

Summary of consultation responses on draft Police and Crime Plan

Reduce crime and anti-social behaviour (ASB)

- Many in rural communities are affected by roads being used and abused
- Difficulties with resourcing of Speed Watch if community is made of mainly elderly or young families
- Police presence makes drivers act more socially
- Eighteen months for household visits is too frequent, suggest every three years
- Concern over visiting households in 18 months (resources to do this and public do not particularly want to be visited by the police)
- Concern of implementing visits to every household by Safer Community Teams in 18 months – suggestion to target approach of visiting people in areas where there are high levels of crime and ASB. In their experience, believes the vast majority of the law-abiding public don't need the police on a day-to-day basis
- How will Safer Neighbourhood Teams contact every resident in next 18 months in a meaningful way – many people do not want or need contact – a waste of officer time and resource
- Ongoing support for watch schemes is also important, e.g. renewal of signs
- Concerns over existing issues with Neighbourhood Policing Teams (NPTs), and how these impact upon links with communities and visible policing
- Neighbourhood Watch (NHW) is under utilised
- Need to understand why Special Constables leave so we can maintain numbers
- Tough on crime, tough on causes of crime means lawful harassment of local offenders which Police Community Support Officers (PCSOs) cannot do
- Feedback on positive engagement with local NPT
- Supportive of use of communities, increasing number of Special Constables and introduction of Neighbourhood Justice Panels
- Not enough focus on minor crime
- Positive engagement with local police officer
- Support of community based policing
- Single point of contact for community and community groups for co-ordinating the various community engagement aspects
- NHW declining and increasing difficult to administrate and promote – losing supporters
- How will Community Speed Watch be commissioned
- Use of details held by Area Boards to understand / obtain problem profile of speeding
- Endorsement of plan (in relation to use of restorative justice, focus on complainant / victim, speeding up of criminal justice process, and community involvement)
- Use of CCTV mobile cameras as a deterrent
- Supports the Commissioner's plans to involve the community more – support of Neighbourhood Watch and Community Speed Watch is essential
- Small hamlets and villages of Wiltshire are not mentioned within the plan, focus is on the towns (Swindon particularly)

Reduce crime and ASB (*continued*)

- Positive engagement with NPT and does not want to see it decreased in anyway
- Supports introduction of Youth Police Cadets scheme
- Too much reliance on volunteer involvement
- NHW engagement should be through the Office of the Police and Crime Commissioner (OPCC). Scheme needs to be refreshed and contacts established with the police (in order to be successful people need reassurance directly from a police source)
- Localities (in Swindon) only meet four times a year so they should only be used to provide up to date information
- Farm Watch scheme is massively under resourced and more resources should be allocated to the scheme
- Would like to see the County Land and Business Association / National Farmers' Union meetings with the Commissioner and Chief Constable continue
- Would like to see areas of traffic issues and ASB strengthened within the plan
- Welcome statement to promote the expansion of community Speed Watch but concerned about suggestions to cutbacks on start up costs
- Visible, approachable and helpful police are what is required, especially for those in a rural, remote community
- There could be 'watch' type roles for postmen, refuse collectors, milkmen, etc
- Communication with the public is important – need to know what services are available and not just when required
- The reference to Community Area Partnerships (CAPs) as one of the future working partners with the Police and Crime Commissioner (PCC)
- The differentiation between Community Areas and then the Area Boards and Community Area Partnerships that operate within them
- Regard given to the valuable evidence of local community plans to further enlighten the statistical results of the Joint Strategic Assessments and other factual data and the commitment to using this as an evidence base for the PCC in the way it is used by the Area Boards and Wiltshire Council
- The recognition of CAPs as potential deliverers where appropriate of action to address local needs
- Welcomes the community engagement theme and supports proposals for revitalisation of different 'watch' schemes, but plan does not state how these will be resourced or sustained
- Someone / a body needs to hold a co-ordinating role for NHW to prevent miscommunication and delays in setting up effective schemes
- Positive engagement with local NPT
- Heartened to see genuine strategy aimed at service transformation in partnership with other agencies and the public

Reduce crime and ASB (*continued*)

- How would the Commissioner reassure the public that things really are going to change and that the plan will not be watered down into business as usual
- Would like to see farming community included within the plan
- Encourage PCC to continue to support and improve the Rural Crime Team
- Strongly encourage support for the Farm Watch scheme
- Welcome the pledge to increase rural policing Special Constable numbers – would encourage the Commissioner to add full time support to the Rural Crime Team
- Welcome commitment to increase police officer visibility – keen to see more police in rural and agricultural areas as well as in urban communities
- Rural community can be very different things – village, agricultural, commuter – important to remember when considering Asset Based Community Development
- NFU willing to assist Commissioner when consulting with agricultural community regarding crime and perceived effective solutions
- Lack of mention of enforcement of 20mph limit as a priority
- Community will not volunteer if they do not believe their efforts will be properly supported
- Lack of statement of guarantee to support the work of Community Speed Watch
- Voluntary schemes must be back up by robust support system – this needs to be stated in the plan
- Pub Watch is not included in the plan
- Emphasise the need for proper funding to all schemes (*assuming watch schemes*) to expand
- Agree with overarching theme of partnership, pro-activity, and prevention
- Licensees should be active participants working with responsible authorities via Pub Watch
- Problem premises with licensees unwilling to engage should be targeted
- Can restorative justice be simplified – seems labour intensive on the police to pursue through the system
- Grievous Bodily Harm/ Actual Bodily Harm charges should be discussed with the victim
- Plan would benefit from a summary of the Tertiary approach being in Wiltshire to develop restorative justice
- That the plan includes more detail on your proposals for addressing rural crime
- That the plan includes a definition of anti-social behaviour, and indicates the baseline for the measurement of the 10 per cent reduction
- That the plan includes details on the performance management of Special Constables

Reduce crime and ASB (*continued*)

- You may wish set out in this section how you intend to hold the Chief Constable accountable for the delivery of police services in Wiltshire and Swindon, perhaps including some key performance targets against which police services will be measured
- You may wish to outline how you will influence and inform the work of groups such as the Criminal Justice Board and Community Safety Partnerships, to ensure that cross-sector working is smart and effective, and that systemic issues are identified and resolved through partnership engagement
- We believe that you should commence urgent work with the Community Safety Partnerships to develop a long-term funding strategy for anti-social behaviour support services
- Further explanation and detail is needed about new Safer Community Teams
- The plan should explain how Asset Based Community Development will be applied and put into practice
- Definition of anti-social behaviour should be included (different definitions are used by different partner agencies)
- Engagement and continuing sustainable use of volunteers needs careful consideration
- Localities are fragile organisations and fail to attract members of the community to its meetings
- Consultation with parish councils is not mentioned
- Plan does not refer to continuity within NPTs – have had experience of Community Beat Manager (CBM) moving to another post, Police Community Support Officer (PCSO) on leave, remaining PCSO left to cover whole area
- Retained or on-call fire-fighters should not be regarded as volunteers
- Welcome the recognition of the role the community can play in helping to reduce crime and ASB
- To discard the network of parish and town councils is unacceptable
- Reconsideration should be given to making use of Localities in Swindon due to their uncertain future because of financial constraints following council tax base reforms
- Parish and town councils are more reflective of their local communities than localities
- Parish council has a number of assets keen to share with local organisations – would fit in well with proposed Asset Based Community Development proposals
- Parish and town councils can help to disseminate information, carry out consultation, and identify local issues
- Welcome statement to develop NHW but arrangement has to be two way
- Since reorganisation of police has heard nothing about NHW – am I required? Who is now the point of contact?
- Great idea to involve communities in ownership and volunteering but unworkable with a formal system to recognise what people are doing
- Difficult / impossible to stimulate communities into volunteering

Protect the most vulnerable in society

- No mention of human trafficking
- Great use to be made of non-government organisations
- No proactive engagement with older people and local senior forums referred to in the plan
- Is there a definition of domestic violence in the plan? It is important young people are aware this crime is also about psychological abuse
- There should be reference to child protection
- The plan's vision in relation to the issues that affect young people must exert influence on the current One Swindon policy when it is reviewed / renewed as the One Swindon Policy is lacking in ensuring appropriate provision for young people
- To include those living in farm holdings which are easy targets for theft or criminal damage within the most vulnerable in society
- Those held in detention are vulnerable and should have a mention in the plan
- We believe that your plan would benefit from an explicit focus on improving identification of hate crime, and the commissioning of appropriate services to support those who experience it
- May be a need for the plan to focus more on issues specifically related to the vulnerable and offending, although wider links and inter-relationships to other vulnerable issues could be acknowledged
- Council requests more information and detail to understand the rationale and relevance of some of the initiatives proposed to support vulnerable people (including introduction of a customer relationship management system and creation of service or support directories)
- Parish council would be interested in helping to develop and part fund clubs and activities for senior citizens, vulnerable and disabled residents to help towards addressing local issues
- Families of prisoners and offenders are often recipients of harassment and intimidation

Put victims and witnesses first

- Offering to write short summary of Sexual Abuse Referral Centre (SARC)
- Public not aware this service is for Wiltshire and Swindon residents
- Supportive of Reducing Offending and Re-Offending and Putting Victims and Witnesses First themes
- Who will follow up on feedback from victims forums
- To consider the victim who has defended himself and then been arrested because of their actions
- Endorsement of plan (in relation to use of restorative justice, focus on complainant / victim, speeding up of criminal justice process and community involvement)
- Victim focus in the plan refers to those subject to abuse, violence, or sexual assault – what about those who are victims of theft / burglary?
- Hometruths provides 70 hours of IDVA provision across Wiltshire and Swindon

Put victims and witnesses first (*continued*)

- We are keen to address perceived gaps in IDVA provision and welcome funding to continue this work
- Lack of recognition of prevalence and incidence of rape and sexual abuse – expected the plan to identify crimes the Commissioner would address as a priority and would have hoped that rape and sexual abuse was one of those
- Welcome the recognition of the need to increase provision of support to victims of rape and sexual abuse – hope victim surcharge will be used to support expansion of support services
- No recognition of need to have highly skilled police staff dealing with incidents of rape and sexual abuse nor to invest in training and support of special police units
- Provision of specialist and post court services should be offered to all victims of sexual crimes – extended to all victims of sexual crimes, not restricted just to children and young people
- Disappointed that no recognition of education and awareness-raising in helping to reduce sexual crimes and reduce offending
- Strongly oppose the use of restorative justice in sexual crimes
- Need to be careful about appropriateness
- Agree with the emphasis on domestic abuse but believe this section could be enhanced by talking about the work undertaken by Wiltshire Probation in this area
- You may wish to commission the voluntary and community sector to produce a strategy that sets out how you intend to engage with the various communities of Swindon and Wiltshire
- You may wish to commission the voluntary and community sector to produce a strategy that sets out how you intend to engage with victims and witnesses
- Restorative justice is fully supported but more information is needed about governance and implementation of this work
- Appears to be unfair preference given to Victim Support in the plan especially in some of the new initiatives
- There should be more recognition of work already undertaken in relation to some of the new initiatives
- Victim Support must be enhanced but remain flexible

Reduce offending and re-offending

- Would like to know how the Commissioner will cut down on re-offending
- Supportive of use of communities, increasing number of Special Constables, and introduction of Neighbourhood Justice Panels
- Supportive of Reducing Offending and Re-Offending and Putting Victims and Witnesses First themes
- Endorsement of plan (in relation to use of restorative justice, focus on complainant / victim, speeding up of criminal justice process, and community involvement)
- For sentencing to include specific tasks for offenders to complete, e.g. work / skills training
- Pleased that there is reference throughout the plan to cross boundary working for identification of criminal groups
- What is the timescale for reducing organised crime of all kinds in by the county by 25 per cent on the 2012 level – 2016?
- Missing provision of atomiser drug detection machines to identify drugs in body system (used by some night time economy establishments but more are needed)
- Work with all Ion Track machines in the community – useful tool for mapping of premises to inform police regarding drug use
- Plan is not clear on Commissioner's approach to licensed premises relating to new legislation
- NPT in Salisbury City Centre and Royal Military Police should be regularly working with Pub Watch regarding troop numbers
- To refer to the work undertaken by Probation in rehabilitating offenders
- Objectives and initiatives relating to licensed premises should be moved from offending and re-offending to reducing crime and ASB
- The Council work on Complex Families Project and expansion of Neighbourhood Justice Panel could be further recognised in the plan

Drive up standards of customer service

- Centralised all centre means no local knowledge
- The 'Driving up Standards' should include improving standards of transparency and feedback
- Rural areas receiving poor service but the response times to urban areas are hiding this
- Feedback should be given to those who report crimes – requirements for this should be integrated into customer service proposal
- Any proposed improvements to targets for immediate response should be equal across both urban and rural areas

Drive up standards of customer service (continued)

- Systems thinking reviews are supported but need to be selective and carefully managed
- Driving up Standards – too wordy and needs defining in lay terms
- Driving up Standards – doesn't mention the police much so unbalanced
- Driving up Standards – will depend on numbers, don't waste money on this initiative
- Driving up Standards – why not use Victim Support for this
- Police training must include customer care training
- 101 is target of most complaints and would urge Commissioner to review the 101 service, improve response, provide better training, and ensure level of local knowledge is available

Ensure unfailing and timely response to calls for assistance

- 20 minutes response – is this an average? Is this for urgent calls?
- Don't reduce officer numbers too much
- NHW could have code / password to identify them to speed up reporting of incidents
- Include NHW members in comms plans, put postcodes on road signs
- More publicity of 101 number
- We believe that you should commence early work with the Community Safety Partnerships to develop a long-term funding strategy for domestic abuse services

Unlocking the resources to deliver

- Lack of consultation / notification to staff on consolidation of change programme with local authorities
- Visibility of police officers walking the beat
- More time on foot patrol should fall to NPTs
- Generally officers are single crewed apart from night shift or when on route to make an arrest
- Cannot see how the merging of premises with Wiltshire Council will impact positively on victim satisfaction
- Frontline has not been protected, and service provided is an embarrassment
- No staff to carry out increased foot patrols
- Some public contribute to own predicament, but do nothing to help themselves
- Should be making an effort to help decent, hard working public
- Concerns over existing issues with NPTs, and how these impact upon links with communities and visible policing
- Tough on crime, tough on causes of crime means lawful of harassment of local offenders which PCSOs cannot do
- Walking the beat and increased police visibility is the most important
- Never seen a police officer walking the beat in their local village

Unlocking the resources to deliver (*continued*)

- How will villages in rural areas see improvement in police cover and response
- Caution in joining up Programme Management resources and ensuring this does not fail
- Supportive of presence of police officers out of the office
- Reassurance that sufficient officers available on streets at key times
- Offer to help establish the innovation fund and suggested use of Wiltshire Council's Resilient Communities Partnership
- To achieve the out of station target of 95 per cent requires investment in technology
- No mention in plan of recruitment for police officers
- Working currently ongoing in Force to consolidate some back office functions, how does this impact upon the sharing of back office functions with Wiltshire Council
- NPT staff are filling the gap
- Need a good network provider to support mobile and remote equipment and keep officers out of station
- To achieve the out of station target of 95 per cent requires investment in technology
- Would welcome police spending more time dealing with crime rather than 'documents'
- Wanting to know how effected by the consolidation of Wiltshire Police change programme with local authorities
- Important that an equal balance between urban, rural, crime prevention and victim support initiatives are support – is there a timescale / budget for this fund?
- Important that technology is upgraded to allow the police to work smarter
- The reference to shared services would be better placed in the Unlocking the Resources to Deliver section (from Ensuring Timely Response to Calls for Assistance)
- Procurement processes, commissioning and contract management information needs to be referred to and included in the plan
- What will happen to existing commissioned services – further discussion is needed on this issue
- More use of online and digital channels and services is fully supported but is dependent on having high quality broadband access – the Wiltshire Council project with BT should be referenced in the plan
- How will the Innovation Fund be managed, who will be able to apply and how will the proposals be evaluated?

General

- Positive feedback
- Is Salisbury custody closing
- Would like to see Prevent run as a golden thread throughout the plan
- Has equality analysis been done and what changes have been made as a result
- Lack of road safety provision in plan
- Salisbury Street Pastors not included in the partnership sections
- Need to improve quality of evidence secured / produced by frontline officers – Supervisors need to insist that work completed by their staff is to the highest standard – could PCC demand stronger use of unsatisfactory performance procedures as a means of driving up these standards?
- To demand a better service from Crown Prosecution Service (CPS)
- Wiltshire Bobby Van Trust asking if they would be able to help other registered charities
- Supportive of themes in plan
- Federation of Small Businesses would like to see more direct mention of crimes against businesses, including details of current crime figures and plans to improve reporting, recording and rate of crimes against businesses
- Proposed establishment of a business crime forum
- Support plan but questions how future financial constraints might impact upon delivery of plan
- No mention of how morale of police Force would be enhanced
- Federation of Small Businesses would like to see more direct mention of crimes against businesses, including details of current crime figures and plans to improve reporting, recording and rate of crimes against businesses
- Suggestion to relocate Malmesbury Police Station to Malmesbury Town Hall
- To support people who work for Wiltshire Police and help police officers do their job
- Lack of effort to reduce road traffic collisions and ASB driving in towns
- Request to mention Wiltshire Children and Families Voluntary Sector Forum – the main forum for this focus in Wiltshire
- No reference to traffic offences
- Resilience does not feature strongly in the plan although this is a strong theme in the Strategic Policing Requirement. Would hope that the plan would be amended to take account of this, the Community Risk Register, and Local Resilience Forum
- Should be a theme saying how Commissioner will support the police and provide resources
- Nothing in plan about reducing the rising number of road deaths
- Wants Commissioner to champion and police 20mph speed limits
- Acknowledge potential for working with Community Area Partnerships across the county

General (continued)

- Should pay due attention to community plans
- Could the Commissioner look at how Wiltshire Council Partnership Forums can become relevant to Community Areas (and vice versa) when reviewing the draft plan
- Domestic violence is not inclusive of domestic abuse
- Language style – use of jargon
- Dealing with minor everyday crime and publicising fines associated with these might help to reduce crime
- Supportive of the plan
- To be mindful of setting targets and being held to these
- Omission from the Commissioner's aim is to 'enforce the law'
- Reference to the business community and reducing levels of crime should be included
- No budget allocation for objectives, no order of priorities and timescales
- Who and how will conduct monitoring of performance
- Supportive of the plan – how will the PCC communicate with the public now there is no public access to the decision making process
- Community Area Partnerships and Community Plans are essential for collaborative working and addressing local issues – there should be reference to these within the plan
- Inclusion of a road safety priority – increase in numbers killed and child cyclist casualties, will the speed cameras in Wiltshire be switched back on, introduction of 20mph zones
- Approval of the key issues, particularly the support for rural neighbourhood policing and 20mph limits
- Unable to identify what the Commissioner will achieve and doesn't state what the Chief Constable will be commissioned to do
- Who will be challenged with regard to offending and re-offending?
- Police role in road safety and enforcement of traffic law has not been emphasised in the plan – would like to see the plan support the strengthening of enforcement of traffic laws and making streets safer to travel through
- Welcome involvement in local initiatives to make safer streets a priority (Cycling Opportunities Group for Salisbury)
- Principles of best practice must be measurable in quantitative and qualitative terms and there should be stated time intervals to reference progress or otherwise
- Wordy, full of police speak and difficult to understand
- Lessons need to be learned from the move to Monkton Park
- Crimes against the natural environment (e.g. wildlife crime, rural and urban littering) and built environment (damage to street furniture and trees) – environment is only mentioned once in the whole of the plan

General (continued)

- Plan will have negative impact on police officers and believe there will be no police force in the future because of collaboration and co-operation with councils
- Parish council approve of the issues identified and the plans and targets in addressing them
- Useful to have a breakdown of total value of grants (Appendix B) and their allocation to urban and rural parts of the county
- No mention of delivery of support to volunteers within the Service Level Measures
- Do not support online firearm licensing
- Who supports the 'customer'?
- Would be helpful to include governance arrangements in place / to be initiated to hold Chief Constable to account
- Summary table in Appendix B showing total income, budget for commissioning from Force, and YOT and Community Safety – would be helpful to include OPCC costs here
- No key performance indicator measurement of crimes resolved
- Helpful to understand types of crime diverted from Magistrate Courts and how, and use of penalty notices for disorder (PNDs) and monitoring of these
- Has the Commissioner contributed to the Magistrates Court 'Matrix' debate
- To detail number of Special Constables to be recruited and establish a recruitment strategy
- What is Commissioner's role and contribution of PCSOs?
- Helpful to set out key priorities and deliverables 13-14 onwards
- How will the Commissioner restore public faith in the system?
- Would like to see more about the work of the Probation Service included
- Stakeholder work in multi-agency group should be reflected in the plan
- Wiltshire Probation would like to include its performance statistics in Appendix A to aid public confidence in the crime justice system
- Definition of Probation to be included in the glossary – willing to help with this
- That the front cover pictures be reviewed to present a less frightening impression
- That the PCC's manifesto commitments be moved to the front of the plan
- That chapter numbers be added
- That the plan includes reference to the two missing manifesto aspects - drugs and licensing, to include details such as strategic direction, changes emerging from central government and the means of the effective delivery of these changes
- That the costs of the Office of the Police and Crime Commissioner (OPCC) be more comprehensively broken down e.g. overheads, on-costs, etc
- The Panel repeats the concerns expressed during its consideration of your precept proposal regarding the levels of reserves and requests that further consideration is given to both their level and their wider use for delivering other priorities within the plan

General (continued)

- That clarity is provided around police staff numbers shown at the bottom of page 48, with definition, breakdown and costs. In particular we feel it is important to distinguish between 'back office' police staff and those directly engaged in policing activities
- The plan should include reference to your commitment not to reduce the level of Neighbourhood Police Team (NPT) staff and provide a breakdown of the NPT establishment
- That in setting your priorities, delivery dates and deadlines you ensure that they reflect the information contained in the Joint Strategic Assessment (JSA) and are fully aligned and coordinated with the JSA
- That priorities be set for the Chief Constable which are measureable and transparent to the Panel and the general public
- That the plan includes reference to mainstream crime by which we mean prominent and public criminal activities
- That the Service Standards should be linked to priorities, detail how they were set and by whom; and include measures by which performance can be monitored and the PCC held to account
- That wherever there is an undertaking or objective within the plan there will be an explanation of how progress towards that objective will be measured and reported, how often, and when the activity started or is due to start
- That the actual figures for both calls answered within 30 seconds on 101 and 999 calls answered within 10 seconds be amended to show the correct figure (differing figures on pages 35 and 45)
- That on page 46, within 'Holding the Commissioner to account', the wording be changed to make clear that the Police and Crime Panel are not the first point of contact for members of the public wishing to complain about any of the PCC's decisions. Rather they should contact the OPCC directly, referring to the Panel only if they do not receive a satisfactory response
- That the plan recognises the statutory powers of the CSP's and shows alignment with their plans and priorities
- That the plan clearly displays the governance mechanisms exercised by the OPCC over the Chief Constable
- That the plan provides clarity on how the one-off investment fund of £1 million will be managed and resourced, including details of eligibility, any restrictions on usage, who approves such bids and the funding process
- That the plan shows targeted savings in the context of releasing resources.
- Supportive of plan
- Language, terms and jargon will only be understood by 'insiders'
- The public are not customers and if they have a problem with crime, they are victims

General (continued)

- Would hope that the Commissioner will not scrap the Police Community Support Officers department
- Welcome the many positive commitments the Commissioner makes to reduce crime and to help and support those affected by crime.
- Applaud the importance placed on ensuring victims and witnesses have their voice heard, on engagement with communities, and on joined-up working across statutory and voluntary and community sectors
- No focus on specifics and a bit vague
- Concerned about over-reliance on voluntary sector
- Greater focus in plan of rehabilitation of witnesses rather than offenders
- Figures do not match those presented in the Commissioner's manifesto
- Draft plan seems to focus on enforcing the justice system would like equal weight to be given to issues directly affecting day-to-day efforts of policing teams
- Promoting face-to-face communication and direct contact between public and police is a more inclusive approach rather than online communications
- Concerned that there was insufficient consultation time – the time given does not meet the requirements of the Wiltshire Compact
- Welcome strong recognition throughout the plan of the importance of partnership working
- Concerned that the role of the Council may not be fully understood
- A number of partnerships are not reflected in the plan (e.g. Wiltshire Community Safety Partnership and Health and Wellbeing Board)
- PCC has statutory obligation to consider priorities of Wiltshire Community Safety Partnership (WCSP) and these should be integrated into the plan
- Should be strong links formed between key health outcomes that relate to crime
- Some of the original manifesto commitments are not fully or properly reflected in the priorities (e.g. domestic abuse, licensing, and drugs)
- No priorities specifically set out for Chief Constable
- No clearly defined outcomes detailing what will be delivered and by when
- Importance, role and contribution of the Wiltshire Joint Strategic Assessment is not made clear – could be included in the introduction and glossary
- Inter-changeable use of county, Wiltshire, Wiltshire and Swindon in key facts table is confusing – data should be presented in a more consistent way throughout the plan
- Resource distribution between Wiltshire and Swindon is not explained – should be fair and equitable and matched to need
- Will there be sub-plans to reflect needs of different communities?
- Little information outlining performance management arrangements in the plan
- More information is needed to explain inter-relationships and linkages between PCC and Chief Constable, the Police and Crime Panel, and other partners
- Will there be an implementation plan and how will partner agencies be involved in the development of this?

General (continued)

- Links to the neighbouring police and crime plans should be made clearer
- Some issues highlighted in the Joint Strategic Assessment are not fully reflected in the plan (percentage of people feeling safe after dark and satisfaction with the police amongst young people)
- Wiltshire Housing Partnership welcome opportunity to offer contribution and support commitments made in the plan
- Welcome key strands of partnership, pro-activity, and prevention and clear references to partnership and multi-agency working
- To consider making a clear and specific note of the important working RPs and intention to build on, develop and strengthen these partnerships with housing providers
- Where does the plan address increase in military personnel in the county?
- Supports retention of front line services and strengthening of NPTs
- Court support for families of prisoners and offenders (signposting and criminal justice process)
- Provide support groups for children of prisoners locally
- Agree with overarching aims of the plan
- Emphasis on providing support to individual officers in their challenging role to reduce levels of incivility
- Stronger emphasis on partnership working at local level, e.g., Parish councils, neighbourhood groups
- Pleased there is recognition of partnership working and being build upon
- More education with public about accessing the police
- Happy to support plan