



The Commissioner's Annual Report

2014 - 2015



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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 per cent and a 4.2 per cent decrease in anti-social behaviour incidents
- The number of people feeling safe during the day being extremely high, hitting 95 per cent in 2014-15, reflecting the low crime in Wiltshire and Swindon
- Eighty three per cent of people having confidence with police in their local area
- 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



- Completing the roll-out of Community Messaging that provides free updates from the police
- 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
- Supporting 35 projects through my Innovation Fund, which has benefited 24,000 people directly as well as helping to deliver my Police and Crime Plan
- 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. Driving up standards of customer service

6. Ensuring unfailing and timely response to calls for assistance



Springfield Community Campus in Corsham during construction

Angus Macpherson
Police and Crime Commissioner
for Wiltshire and Swindon

June 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 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 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, providing 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 projects that 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 neighbourhood policing teams which are 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 per cent and a 4.2 per cent decrease in anti-social behaviour, with 939 fewer incidents
- Theft offences, which mainly include burglary dwelling, non dwelling and vehicle crime has seen a 10.4 per cent 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 improvements to 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 per cent in 2014-15, reflecting the low crime in Wiltshire and Swindon. The percentage of people who feel safe after dark is at a 59 per cent average. Respondents 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' which provides a way communities can make sure local concerns are being addressed by police and other agencies and that people receive an appropriate response
- We have provided innovation funding to divert over 1,000 young people away from anti-social behaviour, and we have been working with 15,000 young people through awareness workshops and performances to prevent them becoming victims of domestic violence or homophobic bullying
- 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 people 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 most at risk of becoming a victim receive the right protection and get the support they need. The most vulnerable in society are often the ones who have the quietest voices. 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's 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

- 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
- We commissioned the training of 150 professionals in autism awareness through my Innovation Fund
- We commissioned Wiltshire Mind to develop a new project offering counselling to offenders with mental health problems on their release from prison
- We expanded the 'Safe Places' scheme across the county to offer support to those in need



Priority Three: Putting victims and witnesses first



This priority places the victims and witnesses at the centre of the criminal justice journey. It ensures that victims and witnesses have the confidence in the police that they will be listened to and 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 which started in April 2015. This service provides a single point of contact for victims, supporting victims on their journey through the criminal justice process. Horizon provides advice, explains things clearly and directs victims and witnesses to more specialist support services

- Seventy eight per cent of victims felt that they have been kept up to date with developments, with 88 per cent 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
- We supported the work of the Wiltshire Criminal Justice Board to implement swift and sure justice improvements to ease the journey through the criminal justice system for victims and witnesses

Priority Four: Reducing offending and re-offending



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 continued 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 supports persistent offenders to steer them away from repeat offending
- We 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
- We supported 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

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

- Eighty four per cent victim satisfaction with the service received from Wiltshire Police was achieved
- We have ensured that local policing is protected with 58 per cent 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:

- We opened a fully refurbished Crime and Communications Centre which responds to calls for assistance with the latest technology



- Ninety six per cent of people were satisfied with the ease of contact with the police
- Ninety two per cent of calls were responded to within the timeframe (15mins in urban areas, 20 in rural areas)
- Ninety two per cent of 999 calls were answered within ten seconds or less
- Seventy nine per cent 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 presented to the Wiltshire Police and Crime Panel.



Challenges for 2015-16



This has been a successful year with neighbourhood policing protected, reductions in crime continuing and an effective and efficient police service for Wiltshire and Swindon. There are areas that have posed challenges and I want to see improvements in these areas to meet the public expectations and deliver my Police and Crime Plan.

Recruiting and enhancing the role of special constables

My ambition to have a minimum of 300 active special police officers has proved a difficult challenge. The current figure stands at 172, well below my aspirations. 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 want not only to increase the overall numbers but also to make



sure that the officers who do give up their time are valued, supported and feel they are making a real difference in their communities.

Increasing the appropriate use of community resolutions

Wiltshire Police have a lower than expected number of crimes dealt with by community resolution and restorative justice processes. A

community resolution means that the offence has been resolved in a way that does not require action through the court system.



This can include police cautions, financial reparation to the victim, mediation, and victim / offender meetings. These provide swift solutions to minor offences and are successful in giving victims and communities a voice in justice. Whilst the level of community resolutions is lower than anticipated, I am clear that all crimes resolved in this way are appropriate. Following an independent audit process, community resolutions were used appropriately in 95 per cent of crimes. This means that only appropriate crimes are dealt with in this manner.

Stopping the rise in serious crime

Nationally serious crimes (most serious violence, serious sexual offences and robbery) have been rising. Wiltshire has also seen these rises and they are comparable to the national picture, but our relative position has remained stable. This rise has been predominantly the result of a 46 per cent increase in the reporting of sexual offences, which makes up 70 per cent of this crime

group. Indications are that this rise is due to efforts to improve accuracy of crime recording, increased training for officers and increased public awareness and confidence to report sexual offences. Whilst improving confidence to report offences (often after a period of time) is positive, I am working with the Chief Constable to continue to monitor this to ensure that current risk is not increasing.

Emerging threats

The emerging threats from cyber crime, serious and organised crime and child sexual abuse, coupled with clarity on the continued reduction in central government funding, and the expanding role of Police and Crime Commissioners, have led me to review my first Police and Crime Plan (2013-17).

This refreshed plan, which will cover 2015 – 17, will provide clear direction for Wiltshire Police and our partners in light of these emerging threats and our achievements so far. There has been tremendous work achieved so far but there is plenty still to do.



Summary of financial performance



During 2014-15, my determination to protect frontline 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 per cent. This increase has meant that the savings required have been less. It has also allowed me to direct this resource to protect local policing. I feel, as do the majority of the people I speak to, that this is worth the increase of £3.56 per year for a Band D property.

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

- Delivering a balanced budget for 2014-15
- Delivering £2.5m of savings and efficiencies 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 (pictured right) 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 of Avon & Somerset and the Chief Constables of Wiltshire and Avon & Somerset to share support services



For further details on financial information please consult the medium term financial plan and the draft statement of accounts 2014-15 available on my website: www.wiltshire-pcc.gov.uk

Engagement

During 2014-15 I have made sure that your voice is heard and listened to. I have had a wide 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
- Institute of Advanced Motorists
- Mental health trusts
- Government ministers
- Health and wellbeing boards
- Hospital trusts
- Her Majesty's Inspectorate of Constabulary
- Local Members of Parliament
- Local councillors
- Local police area commanders
- 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 in Wiltshire and Swindon including:

- Market engagement days
- Precept consultations
- Emergency services show
- Trowbridge armed forces day
- Downton Cuckoo Fair
- Women's Institutes
- Wiltshire Federation of Neighbourhood Watch
- Out on the beat with the police
- Swindon Pride

For full information about the work I am doing, please check my latest blog at: www.wiltshire-pcc.gov.uk

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.

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