

WILTSHIRE POLICE MINUTES

MEETING **Wiltshire Diverse Communities (WDC) IAG**

VENUE **Microsoft Teams – Virtual Call**
(link at the bottom of the email invitation)

DATE **Wednesday 20th April 2022**

TIME **18.00hrs–20.00hrs**

ATTENDANCE

The WDC IAG Membership	All members encouraged to attend
Abdul Amin	WDC IAG - Chair
Paul Mills	Deputy Chief Constable
Russell Holland	Deputy Police and Crime Commissioner
Liz Coles	Strategic lead for Hate Crime and Rural Crime
Tom Ellerby	Equality, Diversity and Inclusion Team
Liz Cook	Corp Comms and Engagement
Steve Edwards	Staff Officer to DCC Mills
Wendy Colyer	PA to DCC Mills

GUEST SPEAKERS

James Williams	Tactical lead for Rural Crime
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APOLOGIES

Phil Wilkinson	Police and Crime Commissioner of Wiltshire
Sam Pearce-Kearney	WDC IAG - Vice Chair
Emily Adams	Equality, Diversity and Inclusion Team

WELCOME TO ALL WDC IAG MEMBERS

INTRODUCTIONS AND WELCOME - Introduction from IAG Chairs and DCC Paul Mills

PM gave a warm welcome to members and any new members joining this evening's meetings and went on to say AA is the chair of the WDC and he works alongside supporting AA in his chairship on behalf of Force. Introductions were then made.

An overview of the year ahead was given where there will be updates on service delivery. The next meeting will have updates on police powers, stop search, use of force and taser with topics for IAG feedback being Community Policing Teams (CPTs) on how they can improve visibility and engagement with communities.

AA wanted to take the opportunity to ask IAGs to consider asking neighbours or friends around the opportunity of becoming an IAG. TE has sent an email out and is in the process of tailored recruitment for IAGs that will tie in with national volunteers week in June.

SERVICE DELIVERY REVIEW PRESENTATION AND DISCUSSION

Police Complaints and Hate Crime

PM gave a high level overview of complaints where 'dissatisfaction' is the technical legal term of a complaint made against the police. In the region of 77 cases of dissatisfaction were made against the Force were recorded in a 12 month period; these varied from delivery of duty and service to sexual misconduct and discreditable conduct. Those complaints come in to Office of the Police and Crime Commissioner (OPCC) where they have a Service Recovery Team who are able to work with the complainant and quickly put right their complaint approximately 50% of the time. The 50% where the complainant is not happy to be dealt with in that way come into the Force for them to be dealt by the Professional Standards Department (PSD). For each of those complaints those are investigated by investigators who sit in an independent department.

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At the end of the complaint there is an opportunity for appeal either to the OPCC or the Independent Office of Police Complaints (IOPC). More importantly is 45% of dissatisfaction are delivery of duties and service which are used to make improvements to service, such as the various activities that are carried out.

In addition, the Force also have misconduct cases that are allegations made against staff and in an organisation of 2K people there are 22 live investigations; it is important to say, these are allegations made. Sometimes the most serious cases come to PM as the Deputy Chief Constable and he will suspend an individual whilst an investigation is carried out; these can be suspension from Force or suspension from the role they carry out. PM outlined the 2 difficult cases for the Force recently where one individual was jailed for 9 months and the other received a custodial sentence. PM reiterated the importance around talking about those types of cases that erode public confidence, in order to provide reassurance around the approach the Force has taken.

The final slide in this section outlines Wiltshire Police's Standards Campaign that talks about alcohol advice, social media use, unmanageable debt, vetting processes, and ongoing drug testing. The bottom right hand side of the slide shows the ongoing work around prevention taken by PSD and the Counter Corruption Unit (CCU), working with different teams, organisations, and partners.

AA asked what happens when an officer is making a complaint against another officer and there is no case to answer. PM said they capture the learning even if there is no proof of misconduct; it is important staff feel they can raise concerns and are supported by way of mediation or even posting individuals to another location to ensure the person who reported does not feel discriminated against.

Christopher Chidarikire asked how suspension affects service delivery. PM explained that in an organisation of 2K people suspensions can impact on the organisation. There are 2 types of suspension one being a suspension in policing whilst an investigation is ongoing where decisions have to be made around trust and confidence. An example of the other type of suspension could be excessive force where the officer is removed from the front line, if the complaint is unfounded, they would then go back to their role. Where people are suspended from Force or role, it does take people away from the front line, but careful consideration around trust and confidence does need to be made. These, thankfully, are very small numbers.

Nazma Ramruttun asked how long does suspension last. PM said this depends on the type of investigation being carried out, for example, an allegation made around use of force where perhaps an arm was broken, a decision may be made to suspend the officer from Force or role. PM reviews these on a monthly basis and suspension will last all the way through the investigation.

AA asked around members of the public complaining around excessive force. PM said the Force do have a responsibility for civil litigation, for example, an individual falling and breaking their arm as a result of being arrested and handcuffed, have 7 years to bring injury against the Force. A civil investigation will take place, bearing in mind this is public money.

Hate Crime – Superintendent Liz Coles (LC). Provided an overview of the hate crime volumes as within normal bounds, showing a rise in the summer of last year an increase within sexual orientation and racial crimes; looking at the considerations they are COVID related hate crimes around the perceived origins of the virus reported by the media. Recent monitoring is seeing unrest between Russia and Ukraine but is not seen in Wiltshire. It is key the hate crime detection rate is 13.5% down on the previous year which LC addresses through her Silver Hate Crime Board where dip sampling is carried out in order to understand why that detection rate is down. They did see victims not wanting to progress through to Court, they just wanted the behaviour to stop. LC then explained a potential video looking at lived experiences of hate crime. LC is cognisant people may not want to be seen on video, but a story around the impact of hate crime and a better awareness of hate crime may assist with reporting. LC would like to understand what the barriers are that prevent people reporting hate crime and asked members if they could assist.

Christopher Chidarikire would like to know what the Force is doing to give the public confidence to report. Christopher gave an account of an unpleasant personal experience from a passing motorist who made a racist gesture, witnessed by a taxi driver. Although Christopher continued to his place of work, he was distraught. It was only on his return home that his wife told him to report it. Two officers did attend but because he did not get the name of the taxi driver, he did not have the confidence that he would be

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listened to. LC said it is this type of offence that needs to be stopped and went on to say an angle the Force are looking in to is third party reporting. Stop Hate UK is a confidential telephone line that other forces have utilised but not had a massive uptake, but LC will be revisiting that third part reporting with key community members. LC is open to any views and ideas on to give people the confidence to come forward.

Nazma Ramruttun said hate crime is not just someone making some comments to someone from an ethnic minority background, it is the other way around too. Nazma then gave an account of a personal experience that was reported and did result in verbal and written warning. However, this person then went on to make a false allegation against Nazma that resulted in officers at her door whilst she was seriously ill. Whilst Nazma's husband was able to update the officers, Nazma wanted to emphasise the huge impact this had on her. Nazma asked how the Force deal with false allegations. LC said this is carried out on a case by case basis where an investigation would have taken place, then looking at the evidence gained and what happened.

POLICE AND CRIME COMMISSIONER

- **Update on the PCC Police and Crime Plan (PCP) 2022-2025 - D/PCC Russell Holland (RH).** RH explained, in law the Police and Crime Commissioner (PCC) must have a PCP. The process goes through the PCP Panel where it was supported. The PCP has a series of priorities around keeping people safe and can be found on the external website, link below:

[Police and Crime Plan 2022 – 2025 \(wiltshire-pcc.gov.uk\)](https://www.wiltshire-pcc.gov.uk)

RH also wants to encourage people to report incidences either via 101 calls, online or to Crimestoppers and also share from their Facebook page. RH wanted to emphasise the huge amount of energy, drive and focus on delivery.

AA agreed the PCP is a good Plan, but that IAGs must help; any questions can be sent to AA or the OPCC.

EDI DEPARTMENT UPDATE – Detective Sergeant Tom Ellerby (TE). TE gave a brief overview of some of the targeted engagement his team have carried out in communities focusing on attracting a more diverse workforce. TE then outlined the 3 strands the team have been working on that included religious spaces, internal education, delivering EDI awareness training to staff utilising Continuous Professional Development days to push the Positive Action message. Thirdly, through the use of social media, TE's team are able to post directly onto Facebook groups and also make use of Facebook live, with a Positive Action event coming up.

Proposed Equality Objectives that have been set by the organisation to try to achieve and deliver, as below:

Education - *Improve cultural understanding and awareness through the delivery of mandatory EDI education training products, equality data analysis, impact assessment, and effective community engagement.*

Fairness in Outcomes - *Review the outcomes of grievance processes, employment tribunals, promotion processes, criminal justice outcomes and misconduct investigations and assess whether there are disparities experienced by any specific group and take action where it exists*

Transparent use of Police Powers - *Reduce and explain disproportionality in the use of Police Powers. Increase trust and confidence in our communities in the use of such powers through open, transparent scrutiny processes.*

Representative Workforce - *Develop a workforce that reflects the communities of Wiltshire and achieves its full potential. Retain and develop a diverse and representative workforce that feels safe to disclose protected characteristic data.*

Hate Crime - *Raise awareness of hate crime and increase confidence of underrepresented groups to report.*

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The IAG Force Awareness Evening held on 14 March where a survey was sent to IAGs on what topics they would like to discuss (outlined on the slide), was successful and is something that will be held again in the future.

A one off charity custody event was held after Charlie Avent petitioned the Chief Constable asking if he could spend the night in custody. Charlie has autism and epilepsy and wanted to promote neurodiversity; a detailed risk assessment was put in place with measures support Charlie, who also had an appropriate adult in place. Although the experience was rich in terms of learning that can be shared with the community and the organisation, it was a one off event.

IAG recruitment. Referrals can be submitted to: EDI@wiltshire.police.uk

Christopher Chidarikire is glad to see the recruitment of Black police officers is being taken seriously. He has been looking at graduation ceremony photographs from over the years and is happy to see today's diversity.

Natalie Huggins echoes Christopher's comments, she has followed the campaign from start to finish. Natalie sought clarity around the recruitment of IAG members and if the organisation were targeting specific groups. Natalie also suggested sixth form colleges would be an excellent place in terms of recruiting younger members, also querying if any communications are going out to schools/colleges. TE explained he has got permission to post directly onto a number of colleges and university groups. Although there was success in attracting 20-30 young people last year, retaining them is not easy.

PM explained it is vitally important to have the voice of younger people because trust and confidence issues are more pronounced around them. The PCC Youth Commission is also looking to understand the experience of younger people and trying to encourage them to come forward to with the Force around Use of Powers. RH agreed, saying young people are very enthusiastic. Natalie sought clarity around any potential criminal status. TE said they are trying to encourage people from all walks of life, even those who have been through justice system because their opinions are relevant.

LC has extended an offer where she will produce a letter for any young person contributing to policing by way of Panels or IAGs.

Nazma Ramruttun referenced the Stop Search meeting where there were a number of young people in attendance. They were told it was a trial and the younger members would have a separate meeting in order to increase their confidence. TE confirmed this was held in January and there is now a bigger decision for the PCC's office around whether there should be a separate youth scrutiny process. RH noted and will take this offline.

LC is currently looking at how to manage scrutiny and is working with Martin Parker (OPCC) around what that independence looks like.

COMMUNICATIONS UPDATE – Liz Cook (LCK)

LCK gave an overview of forthcoming engagement campaigns with the Police Officer recruitment about to open on 25 April at 09.300 hrs and will remain open for 2 weeks, unless they get to their target number of 500 applicants. LCK did email members this afternoon with some material echoing conversations about spreading the word to raise awareness. As per the last campaign work will focus attention on increasing the number of female and those from an ethnic minority background and underrepresented communities. Although numbers are steadily going up there is still a long way to go. A lot of work has been going on with different channels and 2 Facebook live events have been held. Also, encouraging people to register on the talent bank to enable information to be sent directly to them, ahead of recruitment.

A Contact Centre Operator recruitment campaign ran attracting a good response through the work done by the Positive Action team and Communication team where 60% of applicants were underrepresented groups.

The Gender Pay Gap report is published each year (end of March) and is now on the website:

<https://www.wiltshire.police.uk/police-forces/wiltshire-police/areas/about-us/about-us/gender-pay-gap/>

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LCK outlined other campaigns across the team including the Community Policing campaign, a long term initiative between CPT and communities to bridge the gap in terms of engagement. County Lines where a number of drug operations as part of a regional initiative focused in the Swindon area in March. Also, Violence Against Women and Girls (VAWG), in line with other forces, externally started with a 'listening' campaign encouraging women to talk about their experiences. A survey is running that has 800 responses so far that will help with understanding individuals' perspectives. Also running is an internal campaign initiative within the Force around the understanding misogyny.

AA asked around retention and the average time an officer stays within the role. PM explained there is no disproportionality within the Force with officers from an ethnic minority background joining and leaving early. Nationally, these are monitored and thus far, for 3% drop out nationally it is 6% drop out rate.

YOUR VOICE – YOUR COMMUNITIES – YOUR CONCERNS

Introduced by AA/SPK

Opportunity for members to raise any questions or issues:

AA wanted to highlight understanding between the Control Room and the person reporting is important referencing the reporting of suspected drug dealings from a member of the public; that from their point of view, had been going on a long time. This person called 101 and due to the amount of questions being asked, had to put the telephone down, that if the police had actually attended, they would have caught the person he was reporting. PM said there are only so many police officers and intelligence is so very important, there is a fine balance where officers and staff try to build the picture such they can do the targeted intervention. Crimestoppers is another way to submit information without having to go through the process of Contact Centres.

AA left the meeting at 19.25 hrs

BRIEFING ON TOPICS FOR IAG's TO TAKE AWAY AND PROVIDE FEEDBACK AT THE NEXT MEETING

Rural Crime – Inspector James Williams (JW) Tactical Lead for Rural Crime

JW outlined the 4 different crime types:

Agriculture Crime

Environmental Crime – fly tipping is dealt with by local authorities as prosecution agency.

Heritage Crime – such as theft of lead from churches.

Wildlife Crime

LC explained one of the key challenges in Wiltshire is a huge rural county and terrain make it difficult to access, but the Rural Crime Team do have access to specialist vehicles. Areas are isolated and vulnerable locations with low light areas. However, the team have short scales on investigations, some being 3 months and it is known that rural crime can sometimes be connected to more serious criminality with transient skipping between counties, which is why information is shared as a region and with bordering counties.

JW outlined the financial costs that saw a £1M reduction due to the pandemic and it is also known that Rural Crime is underreported. However, the community tolerate the crimes, so the true costs are not known. However, research shows the impact on rural communities is fear. Hare coursing is a huge business where crops and fences are destroyed and those that try to put a stop to this, are threatened.

JW went on to outline intelligence challenges where some groups are difficult to monitor due to transient behaviours. Each force has a different view of Rural Crime and there does have to be that local footprint in context with what the region are doing.

In terms of 'Prepare' in the 4Ps JW explained Intel are developing tactical groups around the regional Rural Crime Teams, working with partners, and removing barriers. 'Prevention' is around messaging and creating a seasonal matrix where it follows the farming calendar. For 'Protect', a QlikSense App has been developed to look at repeat victims, for example, one victim has been targeted 27 times by hare coursers,

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ruining crops and destroying fences causing significant financial impact, fear and stress on cattle. There are some projects ongoing to create a bund putting in wild flowers, looking at disruption etc. This season 6 dogs have been seized that has caused a decrease showing those tactics work. Work is ongoing with a Dog Warden looking at a policy around kennelling.

Finally, JW updated around the investment of equipment for the Rural Crime Team that include night vision binoculars, fleet vehicles that can go off road but cannot respond with blue lights. They are also looking at staffing uplift this year with an additional 3 officers. There is also a calendar of threats communication package in place looking at threats coming up and messages going out and also Drone capability.

LC explained the South West region's key objective is to make Wiltshire a hostile environment to criminals.

Nazma Ramruttun has heard of someone being a victim 7 times and asked what has been done to actually help and support that person. LC agreed that unfortunately they do see that and the 4Ps preventative approach is key in educating rural communities around. The seasonal matrix also allows the team to be on the front foot and the Assistant Chief Constable has written to all people involved in hare coursing, making it clear they will be seizing dogs and vehicles. There are a number of strands but unfortunately it is transient it can be quite difficult.

The following 2 questions will be taken away by IAG chairs for their feedback:

- *What can be done to increase reporting of rural crime offences?*
- *How can we engage with the community to improve our intelligence picture and identify preventative measures?*

ANY OTHER BUSINESS

Christopher Chidarikire asked how the Force measure performance. PM explained they have different measures. In England and Wales there are 43 different forces that are then grouped into 6-7 forces that are considered most similar forces in terms of demographics and social deprivation where they are then able to compare data. Also in place is the PCP Key Metrics set by the PCC that he holds the Force to account to ensure they are doing all they can do. PM, as the DCC, oversees a monthly performance meeting to ensure the Force is performing the best it can. Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) also come into Force and undertake assessments of how the Force is doing.

PM expressed his gratitude to members for joining their evening's meeting.

End 19.49 hrs

DATE OF NEXT MEETING

Wednesday 20 July 2022