



**Item**  
**Part A**  
**INTRODUCTIONS AND WELCOME**

**Owner**    **Time**

- **CPT area realignment.** Further to some internal restructures the organisation were looking at how making sure IAGs are fully aligned with their CPT areas. PM held a meeting offline with KH, NW and MS and the outcome was MS was happy to take on central IAG. MS would look take on Salisbury and Amesbury and it is a big area to cover. NW looked at his area further and it remains unchanged and he will continue to work with GH.

**SERVICE DELIVERY REVIEW PRESENTATION AND DISCUSSION**

**Police Complaints and Hate Crime**

- **Trends in the incidence of complaints against the police.** SY gave an overview of the slides and stats relating to hate crime. In terms of volume, 119 crimes were reported in 12 month period to June this year and in terms of comparator, shows an increase of 9.9%. The overall volume of crime remains low. Racial and sexual orientation crimes increase with the second slide going into more detail. The organisation is not an outlier, this is being experienced nationally and in terms of Wiltshire there is a 16.7% increase when looking at a rolling 4 week average, although significantly below the national picture.

NW asked if there could be a break down into CPT areas in order to see how serious the problem is in respective areas. SY can get that supplied outside this

AC asked if these can be split between race and faith, he has heard from many in the community being faced with hate crime and have not reported this; it will help spread awareness and the split will help to understand what the gap is out of the population.

***ACTION: SY to provide specific data to IAG areas showing a breakdown locally of race and wider ethnicity, also looking at outcome rates.***

AA believes these crimes are under reported and many people do not report hate crime because they do not believe anything will be done. AA went on to ask if there are many incidences of one person committing several crimes. JW said they certainly do see repeat victims and repeat offenders in many of the hate crime strands. Sexual orientation is one of the spikes being one person being the victim many times and often find it is the same offenders.

AA then asked, when it is found to be the same offender, causing the same problem, at what point does the police take real action so the victim can believe their voice has been heard? CN explained they have neighbourhood teams and response teams and at the first incidence, response would get sent and if it is seen as repeat victims, the neighbourhood team would pick that up and carry out victim contact where Hate Crime Advisors would go out and give that support and guidance.

Some contact with different strands realise there are some gaps and are currently doing some work around that. There is a partnership approach between neighbourhood and response so they have a name they can turn to. PM explained, in addition, local support agencies support victims. In terms of that vulnerability, if left unchecked, it can escalate beyond the initial recording. PS confirmed they do have a vulnerability risk assessment that all operational staff complete. Repeat hate crime vulnerable risk assessments do go through to the HORIZON team and to victim care. An overview and approach is sent out as operational guides that include hate crime to staff at a local level and also to the control room.

IM asked how many hate crime perpetrators were charged and convicted and what was the deterrent action taken against perpetrators. SY confirmed this is something she can look at abstracting and analysing, but it may take a little longer due to the way systems record the data.

SY will look at outcome rates as part of the first action.

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JW explained the year on year outcome rate for hate crime is 16.9% and is a positive outcome. The detection number is 122, up 10% on last year. IM believes there to be a confidence issue around reporting hate crime and if rates were better, it would encourage people to come forward.

### **Hate Crime - JW**

JW gave an overview of the slides outlining what hate crime is. It is understood that hate crime is under reported from the last survey completed showing 43% is not reported to police and 75% LGBT+ do not tell the police. National research has recently shown disability hate crime is the most hate crime that is under reported. JW understands there is a gap with the amount of hate crime happening and what is reported to the police, and as the tactical lead, would be grateful of the support of IAGs.

An increase in the reporting of hate crime would be a success because it is under reported. The Control room have had training to identify hate crime and ensure they flag them correctly. HW's question to the group is, it is Hate Crime Awareness Week 9-16 October, how can we encourage hate crime reporting. There are 114 Hate Crime Advisors within the Force.

JW went on to say there was an increase in hate crime when Pubs re-opened, but also of cyber related crime. HW had a question posed whether there was an increase of hate crime in schools and did an initial survey, asking PCSOs to go into schools and getting an early intervention team working with schools and PCSOs plan inputs for national Hate Crime Awareness week in October. There is also potential, with young people being online more, to see an increase of them being groomed into extremist activity, with young people accessing material they should not be or putting things online. The key is to build into the schools, and they flag anything so it can be raised into the right channels to prevent.

JW reviews hate crime weekly and looks for trends, identify repeat victims and prepare for performance meetings, highlighting those repeats to Superintendents to ensure Inspectors can put plans in place to support those victims. The national community tensions teams look at trends and record Force wide trends. Whilst nationally there was an increase, locally, there was no increase at first and the organisation saw 2 crimes that potentially could have been due to Palestine but no there was no evidence. JW will plan engagement activity and look for good practice from other forces, looking at what can do locally.

JW is looking to improve the data capture to understand the reporting of hate crime in Wiltshire to properly understand. There will be an internal Silver scrutiny panel on 29 July to look at hate crime and how to improve it.

AC said, in terms of tackling the under reporting of hate crime is 2 layers. Firstly, there is the understanding of what is hate crime, people need to recognise the definition of a hate crime. Secondly is reporting and suggests tackling social media awareness, leaflets, posters and videos talking about the definitions of hate crime and supporting victims. Webinars will help people understand more of this and spread awareness. In terms of mistrust or lack of confidence, there are community champions where people from communities can go to if they face hat crime or if they feel they cannot go to the police.

LP believes it would be useful to get some feedback and it would also be useful to have these slides to feed back into groups. It would also be useful to have the acronyms spelled out.

***ACTION: SE to provide a glossary of policing terms to the meeting and for the slide deck going forward is to ensure the glossary is included.***

AA said perceived hate crime is difficult for both the police and the victim and when talking about what is perceived, most take place within neighbourhoods. Often, offences taking place are in cultural communities. AA will send more information to DT offline.

CH backs up JW around talking to schools and that early intervention is key. In general, the younger generation are more tolerant than the older generation.

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**Police Complaints. SC – 2 slides.** SC gave an overview of the slides where the annual figure does look alarming at first glance, but when put into perspective, shows the complaint system is accessible and easy to use. Legislation changed early last year and historically, a lot of complaints that came into stations, never made it on the list. The new definition ensures every dissatisfaction is recorded.

In terms of service recovery, of the 1,192 complaints made, approximately 50% were dealt with via service recovery by the Office of the Police and Crime Commissions (OPCC) where there are 4 people to take all complaints into the Force and see if they can service recovery. Of the remaining 50% around 80% end in reflective practice where officers are engaged by their line managers, to involve the police officer into the investigation and seek a resolution. The remaining 20% enter Professional Standards Department/Counter Corruption Unit (PSD/CCU) and become formal investigations.

SC then outlined the gross misconducts where a possible outcome is dismissal. These do have a very strict timeline and is something the Independent Office of Police Complaints (IOPC) do hold the Force to account for. In the interests of being transparent, in the last calendar month there were 90 complaints that came into Wiltshire Police and all were recorded on the day they came in. The IOPC have to Force data and download that regularly. For all police officers that go in front of a gross misconduct process are public. The public put a higher level of trust and confidence in police officers, which is right and proper, and it is published, the Force legally have to do that. In the 3 years SC has been Head of PSD, only one hearing has been done in private.

Police staff are not legally allowed to be published but PSD still deal with the misconduct. Because of COVID all gross misconduct hearings were paused and the ones this year were rolled over from 2019.

PM explained all these hearings are overseen by a legally qualified chair, the OPCC appoints that chair, normally a barrister, who operate on a circuit system. There is also an independent panel member to represent the public and in addition, a Superintendent. PM went on to say there have been a number of cases nationally that have not put the police service in the best light and these types of cases are rare. Essentially, holding the standards of the profession, all cases are dealt robustly.

### COMMUNICATIONS UPDATE

AG outlined the slide around the ongoing response to COVID, meaning there has not been as much content going out, opposed to last year, where the Corporate Communications team have tried to keep a proportionate response. Reminder messaging in conjunction with partners around the position on the government roadmap. Event based messaging, ie summer solstice, make clear what the public can/cannot do. In addition, where we are seeing changes in crime types and behaviour as the economy is starting up, making sure people are alive to those issues and have guidance at their fingertips. In terms of transparency and scrutiny, the Force openly published their data on Fixed Penalty Notices (FPNs), issued to members of the public. Inspectorate reports been a general publishing of findings and making sure the public are aware and specifically, the police response to Domestic Abuse (DA) during COVID-19. One of the findings throughout the pandemic was that Wiltshire were one of the forces highlighted for good practice around what they were putting out on their channels.

In terms of recruitment, there was recently a campaign for IAGs and was done as part of the national Volunteer Week, resulting in 73 applicants in total. The geographical areas are now full, and it is something that can be picked up when numbers need a boost. Also, ongoing is the police officer recruitment campaigns for front line operational roles. The most recent campaign attracted 400 applicants within 36 hours. As part of that, the new content that included videos from officers, case students and a new guide, was seen as national best practice.

DA has been part of ongoing campaigns throughout the pandemic that responded to trends around DA victim focus, encourage reporting, the commissioned services that will help people that are potential victims, making sure those referral points are well published.

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Volunteers week in June was an opportunity to say thank you to all volunteers, raising awareness of the different roles in policing and the wealth of experience the organisation has in their volunteer cohort, in particular the Special Constabulary.

Euros, in terms of Comms activity used to support recent tournament, was outlining COVID restrictions, particularly as night-time economy was relaxed, about being responsible around drinking etc.

Finally, upcoming activity over next couple of months, the next big piece is around summer demand, particularly around the relaxation of restrictions.

TE wanted to highlight the extended recruitment campaign for diverse members where they had been a bit more creative and did some target messaging; numbers are now up from 5 to 13. TE has asked chairs for the remaining list for members, so a letter can go out as soon as possible, and the IAG handbook has been refreshed and has an up-to-date map.

NW said the west had an extraordinary response to membership and he has started activating them. One thing NW is concerned about, the recruitment slide suggests the IAGs are full, but he has to say that one area from the local ethnic communities, he would like to see some more and asked if there is a maximum number. PM confirmed not. TE is happy to leave recruitment open and keep members on reserve. PM is happy to leave it open during the course of the year and in national Volunteers Week do that recruitment drive.

AA said he does have a good number of diverse members, mostly in the Swindon area, but would like to see some more in County.

IM took a different approach and believes every diverse community should have the opportunity to have a representative and has 2 members.

## Part B

### IAG CHAIRS UPDATE

#### Key Topic Feedback (45 mins)

#### Public and Sexual Harassment in our communities (10 mins)

- What is the experience of the group in relation to street based sexual harassment?
- Should the Force adopt as standing policy the definition of misogyny?
- What more can the force do to work with communities and partners to address street based Sexual Harassment?

AJ said it was difficult to classify what sexual harassment is. Misogyny should be adopted as a standing policy.

IM believes, sexual harassment, as more women go out, feel uncomfortable. There is a need to do more around that in terms of active policing and more cameras.

LP believes it should be linking into hate crime, then then increasing awareness of that reporting process.

NW reaffirms comments. The issue around street based were not felt as helpful with social media activities deemed just as damaging. Another point that came up was if it is not reported, how can police target activity.

AA is still yet to have a meeting and will provide a written report.

PM has meeting with JW to look at how implement this going forward, there is some rich information around how to link it into the wider approach to hate crime. The street based element is on plot with that but there has been a massive rise around cyber stalking activity. PM thanked members for their feedback, he will take that away and update in due course.

*Our purpose: To prevent crime and protect the public*

**Policing Public Order (10 mins)**

PS explained Euros was a busy and challenging time where planning was done extensively with partners in Swindon and Wiltshire and good engagement with members of the public. On Sunday, after the immediate result, there was some widespread disorder. However, due to the planning in place this was mitigated. In terms of wider community tension, none was seen.

Planning took into consideration that communication with the public, linking in with local authorities. Challenges with resourcing ensuring a community footprint to ensure meet expectations of the public. Criminality and levels of criminality, Swindon is back to pre-pandemic level of demand and staff are having to step up to the plate. Investment in neighbourhood policing model will see further cohorts in the Force over the next couple of months.

In terms of operational updates saw the challenges around organised criminality at the beginning of the year, proactivity dismantling crime in the area. Other notable results in the Walcott area where added resources on evenings and nights, had positive results. Operation AGER was a mix of resources to manage a small number of individuals causing harm saw teams working with families to have that holistic approach. On the partnership front and looking at the cause and issues on violence, CN is leading on police in schools, DT is leading on a Knife Crime 4P (prevent, prepare, pursue, protect) Plan. There is a SWIFT Programme 'Families to thrive, being led by the Early Intervention Team.

PS is always looking at innovative engagement with the community and is pleased to announce they have held the first Swindon and Wiltshire Youth Commission. The feedback was fantastic and will inform the approach as we listen to the voice of young people. On the Citizens in Policing approach, the cadet offer will be a blended offer, seeing Cadets from areas of deprivation. Community Speed watch has evolved and is now online with an offer for people who wish to be trained.

NW noted PS' update and said it was impressive around of what is going on in the north of the county and asked if there could be a brief circulated for county.

***ACTION: SE to ensure the top 8 points of activity during the course of the last quarter in the county and circulate to the members.***

AA reiterated his meeting is to come.

NW has submitted a written report. Their meeting had good discussions, the summary of which, the public have a right to protest but a line must be drawn on disruption, fear and violence. There is a line that should not be crossed. The second point, NW has welcomed the evidence where there have been other issues where there have been little protests and pre-working between organisers and police, is to have that recorded as part of knowing where the line is.

LP firstly, the meeting were absolutely in support of police in terms of what should be done. The overriding point was feedback is a greater understanding of where it shifts from the police watching and looking and the point of trigger, the decision for them to go in and break up the protest. The public does not have that knowledge and understanding. PS explained there are Public Order Commanders, where engagement with organisers is done, if they can be identified.

IM thanked PS for his update, the demonstration around Gaza was well run and the policing was excellent, albeit still under COVID restrictions. IM wanted to highlight a big bike ride coming through on 29 July. He has a further meeting next week and will provide a written brief.

AJ confirmed the way the police handled the protest in Swindon was excellent and the main view is the policing of disorders has worked well in difficult circumstances. Police representatives had good intel that identified troublemakers which was good news. Keep it going and keep up with explaining.

AC believes the right to protest should not be abused or misused as the right to riot. If police are required to take firm actions in the interest of public safety and public order, there should be no hesitation.

NW said, that people who are protesting with good intent, the media will not always cover the good intent, the story will deal with the riot. It was felt strongly the wider the police could work with the

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communities when they are aware of events being planned and developed, will go a long way to neutralise the efforts of the minority to disrupt the event.

- What is the view of the group on the policing of disorder in the last year?
- What more should we do to work with communities to explain our approach to policing protest?

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

#### **Domestic Abuse**

PW – overview some of the challenges around policing DA and the impact on vulnerable people. The new DA Act went through Parliament with PW outlining what that means. Key points are, the 2 people involved have to be 16 years or over and have to be connected with each other.

The next slide looks at the volume of DA and is split across Swindon and county looking at the last 12 months. Year on year, there is a slight decrease from what was seen in the previous year and are yet to learn the impact from COVID. PW spoke around arrest rates and explained arrest is not always the best option and does have a team who audit DA incidents and the decisions behind them.

Outcome rates talk about positive outcome where someone is charged etc., and it can be seen figures have dropped down from 15% to 13%. This area is monitored closely looking at the context behind the figures.

Repeat victims shows an increase in the table and is a rolling 12 month figure. A repeat victim is an individual who has been a victim 4 or more times in previous 12 months.

Diverse communities in Swindon and Wiltshire are believed to be under reported. The Office for National Statistics has data that points to twice those compared to those with an ethnic minority background. There is a new safeguarding team with Wiltshire Police and is part of the Public Protection Department (PPD) who are involved in a number of projects. There are projects ongoing asylum seekers and there is ongoing in response to Honour Based Abuse, Female Genital Mutilation and Forced Marriages, with policies continually updated and refreshed. Each DA has a risk assessment by the attending officers and those medium to high risk are flagged to the safeguarding team. Repeat offenders and perpetrators are referred through to SPLIT in Wiltshire.

The DA Violence Perpetrator Programme sits within the Integrated Management team and each offender is discussed through a multi-agency panel with partners looking pathway and needs specific to the offender. It does not rely on a criminal conviction and can be used as crime prevention.

Finally, PW asked the meeting if they could consider the questions posed below.

IM said, there is the victim and there are the children, and asked if the children are classified with as victims. This does have an impact on the children and result in a family break up, what would happen to the children? In the communities, reporting does not get done because of the impact it would have on the family and they would need guidance on how to help the perpetrator. PW explained they have a crime recording system, a mechanism of recording when children are present; they will be classed as a victim.

NW supports IM's comments around the impact on children. It is not just the minority communities, there does need to be a common approach to DA so there can be more understanding around what is happening. Children may very well speak to their teachers in school and may well have information or channels of communication. NW asked if it is possible to remove the alleged perpetrator from the environment without arresting them. PW confirmed there are ways remove alleged perpetrators without arrest, but it would dependent on circumstances. If it is a verbal argument, removing the person who could be perceived to be a perpetrator is done regularly. However, they cannot force them to stay at another location, they can strongly advise them.

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- Should the police always look to arrest the alleged perpetrator in cases of reported domestic abuse?
- How can we encourage reporting from minority communities so that we can better understand the true scale of domestic abuse?

### ANY OTHER BUSINESS

- **Special Constables Contribution Update.** PS wanted to take the opportunity to highlight the excellent work and contribution the Special Constabulary. Wiltshire Police have a small cohort of 160 Special Constables and the number of hours they have offered is exceptional. Almost half the Special Constables are fully qualified to go out independently in support of visibility.

NW offered congratulations and asked if the new, updated handbook could be made available to all applicants and if training could be organised for IAG members to understand the context. TE will take offline.

***ACTION: TE to circulate the IAG handbook to chairs and look into IAG training.***

**End 20.07 hrs**

### DATE OF NEXT MEETING

Wednesday 13 October 2021