



Report Number	9
Report Period	July to September 2015
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To	Police and Crime Commissioner
Version	V1.0
Date	5 October 2015

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:

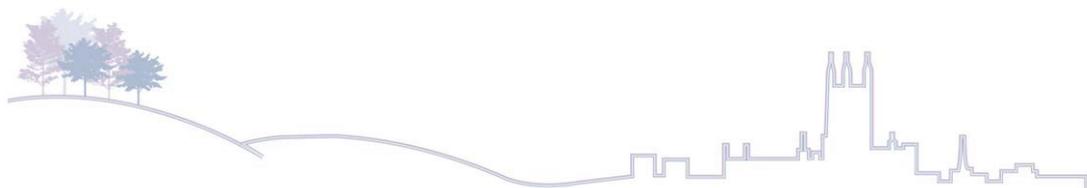
- **Priority 1 – Accessibility and accountability**
- **Priority 2 – Older but not overlooked**
- **Priority 3 – Young people becoming adults**
- **Priority 4 – Safe days and nights for all**
- **Priority 5 – Safe and social driving**
- **Priority 6 – Safer cyber**

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 Due to report production timescales, information and updates may have since been superseded and will be updated in future reports.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. Quarterly update on progress for period July 2015 to September 2015

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 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

The Improving Accessibility Project within the Force Control Room is maintaining its ever advancing momentum and remains firmly on track regarding timescales, finance and delivery.

A significant amount of work in implementation of the Operating Model has been undertaken, which saw the successful implementation of:

- New call signs
- Change to talk groups and dispatch
- Updating telephone directories Force wide to include mobile devices
- Updating group number for ease of access
- Updating voicemail Force wide to include mobile devices
- Incident and crime allocation process now including specialist crime

We are continuing to monitor the success of these for the Operating Model and the Improving Accessibility project. This has included enhancing our performance reports to include understanding transactional demand over the radio system 'Airwave' and also reports on improving satisfaction.

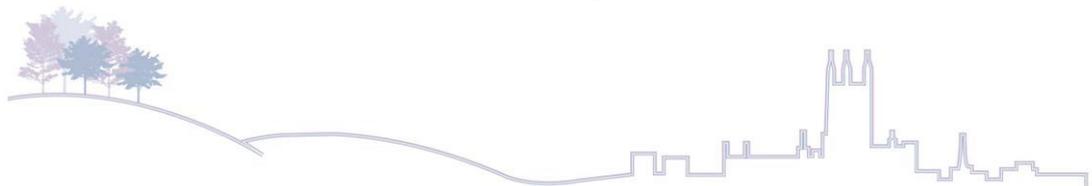
Satisfaction for ease of contact has improved and is now showing 93.1% of victims being "at least fairly satisfied". We know victims are significantly more likely to be satisfied with call backs and the process we have in place for call backs within the Force Control Room is working.

999 calls - performance against the response times is consistently over the 90% required as part of National Call Handling Standards to be answered within 10 seconds.

101 Calls - performance remains over 80% of calls answered within the standard of 40 seconds. However, there has been an increased seasonable demand in contact for service, which has seen our abandoned call rate increase. There will be ongoing work over the next quarter to look at continued improvement in 101 and abandoned rate through:

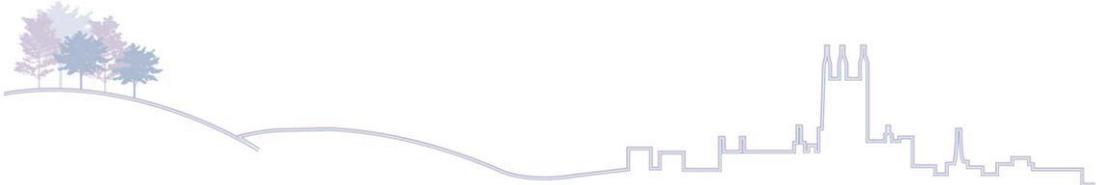
- A re-run demand profiling with external consultants Process Evolution
- Implementation of version 10.5 of J:agent¹ and include:
 - Additional 101 front end options

¹ J:agent is the name of our call management system which deals with the routing of 101 front end options and can be used for performance reporting.



	<ul style="list-style-type: none"> ○ Improved performance management including supervisors module ○ Signposting to the corporate web site and 101 e-mail and crime facility <p>Testing and implementing of the new e-crime facility has also taken place within the Force Control Room, with the hope to launch this on both existing desktops and mobile working devices in the next quarter.</p> <p>The work on e-crime will also be linked into the next phase of the new Force website project, to enable the redacted version of the e-crime web reporting page to enhance the current crime reporting facility.</p> <p>In July, members of the local Polish community undertook a successful visit to see how the room operates. Their feedback, along with other visits undertaken, has been submitted to Communications and Engagement for publishing.</p> <p>Attendees at visits were also asked if they would be willing to become members of a community engagement group and as a result, during the next quarter we will see the first Force Control Room Community Group meetings. The aim is to seek opinions(s) on work we are doing to meet as far as possible public need and expectation in terms of first contact, as well as seeking their views on how services provided can be enhanced further.</p>
<p>2</p>	<p>We will work to identify the most vulnerable in our communities and ensure they receive the best possible service</p> <p>This period has been one of consolidation over what has been several months of significant change.</p> <p>Work has progressed on the main IT projects connected with protecting vulnerable people which are:</p> <ul style="list-style-type: none"> • The Vulnerability Identification Screening Tool – Although this has been delayed due to software issues with the contractor, early testing has indicated a very favourable response from operational staff. The Vulnerability Identification Screening Tool on the mobile platform will be the Force’s chosen method of identifying and sharing information on vulnerable people. Projected to be rolled out for operational testing in November 2015. • Unifi² enquiry – the migration of the three public protection databases into Unifi is likely to be completed in Quarter three. The Force approved the risk based approach to the data transfer in July 2015, which has meant that Capita are writing scripts to complete the activity. • Child abuse file scanning – the scanning of all of the files is nearly complete and once completed, will move to a test phase whereby officers will be able to electronically retrieve what was previously paper based records. • Child Abuse Image Database – this is to be completed in quarter three which, as a result will link the Force to a national library of abuse images to assist with assessing risk, prioritising activity and prosecuting offenders.

² UNIFI is the force database for recording crimes, intelligence, custody and case papers



The Force Specialist Crime function is commencing the next phase under the operating model, this work will consider how we are structured effectively and efficiently to deliver a service to vulnerable victims and witnesses. Work is likely to take the rest of the financial year and will include considering the best response to child abuse, vulnerable adults and domestic abuse within a specialist context.

In quarter three a theatre company will be delivering a very impactful message on the hidden risks associated with domestic abuse. This will be open to all police officers and staff with some spaces for partner agencies. This is aimed at officer understanding and empathy when dealing with these difficult cases.

We are developing and reviewing our response to a number of recommendations made in national Domestic Homicide Reviews, Serious Case Reviews and inspection reports on Child Sexual Exploitation and Child Protection, with a view to including them within the Force existing Continuous Improvement Plans. The Force is also going to contribute to a child neglect task and finish group, set up following a serious case review to identify best practice and provide practitioner guidance.

The Force is in the final stage of negotiations concerning a triage arrangement to co-locate staff from the 2gether Trust Mental Health Crisis Team within the Force Control Room. This arrangement will allow for a more discreet intervention and appropriate outcomes for those people that come to attention and who are suffering from mental health issues.

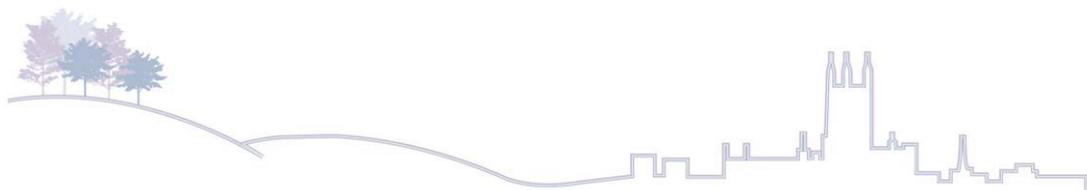
The immediate and informed advice from trained Crisis Team staff will not only reduce the number of people being detained by Police under Section 136 of the Mental Health Act 1983, but will also contribute to far swifter and effective resolution of high-risk missing persons investigations, firearms incidents and hostage/negotiator type scenarios where the person involved may be known to mental health services, or maybe suffering from a mental health episode.

Local Policing

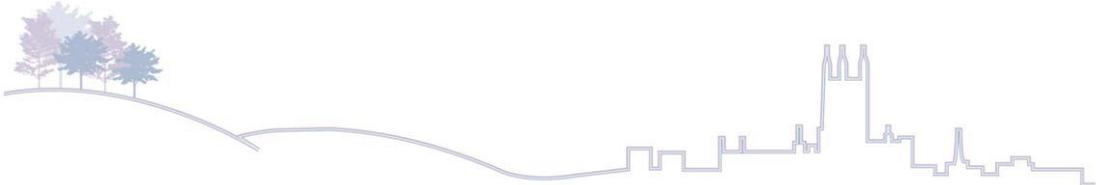
The Local Policing Dashboard has been developed and is now being trialled within the Force. The Dashboard uses existing mapping systems and data pulled from a variety of police and multi-agency sources to provide information regarding repeat crime problems in certain locations; multiple calls from individual addresses and indications of vulnerability within particular communities. This will greatly enhance our ability to identify vulnerable people within communities and best respond to their needs.

The Force's Hate Crime Lead, Chief Inspector Neil Smith, gave a presentation on the Force's approach at the recent Gloucestershire Disability Hate Crime Event. This included how the Force is continuing to develop the third party reporting pilot for hate crime that has been commissioned by the Police and Crime Commissioner.

A series of restorative justice style engagement events have taken place across the County involving local officers and local young people. These events have been independently facilitated and have been designed to enhance our understanding of, and engagement with, young people. The sessions have been very favourably received by both sets of participants and encourage an exchange of views to help each side see how police actions might be interpreted by teenagers and vice versa. The collated findings from the sessions are now being developed so that it can be shared more widely.



<p>3</p>	<p>To tackle threats to communities from serious and organised crime, terrorism and sexual exploitation</p> <p>This quarter a request has gone out via the Safeguarding Children Board for all agencies to consider what data they capture that might be linked to child sexual exploitation and the associated risks, in order that a proper pan-agency problem profile can be considered.</p> <p>Funding has been agreed for an implementation in quarter three of a new version of Compact, the Force IT system for managing missing people that makes it easier to highlight instances of child sexual exploitation. In effect, the software enhances the ability to highlight instances by way of tagging both at source in the Control room and at any point thereafter.</p> <p>During this quarter we will commence a Home Office trial with the Lucy Faithful Foundation in relation to on-line child abuse. We are one of three forces who will work with the Foundation to look at diversion tactics in parallel with a criminal justice outcome.</p>
<p>4</p>	<p>To keep neighbourhood policing at the heart of Gloucestershire Constabulary, with local teams of Officers and Police Community Support Officers dedicated to geographic areas that are visible, accessible and locally known</p> <p>The Force has now implemented its Operating Model, which is designed to ensure that we have the right resources in the right place at the right time. This has seen changes to the structure of neighbourhood policing so that all neighbourhood officers and police community support officers are aligned to one of the five shifts. Officers responsible for local investigation and problem-solving are working more evenings and weekends when demand is at its greatest.</p> <p>Diversionary activity continues under the Great Expectations programme and the Aston Project. The Force will now be running Great Expectations programmes in Pupil Referral Units, as this has proved more effective than the community based programmes. This initiative will be developed in partnership with Youth Support Teams, InfoBuzz, Gloucestershire Healthy Living and Learning. This will enable the programme to achieve Countywide coverage, targeting the intervention at the young people who will benefit from it the most. There are now three active full-time mentors. Two are serving prisoners from HMP Leyhill, and one is a recently recruited community volunteer.</p> <p>The geographic coverage of the Aston Project has now been extended to incorporate both Cheltenham and Gloucester. The recruitment of community volunteers to support existing activities and enable further coverage will commence by the end of September and this should allow extension of the initiative to Newent and Bishops Cleeve.</p> <p>Findings from the mystery shopper visits and contacts have for the first time been developed into individual reports for each part of the Force. This has allowed feedback to specific members of staff on how they have been perceived by the ‘shoppers’ so that we can improve our service in the future.</p>
<p>5</p>	<p>To improve how we receive information from the public and deliver our corporate websites</p> <p>We have continued to develop our community engagement and communications work. The review of the Communications and Engagement service is now in its final stages of</p>



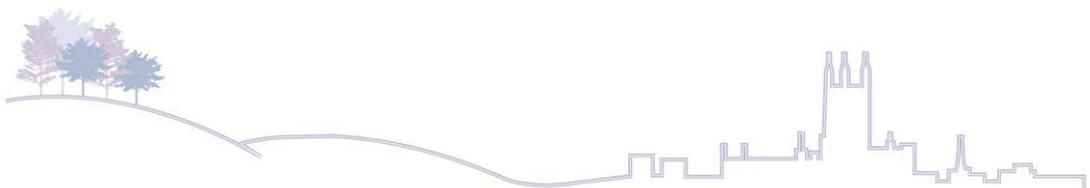
implementation and this is leading to a far more proactive community engagement and communications approach. This has included:

- Scoping for Office of the Police and Crime Commissioner's website to improve the Commissioner's accessibility and accountability has been completed and work is now underway to deliver phase one of two phases. We aim to deliver phase one by the end of September, with phase two due for completion a few weeks later, potentially by the end of October. This will provide a much more effective website, which gives people a variety of accurate information, particularly when we undertake budget consultation in a few weeks' time.

Plans for phase two of three phases of the Force's website have been delayed as a result of other commitments within ICT, specifically work around national changes to the network used for the criminal justice agencies, known as the Public Services Network and mobile front line working. Work to scope phase two in terms of content and usability is continuing within Communications and Engagement so that as soon as ICT is ready to move forward, most work will have been done. We have sent all requirements for phase two to ICT and are now waiting for a date from ICT for completion for phase two and we will be tracking this through the Corporate Websites and Intranet Project Board and the Strategic Change Board.

The websites will be an important part of our channel management and Communication and Engagement strategies (see later details). We continue to use the Force's website as a platform for engagement through web chats, most recently enabling Superintendent Richard Cooper to chat to local people about the Operating Model.

- Continuing to work with police areas and departments to help them create engaging and effective social media (such as Twitter) and other channels with local communities. We are also developing a more sustainable and resilient approach to our social and digital media work by developing a clear policy, ongoing help and support for this work. We expect to take a paper to get this policy and framework approved through the Force's and Office of the Police and Crime Commissioner's governance channels before the end of the calendar year.
- Refreshing our media policy to ensure it is in line with national guidance and the needs of local communities. We are waiting for the College of Policing to agree national guidance and for it to become Authorised Professional Practice before we take this into account for our own policy and it is taken through the Force's and Office of the Police and Crime Commissioner's governance channels. Our regular quarterly meetings with Editors, hosted by the Chief Constable and the Police and Crime Commissioner, enable us to discuss our work in an open and helpful way so that issues can be explained to the public and also provide us with the opportunity of seeking feedback on our approach.
- Continuing to develop the role of the Neighbourhood Engagement Vehicle and mobile police stations so that they engage with communities across Gloucestershire. Approval for a second Police Community Support Officer (Simon King) to be part of the Communications and Engagement service and to replace the ageing two mobile police stations with one purpose built vehicle was given this month (September). This will allow us to develop our role further to work more closely with local officers and Police Community Support Officers so that we start to understand the needs of local communities more effectively. We will also be meeting with the Superintendents Local Policing and

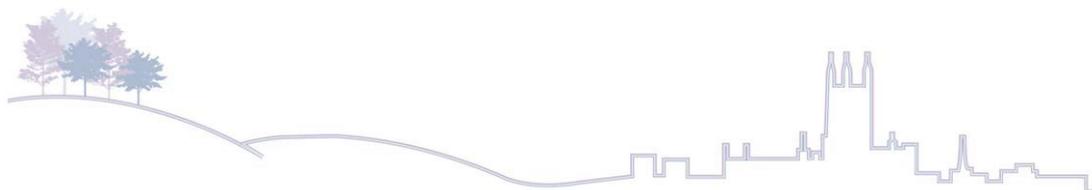


Harm Reduction as well as DCI Intelligence to understand how we can work together to best effect and engage with local people and communities.

- Continuing to look at the Force's definition and approach to e-policing/channel management/accessibility. In an effort to give people a choice in the way they access our information and services and so reduce demand in some busy areas of the Force as people will have a 'self-service' option, the Head of Public Affairs will be developing an approach and then a strategy. The approach will be set out at the October meeting of the Strategic Change Board so that work can be costed, resources (project support) identified and a strategy developed and implemented.

As part of this work, the Head of Public Affairs and members of her team are visiting police buildings across the County to see what messages we are directly or indirectly giving to the public/visitors to the buildings and if they are not open to the public, what sort of information we provide to them in terms of how else they might contact us or access our services (or those of other organisations). This will help inform our approach to channel management and enabling people to have a choice in the way they contact us, such as face to face, online, by phone etc.

- We will be undertaking budget consultation with people in Gloucestershire in the next few weeks. Providing clear information on which people can make informed decisions will be important, but difficult given the unknown national financial situation and the proposed changes to the national funding formula. However, we will be out across the County using the Neighbourhood Engagement Vehicle and the replacement for the mobile police stations to engage with local people, to give them as much helpful information as possible and to seek their views. We will also be consulting the voluntary sector and the business community. This information will be used to help inform decisions around our policing service and our budgeting, including the council tax precept.
- We will be holding an Open Day at Police HQ Waterwells on Saturday 12 September 2015. This will give local people access to a range of information and services of the Force and Office of the Police and Crime Commissioner and contribute to the 'Accessibility and accountability' priority of the Police and Crime Plan.
- We are continuing to hold a range of staff engagement events (Senior Leaders' Forum and Leaders' Days) as well as external events. One of the external events is a Police and Crime Commissioner hosted evening for town and parish councils on 9 September during which staff from Local Policing will get the chance to explain the Operating Model.
- Operation Themis – the Force's policing in response to the badger cull in Gloucestershire – is underway for the third year. Community engagement is a key part of this and staff from Communications and Engagement and Local Policing are working together to ensure we have a proactive and helpful approach for local communities and other interested communities.



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

General Status

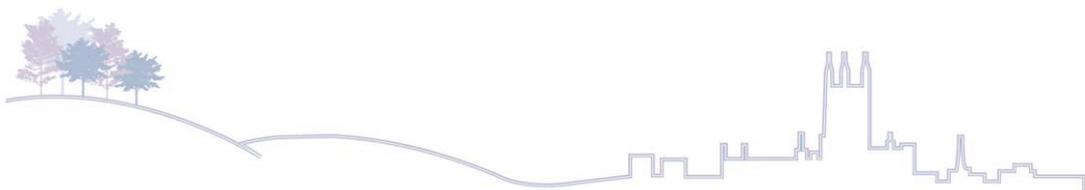
Special Constabulary Establishment (as of 1 September 2015):

Rank Abbreviation	Rank	Active	LOA	Non Operational	Total
SC	Special Constable	84	9	7	100
SC	Special Constable Events Manager	1	0	0	1
T/SSGT	Temporary Special Sergeant	10	0	1	11
T/SI	Temporary Special Inspector	5	0	0	5
SCI	Chief Inspector Special Constabulary	1	0	0	1
CO	Chief Officer	1	0	0	1
		102	9	8	119

Next Intake planned for October 2015 (approx. 15 x Special Constables).

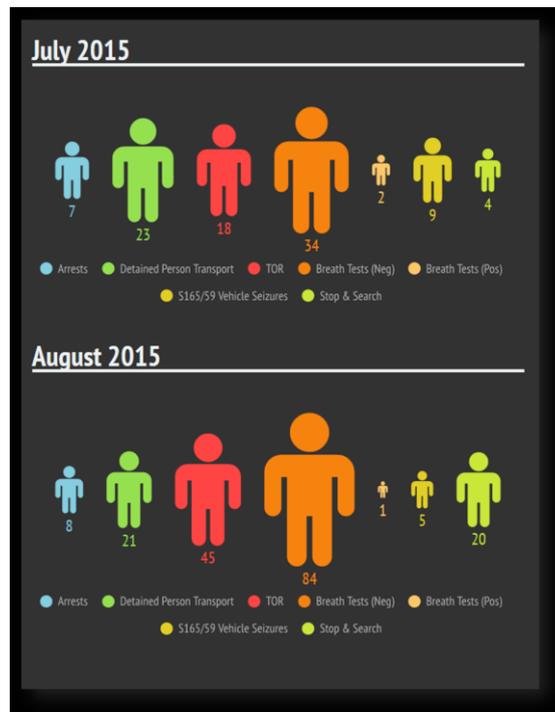
Number of hours for 1 June 2015 – 31 August 2015:

Total Duty Hours	June	July	Aug	TOTAL
	1,896	2,470	2,655	7,021



Key Performance Indicators

Period 1 July 2015 through 31 August 2015

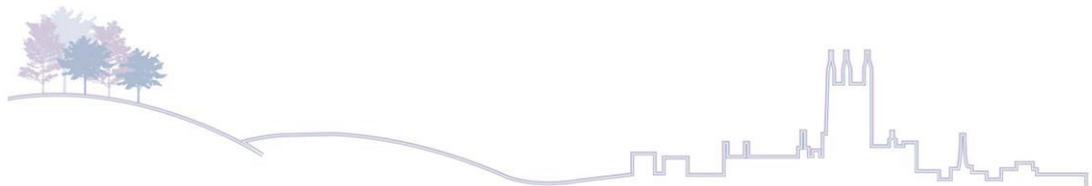


Key: TOR = Traffic Offence Report

The Duty Sheet software is being used to its full potential, the system is already proving to be an excellent resource with a large improvement in monitoring and quality assurance of the valuable Special Constabulary resources.

Highlights and Progress to date

- Gloucestershire Road Safety Educational and Enforcement Team is running extremely well. (See results below for detail.)
- Two Special Constables attached to Protective Services functions.
- Two Special Constables attached to Aston/Solace projects.
- A high number of Special Constables are Police Cadets Leaders.
- Specials with skills outside of the Organisation are assisting with Cybercrime functions, with plans in progress to develop further in this area.
- CCTV van training completed and the vehicle being used on operations.
- Progress with four Special Constables being attached to Tri-Force Operations.
- A high number of events and campaigns supporting the Force have taken place.



Operational results and activities under Police and Crime Commissioner's Priorities

Safe and social Driving

Road Safety Education and Enforcement Team update June to August 2015:

June Drink-Drive Campaign

Operation Caveat at Cirencester on 6 June 2015, which was also the National Specials Weekend, resulted in twenty negative breath tests, five Traffic Offence Reports for speeding and an arrest for a stolen vehicle on false registration plates.

An intelligence-led operation at Frampton/Arlingham resulted in fifty-four motorists stopped, fourteen breathalysed and one positive (reading 95 at the roadside) as well as six other traffic offences detected and a positive drugs search.

Operation Shikar continued throughout June and into July, involving the intelligence-led targeting of identified drink-drivers. It resulted in four of those targeted providing positive breath tests, three considerably over the limit and one refusal.

Licensed premises checks and distribution of campaign literature continued throughout the summer.

School Involvement

At the request of the Road Safety Partnership on 6 June 2016, Special Sgt Brunsdon attended at Gloucester Academy following reports of poor road discipline by pupils on their way home from school, which included an incident of pupils playing 'chicken' with the buses. The talk was aimed at getting the children to understand how dangerous their actions had been. He spoke to two assemblies and showed a video from a bus forward-facing camera, showing one of the 'chicken' incidents.

July Safe Tyres Save Lives Campaign

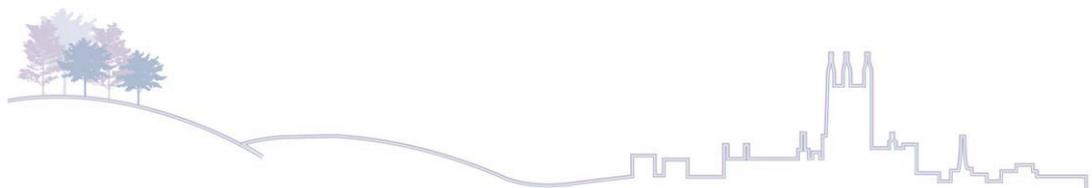
Training for all Specials in evidencing tyre offences was given by members of the Road Safety Team on 4 July 2015 at the Special Constabulary UpSkill Day in preparation for Operation Kicker.

Operation Kicker then took place in Tewkesbury on 11 July 2015. The tyres of every single car parked on the road in the town and on its housing estates were checked and dealt with by either warning notice on the windscreen, Vehicle Defect Report or Traffic Offence Report as appropriate. This coincided with the town's Medieval Festival, which the participating officers also attended and policed.

Special Sgt Brunsdon attended the TyreSafe 'Safe Tyres Save Lives' Campaign briefing at Birmingham, representing the County. Publicity materials and practical assistance from TyreSafe will be included in the County's October 2015 tyre campaign.

Taxi/Private Hire Operation in Gloucester

The Road Safety Team supported Operation Rickshaw (organised by Special Sgt Rich Blythe),



which took place on 18 July 2015 in conjunction with Gloucester City Licensing, involved safety checks of Taxis and Private Hire vehicles plus plain clothes operations dealing with 'plying for hire offences'. This operation had the additional aim of mentoring newer officers and resulted in numerous licensing offences being detected and dealt-with, including all the tyres on one Private Hire Vehicle being below the legal limit and another reported for plying for hire.

August Speed Campaign

Operation Celer was run throughout August and involved encouraging officers trained in the use of the SL700 speed detection equipment to devote one duty period during the month to the campaign, taking with them an officer-in-training for competency sign-off. They concentrated on sites of community concern that had been identified by the Road Safety Partnership.

Approximately 76 hours of duty were performed on seven identified sites around the County (Swindon Lane and Evesham Road at Cheltenham, Poulton, Kempsford, Secunda Way and Estcourt Road in Gloucester and Pamington). This resulted in:

- 35 Traffic Offence Reports for speeding
- 50 warnings for speeding
- 5 Traffic Offence Reports for no insurance (with 3 vehicles seized)
- 2 for having no MOT
- 2 HORT/1
- 3 negative breath tests

Operation Hale took place on Saturday 8 August 2015 from 1000hrs - 1700hrs in Wotton-Under-Edge.

Involving one Constable, four Special Constables, two Police Community Support Officers and supported by Automatic Number Plate Recognition equipment, speed checks took place, which resulted in:

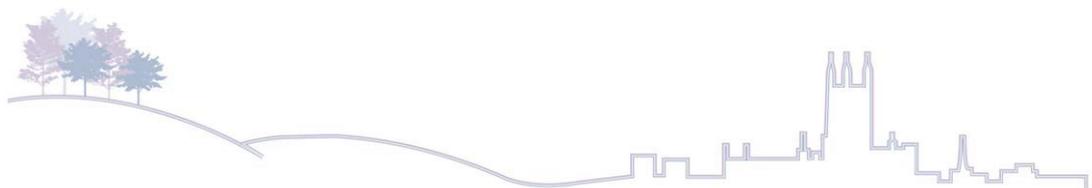
- 2 x Vehicles Traffic Offence Reports for no insurance, one vehicle seized
- 2 x Vehicles Traffic Offence Reports for no MOT
- 2 x Traffic Offence Reports for speeding offences in a 30MPH area
- 10 x speeding warnings
- 2 x negative breath tests
- There was good public support for the Automatic Number Plate Recognition Technology and high profile police presence

Drager 5000 Drug Testing Machine

Special Sgt Brunsdon and Special Constable Garrett were trained as trainers in the machine, which is intended to be used at the roadside to support Operation Wheeled Respect and other operations. Training took place in August with twelve Special Constables now qualified to use it.

Safe days and nights for all

Extra Streetsafe patrols have been carried out every weekend in the Stroud/Dursley Area utilising Automatic Number Plate Recognition, this also includes licenced premises checks, foot patrols and assisting Dursley officers at incidents such as providing prisoner transport to the custody facility at Compass House, Quedgeley.



Extra Streetsafe patrols have been carried out every weekend in Cheltenham; again this involved supporting prisoner transport to Compass House.

Accessibility and Accountability

Activity included, promoting the Force at a high number of events, shows and campaigns across the County.

Continuing to invite local councillors and members of the public to support and take part in anti-social behaviour and road safety operations, so they feel part of the community and Force.

Engaging with the Forces' Independent Advisory Group.

Promoting extra policing resources on the streets of Gloucestershire every weekend with some working in excess of eighty hours per month on front line policing.

Young people becoming adults

A high number of Special Constabulary hours are carried out on supporting our Police Cadets, with a number who are Cadet Leaders.

Safer cyber

A small number provide specialist transferable skills support in this area to the Force.

Older but not overlooked

Actively engaging with retired members of the public encouraging them to become Police Support Volunteers, recently one retired Chief Inspector has been recruited and going through the vetting process.

7 Work effectively with all partnerships in the County to deliver more peace and good order

A review of the Partnerships in the County has been commissioned. The main purpose of the governance review is to ensure we and our key partnerships fulfil our purpose and achieve our intended outcomes for the local community while operating in an efficient, effective and ethical manner.

We should have a developed clear vision of our purpose and intended outcomes for the local community.

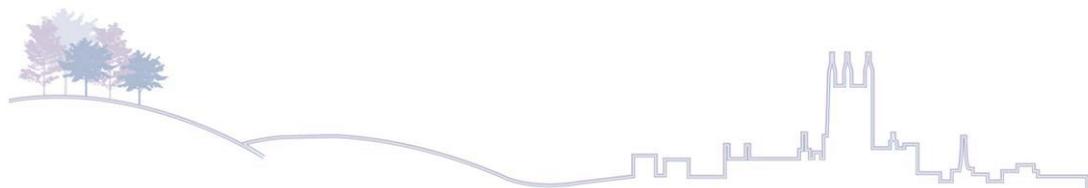
Therefore we need to ensure we:

- Engage with all partners and local communities effectively.
- Create clarity about roles, relationships, accountability arrangements and responsibilities of partners.

At the moment, there are no formal processes that encapsulate all the different partnerships the Force are engaged with.

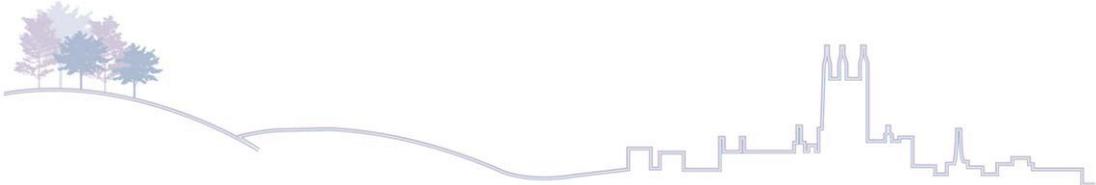
For partnerships that are already in existence we will undertake an exercise to ensure:

- There is a review of any governance arrangements that are in place to manage the

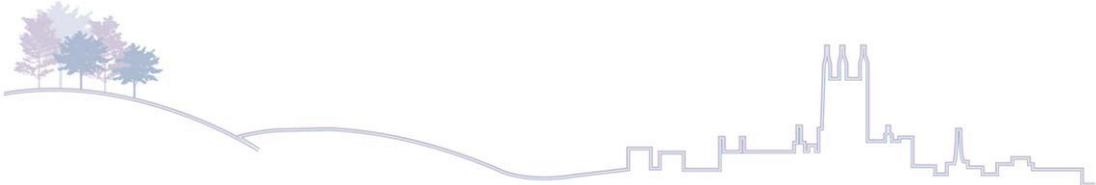


	<p>agreement.</p> <ul style="list-style-type: none"> • Identify whether the partnership is providing good value for money. • There are existing terms of reference, a business plan and communications plan in place. <p>For New Partnerships/Collaboration working managers will need to:</p> <ul style="list-style-type: none"> • Provide evidence to support the partnership/collaboration that will provide good value for money in its delivery. • Ensure a legal agreement, service level agreement or contract is put in place. • A clear set of roles and responsibilities is defined. • Ensure a partnership plan and or communications strategy is in place. <p>The review will continue over the forthcoming quarters.</p>
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<p>8</p>	<p>Standards - Embed our Values and Principles to promote the Code of Ethics holding staff to account to deliver a professional service against which we will be accountable</p> <p>The Code of Ethics continues to be at the heart of our work across the Constabulary, with recent feedback from Her Majesty’s Inspectorate of Constabulary at the conclusion of their effectiveness inspection being that:</p> <p><i>“Throughout the fieldwork stage of the inspection, Her Majesty’s Inspectorate of Constabulary established that the National Decision Making Model and Code of Ethics are clearly understood and applied by officers throughout the Force. Its use and application are embedded into normal working practices”.</i></p> <p>Other activities include:</p> <ul style="list-style-type: none"> • It was a corporate objective in the Force’s staff review system for 2014/15 and continues to be included for 2015/16. • It is mentioned specifically in the corporate template for reports submitted to the Strategic Leadership Board, Strategic Change Board and the Police and Crime Commissioner’s Governance Board, so that authors must consider how their proposals or business case contribute to it. • There are corporate posters setting out the Constabulary’s and Office of the Police and Crime Commissioner’s Intent, Values and Principles include a diagram of the National Decision Model with the Code of Ethics at its centre. • With the retirement and deletion of the ACC Organisation post, the Chief Constable now chairs the Code of Ethics group. • Code of Ethics is part of each training course and is specifically covered in induction and supervisors courses delivered by the Staff Development Unit. • Code of Ethics is a key part of the new leadership programme. • Code of Ethics is considered by supervisors when considering complaints from the public. (Conduct matters due to Police Regulations are only considered against the Professional Standards of Behaviour and not the Code of Ethics.) • The Professional Standards Department and Information Assurance Management Team have discussed how to ensure the Code of Ethics is practiced/delivered by their own behaviour.
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	<ul style="list-style-type: none"> The Head of Professional Standards has conducted visibility visits and has discussed ethical issues with staff at briefings e.g. What gift(s) or hospitality are acceptable.
<p>9</p>	<p>To deliver the response to the Victim Support Scheme commissioned by the Office of the Police and Crime Commissioner and to enhance victim satisfaction</p> <p>Enhancing victim satisfaction is one outcome of the ‘Serving the Public’ portfolio of work, which is taking place across all business areas of the Force.</p> <p>A part of the work has included a discovery phase which includes:</p> <ul style="list-style-type: none"> Learning lessons from other forces Identifying ‘good practice’ within the Constabulary Identifying issues that prevent staff providing a service that enhances the service experienced by the public An understanding of what the public expect regarding service delivery from the Constabulary <p>The Serving the Public portfolio currently encompasses twenty-three workstreams across four activity areas, these being Service User, People, Systems/Processes and Performance Management.</p> <p>The following has started and continues to take place in relation to the portfolio:</p> <ul style="list-style-type: none"> A Communication and Engagement campaign to raise the profile of ‘Serving the Public’ and the work associated to it. This relates to both internal communication and wider communication and engagement with the Public of Gloucestershire. Focus groups with staff are taking place in late September to early October to inform the campaign. A training programme and associated plan is being developed to address and improve service delivery. It will provide an approach that utilises a variety of modules to include; improving service, communication skills, empathy and victim related topics. Process enhancements looking at the victim focus have included process discovery/mapping work to identify solutions to processes, which can be developed to focus on enhanced service delivery. Further work will take place during to identify solutions and embed new processes relating to victim updates. A review and development of the approach to the Local Policing Survey has taken place to measure the impact on the public of the recent changes within the Force seen under the New Operating Model implementation. The revisions enable measurement of empathy, visibility of police, effectiveness and intelligence gathering, to further inform the work relating to ‘Serving the Public’ portfolio. The commissioning process has begun to introduce ‘Rant and Rave’, a performance management tool, to provide ‘fast time’ feedback on service delivery to the Constabulary. This will be developed during the forthcoming quarters.



Accessibility and accountability – planned activities in next quarter

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

Future additional work will include:

- Work ongoing to maintain and continually improve performance and delivery of the Improving Accessibility Project
- Upgrade of J:agent which will enable us to better monitor performance real time
- Review of demand with the introduction of mobile working and the new Operating Model
- Working with the Head of Public Affairs on the Channel strategy to ensure we offer the best accessibility and service to the public
- New grading policy which will be consulted upon through our new community group and based on the demand analysis undertaken following the implementation of mobile working and the Operating Model
- Review of code100 process as we know this impact on satisfaction in relation to vehicle crime

We will work to identify the most vulnerable in our communities and ensure they receive the best possible service

In quarter three a theatre company will be delivering a very impactful message on the hidden risks associated with domestic abuse. This will be open to all police officers and staff with some spaces for partner agencies. This is aimed at officer understanding and empathy when dealing with these difficult cases.

Child Abuse Image Database – this is to be completed in quarter three which, as a result will link the Force to a national library of abuse images to assist with assessing risk, prioritising activity and prosecuting offenders.

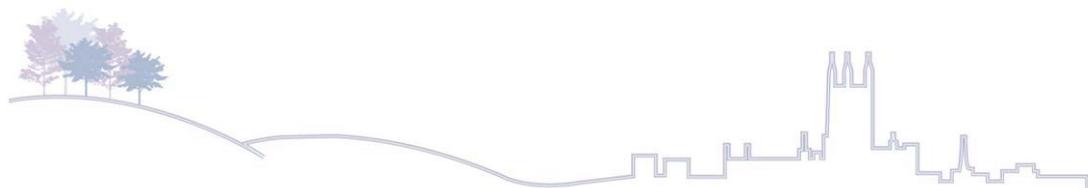
The Force is in the final stage of negotiations concerning a triage arrangement to co-locate staff from the 2gether Trust Mental Health Crisis Team within the Force Control Room. This arrangement will allow for a more discreet intervention and appropriate outcomes for those people that come to attention and who are suffering from mental health issues.

To tackle threats to communities from serious and organised crime, terrorism and sexual exploitation

During this quarter we will commence a Home Office trial with the Lucy Faithful Foundation in relation to on-line child abuse. We are one of three forces who will work with the Foundation to look at diversion tactics in parallel with a criminal justice outcome.

To improve how we receive information from the public and deliver our corporate websites

We will be undertaking budget consultation with people in Gloucestershire in the next few weeks. Providing clear information on which people can make informed decisions will be important, but difficult given the unknown national financial situation and the proposed changes to the national funding



formula. However, we will be out across the County using the Neighbourhood Engagement Vehicle and the replacement for the mobile police stations to engage with local people, to give them as much helpful information as possible and to seek their views. We will also be consulting the voluntary sector and the business community. This information will be used to help inform decisions around our policing service and our budgeting, including the council tax precept.

We will be holding an Open Day at Police HQ Waterwells on Saturday 12 September 2015. This will give local people access to a range of information and services of the Force and the Office of the Police and Crime Commissioner and contribute to the 'Accessibility and accountability' Priority of the Police and Crime Plan.

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

2015/16 Planning and Progress

Forthcoming Road Safety Campaigns for 2015, which the Special Constabulary will be assisting with:

- **September**
 - (31/08-06/09) **Motorcycles**
 - (07-30/09) **Seat Belts & Mobile Phone Use**
 - (04-10/09) **Safe Tyres Save Lives**
 - (04-10/09) **Get Ready For Winter** (using bicycles without lights)
- **November**
 - (21-27/11) **Don't Phone Whilst Driving**
- **December**
 - (01/12 - 01/01/16) **Christmas Drink Drive**

Expand on the QuaySafe Operation every payday weekend and in the lead up to Christmas.

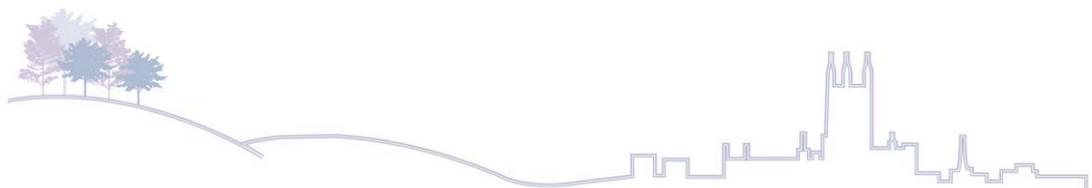
Support the Force with Op Themis and any other baseline shortfalls, including Burglary and Road Safety Operations.

Support the Force Open Day with as many volunteers on Saturday 12 September 2015.

Support the Gloucestershire Fire Station Open Days over the next few months.

To deliver the response to the Victim Support Scheme commissioned by the Office of the Police and Crime Commissioner and to enhance victim satisfaction

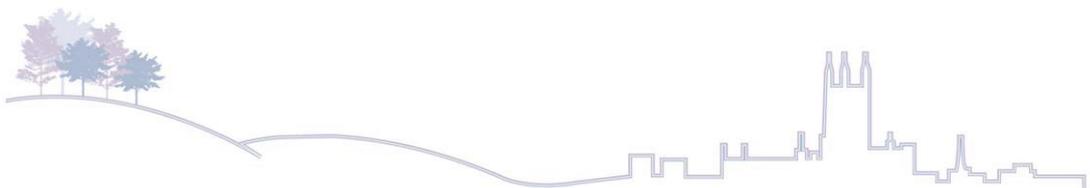
The commissioning process has begun to introduce 'Rant and Rave', a performance management tool, to provide 'fast time' feedback on service delivery to the Constabulary. This will be developed during the forthcoming quarters.



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

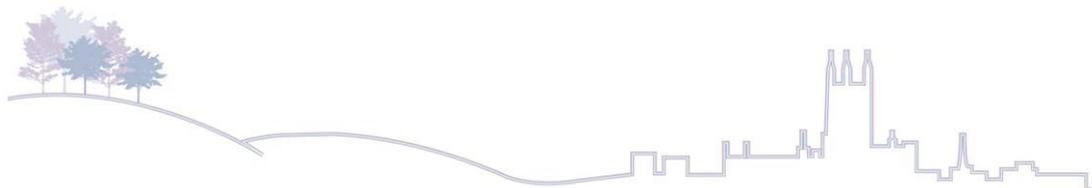
- 1 Phil Sullivan the Priority Lead for 'Older but not overlooked', has continued to keep in touch with organisations which have been allocated funding under this priority. The first to mention is the Red Cross initiative of Every Day First Aid. Having met with the team, Phil Sullivan is actively encouraging agencies to avail themselves of the course, as it is particularly useful for older people. These have included:
 1. As a result of the Chief Executive of Action On Elder Abuse UK contacting the Office of the Police and Crime Commissioner, Phil Sullivan met with Carly Snead who briefed him on the desire of this organisation to become more widely available to people in the Gloucestershire area. As a consequence, Phil Sullivan has distributed the contact details of the organisation to agencies within Gloucestershire, particularly Gloucestershire Older Persons' Association and Age UK Gloucestershire.
 2. To ensure that Phil Sullivan had a full understanding of the concept of "Mens Sheds" and the work being carried out in the Quedgley area, Phil Sullivan met with John Gow, Community Builder for the Kingsway. Phil Sullivan also attended a National Event on Mens Sheds held at Gloucester City Council.
 3. In order to keep in touch with initiatives for older people in the County Phil Sullivan attended Community Hub Management meetings. The last attended was at Beach Grove Cirencester where Phil Sullivan took the opportunity to raise awareness of the work of the Police and Crime Commissioner and shared the Crime Prevention Booklet produced by Age UK Gloucestershire.
 4. A meeting with Louise White and Gary Handley from the Gloucestershire Road Safety Team with a view to help development of the delivery of initiatives on road safety to older people.
 5. Phil Sullivan assisted GL11 Project on their public event celebrating developments in their work.
 6. A meeting with the new Chief Officer for Age UK Gloucestershire, Rob Fountain, where a useful exchange of ideas and initiatives were discussed with a view to further development.
 7. Phil Sullivan attended an event for older people in the North Cotswolds part funded by the Office of Police and Crime Commissioner. The funds were well used with a large number of isolated and older people enjoying a garden visit and cream tea.
 8. Phil Sullivan met with Michael Cook, the new Senior Victim Services Manager for Victim Support Gloucestershire where he was able to share with him opportunities for support and useful contacts for him.



9. Phil Sullivan attended the Treasure Seekers End of Term Event at Waterwells, where over 400 vulnerable people took part.
10. A meeting with and gave advice and support to Mr and Mrs Matt Jones, who have founded the Forest Upcycling Project. This is a very worthwhile project with very enthusiastic and committed leaders in the Jones Family. They have invested their own money in this project, which helps disadvantaged people to find employment. Clients include recovering/in recovery addicts and people with learning difficulties.
11. A meeting with David Grant and Jill Kearsley to further the concept of district level meeting of all service providers for older or vulnerable people in order to examine the sharing of best practice and improve networking across the County at the point of delivery.
12. Attended a further meeting with Jez Spencer of Fair Shares to examine further development of the scheme Countywide.
13. Attended a meeting at the Redwell Centre Matson at the request of Vanessa Worell, the manager, to help the Management Committee to further develop their structure and working practice setting goals, developing strap lines and a mission statement.
14. Attended a meeting with Robin Agaskar of GAY Glos ref a new grant and Hate Crime.
15. Attended a meeting with Gloucestershire Deaf Association and discussed the development of the project funded by the Office of the Police and Crime Commissioner on crime reporting and prevention for their client group.

Older but not overlooked – planned activities in next quarter

- Support to Red Cross. Following a meeting, Phil Sullivan was able to provide contact details for service providers who would benefit from the Police and Crime Commissioner's funded everyday first aid courses.
- Continue to raise awareness of the National Action on Elder Abuse Help Line 080 8808 8141
- Continue to raise awareness of the benefits of the use of Men's Sheds for all ages, to reduce isolation particularly for older men
- Continue to attend Community Hub Meetings Countywide to learn and share best practice
- Continue to support the Gloucestershire Road Safety Initiative for older drivers
- Continue to support GL11 Project in its development of services for 'Older but not overlooked'
- Examine further opportunities to work with Age UK Gloucestershire
- Continue to work alongside Friends of Cotswolds as and when required
- Continue to support the New Chief Officer of Victim Support Gloucestershire to gain further volunteers
- Follow the development of Older People Services at Treasure Seekers at Westgate Street and offer any help possible
- Continue to support the Forest UpCycling Project in its development
- Continue to work with Gloucestershire Older Persons' Association on the district meeting best practice events



- Continue to promote the concept of Fair Shares and Time Banking to voluntary organisations
- Offer further help and support for the Redwell Centre and its Committee
- Continue to work with GAY Glos and the County Hate Crime Group on developing 3rd Party reporting centres
- Continue to work with Reg Cobb on behalf of the Deaf Association's project as described above

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 deliver sensitive, relevant and effective policing ensuring our young people become law-abiding productive members of society

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

See attached report entitled 'The police and young people engagement forum.'



The police and young people engagement f

2 Promotional campaigns to get key safety and risk management messages through to young people including internet safety, sexting, drug and alcohol use and driving safely

See attached report entitled 'Community Projects.'



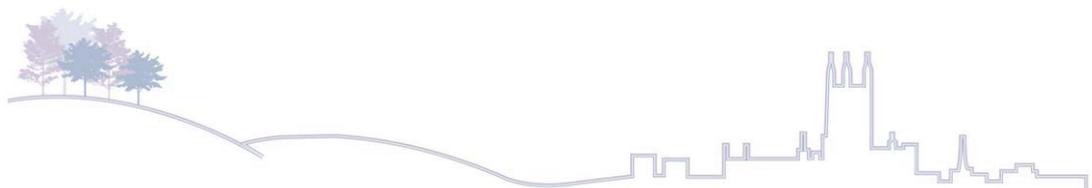
Community Projects.doc

3 Development of our understanding and work with young people engaged or at risk of becoming involved in gang crime, building on the work undertaken by Avenger Taskforce

Measures/Evaluations

The Aston Project and Great Expectations have now joined together, using a single referral process, with the collective aim of reducing the involvement of young people in crime and anti-social behaviour.

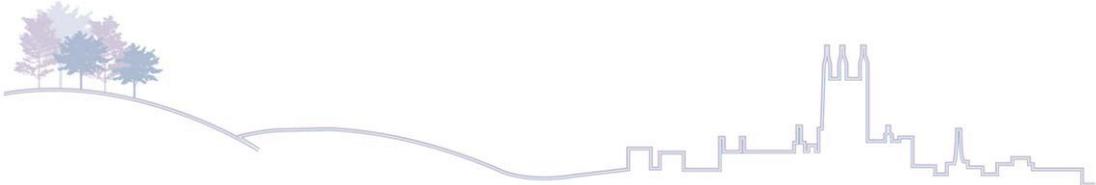
The intention is to spread the geographical coverage of both projects throughout Gloucestershire through the use of community volunteers.



4	<p>To review how young people are policed, including use of out of court disposals and the effectiveness of restorative justice practice</p> <p>Report into the number of Children in Care in the Criminal Justice System has been produced and a sub group of the Youth Justice Board has been established to take forward this work. We expect this group to report in the New Year on an implementation strategy.</p>
5	<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>The Public Protection Bureau, Youth Support Team and Social Care have been subject to a peer review on our Child Sexual Exploitation and Missing Young People practice. The report identifies some good practice and has made a number of recommendations that will be taken forward by the Gloucestershire Safeguarding Children Board sub group. We are looking to hold a conference in the New Year to highlight the issues of young people going missing.</p>
6	<p>To develop a new approach to working with young people who are prolific offenders to reduce reoffending rates and the number of young people becoming adult offenders</p> <p>A working group of the Youth Justice Board has been established to look at reoffending. We are working with the National Youth Justice Board to implement a live tracking system to help us better identify trends in behaviour and intervene early.</p>
7	<p>Youth Offending Information</p> <p>Reoffending Data - Gloucestershire rate is 32.8% lower than the South West (33.18%) and Nationally (37.17%). However, the rate has increased in 2015.</p> <p>Custody - 17 young people received custodial sentences in 2014/5. This is lower than the National figure (0.43), but higher than South West (0.21) Gloucestershire (0.31).</p> <p>First Time Entrants continues to fall. Gloucestershire (319) lower than the SouthWest (415) and lower than National rate (402).</p> <p>83% of young offenders were male 70% of young offenders are aged 15 to 17. However, it is concerning to see 11 young people aged 12 and under in the criminal justice system as this group are more likely to remain within the criminal justice system.</p>

Young people becoming adults – planned activities in next quarter

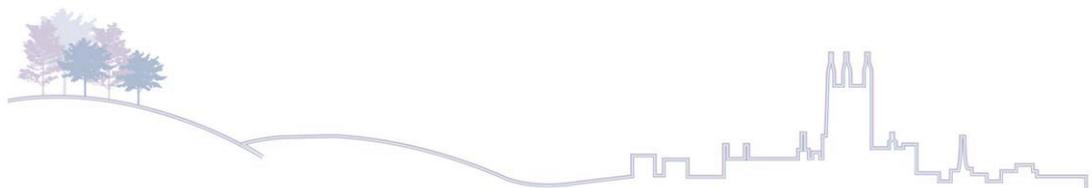
- Review of Out of Court Work
- Work on action plan to improve work around Missing Young People
- Action plan to reduce the number of Children in Care in the Criminal Justice System



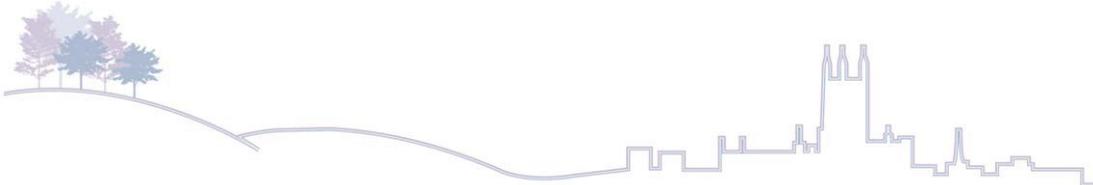
Safe days and nights for all

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

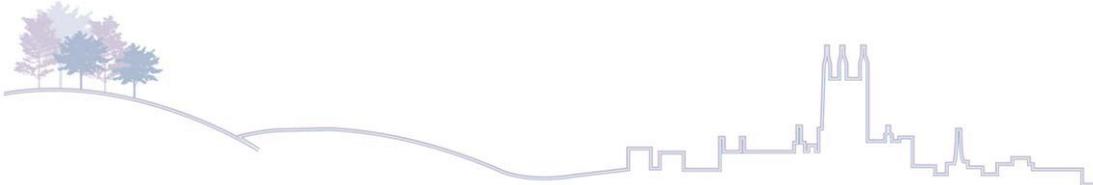
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| 1 | <p>Specific planning, liaison and co-ordination has taken place regarding a series of high profile events over the summer months. In each case police and local authority partners have worked with the organisers to ensure safety at many summertime community events and festivals, such as:</p> <ul style="list-style-type: none">• Gloucester Carnival• Stroud Fringe Festival• Coleford Music Festival• Sportbeat (Plock Court) Gloucester• Witcombe Cider Festival• Newent Onion Fayre |
| 2 | <p>There is continued multi-agency public safety work taking place between the Constabulary, Gloucester City Council and the organisers of the Rugby World Cup taking, which is being part hosted at the Kingsholm Stadium in Gloucester. The response also incorporates the need to safely accommodate the Fanzone area, expected to hold up to 3,000 people, located in the Gloucester Quays.</p> |
| 3 | <p>In the Forest of Dean the following initiatives have been progressed:</p> <p>CCTV - has now been installed across the Forest of Dean and requests from rural areas have already been received. West Dean Parish Council, Newnham and Mitcheldean have requested from Coleford. It was also used during the Music Festival in Coleford. Others are in progress. This has been supported by the Police and Crime Commissioner.</p> <p>Friday Night Project – continues to develop. The Project has developed the job specification for the co-ordinator post. This has been supported by the Police and Crime Commissioner.</p> <p>Junior Wardens – Forest of Dean District Council Street Wardens and Housing Associations . This project is now underway to recruit young people to act as local wardens in the Estates. This has been supported by the Police and Crime Commissioner.</p> <p>Road Safety Liaison Group – this has been re-established after some years of absence from the Forest of Dean. Members meet to discuss road safety issues and a plan is being developed. This has been supported by the Police and Crime Commissioner.</p> <p>Respect Zone – Lydney. Street Wardens and Police have identified an area of a car park in Lydney where young people and young drivers can hang out. Local residents were complaining about young people in the car park. Residents and young people were consulted and ‘rules of use’ were developed with the young people. They now act as wardens for this area with other groups to ensure that the area is not misused. Progress is being monitored, but complaints from</p> |



	<p>residents has reduced significantly since the zone was created.</p> <p>Forest of Dean District Council Street Wardens - The District Council Street Warden team has been awarded a Gold Footprint for the second year running, as part of the RSPCA's Community Animal Welfare Footprints scheme, in recognition of the high quality standard in which the Council handles stray dogs.</p>
<p>4</p>	<p>In Gloucester the Community Safety Team have continued to roll out the Prevent training throughout the City Council staff and are also working with Cheltenham to deliver training to Registered Housing Providers in October.</p> <p>The Police and Community Project with Y6 pupils in Barton and Tredworth completed in July and the winning class went on a day trip to Dick Whittington's Farm Park. This Project builds mutual respect between the children and members of the Barton and Tredworth police team, Ward Councillors and other local people in authority – youth clubs, churches, mosques, post office and City Farm. Barton and Tredworth is a multi-cultural area and although the children work as individuals, getting to know the authority figures, success depends on all members of the class to pull their weight in assisting.</p> <p>In August, Safer Gloucester worked with the community to host the Barton and Tredworth Cultural Fayre in St James' Park. This has become an annual event, which was attended by ten different cultures who provided food from their respective countries and some also provided cultural entertainment. Once again this was a great success, which was appreciated by local residents from the different cultures. Fortunately the weather was good to enable people to linger and chat to each other and to the various stall holders, thus encouraging greater community cohesion, which will benefit the area for the future.</p> <p>Best Bar None was launched in March in Gloucester and ten officers from the City Council and Police were trained in BIIAB Level 2 Award in Assessment of Licensed Premises (Social Responsibility) in order to complete the assessments. Eighteen pubs and clubs initially entered the scheme, but three withdrew due to time pressures. The assessment team (working in pairs) worked hard throughout the summer to complete the assessments by 21 August 2015 and then the assessments were anonymised and presented to the Adjudication Panel on 27 August 2015. On 8 September 2015 a Black Tie Awards Ceremony Dinner was held to present the awards to fifteen accredited premises and the winners of the categories and overall winners. The Project initiated some competition throughout the assessment period and awards night and keenness with some premises to rise to the challenge again next year. The awards were presented in time for the venues to put up their plaques and stickers to advertise their accreditation in time for the Rugby World Cup visitors to the city. As part of the Best Bar None Project, thirty-six people attended the Project Argus Terrorist Attack Simulation training at the end of June including some members of the police and council licensing teams and licensees from pubs and clubs across the City.</p> <p>The NightSafe Group continues to meet to work together in partnership to improve the safety in the City centre for the night time economy. CitySafe plays a large part in this with 118 members of the scheme and 64 currently banned offenders.</p> <p>As part of this group it was agreed to close Eastgate Street on the night of 16 September 2015 – the Hartpury Freshers' Fayre as is done on Friday and Saturday nights. As this was a last minute decision, the road was closed under a temporary events notice from the City Council and as there</p>



	<p>were no police available to lift and drop the bollards to close the road, volunteers from the nightclubs in the street did this. The night was very successful – a real ABCD work in action - http://www.gloucestercitizen.co.uk/Gloucester-freshers-event-best-Eastgate-Street/story-27818702-detail/story.html</p> <p>The City Council has been replacing the CCTV system in the city centre throughout the summer and has also installed Wi-Fi in the four gate streets.</p>
<p>5</p>	<p>Cheltenham Partnership have organised Safeguarding Awareness Weeks – http://www.cheltenham.gov.uk/news/article/1621/keep_safe_is_the_message_from_safeguarding_awareness_fortnight 21 September to 2 October 2015</p> <p>They had an number of activities going on during the fortnight, developed a safeguarding leaflet that covered a range of topics and was launched on 21 September 2015 from the Police and Crime Commissioner’s Engagement Vehicle in Cheltenham Town Centre. They also handed them out at Freshers’ Fayre and through local partner agencies including schools.</p> <p>In addition, they hosted on 28 September 2015 a Safeguarding Seminar for people in positions of authority within the Town such as designated safeguarding officers, Councillors, school governors, Head Teachers and trustees of charities. Local experts from the Police, Local charities and specialist services talked and answered questions about current safeguarding issues including, sexual violence, domestic abuse, forced marriage, honour based violence, work of the safeguarding boards and child sexual exploitation.</p> <p>Finally there were some bitesize seminars about important safeguarding topics for frontline workers as follows:</p> <p>21 September 2015,10am - Sexual Violence</p> <p>28 September 2015, 2pm - Cyber Crime</p> <p>30 September 2015, 11am - Child Sexual Exploitation</p> <p>And planned for next quarter:</p> <p>2 October 2015 - Safeguarding Adults at Risk</p> <p>2 October 2015 - Domestic Abuse</p> <p>The partnership will be circulating short film clips that highlight key issues via social media.</p>
<p>6</p>	<p>Cheltenham Partnership organised an Alcohol Summit which was held on 9 September 2015.</p> <p>Statistics suggest that Cheltenham has a bigger problem with alcohol related issues than similar places in the UK. The Alcohol Summit and a recent alcohol survey are methods that Cheltenham Partnership is using to dig below the statistical data to expand the intelligence using the knowledge and experience of those working with people affected by alcohol issues.</p>



The Alcohol Summit was used to collectively identify the priority issues; look at solutions that currently work and suggest where there are gaps in current provision. This information will be used by Cheltenham Partnership to inform future action; feed into the re-commissioning of alcohol/drug services and will also be used as a foundation for a more in depth study carried out by a post-graduate research student.

In the run up to the summit the Partnership conducted an alcohol survey that targeted front line practitioners and reflected their own personal experience and knowledge of alcohol issues as they relate to their client group. It was also about the perceptions of front line practitioners. The survey received 97 responses from across sectors including GPs police, housing, schools, charities and local authority workers.

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

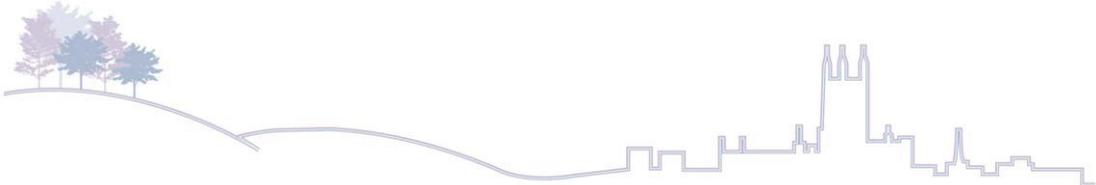
- Safer Gloucester is supporting the work of Sado Jirde in preparation for Hate Crime Awareness Week, week commencing 12 October 2015.
- In mid October the Cheltenham Partnership will be meeting with University colleagues who have been pulling together results from the Alcohol survey and the summit to discuss how the information will be published and next steps.

Safe and social driving

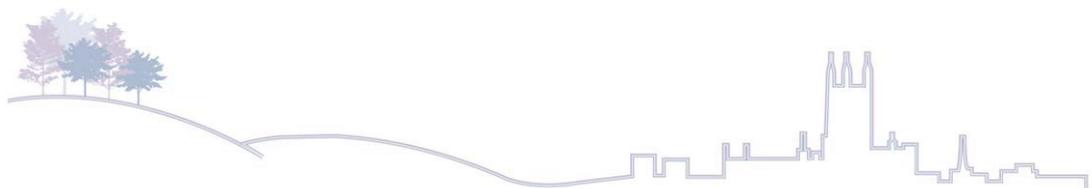
People should be able move around our communities in safety and with as much ease and convenience as possible. The police will enforce the law when necessary, but we will all work to reduce offending and antisocial driving

1 Drive iQ is LIVE!
 60% of schools and colleges across Gloucestershire have signed up to delivering www.driveiqglos.co.uk as part of their extra curriculum or as a mandatory requirement through to policy updates i.e. a pre-requisite to gaining a parking permit. The programme is now live and operating successfully. Chipping Campden, Farmor's in Fairford, Cirencester College and Gloscol campuses had students signed up and completing in their first week of the academic year. At Westonbirt School, the whole of year 13 have completed the programme already!
 Gloucestershire Fire and Rescue project leads are currently working in partnership with safeguarding officers and heads of sixth form to advise and support students and staff already engaged in Drive iQ. Their role is also to work with schools who lack awareness of the programme, its benefits and the ways it can be utilised. Fire and Rescue personnel are continuing to arrange appointments at these schools and colleges to "get them on board". They are determined to work towards full commitment from the County's post 16 education deliverers with the ultimate aim of safeguarding the futures of young drivers and their passengers.

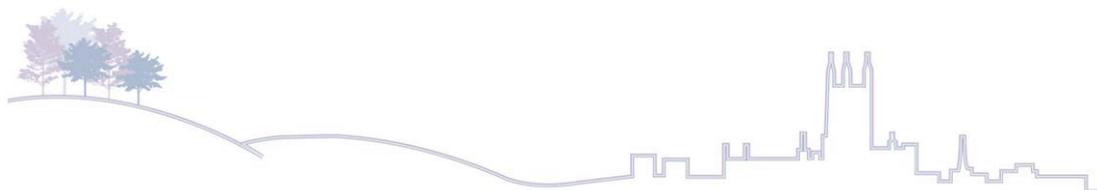
2 Drive For Life - 4 weeks to go!
 Preparations are under way for another Drive For Life event at Gloucestershire College, Forest of Dean Campus on 20 October 2015. The college have deemed the event so important for the safety of their students, that they have abandoned all level 1, 2 and 3 timetabling for the day in order for the students to engage in a Safe and Social Driving curriculum. Lectures will be



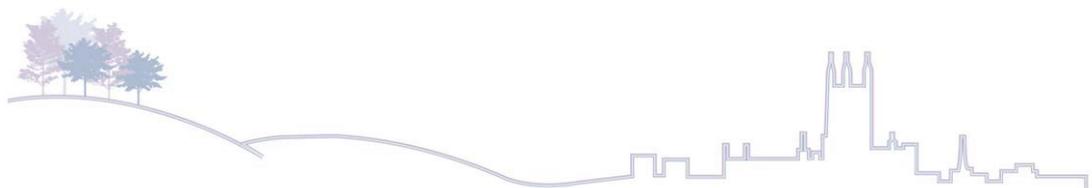
	<p>delivered by Gloucestershire Constabulary, Fire and Rescue and the Road Safety Partnership. Exhibitors will also be attending from each of these services plus the Great Western Air Ambulance Charity and private and voluntary organisations. This is the third Drive For Life event in a year and we plan to deliver more.</p>
3	<p>The Safe and Social Driving Priority welcomes Gloucestershire University Student Grace Boughton, an MSc student from Gloucestershire University, will be assisting the Road Safety Partnership in managing and co-ordinating the current successful safe and social driving projects. This support (one day a week) enables the co-ordinator and other key staff to deliver further objectives on the 'Safe and social driving delivery plan.' This placement will be invaluable to the continued success of 'Wrecked' and Drive iQ cross county.</p>
4	<p>Lights, Camera, Action... Gloucestershire Road Safety Partnership are working very closely with a private partner, Fire and Rescue and the Constabulary to design and develop the County's very first theatre roadshow. On 15 September 2015 Wiltshire's 'Safe Drive, Stay Alive' team visited Millbrook Academy in Brockworth, Gloucester to present their 10 year successful roadshow to years 12 and 13. It was extremely well received. Students commented on its power and emotional impact. Teachers and safeguarding officers deemed it as a necessity to every sixth former's curriculum and agencies and the Police and Crime Commissioner were impressed with the clear messages delivered to young drivers and their passengers. "Safe Drive, Stay Alive" is a roadshow based around powerful personal testimony designed to make the audience aware of the nature and extent of personal tragedy and suffering a road traffic collision can and does cause. A story of a road traffic collision links the onstage testimonies which come from serving members of all three emergency services; parents of young people who have lost their lives in such a collision and those left disabled by the actions of young drivers. It leaves those attending aware of their personal vulnerability and accountability as new drivers and is designed to impact, in a positive way, upon their attitude towards the concept of driving. The development of the localised film for the roadshow has been made possible through an Office of the Police and Crime Commissioner's funded bid and the commitment of human resourcing from Gloucestershire Fire and Rescue Service.</p>
5	<p>2014 - 2015 academic year end results for the Wrecked Programme Gloucestershire Fire and Rescue, the Road Safety Partnership and the Constabulary certainly have been educating young pre and novice drivers and their passengers on the risk and consequences of anti-drink and drug driving. The 'Wrecked' tour also known as 'The Good, The Bad and The Ugly' has been delivered to 4444 16-26 year olds across the County in the academic year 2014-2015 and more than 80% said it would change their behaviour! Crew manager, Iain Robertson played the part of 'The Ugly' because Gloucestershire Fire and Rescue have to deal with the 'ugly' consequences of a road traffic collision. Sergeant Pete Godwin played the part of 'The Bad' because the Constabulary enforce the law for people who have been 'bad' and risked killing or seriously injuring themselves or somebody else. Safe and Social Driving Co-ordinator, Louise White played the part of 'The Good' because she showed the audience how to calculate a unit of alcohol and demonstrated when the audience would be safe to drive the next day after a 'binge' night out and dispelled myths about drink driving and 'sobering up'. At the close of the academic year Gloucestershire Engineering Training Apprentices visited</p>



	<p>Skillzone for a 'Wrecked' morning. They had the opportunity to engage in the workshop and witness an extrication as a consequence of a collision. 80% of the apprentices rated the workshop positively in terms of its usefulness and 81% rated the extrication as beneficial to their learning. 91% requested the delivery of the programme on an annual basis for their peers (the next year group).</p> <p>The Wrecked workshop is now being booked by post 16 deliverers and youth organisations for 2015-2016. On 17 September 2015 the team spent the whole school day at the Cotswold School in Bourton on the water and had the opportunity to deliver the programme to EVERY new student in year 12, many of which are either learning to drive or are planning to do so this year.</p> <p>“The starting point for all achievement is desire.... the desire is for a safer Gloucestershire.”</p>
<p>6</p>	<p>Update from the Safety Camera Team</p> <p>New protocols have been put in place aimed at managing any enforcement response to speeding in 20mph zones. Any enforcement must occur in a location when a Traffic Regulation Order has been authorised by the Council, the road has been amended to ensure the 20mph area is obvious and local engagement has been completed. This builds upon the aim of 20mph zones being largely self-enforcing, but recognises the need for an enforcement element to compliment alternative measures adopted. The Office of the Police and Crime Commissioner funded portable speed cameras for use on a motorbike, are presently undergoing ICT software approval. One will also be used by the Special Constabulary road safety team to assist in villages and community areas.</p> <p>We are currently researching average speed system opportunities to see if a mobile average speed system can be identified for use as part of our portfolio of speed reduction options. The ideal system is not yet Home Office type approved, but we are investigating further with national average system providers. As a result we have had encouraging conversations with market specialists who hope to trial a potential solution. This is early stage development, but we remain very positive.</p> <p>An example of a recent prosecution: A 19 year old driver was caught speeding at 134 mph along a dual carriage way and subsequently disqualified. He was apologetic, but reminded by the magistrates that any mistake or unexpected action by another driver could have caused a serious accident. This is the second highest speed recorded in Gloucestershire and the driver had only been a full licence holder for 18 months. The impact on his future driving will be significant in terms of insurance costs and in seeking employment where car travel is expected.</p>
<p>7</p>	<p>Social Campaign for Gloucestershire</p> <p>The Office of the Police and Crime Commissioner and the Road Safety Partnership will soon launch the County's first ever social driver campaign. This is centered around "Thanking people for thinking of others" and was presented to the public at the Police Open Day for their views on encouraging drivers to be socially aware in our continued efforts to improve safety. Feedback was very positive and the working group are now looking to finalise the campaign identity. A plan will then be written and the roll out will begin during the Autumn/Winter of 2015.</p>
<p>8</p>	<p>The Police Open Day 12/09 - Safe and Social Driving.....is no accident!</p> <p>The Road Safety Partnership's focus this year was on Safe and Social Driving; aimed at sharing the road with all other road users with care and consideration. Nine areas of activity were provided, ranging from experiencing our newly rolled-out on-line Drive iQ for young drivers to child car seats and the ever popular seat-belt sled. A safety camera van as well as the Office of the Police and Crime Commissioner's funded speed-guns were on display attracting a lot of attention</p>



	<p>and the Fire and Rescue Service performed an extrication which drew in the crowds. There was much excitement from all the children looking out for the golden hedgehogs dotted around the exhibits, which led to clues on the road safety treasure hunt promoting the "Stop, look, listen think" ethos. All in all, it was a very well attended and successful event for the Partnership.</p>
9	<p>Results are in for the Summer anti-drink and drug drive campaign</p> <p>The Police stopped more than 800 drivers across Gloucestershire as part of the summer anti-drink and drug drive campaign, which focussed on the "morning after" drivers. 711 roadside breath tests were conducted, 19 of which were positive. This represents a 97% compliance rate. As part of the campaign, 13 Gloucestershire schools and colleges experienced the "Wrecked Tour" an educational intervention that raises awareness of the consequences of drink/drug driving.</p>
10	<p>Motorcycle Safety</p> <p>This year's Rural Routes Campaign was launched in June and will run until October. The campaign uses large yellow temporary roadside posters with the black silhouette of a motorcyclist. These posters have been located at collision hot-spots on selected rural roads throughout the County. Evaluation of this scheme in previous years, has shown a reduction in casualties following implementation. The intervention is being used along the following five roads which have a history of motorcycle collisions:- B4215 Highleadon to M50 Bridge, B4425 Barnsley to Bibury, A38 Moreton Valance to Newport, A435 Bishops Cleeve to Teddington Hands and finally, the A4136 Longhope to Staunton.</p>
11	<p>Launch of partner portal on the Road Safety Partnership website</p> <p>The Road Safety Partnership website now has a partner portal. This is an online area within the website that has a secure login allowing our partners to access information that they need in order to deliver services and courses on our behalf. Currently, there are documents for those delivering our Drive iQ programme, data for our driver and cycling trainers and more recently, an area for our Special Constabulary colleagues. This is a valuable tool for ensuring that all our partners are kept up to date on road safety issues and there is consistency of message.</p>
12	<p>Passenger Empowerment</p> <p>A thirty minute workshop has been developed ready to be delivered to Forest Students in October. This workshop will act as a pilot to compliment the Road Safety Partnership passenger campaign. This will involve advice, guidance and practical tips on how to 'stand up' to reckless and careless driving. The programme will empower young passengers by increasing their understanding of the issue, raising awareness of the choice they have to address and providing them with opportunities to 'get out' of a dangerous situation (should they ever be in one).</p>
13	<p>Assistance in Parliament for Older Drivers</p> <p>The Road Safety Partnership has been helping an investigation by the Parliamentary and Health Ombudsman into the processes that are in place to support the needs of older drivers. This has resulted in an invitation to attend a round table discussion with the DVLA in London to discuss the points of concern and to work through potential recommendations. In addition to this, a delegate from Aberdeen will be visiting the Road Safety Partnership on the 21, 22 and 23 of September to find out more details about the SAGE (Safer Driving with Age) scheme for its possible introduction to Scotland.</p>



Safe and social driving – planned activities in next quarter

- Roll out of Social Driving campaign
- Drive for Life Glos College Forest of Dean
- Development of the Theatre Roadshow
- Drive for Life at Hartpury College
- Drive iQ progress update
- Road Safety Academy for Passenger Empowerment
- Older road user project progress

Safer Cyber

To ensure Gloucestershire is safer as people, commerce and other organisations increasingly live, trade and work on-line. It underpins personal safety, economic growth and prosperity, in urban and rural environments, by supporting people of all ages, organisations and businesses

The Safer Cyber objective is designed to ensure Gloucestershire is safer as people, commerce and other organisations increasingly live, trade and work on-line. By underpinning personal safety, economic growth and prosperity, in urban and rural environments, by supporting people of all ages, organisations and businesses. A series of activities have been set to co-ordinate this objective:

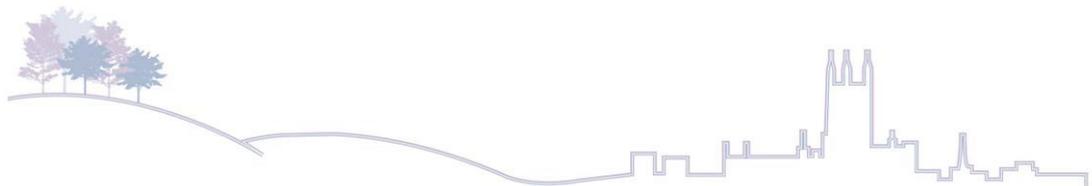
1 Gloucestershire Constabulary will develop better understanding of the threat landscape to ensure a more effective response to cybercrime affecting the County

Regular review of crime data continues at a Force level by the Safer Cyber team, in order to maintain an understanding of the volume and nature of incidents, their financial impacts (where this forms part of the crime report) and the demographics of those most affected by cybercrime in the County. Continual monitoring of this data, along with horizon scanning for new potential cyber threats, will provide suitable data to help inform response activities. It is acknowledged that there is general consensus that cybercrime is underreported so the data is also being used to measure the number of reports as more capabilities come on-stream to facilitate the process in a more convenient way.

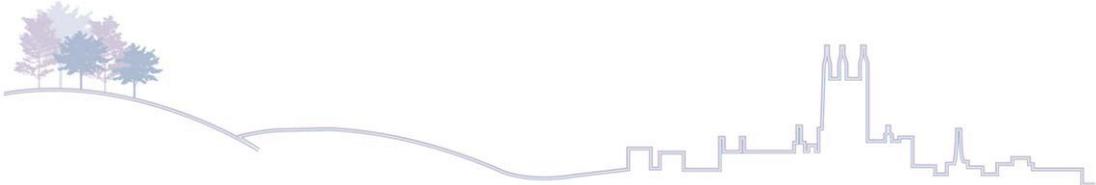
2 Gloucestershire Constabulary will be proactive in steering talented individuals away from cyber criminality

Following a submission to the Office of the Police and Crime Commissioner for a contribution toward funding a diversionary programme within Gloucestershire, a partial award had been made for the requested funds, which will allow the programme to start. The external organisation that had put in for the bid are submitting a revised business case for the award, with the Safer Cyber Co-ordinator continuing to pursue other partners to assist with the delivery and funding of the programme in order to provide opportunity for talented individuals to gain specialist skills within cyber security and seek to provide opportunities for those individuals within local industry.

It is still intended that the programme will make use of a variety of facilities within the County, in



	<p>order that travelling does not limit opportunities for those who may be at greater risk of turning to cybercrime.</p>
<p>3</p>	<p>Gloucestershire Constabulary will deliver relevant crime reduction advice within all communities, with particular focus on vulnerable people and local businesses, which is responsive to current trends</p> <p>Continuing engagement with the business community is regularly taking place on a significant level within the County, not least with a strong presence at the Gloucestershire Business Show in May 2015 and subsequent engagements with participants, in working toward the 2016 Show.</p> <p>Collaborative work continues to be being undertaken with businesses in the County, to create guidance for small business and sole traders to highlight the risks in relation to cybercrime and proactive, cost effective, steps that can be taken to reduce the opportunity for them to fall victim, including:</p> <ul style="list-style-type: none"> • Weekly presence and participation at the Growth Hub, on average a half day per week where operational commitments permit (http://www.thegrowthhub.biz/lets-grow-digital/) • Frequent delivery of awareness and harm reduction advice is being provided to a number of business groups, including but not limited to, the Federation of Small Businesses, Chambers of Commerce and Institute of Directors, within the agendas of their regular member meetings. • A weekly dissemination of pertinent Cyber Alerts and or information awareness, are sent to Businesses, Education, Local Government and other Community contacts. • Recently, speculative engagement with Gloucestershire Association for Voluntary and Community Action has enabled Safer Cyber related message, advice and content to be supplied to over 2,500 groups which Gloucestershire Association for Voluntary and Community Action supports. • In order to address the risks associated with vulnerable persons and cybercrime, a significant focus is currently being given to reduce the risk to young people through a thorough review of support provided to parents and children. Creating a more rigid and consistent structure to the support and advice given, future capability will reflect the best of both national and regional guidance/resources. • Refreshing and consolidating the Child Exploitation and Online Protection Centre inputs delivered within the National Curriculum in Key Stages 1-4. • Ongoing engagement with academia in terms of future research and the provision of harm reduction information to students in higher education. <p>Gloucestershire are assisting with the development of a training package being created by the Southwest Grid for Learning, intended for all frontline Constabulary staff, educating them on the issues and appropriate actions to combat relevant areas of cybercrime such as Child Sexual Exploitation, Online Radicalisation and Online Grooming etc.</p>



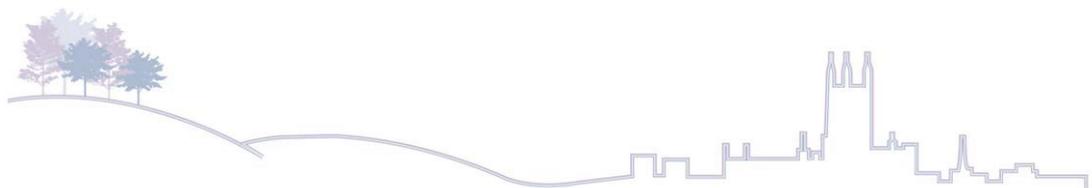
<p>4</p>	<p>Identify those areas where cybercrime would have greatest impact and work with partners, particularly the Local Resilience Forum, to ensure preparedness for and recovery from cyber threats</p> <p>The review continues of the County's more significant areas of risk for high impact cybercrime, which will be compared to the previous findings to assess the rate and extent of change, ensuring that appropriate plans are in place for resilience and that they remain relevant in the continuing realms of technical change.</p> <p>A cyber enabled business continuity exercise has been conducted, with regional counterparts' observation, to review existing procedures and capabilities as well as raise awareness of the potential impacts such an incident may have. The debrief has been completed and a report being compiled, to be shared with partner organisations to raise general awareness.</p> <p>Gloucestershire continues to be a leading force working with the Department for Communities and Local Government on a multi-authority cyber incident exercise in order to ensure that a coherent and effective approach would be taken to minimise risk to all parties within the County, were such a risk to land.</p>
<p>5</p>	<p>Enhanced skill sets will be embedded within the Constabulary at all levels, complemented by specialist capability for the effective investigation of cyber-dependent criminality at a Force and regional level</p> <p>Working with the Regional Organised Protection Centre and regional force cybercrime leads, Gloucestershire is actively involved in developing both knowledge and capabilities within this area to drive more effective investigative and prevent capabilities.</p> <p>New developments at a Force level are moving forward, that compliment regional and national offerings and are working towards a more effective use of cyber orientated intelligence.</p> <p>Sharing resource and experience within the region in such a structured fashion, Gloucestershire is not only improving our own capabilities, but ensuring that skills and facilities complement other forces to ensure better interoperability and flexibility keeping in mind future cost saving requirements.</p>

Safer cyber – planned activities in next quarter

Gloucestershire Constabulary will seek to reduce the impact of cybercrime on victims through the effective use of partner agencies and harm reduction advice

Ongoing work is continuing to take place to upskill Victim Support, who are our partner agency that provides support to victims of crime. This vital training will enhance the service that is being offered to those victims within the County to reduce the opportunity for them to fall victim again. A number of sessions have been delivered for full time and new volunteers, that were well received and a number of more in-depth sessions are being timetabled, for example a 2.5 hour session with key staff in October 2015.

Continuation of the use of radio, social media (@GlosSaferCyber) and cyber surgeries, in order to



provide effective harm reduction advice to residents of Gloucestershire, education aimed at reducing potential victims is still in progress. With support for national campaigns, such as the Get Safe Online week (19 - 23 October), the team seek to ensure that the right message is available in a number of formats to account for as many residents of the County as possibly.

Since the transformation of the Gloucestershire Constabulary website and the associated crime prevention advice, a new “Staying Safe” category has been added in order to provide a more generic advice section, for members of the public attending “Festivals”
<https://www.gloucestershire.police.uk/staying-safe/staying-safe-at-festivalsevents/>

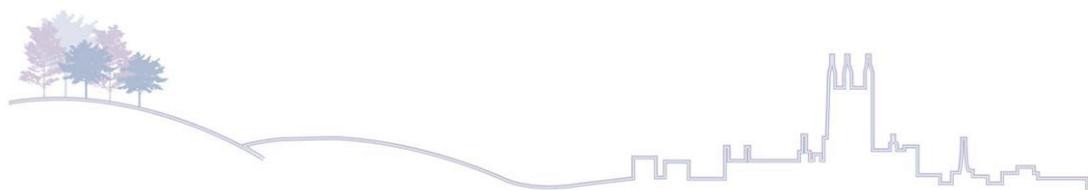
Since its “soft launch” at the Gloucestershire Business show in May 2015, the Gloucestershire Safer Cyber forum <https://www.safercybergloucestershire.uk/> pilot has continued to develop and evolve to provide both a public resource for news and crime prevention advice, as well as a closed forum for the counties businesses to be able to access expert advice from industry, as well as the Constabulary, to deal with the threat of cybercrime. For example, content is regularly added, such as an monthly “Cyber Crime case study” <https://www.safercybergloucestershire.uk/sheet/case-study-attack-type-application-level-attack>

In addition, topical and relevant articles such as:

<https://www.safercybergloucestershire.uk/page/zero-day-exploit-hits-fully-patched-macs>

An anonymous cybercrime reporting tool is continuing to be developed and will be subsequently added to the online site to help us further understand the extent of the issue within the County for the business community.

In support of the this objective, the Constabulary’s Harm Reduction Team have engaged with the Universities and Colleges Admissions Service at Cheltenham, who are the National (UK) clearing station for all new 600,000 University placements in order to create a new strand of work, which is the first of its kind in the UK titled ‘[preparing for your studies page](#)’ which is now in place on the Universities and Colleges Admissions Service site to provide generic harm reduction advice for both the physical and digital realms to the new University placements.



3. Overview of Budget

Commissioner's Fund (£2M) at 5 October 2015		
Priority	Projected Spend 2013/17	Awards to date
Accessibility and accountability	£83,541	£122,375
Older but not overlooked	£675,621	£759,345
Young people becoming adults	£643,852	£490,878
Safe days and nights	£605,930	£216,849
Safe and social driving	£122,961	£130,364
Safer cyber	£100,000	£45,873
Other	£112,199	£174,199
Projected Expenditure	£2,344,104	£1,939,882
Total Budget	£2,100,000	

