



Wiltshire and Swindon

pcc



MAKING WILTSHIRE SAFER

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

**Police and Crime Panel Highlight and Performance report
Police and Crime Panel March 2026**

Police and Crime Plan 2025-29

Police and Crime plan 2025-29 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: The Force demonstrates strong improvements, and consistent or better than other similar Forces. Further improvement is required in victim care and investigations. CCC performance has now stabilised but is under constant monitoring following the go-live of a new shift pattern

- Average time to answer 999 calls reducing from 8 sec Jan 2025 to 5 sec in Jan 2026.
- Average time to answer CCH/101 calls reducing from 53 sec in Jan 2025 to 36 sec in Jan 2026.
- The average immediate response time in the 12 months to Jan - 26 was 12 mins 41 secs; this is a decrease of -25 secs when compared with the 12 months to Jan-25.
- The overall Further Action Taken (FAT) rate (18.8%) and out of court resolution rates (7.35) remain stable for the Force for the 12 months to Jan-26.

Force Transformation

- The Force have set out their management and oversight structures to develop plans to review force operations, building on the previous Financial Review Programme. The Force continue to develop a longer-term blueprint for operational and corporate functions. The PCC/Force priorities remain the same in balancing service delivery and achieving financial savings required.
- Wiltshire's PEEL report is anticipated to be published in March / April 2025. It is anticipated that continued progress has been made, whilst areas for improvement continue to reflect longer term improvement plans

Risks and issues

Force Transformation: Over coming year, the developing transformation plans will be vital in providing assurance to the PCC in meeting both the financial and service parameters. The Force have now shown positive delivery in 26/27 to make significant savings, whilst maintaining performance, however further transformation and service changes will present specific risks

National and Legislative Changes: Numerous national reform and new legislation in Policing and Criminal Justice is presenting challenges and uncertainty on both structural approaches and policing demand. This includes the Policing White Paper proposals and Sentencing Bill, which will shift demand onto policing to manage more offenders in the community.

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	100%
Deliver the PCC's estate strategy, including progression of southern policing hub and disposal of sites deemed surplus to operational requirements	End of 2027	90%
Commission a new annual public satisfaction survey to better understand public satisfaction and trust and confidence in policing	End of Q4	Paused as existing measures sufficient & cost prohibitive

PCC focus next quarter

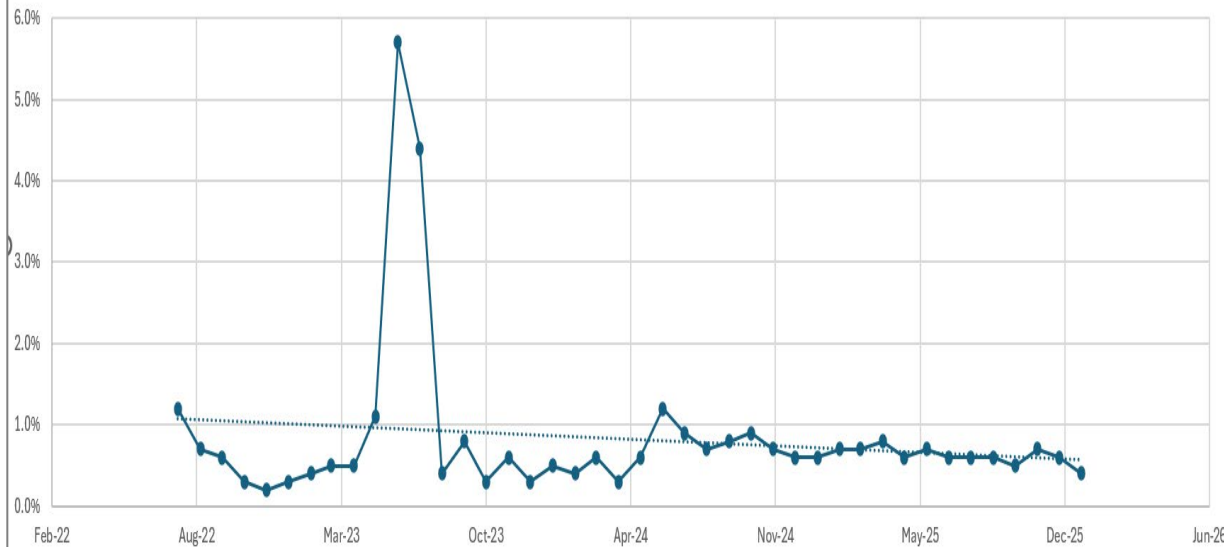
- **Force Performance:** Investigations and victim care continues to be a key priority, with CCC performance remaining an area of focus while new shift pattern is embedded
- **Force Transformation:** The PCC / OPCC is engaged in this work as well as tracking financial savings in line with the MTFS.
- **Policing Reform:** Work with stakeholders and national bodies to continue to influence impact and design of future policing governance arrangements.

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Time to Answer: All 999		00:00:05	00:00:05	00:00:05	-00:00:03 ▼	Decreasing	Eight-Month Low	16
Call Answered Volume: 999		8,616	27,087	109,434	-0.6% —	Decreasing		4
Call Offer Demand: All 999		9,658	30,349	121,140	1.6% —	Decreasing		10
Discontinuance Rate: All 999		0.4%	0.6%	0.6%	-0.2% ▼	Decreasing		10

999 discontinuance rate



What happening?

Data Summary




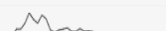
- A total of 9,658 calls to 999 were offered for the month of Jan-26.
- In the 12 months to Jan-26 the volume of calls offered was 121,140 a year-on-year increase of 1.6%, if compared with the 12 months to Jan-25.
- For the month of Jan-26, the 999 average time to answer stood at 5 secs.
- In the 12 months to Jan-26 the average time to answer was 5 seconds, a year-on-year decrease of -3 secs if compared with the 12 months to Jan-25.
- For the month of Jan-26, the 999 discontinuance (abandonment) rate was 0.4%,
- The average discontinuance (abandonment) rate for the 12 months to Jan-26 was 0.6% a decrease of -0.2% if compared with the 12 months to Jan-25.

Overview of Performance

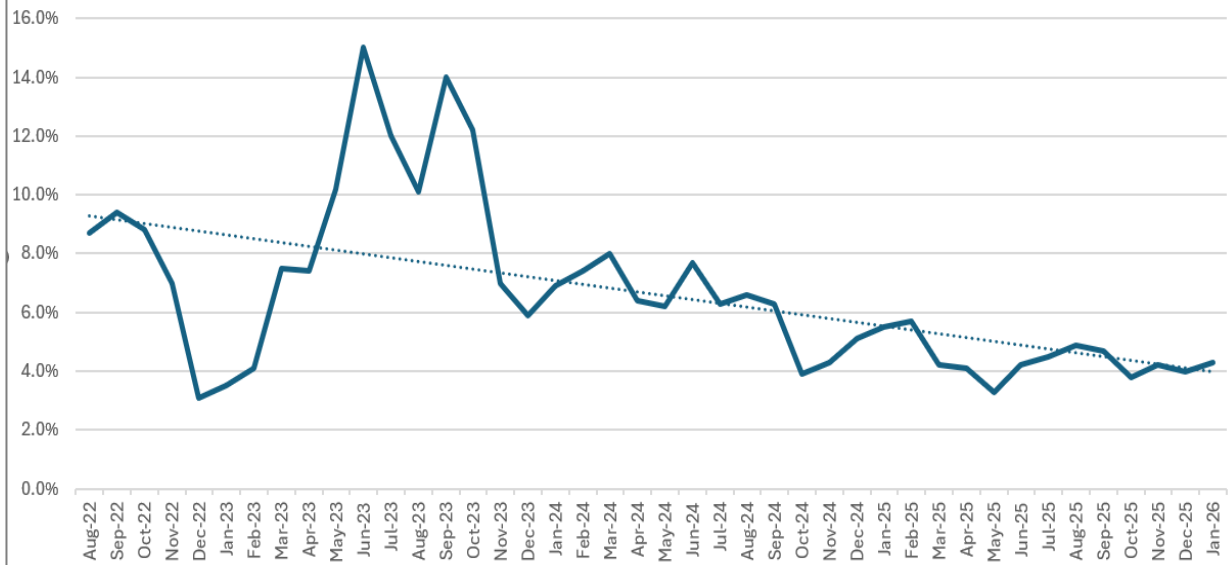
- Rolling 12mth trends for abandonment rate and average answer time are showing a decrease.
- The time to answer rate continues to experience a by exception eight-month low.

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Time to Answer: CCH		00:00:38	00:00:35	00:00:36	-00:00:17 ▼	Decreasing	Eight-Month Low	16
Call Answered Volume: CCH		9,281	27,391	119,325	-4.4% -	Decreasing	Three-Month Low	14
Call Offer Demand: CCH		9,696	28,527	124,695	-6.3% ▼	Decreasing	Three-Month Low	14
Discontinuance Rate: CCH		4.3%	4.0%	4.3%	-1.9% points ▼	Decreasing	Two, Three, Eight-Month Low	23

101 - CCH Discontinuance rate



What is happening?

Data Summary

- A total of 9,696 calls to CCH/101 were offered for the month of Jan-26.
- In the 12 months to Jan-26 the volume of calls offered was 124,695 a year-on-year decrease of -6.3% when compared with the 12 months to Jan-25.
- The average time to answer for the month of Jan-26 was 38 secs (SLA=30 secs).
- The average time to answer in the 12 months to Jan-26 was 36 secs a decrease of -17 secs when compared with the 12 months to Jan-25.
- The discontinuance (abandonment) rate for the month of Jan-26 was 4.3%.
- The average discontinuance (abandonment) rate in the 12 months to Jan-26 was 4.3%, a decrease of -1.9% when compared with the 12 months to Jan-25.

Overview of Performance

- 101 answer rates for CCH has evidenced improved performance over the three years.

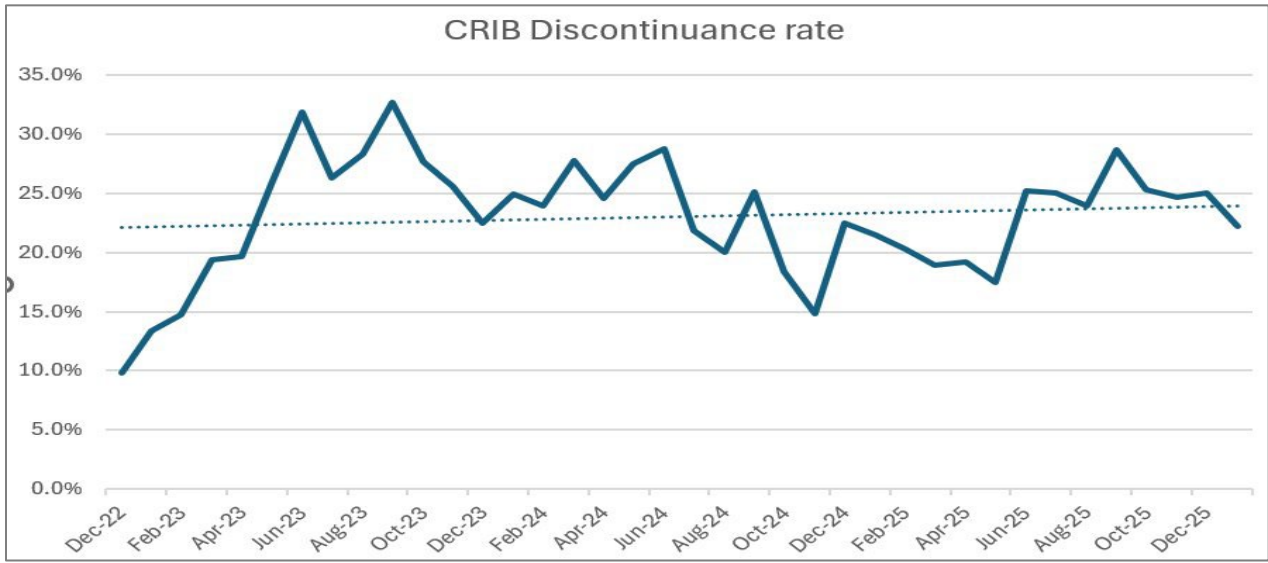
Crime & Communication Centre (CRIB Service)



WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Time to Answer: All CRIB		00:07:19	00:08:00	00:07:41	-00:00:09	Decreasing		4
Call Answered Volume: All CRIB		4,169	13,439	62,895	1.2%	Decreasing	One, Three- Month Low	10
Call Offer Demand: All CRIB		6,255	18,747	82,848	2.4%	Decreasing		4
Discontinuance Rate: All CRIB		22.2%	22.2%	22.7%	-0.5%	Decreasing		4



WHAT? is happening?

Data Summary

- CRIB calls offered for the month of Jan- 26 was 6,255.
- In the 12 months to Jan-26 the “calls offered” demand was 82,848 for the year a 2.4% increase when compared with the 12 months to Jan-25.
- For the month of Jan-26, the CRIB average time to answer was 7 minutes 19 secs.
- The average time to answer in the 12 months to Jan-26, was 7 mins and 41 secs, a decrease of 9 secs when compared with the 12 months to Jan-25.
- The discontinuance (abandonment) rate for the month of Jan-26 was 22.2%.
- The average discontinuance (abandonment) rate in the 12 months to Jan-26 was 22.7%, a decrease of -0.5% when compared with the 12 months to Jan-25.

Note, Nationally the abandonment (discontinued) rate is reported using CRIB and 101/CCH volumes. The force have adopted National reporting methods, as have HMICFRS.

Online reporting

WHAT? is the situation?

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

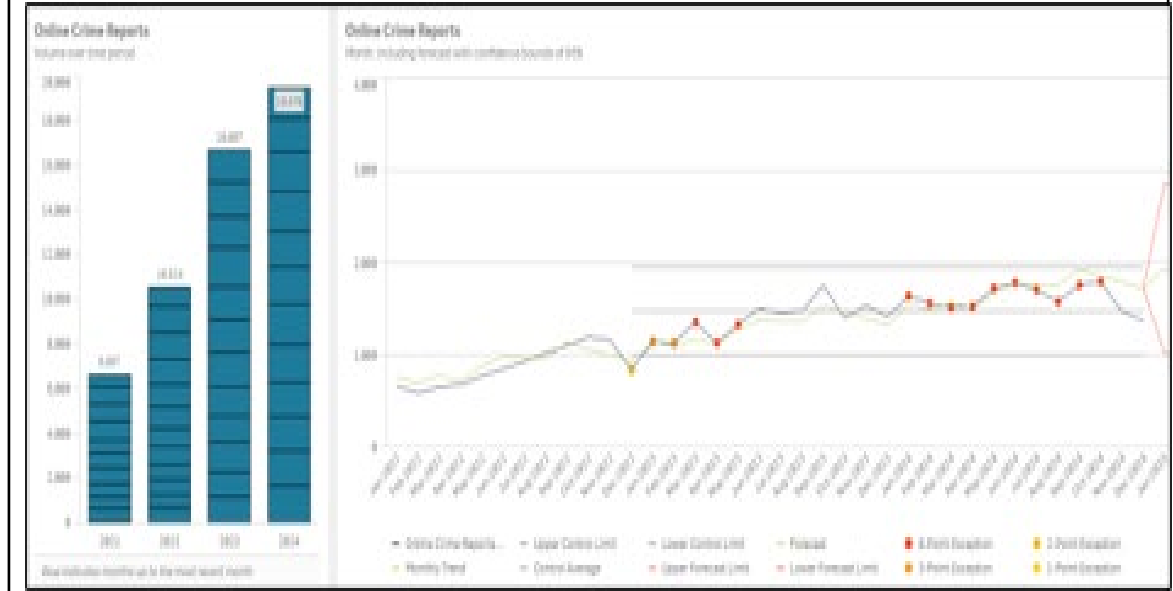
Measure	Trend Line (Up to 3 Years' Data)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Online Crime Reports		1,394	4,037	17,710	-7.9%		Three-Month Low	10



WHAT? is happening?






Data Summary

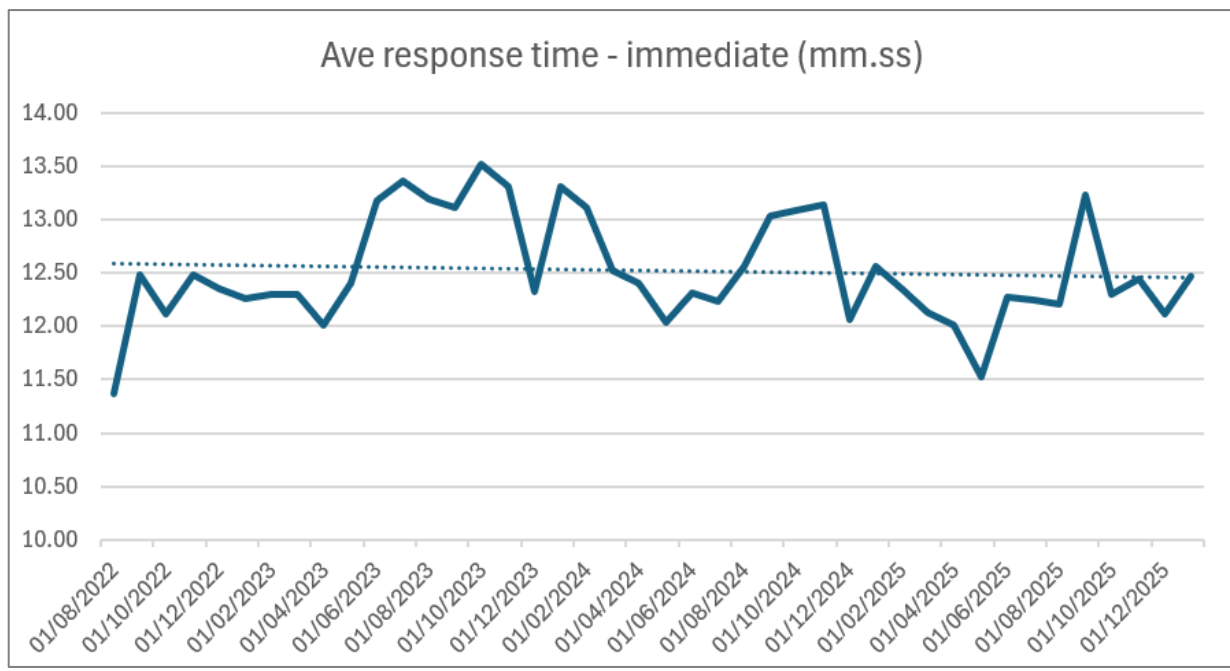
- Online crime reporting recorded 1,394 reports for the month of Jan-26.
- In the 12 months to Jan-26 the demand was 17,710 for the year a -7.9% decrease when compared with the 12 months to Jan-25.
- This is after year-on-year increases in online reporting and coincides with call centre improvements.



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)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Immediate		00:12:41	00:12:32	00:12:21	-00:00:25	Decreasing		10
Average Time at Scene: Immediate		01:28:38	01:28:55	01:32:26	00:01:25	Decreasing		4
Median Response Time: Immediate		00:10:56	00:10:52	00:10:44	-00:00:02	Decreasing		4
Response Rate: Immediate		81.8%	82.3%	81.7%	2.2% points	Increasing		10
Storm Log Volume: Immediate		1,615	4,976	20,638	7.9%	Increasing		10



WHAT? is happening?

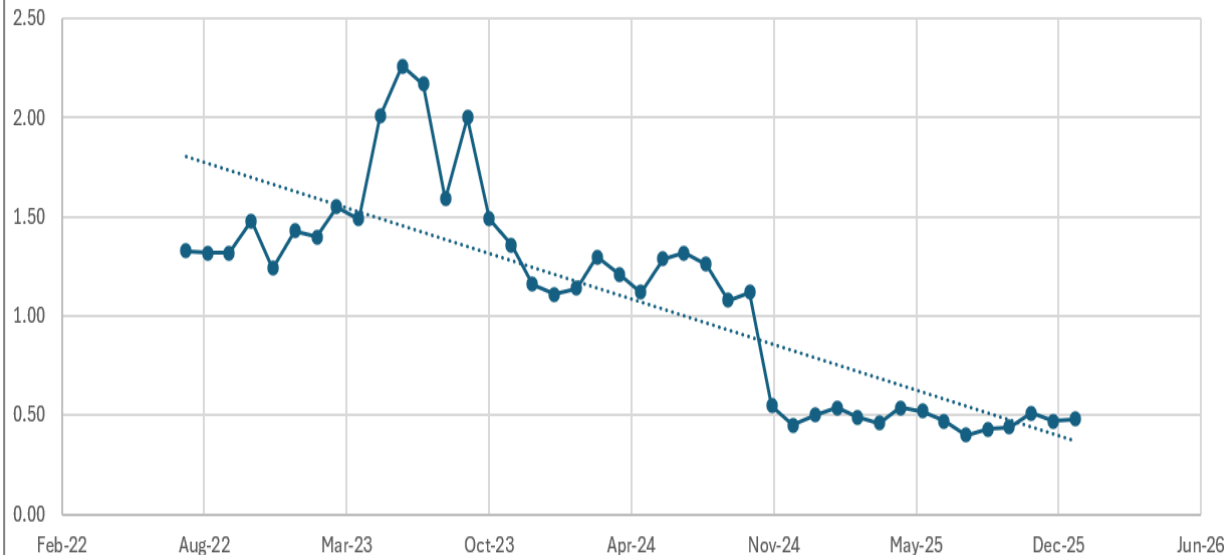
- ### Date Summary
- For the month of Jan-26, the average immediate response time was 12 mins 41 sec, and within the Service Level Agreement (SLA).
 - The average immediate response time in the 12 months to Jan-26 was 12 mins 21 secs; this is a decrease of -25 secs when compared with the 12 months to Jan-25.
 - For the month of Jan-26, the immediate response rate was 81.8%.
 - The average immediate response rate in the 12 months to Jan-26 was 81.7%, an increase of 2.2% when compared with the 12 months to Jan-25.
 - For the month of Jan-26, the immediate log volume was 1,615.
 - The average immediate log volume in the 12 months to Jan-26 was 20,638 an increase of 7.9% when compared with the 12 months to Jan-25.
 - The Average time at scene in the 12 months to Jan-26, was 1 hour 32mins with a year-on-year increase of 1 min and 25 secs when compared with the 12 months to Jan-25.

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)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Priority		00:47:56	00:46:45	00:47:10	-00:25:43 ▼	Decreasing	Eight-Month Low	16
Average Time at Scene: Priority		01:53:24	01:54:15	01:54:45	-00:13:52 ▼	Decreasing	Eight-Month Low	16
Median Response Time: Priority		00:32:46	00:31:34	00:30:58	-00:06:10 ▼	Decreasing	Eight-Month Low	16
Response Rate: Priority		78.7%	79.6%	80.0%	11.5% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Storm Log Volume: Priority		1,461	4,612	20,205	-11.2% ▼	Decreasing	Three, Eight- Month Low	20

Ave response time - priority (hh.mm)



SO WHAT? is happening? What is analysis indicating?

Data Summary

- For the month of Jan-26, the average priority response was 47 mins & 56 secs (SLA = 1h).
- The average priority response times in the 12 months to Jan-26 was 47 mins 10 secs, a decrease of -25 mins when compared with the 12 months to Jan-25.
- For the month of Jan-26, the priority response rate was 78.7%.
- The average priority response rate in the 12 months to Jan-26 the was 80.0%, an increase of 11.5% when compared with the 12 months to Jan-25.
- For the month of Jan-26, the priority log volume was 1,461.
- The priority log volume in the 12 months to Jan-26 was 20,205 a decrease of -11.2% when compared with the 12 months to Jan-25.
- For the month of Jan-26, the average time at scene was 1hour 53mins.
- The average time at scene in the 12 months to Jan-26 was 1 hour 54 mins, which is a decrease of 13 mins 52 secs when compared with the 12 months to Jan-25.

Quarterly PCC Highlight Report

Priority 2: Reduce violence and serious harm

Police & Crime Plan
Dec 2025 – Mar 2026

Outcomes achieved this quarter

Serious Violence Reduction:

- A refresh of the strategic needs assessment and the Serious Violence strategy has been completed with partners
- Early Intervention & Violence Reduction meetings have taken place in Swindon (with a new chair, Superintendent Mike Vass, Swindon Hub Commander, and a review and membership and delivery plan has been completed in the Wiltshire Group
- A new set of dashboard metrics has been agreed for serious violence to aid performance monitoring

Domestic Abuse / Violence Against Women and Girls Delivery

- The strategic Board for Violence Against Women and Girls in Wiltshire was re-established. The Board developed an assurance and confidence approach with associated framework to enable strategic oversight on delivery and development projects.
- Both strategic Boards for Swindon (Domestic Abuse – Violence Against Women and Girls) met to finalise the respective Strategies and delivery plans.

Risks and issues

Serious Violence & Victims Services Future Funding:

Awaiting Home Office final confirmation of Serious Violence Duty funding for FY26277

Domestic Abuse / Violence Against Women and Girls Delivery:

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	85%
Deliver 'Blunt Truth' knife crime education intervention across 30 schools in Swindon and Wiltshire	March 2026	70%
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	100%

PCC focus next quarter

Serious Violence Reduction:

- Strategic Needs Assessment Refresh - Sign off by JSG & Exec
- Live Strategy to remain - sign off by JSG & Exec
- Develop Delivery Plans 26/7

Domestic Abuse:

- Strengthen and develop specialist workforce skills within service delivery organisations

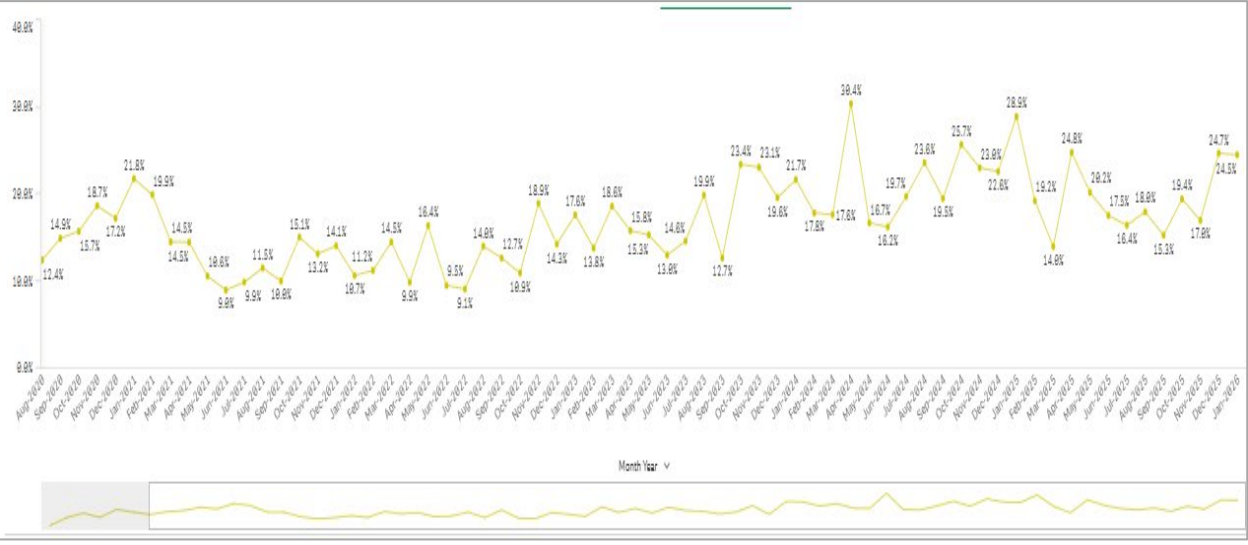
Violence With Injury (VWI)

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: Violence With Injury		412	1,294	5,827	5.2% ▲	Increasing		4
Crime Volume: Violence With Injury - County		242	746	3,371	2.9% —	Increasing		4
Crime Volume: Violence With Injury - Swindon		167	540	2,435	8.7% ▲			0
FAT Outcome Rate: Violence With Injury		24.5%	21.9%	19.0%	-2.5% points ▼	Increasing		4
FAT Outcome Rate: Violence With Injury - County		29.3%	27.7%	21.5%	0.7% points —	Increasing	One, Two-Month High	15
FAT Outcome Rate: Violence With Injury - Swindon		18.0%	14.1%	15.7%	-6.9% points ▼	Decreasing	Eight-Month Low	16
FAT Outcome Volume: Violence With Injury		101	283	1,108	-6.9% ▼	Increasing		4

VWI FAT rate



WHAT? is happening?

Data Summary

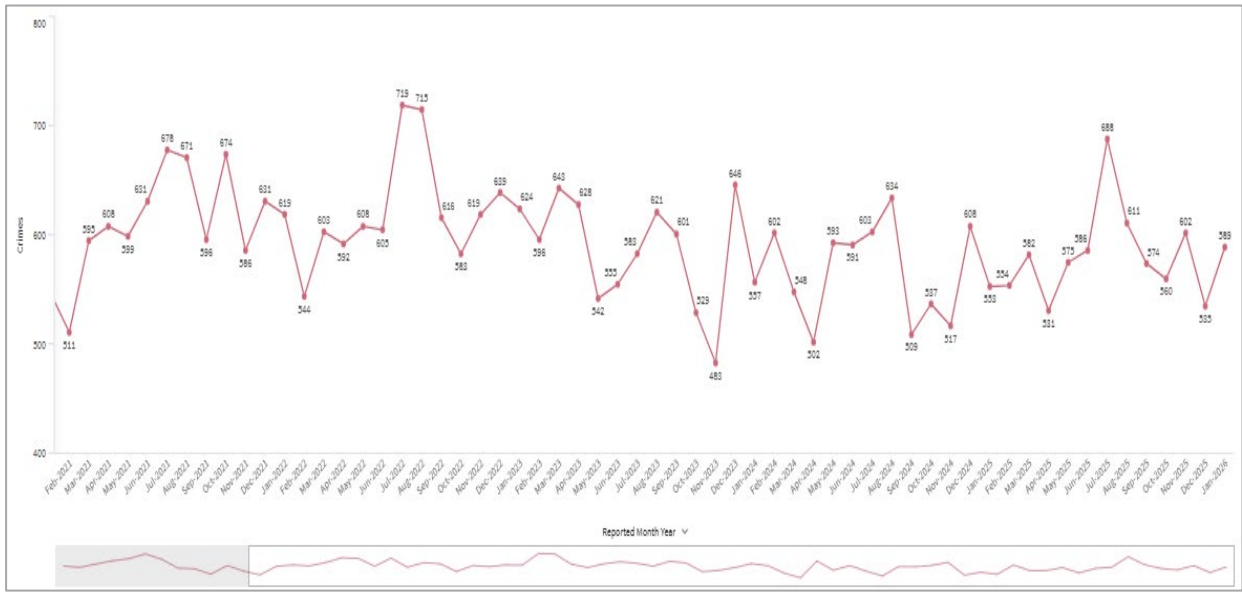
- For the month of Jan-26, the Violence with Injury (VWI) offence volume was 412.
- In the 12 months to Jan-26 the Violence with Injury (VWI) offence volume was 5,827. Increasing by 5.2% when compared with the 12 months to Jan-25.
- Increasing rates observed across Swindon and County.
 - County = 2.9%
 - Swindon = 8.7%
- For the month of Jan-26, the Violence with Injury (VWI) FAT rate was 24.5%.
- The Average VWI FAT outcome rate in the 12 months to Jan-26 was 19.0%, a decrease of -2.5% when compared with the 12 months to Jan-25.
 - County = 0.7% (one-two month high)
 - Swindon -6.9% (eight month low)

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)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Rate: DA		38.7%	41.0%	43.6%	-6.8% ▼	Decreasing	One, Two, Three-Month Low	19
Crime Volume: DA		591	1,731	6,994	2.8% -	Increasing		4
FAT Outcome Rate: DA		12.9%	10.8%	12.5%	-1.7% points ▼	Decreasing		10
FAT Outcome Volume: DA		76	187	874	-9.2% ▼	Decreasing		10
Outcome 14 & 16 Rate (Victim declines/withdraws/unable to support): DA		47.5%	42.7%	56.5%	3.2% ▲	Increasing		4
Repeat DA Suspects (Expanded)		209	217	223	-5.5% ▼	Decreasing	One, Two-Month Low	15
Repeat DA Victims		35	36	33	31.8% ▲	Decreasing	Three, Eight-	20



WHAT? is happening?








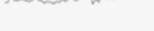
Data Summary

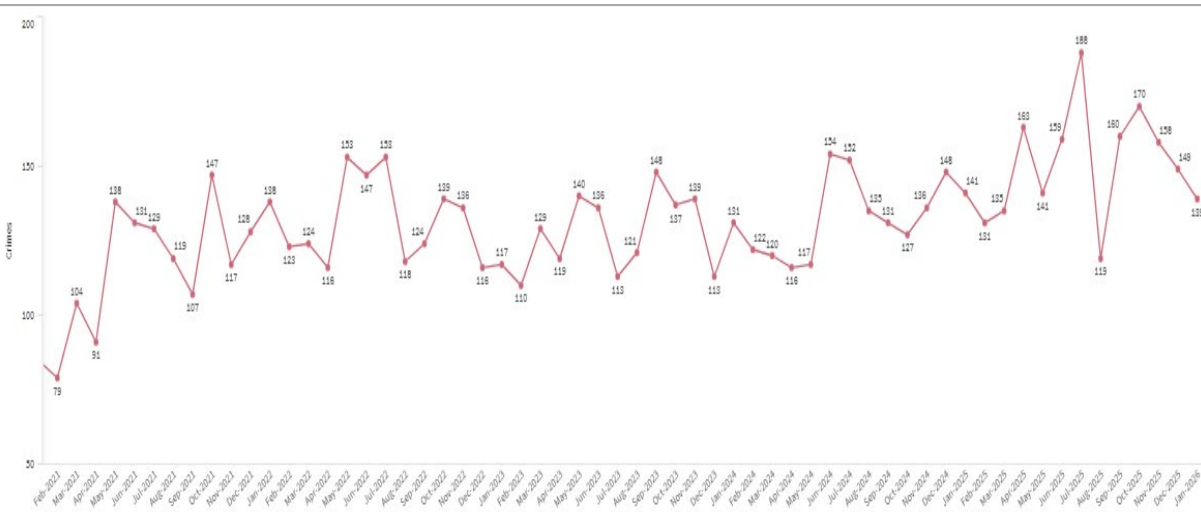
- For the month of Jan-26, the Domestic Abuse (DA) crime volume was 591.
- The DA crime volume in the 12 months to Jan-26 was 6,994 and increased by 2.8% when compared with the 12 months to Jan-25.
- For the month of Jan-26, the Domestic Abuse (DA) FAT rate was 12.9%.
- The average FAT rate in the 12 months to Jan-26 was 12.5% a decrease of -1.7% when compared with the 12 months to Jan-25.
- For the month of Jan-26, the Domestic Abuse (DA) Arrest rates was 38.7%.
- The average arrest rate in the 12 months to Jan-26 was 43.6%, a decrease of -6.8% when compared with the 12 months to Jan-25.

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)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Rate: RASSO		25.9%	24.8%	29.4%	-6.3% ▼		Three, Eight- Month Low	16
Crime Volume: RASSO		152	478	2,029	16.8% ▲	Increasing		10
Crime Volume: RASSO - County		80	253	1,005	9.2% ▲	Increasing		10
Crime Volume: RASSO - Swindon		58	171	753	17.1% ▲	Increasing		10
FAT Outcome Rate: RASSO		9.1%	11.5%	10.7%	2.5% points ▲	Increasing		10
FAT Outcome Rate: RASSO - County		6.3%	9.5%	9.9%	2.5% points ▲	Increasing		10
FAT Outcome Rate: RASSO - Swindon		13.8%	16.4%	12.4%	2.7% points ▲	Increasing		10
FAT Outcome Volume: RASSO		13	52	195	48.9% ▲	Increasing		10



WHAT? is happening?

Data Summary

- For the month of Jan-26 the RASSO crime volume was 152.
- In the 12 months to Jan-26 the RASSO crime volume 2029, an increase of 16.8% when compared with the 12 months to Jan-25.
 - In the 12 months to Jan-26 the Rape crime volume 844, an increase of 10.2% when compared with the 12 months to Jan-25.
 - In the 12 months to Jan-26 the Other sexual offences crime volume 1,611, an increase of 15.8% when compared with the 12 months to Jan-25.
- For the month of Jan-26, the RASSO FAT rate was 9.1%.
- The average RASSO FAT outcome rate in the 12 months to Jan-26 was 10.7% showing an increase of 2.5% when compared with the 12 months to Jan-25.
 - The average Rape FAT outcome rate in the 12 months to Jan-26 was 6.3% showing an increase of 3.7% when compared with the 12 months to Jan-25.
 - The average Other sexual offences FAT outcome rate in the 12 months to Jan-26 was 16.8% showing an increase of 1.7% when compared with the 12 months to Jan-25.

Outcomes achieved this quarter

Hotspot Funding: Hotspot patrols funded by the Home Office have been carried out across 10 locations in Swindon, Calne, Chippenham, Salisbury and Devizes over the past year. Swindon and Salisbury also benefited from additional warden patrols. These targeted patrols—focused on knife crime, violent crime and ASB—operate at key times in small high-risk areas to deter offending. By the end of January, 10,000 hours of eligible patrol activity had been delivered, exceeding the government target.

Road Safety: WSRSP partnership end of year performance KPIs for 2025 sadly reflect increases. 23 people (19 in 2024) were killed as outcomes of 21 collisions and there were 435 persons (193 in 2024) seriously injured as an outcome of 305 collisions.

Partners are analysing causation factors and road safety activities continue to be delivered. The partnership is active across all age ranges for education interventions. Community Speed watch is producing good results, engineering works have continued and enforcement continues at key hotspots. The use of Community Speed Enforcement Officers funded by the PCC has enabled a tenfold increase in offender reporting since 2022 with numbers broadly increasing from 1,500 to around 15,000.

Government has produced and Road Safety Strategy which sets a headline target for Great Britain of a 65% reduction in KSI and a 70% reduction in KSI for children under 16 by 2035, using 2022-24 figures as a baseline.

Retail Crime: Pilot of direct reporting via online system DISC in Salisbury commenced on 27th October with all Salisbury BID retailers with access to DISC. Reports received have been of sufficient quality to be entered onto police systems although the number has dropped off possibly due to Christmas. BID leading drive to increase reporting. Salisbury Business Crime Reduction Partnership offender targeting meetings are starting to produce results. Offenders engaging with workers in Drugs/Alcohol/Homelessness resulting in reduction of offending. Appropriate legal orders are being obtained for those not willing to engage (where appropriate).

SBC have delayed the vote for the Swindon BID allowing more time for them to prepare. Delivery group is engaging with Swindon Borough Council and the BID shadow board to explore the provision of the "Safe & Secure" aspect.

Risks and issues

Hotspot Funding: Home Office funding for hotspots ends on 31 March and there is no further funding next year which means warden patrols and other funded interventions will cease.

Retail Crime: Coordinating the rollouts of Swindon BID and Wiltshire and Swindon BCRP to reduce confusions and overlap. Despite asking for it, some retailers still not using reporting tool provided.

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	85%
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	85%
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	60%

PCC focus next quarter

Road Safety:

- For the fatal collisions, the numbers remain broadly similar in trend since 2022, and an increase in the number of serious was expected as an outcome of the implementation of the new Injury Based Reporting System (IBRS). Again, motorcyclist are disproportionately represented which means the partnership interventions at Calne Bike meet, Bike Safe and Biker down remain a key priority, particularly with improving spring weather and increased riding across the county

Retail Crime:

- Review effectiveness of Salisbury BCRP roll out to inform future provision across Wiltshire, and continue work with SBC and delivery group in Swindon

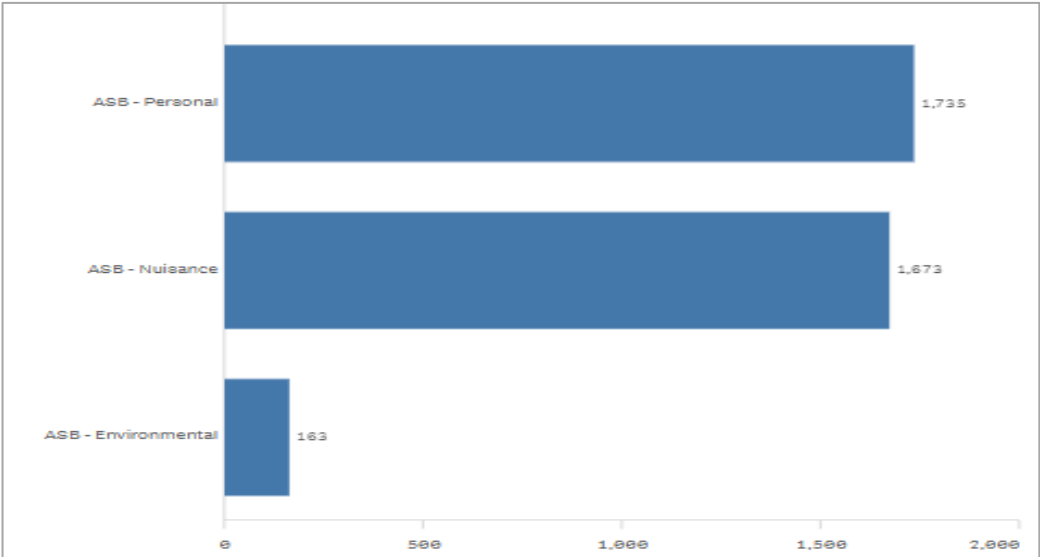
Anti-Social Behaviour (Inc. Sec 60)

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Percentage of ASB in Niche		42.4%	39.8%	39.7%	1.0%	Decreasing		4
Volume of ASB		625	1,935	9,175	-9.4%	Decreasing		10
Volume of ASB - County		359	1,084	5,420	-10.5%	Decreasing	Three-Month Low	14
Volume of ASB - Swindon		265	842	3,717	-7.3%	Decreasing		10
Volume of ASB: Youth Related		6	19	99	-2.9%	Decreasing		4
Volume of ASB: Youth Victims		15	48	237	24.1%	Increasing		10

2025 Total - ASB incidents by category



WHAT? is happening?

Data Summary

- Jan-26 recorded a total of 625 ASB incidents.
- ASB incidents in the 12 months to Jan-26 totalled 9,175 a decrease of -9.4% when compared with the 12 months to Jan-25.

Overview of Performance

- Swindon and County are both recording a year-on-year decline in ASB reporting.
 - Swindon a decrease of -7.3%
 - County a decrease of -10.5%.

2025 – ASB by category (no.3571)

- ASB – Personal, accounted for the largest proportion of ASB reports in 2025, standing at 48.6%.
- This was followed by ASB – Nuisance, standing at 46.8%.
- Finally, ASB - Environmental received smallest proportion of ASB reports in 2025, standing at 4.6%.

Quarterly PCC Highlight Report

Priority 4: Improve the experience of victims and deliver justice

Police & Crime Plan
Dec 2025 – Mar 2026

Outcomes achieved this quarter

Improving Experience for Victims:

- Development action for the updated victim service model
- Procurement for building works at the Sexual Assault Referral Centre (SARC) successfully completed
- Procurement process for a new Victim Satisfaction Survey successfully completed, new service to begin in April

Priority Groups in the Criminal Justice System (CJS):

- Neurodivergence: continuation of stakeholder engagement and identification of improvements to be made across the system. Publication of first partnership newsletter in January.
- Pan-Wiltshire DA Perpetrator Behaviour Change Steering Group - inclusion of stalking agreed at CSP Exec.
- Female Justice Support Board: Continued work to align priorities and outcomes with regional reducing reoffending strategy and national Women's Justice Board. OPCC involvement in drafting regional SW RRO blueprint for women.
- Reducing Reoffending Board: review of meetings and sub-group structure complete with Chairs to be nominated. New structure yet to go-live.
- Mental Health Triage Team: work underway with Integrated Care Board and Force to review provision of team in control room to assess future structure and provision. Current funding will cease at end of December 2026

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:

- Continued 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.
- Independent 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	90%
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	90%
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	90%

PCC focus next quarter Oct – Dec 2025

Improving Experience for Victims:

- Co-ordinate and deliver multi stakeholder process to ensure business as usual service delivery from the Sexual Assault Referral Service as ISO accreditation requirements are enacted through the service.
- Mobilise new service contracts.

Criminal Justice:

- Work with Force, Probation and other stakeholders to support significant changes in criminal justice as result of national policy changes and prison capacity challenges

Victim Satisfaction

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years Data)	Jan-2026	3 Months to Jan-2026	12 Months to Jan-2026	12 Months to Jan-2025 vs. 12 Months to Jan-2026	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Victim Voice: Actions Taken		Rolling 12 Month Only	Rolling 12 Month Only	85.1%	-4.5% points ▼		One, Two, Three-Month Low	6
Victim Voice: Being Kept Informed		Rolling 12 Month Only	Rolling 12 Month Only	85.6%	-2.7% points —			9
Victim Voice: Initial Contact		Rolling 12 Month Only	Rolling 12 Month Only	88.1%	9.3% points —		One, Two, Three, Eight-Month High	4
Victim Voice: Investigation		Rolling 12 Month Only	Rolling 12 Month Only	78.6%	-1.3% points —			4
Victim Voice: Overall Satisfaction - Burglary Crimes		Rolling 12 Month Only	Rolling 12 Month Only	71.3%	-8.3% points ▼			10
Victim Voice: Overall Satisfaction - Hate Crimes		Rolling 12 Month Only	Rolling 12 Month Only	81.1%	15.1% points ▲			10
Victim Voice: Overall Satisfaction - Vehicle Crimes		Rolling 12 Month Only	Rolling 12 Month Only	69.4%	-9.5% points —			9
Victim Voice: Overall Satisfaction - Violence Crimes		Rolling 12 Month Only	Rolling 12 Month Only	76.7%	9.4% points —			4
Victim Voice: Overall Victim Satisfaction		Rolling 12 Month Only	Rolling 12 Month Only	73.7%	-9.4% points —			9
Victim Voice: Phone Investigation		Rolling 12 Month Only	Rolling 12 Month Only	74.9%	2.3% points —			10
Victim Voice: Repeat Victim Check		Rolling 12 Month Only	Rolling 12 Month Only	55.8%	9.7% —			4
Victim Voice: Time to Arrive		Rolling 12 Month Only	Rolling 12 Month Only	81.9%	-3.8% points —		One, Two, Three-Month Low	4
Victim Voice: Treatment by Police		Rolling 12 Month Only	Rolling 12 Month Only	91.5%	9.9% points —		One, Two, Three, Eight-Month High	4
Victim Voice: Victim Code - Informed of Actions to Investigate Crime		87.8%	77.1%	76.5%	-1.4% —	Decreasing		10
Victim Voice: Victim Code - Informed of Investigation Final Outcome		71.8%	74.2%	62.7%	9.9% ▲	Increasing		10
Victim Voice: Victim Code - Informed of Right to Review/Complain		41.2%	44.1%	48.7%	-4.5% ▼	Decreasing		10
Victim Voice: Victim Code - OIC Understood Situation		100.0%	91.5%	93.6%	-8.5% —	Increasing		4
Victim Voice: Victim Code - Progress Updates Given		76.2%	66.4%	68.1%	2.7% —	Increasing		4

WHAT? is happening?

Data Summary

- In the 12 months to Jan-26 the **Overall victim satisfaction** rate reached 73.7%.
- Overall victim satisfaction in the 12 months to Jan-26 decreased by -0.4% when compared with the 12 months to Jan-25.

Overview of Performance

- Treatment by Police, achieved the highest outcome rate (91.5%) of all the measures.
- The repeat victim check, achieved the lowest outcome rate (55.8%) of all the measures.

Victims code

- OIC understood the situation, achieved the highest outcome rate (100%) of all the measures.
- Informed of right to review/complain, achieved the lowest outcome rate (41.2%) of all the measures.