

an opportunity to share certain topics with guest speakers and to have feedback on how the Force can do better in the future, but most importantly is the conversations that follow.

SERVICE DELIVERY REVIEW PRESENTATION AND DISCUSSION

Police Complaints and Hate Crime

- **Trajectory and direction of complaints.** Superintendent Steve Cox (SC) is currently head of the Professional Standards Department (PSD). SC's team deal with the majority of complaints and internal conduct with the Counter Corruption Unit (CCU) dealing with the high level of conduct issues.

SC outlined the first slide titled the Office of the Police and Crime Commissioner (OPCC) dissatisfactions recorded. Wiltshire Police are one of 3 forces where the OPCC records public complaints. The legislation changed in 2020 fundamentally around complaints and conduct which has remained the same for 30 years; the word 'complaint' has been replaced by 'dissatisfaction'. What the slide shows is the trajectory over a significant period, and it is key to highlight there has always been a backlog of work due to IT issues on the nationally supplied platform where an entire month was lost. The OPCC Service Recovery Team did some great work and managed to get rid of that backlog and for the first time in 3 years SC is able to say the team are dealing with 'today's' jobs and are seeing the lowest amount of public dissatisfaction in the Force where 40% of jobs last year were service recovered; 51% did become an investigation and that process is dealt with in SC's department.

Ten days is the timeline the Independent Office of Police Conduct (IOPC) hold the Force to, and the good news is the majority of those are recorded within 2 days, learning from errors as they go along. In terms of reassurance the high figure of 45% dissatisfaction headings are far ranging and the second highest throughout the country fluctuate between individual figures. Highlighting the 109 allegations, SC explained this is because there is more than one allegation contained in that complaint.

PSD Dissatisfaction and Conduct. SC explained this slide is the volume of Schedule 3 complaints/conduct and cannot be service recovered; these go into SC's team. Fifty three came into PSD for a formal process of some kind that can range from learning for the officer in terms of reflective practice and for the officer's line manager to contact the complainant to seek their wishes relative to their dissatisfaction; 80% of complaints across the country are dealt with through the reflective practice process.

Finally, the 7 cases ongoing for 'reasonable and proportionate' - if it is discovered a complaint is malicious then it is dealt with through the 'reasonable and proportionate' process. It is important to highlight to the meeting that the Force do not mark their own homework; the complainant is offered to right to review and for serious matters this will go to the IOPC and the OPCC.

PW agreed this is an improving picture and he has strengthened the team to clear the backlog and he personally looks at every single complaint that comes in. They are all tracked, and he makes sure there is a response to all complaints now resources are in place to improve the service.

Judith sought clarity around the 7 cases and asked if they were random. SC explained the 7 are from the period of February. Judith then asked around complaints to individuals and if there was training for existing staff. SC confirmed there is and features as part of the Standards Campaign.

Ashish asked if there were a significant number of malicious complaints and what the Force does in relation to those. SC explained they get closed down quickly by the Service Recovery Team. If there are those that abuse the system the team engage with the IOPC and from there they are blocked from contacting the Force by email; they are still able to access 101/999 and online complaints.

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- **Recent conduct cases.** SC outlined the 22 live Gross Misconduct (GM) investigations, 15 conduct and 7 complaints for PSD and CCU; GM is the highest level and can result in dismissal. A Legally Qualified Chair and a Superintendent sit on these hearings; those are internal conduct matters that are not public complaints. The CCU's job is to look for internal conduct issues with the difference being a dissatisfaction is logged by a member of the public and conduct comes through internally. For the more serious matters SC will suspend people from the Force to remove them from the evidential chain in order to protect them.

SC then went on to give an overview of 2 recent examples of serious misconduct highlighting the importance of CCU working with partners of various groups within the community. Finally, SC explained Misconduct in Public Office (MIPO) historically was a difficult offence to prove, however since the abhorrent actions of Wayne Couzens, it has become easier.

PM referred to the recent examples of misconduct saying it goes to the heart of trust and confidence in policing; members of the public should be able to trust those within policing and the Force is 100% committed to routing that small number of people.

- **Overview of the Wiltshire Police Standards Campaign.** SC gave an overview of the Wiltshire Police Standards Campaign which is a detailed campaign for the Force. If there are lessons learnt these are included in a quarterly newsletter. It also focuses on anonymous reporting, so people feel comfortable coming forward. Prevent/Protect engagement is outlined on the slide. Regular drug testing is carried out utilising the opportunity to promote certain topical issues, such as the use of social media. It is fluid and does change relative to local and national activity.

Abdul asked what sort of repeat complaints are on a single police officer and what is the process. Secondly, once they have found there is a case to answer, is there any training process for that officer. In terms of Abdul's first question, SC explained he does not get many repeat complaints against officers and if they do there is a process in Force called the People Intelligence Board where they look at patterns of those with more than 3 complaints in a year. In terms of Abdul's second question, reflective practice is all about learning and quite often, if they have any and it is believed to be a Force issue, they make it part of lessons learnt to the entire Force through the Learning & Development Department.

Sonia asked where Domestic Abuse (DA) sit within that and how many Wiltshire officers are suspected of DA. SC has been in post for 4 years and has only had 4 in that time. There is a clear process in line with national guidance; the Public Protection Department (PPD) deal with the criminal investigation and PSD deal with the investigation. As soon as the criminal investigation is completed PSD would then deal with GM. Sonia Carr asked what support is offered to the officer. SC explained there are staff associations, Police Federation for police officers and UNISON for police staff. If they are not members of a staff association, they are appointed welfare officers, as was the case with the 2 recent cases. Once they are dismissed they are handed over to their General Practitioners (GPs).

- **Trends in the reporting of Hate Crime (HC).** Inspection James Williams (JW) is the tactical lead for Hate Crime, Rural Crime and Stop Search. JW explained the 2 peaks on the graph are where both lockdowns ended seeing a rise in HC and public order around pubs and outdoor spaces opening. Trends throughout the COVID period, monitoring saw the different aspects where the Press played a part in perceived origins of the strain; thankfully not seen in Wiltshire. Detection rate is down 7.2% from the previous year and following dip sampling, it was found all leads were followed.

Formal Action Taken (F.A.T) talks about detection, going to Court or cautions – those rates have remained stable across all strands. In terms of the racially motivated strands, there has been a lot of public order offences where a lot of people, going about their daily business, are getting abused and shouted at in the street.

Ashish pointed out, when talking about detection rates going down, it does not always mean HC has reduced and a significant factor that impacts is the lack of understanding from the members of the public. Ashish had requested to explore the possibility of an awareness campaign with members of the public around HC and asked if this idea could be further

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explored. PM said this is an excellent offer and LC welcomes Ashish's support and will link in with him offline. LC said they are putting together a video where they are looking to include sign language and sub titles for a joint HC Awareness Conference that is supported by a number of partners in October and is looking reach out as far as possible, including third party reporting.

Sonia noted there is nothing on HC in schools and asked where that data is collated. LC explained, unless it is reported to the police, they do not have that data. However, LC's team do work with education and sit on a Silver Group looking at training around schools as an awareness piece and also looking at education around derogatory language. Sonia highlighted it is a problem in the community and the difficulty is getting past the Force's customer service. LC will take this offline with Sonia.

Abdul Amin has another meeting to attend and left the meeting at 18.51 hrs

POLICE AND CRIME COMMISSIONER

- **Update on the PCC Police and Crime Plan (PCP) – PCC Philip Wilkinson (PW).** PW confirmed the Plan is now online and this evening he would like to talk about the ethos that is at the heart of the Plan and enshrined in the priority of the Plan to help the Chief Constable (CC) create a police service that meets the needs of the community. An active survey was carried out that consulted with all communities and schools, setting networks where PW could engage with young people, including youth commissioners with both local authorities. This was to try and identify their concerns and how to best to deliver the Plan. It is important and PW wanted the PCP for Wiltshire to be nuanced onto community concerns with a large element being victim support.

PW went on to say, what has been seen over the years is the police have picked up lots of the activities that Sonia was referring to and PW believes these should lie with the OPCC or local authorities such as early engagement. PW has been legislated to look after various strands such as criminal justice activities and the reintegration of young people after they have served their punishment and PW has strengthened his office to pick up those activities. The OPCC will coordinate with schools and local authorities in order to get a more comprehensive support plan to allow police to focus on policing. PW's office will be picking up with community safety partnerships to strengthen the PCC's role and PW wants a service that is second to none. PW is working with the CC and PM to examine how to do all of that within the Force to make sure communities have the trust they deserve in policing. Police satisfaction will come from the service they deliver to communities. Finally, PW highlighted the detail of the Plan is online and will be published shortly based on a long and detailed consultation.

HUB COMMANDERS' HIGH-LEVEL OVERVIEW

- **Update on Swindon Hub – Superintendent Phil Staynings (PS).** PS provided the meeting with an overview on the progress with partners around the Early Intervention and the Violence Reduction sub group that is in place and subsequent action plans. PS is working with Michael O'Connor around £1M funding and a Knife Crime Work Group led by sector inspectors. Neighbourhood Policing Team (NPT) levels remain fully resourced and planning for summer demand has begun where PS will be stepping up the Community Engagement Plan. Modern Slavery and Human Trafficking operations have been undertaken where he went out with CN's team that were linked to the safeguarding of 2 vulnerable people linked to the Chinese community. Swindon Town Football Club (STFC) - Op DEFENDER was the response to the football disorder where a number of people are on bail and is being robustly managed. The attempted murder in Broad Street saw one individual arrested and the assault in Ramsbury Avenue is being managed by CN's team. Sadly, there was a double fatal road traffic collision in Ermin Street, Stratton. Finally, overall crime is stable across the borough and PS is ensuring there is a good sound footprint to assist with reducing demand.
- **Update on County Hub Supt Liz Coles (LC).** LC gave an overview of the county hub where Trowbridge was the main area for Operations AIDENT, ACCENTRE and SCORPION specifically nail bars that from an exploitation point of view, are a concern. County Lines intensification week included looking at preventative measures where there were also increased high visibility

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patrols in the night time economy working closely with licensed premises. Dog DNA appeared on Crime Watch last week and there has been an increase for DNA as a result. In Amesbury there was a focus on Rural Crime as they manage through the seasonal matrix incorporating increased patrols due to the theft of fertilisers, diesel and grain. Although this has not been seen locally, teams are still working on crime prevention. Devizes/Warminster – there was a £100K cannabis seizure in Keevil. Chippenham have seen large problems relating to drugs and over 30 drug warrants were carried out resulting in offenders being convicted, Finally, in Royal Wootton Bassett a large cannabis factor was located.

COMMUNICATIONS UPDATE

- Upcoming Police Officer Recruitment.** PM gave an overview of the national Uplift Programme where the Prime Minister agreed to a 20K recruitment of police officers a couple of years ago. The next campaign is due to go live on 25 April where PM has written to each IAG chair around the excellent opportunities for policing to improve its diversity and he wanted to take the opportunity at this meeting to reiterate that encouragement for anyone wishing to consider an opportunity in policing. If members would be kind enough to signpost any individuals who are interested to the Positive Action team who have the responsibility to work with underrepresented groups in order to improve their confidence: positiveaction@wiltshire.police.uk.
- Overview of forthcoming engagement campaigns.** AG gave a high level overview of some of the campaigns, including the Community Policing campaign that ran from 2021 to the early part of this year to promote Neighbourhood Policing teams. Within that campaign a survey ran to gauge understanding; three quarters said they did not know how to contact their team. Regular social media activity took place throughout the campaign period supported by a lot of digital activity as well as at a local level such as community magazines to draw attention to the campaign.

Operation SCORPION was a recent week long operation targeting drug lines. It was a regional operation along with the other 4 forces carrying out a huge amount of warrants and disruption activity. Further detail is outlined on the slides.

Violence Against Women and Girls (VAWG) Campaign was the start of an ongoing conversation with the public. Although it is a national issue it is around local response and there has been a lot of social media commentary around activities.

AG's final slide outlines the police officer recruitment campaign in April where there will be a significant amount of work in terms of communications working with the Positive Action team. The teams are currently working out how they can ensure awareness which will include Facebook Live.

Part B

IAG CHAIRS UPDATE

Key Topic Feedback (30 mins)

Road Safety and the Police Strategy

- 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?

Feedback from discussions.

Anton: explained his meeting had quite a few comments but in terms of the first question, the meeting noted the failure in city centres roads where more could be done. Other discussions were the acceptance of dashcam footage, and another was around white lines at main junctions being worn out and suggested lobbying local authorities in the interest of road safety.

In terms of the second question the meeting believed more support for the Community Speed Watch (CSW) would be welcome. Police publicity should be convincing people in villages and towns, speed also affects them.

PS wanted to pick up Anton's point around CSW where he is in the process of going through advertisement for 3 Road Safety Officers as part of the National Uplift Programme to support CSW and focusing on threat and risks across the county.

Anton: in terms of feedback, some members are keen to hear from other areas on the county and asked if they would get printed copies as part of future agendas.

SE will look to include those for future meetings.

Judith: confirmed comments from their meeting align with Anton's feedback and felt aligning with local authorities around extended roadworks and perhaps agreement to use bus lanes could lessen the impact on commuters. They also discussed the state of some of the road maintenance.

Question 2 feedback was: one human life is always a priority and resources should be used to reduce risk. They also highlighted they only hear about serious fatalities.

Ashish: explained when they had their meeting, members were happy to feedback on road safety and not about road works. The point they made was the need to have more focus around road safety particularly around the entry to areas such as places of worship and other sub roads. The meeting are also interested in data around road safety related incidents over last 5 years and how that compares nationally. SE will take this offline.

Ashish explained other feedback was around streets remaining at 20 mph limit and zones. LC will take this away. PS said he can share CSW and Road Safety data, but it is a local authority issue, but he will feed that back. SC explained the 2 differences around the 20mph limit/zones. One is putting a sign up and is the most common, the other is with speed bumps. A limit will not stop speeding but a zone will.

Ken: in terms of the first question the meeting felt CSW volunteers could be a little more flexible, particularly around times such as the start of the school day and increased police presence in rush hours and accident hot spots. Also, an increase in the signs that flash would act as a deterrent.

Question 2 – the meeting are in favour of high police presence in the community. Although there are fewer deaths in villages, the impact is more damaging to an entire community. Perhaps a social media campaign on how to report dangerous driving, the dangers of speeding through villages, to try and get people to reduce their speed.

Neil: the meeting felt both questions were important. Fast roads come with greater high level impact and the cost dealing with that is immense, whereas the cost is not as large on a slower road. Slower roads, particularly villages almost accords with anti-social behaviour (ASB) because people will be walking along without pavements; therefore, it is an act against the individuals. The meeting referenced the 3E's and making sure people understand the importance. Pot holes in Wiltshire are a problem. In terms of enforcement Neil suggested looking at Special Constabulary (SPC) being trained in the use of enforcement equipment. There would then be an enforceable impact in villages that can move around. Education can be around getting across the impact of what speed can do.

PS highlighted a SPC Road Safety Unit who do have that capability and he is looking to grow that unit. They are aligned to the Roads Policing Unit (RPU) and are proactive around enforcement and he has just given another course to dedicated SPCs.

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PM expressed his gratitude for the feedback received this evening and he will ensure this is passed to Inspector Andy Moreton to help inform his strategy going forward.

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

Inspector James Williams (JW) is Rural Crime Tactical Lead:

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 is Wiltshire is a huge rural county and terrain making it difficult to access, but the Rural Crime Team do have access to specialist vehicles. Areas are isolated and vulnerable locations with low lighting. 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. 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 Intelligence 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, ruining crops and destroying fences causing significant financial impact, fear and stress on cattle. There are some projects ongoing to create a bund and filling it with wild flowers to assist with disruption etc. This season 6 dogs have been seized, this has caused a decrease in crime, showing those tactics do 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 a 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 messaging going out; there is also Drone capability.

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

The national IAG Conference on 25 May 2022 is being held in Luton and PM has authorised the booking of accommodation for IAG chairs or their deputy for one evening. SE will be writing to update on the conference and on the offer.

AG has been working on a revised strategy that he will circulate to IAG chairs for their feedback.

Finally, PM thanked meeting members for giving up their valuable time to attend this evening's meeting.

End 20.06 hrs

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DATE OF NEXT MEETING

Wednesday 6th July 2022 1800-2000 hours