



Report Number	2
Report Period	October to December 2013
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To	Police and Crime Commissioner
Version	V1.0
Date	23 January 2014

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 identified will be managed through the risk and issue registers;
- 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 Due to report production timescales, information and updates may have since been superseded and will be updated in future reports.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. Second quarterly update on progress for period October to December 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 Police and Crime Plan Strategic Objective 1.1

To get the right resources to the right situation or problem first time, every time, on time and dealing with the matter appropriately and effectively

Activity: Gloucestershire Constabulary will allocate appropriate resources to all calls for assistance.

On average, the Force creates approximately 14,000 incidents per month. We assess the urgency and impact of each of these incidents and “grade” them 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 Control Room creates:

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

Each of these incidents is assessed in the Force Control Room (FCR) and incidents, which are deemed to be of particular importance or classed as potentially “critical” – in terms of impact, consequences or reputation – are collated onto a “Daily Strategic Briefing Sheet” by the FCR police inspector.

This “Daily Strategic Briefing Sheet” document is shared with operational supervisors across the whole Force at around 0600hrs each day, in preparation for a Force level tactical tele-conference meeting at 0915hrs, which brings together all the operational commanders from different parts of the Force to consider what actions need to be taken in light of these incidents.

This approach ensures that the Force is able to provide an agile and scalable response to any incident, by allocating appropriate resources – either in terms of numbers or specialist staff.

In addition, supervisors within the FCR, monitor the quality of telephone calls and the manner in which they were handled by our call handling staff.

Their performance is measured against a National Call Handling Standards (NCHS):

http://webarchive.nationalarchives.gov.uk/20100418065544/http://police.homeoffice.gov.uk/publications/police-reform/natcall_bkmrk.html

This means the Constabulary is confident our Call Handling staff are performing to the nationally set standard. This is important as public perception of the police service can only be improved by ensuring a consistent call handling service where staff obtain high quality information.

The majority of calls to the Control Room are resolved at either the first point of contact or by a single transfer – this means that the caller has confidence that the call is being handled in an efficient and professional manner.

NCHS allows the performance of our Call Handlers to be benchmarked and thus ensure that we provide this consistent and competent service.

Levels of public satisfaction

Regular surveys are conducted with victims of crime to find out how satisfied they were with the service provided by the police. The most recent data compares two years worth of data;

- 12 months to October 2013 compared to
- 12 months to October 2012

The survey covers a number of different areas including:

Satisfaction with...overall service

At Force level there is no statistically significant difference in levels of satisfaction when comparing the two periods above.

Currently, 69.3% (+/-0.9%pts) of respondents state that they were at least very satisfied (completely and very satisfied combined) with the overall service received, compared to 68.0% (+/-1.9 %pts) previously.

Cheltenham LPA	429	73.0%	+/-	1.7%p
<i>Baseline</i>	<i>540</i>	<i>70.7%</i>	<i>+/-</i>	<i>3.5%p</i>
Gloucester LPA	531	66.5%	+/-	1.8%p
<i>Baseline</i>	<i>492</i>	<i>66.1%</i>	<i>+/-</i>	<i>3.7%p</i>
Stroud LPA	252	67.9%	+/-	2.3%p
<i>Baseline</i>	<i>221</i>	<i>68.8%</i>	<i>+/-</i>	<i>5.0%p</i>
Tewkesbury LPA	172	69.2%	+/-	2.5%p
<i>Baseline</i>	<i>145</i>	<i>71.7%</i>	<i>+/-</i>	<i>7.2%p</i>
Forest LPA	149	63.8%	+/-	3.8%p
<i>Baseline</i>	<i>170</i>	<i>58.8%</i>	<i>+/-</i>	<i>6.4%p</i>
Cotswolds LPA	195	74.9%	+/-	2.4%p
<i>Baseline</i>	<i>137</i>	<i>70.8%</i>	<i>+/-</i>	<i>6.5%p</i>

Satisfaction with...ease of making contact

There were **no statistically significant changes** to respondents' levels of satisfaction with ease of making contact with the police when comparing twelve months to the end of October 2013 with twelve months to the end of October 2012.

Currently 73.5% (+/-1.5%pts) of respondents are at least very satisfied compared to 73.8% (+/-2.5%pts) for the previous year.

Satisfaction with...Actions taken

At both Force and Local Policing Area (LPA) level there are no statistically significant differences in levels of satisfaction with police actions when comparing the two year periods.

Satisfaction with...being kept informed of progress

There has been a **statistically significant increase** at Force level in the number of respondents who feel at least very satisfied with follow up (55.8% (+/-1.0%pts), compared to 52.9% (+/-2.1%pts) respectively).

	% 'at least very satisfied'	Confidence interval
Force Level	55.8	+/-1.0%pts
Cheltenham	59.2	+/-1.8%pts
Tewkesbury	49.1	+/-2.9%pts
Gloucester	53.4	+/-1.9%pts
Forest	51	+/-3.8%pts
Cotswolds	64.9	+/-2.7%pts
Stroud	55.7	+/-2.4%pts

Satisfaction with...treatment by staff

At Force level there is no **statistically significant difference** in victim satisfaction with treatment at the 'at least very satisfied' level; 82.4% (+/-0.8%pts) currently, compared to 81.0% (+/-1.6%pts) for the previous year. It is important to note that this is consistently the highest performing service area.

Activity: Ensure those most at risk from harm receive prioritised response

Force Control Room

The Force Control Room receives a large number of calls each month. On average, there have been approximately 24,000 non emergency (101) calls and around 6000 emergency (999) calls per month this year.

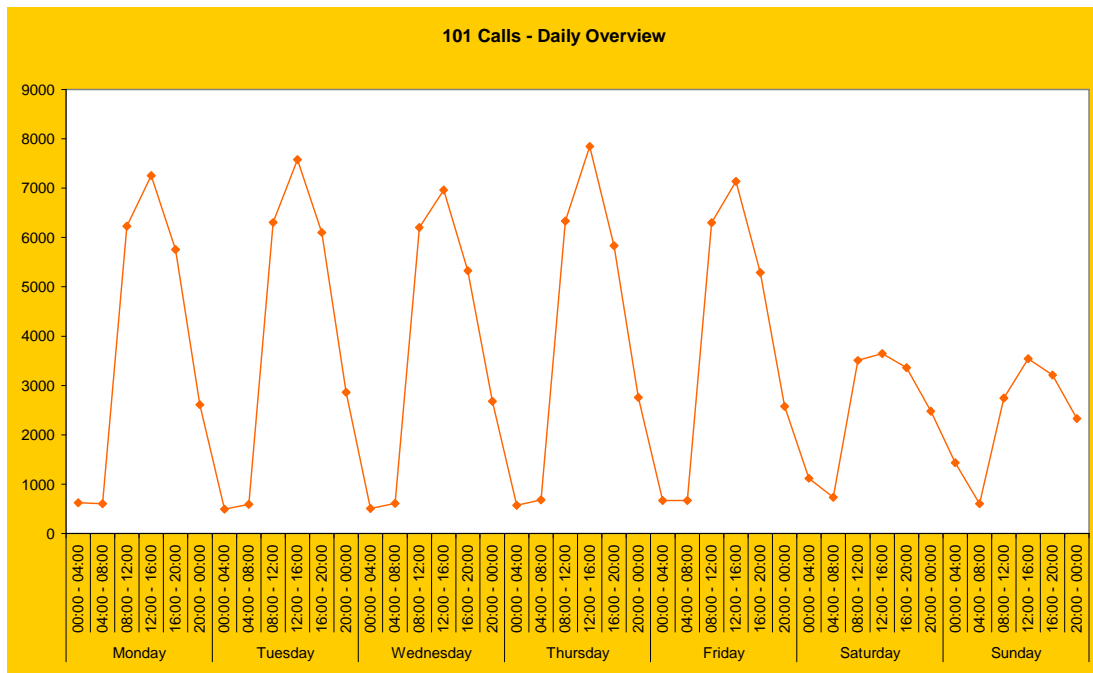
In November 2013, the average time that it took to answer a 999 emergency call was four seconds and 97% of all calls were answered within the national requirement of ten seconds.

In relation to 101 non emergency calls, around 60% were answered within thirty seconds. Work is currently underway to change the shift patterns for control room staff to ensure that we have the right amount of staff on duty at the times when our records show that the volume of calls increases, meaning that we can ensure that our Call Handling resources are deployed at the correct time.

The following chart shows that during the week – Monday to Friday – the majority of 101 calls are received between 11am and 7pm.

At the weekends, the total call volumes drop, but again, there is a peak in call demand towards the afternoon period.

This work will mean that our performance in relation to the timeliness of answering 101 calls will improve.



Work of the Public Protection Bureau

The Public Protection Bureau (PPB) and FCR have developed a set of questions for call handlers to ask, based on national best practice to ensure we elicit the key facts from callers who are suffering from domestic abuse.

Frontline uniform officers and staff have access to the details of all the children on their area who are currently subject to a child protection plan, so these addresses can be prioritised within community patrols.

Intelligence markers have also been added to all adults associated with children on child protection plans so officers can ensure they establish the wellbeing of the children when dealing with those adults for any policing matter.

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. These include work around:-

- “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.

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

The Constabulary is committed to improving the confidence the public have in us, their local police and the levels of satisfaction of those who receive a policing service from us. Recent analysis of the User Satisfaction Survey (USS) data identified a statistically significant

difference in the levels of satisfaction of White and Black and Minority Ethnic (BME) victims of Burglary, Vehicle Crime and Violent Crime. In November 2012, work has been commissioned to explore these differences in more detail.

Initially this included more detailed analysis of the USS and Local Policing Survey and telephoning BME victims to question them about the service they had received. Most victims had formed opinions of the police over time, which related more widely to levels of trust and confidence. It was therefore considered appropriate to conduct a community focus group to explore perceptions of the police more generally in terms of how and why these are formed. Gloucester was considered the most appropriate LPA in which to undertake this work as a result of its demographic make-up.

A community focus group took place at Tredworth Junior School on Monday 10 June 2013, at which sixteen community members were in attendance.

When discussing previous contact and experiences, all groups mentioned the use of 'Stop and Search,' which they perceive, is being used disproportionately in BME communities when compared to white communities and few officers were providing an adequate justification for deciding to 'Stop and Search.' It was apparent that awareness of the public's rights regarding 'Stop and Search' is poor, so when stopped they do not question or hold the police to account, sometimes for fear of being arrested for non-compliance or reprisal by the officer.

A common thread running through conversations was the lack of respect, courtesy and professionalism experienced by the BME community when they come into contact with the police. It was acknowledged that some officers provide an excellent service to their community, but this can be, "almost negated by the poor service of others." Through negative experiences people formulate opinions and perceptions, which foster an underlying culture of distrust and a lack of confidence in the police.

In contrast, several participants provided examples of where their experience involving the police had been positive. The police were there when needed, provided reassurance, advice and follow-up.

This work has been developed and an action plan is addressing:-

1. stop and search
2. police professionalism
3. service delivery
4. cultural awareness
5. lack of trust in the police
6. lack of engagement opportunities
7. community issues

This action plan has been presented to the BME community and work continues to implement the findings.

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

Over the last quarter, work has been ongoing to review how the Constabulary receives information from the public. This has been particularly relevant with the introduction of the Victim's Code 2013. A full copy of the code is available at <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

The 101 email address is now part of the Constabulary logo and this is being increasingly used

by the public as a means to contact us.



This is coupled with a roll out of business cards for officers, detailing personal contact numbers and email addresses, to prevent delays in contact.

A review has been undertaken of our use of social media due to an increase in the number of people reporting a range of crimes on Twitter (despite the page specifying it is not monitored 24/7).

We now use a system that enables officers and staff to monitor all corporate social media accounts and work is underway to ensure it is used 24/7. It is a system that has been used to great effect in other counties where officers have been able to save lives through social media. Examples include:

- A young lady who sent her local force a private message on Facebook at 0200hrs to say she was about to take her own life. The system flagged the message to a member of staff as it contained key words and they contacted officers. When they arrived at her house, the police had to force entry as she had already taken an overdose. She was taken straight to hospital and made a full recovery.
- A tweet was sent to the police out of hours. A man mentioned his local force in a tweet saying he was going to take his own life. The message was picked up through the system, which was able to provide an exact location as the tweet had been geocoded. Officers were able to identify he was in an exposed rural location and dispatched a helicopter. It landed in the exact location and found the man hanging from a tree. He was rescued and taken to hospital.

These examples show the importance of social media and the need for Gloucestershire Constabulary to engage effectively.

The work continues over the next three months, with three projects being prioritised. The first is to review all letters victims of crime receive and delete or rewrite where appropriate. These will also be refreshed visually to ensure they are accessible for all and written in plain English.

The second piece of work is to explore how crime can be tracked by victims on the internet – known as “Track my Crime.” The facility is currently being trialled in Avon and Somerset and can be viewed below.

<http://www.avonandsomerset.police.uk/Interactive/track-my-crime.aspx>

This will require an upgrade of our current internet and website and if the business case to do so is supported, this will give an opportunity to provide other interactive and enhanced web based services from the Constabulary and the Office of the Police and Crime Commissioner (OPCC).

The third piece of work will be in partnership with the Home Office, which is considering a communications pilot in March around 101. Further details to follow in the New Year, although we expect it to feature the video used when 101 was first launched (<http://www.youtube.com/watch?v=BRsPONTABtQ&feature=c4-overview&list=UU3v5q3AEn->

[Xh2jXbao9HD3g](#)).

Activity: Work with the community, partners and callers to provide sustainable and effective solutions to problems and proactively seek feedback.

Operation Themis was the Constabulary's response to policing the pilot badger cull. Throughout the operation we have linked with communities in the Forest of Dean and Tewkesbury to understand their concerns and work with them and partners to address them. For example:

- Village agents have used their extensive knowledge of the rural area to identify potentially vulnerable members of the local community who may be concerned regarding activity. Their role has assisted in explaining what is happening in their area, to provide reassurance and they have fed back issues to police and other agencies as appropriate. In the Forest of Dean, the Community Safety Partnership (CSP) agreed to provide a reporting mechanism for local people to feed back information to the police. Street Wardens supported local policing, providing an invaluable service to the community by offering reassurance and information to those who have found themselves in the spotlight of activity, in what are normally tranquil rural areas.

Watchword (Rural Watch) has provided key messages to farmers. Key locations have been visited by representatives involved in the Rural Watch scheme to support members of those rural communities. They have been able to provide advice regarding the reporting of crimes and information.

As part of the overall response to the badger cull, crime prevention and target hardening advice has been provided ranging from basic advice such as the provision of security lighting or CCTV to more location specific requirements.

Activity: Review police station opening times, access to services and public contact arrangements, including provision for those with diverse needs.

Initial research to determine our 'front of house' arrangements has been concluded and additional methods for advertising opening times are being considered. The opening time of our stations has been impacted in the last quarter by a number of staff leaving the Constabulary and has had a particular impact in both Stroud and the Cotswolds. This is a short term impact with new staff being recruited.

A review of our police points has been undertaken and the recommendations are being considered, including whether they are used and in the right locations. Work has been developed for a revised arrangement in the Moreton-in-Marsh area, with key partners including the District Council. Internal papers are being prepared within the Constabulary with costings to then be considered by the OPCC. Development is anticipated during the next quarter.

Formal consultation events have now concluded with residents of the Forest of Dean regarding their views on the police presence. The findings are now being considered and will be formally reported back to the community during the coming weeks.

The new engagement tool launched in the Barton area of Gloucester detailed earlier in this update as the Barton Street Online Forum, (www.bartonstreetpolice.forumchitchat.com) which was initiated following local feedback that found more traditional methods of communication were not used extensively. For example, it was found that printed media was read by very few people locally. The area does however have a high take up in social media and was considered the ideal location to explore a more interactive relationship with the community.

More established methods of access to our services are a key focus within Local Policing. Recent examples include a local care home being identified as a possibility to become a community hub and the Raven Centre, which is a centre for the elderly from across the City, are able to meet the police in a relaxed and informal environment. During the last six months some key staff within the Gloucester LPA have been trained in the use of sign language as a way of securing access to police services, an initiative facilitated through the Deaf Association.

Activity: To provide local officers with effective skills, tools and training to work effectively with their communities.

The Initial Police Learning and Development Programme (IPLDP) is undertaken by student officers and covers the national curriculum. This includes induction modules such as:

- applying police ethics
- building public trust and confidence
- identifying the benefits of equality and diversity in the workplace and community
- dealing with discrimination, harassment and victimisation
- encouraging people who have been affected by crime, offending or anti-social behaviour to express their own views about their immediate needs
- providing initial support to individuals who have been affected by crime, offending or anti-social behaviour
- demonstrating an understanding of community issues.

These modules underpin the rest of the curriculum, which further explores law knowledge, policies, procedures and practical application of the learning.

The programme includes a three day community placement that every student officer completes. The placements are with a range of community groups and student officers then present their findings to their peer group to maximise the learning for all. The last cohort of student officers attended the following diverse range of community placements:

- **St Vincent's and St George's** - Provides daily activities, support and training for adults with learning difficulties.
- **Belroyd House, Stonham Project** - Supported living accommodation for individuals with a range of needs from substance abuse to homelessness.
- **Vaughn Centre (Gear Project)** - For homeless and 'vulnerably housed' people, it includes a day centre, night centre and community garden project.
- **Trading Standards** - A County Council service which aims to protect the interests of Gloucestershire consumers and businesses by either enforcing or advising. Covers product safety, rogue traders, food quality, weights and measures, also the health and welfare of farm animals.
- **IOM** - Integrated Offender Management
- **ISIS** - Supports women who have been victims of domestic or sexual abuse or who have drug and alcohol issues, challenging children or housing problems.
- **Barnwood House, Gloucester** - Charitable foundation for promoting people with disabilities and mental health issues to make the most of their lives.
- **St James's City Farm, Gloucester** - A small working farm in an urban setting, which brings rural experiences to disadvantaged children and families in the city.
- **Abbey Ward, Wotton Lawn, Gloucester** - An eighteen bed, mixed sex ward in Wotton Lawn mental health hospital. It provides 24-hour assessment and care for adults with mental health needs.
- **SOLACE** - Gloucester City Homes in partnership with Gloucestershire Constabulary and Gloucester City Council's Community Safety Partnership has set up a new service for tackling anti-social behaviour (ASB) in the City of Gloucester. Project Solace is an

innovative new service, which has changed the way agencies work in partnership to tackle ASB in Gloucester. Tackling ASB on a multi agency basis to ensure that all partners work together holistically, regardless of tenure, working together under one location and one management structure.

- **Rooftop Housing (Acorn House and Lydney Gateway)** - Preparing young people needing support ready for independent living.
- **Furniture Recycling Project, Gloucester** - Recycles furniture and white goods to be sold at reasonable prices accessible to disadvantaged groups. Volunteer opportunities are offered to those wishing to gain work experience. Accredited training opportunities are provided to learners in the 16-18 age group, teaching them basic skills in electric and carpentry.
- **YMCA** - Open to all age groups, men and women. Cheltenham YMCA offers a wide range of mind, body and spiritual programmes plus temporary accommodation and Christian support for young men.

The practical knowledge and community understanding is then reinforced through a two-week attachment to Local Policing Teams.

Since April 2013, thirty-seven officers have completed the three day community placement. Nine officers have completed the placement with the Local Policing Team (LPT) with a further fourteen doing so in February 2014.

Stop and Search briefings have been delivered to 806 officers since 1 October 2013. There has been emphasis placed on the ethical use of powers and understanding of reasonable suspicion. Officers are given an increased understanding of and ability to explain, the use of their powers to people affected. From January 2014 the training will be rolled out to all Special Constables.

File Quality training is being rolled out to all officers up to and including inspector rank. This two day input includes the streamlining of the file submission process, which should result in less time taking unnecessary statements releasing officers back to patrol and not unnecessarily inconveniencing civilian witnesses and victims. This training will continue into the 2014-15 training year.

Mental Health and Autism Awareness training and **Dementia Awareness** training has been delivered to front line officers. Since 1 September 2013, 285 front line officers have received Dementia awareness training (this has been delivered by subject matter experts from outside the 2gether Trust) and 114 have received Mental Health and Autism training. This training is continuing into the next quarter.

Forthcoming Events for the next quarter include the Staff Development Unit (SDU) delivering up-skilling training to all Police Community Support Officers (PCSOs). They will be receiving a week long course including crime prevention and community safety, Restorative Justice, presentation skills and use of newly designated powers.

Activity: Maximise use of Restorative Justice (RJ) across the Constabulary.

In common with the Constabulary's aim of putting victims of crime at the heart of everything it does, we have reviewed our approach to community resolutions and as reported in the last update, have committed to train approximately 600 officers and staff in the use of Restorative Justice (RJ).

During the past quarter RJ training has started to roll out; training has already been provided to over 100 officers and PCSOs, with the remaining staff having now been scheduled onto future

courses throughout 2014. RJ Level 1 training has also been incorporated into initial police training.

In addition, the Constabulary has enhanced its capacity to deliver RJ Level 2 conferences, which deal with more complex or long term issues by training an additional eleven volunteers. This has seen an increase in the number of conferences being facilitated by volunteers and the Force is on track to meet its target of delivering fifty Level 2 conferences by March 2014.

Level 2 training has now been standardised across the range of partners, all of whom are members of the multi-agency Restorative Gloucestershire Steering Group.

In September the Restorative Gloucestershire initiative was formally launched at a conference in Cheltenham, this was attended by over 100 delegates and supported by the Association of Chief Police Officers (ACPO) national lead (ACC Gary Shewin, Greater Manchester) and the Victims Commissioner, Baroness Newlove and the PCC, Martin Surl. The response from the conference was enthusiastic and positive and has seen new partners joining the partnership, including three housing associations, the Forest of Dean District Council and NHS Gloucestershire.

The Restorative Gloucestershire website has also been formally launched and provides a comprehensive overview of RJ together with examples of case studies. The website can be found at <http://www.restorativegloucestershire.co.uk>

The continuation of the co-ordinator post until 2016 has been secured through funding from the OPCC. The PCC has also commissioned three pieces of research by the University of Gloucestershire in relation to RJ within:

- youth offending
- victim participation and
- the international use of RJ

Two current areas of RJ development includes joint partnership working in Gloucester to identify suitable RJ participants who are becoming involved in gang violence and adopting RJ principals to resolve complaints against police with a more face to face approach.

Activity: Keeping victims informed of progress in relation to their crime and providing appropriate feedback to callers.

The new Code of Practice for Victims 2013 was enacted on 10 December 2013.

This new piece of legislation means that victims of crime have statutory entitlements, which the Constabulary is required to deliver.

The new Code introduced two new categories of "victim;" 'victims of the most serious crime' and 'persistently targeted victims.'

People who fall under these categories are entitled to an enhanced service.

Businesses are now recognised as victims and there is a greater emphasis on Special Measures, Registered Intermediaries and Victim Personal Statements.

To prepare for these changes, the Constabulary has developed a training package in partnership with the Training and Development Board (T&DB).

In order to ensure that we do all we can to comply with the new requirements, a compliance group has been set up to assess the impact of the new Code and how we ensure we deliver the challenges it presents. This group, chaired by ACC Sally Crook includes managers from all areas of the Constabulary who understand their teams' requirements under the Code and are able to make strategic decisions for change.

There have been two meetings to date and the first task was to undertake a gap analysis. This work is almost complete and will be followed up with a plan to fill the gaps and deliver the requirements of both the Victim Code and Witness Charter.

One of the actions that the Compliance group has 'fast tracked' is the introduction of a new section for Victims and Witnesses on the Constabulary internet site. This will be used to make available useful information for Victims and Witnesses. There is an opportunity to enhance this in the future and introduce a 'self help' service. Click here to access the changes to date:

<http://www.gloucestershire.police.uk/Victims%20and%20Witnesses/item36283.html>

Activity: Work with other forces and law enforcement agencies to tackle serious threats to the community from serious and organised crime, terrorism and sexual exploitation.

Child Sex Exploitation (CSE)

Awareness and prevention

A multi-agency training programme has been developed in conjunction with Gloucestershire Safeguarding Children Board (GSCB) and has been attended by almost 300 professionals to date. Performances of Chelsea's Choice have been commissioned for a second year and is being delivered to every Year 8 aged child in the county. This is followed up with information for the young people and signposting to provide additional support. A communications campaign was commenced at the end of November to mark a year since the county CSE launch. This has so far seen over twenty hotels visited to brief staff on the signs they should look out for; information sent out to all taxi drivers in the county and media coverage via Radio Gloucestershire and Points West. A lesson plan has been developed for use in the county's secondary schools also. This has led to a significant increase in the number of CSE referrals submitted by people working with children.

Operational response to risk

A police CSE team was launched in the September 2013. This team, comprising a sergeant and five constables, are able to undertake preventative work as well as providing a proactive intelligence development and investigative capacity. Crucially they do not focus simply on the offence, but on the risk presented by the individuals. Rather than potential victims of CSE being dealt with by different officers they are able to offer a degree of compassionate persistence to demonstrate that the police are taking what is happening to them seriously. A second analytical assessment of CSE has been completed and every intelligence report concerning CSE is reviewed by staff in the Public Protection Bureau (PPB) intelligence meeting. CSE concerns have also been incorporated into the scope of the Multi Agency Safeguarding Hub (MASH), which is soon to launch.

Support for young people

An audit has been completed of CSE referrals to examine the outcomes for young people and this has identified the need for a longer window of engagement with the young person. This will now be the focus for the remainder of this year. The key task is to ensure that the right agency seeks to engage with a child for a long enough period of time to develop trust.

Counter terrorism

Gloucestershire Constabulary continues to contribute effectively to the Government's counter-terrorism strategy (CONTEST). The UK threat level for International Terrorism remains

substantial and although Gloucestershire remains one of the lower risk counties in the UK, the role of Special Branch and the wider Constabulary in conjunction with partner agencies and communities is effectively identifying and responding to issues of both a national security and domestic extremism concern.

The recent decision that Gloucestershire would not join the regional Special Branch collaboration has not impacted on the effectiveness of Gloucestershire Special Branch. Local intelligence development processes continue to provide assurance by identifying, developing and where appropriate disrupting any activity of concern in partnership with The British Security Service and the National Domestic Extremism and Disorder Unit (NDEDIU). We continue to be supported by the regional Counter Terrorism Intelligence Unit (CTIU SW) and is effectively linked into the national network, including investigative capability through the South East Counter terrorism Unit (SECTU).

Superintendent Emma Ackland now leads on Strategic Prevent for the Constabulary and the priorities and operational plan have now been set by the multi-agency County Prevent Partnership Board. The role of Prevent in Special Branch to support investigations and in diverting those vulnerable to radicalisation continues to be held as regional best practice by MI5.

Special Branch significantly contributed to the Intelligence Directorates role in Operation Themis by identifying, developing and disrupting potential threats of domestic extremism to the badger cull.

Gloucestershire has moved from pilot site to national test site for the developing national Counter Terrorism/Domestic Extremism IT network (The Apollo Programme) and is likely to be amongst the first forces to 'go live' in 2014.

Serious organised crime

Success against serious organised crime groups continues with significant arrests and seizures of controlled drugs and criminal assets. We are working closely with the Regional Organised Crime Unit (ROCU) and the newly formed National Crime Agency to develop core capabilities within the south west region to combat serious and organised crime.

Operational activity

Significant operational activity has taken place against dangerous organised crime groups (OCGs) where offenders have been charged with serious offences and large quantities of drugs recovered that would otherwise have been available on the streets of Gloucestershire. One of these operations involved an Albanian organised crime group supplying class A and B controlled drugs. Both offenders pleaded guilty and were sentenced to between three and four years.

2 Police and Crime Plan Strategic Objective 1.2

To realise the ideal of the local officer working in and with the communities of Gloucestershire

Activity: 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 public has a variety of different ways in which they can make contact with the Constabulary. However, the most popular methods are by telephone to the FCR or in person at a police station front counter.

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”

They strive to do this by ensuring that calls are answered promptly and dealt with effectively. They prioritise the answering of 999 calls to meet emergency need and recognise that this may, at times of peak demand, have a detrimental impact on the speed of response to 101 calls.

Staff strive to provide an excellent service, but understand that when demand for 999 calls to be answered is high, they may fall short of expectations in responding to 101.

A great deal of work has been done recently to promote the use of the 101 email address 101@gloucestershire.pnn.police.uk to reduce demand on the telephone for routine queries and non emergency matters. The email is monitored 24/7 and timely responses are made.

Whenever a call is received in the FCR, it is answered by one of the specially trained Call Handlers. The handlers have the ability to answer both 101 non emergency and 999 emergency calls.

Calls are logged onto a computer system – Internet Protocol Telephony (IPT) – which was installed in April 2013. This is a digital telephony platform that replaced the old analogue system which, due to its age, was prone to unexpected errors.

The new system represents over £1million worth of investment by the PCC and Chief Constable to ensure that the Constabulary has a modern, reliable and stable telephony platform, which is also resilient.

The system automatically delivers 101 and 999 phone calls to Call Handlers giving automatic priority to 999 calls, which can literally be life or death calls.

The FCR has recently recruited twenty-two new Call Handlers to ensure that the Constabulary is doing all it can to provide members of the public with a good service when they make contact with us. The recruitment process for these staff attracted more than four hundred expressions of interest and around eighty people were processed through an assessment centre to ensure that only those with the best skills and abilities were recruited.

The assessment centre tested applicants skills in a range of areas including typing, ability to listen and recall information as well as their aptitude for dealing with people on the telephone.

Those people who were successful were then placed on an extensive training programme lasting eight weeks. This provided those new Call Handlers with the technical knowledge required to operate a number of key information systems, along with inter-personal skills designed to enable the Call Handlers to deal with whatever was presented to them via 101 or 999.

Following a period of tutorship and a final assessment to ensure they were competent, the new Call Handlers were deployed into the FCR, ready to accept live 101 and 999 calls.

Example of putting the caller at the heart of what we do

Whenever a 999 call is received into the FCR, it means that the person making that call is involved in an emergency of some sort.

Recently, a Call Handler received a 999 call from a member of the public who explained they

had returned home, locked all their doors, only to hear from their upstairs floor, the sound of a person in the process of burgling their home.

The caller was terrified as they were unable to leave the house because the doors had been locked and they were too afraid they would alert the burglar. Instead, they hid in their kitchen and dialled 999. The Call Handler kept the caller re-assured and immediately dispatched specialist resources, including a dog handler to the address.

Officers arrived quickly and arrested the burglar. Whilst instances like this are extremely rare, the Call Handler acted in an outstanding manner, providing the caller with the support and re-assurance they needed.

An audio recording of the actual 999 call can be heard by following this link: <http://bit.ly/192PMVd>

This call demonstrates the support, empathy and understanding the Call Handler displayed during the call and is evidence of how they strive, day in, and day out, to put the caller at the heart of everything they do.

Activity: 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 remains the key delivery mechanism for policing the communities of Gloucestershire. Marketing the members of the local policing teams is undertaken in a variety of ways, including the proactive use of the internet. While this is marketed locally, full details of local teams can be accessed via the Police UK Website, which contains not only team contact details, but useful information regarding crime and incidents within each of the fifty-five identified communities.

During this quarter a new engagement tool was launched in the Barton area. The Barton Street Online Forum (www.bartonstreetpolice.forumchitchat.com) commenced in October and is another way in which the community is able to engage with local officers. Membership of this new site is growing and some posts are receiving in excess of 100 separate views. It is intended that this initiative will be developed and the use of the forum will be encouraged as a means of keeping up to date with police activity and community events. It will also be used to provide feedback on activity and issues that are important to the community.

Initiatives such as the one mentioned above are an important way in which to increase engagement, identify local officers to communities and one way in which officers can respond to issues identified within our local policing survey.

In the past the vast majority of people when asked if they knew their local officer or PCSO answered 'no.' Now, with the help of the Barton Street Online Forum, we can address this by fostering greater interaction and enabling people to find out more about their local officers and what they do.

The initiative with the County Council Mobile Library Service is now fully operational in both the Forest and Tewkesbury areas. Early indications are that the service is building, with an increased level of footfall. Members of rural communities are able to engage with PCSOs and other service providers in one place.

In the Cheltenham Area, the Community Safety Partnership is focussing upon young people

who are described as NEETs (Young People Not in Education, Employment or Training) as it has been recognised that Cheltenham has the highest NEET rate in the county. It has been identified that young people falling into this group are often at risk of going on to cause anti-social behaviour within their communities and which then has the potential of developing into more serious offences. The PCSOs who are now working within the All Saints Academy have, therefore, been focussing upon preventative work with 15-16 year olds (and younger) as part of a drive to help raise aspirations and build self esteem. This work will assist the development of multi-agency panel meetings to discuss the most at risk of becoming NEET and agree intervention/care/support packages.

Activity: Develop capacity by encouraging growth in the Special Constabulary and the use of volunteers.

The Special Constabulary review implementation continues to make progress. Current activity includes a process to select a Special Constabulary Chief Officer. The Chief Officer post will provide opportunities to not only link into regional and national work, but also assist in the future direction of the Special Constabulary itself. Work is on-going to consider the other Special Constabulary ranks to see how they can be more effectively mainstreamed into the new Force structure. The rank structure will be in line with the approach agreed by the Association of Chief Police Officers (ACPO).

Work is currently on-going to assess how the Constabulary can maximise the skills of our Special Constabulary. The work includes an assessment of how we use the ESIBS system (Special Constabulary remote access duty planning/messaging system) in comparison to other competing technologies. There are clear advantages for further exploration of this work to ensure the Constabulary is gaining the maximum benefit from Special Constabulary tasking and deployment.

The Special Constabulary has also been taking the lead on the Christmas Drink Drive campaign, in conjunction with the Roads Policing Unit and the Road Safety Partnership. It is clearly a busy time of year for regular officers, so the Special Constabulary support on this matter is invaluable. Officers are able to enforce the important message of keeping safe on the county's roads, whilst also raising the profile of the Special Constabulary.

Special Constabulary members have been active in supporting key messages for members of the public relating to Rape and Sexual Offences. Officers have utilised the Police and Crime Commissioner's vehicle in Cheltenham, delivering messages on behalf of the Sexual Assault Referral Centre (SARC), the Public Protection Bureau (PPB) and our own internal Corporate Communications Team.

The Constabulary is keen to engage in the National Volunteer Police Cadet programme. The programme forges important links between the police and young people ranging from 13-18 years of age. A lot of work has been done to ensure that Gloucestershire will run a very successful programme. This has included linking in with the National Volunteer Police Cadet Team in London both at conference level and 1 to 1 meetings. In addition, Greater Manchester Police have been visited (an area of best practise) to gain an understanding of what works at the ground level. A business case will be presented early in the New Year.

We are currently receiving a number of offers from members of the public who wish to take up volunteering opportunities within the Constabulary; this is very positive and such support is warmly welcomed. We have been consulting with the Gloucestershire Association for Voluntary and Community Action as we take this work forward. The Implementation team are now meeting on a monthly basis with senior managers in the organisation to assess our future recruiting needs and delivery plans. The Volunteer Board will be revisited as part of the overall development of a more coherent Citizen Focus approach.

Accessibility and accountability – planned activities in next quarter

Activity: Ensure those most at risk from harm receive prioritised response

In relation to 101 non emergency calls, around 60% were answered within thirty seconds. Work is currently underway to change the shift patterns for control room staff to ensure that we have the right amount of staff on duty at the times when our records show that the volume of calls increases, meaning that we can ensure that our Call Handling resources are deployed at the correct time. This work will mean that our performance in relation to the timeliness of answering 101 calls will improve.

“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.

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

Work in this area has been developed and an action plan is addressing:-

1. stop and search
2. police professionalism
3. service delivery
4. cultural awareness
5. lack of trust in the police
6. lack of engagement opportunities
7. community issues.

This action plan has already been presented to the BME community and work continues to implement the findings.

Activity: To provide local officers with effective skills, tools and training to work effectively with their communities.

The Initial Learning and Development Programme (IPLDP) is undertaken by student officers and covers the national curriculum. The programme includes a three day community placement that every student officer completes. The placements are with a range of community groups and student officers then present their findings to their peer group to maximise the learning for all. A further fourteen students will be doing so in February 2014.

Other forthcoming events for the next quarter include the Staff Development Unit (SDU) delivering up-skilling training to all PCSOs. They will be receiving a week long course including crime prevention and community safety, Restorative Justice, presentation skills and use of newly designated powers.

Activity: Maximise use of Restorative Justice (RJ) across the Constabulary.

RJ training has started to roll out; training has already been provided to over 100 officers and PCSOs, with the remaining staff having now been scheduled onto future courses throughout 2014.

Activity: Work with other forces and law enforcement agencies to tackle serious threats to the community from serious and organised crime, terrorism and sexual exploitation.

The project to for the Multi Agency Safeguarding Hub (MASH) continues, with the MASH launch expected in the first quarter of 2014.

Gloucestershire has moved from pilot site to national test site for the developing national Counter Terrorism/Domestic Extremism IT network (The Apollo Programme) and is likely to be amongst the first forces to 'go live' in 2014.

Activity: Develop capacity by encouraging growth in the Special Constabulary and the use of volunteers.

Work is currently on-going to assess how the Constabulary can maximise the skills of our Special Constabulary. The work includes an assessment of how we use the ESIBS system (Special Constabulary remote access duty planning/messaging system) in comparison to other competing technologies. There are clear advantages for further exploration of this work to ensure the Constabulary is gaining the maximum benefit from Special Constabulary tasking and deployment.

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 Supporting Asset-Based Community Development

The Barnwood Trust has continued work to support the development of partnerships of community organisations and residents in each of its "Learning Sites" to explore how to use an "asset-based" approach to developing stronger and more inclusive communities in which older and vulnerable people feel safer. These partnerships are at various stages of development, with development workers, called "Community Builders" now employed by a host organisation in some of the partnerships. Sally Pickering has established relationships with those community builders that are in place in Tewkesbury, Matson, Stroud, and Springbank, to make them aware of how the Police and Crime Plan work can support community initiatives that involve older and vulnerable people.

A Citizens' Panel has been set up to administer a "Small Sparks" grants fund to support community initiatives and seven grants have been awarded to date, all of which were led by people with disabilities.

The Barnwood Trust continues to provide opportunities for those interested in asset based community development to explore how to integrate this approach into their work: conversations between local disability groups and members of the Constabulary are helping to significantly increase understanding of their experiences, which will help inform future work. Also, meetings have been convened with commissioners of mental health, learning disability, physical disability and dementia services to discuss emerging strategy relationship to asset-based community development.

The Office of the Police and Crime Commissioner (OPCC) is pro-actively involving some potentially marginalised communities in order to inform its commissioning of services:

	<p>Gloucestershire Association for Voluntary and Community Action (GAVCA) brought together a partnership of four community groups to provide information from their members, about their experiences of support services for victims of crime. This has enabled the views of some seldom heard communities (asylum seekers and refugees; disabled people, people with learning difficulties and people with physical disabilities) to be taken into account in this process.</p> <p>Gloucestershire Older Persons' Association (GOPA) have facilitated six "Tea and Tell" sessions this quarter, attended by seventy-one people, to gather stories and feedback from older people across the county about their experiences relating to community safety. The focus has been particularly on groups of older people from communities who are "seldom heard" including older adults in emergency bed and breakfast accommodation and in a care home. Working in partnership with the police in Barton and Tredworth, four further sessions have also been organised over Christmas, with additional funding secured from Age UK using the PCC funding as leverage. These sessions were also used to provide information about other services available to older people from Age UK and energy efficiency advice.</p> <p>Filming has progressed with three "Jubilant Story" films, which will be used to celebrate positive stories about community initiatives supporting people with dementia and their carers and to inspire others to take up similar initiatives.</p>
<p>2</p>	<p>Building on Existing Good Practice</p> <p>The Keep Safe Scheme has been successfully re-launched, to include people with disability dementia and autism, with a new logo and new website where businesses and individuals can register online information packs for local shops and businesses and communications booklets for users of the scheme. Two hundred training packs have been distributed to shops and businesses and an additional three hundred and fifty individuals have been signed up to the scheme. Staff are working in partnership with the police delivering talks to the local colleges and drop in centres in Gloucestershire. All six Learning Disability drop in centres and many community groups are being visited on a monthly basis and close working relationships with police officers and PCSOs are developing. The Forest of Dean College Keep Safe talk on the 4 December was a huge success and all students signed up to the scheme.</p> <p>Fair Shares has recruited a new staff member to establish sustainable time banks in Tewkesbury and the Forest of Dean (Newent), which will help to decrease the social isolation of older and vulnerable people and build stronger communities. However, the worker has been delayed in taking up this post and so no further progress has been made this quarter.</p>
<p>3</p>	<p>Leadership Development amongst older and disabled people</p> <p>This quarter, GAVCA's focus has been specifically on supporting a group of disabled people to develop their new community group, Disabled Responsible Organised People (DROP), into a formally constituted and sustainable organisation. It aims to work in partnership with public sector agencies by contributing the views and experiences of disabled people to inform police and service development in the public sector. Support has included advice around the legal and governance issues, staff recruitment, funding advice as well as helping to broker relationships between DROP members and commissioners/practitioners.</p> <p>The provision of an Accessibility Fund has enabled disabled people to attend and contribute to the County's Hate Crime Group and the Stroud Community Safety Partnership.</p>

Outcomes of this work to date include: The production of a report on disabled victims' experience of Hate Crime, which is helping to inform the Constabulary's approach to Hate Crime and the appointment of one disabled member of DROP as a Community Builder working in Matson, her first ever paid employment.

A series of coffee mornings have also been held to bring member-led groups of older people together to find out what their support needs are and to enable them to share experiences, which will help them to run their clubs more effectively. Feedback from these was very positive, with participants, virtually all volunteers, finding it really helpful to meet other people doing similar work to them.

4 Increasing Police Knowledge of the community and its needs

The Initial Police Learning and Development Programme (IPLDP) for Regulars initial training requires us to ensure that they complete eighty hours of community involvement during the two year programme. Twenty-four hours of this is achieved through a community placement, which allows them to spend more time with community groups especially 'hard to reach' groups. As part of the placement they are then required to present on their experience to their peer group and complete a Community Placement workbook. This process is managed by the Staff Development Unit (SDU). The rest of the eighty hours can be made up of a range of activities e.g. role plays using community members or community locations, activities in a community location, talks from community members and representatives. A significant part of the community input is also achieved through a two week placement on a Local Policing Team (LPT). This occurs immediately after the tutorship, when the student officers have been signed off for independent patrol, but before they become part of the LPA baseline. There are also classroom inputs such as 'overview and introduction to neighbourhood policing,' Signal crimes, Policing plans, Anti-Social Behaviour (ASB) and Agency partners. PCSOs have classroom inputs and one day with the LPT as part of their initial training prior to tutorship. Tutorship has been extended to eight weeks to allow greater learning opportunities for the PCSOs. Both PCSOs and Regulars are fully conversant with National Centre for Applied Learning (UK) NCALT when they leave the SDU.

Thirteen placements, of a three day duration, have taken place for the students of the IPLDP. The following is a list of the placement providers:

- St Vincent's and St George's
- Belroyd House, Stonham Project
- Vaughn Centre, Gear Project
- Trading Standards
- IOM
- ISIS
- Barnwood House, Gloucester
- St James's City Farm, Gloucester
- Abbey Ward, Wotton Lawn, Gloucester
- SOLACE
- Rooftop Housing (Acorn House and Lydney Gateway)
- Furniture Recycling Project, Gloucester
- YMCA

Further visits have taken place to the Beacon of Light (Barton Street) and the Mosque, which combine a day with outside speakers and lecturers from the Beacon of Light.

	<p>Constabulary Human Resources (HR) staff responsible for police training have also started to discuss with GAVCA how Voluntary and Community Sector (VCS) organisations with specialist skills and knowledge of specific communities and issues can be involved in police training.</p> <p>Sally Pickering has been attending the Constabulary's "Accessibility and accountability" priority theme meetings and providing input with regards to community groups that could contribute to various aspects of the work within this strand of the Plan. She is also now a member of the Scrutiny Panel on Out of Court Disposals to provide a broad VCS perspective into this group.</p>
<p>5</p>	<p>Increasing the quality of intelligence about Crime</p> <p>Sally Pickering has been supporting the work of the County Hate Crime Group by working with a number of community organisations to investigate effective "Third Party Hate Crime Reporting Systems" operating elsewhere in the county and looking at how this learning could be used to develop an effective model for Gloucestershire. Community groups and venues that could be involved in a system, initially in Gloucester where the majority of Hate Crime incidents are reported, have been identified and invited, along with statutory sector partners, to a planning day in January to take this work forward.</p> <p>Multi Agency Safeguarding Hub (MASH) - It has been agreed that police, children's social care, adult safeguarding, the health community, domestic abuse support services and education will all be represented in MASH. Members of staff are currently being appointed and vetted. Working practices have been developed for a phased implementation of the MASH from February to April 2014. For an initial period the MASH will be housed within existing police estate on Lansdown Road, Cheltenham.</p> <p>Maximizing intelligence about criminals who target vulnerable people - Our Force Intelligence Bureau (FIB) has responsibility for information sharing relating to distraction burglaries where elderly, vulnerable people are victims. They have regular contact with Trading Standards officers with whom they liaise when rogue trader offences are committed. In addition, Trading Standards officers now work closely within our FIB two days every week. Information is also continually and routinely gathered, evaluated and shared with surrounding police forces and Trading Standard officers. An intelligence sharing protocol has also now been developed with Gloucestershire Trading Standards. Every month, our FIB takes part in a South West regional meeting to discuss cross border issues with other police forces and Trading Standards departments relating to distraction burglaries and rogue trader incidents. During the meeting, intelligence, incidents, crime trends and methods are discussed in order to prevent and detect crimes.</p> <p>Services at the Sexual Abuse Referral Centre (SARC) are developing well and an additional Independent Sexual Violence Advisor (ISVA) has now been recruited and funded by the PCC. In addition, the Safeguarding Adults Foundation training is being adapted to include information about SARC services for people with learning disabilities.</p> <p>Focus groups are planned with women and girls from Black and Minority Ethnic (BME) communities in order to improve engagement and raise awareness of the services of the SARC. This will include sharing a video, which describes SARC services. A programme of activity to heighten awareness and engagement to place during Domestic Abuse and Sexual Violence week (w/c 25/11/13), which also involved Rape Crisis.</p>

6	<p>Working with the media to change the way older and vulnerable people are portrayed</p> <p>GAVCA has been working with community groups to help them gain new media skills so that they can share positive stories about their work and their members in the local media to counter-act much of the negative press that older and disabled people receive. This has included providing training on using Facebook and Twitter and individual support to groups to help them develop a marketing and publicity strategy. Groups that have benefited include Cotswold Volunteers and Cotswold Volunteers North.</p> <p>The Barnwood Trust has continued work on developing its Jubilant Stories Project - Four short films about inspiring individuals or organisations have been commissioned that will be used to encourage and inspire other communities to take action. These include one film about the Memory Clubs that Memory Clubs UK are setting up for older people across the county and one about work to support people with dementia. More details are available from Barnwood Trust.</p>
7	<p>Local Area Co-ordination and Living Well Programmes</p> <p>The Local Area Co-ordination and Living Well Programmes are currently under review.</p>

Older but not overlooked – planned activities in next quarter

- **Promoting Asset-Based Community Development** - Sally Pickering will continue to build relationships with the Community Builders that Barnwood Trust is commissioning in its Learning Sites and to support initiatives that involve older and vulnerable people in these communities.

The plan is to re-launch the Local Area Co-ordination aspect of the Living Well Programme as a key part of "Seek, support and divert" strategies to help people create their own solutions to life issues and prevent dependence on statutory sector services.

Barnwood Trust will convene further meetings with commissioners including a major workshop.

There will be further promotion of the Cotswold Befriending Scheme through updated materials being distributed to local hospitals, libraries, schools and other voluntary organisations.

GOPA will continue to work with partners to further the "Tea and Tell" sessions and will draft a report on the issues raised in the sessions.

The Small Sparks panel will continue to meet every month to award grants and a countywide marketing plan will be launched.

Editing two Jubilant Stories films will be completed and one more will be filmed.
- **Building on Good Practice** - Work will commence to take forward the time banks in Tewkesbury and Newent - the new post holder will start in January at the latest.

We aim to get an additional two hundred businesses and three hundred individuals in Gloucestershire signed up to the Keep Safe Scheme. We will be continuing to recruit volunteers to help run the scheme. We aim to provide talks at all the colleges in Gloucestershire and make sure there is information in all the libraries.
- **Capacity building support** will continue to be provided to member-led groups of older and disabled people to help these groups become more sustainable and effective.
- **The Constabulary** aims to take forward discussions with GAVCA about how to involve local

community groups more in police training.

- A one day event will be held on 23 January at which partners will learn from work in London and Brighton to develop Third Party reporting systems for Hate Crime and to start to develop an appropriate model for Gloucester.
- Media Training in Digital Story Telling and Promoting your Service on a tight budget will be offered to community groups working with older and disabled people.
- There will be a phased implementation of the MASH in February - March 2014.
- It is intended to apply for external funding for an additional ISVA in the SARC.

Young people becoming adults

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

1 To understand how young people view the police and their role in their communities to identify what steps could be taken to improve relationships

Visits have been undertaken to a secondary school to talk to sixth formers about how we can expand the automatic number plate recognition (ANPR) using social media such as Facebook and Twitter. In addition, work has been undertaken with the black community in Gloucester City. Police have also attended a youth forum in the Forest of Dean to look at policing methods.

There are also a series of planned consultation events using the Engagement Van and the aim is to gather views of a cross section of the public, which will include young people. The police are rethinking their approach to consultation with young people so that they are better equipped to capture their views in the future.

The Ride Along Scheme has yet to be launched, but it is hoped that this will receive Senior Management sign off for a pilot to go ahead in January/February.

2 Promotional campaigns to get safety and risk management messages through to young people including; internet safety, drug and alcohol use, driving safely, personal safety and sexual exploitation

Six road shows have been undertaken by the Gloucestershire Safeguarding Children's Board for schools and professionals working with children and young people. The focus of the road shows is to highlight specific safeguarding concerns and learning from serious case reviews. A focus of this year was on the impact of domestic abuse.

3 Development of community programmes linked to crimes in specific locality areas such as knife crime, gang crime and sexual exploitation that support young people to become law abiding and productive members of their community

The Avenger Task Force (ATF) has now been running for nearly eight months; it has achieved levels of partnership working never seen before in Gloucestershire. Statutory and Non

	<p>Statutory Partners continue to support ATF on a daily basis with dedicated resources working with ATF on nominated days of the week.</p> <p>Enforcement activity resulted in Crown Court sentencing in November for a number of local gang members for a total of twenty years; this has had a severe impact on one of Gloucester's largest Gangs.</p> <p>Great Expectations has gone from strength to strength, with further modules recently completed. The local Magistrates bench has committed to supporting Great Expectations and they will be sitting in Stroud Magistrates Court for the next Tier 2 module on 20 December 2013.</p> <p>ATF has presented its concept to numerous agencies across Gloucestershire with great interest being shown and this has resulted in an increase in referrals. These points have been mentioned in the ATF six month review re-enforcing the recommendation of ATF being rolled out across Gloucestershire.</p> <p>ATF and its Prison Mentor have now engaged with over one hundred young people.</p> <p>Families First/Troubled Families have seen the highly positive impact of the ATF Prison Mentor. They have commissioned their own Prison Mentor to commence work with their families in January 2014 for an initial twelve months.</p> <p>ATF officers have been given the opportunity to enhance their own development by commencing a Diploma "Working with Gangs" and this will start in January 2014. This is a result of a collaboration agreement being agreed upon between The University College of Birmingham, Info Buzz (voluntary sector partner) and ATF. Places on the inaugural course will be offered to partner agencies to enhance their own skill levels.</p> <p>Prince's Trust Support</p> <p>The Chief Constables Executive Board (CCEB) agreed to one secondment per year for the Crime Team. Detective Constable (DC) Mary Allright has been successfully appointed and will commence in January.</p>
<p>4</p>	<p>To review how young people are policed, including use of out of court disposals and the effectiveness of Restorative Justice practice</p> <p>Due to legal changes that impact on 17 year olds being held in custody, there has been a delay in agreeing the new Police and Criminal Evidence Act 1984 (PACE) protocol, as we need to revisit this in the light of the new guidance. A review has also taken place with County Community Projects (CCP) the Appropriate Adult Service, as we may need to review the contract if we see a significant increase in numbers.</p> <p>We have identified an organisation to work with young people to look at their experiences of the police, courts and Youth Offending Service (YOS) and this work will take place during January – March 2014.</p> <p>Between October and December, twenty-two cases were presented to the Youth Panel for consideration for Youth Conditional Cautions. Of the twenty-two cases, twelve received Youth Conditional Cautions, five a Youth Caution and five were charged. We have seen an increase in the number of cases receiving Youth Conditional Cautions (YCCs) from eight in quarter two and twelve in quarter three. However, as this is a new process it will take time to be embedded in practice. The Panel is operating well and is starting to look at compliance with YCCs and successful completion. To date, three YCCs have been completed and there are no compliance issues with the remaining cases.</p>

	<p>We have been working closely with Restorative Gloucestershire to deliver Restorative Justice (RJ) interventions as part of the Out of Court Disposals. However, due to capacity within Restorative Gloucestershire this has been problematic in quarter two. We do expect this to be resolved in the New Year.</p>
<p>5</p>	<p>Development of the Youth Crime Prevention Strategy in collaboration with Gloucestershire Youth Justice Partnership Board, health commissioners, local community groups (funded through the PCC) and community Safety Officers</p> <p>A Graduate Intern has been appointed and is now working on drawing together partners for a Youth Crime Prevention workshop in March.</p>
<p>6</p>	<p>Work with the Gloucestershire Safeguarding Board to ensure the safety of children and young people in Gloucestershire including how we work with young people that go missing, child sexual exploitation and young people that are the victims of domestic abuse</p> <p>Teenage Relationship Abuse resource has been launched. We are awaiting an update from schools on how well the resource is being used and if possible the impact it is having. Hopefully, the online pupil survey will help with this too as we have included a question around teenage relationship abuse for the roll out in February 2014.</p> <p>Our LINX Co-ordinator has now left due to changes within the Hampton Trust. The Youth Support Team (YST) is now working with the Hampton Trust to see how we can operate the LINX programme under licence.</p> <p>Your Future Project - Groups are running for each of these ages/client groups (as above) in each district and it is being well received.</p> <p>Young Person Advocate Programme - Sally Pennington is the nominated worker from Youth Support Team who will undertake the training for the Young Person Advocate Programme in the New Year, which is being delivered and co-ordinated by Co-ordinated Action Against Domestic Abuse (CAADA). The Programme supports local areas to develop a consistent local response to young people 13 years and older who are experiencing a range of intimate partner abuse, including domestic abuse, sexual exploitation, gangs/young people who harm others, 'honour-based' violence, forced marriage and online/cyber stalking and abuse. The Programme addresses the recent change to the definition of domestic abuse to include 16-17 year olds, through the development of local care pathways, which integrate appropriate elements from existing safeguarding and domestic abuse responses, including Multi-Agency Risk Assessment Conferences (MARACs), where relevant. The two year Programme was launched in May 2013 and is funded by the Department for Education.</p> <p>Relate - Counselling for Young People affected by domestic abuse - Relate are now in the receipt of some funding to counsel young people affected by domestic abuse.</p> <p>Police have now secured an agreement with sexual health services to exchange information to identify themes concerning the scope of Child Sexual Abuse (CSE) and the use of genito-urinary medicine (GUM) clinic and the Sexual Assault Referral Centre (SARC).</p> <p>The Multi-Agency Safeguarding Hub (MASH) Project Board ratified the establishment of the MASH within the Public Protection Bureau (PPB) Offices at Wilton House, Cheltenham, on the</p>

second floor. Occupation will commence on an incremental basis in January 2014, with all partners being in place by the end of February. The MASH will then commence business on a geographical basis and will go fully live on the 1 April 2014. Business of the MASH will include information sharing in respect of the safeguarding of young people from exposure to domestic violence, abuse and sexual exploitation.

Child Sexual Abuse

1. Awareness and prevention

The multi-agency training programme developed in conjunction with Gloucestershire Safeguarding Children Board (GSCB) and attended by almost three hundred professionals to date. Performances of Chelsea's Choice commissioned for a second year and delivered to every Year 8 aged child in the county. This is followed up with information for the young people and signposting to support. A communications campaign was commenced at the end of November to mark a year since the county CSE launch. This has so far seen over twenty hotels visited to brief staff on the signs they should look out for; information sent out to all taxi drivers in the county and media coverage via Radio Gloucestershire and Points West. In addition, a lesson plan has been developed for use in the county's secondary schools. This has led to a significant increase in the number of CSE referrals submitted by people working with children.

2. Operational response to risk

A police CSE team was launched in September 2013. This team, comprising a sergeant and five constables, is able to undertake preventative work as well as providing a proactive intelligence development and investigative capacity. Crucially it does not focus simply on the offence, but on the risk presented by the individuals. Rather than potential victims of CSE being dealt with by different officers they are able to offer a degree of compassionate persistence to demonstrate that the police are taking what is happening to them seriously. A second analytical assessment of CSE has been completed and every intelligence report concerning CSE is reviewed within the PPB intelligence meeting. CSE concerns have also been incorporated into the scope of the MASH.

3. Support for young people

An audit has been completed of CSE referrals to examine the outcomes for young people and this has identified the need for a longer window of engagement with the young person. This will now be the focus for the remainder of this year. The key task is to ensure that the right agency seeks to engage with a child for a long enough period of time to develop an element of trust. Gloucestershire County Council (GCC), YST and the police are working together to review practices and processes and will report changes in March.

7 New Insight Team

The new Insight Team has now been launched and is operational, working with our most risky and prolific young offenders. Eight Community Mentors have been trained and will commence work with this group in the New Year. It is too early for us to see results from this unit.

8 Youth projects funded through the Commissioner's Fund

Pathfinder - Countywide

Pathfinder is a practical and theoretical introduction to driving for under age drivers (age 15-16) delivered through an intensive five day programme.

- The second funded Pathfinder event was completed between 28 October – 1 November 2013. There were twenty seven students at the event making a total of forty in 2013. Three of these students received bursaries and three cars were also loaned.
- A survey was launched on-line at the end of September 2013 with all past-students aged 18+ at the date of the survey (i.e. those who have been eligible to be on the road for at least one year) being invited to take part. The survey closed on 2 December 2013 and results are being analysed at present and will be made available to the OPCC as soon as possible. Initial indications are that the results are very positive.
- Recruitment is well in hand for 2014 with seventeen students already registered for the Easter event in April and a further four for October.
- We are aiming to recruit up to thirty students for each of the events in 2014.
- The Project has recently been mentioned again in the Gloucestershire Citizen and Echo and we are planning to place an article in this and the wider press when the results of the survey are known. Approaches will also be made to the broadcast media and further distribution via social media.
- Production of a promotional video is now progressing and we recorded ample material during the October event including an interview with Martin Surl and various parents and students. The material is being edited with the expectation of releasing the video online and directly to schools and other relevant organisations in the New Year.
- The advertising leaflet has been completely redesigned and with the support of the OPCC and Road Safety Partnership will be released to schools in January 2014.
- The project website is being fully rewritten and will be re-launched in early 2014.
- The Road Safety Partnership, Gloucestershire Police Force and the local Institute of Advanced Motorists (IAM) Group have again committed to support the Project throughout 2014.
- The IAM Group is actively supporting delivery of the Project and has committed to assist in promotion through schools and other relevant channels.
- The Project has loaned three manual gearbox cars, which are provided free of charge to students for the duration of each event. This increases accessibility to the programme for students whose families do not possess a vehicle suitable for the event.

GymNation (the gym) – Gloucester

GymNation has a membership from over twenty nationalities. It was established as a non profit making charity, making health and fitness facilities available to the local community.

The gym has been running with good attendance from the young people, especially during the evenings. A handful of young people have been attending with one-to-one support. These are young people who are excluded from school and usually in care.

- *Two lads have been on placement with us this term via Prospects Training.*
- *A number of Asian lads have also been recruited to help with cleaning and tidying the gym, so that they take pride in the facilities.*

Depending on the activity, different changes can be noticed. With the teenage boys that now attend the gym; they take more of an interest in eating healthily and working out regularly. They now have a sense of discipline, also working in pairs and teams and taking instructions. As well as the regular boys, we have a minority for whom the gym has instilled a real sense of discipline and routine and belonging. They are from the excluded children category, but come in under supervision. They may come in without interacting or speaking to anyone to start with, but eventually start speaking with others and listening. These are children who are normally considered too disruptive for mainstream education and moved from home to home and school to school.

Realistically, the differences may be long term so we won't see the changes as they would hopefully have become healthier adults as a result of the solid foundation, opportunities and influence that they had when they were young. For instance, discouragement from smoking or drug abuse which usually starts off in the teens, rather than as adults.

A large cohort of our children would not have had the opportunity to participate in many sports/activities due to religious considerations, but we make special arrangements for them so that they can participate (such as same-sex lifeguards, timings that suit the children). This is especially the case for Muslim girls who often miss out. We have a good turnout of regulars at all of our activities and families report back to us that they value the opportunities that have been made available. (We also ensure activities are highly subsidised). Occasionally some children lack motivation and parents contribute to this by constantly criticising their children or being over-protective. In such cases, changes can be difficult to achieve.

Aston Project) – Gloucester

The Aston Project is an innovative Youth Project, run by Cheltenham Police at Hesters Way Police Station in Cheltenham, Gloucestershire. We work with any young person from our community aged 9-18yrs. We are a very active youth Timebank with in excess of eighty members.

www.theastonproject.co.uk

- Funding of £1,500 has been received from Cheltenham Borough Council to run a street art project in Benhall Subway, which is planned for Easter 2014.
- Schools links are strengthened with a PCSO permanently attached to All Saints Academy.
- New staff member PCSO Steve Best has been attached to the Project from Cheltenham South Local Policing Area (LPA).
- Gloucester University student Rhys Loftus is working with the Project on a three year placement to support his BH Hons Youth Work degree.
- Oxford University is actioning a quantitative evaluation of the Project in June/July 2014. Ninety young people are actively engaged.
- The Cheltenham Half Marathon supported the Project.
- The Project now works in partnership with the Ladies College Parabola Arts Centre and Everyman Theatre running a Free Performing Arts group every Friday evening.
- The Taekwondo group is doing well with approximately ten to twelve young people attending weekly.
- The Project is working with Blade Audi towards a sponsored vehicle, which they are keen to provide.

Reach Out Youth Project – Quedgeley

Reach Out is targeted primarily at young people aged between 14 and 18 who are not currently offending, but are at risk of doing so and to nip problems in the bud before they emerge.

- The Project has encouraged and supported six young people from the target group to attend and input into meetings of the newly formed Youth Parish Council. Sixteen young people now regularly attend the Youth Club having been introduced through the street work.
- Strong links have been made with many statutory and community groups in the area following the very successful launch event kindly hosted by the Capital Venue.
- Thanks to funding from Gloucester City Council well received activities have been delivered to help engage and motivate our target audience including Pimp my (mo) ped, simple sports activities, time at The Snooker Academy and a very successful trip to Fright Night.

- The Project has begun to engage with young people to ascertain their longer term needs and what they feel is missing from Kingsway. The key emerging priorities are:
 - Activities that are of interest to young people and sports groups
 - Traffic calming
 - Better street lighting
 - A youth shelter
 These have been fed back to key stakeholders.
- Steps are being taken towards a mentoring project, which has been identified by the police and Severn Vale School as a desirable additional project. Additional funding will be required for this.

Dursley Youth Centre

- The Project is now moving into the construction phase. Tenders for the building work were issued in December 2013 and are due to be returned by 9 January 2014. Five companies have been asked to tender following a pre-qualification exercise.
- The construction tender was issued slightly later than planned, because a few issues arose regarding fire escape routes, which required discussion with the building inspector.
- Opening up works revealed that the timber floors in the front rooms were too rotten to be retained, which meant that Listed Building Consent had to be obtained for their removal and replacement with a concrete floor.
- Stripping out work was completed in December 2013 by the “Through the Gate” work party from Leyhill prison.
- Asbestos was removed by contractors in December 2013 (mostly old vinyl floor tiles). Completing this work in advance of the construction contract has saved some time and cost.
- A communications group has been established involving youth workers and the future users of the building. The group is working on publicity for the project as the construction work commences.

Prince’s Trust – Countywide

- Through the first Get Started with Sports course, the Project has engaged with and supported twelve unemployed disadvantaged young people from the Gloucestershire area and helped them to gain self confidence, motivation and direction. Recruitment was particularly targeted to the hardest to reach young people. Following the course, the Project is continuing to support the young people through progression mentoring to help them into a positive outcome.
- The Project has delivered one of three Get Started programmes planned for this financial year and has supported twelve young people on Get Started with Sports. The programme was delivered in partnership with Gloucester Rugby and Young Gloucestershire and gave the participants the opportunity to gain a Sports Leadership qualification, a Rugby Ready qualification and a First Aid qualification. In addition, to being able to achieve recognised qualifications, the young people on the course had the opportunity to put their newly acquired skills and knowledge into practice by coaching a group of school children.
- Of the twelve young people who attended the first course, three have gone on to further training with The Prince’s Trust Team Programme, one is receiving further training from LearnDirect, three have found employment, one is now on an apprenticeship as a swimming coach and one is volunteering. This means 75% of the young people in the course have already moved into a positive outcome. The Prince’s Trust will continue to offer on-going progression support for the next six months to all young people who attended the course.

- The Project has a dedicated outreach team who publicise the programmes.
- Following a national review of the Get Started programme, the offer of six months of mentor support to young people is now included, which is double what was originally offered.

Avenger Task Force – Gloucester

Avenger Task Force (ATF), the multi agency project, involving representatives from Gloucestershire Constabulary, Gloucestershire City Council and Gloucestershire County Council's Youth Support Team, aims to reduce the number of youngsters involved in gangs by offering support to those who are or may be vulnerable.

- The Great Expectations Programme is currently undergoing a review involving ATF Personnel, a clinical Psychologist and Castle Gate. By early 2014 a complete set of manuals will be produced for each tier of the intervention.
- The City and Guild Level 3 Diploma in Community Safety (Working with Gangs) start date has been delayed until January 2014. Due to a high level of interest the venue has been changed to Wheatstone House Gloucestershire police training facility.
- To add value and resources to the PCC funded work InfoBuzz has made a bid to The Vulnerable and Disadvantaged Young Peoples Fund, which aims to use social action projects to work with young people. The proposal involves working in partnership with Restorative Gloucestershire, HMP Leyhill and The Forgiveness Project, to provide every young person who completes any of the tiers of Great Expectations with the opportunity to take part in a Restorative Justice intervention. Joining volunteers in the community with serving prisoners at HMP Leyhill.
- The first pilot of the Restore programme has been delivered in HMP Leyhill as part of the training and selection programme for prison mentors to ensure continuity of support for the Great Expectations programme.
- Three young people completed Great Expectations Tier Three at the end of October and received their certificates at an event at Waterwells Police HQ.
- All three young people who completed Tier Three have progressed to a support project exploring conflict resolution.
- Tier One saw four young people participate in a cell experience day at Stroud Police Station at the beginning of December 2013, all four are now being mentored by our serving prisoner mentor.
- On 21 and 22 December, seven young people took part in Tier Two of Great Expectations. For the first time ATF worked in partnership with Magistrates in the Community in Stroud who, with ATF and partner agencies, provided a full Magistrates Court experience. Day two was the day visit to HMP Cardiff where the young people were taken through the reception process and participated in group discussions with selected serving prisoners from the prison.
- ATF continues to receive good support from the local media. Most recently following the conviction of several members of OPM who had falsely imprisoned and assaulted someone. The sentencing coverage included local news reports in the local newspaper and a television interview with Inspector Neil Smith of Gloucestershire Police.

Too late by 8 – Cheltenham

- The Project is at the beginning of its process. We have so far identified the children who will take part and discussed with their parents the reasons why we want to include their children in this Project and what we hope it will achieve for them.
- The children have been interviewed and their agreement to joining the Project gained. The first sessions of Dream Scheme took place week beginning 16 September 2013. The Rock youth activities Programme commenced 25 September 2013. Both

Programmes will be reviewed with children and parents after eight weeks. This is the point at which it will be possible to identify progress towards the aims and objectives of the Project in terms of improved behaviour, confidence and self-esteem for the children. We are also measuring attendance and academic progress. We will also be able to record whether or not there has been any police involvement with any of the children.

- The Project gives us the opportunity to develop closer relationships with parents of children who potentially cause concern. The positive nature of the Programme enables those relationships to be built on the positive basis of how well the child is doing, rather than constantly drawing attention to deficits. Over this term we will be working with parents in new, low-key interactions to support them both with their child and any community issues they bring to us.
- The Project started in July, with meetings with schools taking part and with the provider agencies. A schedule of meetings for the lifetime of the Project was agreed. These continued through the Summer Holiday period.
- Children who will take part in the first session of the programme have been identified and their agreement gained. Their parents have been contacted and the reasons for the Project discussed with them. Their agreement has been gained and permissions given.
- The Everyman Theatre element of the Programme is not due to start until the Spring term.
- To date twenty-six children have been involved in the Programme. Two of the schools will identify a further eight children who will join Dream Scheme after the October half-term.
- A total of thirty-four children will have had the opportunity to benefit from the Project in 2013.
- As we are at the beginning of the school year and the Project, it is not possible to comment on any reduction in exclusions or behaviour problems.
- We have had positive interactions with all the parents of the children included in the Project. Positive interactions with the community will build up over time as the Project rolls out.
- A press released was prepared by the PCC office on the basis of information supplied. The Head teacher leading the Project was interviewed by Radio Gloucestershire.
- Two further schools have joined the Project, St. Thomas More Primary School and Gloucester Road Primary School.
- Dream Scheme have redesigned their Programme, so that they are now working intensively over a period of four weeks per term in each school, rather than working with a large group of children. This allows for a more intensive mentoring approach to be taken. Each group of children in each school will identify a project to be undertaken for the benefit of the community.

Young people becoming adults – planned activities in next quarter

- **To understand how young people view the police and their role in their communities to identify what steps could be taken to improve relationships**
Research into perceptions of the police.
- **Promotional campaigns to get safety and risk management messages through to young people including; internet safety, drug and alcohol use, driving safely, personal safety and sexual exploitation**
On Line Pupil Survey to be completed.
- **Development of community programmes linked to crimes in specific locality areas such as knife crime, gang crime and sexual exploitation that support young people to become law abiding and productive members of their community**
Outward Bound Bursary Scheme.

- **To review how young people are policed, including use of out of court disposals and the effectiveness of Restorative Justice practice**
Review of how young people are processed through the police, courts and Youth Offending Service (YOS).
- **Development of the Youth Crime Prevention Strategy in collaboration with Gloucestershire Youth Justice Partnership Board, health commissioners, local community groups (funded through the PCC) and community Safety Officers**
Youth Crime Prevention event showcasing PCC projects and work.

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 Late Night Levy

On 16 December 2013 Cheltenham Borough Council (CBC) adopted a Late Night Levy (only the second council in the country to do so), which should provide funding of up to £200,000 to support work to improve safety and the environment in Cheltenham Town Centre. The funds will be spent by joint decision of the PCC and CBC advised by a group of stakeholders and the licensed trade.

2 Reducing Alcohol Related Violence Project

The report from consultant Jim Hilborn commissioned by the Reducing Alcohol Related Violence Project has been published and was presented to a seminar of key agencies on 11 December 2013. The task of drawing conclusions and recommendations from the research report is now underway.

3 NightSafe Group

Through the NightSafe Group, Gloucester City Council has arranged to close Eastgate Street (the main area in the city where all the evening economy venues are located) from 10.30pm – 5am on Fridays and Saturdays – the only vehicular access will be to emergency vehicles. This is a six month trial and if they can resolve any issues that arise within that six months, the arrangement will become permanent. So far this appears to be progressing well creating a safer and more pleasant environment for pedestrians during the night time economy.

4 Positive Living Week

CBC ran a series of events as part of a Positive Living week from 28 October to 1 November 2013. The PCC Neighbourhood Engagement Vehicle (NEV) was in Cheltenham High Street Monday 28 October and included crime prevention advice around burglary, Hallowe'en and Bonfire night as well as the launch of the Positive Living Cheltenham z-card leaflet, which contains information about a range of support services to aid personal safety and independence. The Fire and Rescue Service gave training to front line workers on home safety.

<p>5</p>	<p>Alcohol Harm Reduction Strategic Plan 2013 to 2016</p> <p>Andrew North met with Steve O'Neill from Gloucestershire County Council Public Health on 16 October 2013 to discuss progress on the Alcohol Harm Reduction Strategic Plan 2013 to 2016. It is expected that it will be signed off shortly.</p> <p>Meanwhile completed actions include: -</p> <ul style="list-style-type: none"> • Successful Commencement of a new specialist alcohol contract. • Commissioners and provider (Turning Point) have ensured all services are in line with NICE (NHS) quality standards, including tackling the association between alcohol and mental illness. • 'Cardiff model' of producing information on alcohol related assaults at hospital emergency departments continues and has begun to produce useful intelligence between hospitals and police. • Successful review and continuation of joint grant funding by Gloucestershire County Council and the PCC for the Gloucestershire Alcohol Arrest Referral scheme run by Independence trust working with those arrested for alcohol related offences.
<p>6</p>	<p>Alcohol Awareness Week</p> <p>A highly successful alcohol awareness week was held in the Stroud district during November timed to coincide with the Constabulary's Christmas drink driving campaign. The week included the distribution and display of posters with warnings about excessive alcohol consumption, free soft drinks for drivers and a health and wellbeing officer visiting licenced premises giving advice and providing a breathaliser demonstration.</p>
<p>7</p>	<p>Domestic Violence Week</p> <p>Stroud District Council ran a domestic violence week during November to raise the profile of the problem and to promote sources of support for victims of domestic violence, for example the Gloucestershire Domestic Abuse Support (GDAS) helpline.</p>
<p>8</p>	<p>Local Alcohol Action Area Status</p> <p>Expressions of interest were submitted in November by both Gloucester and Cheltenham Community Safety Partnerships (CSPs) following a Home Office invitation to apply for Local Alcohol Action Area (LAAA) status. The Gloucester proposal has a focus on building a diverse night time economy whilst the Cheltenham proposal (in conjunction with the Clinical Commissioning Group (CCG) and the Hospital's NHS Trust) concentrated on the impacts of alcohol on health and health services. LAAA status, if awarded, would provide practical support from the Home Office and profile in terms of relevant initiatives.</p> <p>The government announcement of LAAA opportunities was unexpected. The set criteria made it difficult for rural districts to establish eligibility.</p>
<p>9</p>	<p>Operation Switch</p> <p>Safer Gloucester has run Operation Switch – a proactive initiative to prevent the usual increase in domestic burglaries associated with darker evenings. It ran from mid October – mid</p>

	<p>November and attracted much media attention. The outcome was to turn a 10% increase in domestic burglary at mid October (year to date figures) into a 3% reduction by the end of November, completely bucking the norm.</p>
<p>10</p>	<p>Police and Partners maintain a strong and visible focus</p> <p>Forest LPA</p> <p>Operation Rapier continues to produce excellent results in tackling local volume crime and community issues such as domestic burglary, vehicle and retail crime. Within the last quarter this activity has resulted in 29 arrests and 17 persons being charged. Operation Rapier is working in partnership with our key stakeholders (Trading Standards, Community Safety Partnerships (CSP) & HM Revenue & Customs (HMRC) to prevent and disrupt criminality in the Forest. A spike in burglary offences in the Forest has been countered by focused activity against key nominals. Two nominals have recently been charged with seven domestic burglaries.</p> <p>Operation Themis – In response to the pilot badger cull the Local Policing Area (LPA) has dedicated additional resources to managing the community impact, much aligned to that in Tewkesbury LPA, details of which are below. Notably, the Forest Neighbourhood Watch Team has expanded Farm Watch in the impacted area to over 700 members allowing information to be shared quickly between all communities.</p> <p>The LPA has been running a Community Impact Assessment in order to capture all activity and minimise community issues. Gloucestershire Victim Support are providing assistance to members of the community with community drop-in days being planned as part of the on-going policing of the area.</p> <p>Tewkesbury LPA</p> <p>PCSOs have been given the lead for community engagement in each of their areas. Community beat officers are required to work closely with the PCSOs acting as co-ordinator and mentor to create increased capacity for Community Sergeants whose focus is upon tackling those key crime issues within neighbourhoods. The intention is to assure community confidence that we are tackling the matters that are impacting on the local community.</p> <p>Stroud LPA</p> <p>The LPA is showing a 12% year to date reduction in violence offences. The LPA continues to work alongside the local Licensees on the Behave or Be Banned Scheme (BOB) and with seasonal initiatives with the CSP such as the Christmas ‘Know the Code’ campaign, which identifies key issues each week such as licensees serving drunken customers. Violence Against the Person (VAP) and serious VAP incidents continue to be reviewed at daily tasking and trends at monthly performance meetings. This process has resulted in identifying issues such as poor CCTV at a local licensed premise, which has now had a new system installed thus avoiding a closure notice.</p> <p>Gloucester LPA</p> <p>Operation Switch - Dwelling house burglaries increased by 15% in the LPA in September. As a direct result of Operation Switch (1 September – 3 December 2012 compared to 2013) there is now a reduction of 56 offences (dwelling burglary) 26% and</p>

a reduction in overall burglaries of 113 offences = 25%. With an overall reduction in burglary on the LPA (April to 3 December 2012 compared to 2013) of 95 offences = 9.5%

During this quarter operational responses have been focussed upon emerging burglary threats within both Cheltenham and Gloucester LPAs. A number of operations across each LPA have targeted various acquisitive crime issues.

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. An additional paper referring to Christmas and New Year resourcing was agreed at the August FOB. The update following this meeting is that resource requirements (Police Support Unit (PSU) and detainee handling) have been agreed and are being implemented by the Duty Planning Unit (DPU) so as to ensure we have the right resource levels to deliver safer days and nights over peak periods 2013/14. Resource levels will be subject to ongoing evaluation in the New Year 2014.

Cheltenham LPA

In the last few months, the LPA has seen an increase in dwelling burglaries in the Cheltenham area. Operation SPA has continued to take an offender based problem solving approach to the issue and between July and November seventy-two people were arrested under this operation, with a number of individuals charged and remanded for burglary.

The LPA has introduced a revised Operation Spa Crime Prevention initiative – producing patrol plans with complimentary cocooning interventions, crime prevention advice and ‘capable guardians.’ Links have also been made with other agencies -including Gloucestershire Fire and Rescue Service, voluntary agencies and community groups to help reduce Burglary Dwelling offences e.g. Housing providers to improve locations by target hardening properties. Measurement of performance will primarily focus on crime reduction specific to Burglary Dwelling offences.

11 Maximise opportunities afforded by Licensing legislation/regulation

Cheltenham LPA

1. On 16 December 2013 Cheltenham Borough Council adopted a Late Night Levy (only the second council in the country to do so), which should provide funding of up to £200,000 to support work to improve safety and the environment in Cheltenham Town Centre. The funds will be spent by joint decision of the PCC and CBC advised by a group of stakeholders and the licensed trade. In addition, the Partnership has applied to the Home Office to become a Local Authority Alcohol Action Area (LAAA) and the Reducing Alcohol Related Violence (RARV) research will report back to the Partnership and OPCC on 11 December.
2. The Partnership has formed an Alcohol Co-ordination Group to oversee the alcohol related work strands in the Borough: aiming to reduce the harm that alcohol causes in Cheltenham by coordinating partnership activity that is reducing: a) alcohol related health harms, b) alcohol related crime and disorder, c) the harm that alcohol causes with families and communities. Outcomes will be used a) to support the commissioners of alcohol related services, b) support safe purchase and consumption enforcement, c) support community based organisations.
3. The LPA has dedicated a police officer to work with licensing matters across both Cheltenham North and South Local Policing teams within the LPA in cognisance of the

	<p>amount and complexity of ongoing work in 1 and 2 above. The obvious intention of this approach is to reduce demand in this significant area that affects policing within the Borough.</p> <p>4. Training – There is no formal training being undertaken at this time although the Constabulary now has the necessary training package for delivery. It is envisaged that this will be included in the new Supervisors' courses for 2014. The Licensing Manager is working with supervisors in StreetSafe to upgrade their knowledge and skills around this area of business.</p>
<p>12</p>	<p>Identifying Communication Channels</p> <p>Pub Watch</p> <p>The Licensing section within the Constabulary is now actively trying to establish a full Pub Watch in the Forest of Dean. There have been several preliminary meetings, so this is progressing well.</p> <p>Anti-Glassing Initiative instigated</p> <p>Warning letters are now written to premises where a 'glassing' assault has taken place. Five letters have been prepared to date and one licensed premises told to use plastic 'glasses' following two separate incidents.</p>
<p>13</p>	<p>Development of a single CCTV operating centre</p> <p>The development of both CCTV and automatic number plate recognition (ANPR) sits within one of the key projects awaiting further development. A technical project manager has been appointed and now awaits vetting clearance in order that this can be progressed. There will be key partnership requirements around this work as it then develops.</p>
<p>14</p>	<p>Police working with Community Safety Partnerships</p> <p>Forest LPA</p> <p>The new Community Safety partnership (CSP) governance arrangements are working well with good attendance and participation at meetings by key partners. The CSP has recently been assisting the Forest LPA with Operation Themis Community Impact Assessment (CIA) activity, such as providing additional linkage with the community through the deployment of street wardens to the affected communities. The CSP is in conjunction with Forest of Dean District Council (FODDC) developing a dementia friendly community across the Forest of Dean.</p> <p>Tewkesbury LPA</p> <p>An initiative through partnership has been used to engage with and act as a reassurance to the elderly in Tewkesbury. This will be focussed on the over 55s. A Paws on patrol scheme is now being developed for Tewkesbury taking advantage of good practice that has emerged through the CSP network.</p> <p>Gloucester LPA</p> <p>Operation Wheeled Respect was held in Kings Square, building upon the initiative undertaken within the Stroud district and was held on the evening of Friday 22 November 2013. This was</p>

combined with an innovative approach to warn people about the dangers of drink driving. A very successful partnership event that received good media coverage and positive comments from members of the public.

Safer Gloucester has our annual Crime Prevention Event in Kingwalk on Thursday 21 November 2013 with agency representatives present to speak to the public. Gloucester Domestic Abuse Support Service (GDASS) and Staff from Rape Crisis will be present throughout the day and there will be various information booklets and leaflets to hand out with key messages around sex assaults, staying safe, domestic abuse and on-line issues.



City_0404 DASV
Booklet (2).pdf



Your Future Too.pdf

Stroud LPA

Regular meetings continue with Stroud Community Safety Partnership (CSP) leads. The Tactical Plan is updated by lead owners and these updates are reviewed at monthly performance meetings. Notable evidence of this partnership working, is a variety of strands of work completed using £20,000 of funding from the PCC; bid for by the CSP. This funding has been used for the launch of the Positive Ticket scheme (now being adopted by Gloucester LPA); Launch of the Sexting Teaching Initiative, which will be taken Force wide; a schools parking safety initiative; launch of a Paws on Patrol Initiative and a new joint agency support approach to vulnerable and isolated elderly residents. A further £20, 000 is being bid from the PCC fund in partnership with the CSP for new generation remote access (3G/ WIFI) CCTV cameras.

Cheltenham LPA

- **Positive Socialising** was run during Fresher's fortnight 15 to 28 September 2013. The police led a multi-agency operation that included Cheltenham Borough Council (Licensing, Community Protection and Environmental Health), the Street Pastors, St John's Ambulance and the University Students' Union. This included using the Commissioner's Fund to train new University Superstars^{xtra}. Through this the University and LPA trained ten students to both Level 2 Security Industry Authority (SIA) Door Supervisor and first aid certificated level. This brings the number of trained students to eighteen and they continue to be deployed alongside police resources on student nights (Mondays).
- Overall **Positive Socialising** pulled together a range of activities not only for promoting safe engagement with the evening and night time economy, but also to ensure students were using our parks, pubs and streets without fear of crime and disorder. It also promoted the virtues of Cheltenham's cultural life, at the same time as communicating positive safety messages with students via social media, information packs and attendance at Freshers' Fair. Feedback from University, Students' Union and via Social Media has been positive and has ensured longer term recognition by students of alcohol harm and safety.
- **Positive Living** ran during November 2013 in the Cheltenham area and is the second of the three partnership campaigns to promote safety. Positive Living Week focussed upon feeling safe at home. As part of this initiative a new z-card leaflet was launched, which details organisations that can provide help and support for vulnerable adults around independent living and personal safety. It also provided multi-agency support to Hallowe'en (Trick or Treat) and Bonfire Night periods. This work also linked in to the Crime Prevention aspect of Operation Spa (Burglaries) - giving out advice on how to

reduce the chances of being a victim and making homes more secure. Partnering with Gloucestershire Fire and Rescue Service (GFRS) to train 'frontline' workers who provide an invaluable service during house visits to help vulnerable adults identify the fire risks in their home and support them to reduce that risk as much as possible.

- **Positive Relationships** (online safety) has been underpinned by a survey of all Primary Schools and Children's Centres across the Borough regarding online safety. The Partnership and Constabulary Public Protection Bureau (PPB) have received a range of requests covering support, advice and guidance about all aspects of online safety not just for upper primary students, but other age groups, parents and professionals. As a result we are implementing a programme of work to meet these local needs, through a small task and finish group - consisting of a range of agencies from both the statutory and voluntary sector to take this issue forward. This will lead to a number of Cheltenham wide events in the spring term; with separate events for parents and school staff. The events will be delivered by South West Grid for learning and supported by the local partnership, LPA and PPB. In addition, work is being planned by the LPA, PPB and partnership to look at *Positive Relationships* (safeguarding) in the lead up to Cheltenham Races (March 2014) – with joint work already promoting and offering support to frontline workers to recognise and report safeguarding issues.

The newly created joint meetings: Cheltenham Families Allocations Panel - Inspiring Families (IF) and Families First (FF) are now formed and settling in, with good performance regarding numbers of families being engaged. Links are now being created to the Anti-Social Behaviour Steering Group and the Aston Project to ensure that there are relevant processes and mechanisms to deal with families appropriately when they are not suitable for IF or FF.

Safe days and nights for all – planned activities in next quarter

- Gloucester Community Safety (CSP) are currently finalising work on an application form for a community van and a service level agreement for its proposed use; this is a complex arrangement with three agencies contributing to the cost in addition to the funding being sought from the PCC under the "Safe days and nights for all" Priority. This should be completed in early January. Gloucester is also discussing a street art/dance festival to attract visitors to the city in a diverse festival not centred around drinking establishments. This is hoped to be a three day festival in the daytime and evening involving street artists, art workshops, dance workshops and competitions. They may have a third application to fund two mobile CCTV cameras to replace two that we have that are old and damaged – needing repair/replacement.
- Planning is underway for Cheltenham CSP's ' Positive Relationships Week in February.
- If either or both LAAA expressions of interest are successful, work will be needed to put together final submissions.
- Jim Hilborn's report will be completed with conclusions and recommendations and the learning disseminated across the county.
- Forest of Dean's Pubwatch proposal to come forward for a funding decision.
- The University project on rural crime and disorder will be progressing and an interim report will be requested.
- Work will be required to establish an advisory group and decision structure for spending the Late Night Levy receipts from Cheltenham.

Safe and social driving

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

1	National Older Person's Open Day at SkillZONE A major event to mark the National Older Person's Day at SkillZONE was opened on 1 October 2013 by the Minister of State Pensions. This was followed by a Gloucestershire County Council (GCC) organised tour around the county. The Safer Driving with Age (SAGE) scheme was promoted.
2	Drive the Life The Drive for Life long term project was completed to explore the attitudes and beliefs of young drivers and passengers that will help to inform the strategic approach of this element of the Police and Crime Commissioner's (PCC) plan.
3	Institute of Advanced Motorists A meeting took place with the chief executive officer (CEO) of the Institute of Advanced Motorists (IAM) about incentivizing young driver membership.
4	Young Gloucestershire Meeting took place with the CEO of Young Gloucestershire to see how we can work more closely together to improve the safety of young drivers and passengers.
5	Young Drivers' Campaign Several meetings took place with the editor of the Echo regarding their support for the young drivers' campaign, including the competition for students to design a road safety campaign for young drivers and a number of articles exploring a range of safety issues. Judging took place to find the winning campaign design from the joint Echo competition and negotiations have started to secure sponsorship to make the winning campaign a reality.
6	Safer Driving with Age Seminar on Safer Driving with Age (SAGE) delivered to elderly members of St Christopher's Seniors in Cheltenham on 9 October 2013.
7	'We'll meet again' A "We'll meet again" older persons' day was supported in Stonehouse with SAGE and a road safety quiz. The event was led by the local policing team on 7 November 2013.

8	<p>FirstCar Magazine</p> <p>FirstCar is the only dedicated young driver magazine in the UK. It all started in a sixth form common room nearly eight years ago. FirstCar Magazine has been distributed to four senior schools in the county: Fairford School, Cotswold School, Stroud College and Cashes Green School.</p>
9	<p>BRAKE National Road Safety Week</p> <p>November 18 - 23 was BRAKE National Road Safety Week . This was supported through the media and by several specific events aimed at all road users.</p>
10	<p>Christmas Drink Drive Campaign</p> <p>A late evening Multi-Agency event about alcohol was supported in Kings Square as a prelude to the Christmas Drink Drive Campaign. A Drink Drive Presentation was prepared for the Army Cadets, which will be delivered three times during December and presentations were given to the Army and the Territorial Army. The seasonal Drink Drive Campaign was launched at SkillZONE on 2 December and this will be a month-long high profile campaign that will combine enforcement and publicity.</p>
11	<p>Child Safety Seat Check</p> <p>Fire fighters across the county have been trained to check child safety seats, a service which has proved to be particularly attractive to grandparents.</p>
12	<p>Young Drivers</p> <p>Young Drivers attending courses during quarter two = 307 (October 108, November 103 and December 96). These courses are for exceeding the speed limit and other motoring offences as an option to fines and penalty points.</p>
13	<p>Older Drivers</p> <p>Older Drivers attending courses during quarter two = 552 (October 185, November 187 and December 180). The oldest driver helped during quarter two was 99 years old.</p>
14	<p>Special Constabulary</p> <p>The Special Constabulary has been conducting roadside drink drive checks in support of the Christmas and New Year campaign and their regular colleagues. Checks have taken place over three consecutive weekends at various locations throughout the County.</p>
15	<p>Directed Patrols</p> <p>Directed patrols and enforcement have taken place outside school gates at drop off and pick up times to address concerns and issues with dangerous and inconsiderate parking.</p>

Safe and social driving – planned activities in next quarter

- Recruitment and appointment of a dedicated post to co-ordinate the services for young and older drivers as part of the delivery of this priority area.
- Development of a Road Safety Academy at SkillZONE to train educators about the safety of young and old drivers.
- Develop the SMILE (Safety, Mobility for Independent Living for Everyone) project as a pilot in the Cotswolds.
- Introduce a new educational programme for drivers and passengers reported for non-compliance of the seatbelt wearing regulations as an option to paying a fine.
- Launch the student designed road safety campaign funded by a sponsor in the close proximity of all county colleges.
- Review the effectiveness of the Christmas Drink Drive Campaign with specific regard to the age profiling of the offenders.
- Publish the results of the Phase II young drivers' research.

3. Overview of Budget

Commissioner's Fund (£2M) at 9 January 2014		
Priority	Projected Spend 2013/17	Awards to date
Accessibility and Accountability	£ 75,291	£ 75,291
Older but Not overlooked	£ 367,000	£ 142,000
Young people	£ 580,468	£ 206,905
Safer days and Nights	£ 708,000	£ 44,047
Safe and Social Driving	£ 120,000	£ 120,000
Projected Expenditure	£1,900,908	£ 588,243
Total Budget	£2,000,000	