

WILTSHIRE POLICE MINUTES

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

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

DATE **Wednesday 26th January 2022**

TIME **18.00hrs – 20.00hrs**

ATTENDANCE

Abdul Amin WDC IAG - Chair
Sam Pearce-Kearney WDC IAG - Vice Chair

The WDC IAG Membership

Paul Mills	Deputy Chief Constable
Gareth Kitchener	Police Lead for Equality, Diversity and Inclusion
Tom Ellerby	Equality, Diversity and Inclusion Team
Emily Adams	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

Inspector Mark Freeman	Roads Policing Unit
Scott Garcia	Community Speed Watch Enforcement Officer

APOLOGIES

WELCOME TO ALL WDC IAG MEMBERS

INTRODUCTIONS AND WELCOME

GK will review membership of this group in order to attract new members to this meeting. AA will also contact members for an update on their position.

PM provided an overview of the year ahead where on a quarterly basis for an update on the delivery of services where guest speakers are invited to present to the meeting. AA wanted to highlight, for Swindon members, the Police and Crime Commissioner (PCC) has been invited to attend a meeting on Saturday 29 January and will be speaking about recruitment and the Police & Crime Plan (PCP) for the next 4 years. All are welcome.

SERVICE DELIVERY REVIEW PRESENTATION AND DISCUSSION

- **Public Confidence.** PM outlined a survey the PCC undertook, 'use your voice' for the purpose of informing the PCP. There were some concerns that came out of the 61.9% respondents who were confidence police would treat them with respect showing there is more to be done, 32.7% felt Wiltshire Police were poor at dealing with crime and anti-social behaviour (ASB) in their area and 41.8% rated their trust at Wiltshire Police keeping them safe and 34.0% were neutral. There will always be more to do to around increasing confidence in policing and as shown in the tragic murder of Sarah Everard which sent shockwaves through communities, this can have impact on people's view of the police. The Crime Survey for England and Wales in March 2020 show a comparator between most similar forces show Wiltshire Police as predominantly 'green' with one 'red' area.

AA agrees there is more work to done.

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Farzana is not quite sure who is primarily responsible for ASB but recognises the police, Council and to a certain extent housing, do need to work in collaboration. Farzana gave an example where had the Council taken a certain incident seriously, the incident could have been dealt with properly and the animosity between both neighbours could have been dealt with. PM explained this usually does go across a number of agencies in terms of reports. Where police are allocated this primarily sits with Community Policing Teams (CPTs) who have Neighbourhood Policing Teams (NPTs). The police put in place patrol strategies and look to specifically target resources. Something such as loud noise is for the Council to take primacy. In terms of those perpetrators of ASB there are good opportunities to divert them to youth schemes to try and work with young people such they do not go on to offend, but first they go into CPTs and then would look to highlight to other agencies. Farzana is not sure CPTs have gripped this enough to deal with complex cases and there are times when the public need to be educated in what they need to do, but instead are mostly stranded between the police and the Council who are unable to do anything. The police and Council need to come together along with some of the other parties to deal with these and develop a develop dialogue for those experiencing ASB. PM agreed and said at the centre is CPTs and NPTs who should be the 'go to' people; it may be there is not much to go on, but they normally find ASB follows a course. If community members are not getting a response, this should be escalated through to us such it can be linked in ensuring the right agencies are dealing with it.

AA agreed it is a catch 22 situation in most cases where members of the community are being directed to various agencies and does understand the frustration from those members. PM highlighted the Community Trigger Law where members of the community can trigger a review of how those agencies are responding but would hope it does not get to that.

Sharon Fearon outlined a post from Facebook on one of the Swindon pages where a gentleman was having a terrible time with a neighbour's loud music and was asking what he could do. A lot of the responses suggesting he not bother to call the police because they will not do anything and highlighted the Council. This he did do and had to wait 48 hours for a response. People need to know if CPTs are going to support with that issue. The majority of people just do not know who to go to and frustration can lead to other issues within the communities; 48 hours is too late; he needed a solution there and then. PM said this goes back to an earlier point, where there may be music pumping and many cases in history call the police and do not get a response in dealing with the situation which then ended up being deal with as a violent confrontation. It is not a perfect solution, but it is around signposting and escalation.

AA agreed the police and Council could join up a little better. There are many people who complain about noise and ASB from their neighbour and it is a complicated issue and for the victim, if the noise is loud enough it does disturb sleep and their work. PM said noise is predominantly the Council and if the police get called to an out of hours incident, they will try and deal with the matter there and then and put some intelligence into the Council. However, it is an evidence gathering process where the Council can put some sound monitoring equipment in to build up the evidence picture over a period of time.

- **Reported Crimes.** The slide gives an overview of the crimes reported to Wiltshire Police with the top box showing a 12 month period ending in December 2021 seeing just over 40K crimes reported, a 2.2% increase compared to the previous 12 months. Crime volumes appear to be returning to the pre-COVID levels. The iQuanta bar chart shows where Wiltshire Police are compared to other forces considered to be a similar size with the same geography and demographic makeup. The light blue line shows the comparator to other forces year on year crime reduction where Wiltshire Police have the lowest reported crimes per 100K of residents. Overlaid with the COVID period, possession of drugs went down as did vehicle offences and burglary. As people return to work these figures may potentially go back up. Most notable is the increase reported in violence without injury where work is going on to try and get a better understanding of that. Sexual offences have increased, and this has also being seen in other forces and it is believed to be due to the Sarah Everard case and the outpouring from the public that has led to people having more confidence to report things.

Farzana asked what the percentage is for those crimes that could not be investigated or looked at due to lack of information. PM explained they us an inverted pyramid approach where they look at the solvability ability. The team sits in the Communications Control Centre (CCC) and work with members of the public doing the investigation over the telephone. In those case if it looks as if there is no forensic or house to house evidence, they are filed at that point in time, but it is still important to

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report in order to identify trends. Where there are leads these are taken forward into teams; 30-40% will have no leads that can be pursued at source, but they can see a trend developing. Farzana asked what role this group can play and from talking to people who say the police do not do anything, then Farzana has to explain to them. Farzana thinks IAGs and members of the community acknowledge the police can only do so much but does feel it is important members of the community to get some feedback if they have reported a crime. PM agreed that is an important point and there is still a customer service element where they should be looking at further contact with the person reporting.

AA said the PCC is taking this forward. Out of that 40-50 crimes reported many of them are repeated crimes, AA asked what are the officers doing to prevent those repeated crimes. PM said it goes to the heart of the policing model, ie ASB where they can do patrols in particular areas, working with the Council in order to build a picture, but the eyes and ears of the public are needed.

- **Response Times.** Relative to calls that come in the police set themselves a Service Level Agreement (SLA) commitment to the public around how quickly police get to you. Immediate calls, ie 999 calls, then priority calls with people calling the 101 number. These are split down to rural and urban and from the slide the response times are outlined.

EDI DEPARTMENT UPDATE

Inspector Gareth Kitchener is the lead for the EDI Team.

- **Recruitment into Policing – Discussion.** GK gave the meeting an overview of recruitment in terms of diversity outlining the top graph showing the headcount of people with an ethnic minority background working for Wiltshire Police. Whilst it is the best seen since recording began, it does come with 3 notes caution. The first is the overall 3.2% of people with an ethnic minority background, in the Wiltshire and Swindon communities there is a combined population of 5.5% and looks a way to go to reflect society. However, these figures are from the 2011 Census data and we still await the data from the Censuses that was carried out last year. The second point for all those with an ethnic minority background is that it does not tell the full story. Some communities are more than willing to work for the police than others, however the police service struggle to attract those from a Black/Afro/Caribbean background. The recent recruitment campaign identified 33 people from under-represented backgrounds who are going to work with the Positive Action (PA) team but only one from a Black/Afro/Caribbean background. Finally, these are very small numbers and when someone leaves from an ethnic minority background this impacts on the figures.

Natalie Huggins asked if there are numbers from the recent recruitment drive. GK explained the data shown is the most recent, from December 2021 and will include the recruitment campaigns. In terms individual campaigns, these figures are available. Natalie would be interested in seeing them. TC wanted to add some context, with each and every recruitment campaign, it is always being monitored and reviewed who it is attracting. For instance, at a recent EDI meeting, all figures were presented to PM and broken down into who the PA team are engaging with in much finer detail.

Nazma asked how many females are there from an ethnic minority background. GK does not have that data to hand, but gender and ethnic minority are split into 2 separate areas. TC outlined a quick example from the police officer intake a few weeks ago, there were 2 female from an Asian background in that intake. From an intake of 38 officers, there were 14 females the PA team are working with. There is another intake in March and TC will be able to update on figures once that course has landed.

Sharon asked what is being done to improve relationships between that community and the police and highlighted historic issues for new arrivals into the country, reiterating there is not a lot of trust in law enforcement and when they arrive, it spills over. GK agreed it is a nationwide issue and will be asking members for ideas around what he and his team are missing.

Positive Action Activity. GK explained in 2010 the Equality Act became for PA to recruit into disadvantaged groups in that certain actions can be taken with underrepresented groups to level the playing field with other applicants. GK has a small team of officers that do that and one of the key activities are the 'warm up' campaigns, effectively when it is known the Force is recruiting, the team try to do advertising bombardment targeted at particular communities. Once that campaign opens they then identify people from underrepresented groups and find out if they need or want assistance, then work with them.

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Language barriers and learning disability where some may need assistance, such as working with a tutor in Maths and English. TC said this year will be interesting and varied for Wiltshire Police with a lot of recruitment activity and asked members if they could share any connections they may have.

'Warm up' campaigns are very much social media driven where the team and LC have expanded and tried to fine tune into the diverse communities in Swindon and Wiltshire and also looking further afield. As a result of getting those messages out with information and getting people to register their details for the talent bank, the PA team can link in with those individuals and talk them through the recruitment process, answer their questions and even signpost them to other roles such as Escort Officer, such they can build the necessary qualifications.

AA asked around the further education the team assist with. TC explained this would be colleges that provide English and Maths, all the information is on the Wiltshire Police external website on the career pages.

<https://www.wiltshire.police.uk/police-forces/wiltshire-police/areas/careers/careers/>

In terms of community engagement, like many areas of public service, policing struggle with resources, Sgt Tom Ellerby (TE) and his team deal with engagement that has proven to be positive. This week there was an external Scrutiny Panel around the Use of Force and Stop Search where there was a diverse range of attendees who viewed accompanying Body Worn Video (BWV) footage.

Sharon asked what the team are doing around bringing in the Black/Afro/Caribbean communities in. TE outlined some of the community engagement being done including an upcoming session with the Chinese community in Swindon on Friday. There are great opportunities in schools where Sonia Carr is making the team aware of some of the issues with black pupils.

Sharon expressed confusion and reiterated her question around the team's engagement with the Black/Afro/Caribbean community and felt TE came across as defensive in his response. TE apologised to Sharon, he wanted to explain the team's work with the community also to show the removing of barriers.

GK outlined the College of Policing's increase in recruitment via the senior EDI Implementation Managers. Finally, it is worth noting that roles within Wiltshire Police are not just uniformed roles, there are many other roles.

GK made a request to the meeting that if they know of any other groups with a high ethnic diversity, could they please drop an email into: positiveaction@wiltshire.police.uk.

COMMUNICATIONS UPDATE

- **Overview of forthcoming engagement campaigns.** LC provided a snapshot of some of the campaign activities Corporate Communications ran during the last quarter that included Operation SCEPTRE, a knife amnesty, drink/drug/drive campaign, 12 frauds of Christmas and DA. From January onwards there will be some longer term work around CPT which will run over the year with 2 aims: to equip CPTs better with tools so they can communicate directly with the public easily and consistently, in tandem, helping the public to understand who their CPTs are. Violence Against Women and Girls (VAWG) is part of a national campaign that Wiltshire Police are supporting and is launching in February, involving internal work with teams around Standards. Work will start with 'influencers', people who are often active on social media with a large following, to get some of those messages across.

Recruitment. LC then outlines the recruitment campaigns that are coming up, PCSOs on Monday followed by CCC operators, then Escort Officers, and Special Constabulary launching in February along with Local Crime Investigators. These are prime opportunities for Wiltshire Police to recruit from a more diverse pool. The focus is to use officers and staff from an ethnic minority background where they can be ambassadors for campaigns. Finally, for the 2022 Police Constable recruitment, a 'warm up' campaign will be starting where the organisation would like people to register in the talent bank. They will be opening recruitment on 25 April. LC's request is for members to follow Wiltshire Police's Facebook and share the relevant information to their communities. Wiltshire Police are also on LinkedIn.

Our purpose: To prevent crime and protect the public

UPDATE AND FEEDBACK FROM THE IAG ON:

- Policing Community Confidence and Violence Against Women and Girls
- Adult and Child Exploitation and Community Awareness

BRIEFING ON TOPICS FOR IAG's TO TAKE AWAY AND PROVIDE FEEDBACK AT THE NEXT MEETING**Road Safety and the Police Strategy**

Inspector Mark Freeman (MF) from the Roads Policing Unit (RPU).

MF provided the meeting of an overview of the work he and his team are doing and how they deal with road safety. Road safety is promoted through the use of the '3E's' – Education, Engineering and Enforcement.

The Education element is where the team go into schools and deliver presentations, give briefings to the Army and often have guest speakers, usually members of family who suffered a bereavement due to a road traffic accident. There is also a Bike Safe Scheme where police officers take members of the public out to teach them how to ride safer. They also talk about drink driving and have improvement and speed awareness courses to any drivers that get into any speeding activity, all are well received. Also worthy of note is the extensive media campaign and it is a big part of education.

The Engineering element is around trying to identify those areas in the road where there have been repeated collisions. There is a system called Buchanan where all stats are uploaded and is shared with the local authority, who then go out and identify those locations to try and iron those out.

The Enforcement element is a widely accepted fact that a large proportion of serious and fatal collisions are caused by the 'fatal 4': drink/drug drive, speeding, failing to wear a seatbelt and mobile phone use.

RPU work with Highways and the Fire Brigade and carry out a lot of proactive work. RPU are full time specialists who focus on the strategic road network with a clear remit of reducing the high level crime. CPTs are the regular uniformed presence that work in the communities who will focus on the fatal 4 issues.

MF gave an overview of the stats that amount to the times Serious Collision Teams have been called out, as annotated on the slides.

Sharon wanted to say the presentations taken into schools talking to young people who are going to be drivers, are amazing and they should continue.

Scott Garcia (SG) from Road Safety had technical issues and was not able to join the meeting, however he did provide a written update, as follows:

Community Speed Watch (CSW) was introduced over 10 years ago in Wiltshire primarily aimed at reducing speed in Wiltshire and the map that is included on the slide shows all the CSW sites in Wiltshire. Volunteers monitor at the road side and collect data from offending vehicles that is converted into a heat map. The heatmap is then shared across the Force to other departments.

SG's role as the Enforcement Officer is to support the CSW, watching volunteers by working alongside them. SG's equipment is held inside a briefcase and can be set up and ready to work in under 15 minutes of his arrival.

PM thanked MF for his presentation and asked IAG members to take the questions posed below into their meetings for discussion.

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- Are Wiltshire Police doing enough around road safety? Is there anything else you would like to see us do?
- When we consider the number of deaths happening on the road – should we be dedicating more resources to dealing with that issue of threat/ harm and risk on the faster roads or is it more important to deal with the community concern in the towns and villages where fewer deaths occur?

ANY OTHER BUSINESS

PM expressed his thanks for this evening's guest speakers and for members giving up their own time to join this meeting and thanks to AA for his

End 19.53 hrs

DATE OF NEXT MEETING

Wednesday 20 April 2022