

4 MONITORING POLICE PERFORMANCE



Holding the police to account

The Police and Crime Commissioner has a statutory duty and electoral mandate to hold the police to account on behalf of the public. I am able to fulfil this function through a variety of means. They include:



- Weekly one to one meetings with the Chief Constable
- In discussion with Her Majesty's Inspectorate of Constabulary (HMIC)
- The Finance Panel which scrutinises all police budgets and expenditure
- Governance Board where key decisions are examined
- Publicly through the media
- Conducting key meetings involving matters of public interest online which can be viewed by all

The Local Policing survey canvasses people who live in the county and who may or may not have had direct contact with the Constabulary. It assesses levels of crime and people's fear of crime as well as whether or not they feel the police are doing a good job. Around 300 telephone interviews are carried out with a random sample of households each month.

The User Satisfaction survey is a monthly telephone survey with a sample selection of victims of burglary, violent, vehicle and hate crime. It asks victims to rate their satisfaction or dissatisfaction with the service they received and to suggest improvements. Results monitor performance, highlight improvements and provide an early warning system if gaps in satisfaction emerge. Data is used by the Home Office and Her Majesty's Inspectorate of Constabulary (HMIC) to compare our performance with others and to monitor progress



'Less crime, more peace and good order'

Police and Crime Plan

The Police and Crime Plan sets out the PCC's priorities. It includes objectives, resources and grants available for community safety work as well as ways in which police performance will be reviewed. This document is a summary of the Plan. You can see a full version at www.gloucestershire-pcc.gov.uk or by contacting me in one of the ways listed below.

Want to know more?

My vision for less crime and more peace and good order already includes a number of recently implemented initiatives to help lead to the creation of strong, safe and just communities. You can see more about these in the full copy of the Police and Crime Plan. You can see a copy by:

- visiting www.gloucestershire-pcc.gov.uk
- emailing pcc@gloucestershire.pnn.police.uk
- phoning **01452 754348**
- writing to **The Office of the Police & Crime Commissioner**
No 1 Waterwells, Waterwells Drive, Quedgeley, Gloucester GL2 2AN.

Why not follow me on twitter @GlosPCC or @glos-opcc

If you would like to see this summary in large print, another language or you need to have it in another format, please let us know.

POLICE AND CRIME PLAN 2013 – 2017

Summary

Updated April 2014



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The aim of my Police and Crime Plan is to make our county a safer and more peaceful place to live and work. It is a dynamic plan that also has to be flexible. That is why this is an update on the Police and Crime Plan I first published in 2013. It includes an additional sixth priority that takes into account the need for the Police to be better prepared to tackle crimes around the internet, or cyber crime as it is often called. As the internet plays an increasingly significant role in our daily lives, I believe this is a timely step and one with which many of you agree. For when I carried-out a series of consultation exercises on this issue, there was a high level of public support with many respondents considering cyber crime an area of concern and a critical one on which the police to focus.

The plan sets out in more detail the vision I outlined during my election campaign. It can be summed-up in seven words – less crime, more peace and good order and puts victims at the heart of all we do and provides support for measures to promote a healthier society. Everyone should have a stake in a safer Gloucestershire, which is why I believe in an inclusive approach to making our communities the best they can be.



I want our police, criminal justice services, community and voluntary sector included in one, co-ordinated approach to reduce crime and increase good order. The community and voluntary sector is, for the first time an equal partner as it plays an important contribution in improving our quality of life.

None of this can be achieved without funding which is why I moved for a modest increase in council tax in my first two years. Unlike in the past, when the budget was fixed on an annual basis, these relatively small increases were part of a four year plan and necessary to bring financial stability to the Constabulary where previously there had been uncertainty.

Continued overleaf >>>

I am not planning any further increases in the council tax precept during this period and in return, the Chief Constable has agreed to maintain frontline policing numbers and community support officers at their current level.

As part of that financial planning, I set aside £2m to underpin my six priorities as well as a separate sum so that each year local groups and individuals are able to bid for grants to fund ideas to improve safety and reduce crime and disorder in their own communities. At the end of the first quarter of my second year in office I was funding 100 of these projects and I expect many more to come forward during the life of this Police and Crime Plan.

The aim of my Police and Crime Plan is to encourage co-operation with partners and communities and bring sustainable benefits to our neighbourhoods. That process is now well underway and continuing.

This document is a summary of that Plan. You can find out how to see a full copy, and find out more about my work, on the back page.

Martin Surl, Police and Crime Commissioner for Gloucestershire

Police and Crime Commissioners (PCCs)

Since taking office in 2010, the Coalition Government has set in motion the most wide-ranging police reforms in more than 50 years, abolishing local police authorities and introducing 41 directly-elected Police & Crime Commissioners (PCCs). The police are no longer accountable to the Home Office but to their communities through the PCC. This puts PCCs at the heart of the new policing philosophy. Elected once every four years, the Government believes PCCs will change the face of policing.

Main responsibilities of the PCC

- I have a statutory duty and electoral mandate to hold the police to account on behalf of the public
- I appoint, and if necessary, can dismiss the Chief Constable and hold her to account on behalf of the public
- I set the budget for policing and criminal justice services and work with the Chief Constable to make the right choices about funding
- I set the county's strategic policing framework through the Police and Crime Plan. This must take into account the UK's Strategic Policing Requirement (SPR) which is set by

the Home Secretary. It ensures that each police force area is capable of playing its part in countering threats to national security. It enables me to plan effectively for policing challenges that go beyond the Constabulary's boundary

- I work with other PCCs to improve the efficiency and effectiveness of policing within the UK.

The Chief Constable

The Chief Constable is responsible for 'keeping the peace' through the daily running of the Constabulary. She holds office under the Crown, but is appointed by the PCC and must deliver efficient and effective policing and manage resources and expenditure.

Aims

Working together, the police and I have one aim – to cut crime. It must be achieved against a background of up to 25% less funding from central and local government. To do that, the police must be innovative, emphasise evidence-based policing and focus their efforts on crime prevention.

Police and Crime Commissioner's priorities

We speak about healthy cities, healthy people, healthy towns and healthy prisons but what about healthy policing?

In Gloucestershire, we work with "restorative justice" where victims' needs are taken into account and offenders must take responsibility for their actions.

Against that background, my priorities are...

• Accessibility and accountability

Getting the right resources to the right situation or problem first time, on time, every time and dealing with the matter appropriately and effectively. Local officers must work with their communities. This priority is led by Gloucestershire Constabulary.

• Older but not overlooked

Older people need to feel and remain an active part of our communities whether they live in their own homes or residential care. Local police officers must be visible and proactive with all vulnerable groups. This priority is led by Gloucestershire Association for Voluntary and Community Action (GAVCA).



• Young people becoming adults

We need sensitive, relevant and effective policing to help young people become law-abiding, productive members of society. The "system" must work for them not against them. This priority is led by Youth Support Services, Gloucestershire.

• Safe days and nights for all

Gloucestershire's strong night-time economy needs to be better managed, with alcohol-related crime and disorder reduced. Everyone should be able to go to our parks, clubs, pubs and streets without fear. This priority is led by Cheltenham Borough Council.

• Safe and social driving

People should be able to move around our communities in safety and with as much ease and convenience as possible. The police will enforce the law when necessary, but we will all work to reduce offending and anti-social driving. This priority is led by Gloucestershire Fire and Rescue Service.

• Safer cyber

People must be safe online. This priority will improve the capability of the Constabulary to protect people from internet crime and anti-social behaviour on social network sites whether at their place of work or in their own homes. This priority is also led by Gloucestershire Constabulary.

What is the role of the Police and Crime Panel?

The Panel provides checks and balances on my performance and is made up of local councillors from across the seven councils of Gloucestershire and two independent, non-elected members. It may review the draft Police and Crime Plan and make recommendations to me. While the Panel can challenge me, it must do so in a way which supports me in my statutory role.

Gloucestershire Constabulary serves the county, which also has one county and six district councils.

The Constabulary's operating model is based upon neighbourhood policing, response and intelligence.

Code of Ethics

The police Code of Ethics can be viewed on the PCC website www.gloucestershire-pcc.gov.uk

It is a framework that will help police officers, staff and volunteers make complex split second judgements, often in highly challenging situations, consistently and ethically, every day. It is a visible sign of professionalism and commitment to 'doing the right thing'.



KEY: 1. Forest of Dean
2. Tewkesbury
3. Gloucester
4. Cheltenham
5. Stroud
6. Cotswold

Key partners

We work with a variety of partners, including:

- Gloucestershire Fire and Rescue Service
- The Voluntary & Community Sector
- Other Criminal Justice Bodies
- Gloucestershire County Council and the six district councils
- Health and Wellbeing
- Crown Prosecution Service
- HM Courts and Tribunal Services
- National Offender Management Service

