentage of Wiltshire Police investigations closed because the victim does not support police action remains below the 29% national average at 20% (lowest force – cohort 3).



Cases stopped because a victim no longer supports prosecution (11%) (ranking 6 lowest out of 42 forces)

- The percentage of Wiltshire Police prosecutions stopped because a victim no longer supports prosecution remains below the 15% national average at 11% (6th lowest)



Cases in which the victim or witness no longer supports prosecution on the day of trial (2.8% above the national average)

- The percentage of Wiltshire Police prosecutions in which the victim or witness no longer supports prosecution on the day of trial 2.8% above the national average of 1.4%.



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CJS Score card - Priority 4: Improving timeliness



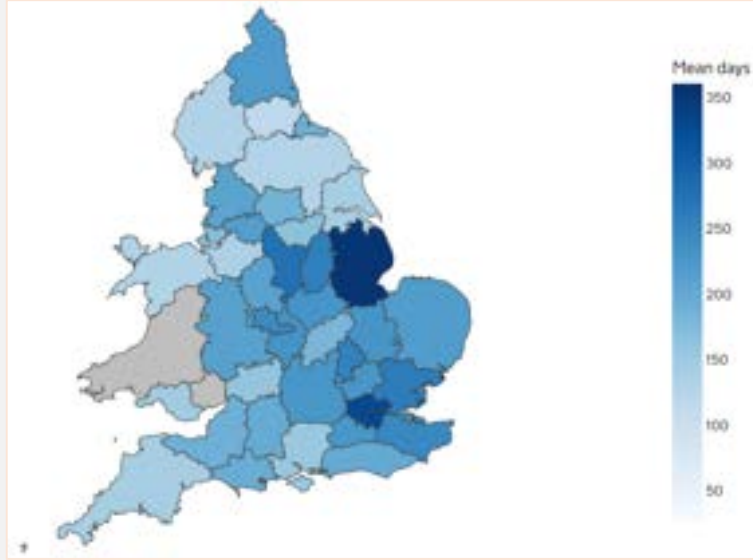
June – Sept 22 - Average days taken for police to charge an offender in victim-based cases

- From crime recording to police decision: Wiltshire Police were above the national average (45 days) at 48 median days - mid league table.



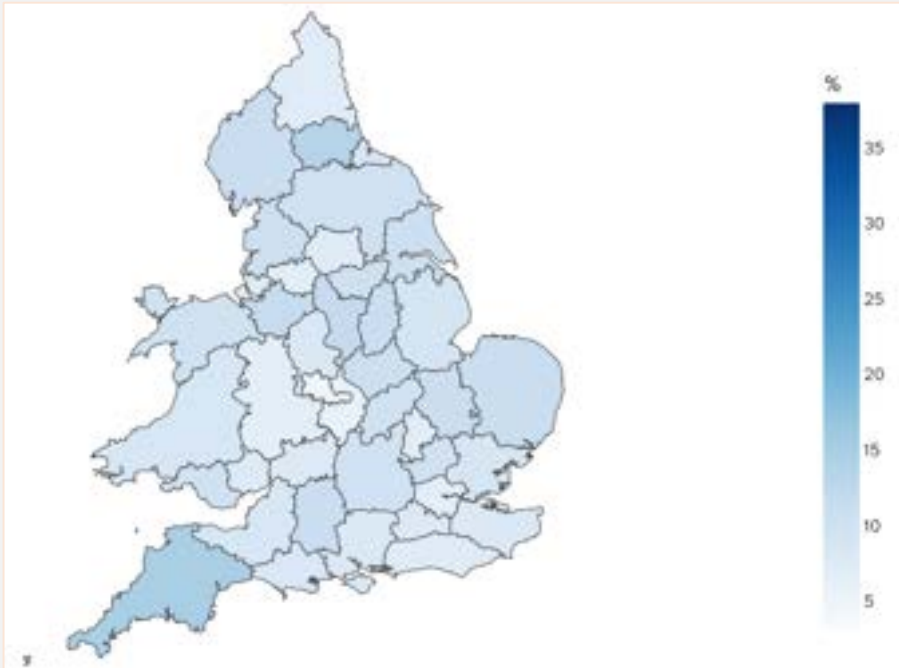
June – Sept 22 - Average days from police referring a case to the CPS and the CPS authorising a charge

- Police referral to prosecution by the Crown Prosecution Service (CPS): Wiltshire Police were below the national average (46) at 37 mean days – 6th lowest.



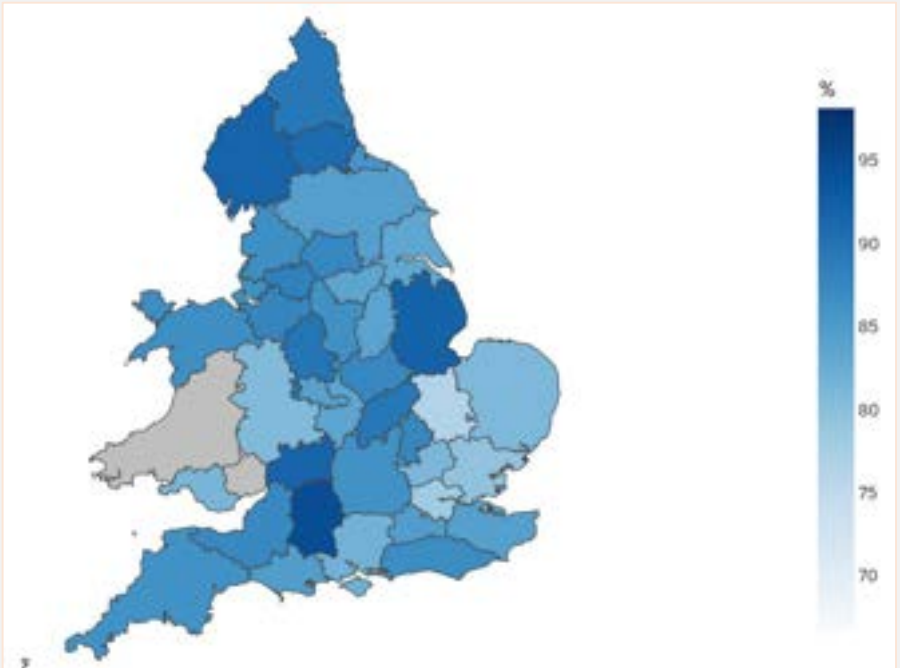
June – Sept 22 - Average days from arrival to case completion at the Crown Court

- Charge to case completion in court: Wiltshire were below the national average (228 days) at 198 mean days - mid league table.



Victim-based offences where an offender is issued with a successful outcome (%)

Crime recorded to police decision: Wiltshire Police were above the national average (8%) at 11%, and fourth highest.



Cases which resulted in a completed trial or guilty plea(%)

Charge to case completion in court: Wiltshire Police were above the national average (84%) at 95%, the highest nationally.

Acronym	Value
ASB	Anti-Social Behaviour
CCC	Command Control Centre
CCH	Central Call Handling
CRIB	Crime Recording and Incident Bureau.
CSP	Community Safety Partnership
CSTR	Community Sentence Treatment Requirement
DA	Domestic Abuse
DASP	Domestic Abuse serial perpetrator
DVPO/N	Domestic Violence Protection Orders/Notices
ELG	Executive Leadership Group
EOTAS	Education other than at school
FAT	Further Action Taken (charge/caution/penalty notice)
HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services
IDVA	Independent domestic violence advisors
ISO	Investigation Standards Officers
IOM	Integrated Offender Management
Median	To be used, as opposed to the mean when there are outliers in the sequence that might skew the average of the values.
MHTS	Mental health treatment services
MSG	Most similar group
ONS	The Office for National Statistics
Op	Operation
OoCD	Out of Court Disposals
PEEL	Police effectiveness, efficiency and legitimacy
PPN	Public Protection Notices
RASSO	Rape & Serious Sexual Offences
SARC	Sexual assault referral centre
S&H	Stalking and Harassment
SLA	Service level agreements
SRO	Senior responsible officer
SW	South-West
THRIVE	Threat, harm, risk, investigate, vulnerable, engagement and expectations
WCJB	Wiltshire Criminal Justice Board
VAWG	Violence against women and girls
VCOP	Victims Code of Practice

Terminology

“Fearless”

The term Fearless was referenced in the last PCP highlight report in relation to a an externally provided reporting tool.

This PCP highlight report also references a service called fearless. Please note this refers to a service designed to support DA victims.