

Part A INTRODUCTIONS AND WELCOME

Introductions were carried out for new members at this evening's meeting. Kaudasar Bagum is taking over from Isak Mogul in the south as of today. Isak was having network issues and was able to thank everyone for the lovely time he has had as IAG Chair and wishes Kaudasar all the luck going forward. Neil Goodwin is stepping up as County Central IAG with Mandy Truckle as vice chair.

Police and Crime Commissioner (PCC) Phil Walker is joining this evening's meeting along with various members from the Force, including the Community Policing Team (CPT).

PM gave an overview of the meeting that is split into 2 parts, firstly to give an update on a rotational basis then the second part is discussion particular issues that is felt to be of benefit and value with an overview of the year ahead outlined in the slide pack.

SERVICE DELIVERY REVIEW PRESENTATION AND DISCUSSION

SY gave a brief overview of the 4 slides that outlines the volume of crime reported into the Force showing 39,549 crimes reported over 12 months to December 2021 and year on year showing figures to be up 2.2% from 12 months ending in December 2020. Moving forward the organisation are starting to see crime reporting increasing and are seeing the normal pre-COVID levels come into play baselined against 2019 volumes. The Force is grouped together with most similar forces that have a similar geographic area and Wiltshire are lowest within their most similar group.

From what PW is seeing and what is happening in rural areas and from talking to farmers, there is a lot more crimes going on and rather than report, the farmers deal with it themselves and that does impact the figures.

PM reiterated the importance of all crimes being reported to the Force and agrees that sometimes there may be trust and confidence issues and asked IAG chairs to go back into the communities to encourage reporting.

John Derryman wanted to pick up the point around confidence and reporting crimes and asked if there are any stats with underlying analysis. SY explained, in terms of public confidence, reporting can get inferences and take crimes reported per 1K of population and understand that based on public surveying that is carried out, but there is nothing nationally that the Force can base that on.

AA noted discussions and said every year crime figures are reported and shown but there are none around persistent offenders. SY explained the volumes of repeat offenders are specifically measured and are fed back internally and also into the Early Intervention and Prevention team in order to hone in on repeat offending and victims. PM explained the other element, the Integrated Offender Management approach, the high harm offenders team that is made up of police officers and Probation staff that try and break that cycle. PW found AA's question interesting and would like to explore that further with him and gain the perspective in the different communities. PW will take this offline with AA.

SY went on to give a breakdown of crime sub groups that make up the entire crime volume. The most significant reductions highlighted on the slide are around drugs. Also shown are neighbourhood crimes and it has been noticed there is an increase in violence without injury that is also reflected nationally. Also, in terms of sexual offenses, further analysis and support around those have noted an increase in reporting since the tragic Sarah Everard case.

AA said it was great to see the position of drugs at -29% but it is not what communities hear and does seem to be high in areas of deprivation. It is not being said to the public and there is a need to let the public to know the level of work that is being done. PM fully understands AA comments. PS agrees with AA's observations and by way of reassurance highlighted some of the work that has been done over the last 12 months in areas to combat this issue, that have been successful.

PW found it timely speaking to Basil yesterday with PS and PS is going to arrange to look at some of those particular areas where he can listen and engage and come back and talk to the Chief Constable and PM. PW is keen to get an understanding of those areas of deprivation.

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SY wanted to add some context, the possession of drugs reduction was seen and noted within the pandemic period and post March 2020 there was an increase reported. PM explained from an operational perspective this can be happening in front of communities. LP wanted to make a point to note, unless the organisation go on a much wider data set, they are not going to have an accurate trend base. PM explained that some of the work SY and her team are doing is trying to make sense of the new 'norm'. SY further explained the team look at nearly 4 years of historical data and 4 years ahead and it is done on historical data points whilst trying to remove that COVID period.

Response times and Service Level Agreements (SLAs). SY explained these are mandated in terms of response and the slide shows the organisation to be comfortably within SLAs with only one slightly above the average time for priority response times. Throughout the summer period it can be seen some of the larger logs that have come in have skewed that average. The priority response graph gives a depiction of the summer period and as the immediate logs come in emergency logs increase during the summer period. Coming into the seasonable lows and impacted time at the scene has increased slightly which shows officers are taking COVID safety precautions and are spending more time at scenes, which can affect the response time. Overall, it is a positive picture in terms of response.

PM explained the immediate calls are '999' and priority is '101' and is a mix within a county of urban and rural areas and it is challenge relative to times. PW said it is the quality of the response that is being collectively worked on as well as improving engagement within the community. PS is content around the response and is also aware of significant commitments operational staff have had, with G7 being a contributory factor.

Confidence Satisfaction. In terms of details in the slide the data has been taken from the 'Use Your Voice' Survey that PW put forward in the latter part of last year. Responses received were 2,700 which was statistically significant. It was recommended to continue the Survey on a quarterly basis in order to build the picture, however it cannot be compared to the Crime Survey for England and Wales (CSEW) as a proxy measure. It can be broken down by force but not by thematics. SY notes they have confirmation and should be recommencing this year in a slightly different format over the telephone and the team are working with the Office of Police and Crime Commissioner (OPCC) around that public survey. PM highlighted this helps inform improvements. PW said the stats are indicative, that it does not matter what the stats are and where they compare to, there is room for improvement as he outlines in his Police and Crime Plan (PCP).

AA said attendees should all do their bit to promote engagement in surveys. PM explained that some of work PW is doing with SY's team is trying to break down that demographic and the feelings of different communities. It is helpful around understanding our services of making sure year on year the organisation is improving the service of Swindon and Wiltshire.

HUB COMMANDERS' HIGH-LEVEL OVERVIEW

- **Update on Swindon Hub.** PS provided a high level overview with the seasonal activity of Operation DASHER, a high profile activity in the town centre of Swindon, showing good visibility and a 'pop up' shop in the centre of town and the intel received was excellent.
- Seasonal planning and night time economy included a high profile football match with all events passing really well.
- Early Intervention and Prevention sub groups have had a number of meetings with key partners.
- Reassurance in terms of Management of Risk in Law Enforcement (MORiLE) assessing the threat and risk in communities, with some good work by Insp Carly Nesbitt and her team. There was a challenge with a murder but there was a swift response from the Major Crime Incident Team (MCIT) resolved in the London area.
- Young People Youth Safety Strategy is being developed and will be looking at working with young people.
- Multi-agency Serious Violence Action Plan is being developed working with Public Health around understanding the drivers behind violence and working with health colleagues in the local authority.
- Neighbourhood Policing Teams (NPTs). Now fully staffed across the hub with some vacancies in the town centre.
- Comms Campaign. This is around focus on CPTs and looking to take that forward through social media channels to connect with the communities.

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- Management Threat and Risk is beat profile that will manage threat and risk and is a one stop shop to understand their hot spots.
- **Update on County Hub.** LC highlighted a busy period with COVID resourcing challenges. However, following summer demand the teams continue to deliver that police requirement. There have been several successful operations across the Christmas period around shoplifting and Anti-Social Behaviour (ASB). There were also some proactive night-time economy operations in Amesbury with the Royal Military Police (RMPs) that resulted in a reduction of assaults.

There has been some excellent work in Trowbridge after launching Dog DNA across the Force around reducing dog theft.

Horse Volunteer Scheme has been launched.

Recently big cannabis factory in Westbury was uncovered and the investigation is ongoing with proactive media releases this week. There has been a lot of proactive work by NPTs.

Organised Crime Groups (OCGs). There are areas that need to be targeted and disrupted as much as possible and a good conviction rate has been a real positive for the area.

Partnerships working around the Winter Equinox went well.

Hunt activity and the position in Lacock. There was hunt activity over the Christmas period and although activity was later than originally thought, it was managed well and a good debrief with partners to discuss how they could manage things different. Arrests were made around the disorder over Christmas and it is an ongoing investigation.

NW wanted to provide feedback where community members fail to understand why the event was allowed to take place. Lacock primarily owned by the National Trust and community members had voted in their AGM to bar all activities on their premises. In addition, why there was there so few resources available. It does appear the wishes of the local people were not being adhered to around the planning of that event. GH to take offline with NW to outline the Force's position.

COMMUNICATIONS UPDATE

- **Ethics, Transparency and Standards Strategy 2021-24.** PM wanted to highlight to members how the organisation ensure staff are using powers appropriately, it also talks about how we scrutinise our powers and how our own officers and staff are vetted as well as standards. At the heart of it is transparency and PM will ensure it is fed back to the wider IAG members.
- **Overview of forthcoming engagement campaigns.** AG outlined some the previous activity that has been carried out along with some upcoming and ongoing activity. In terms of the slide, the left hand side shows Operation SCEPTRE which is an ongoing operation around knife crime and knife amnesty where members of the public could safety deposit unwanted bladed articles. The activity sat alongside partners and test activity with Police Cadets as well as schools safety awareness. Over 450 articles were handed over in that 2 weeks period.

In the run up to Christmas there were case studies telling their story around the impact of drink driving. Operational delivery was supported and saw some good results that AG's team will look to publicise for reassurance to communities but also as a deterrent. Throughout December 86 drivers were arrested and 15 incidences took place on New Year's Eve.

There was a national campaign around fraud and the different types that occur, raising awareness for those and providing advice. Domestic Abuse (DA) focus was within the latter part November, early December that saw 16 days of action that started on 25 November marking the international White Ribbon Day. As part of the campaign, they looked at male DA victims, a lesser reported issue, and had an anonymised male victim of DA case study that was impactful.

There was a campaign with local policing helping communities understand who their CPTs are and communicating that through social media channels. Finally, in February they will be running a campaign 'Violence Against Women and Girls' (VAWG), one of the topical issues since the tragic death of Sarah Everard last year. This will be launched in February raising issues aligned to the pillars within the National Police Chief's Council (NPCC) and looking to build trust and confidence.

Part B

IAG CHAIRS UPDATE

Key Topic Feedback (30 mins)

1. Policing Community Confidence and Violence Against Women and Girls.

There followed an update from IAG Chairs around the 2 points of discussion:

Anton James: The group had a long discussion and agreed it was not a lack of confidence here in Wiltshire but there may be in the Met which may be due to the rapid Comms that were put out at the time. The proposed method of officer verification was a sensible and sustainable option. Secondly, the point around a VAWG IAG there was discussion around the makeup of that role, would it be just women and girls or would there men in it. No decision was made as to how an IAG would look.

Kaudashar Bagum: The group discussed this and did not believe it was a lack of confidence, rather it was the way it was reported. Another IAG felt it took a long time to set the IAG Group and the current Group is a diverse and gender neutral group.

Liz Priscott: The group felt it was more of a bad apple effect, they felt the media were inflammatory beyond all measure. Secondly, the Group very much to echo Kaudashar's comments and do not feel creating another IAG that could potentially exclude and not do justice to existing members; they did not see the need to have a separate group for any aspect.

Neil Goodwin: Confirmed their Group have only spoken about the exploitation questions.

Nick Westbrook: They held a good meeting, and the rotten apple came up. People are interested in what is coming out to improve the situation, disclosures around allegations of criminal behaviour and more independence in investigation of this type of crime. They did feel the media just wanted to sell newspapers. Secondly, the IAG Group has a substantial number of female members and they did not see the point of another.

Finally, Nick wanted to raise something that also came up and that is the ability of IAGs to initiate discussion. It all seems to be reacting to rather than having the opportunity to raise some issues. PM explained they always try and put forward a diverse range of topics, some will be reactive, and probably for SE as we go forward, to put some topics together for consideration to put out across chairs asking for the views of their groups. SE will pick this up with GK.

ACTION: SE/GK to consider some topics for consideration to be sent out to Chairs to gain the views of their respective Groups.

- What is the impact of this case in relation to confidence in the police within your local communities?
- Does your IAG believe there is a requirement for a separate Violence against Women and Girls IAG group?

2. Adult and Child Exploitation and Community Awareness.

Nick Westbrook: DI Eirin Martin joined his meeting, and they had an interesting discussion. The feeling was perhaps some of the information coming out from the Force clearly generated by the Force to indicate what they can do. It was also felt there is a need to communicate in way people perceive the messages – word of mouth is a powerful way of promoting. The messages people are receiving needs to be explored more actively.

Neil Goodwin: The process of awareness of what exploitation is across villages so they can understand and then start to report. Telling a story that can be powerful. It is clear there is a need for a joined up approach from local authorities, faith groups and having those teams working with the police so that when there is an alert it can be responded to quickly. Barriers – awareness and understanding and trying to enable people to feel comfortable to ask questions. Also came up were issues on how to get across to the police and get is registered. People report hanging on the telephone and terminate the call when it is not answered, if they did get through, they never heard any more about it and the information went into a black hole. Opening up channels make people feel comfortable to be able report what is going on in their community with the knowledge it will be dealt with by police and other agencies.

PW feels Neil Goodwin is right in much that he says, and it is largely the response for the OPCC to coordinate. The PCC legislates much that happens outside primacy and they should be doing more than it has in the past. The OPCC should be doing more and doing more and coordinating various stakeholders.

Liz Priscott: This generated a lot of discussion she echoes what Neil has said, adding that in challenges we do not know what is currently is available and that is given to the Force in terms of training, and they do not know what the benchmarking is. The other element are cultural issues and what is considered to be culturally accepted may not be by another group around the degrees of exploitation and abuse. The biggest issue are multi-agency approaches, say it and say it and keep saying it, it is a saturation process.

Kaudashar Bagum: Before COVID there was a lot of community activities and PCSOs working with schools and approaching families. The community has seen a reduced engagement from PCSOs that had been working with schools. Whether they can be more active within schools and raise awareness and possibly increase confidence in police. Is there a reason reduced activity PCSOs? PS will take this offline, particularly around feedback that every PCSO is allocated a school. They also have the Early Intervention Team and PS is keen to understand in more detail because he does have good evidence of engagement in other sectors.

Anton James: Has sent in 2 pages of notes, but Facebook and social media seem to be the main way of communicating and raising awareness, not forgetting some of the younger people are on Tik Tok, Instagram and Snap Chat. Engagement from their PCSOs are good. Barriers – there were a few items but there is one Anton wanted pick out and that was public worry they are getting their reporting wrong and getting someone into trouble, perhaps explaining processes may help. Also, tell stories about concerns around reporting when someone ends up doing nothing wrong, explain why it was right they reported in the first place.

PM thanks everyone for their feedback which will go back to all the presenters to help inform their decision making.

- What is the most effective way that we can engage with the public to raise awareness of exploitation and increase public confidence around reporting?
- What are the barriers to reporting signs of exploitation?

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

Inspector Mark Freeman (MF) from the Roads Policing Unit (RPU) and Scott Garcia from Road Safety, also John Derryman who is overseeing the Community Speed Watch (CSW) schemes.

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.

Scott Garcia gave an overview of what CSW is. CSW was introduced over 10 years ago in Wiltshire primarily aimed at reducing speed in Wiltshire and the map 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 today's guest speakers and asked the IAG chairs to take the questions posed below into their meetings for discussion.

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?

Nick Westbook: Pedestrians and scooters are contributors to road safety and asked if they are being dealt with. MF explained these are usually dealt with by CPT.

Anton James: Is there any way to put pressure on councils to get roads marked properly? MF agreed it is concerning and when a fault is found in the road it is reported, if not they can put in a right to challenge and can escalate it through to their strategic meeting.

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Anton James: is surprised there are not more officers in the RPU. PW explained he will be reinforcing MF's team, numbers as well as vehicles. The appointment of SG is already having a positive effect and acts as a deterrent.

SG is happy to take any IAG members out with him.

ANY OTHER BUSINESS

PW expressed his thanks to all members for giving up their time to attend this evening's meeting. As the country comes out of the pandemic it will be a time for a reset on how the Chief Constable and PM are going to address the policing challenge.

End 20.16 hrs

DATE OF NEXT MEETING

Wednesday 13 April 2022 1800-2000 hours