



Wiltshire and Swindon



MAKING

WILTSHIRE

SAFER

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

**Police and Crime Panel Highlight and Performance report
Police and Crime Panel Nov 2025**

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."

Quarterly PCC Highlight Report

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 areas. Further improvement is required in victim care and investigations. CCC performance has now stabilised but is under constant monitoring

Performance in the CCC continues to improve:

- Average time to answer 999 calls reducing from 9 sec Sept 2024 to 4 sec in Sept 2025.
- Average time to answer CCH/101 calls reducing from 53 sec in Sept 2024 to 42 sec in Sept 2025.
- Average immediate grade response time for officers across the Force, in Sept 2024 was 13 mins & 4 sec in Sept 2025 this was 12 mins & 31 sec.
- The overall Further Action Taken (FAT) rate for the Force for the 12 months to Sept-25 was 18.1%, an improvement of 0.7% on the previous year.
- The out of court resolution rate, continues to improve with the rate for 12 months to Sept 25 now at 7.5 %, an improvement of 1.6% 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 84% of estate savings identified, 75% of fleet savings and 97% 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: Significant progress has been made delivery of FRP on fleet, estates and people. Underlying pressures to keep within budget remain but strong controls are delivering requirements. Further work is underway to monitor 25/26 and develop plans for next 3-5 years as part of refreshed Police and Crime Plan, medium term financial plan and government settlement. Some temporary FRP savings (such as frozen posts, will be made permanent)

Force Performance: Over coming next year sustaining performance is key, as now better than other similar areas. Additional improvement is required in victim care and investigations. CCC performance. As context get more challenging

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	80%+
Deliver the PCC's estate strategy, including progression of southern policing hub and disposal of sites deemed surplus to operational requirements	End of 2027	40%
Commission a new annual public satisfaction survey to better understand public satisfaction and trust and confidence in policing	End of Q4	Paused and liable to not continue as existing measures sufficient

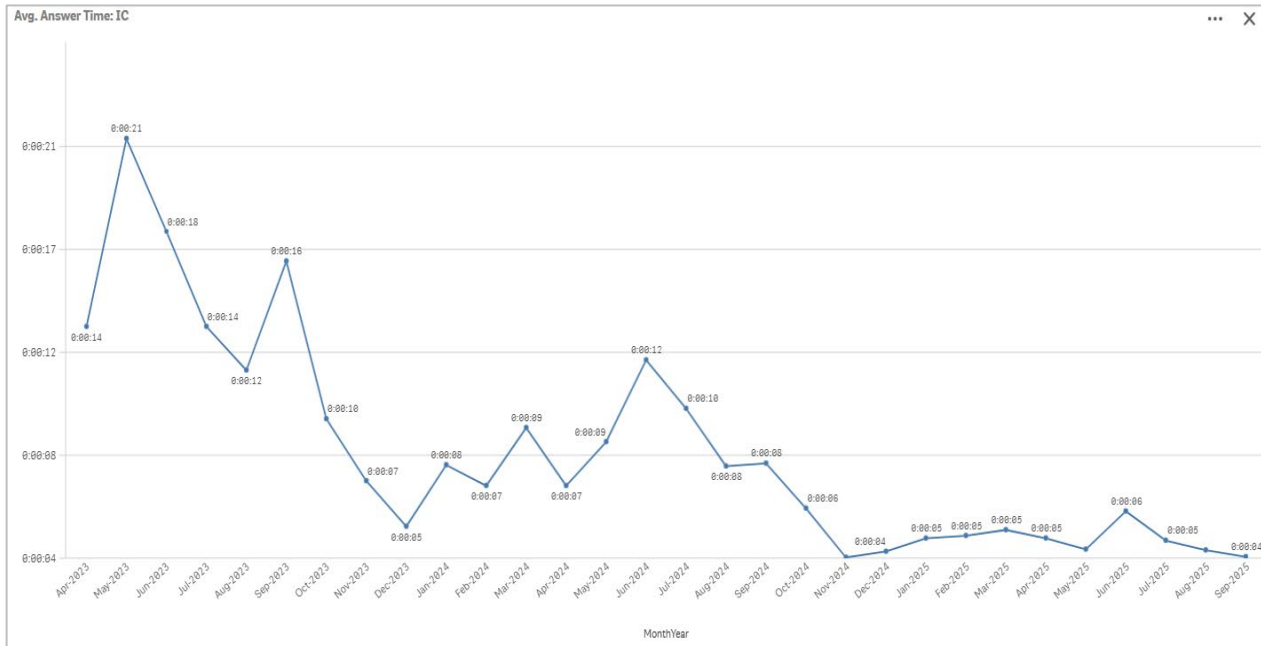
PCC focus next quarter

- **Financial Review Programme:** Programme has neared completion and transitioning into longer term transformation programme.
- **Force Performance:** Investigations and victim care continues to be a focus as programme establishes and reviews KPIs
- **Estates strategy:** Focus continues on securing Southern Police Hub. Additional sites no longer required under FRP are to be marketed in near future and incorporated into capital plan

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: All 999		0.6%	0.6%	0.7%	-0.1% ▼	Decreasing	Three-Month Low	14
Average Time to Answer: All 999		00:00:04	00:00:05	00:00:05	-00:00:04 ▼	Decreasing	Eight-Month Low	16
Call Answered Volume: 999		9,215	29,745	107,611	-2.5% —	Decreasing		4
Call Offer Demand: All 999		10,150	32,902	118,621	-1.1% —	Decreasing		4



What happening?

Data Summary

- A total of 10,150 calls to 999 were offered for the month of Sept 25.
- In the 12 months to Sept-25 the volume of calls offered was 118,621 a year-on-year decrease of -2.5% if compared with the 12 months to Sept-24.
- For the month of Sept -25, the 999 average time to answer stood at 4 secs.
- In the 12 months to Sept-25 the average time to answer was 5 seconds, a year-on-year decrease of -4 secs if compared with the 12 months to Sept-24.
- For the month of Sept-25, the 999-abandonment rate was 0.6%,
- The average abandonment rate for the 12 months to Sept-25 was 0.7% a decrease of 0.1% if compared with the 12 months to Sept-24.

Overview of Performance

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

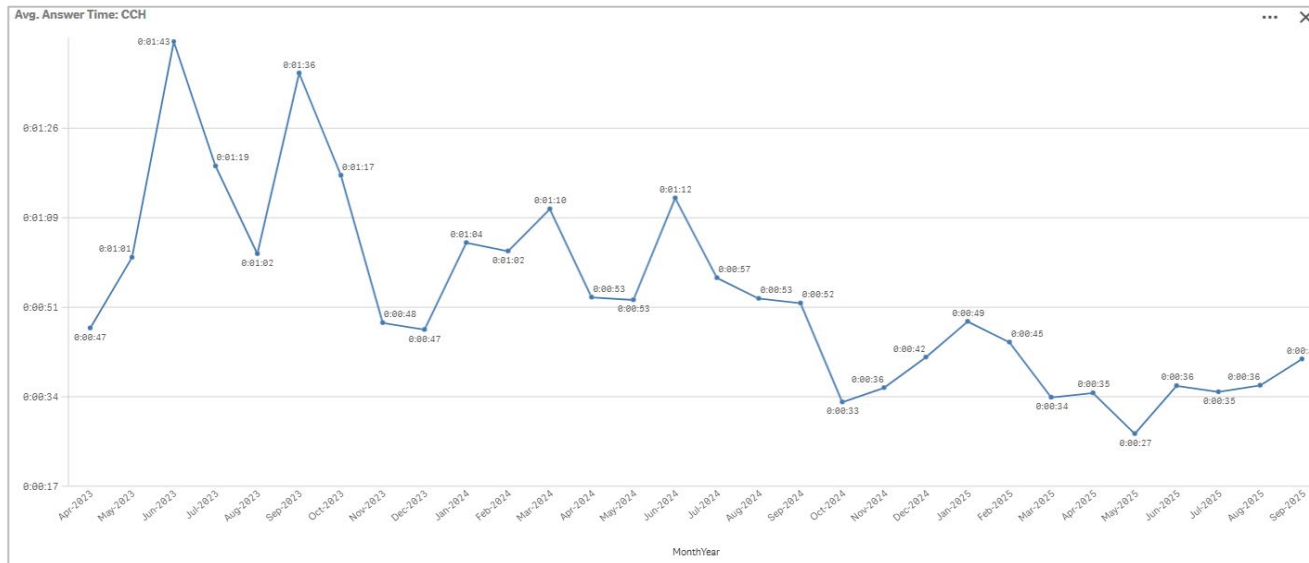
Crime & Communication Centre CCH (101 Service)



WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Abandonment Rate: CCH		4.9%	4.7%	4.5%	-2.9% points ▼	Decreasing	One, Two, Three, Eight-Month Low	25
Average Time to Answer: CCH		00:00:42	00:00:38	00:00:38	-00:00:22 ▼	Decreasing	Eight-Month Low	16
Call Answered Volume: CCH		9,740	31,574	120,898	-7.8% ▼	Decreasing		10
Call Offer Demand: CCH		10,239	33,147	126,649	-10.6% ▼	Decreasing		10



What is happening?

Data Summary

- A total of 10,239 calls to CCH/101 were offered for the month of Sept 25.
- In the 12 months to Sept-25 the volume of calls offered was 126,649 a year-on-year decrease of -10.6%.
- The average time to answer for the month of Sept-25 was 42 secs (SLA=30 secs).
- The average time to answer in the 12 months to Sept-25 was 38 secs a decrease of 22 secs when compared with the 12 months to Sept-24.
- Abandonment rate for the month of Sept-25 was 4.9%.
- The average abandonment rate in the 12 months to Sept-25 was 4.5%, a decrease of -2.9% when compared with the 12 months to Sept-24.

Overview of Performance

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

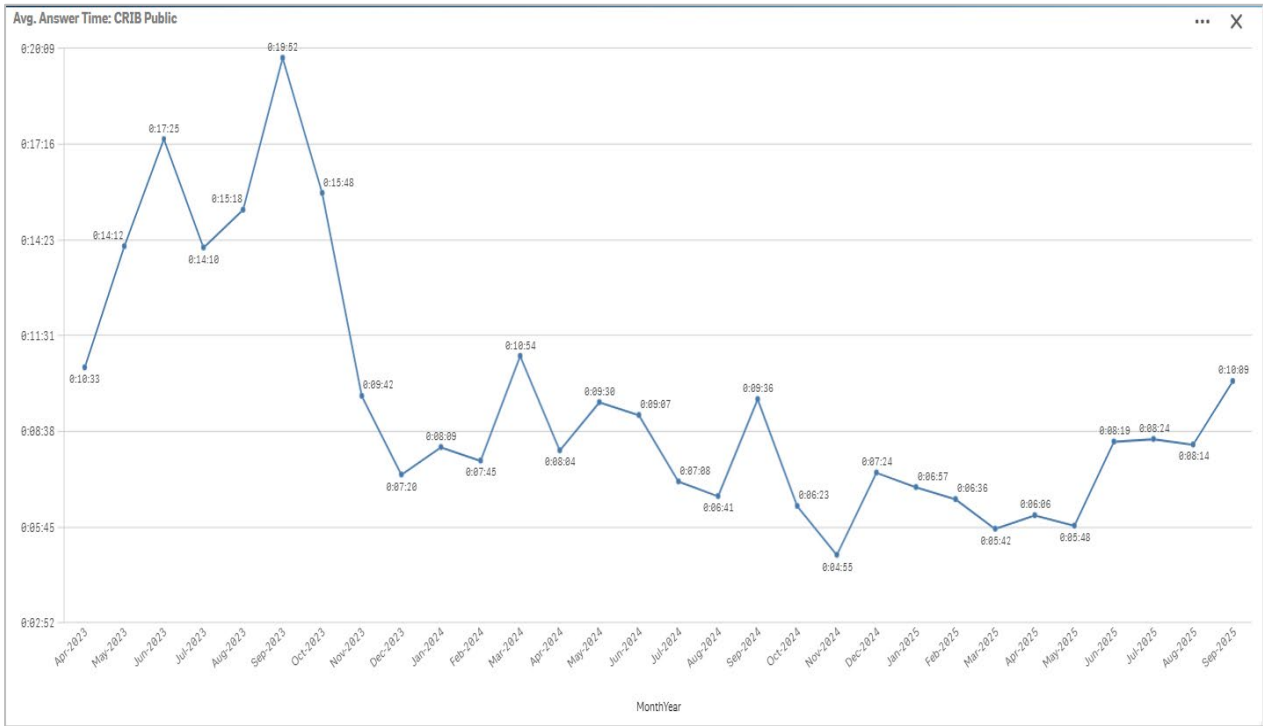
Crime & Communication Centre (CRIB Service)



WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Time to Answer: All CRIB		00:10:09	00:08:52	00:07:05	-00:02:07	Decreasing		10
Call Answered Volume: All CRIB		4,916	16,757	64,623	1.9%	Decreasing		4
Call Offer Demand: All CRIB		6,899	22,582	82,371	-2.8%	Decreasing		4



WHAT? is happening?

Data Summary

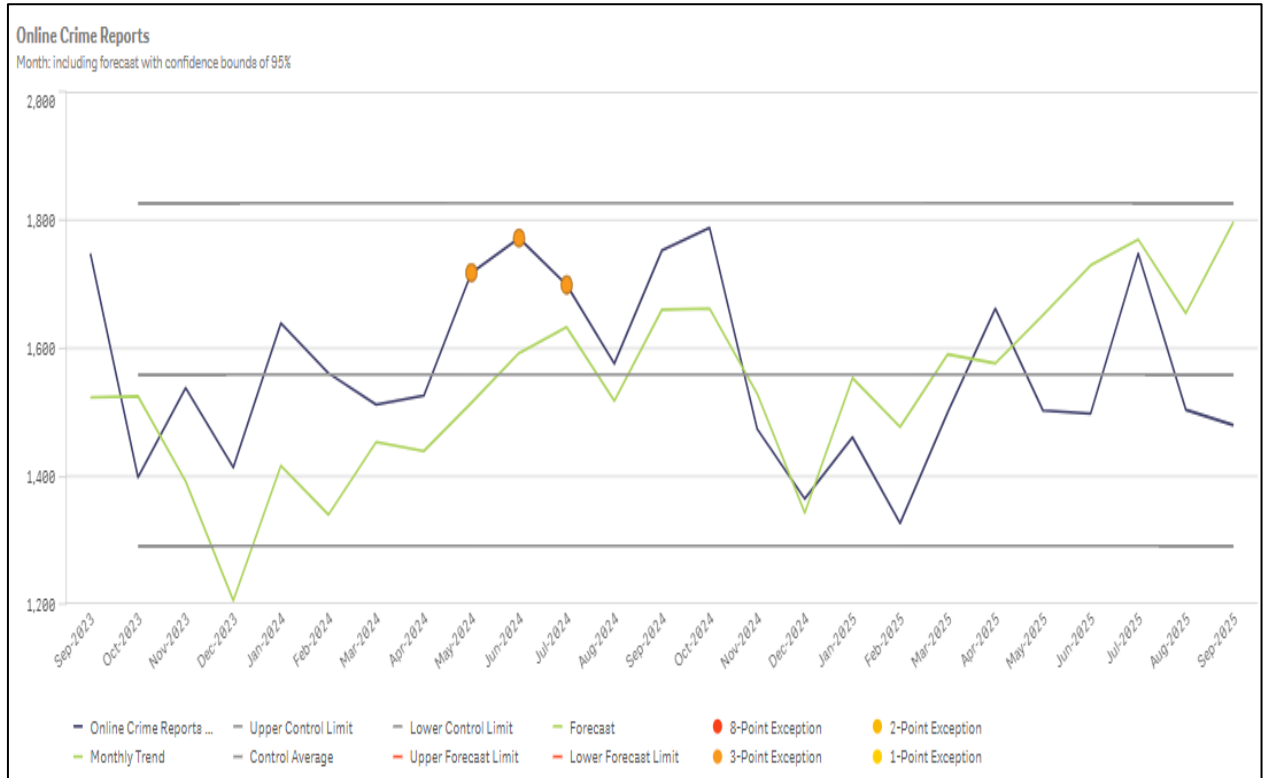
- CRIB calls offered for the month of Sept-25 was 6,899.
- In the 12 months to Sept-25 the “calls offered” demand was 82,371 for the year a -2.8% decrease when compared with the 12 months to Sept 24.
- For the month of Sept-25, the CRIB average time to answer was 10 minutes 9 secs.
- The average time to answer in the 12 months to Sept-25, was 7 mins and 5 secs, a decrease of 2 mins and 7 secs when compared with the 12 months to Sept-24.
- Nationally the abandonment (discontinued) rate is reported using CRIB and 101/CCH volumes. The force have adopted National reporting methods, as have HMICFRS.
- For the 12 months to Sept '25, Wiltshire reports a 14.5% Post IVR discontinued contact rate.
- Depending on demand, volumes on average are between 9 - 14%. Improvements within this area have been made and implement other initiatives (Queue Buster) to reduce the rate going forward

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)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Online Crime Reports		1,482	4,738	18,334	-4.2%	Increasing		4



WHAT? is happening?

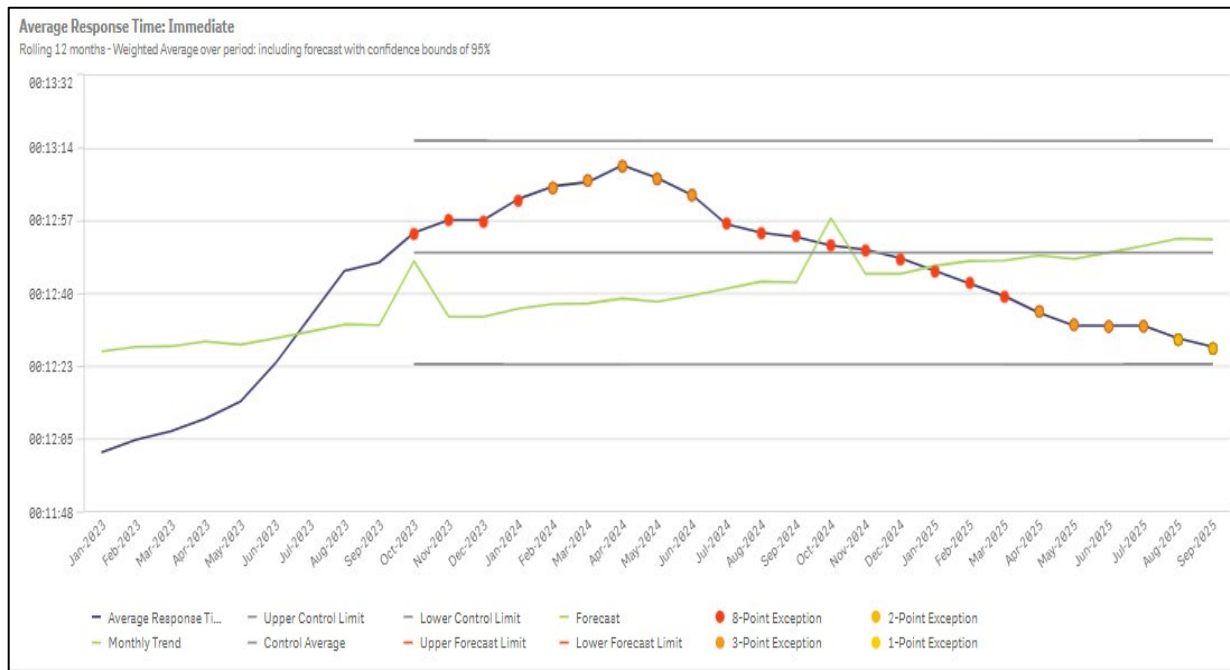
Data Summary

- Online crime reporting recorded 1,482 reports for the month of Sept-25.
- In the 12 months to Sept-25 the demand was 18,334 for the year a -4.2% decrease when compared with the 12 months to Sept-24.

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)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Immediate		00:12:39	00:12:28	00:12:28	-00:00:27	Decreasing	Eight-Month Low	16
Average Time at Scene: Immediate		01:28:09	01:33:17	01:31:58	-00:02:29	Decreasing		10
Median Response Time: Immediate		00:10:40	00:10:51	00:10:43	-00:00:08	Decreasing		10
Response Rate: Immediate		78.3%	80.9%	80.8%	1.9% points	Increasing		10
Storm Log Volume: Immediate		1,718	5,727	20,374	6.0%	Increasing		10



WHAT? is happening?

Date Summary

- For the month of Sept-25, the average immediate response time was 12 mins 39 sec, and within the Service Level Agreement (SLA).
- The average immediate response time in the 12 months to Sept-25 was 12 mins 28 secs; this is a decrease of -27 secs when compared with the 12 months to Sept-24.
- For the month of Sept-25, the immediate response rate was 78.3%.
- The average immediate response rate in the 12 months to Sept-25 was 80.8%, an increase of 1.9% when compared with the 12 months to Sept-24.
- For the month of Sept-25, the immediate log volume was 1,718.
- The average immediate log volume in the 12 months to Sept-25 was 20,374 an increase of 6.0% when compared with the 12 months to Sept-24.
- For the month of Sept-25, the Average time at scene was 1 hour 28 mins, with a year-on-year decrease of -2 mins and 29 secs when compared with the 12 months to Sept-24.

Overview of Performance

- Average immediate response times continue to decrease over rolling 12 months.

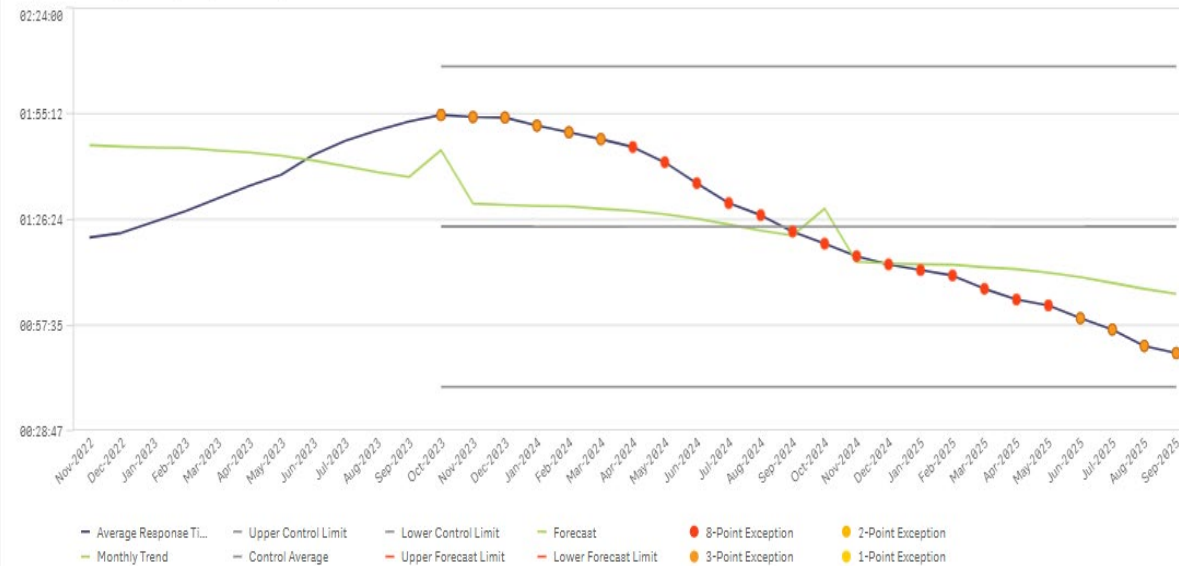
Response (Priority)

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

Measure	Trend Line (Up to 3 Years' Data)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Average Response Time: Priority		00:42:12	00:42:33	00:50:19	-00:33:04 ▼	Decreasing	Three, Eight-Month Low	20
Average Time at Scene: Priority		01:49:47	01:51:27	01:56:28	-00:13:06 ▼	Decreasing		10
Median Response Time: Priority		00:28:47	00:29:44	00:31:51	-00:07:48 ▼	Decreasing	Two, Eight-Month Low	19
Response Rate: Priority		84.5%	83.3%	78.5%	14.4% points ▲	Increasing	One, Two, Three, Eight-Month High	25
Storm Log Volume: Priority		1,571	5,030	20,845	-13.9% ▼	Decreasing		10

Average Response Time: Priority

Rolling 12 months - Weighted Average over period; including forecast with confidence bounds of 95%



SO WHAT? is happening? What is analysis indicating?

Data Summary

- For the month of Sept-25, the average priority response was 42 mins & 12 secs (SLA = 1h).
- The average priority response times in the 12 months to Sept-25 was 50 mins 19 secs, a decrease of 33 mins when compared with the 12 months to Sept-24. Also, within the SLA.
- For the month of Sept-25, the priority response rate was 84.5%.
- The average priority response rate in the 12 months to Sept-25 the was 78.5%, an increase of 14.4% when compared with the 12 months to Sept-24.
- For the month of Sept-25, the priority log volume was 1,571.
- The priority log volume in the 12 months to Sept-25 was 20,845 a decrease of -13.9% when compared with the 12 months to Sept-24.
- For the month of Sept-25, the average time at scene was 1 hour 49 mins.
- The average time at scene in the 12 months to Sept-25 was 1 hour 56 mins, which is a decrease of 13 mins 6 secs when compared with the 12 months to Sept-24.

Outcomes achieved this quarter

Serious Violence Reduction:

- All Serious Violence Duty Funds allocated.
- Review of Delivery Plans (Swindon & County).
- Priorities for continued delivery identified.
- Data dashboard metrics confirmed

Domestic Abuse / Violence Against Women and Girls Delivery

- Development action undertaken 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 – agreed, implemented and communicated to partners.

Risks and issues

Serious Violence & Victims Services Future Funding:

Unknown if Home Office Funding will continue past 25/6

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	60%
Deliver 'Blunt Truth' knife crime education intervention across 30 schools in Swindon and Wiltshire	March 2026	60%
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
- Strategy Review
- Continue delivery plans

Domestic Abuse:

- Re-establish the strategic Board for violence against women and girls in Wiltshire with associated framework and strategy.

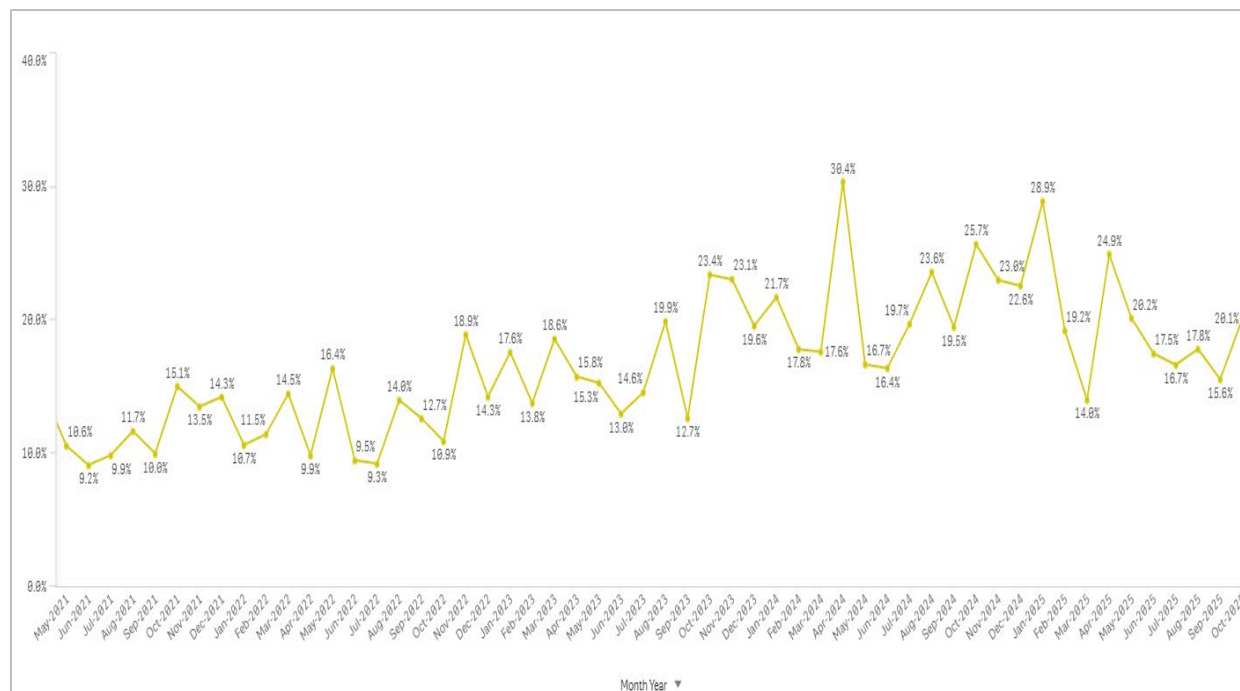
Violence With Injury (VWI)

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: Violence With Injury		508	1,573	5,760	5.4% ▲	Decreasing		10
Crime Volume: Violence With Injury - County		279	907	3,338	4.5% —	Increasing		10
Crime Volume: Violence With Injury - Swindon		224	660	2,411	6.9% ▲	Decreasing		10
FAT Outcome Rate: Violence With Injury		15.6%	16.8%	20.2%	-0.3% points —	Increasing		10
FAT Outcome Rate: Violence With Injury - County		16.8%	18.4%	22.0%	2.9% points ▲	Increasing		4
FAT Outcome Rate: Violence With Injury - Swindon		14.3%	14.7%	17.8%	-4.9% points ▼	Increasing		10
FAT Outcome Volume: Violence With Injury		79	264	1,164	3.7% —	Increasing		4

VWI FAT rate



WHAT? is happening?

Data Summary

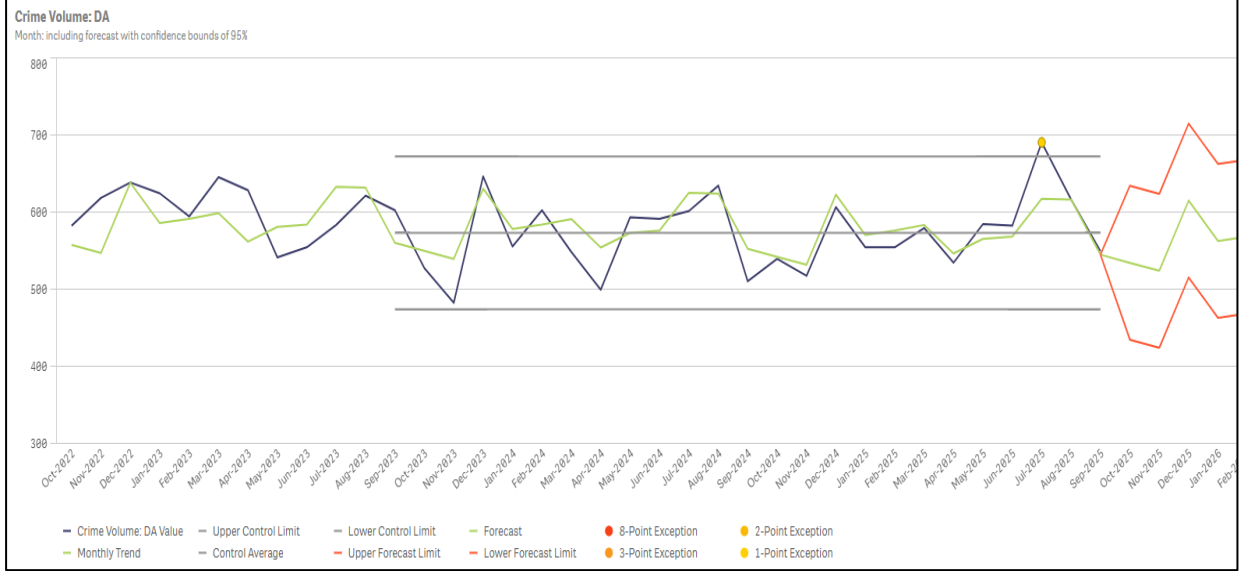
- For the month of Sept-25, the Violence with Injury (VWI) offence volume was 508.
- In the 12 months to Sept-25 the Violence with Injury (VWI) offence volume was 5,760. Increasing by 5.4% when compared with the 12 months to Sept-24.
- Increasing rates observed across Swindon and County.
 - Swindon = 6.9%
 - County = 4.5%
- For the month of Sept-25, the Violence with Injury (VWI) FAT rate was 15.6%.
- The Average VWI FAT outcome rate in the 12 months to Sept-25 was 20.2%, a decrease of -0.3% when compared with the 12 months to Sept-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)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Arrest Rate: DA		39.0%	42.1%	45.6%	-5.1%	Increasing	One, Three, Eight-Month Low	22
Crime Volume: DA		539	1,833	6,884	1.2%	Decreasing		10
FAT Outcome Rate: DA		10.4%	11.8%	13.5%	-0.8% points	Increasing		10
FAT Outcome Volume: DA		56	217	927	-4.5%	Increasing		4
Outcome 14 & 16 Rate (Victim declines/withdraws/unable to support): DA		87.0%	64.9%	60.9%	6.9%		One-Month High	2
Outcome 14 & 16 Volume (Victim declines/withdraws/unable to support): DA		469	1,190	4,190	14.3%	Decreasing	One-Month High	12
Repeat DA Suspects (Expanded)		217	220	227	-8.5%	Decreasing	Eight-Month Low	16
Repeat DA Victims		34	36	30	0.1%	Decreasing		4



WHAT? is happening?

Data Summary

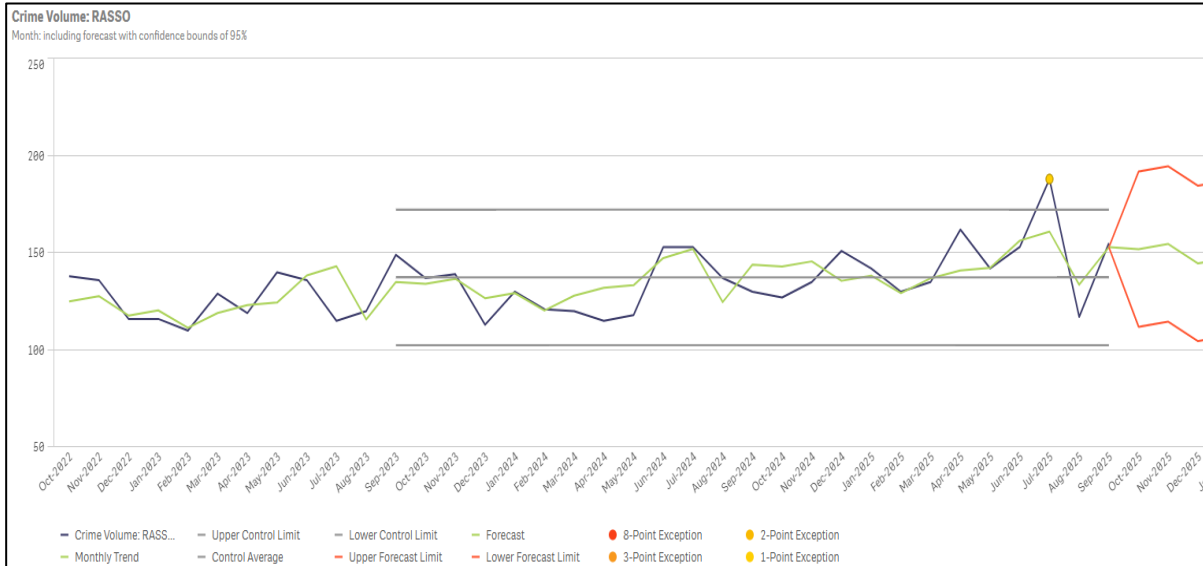
- For the month of Sept-25, the Domestic Abuse (DA) crime volume was 639.
- The DA crime volume in the 12 months to Sept-25 was 6,884 and increased by 1.2% when compared with the 12 months to Sept-24.
- For the month of Sept-25, the Domestic Abuse (DA) FAT rate was 10.4%.
- The average FAT rate in the 12 months to Sept-25 was 13.5% a decrease of -0.8% when compared with the 12 months to Sept-24.
- For the month of Sept-24, the Domestic Abuse (DA) Arrest rates was 39.0%.
- The average arrest rate in the 12 months to Sept-25 was 45.6%, a decrease of -5.1% when compared with the 12 months to Sept-24.

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)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Crime Volume: Other Sexual Offences		142	400	1,549	18.0% ▲	Increasing		10
Crime Volume: Rape		62	221	815	9.2% ▲	Increasing		10
Crime Volume: RASSO		158	466	1,750	11.7% ▲	Increasing		10
FAT Outcome Rate: Other Sexual Offences		22.5%	16.3%	15.8%	2.6% ▲			0
FAT Outcome Rate: Rape		9.7%	7.7%	7.2%	1.1% ▲			0
FAT Outcome Rate: RASSO		12.7%	9.2%	10.6%	2.5% points ▲			6
Time to Charge (Median): RASSO		717	385	271	-11.0% ▼	Decreasing	One-Month High	6
Time to Summonsed / Postal Requisition (Median): RASSO		1,251	997	722	31.6% ▲	Increasing	One-Month High	12



WHAT? is happening?

Data Summary

- For the month of Sept-25, the RASSO crime volume was 158.
- In the 12 months to Sept-25 the RASSO crime volume 1750, an increase of 11.7% when compared with the 12 months to Sept-24.
 - In the 12 months to Sept-25 the Rape crime volume 815, an increase of 9.2% when compared with the 12 months to Sept-24.
 - In the 12 months to Sept-25 the Other sexual offences crime volume 1,549, an increase of 18.0% when compared with the 12 months to Sept-24.
- For the month of Sept-25, the RASSO FAT rate was 12.7%.
- The average RASSO FAT outcome rate in the 12 months to Sept-25 was 10.6% showing an increase of 2.5% when compared with the 12 months to Sept-24.
 - The average Rape FAT outcome rate in the 12 months to Sept-25 was 7.2% showing an increase of 1.1% when compared with the 12 months to Sept-24
 - The average Other sexual offences FAT outcome rate in the 12 months to Sept-25 was 15.8% showing an increase of 2.6% when compared with the 12 months to Sept-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. By the end of September, we have delivered over 5,000 of eligible patrols, in advance of our government target.

A Home Office delegation visited Salisbury in September to see the interaction between hotspot action funding and the Safer Summer Streets initiative and were impressed by the multi-agency nature of our work.

Road Safety:

- Joint activity has included 6 x freshers fayres held in Salisbury, Chippenham, Lacock and Trowbridge colleges and also in New College and North Star College in Swindon. The events were very well attended and the partnership messages focussed on driver distraction, drink and drug driving, positive driver and passenger behaviour, speeding and the wearing of seatbelts, all are the main contributors to collisions and injury.
- Operation Dark Night ran between Monday 27 October and Sunday 9 November

Retail Crime: Work ongoing to make crime reporting easier for businesses. Pilot of direct reporting via DISC in Salisbury commenced on 27th October with several retailers. Plans to widen to all of Salisbury BCRP members and begin integration to link the Force's crime reporting system

Safer Business action week w/c 10/11/25;

- Launch of Salisbury Business Crime Reduction Partnership (BCRP) took place on 10th November.
- Full program of events for county and Swindon tackling retail crime.

BCRP delivery group is engaging with Swindon Borough Council as they explore the re-establishment of a Business Improvement District for the town centre.

Risk

Hotspot Funding: We need to ensure that Hotspot Patrols are not abstracted to fulfil other tasks given the operational pressures on the force.

Road safety - Road Traffic Collisions remain the biggest killer of young people between the ages of 16 and 25 globally, with young males particularly at risk which makes this an evidenced based target group.

Rural and Retail Crime: Coordinating the rollouts of Swindon BID and Wiltshire and Swindon BCRP to reduce conflictions and overlap.

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	50%

PCC focus next quarter

Hotspot Funding: Continue to deliver hotspot patrols. Deliver new substance misuse outreach in Swindon and Salisbury to target street drinkers. Commission additional support for vulnerable women in Swindon town centre.

Road Safety:

- The partnership will be supporting a road safety information event for Councillors planned for 28th November
- A new Injury Based Reporting System (IBRS) called CRaSH (Casualty Reporting and Sharing) software system.
- partners will be attending the Road Safety GB Annual Convention (over 450 delegates this year) for the collation and dissemination of best practice and the opportunity to network.
- Operation Limit which deals with drink and drug driving

Retail Crime:

- Review effectiveness of Salisbury BCRP roll out. Work towards other areas.

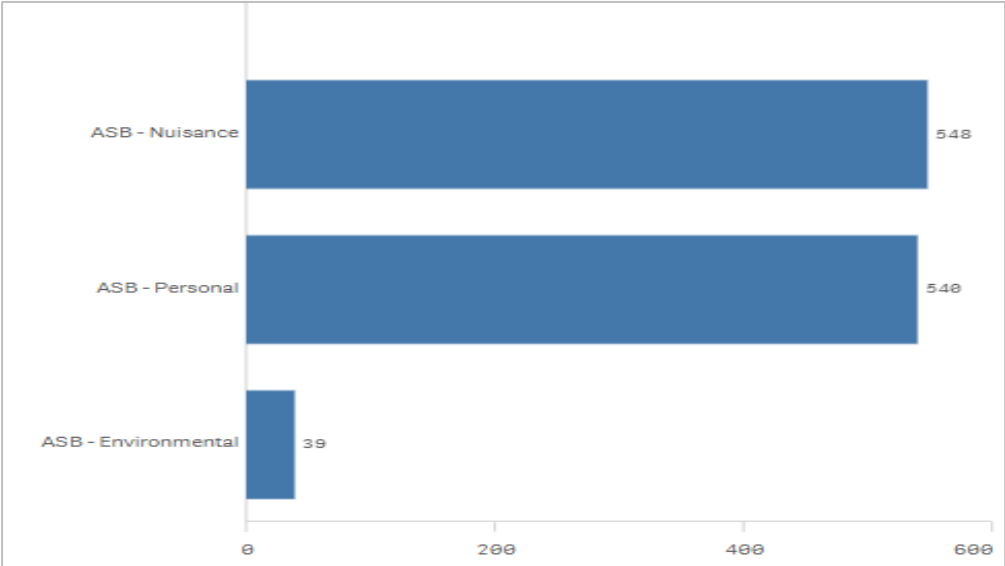
Anti-Social Behaviour (Inc. Sec 60)

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2024 vs. 12 Months to Sep-2025	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Percentage of ASB in Niche		39.8%	41.1%	38.4%	-1.5%	Increasing		4
Volume of ASB		794	2,742	9,230	-12.6%	Decreasing		4
Volume of ASB - County		463	1,647	5,593	-10.8%	Decreasing		4
Volume of ASB - Swindon		331	1,084	3,598	-15.0%	Decreasing		4
Volume of ASB: Youth Related		6	30	94	-30.9%	Decreasing		10
Volume of ASB: Youth Victims		31	76	223	17.4%	Increasing	One-Month High	12

Jul – Sept 2025 ASB incidents by category



WHAT? is happening?

Data Summary

- Sept-25 recorded a total of 794 ASB incidents.
- ASB incidents in the 12 months to Sept-25 totalled 9230 a decrease of -12.6% when compared with the 12 months to Sept-24.

Overview of Performance

- Swindon and County are both recording a decline in ASB reporting.
 - Swindon recording a decrease of -15.0%
 - County a decrease of -10.8% YoY.

Jul – Sept 2025 – ASB by category

- Nuisance ASB accounts for the largest proportion of monthly ASB volumes at 48.6%.
- Closely followed by Personal at 47.9%.
- Environmental ASB 3.4%

Priority 4: Improve the experience of victims and deliver justice

Outcomes achieved this quarter

Improving Experience for Victims:

- Consultation with colleagues from the Ministry of Justice – an in-person event in Swindon to share local work and raise issues for escalation.
- Procurement process for the new Victim Satisfaction Survey is now in the competitive tender phase. This will align all business areas and enable additional benefits to be realised from the Survey for victims and agents.
- Continued development work on the new operational model for the core victim and witness support service was delivered.
- Successful pre-assessment from the national regulator, UKAS, at SARC.

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 - Scope to including stalking agreed at CSP Exec.
- Female Justice Support Board – positive outcomes for referrals into supported pathways through the Integrated Non-Custodial Services for women: 60% compared to 30% in the SW. Achieved due to strong partnerships and provider outputs. Continued work to align priorities and outcomes with 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 complete with Chairs to be nominated. New structure to go-live ahead of the next RRO Board on 16.01.26.
- Housing – offender housing forum held to improve relationships between Probation, LA Housing and housing providers for appropriate and safe housing options for prison leavers and Probationers.
- Successful CJ Partnership Day on 23.09.25 with 60+ attendees across local CJ landscape.

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.

- 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	50%
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	60%
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	50%

PCC focus next quarter Oct – Dec 2025

Improving Experience for Victims:

- Development action for the updated victim service model
- Procurement for building works at SARC and partnership action to secure the continuity of services during building closure.

Priority Groups in the CJS: CJ Partnership Day outcomes – local RRO strategy planning.

- DA Perpetrators: continue work with strategic partners to develop new pan-Wiltshire approach with a focus on MATAAC and DRIVE. Review interventions offer.
- Female Justice: align local and national strategies ensuring to address our locally identified drivers and needs.

Victim Satisfaction

WHAT? is the situation?

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

Measure	Trend Line (Up to 3 Years' Data)	Sep-2025	3 Months to Sep-2025	12 Months to Sep-2025	12 Months to Sep-2025 vs. 12 Months to Sep-2024	Rolling 12 Month Trend	Statistical Exceptions	Exception Weighting
Victim Voice: Actions Taken		Rolling 12 Month Only	Rolling 12 Month Only	88.8%	1.8% points	---		4
Victim Voice: Being Kept Informed		Rolling 12 Month Only	Rolling 12 Month Only	87.2%	2.8% points	---		4
Victim Voice: Initial Contact		Rolling 12 Month Only	Rolling 12 Month Only	88.4%	2.7% points	---	One, Three, Eight-Month High	4
Victim Voice: Investigation		Rolling 12 Month Only	Rolling 12 Month Only	72.5%	3.2% points	---	One, Two, Three, Eight-Month High	10
Victim Voice: Overall Victim Satisfaction		Rolling 12 Month Only	Rolling 12 Month Only	74.6%	2.1% points	---		4
Victim Voice: Phone Investigation		Rolling 12 Month Only	Rolling 12 Month Only	74.9%	3.2% points	---		4
Victim Voice: Time to Arrive		Rolling 12 Month Only	Rolling 12 Month Only	83.9%	-1.1% points	---		10
Victim Voice: Treatment by Police		Rolling 12 Month Only	Rolling 12 Month Only	91.5%	2.1% points	---	One, Two, Three-Month High	10

Victims Code (rolling 01/04/2023)

Informed actions to investigate	Progress updates	Informed final outcome
Sep-2025 76.2% 80.5% Sep-2024	Sep-2025 67.9% 80.5% Sep-2024	Sep-2025 57.0% 80.5% Sep-2024

Right to review/compl...	OIC understood situat...	Phone op understood ...	Witness care/Horizon
Sep-2025 51.1% 80.5% Sep-2024	Sep-2025 94.4% 80.5% Sep-2024	Sep-2025 92.0% 80.5% Sep-2024	Sep-2025 3.3% 80.5% Sep-2024

WHAT? is happening?

Data Summary

- In the 12 months to Sept 25 the **Overall victim satisfaction** rate reached 74.6%.
- Overall victim satisfaction in the 12 months to Sept-25 increased by 2.1% when compared with the 12 months to Sept-24.

Overview of Performance

- Overall satisfaction has seen a positive increase since September 2024.
- Treatment by Police, achieved the highest outcome rate (91.5%) of all the measures.
- Investigations, achieved the lowest outcome rate (72.5%) of all the measures.