

WILTSHIRE POLICE MINUTES

MEETING	Public Service Board
VENUE	SKYPE
DATE	Thursday 29th October 2020
TIME	18.30hrs – 21.00hrs

ATTENDANCE

Paul Mills (PM)	Deputy Chief Constable - CHAIR
Jerry Herbert (JH)	Deputy PCC
Clare Mills (CM)	Head of Corp Comms and Engagement
Adrian Burt (AB)	Hub Commander - Swindon
Dave Minty (DM)	Hub Commander – County
Ben Huggins (BH)	Diversity and Inclusion
Andy Grant (AG)	Corp Comms and Engagement
Ishak Mogul (IM)	IAG Chair – Swindon South
Ashish Channawar (AC)	IAG Vice Chair – Swindon South
Anton James (AJ)	IAG Chair – Swindon North
Kelly Higson (KH)	IAG Chair – East County
Liz Priscott (LP)	IAG Chair – North County
Nick Westbrook (NW)	IAG Chair – West County
Maria Stevenson (MS)	IAG Chair – South County
Sam Pearce-Kearney (SPK)	BAME IAG Vice Chair
Alisa Wickens (AW)	EA to Mr Kier Pritchard

Guests

Simon Cowdrey	Inspector - Hate Crime Lead
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APOLOGIES

Kier Pritchard (KP)	Chief Constable
Abdul Amin (AA)	BAME IAG Chair
Eirin Martin (EM)	Staff Officer to Mr Mills
Steve Philips (SP)	IAG Vice Chair – North County

Item	Owner	Time
Part A – Chair DCC		
INTRODUCTIONS AND WELCOME	ALL	18.30
<p>Welcome back: Moving Forward</p> <p>PM opened the meeting; introductions made, and he outlined the structure of the meeting with a focus on Covid-19 updates and the intention is to come to a sense of normality and back into a routine.</p> <p>Slides 4-5 – Outlines the new timetable moving into 2021.</p>		
SERVICE DELIVERY REVIEW PRESENTATION AND DISCUSSION		18.35

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Part A – Chair DCC		
<p>i. Trends in the incidence of complaints against the police Slide 6 – PM gave a high-level overview of the complaint picture of the force following the new legislation in February 2020 and the definition for complaints; this has led to an increase nationally. Wiltshire Police has seen an increase from 739 to 998 and a new system focussing on early resolution has been introduction. Complaints come to the OPCC as a first port of call and most are easy to resolve with early indications that complaints are resolved within 4-5 days. The next update may show better trends once the new norm is understood.</p>	PM	(5mins)
<p>ii. Trends in the reporting of hate crime SC introduced himself – Hate Crime Lead</p> <p>Slide 8 - SC outlined the 5 definitions of hate crime being race, religion, sexual orientation, disability and transgender characteristics. He noted that third parties can record hate crime.</p> <p>Slide 9 – The Law Commission are currently running a consultation until December with proposals for hate crime law. This will be passed to IAG's.</p> <p>Slide 10 - Hate crime can be reported on 999, 101 or online through the Force website or via True Vision (www.report-it.org.uk) where reports will filter to force area.</p> <p>Slide 12 – Hate crime in Wiltshire has increased over the last 5 years as is the national picture and constitutes 1.5% of our overall total, again, this is the national picture.</p> <p>Slide 13 – Rise in hate crime maybe due to better recording and target setting and better general awareness. The short-term rise has been through national trends responding to society e.g.: EU Referendum and 2017 terrorist attacks.</p> <p>Slide 14 – Hate crime is underreported for certain reasons and the message to IAG's is to ensure people are confident to come forward.</p> <p>Slide 15 – The graph demonstrates the last 3 years data and sees a peak in June, July and August. October had 44 hate crime reports for the month and back on track to previous years.</p> <p>Slide 16 – The spike in June, July and August is known as an underreported crime and trying to establish what is a good level and what is a bad spike. International events and lockdown invoked hate crime reporting, e.g. neighbours reporting breaches of Covid restrictions; Black Lives Matter across the whole world with demonstrations across Swindon and County with up to 1000+ participants. The rise in figures has been repeated nationally.</p> <p>Slide 17 – The graph demonstrates that racial reported hate crime is the largest reported and is the national picture. Sexual orientation and disability were second.</p>	SC	(30mins)

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Part A – Chair DCC		
<p>Slide 18 – The pie chart displays the break-down of hate crime reporting.</p> <p>Slide 19 – Support of Victims of Hate crime: once in receipt of a notification of hate crime, victims are called and offered support and directed to onward support services, Hate Crime Advisors (HCA's) of which there are 108 in Force. PCSO's are on the ground within communities. HCA's are allocated to victims should they request it being offered by Horizon. All PCSO's are HCA trained as part of their basic initial training.</p> <p>Slide 20 – Weekly reporting to the NPCC. Once a year a report is released by the Home Office for the national reporting.</p> <p>Slide 21 – Of the 43 forces reporting nationally, Wiltshire is 8th lowest in the country compared to 7 similar like-for-like forces.</p> <p>Slide 22 – Using the PESTEL model for hate crime allows the force to identify factors for it.</p> <p>Slide 23 – Hate crime strategy is on the Force website for the aims and core principles.</p> <p>Slide 24 – the College of Policing released new APP (Authorised Professional Practice) for hate crime. With the Community focus, taking strands from the APP, the Force feels in a strong position moving forward with the communities. There are internal scrutiny measures and keen for an external scrutiny panel. The headline plan is to ask for assistance to set up an external scrutiny panel to ensure openness and transparency.</p> <p>JH thanked SC for the informative overview. SPK asked if the Force under-reports or is less hate crime reported in Wiltshire? SC noted that is it a combination as there is under-reporting, but Wiltshire is an area of low hate crime (1.5%). PM noted that the last 4-5 years policing has got better crime reporting and the ethical recording of criminality with oversight by HMIC, the recording and accuracy is better.</p> <p>KH noted the positive news of 108 HCA's and BAME IAG group up and running.</p> <p>SC outlined that hate incidents and crimes are both on the Force system and if a crime does not meet the threshold it is reported as an incident. An incident is often a lead-up to a crime and local policing teams are fully engaged. Under-reporting - The Force is engaged with partner agencies who may report on behalf of an individual, mechanisms are in place. The Force will do more signposting for the services.</p> <p>ACTION: SC is happy to attend a BAME IAG and present a case study to give the impact.</p> <p>NW noted there is good representation across the IAG and hate crime has come-up regularly, he would welcome SC attendance.</p>		

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Part A – Chair DCC		
<p>He believes there are those who think they are victims and then told it's not a hate crime and that there is a lack of understanding of the victim. The victims' perception is a lack of empathy when calling it in. The IAG would like advice on how to educate victims. Hate Crime Awareness Week ran social media activities to define a hate crime and the categories, it would be good for IAG to push this.</p> <p>LP requested information as to what a hate crime is to the IAGs and its perception. She would like to understand the training within force to better educate the IAG.</p>		
HIGH LEVEL OVERVIEW FROM HUB COMMANDERS		
<p>➤ Swindon – Supt Adrian Burt Slide 26 – On behalf of local Inspectors and Swindon Borough Council, AB thanked the IAG's in relation to Op Yarding and the Covid response. South IAG is engaging with the hard to reach groups and has produced and signposted to literature. The IAG input has been invaluable.</p> <p>Covid has dedicated resources across Swindon north and south with high visibility and will respond to Covid breaches. Marshalls are on joint patrols and will be visible for key events and night-time economy with a joint approach.</p> <p>There is an engagement plan bespoke for Swindon CPT. The Covid period offers less opportunity to engage with the community with meetings and pop-up surgeries stood down.</p> <p>The key priorities are concerns for speeding which subsided slightly after lockdown. The concern for motoring offences is national. Operations are being increased on the roads and at known locations. Most crime is below its seasonal average, there is less burglary. AB would like Op Yarding (escalation of violence within Pinehurst and Penhill) to be discussed at the next IAG as this has upset the communities and he would appreciate input from the IAGs.</p>	AB	19.10
<p>➤ Wiltshire – Supt Dave Minty Slide 26 - County – DM noted the importance of the IAG and that reporting and interaction is good. Covid dominates everything with specific patrols in county and working with Wiltshire Council, the surge funding is going mainly to education. There are surge patrols for specific nights, e.g. Halloween and will ensure Covid restrictions are adhered.</p> <p>Domestic abuse spiked in early lockdown and is now dropping. Weapon figures have dropped, and burglary figures are low. There are rising issues with anti-social behaviour. Stop and search levels are returning to pre-Covid figures and assaults on staff are levelling out. There is on-going partnership working and</p>	DM	

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Part A – Chair DCC		
<p>problem solving dealing with street drinkers and housing; drug networks are being disrupted.</p> <p>➤ Comms update – Clare Mills Campaigns for the year are set in advance. Crime trends, demand reduction and channel shifts are set by the APCC, NPCC and the Police and Crime plan.</p> <p>Slide Recruitment – Police Uplift influx of more police due to government funding which is attracting diversity and people into policing. Case studies, working with BBC Wilts for jobs, launch new Facebook page.</p> <p>Slide 29 Domestic Abuse - September ran campaigns. A lot done on social media, local press, blogs etc. Ran a DA Q&A with partners.</p> <p>Slide 30 - Emergency Services '999' Day in September.</p> <p>Slide Summer Drink/Drug Drive – summer drink drive campaign was delayed due sensitivities to the Calne deaths.</p> <p>Slide Hate crime awareness week - raised awareness of reporting and what a hate crime is. PCC featured with victims' story with local media activity.</p> <p>Slide Black History Month - the Council hosted an online conference on 20th October with lead speakers and Wiltshire Police being the lead sponsors. Over 240 attended.</p> <p>Slide Halloween - how the celebrate safely and how to keep within the rule of 6, social distancing etc.</p> <p>Slide Coronavirus – Comms cell engaged with communicating issues internally, externally and with partnerships. Lot of information from government to disseminate to the public.</p>	CM	
Part B		
<p>IAG CHAIRS UPDATE – Slide 27</p> <p>➤ Anton James – Swindon North There have not been any meetings and there's a reluctance to meet virtually. 2 people have left the IAG since Covid, one through illness and one through relocations; currently looking to recruit. Contact is through email and working well. ASB has been reported through the IAG and extra patrols put out with good collaborative work. Speeding has increased and a lot of concern. Would like the Council to repair the roads. JH has met with the Council and discussed the roads, speed-watch is light in Swindon.</p> <p>➤ Ishak Mogul – Swindon South</p>	IAG Chairs	19.25

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<p>Covid is the key focus and working with SBC and remaining active. The IAG has streamlined systems to deal with the frustrations. Concerns from people from where Swindon town shops are closing and individuals are scared with cars being targeted; as the towns are quiet, women and children are finding it difficult and wary of going into town. Concerns for the recent developments from France terrorist attacks and concern about reactions in the UK, community leaders keep things calm.</p> <p>AB to pick up the observations separately.</p> <p>➤ Liz Priscott – County North The IAG is up and running. A recruitment drive to add to the current 13 members added 16 new ones and there is potential for splitting the group into RWB and Chippenham area. There have been two meetings, 1st September and 8th September with the new personnel. The area has been fairly quiet and Insp Doug Downing and Insp James Brain are very active in maintaining contact. The IAG is involved with Council recovery meetings.</p> <p>➤ Kelly Higson – County East Struggled to engage with IAG and spoken will all the community members. Covid remains an issue and worried about the vulnerable as the weather gets darker. Appetite for other members of Wiltshire Police to come to speak. Advice sought for an IAG Twitter or Facebook page would be welcome.</p> <p>➤ Nick Westbrook – County West There have been three meetings since the last PSB – all virtual and mostly via telephone. NW enquired if there is a possibility to create an alternative conference arrangement for the IAG. NW raised the IAG's concern regarding the perceived lack of empathy in the call centre. There is a lot of concern for speeding and ASB and what is being done about persistent people.</p> <p>PM requested that NW to feed specifics (training and messaging) to be fed to Gill Hughes as local CPT Inspector.</p> <p>Recruitment – a lot of time spent during the summer to contact members and the group decided to cut those loose who didn't respond which resulted in a loss of 8 members. The Force has a contact email address and NW queried if this is monitored as the group is very keen for new members south of the County. BH confirmed that it is monitored.</p> <p>There is concern to the inconsistency of the schools' approach and this is causing complications in the communities. During a regular session, the group said 'good-bye' to Insp Andy Fee and thanked him for all his help and NW offered thanks to Insp Ben Huggins for his support and advice. The group could do with new numbers.</p> <p>➤ Maria Stevenson – County South There has been a lack of meetings. There are concerns for vehicle crime especially catalytic converters.</p>		

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<p>MS was asked by a homeless person from Tiddesworth to pass his thanks for the compassion by the police (Amesbury Police).</p> <p>The pedestrianisation of Salisbury is causing complications.</p> <p>➤ Vacant – County South East</p> <p>➤ Sam Pearce-Kearney – BAME IAG (Vice Chair) SP-K updated that there have been no meetings since Covid apart from the Covid updates. Currently recruiting new members through referrals and cover the whole county. There is reluctance to have online meetings. BHM had media coverage, on the radio involving the BAME IAG members.</p> <p>JH offered his thanks to the BAME IAG for the hate crime awareness work that went on.</p> <p>Recruitment is not standardised. Website will assist and BH can support. Online approach is difficult, CM may be able to offer a higher-level approach. The Force website cannot offer a shared area but there may be a Drop Box facility. CM noted that the Single Online Homes will adopt a national website however, it has local limitations. Advice and guidance will be given and BH will distribute.</p> <p>JH thanked all for their updates.</p>		
BRIEFING ON TOPICS FOR IAG's TO TAKE AWAY AND PROVIDE FEEDBACK AT THE NEXT MEETING		
<p>Community Engagement – hard to reach communities</p> <ul style="list-style-type: none"> • Who are the 'hard to reach' groups in your IAG area? AG gave an update on the slide deck which included the current status of Wiltshire county. He outlined the medial channels used for community messaging and the other useful channels the Force use. He outlined the changing behaviours of media use and the active users of popular social media channels. AG noted the current limitations, e.g. translation services – some documents are offered translated and requires careful management and is expensive. Video content is very limited as it is often inaccurate. • Take Questions to local IAGs: Q1 - Who are the hard to reach groups in your IAG area? Q2 – Bearing in mind the context we've set out – what do feel are the best ways we could engage with those groups (other than face to face)? The language could be changed to ensure engagement as the wrong language could inhibit this. 	CM/AG	20.00

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<p>NW noted that the hardest to reach groups are the working people and his suggestion is to change from 'hard to reach' to 'who are the need to reach groups.'</p> <p>Desist from using the language 'hard' and look at the issues people experience.</p> <p>Action: EM and AG to produce an executive summary of the brief with the wording to be altered.</p> <ul style="list-style-type: none"> <p>Use of Police Powers Scrutiny group - JH</p> <p>JH outlined that the PCC and D/PCC hold the Chief Constable to account and to be clear the police are using their powers in the right way via scrutiny of areas e.g. taser, stop and search. The OPCC will review and look at the consistency and clarity to this scrutiny process which is supported by the Force. The OPCC would like lay personnel on the scrutiny panel, so not only the lawful and trained personnel but include members of the public. JH would like volunteers for 1½ hours quarterly who would be keen to be involved; introduction and training will be offered.</p> <p>NW requested a briefing note from JH to add into the minutes.</p> <p>PM and JH have led on the Ethics panel that has representation for outside the Force and has Wiltshire Police and staff associations representation. PM is keen to offer two IAG chairs/deputies to join the Ethics panel and become elected members.</p> <p>Action: BH will pen a letter to include Police Powers and Ethics Powers to pass to the IAG chairs.</p> 		
ANY OTHER BUSINESS		
<p>NW requested a possible change of date for the meeting in January 2021- PM to scope.</p> <p>Thank you from PM and JH to all IAG chairs and members as the police value the contribution from all.</p>	ALL	20.45
DATE OF NEXT MEETING		
<p>Proposed 13th January 2021 but may change – TBC along with location.</p>	ALL	21.00