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<b>Author</b>	Richard Bradley
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## POLICE AND CRIME PLAN PRIORITIES - QUARTERLY HIGHLIGHT REPORT

### 1. Aims and Priorities:

The aim and priority to fulfil the Police and Crime Plan is to achieve 'Less Crime, More Peace and Good Order.'

The Police and Crime Plan is being delivered through:

- **Priority 1 - Accessibility and accountability**
- **Priority 2 - Older but not overlooked**
- **Priority 3 - Young people becoming adults**
- **Priority 4 - Safe days and nights for all**
- **Priority 5 - Safe and social driving**

Delivery plans for the above Priorities will be continually developed throughout the period of the Police and Crime Plan 2013 to 2017 and will aim to deliver value for money.

The purpose of the Police and Crime Plan Priorities Quarterly Highlight Report is to provide all stakeholders with an update that monitors progress in respect of each of the Priorities, to include:

- activities achieved during the current quarter;
- activities expected during the next quarter;
- any risks or issues;
- overview of Budget.

This report is a summary against activities. Members should note that this **information is retrospective** for the reporting quarter mentioned; as such it is an executive summary. Due to, report production timescales, information and updates may have since been superseded and will be updated in future reports.

## 2. First quarterly update on progress for period July 2013 to September 2013

### Accessibility and accountability

Getting the right resources to the right situation or problem first time, every time, on time and dealing with the matter appropriately and effectively. The ideal of the local officer working the beat needs to be realised in Gloucestershire

#### 1 Gloucestershire Constabulary will allocate appropriate resources to all calls for assistance

The public are able to contact the Constabulary in a variety of different ways - including in person at police stations, by phone either 999 in emergencies or 101 for non-emergency matters or by email (via the [101@gloucestershire.police.uk](mailto:101@gloucestershire.police.uk)).

Whenever an incident is received by the Constabulary, staff will assess the information and, if necessary, create an "incident" on the Force command and control system - Storm.

Each of these incidents are assessed and graded. By adopting the national grading policy, we are able to react promptly to real emergencies and also provide a bespoke service to the public that recognises their individual needs and locally agreed priorities.

We grade incidents as either:-

- 1 - emergency response (attendance as soon as possible but within 10 minutes)
- 2 - priority response (not an emergency but an incident that merits attendance by officers)
- 3 - scheduled response (agree date/time with the caller for officers to carry out a follow up visit)
- 4 - resolution without deployment - no attendance required.

On average, the Force creates approximately 14,000 incidents per month of which:-

- 2245 are grade 1
- 5226 are grade 2
- 2596 are grade 3
- 4207 are grade 4

A range of officers and staff can be deployed to these incidents - including patrol officers, PCSOs and specialist officers. The latter includes those who are trained to provide initial response to reports of incidents like sexual offences, missing persons, domestic abuse, collision investigations and armed deployments. These officers are specially trained to deal with these challenging and demanding incidents in a way which puts the victim at the centre of all that we do.

We also have specialist resources to deal with major crimes - CID officers are frequently deployed to investigate complex or serious incidents.

Staff in the Force Control Room (FCR) allocate the most appropriate resources to resolve the incident, where possible avoiding duplication or multiple attendance. If specialist skills are

	<p>required to resolve or investigate an incident, response or neighbourhood officers may attend in the first instance to make an assessment and take early actions.</p> <p>At a Force level satisfaction with overall service has seen no change when comparing a two year period of June 2012 and June 2013. It is currently, 69.6% (+/-1.4%pts) of respondents who state that they are <i>'at least very satisfied'</i> with the overall service they received.</p> <p>We also monitor at a local level, where there has been a statistically significant increase in the number of Tewkesbury Local Policing Area (LPA) respondents that state they are <i>at least very satisfied</i> with overall service, increasing from 66.3% (+/-6.4%pts) for the period 12 months to June 2012 to 77.1% (+/-4.3%pts) for the last 12 months.</p> <p>Additionally the Forest area has continued to improve in this area and the satisfaction gap from the remainder of the Force has now closed. This is also seen in the Cotswolds where there is a high level of satisfaction reported over the past few months.</p>
<p><b>2</b></p>	<p><b>Ensure those most at risk from harm receive prioritised response</b></p> <p>The Constabulary's FCR receives a large number of calls each month. On average, there have been approximately 24,000 non emergency (101) calls and between 4800 and 6300 emergency (999) calls per month this year.</p> <p>Each of these is answered and assessed by staff in the FCR, who create and grade incidents (as detailed above) and allocate them to officers or staff who then carry out the required actions.</p> <p>Whenever we liaise with victims, we assess whether that person should be classed as "vulnerable" and if they are, staff will ensure that they provide a tailored response to meet that individual's specific needs.</p> <p>For instance, when dealing with anti-social behaviour, a vulnerable victim may be someone who is at risk of significant harm as a result of that behaviour or that the anti-social behaviour adversely affects their health, lifestyle or quality of life. If it is identified that the victim of a crime or incident is vulnerable or have a high risk of harm, this will receive a prioritised response.</p> <p>Alongside the assessment made to calls for assistance there are a number of dedicated teams working to protect some of the most vulnerable people in Gloucestershire, providing a bespoke response to meet their needs. For example, there is a dedicated team within the Public Protection Bureau (PPB) dealing with incidents of child sexual exploitation and abuse. This team was formed in August 2013 and some of their early work has included analysis of the nature and scale of exploitation and offending. This assessment has been shared with the Child Exploitation &amp; Online Protection Centre (CEOP) to inform the national picture.</p> <p>The Constabulary is also working closely with a local disability group DROP (Disabled Responsible Organised People) from the Matson area. Partnership involvement by DROP includes the planning and running of three positive campaigns in the Cheltenham Area, in partnership with the LPA and Cheltenham Borough Council (CBC). These include work around:-</p> <ul style="list-style-type: none"> <li>• Positive Socialising - (starts Monday 16 September 2013) coinciding with Freshers' Week. It will pull together a range of activities, promoting safe engagement with the evening and night time economy and address sexual violence and online/mobile safety.</li> </ul> <p>(<a href="http://www.cheltenham.gov.uk/news/article/1209/have_fun_but_stay_safe_during_freshers_week">http://www.cheltenham.gov.uk/news/article/1209/have_fun_but_stay_safe_during_freshers_week</a> for latest press release. Will all be #positivesocialising on twitter and facebook.)</p>

- Positive Living will run in late October to coincide with Halloween/bonfire night and darker nights/clock changes. It will focus on ways to make vulnerable adults (including disabled individuals) feel safer in their homes and encourage them to play an active part in their communities. The aim is also to engage younger people in the issues that traditionally occur with those events.
- Positive Relationships will run in early 2014 to coincide with the lead up to Cheltenham Races. It will incorporate work around sexual exploitation, supporting front line workers in how to recognise and report it, as well as potential engagement in schools and colleges about healthy relationships and domestic violence.

**3 Develop ways of working to optimise service at the first point of contact with the emphasis of putting the needs of the victim or caller at the heart of all our interactions**

The first point of contact for many members of the public is through our FCR on the 999 or 101 telephone numbers.

Staff in the FCR tailor their activities towards contributing to the Force strategic aim:-

*“To serve the public and place them at the heart of everything we do”*

We strive to do this by ensuring that calls are answered promptly and dealt with effectively. We prioritise the answering of 999 calls to meet emergency need and we recognise that this may, at times of peak demand, have a detrimental impact on the speed of response to 101 calls. We strive to provide an excellent service, but understand that when demand for 999 calls to be answered is high we may fall short of expectations in responding to 101. We are promoting the use of the 101 email address [101@gloucestershire.pnn.police.uk](mailto:101@gloucestershire.pnn.police.uk) to reduce demand on the telephone for routine queries and non emergency matters. The email is monitored and timely responses are made.

Emergency 999 calls are currently answered 94% of the time within 10 seconds (on a volume of over 30,000 calls received between April and September 2013 - national expectation is that 90% are answered within 10 seconds).

The average time for a 101 call to be answered is around 1 minute (on a volume of 116,000 calls from April - Sept 2013).

Once a call is answered, call handlers do all they can to resolve the incident to the caller's satisfaction. This may include offering advice and guidance or deploying officers or staff to assist them in person. If a call can be resolved on first handling then this is achieved.

Within our LPAs, a great deal of work is underway to support victims and make contacting our staff as easy as possible. Only recently, front line staff with BlackBerry mobile technology have been giving victims their personal numbers and email addresses so they can contact them directly.

We conduct regular surveys with victims of crime to determine what we are doing well, as well as the areas where improvements in service can be made. We are working hard to ensure that officers and staff comply with the Victims Code which means keeping victims updated on the progress of investigations.

In our latest survey, there has been no change at Force or LPA level in the percentage of respondents who were 'at least very satisfied' with ease of making contact when comparing the

two year period June 2012 and June 2013. Currently, 73.7% of respondents state that they were *'at least satisfied'* with this area of service.

In order to test and improve our services, an application has been made to the University of Gloucestershire for the use of an 'intern' to undertake some mystery shopping exercises in relation to policing services. The outcome of the application is currently awaited.

**4 Develop a community contact strategy focussing on maximising opportunities to increase confidence and satisfaction at every interaction with the public**

A plan to improve confidence and satisfaction is led by the Chief Superintendent Community Contact. The plan has a range of objectives, which include:

- To define what constitutes an 'improvement in public satisfaction' and thus provide clarity of those measures by which success will be determined.
- To identify the key drivers to achieve an improvement in the levels of public satisfaction in Gloucestershire.
- To identify and implement actions for change, which maximise an improvement in public satisfaction.
- To identify and implement opportunities to improve the provision of information to victims and the care they receive.
- To ensure staff (and partners where applicable) understand their responsibilities in improving victim satisfaction.
- To work effectively with other agencies and partners, (including identifying opportunities to influence or support activities others are undertaking), which will contribute to this objective; seeking input to the delivery plan as appropriate and proactively seeking 'critical friend' appraisal.

We consult with members of the public using two surveys to gather opinions about local policing, namely the User Satisfaction and Local Policing Surveys.

The Local Policing survey is carried out with members of the public who live in Gloucestershire, are policed by Gloucestershire Constabulary and those who may or may not have had direct contact with the Constabulary.

This survey assesses:

- perceptions of levels of crime and anti-social behaviour
- perceptions of the police, i.e., are they doing a good job?
- whether the public feel they are informed about policing in their area and
- levels of public confidence in Gloucestershire Constabulary

Telephone interviews are carried out monthly with a random sample of households (determined by random-digit dialling). Approximately 300 interviews are done each month, with equal numbers of respondents from each of the six LPAs (Cheltenham, Gloucester, Stroud, Forest of Dean, Cotswold and Tewkesbury). This yields a large enough sample for data to be analysed at LPA level by the end of March 2014.

The User Satisfaction Survey, surveys victims of crime and we carry out approximately 150 interviews per month; this provides us with a statistically representative sample over a 12 month period.

The following victim groups are interviewed after a number of formal exclusions are made from Home Office guidelines:-

- Domestic Burglary (dwelling)
- Vehicle Crime
- Violent Crime
- Racist Incidents

(Violent crime does not include victims of domestic violence, victims of sexual offences or police officers assaulted in the execution of their duty.)

The surveys examine our performance in five key areas including:-

- Ease of making contact
- Actions taken by the police
- Follow-up
- Treatment received from officers and staff
- Whole experience

These interviews are carried out by telephone by an external survey provider Social and Market Strategic Research (SMSR).

The results are presented in various ways, so performance can be monitored, improvements highlighted and an early warning system provided if gaps in satisfaction appear to be emerging. The survey has a national format and range of questions. The data is used by the Home Office and Her Majesty's Inspectorate of Constabulary (HMIC) in order to compare our performance with others and to monitor progress.

Our latest performance report indicates that confidence in the police is continuing to improve. For the period 12 months to the end of June 2013, 68.1% of respondents either '*strongly agree*' or '*tend to agree*' that the police and local council are working in partnership to deal with crime and anti-social behaviour, compared to 63.4% for the previous 12 month period.

We also look at satisfaction levels and when comparing two year periods (12 months to the end of June 2013 to 12 months to the end of June 2012), there has been no change in levels of satisfaction with the overall service received. Currently, 69.6% (+/-1.4%pts) state that they were '*at least very satisfied*', compared to 67.6% (+/-1.8%pts) for the previous year. [Please note that incidents relate to May 2012 - April 2013 and May 2011 - April 2012 respectively.]

In addition to the ongoing surveys, this quarter has also seen additional work being undertaken with members of the black community in Gloucester, which included a number of surveys with young people. This information will help us understand the impact of our service and community contact and shape future engagement activity. Analysis and feedback is due in quarter three.

**5 Review methods by which information is received from the public to ensure that every opportunity is being taken to identify vulnerable victims**

Whenever officers and staff liaise with any victim, they determine whether that person may be classed as “vulnerable.” If they are, staff will ensure that they provide a response, which is tailored to that individual’s specific needs.

The County Hate Crime Group is looking at options for encouraging wider reporting of hate crime through third party reporting. The area that appears to be much under reported is disability hate crime. Police are working closely with a local disability group DROP from the Matson area to develop a third party reporting process that would operate through the local community centre - Redwell based on the principle of Asset Based Community Development. This work will build on previous campaigns, such as a jointly produced YouTube Video that was written and performed by students at the Star College in Cheltenham. The video included their feelings and experiences of incidents and prejudice and was used to encourage increased reporting. The video can be found at:

<http://www.youtube.com/watch?v=hKhtzjbntU8>

**6 To keep neighbourhood policing at the heart of Gloucestershire Constabulary, with local teams of officers and PCSOs dedicated to geographic areas that are visible, accessible, locally known and knowledgeable about their area who will use intelligence to target issues to address community problems**

Local policing is at the heart of policing in Gloucestershire. Within the geography of the county there are 55 identified communities in which local policing is delivered. Each community has a dedicated Police Community Support Officer (PCSO). They promote their role using a variety of methods, for example in newsletters, information on the internet, attendance at meetings, personal contact, attendance at incidents and community events. PCSOs are supported by a nominated police constable who works as part of the Local Policing Team (LPT).

The team are responsible for identifying issues that matter to the community and take action to address them, often resolving them with the support of the community and partners. Many of our PCSOs and local officers have worked in the same locality for many years, some since their inception in 2003 and have built up some excellent relationships with the public and local partners and are at the heart of targeting issues to address community problems.

Despite all of the above initiatives, as part of the Local Policing Survey, when asked if they know who the police officers and PCSOs working in their neighbourhood are, respondents are now more likely to state that they, ‘*don’t know any*’ (75.2% currently, compared to 69.1% for the previous 12 month period). Less than 10% of respondents state that they know their local officer ‘by name and sight.’

To increase visibility and widen access to services, an agreement between the County Council Mobile Library Service, the PCC and Chief Constable was launched in July, whereby PCSOs and officers will travel with the library service visiting communities across the county increasing the frequency of contact and availability for the public to meet with the Constabulary.

In the Cheltenham area, it has been agreed that two PCSOs will work with the All Saints Academy, under a funding agreement between the PCC and All Saints. The intention is this will

	<p>act as a community base within the school, forming part of the safer schools partnership. This is the first shared funding arrangement in the county and will have a positive impact on relationships in the locality and especially with young people.</p>
<p><b>7</b></p>	<p><b>Work with the community, partners and callers to provide sustainable and effective solutions to problems and proactively seek feedback</b></p> <p>We have strong links with partners across the county, including those from statutory agencies and voluntary and community groups. Where issues are identified by the community we use a standard method of problem solving to address concerns known as SARA. This entails the officer or PCSO scanning the problem, analysing what needs to be done to resolve it, responding with appropriate actions and then ultimately providing an assessment of the outcome. This structured method assists to find sustainable solutions. There are no hard and fast rules as to what a concern has to be and they can range from anti-social behaviour, littering, crime or drug use.</p> <p>Plans remain active and are regularly reviewed until the issue is considered resolved by the community that has raised it. Local officers ensure that feedback is available outlining what the issues were, what they did and what the outcome has been. We are currently reviewing our approach to ensure our plans are accessible and visible to the community and to provide greater transparency of our approach.</p> <p>The Stroud LPA has a dedicated SARA plan for Tackling Anti-Social use of motor vehicles across the communities of Stroud and Dursley. This falls under the banner of “Wheeled Respect”. These plans have been generated as a result of direct feedback to the police from communities. The intention of this SARA plan is to educate drivers while dealing positively with road traffic offences. In May 2013, the LPA together with other agencies held a “Wheeled Respect” event within the Dursley LPA. This was attended by the Chief Constable and the PPC. A number of motorists were stopped during this period. A variety of offences were identified ranging from excess speed, failure to wear a seat belt and use of a mobile phone while driving. A considerable number of drivers attended alternative education programmes as opposed to receiving a punitive outcome. Static displays enforced the theme at a local supermarket, which was attended by over 5,000 people from the community. A similar event was undertaken in Stroud during September 2013. This event again welcomed a significant number of visitors and provided similar opportunities to educate and enforce road traffic legislation. These events have been extremely well received and evidence the positive work that can be achieved under the SARA methodology.</p>
<p><b>8</b></p>	<p><b>Review police station opening times, access to services and public contact arrangements, including provision for those with diverse needs</b></p> <p>Initial research has been undertaken to establish current, regular arrangements for Front of House Services. This has included consideration of any opportunities to maximise Police Points, while ensuring consistency of service. As a result a new Police Point has been opened in Charlton Kings, Cheltenham and a further is planned in the Whaddon area. Methods of additional options for advertising opening times of Police Stations and Police Points are also being considered. A significant development in this quarter has been the launch of a partnership initiative with the County Council Library Service. PCSOs working in the Tewkesbury and Forest LPAs now join the library service on key routes each month, thus allowing greater police access to some of its rural communities.</p> <p>As a part of the PCC manifesto commitment, five consultation events have recently taken place with residents of the Forest of Dean to gain views on police presence in the area and where a</p>

	<p>policing hub should be located. We are keen to understand the views of local people and this will inform the outcome. Findings are due to be reported in the autumn. This was supported by two surveys, which asked both the public and staff for their views about the future of policing in the Forest of Dean.</p> <p>We have equipped a number of our contact points and front counters with facilities to meet diverse needs, for example hearing loops, improved access and the ability to send messages by text and email. Officers and PCSOs are able to access a multilingual service known as 'Language Line,' the use of this service means that we are able to communicate with victims, witnesses and offenders whose first language is not English.</p>
<p><b>9</b></p>	<p><b>To provide local officers with effective skills, tools and training to work effectively with their communities</b></p> <p>Student officers spend an extended period of time in initial training, developing into effective police officers. This is supplemented by ten weeks during which they work with an experienced and trained tutor constable, experiencing the full array of policing duties. This support enables student officers to experience, learn and develop their policing skills out in the communities they serve. Emphasis is placed on officers working the 24/7 shift cycle, engaging with the community and understanding their concerns under the leadership of the shift Sergeant and Inspector. Part of the role of understanding communities includes gaining trust, gathering intelligence, delivering positive outcomes and working with partners in the voluntary sector to develop an understanding of the problems they face.</p> <p>During the course of their first 20 weeks of the Initial Police Learning &amp; Development Programme (IPLDP), student officers undertake a 3-day community placement. We currently have 57 community placement providers across the county and where possible, the individual students attend a placement within the policing area to which they will be posted. The placements attended by students on the most recent intake involved community groups working in the areas of: substance abuse; support for homeless people; residential care for people with learning disabilities; a community time bank project; a furniture recycling project; a women's centre; a housing association; a city farm; the YMCA; supported living/community-based housing; trading standards; acute mental health inpatient provision and Youth Support Team. Other placements include a range of charities, such as bereavement care for children and support services for older people.</p> <p>During the 3-day placement, the students are required to complete a journal/workbook. This is designed to provide some fact-finding information gathering and also requires some personal reflection on experiential learning.</p> <p>At the conclusion of the placements, the students prepare a 15-minute presentation, subsequently delivered to their course peers. This allows their personal learning experiences to be shared, along with useful information about a range of community groups that all officers might find useful in their day-to-day activities. Invited to these presentations are a number of the students' future area managers, enabling shared learning of the existence of the agencies, their purpose and how they may work in collaboration with their local police.</p>
<p><b>10</b></p>	<p><b>Maximise use of Restorative Justice (RJ) across the Constabulary</b></p> <p>In common with the Constabulary's aim of putting victims of crime at the heart of all we do, we have reviewed our approach to community resolutions and committed to train approximately 600 officers and staff in the use of Restorative Justice (RJ). The multi-agency Restorative</p>

	<p>Gloucestershire steering group is working together to maximise the use of RJ across a broad range of agencies and has the support of voluntary and statutory agencies including local authorities, housing providers, voluntary groups and probation.</p> <p>RJ is victim focused and can be used in a wide variety of circumstances, including helping those who have suffered from low level offending and anti-social behaviour. It gives victims a say in how those who have caused them harm or upset should be dealt with and make amends for their actions.</p> <p>We will work together with other partners (including Victim Support, local councils and housing associations) as well as working with Restorative Gloucestershire to deliver much of this. Restorative Gloucestershire is a voluntary organisation, which aims to deliver RJ in the county by working with both victims and offenders, bringing them together to put things right.</p> <p>The majority of officers and PCSOs will be trained in how to use 'Street RJ' in the coming months. The use of this tactic will involve investigating low-level offences, establishing the facts and then speaking to those who have suffered the harm - and to those alleged to have caused the harm.</p> <p>In addition, a number of officers within the organisation will be trained to undertake RJ Level 2 conferencing to deal with more complex or long term issues for example, on-going anti-social behaviour. This will also be delivered in conjunction with partners and volunteers who receive the same training and can work together to provide long term solutions.</p> <p>With the victim's agreement and following the offender admitting responsibility for their actions, officers can negotiate how the offence can be dealt with outside of the criminal justice system (such as through unpaid work or direct reparation).</p> <p>In the same way that RJ gives the victim a far greater say, so it gives officers greater discretion on how to deal with minor offences using a framework that ensures justice is done and the outcome recorded and audited.</p> <p>RJ will be rolled out formally across the county at a conference in September.</p>
<p><b>11</b></p>	<p><b>Keeping victims informed of progress in relation to their crime and providing appropriate feedback to callers</b></p> <p>The Victims Code sets out a range of responsibilities for all agencies in the criminal justice system on the level of service to be given to victims of crime. Included is the requirement to keep victims updated throughout the course of any enquiries and disposal. We recognise that keeping victims informed throughout the progress of their case is fundamental in improving levels of victim satisfaction.</p> <p>All local policing officers have been required to set personal development objectives to focus on a follow-up service that ensures callers, victims and witnesses are kept up to date and are well informed about the progress of investigations. These are then the focus of job chats and performance reviews.</p> <p>At Force level, when comparing the two months of June and July<sup>1</sup> there has been a statistically significant increase in the proportion of respondents who state they are '<i>at least very satisfied</i>' with follow-up when comparing the two periods (56.6% (+/-1.5%pts) for the last 12 months compared to 53.1% (+/-1.9%pts) for the previous year).</p>

<sup>1</sup> These are the last available reporting periods

	<p>A range of methods are available to officers to stay in touch with victims. Officers and control room staff regularly use SMS text messaging as an effective way to pass messages to victims of crime. Historically police have been unable to speak with victims and witnesses during certain parts of their shift cycle, night shift being pertinent. Officers have embraced email as a further way of keeping victims and witnesses updated.</p> <p>One initiative to increase performance in this area is being piloted in the Tewkesbury area, where every crime victim living in Tewkesbury LPA receives a personal follow up visit by their local PCSO to give information, offer support, provide contact details and assures further patrol and visibility.</p>
<p><b>12</b></p>	<p><b>Develop capacity by encouraging growth in the Special Constabulary and the use of volunteers</b></p> <p>Special Constables are a valuable resource who give up their time to work alongside officers, in support of both community and operational policing. Officers in the Special Constabulary regularly develop and lead policing operations to address community concerns. The recent initiative “Wheeled Respect” in the Stroud LPA was led by the Special Constabulary. This demonstrates the integrated way in which the Special Constabulary contributes to local policing, often leading on and contributing to policing initiatives and support the PCC’s priority area of Safe and social driving.</p> <p>Other initiatives include Gloucester South Policing Team co-ordinating community speed watch activities. These have been very successful, with several members of the public carrying out their own speed checks in areas they are concerned about. A task force made up of Special Constables, PCs and PCSOs has been running Operation Focus throughout the summer. Youths acting like “litter bugs” have been told to pick up their own mess; drivers have been stopped for speeding or if suspected of drink driving; street drinkers have been spoken to and people brought to task for behaving badly in our streets and parks - especially the minority of persistent offenders who make things unpleasant for the majority.</p> <p>The Constabulary is currently undertaking a complete review of the Special Constabulary. The review includes recommendations as to how members of the Special Constabulary are deployed, rank structure, training, and importantly how to maximise individual skills. It will include mainstreaming of the Special Constabulary into the work of regular officers. A Volunteers Board has been created. This forum will review the recommendations and identify other opportunities to embrace volunteering.</p> <p>A number of other forces have been visited in order to consider best practise that will assist the Constabulary in achieving its aims.</p> <p>The Constabulary intends to encourage growth in Special Constables and Volunteers. While recognising that this work is at an early stage, it represents considerable opportunities for development.</p>
<p><b>13</b></p>	<p><b>Work with other forces and law enforcement agencies to tackle serious threats to the community from serious and organised crime, terrorism and sexual exploitation</b></p> <p>Serious and organised crime refers to those offences where the criminal is making a living out of crime, as opposed to opportunist crime. It refers to organised groups and networks who effectively operate as a business. It can include a range of crime types, from drug smuggling and dealing to rogue trading, money laundering and distraction burglary.</p>

The approaches taken to dealing with these types of crime include both collaborative and partnership working. We are a member of Zephyr, a regional crime group established in September 2010 to disrupt, dismantle and destroy serious and organised crime across the South West of England. It is made up of the five forces in the region, Gloucestershire, Avon and Somerset, Devon and Cornwall, Dorset, and Wiltshire to work across the county borders. It brings together the capability and funding to gather intelligence, crack serious and organised crime networks and seize the assets of the criminals involved.

It is made up of three sections, the Operational Team, the Intelligence Team (Regional Intelligence Unit - (RIU) and the Financial Team (Regional Asset Recovery Team - RART). Zephyr also works with the Serious Organised Crime Agency (SOCA), Her Majesty's Revenue and Customs (HMRC), the United Kingdom Border Agency (UKBA), the South-West Trading Standards Enforcement Team and the Crown Prosecution Service.

Participation in such collaborations enhances both our capacity and capability to tackle serious and organised criminality.

Notable results are published on their website:

<http://www.zephyrsouthwest.com>

A Tri Force Specialist Operations collaboration agreement was signed between Avon and Somerset, Gloucestershire and Wiltshire police forces to create a centrally-managed unit, which is intelligence-led and able to meet demand at any time or place across the three areas. It will see a combination of firearms, dogs and road policing teams working under a single management team who are able to be deployed across the three force areas to meet demand. We are confident that this arrangement will enhance our capacity and capability in each of the disciplines and thus provide a better service to the communities we serve.

The Gloucestershire Public Protection Bureau (GPPB) was formed in 2009 and includes the following partner agencies:

- Gloucestershire Safeguarding Team
- Gloucestershire Probation Service
- Gloucestershire Primary Trust
- The Crown Prosecution Services CPS
- HM Prison Service
- The Domestic Violence and Abuse Coordination Team (DVACT)
- The Independent Domestic Violence Advisory Service (IDVA)
- The Central Allocation and Referral Point (CARP)

By co-locating members of the various agencies within one building, there is greater opportunity to both share information and improve the service delivery to the most vulnerable in our communities.

The Bureau contains the following portfolios:

- Sexual and Violent Offender Management
- Child Protection
- Domestic Abuse
- Missing Persons
- Forced Marriage and Honour Based Violence
- Internet Abuse/E-Safety
- Adult Protection
- Prostitution/ Human Trafficking
- Strategic Hate Crime

At the hub of the Bureau is the Central Referral Unit, which provides a co-ordinated approach to the referral and risk assessment processes.

Planning is underway for further development of a MASH (Multi Agency Safeguarding Hub), which will draw in more of the agencies whose core business is safeguarding. It will support established child and adult safeguarding, investigation procedures and working arrangements in the county, including locality working.

Staff from all agencies will work together in office space that is designed to promote the sharing of information, expertise and experience, while ensuring that information is only shared securely within the 'hub' together with improved processes, will enable the MASH to reduce risk to vulnerable people by dealing with concerns earlier and getting it 'right first time.' It will also allow us to more effectively co-ordinate multi-agency investigations and responses and minimise the number of re-referrals and inappropriate initial assessments. It is anticipated to go live in 2014.

### **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 are in residential care. Both should be part of the police beat with the local officer being visible and proactive with all vulnerable groups**

#### **1 Develop a strengths based way of working that creates friendlier communities**

- An invitation was agreed jointly with the Barnwood Trust and through this, links have been made with community members in all the Learning sites, although some sites are still in the early stages of development and not really ready yet to think about this work. However, all are aware of links between the Asset Based Community Development (ABCD) work and the PCC plan, the support on offer to them from Gloucestershire Association for Voluntary and Community Action (GAVCA) and the funding available if and when they are ready to use it. Also, a "steering group" of members of the Barnwood Trust's Community of Practice has been created to support Sally Pickering in maintaining the ABCD focus of the Older but not overlooked Plan

The Learning Sites are:

- Hester's Way, Cheltenham
  - The Elms, Cheltenham (This is the collective name given by the community for St Pauls, West End and Gardeners Lane)
  - Stroud Town Centre
  - Cam
  - Moreton in Marsh
  - Tewkesbury
  - Forest of Dean (Consultation to identify a named community is currently underway)
  - Matson, Gloucester
- A Citizen panel has been set up to lead on the "Small Sparks" Fund and this grant programme was launched in August with a soft launch (more publicity to follow when the new "Your Welcome" website is launched on 30 September).
  - Gloucestershire Older Persons' Association (GOPA) have started work to expand their successful "Tea and Tell" project as a way of gathering stories from older people that demonstrate success. This quarter has been spent building partnerships with other community groups who can help them access "Seldom heard" older people. This work is also linking into the Fair Shares project.

	<ul style="list-style-type: none"> <li>• Cotswolds Volunteers North (CVN) were successful with a Big Lottery Bid to expand the Cirencester Good Neighbours Scheme and Sally Pickering has met with them to offer support and explore how this project can contribute stories from older people that demonstrate success. GAVCA will be helping CVN with media skills training, recruiting new trustees and other capacity building support.</li> <li>• A new Learning Programme is in development by Barnwood Trust, which will include opportunities for public sector professionals, including criminal justice system (CJS) commissioners and district community safety partnership officers to get involved.</li> <li>• Activities in Learning Sites will, by their inclusive nature, benefit older and vulnerable people, but the challenge will be ensuring that evidence of achievements is reported back in a way that is required to satisfy the PCC of this, as the work is being joint funded by other funders with different priorities.</li> </ul>
<p><b>2</b></p>	<p><b>Roll out and build on existing good practice</b></p> <ul style="list-style-type: none"> <li>• Agreement has been reached with GCC to hand over responsibility for developing the Keep Safe Scheme to Memory Clubs UK and an application to the Commissioner’s Fund is pending a decision and then this work will start. To build on existing good practice developed through the GCC “Keep Safe” Scheme to broaden the scheme and develop it so that it is community-led and sustainable. We want to bring this scheme, which supports people with learning disabilities to feel safe, together with other similar schemes around the county into one co-ordinated approach that will also include people with dementia and autism and with greater involvement of the Police and communities. It is innovative to broaden this scheme out to encompass a wider target group, as part of creating communities that are welcoming for all.</li> <li>• Fair Shares have been awarded funding from the Commissioner’s Fund to consolidate time banking projects in the Forest of Dean and Tewkesbury.</li> <li>• Living Well: As a partnership led by the Roses Theatre “Take Part,” we have successfully recruited a “Community Builder” who is now working alongside the Local Area Co-ordinator and Community animator. They are establishing a web of meetings and groups that focus on people with mental health problems and a heavy focus on making Tewkesbury “Dementia friendly”. Much of this work is slow and based on building deeper relationships among community members and professionals who can then be creatively using their web of contacts to enable the growing support of older people whatever their vulnerability.</li> </ul>
<p><b>3</b></p>	<p><b>Supporting the building of leadership development within disabled people</b></p> <ul style="list-style-type: none"> <li>• GAVCA has been supporting various user-led community groups of elderly and/or disabled people. In particular we are working with DROP to help them become a formally constituted group and to make links with commissioners in order to be able to share their expertise and influence the development of services.</li> <li>• An Accessibility Fund has been created to reduce barriers to participation in strategic partnership work and a member of DROP has now been able to join the County Hate Crime Action Group and the Stroud Community Safety Panel.</li> </ul> <p>Despite the offer of free support, user-led groups of older or disabled people do not take up offer of support with leadership and social media training due to lack of time.</p>

4	<p><b>Working with the media to change the way older and vulnerable people are portrayed</b></p> <ul style="list-style-type: none"> <li>• Four new "Jubilant Stories" are being created by Barnwood Trust: One about the Memory Clubs; one about Dementia work and two others.</li> <li>• GAVCA has compiled a list of groups working with older and disabled people to which it plans to launch a targeted offer of training in social media skills in the autumn.</li> <li>• All delivery partners, as well as the ABCD Steering Group, have agreed to share success stories from their work with the PCC Press Office as well as with GAVCA so that these can be used to ensure that there are more positive stories about older and vulnerable people in the local press. We hope these will increase as the project gathers momentum.</li> </ul>
5	<p><b>Increase Police knowledge of community and its needs</b></p> <ul style="list-style-type: none"> <li>• GAVCA supported the Police by identifying suitable community placements for trainee police probationers and successfully identified thirteen new placements in community groups for the July cohort of trainees.</li> <li>• Police officers have successfully linked with community groups involved in Learning Sites in both Stroud (street drinking project) and in Tewkesbury and Cheltenham.</li> </ul>
6	<p><b>Increasing quality of intelligence about crime</b></p> <ul style="list-style-type: none"> <li>• The County Hate Crime Action Group, (which meets quarterly to support the three district groups Cotswold and Stroud, Cheltenham and Tewkesbury and Forest and Gloucester), now has involvement of people with experience of disability. Using funding from the Accessibility Fund described above, has enabled a severely disabled member of DROP to take part in this group.</li> <li>• Additional funding has been obtained by GAVCA to organise a "good practice" visit for partners to explore how Hate Crime is successfully addressed elsewhere in the country.</li> <li>• The group is encouraging voluntary organisations to accept reports of incidents of hate crime, with training on how to do this being provided by Robin Agascar (GAYGlos). Several organisations including Citizens Advice Bureaux, have been trained so far and the hope is to increase this in the future.</li> </ul>
7	<p><b>Provide the best possible structure to achieve shared strategic intentions in protecting vulnerable people from harm</b></p> <ul style="list-style-type: none"> <li>• MASH is due to commence in January 2014 when integration of partnership agencies will start to take place on the 2<sup>nd</sup> floor of Wilton House, Cheltenham. Go live will be 1 April 2014. Adult Social Care will be represented in the MASH in order to ensure that vulnerable adult issues are identified. The strategic intention remains to improve early information sharing between partners and therefore the integration of partner agency understanding in terms of thresholds for action and improved risk analysis in safeguarding practice, including adults.</li> <li>• The PPB are still trying to collate a definitive list of adult care homes so that it can be</li> </ul>

	<p>updated to Javelin and then a regular query can be run against Storm and Unifi data to identify crimes / incidents at those locations. Delay has been caused because the Land Registry, County Council and Care Quality Commission (CQC) all have different lists of what are Care Homes, Domiciliary Care settings etc. This should be resolved during the next quarter.</p>
<b>8</b>	<p><b>Enhance the Police response to vulnerable victims of hate crime</b></p> <ul style="list-style-type: none"> <li>The Force continues to roll out the Mental Health Awareness course to all Trainers in the Staff Development Unit through professional development work with other agencies to ensure their knowledge is up to date and relevant. For example, in September jointly with 2gether Trust an input is being delivered on Aspergers Syndrome. Tascor who provide staff for custody gaolers have also recently had inputs on learning difficulties and disabilities. Gloucestershire Constabulary is also represented at a number of partnership boards addressing a variety of disabilities and supports the work of partner agencies in raising awareness of disabilities in communities across the county.</li> </ul>
<b>9</b>	<p><b>Work with partners to encourage reporting of hate crime</b></p> <ul style="list-style-type: none"> <li>The County Hate Crime Group is looking at options for encouraging wider reporting of Hate Crime through third party reporting. The area that appears to be much under reported is disability hate crime. Police are working closely with a local disability group DROP from the Matson area to develop a third party reporting process that would operate through the local community centre; Redwell based on the principle of Asset Based Community Development.</li> </ul>
<b>10</b>	<p>Some activities have been slower to start than expected as the time taken to apply to the Commissioner's fund for each individual activity had not been factored into the original planning.</p>
<p><b>Young people becoming adults</b></p> <p><b>We need sensitive, relevant and effective policing to ensure our young people become law-abiding, productive members of society. The 'system' must work for them, not against them</b></p>	
<b>1</b>	<p><b>To undertake a review of how young people who commit crime are processed through the police, courts, youth offending service and make recommendations to improve or change practice</b></p> <ul style="list-style-type: none"> <li>The Police, Youth Support Team, Social Care and Gloucestershire County Council (GCC) Commissioning Team have been reviewing the current Police and Criminal Evidence Act (PACE) protocol following a number of incidents where young people have been held overnight in police cells. Following a detailed review of these cases it is clear that we need to: <ul style="list-style-type: none"> <li>➤ Revise the protocol</li> <li>➤ Work with the GCC commissioning team on alternatives to keeping young people in cells late at night.</li> <li>➤ Ensure that we put in place better systems to review cases between all agencies.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>➤ Protocol to be in place by quarter two.</li> <li>➤ To review how young people are policed, including use of out of court disposals and the effectiveness of restorative justice.</li> </ul> <ul style="list-style-type: none"> <li>• Processes and procedures have been agreed for Out of Court Disposals in line with the Legal Aid, Sentencing and Punishment of Offenders (LAPSO) Act changes. This is ground breaking work in Gloucestershire that brings together the Police, Youth Support Team (Youth Offending Service) and Restorative Gloucestershire to review cases and make decisions regarding cautions or further support or action required by the Youth Support Team. At the heart of this work is restorative justice. In Quarter 1 the panel dealt with 157 cases resulting in Care of Police Offenders (COPs) Resolutions - 21 Youth Caution - 41; Bail/Further Enquiries - 44; Bail for Youth Crown Court (YCC) - 17; Charge - 34.</li> </ul> <p>All young people who go through the Youth Panel will be tracked so that we can monitor the effectiveness of interventions and impact on re offending rates.</p>
<p><b>2</b></p>	<p><b>Youth projects funded through the Commissioner’s Fund</b></p> <ul style="list-style-type: none"> <li>• Friday Night Diversionary - Tewkesbury</li> <li>• Too late by 8 -Cheltenham</li> <li>• Avenger Task Force - Gloucester</li> <li>• Outward Bound - County</li> <li>• Alternative Solutions to Running Away (ASTRA) - County</li> <li>• Youth Support Diversion Scheme - County</li> </ul> <p>Progress on the above projects will be reported in the second quarter.</p>
<p><b>3</b></p>	<p><b>Operation Avenger</b></p> <ul style="list-style-type: none"> <li>• One full time and one part-time member of the Youth Offending Service are working with Operation Avenger. They have been actively engaged in developing the work with young people who are affiliated to gangs, including undertaking home visits, supporting the engagement and delivery of the Great Expectations Programme. Initial results from the first Great Expectation Programme are positive with reoffending rates remaining low.</li> <li>• The Avenger Task Force (AFT) has placed 22 young people onto the "Great Expectations" diversionary programme. Tier One and Tier Two took place in July and August 2013. Tier Three commences in September. Further modules are being planned over the next twelve months.</li> <li>• Since ATF launched (8 April) it has engaged with over 40 young people who are involved in Gang related activity.</li> </ul> <p>ATF have visited known Gang members in HMP offering them support upon release. Working closely with Probation, the ATF have been able to include mandatory engagement with them on Gang members licence conditions upon their release back into our communities.</p>

4	<p><b>Gloucestershire Constabulary Outward Bound Bursary Scheme</b></p> <p>Gloucestershire Constabulary Outward Bound Bursary Scheme has been launched and partners have been asked to nominate young people onto the programme. The police have commenced an interview process to select Officers/Staff to assist with the Scheme, which will be delivered in February 2014.</p>
5	<p><b>Develop work with young people that have been victims of crime</b></p> <p>Discussions have been undertaken with Hampton Trust that deliver the LINX programme for young people who experience victims of domestic abuse in Gloucestershire, as their current scheme closes at the end of September we are looking to see how we can take this forward in the future. It is likely that we will be able to deliver the programme under licence and it is hoped that this will be in place by the end of quarter three.</p> <p>To provide support to young people that go missing from home or care, ensuring that they are safe.</p> <p><b>Quarter one data:</b></p> <ul style="list-style-type: none"> <li>➤ Number of missing episodes - 252</li> <li>➤ Number of Individuals reported missing - 160</li> <li>➤ Number of Individuals reported missing more than once - 44</li> <li>➤ Number of missing episodes over 18 hours - 31</li> <li>➤ Number offered a return home interview - 172</li> <li>➤ Number of return home interviews completed by the ASTRA Project - 50</li> <li>➤ Looked After Children (LAC) and Care Leavers are seen by their social workers</li> </ul>
6	<p><b>To undertake a twice yearly assessment of the scale of child sexual exploitation in the county based on Multi-Agency Data to ensure that children at risk are identified and action can be taken to protect them</b></p> <ul style="list-style-type: none"> <li>• The PPB Senior Crime Analyst has prepared a profile re child sexual exploitation within the county, based upon data and information from 1 April 2012 - 31 March 2013. The aim of this profile was to assess the nature and scale of non-familial contact child sexual exploitation (CSE), which encompasses lone and group offending and sexual offending associated with street gang culture, but does not include forms of non-contact, sexual offending as often seen within the online environment and indecent images of children (IIOC). The profile provides an improved understanding of the nature and extent of the problem locally, identifying areas of policing priorities and enabling the Child Exploitation and Online Protection Centre (CEOP) to define an accurate national picture on the scale of this threat.</li> <li>• In addition, we have reviewed current practice in relation to our actions following a positive screening for CSE. It was clear from this work that we need to revisit our intervention plans and this work will be picked up in quarter three.</li> <li>• To contribute to the creation of MASH that effectively shares information for the safeguarding of young people from exposure to domestic violence, abuse, neglect and sexual exploitation.</li> </ul>

	<ul style="list-style-type: none"> <li>• The MASH developments are now taking shape. Partners are working on key activities to bring this together for the New Year. This includes ICT solutions, accommodation at Wilton House Cheltenham, staffing requirements and key processes. It is hoped that the MASH team will come together in January 2014 for an April go live date. The long term home for the MASH will be the Tri-Service Centre at Quedgeley from January 2015.</li> <li>• The new unit has been established (police appointment has just been made). Probation staff have been learning and understanding the Youth Justice arena. Visits to national projects have also taken place. The team have just started taking over cases of our high risk offenders and specifically those in custody.</li> </ul>
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7	<p><b>Ride Along Scheme</b></p> <p>The 'Ride Along Scheme' allows young people, including those in hard to reach communities, to experience the daily life of a police officer and develop an understanding of the police service role within communities. A full policy and procedure for a 'Ride Along Scheme' has been prepared and presented to People Services Strategic Board (PSSB) based on the Cheltenham pilot. The scheme will be rolled out across the county.</p>
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**Safe days and nights for all**

**Gloucestershire has a strong night-time economy but it needs to be better managed, with alcohol related crime and disorder being reduced. Everyone should be able to go out to our parks, pubs and streets without fear**

1	<p><b>Community Safety Partnerships</b></p> <p>Attended the respective Community Safety Partnerships (CSPs) for Gloucester (25 July 2013) and Stroud (3 Sept 2013) to report on progress in relation to the "Safe days and nights for all" (SDAN) priority and to encourage engagement in relation to the actions and funding opportunities in the plan, particularly Action 1 in relation to Stroud and Actions 3, 8 and 12 for both partnerships.</p> <ul style="list-style-type: none"> <li>○ <b>Action 1 - "Ensuring that the police and partners maintain a strong and visible focus on dealing with violent crimes and serious acquisitive crime that impact upon local communities."</b></li> <li>○ <b>Action 3 - "Seeking to promote a night-time offer across Gloucestershire which is diverse and not solely focussed on drinking establishments so as to encourage a wider number and mix of people to enjoy this offer."</b></li> <li>○ <b>Action 8 - "Ensuring co-ordination with street-lighting, CCTV, licensing and planning teams across Gloucestershire's public sector agencies and partnerships to maximise safety and a feeling of being safe, day and night."</b></li> <li>○ <b>Action 12 - "Within the spirit of this plan, working with Community Safety Partnerships in district areas to formulate local action plans to build confidence that Gloucestershire is a safe place to live, work, learn and visit."</b></li> </ul> <p>There is concern about lack of interest or capacity of all CSPs to fully engage with the Police and Crime Plan particularly action 12.</p>
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2	<p><b>Introduction of a Late Night Levy</b></p> <p>CBC has been consulting on the introduction of a Late Night Levy (LNL) and will make a decision in October 2013. Discussions have taken place with the PCC and the Constabulary about how the respective PCC and council shares of any LNL might be spent.</p>
3	<p><b>Reducing Alcohol Related Violence Project</b></p> <p>A meeting was held with Jim Hilborn, Clinical Sociologist, employed by the PCC to refresh the 'Reducing Alcohol Related Violence' project in Cheltenham with a view to extending its contribution within Cheltenham and across Gloucestershire. The first draft is expected shortly.</p>
4	<p><b>Positive Socialising</b></p> <p>A process has been initiated for consideration of the CSP role in Cheltenham, which has led to the organisation of a workshop on 'alcohol' on 18 September 2013 and three week long focus events respectively on Positive Socialising (16 to 20 September 2013), Positive Living (28 October to 1 November 2013) and Positive Relationships (10 to 14 February 2014).</p>
5	<p><b>Disability Hate Crime</b></p> <p>Engagement held with the mental and physical disability pressure group DROP, on the collection of data concerning disability hate crime and supportive community policing for people living with disabilities. A report has been produced by DROP, which is being considered by the PCC's office.</p>
6	<p><b>Proposed Research Projects</b></p> <p>Meetings held with the University of Gloucestershire on potential contribution to the priority, leading to submission in draft of four proposed research projects:</p> <ol style="list-style-type: none"> <li>1. Audit and evaluation of selected initiatives against disorder in public spaces</li> <li>2. Crime and disorder in rural areas</li> <li>3. Youth offending and Restorative Justice</li> <li>4. Access to the night time economy for disabled people.</li> </ol> <p>There is a risk the PCC and University may be unable to agree terms for the four research projects.</p> <p>The University proposal, which addresses several actions in the Safe days and nights for all Priority (and in relation to other priorities) are subject to review by the PCC from a value for money perspective.</p>
7	<p><b>Alcohol Harm Reduction Strategy</b></p> <p>An Alcohol Harm Reduction Strategy has been published and identifies many actions complementary to the SDAN Priority in the Police and Crime Plan.</p>
8	<p><b>Restorative Justice</b></p> <p>The Restorative Justice (RJ) Conference on 16 September 2013 was attended by several members of district CSPs. There was clear enthusiasm for extending RJ initiatives across the county. (RJ is identified as an outcome measure under Action 1 of the SDAN Priority in the Police and Crime Plan.)</p>

## 9 Police and partners maintain a strong and visible focus

**Forest LPA** has launched Op Rapier to tackle local volume crime and community issues. The emerging issues in the LPA have been burglary, vehicle and retail crime. Resources have been targeting priority offenders through the execution of search warrants and other enforcement activity to prevent and disrupt crime/offenders. A media strategy has been utilised (including use of social media). To date (August 2013) Op Rapier has resulted in a number of arrests and prosecutions, the recovery of stolen property, seizure of controlled drugs and generating community intelligence. A number of offenders have been either remanded in custody or are now subject to Integrated Offender Management (IOM) intervention.

**Tewkesbury LPA** and Borough Council Community Safety Team have recently undergone a major restructure. Key workers have clear lines of responsibility to particular community geographic areas and particular community safety issues, which are in line with Local Policing Area communities and priorities. The LPA holds daily Tactical and Co-ordinating Group monitoring meetings where partnership resources are invited and considered as part of a tactical response to address emerging community safety and crime issues.

**Cotswolds LPA:** Main crime trends have been acquisitive crime with a number of local operations including prevention and detection objectives.

Local operations have addressed vehicle crime, shoplifting and cycle theft as well as targeting prolific offenders. There is an increase in acquisitive crime although positive outcomes are higher as a consequence of targeted activity.

**Gloucester LPA:** Launch of the Avenger Task Force (8 April)

Avenger Task Force (ATF) is made up of key partners from statutory partner agencies and the voluntary sector that are co-located, working together; sharing information and expertise, with a clear mission to steer young people away from Gang Related Activity.

Aim of the ATF:

*To identify and Support Vulnerable People and Communities who are or who may be involved in or affected by, gang related activities within Gloucester LPA. A review of the ATF will commence with Strategic Partners in September.*

### **Operation Fortitude (24 May - 20 June)**

Operation Fortitude was a Constabulary commissioned operation. The operation was commissioned on the back of an escalation of activities by those who were acknowledged as being associated to gangs.

#### **Objectives:**

- To conduct intelligence led activities in order to prevent or mitigate the risk posed by gang related activity in Gloucester that could cause serious harm to the public, police or those involved in this type of criminal conduct.
- To develop an intelligence picture and therefore understanding of those that are involved in gang related activity to allow for appropriate diversion and interdiction opportunities to take place.
- To conduct activity that is community based in order to reassure the public of Gloucestershire and build trust and confidence.
- To conduct this activity to ensure less crime, more peace and good order.

## **Results**

24 Arrests

21 Warrants

17 locations for the service of notice to communities

13 Vehicles seized

In excess of 80 stop searches

Community focus groups meetings took place post event with the Asian Community and the African Caribbean Community.

## **Stroud LPA**

1. Serious violent crime and VAP identified and discussed at LPA daily tasking meetings. Local strands from LPA Tactical plan involve joint Community Safety Partnership (CSP) purchase of updated 3G mobile CCTV (remote access) and CSP joint agency Street Safe tasking and patrols.
2. The review of Officers attached to Operation Scorpion has been reviewed and a paper presented to Force Ops Board (FOB) in June 2013, detailing the resourcing of Friday and Saturdays nights. Resource levels will be subject to ongoing evaluation in the New Year 2014.

## **Cheltenham LPA:**

- Operation Spa remains an integral part of LPA Offender Based Problem Solving with focus on Acquisitive crime especially Dwelling Burglary.
- One of the keys to Op Spa's success is maintaining close daily links to partners such as IOM, CBC, youth teams and social services. Op Spa attends meetings with INSIGHT (Gloucestershire Constabulary's Intranet) - led by Probation and Youth Offending Service (YOS) teams - targeting prolific male offenders between ages of 15 and 25 years.
- Op Table deals with emerging trends particularly Town Centre drugs problem and intelligence development.
- 'Positive Campaigns' have been developed - Positive Socialising; Living and Relationships: These are a joint venture between CBC and the LPA with various partners - including the Youth Support Service, Gloucestershire University's Students' Union and Cheltenham Nightsafe - to develop three safeguarding campaigns that will reinforce the work that already goes on in Cheltenham. The campaigns will focus on raising awareness of personal safety so that people can enjoy Cheltenham's parks, streets, home life and nightlife without fear. The first 'positive socialising' campaign is being planned for Freshers' Week (16 September) and the night time activity associated with that event, but also work is ongoing with the PPB to promote ways to keep safe from sexual violence, alcohol related rapes and sexual assaults.
- Another essential part of the 'positive socialising' campaign is the growing issue of online and mobile phone safety. The youth support team have been working with the police to offer sessions at primary and secondary schools on the dangers of 'sexting' and bullying using mobile phones.

Extra training is being piloted for those on the 'front line' at community centres, children's centres, Cheltenham Borough Homes and CBC to help victims of violence. The training is being delivered by Hope House SARC, the Sexual Assault Referral Centre based in Gloucester. If the pilot is successful, it will be rolled out to other agencies across the town.

<p><b>10</b></p>	<p><b>Maximise opportunities afforded by Licensing legislation/regulation</b></p> <p>1. Full reports have been prepared for consideration by CBC regarding implementation of a LNL. The Constabulary is working with CBC and the OPCC in respect of this matter. CBC are currently undertaking full public consultation with results for consideration by the full Cabinet in Oct-Nov 2013.</p> <p>2. A new Licensing Officer within Community and People has been appointed in order that this matter can now be considered.</p> <p><b>Cheltenham LPA</b></p> <p>A lead officer has been appointed within the LPA to assist with progression of LNL issues - supporting Positive Socialising and project of CBC based research into Reducing Alcohol Related Violence.</p> <p>Regular meetings have been held with partners to discuss LNL progress, Nightsafe including Positive Socialising campaign coinciding with Fresher's weeks 14 September to 27 September - see also update in 9 above.</p>
<p><b>11</b></p>	<p><b>Development of a single CCTV operating centre</b></p> <p>This activity falls under the direction of ACC Operations. A milestone meeting was held in August where all current Force projects were considered. Following this, the project management and resourcing requirement has been identified by the Executive Manager - Technology and Change. For progression within the next quarter.</p>
<p><b>12</b></p>	<p><b>Police working with Community Safety Partnerships</b></p> <p>The Forest Community Safety Partnership (CSP) governance arrangements have been reviewed to take account of the Local Authority losing dedicated resources to support CSP activity. A new streamlined meeting and tasking process has been implemented. The CSP's focus has been on tackling metal theft, shop crime and anti-social behaviour (particularly vehicle related issues). The effective implementation of new licensing arrangements and powers provided under the Scrap Metal Dealers Act 2013 are seen as key in preventing and reducing metal theft and there is close partnership working to ensure successful implementation. The CSP has been trialling the use of a joint enforcement strategy in a public car park to counter the anti-social use of vehicles, an approach to be used across the Forest. Shop watch has been piloted in Lydney and is being rolled out across the Forest Towns.</p> <p><b>Tewkesbury LPA:</b> LPA Community Safety Partnership holds regular meetings, which are attended by Local Policing Team representatives. Decisions are made regarding initiatives to receive funding to tackle local issues and development of plans for their implementation. A recent example is a substance misuse initiative called "Snot Cool," which involves the education of young people in the Tewkesbury Borough area around the dangers of substance misuse. This initiative also looks to address a number of associated substance misuse issues including health, wellbeing and anti-social behaviour, with full partner engagement through schools and locality Teams.</p>

**Cotswold LPA:** The CSP had been working jointly with Stroud CSP. However, this arrangement has not been continued into the current year. Cotswold CSP is in the process of re-forming itself, work which the LPA senior managers are involved with. The focus at this time however, is regarding sharing of intelligence with local partners and housing providers to address anti-social behaviour (ASB) and criminality.

**Gloucester LPA:** Gloucester City Vision Delivery Plan 2013/14 has been reviewed and agreed by partners. Focus on Community Legacy and implementation of ABCD model (Pilot site Matson). A Night Safe group has been set up by the CSP to look at proactive interventions and long term solutions to Night Time economy issues.

**Achievements to date:**

Upgrade of CCTV

Improved lighting in Eastgate Street

Trial closure of Eastgate Street (decision on whether this will be permanent on Friday and Saturday evenings will be made in the next 8 weeks)

A Gloucester City Safe Co-Coordinator will be employed whose role is 'Through a Partnership approach to make Gloucester City a Safer Place Day and Night.'

**Cheltenham LPA:**

- **Positive Campaigns** have been developed - Positive Socialising; Living and Relationships. These are a joint venture between CBC and the LPA with various partners - to develop three safeguarding campaigns that will reinforce the work that already goes on in Cheltenham. 'Safeguarding' campaigns planned over the coming months:
  - **Positive Socialising** - will run in September 2013 to coincide with Freshers' Week. It will pull together a range of activities, not only for promoting safe engagement with the evening and night time economy, but will also address sexual violence and online/mobile safety.
  - **Positive Living** will run in late October to coincide with Halloween / bonfire night and darker nights / clock changes. It will focus on ways to make vulnerable adults feel safer in their homes and encourage them to play an active part in their communities. The aim is also to engage younger people in the issues that traditionally occur with those events.
  - **Positive Relationships** will run in early 2014 to coincide with the lead up to Cheltenham Races. It will incorporate not only work around sexual exploitation and support for front line workers to recognise and report, but also hopefully engagement in schools and colleges about healthy relationships and domestic violence.
- LNL: Full reports have been prepared for consideration by CBC regarding implementation of a LNL. The Constabulary is working with CBC and the OPCC in respect of this matter. CBC are currently undertaking full public consultation with results for consideration by the full Cabinet in Oct-Nov 2013.
- Neighbourhood Co-ordination Group process embedded with community setting (Local Policing Teams (LPT) priorities and informing action plans (SARA).
- Following introduction of the Troubled Families Programmes, alongside the existing Cheltenham Positive Lives Programme, we have restructured the partnership governance landscape under a new 'Cheltenham Families' meeting, which allows correct Tasking, Prioritisation and governance of Families First (Trouble Families); Positive Living.
- New structure of managing 'Cheltenham Families' has been implemented - with a new 'Cheltenham Families Allocation Panel', overseeing families that have complex issues that need support. Families can be referred into the panel and the most appropriate agency / route will be adopted (e.g. Trouble Families intervention, Positive Lives, ASB group).

13	<p><b>Cardiff Model</b></p> <p>Resource has been allocated to support the work on exploring the 'Cardiff Model' of managing violent crime in order to assess what benefits can be derived locally.</p>
<p><b>Safe and social driving</b></p> <p><b>People should be able 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 antisocial driving</b></p>	
1	<p>The Safe and Social driving aspects of the Police and Crime Plan are being delivered in partnership across the county with agencies and volunteers who can influence this broad and vital agenda. This update focuses on recent activity and its contributions towards the key outcomes detailed within the plan - particularly older and younger drivers.</p> <p><b>Co-ordinator post for Safe &amp; Social Driving Plan</b></p> <p>An application has been submitted for a dedicated post within the Road Safety Partnership (RSP) to develop and co-ordinate the Safe and Social Driving plan. This post will support, co-ordinate and in some cases deliver quality road safety education to every young person in Gloucestershire and to support the independence, mobility and safety of all older members of the community. This aims to reduce the numbers of casualties amongst these two high risk groups as identified through research and analysis of casualty statistics.</p>
2	<p><b>Internship to Research</b></p> <p>An application has been submitted for an internship to assist with the research into the target groups and an application has been submitted for an internship to research and assess the accuracy and relationships of all data sets that are held by agencies and to identify any links that could help to focus interventions.</p>
3	<p><b>Safer Driving with Age Courses</b></p> <p>As part of a targeted intervention programme, 343 young drivers [17 - 25] and 372 older drivers [60+] have attended courses.</p> <p>23 older drivers have completed a SAGE assessment in July and August.</p> <p>A young drivers' presentation was successfully trailed in the Cotswolds as part of the Local Road Safety Liaison Groups Activities.</p>
4	<p><b>Promotion of Safer Driving with Age</b></p> <p>SAGE [Safer Driving with Age] has been promoted across the County, particularly through Multi Agency presentations such as that recently held in Stonehouse. The display and material was used by the Local Policing Teams to promote the scheme within communities.</p>
5	<p><b>Seatbelt Campaign</b></p> <p>Three Community briefings took place about driver behaviour, especially speeding.</p> <p>The latest multi-agency 'Wheeled Respect' programme has been delivered in Stroud as part of</p>

	<p>the EU-wide TISPOL seatbelt wearing campaign in September.</p> <p>A DVD and teaching pack 'SeatBelts, Why Bother?' was issued to every school in the county. Constabulary staff supported the European wide seatbelt campaign in September.</p>
<b>6</b>	<p><b>Media Campaign</b></p> <p>Meetings have taken place with the Editor of the Echo, Cheltenham College and Road Safety Partnership officers to jointly develop a media campaign to improve the safety of young drivers and to engage directly with the students at the college to help shape the communications and consult openly with young people.</p>
<b>7</b>	<p><b>Update of Police Activity</b></p> <ul style="list-style-type: none"> <li>• <b>Authorised vehicle seizure</b> Uniformed Local Policing Team and response officer trained and now authorised in vehicle seizure for Anti-Social use of vehicles and using a vehicle without insurance and driving licence offences. This training has been delivered as part of the planned training days.</li> <li>• <b>Community Speed watch schemes</b> 90% of Local Policing Team officers have been trained in the development and management of Community Speed watch schemes.</li> <li>• <b>Use of speed enforcement equipment</b> Local Policing Team officers are being trained in the use of speed enforcement equipment. Constabulary staff supported the European wide speed campaign in August.</li> <li>• <b>Op Tourist</b> Constabulary staff supported the July month long Op Tourist, the prioritising the stopping and examination of vehicles used for transport of passengers and caravans.</li> <li>• <b>Op Trivium</b> Constabulary staff supported Op Trivium a national operation prioritising the use of foreign registered vehicles and UK vehicles used by foreign licence holders. As a result of this operation the Constabulary now possess a fingerprint identification device linked direct to the UK immigration service that can be operated by Force Operations staff.</li> <li>• <b>Op Bus</b> Constabulary staff supported Op Bus a European wide operation prioritising the stopping and examination of passenger carrying vehicles in July.</li> <li>• <b>European wide speed campaign</b> Constabulary staff supported the European wide speed campaign in August.</li> </ul>
<b>8</b>	<p><b>Road Safety Partnership Membership</b></p> <p>The Road Safety Partnership (RSP) Memorandum of Understanding was presented for signature by Fire &amp; Rescue, Police and the county council, secured the collaboration until April 2016.</p>

### 3. Overview of Budget

Commissioner's Fund (£2M) at 27 September 2013		
Priority	Projected Spend 2013/17	Awards to date
Accessibility and Accountability	0	0
Older but Not overlooked	£357,000	£122,000
Young people	£580,648	£418,468
Safer days and Nights	£708,988	£64,858
Safe and Social Driving	£120,000	£120,000
Projected Expenditure	£1,811,000	£725,326
<b>Total Budget</b>	<b>£2,000,000</b>	