



Wiltshire and Swindon

**pcc**

The Police and Crime Commissioner's

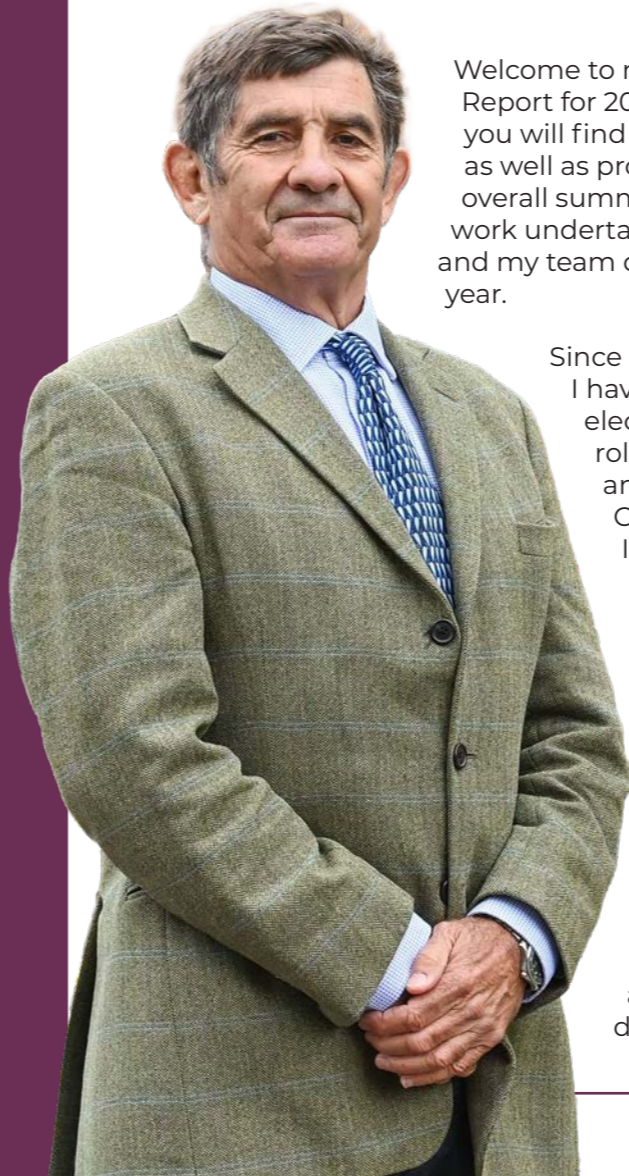
# ANNUAL REPORT 2023-2024



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## Foreword from Philip Wilkinson OBE, Police and Crime Commissioner



Welcome to my Annual Report for 2023-24. I hope you will find it informative, as well as providing an overall summary of the work undertaken by myself and my team during this year.

Since my last report, I have been re-elected to the role of Police and Crime Commissioner. It was a shorter term than usual, due to the delay of the previous election during the covid-19 pandemic.

However, all that has been achieved during the

2023/4 year across all areas - and before the election - is no less significant due to the shortened nature of the term.

My focus has been – and will now continue through the next four years – to support Wiltshire Police as it continues its improvement journey and delivering upon my mission of Making Wiltshire Safer. This is vitally important so our communities have increased satisfaction and confidence in Wiltshire Police.

A key milestone earlier this year was achieved, and I am pleased to be able to say Wiltshire Police has been removed from His Majesty's Inspectorate of Constabulary, Fire and Rescue Service's Engage process, or Special Measures as it is known. Alongside this, the Force has also received a promising HMIC Police Effectiveness, Efficiency and Legitimacy (PEEL) report too.



Both the Chief Constable and I have approached these milestones with cautious optimism.

It has been a joint priority of Wiltshire Police - and my office - to ensure significant, and sustainable, reform across all areas of the organisation to provide a stable foundation for further necessary improvements.

It was also vital we ensured the Force functioned strategically but was also able to deliver the

**“ Ensuring a quality, frontline, policing service for the residents of Wiltshire and Swindon remains the key priority for all who work in policing. ”**



My office remains steadfast in its commitment to scrutinise, challenge, and support Wiltshire Police, striving for the highest standards of excellence, and the outcomes highlighted in this year's report should provide insight into the progress made by both my office and the Force.

While the Police and Crime Panel holds me accountable, it is my responsibility, on behalf of the residents of Wiltshire and Swindon, to hold the Chief Constable accountable for maintaining an effective and credible police force, aligned with the objectives of my Police and Crime Plan.

Later this year, we will introduce a refreshed and streamlined Police and Crime Plan for 2025-29, centred on the priorities you have shared through our recent public survey, my community engagements, and general feedback.

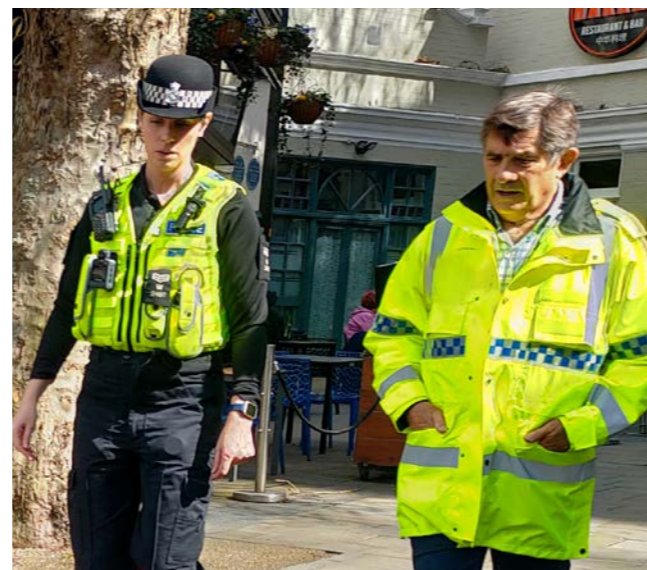


policing service it knows it should - and which our residents want and need. I join the Chief in her aspiration for Wiltshire Police to be an outstanding policing service in future years.

Of course, there is still much work to be done in key areas across the Force but I was reassured that they had already been identified, as had the necessary improvements. Work is already in progress to improve call answering times, to further improve the service victims receive and to ensure quality and effective investigations and it will not be long until residents are starting to feel those improvements for themselves.

Wiltshire Police has a strong leadership team in place and many hardworking and dedicated staff, officers and volunteers, who are currently working towards significant development in those areas.

Although these advancements occurred beyond the timeframe of this Annual Report, everything detailed within these pages has played a role in contributing to this ongoing journey of improvement.



Together, Wiltshire Police and my office are making significant strides in various areas of policing, commissioned services and victim support, and I am confident that, in collaboration with Chief Constable Roper and her team, we will not only continue to make Wiltshire safer but also help you, our residents, truly feel that safety within your communities.

Our goal is to ensure these improvements are felt at the grassroots level, so everyone can experience a genuine sense of security, rather than merely being reassured by statistics. By working together, we will continue to restore trust and confidence in our policing service.

I will only be satisfied when this mission is accomplished, and we have fully regained the trust and confidence of you, our residents.

Philip Wilkinson OBE  
**Wiltshire and Swindon Police and Crime Commissioner**

## Role of the Police and Crime Commissioner

As the PCC, I ensure the public has a direct voice in policing and crime matters. I am also responsible for:

- Setting the strategy for policing and community safety through a Police and Crime Plan
- Commissioning a range of services to deliver the Police and Crime Plan
- Commissioning support services for victims of crime
- Setting the annual policing budget and the precept
- Providing a local link between police, local authorities, Wessex criminal justice, partner agencies and communities
- Consulting and engaging with members of the public, specifically victims of crime
- Maintaining an efficient and effective police force
- Holding the Chief Constable to account for the operational delivery of policing and the performance of the force
- Publishing an annual report reporting on progress made against the Police and Crime Plan
- Appointing, and if necessary, removing a Chief Constable
- Contributing to the response to national and regional criminal activity and threats as set out by the Home Secretary



# Police and Crime Plan overview

**Making Wiltshire Safer: Police and Crime Plan 2022-2025** was informed by you – our residents.

I consulted widely via the Use Your Voice survey with close to 4,000 individual responses, public discussion groups, and 462 responses from partners on behalf of large parts of our community, including MPs, local authorities, and councillors in Wiltshire and Swindon.

I listened to key stakeholders and partners, using Focus Group sessions including representatives from diverse communities and young people, and listened to the Chief Constable and colleagues within Wiltshire Police, before publishing my Plan, after approval from the Wiltshire and Swindon's Police and Crime Panel.

You told me that you wanted a police service which fights crime, prevents Anti-Social Behaviour (ASB) and drug-related activities in your communities, delivers improvements in road safety, tackles rural and retail crime and reduces serious violence and domestic abuse.

These areas were important to you and my Police and Crime Plan has ensured that the strategic blueprint range of activities to achieve improvements have been carried out.

Since its publication in March 2022, I have continued to listen to the comments and ideas of Wiltshire and Swindon's communities, also

drawing from a wide range of public surveys and crime data to shape delivery.

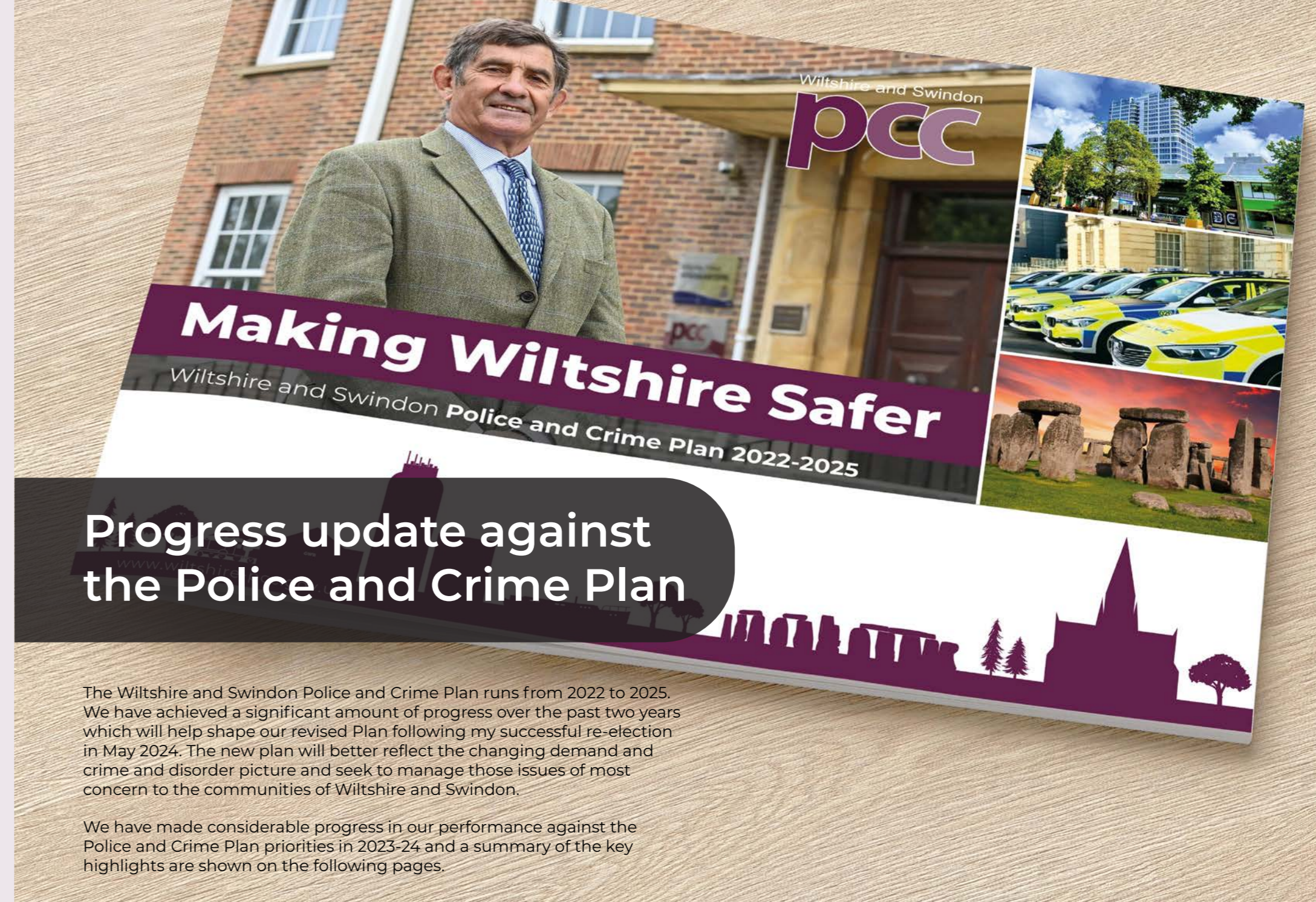
My mission has always been to make Wiltshire safer through the provision of a quality and efficient police service which tackles the crimes that matter most to our communities. Making Wiltshire Safer: Police and Crime Plan set out the direction for Wiltshire Police's focus and priorities, from 2022 – 2025, in order to achieve this.

Using your support for a precept increase, Wiltshire Police has recruited additional police officers to help provide more visible policing in communities and quality investigations. Working with the Chief Constable, and on her operational advice, we will increase the total number of officers by 32 this year (2024/25) in the annual review of the current workforce mix.

These officers will bolster Wiltshire Police's work in the community, and crime investigation, and are in addition to the Uplift officers who are also coming through the recruitment and training pipeline into our communities, as well as specialist roles and the rural crime team. This will mean Wiltshire Police will better meet the needs of our communities.

I am currently refreshing the Police and Crime Plan, so it further meets the needs of our communities from 2024 – 2029. The public has been invited to have the same input via Use Your Voice.

“  
**My mission has always been to make Wiltshire safer through the provision of a quality and efficient police service which tackles the crimes that matter most to our communities.**  
”



## Progress update against the Police and Crime Plan

The Wiltshire and Swindon Police and Crime Plan runs from 2022 to 2025. We have achieved a significant amount of progress over the past two years which will help shape our revised Plan following my successful re-election in May 2024. The new plan will better reflect the changing demand and crime and disorder picture and seek to manage those issues of most concern to the communities of Wiltshire and Swindon.

We have made considerable progress in our performance against the Police and Crime Plan priorities in 2023-24 and a summary of the key highlights are shown on the following pages.

# PRIORITY ONE: A police service that meets the needs of its communities

## INCREASE PUBLIC CONFIDENCE, TRUST AND POLICE ENGAGEMENT WITH COMMUNITIES

### Target Operating Model

Wiltshire Police's new Target Operating Model has been adopted and will increase our community offering and our visibility. This has led to increased resources for the

Neighbourhood Policing Teams, better alignment of resources to demand through new Response Policing shift patterns, increased commitments to our communities to ensure the consistency of high policing standards and new Mobile Police Stations active in our communities.

### Professional Standards

The PCC is responsible for the oversight of the local complaints systems and has adopted model two, where the PCC is responsible for the initial contact and work to resolve police complaints as soon as possible and improve customer service.

### Scrutiny Panels

The PCC has the responsibility to hold the Chief Constable to account for an efficient and effective police Force. The OPCC leads and manages Community Scrutiny Panels which provides independent scrutiny on the Use of Force, Stop and Search and Out of Court Resolutions. These panels meet approximately every six weeks on a rotational basis, both in person and virtually, where Body Worn Video clips are shown, and Out of Court information is

provided. Currently we have 31 panel members representing different communities across Wiltshire.

Our scrutiny work is further supported by the work of the Independent Advisory Groups (IAGs), which build community insight, helping police understand the needs, concerns, and perspectives of diverse communities, especially those often under-represented in traditional policing structures. IAGs act as a "critical friend" to the police, offering independent advice and challenging conventional thinking on policies and practices. This helps ensure policing strategies are effective and consider the impact on different communities.



The OPCC introduced The Dogs Trust Animal Welfare Scheme in February 2024. The scheme provides a framework for independent scrutiny visits to check and report on the welfare of police dogs within police stations, dog units, training centres, kennel facilities and other venues.

## QUALITY OF POLICE SERVICES PROVIDED TO ALL OUR COMMUNITIES

### Wiltshire Police lifted from Engage

Our key achievement in 2023-24 was the lifting of Wiltshire Police from Engage status, or 'Special Measures' by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS). This has been vital to provide independent assessment so our communities can trust the policing service they receive is of a high standard.

The organisation was given the Engage status, which offers enhanced support to Forces requiring it, in 2022 after HMICFRS graded the force as 'inadequate' in our ability to respond to the public, protect vulnerable people, and strategic planning. It further described the Force as 'requiring improvement' in a number of other areas.

As a result of this, and under the leadership of Chief Constable Catherine Roper who was appointed at the end of February 2023, fundamental changes were made including:

- The introduction of a new policing model, creating dedicated neighbourhood teams which ensure increased visibility and engagement with communities.
- Significant improvements to the quality of investigations.
- Increased governance around how performance is monitored and how demand is mapped.

- Publication of a three-year strategic plan outlining the Force's key priorities and deliverables

This programme of work also resulted in an enhanced service to victims - from shorter 999 and 101 call answer times to safeguarding more people by identifying vulnerability at the earliest opportunity, better quality investigations and an improvement in the number of justice outcomes.

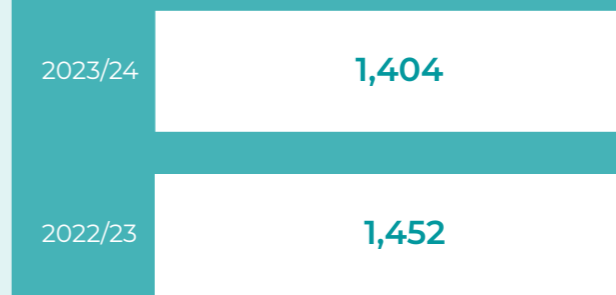
Both the PCC and Chief Constable Roper have said this achievement is only the start of Wiltshire Police's improvement journey and work to continually improve the policing service that Wiltshire residents receive is of paramount importance.

### Bringing more offenders to justice

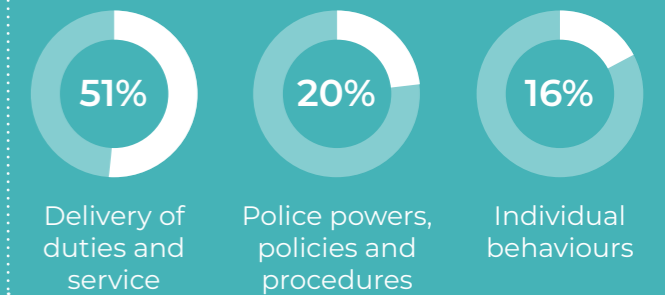
Since the PCC was elected in 2021, investigations where an offender was issued with a successful

## COMPLAINTS

### Complaints received



### Top 3 allegation categories



In 2023/24, a total of 1,404 complaints against Wiltshire Police were received and logged by the OPCC. This is a slight decrease of 3.4% when compared to the volume of complaints received in the previous year and reflects a change in logging practices where a triage system was implemented during Q3 to ensure correct routing and escalation of complaints and contact matters.

The top complaint themes detailed here mirror complaint themes logged by forces nationally.

In line with The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021, a separate annual report detailing how the PCC holds the Chief Officer to account for performance of police complaints and assesses their own performance in relation to police complaints is **published each year**.



and higher security observation doors for detainee and staff safety.

An improved air lock and secure alarm system will also mean better security, and a refresh of the custody desk with wider and taller screens enables privacy and soundproofing, while meeting the latest Home Office guidelines.

Mechanical and electrical system upgrades have also been installed to help deal with increasing demand and improve efficiency and risk management to better serve the needs of the force.

The custody suite first closed on Monday 20 February 2023 and since then Wiltshire Police has processed all detainees at Gablecross Custody in Swindon.

### Tidworth Police Station

We have built a new joint police station and civic centre in partnership with Tidworth Town Council, providing £2M towards an overall



outcome have increased from 10% (Quarter 2, 2021) to 14% in Q4 2023. This is five percentage points above the national rate of 9%.

## GIVE THE POLICE THE RIGHT TOOLS FOR THE JOB

### Reopening of Melksham Custody suite

Wiltshire Police's Melksham Custody suite has reopened after undergoing major refurbishment works to make the force more fit for the 21st century.

The investment of £3.7m was approved by the PCC last year to ensure the facility was fit-for-purpose and to provide a safer experience for detainees, staff and officers.

Improvement works have included newly refreshed cells with Qibla pointers for Muslim detainees, autism-friendly colour schemes,



cost of £5.3m. The new police station boasts a number of interview rooms, a large briefing room, parade room and a number of individual offices.

### Estates Strategy

The new **Estates Strategy** for Wiltshire Police was launched in January 2024 and outlines an investment of over £100m over the next 10 years, including:

- ➔ £90M investment to deliver the redevelopment of the Police Headquarters site in Devizes over the next decade, including the relocating of Devizes policing hub to the existing headquarters site, and to develop a new operational policing site, training facilities, and administrative office space.
- ➔ £19M investment to deliver a new dedicated Policing hub in South of the County by 2028 - the PCC and CC have identified that the current arrangements for policing estate

in the south are not meeting operational need. We continue to progress our location options, on with Old Sarum and High Post being our two most developed plans at present.

This commitment to investment in facilities from the Police and Crime Commissioner is specifically designed to improve local policing services by enabling Wiltshire Police to provide a more consistent policing approach alongside increased proactive and visible policing within communities.

### Officer Training

We have invested in the next generation of police officers by funding £1M improvement works of the Learning and Development facilities at Wiltshire Police's Devizes HQ. Work was completed to transform the sports hall and old helicopter hanger into Operational Training Facilities to enable training teams to deliver



more robust, two-day Public and Personal Safety Training and First aid training courses.

The improved space is also better equipped for scenario-based training with a full black wall room set-up with padded walls and is a modern learning environment for all police officers taking courses like Taser or Method of entry.

Classrooms in the Learning and development building also underwent extensive refurbishment, with new carpets, furniture and updated audio-visual equipment being installed in each classroom.

Neighbouring police forces will also be able to benefit from the newly-refurbished facilities as the space will be available to rent.

### Increase the percentage of officers and staff working in frontline roles and eliminating any unnecessary bureaucracy

The new Target Operating Model changes have provided reinforcement to neighbourhood teams, improving visibility, community engagement and local problem solving, empowering frontline officers to deliver more visible outcomes to communities.

### Mobile Police Stations

Wiltshire Police has purchased two additional mobile police stations that will be active in town centre hotspot locations and rural communities to enable more visible policing in rural communities and support night-time economy policing operations in our larger communities during certain weekends. The mobile stations provide a vital link by supporting neighbourhood policing officers to be more visible and increase public confidence.

### Officer numbers

2023/24	1,193
2021/22	1,096

Thanks to the government's Uplift programme, Wiltshire has more police officers now than it has had in a decade. These officers are now more visible and more effective than before thanks to our new Target Operating Model.

### Environmental sustainability

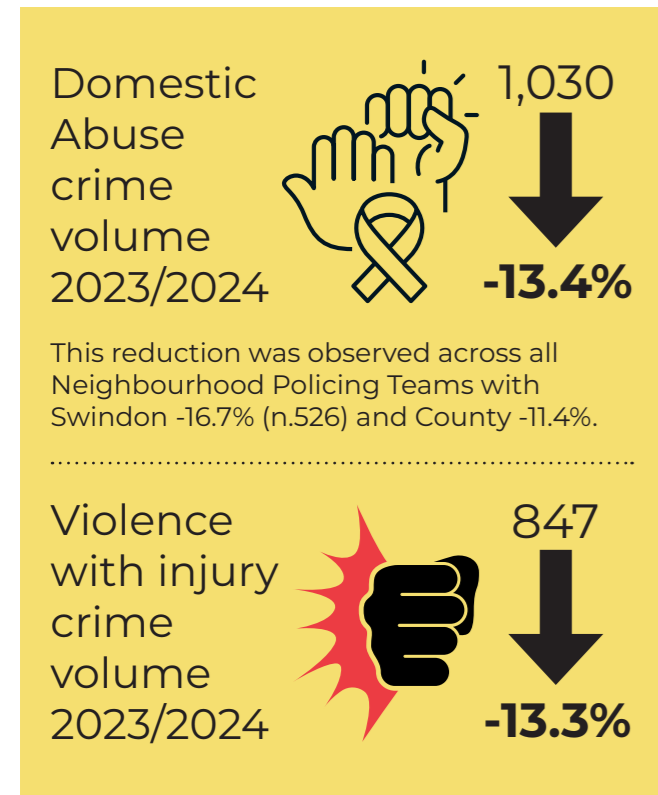
We are dedicated to achieving significant reductions in emissions and minimising our overall environmental impact. This commitment is aligned with key government policies, reflecting our determination to contribute to national and global environmental goals.

During the last year we have shifted to clean energy tariffs and completed a range of environmental improvements across our estate. We also continue to increase our electric non-operational fleet.



# PRIORITY TWO: Reduce violence and serious harm

## VIOLENCE REDUCTION AND DOMESTIC ABUSE



This reduction was observed across all Neighbourhood Policing Teams with Swindon -16.7% (n.526) and County -11.4%.



### Serious Violence

#### Serious Violence Duty

The establishment of the **Serious Violence Duty** (SVD) in January 2023 placed a number of statutory duties on specified authorities (police, health, probation, youth justice services, fire and local authorities) to work in partnership to reduce serious violence. The PCC has duty to convene these authorities, as well as other key stakeholders such as prisons and education providers, in order to develop and then publish a strategic needs assessment to better understand the causation factors of serious violence in the area and which cohorts are most at risk, and then develop a local response strategy which outlines what action the partnership will take to tackle these issues. Both of these documents had to be published by the end of January 2024 in order for the area to be compliant with the Duty.

Early in FY23-24 a joint executive group of both Swindon and Wiltshire Community Safety Partnerships agreed the establishment of a joint steering group with membership from the specified local authorities to lead the delivery of the Serious Violence Duty work. This group is

chaired the by OPCC's strategic commissioning manager for this portfolio and beneath it sits the respective violence reduction sub-groups for both Swindon and Wiltshire who are focused on the tactical delivery of interventions to reduce serious violence in their areas.



The joint steering group agreed that the OPCC would undertake recruitment for the role of a Serious Violence Duty Coordinator to support the partnership work and development of strategic needs assessment and response strategy and this was completed by May 2023. The appointment of this post has been critical in delivering the work through FY23-24 to very demanding timescales, particularly given the relative immaturity of the partnership arrangements when compared to other police forces areas who have long established violence reduction units.

The joint steering group has met regularly through the year and extensive work has been undertaken across specified authorities and other key stakeholders to identify relevant data and evidence for inclusion on the strategic needs assessment. This has been a challenge for some specified authorities and reflects a gap in both community safety partnerships regarding the collation and analysis of data to support strategic assessments. Despite these challenges, both products required by the Duty were agreed by the joint steering group and published prior to the end of January deadline, meaning Swindon and Wiltshire are compliant with the Serious Violence Duty.

**Serious Violence Reduction Delivery:** As well as developing the strategic needs assessment and local response strategy, the portfolio team



has delivered a range of interventions to reduce serious violence, recognising that as a partnership we couldn't afford to wait for the needs assessment and strategy before taking action. Therefore, during FY23-24 the portfolio team have commissioned a range of interventions to support children and young people and aimed at diverting those most at risk away from entry into the criminal justice system, as well as supporting those professionals engaged with children and young people:

Focussed deterrence is an evidence-based approach proven to work across the country where intense support and mentoring is provided to young people at elevated risk of being involved in serious violence. The project provides specific and targeted support to identified individuals who police and children services know are at significant risk of exploitation or may already be involved in gang activity. The interventions are provided with engagement from a range of support services and family members, working to address the cause of the child's risk-taking behaviour. Two projects were launched in FY23-24; one working in Swindon and another in Devizes targeting known gang members who have been involved in serious violence.

Blunt Truth is a schools-based intervention using police and NHS staff to highlight the risks and dangers of carrying knives to teenage children – approximately 2,733 children have received this intervention this year.

Street Doctors is an intervention specifically for children who are already engaged with youth justice teams who are at greater risk of being the perpetrators or victims of serious violence. Street Doctors works with these small groups of children to educate them on how to treat and respond to injuries from sharp weapons or head injuries caused by violence, using reachable teachable moments to highlight the risks of engagement in gang activity and reduce their risk-taking behaviour.





WAY Beacons is an award-winning project (NHS England, south west, IPC Awards) that aims to break the cycles of hospital readmissions crime, violence, and risk-taking behaviour by engaging with young people aged between 11-25 at a reachable moment within hospital by trained professionals and connecting them to ongoing support within their community. This provision has been rolled out in Great Western Hospital in Swindon in partnership with the NHS and Swindon Youth Justice Service.

Education Other Than At School (EOTAS) mentoring is an evidenced early intervention provision to children and young people aged 11-17 attending EOTAS in Swindon. The provider WAY has delivered a mentoring programme for 16 young people who are transitioning from



been exposed to trauma and this is likely to be a

EOTAS and are 'at risk' of being unemployed and not receiving an education or vocational training. This provision is designed to provide wellbeing support, as well as signposting to training and other opportunities to improve young people's outcomes.

Trauma informed practice training for professionals has been delivered to support their understanding of the impact of exposure to trauma has on an individual's neurological, biological, psychological and social development. We know that many children, young people and adults involved in serious violence have previously been exposed to trauma and this is likely to be a



contributory factor in their behaviour. Therefore, this training for professionals and leaders in public bodies delivering engagements and interventions with these cohorts is designed to improve the way in which they engage with people affected by trauma and lead to better outcomes.

These interventions have been funded through a combination of Serious Violence Duty grant money and through the PCC's commissioning budget.

Youth Voice: The Youth Commission enables young people aged 14-25 to support, challenge and inform the work of the Police and Crime Commissioner for Swindon and Wiltshire. The young people involved are able to gain new knowledge, skills and experiences, and have their say on crime and policing issues that matter most to them and their peers. Their report to the Commissioner in 2023 has informed a range of work undertaken both within Wiltshire Police and the OPCC, as well as

with partners, and builds on the voice of young people captured through other channels and by other stakeholders.

The focus during FY23-24 for the Youth Commission has been serious violence and what police and other agencies can do to reduce and prevent it as part of the new Serious Violence Duty. A series of sessions has taken place with the Youth Commission through FY23-24, hosted by the OPCC, Wiltshire Police and the Youth Justice Services in both Swindon and Wiltshire. Topics have included knife crime, joint enterprise, gang violence and exploitation, the Serious Violence Duty, stop and search, hate crime, prevention and diversion, domestic abuse, reporting crime and making complaints. The findings of these sessions will be presented in a report to the Commissioner and a range of stakeholders, including senior Wiltshire Police officers in March 2024 at the Big Conversation



conference. The findings will be key to informing the way in which the OPCC, police and partners engage with young people in the future to reduce serious violence in our communities.

### Sceptre

Sceptre is a national knife crime campaign aimed at the reduction of knife-related violence and the education of people on the dangers of carrying bladed weapons.

Officers from across Wiltshire Police will continue their work to tackle knife crime and use it as an opportunity to educate the public on the dangers of carrying a weapon.

As well as enforcement work, officers from different teams will be conducting targeted activity including weapons sweeps, test purchasing operations and school visits in conjunction with specialist charities and services funded by the Office of the Police and Crime Commissioner.

Reducing Violence across the county is a priority under Chief Constable Catherine Roper, and the latest figures show the volume of crimes involving knives/bladed articles in the 12 months to April 2024 has reduced by 5.6% compared to the previous year.

The arrest rate for crimes involving knives and blades over the last 12 months is 51%, an increase of 5.2% compared to the year before to April 2023.

Operation Sceptre took place from November 15-26 with 40 school and community engagements being delivered to highlight the potential consequences of being involved in knife crime. A key part of this was the



introduction of Blunt Truth sessions in schools across Wiltshire and Swindon, with four sessions being delivered over the fortnight.

During Operation Sceptre, four new permanent knife bins were installed in Swindon, in response to an increase in knife crime in the town. The launch was widely covered by the BBC, ITV, Heart FM, Greatest Hits Radio, the Swindon Advertiser and Swindon 105.5FM and over the fortnight, 28 knives were recovered.

### Domestic abuse victim services

We have provided over £1.3million in funding to support victims of sexual harm and domestic abuse across Wiltshire and



Swindon, with 2,423 people affected by domestic abuse supported by specialist services and 2,118 of victims of sexual violence provided with dedicated support. We continue to support victims of domestic abuse and sexual offences to have the confidence to access help and information, all support services are available whether or not victims wish to make reports to the police.

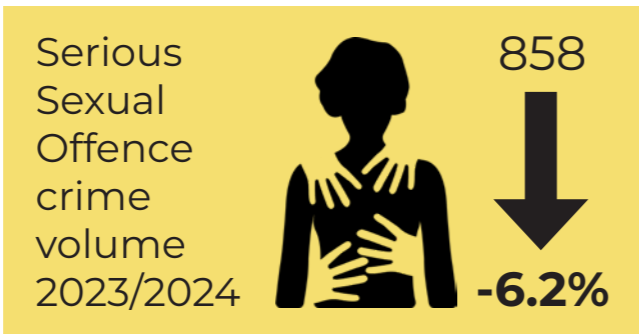
### DA perpetrator programme

We commission specialist support to help perpetrators of domestic abuse address their behaviour and move away from violence and abuse.

## VIOLENCE AGAINST WOMEN AND GIRLS

### Safety at Night Charter

In 2022, my office introduced the **Safety at Night Charter** across Swindon and Wiltshire. This initiative is designed to support local



businesses in the night-time economy, aiming to reduce violence and enhance public safety during night-time activities. The Charter targets a wide range of establishments, including pubs, bars, restaurants, leisure and event venues, and transport providers.

The Charter offers practical advice and guidance to businesses and their staff on how to establish and maintain safe spaces for everyone, with a particular focus on women and girls. Our own survey data indicates that women and girls are often disproportionately affected by crimes in these settings, underscoring the need for targeted interventions.

To date, over 150 organisations in Swindon and Wiltshire have committed to the Charter. This effort is bolstered by proactive, high-visibility policing operations, specifically targeted at hotspot areas. These measures are designed to address violence within the night-time economy and provide reassurance to



the public, ensuring a safer and more enjoyable night-time environment for all.

### Victims of sexual harm

We delivered new support for victims of sexual harm with independent advocacy services and doubled the resource investment to recognise the level of specialist support needed. We have continued to link services together across Wiltshire and Swindon so that local victims who need support can find help quickly, and to ensure that local support agencies work together to bridge any gaps; working in this way we developed additional support for victims of stalking and harassment.

### Impact on rape conviction rates

Rape cases resulting in a completed trial only have increased from 67% in Q2 2021, when the PCC was elected, to 80% in Q4 2023, 9% points above the national rate (71%).

The average arrest rate for the 12 months to March 2024 was 32.8%, up 1.5% points on the previous 12 months.



## CHILD ABUSE AND CHILD EXPLOITATION

### Partnership working

We have supported multi-agency efforts to tackle child abuse and exploitation through the provision of all-age Exploitation Partnerships in Swindon and Wiltshire, which identify and address those who are most vulnerable to being exploited and abused. The partnership brings together multiple agencies, including local authorities, law enforcement, health services, and community organisations, to provide a coordinated response to exploitation.

### Online safety for young people

Wiltshire and Swindon Youth Commission has incorporated online safety sessions into the workshops they have delivered for the OPCC, and as a result of these recommendations were made to inform online safety content on the "Check it Out" youth pages of the OPCC website, which now contain dedicated online safety content.

### Junior Good Citizen

Each year, Wiltshire Police provide an early intervention scheme for primary school children across the county – with the PCC presenting the Commissioner's Shield to the school who embraced the challenge the most.

Junior Good Citizen has been running for more than 30 years and is delivered to in excess of 2,000 Year 6 Primary pupils across Wiltshire and Swindon each summer as a positive way to break down barriers between the police and young people.

The scheme involves a number of agencies who work with schools to educate children aged 10 and 11 to better safeguard themselves. Topics covered in the sessions included personal and online safety, road safety, weapons awareness, substance misuse and railway safety.

This year, two new topics were introduced, with Barnardo's leading a session on mental health and Swindon Borough Council leading a session on smoking and vaping.



### Police responses

We have supported an uplift in our Child Internet Exploitation Team (CIET), which has been uplifted by five posts since 2022.

This team target offenders who use the internet to share indecent images of children, work with our partners in the NCA and ROCU's to target those offenders looking to meet and abuse children using the internet and looks to direct children away from putting themselves at risk.

## COUNTY LINES AND SERIOUS ORGANISED CRIME AND EXPLOITATION

### Co-ordinate enforcement and eliminate the threat from Serious and Organised Crime including gangs and county lines

The OPCC is supporting the Force in their efforts to improve on the identification and mapping of serious and organised crime and their continuous improvements towards



The five PCCs – from Wiltshire, Devon and Cornwall, Dorset, Gloucestershire and Avon and Somerset – agreed with their respective Chief Constables their Forces would combine operational powers to tackle cross border drugs supply, drug-related crime and associated anti-social behaviour (ASB).

This is the first time in the UK that five PCCs, and their respective Forces, have joined together to target drug-related crime by setting aside regional boundaries.

Operation Scorpion harnesses collective powers to disrupt drug crime in the south west by dismantling drugs supply networks and arresting those who profit from them ensuring that criminals are under no illusion the region is no place for drugs.

There have been seven Operation Scorpion intensification periods up to March 2024 with noteworthy results seen across the region to



better understanding of the threat and risks of groups and individuals involved. This includes supporting the Force and partners in improving the identification of vulnerable children and young people connected to criminality such as drug dealing and violence, including knife crime.

We support the violence reduction partnerships and all engaged agencies in ensuring that vulnerable people, including children who have been criminally exploited, have the best opportunity to access support and diversion opportunities. We have done this by coordinating efforts amongst partners to better understand diversion pathways, and to bolster these with increased and improved services through Serious Violence Duty funding.

### Regional collaboration to disrupt illicit drug supply into the South West

Tackling drug-related crime, rooting out dealers and disrupting supplies of drugs onto Wiltshire's streets has been the direct result of a regional, co-ordinated, campaign led by the south west region's Police and Crime Commissioners.



disrupt drugs supply into the region, targeting those committing offences and safeguarding those at risk of exploitation.

In March 2024 we partnered with Owen's World, a Swindon based charity set up following the murder of 18-year-old Owen Dunn and developed a video encouraging parents to check their children for weapons and not shy away from having the difficult conversations on knife crime. So far, this video has been viewed 8,000 times on Facebook and YouTube combined.

### Supporting young people to protect them from harm caused by serious organised criminality

We have worked with partner agencies to identify and support young people deemed to be at risk of being drawn into serious and organised crime, and have established multi-agency structures to identify this risk, share information, and plan and deliver support around these vulnerable young people who are often involved in the supply and distribution of drugs, combined with violent crime.

## PRIORITY THREE: Tackle crimes that matter most to local communities

### ANTI-SOCIAL BEHAVIOUR



#### Identifying hotspots

We have been successful in a grant application to the Home Office for £1m of funding to provide visible patrolling in ten hotspot locations in Swindon and Wiltshire. This funding will see over 10,000 hours of visible foot patrols by police officers and neighbourhood wardens as well as support to tackle long-term problems in these areas through the provision of youth work, support to licensed premises and other interventions.

#### Developing responses – improving ASB strategies and multi-agency responses

The team have worked with partner agencies

through the Community Safety Partnerships in Swindon and Wiltshire to continue to improve the coordinated response to incidents of anti-social behaviour across the Force area. In FY23-24 this included the rollout of the ASB toolkit to both Community Safety Partnerships and the publication of the **Community Remedy for Wiltshire and Swindon**. The Community Remedy is a list of potential consequences that first time and low-level offenders may face and is used as an opportunity for early intervention and diversion when dealing with an adult or child offender who has accepted responsibility



### CASE STUDY: Swindon's Sister's Alliance

The group was formed by Emma King after she lost her sister Julie in 2005 to domestic violence.

With the help of a small team and board members, they support the people of Swindon and surrounding areas who have been impacted by domestic abuse, suicide, murder and other trauma by signposting and creating awareness to support parents, children and extended family members.

They offer volunteering and learning skills within their shops to create friendships and the opportunity to be around others with lived experiences, as well as arranging day trips and holidays to Julie's Haven, a six-birth Holiday home in Brean, Somerset to enable individuals and families time away from their home to rebuild bonds and create positive memories.

The extra funding will be put towards continuing to offer signposting, food bank referrals, walk in support, hardship funds, practical support and a safe space to hold meetings to assist with ongoing needs around domestic violence.



### CASE STUDY: The Bobby Van Trust

Hi-tech wrist bands for people living with dementia and prone to going missing were a result of a collaboration between Wiltshire Police and its partners, the Office of the Police and Crime Commissioner,

the Wiltshire Bobby Van, Alzheimer's Support, and Carer Support Wiltshire.

The wristbands, which were the brainchild of Avon and Somerset Police and first launched in their area in 2015, contain a micro-chip and carers or family members will load it with key information about the wearer, including their name, age, and town or village they are from as well as next of kin details like their name and phone number.



The bands can be scanned by a smart phone and the information on the chip will then be displayed on that phone. If the wearer is found by a member of the public and appears lost or vulnerable, that member of the public can scan the band and contact the noted next of kin.

or admitted their part in anti-social behaviour, while also providing victims of anti-social behaviour with a route for swifter justice.

### Road Safety

Wiltshire's residents want safer roads. Since the introduction of Making Wiltshire Safer: Police and Crime Plan 2022-25, there has been an increased focus on:

- ➔ Reducing numbers killed, or seriously injured, on our roads by improving road design, educate road users and joint enforcement action on speeding, drink and drug driving.

- ➔ Increasing Force enforcement capability through the employment of more designated specialist enforcement officers and the better co-ordination and targeting of the Force's specialist traffic, and other deployed, units.
- ➔ Improving the co-ordination of Community Speed Watch Teams and utilise data from local areas speed indicator devices (such as AutoSpeedwatch) to inform the targeting of speeding hotspots and persistent offenders by police.

In the annual report time period, there has been a 25% reduction in those killed and

seriously injured on roads in Wiltshire and Swindon.

Responding to the key elements of road safety in education, engineering and enforcement, the PCC strengthened the co-ordination and development of multi-agency partnership working in road safety by the appointment of a dedicated post to assist the Wiltshire and Swindon Road Safety Partnership (WSRSP).

The Partnership operates at Strategic and Delivery level and members include Wiltshire Police, Wiltshire Council, Swindon Borough Council, Dorset and Wiltshire Fire and Rescue Service, National Highways, The NHS and representation from the Armed Forces.

The following is a précis of activities and outcomes:

Wiltshire Council Highways Department and WSRSP attended Area Board meetings to share highways engineering information via the



Highways Matters programme, and to listen to and address local road safety concerns. Wiltshire Council, Swindon Council and National Highways continue improving road safety with road design and engineering solutions.

National and local educational campaigns continue to be supported by WSRSP addressing the "Fatal 5" causation factors; Speeding, The Wearing of Seatbelts, Drink and Drugs, Driver Distraction and Careless Driving. The causes of collisions which involve fatalities and serious injuries in Wiltshire and Swindon are investigated by the Serious Collision Investigation Team and the Forensic Collision Investigation Unit. The outcome intelligence informs prevention activities, whilst separate local and emerging trends are also identified, and addressed.

Wiltshire Council educational activities include attending multi agency engagement events; car child seat safety check events, the training of school children on cycle safety, primary school children trained in a Walk safe

programme and in scootability courses, driver plus assessments are provided for older drivers and subsidised pass plus courses for younger drivers. There is on-going multi agency regional work regarding rural road safety and agricultural vehicles and the use of innovative 360-degree virtual reality headsets for both younger and older drivers. Swindon Borough council are also active with school's education programmes and cycle safety.

Dorset and Wiltshire Fire and Rescue Service assist in WSRSP multi-agency educational events and campaigns. They've delivered the Safe Drive Stay Alive young driver educational programme to over 6,000 students and worked with the military to present a similar Survive the Drive programme to over 5,000 military personnel in the County.

Community Speed Watch Teams make a significant difference to road safety, demonstrating the value of community involvement and rewarding the commitment of those volunteers who give up their time for the benefit of others. Between January 2023 and April 2024 there were over 4,000 watches carried out resulting in over 30,000 letters sent out. A fantastic community response to road safety, well supported by Wiltshire Police with training, co-ordination, and administration. Recent analysis suggests that CSW is having a significant effect in that on average they are now resulting in a 40% drop in the requirement for letters to be set out, reflecting a change in speed related driving behaviour. The data from Community Speed watch and approved Speed Indicator Devices is analysed by Wiltshire Police and is used to inform better data led subsequent target enforcement activity. Devices such as AutoSpeedwatch are

in use and managed by some parish councils, although are not currently supported by Wiltshire Police who are keeping the process under review.

The PCC has supported the enforcement support to CSW and increased the Wiltshire Police enforcement capability through the employment of more designated specialist enforcement officers by funding three Community Speed Enforcement Officer (CSEO) posts.

Between January 2023 and the end of April 2024 the CSEO's have been deployed to 851 locations resulting in 10,667 drivers undertaking speed awareness courses, 1,450 drivers receiving fines and points, and 144 drivers required to attend court. Police Road Safety Unit received High Sheriff's Award in recognition of the units' work targeting driving offences and speeders.

Specialist traffic police, (the Roads Policing Unit and Specials Road Safety Unit), have had an additional five officers added and their enforcement activity between January 2023





and April 2024, resulted in a total of 7,923 tickets being issued to motorists for numerous road related offences.

A successful and rewarding period, but there is still much to be done. Road Safety is important to our communities and partnership working through the WSRSP continues to identify and respond locally, regionally, and nationally.

### Rural Crime and Heritage Crime

Organised Crime Groups (OCGs) who are at the forefront of crimes such as burglary, theft of farm vehicles and equipment, poaching and hare coursing. It is a regional, co-ordinated, campaign led by the south west's Police and Crime Commissioners.

The aim is to provide an intelligence-rich picture of the level of criminality enabling all South West forces to better disrupt and apprehend those responsible, making Wiltshire safer for rural residents.

2024-25 has already seen the benefits of this approach. As part of a south west region

month of action, Wiltshire Police with colleagues from Dorset Police, Wiltshire Council Enforcement Team and The Environment Agency, undertook a proactive operation targeting unlicensed Waste Carrying, Disposal and Fly Tipping.

Commitments made in the P&CP include:

- ➔ Double the officers in the rural crime unit
- ➔ As part of the south west rural crime survey, we placed engagement stands at NFU events across the county at their pre-harvest health and safety day in Berwick Bassett, their rural crime day in Broad Chalke and at their Swindon branch meeting. We also placed stands at the Salisbury livestock market, joined the Chippenham Neighbourhood Policing Team at their event in Burton and held our engagement events in Pewsey, Chippenham and Corsham.
- ➔ With police colleagues we have run a number of communications campaigns to raise awareness of fraud and scams, in particular targeted at key times such as Christmas. The OPCC has provided fraud training to community groups and Wiltshire Police's Digital Fraud team provide training, advice and guidance to raise awareness of cybercrime.

### Responses to hate crime – performance

We have demonstrated significant advances in tackling hate crime. Hate crimes have fallen by 9%, and the percentage of hate crime cases which saw Further Action Taken (FAT) in March 2024 was 21.6%. In August 2022 this rate was 7.9%.

### CASE STUDY: SMASH

The PCC visit youth club sessions supported by SMASH after the group was recently awarded funding through the PCC's Community Action Fund, as well as receiving a grant of £497,000 after a successful bid from the OPCC to the latest round of the Home Office's Safer Streets Fund.

The organisation runs several strands of mentoring programmes to build resilience, motivation, and self-confidence, develop skills to enter into education, training, or employment, and promote wellbeing in a holistic space.

SMASH has used the extra funding to contribute towards a new detached youth work project that will take their mentoring expertise onto the streets, creating safe activities and giving them safe adults to engage with, build relationships with, as well as offer help, support and signposting.



### CASE STUDY: Chippenham Community Hub

The Chippenham Community Hub which runs a drop-in information service to help local people avoid online scams with the support of DC Rachel Davies, Wiltshire Police's Fraud Prevention Officer.

The hub received £3,000 from the PCC's Community Action Fund to contribute towards running costs including staff and buildings, as well as publicity costs for developing increased support for people at risk of becoming a victim of fraud.

As technology advances there are unfortunately more opportunities for scammers to commit fraud, whether that be through online banking, phishing emails or fake social media advertisements, to name just a few.

That's why it's so important that we work with partners to ensure there are preventative measures in place, such as the drop-in sessions at Chippenham Community Hub to increase public and business awareness of how to stay safe online to prevent fraud and scams.

### PL Kicks

We funded PL Kicks - a scheme run by Swindon Town FC Community Foundation in conjunction with the Premier League, which uses football to engage young people between 8-18 years of age - to create opportunities for young people who are at risk of anti-social behaviour, youth violence and/or from high-need areas to regularly engage in football, sport, mentoring and personal development opportunities.

### Safer Streets fund

In July 2023 the Home Office announced the details of the fifth round of Safer Streets funding to tackle violence against women and girls, anti-social behaviour and neighbourhood crime.



The lead agency for this round of funding was Police & Crime Commissioners and in Wiltshire and Swindon the portfolio team worked at pace with key partners to develop a series of 12 proposals to commence delivery once funding from the Home Office was confirmed. This was received in late October 2023 but subsequent changes to the available funding was made in December by the Home Office, as part of a wider announcement on police funding. As a result, Wiltshire OPCC received £0.463m

for FY23-24 and £0.355m for FY24-25 (a reduction from the original sum of £0.535m originally confirmed for FY24-25). The portfolio team completed the recruitment of a Safer Streets Programme Coordinator who has worked at pace with providers to mobilise and launch the 12 projects to ensure delivery of outcomes within the required timescales.

These programmes include:

- ➔ **Detached youth work and mentoring schemes to support young people and divert them from criminality.** Initial referrals from the Neighbourhood Policing Teams and Youth Offending Team have been made regarding those at risk of being drawn into criminality. These high-risk individuals have successfully engaged with the mentoring schemes, highlighting the benefits of partnership

## CASE STUDY: The Amber Foundation

The charity provides young people in crisis with a temporary home and a tailored programme of support around four main areas of focus: employability, independent living, health and wellbeing and positively engaging with communities.

Analysis of referral data showed that 80% of young people who use the service have a recent history of drug and/or alcohol abuse.

The funding specifically contributed towards a Team Leader who will deliver Amber's holistic and tailored programme of support. They are pivotal to the success of the group and act as a confidante, guide, counsellor and teacher, working hard with each young person to help them re-build their shattered lives.

During his visit, Mr Wilkinson met Jake who referred himself to The Amber Foundation



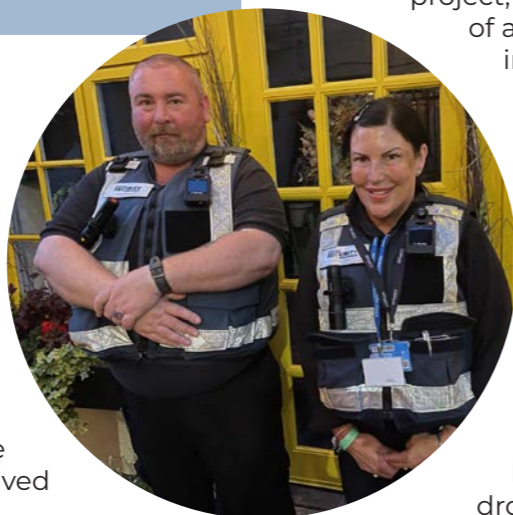
after dropping out of school at age 17, before finding himself homeless and turning to drugs and alcohol.

While staying at Amber, Jake took part in various workshops to develop his skills and build confidence before completing a higher education access course. He has now started studying Anthropology at Bristol University and house shares locally.

working and the positive impacts it can have on individuals and communities. We continue to work with a broad range of partners to identify and support the young people at risk of criminality to divert them from the criminal justice system.

– Detached Youth Work has been established in Swindon, Chippenham and Salisbury with regular activity generating trusting and supportive relationships, signposting to support services and the promotion of positive choices for young people.

- In quarter 4 of 2023/24 Youth Workers have had 1,204 interactions with young people across Swindon and Wiltshire from 85 sessions of detached youth work, supported the force with Operation Scorpion, a piece of work designed to offer support to young people at risk of becoming involved



in Youth Justice. This partnership has resulted in some specific mentoring of young people of most concern to officers in the town as part of the Safer Streets project.

- ➔ **Street wardens patrolling at weekends to offer assurance to users of the night-time economy and support existing agencies.** Schemes in both Salisbury and Trowbridge continue to develop and offer support to existing agencies, business and individuals in the night time economy. The active engagement and early intervention have helped prevent escalation, protected vulnerable women and girls and will increase feelings of safety by providing a visible guardian presence in both locations. In the first 3 months of activity in Salisbury the wardens intervened in 40 individual criminal or serious incidents. The scheme in Trowbridge is supported by local agencies and business owners. Further investment opportunities in the night time economy have been generated by the Safer Streets project, including initial discussions of a Pubwatch group, and integrated communication across the town through a new radio system.

- ➔ **Strengthening neighbourhoods by offering home security to vulnerable residents and increased reporting of crime.** The Bobby Van Trust is actively providing free home security to residents in identified burglary hotspots. Leaflet drops in hotspot areas with high

numbers of elderly residents will generate referrals, whilst links to neighbourhood policing teams have also been established to help identify vulnerable residents. The creation of three Crimestopper zones in Swindon has so far contributed to a 13% increase in reporting for the first four weeks, and a 31% increase in the second four-week period across the county.

- ➔ **Investment in CCTV to provide extra coverage and further reassurance to residents and visitors to Wiltshire.** New CCTV cameras in Chippenham have already contributed to the identification of a GBH suspect and the identification of a high-risk



## CASE STUDY: Devizes Opendoors

The charity runs regular drop-in sessions where they provide hot, home cooked meals for rough sleepers, those sleeping in sheds, vans and old boats, sofa surfers and those

missing person. The upgrade to 6G provides sustainability and a foundation for future improvements. The Salisbury cameras are part of a complete system overhaul and will be fully integrated and providing high quality images in ASB hot spot locations.

### Community Action Fund

The Office of the Police and Crime Commissioner (OPCC) offers grants of up to £5,000 to local organisations and charities as a way of giving back to the community.

Every year the Police and Crime Commissioner's Community Action Fund is delivered in partnership with Wiltshire Community

with their own homes but with issues that can make their tenancies vulnerable.

As well as the food and drink, Devizes Opendoors also offer guests the chance to shower, wash their clothes and collect free winter coats and toiletries. They can also access the internet using a shared computer and can be referred by staff and volunteers to other support services such as FearFree and Turning Point.

A total of 90% of guests that attend Devizes Opendoors are dealing with substance abuse and 30% are already on probation.

The extra funding will be put towards the introduction of a case management software and data system that enables small charities to work alongside guests to refer them into the appropriate support services and agencies.

Foundation and supports voluntary groups to deliver activities in line with priorities set out in PCC Philip Wilkinson's #MakingWiltshireSafer Police and Crime Plan 2022-25.

This year, the application process itself has been redesigned to make grants even more accessible for smaller groups, as well as there being multiple opportunities to apply throughout the year. Funded by proceeds from the Police Property Act, the pot of money available has come from auctioning any unclaimed property that has been recovered following a crime.

Organisations and charities funded this year include:

- ➔ Wiltshire County Football Association
- ➔ Motoyouth
- ➔ Developing Health & Independence
- ➔ Waste Not Want Not
- ➔ Seeds4Success
- ➔ Splash – Community First
- ➔ Chippenham Community Hub
- ➔ West Lavington Youth Club
- ➔ Devizes Opendoors
- ➔ The Amber Foundation
- ➔ Salsbury Women's Refuge
- ➔ SMASH
- ➔ Wiltshire Bobby Van Trust
- ➔ RISE Trust
- ➔ Willows Counselling
- ➔ Be a Better You
- ➔ Relate Dorset and South Wiltshire
- ➔ 4 Youth
- ➔ Swindon Sister's Alliance CIC
- ➔ Prime Theatre
- ➔ Doorway Wiltshire

# PRIORITY FOUR: Improve the experience of victims and deliver justice



## VICTIM CARE AND SUPPORT

Our victim satisfaction survey results are stable, with 74.2% of victims satisfied with the response they have had from the police.

### Police responses to the public

Wiltshire Police have focused on identifying threat, harm and risk in the calls we receive by:

- ➔ Improving the question sets and templates our call handlers use.



- ➔ Rolling out additional vulnerability training for call handlers.
- ➔ Using the Quality Assurance team to provide immediate feedback to supervisors, who facilitate direct feedback to call handlers on their next shift.
- ➔ Introducing a new supervisory framework to ensure performance related objectives are set, regular meetings are held, and any operators requiring additional supervision are placed on performance improvement plans.
- ➔ Ensuring all call logs are reviewed and closed by supervisors ensuring they contain a meaningful threat, harm and risk assessment.

This has led to improvements in 8 out of 10 risk assessment areas; an increase in vulnerability assessments of nearly 25% since June 2023, an increase of 8.8% in repeat victim checks and significant improvement (from 66.9% to 87.9% in crime prevention assessment compliance.



### Horizon

Horizon Victim and Witness Care, funded by the OPCC, plays a central role by providing assistance to all victims. In 2023-24, Horizon supported 23,898 victims following an investment of over half a million pounds by the OPCC. This year, I've been instrumental in developing and expanding a new advocate role.



This role focuses on offering additional support and guidance to victims who are especially vulnerable.

The Restorative Together service continues to deliver important opportunities for victims who have been harmed to access restorative practice locally. We continue to fund this service in our Horizon Victim and Witness Care Hub and are grateful for the steadfast contribution of our team of skilled and experienced volunteers.

### Investment in Victim's Services

The OPCC is continuing its commitment to invest in victim's services after awarding two charities contracts to provide dedicated support to adult and child victims of crime.

The funding from the OPCC will enable independent charity Victim Support to provide free, confidential, and tailored support to adult victims of crime, with youth service Splash also being commissioned to provide support services for child victims - regardless of whether the crime has been reported to the police.

Victim Support will provide adults with specialist help to cope and recover in the aftermath of a crime, develop coping strategies, and build resilience to move beyond what has happened. This involves personal contact with a specially trained professional, who will carry out a needs assessment and develop a tailored support plan.

The support will be trauma informed and will focus on emotional and practical support, wellbeing, providing advocacy, help, and ensuring victims feel better informed around ways in which they can feel safer following the incident. Support navigating the criminal justice system will also be offered to victims wishing to report a crime to the police.

Splash, part of Wiltshire-based charity Community First, will use the funding to enable youth workers to support young victims of crime by creating a wellbeing plan and providing individual and group support to build resilience moving forward.

The wide range of group-based peer support and personal developmental activities will focus on enhancing self-esteem and confidence,



promoting wellbeing, and increasing support networks knowledge and skills.

## MENTAL HEALTH

We have supported Wiltshire Police with delivery of phase one of the 'Right Care, Right Person' initiative to improve the multi-agency management of mental health demand. This ensures that there's a focus on ensuring vulnerable individuals, like those experiencing mental health issues, receive the most appropriate care from the best-equipped professionals.

We developed and hosted the first Neurodiversity in Criminal Justice (CJ) Partnership Forum in Wiltshire, which took place in March 2024, bringing together CJ partners to explore best practice, share ideas, break down barriers and encourage a consistent approach to working with neurodivergence across the CJS, taking both victims and offenders into consideration.

## VICTIMS AND WITNESSES SERVICE DIGITAL HUB AND CAMPAIGN

We have established a fully accessible digital hub on our website to provide victims and witnesses of crimes with essential information about support services.

Our **Victim and Witness Services Hub** addresses a range of crimes, including stalking, domestic abuse, sexual violence, crimes against children and young victims, support for victims over 18, and fraud. It also directs users to Horizon Victim and Witness Care, funded by the PCC, and offers guidance on reporting crimes to the police and understanding victims' rights.

This initiative included a comprehensive communications campaign, utilising both offline and online marketing strategies. This campaign featured organic and paid social



media activities, printed materials distributed to over 200 community hubs and other high-traffic locations in Wiltshire and Swindon, and representation at community engagement events throughout the summer and autumn.

The campaign's content reached over 600,000 people on social media. Additionally, the online hub is prominently featured as the second listing on Search Engine Results Pages (SERP) for the keywords 'Victims Wiltshire' or 'Victims Swindon.' The web hub is regularly updated with current support information and has been integrated into other significant campaigns, such as the recent Stalking Awareness campaign.

## THE CRIMINAL JUSTICE SYSTEM

We have seen an improvement in criminal justice outcomes over the course of the Police and Crime Plan this year.

### Average days from Charge to completion at Crown court – All cases

- ➔ Charge to completion: Q2 2021 = 253 days and Q4 2023 = 241 days
- ➔ Charge to arrival: Q2 2021 = 90 days and Q4 2023 = 44 days
- ➔ **Cases stopped after a defendant has been charged because a victim no longer supports the prosecution** have decreased from 11% in Q2 2021, when the PCC was elected, to 9% in Q4 2023; the national figure is 15%. The annual average for 2023 was 8.5%, which is the lowest annual average rate since 2015.

- ➔ **The number of suspects authorised to be charged by the CPS** have increased from 329 in Q2 2021, when the PCC was elected, to 364 in Q4 2023.
- ➔ **The Guilty plea rate for serious cases at the magistrates' court** have increased from 44% in Q2 2021, when the PCC was elected, to 69% in Q4 2023. This is the highest rate since 2015 (Q2 2015 = 58%)

## REDUCE RE-OFFENDING

The proportion of adult offenders in Wiltshire who reoffend has **decreased** from 24.6% April 2018 – March 2019, to 21.1% in April 2021 – March 2022.

The proportion of adult offenders in Swindon who reoffend has **decreased** from 31.1% April 2018 – March 2019, to 28.8% in April 2021 – March 2022.

The proportion of young offenders in Wiltshire who reoffend has **decreased** from 42.8% April 2018 – March 2019, to 32.5% in April 2021 – March 2022.

The proportion of young offenders in Swindon who reoffend has **decreased** from 47.8% April 2018 – March 2019, to 37.5% in April 2021 – March 2022.

The volume of adult first-time entrants into the CJS has **decreased** from 1123 in 2020 to 1056 in 2022.

The volume of adult first-time entrants into the CJS has **decreased** from 99 in 2020 to 75 in 2022.

### Integrated Offender Management

The Integrated Offender Management (IOM) programme provides a holistic multi-agency approach to managing reoffending in communities. IOM engage with persistent offenders to provide them with supported opportunities where they can make positive changes in their lives to reduce the risk of them reoffending. The programme also provides safer tangible outcomes for communities as IOM has a focus on managing

offenders whose crimes could cause harm locally.

In addition to the above, the OPCC and Probation co-commission behaviour change programmes for domestic abuse perpetrators within the IOM programme. The programmes are delivered by Swindon Domestic Abuse Support Services and FearFree. This commissioning aligns to Priorities 2 and 4 of the P&CP by supporting the agenda to reduce violence and domestic abuse and reduce reoffending.

### Offender Health

We have mobilised new alcohol and substance misuse treatment services across Wiltshire

(Connect) and Swindon (CGL) in April 2023. We co-commission these services to be delivered across the Wiltshire Police footprint and



Cohort	DURING IOM			AFTER IOM	
	Offenders	Total cost of crime £	Total number of offences	Total cost of crime £	Total number of offences
<b>IOM - Fixed priority (national)</b>	52	535,596	267	25,458	13
<b>IOM - Flex (national)</b>	42	812,471	373	14,346	15
<b>IOM - Free (national)</b>	22	183,173	71	99,003	20



completed work to develop effective pathways between CJS and partner – police (custody and OoCRs) courts and HMPPS.

We developed and hosted the first Military in Justice event which took place in July 2023, bringing together local military units and CJ partners. We have developed a delivery plan to support the military in justice agenda ensuring engagement with between CJ partners, commissioned service and RMPs and military units.

We achieved Code Compliance for our Independent Custody Visitor Scheme, reviewing the handbook, guidance, training and volunteer engagement. The Independent Custody Visitor Scheme sees trained volunteers from the local community make regular unannounced visits to police custody suites to check on the rights, entitlements, wellbeing and dignity of the detainees held there.

We have continued to provide support and oversight of the Youth Justice System teams in Swindon and Wiltshire by being a funding partner and having a seat on the Boards.

Swindon Youth Justice Service (YJS) has received an overall rating of 'Outstanding' following an inspection by HM Inspectorate of Probation with the results published in January 2023.

Inspectors were particularly impressed with the innovative ways in which Swindon YJS works, not least their ability to empower children under their supervision by way of including them in decision making. By getting feedback from children and their parents or carers, the service can work out what works best, and tailor what each child needs. This is in an effort to reduce the likelihood of reoffending and protect the public, and it is working.

The report also notes that



the service works exceptionally well with its partners. In practice, this means that children aren't inhibited by the structural barriers between separate services, such as children's social care, to get the help they need, and all partners are passionate about maintaining this successful line of communication.

The fieldwork for the Wiltshire Youth Justice Service inspection took place in Feb 2024 with the report becoming available on the HM Inspectorate of Probation website on 14 May 2024.



## Your voice in policing

Listening to residents to ensure the PCC is faithfully replicating the people's voice in the policing service being received is a core component of the PCC's role.

The experiences and feedback from residents and communities is vital in helping the PCC scrutinise and challenge Wiltshire Police Chief Constable Catherine Roper, and her leadership team, on the police service our communities want, need and deserve.

## Public engagement

Between April 2023 and March 2024 either I, or a member of my office attended...

**16** Area boards

**12** Parish Council meetings

More than 2,000 residents were spoken to face-to-face at public consultations

**59** Public consultations

**57** Public engagements

To help with this, the PCC gathers information from our communities by directly visiting them and listening at local Area Board Meetings. During this Annual Report timeframe (Apr 23-Mar 24), the PCC has been at 16 Area Boards across the county and was also present at nine parish, town and city council meetings alongside providing regular updates to all unitary, town and parish councillors on a monthly and quarterly basis.

Alongside this, the PCC holds regular meetings and provides updates to Leaders from Wiltshire Council and Swindon Borough Council, meets with all local Members of Parliament every four months and meets with local organisations, charities, people who work in our communities with a direct link to policing or safety of our communities.

We use these community-based meetings to gather feedback and hear how communities feel about the policing service but also to update on issues important to local communities, often with our policing colleagues so we can provide the fullest picture possible.

All information received is used to build improvements into the Force, where appropriate, or to provide community intelligence which can be



## Digital engagement

April 2023 - March 2024

1,121

Social media posts

776k

Impressions  
(number of times it is displayed in feed)

408k

People reached

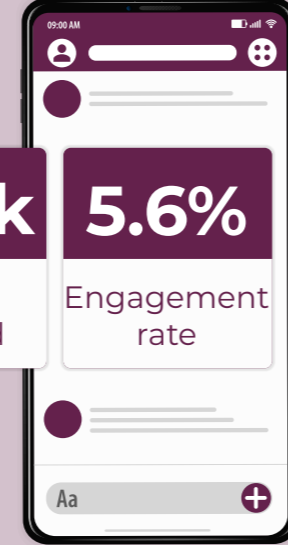
5.6%

Engagement rate

1.8M

Page and profiles reached

\*Website page visited from Apr 1 2023 until Sep 23: 8.2K  
Page tracking disabled until Mar 2024 by provider



used to inform local policing priorities. Talking and listening to residents – and key communities – remains an area where we are dedicating time and resource to ensure the PCC represents views of communities within policing. The PCC and the Office has been out at 59 public consultation sessions across Wiltshire and Swindon.

We also actively engage with our communities digitally across social media channels where I, or my office, have a presence on Facebook, Instagram, LinkedIn, YouTube and X (formally Twitter).

Between April 2023 and March 2024, we have published 1,121 posts, delivered 776k impressions (the number of times it was displayed in a content feed), to 408k users, with a 5.6% engagement rate. We consistently benchmark our engagement rates against industry standards for local government. We have reached 1.8M Profiles and Pages with our information about the OPCC and the PCC's role in Making Wiltshire Safer.

## Financial breakdown

### Summary of Financial Performance

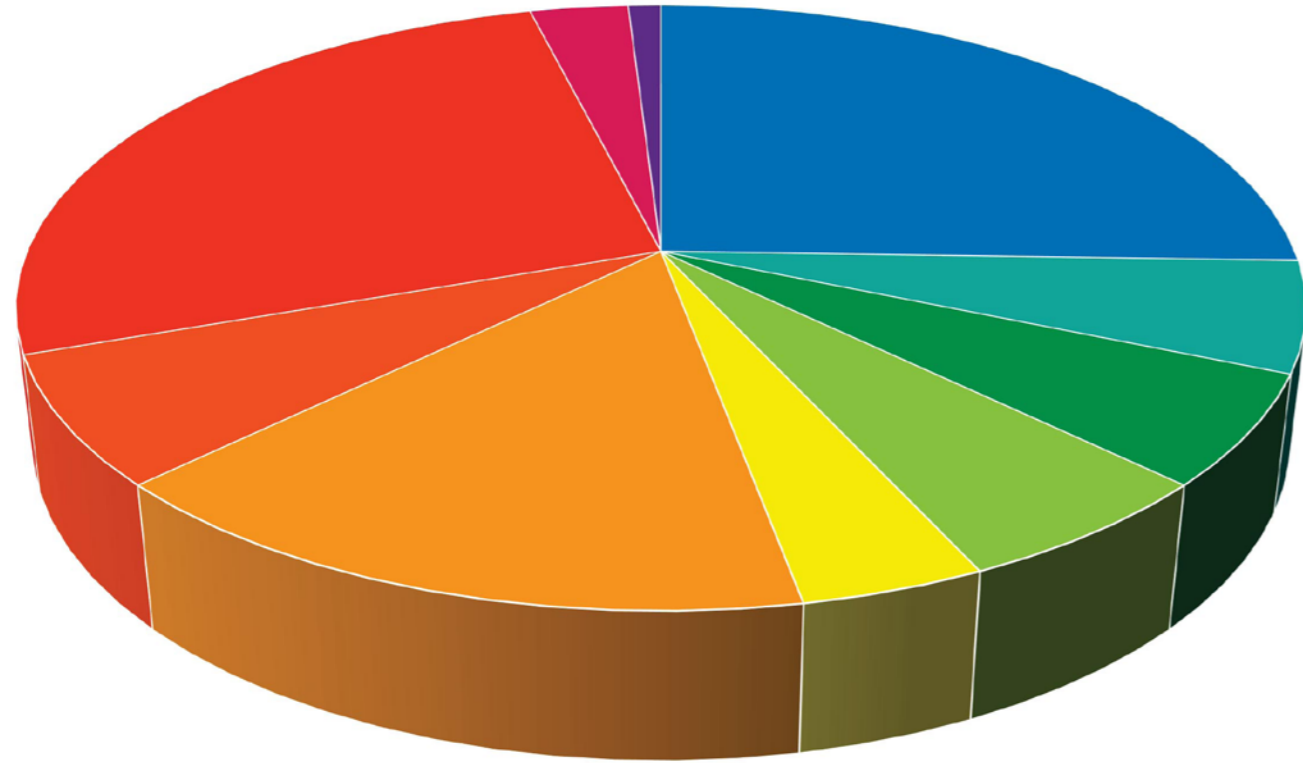
My Policing and office budget is as follows

	2023/24	2024/25
	ACTUAL £m	BUDGET £m
OPCC office costs and external funding	6.813	7.38
Corporate services allocation	34.825	36.830
Chief Constable allocation	107.131	109.642
Cost of service	148.769	153.852

Financed by		
Police grant	73.393	74.910
Legacy council tax grants	5.235	5.235
Revenue reserve	0.000	0.258
Precept	70.141	73.449
Total income	148.769	153.852



Actual spend



- Local policing: **26%** (26% 22/23)
- Dealing with the public: **6%** (6% 22/23)
- Criminal justice arrangements: **6%** (6% 22/23)
- Specialist operations: **6%** (6% 22/23)
- Intelligence: **4%** (4% 22/23)
- Investigations: **16%** (15% 22/23)
- Public protection: **7%** (6% 22/23)
- National policing: **0%** (0% 22/23)
- Support including ACPO: **27%** (25% 22/23)
- PCC including commissioning: **3%** (4% 22/23)
- Central costs including reserves/capital: **-1%** (2% 22/23)



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**pcc**