



Wiltshire and Swindon

pcc



MAKING WILTSHIRE SAFER

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

**Title: Police and Crime Panel Highlight report
Police and Crime Panel Sept 2025**

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



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

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

Outcomes achieved this quarter

Force Performance:

Performance in the CCC has continued to improve over the past 6 months with:

- Average time to answer 999 calls reducing from 11 seconds in Q1 2024/25 to 6 seconds in June 2025.
- Average time to answer 101 calls reducing from 1min 1sec in Q1 2024/25 to 36 seconds in June 2025.
- Average immediate grade response time for officers across the Force 12min 28sec in June 2025 a year-on-year average decrease of 31 seconds.
- Average priority grade response time in Q1 of 2024/25 were 01:24:25, in June 2025 they were 00:51:50.
- The overall Further Action Taken (FAT) rate for the Force for the 12 months to Jun-25 was 16.6%, an improvement of 1.5% on the previous year.
- The out of court resolution rate, continues to improve with the rate for 12 months to June 25 now at 6.8%, an improvement of 2.4% on the previous year.

Financial Review Programme (FRP):

The FRP consists of estate rationalisation, fleet rationalisation and reductions in staffing costs. All are being progressed at pace with 80% of estate savings identified, 61% of fleet savings and 96% of staffing savings reported as identified. Although savings have progressed, fleet and staffing are seeking further opportunities. This is being progressed through force senior management.

Risks and issues

Financial Review Programme: Delivery of the required financial savings depends on identifying further resource efficiencies. These are being pursued through ongoing departmental reviews, though the final savings have yet to be confirmed.

Force Performance: Whilst Force performance continues to improve and remain stable in many areas, including the CCC, there are limited opportunities for further improvements in CCC performance without further significant investment owing to the scale and cost of IT systems required. This is being reviewed nationally through NPCC, APCC and Home Office work on police reform. Further prioritisation will be required to ensure performance remains stable and where required improved.

Deliverables Progress

Action	Date Due	Progress
Oversee the Force's delivery of the Financial Review Programme to ensure balanced budget and sustainable medium term financial position	End of Q4	45%
Deliver the PCC's estate strategy, including progression of southern policing hub and disposal of sites deemed surplus to operational requirements	End of 2027	30%
Commission a new annual public satisfaction survey to better understand public satisfaction and trust and confidence in policing	End of Q4	20%

PCC focus next quarter

- Ongoing oversight of delivery of Financial Review Programme, particularly progress against resource savings target.
- Scrutinising Force's preparations for upcoming HMICFRS PEEL inspection in Q2/Q3 to ensure all possible improvement areas have been addressed
- Ongoing delivery and review of PCC's estates strategy in line with operational needs, transformation and financial position
- The procurement process for commissioning continues. We would expect to be in a position to go out to tender in Q3/4 ready for the survey to start in April 2026.

Crime & Communication Centre (999 Service)

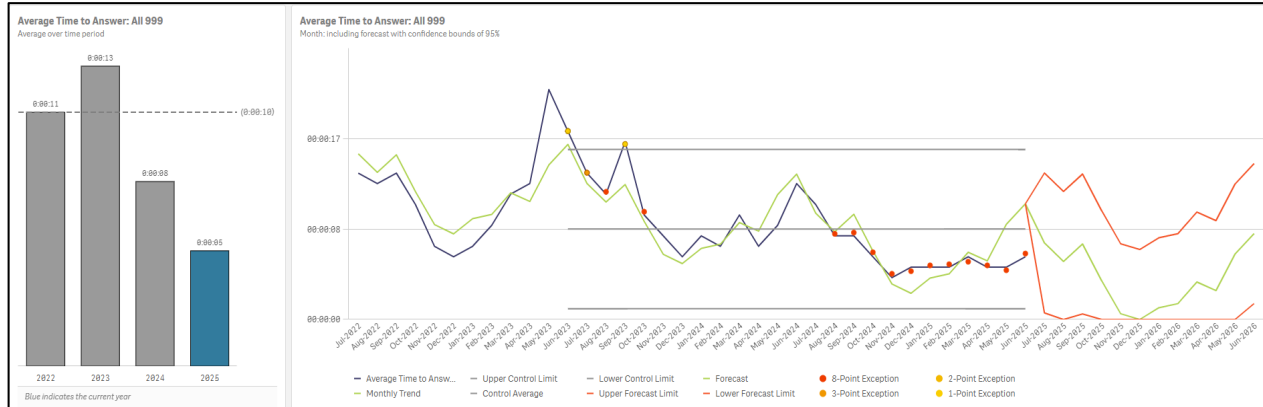
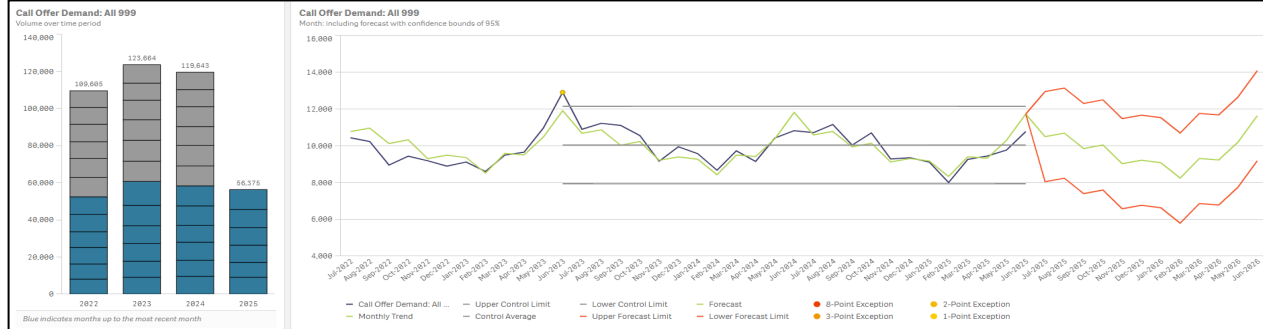


Area for Improvement

WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All 999		0.7%	0.7%	0.8%	-0.4%	Decreasing	Three, Eight-Month Low	20
Average Time to Answer: All 999		00:00:06	00:00:05	00:00:06	-00:00:04	Decreasing	Eight-Month Low	16
Call Answered Volume: All 999		10,699	29,780	116,750	-2.6%	Decreasing		10
Call Offer Demand: All 999		10,776	29,990	117,639	-3.0%	Decreasing		10



What happening?

Data Summary

- A total of 10,776 calls to 999 were offered for the month of June 25.
- In the 12 months to June-25 the volume of calls offered was 117,639 a year-on-year decrease of -3.0% if compared with the 12 months to June-24.
- For the month of June -25, the 999 average time to answer stood at 6 secs.
- In the 12 months to June-25 the average time to answer was 6 seconds, a year-on-year decrease of -4 secs if compared with the 12 months to June-24.
- For the month of June-25, the 999-abandonment rate was 0.7%.
- The average abandonment rate for the 12 months to June-25 was 0.8% a decrease of 0.4% if compared with the 12 months to June-24.

Overview of Performance

- Rolling 12mth trends for abandonment rate and average answer time are showing a decrease.
- The abandonment rate experiencing a by exception eight month low.

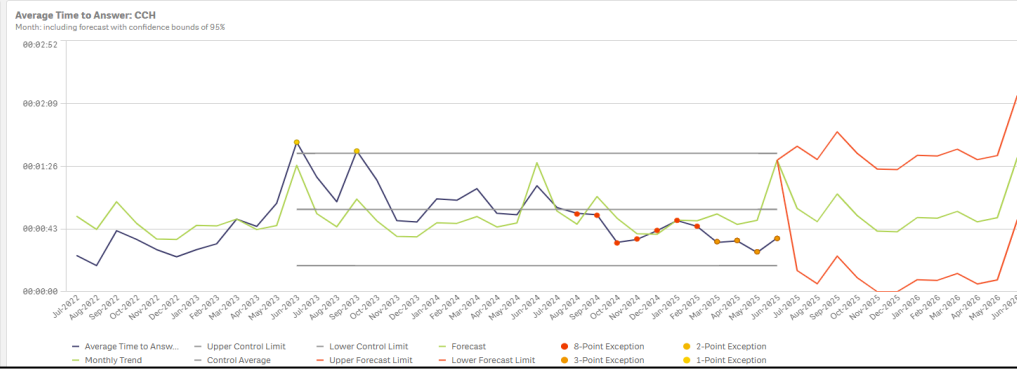
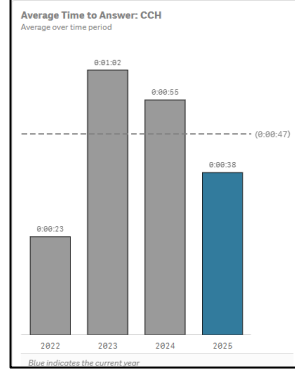
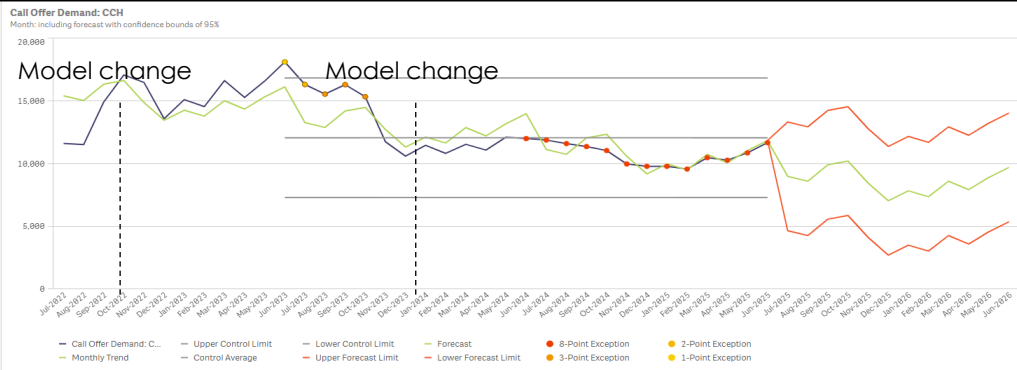
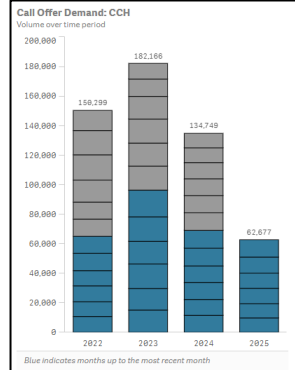
Crime & Communication Centre CCH (101 Service)



WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: CCH		4.2%	3.9%	5.0%	-4.1% points	Decreasing	One, Two, Three, Eight-Month Low	25
Average Time to Answer: CCH		00:00:37	00:00:33	00:00:42	-00:00:25	Decreasing	Three, Eight-Month Low	20
Call Answered Volume: CCH		11,194	31,537	121,949	-13.4%	Decreasing		10
Call Offer Demand: CCH		11,679	32,828	128,364	-17.2%	Decreasing	Eight-Month Low	16



What is happening?

Data Summary

- A total of 11,679 calls to 101 were offered for the month of June-25.
- In the 12 months to June-25 the volume of calls offered decreased year-on-year by -17.2%.
- The average time to answer for the month of June-25 was 37 secs (SLA=30 secs).
- The average time to answer in the 12 months to June-25 was 42 secs a decrease of 25 secs when compared with the 12 months to June-24.
- Abandonment rate for the month of June-25 was 4.2%.
- The average abandonment rate in the 12 months to June-25 was 5.0%, a decrease of -4.1% when compared with the 12 months to June-24.

Overview of Performance

- 101 answer rates for CCH has evidenced improved performance over the last year.

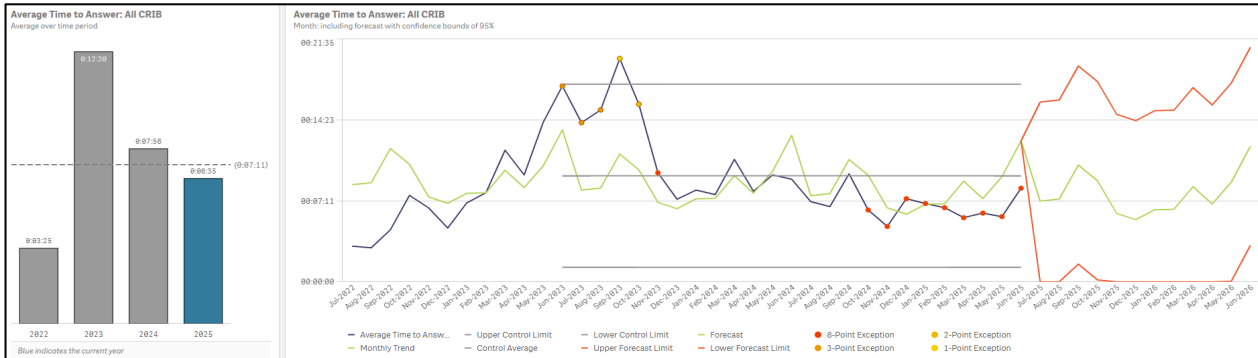
Crime & Communication Centre (CRIB Service)



WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All CRIB		25.2%	20.8%	20.5%	-6.4%			6
Average Time to Answer: All CRIB		00:08:20	00:06:46	00:06:48	-00:04:47	Decreasing	Eight-Month Low	16
Call Answered Volume: All CRIB		5,909	17,259	64,383	-1.5%	Decreasing		10
Call Offer Demand: All CRIB		7,913	21,825	81,049	-9.4%	Decreasing		10



WHAT? is happening?

Data Summary

- CRIB calls offered for the month of June-25 was 7,913.
- In the 12 months to June-25 the “calls offered” demand was 81,049 for the year a -9.4% decrease when compared with the 12 months to June 24.
- For the month of June-25, the CRIB average time to answer was 8 minutes 2 secs.
- The average time to answer in the 12 months to June-25, was 6 mins and 48 secs, a decrease of 4 mins and 47 secs when compared with the 12 months to June-25.
- For the month of June-25, the CRIB abandonment rate was 25.2%.
- The average abandonment rate in the 12 months to June-25 was 20.5% a decrease of -6.4% when compared with the 12 months to June-24.

Overview of Performance

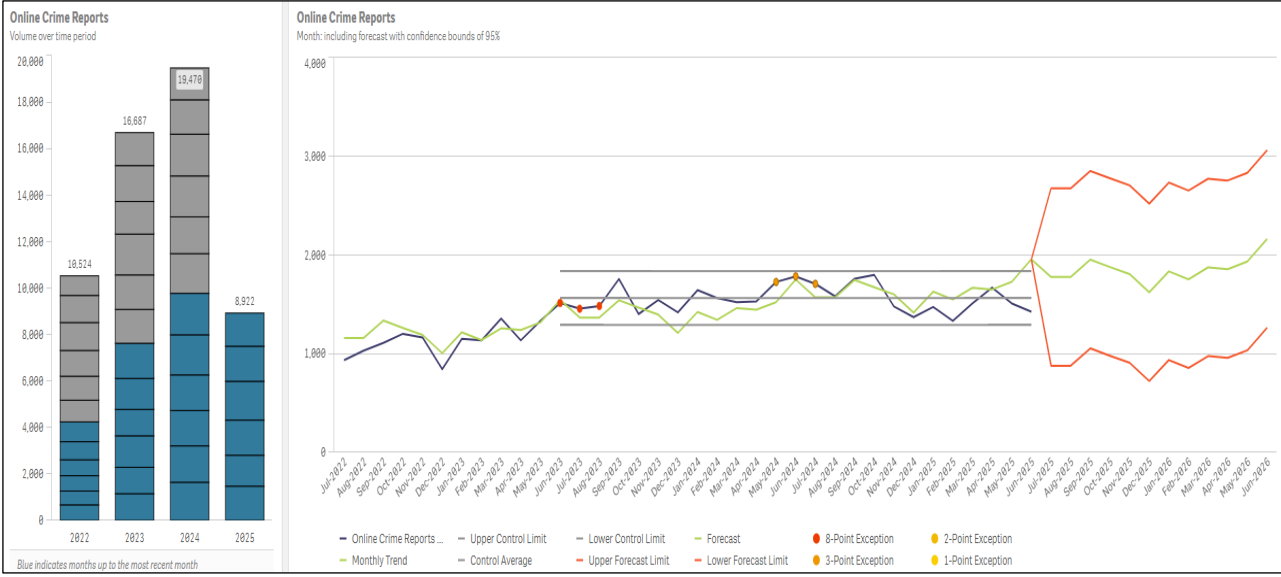
- In June-25 there were 14 responses to CCC survey, 11 (78.5%) of which were 5*.

Online reporting

WHAT? is the situation?

Data Source: Telephony Demand | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Online Crime Reports		1,425	4,605	18,620	-1.1%	Increasing		4



WHAT? is happening?

Data Summary

- Online crime reporting recorded 1,425 reports for the month of June-25.
- In the 12 months to June-25 the demand was 18,620 for the year a -1.1% decrease when compared with the 12 months to June-24.

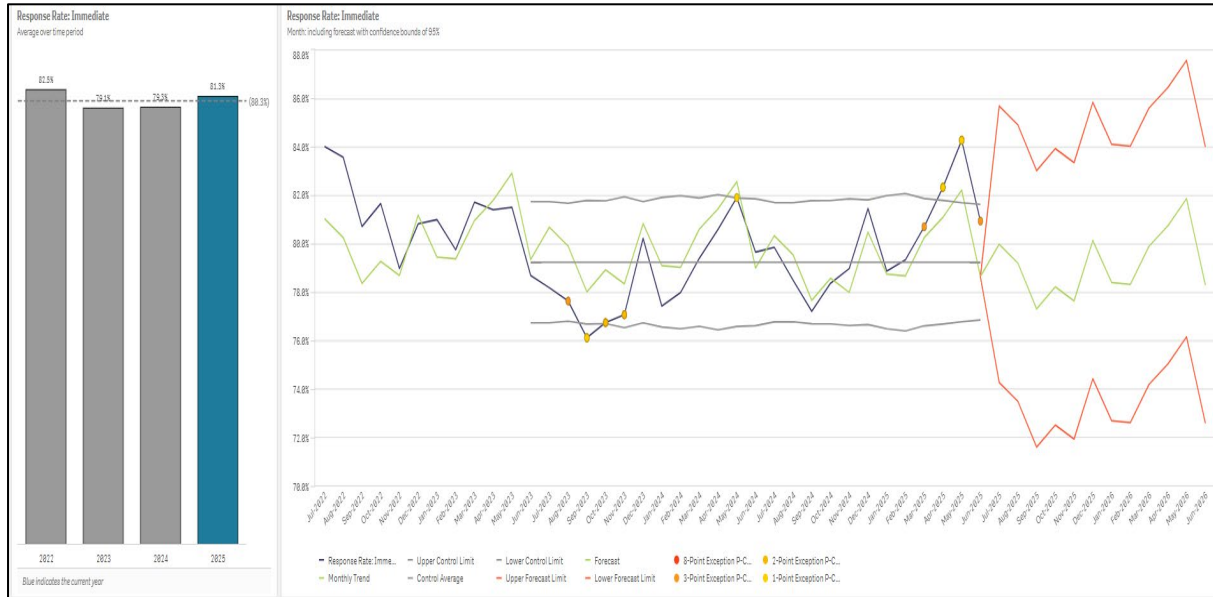
Governance

- Online Crime reporting is included and monitored within the Force wide Performance Pack.
- At a tactical level performance is evaluated at the relevant Superintendent's board.
- When requested the performance outcomes are also discussed at the Assistant Chief Constable's Strategic Performance board.

Response (Immediate)

WHAT? is the situation? Data Source: [Storm Incidents | App overview - Qlik Sense \(wiltshire.police.uk\)](#)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Immediate		00:12:28	00:12:02	00:12:33	-00:00:31	Decreasing		10
Average Time at Scene: Immediate		01:39:03	01:36:05	01:31:00	-00:05:12	Decreasing		10
Median Response Time: Immediate		00:10:44	00:10:22	00:10:41	-00:00:18			6
Response Rate: Immediate		81.0%	82.5%	80.2%	1.6% points		Three-Month High	10
Storm Log Volume: Immediate		1,904	5,374	19,916	3.8%		One-Month High	2



WHAT? is happening?

Date Summary

- For the month of June-25, the average immediate response time was 12 mins 28 secs and within the Service Level Agreement (SLA).
- The average immediate response time in the 12 months to June-25 was 12 mins 33 secs; this is a decrease of 31 secs when compared with the 12 months to June-24.
- For the month of June-25, the immediate response rate was 81.0%.
- The average immediate response rate in the 12 months to June-25 was 80.2%, an increase of 1.6% when compared with the 12 months to June-24.
- For the month of June-25, the immediate log volume was 1,904.
- The average immediate log volume in the 12 months to June-25 was 19,916 and increase of 3.8% when compared with the 12 months to June-24.
- For the month of June-25, the Average time at scene was 1 hour 39 mins, with a year-on-year decrease of 5 mins and 12 secs when compared with the 12 months to June-24.
- For the month of June-25 average and median dispatch times were both below 2m 30s (average = 2m 40s, Median = 2m 07s). Displaying stable outcomes when compared with the previous month.

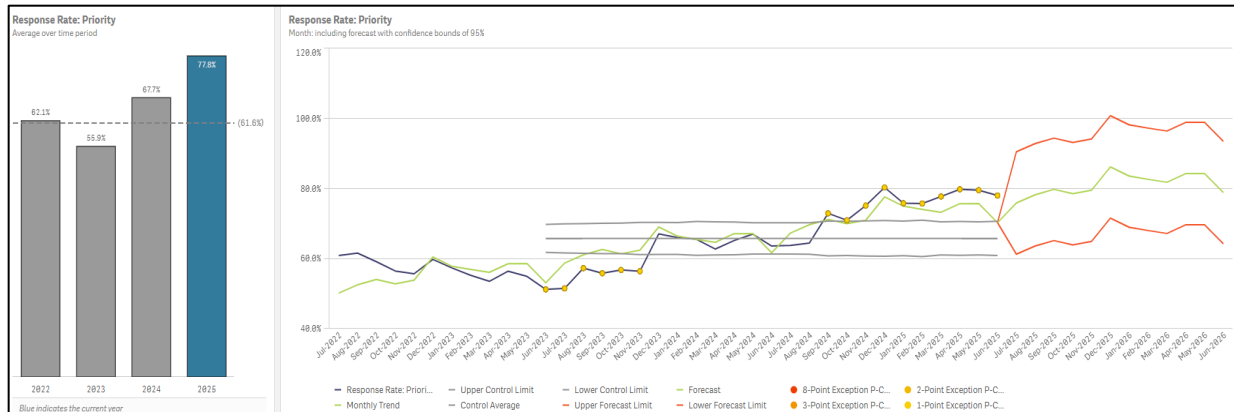
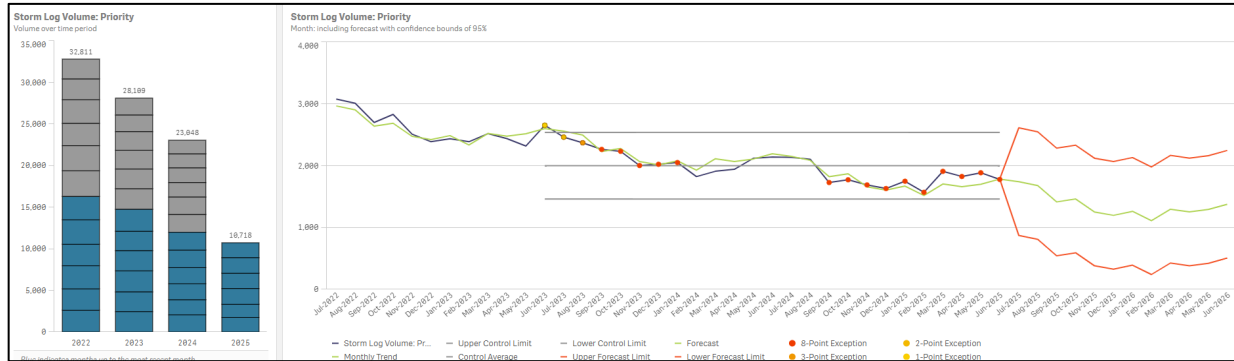
Overview of Performance

- Average immediate response times continue to decrease over rolling 12 months, and the discrete months are recording 5 months under the average.

Response (Priority)

WHAT? is the situation? Data Source: Storm Incidents | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Priority		00:51:50	00:50:41	00:59:46	-00:36:48	Decreasing	Eight-Month Low	16
Average Time at Scene: Priority		01:54:46	01:58:23	02:02:06	-00:06:31	Decreasing	Eight-Month Low	16
Median Response Time: Priority		00:31:47	00:31:00	00:34:08	-00:07:40	Decreasing	Three, Eight-Month Low	20
Response Rate: Priority		78.0%	79.1%	74.2%	13.3% points	Increasing	One, Two, Three, Eight-Month High	25
Storm Log Volume: Priority		1,778	5,490	21,779	-14.1%	Decreasing	Eight-Month Low	16



SO WHAT? is happening? What is analysis indicating?

Data Summary

- For the month of June-25, the average priority response was 51 mins & 50 secs (SLA = 1h).
- The average priority response times in the 12 months to June-25 was 59 mins, a decrease of 36 mins when compared with the 12 months to June-24. Also, within the SLA for the last 6 months
- For the month of June-25, the priority response rate was 78.0%.
- The average priority response rate in the 12 months to June-25 the was 74.2%, an increase of 13.3% when compared with the 12 months to June-24.
- For the month of June-25, the priority log volume was 1,778.
- The priority log volume in the 12 months to June-25 was 21,779 a decrease of -14.1% when compared with the 12 months to June-24.
- For the month of June-25, the average time at scene was 1 hour 54 mins.
- The average time at scene in the 12 months to June-25 was 2 hours 2 mins, which is a decrease of 6mins 31 secs when compared with the 12 months to June-24.

Quarterly PCC Highlight Report

Priority 2: Reduce violence and serious harm

Police & Crime Plan
Jul - Sept 2025

Outcomes achieved this quarter

Serious Violence Reduction:

- Serious Violence Duty funding (£249k) from the Home Office for FY25/26 has been allocated to local projects. This has been invested in accordance with local delivery plans based on the Strategy and Needs Assessment.
- Interventions this year include Focussed Deterrents projects in both Swindon and Wiltshire, specifically focusing on the most at-risk cohort and providing targeted diversionary activity to reduce their engagement in serious violence.
- An independent evaluation of Wiltshire Focussed Deterrents programme evidenced the project was particularly effective for high-risk young people with entrenched offending behaviours, likely due to the combination of enforcement, pressure, consistent engagement, and tailored support.
- Synergy courses will also run in Swindon and Wiltshire where young people open to Youth Justice Services are given opportunities to engage and undertake activities with organisations such as police, military and fire services to improve their relationships and alter their behaviour. An independent evaluation for this project is also underway.
- Tactical Gangs and Knife Carriers meetings continue in both County and Swindon which analyse and address the current state of gang violence in Swindon & Wiltshire.

Domestic Abuse / Violence Against Women and Girls Delivery

- First quarter delivery of the Wiltshire Partnership Domestic Abuse Strategy
- Swindon Domestic Abuse Partnership delivered the first draft of the updated Strategy for Domestic Abuse and the separate document for Violence Against Women and Girls
- The development of the Wiltshire Violence Against Women and Girls Board will now be taken forward as part of the Community Safety Partnership development

Risks and issues

Serious Violence & Victims Services Future Funding:

- Unknown if Serious Violence Duty funding from the Home Office will be available for FY26/27.
- Funding to support victims of domestic abuse and sexual harm from the Ministry of Justice has been confirmed for one further financial year – scheduled to end in March 2026. Whilst this was a welcome investment, the main grant was reduced by 4.2% therefore challenges remain in terms of the impact on victims of crime supported by these services and the ongoing uncertainty for many staff in providers who are employed on fixed term contracts and have no longer term employment security.

Deliverables Progress

Action	Date Due	Progress
Work with multi-agency partners to deliver serious violence programme for FY25/26, including Focussed Deterrence and Synergy projects across Swindon & Wiltshire	March 2026	40%
Deliver 'Blunt Truth' knife crime education intervention across 30 schools in Swindon and Wiltshire	March 2026	40%
Continue to deliver high-quality support to victims of domestic abuse through provision of specialist services in Wiltshire and Swindon, including for children affected by domestic abuse	March 2026	40%

PCC focus next quarter

Serious Violence Reduction:

- On-going delivery of Serious Violence Plan
- Data Dashboard to be completed
- Needs Assessment and Strategy refresh to commence

Domestic Abuse:

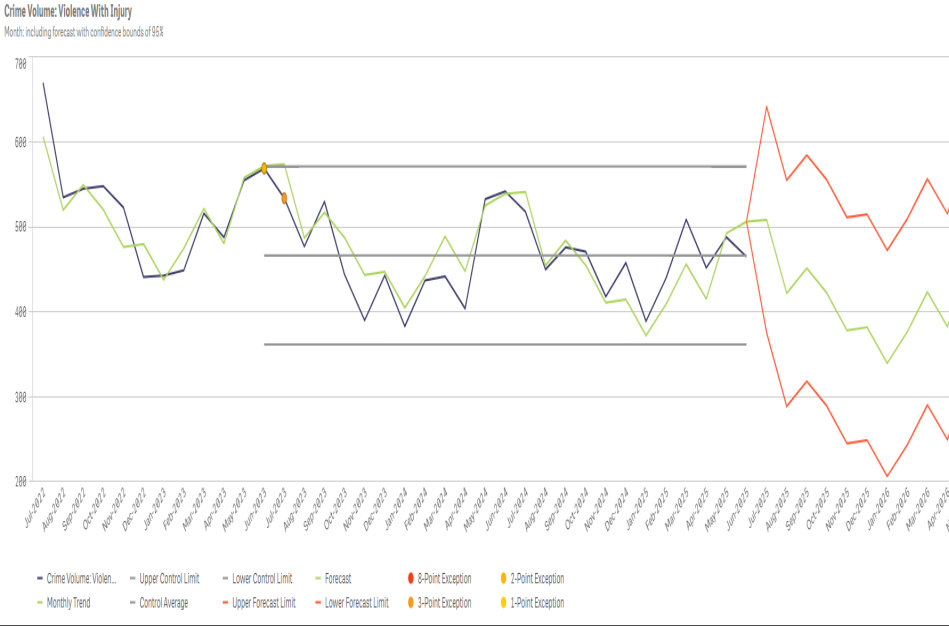
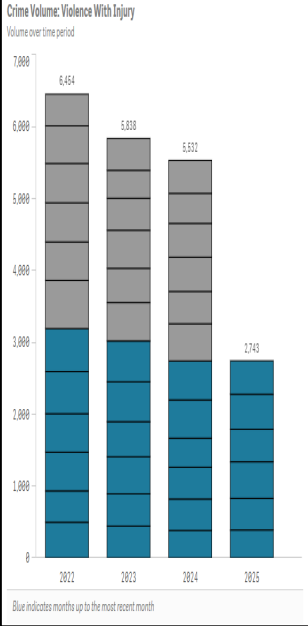
- Development action planned across the partnership for targeted work in relation to older people affected by domestic abuse
- Service review to extend support offer to children who witness domestic abuse beyond a 6-month threshold

Violence With Injury

WHAT? is the situation?

Data Source: Vulnerability | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Exception Weighting	Statistical Exceptions
Crime Volume: Violence With Injury		465	1,405	5,534	-0.4%	Decreasing	4	
Crime Volume: Violence With Injury - County		260	808	3,260	2.1%	Decreasing	4	
Crime Volume: Violence With Injury - Swindon		283	591	2,261	-3.9%	Decreasing	4	
FAT Outcome Rate: Violence With Injury		20.0%	21.9%	21.7%	2.6% points ▲	Increasing	10	
FAT Outcome Rate: Violence With Injury - County		25.0%	23.9%	22.5%	4.6% points ▲	Increasing	10	
FAT Outcome Rate: Violence With Injury - Swindon		13.8%	19.5%	20.7%	-0.2% points ▲	Increasing	4	
FAT Outcome Volume: Violence With Injury		93	308	1,201	13.1% ▲	Increasing	10	



WHAT? is happening?

Data Summary

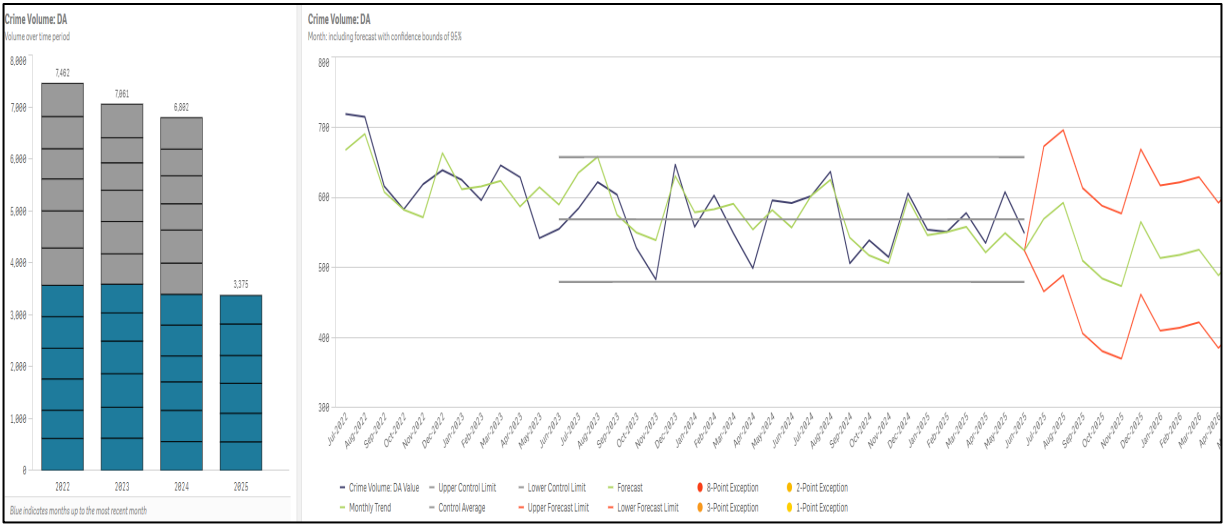
- For the month of June-25, the Violence with Injury (VWI) offence volume was 465.
- In the 12 months to June-25 the Violence with Injury (VWI) offence volume was 5,534. Decreasing by -0.4% when compared with the 12 months to June-24.
- Decreasing rates observed across Swindon and County, with a year on year decrease evident in County.
 - Swindon = 2.1%
 - County = -3.9%
- For the month of June-25, the Violence with Injury (VWI) FAT rate was 20.0%.
- The average VWI FAT outcome rate in the 12 months to June-25 was 21.7%, an increase of 2.6% when compared with the 12 months to June-24.

Domestic Abuse (VAWG)

WHAT? is the situation?

Data Source: Vulnerability | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Exception Weighting	Statistical Exceptions
Arrest Rate: DA		29.3%	37.9%	46.0%	-3.8%	Increasing	19	One, Two, Three-Month Low
Crime Volume: DA		549	1,692	6,780	-1.2%	Decreasing	4	
FAT Outcome Rate: DA		12.4%	15.1%	14.2%	0.6% points	Increasing	4	
FAT Outcome Volume: DA		68	256	964	2.8%	Increasing	4	
Outcome 14 & 16 Rate (Victim declines/withdraws/unable to support): DA		46.6%	54.6%	56.2%	2.3%	Decreasing	4	
Outcome 14 & 16 Volume (Victim declines/withdraws/unable to support): DA		256	923	3,807	3.1%	Decreasing	4	
Repeat DA Suspects (Expanded)		220	227	229	-13.1%	Decreasing	16	Eight-Month Low
Repeat DA Victims		29	30	27	-24.9%	Decreasing	10	



WHAT? is happening?

Data Summary

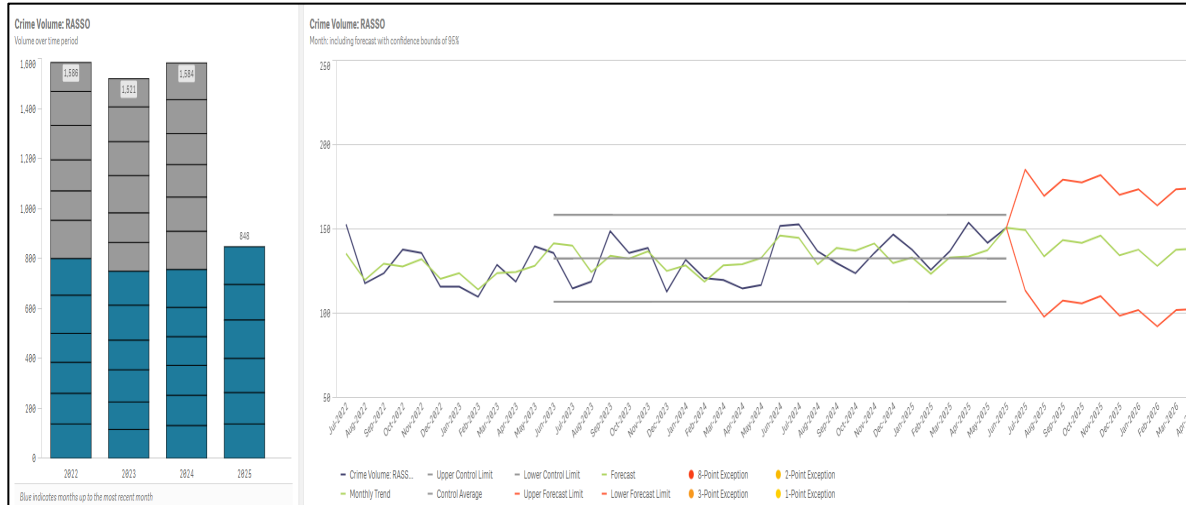
- For the month of June-25, the Domestic Abuse (DA) crime volume was 549.
- The DA crime volume in the 12 months to June-25 decreased by -1.2% when compared with the 12 months to June-24.
- For the month of June-25, the Domestic Abuse (DA) FAT rate was 12.4%.
- The average FAT rate in the 12 months to June-25 was 14.2% an increase of 0.6% when compared with the 12 months to June-24.
- For the month of June-24, the Domestic Abuse (DA) Arrest rates was 29.3%.
- The average arrest rate in the 12 months to June-25 was 46.0%, a decrease of -3.8% when compared with the 12 months to June-24 with the average arrest rate trend increasing.

Rape & Serious Sexual Offences (RASSO)

WHAT? is the situation?

Data Source: Vulnerability | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Exception Weighting	Statistical Exceptions
Crime Volume: Other Sexual Offences		135	403	1,505	16.8% ▲	Increasing	16	Eight-Month High
Crime Volume: Rape		62	189	748	3.2% —	Increasing	4	
Crime Volume: RASSO		151	447	1,675	9.6% ▲	Increasing	10	
FAT Outcome Rate: Other Sexual Offences		7.4%	13.6%	15.1%	2.3% ▲		0	
FAT Outcome Rate: Rape		0.0%	7.9%	7.0%	0.1% —	Decreasing	6	One-Month Low
FAT Outcome Rate: RASSO		4.0%	10.5%	10.5%	1.9% points ▲	Decreasing	12	One-Month Low
Time to Charge (Median): RASSO		195	187	232	-28.6% ▼		6	
Time to Summoned / Postal Requisition (Median): RASSO		451	772	672	37.6% ▲	Increasing	10	



WHAT? is happening?

Data Summary

- For the month of June-25, the RASSO crime volume was 151.
- In the 12 months to June-25 the RASSO crime volume 1675, an increase of 9.6% when compared with the 12 months to June-24.
 - In the 12 months to June-25 the Rape crime volume 748, an increase of 3.2% when compared with the 12 months to June-24.
 - In the 12 months to June-25 the Other sexual offences crime volume 1505, an increase of 16.8% when compared with the 12 months to June-24.
- For the month of June-25, the RASSO FAT rate was 4.0%.
- The average RASSO FAT outcome rate in the 12 months to June-25 was 10.5% showing an increase of 1.9% when compared with the 12 months to June-24.
 - The average Rape FAT outcome rate in the 12 months to June-25 was 7.0% showing an increase of 0.1% when compared with the 12 months to June-24
 - The average Other sexual offences FAT outcome rate in the 12 months to June-25 was 15.1% showing an increase of 2.3% when compared with the 12 months to June-24

Outcomes achieved this quarter

Hotspot Funding:

- Hotspot patrols (funded by the Home Office) commenced in 10 hotspots in Swindon (5), Calne, Chippenham, Salisbury and Devizes in April. In Swindon and Salisbury, police patrols have been supplemented by the provision of warden patrols in hotspot areas. The patrols operate at key times in geographically small locations, on the basis that visible presence deters crime and ASB, with a focus on knife crime, violent crime and ASB.

Road Safety:

- The Wiltshire & Swindon Road Safety Partnership (WSRSP) continues to work well. Our latest stats for Wiltshire and Swindon Jan-June show 8 fatalities, 187 serious injuries, and 730 slight injuries.
- RPU have seven new recruits which has significantly enhanced capability. Operation Jetsom - our strategic response to unlawful E-Bike and E-Scooter use is live across the wider county. A comprehensive education period has occurred, and the operation has now entered its zero-tolerance enforcement phase, which will mean illegal bikes and scooters coming to notice are likely to be seized.
- The mobile Community Speed Enforcement Officers Jan to 25th of June 2025 were active in 433 locations resulting in 7,865 drivers being sent for speed awareness courses, 1001 receiving fines and points and 137 required to attend court.
- In the school year 2024 – 25 Wiltshire Council have trained 2797 riders to Bike-ability levels 1&2 (basic levels) and 54 to the higher level 3. 8931 pupils have had walk safe training and 1154 have received scoot-ability training. 4 older drivers have received 4 drive plus assessment and a further 33 have attended workshops.

Rural and Retail Crime:

- Work ongoing to make crime reporting easier for the public. Some challenges with software robotics integration to link the Force's crime reporting system with the DISC data sharing platform. Issues being worked through and planned roll out to rural and retail businesses will continue.
- Establishment of Business Crime Reduction Partnership (BCRP) in Salisbury progressing in collaboration with the city's Business Improvement District team (BID).
- BCRP delivery group is established and ongoing engagement with Swindon Borough Council as they explore the re-establishment of a Business Improvement District for Swindon town centre. OPCC is continuing to support alignment between BID development and BCRP work to ensure coordinated and joined up delivery.

Risk

Road safety: The partnership is working to address concerns relating to vehicles not adhering to the 7.5 tonne weight limit signs. Enforcement isn't just a matter for the police; they can only issue a £50 fixed penalty ticket and need to be present to physically witness the offence and there are no points and fines. Trading Standards & Traffic Commissioner can impose more significant penalties - avenues to improve performance are being explored.

Deliverables Progress

Action	Date Due	Progress
Delivery of targeted interventions (including hotspot patrols) across designated locations to reduce anti-social behaviour and serious violence	March 2026	40%
Development of new multi-agency road safety strategy and delivery plan to reduce road casualties with input and support from all relevant agencies and stakeholders	March 2026	40%
Establishment of Business Crime Reduction Partnership and rollout of DISC data sharing platform to rural and retail businesses to improve effectiveness of crime reporting for the public	March 2026	30%

PCC focus next quarter

Improving Community Safety:

- Safer Streets Summer initiative will see a range of interventions and crime reduction initiatives operating in Devizes, Swindon, Marlborough, Salisbury, Trowbridge and Chippenham until Sep 30.

Road safety:

- PCC's road safety conference for all Swindon and Wiltshire Councillors and Community Speed Watch teams planned for Friday 4 July in Tidworth was cancelled due to low numbers attending. An alternative is being prepared. Looking forward, partners will be working together at the following fresher's fayre events.

Rural and Retail Crime:

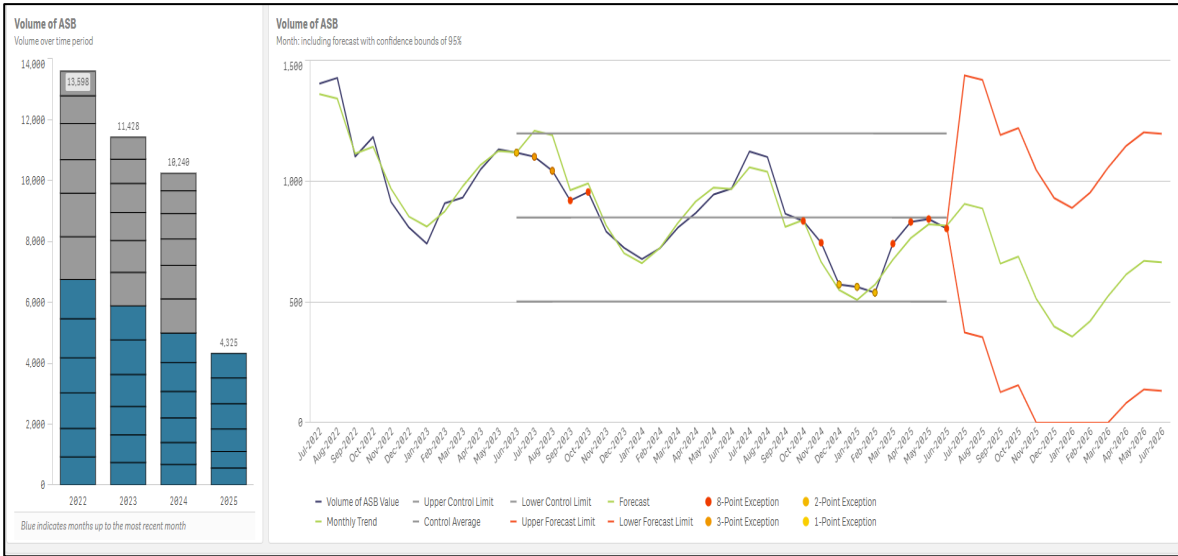
- Establishing Business Crime Reduction Partnership in Salisbury and finalising arrangements for using robotics to link crime reporting system to DISC data sharing platform

Anti-Social Behaviour (Inc. Sec 60)

WHAT? is the situation?

Monthly Performance Dashboard | App overview - Qlik Sense (wiltshire.police.uk)

Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Percentage of ASB in Niche		39.5%	40.5%	38.2%	-1.3%	Increasing		10
Volume of ASB		805	2,481	9,571	-9.2%	Decreasing	Eight-Month Low	16
Volume of ASB - County		472	1,479	5,730	-8.9%	Decreasing		10
Volume of ASB - Swindon		328	990	3,791	-9.7%	Decreasing	Eight-Month Low	16



	Jun-25	Proportion of monthly total	Monthly YoY change	12 month YoY change
ASB - Environmental	49	5.89%	13.95%	-14.95%
ASB - Nuisance	546	65.63%	-13.33%	-4.24%
ASB - Personal	237	28.49%	-20.20%	-16.95%

WHAT? is happening?

Data Summary

- June-25 recorded a total of 805 ASB incidents.
- ASB incidents in the 12 months to June-25 decreased by -9.2% when compared with the 12 months to June-24.

Overview of Performance

- Swindon and County are both recording a decline in ASB reporting. Swindon is recording a decrease of -9.7% and County a decrease of -8.9% YoY.
- There has been a decrease in all 3 types of ASB in the 12 months to June 25.
- Nuisance ASB accounts for the largest proportion of monthly ASB volumes at 65.63%.
- In the most recent CSEW data, 10% of Wiltshire respondents perceived there was a high level of ASB which is +5.0% higher than the MSG average. 29.3% of respondents said that they had experienced ASB which is in line with national and MSG comparisons. This has also been consistent, which is contradictory to our current decrease in reported volumes.

Quarterly PCC Highlight Report

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

Improving Experience for Victims:

- Procurement process for the new Victim Satisfaction Survey began with a series of stakeholder input sessions. This will align all business areas and enable additional benefits to be realised from the Survey for victims and agents.
- The first draft of the new operational model for the core victim and witness support service was delivered. This now forms the basis of discussion for service improvements.

Priority Groups in the Criminal Justice System (CJS):

- Neurodivergence – continuation of stakeholder engagement and identification of improvements to be made across the system and convene lived experience panel.
- Pan-Wiltshire DA Perpetrator Behaviour Change Steering Group - outcomes dashboard in development with alignment to strategic priorities across partners, agencies and providers. Exploring scope to including stalking.
- Female Justice Support Board – working to align priorities and outcomes with upcoming regional reducing reoffending strategy and national Women's Justice Board.
- Military (serving personnel and ex-military) - continuation of stakeholder engagement.
- Reducing Reoffending Board – review of meetings and sub-group structure to go to WCJB.

Risks and issues

Victims Services:

- Demand for specialist support services remains high, particularly from self-referrals regarding domestic abuse support in Wiltshire and advocacy services at the Sexual Assault Referral Centre (SARC). The OPCC is working with strategic partners to adapt service offers to maintain service levels and reduce waiting times for people affected.

Criminal Justice:

- Significant limited resources within the court system to manage listings, and further reductions in court sitting times continues to impact the efficiency and effectiveness of the CJS in Wiltshire, and upon the experience of victims and witnesses. Without substantial national investment this issues will continue to impact on public confidence and on those affected involved with cases as they move through the system.
- Sentencing Review recommendations, Independent Prison Capacity Review and changes to offender management models for Probation will impact on management within the community for CJ support services, third sector and police demand.

Deliverables Progress

Action	Date Due	Progress
Work together with partners through the Wiltshire Criminal Justice Board to oversee the effective and efficient delivery of criminal justice, managing the impact of court delays on victims as much as possible	March 2026	40%
Continue to deliver improvements to services offered to victims, including developing a new revised operating model for Horizon service and procuring a new multi-year victim satisfaction survey	March 2026	50%
Continue to drive improvements for priority groups in their experience of the criminal justice system and support offenders in their release through improved provision of housing and employment support	March 2026	40%

PCC focus next quarter Oct – Dec 2025

Improving Experience for Victims:

- Business continuity planning for potential funding reductions in services
- Competitive tender process for Victim Satisfaction Survey

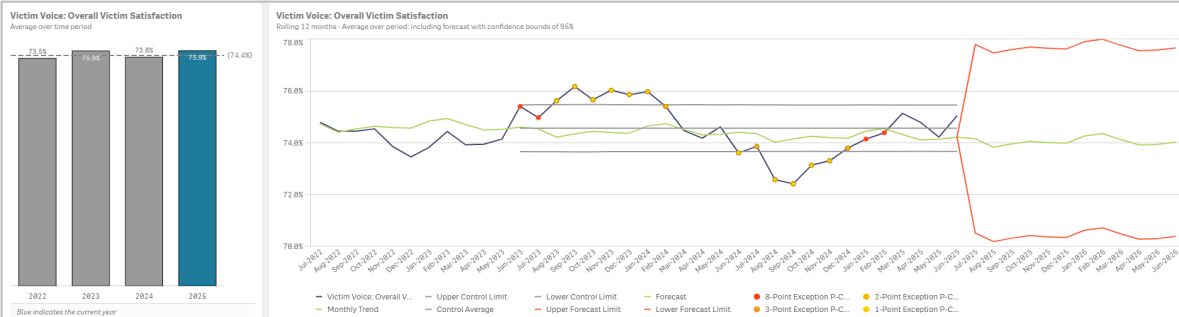
Priority Groups in the CJS:

- CJ Partnership Day on 23 September - bringing together key CJ partners to reflect on our local landscape, share insights and strengthen collaboration. We will explore practical innovation, effective pathways and align strategies to support reduce reoffending across Wiltshire and Swindon..
- DA Perpetrators: continue work with strategic partners to develop new pan-Wiltshire approach with a focus on outcomes dashboard and MATAAC.
- Female Justice: align local and national strategies ensuring to address our locally identified drivers and needs.
- Accommodation: supporting event on 11 September bringing together Local Authorities, housing providers and Probation to improve offender housing offer.

Victim Satisfaction

WHAT? is the situation?

Monthly Performance Dashboard | App overview - Qlik Sense (wiltshire.police.uk)



Measure	Trend Line (Up to 3 Years' Data)	Jun-2025	3 Months to Jun-2025	12 Months to Jun-2025	12 Months to Jun-2024 vs. 12 Months to Jun-2025	Statistical Exceptions
Victim Voice: Actions Taken		Rolling 12 Month Only	Rolling 12 Month Only	88.8%	3.0% points	One, Two, Three, Eight-Month High
Victim Voice: Being Kept Informed		Rolling 12 Month Only	Rolling 12 Month Only	65.7%	-1.6% points	One-Month Low
Victim Voice: Initial Contact		Rolling 12 Month Only	Rolling 12 Month Only	88.4%	2.9% points	One, Three, Eight-Month High
Victim Voice: Investigation		Rolling 12 Month Only	Rolling 12 Month Only	71.4%	3.2% points	One, Two, Three-Month High
Victim Voice: Overall Victim Satisfaction		Rolling 12 Month Only	Rolling 12 Month Only	75.0%	1.4% points	
Victim Voice: Phone Investigation		Rolling 12 Month Only	Rolling 12 Month Only	73.3%	-1.9% points	Eight-Month Low
Victim Voice: Time to Arrive		Rolling 12 Month Only	Rolling 12 Month Only	84.9%	1.1% points	
Victim Voice: Treatment by Police		Rolling 12 Month Only	Rolling 12 Month Only	90.9%	0.6% points	One, Two, Three-Month High

Victims Rights Compliance

OIC understood situation	Phone operator understood situation	Informed of areas to investigate	Progress update given	Informed of Right to review	Not informed of final outcome
94.4%	92.0%	76.3%	65.3%	51.5%	51.2%

WHAT? is happening?

Data Summary

- In the 12 months to June 25 the **Overall victim satisfaction** rate reached 75%.
- Overall victim satisfaction in the 12 months to June-25 increased by 0.4% when compared with the 12 months to June-24 (74.6%).

Overview of Performance

- Overall satisfaction has seen a positive increase since September 2024. The June 2025 outcome equates to 799 of 1067 victims surveyed and satisfied with the Police service,
- Treatment by Police achieved the highest outcome rate (90.9%) of all the measures.
- In contrast phone investigation saw an 8-month low. 26.7% were dissatisfied with the way the investigation was conducted. This is -1.9% lower than in the 12 month to June 24.