



<b>Report Number</b>	10
<b>Report Period</b>	October to December 2015
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<b>To</b>	Police and Crime Commissioner
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## POLICE AND CRIME PLAN PRIORITIES - QUARTERLY HIGHLIGHT REPORT

### 1. Aims and Priorities

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

The Police and Crime Plan is being delivered through:

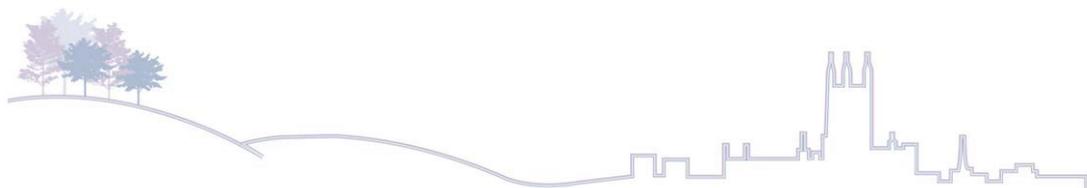
- **Priority 1 – Accessibility and accountability**
- **Priority 2 – Older but not overlooked**
- **Priority 3 – Young people becoming adults**
- **Priority 4 – Safe days and nights for all**
- **Priority 5 – Safe and social driving**
- **Priority 6 – Safer cyber**

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 Due to report production timescales, information and updates may have since been superseded and will be updated in future reports.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 October 2015 to December 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 is maintaining its ever advancing momentum, having now completed 41 of the 64 deliverables.

Although progressing, it has been agreed that a handful of the timescales for a few of the deliverables will be extended because they are linked to national, regional or local projects. For example, the national E-policing initiatives and the local 'Channel Management Strategy', this deliverable looks at all types of demand (or channels) and police contact, from face to face, telephone, email or other technological initiatives and is being led by the Head of Public Affairs (See paragraph 5 below).

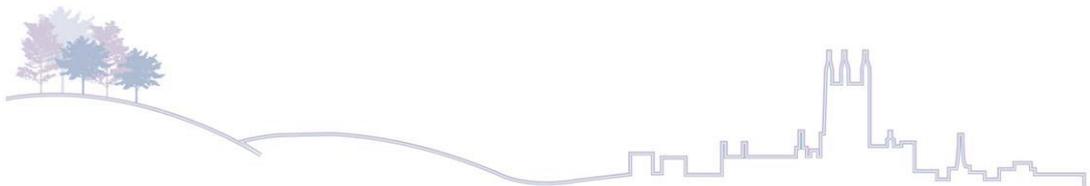
We continue to monitor the implementation of the Operating Model, which was launched in July 2015. To date we have seen:

- **New call signs** – These have been adopted and are being used correctly increasing the accessibility and accountability of officers.
- **Radio practices** - Radio practices have improved. In a similar way to mobile telephone contracts, each transaction conducted over the airwave network is chargeable. Practices to improve brevity within radio communications and the use of the automated 'hot keys' on the Airwave radio handsets has increased significantly. The hot keys automate processes that reduce broadcast updates over the chargeable airwaves, for example an officer is able to update their arrival at a scene by the press of one button on the Airwave handset, which cuts down on the airwave traffic. However, this will need ongoing re-enforcement to embed and enhance the developments already made.

There has also been an increase in use of the Airwave radio handsets for direct contact with the Force Control Room staff, known as Point to Point contact; this again reduces the airwave 'traffic' and subsequent costs. It is anticipated that this should reduce further with the increased use of mobile working, where officers can undertake tasks directly on their mobile devices. This is being closely monitored and reviewed.

We have seen a 38% reduction in radio traffic resulting in the Force no longer having to pay excess charges and the ability to change our tariff in April 2016, enabling year on year savings for Airwave.

- **Crime and incident allocation** – The way in which each Policing Area receives its allocation of crimes and incidents' is being continually reviewed. The incident system includes a series of queues for non-urgent incidents, which are in place with the allocation



managed in each area. As a result of continual review and feedback we are currently improving the management of queues for Local Policing to enhance their process.

Towards the end of this quarter we have experienced difficulties with our ICT (Information and Communication Technology) call handling capability, linked to our call handling software upgrade to version 10.5 of J:agent<sup>1</sup>, which has impacted on our performance. There is critical work ongoing with ICT and the suppliers (Kcom) to resolve these issues.

In addition, performance has been affected by increased demand and part of this can be attributed to seasonal variation.

We have seen the 999 performance remain stable at the 90% required as part of National Call Handling Standards (NCHS) to be answered within 10 seconds. However, 101 performances have dropped, varying between 71-78% of calls answered within the nationally set time of 40 seconds. The ICT issue has contributed significantly to our abandoned rate and the increase in demand to 101 with people calling back in because they could not get through on the first occasion.

It is worthy of note that despite the drop in performance overall performance still remains significantly better than last year last year where our 101 performance in May was 45.9%. We have seen a significant improvement since this time.

As stated there is ongoing work to resolve the ICT issues as well as:

- Working with Process Evolution to re-run demand the demand work undertaken in 2014 and linking this to the Operating Model review.
- Implement version 10.5 of J:agent and include:
  - Additional 101 front end functionality options.
  - Voicemail facility for callers to leave messages rather than experience a delay in answering.

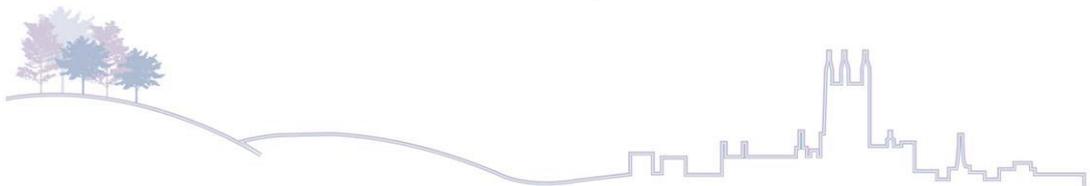
We have been able to present our draft 101 front end functionality options and voicemail messaging to the Force Control Room Community Engagement Group and this was positively received. The Community Engagement group has now met twice and is a positive addition as it allows members of the public to give feedback on our accessibility and accountability.

We continue to host Force Control Room visits, one such party recently being the Gloucestershire Deaf Association along with representatives from the Office of the Police and Crime Commissioner. We are planning to introduce training inputs to the Organisational Learning days incorporating a visit to the Force Control Room and inclusion into our Community Consultation Group.

We continue with the e-crime trial and are working closely with the mobile project team to introduce this application within quarter four. In addition, we have reviewed our on line reporting facility and have implemented a number of improvements suggested by staff, the Community Consultation Group and public including details of injuries, vulnerability, repeat victimisation, hate crime and details of any suspects and witnesses. The result is that we have a really user friendly

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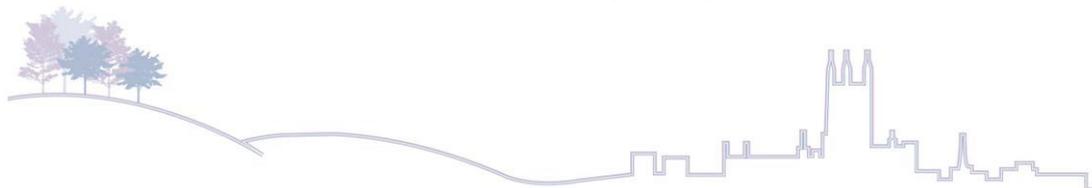
<sup>1</sup> J:agent is the name of our call management system which deals with the routing of 101 front end options and can be used for performance reporting.



	<p>online crime form that provides all the necessary information for the Force Control Room to record a crime or incident without the need to probe for further information. The form promotes an accessible and efficient means of contact.</p> <p>A recent Her Majesty's Inspectorate of Constabulary (HMIC) inspection linked to the identification of vulnerability commented on the good work undertaken within the Force Control Room, with the Inspectors commenting that:</p> <p><i>"...HMIC found that staff within the Force Control Room who answer telephone calls focus on identifying those people who are vulnerable..."</i></p> <p><i>"...We were impressed with the calm and reassuring communication style evident in nearly all the calls reviewed. It was clear that call-handling staff readily and routinely use the question sets and it was also clear that vulnerability and risk is properly identified and that attention is given to initial action to make people safe..."</i></p>
2	<p><b>We will work to identify the most vulnerable in our communities and ensure they receive the best possible service</b></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"> <li>• The VIST (Vulnerability Identification Screening Tool) – Testing has been delayed due to software issues, but in order to maintain delivery as part of phase 1 of the mobile platform, significant effort has meant that testing is scheduled to occur over Christmas and into the New Year. Roll out will not occur before February 2016, but is currently on schedule.</li> <li>• Unifi<sup>[1]</sup> enquiry –The back record conversation work required for historic child protection cases has been completed. The ICT department need to write and finalise the data extracts for PND<sup>2</sup> and Business Processes require finalising. Business testing is likely to be in January/February 2016, which will be closely followed by user testing.</li> <li>• Child abuse file scanning –The private company will have completed scanning all the files by the end of the November. ICT are working on a short and longer term access solution that allows the right people to see the information for their decision making, in a way that is supported long term.</li> <li>• CAID (Child Abuse Image Database) – CAID is now fully operational in the Force and being used to prioritise risk, identify and categorise indecent images. The library continues to increase daily as the service nationally uses it.</li> </ul> <p>We are exploring with the Hollie Gazzard Trust how we can use and promote Hollieguard; a personal safety app for smartphones that would have use across the whole vulnerability landscape.</p>

<sup>[1]</sup> UNIFI is the Force database for recording crimes, intelligence, custody and case papers

<sup>2</sup> PND = Police National Database, a national intelligence system



A theatre company has delivered several theatrical awareness sessions as a part of the Violence Against Women Week. It included a very impactful message on the hidden risks associated with domestic abuse and was open to all police officers and staff with some spaces for partner agencies. This was aimed at officer understanding and empathy when dealing with these difficult cases.

The Force is continuing negotiations with the Ambulance Trust over accommodation for 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 a far swifter and effective resolution of high-risk missing persons investigations, firearms incidents and hostage/negotiator 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 trialed 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.

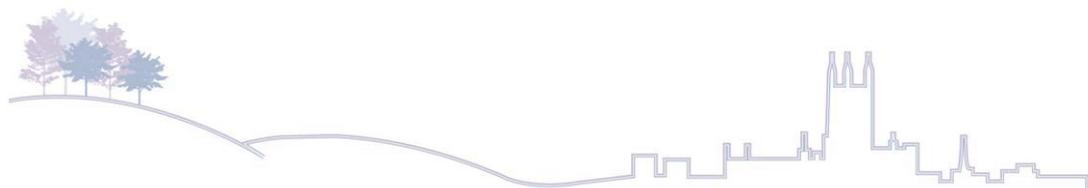
The Force's Hate Crime Lead, Chief Inspector Neil Smith, gave a presentation on the Force's approach at the recent Gloucestershire Disability Hate Crime Event. This included how the Force is continuing to develop the third party reporting pilot for hate crime that has been commissioned by the Police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

A series of restorative justice 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.

### **3 To tackle threats to communities from serious and organised crime, terrorism and Child Sexual Exploitation**

A South West Regional Child Sexual Exploitation (CSE) Co-ordinator, Detective Inspector Larisa Hunt of Avon & Somerset Constabulary, has been appointed and is co-ordinating the CSE response on behalf of the College of Policing and the National CSE lead, Chief Constable Simon Bailey.

CSE referrals have significantly increased from last year. The total for 2014 was 288, the total year-to-date is 380 (November 2015), a 32% increase. This is in part due to increased awareness by all agencies involved in safeguarding and the threshold for reporting concerns being lowered, resulting in earlier intervention. This reflects the national trend of increased reporting of



safeguarding matters.

The Executives of the Gloucestershire Safeguarding Children Board (GSCB) have agreed that a revised CSE problem profile should be commissioned as a multi-agency collaboration and not just as a police product. All GSCB affiliated agencies have been canvassed for CSE data capture, format and willingness to disclose. Analysts from key partners are meeting in mid-November to agree the way forward.

A Senior Practitioner Social Worker has been recruited to form part of the CSE Partner Agency Co-ordinating Team (PACT) and will be co-located at Prism House when they commence in early December 2015.

The CSE screening tool, which is a risk assessment process, has been reviewed and revised, with an improved process introduced to coincide with commencement of the Senior Practitioner Social Worker.

### **Serious and Organised Crime**

Operation Quentin was a Serious and Organised crime investigation into a Gloucester based Organised Crime Group (OCG). The head of the OCG controlled a large portion of the supply of class A Drugs into the County. He used threats, violence and intimidation in order to maintain his control.

During this investigation Gloucestershire Police seized 2kg of high purity heroin, 2kg of high purity cocaine and in excess of £100k of cash, which has resulted in the arrest, charge and remand of 13 people, including the head of the OCG, for conspiracy to supply class A drugs. To date 10 of these have pleaded guilty and are awaiting sentence, the remainder are anticipated to plead guilty before the trial begins.

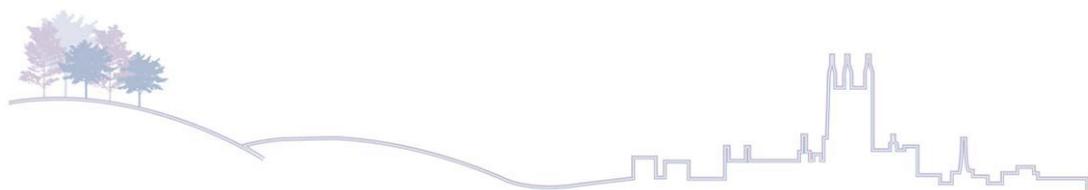
In addition, to the criminal charges, a Proceeds of Crime investigation is being completed with the intention of seizing and stripping the criminal assets from these career criminals.

### **Counter Terrorism**

Gloucestershire Special Branch continues to work closely with a number of external partners to deliver the Government's Contest Strategy. The National threat level remains at Severe, meaning "an attack is highly likely". The main threat is posed by persons returning from fighting in Syria, those wishing to travel to fight and those that have been radicalised locally who would seek to carry out an attack in the UK.

Many of our enquiries remain discreet, working with our National Security Service partners, but we also work overtly with safeguarding partners to prevent vulnerable people becoming radicalised.

We deliver protective security advice regionally with our Counter Terrorism Security Adviser to ensure local businesses and crowded places remain alert to any dangers and help to keep the public safe from harm and we have undertaken multi agency training regarding our response to an increased that level.



**4 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**

We are 18 weeks into the launch of the Operating Model, enabling all Local Policing officers to work together across the County serving the public when most needed.

Police Community Support Officers work alongside their colleagues within Local Policing on an identical shift pattern; this allows seamless activity taking place, with each team being responsible for matters of local concern, based on the risk and harm that is presented in the short, medium and long term.

It is anticipated that our strategic partners will become more familiar with the structural changes seen in the Operating Model over the coming months, however progress is being made.

The Community Harm Reduction Command has continued to flourish with support from Local Policing critical to its success; Prevention projects have expanded and there is an appetite to widen these across the County.

Local Policing fully supports the Special Constabulary, with plans in place to increase the size of the Special Constabulary over the coming months to allow even further integration taking place within local communities.

Local Policing are working closely with the Force's Communications and Engagement team to enhance the public's accessibility to our Local Policing teams.

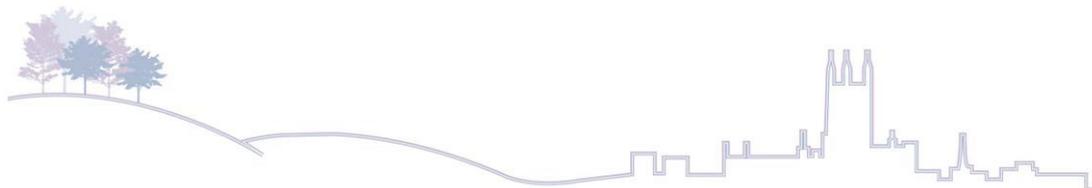
The newly designed Local Policing internet pages have been progressed with clear indications to members of the public as to who their local teams are. It is anticipated that each Local Policing team will have bespoke contact details on their page allowing community members to contact them via all means (twitter, Facebook, email etc).

The introduction of Mobile Front Line Policing is helping to increase levels of officer visibility and accessibility. 731 front line officers have now been trained and issued with their mobile devices that give them access to IT functions that they would have previously had to return to a station to undertake. We have now entered a stage of assessment and review whilst they are being utilised; this will enable us to fully understand and appreciate the impact this will have on transparency, customer service and accessibility.

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

More work has been done to develop our community engagement and communications work which is now far more proactive, wider and providing helpful support to colleagues in operational policing. This has included:

A proactive approach to Operation Switch, a major anti-burglary campaign, which has involved operational action on the ground, supported by effective communication and clear advice to the public about what they need to do to help keep themselves safe (through visits to 'hotspots' by the Neighbourhood Engagement Vehicle (NEV), advertising, the media, social media etc). We are now evaluating this work to assess the impact it has had.



Phases one and two of the new Office of the Police and Crime Commissioner's website to improve its accessibility and accountability, has been completed. As a result, it is a more effective website that gives people a variety of information. This was completed in time for the budget consultation and will ensure we have as helpful, transparent and fair approach as possible to the Police and Crime Commissioners Elections in May 2016.

Plans for the next phases, which include an online calendar of events and activities and a tool to appeal for public information on 'wanted' people will be commissioned through the ICT Delivery Board.

It has been agreed that once this work has been done, we will close down the Corporate Websites Project as all but one area of work will have been completed successfully. The one area not yet completed and awaiting development is the National E-Commerce for Policing Programme, this will enable people to do business with us online. Due to the closedown of the project this one outstanding area will be moved to a new programme of work aimed at developing a co-ordinated and effective approach to Channel Management (see below). The websites will be an important element of this.

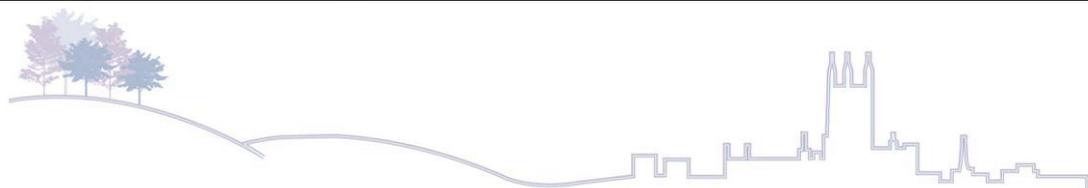
In an effort to give people a choice in the way they access our information and services and give them a 'self-service' option, the Head of Public Affairs is leading a project to develop the Force's and Office of the Police and Crime Commissioner's approach to Channel Management. The project has been through the first stage of the Force's new approach to commissioning and will be overseen by the Strategic Change Board. This will be a diverse and complex piece of work aimed at giving people a choice in the way they access our services or transact with us, whether that is online, face to face, written or by phone etc. As part of this, we are carrying out a buildings audit across the County to see what messages we are directly or indirectly giving to the public/visitors to the buildings, for example, whether they are operational buildings or open to the public.

Measures of success of an effective Channel Management approach include improved experiences for service users and communities as well as shifts or reductions in demand on some of the Force's busiest areas.

Our approach to Channel Management is linked to the Force's approach through its Serving the Public work to increasing levels of confidence and satisfaction in the police. We are supporting the lead for this work with a programme of internal communications and engagement.

We are 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 submit a paper to get this policy and framework approved through the Force and the Office of the Police and Crime Commissioner's governance boards within the next few months.

We are 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 and the 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, enables 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.



Our 'policing the County as one' approach with our neighbourhood engagement fleet is providing a proactive and flexible way of working with local communities and helping us to understand their needs better as well as supporting operational officers. Police Community Support Officers Paul Bowman and Simon King are working well together to provide this service and we have had excellent feedback from operational staff. On the advice of our Fleet Management, we have decommissioned the two ageing mobile police stations and replaced them with a small, more suitable vehicle that sits alongside the larger Neighbourhood Engagement Vehicle.

In October, the Office of the Police and Crime Commissioner began consulting with local communities, businesses, staff and partners about the budget. Providing clear information on which people can make informed decisions has been important, but difficult given the unknown national financial situation and the proposed changes to the national funding formula. However, our Research Team have been out across the County using the Neighbourhood Engagement Vehicle to engage with local people, to give them as much helpful information as possible and to seek their views. The consultation is due to finish at the end of November and the outcomes will be used by the Commissioner to help inform his decision around our policing service and our budgeting, including the council tax precept.

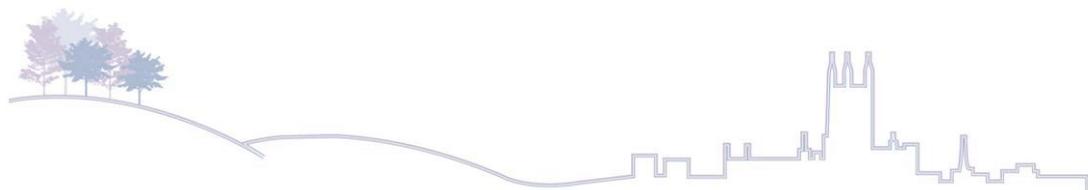
The Open Day at Police HQ Waterwells in September 2015 was a great success, attracting almost 5,000 people. It gave local people access to a range of information and services of the Force and Office of the Police and Crime Commissioner and contributed to the Accessibility and Accountability Priority 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 external event in September saw the Police and Crime Commissioner host an evening for town and parish councils during which staff from Local Policing got the chance to explain the Operating Model.

Over coming weeks, we will be putting together proposals to improve our intranet 'inSIGHT' to give staff the information they need and the opportunity for engagement in a more effective way. The intranet should be an important part of our staff communication and engagement, but is not meeting our changing and diverse needs. It should complement our mobile frontline policing and Channel Management work. We will be submitting a bid to the Commissioning Board to start this important piece of work.

In November, the Office of the Police and Crime Commissioner hosted an event to review the Police and Crime plan and to assess its impact on Gloucestershire and its communities. The event involved more than 120 people from the Force and the Office of the Police and Crime Commissioner as well as Police and Crime Plan Priority Leads, partner organisations and representatives from the voluntary and community sectors, including those receiving grants from the Commissioner's Fund. Feedback has been extremely positive.

Operation Themis – the Force's policing in response to the badger cull in Gloucestershire – ended in October. Community engagement was and remains a key part of our approach and staff from Communications and Engagement and Local Policing are continuing to work 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 18 November 2015):

Rank Abbreviation	Rank	Active	LOA <sup>3</sup>	Non Operational	Total
SC	Special Constable	92	7	10	109
SC	Special Constable Events Manager	1	0	0	1
T/SSGT	Temporary Special Sergeant	12	0	0	12
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
		<b>112</b>	<b>7</b>	<b>10</b>	<b>129</b>

Number of hours for 1 August 2015 – 30 October 2015:

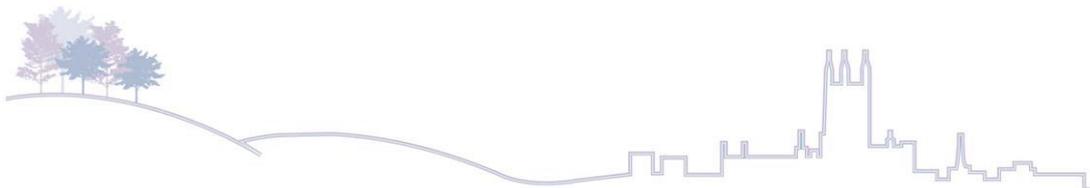
Total Duty Hours	August	September	October	TOTAL
	2,862	2,695	3,161	8,718

Key Performance Indicators

Period 1 August 2015 through 30 October 2015

Task Type	Total Time / Task Type Amount	Total Time / moun
Arrest	53	ASB 53
Assist Arrest	108	Caution 18
Attempt Burglary	12	Concern for welfare 99
Burglary	23	First Aid Given 27
Court Attendance	4	Intel Submitted (Covert) 19
Crime Recorded	33	Licensing Checks 28
Criminal Damage	18	Missing Person 26

<sup>3</sup> LOA = Leave of Absence, an authorised break in duties from the Special Constabulary



Detained Person Transport	113	S.18 Search	3
Domestic	64	S.32 Search	29
Drug Seizure	14	Stop and Search	48
Drunk and Disorderly	29	Strip Search	5
MG File Submitted	18	Sudden Death	3
Robbery	3	Suspicious circumstances	22
Section 136 Mental Health	4	Vehicle Search	14
Statement Taken	40	Verbal Caution	25
Statement Written (Own)	87	Constant Supervision (time)	32:45 hrs
Warrants	8	OP THEMIS (time)	63:15 hrs
Wildlife Crime	4	RTC - Injury	32
Scene Guard	07:15 hrs	S165/S59 Vehicle Seizure	14
Blue Light Compliant Stop	432	TOR	117
HO/RT1	20	Traffic Control	81
Intoxilyzer (Custody)	15	VDRS	46
Non Endorsable Tickets	15	Vehicle Stop(Roadside)	317
P31 File (Motor Offence)	11	Cadet meetings (time)	90:30 hrs
Roadside Breath Test - Negative	154		
Roadside Breath Test - Positive	12		
RTC - damage only	31		

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.

The next intake is planned for February 2016 and is anticipated to be approximately eight Special Constables.

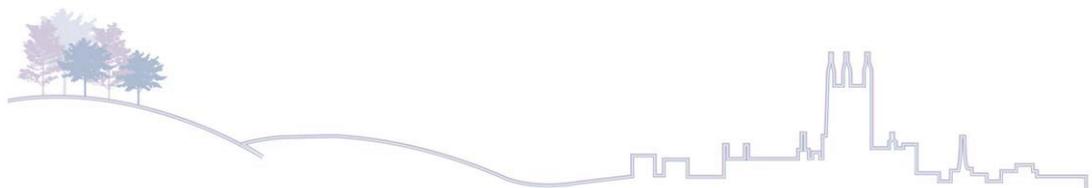
### Highlights and progress to date

- Gloucestershire Road Safety Educational and Enforcement Team is running extremely well. Please see attached full report entitled 'Special Constabulary – Road Safety Education and Enforcement Team.'



Special  
Constabulary\_Road

- Two Special Constables are attached to Protective Services functions.
- Two Special Constables are attached to the Aston/Solace Projects.
- A high number of Special Constables have become Cadets Leaders.
- Specials with skills in outside organisations are assisting with Cyber Crime, with plans in progress to develop further in this area.
- CCTV Van Training has been completed and the vehicle is being used during the Gloucester



Quays operations (Quaysafe).

- 1 x S/SGT & 4 x Special Constables are now attached to the Tri-Force Operations function and their training is commencing.
- A high number of events and campaigns in support of the Force have taken place.
- Training on the newly introduced mobile devices is beginning to be rolled out to the Special Constabulary, maximising the use of the technology.

### **Operational results and activities under the Police and Crime Commissioner's Priorities**

The below entries are examples of initiatives undertaken in support of the Police and Crime Commissioner's Priorities:

#### **Safe and Social Driving**

- Please see attached full report entitled 'Special Constabulary – Road Safety Education and Enforcement Team' in page 11 above.

#### **Safer Days and Nights**

Extra Streetsafe patrols have been carried out every weekend in the Stroud and Dursley areas utilising automatic number plate recognition, this also includes licenced premises checks, foot patrols and assisting Dursley Officers at incidents, providing prisoner transport to Compass House.

Extra Streetsafe patrols have been carried out every weekend in Cheltenham, supporting with prisoner transport to Compass House.

Launch of Quaysafe at Gloucester Quays following public complaints in the media.

#### **Accessibility and accountability**

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 organisation.

Special Constabulary engaging with the Independent Advisory Group.

Promoting extra policing resources on the streets of Gloucestershire every weekend, with some Special Constables working in excess of 80 hours per month on front line policing.

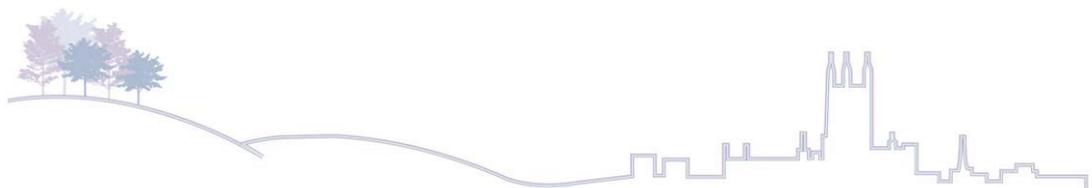
Hucclecote Police Station is now being staffed by a team of operational Special Constables, much to the delight of the local community.

#### **Young people becoming adults**

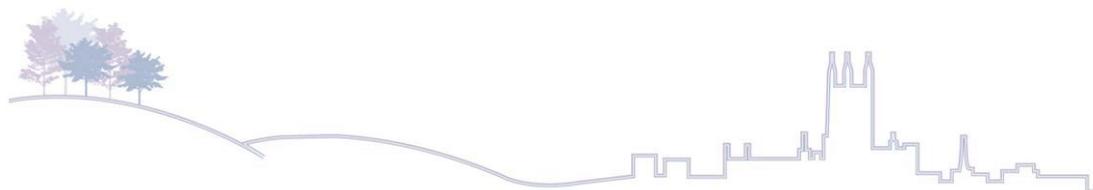
A high number of Special Constabulary hours are carried out on supporting our Police Cadets, with a number of Special Constables being Cadet Leaders.

#### **Safer Cyber**

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



	<p><b>Older but not overlooked</b></p> <p>Actively engaging with retired members of the public encouraging them to become Police Support Volunteers. One retired Chief Inspector has been recruited and is now in place.</p>
7	<p><b>Work effectively with all partnerships in the County to deliver more peace and good order</b></p> <p>The review of the Partnerships in the County has been completed. Its main purpose was to review the governance arrangements in place with our key partnerships to ensure the intended outcomes for the local community while operating in an efficient, effective and ethical manner.</p> <p>Now this baseline information has been collected the next stage will be to review the Terms of Reference for each partnership, included in that work will be an assessment of any interdependencies or duplication.</p>
8	<p><b>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</b></p> <p>The Chief Constable chairs the Ethics Committee, which meets quarterly. The aim of the Committee is to:</p> <p>The Ethics Committees are responsible for enhancing trust and confidence in the ethical governance and actions of Gloucestershire Police and the Office of The Police and Crime Commissioner. Responsibility is both internal and external in focus and may include representation from strategic partners. They will discharge responsibilities by:</p> <ul style="list-style-type: none"> <li>• Promoting the highest standards of ethical conduct</li> <li>• Provide a focus for education into ethical issues</li> <li>• A source of support to others</li> <li>• Ensure compliance with organisational values</li> </ul> <p>To effectively discharge their function Ethics Committee will consider any issues relating to; policy and procedure, decision making, leadership, culture, conduct and people. It is supported by operational and strategic frameworks and is representative of the structure of the Force. Where necessary the Chief Constable can seek independent advice on agenda items, for example from the College of Policing.</p>
9	<p><b>To deliver the response to the Victim Support Scheme commissioned by the Office of the Police and Crime Commissioner and to enhance victim satisfaction</b></p> <p>Enhancing victim satisfaction is one outcome of the ‘Serving the Public’ portfolio of work taking place across all business areas of the Force.</p> <p>The Serving the Public portfolio currently encompasses 23 work streams across 4 activity areas, these being Service User, People, Systems/Processes and Performance Management.</p> <p>The following work has taken place this period and continues in relation to the portfolio:</p>



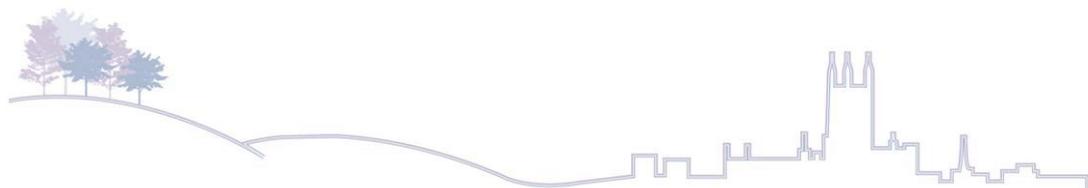
- Communication and Engagement Campaign – The concept, design and communication plan has been drafted in order to raise the profile of ‘Serving the Public’ and victim satisfaction specifically.
- Focus groups with staff have taken place to ascertain what they understand as Serving the Public and the challenges they may face has taken place – outputs of this are informing the campaign and training plan.
- Through a part of the training programme customer service qualifications are being undertaken by some staff. Work is taking place to mandate this for specific public facing roles across the Force. Further training/educational activities are being developed to include empathy/victim code compliance.
- Victim focused process enhancement – A series of process discovery/mapping results demonstrated the need to map through the ‘Victims Journey’ to establish touch points with The Force. The introduction of the revised Victim Code in November has further highlighted the need for work in this area. Work identifying solutions to processes focusing on enhanced service delivery to victims is taking place throughout this period, in order to embed these new processes.
- The commissioning process relating to the introduction of ‘Rant and Rave’, a performance management tool, to provide ‘fast time’ feedback on service delivery to the Force is continuing. This will be further developed during the next quarter.
- Specifically relating to the Witness Care Unit - Monitoring of cracked/ineffective trials has been developed to include the impact of these on the public. This information is now being used to inform partner agencies, in order to improve performance in this area and reduce the negative impact on Victims and Witnesses.

Agreement has been reached with Her Majesties Courts to provide an urgent results service via telephone in respect of vulnerable victims to ensure that safeguarding/risk concerns are managed. This new process will ensure that the service received by vulnerable victims is enhanced in line with the Victims Code.

### 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**

- 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.
- Progression and implementation of e-crime within the Force Control Room and on mobile devices.



This currently links into the review of the code 100 process.

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

- Exploring with the Hollie Gazzard Trust how we can use and promote Hollieguard; a personal safety app for smartphones that would have use across the whole vulnerability landscape.
- The Force is continuing negotiations with the Ambulance trust over accommodation for a triage arrangement to co-locate staff from the 2gether Trust Mental Health Crisis Team within the Force Control Room.

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

- The Senior Practitioner Social Worker has been recruited to form part of the Child Sexual Exploitation Partner Agency Co-ordinating Team (PACT) and will be co-located at Prism House when they commence early December 2015.

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

Forthcoming campaigns for remaining of 2015 which the Special Constabulary will be assisting with:

**November 2015 - Don't Phone Whilst Driving**

Saturday 21 November 2015 – Wheeled Respect Operation in Forest of Dean

Sunday 29 November 2015 – Operation Iris (Mobile Phone & Drink Drive Pre Launch)

**December 2015 - Winter Drink Drive Campaign**

Activities arranged so far by the Special Constabulary to support the campaign and those in the pipeline:

Sunday 22 November - Lion 6000 Station Breath Test Training for Specials not yet qualified.

Sunday 29 November - Operation Iris, Cheltenham (primarily an op in support of the November Mobile Phone campaign, but we will also breath-test everyone stopped to help start raise awareness of drink drive).

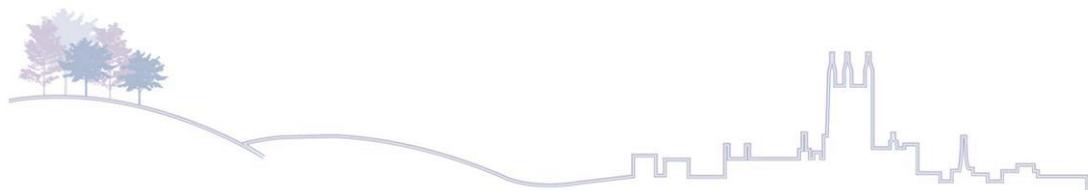
Monday 30 November - Drink-drive refresher training for all available Specials.

Sunday 4 December - Stroud Goodwill Event (promoting the Campaign followed by road checks after the event).

Sunday 4 December - Gloucester City Drink Drive Operation and mentoring/training for PACS officers, following talk by C/Insp Shorrocks.

Tuesday 8 December - Statement and Prisoner Handover training for all available Specials (to enhance standards of prisoner handovers on the ops).

Saturday 12 December - Gloucester City Drink Drive Operation and mentoring/training for PACS officers.



Friday 18 December - Stroud Drink Drive Operation and mentoring/training for PACS officers.

Friday 11 December - Cheltenham Drink Drive Operation

Monday 28 December - Cotswolds Drink Drive Operation

Expand on Quaysafe/Streetsafe Operations every payday weekend and in the lead up to Christmas.

Support Organisation with Op Switch (Burglary OP).

Support IRT with Baseline shortage cover if required.

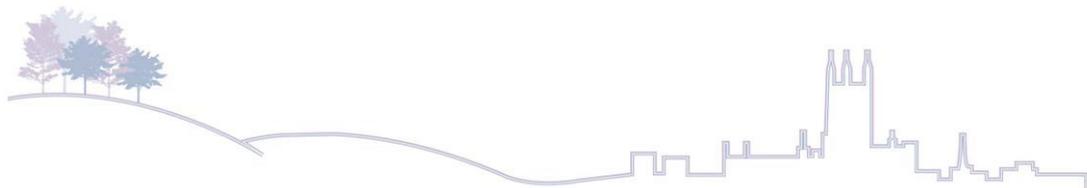
### **To deliver the response to the Victim Support Scheme commissioned by the Office of the Police and Crime Commissioner and to enhance victim satisfaction**

The commissioning process relating to the introduction of 'Rant and Rave', a performance management tool, to provide 'fast time' feedback on service delivery to the Force is continuing. This will be further developed during the next quarter.

### **Older but not overlooked**

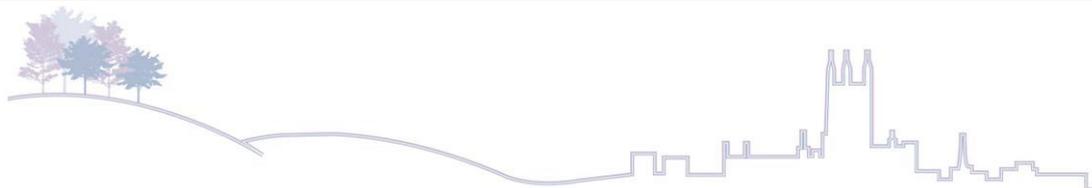
**Older people need to feel and remain an active part of our communities whether they live in their own homes or are in residential care. Both should be part of the police beat with the local officer being visible and proactive with all vulnerable groups**

1. Phil Sullivan the Priority Lead for 'Older but not overlooked' attended an event at the Chantry Centre organised and run by World Jungle. Circa 60 attendees took part in networking and social integration. Phil Sullivan presented to the group an outline of the work of the Police and Crime Commissioner's Office, particularly work relating to the audience of older and/or vulnerable residents of Dursley and its environments.
2. Phil Sullivan attended a meeting at Cheltenham Borough Council relating to initiatives in Cheltenham working with older and vulnerable people by Cheltenham Positive Participation Partnership. This is a task and finish group around older people and social isolation. Phil Sullivan made links to work carried out in the Cotswolds ref social isolation, a project supported by Police and Crime Commissioner's Office.
3. Phil Sullivan attended and contributed to a series of events in the County relating to Hate Crime during National Hate Crime Awareness week. This included:
  - A homophobic hate crime event at City Council Offices on 12 October 2015.
  - A transgender awareness-raising event held in Gloucester on 13 October 2015.
  - A race crime awareness-raising event at the African Caribbean Centre Barton Street on 14 October 2015.
  - A hate crime (all strands) seminar at Cheltenham Borough Council on 16 October 2015.
  - Finally, a race hate crime awareness-raising event at Chequers Bridge Centre Gloucester on 17 October 2015.



This work precedes the writing of a five year plan of action for a multi-agency approach to Hate Crime and Incidents, ably lead by the Chair of the County group Chief Inspector Neil Smith.

4. Input to County Community Learning meeting at Tewkesbury lead by Sally Lewis, linking this group to the work of the Police and the office of the Police and Crime Commissioner's 'Older but not overlooked' strand.
5. Phil Sullivan met with Fire Officer Sally Waldron, Gloucestershire Fire and Rescue Service, who is leading on the Police and Crime Commissioner's Office funded 'Stay Safe, Live Well' project working with Gloucestershire Fire and Rescue Service, Gloucestershire Voices and Gloucestershire Police. At the time we met, the project was about to go live and will be an effective tool in making people who are older and/or vulnerable much safer.
6. A meeting held with the Police and Crime Commissioner Martin Surl, Richard Bradley, Chief Inspector Neil Smith, Agy Pasek (Gloucestershire County Council) and Chris Haynes (Gloucestershire County Council), reference joint work on taking forward County Hate Crime and Incident Strategy.
7. Phil Sullivan attended on behalf of the Police and Crime Commissioner the launch of the Wotton Under Edge Dementia Group. This project is much needed in Wotton and surrounding villiages, where there was an identified need and nothing previously to respond to it.
8. Phil Sullivan continues to attend the County Hubs Group meetings chaired by Jill Kearsley (Gloucestershire County Council) and this time hosted by Gloucester City Homes where there is an opportunity to link Police and Crime Commissioner's projects and the Police to the work of this County-wide service provider group for older people.
9. Phil Sullivan attended the Police Crime Panel at Shire Hall where an overview was provided of the excellent work carried out in Gloucestershire by numerous statutory and voluntary organisations. These projects continue to demonstrate an effective and efficient use of the Police and Crime Commissioner's funds.
10. Phil Sullivan met with the newly appointed lead officer of Crime Stoppers for Gloucestershire and was able to provide her with a list of relevant contacts. Discussion ensued on opportunities to support older and vulnerable people and 'Older but not overlooked' communities, taking into account the disproportionate affect of the fear of crime on older and vulnerable people.
11. Phil Sullivan attended a Rotary Club in the Stroud area and gave a presentation on the work of the Police and Crime Commissioner and his team. This was well received with support expressed from those attending.
12. Phil Sullivan met with Chief Inspector Alastair Stenner and some of the officers from around the County. Chief Inspector Stenner leads for the Police on the 'Older but not overlooked' strand and Phil Sullivan was able to brief him and his colleagues on the work being carried out in the County by the various agencies supported by this strand of the Police and Crime Commissioner's strategy. Opportunities were identified which will lead to greater connectivity to these projects.
13. Phil Sullivan met with David Grant, Chair of Gloucestershire Older Persons Association to further develop the Umbrella project and action to be combined with work of Gloucestershire



Association for Voluntary and Community Action in strengthening networking at district level of services for older and vulnerable people. County-wide planning continues.

**14.** Phil Sullivan gave a presentaion on behalf of the Office of the Police and Crime Commissioner at an event for people suffering from learning difficulties as it relates to Hate Crime and Incidents against this vulnerable section of our society.

**15.** Phil Sullivan attended the AGM of Age UK Gloucester as lead of the 'Older but not overlooked' strand, gaining further opportunities to network the Office of the Police and Crime Commissioner with the various projects supported by the Police and Crime Commissioner.

**16.** Phil Sullivan attended a further meeting with David Grant and Jim Rollinson of Gloucestershire Older Perons Association ref the finalisation of the report for the work project conducted by Jim called "Tea and Tell".

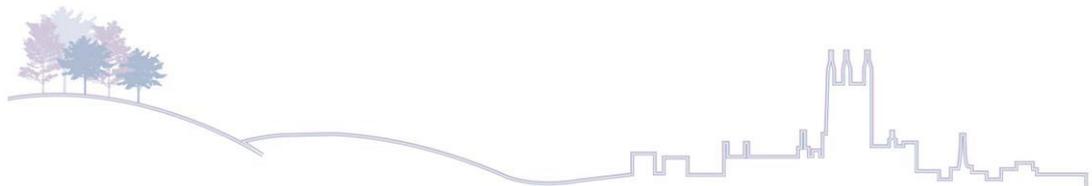
### Older but not overlooked – planned activities in next quarter

- Progress and publish the findings of Gloucestershire Older Persons Association "Tea and Tell" sessions to relevant agencies including the Police, County Council, District Councils and Health Services as they relate to either their geographical areas of work and/or service provision.
- Continue to work with Gloucestershire Association for Voluntary and Community Action in relation to further establishing a network of volunteers for the County.
- Revisit Fair Shares and support Jed Spencer in further developing the County-wide spread of Fair Shares in Gloucestershire.
- Organise a further networking event for Spring of 2016 for all agencies working within the field of the 'Older but not overlooked' strand of the strategy.
- Continue to work on the Umbrella project with Gloucestershire Association for Voluntary and Community Action and Gloucestershire Older Persons Association and fix dates for meetings in the Spring for each district council within the County.
- Re-visit British Red Cross Gloucestershire.
- Continue to raise awarenes of national Action on Elder Abuse Help Line 080 8808 8141.
- Re-visit Redwell Centre Matson following progress of the Centre. Continue to work with the development of the County Hate Crime and Incident Group's new strategy.
- Continue to attend the County Hub meetings of older persons service providers.
- Continue to promote the development of 'Men's sheds' across the County network.
- Follow up on meeting with Gary Handley and Louise White on safer driving iniatives for older people.

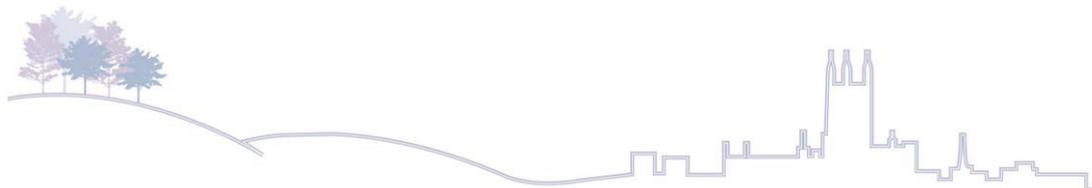
### Young people becoming adults

**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**



	<p>The Police referred 189 young people to the youth support team as part of our out of court disposal work. The role of the Youth Support Team is to seek to engage with this group and refer them into community provision to divert from crime and put in place interventions that will address any underlying needs that are identified.</p> <ul style="list-style-type: none"> <li>• 55 young people did not engage with the service.</li> <li>• 60 will receive additional ongoing support as a result of additional needs identified.</li> <li>• 74 received a short intervention from the YST and were brokered into community support.</li> </ul>
2	<p><b>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</b></p> <p>Community Projects continue to promote internet safety, drug and alcohol use and other keep safe messages to young people.</p>
3	<p><b>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</b></p> <p>Aston and Great Expectations Projects have undertaken a six month evaluation of their work. Please see attached Six Month Evaluation – Case Studies document.</p>  <p>Six Month Evaluation - Case Studies.docx</p>
4	<p><b>To ensure that the 'system' must work for them, not against them</b></p> <p>The Youth Support Team, Social Care and Police have been working together to revise the new Police and Criminal Evidence Act transfer guidance to ensure we keep young people that are arrested and placed in the custody suite safe. Social Care have developed Task Foster Carers who are specially trained to support young people and can be available for short term placements. Protocol should be signed off by all partners in the New Year and will be monitored by the Youth Justice Board.</p>
5	<p><b>To review how young people are policed, including use of out of court disposals and the effectiveness of restorative justice practice</b></p> <p>Youth Support's Fast Track Team are working closely with the Police and Restorative Gloucestershire to deliver the Out of Court Disposals. The Youth Panel meets on a weekly basis to review cases and determine action. In the last quarter 14 cases were presented to panel, this resulted in 6 Youth Conditional Cautions, 6 Youth Cautions, 1 Charge and 1 Community Resolution (restorative approach).</p>
6	<p><b>Development of the Youth Crime Prevention Strategy in collaboration with Gloucestershire Youth Justice Partnership Board, health commissioners, local community groups (funded</b></p>



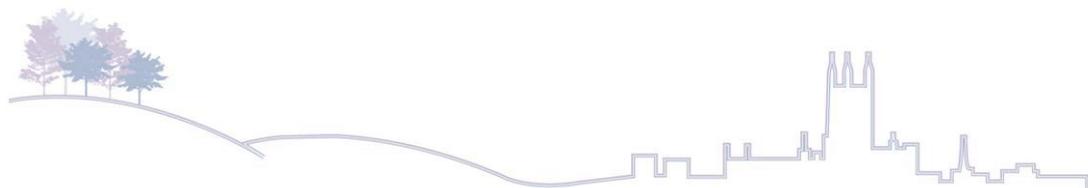
	<p><b>through the Police and Crime Commissioner) and Community Safety Officers</b></p> <p>This priority will be reviewed in the light of the Devolution Bid in Gloucestershire.</p>
<b>7</b>	<p><b>Work with the Gloucestershire Safeguarding Board to ensure the safety of children and young people in Gloucestershire including how we work with young people that go missing, child sexual exploitation and young people that are the victims of domestic abuse</b></p> <p>There continues to be a focus on child sexual exploitation and Missing Children in the County through a multi-agency panel (Social Care, Police and Youth Support Team). In the first 6 months of 2015/16, 247 individuals went missing with 471 reported episodes. 60% of all young people were known to social care. In October and November we started to track child sexual exploitation and Missing Cases and of 184 episodes, 54 young people had child sexual exploitation flagged as a risk. These cases are reported to the High Risk Missing and child sexual exploitation group who track this group and look at appropriate interventions to support or disrupt behaviour.</p>
<b>8</b>	<p><b>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</b></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>
<b>9</b>	<p><b>Youth Offending Information</b></p> <p>Reoffending Rate - the reoffending rate is 32.8% in Gloucestershire. This rate is lower than the South West 33.18% and England 37.17%</p> <p>Custody - Since April we have had 8 custodial sentences with two young people receiving sentences over 5 years. In addition, we had 6 young people remanded.</p> <p>First Time Entrants continue to decline with Gloucestershire's rate at 319, which was lower than the South West 415 and England 398. This represents a 19% decrease on last year.</p>

### Young people becoming adults – planned activities in next quarter

- Review of Out of Court Work.
- Review of Community Safety including prevention activity.
- Action plan to reduce the number of Children in Care in the Criminal Justice System.
- Review of reoffending to commence.

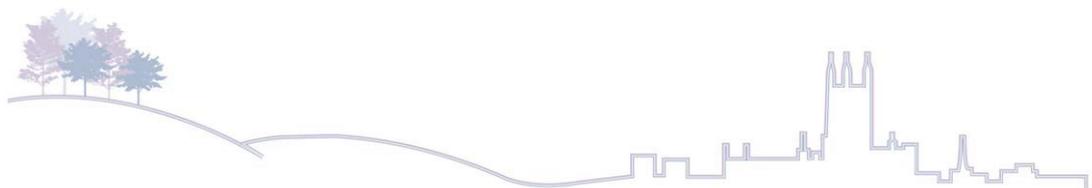
### Safe days and nights for all

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

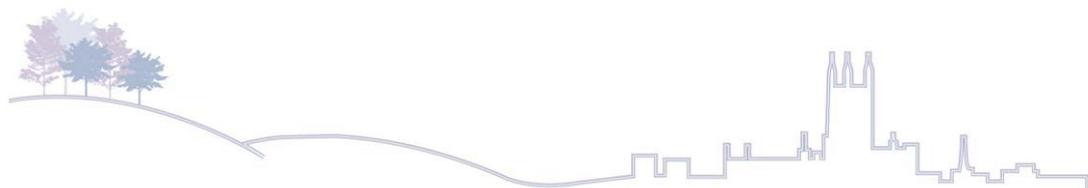


**and streets without fear**

<p><b>1</b></p>	<p>The Constabulary's Licensing Department have implemented a variety of initiatives to prevent violence with weapons in the County. Among these are test purchasing operations to ensure that knives are being sold responsibly by retailers. A number of metal detection mittens have also been purchased for use by door staff in venues where a heightened risk of violence with weapons has been identified. In addition to these specific knife-crime initiatives the Licensing team continues to work with Security Industry Accredited door staff to provide effective training and monitor standards. This forms part of the work towards achieving Purple Flag status in Cheltenham and Best Bar None in Gloucester.</p>
<p><b>2</b></p>	<p>A new standards agreement has been developed for the policing of the night-time economy in Gloucestershire. This sets clear expectations for the provision of intelligence, policing methods and approaches for the County as a whole.</p>
<p><b>3</b></p>	<p>Considerable efforts are being made to prevent burglaries following the clocks going back and Christmas approaching. This is a time of year that has traditionally seen an increase in this type of offending and the Constabulary's co-ordinated response is being delivered under the auspices of Operation Switch.</p> <ul style="list-style-type: none"> <li>- Working with the independent charity Crimestoppers and the community, officers have been staging a whole series of events and advice across the County to help residents guard against burglary.</li> <li>- Forensic marking equipment has been disseminated to over a thousand homes in previous burglary hotspots and a series of engagement events have been held around the County, facilitated by the Neighbourhood Engagement Vehicle (NEV).</li> <li>- Automatic Number Plate Recognition (ANPR) operations have been conducted to pick up possible suspects at late night shopping days when more people are out of their homes.</li> <li>- Local officers have been providing briefings to post office staff as this time of year sees increased delivery and collection of parcels that may be attractive targets for thieves.</li> <li>- A programme of 'top tips for students' has been developed between the crime prevention officers and the University of Gloucestershire.</li> <li>- Over two thousand timers for domestic lights have been distributed along with thousands of crime prevention flyers, direct to people's homes. These preventative sessions are scheduled to continue in all areas of the County every day until Christmas week to ensure that as many people as possible benefit from the advice and devices being given out.</li> <li>- Police Community Support Officers are taking a proactive role in preventing crime by identifying vulnerable premises whilst on their patrols and knocking on the door to give advice to the homeowners or occupants.</li> </ul>
<p><b>4</b></p>	<p>In Gloucester the local community team have been conducting targeted night-time work as an additional resource to the Constabulary's traditional Streetsafe operations, with Police Community Support Officers working alongside CCTV operators to provide current knowledge that assists identification of people that are likely to cause harm or carry weapons. It is the community team who are visiting and establishing dialogue with night-time venues such as takeaways and taxi ranks and specifically using local relationships built during the day to normalise policing delivery to venues such as the All Nations Community Centre where the community have requested greater familiarity of our policing response. The team are now seeking to connect venues such as the All Nations Community Nation with projects supported by the Office of the Police and Crime Commissioner and developing key contacts within other stakeholder groups such as the Hollie Gazzard Trust and local multi-agency</p>



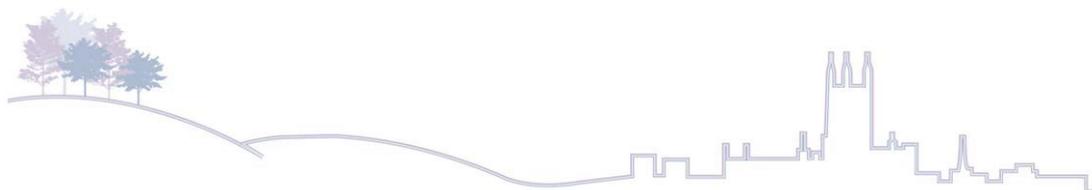
	and public initiatives.
<b>5</b>	<p>Gloucester Community Safety Partnership has continued to pursue a number of activities as follows:</p> <ul style="list-style-type: none"> <li>• Gloucester City Council was key to delivering safety and ensuring that the regulations were adhered to for the Rugby World Cup with four matches held at Kingsholm Stadium and the Fanzone in the Gloucester Quays, organising volunteers and stewards for the events throughout the city.</li> <li>• Engaging in multi-agency meetings to address street drinkers gathering in Eastgate Street either by supporting them or taking enforcement action.</li> <li>• Christmas Crime Prevention event in King's Walk shopping centre in November with representation from several partner agencies.</li> <li>• Safer Gloucester crime prevention advent calendar on website – <a href="http://www.safergloucester.co.uk">www.safergloucester.co.uk</a> with a different pertinent message for each day of December leading up to Christmas</li> <li>• Safer Gloucester is hosting a Project Argus event on 15 December 2015 with a trainer from the Counter Terrorism Security Advice Team.</li> <li>• Community event on 16 December 2015 at the Guildhall following a community organised event because of concerns of knife crime. They are taking an asset based approach to the problem rather than focusing on knife crime issues.</li> <li>• Renewed CCTV installation is nearing completion (City Centre Free Wi-Fi was installed in time for the World Cup visitors).</li> </ul>
<b>6</b>	As part of an Office of the Police and Crime Commissioner's funded initiative, teenage children have run plays at a variety of locations to audiences of people who may be vulnerable to burglars who use deceit or distraction techniques to gain access to homes under false pretences.
<b>7</b>	The Constabulary continues to implement local initiatives to ensure safer days and nights for all communities. In the Forest of Dean this has meant conducting joint operations with neighbouring forces to target poachers and using rural and environmental liaison officers to enforce the law.
<b>8</b>	In the Cotswolds an operation has been undertaken to ensure that licensed premises, including off-licences, are exercising proper diligence in respect of serving alcohol only to those aged 18 or over. A very successful rural crime operation has been developed and trigger plans put in place to ensure the most professional response is provided when key crimes affecting rural crimes are reported.
<b>9</b>	The Constabulary continues to participate in Prevent initiatives to reduce the likelihood of people being radicalised. Stronger links are being developed with the County's safeguarding boards and officers have met with the Safeguarding Children's Board business unit so that awareness information is distributed as effectively as possible to those working with teenagers who may be susceptible to radicalisation. A multi-agency panel has been established to manage the small number of individuals who have been identified as being at particular risk and to support those people in moving away from radicalisation.
<b>10</b>	In September the Cheltenham Partnership facilitated a series of safeguarding events; 119 professionals from 35 agencies attended the 8 events. Participants are currently being surveyed to



	test the relevance of the sessions.
11	There are seven projects in Cheltenham currently funded by this year's late night levy and bids for the second year funding are now invited via the Police and Crime Commissioner's website.
12	<p>The Cheltenham Partnership facilitated a discussion about alcohol related disorder in Cheltenham's town centre at its Positive Participation Partnership meeting on 12 November 2015. This comes in response to an increase in complaints about the impact on residents and businesses. In summary: Complaints received about anti-social behaviour, drunken behaviour, people feeling intimidated, spitting, swearing and dog control issues.</p> <p>A key area is the Lower High Street where there are a number of off-licences (including those that operate 24/7). Other problem areas are Sandford Park, Jenner Gardens, Post Office Lane, Royal Well bus station and toilets and Winston Churchill Gardens, as well as fouling issues in Normal Terrace and Ormond Place. It was agreed that work needs to continue on these three aspects:</p> <ol style="list-style-type: none"> <li>1. Offering support to the drinkers (via outreach).</li> <li>2. Restricting the supply of cheap alcohol through tighter licensing of off-licences and promoting responsible selling.</li> <li>3. Effective Enforcement for persistent problems caused by individuals.</li> </ol>
13	<p>On 9 September 2015, the Cheltenham Partnership worked with the University to jointly host an alcohol summit to extend local knowledge about the nature and causes of alcohol abuse in the town and its impacts on individuals, families and the community. As a result of the summit and the input of the participants, the University were now recommending that Cheltenham Partnership commission two MScs by research. These are:</p> <p>Project 1: 'Smart commissioning' of services: an analysis of services dealing with alcohol related harm in Cheltenham.</p> <p>This project has two main aims, one that offers some short term outputs that will be of immediate use to Cheltenham Borough Council and one longer term output that can shape policy-making.</p> <p>Project 2: Alcohol in Cheltenham's Lower High Street: evaluating responsible off-licensing.</p> <p>This project emerged largely from the discussions around the role of the off-licensing trade in managing problem drinking in specific geographical areas of Cheltenham. Its overall purposes are:</p> <p>The Partnership are now working with the University to develop a funding proposal for Project 1.</p>

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

- In preparation for year two of Cheltenham's late night levy bids are to be invited.
- To discuss the proposed retention of contingency fund with the Police and Crime Commissioner's Office to allow purchase of storage container to hold equipment for the Barton and Tredworth Cultural Fayre.
- To continue to work with custody in increasing referrals to the Scheme. During the next reporting period we will gathering more detailed information on individuals who score 16 or more on the audit and who refuse a referral to the local community drug and alcohol service.
- Work with young people to plan the review and development of resources over the next



year. Review monitoring tools and publicity/information sheets. Set up workshop delivery for professionals, young people including young parents.

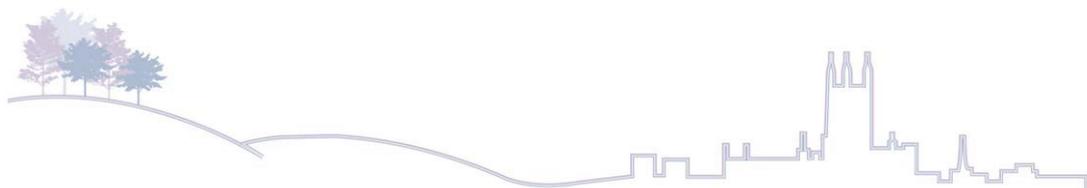
- We will be planning timescales for setting up Cheltenham Together as a separate constituted body.
- Older People's Project - Full programme of activities promoted along with other groups we run for older people. Cyber Safety - Workshops in local primary schools. Work with parents attending Churn groups. Liaise with Glos Road Safety Group for 'good news' stories to support our campaign. Finalise all content for website. Present website to partners for consultation. Launch website and social media channels. Promote the website through available channels.
- To continue to initiate support for families referred to the service. To continue to build relationships with other agencies across the County. To continue to promote the service across the County and raise awareness of child sexual exploitation.
- Continue to operate scheduled patrols. Organise appropriate training for volunteers and new team members in spring 2016. Support new volunteers onto teams effectively to meet the needs for our assistance appropriately.
- Continued visits and liaison with members to check radios, encourage intranet login and give personal update on the scheme. Continue to identify potential new members to increase membership. Work with the University of Gloucestershire who are providing a student on an internship to develop our social media. Further work with police to use Anti-Social Behaviour legislation against repeat offenders.
- To review the group work programme with our service user group, The Women's Voices of Experience to gain their feedback.
- Continue to promote the Countywide Sanctuary Scheme service and respond promptly to all referrals.
- Successfully train another cohort of student volunteers in January 2016. Purchase new radios. As part of the successful bid to the Police and Crime Commissioner's Fund from the University, a Master's student has been employed to carry out research and deliver a range of optional training sessions/lectures for the professional development of the student volunteers.
- To continue to develop the action plan and find ways for partners to link into the various activities. To assist parishes to develop resilience and emergency plans. To assist with the Forest of Dean first Domestic Homicide Review.

## Safe and social driving

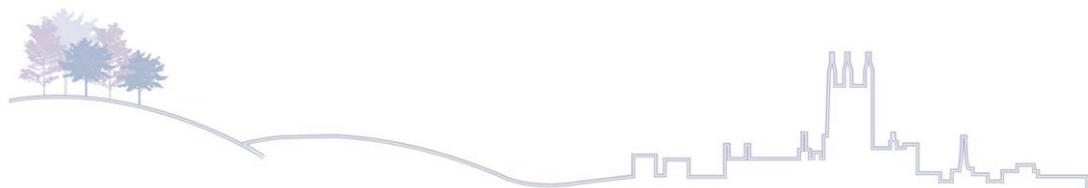
People should be able move around our communities in safety and with as much ease and convenience as possible. The police will enforce the law when necessary, but we will all work to reduce offending and antisocial driving

### 1 Wrecked as part of the enrichment curriculum

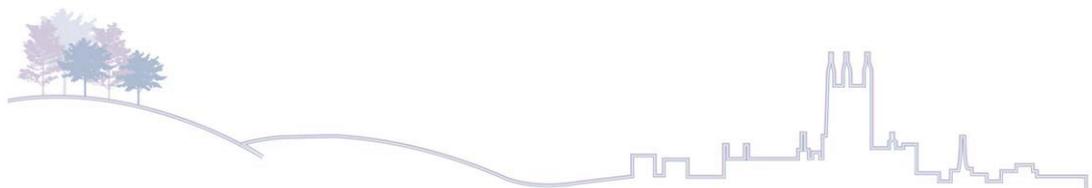
The anti-drink drug drive workshop, 'Wrecked' is being booked by schools and colleges all year round as part of post 16 safety education. Typically, this is an hour long workshop delivered by Fire, Police and Road Safety. However, due to its likeability and value in terms of increasing learning gaps, it is now being booked as a day or half day course. With this support from further education, students have easy access to the valuable information that will reduce the risk of them coming to harm. The recent one day and half day courses are termed 'enrichment days' by the schools and the team provide road safety education alongside other health and public services. In this quarter the 'Wrecked' programme was part of enrichment for South Gloucestershire and Stroud College (full day delivery),



	<p>The Cotswold School (full day delivery) and Newent (half day delivery). Newent also booked 3D Driving Awareness so as students had the opportunity to experience the effects of drink drug driving through a simulated activity - 'beer goggles' and 'Go-Karts'. South Gloucestershire and Stroud College booked two other interventions as well as 'Wrecked' - 'Coming to a Junction near you', which explains the 'fail to look' issue, at junctions. The students also learnt about the 'Impact of a Crash' from Gloucestershire firefighters. Schools and Colleges are keen for more enrichment opportunities and we are eager to provide this education during the academic year to meet their safeguarding agenda.</p>
<p><b>2</b></p>	<p><b>'Drive For Life - Safe and Social Driving' at Gloucestershire College: Forest of Dean Campus</b></p> <p>On the 20 October 2015 another famous 'Drive for Life - safe and Social Driving' event was hosted. This time by the Five Acres Campus in the Forest of Dean. The Forest is a rural community dependant on vehicles and the aim of this day was to safeguard the driving futures of their 550 students.</p> <p>The event was delivered by the Road Safety partnership and Gloucestershire Fire and Rescue, Gloucestershire Constabulary and Great Western Air Ambulance Charity. Timetabled workshops were delivered by partner agencies and were the core element of the day. The focus was on risk taking, the emotional consequences and the law (all themes the young drivers felt were key in the 2014 research). In support of the education, road safety professionals and exhibitors were invited from the public, private and voluntary sectors to showcase their key messages for young drivers and their passengers.</p> <p>When asked to comment on the day:</p> <ul style="list-style-type: none"> <li>• 95% of students said they were now more aware of the risks around speeding</li> <li>• 95% said they now recognised the need to be a responsible driver</li> <li>• 93% said they would always wear a seatbelt as a result of what they heard</li> <li>• 96% were now more aware of the consequences of using a mobile phone whilst driving</li> <li>• 98% said they would recommend the course to future years</li> </ul> <p>It opened students' eyes to the consequences of acting irresponsibly at the wheel of a car - and the risk to life if they do!</p>
<p><b>3</b></p>	<p><b>'Drive For Life - Safe and Social Driving' at Hartpury College as part of Wellfest</b></p> <p>On the 15 October Hartpury College, with the support of the Gloucestershire Road Safety Partnership, the Office of the Police and Crime Commissioner and Gloucestershire Healthy Living and Learning, hosted an action-packed 'WellFest' day that offered around 300 students the chance to take part in activities and educational workshops.</p> <p>In the 'Drive For Life' Section of the day students were able to witness a hard-hitting road traffic collision (RTC) scene and investigation and see first-hand the actions of the emergency services. Students were also able to sit on a seatbelt sled, where they felt the impact of hitting a vehicle at seven miles per hour, together with trying their hand at driving go-karts and walking a line with distraction goggles, which simulates the effects of driving under the influence of drink and drugs.</p> <p>Josh Morland, 16, a student on the BTEC Level 3 Extended Diploma in Agriculture, said: "It's really surprising how much of an impact you feel only travelling at only seven miles per hour and you realise what could happen if you weren't wearing a seatbelt, especially if you were travelling any faster. I had a go at the go karting too. It was quite a shock for us all seeing how impaired your reactions are when you're over the limit. I could barely see! All the things I've learned today would definitely make me more cautious and responsible when I'm driving."</p> <p>As well as the practical experiences available, the Road Safety Partnership delivered a number of safe and social driving workshops. These were voluntary to attend and every session had a theatre full of young drivers and passengers that were keen to hear about the risks and consequences, but most importantly what 'they' can do to prevent this happening to them or their friends.</p>



4	<p><b>The Road Safety Partnership welcome a Gloucestershire Fire and Rescue Secondment</b></p> <p>The Fire and Rescue Service are keen to support the 'Safe and Social Driving' Priority in ensuring there are new opportunities for young drivers and their passengers to learn about risk and consequences on the roads.</p> <p>As a result, the Road Safety Partnership are pleased to announce that the development of the next project will be supported by a full time, operational member of staff for a period of six months. The secondment will be assisting a multi-agency team in the planning and preparation stages of a theatre roadshow.</p> <p>The production will be based around powerful personal testimony designed to make the audience aware of the nature of a road traffic collision and the extent of suffering it often causes. The focal point will be a story of an RTC based on two young males in The Forest of Dean. This will be enhanced by the onstage testimonies of serving members of the emergency services, relatives who have lost their loved ones and drivers/passengers who have been left traumatised and injured.</p>
5	<p><b>Office of the Police and Crime Commissioner Project Officer co-ordinating safe and social driving interventions</b></p> <p>Grace Boughton, an MSc student from the University of Gloucestershire (Office of the Police and Crime Commissioner Project Officer) is now successfully co-ordinating the Wrecked and Drive iQ projects on behalf of the Road Safety Partnership. Grace is invaluable to the team because she is responsible for developing systems to support delivery, compiling reports and co-ordination. Her post enables the Road Safety Partnership to deliver education to a far wider audience than previously possible. Welcome to the team Grace!</p>
6	<p><b>Roll out of the 'Social Driving Campaign'(www.socialdriving.co.uk)</b></p> <p>The Gloucestershire Road Safety Partnership are very excited to announce that stage one of the Safe &amp; Social driving campaign has now been launched. The campaign message has been released through press and on line with its own dedicated url <a href="http://www.socialdriving.co.uk">www.socialdriving.co.uk</a>. As the campaign progresses look out for community signs that will appear alongside a community speed watch programmes, in local parish newsletters and as part of the latest Road Safety Partnership campaign for Winter Drink &amp; Drug driving. Stage 2 of the campaign will begin to rollout in the new year.</p>



## The campaign

We want to be able to applaud those drivers who give way to be sociable, slow their speed in view of their communities and are courteous to vulnerable road users. These are the social behaviours one desires and should be celebrated.

We also want people to realise that everybody makes mistakes and it is important that we are understanding of this. When we 'bump' into someone in a supermarket, more often than not we will say 'sorry', demonstrating social behaviours that are courteous and considerate.

So in essence the campaign is about striving for an improvement in social behaviours whilst at the same time celebrating the fact that people can and do drive in a sociable manner.

A really **BIG THUMBS UP**  
to you all for  
*Thinking of others!*



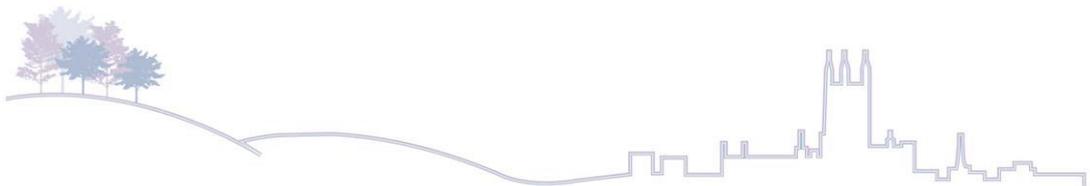
### 'TIS' good to be to be a safe and sociable driver – TIS: Thank, Inform, Show.

- Say thank you when a driver gives way, and give way yourself when the opportunity arises. It's guaranteed to brighten any driver's day.
- Inform other road users when changing lanes or when you intend to move. Indicating is a quick and easy thing to do, but is a huge benefit to others – always looking before you move.
- Show that you obey speed limits because speeding is a risk to you and other people, and keep a good distance between you and the driver in front.

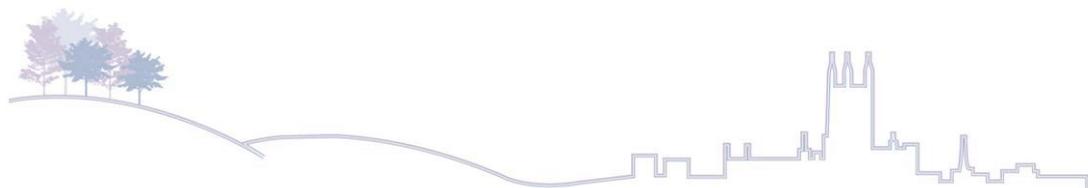
A huge thumbs up! for safe and sociable drivers, because they make their journeys thinking about others – and don't forget, to all drivers you are one of the 'others' too!

## 7 A week of Pathfinder

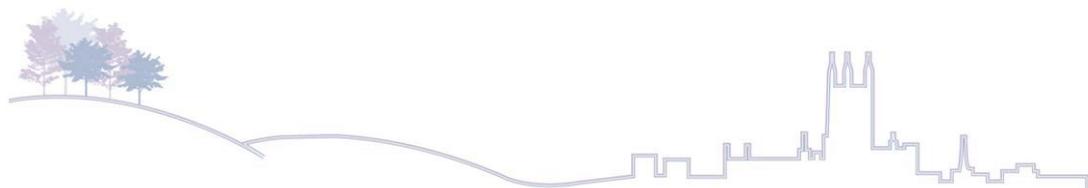
The Pathfinder Project recruited very well for October 2015. 36 students and their parents participated in a structured learning experience designed to increase their understanding of safe and social driving with the ultimate aim of reducing the number of killed and serious injuries amongst vulnerable novice drivers. The impact of the work has been shown to reduce the accident rate from 1 in 4 (DfT numbers) to 1 in 16. The professionalism and impact of the work, rooted in the methodology of The Under 17 Car Club Charitable Trust has now drawn attention from adjacent areas. It is anticipated that the West Mercia Police and Crime Commissioner will be seeking to join in with the project from 2016 onwards. The Pathfinder Directors also brought to the event in October, the Chief Executive (Sarah Sillars) and Operations Director (Pat Doughty) of the Institute of Advanced Motorists (IAM). The IAM have confirmed that they wish to support the Pathfinder project in Gloucestershire and work with the charity to take Pathfinder to a national audience. The Safe and Social Driving agenda will move beyond the



	borders of this policing area to address the national need.
<b>8</b>	<p><b>Filming goes live for the theatre roadshow!</b></p> <p>On the 25 November 2015, two young drivers, the Safe and Social Driving Co-ordinator and a filmmaker headed to Oxford to make some footage for the first shoot of the film, which will become part of the roadshow. Louis Turner and Adam James, from the Forest of Dean are engaged in an opportunity to educate their peers about the risks and consequences of a road traffic collision since suffering from one themselves in March this year. This visit was to address 'the Philosophy of a Crash' as a chapter of the film. The rest is top secret until the day of....lights, camera, action! A successful Office of the Police and Crime Commissioner bid is supporting the development and a Gloucestershire Fire and Rescue Secondement will be invaluable to the progress of this project.</p>
<b>9</b>	<p><b>Drive iQ Gloucestershire Launch at yet another Sixth Form!</b></p> <p>In the last report (the start of the academic year), four schools/colleges had students who had registered on Drive iQ. This quarter 22 schools/colleges have students registered and completing the programme with many more having it in their extra curricular planning for the New Year. One of these is the High School for Girls. On the 30 November 2015 a Gloucestershire Fire and Rescue Service Project Lead and the Safe and Social Driving Co-ordinator visited the entire Sixth Form to launch Drive iQ Gloucestershire and this will be integrated into the tutorial system for every student in January 2016. Launches like this are happening all over the County before students register on the programme and they are delivered with enthusiasim, dedication and superb commitment from the Gloucestershire Fire and Rescue Service. As a result there has been fantastic progress to date: Up to December 2015....</p> <p>How many Gloucestershire schooling institutions are involved? 22/49 How many students are involved? 373 How many students have completed? 76</p>
<b>10</b>	<p><b>Sharing good practice on Young Driver interventions</b></p> <p>On 14 December 2015 Camarthenshire County Council are spending a day with Gloucestershire Road Safety Partnership. This day has been arranged in view of the Road Safety Partnership's reputation for delivering successful and targeted road safety interventions for young drivers. Camarthenshire are particularly interested in Drive iQ Gloucestershire. A schedule for the day has been produced and it will cover product research and development, the co-ordination of Drive iQ County-wide, utilising a partner agency as the lead for the project and how schools and partner agencies are supported to meet outcomes.</p>
<b>11</b>	<p><b>The 'Passenger Empowerment' project</b></p> <p>The 'Passenger Empowerment Workshop' pilot has been delivered in the Forest of Dean to 550 young passengers. Since the pilot, a passenger project team has been developed and they are working on an education package (workshop, delivery model, training and evaluation) for all year 11's to be launched in the next quarter. The target group will also include post 16 students for a period of two years. Watch this space!</p>
<b>12</b>	<p><b>Update from the safety camera team</b></p> <p>1) The best options for improving back office processing capacity have been identified and both a print management solution and a document management system have been chosen. Full</p>



	<p>implementation of both relies upon IT support from the Constabulary where we are hoping to have both systems up and running to full capacity before the end of 2015/16 financial year. As well as allowing for more efficiencies, through optical character recognition, it will enable us to use the data input to 'segment' our clients and provide bespoke messages or literature to any target audiences that we chose, for example, clients with Gloucestershire postcodes or 17-24 year olds or drivers/over 60.</p> <p>2) We continue to operate three traffic courts per month in the County with a Police Lead Prosecutor. This has now moved to Cheltenham Magistrates' court following the temporary closure of Stroud. Results for any court cases that involve a victim are communicated to the officer in charge by the Police Lead Prosecutor either on the day or within 24 hours of the court case.</p> <p>3) An example of recent prosecution through the traffic courts. We recently prosecuted a case where the defendant appeared in court for two "use of mobile phone whilst driving" offences and was found guilty of both, resulting in his points tally being over 12 and was therefore banned from driving for 6 months. He was seen to walk to the nearby car park on leaving court and drive away. He was subsequently arrested and has been sentenced to 10 weeks imprisonment and banned from driving for 16 months.</p> <p>4) 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.</p> <p>5) We have linked together by way of contact details provision, all of the community speedwatch initiatives in the County. This is to enable them to share best practice and provide further support to each other where needed.</p> <p>6) We have now introduced six new interactive speed signs, purchased by the Office of the Police and Crime Commissioner. These will advise passing motorists of their speed and ask them to slow down where appropriate. These are being loaned to community speedwatch groups through local policing and initial feedback has been extremely positive.</p>
<p><b>13</b></p>	<p><b>Winter Drink &amp; Drug drive campaign</b></p> <p>The Winter Drink Drive campaign for 2015 has been launched and the focus for Gloucestershire's campaign highlights the consequences of drink and drug driving. In Gloucestershire look out for Drink Drug material on line, in licensed premises and through local press. The campaign plan brings together engagement, education and enforcement, all partners making a tremendous effort to reduce drink and drug driving in Gloucestershire. Results will be reported during the new Year of 2016.</p>
<p><b>14</b></p>	<p><b>Update from Tri-Force Roads Policing</b></p> <p>Safe and Social Driving/Automatic Number Plate Recognition. Operations – this is continuing as a regular feature on at least two days of the week. We have enhanced this operation and now there are instant updates through the intelligence system which allows officers to respond appropriately without delay.</p> <p>National Roads Policing Enforcement Calendar – three campaigns of note since the last report, Speed where a total of 58 motorists received enforcements and Seatbelts resulting in 63 enforcements. In addition to the Calendar Operations, Tri Force Bamfurlong also undertook the joint operation "Unity" with the Central Motorway Patrol Group resulting in a total of 69 enforcements for Road Traffic Offences across the M5 network from West Mercia into the border with Avon and Somerset.</p> <p>Upcoming operations – focus is on the Christmas Drink and Drugs Driving Campaign where Tri Force will be working with the Road Safety Partnership and Local Policing to deliver the operation. The main feature change this year is the introduction of road side drugs testing, which will form part of our campaign. We are looking at training a number of Local Policing Teams in the use of drugs wipes in</p>



addition to Tri Force resources. Plans are being developed for implementation 1 December.

**15 Failed-to-Look - Education campaign**

This presentation continues to be really well received and our plan to expand it is taking shape. In the w/c 23 November 2015, over 60 Fire & Rescue and Police staff from both HQs and Police Training were treated to this hour long presentation. Feedback has been excellent with many questions and positive comments shared with the presenters. Last week over 150 students from the Stroud campus of South Gloucestershire and Stroud College were also treated to the experience of understanding how the most common cause of a collision can be minimised. This included a number of small engine riders who received a bespoke presentation focussed on the specific challenges they face every day when riding less than 125cc bikes in today's traffic.

An Academy training workshop is being arranged to train 20+ Fire & Rescue and Police staff in January to deliver this work so that we can continue to spread these life-saving messages to as many drivers, young and old, as possible.

**16 Safe and Social Riding**

'Biker Down'

16 riders attended the latest 'Biker Down' workshop (27 November 2015) and as always feedback has been excellent. This takes our numbers receiving this increasingly popular activity to 111 targeted riders identified as posing a particular risk to being involved in a road traffic collision, with more than 20 people already on a waiting list for 2016.

November's course, like all of the others went down a storm with the group of older riders of large engine bikes. The programme raises their awareness of the most common problems of riding in today's traffic and the actions they can take, as riders, to reduce the risk and signposting them to those organisations that can offer post test training.

Last month's feedback included this wonderful comment:

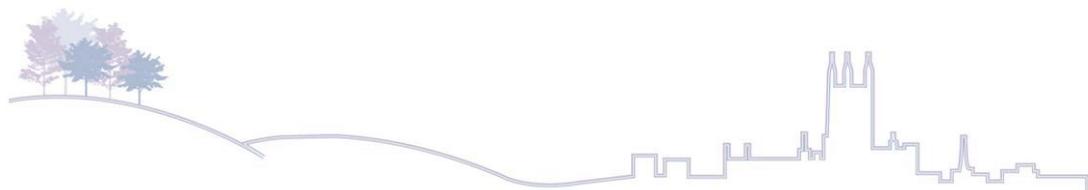
"Many thanks for your time and knowledge which you shared with me at the biker down on Friday just gone. Fingers crossed I will never have to use the skills you have shown myself, but if I do at least I have a lot better understanding what to do." Richard 27 November 2015

Powered two wheeler workshops

Young riders who have come to the attention of the Police were treated to an enlightening workshop about small engine riding particularly in built-up areas. This took place at Prospects on the 13 November 2015. The delivery is done in an informal way aiming to firstly engage and gain the trust of this small, but targeted audience. Our Motorcycling Safety Officer then worked through the various scenarios that sadly result in young riders suffering life-changing injuries. Injuries that could so easily be avoided if gloves were worn or their helmet strapped up. Riding legal and basic rider techniques to reduce risk and avoid the collision in the first place are also covered.

**Safe and social driving – planned activities in next quarter**

- Drive iQ Gloucestershire - update on progress
- Passenger Training of Partner Agencies
- Summer Drive For Life Preparations
- Roadshow progress update
- Wrecked progress update
- Stage 2 of the Social Campaign



- Evaluation of anti drink drug drive campaign

## 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

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

We are continuing to review crime data at a Force level; a reasonable set of baseline data is now available and is being used to track trends both seasonally and in response to proactive campaigns conducted. Work is being carried out to identify a reliable method for predicting demand with a view to carrying out preventative work ahead of such increases. We still feel that that cybercrime is underreported and as such the data is incomplete in relation to the true threat. Work continues to increase avenues of reporting and increase public confidence in our ability to effectively investigate and resolve cybercrime.

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

Currently diversionary schemes are run in locations outside of the County. Proposals for a diversionary scheme and programme for Gloucestershire have been drafted for submission to central government for funding as part of a regional approach. It is intended that the programme will make use of a variety of facilities within the County, in order that travelling does not limit opportunities for those who may be at greater risk of turning to cybercrime.

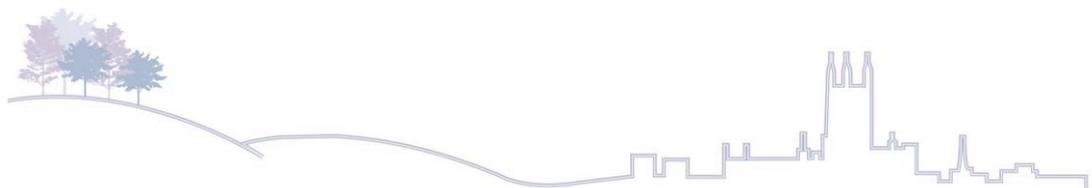
**3 Gloucestershire Constabulary will deliver relevant crime reduction advice within all communities, with particular focus on vulnerable people and local businesses, which is responsive to current trends**

Business engagement continues to take place on a significant level within the County, with crime prevention messages being shared with a network in excess of 80,000 recipients.

Some strong work has been conducted in support of a local deaf association, resulting in better access to services that were previously difficult to obtain from the Constabulary, for example enhanced accessibility options on the new Force and Office of the Police and Crime Commissioner websites are now more suitable for the deaf.

Additional work is beginning to be scheduled and aimed at supporting the numerous organisations in the County that work to protect the most vulnerable, reducing the risk of further cybercrime victims.

We are continuing to assist with the development of a training package being created by the

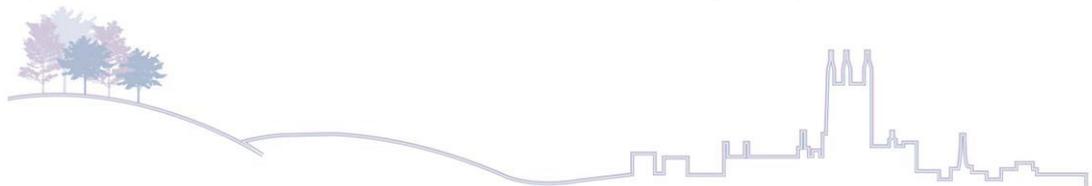


	<p>Southwest Grid For Learning<sup>4</sup>, intended for all frontline staff, educating them on the issues and appropriate actions to combat relevant areas of cybercrime, such as child sexual exploitation, online radicalisation and online grooming etc.</p> <p>We are directly involved with a local voluntary and community action group and have provided them with inputs and key messages that they have used in their bulletins. This followed a series of discussions as to how to best meet their requirements, whilst not losing the thread of our core messages in respect of 'Safer Cyber'.</p>
<p><b>4</b></p>	<p><b>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.</b></p> <p>Following the terrorist attacks seen in Paris during November, a review of the current cybercrime risk to the County and its impacts, are underway. Continued collaboration with the ROCU<sup>5</sup> and LRF<sup>6</sup> mean that a more co-ordinated approach to cybercrime prevention is being adopted across the Southwest Region.</p> <p>Having shared the results of the cyber-attack business continuity exercise with regional counterparts, further plans are being drafted for the next exercise in order that we can ensure any changes made would be sufficient in the event of a significant cyber-attack, as well as to continue to raise awareness for the need to report cybercrime at the earliest opportunity.</p> <p>We are continuing to be a leading force working with the Department for Communities and Local Government on a multi-authority cyber incident exercise, which is also part of a national awareness programme. The exercises are provided in order to ensure that a coherent and effective approach would be taken to minimise risk to all parties within the County, were such an incident to happen.</p> <p>Further development of the Gloucestershire Safer Cyber Forum (<a href="http://safercybergloucestershire.uk">http://safercybergloucestershire.uk</a>) has provided anonymous cybercrime reporting capabilities and is now providing a quarterly physical meeting for academic and business members, in order to discuss topics of mutual interest around cybercrime prevention and to get routine access to the Force's specialist crime team.</p>
<p><b>5</b></p>	<p><b>Enhanced skillsets 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</b></p> <p>A significant program of work has been implemented to utilise specialist resources to proactively mainstream cybercrime investigation techniques and raise the overall capabilities for all staff.</p> <p>New ways of sharing the knowledge and the upskilling of staff is also being developed, to ensure that the service is increased to the residents of Gloucestershire and that we can increase public confidence in our abilities to combat cybercrime.</p>

<sup>4</sup> The South West Grid For Learning is a charity that provides a wide range of products, services and solutions designed specifically for education establishments, of which online safety is one of the key offerings.

<sup>5</sup> ROCU = Regional Organised Crime Unit

<sup>6</sup> LRF = Local Resilience Forum, the county forum involving all County and District Councils, Blue Light Services and other statutory partners that meets during emergencies



We are actively working with the ROCU and regional force cybercrime leads in developing both knowledge and capabilities within this area, to drive more effective investigative and prevent capabilities. The developments, including a more effective use of cyber orientated intelligence complement regional and national developments.

By sharing resource and experience within the region in a structured fashion, we are not only improving our own capabilities, but ensuring that skills and facilities complement other forces to ensure better interoperability and flexibility, whilst keeping in mind future cost saving requirements.

In-house development of custom software and analytical tools is being conducted, in partnership with our volunteer workforce, to enhance the quality and efficiency of work conducted in the area of cybercrime.

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

Work is taking place to upskill Victim Support, 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, helping to reduce the opportunity for them to fall victim again.

With a robust plan in place to deliver support not only to local, but regional and national campaigns, we continue to use a variety of mediums such as radio, social media and cyber surgeries, in order to provide effective harm reduction advice to residents of Gloucestershire.

The Force website has dedicated cybercrime prevention elements that are being reviewed to ensure that it continues to be relevant and can be expanded upon to make it more accessible to all visitors to the site.

The ongoing work in the areas of Prepare, Protect and Prevent for 'Safer Cyber' harm reduction across the wider population has taken a huge leap forward, with the ability to reach in excess of 2,500 voluntary and community groups across Gloucestershire, they are stalwart facilitators of our Twitter Advisory messages by distributing these on.

Recent crime prevention campaigns on social media have allowed us, through our extended network, to reach in excess of 140,000 people and this number increases on a regular basis.

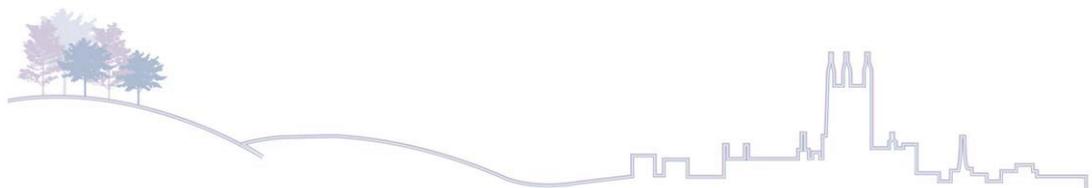
**Safer cyber – planned activities in next quarter**

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

Continuation of the work to increase reporting of cybercrime, using various channels, for example social and conventional media and attendance at business forums.

**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**

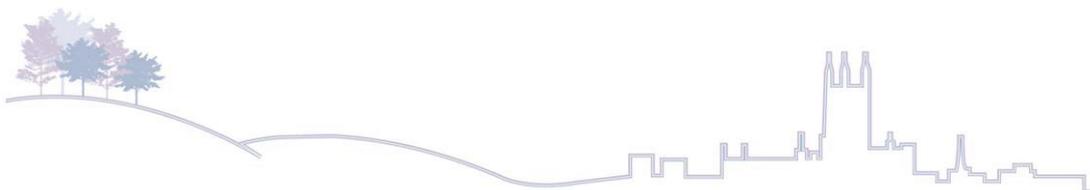
Continuation of the work with County agencies aimed at supporting the numerous organisations in the



County that work to protect the most vulnerable, reducing the risk of further cybercrime victims.

**Enhanced skillsets 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**

In-house development of custom software and analytical tools, in partnership with our volunteer workforce, to enhance the quality and efficiency of work conducted in the area of cybercrime.



### 3. Overview of Budget

Commissioner's Fund (£2M) at 23 December 2015		
Priority	Projected Spend 2013/17	Awards to date
Accessibility and accountability	£83,541	£122,375
Older but not overlooked	£675,621	£761,845
Young people becoming adults	£643,852	£493,942
Safe days and nights	£605,930	£277,599
Safe and social driving	£122,961	£130,364
Safer cyber	£100,000	£45,873
Other	£112,199	£174,199
Projected Expenditure	£2,344,104	£1,956,197
<b>Total Budget</b>	<b>£2,100,000</b>	

