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POLICE AND CRIME PLAN PRIORITIES - QUARTERLY HIGHLIGHT REPORT

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:

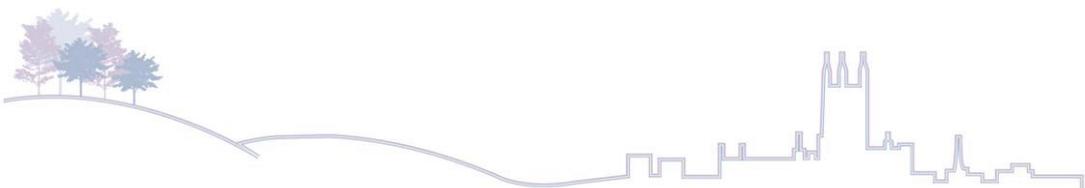
- **Priority 1 - Accessibility and accountability**
- **Priority 2 - Older but not overlooked**
- **Priority 3 - Young people becoming adults**
- **Priority 4 - Safe days and nights for all**
- **Priority 5 - Safe and social driving**

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 Due to report production timescales, information and updates may have since been superseded and will be updated in future reports.



Third quarterly update on progress for period January 2014 to March 2014

Accessibility and accountability

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

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

Current resource deployment processes are being reviewed, including how we allocate resources as a result of our Force grading policy. From June 2014 the Force Control Room will change how officers and staff are deployed to calls for assistance that need urgent and non-urgent response. The criterion for this is currently being revised. All other non-urgent incidents will be screened, risk assessed and investigated prior to allocation. If further investigation is required then it will be allocated to an appropriately skilled resource ensuring that the victim or the callers' needs are catered for. This will include the direct taking of specialist officers and staff in specialised areas such as investigations, the Public Protection Bureau, armed response officers, roads policing officer as well as those with responsibility for neighbourhoods via scheduled appointments.

Between January and March 2014 the Force created on average 14,000 incidents per month.

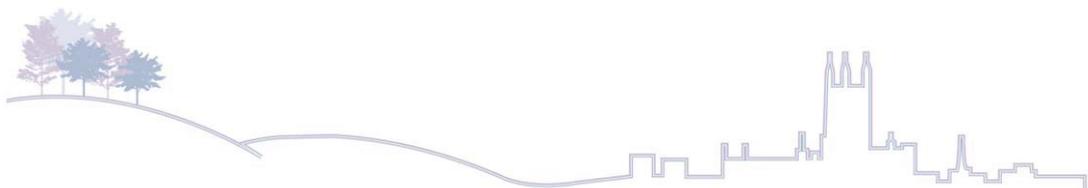
Between January and March 2014, the Force Control Room created on average:-

- 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

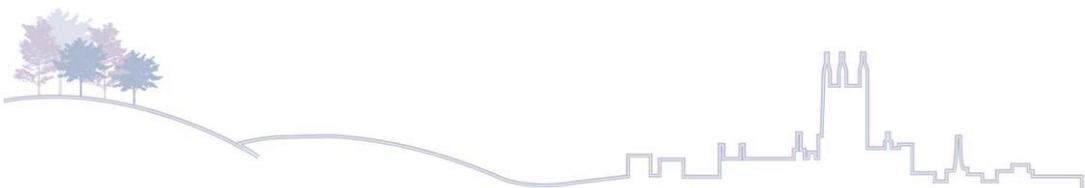
2 Ensure those most at risk from harm receive prioritised response

A large number of calls are received each month. On average, there have been approximately 21,000 non emergency (101) calls and around 5,500 emergency (999) calls per month this year.

In Between January and March 2014, the average time that it took to answer a 999 emergency call was 4 seconds and 96% of all 101 calls were answered within the National requirement of 10 seconds, around 55% of which were answered within 30 seconds. Work is currently being undertaken to change the shift patterns for staff, to make sure that we have the right numbers of staff on duty at times of high volume of calls and to further improve our speed and quality of response to calls for assistance.



	<p>Her Majesty's Inspectorate of Constabulary (HMIC) have recently inspected our response to domestic abuse and identified that we need to implement a more consistent approach by the call handlers to identify threat and risk. Work is now ongoing within a task and finish group that will create and implement the ability to ensure that there is an initial screening for victim vulnerability with a more detailed risk assessment being undertaken within the Incident Assessment Unit or by the Investigating Officer. The initial screening and call handling routine will ensure that the action is not predetermined purely through crime or incident category and that support and care for the victims will be at the heart of decision making. This is in line with the Constabulary intent to put the public at the heart of everything we do.</p> <p>High risk cases will be flagged for immediate attention and these incidents will be allocated to those with the right expertise and skill. Cases involving vulnerable and repeat victims will be brought to the attention of supervisors. One measure of success will be 100% identification of all repeat and vulnerable victims.</p>
3	<p>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</p> <p>Between January and March 2014 on average 2,200 emails per month are received using the 101 email address 101@gloucestershire.pnn.police.uk all of which received a response within 12 hours.</p> <p>The Force Control Room has recently recruited a further ten new Call Handlers to ensure that we are doing all we can to meet the needs of the public. As our capacity has increased, improvements in service have resulted.</p>
4	<p>Develop a community contact strategy focussing on maximising opportunities to increase confidence and satisfaction at every interaction with the public</p> <p>It has been identified that confidence and satisfaction was particularly low in the black community and significant work has been undertaken through research and consultation with members of the community to understand the reasons. This work, which has been fed back at each stage, has resulted in the development of an action plan to improve both relationships and interactions within those communities.</p> <p>The action plan is based around the seven key themes identified:</p> <ul style="list-style-type: none"> • Stop and Search • Police Professionalism • Service Delivery • Cultural Awareness • Lack of Trust in the Police • Lack of Engagement Opportunities and • Community Issues <p>Included within the plan are activities and corresponding aims and measures of success that will be used to assess whether or not we have increased confidence and satisfaction.</p>



5 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, Corporate Communications has been working with the Force Control Room on the type and tone/style of social media messages. These messages have been well received by the public, especially during big events like the Cheltenham Races and we are finding there is more interaction between the Constabulary and the public. One such example can be seen below:

“So glad I started following [@Glos_Police](#) keeping me updated with race traffic#thankyou”

This work continues with further training for Force Control Room staff to ensure our messages are timely, helpful and informative. The Constabulary’s main Twitter and Facebook accounts are seeing a steady growth in the number of followers/likes. However, the accounts are still being used by the public to report crimes. Whilst we are clear that people should phone 101 (or where appropriate 999) to report crimes many people are still choosing this as their preferred method of communication. Corporate Communications will continue to work through this with the Force Control Room to meet the needs of the people of Gloucestershire.

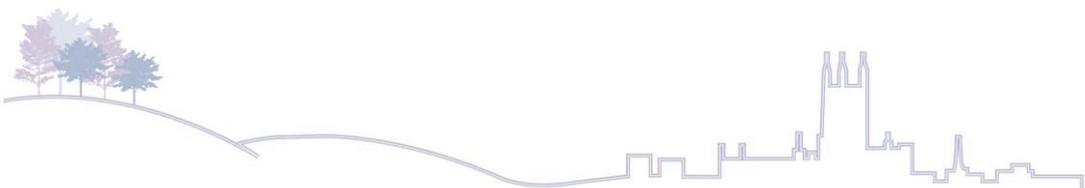
Letters sent to victim of crime are being re-written to ensure victims have a clear understanding how they can access information from the Constabulary and how they can feedback their opinions and views of the service provided. The release of these new letters will tie in with the Constabulary’s brand refresh.

The project to improve our website continues, having had official sign off for the project to begin. Corporate Communications, ISD and the Service Improvement Team are now working closely on establishing user requirements. These improvements should improve our accessibility and accountability through two way communication.

The Office of the Police and Crime Commissioner (OPCC) Neighbourhood Engagement Vehicle has been out and about at a number of events around the county. This large vehicle, with space to display information, room to hold private discussions and engage with the public, is especially valuable as it allows both the OPCC and the Police to interact with hard-to-reach audiences, especially those in rural communities.

This quarter has also seen the launch of the Moreton in Marsh Police Point, which is based in the Area Centre on the High Street, having moved from the town library which was a less convenient location for local people. The Police Point was officially opened on Saturday 1 March 2014 by Inspector Brian Clifford with representatives from Cotswold Borough Council (who own the building) and Stow Town Council. The Moreton Area Centre will now become a one-stop shop for Police, tourism and council services. It will be open at the following times:

- 8.45am to 4pm Mondays
- 8.45am to 5.15pm Tuesdays, Wednesdays, Thursdays
- 8.45am to 4.45pm Fridays
- 10.00am to 12.30pm Saturdays (Winter) 10.00am to 1.00pm (Summer)





In the next quarter, we hope to have a new system installed in the Force Control Room, which will assist in providing the public with 'real-time' updates on traffic and travel.

The changes being proposed would see sanitised data being pushed from our Command and Control software, WebStorm, to a company that provides real-time traffic management information on radios, satnavs and other devices. By using this system, we are freeing up the 101 call handler and ensuring that the information is delivered promptly to the public.

Other forces which use such systems have found that this has also reduced the amount of repeat calls. Callers, who would usually contact us with traffic information, hear the details on

the radio and are aware that the police are in attendance. We are currently scoping how to progress this.

In October 2013 the Chief Constable initiated a review of how we are structured and deliver services to the public (our Operating Model) to explore ways that service delivery could be redesigned so that we genuinely put the public at the heart of what we do both now and in the future, with particular reference to delivering our Police and Crime Plan. We have now begun a programme of work that will further develop and implement the recommendations of that review. Over the course of the coming year we will be making some phased changes to our structures which will see our Superintendents taking responsibility for our key policing functions across the whole County. This change will not only see structural changes to how we work, but more importantly it will see a functional change in the way we work and operate.

A first aspect has been to change some of our senior Command arrangements. With immediate effect Chief Superintendent Neil Mantle will have the overall command for Local Policing.

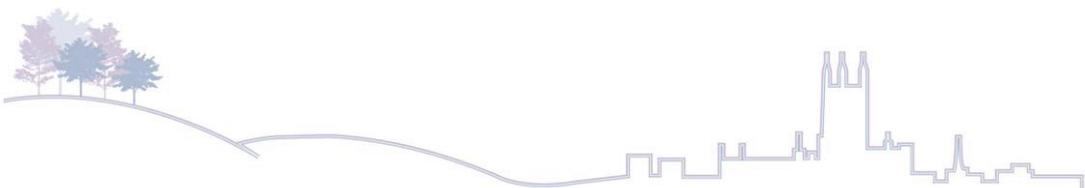
During the transition period, the Local Policing Areas will be supported by two Superintendents.

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

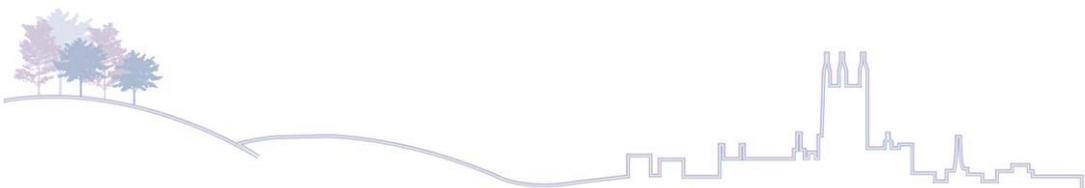
This quarter has seen initiatives continue with increased interaction with communities. Training is being delivered to Police Community Support Officers (PCSOs) to equip them with further skills to support and access vulnerable members of the community. This includes the identification of the skills required, interacting and supporting individuals with dementia and some of the wider aspects of mental health awareness.

The awareness is being combined with a focus on supporting communities through other approaches such as Asset based Community Development (ABCD), which is a technique that can be used to bring together a range of partners.

ABCD is used to consider local assets as the building blocks of sustainable community development. It builds on the skills of local residents, the local associations, such as the Police and councils and the supportive functions of local institutions. ABCD draws upon existing community strengths to build stronger, more sustainable communities for the future.



	<p>ABCD is currently being used in a number of learning sites across the County with the specific aims of building:</p> <ul style="list-style-type: none"> • Long term sustainable change with improved outcomes • Better engagement with local people and communities • Greater inclusion of marginalised people into local community life • Better partnership between communities and local government • Greater partnership across service providers/public, third and private sectors • More resilient and inclusive communities
<p>7</p>	<p>Work with the community, partners and callers to provide sustainable and effective solutions to problems and proactively seek feedback</p> <p>As part of the response to house burglaries across the County, the implementation of “cocooning” a victim’s home has been adopted. This involves trained PCSOs attending identified locations where a series or pattern of burglaries has occurred, or where intelligence indicates this may occur. The officers will then attend an agreed number of homes in the immediate vicinity providing reassurance, conducting security and crime reduction surveys that not only inform the community of the increased risks, but raise awareness and vigilance, bring residents together and enabling a sense of community to prevail. This approach also provides a degree of target hardening that presents investigative or enforcement opportunity to the police.</p> <p>SARA problem solving remains the key methodology and there have been numerous examples of its use, in particular in support of community impact assessments following recent serious incidents, which have impacted upon wider communities.</p> <p>This entails the officer or PCSO scanning the problem, analysing what needs to be done to resolve it, responding with appropriate actions and then ultimately providing an assessment of the outcome. This structured method assists to find sustainable solutions. There are no hard and fast rules as to what a concern has to be and they can range from anti-social behaviour, littering, crime or drug use.</p>
<p>8</p>	<p>Review police station opening times, access to services and public contact arrangements, including provision for those with diverse needs</p> <p>Work has continued this quarter to review and improve our accessibility and engagement with communities through the use of Police Points and Front of House arrangements. Retention and recruitment of staff has continued to be an issue for receptions and this is still impacting upon the consistency of our opening hours in some areas.</p> <p>Innovative approaches to maximising contact for some local communities has resulted in some excellent results. For example, in Fairford the local policing team have started to set up a “stall” at the weekly market. This has seen a significant increase in footfall when compared to other arrangements and has elicited positive comments about the flexibility and commitment of the local team to get to meet the community.</p> <p>Work has continued in respect of exploring further partnership opportunities and these are now</p>



being considered in the light of the emerging work around our new operating model and how we can communicate with those from all communities, not just those who are geographically based.

Equally, the Constabulary has just launched a new way of obtaining feedback from our customers - **mystery shopping**.

It is intended that the use of mystery shopping will look at how accessible, efficient and effective our existing public access points and services are.

Mystery customers who are public volunteers and unknown to Constabulary staff will receive a set of instructions electronically, which are focussed on evaluating services provided in the following circumstances or scenarios.

- **Services provided on the Intranet site or via email**
- **Services provided by the Force Control Room**
- **Services provided at Police Stations and Police Information Points**

They will then be asked to complete a short, simple on-line questionnaire after the scenario has been completed. The responses will then be analysed periodically to support organisational learning and improvements to our services. Questions will focus on:

- **Gaining access to policing services**
- **The adequate provision of information**
- **The professionalism, friendliness and knowledge of our staff**
- **The appearance of police buildings in terms of being fit for purpose**
- **The customer experience in general**

Mystery customers will not be asked to undertake any activity that has the potential to skew Constabulary activity inappropriately, i.e., they will not lead to crime enquiries or the creation of an incident.

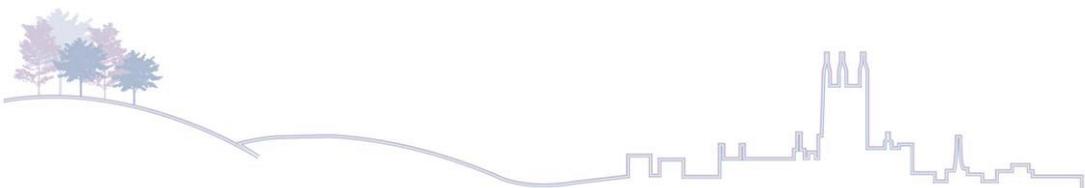
Tasks will be simple and routine in nature.

An intern from the University of Gloucestershire will be conducting analyses of the first batch of completed mystery shopping scenarios during April and May, so results can be included in the next quarterly update.

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

The thirteen student officers from the latest cohort of new recruits completed their three day community placements in February with officers reporting their learning of something new in these placements. The placements used are:

- **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



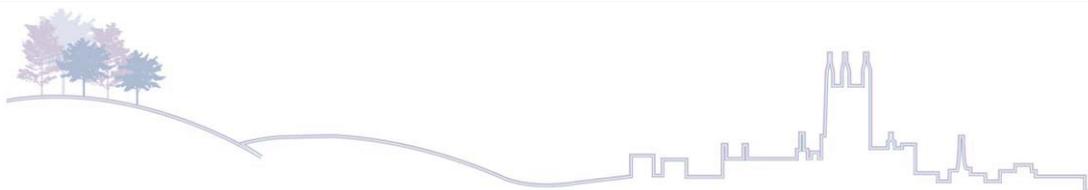
a range of needs from substance abuse to homelessness.

- **Vaughan 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 a ten 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.

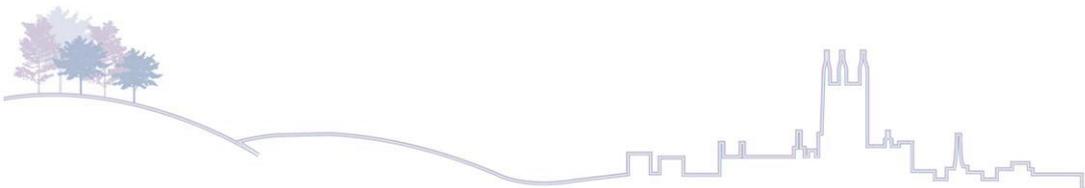
The practical knowledge and community understanding is then reinforced through a two-week attachment to Local Policing Teams.

Other training that has been provided to officers and staff include:

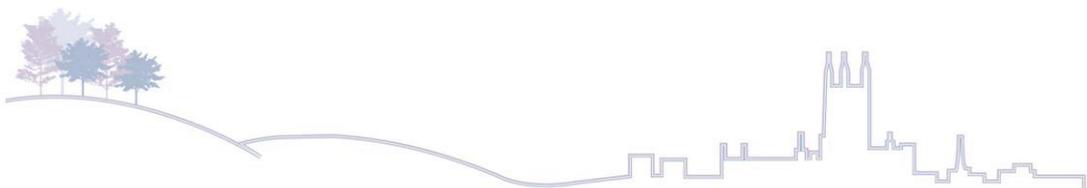
Stop and Search briefings have now been given to 933 Police officers where the emphasis is placed on the ethical use of powers and understanding of reasonable suspicion. Officers are given an increased understanding of and the ability to explain, the use of their powers to people affected. Special Constables have started to receive the briefings this quarter. In addition, some further information is being disseminated out on the local policing areas to clarify further and enhance knowledge from the initial briefings.



	<p>File Quality training has now been delivered to 161 officers up to and including Inspector rank to improve the quality of files submitted as part of the criminal justice process. 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.</p> <p>Mental Health and Autism Awareness training and Dementia Awareness training delivery has been now completed for front line officers as part of their quarterly learning days. It has received good feedback and police officers and staff in other specialist roles have also attended to increase their awareness of these issues.</p> <p>Restorative Justice Training is being delivered to frontline officers. 439 officers and PCSOs have so far received the level 1 training and 40 have received the level 2 training required for complex issues. This will enable officers to resolve certain types of incidents at the time they initially attend, finding a resolution that meets the victims needs. For example, an apology or repair of damage without resorting to full criminal justice remedies. Level 2 involves the bringing together of victims and offenders in face to face meetings, which has been proven to be effective in reducing offending and improving victim satisfaction.</p>
<p>10</p>	<p>Maximise use of restorative justice across the Constabulary</p> <p>During the quarter, there has been an improvement in the number of conferences completed by our Restorative Gloucestershire volunteers; this is due to an improvement in processes with our partners. Since the event to roll out Restorative Justice across Gloucestershire in September 2013, eleven level 2 conferences have been completed. Previously, in the same time and prior to the roll out event, only 4 had been completed.</p> <p>The twenty Restorative Gloucestershire volunteers will shortly become Constabulary volunteers, increasing the Force numbers of volunteers. Since the roll out event in September the number of volunteers has increased by 50% and it is anticipated that there will be a further small, but steady increase in the numbers of volunteers over the coming year. This increase in volunteer capacity also means that a dedicated volunteer also sits on the youth conditional cautioning panel.</p> <p>As of 13 March 2014, 13 Inspectors, 43 Sergeants and 293 Constables have been trained to deliver Restorative Justice, with the training programme continuing to ensure that all public facing and selected specialist officers are trained.</p> <p>Restorative Gloucestershire are currently working with officers and the OPCC to explore opportunities around Restorative Practices in the ASB, Crime & Police Bill, particularly with regard to Community Triggers and Community Remedies.</p>
<p>11</p>	<p>Keeping victims informed of progress in relation to their crime and providing appropriate feedback to callers</p> <p>Work on the Victims Code has progressed and under the direction of the Chief Superintendent Local Policing, it is now taken on a wider remit to look at aspects of service delivery including the specific issues that impact upon victims of crime. One of the key recommendations being considered is the development of a set of minimum standards for our service delivery. These will</p>



	<p>be “tested” by the public and are built upon a sound evidence base arising from public feedback, academic research and victim perspectives. These are intended to set out the commitment and mechanics of amongst other things, how we keep victims informed of progress in relation to their crime investigation and how we will seek feedback from callers.</p> <p>Once agreed it is recognised that to meet the ‘minimum standards’ of service delivery, there is a need to widely publicise the directive within the Organisation through the development of a co-ordinated Communications Plan. Equally, all staff will need to be held to account for their contributions to and adherence to the standards and to recognise the part they play in meeting the standards; in practice this means accepting ownership and taking personal responsibility.</p> <p>This approach builds upon our organisational statement of intent and values, which seeks to put the public at the heart of everything we do.</p> <p>When comparing the period 12 months to the end of February 2014 with the period 12 months to the end of February 2013, there is a statistically significant difference in levels of satisfaction with being kept informed of progress (56.8% now state that they are ‘<i>at least very satisfied</i>’, compared to 54.0% previously). We aim to continue this improvement.</p>
<p>12</p>	<p>Develop capacity by encouraging growth in the Special Constabulary and the use of volunteers</p> <p>The Chief Constable has now appointed a Special Constabulary Chief Officer who will ensure that Special Constabulary Officers align with the new operating model. Although this is a recent appointment it is already evident that the post holder will provide a crucial link for future service delivery.</p> <p>The Strategic Leadership Board agreed for the purchase of ‘Duty Sheet’, which will provide us with an impressive toolkit to manage Special Constabulary resources, enabling the deployment of specials to become part of integral resource planning. The system features a mutual aid facility, a bespoke messaging system and an enhanced management reporting function. It will also allow the Constabulary to make the most effective use of their skills, utilising a skills matrix, thereby demonstrating the value we place in them as volunteers.</p> <p>Further development of the volunteer programme is currently under discussion.</p>
<p>13</p>	<p>Work with other forces and law enforcement agencies to tackle serious threats to the community from serious and organised crime, terrorism and sexual exploitation</p> <p>Child Sexual Exploitation (CSE)</p> <p>Awareness and Prevention</p> <p>In addition to the multi-agency training programme developed in conjunction with the Gloucestershire Safeguarding Children’s Board (GSCB), a new Kwango e-learning course for Protecting Children and Young People at risk of CSE has also been launched for all agencies through the GSCB website.</p> <p>Awareness of CSE and the indicators of CSE continue to increase among partner agencies and this is reflected in the number of police CSE referrals received over the last quarter, which is an increase of four fold on the previous quarter. The Police CSE team is having an impact on the</p>



number of referrals as their work with potentially vulnerable victims inevitably unearths others at risk of such criminality.

The team has begun to provide CSE awareness training to local officers and has provided a tailored input to staff working in the Forest of Dean this quarter. This service will gradually improve the knowledge of all police officers and staff in their response to CSE.

In addition, it now provides training and awareness through the Designated Child Protection Officer (DCPO) forums, which are run through the education lead in Gloucestershire County Council (GCC) and which will gradually capture all designated child protection officers in educational establishments in the County.

Every two months the team leads and provides CSE training and awareness through the GSCB advanced practitioners training, which is due to continue to 2015 and beyond and which captures all those working with children within the County.

The Constabulary hosted the CSE National Working Group (NWG) police forum at the headquarters in January 2014, which was attended by several forces and is the forum for learning and sharing best practice in relation to CSE investigations.

Prior to and during the Cheltenham Race Festival week, preventative work was done by members of the team by briefing local hotels and accommodation of the signs and indicators of CSE to compliment and reinforce work that had already taken place in this area in previous quarters.

Operational response to risk

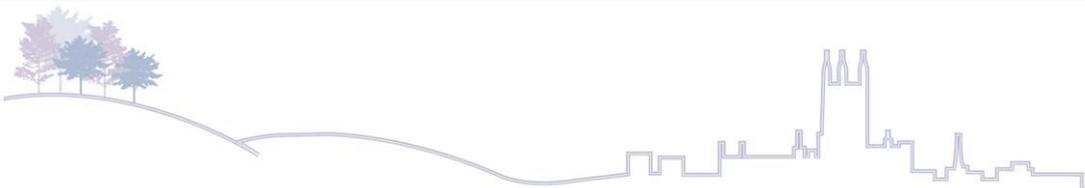
A planned six month review has taken place of the police CSE team and as a result additional resource has been added by way of a trainee detective to increase numbers to deal with the increased referrals.

In March, a proactive operation was undertaken on an address in Gloucester where intelligence had indicated that young girls were being taken by a resident for the purpose of sexual exploitation. Four arrests were made for child trafficking and related sexual offences and all these people are now on police bail. This was an operation conducted in conjunction with social care professionals and led to further joint visits between police and social care to speak to other potential victims while these people were in custody.

BBC Points West were invited out with the police CSE team and the corporate communications department, leading to positive press coverage of the police operation on the BBC local news channels.

The Police CSE team has also had its first police officer attachment from the Local Policing Areas (LPAs) who was able to be involved and assist in this operation. The attachment of uniform staff to the unit is intended to continue to promote wider understanding of CSE across the whole Force and for these officers to improve and cascade their knowledge of CSE to their colleagues. The next attachments have been arranged with LPA staff for June and October.

The Police CSE team is working closely with the LPAs to identify areas where young people vulnerable to CSE congregate and are using disruption tactics and legislation in these meeting areas to eliminate any potential offending.



Counter Terrorism

Gloucestershire Constabulary continues to work in support of the Government's Counter-Terrorism strategy (CONTEST). The UK threat level for International Terrorism remains SUBSTANTIAL, which means an attack is a strong possibility. Although Gloucestershire remains one of the lower risk counties in the UK, there are ongoing enquiries focused on individuals of interest. The role of Special Branch and the wider Constabulary in conjunction with partner agencies and communities continues to work to identify and respond to issues of both a national security and domestic extremism concern.

Gloucestershire Constabulary Special Branch significantly contributed to Operation THEMIS in 2013 by identifying, developing and disrupting potential threats of domestic extremism to the lawful badger cull.

Special Branch also monitors threat levels from individuals with Extreme Right Wing (XRW) affiliations. Two individuals were charged with conspiracy to commit arson at a mosque in Gloucester in June 2013 and admitted having links to XRW groups.

The 'Prevent' strategy continues to be a key aspect of the counter terrorism strategy, by identifying and diverting individuals vulnerable to radicalisation. Superintendent Emma Ackland is acting as the Force's Strategic Lead in relation to 'Prevent' and the priorities and operational plan are being progressed by the multi-agency County Prevent Partnership Board. The annual Counter Terrorism Local Profile is due to be updated in September 2014 and will include additional recommendations.

Accessibility and accountability – planned activities in next quarter

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

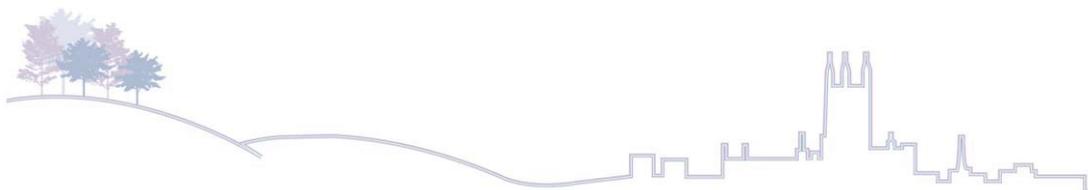
In the next quarter, a new system should be installed in the Force Control Room which will assist in providing the public with 'real-time' updates on traffic and travel. The Force will provide information to a company which provides traffic and travel to local radio stations, 'satnav' systems and websites. Operators at the company currently call the Force Control Room when they hear of problems on the county's roads. This ties up the 101 call handlers and often means information is slow in being delivered to the public

Other forces who use these systems have found that this has also reduced the amount of repeat calls to the Force Control Room.

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

Work has continued in respect of exploring further partnership opportunities and these are now being considered in light of the emerging work around our new operating model and how we can communicate with those from all communities, not just those who are geographically based.

Since the last update, the Office of the Police and Crime Commissioner (OPCC) and Constabulary



have completed the purchase of a three storey building opposite Waterwells Headquarters in Davy Way, which will be the new central base for CID, financial investigators, domestic and child abuse investigative teams, Scenes of Crime Officers, high tech crime and Public Protection Bureau, including a Multi-Agency Safeguarding Hub.

This development means that a previous proposal to build on the 2.8 acre site near the new custody build to house these functions will no longer be required. This is estimated to have saved at least £1.5m from the earlier self build proposal. The money saved on the purchase price will go towards preparing the building for the transfer of the teams currently based in Cheltenham, which in turn will speed up the long awaited departure from Lansdown Road.

Securing Davy Way is another step forward in the development of the Constabulary's public contact arrangements. The facility compliments the new custody suite and as part of the overall plan to develop the Waterwells estate into a campus. This new environment is designed to be both efficient and accessible to users of our services.

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

Training will commence in quarter one of the 14/15 financial year for all frontline officers and will include understanding changes to Victims Code, Missing Persons procedures and how to make the most of the first hour following a serious sexual assault. This training will also be rolled out to PCSOs and Special Constables.

Quarter one will also see briefings and training developed and starts to be delivered to Officers, PCSOs and Specials in Domestic Violence Protection Orders and Notices.

We are developing longer term training up-skills for all officers, PCSOs and Specials in relation to Public Protection during the next three months.

Additionally, a week long course that includes crime prevention and community safety, Restorative Justice, presentation skills and use of newly designated powers is being run to up-skill our existing PCSOs, with 34 being trained in quarter one.

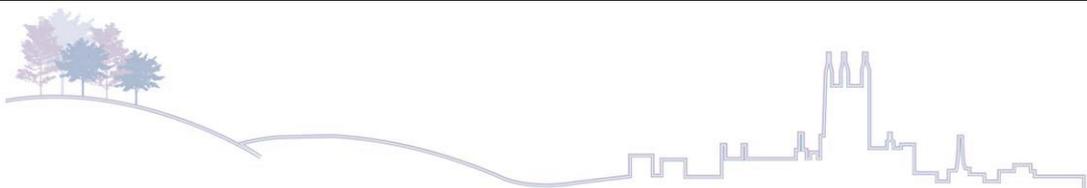
June will see the start of 15 new PCSOs into the Constabulary with initial training starting on the 15 June 2014.

Maximise use of Restorative Justice across the Constabulary

The Police and Crime Commissioner has awarded approximately £45,000 in capacity building funds. In the next quarter this will be used to train extra volunteers, police officers and partnership staff. It will also allow for more specialist training including using restorative approaches in complex and sensitive cases and engaging with victims throughout the restorative process.

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

The implementation of the volunteer police cadet programme has been agreed by Chief Officers to commence in September 2014. We are working with other forces and organisations to identify best practice to deliver a programme, which provides young people in Gloucestershire with a unique opportunity to contribute to the policing of our County.



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

Support for young people

An area that still needs to be addressed in conjunction with partners, which was further highlighted in the six month review of the police CSE team, is the provision of outreach work for CSE within the County. Support for victims and those vulnerable to CSE has increased by the dedicated police team providing a single point of contact for the victim and some on-going support, but there is no additional support provided to the children through a voluntary or specific tailored CSE service. CSE work is challenging for all agencies as it is not 'traditional' child protection work and therefore specialist assistance would help to deliver on-going long term support for vulnerable children.

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

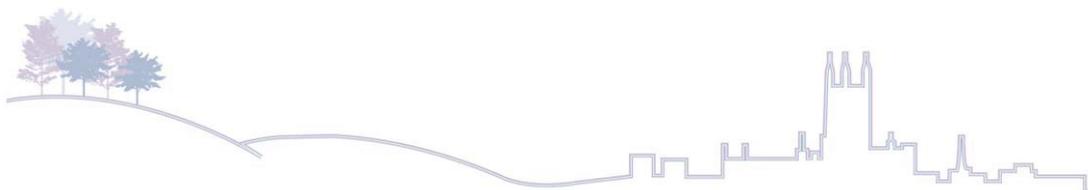
1 Supporting Asset-Based Community Development

Eight Small Sparks grants have been awarded through the Barnwood Trust for friends and neighbours, including people who have disabilities and mental health challenges, to come together to do something together to benefit people in their community, with the decisions being made by a panel of community members meeting monthly. The grants were launched officially in March 2014 and immediately an increase in applications has been received. The following are the grants that have been awarded in January and February:

- Garden Project, GL20 - to purchase gardening materials in order to engage with people with dementia and their carers.
- K2Togs, GL20 - to set up a knitting and crochet group making squares for blankets.
- Mosaic Group, GL20 - materials to continue and expand the group.
- Oakdale Links, GL15 - beekeeper training and membership of association to set up bee hives on a local meadow site.
- Art for All, GL50 - funding to purchase materials in order to develop the group.
- Blakeney Hill Community Smallholding, GL15 - materials for handrails along the paths and a community newsletter.
- Care to Sing, GL20 - set up costs and musical instruments for new singing group.
- The Living Room, GL51 - reconditioned computer tower units to provide a mini internet resource for the community.

Four Jubilant Story films have been completed and will shortly be loaded on to the "You're Welcome" website once final approval has been received from each of the groups involved. The four films are about Memory Clubs, Singing for the Brain Group, Garden Mentors Scheme and Edible Gardens. The Police and Crime Commissioner (PCC) funds have funded three of these. More films are being planned, including one on one of the Small Sparks grants. Discussions are taking place with GP practices and community hospitals about trialling the dissemination of these films on their public access screens.

Some commissioners are attending the open workshops covering topics such as Asset-Based Community Development (ABCD), identifying your strengths and how to animate groups in



Barnwood Trust's Learning Programme, alongside community members and people working in community and voluntary organisations.

Gloucestershire Older Person's Association (GOPA) facilitated four "Tea and Tell" sessions this quarter and was attended by over fifty older people. Two of these were return visits requested by the host organisation. Working with partners across the statutory and voluntary sectors, presentations were also made to the Gloucester Asian Elders; Gloucestershire Hindu Elders; Gloucestershire Chinese Women's Guild and the Cheltenham Disability Forum with approximately one hundred people attending these events in total. Three visits have been made to the Vaughan Centre, Gloucester to strengthen contact with service users and gain a better understanding of the specific issues facing those who are homeless or in temporary/emergency accommodation.

As a result of GOPA's involvement with Gloucestershire Constabulary and Community Support Officers, GOPA has been able to secure funding from Age UK (the national organisation) to provide meals for isolated and lonely older people and during this quarter we supported and funded three events in Gloucester and Tewkesbury with over sixty older people attending. A further event is being organised by our partners at Fair Shares.

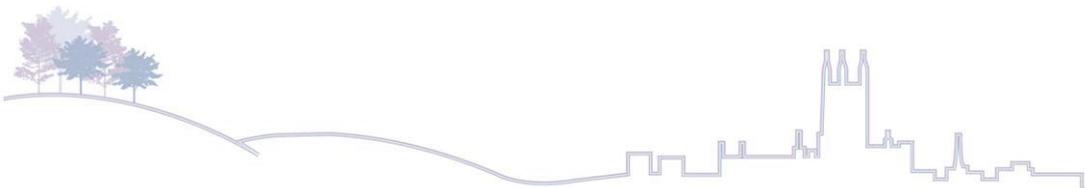
One of the issues identified at the "Tea and Tell" sessions is the need for bereavement counselling. A meeting was held with a member of a bereavement support group in the Forest of Dean as a first step in mapping the support available for those who have lost a spouse or partner.

The Cotswold Befriending Scheme was promoted through updated materials being distributed to local hospitals, libraries, schools and other voluntary organisations.

2 Building on Existing Good Practice

The Keep Safe Scheme: Two hundred and twenty further businesses in Gloucestershire have received Keep Safe training bringing the total of businesses signed up in the County to four hundred and twenty. Over two thousand people are now holders of a Keep Safe card in the county. There continues to be very good partnership working with the police, community safety partnerships and other voluntary agencies. All colleges have either had a Keep Safe talk or are booked in within the next four weeks. The Keep Safe website is running well with individuals and businesses signing up online. Every Tesco and Co-op has been agreed by their head office to be signed up in the County. Local businesses, Janes Pantry, Badhams and Rowlands pharmacy have been supportive. Keep Safe presentations were given at every opportunity with the Police and Crime Commissioner (PCC) Budget tour in Gloucestershire – this was received well.

Fair Shares: A newly employed time broker is developing strong links with partner organisations in Newent and Tewkesbury Borough including with the Community Builder commissioned by Barnwood Trust, Gloucestershire County Council, Severnvalle Housing, the village agent for Tewkesbury and Police Community Support Officer (PCSO), Sandra Jones. Several new older people have signed up to the time banks in these areas and new opportunities to develop working with older people are being explored including Alan Mitton of the Edible Garden and Kay James of the NHS. An additional staff member has also just been recruited who will provide additional support for the work of the timebank in Tewkesbury. In Newent links have been established with Hillary Lyons, the village agent for the Newent and discussions for partnership work with the Newent Initiative are ongoing. Additionally "The University of the Third Age" has become a member of the timebank.



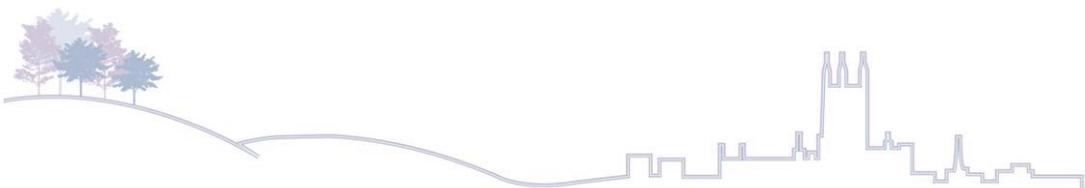
3 Leadership Development amongst older and disabled people

Gloucestershire Association for Voluntary & Community Action (GAVCA) has been working with the following groups this quarter, to help build their capacity to support older and/or disabled people:

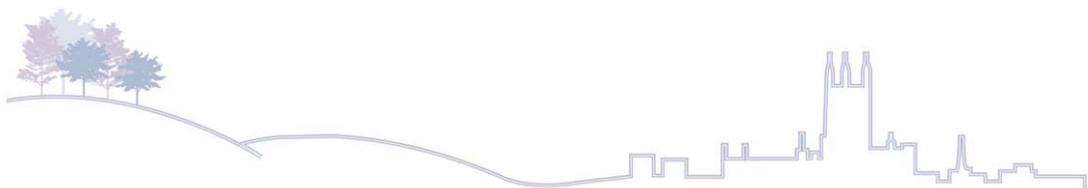
- St Vincent's and St George's Association (provide support services and residential care to vulnerable adults).
- Springers Bowling Club (weekly social club used by elderly people in the Springbank area of Cheltenham) - funding bid assistance.
- Orchard Trust (provide residential care for disabled people throughout the Forest of Dean) - advice on recruiting and supporting volunteers and discussions about how the Trust's "User Voice" group might benefit from the funding available to support Asset Based Community Development (ABCD) within the Police and Crime Plan "Older but not overlooked" (OBNO) theme.
- Gloucestershire Voices (user-led group providing a voice for people with learning disabilities based in Stroud) - legal advice on charity law.
- Mindsong (provides therapeutic services in care homes for the elderly) - advice on compliance with HR legal requirements.
- Scrubditch Care Farm Project - advice on governance requirements re membership of the charity.
- Disabled Responsible Organised People (DRO) a user-led disability group providing a voice for disabled people. We have continued to work with DRO to help them get established as a viable and sustainable organisation. Staff worked with them to identify specific training needs and developed a bespoke programme of training that has been delivered to members and trustees to complement the support provided through the OBNO project, covering the following topics:
 - Strategic Planning
 - Roles and Responsibilities of Management Committees
 - Funding Support Workshop
 - Communication and Marketing
 - Developing Policies and Procedures
 - Developing Relationships

In January a coffee morning was held in Cheltenham to bring together volunteers who are running community groups that support the elderly, to give them an opportunity to share experiences and provide each other with support. This was attended by Prestbury Memorial Trust, Highbury Club, Chatterbox and Cheltenham POPPS (Springbank). Feedback from this event was that people found it very helpful as they often feel quite isolated running their groups.

Disabled people have benefitted from the Accessibility Fund this quarter, enabling them to take part in conversations with the Police about tackling disability Hate Crime. These conversations, which have been hosted by Barnwood Trust, are helping the Constabulary to better understand the issues disabled people face and how their service needs to respond to this. One outcome has been an agreement to invite community group members to contribute into Police training so that officers get "real life experience" input rather than textbook cases.



<p>4</p>	<p>Increasing Police Knowledge of the community and its needs</p> <p>A large number of Police Community Support Officers (PCSO) and police officers have been given specific training about people suffering from dementia and other mental health issues. It is now intended to role this training out to all public facing police officers.</p> <p>There has been an increased use of a number of Police Points in different communities around the county. The intention has been to engage with sections of the community, particularly elderly people, focusing on their needs and concerns.</p> <p>Work has begun to increase knowledge of the Sexual Assault Referral Centre (SARC) among different parts of the community. A significant amount of activity has begun to understand the barriers preventing Muslim women reporting from sexual violence. Focus groups are taking place in order to understand and address barriers to reporting.</p> <p>Both Adults and Children Safeguarding Boards are holding a BME Safeguarding Roadshow in June the audience being frontline professionals who work in the safeguarding arena and individuals from those communities.</p>
<p>5</p>	<p>Increasing the quality of intelligence about Crime</p> <p>Sally Pickering has been working with the County Hate Crime Group to agree a model for tackling Hate Crime more effectively through a community reporting system. A successful workshop was held in January, attended by community members with personal experience of Hate Crime, community groups that provide support to victims of Hate Crime and partners from local authorities, police and the Crown Prosecution Service (CPS). As well as a renewed commitment to a partnership model, the outcome of this event was an agreement for how to take forward the community response to Hate Crime that will be included in the year two "Older but not overlooked" delivery plan and who will lead on this work. These recommendations have now been agreed by the County Hate Crime Group.</p>
<p>6</p>	<p>Working with the media to change the way older and vulnerable people are portrayed</p> <p>Unfortunately, Gloucestershire Association for Voluntary and Community Action (GAVCA's) training course "Promoting your service without the £s" had to be cancelled due to low bookings. However, our experience is that often, if we re-schedule courses at a different time of year, we get plenty of bookings, so we hope to offer this again later in the year. However, the "Digital Storytelling Course" ran successfully in March, attended by eleven community groups including PING and St Vincents and St Georges, both of which are local disability organisations. Also, the training provided to DROP, described above, included a day on Communications and Marketing.</p>
<p>Older but not overlooked – planned activities in next quarter</p>	
<ul style="list-style-type: none"> • The Constabulary aims to take forward discussions with Gloucestershire Association for Voluntary and Community Action (GAVCA) about how to involve local community groups more in police training. • There will be a phased implementation of the Multi-Agency Safeguarding Hub (MASH) in April - May 2014. 	



- It is intended to apply for external funding for an additional Independent Sexual Violence Advisor (ISVA) in the Sexual Abuse Referral Centre (SARC).
- The offer to the learning sites and the Small Sparks fund will continue to be available to support grassroots community initiatives. We will also continue to provide capacity building support to community-led groups as they are the bedrock of strong inclusive communities. GOPA plan a further programme of “Tea and Tell” sessions, focusing especially on "seldom heard" older people.
- We will continue to build on existing good practice by further developing the Keep Safe Scheme and Fair Shares time banks. Specifically:
Keepsafe - A further one hundred businesses to be signed up in the county and two hundred businesses, which were signed up in the first quarter will be revisited and updated. Two additional part time members of staff will be starting in April to help cover the Forest of Dean and the Cotswolds. Interviews have been arranged for volunteers to start in April/May. At least a further three hundred people to be signed up to the scheme.
Fair Shares continue to develop the time banks in Newent and Tewkesbury and increase the capacity of other time banks across the county to support older and vulnerable people by exploring ways to increase volunteer involvement and engagement with other community groups in the neighbourhood.
- Developing Leadership amongst disabled people: the Accessibility Fund will continue to be available to support engagement of disabled people in partnership work.
World Jungle will develop a creative arts programme to develop leadership skills amongst disabled people.
- We will continue to build on the Jubilant Stories Project and to provide media and communications advice to community groups.
- Age UK and the Association of Care Home Providers plan to start some research in care homes, to hear the voice of residents, especially with regard to any safeguarding issues.
- The Community lead for Hate Crime will be confirmed and will recruit a worker to lead on developing the community response network.
- The Local Area Co-ordination and Living Well Programmes are currently under review.

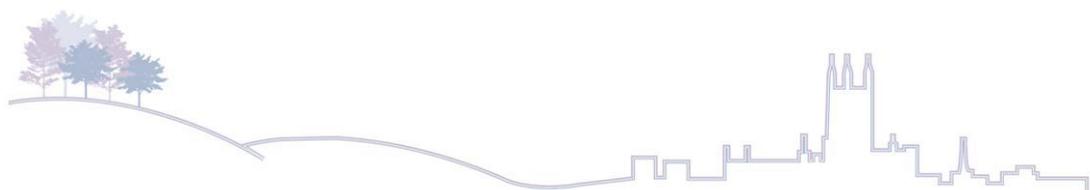
Young people becoming adults

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

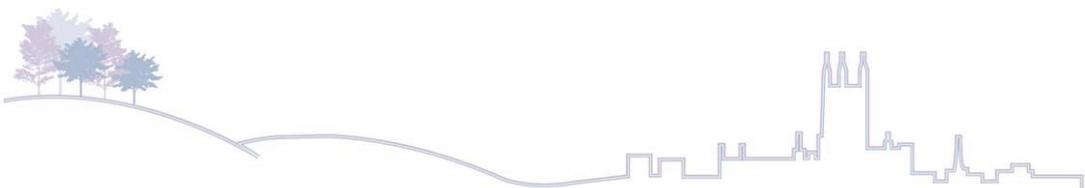
1 To understand how young people view the police and their role in their communities to identify what steps could be taken to improve relationships

Ride Along Scheme

The Ride Along Scheme has yet to be launched and the pilot scheme has started.



	<p>Graduate Management Admission Test</p> <p>We have just commissioned the Graduate Management Admission Test (GMAT) to start the process of looking at how young people are processed through the police station and youth justice systems. The aim is to provide information and support to young people so that they better understand the processes that they will go through.</p> <p>Too late by 8 Project</p> <p>Cheltenham will be presenting their project “Too late by 8” to the Police and Crime Commissioner on Thursday 27 March 2014.</p> <p>Police Survey</p> <p>As discussed in previous reports, Gloucestershire Constabulary is beginning to think differently about the way in which it consults so that it is better equipped to capture the views of younger people going forward. For example, a survey is currently underway that asks the public for their views about police uniform. This survey has been made available via Facebook and Twitter to ensure that the views of a broader age range of people are included.</p> <p>The Constabulary’s and the Police and Crime Commissioner’s Internet Sites</p> <p>A series of consultation events are about to be embarked upon to establish user requirements for the Constabulary’s and Police and Crime Commissioner’s internet sites. It is intended that focus group events will be held with sixth form and college students across Gloucestershire to ensure that the requirements of a cross section of the public, including the younger age groups are included in any development work.</p>
2	<p>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</p> <p>Gloucestershire Safeguarding Children’s Board</p> <p>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. These were completed in quarter two (period January to March 2014).</p> <p>On line Pupil Survey</p> <p>On line pupil Survey is due to be completed in 2014 and we will use the results of this survey to identify further needs in this area.</p>
3	<p>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</p>



Avenger Task Force report required by the Police

The Youth Offending Service has seconded two members of staff to the Avenger task Force. One of the members of staff has been trained in Co-ordinated Action Against Domestic Abuse (CAADA), which targets young women who are subjected to violence and domestic abuse. This is a particular issue with young girls engaged in gangs who are often abused as part of the initiation into a gang. The Youth Offending Service will be leading this work in 2014 and we will be working with the Public Protection Bureau and Gloucestershire Safeguarding Children's Board to determine how we can make best use of this training.

Youth projects funded through the Commissioner's Fund

We have been working with an Intern from Gloucester University to review the community projects that have been funded by the Police and Crime Commissioner. This report will be completed by the end of April and will result in an information sharing day to review best practice and celebrate achievements in 2013/14.

4 To review how young people are policed, including use of out of court disposals and the effectiveness of Restorative Justice practice

Graduate Management Admission Test

We have just commissioned the Graduate Management Admission Test (GMAT) to start the process of looking at how young people are processed through the police station and youth justice systems. The aim is to provide information and support to young people so that they better understand the processes that they will go through.

For work on Legal Aid Sentencing and Punishment of Offenders (LAPSO) and Youth Justice Liaison Diversion (YJLD) please see separate reports attached.



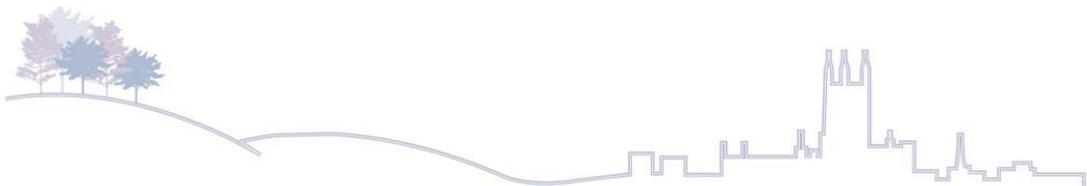
Management Report
March 14 for Board v.



YJLD Qrt 4 Partial
Data.doc

We have been working closely with Restorative Gloucestershire to deliver Restorative Justice interventions as part of the Out of Court Disposals. However, due to capacity within both the Youth Offending Service and Restorative Justice this has been problematic. We are confident that this can be addressed in 2014/15.

5 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



We have been working with an Intern from Gloucester University to review the community projects that have been funded by the Police and Crime Commissioner. This report will be completed by the end of April and will result in an information sharing day to review best practice and celebrate achievements in 2013/4.

Initial learning suggests that projects that are well established have been able to deliver against the targets set. New projects that were seeking to develop work have been less successful in delivering outcomes or engaging young people. This work will be critical to any future funding of projects.

6 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

Much of this work was completed in quarter two. Please see the Police and Crime Commissioners Quarter Two Highlight report attached.



2014 01 23 P&C Plan
Priorities 2nd Highligh

Work with missing people, please see attached report.



Missing Team
Performance Report

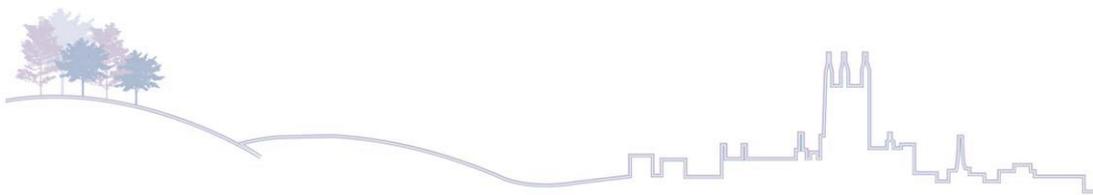
Multi Agency Safeguarding Hub

The Multi Agency Safeguarding Hub continues to be developed and we anticipate a launch in May 2014. All partners have now identified staffing and work is underway to ensure processes and ICT systems are in place. Reports are available if required on this area.

Child Sexual Exploitation

1. Support for young people

An area that still needs to be addressed in conjunction with partners, which was further highlighted in the six month review of the police CSE team, is the provision of outreach work for CSE within the County. Support for victims and those vulnerable to CSE has increased by the dedicated police team providing a single point of contact for the victim and some on-going support, but there is no additional support provided to the children through a voluntary or specific tailored CSE service. CSE work is challenging for all agencies as it is not 'traditional' child protection work and therefore specialist assistance would help to deliver on-going long term support for vulnerable children.



7	<p>New Insight Team</p> <p>The Insight Team is now operational and we have seen improvements in:</p> <ul style="list-style-type: none"> • Young people completing their court orders • Improved planning following release from custody • Improved transition to Probation Services leading to an improvement in young people completing their court orders.
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Young people becoming adults – planned activities in next quarter

- Research into perceptions of the Police
- On Line Pupil Survey to be completed
- Outward Bound Bursary Scheme
- Review of how young people are processed through the police, courts and Youth Offending Service
- Youth Crime Prevention event showcasing the Police and Crime Commissioner’s projects and work

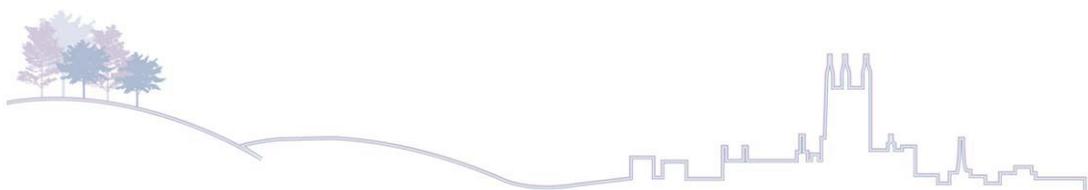
Safe days and nights for all

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

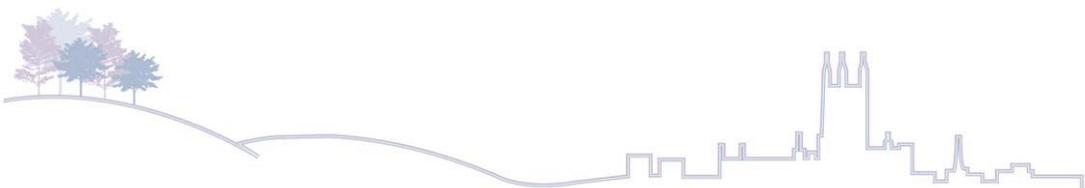
1	<p>Turning Point Hubs</p> <p>A co-ordinated approach across Gloucestershire has been adopted by Turning Point Hubs to housing related support where there are alcohol issues. This effectively gives a single point of contact for district housing services.</p>
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2	<p>Alcohol Presentation</p> <p>An alcohol presentation at a health and wellbeing board emphasised positive links with the Police and Crime plan and the effects alcohol has across health, social and criminal justice functions and in communities.</p>
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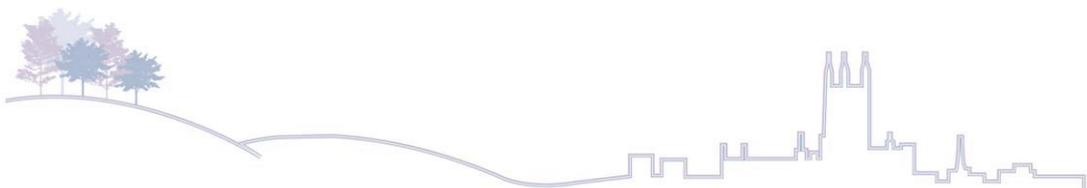
3	<p>Local Alcohol Action Areas</p> <p>Gloucester City Council (in conjunction with the Police and Crime Commissioner) was successful in a bid for local alcohol action area status, which will facilitate close working with the Home Office on minimising the harm caused within the night time economy by alcohol sales whilst recognising the wider economic benefits.</p>
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4	<p>Multi-Agency Risk Assessment Conference (MARAC)</p> <p>Alcohol service providers are now formally linked with MARAC (domestic abuse co-ordination) for the first time.</p>
5	<p>Alcohol Awareness Events in November</p> <p>All districts in the county held alcohol awareness events in November.</p>
6	<p>Funded Projects</p> <p>The Police and Crime Commissioner funded projects relating to alcohol and drugs arrest referral schemes have continued to do highly successful work in preventing the escalation of problems by users.</p>
7	<p>Cheltenham Races Week</p> <p>Cheltenham Races week in March passed off with minimal disruption from crime or anti-social behaviour (ASB) associated with the racing - largely as a result of effective cross-agency planning and timely meetings with licensees.</p> <p>The Cheltenham Races Town Centre 'hub' was deployed by Police during Races week, operating both day and night. The Hub (Police and Crime Commissioner engagement vehicle) built on strong, established relationships with partner agencies including Police, South Western Ambulance Trust (SWAST), Street Pastors and (University) Superstars.</p> <p>In addition, staff used Positive Socialising and Positive Relationships literature and communication (e.g. Social Media) to engage over alcohol related harm and sexual violence. This included joint patrols between Police and Cheltenham Borough Council in relation to the increase in sexual entertainment venues experienced during races week and safeguarding work with hotels, nightclubs and other premises.</p> <p>This year a reduction in serious crime / violence from previous years was experienced.</p>
8	<p>Cheltenham Night Safe Group</p> <p>Cheltenham Night Safe Group has increased its membership and refocused its efforts on addressing issues relating to the safety of the night time economy.</p>
10	<p>Funding of New Mobile CCTV Cameras</p> <p>Stroud has been granted funding for new mobile CCTV cameras by the Police and Crime Commissioner which, as well as being deployed to address safety issues in Stroud district, will also be available on free loan to other districts.</p>
11	<p>Stroud Community Safety Partnership and the Police and Crime Plan</p> <p>Stroud Community Safety Partnership has adopted a strategy which incorporates the five</p>

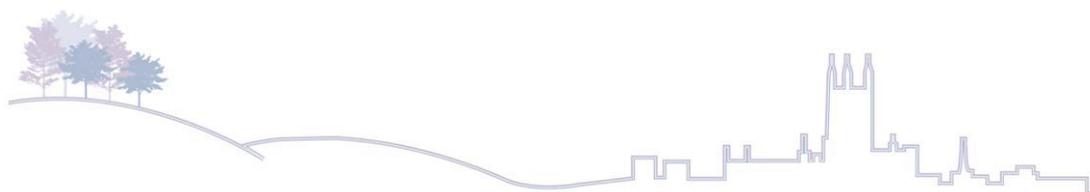


	existing strands of the Police and Crime Plan as well as anticipating inclusion of the new element of 'cyber crime' in the Plan.
12	<p>Activity Events in Stroud</p> <p>Several activity events have been held in Stroud during the period which have referenced and supported the work of the Police and Crime Commissioner in seeking to ensure 'Safe days and nights for all.'</p>
13	<p>New Role of the City Safe Manager</p> <p>The Police and Crime Commissioner has funded a new role to compliment and drive "Safe days and nights for all" within Gloucester City. The City Safe Manager commenced his new role last week and this will incorporate the current groups already in existence.</p>
14	<p>Cheltenham Local Policing Area</p> <p>Cheltenham Local Policing area 'took over' the @Chelt52 twitter/social media campaign for a week during February. This gave the police an opportunity to target nearly four thousand extra Social Media users some of which may not think to engage with the police on a daily basis. This week was used to again highlight the alcohol harm and sexual violence reduction campaigns - (Positive Relationships and Positive Socialising) with supportive feedback and positive coverage received.</p>
15	<p>Positive Relationships</p> <p>The Cheltenham Partnership ran a Safeguarding Seminar under the auspices of Positive Relationships on 10 February 2014 attended by a range of professionals from across the sectors. Keynote speakers included Dr Jane Monckton-Smith. The day included inputs and workshops exploring Positive Relationships, Myth busting sexual violence, sexual exploitation, e-safety and the effects of domestic abuse on children.</p>
16	<p>Gloucester Community Safety Partnership</p> <p>The Police and Crime Commissioner approved the joint funding for a community van to tackle anti-social behaviour in Gloucester.</p>
17	<p>Local Alcohol Action Areas</p> <p>In February the Government announced Gloucester City is among the first twenty nominated Local Alcohol Action Areas as part of an effort to deal with problems caused by alcohol, from crime or disorder to health issues.</p>



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

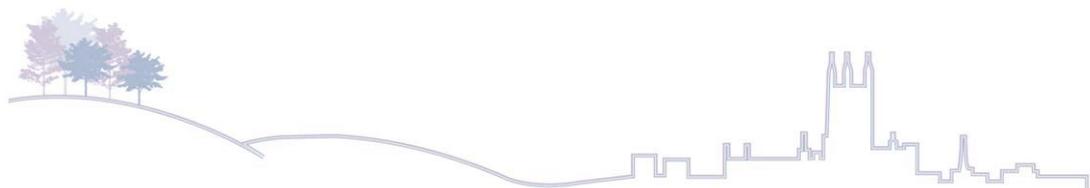
- Jim Hilborn's report to refresh the 'Reducing Alcohol Related Violence' project in Cheltenham with a view to extending its contribution within Cheltenham and across Gloucestershire has been received. The conclusions are still being considered and no dissemination has yet taken place, but will in the next quarter.
- The Cheltenham Alcohol Co-ordination Group will be exploring care and referral pathways to make better and more appropriate links to support individuals.
- The advisory group on the Late Night Levy in Cheltenham will be finalising its terms of reference and considering spending proposals to achieve maximum benefit to the night time economy in the town.
- Tewkesbury will be considering schemes for accessing the Police and Crime Commissioner's funding with a view to submitting bids during the quarter.
- Continued funding has been made available for the hospital alcohol emergency department and alcohol liaison scheme in 2014/15.
- The University of Gloucestershire is undertaking a research project investigating the causes, experiences of and responses to anti-social behaviour in rural areas. MSc students are working as research assistants and will receive academic credit for their participation, which is offered as 'contribution in kind'. Proposals are being drafted for further projects relating to the night time economy, focusing on disabled people's experiences and the design and use of 'safe places.'
- Within Gloucester, currently, there are numerous groups engaged in promoting 'Safe days and nights for all;' these include Shopwatch, Pubwatch, Night Safe etc etc. These will all cease this coming quarter and "City Safe" will be the singular mainstreamed group that deal with all issues both within the day time and night time economy. This will be chaired by the deputy leader of the City Council with critical input from the newly recruited City Safe Manager. There are many work streams that the City Safe Manager will be responsible for and these are reported directly back to the Office of the Police and Crime Commissioner as per the funding request. The scheme will include training for all security staff employed both in the day and night time economies. The "Purple Flag" scheme will also be adopted along with the "Yellow Card" scheme. The Police and Crime Commissioner's funding has allowed Gloucester to implement this initially with longevity being achieved through self funding from the businesses paying to part of City Safe. The creation of the City Safe Manager's post along with the Business Crime Reduction Partnership (BCRP) is seen as national best practice. It is hoped that once embedded within Gloucester this concept will be taken across Gloucestershire.
- In April, the Cheltenham Partnership is running a series of online safeguarding events in conjunction with SouthWest Grid. On 28th April 2014 we are running an extended day of e-learning sessions, aimed at parents and professionals - running a number of sessions morning through to evening and this links in to wider safeguarding work being undertaken regarding positive relationships and positive socialising in the borough.



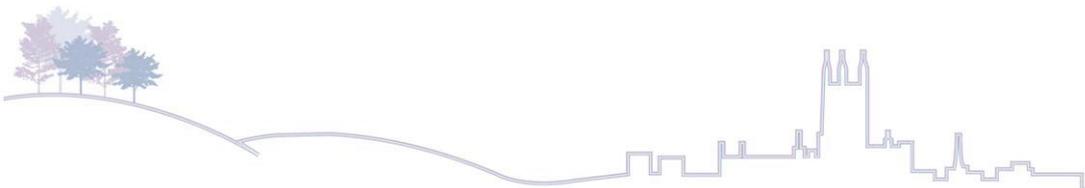
Safe and social driving

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	New Chief Fire Officer Jon Hall, the Chief Fire Officer and Safe and Social Driving Priority lead, retired on 31 January 2014. Jon's successor, Stewart Edgar, was appointed as Chief Fire Officer and took up his post on 24 February 2014. The lead for this priority area will be determined at the earliest opportunity.
2	Safe and Social Driving Co-ordinator During this quarter the new post funded by the Office of the Police and Crime Commissioner (OPCC) for the Safe and Social Driving Coordinator, was advertised, recruited and selected. The interviews took place on 12 March 2014 and the successful candidate will take up the post in the Road Safety Partnership on 27 May 2014.
3	Road Safety Partnership The Road Safety partnership (RSP) commissioned a research project to give a clear insight into the attitudes and beliefs of young drivers and passengers. The findings of this study will help to inform the RSP work and will be presented to the Road Safety GB conference later in the year. The conclusions of the research project are attached.  Young Drivers in Gloucestershire Rese:
4	Christmas Drink Campaign The recent Road Safety Partnership Christmas Drink Drive Campaign, delivered in partnership with the police which this year included the Special Constabulary, was evaluated and the outcome showed a further reduction in drivers arrested for drinking and driving in the county. This campaign is nominated for a prestigious county award that will be announced to the public soon.
5	Gloucester Academy At the Gloucester Academy on 10 January 2014 students were presented with a dynamic demonstration and educational package about driving under the influence of drink and drugs. The event combined the private sector, sponsorship and the Road Safety Partnership and will be promoted across the county and the region.



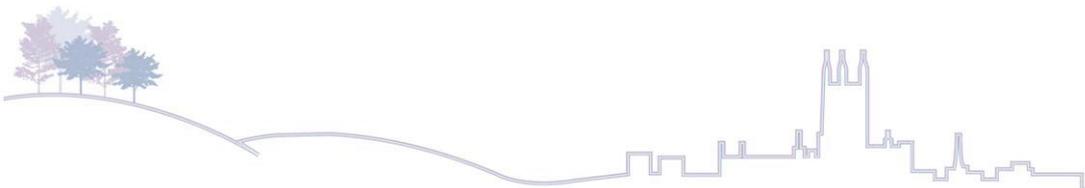
	<p>The police have purchased two Drager Home Office approved drug testing devices and Gloucestershire has been chosen as a pilot force to test and evaluate these machines to test for controlled drugs in custody blocks in Gloucester and Cheltenham.</p>
6	<p>Age UK and the Road Safety Partnership</p> <p>A pilot project has been started during March funded by Public Health and developed by Age UK and the Road Safety Partnership. The aim of the project is to provide support and advice to older people in the Cotswolds to help keep them independent and safe. The work will be evaluated by Age UK.</p>
7	<p>Safer Driving with Age</p> <p>During this period presentations were given to groups of older drivers, in particular to the Royal British Legion, Womens Institute, Rotary Club and Probus to promote Safer Driving with Age (SAGE).</p>
8	<p>Safety of Older Drivers</p> <p>The Road Safety Partnership attended a national meeting of experts to advise the Department for Transport about the safety of older drivers. The Minister joined the meeting to review the outcomes.</p>
9	<p>Road safety on the A48</p> <p>Gloucestershire County Council Scrutiny Committee was attended by the Road Safety Partnership to inform the committee about the investigation into the safety record on the A48 and to help support a future action plan. Site visit by the Road Safety partnership, Police and Highways to discuss concerns on the A48 at Woolaston resulted in a traffic survey and enforcement by the Road Policing Unit (RPU) and the Camera Safety team. Site in process of being 'approved' for regular camera speed unit enforcement. The Road Safety partnership also attended a Scrutiny committee at Cotswolds District Council to investigate how the district can help the Road Safety partnership to improve road safety.</p>
10	<p>National RoadPeace Evensong</p> <p>Liaison took place with the staff at Gloucester Cathedral to support the planning of the national RoadPeace Evensong to remember victims of road collisions – planned for 16 November 2014.</p>
11	<p>Road Safety Practitioners</p> <p>Regional meeting of road safety practitioners took place in Nottingham to enable co-operation, sharing of information and joint planning to help reduce road casualties across the region.</p>



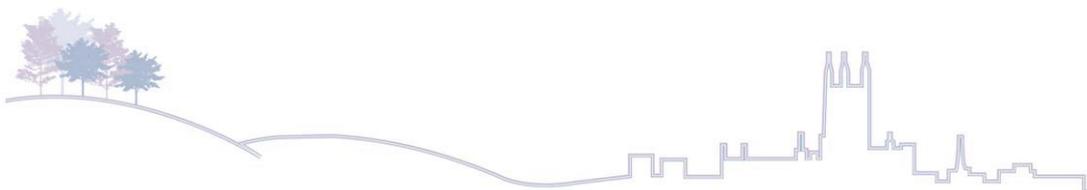
12	<p>Drive4Life</p> <p>A unique event called Drive4Life was delivered for young drivers at the SkillZone and involved five themes. The event was covered by the Echo Newspaper and the feedback from the students was excellent. It was also an opportunity to display the designs by the students following the road safety competition organised in conjunction with Glos Media. It is planned to arrange further sessions in the future.</p>
13	<p>TISPOL Seatbelt Campaign</p> <p>The TISPOL Seatbelt campaign was promoted throughout the Constabulary with all Local Policing Areas (LPAs) contributing. The campaign coincided with the launch of using the Traffic Offence Report (TOR) process as means of disposal and offer of education as opposed to a fixed penalty. The National Driver Offender Retraining Scheme (NDORS) 'Your Belt, Your Life' is now available to offenders in the county. The RSP backed this campaign with a powerful burst of radio advertising on Heart FM.</p>
14	<p>Large Goods Vehicles</p> <p>A multi agency collaboration on 4 March 2014 took place to target and enforce legislation regarding Large Goods Vehicles and ensure drivers' hours were being complied with to combat fatigue. A day long operation took place on the M5 and around Ashchurch/Tewkesbury Industrial areas.</p>
15	<p>'Wheeled Respect'</p> <p>A 'Wheeled Respect' roadside education package was delivered in Stroud in conjunction with the police, local road safety liaison group and a Parish Council. Further Operations to deliver roadside education in the Cotswolds and Cheltenham are well in hand.</p>
16	<p>Speed Awareness Courses</p> <p>Over three thousand drivers have been educated as an option to punishment during this period. Representatives from the Office of the Police and Crime Commissioner (OPCC) have attended a Speed Awareness Course as an observer.</p>

Safe and social driving – planned activities in next quarter

- A Priority Lead will be identified for Safe and Social Driving in the county.
- On 7 April 2014 Roads Policing and Collision Investigation come under the Tri-Force umbrella in collaboration with colleagues from Avon & Somerset and Wiltshire Police.
- The Safe and Social Driving Co-ordinator post holder will take her place in the Road Safety Partnership.



- A major new campaign is being developed and aimed at the top cause of road collisions in the county - 'Failed to look, failed to see.'
- Introduce the National Driver Offender Retraining Scheme (NDORS) course NSAC20 aimed at drivers who exceed the 20 mph limit.
- Launch two new motorcycle rider safety courses at the event at Prescott in April.
- Mark the national Chief Fire Officers Association Safety week with a co-ordinated media event focusing on impact forces, speed and vulnerability.
- Organise and deliver a summer drink drive campaign in conjunction with Tri-Force.
- Support the development of a community based route campaign for the A48 and other roads as identified
- Support the AA Think Once, Think Twice, Think! BIKE campaign.
- Develop a countywide 'drivers forum' to involve representatives of pre, post and advanced driver training groups organised by the Safe and Social Driving Co-ordinator.
- Together with Age UK and Public Health evaluate the Cotswold older person's project with a view to countywide rollout subject to available resources.
- Support pedestrian safety week in May with specific advice for drivers.
- Support delivery of 'Wheeled Respect' in Cheltenham during April and in the Cotswolds as required in conjunction with local policing teams.
- Relaunch the revised Community Speed Watch campaign in conjunction with the manager and police staff in the safety camera team of the Road Safety Partnership.
- Further develop the Road Safety Partnership website with an expended 'speed toolbox,' school gate parking 'toolbox' and develop a one-stop-shop for communities with speeding concerns.
- Work has been done and continues to support the expansion of the work with the local business involving the use of electric go-karts and education to reinforce the drug and drink drive messages in schools.
- Expand the Road Safety Partnership website with specific information and opportunities for young drivers and also a section for older drivers, based on the work of the new service co-ordinator.
- County-wide roll out of Drive IQ.



3. Overview of Budget

Commissioner's Fund (£2M) at 27 March 2014		
Priority	Projected Spend 2013/17	Awards to date
Accessibility and accountability	£ 75,291	£ 75,291
Older but not overlooked	£ 373,488	£ 278,500
Young people becoming adults	£ 565,468	£ 463,468
Safe days and nights for all	£ 708,988	£ 114,988
Safe and social driving	£ 100,162	£ 100.162
Other	£ 52,199	£ 52,199
Projected Expenditure	£1,875,596	£1,084,608
Total Budget	£2,000,000	

