

Report of the  
Chief Constable  
TJ Brain OBE QPM  
BA PhD FRSA CCMI



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Gloucestershire Constabulary  
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First  
Quarter

2008/09

# Contents

<b>Section 1: Executive Summary</b>	<b>3</b>
<b>Section 2: Significant events and crimes</b>	<b>5</b>
Divisional Operations.....	5
Operational Services Department .....	12
HQ Specialist Criminal Investigation Services (SCIS) .....	18
<b>Section 3: Business Developments</b>	<b>21</b>
Business Improvement Department .....	21
Other Projects.....	23
Criminal Justice Dept.....	26
Community Partnership and Citizen Focus.....	30
Contact Management .....	37
<b>Section 4: Personnel</b>	<b>38</b>
Promotions .....	39
Officers leaving the Constabulary .....	40
Sickness .....	41
Awards.....	42
<b>Section 5: Performance Monitoring</b>	<b>44</b>
Performance Against Objectives .....	44
<b>Section 6: Financial Report</b>	<b>51</b>
<b>Appendix A: Glossary</b>	<b>53</b>

## Section 1: Executive Summary

The Chief Constable of Gloucestershire Constabulary, Dr Timothy Brain, was awarded an OBE in the Queen's 2008 Birthday Honours in June. On receiving notification of his award, Dr Brain said, "I am absolutely delighted to be awarded this honour for services to policing and to the communities of Gloucestershire.

At the start of June the Constabulary's new Assistant Chief Constable in charge of Corporate Services, Mr Ivor Twydell, took up his post. Mr Twydell, previously gained 22 years policing experience in a variety of roles with Bedfordshire Police.

Gloucestershire's Assistant Chief Constable, Operations, Mick Matthews has recently returned from a trip to East Timor where he spent six days advising the Government on security issues. Mr Matthews visited the conflict torn East Asian country along with Lt Col David Steevenson at the request of the Foreign and Commonwealth Office (FCO).

As a representative of the Association of Chief Police Officers (ACPO) on the FCOs Assessment and Planning Group, Mr Matthews was tasked with reviewing and making recommendations on the country's national security and policing policies as it tries to rebuild itself following years of occupation and civil war.

Gloucestershire Constabulary received wide recognition for the role its officers played in the success of Pentameter 2, the second national co-ordinated campaign of policing activity against people trafficking for sexual exploitation. The largest ever police crackdown on human trafficking in the UK, Pentameter 2 resulted in police recovering 167 victims and arresting 528 people. Police also had considerable success in seizing the assets of those believed to be responsible for human trafficking. To date Officers have recovered more than £500,000 worth of cash, and orders have been put in place restraining further assets worth £3 million. A detailed update can be found in Section 2

Officers from Cheltenham Road East Safer Community Team carried out a number of test purchases in licensed shops in May, with a 100% pass rate. 11 shops were tested in the Churchdown, Innsworth, Shurdington and Brockworth areas during the evening of 27<sup>th</sup> May and all of them asked the test purchaser, a 14-year-old girl, for proof of age.

Inspector Stephen Norris and PC Jon Carberry from Whaddon Police Station rescued a Cheltenham man who intended to harm himself by jumping from a bridge over the Lower High Street on Monday 5<sup>th</sup> May. Inspector Norris and PC Carberry arrived on the scene as the man jumped from the bridge. The Officers were somehow able to grab him as he launched himself over the side of the bridge. He was taken to Cheltenham General Hospital where he received medical attention.

Officers in the Linden area of Gloucester have designed a postcard to distribute to parents whose children are responsible for anti-social behaviour in the community. It is hoped the postcards offering advice to parents will encourage them to think about their children's whereabouts this summer, therefore reducing anti-social behaviour and keeping their children safe.

As a result of proactive operations to target Class A drug supply in Stroud, Officers discovered two kilograms of cocaine at a location in Ebley on the 18<sup>th</sup> June, which has an estimated street value of £80,000, and represents the largest ever seizure of cocaine in the Stroud area.

A 28 year-old man from Stonehouse has been arrested on suspicion of being involved in supplying cocaine and has been bailed pending further enquiries to appear at Stroud Police Station in September. A 51 year-old Stroud woman was also arrested on suspicion of being involved in the supply of cocaine. She has been bailed pending further enquiries to appear at Stroud Police Station in August.

The Force has undertaken a major operation during the quarter in partnership with Regional Forces. Over a five-day period several locations throughout the County and Region were used to run the ANPR operation. Some of the notable results included Cocaine with an estimated street value of £60,000. In total throughout the period of the operation there were 58 arrests, 490 offences detected, £100,000's worth of cocaine seized and 156 vehicles taken off the road for no insurance.

During the quarter the Contact Management Department:

- ⊕ Received 19,389 emergency 999 calls
- ⊕ Answered 999 emergency calls on average in 4.5 seconds.

Answered 93.6% of 999 calls on target, i.e. within 10 seconds.

The Force has achieved a grading of 'Excellent' in a recent HMIC audit of the way in which it records data in relation to detections. The purpose of the quality assurance programme is to ensure that data quality is robust.

The winners of the 2007/08 Chief Constable's Citizenship Awards had their achievements recognised at an awards ceremony on the 12<sup>th</sup> June.

The annual awards, which are promoted by the Chief Constable, recognise the valuable contribution young people make to communities throughout the county. There were 35 submissions to the 2007/08 awards, one of the largest submissions ever, and Whitecross School, in Lydney, claimed top spot with a short film, titled 'K', about the dangers of Ketamine use.

## Section 2: Significant events and crimes

### Divisional Operations

#### Cheltenham and Tewkesbury Division

During quarter one of 2008/09, Cheltenham and Tewkesbury recorded 167 Violent Crimes fitting the criteria for the agreed target\*. This figure is well below the quarterly target of 192 crimes, which would represent a 5% fall on 2007/08. The Division was also meeting its agreed target for "Crimes of Concern" which are Domestic Burglary, Vehicle Crime, and Criminal Damage. The Division recorded 1,499 crimes, which was below the 2% reduction target level of 1,575.

The Division in response has undertaken a series of intelligence led targeted operations, which has resulted in a number of arrests and a reduction in property related crime towards the end of the quarter.

\*Violent Crime where an injury is sustained, and the crime is not related to domestic abuse.

The Division suffered the loss of one of its Officers, PC Lynne Manklow who was stationed at Hesters Way Police Station during the quarter. In thanking the Force and Lynne's colleagues, her parents said.

*"We are very grateful that so many of Lynne's friends and colleagues were willing to make the long journey to Sussex and during this sad time for us it is comforting to know that she spent the last years of her life with such warm and supportive people. We would also like to thank the many other people in the Gloucestershire Constabulary who helped Lynne as she carried on working despite the increasing deleterious effects of multiple sclerosis".*

Officers from Cheltenham Town Centre ran a knife amnesty at the Lansdown Road Police Station from the 13<sup>th</sup> to the 19<sup>th</sup> June, which resulted in over 70 potential weapons being handed in, including two swords. The aim of the amnesty was to convey the message that carrying knives ruin lives and that by working together Police and the local community can keep the streets of Cheltenham safe.

Inspector Stephen Norris and PC Jon Carberry from Whaddon Police Station rescued a Cheltenham man who intended to harm himself by jumping from a bridge over the Lower High Street on Monday 5<sup>th</sup> May. Inspector Norris and PC Carberry arrived on the scene as the man jumped from the bridge. The Officers were somehow able to grab him as he

launched himself over the side of the bridge. The man dangled from the bridge, only being supported by the two Officers, who called for the assistance of passing members of the public. With the aid of the passers-by PC Carberry continued to hold the man whilst Inspector Norris made a safety line with his trouser belt and handcuffs that they were then able to use to pull the man to safety. He was taken to Cheltenham General Hospital where he received medical attention.

Detectives from Cheltenham CID arrested a 31-year-old Cheltenham man in connection with three bank robberies across the town since April 2008. The man was arrested at his home address on Monday 26<sup>th</sup> May and has been charged with attempted robbery, two counts of robbery and two counts of possession of a firearm whilst committing an offence and for threatening the use of a bomb, which was a hoax. The arrest came following work by Detectives, Uniformed Police Officers and PCSOs in Cheltenham Town Centre, Leckhampton and Hesters Way who worked with bank staff and members of the public in identifying the man.

Cheltenham Police arrested two men after carrying out a drugs warrant at a residence in Cirencester Road. The warrant was executed and a search of the property uncovered 562 cannabis plants, with a street value in excess of £100,000 over the three floors of the building. The two men, aged 23 and 34, were charged with drugs manufacture and cultivation and are currently awaiting their court date.

At the end of June Police, together with other agencies were involved in a multi-agency operation targeting offenders in and around Tewkesbury. The operation involved Special Constables working alongside regular Officers and PCSOs. Numerous offences were detected, several persons arrested for drug related offences and a number of uninsured vehicles were seized and taken off the road.

In June PCSO Angela Parker attended the public showing of SEVENDIPIDY (a modern take on the Seven Deadly Sins), a short film produced by members of the Winchcombe Youth Club and Youth Workers. It included small cameo appearances from PCSO Parker, PC Phil Groom, Reverend John Partington and Mike Capener (Youth Minister). The project was filmed in and around the Winchcombe area using local people from the community to assist.

The short film will be entered into a national competition. Young people taking part in the film have been offered the opportunity to take part in a training programme and this project will count towards the end qualification. A team of professionals were brought in to assist with this project including a professional cameraman and makeup artist.

On 20<sup>th</sup> June a knife detection arch supplied by the Home Office to Gloucestershire Police was deployed in Que Pasa and The Place Night Clubs in Cheltenham Town Centre. This was the first time equipment was used in the County and is a similar piece of equipment to that used at airports to detect metal objects. At Que Pasa 80 people entered the premises, 50 of which activated the Arch and were further searched. At The Place 250 entered the premises of which 100 activated the Arch. Despite no knives or offensive weapons being found the overall response from the public was positive many expressed the opinion that the Arch should be a permanent fixture in pubs and clubs.

### *Safer Community Teams*

On Saturday 7<sup>th</sup> June, the Leckhampton Safer Community Team (SCT) held a Crime prevention day in the Tivoli Community. The focus was on crime reduction. Neighbourhood Watch representatives supported members of the SCT. Over 200 members of the public visited the mobile police station and stall, where they met with members of the SCT and received crime reduction advice and literature. Residents of Tivoli were also introduced to PCSO Ross Nicholl, who is the dedicated community officer for the area. In addition to introducing himself to his community, Ross was able to talk to residents about Neighbourhood Watch and a large number of them put themselves forward to participate in the scheme.

In June Whaddon SCT launched a DVD, which will be distributed to schools across the County as part of a campaign to prevent knives being brought into the classroom. Year 10 students from Pitville School in Cheltenham worked with Officers from the SCT to create the short film, which was both written and performed by the students themselves. It was funded by Cheltenham Borough Council and filmed by media students from the University of Gloucestershire as part of their media course. The finished film will be distributed along with guidance from the County Council SHE Unit together with a Knife Protocol, which has been written by Whaddon SCT.

Officers from Cheltenham Road East Safer Community Team carried out a number of test purchases in licensed shops in May, with a 100% pass rate. 11 shops were tested in the Churchdown, Innsworth, Shurdington and Brockworth areas during the evening of 27<sup>th</sup> May and all of them asked the test purchaser, a 14-year-old girl, for proof of age. This is a significant improvement on previous figures and the SCT will continue to work with licensees in the area to ensure that this diligence continues.

## Forest and Gloucester Division

During quarter one of 2008/09 the Division recorded 252 Violent Crimes consistent with the agreed target definition\*. This was below the quarterly 5% reduction target of 286. The other crime reduction target relates to "Crimes of Concern" which is an aggregate of Domestic Burglary, Vehicle Crime, and Criminal Damage, in which the Division recorded 1795 crimes, which was above the quarterly 2% reduction target of 1638.

\*Violent Crime where an injury is sustained, and the crime is not related to domestic abuse.

Gloucestershire Police have undertaken a tag rugby competition in partnership with 16 local schools and the charity Child Victims of Crime, which seeks to help children up to the age of 16 who have been victims of crime. The help may be as simple as providing some educational books or a specialist bike for a disabled child, or even a visit to Disney land.

Local Officers and PCSOs delivered tag rugby coaching to schoolchildren, giving them lifeskills messages about personal safety, looking after themselves and their friends and so on. Children get the opportunity to meet officers in a non confrontational, fun setting, encouraging them to build positive relationships with the Police and hopefully steering them away from antisocial behaviour and crime.

Moat Primary School were winners of the local contest and go to a regional contest with the finalists will play next season at Twickenham.

### *Safer Community Teams*

All of the Divisional Safer Community Teams (SCTs) came together for Operation Resolve in June, targeting community priorities, voted for by the public at Neighbourhood Panel meetings. The operation included staff from specialist units including dog handlers, Automatic Number Plate Recognition (ANPR) teams, CCTV and asset seizure officers.

The City Centre SCT has allocated a PCSO to liaise with vulnerable adults in the community, to try to ensure that they do not become the victims of crime. In an attempt to prevent these people being easily targeted by local criminals, the PCSO makes regular welfare checks on them and liaises with other agencies to help keep them safe. In one instance, with help from the British Legion, two elderly gentlemen have been moved to secure accommodation with round the clock care.

During the quarter Officers from the City Centre SCT visited Gloucester College and gave students advice on personal safety. Officers and PCSOs

from the team organised a knife awareness display, handed out personal safety leaflets and marked mobile phones and iPods with UV pens.

PC Dom Everiss, who was also awarded beat officer of the year in early April, has been at the forefront of efforts over the last year to tackle long-standing antisocial behaviour in the Linden area of Gloucester. Local residents were invited to meetings to problem-solve with the Police. The arrest of four young people last autumn led to 56 incidents being resolved (including damaged cars and windows to houses; cherry knocking; throwing of missiles; playing football in the street and so on).

This year, Officers gathered evidence of antisocial behaviour and worked in partnership with landlords, with the result that two persistently troublesome families were evicted from their homes. A Neighbourhood Watch scheme has been set up in the area, giving people greater confidence to report incidents. Police continue to mount uniform and undercover patrols in the area, identifying offenders, preventing crime and seizing alcohol from youths. Reports of antisocial behaviour have dropped by 60% compared to last year.

Also in the Linden area, Officers have designed a postcard to distribute to parents whose children are responsible for anti-social behaviour in the community. Traditionally, anti-social behaviour increases during the summer months. It is hoped the postcards offering advice to parents will encourage them to think about their children's whereabouts this summer, therefore reducing anti-social behaviour and keeping their children safe.

The quick thinking response of two PCSOs from the Matson and Linden SCT led to a man being charged with theft from a motor vehicle and stolen property being returned to its owner. PCSOs Emma Simmons and Adam Vaughan were on patrol in the Peel Centre at the beginning of June when they conducted a check on a Ford Escort being driven at speed in the car park. Shortly afterwards the PCSOs were approached by a member of the public who believed the occupants of this vehicle had stolen property from his lorry. The PCSOs commenced a search for the vehicle and Officers were able to arrest the occupants on suspicion of theft. A man has been charged with the offence.

Neighbourhood Police Officers from the Gloucester South INA arrested three men on suspicion of drug offences in Quedgeley. Whilst on patrol, Officers stopped the men and found what they suspected to be cocaine and cannabis worth £1500.

One man was arrested by police on suspicion of possession of cocaine with intent to supply and two further men were arrested on suspicion of possession of cannabis. They have all been bailed to return to Gloucester Police Station.

A Quedgeley resident complained to Police of repeated damage to her car, when she parked it outside her house overnight. This had left her feeling frightened, intimidated and isolated. Officers from the SCT and other Departments commenced an investigation, which led to the arrest and a full admission by the offender, a local 19 yr old youth who is on bail to Gloucester Magistrates Court. Since the arrest, there have been no further incidents reported by this lady.

### Cotswold and Stroud Division

During quarter one of 2008/09 there were 141 Violent Crimes in Cotswolds and Stroud that were consistent with the agreed target definition\*. This was just below the quarterly 5% reduction target level of 145. In relation to "Crimes of Concern" - the second crime reduction target pertaining to Domestic Burglary, Vehicle Crime and Criminal Damage - the Division recorded 1,225 crimes, which was above the 2% reduction target of 1,172.

The Division has undertaken a series of targeted operations in response, the details of which are highlighted below.

\*Violent Crime where an injury is sustained, and the crime is not related to domestic abuse.

As a result of proactive operations to target Class A drug supply in Stroud, Officers discovered two kilograms of cocaine at a location in Ebley on the 18<sup>th</sup> June. The quantity of the drug, which has an estimated street value of £80,000, represents the largest ever seizure of cocaine in the Stroud area.

A 28 year-old man from Stonehouse has been arrested on suspicion of being involved in supplying cocaine and has been bailed pending further enquiries to appear at Stroud Police Station in September. A 51 year-old Stroud woman was also arrested on suspicion of being involved in the supply of cocaine. She has been bailed pending further enquiries to appear at Stroud Police Station in August.

As part of efforts to tackle non-dwelling burglary and theft offences in the areas bordering the North Cotswolds, an operation was carried out at an address in Evesham in May. Officers executed four search warrants during Operation Colly, a joint initiative between Gloucestershire, Warwickshire and Thames Valley Constabularies, supported by West Mercia Constabulary and the Western Counties Air Operations Unit. During the operation, Officers recovered around £50,000 worth of stolen property, including two

caravans, a car, a quad bike, an off-road motorcycle and a large quantity of tools, including seven generators.

Eight people, five males and three females were arrested. A 44 year-old woman, from Wotton-under-Edge, and a 42 year-old woman, from Evesham, were both charged with handling stolen goods. They will appear at Gloucester Magistrates Court in July. A 17 year-old boy from Cheltenham was charged with aggravated burglary and will appear at Oxford Crown Court.

In order to reduce the possibility of thefts of Powered Two Wheelers<sup>1</sup> (PTWs) in the division, Cirencester and Stroud Police have purchased four locking devices that can be loaned from Police Receptions in the two towns. Provided riders can give proof of their identity they can borrow the locks to ensure their machine is secured for the duration of their stay. Currently, there are two PTW anchor points in parking locations in the Division: one at The Forum, Cirencester, and the other in Parliament Street, Stroud.

### *Safer Community Teams*

A Street Surgery held by the Stroud Safer Community Team (SCT) in Whiteshill on the 22<sup>nd</sup> April proved to be successful. Around 25 residents attended to the event and spoke to Officers about various local issues. Questionnaires were also distributed to gauge the feelings of those who were present.

The main issues of concern proved to be anti-social behaviour on local playing fields and speeding on roads in the community. There was recognition of the work the Police have already done to address those matters, and Officers assured the public that the situation would be monitored closely.

Dursley SCT have launched an operation to tackle anti-social behaviour in the Town, and increase respect between young people and other members of the community. Under Operation Baddum, which commenced on the 13<sup>th</sup> June and will run to the end of August, Officers, Council Officers and members of the community will intensively patrol areas identified as trouble spots. The types of behaviour that will be targeted range from dropping litter and kicking balls against houses, to underage drinking and criminal damage.

The initial patrols have yielded significant results, with one group of youngsters being dispersed following complaints from residents and one man arrested for a public order offence. On the whole, Officers have

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<sup>1</sup> The term 'PTW' has been adopted nationally as a term that includes motorcycles, scooters and mopeds.

received cooperation from the young people they have spoken to while on patrol.

Additionally Neighbourhood Watch coordinators in Dursley and Stonehouse have been welcomed onto a scheme that helps determine policing priorities in their local areas. Coordinators who have joined the Key Individual Network met Superintendent Alex Drummond, and Officers from Dursley and Stonehouse Safer Community Teams (SCT), at the Constabulary's Headquarters in June.

The introduction of the Neighbourhood Watch coordinators to the scheme has dramatically increased the size of the network in Stonehouse and Dursley.

In a separate development, three new Neighbourhood Watch Schemes have been set up in Dursley. The new schemes are situated in Pitman Place, Wotton-under-Edge and Meadowvale.

## Operational Services Department

### County Operations

#### *Operation Shield*

The Force has undertaken a major operation during the quarter in partnership with regional Forces. Over a five-day period several locations throughout the County and Region were used to run the ANPR operation. Some of the notable results included:

Checks at Michealwood Service Station where the day began with a steady stream of vehicles being brought into the site. Arrests were made steadily throughout the day one male arrested for fraud, another five for possession of controlled drugs, three for offensive weapons, and one for immigration offences.

In the afternoon a vehicle was stopped traveling Southbound containing two males from the Liverpool area found in possession of Cocaine with an estimated street value of £60,000. A further vehicle was stopped where a male, claiming to be unemployed, was in possession of £900 cash on his person and another £46,000 in cash secreted in the vehicle found during a search.

As the day drew to a close, a vehicle containing two men from Bristol was stopped Northbound on the M5 at Falfield and they were found in possession of two knives, a small quantity of Class A drugs (believed cocaine) and a forged Avon and Somerset Constabulary Police Warrant Card identifying one of the men as a Detective Constable from Trinity Road Police Station.

The Automatic Number Plate readers read an estimated 25,000 vehicle number plates in total during the operation with approximately 600 registering a hit. Partners also enjoyed a successful day. The DVLA seized 14 vehicles with no tax, 13 with no keeper, two misrepresented number plates. Twenty vehicles were seized for no insurance, 23 vehicles prohibited due to mechanical defects. Two vehicles were found to be running on red diesel. One suspected stolen trailer and a stolen item of plant was also recovered during the day. A total of 15 arrests were made.

One member of the public going about his business at the Service Station came over to the check site to ask why so many Police Officers were there. When it was explained to him the reasons for the operation and what had so far been achieved he stated, "This is absolutely marvelous and good to see, you just don't know what's traveling on our roads do you?"

In total throughout the period of the operation there were 58 arrests, 490 offences detected, £100,000's worth of cocaine seized and 156 vehicles taken off the road for no insurance.

### *Operation Pentameter 2*

Gloucestershire Constabulary received wide recognition for the role its Officers played in the success of Pentameter 2 (UKP2) the second national co-ordinated campaign of policing activity against human trafficking for sexual exploitation. On the 2<sup>nd</sup> July 2008 Crime Reduction Minister Vernon Coaker and Gold Commander Dr Brain released results to the national media. This was followed by a national feedback conference on the 7<sup>th</sup> of July during which the Minister publicly commended Gloucestershire Officers saying.

*"It's because of your professionalism and commitment, that I was able to talk about our considerable achievements. As Tim Brain observed at the launch, an operation of this nature and scale, involving all 55 police forces throughout the UK is extremely complicated to organise and execute. So I would particularly like to commend Tim Brain's Gold Co-ordination Group, including Richard Berry, Sue Bradshaw and Craig Guthrie, for all their hard work".*

UKP2 was the largest ever police operation on human trafficking and arguably the largest in relation to serious and organised crime in the UK. Pentameter 2 resulted in police recovering 167 victims, including 13 children and arresting 528 people after searching 852 premises. UKP2 commenced in June 2007 and followed four phases of activity. The National Coordinator was the Constabulary Head of Crime Detective Chief Superintendent Richard Berry who reported to a national multi agency coordination group. Detective Inspector Sue Bradshaw and Detective Sergeant Craig Guthrie, Police Staff members Wayne Wright and David Turner played a central role in supporting and delivering strategic plans. A significant part of this was the development of a comprehensive Senior

Investigating Officers 'toolkit' which is likely to be incorporated into future trafficking investigation training.

The four phases of UKP2 involved setting up the operation, presenting comprehensive briefings to over 500 police officers and staff nationwide, including a joint Ireland briefing with the Garda Síochána. Operations ran from October 2007 until April 2008. A very comprehensive debriefing and operational report formed part of the process for phase four.

All of the 55 police forces in the UK participated in the campaign. Police had considerable success in seizing the assets of those believed to be responsible for human trafficking. To date officers have recovered more than £500,000 worth of cash, and orders have been put in place restraining further assets worth in excess of £3 million.

October Films, an independent production company has been filming UKP2 activity, which will be broadcast on national television as a three part series next year. This was a major media relations achievement for the national coordination staff.

UKP2 was also the largest ever deployment of the Home Office Large Major Enquiry System (HOLMES) and the Gloucestershire server linked all Regional Intelligence Units (7), 22 key forces, United Kingdom Human Trafficking Centre and SOCA right across the United Kingdom creating a virtual national intelligence warehouse. This was actively managed and found organised crime links across the UK and to other parts of the world. Intelligence was shared with HM Revenue and Customs, Europol and the European Serious and Organised Crime intelligence analysis unit based in The Hague, Amsterdam. UKP2 processed over 6400 intelligence logs and has been recognised as groundbreaking in the management of national intelligence.

Lessons from UKP2 are now being incorporated into the UK Action Plan For Tackling the Trafficking of Human Beings and the national programmes run on behalf of UK law enforcement by the Serious and Organised Crime Agency.

UKP2 has gained international recognition as being a benchmark for large-scale operational management and investigation. UKP2 staff recently attended a United Nations strategic meeting in Bangkok and provided a comprehensive briefing to colleagues from across the South East Asian region on what is now regarded as the 'gold standard' for anti trafficking law enforcement. The presentation was made to delegates from Vietnam, Thailand, Cambodia, Philippines, China, Laos, Myanmar (Burma), United Nations Projects, United States Department of Justice and the International Labour Organisation. Many of the UKP2 experiences are now being evaluated by the UN regional project for potential replication and translation into law enforcement practice.

### *Football Matches*

**3<sup>rd</sup> May - Operation Robin 62**

Cheltenham Town v Doncaster Rovers (League Fixture) was a Category 'C' (Level 2) resourcing requirement initially, although this was enhanced to a Category C+ with mobilisation of three Police Support Units and other specialist resources. Cheltenham won 2 - 1.

Five arrests were made for public order with a further 10-15 ejections from the ground made. No other reported problems or arrests.

## Roads Policing Unit

### *Armed Response Vehicles*

The number of Tier 1 despatches during this period is 41, compared with 39 in the previous quarter.

The number of Tier 2 deployments during this period is 37, compared with 32 in the previous quarter. It should be noted that the Tier 2 total includes the Tier 1 figures, as a Tier 2 deployment will start as a Tier 1 deployment.

The classification of the different tiers is established as:

**TIER ONE** is permission for crews to arm from weapons and ammunition carried in the vehicle as appropriate to the circumstances. It is not an authority for armed deployment.

Any subsequent deployment of the ARVs will be known as **TIER TWO** and will require the necessary authority

A breakdown of these deployments, on a Divisional basis is as follows: -

	Tier 1	Tier 2
Tewkesbury & Cheltenham	20	19
Forest & Gloucester	17	15
Cotswold & Stroud	4	3
Operations & Motorway	0	0

### *Tactical Weapon Team Deployments*

In the final quarter of this year there has been 3 Tactical Weapons Team deployments.

A breakdown of these deployments, on a Divisional basis, is as follows: -

Tewkesbury & Cheltenham	2
Forest & Gloucester	1
Cotswold & Stroud	0
Operations & Motorway	0

***Protection Duties***

There have been 7 deployments during the quarter.

**Dog Section**

The Section undertook an assessment of the Policing presence needs at Staverton Airport at key flight times, and it was agreed to place police search dogs into the airport.

An action plan was agreed which saw handlers and dogs identified for the purpose of providing a search capability the Airport. All dog handlers attended a full Health and Safety brief at the Airport.

A search took place on the 10<sup>th</sup> June, which was supervised by the Section Sergeant and Trainer, whereby a suitcase containing herbal cannabis was placed amongst the luggage of a boarding plane (without the handlers knowledge). The search dog identified the baggage and when pulled from the trolley of other cases was shown to the management of the airport who were observing the search. They were extremely impressed at the dog's capabilities.

The section have also had some notable successes during the quarter, with the following results:

**PC Tereza Watkins and Bella**

On the 23<sup>rd</sup> May executed a drugs warrant at an address in Dursley and found personal possession Class C drugs at the address.

On the 11<sup>th</sup> June a underground hydroponics system was located and 78 Cannabis plants found at an address in Dursley.

On the 23<sup>rd</sup> June ten addresses in Cheltenham were searched for drugs on the same day, resulting in six offences for personal possession of Class C drugs.

**PC Richard Brooks and Buddy**

On the 23<sup>rd</sup> June Buddy worked at Staverton Airport checking in/out bound flights, there were no positive searches made.

This Officer and dog have also worked on mutual aid to other forces five times in the last four months and this has resulted in various different seizures of drugs ranging from Class A - C personal use.

**PC Arlene Mansell and Bobby**

On the 8<sup>th</sup> April a drugs warrant was executed at an address in Cheltenham. Bobby indicated and located a loaded firearm but no drugs.

On the 18<sup>th</sup> April a drugs warrant was executed at an address in Gloucester. Bobby located Class C drugs for personal use.

On the 6<sup>th</sup> May a drugs warrant was executed at an address in Blakeney where a large bundle of cannabis was located behind washing machine.

On the 8<sup>th</sup> May Bobby found Class C drugs and cash seized at an address in Stroud. On the same day a warrant was executed in Cheltenham where personal use cocaine was located.

On the 26<sup>th</sup>, 27<sup>th</sup> and 28<sup>th</sup> May Bobby worked at Staverton Airport checking in/out bound flights, there were no positive searches made.

#### **PC Watkins and Bella & PC Brooks and Buddy**

Both took part in Operation UTAH, a Regional operation) where 7 personal possession for Class C drugs were made by Bella and Bobby found a large amount of Class 'A' Cocaine located in vehicle by the officer and his dog to the value of £60,000. This also lead to a large cash seizure from a related vehicle which the dog also showed interest in. The cash seizure was in the region of £40,000.

The dogs and handlers were also used in Operation Shield where as reported earlier 53 cars were searched resulting in 4 personal use for cannabis, 3 personal use for cocaine and 2 personal use for ecstasy tablets.

*Royal Visits*

- ⊕ On 17<sup>th</sup> April 2008 HRH The Princess Royal attended an Injured Jockeys Fund event at Cheltenham Racecourse.
- ⊕ On 24<sup>th</sup> May 2008, HRH The Prince of Wales attended Music in Country Churches at the Church of St. Peter and St Paul, Northleach.
- ⊕ During June 2008, TRH Princes William and Harry attended three polo matches at Longdole, Westonbirt and Cirencester.
- ⊕ On 25<sup>th</sup> June 2008, HRH The Duke of Gloucester visited Gloucester and Tewkesbury to launch the National Flooding Report.

**HQ Specialist Criminal Investigation Services (SCIS)****Fingerprint Bureau**

The Fingerprint Bureau has retained its external ISO accreditation. The Bureau was initially accredited in December, however a six monthly check was required to retain the accreditation. The auditor was pleased with the compliance and wrote:

*"A satisfactory surveillance visit following last year's stage 2 assessment. There is much evidence of ongoing improvements such that the QMS can truly reflect local methodology. As a consequence a number of operating procedures were in draft form to reflect current practice. Good record keeping throughout with comprehensive documentation. All Auditees helpful and aware of requirements. Management review and internal audits effective."*

**SOCO**

Student SOCO, Andy Castle has been awarded the Student SOCO of the Year award and the Arthur Chapman Award whilst attending his Initial SOCO Course. This is a great achievement and reflects very well not only for Andy, but also for the Force and the Department. Andy's name will join two previous Gloucestershire winners Paul Cowburn and Bob Beetham on the relevant shield displayed at Durham.

Andy will be invited to an awards ceremony at Durham Castle to collect the award in July.

## Major Incident Team

### *Op Texas*

Operation Texas concerns the investigation into the disappearance of Kathleen (Kate) Prout, from Redhill Farm, Redmarley. Initially dealt with as a missing person enquiry, this is now a murder investigation. Several arrests have been made and enquiries are continuing.

### *Op Pesta*

In June 2008, upon receipt of intelligence from another agency, Officers executed several Search warrants at locations around the city of Gloucester.

Two persons were arrested for money laundering and firearms offences and amongst items seized were £22,680 in cash, a quantity of counterfeit currency and a firearm. The two arrested are currently on police bail pending further enquiries.

### *Op Brown*

This operation relates to a multi-victim child abuse operation, which commenced in January 2007. Following the seizure of a computer and other media storage devices images of child sexual abuse were found. The suspect was charged with a total of 20 offences including sexual activity with children and awaits court hearing.

### *Op Sheffield-Empire*

This is a pro-active enquiry into the criminal enterprise (including theft, deception and benefit fraud) of an organised crime group based within the traveling community.

Enquiries have identified substantial assets including a number of properties and cash with a value exceeding £2.2 million with evidence of money laundering. A number of arrested persons remain on police bail whilst enquiries are undertaken.

### *Op Final Count*

In February 2006 Operation Pentameter, a National Operation led by Gloucestershire Constabulary, commenced investigating the Human Trafficking females for the purpose of prostitution into the United Kingdom.

From this Operation Final Count was initiated investigating the financial benefit from the trafficking that identified large sums of money having been paid into several bank accounts held in the name of a Chinese

National who had been granted entry into the United Kingdom on a Student Visa in 2000. It became apparent that he was laundering money through the accounts back to mainland China. He was interviewed, charged with money laundering and awaits court process.

### *Op Gull*

Operation Gull is the investigation into the murder of Louise Hall of 15 Nelson Street, Gloucester. On the night of 16<sup>th</sup> August 2007, Louise Hall returned to her home address, along with her brother, two other males and the defendant Matthew Bayle, having spent the evening drinking at the India House Public House in Tredworth, Gloucester.

The following day witnesses alerted the emergency services to a fire at the address. Bayle, who was naked, escaped through a front window. Louise Hall's body was discovered inside the address.

Bayle was arrested, interviewed and later charged with her murder and is awaiting trial.

### *Op Star*

Operation Star is the investigation into the Newsham House Registered Care Home in Gloucester. It is a joint investigation with the Commission for Social Care and Inspection (CSCI) with assistance from Gloucestershire Social Care Directorate.

In 2002 and 2003 CSCI received complaints by family members about the treatment of their relatives in Newsham House. In particular investigations revolved around the death of five patients.

Following a series of interviews with the Managing Director, Operations Director of ADL Plc, the Manager and Deputy Manager of Newsham House have been charged with a large number of offences relating to the alleged wilful neglect of a patient receiving treatment for a mental disorder. They await trial.

### *Op Lapwing*

At around midnight on 20<sup>th</sup> June 1989, a female was attacked and raped in St Peters Park, Cheltenham, by an offender who threatened her with physical violence.

The initial investigation failed to identify a suspect. Following advances in forensic science based on familial DNA the case was re investigated and the offender identified. On 4<sup>th</sup> June 2008 Dale Burrows was found guilty of rape and received a sentence of seven years imprisonment.

## Section 3: Business Developments

### Business Improvement Department

#### *HMIC Detections Audit*

The Force has achieved a grading of 'Excellent' in a recent HMIC audit of the way in which it records data in relation to detections. The purpose of the quality assurance programme is to ensure that data quality is robust.

The main conclusions from the audit are that:

*"The Force has achieved an overall weighted grade of Excellent. The auditors noted the force as having made noteworthy improvement significantly reflecting in the results for this year's audit of data quality. Substantial gains in performance have been achieved.*

*The detailed audit element has been assessed by auditors as follows: Cautions; Offences Taken into Consideration (TICs); Penalty Notices for Disorder (PND) and charges all having being assessed as - Excellent. Summons - assessed at Fair. Overall this is a sizeable improvement.*

*The Force has made important progress in the area of charges since the last audit and it was felt by auditors that clear evidence exists of a system performing strongly with robust supervision of detections claimed by charge".*

#### *Estate Strategy Review*

An Estate Strategy Review [ESR] paper was produced in 2007 when there was uncertainty over the progress of PFI2. The paper looked at risks and issues associated with our estate and suggested a way forward for the next 20 years, by way of defined estate strategy in order to assist with strategic decision making.

When there was more clarity around PFI2, the Estate Development Board decided to defer work on estates priorities until an Outline Business Case for PFI2 had been submitted. This was duly completed in March 2008.

At the April 2008 Estate Development Board, work was approved to proceed with a comprehensive operationally focussed estate strategy review covering a period of 20 years, with the aim of making the estate work to its best effect now and in the future

The Review is intended to be an inclusive process involving consultation with Divisions and Departments and the Police Authority. The Constabulary and Gloucestershire Police Authority will subsequently submit a formal report for endorsement in April 2009.

**PFI2**

An Outline Business Case (OBC) for the delivery of two new Custody Centres and other operational accommodation for Gloucestershire Police was submitted to the Home Office on 28<sup>th</sup> March 2008. This has subsequently been subjected to comment and evaluation from key Home Office departments.

The OBC outlined our bid for the provision of the following accommodation:

- ⊕ Forest and Gloucester Divisional Headquarters
- ⊕ Custody Centre South Cheltenham and Tewkesbury Divisional Headquarters
- ⊕ Custody Centre North

The OBC will be submitted through the Home Office departments and then onto the Minister for Policing for final approval before it is submitted to the Project Review Group (PRG) of HM Treasury who will award PFI Credit.

We anticipate attending the PRG on 16<sup>th</sup> September 2008.

Subject to being invited to PRG on 16<sup>th</sup> September and a successful outcome, the Bidders' Day is scheduled for 10 October at Police HQ, No. 1 Waterwells.

***Bishops Cleeve***

Plans to sell the Bishops Cleeve Police Station and to have a newer and smaller Police Station in its place have changed course with new plans for the station being developed. At the Estate Programme Board held on 23<sup>rd</sup> May, it was confirmed that the existing Bishops Cleeve Police Station site will now not be sold, and will remain in place for the foreseeable future.

Commercial negotiations were undertaken with prospective bidders but were concluded without reaching a satisfactory agreement.

There will consequently be no change to the policing of Bishops Cleeve

***Hope House Sexual Assault Referral Centre (SARC)***

Construction of the new Sexual Health building, which is to house the new SARC at the Gloucester Royal Hospital, has unfortunately incurred a delay, due to asbestos being found in a service duct. This now gives a new practical completion date of late September.

A 5-week migration plan to commence practical completion has been completed. The "ready for service date" will be Autumn 2008.

The official opening ceremony for the whole building is being planned for the spring of 2009 and Marketing resource has been allocated from Business Improvement (BI) to assist in the delivery of it. SCIS has taken the strategic lead with BI resource and the SARC manager leading on delivery.

### *Cheltenham INA*

The Gloucestershire Constabulary supported by the Gloucestershire Police Authority and a number of other partners have signed up to the North Place development, which is part of the Cheltenham Civic Pride Initiative, a scheme to carry out regeneration projects in the town centre to enhance the area for residents and visitors.

### *Securing Section 106 Contributions*

The Business Improvement Department is working with Divisions in securing S106 contributions from developers towards the policing of new housing developments across the County.

Specifically Robert Hitchins (developer) has submitted an application to Tewkesbury Borough Council (TBC) for a mixed-use urban extension. The development is for land to the west of Innsworth Lane and north of the A40.

Also a planning application has been submitted for development of land to the west of Innsworth and the north of the A40 for a mixed urban extension.

A Divisional and site-specific policing plan is currently under development with divisional representatives, the project and consultants, Atis Real. The adopted S106 formula is also being populated with both being submitted for S106 contributions.

It should be noted that any new buildings provided by S106 contributions would not include refit, furniture, IT or resourcing costs. These costs will have to be borne by the Gloucestershire Police Authority/Gloucestershire Constabulary.

## **Other Projects**

### *IMPACT Project*

Basic training on Management of Police Information (MoPI) will take place Force-wide during the third and fourth quarters of this year by way of on-line NCALT training packages. The training will be mandated on all Officers and Police Staff by way of an ePDR objective. Specialist users e.g. data in-putters, will receive additional training.

The MoPI User Group, consisting of Senior Officers and Managers, is focussing on data quality issues. The Review, Retention and Deletion (RRD) team, about to be formed, will initially address data quality issues before engaging in its proper role of ensuring that records held within the six prime business areas are fit for a policing purpose. By following the

MoPI guidelines the Constabulary will be able to ensure procedures, policies and data conform to the national standards, thereby enabling data, by late 2010, to be shared nationally by way of the PND with confidence as to its integrity.

The Business Design Authority (BDA) of the NPIA is in pre-contract negotiations with the 3 short-listed consortia that are bidding to provide Phase 1 of the IMPACT Police National Database (PND) which will ultimately provide a powerful solution for searching nationally-shared police information by 2010. Contract signing is expected in November with loading of test data planned from April 2009. Prior to this the Full Business Case must be approved by the Home Office GIB and must include both Programme costs and those forces will be expected to fund. Unless the following criteria are met the GIB will not fund the Programme:

- ⊕ The case is affordable both to the Home Office and to forces
- ⊕ Benefits are identified, defined and achievable with benefit realisation plans agreed and in place
- ⊕ Forces are committed and have funding and resources in place.
- ⊕ The NPIA has issued a large number of documents for the PND which include the Business View and Logical Data Models for each of the 6 business areas, plus others. The six business areas are:
  - Crime
  - Custody
  - Intelligence
  - Child Protection
  - Domestic Abuse
  - Firearms - revocations and refusals

The requirement is for data to be extracted from the data systems of these business areas, formatted and sent to the PND on a daily basis. Contractual discussions are to be held with SunGard Vivista (SGPS) around the extraction of data from the first 3 systems whilst work will be necessary, within Force, to extract the data from the Child Protection and Domestic Abuse systems. Firearms (NFLMS) data extraction will be abstracted by way of a national process. NPIA have stated that all forces will be live on PND (Phase 1) by March 2011. A PND Joining Up Workshop at Bramshill was recently attended, and the Force is currently calculating the potential costs and benefits of PND. It is anticipated that there will be additional costs arising from this.

### *ISIS*

The ISIS project (Integrating Strategic Information Systems) will provide an advanced upgrade to Unity called UNIFI, which will provide an integrated computer system to support police activity with a link to the Courts and the Crown Prosecution Service.

Site Acceptance Testing (SAT) is currently underway and, dependent upon the results of the testing process, the ready for service date will be confirmed thereafter.

#### *Duty Management System (DMS)*

DMS will provide a tool for more efficient planning of duties and support the alignment of Gloucestershire Constabulary with other forces across the UK. The scope of this project is significant, as all personnel who conduct any shift pattern within the organisation will be impacted by DMS in the future.

A series of workshops were held earlier in the year to ensure the future user requirements for the DMS were captured and understood. The tendering process began in April, with a response from 18 potential suppliers.

Following an evaluation process, there is presently a shortlist of five parties that have been invited to continue into the next stage. It is expected to issue the contract end of September 2008.

#### *Mobile Data / Mobile Working*

An earlier scoping exercise conducted between December 2006 and March 2007 reviewed the usage of mobile data within the Police Service and identified options that the Force could adopt. However, this work was not progressed owing to the requirements arising as a result of Operation Outlook, during July - August 2007.

On March 2008, it was decided by COG that the Force would conduct a pilot study of mobile working before the end of 2008/9 in the two INAs in Stroud and Dursley. The pilot will be based on mobilising core information and business processes used by front-line officers. Subject to the success of the pilot, widescale implementation could commence in 2009-10.

User requirements workshops have now taken place. Next steps will involve producing detailed specifications for the requirements and a process undertaken to evaluate and select suppliers.

#### *Investors in Excellence (IiE)*

Gloucestershire Constabulary is working towards the achievement of the Investors in Excellence standard in conjunction with Midlands Excellence. Achieving new standards of performance through Investors in Excellence is our number one organisational priority in this year's Local Policing Plan (2008 - 2009).

In early March this year, the Constabulary formally registered with Midlands Excellence its intention to undergo IiE assessment. The planning team is currently writing the documentary evidence portfolio, which will

be submitted to Midlands Excellence in September 2008, allowing the Midlands Excellence liE assessment team to inspect the Force in October / November.

## Criminal Justice Dept

### *Departmental Re-Structure*

The Department is in the early stages of implementing the recommendations of the Review recently approved by Senior Officers. The first stage has already been completed in that the Senior Management Team has been restructured and the three Heads of Unit; Crime, Non-Crime and Tasking and Co-ordination have been appointed. The next stage of the review has been scoped and a project plan and timescales has been prepared.

Early negotiations to implement the next stage of the review has already taken place with HR and the staff briefed on the project plan timescales. Job Descriptions for the new Management level has also been devised and are ready for consultation with staff and UNISON.

### *Phoenix Bureau*

The Phoenix Bureau continue to operate to the national performance target set despite having lost a number of staff. These staff have been re-deployed to the soon to be established Corporate Information Management Bureau. It is encouraging to note that this performance has been maintained despite the fact that the Arrest Summons reports are also increasing in volume to be processed.

The current figures for the period April to June are:

<i>Month</i>	<i>% entered within 24hrs</i>	<i>Volume of forms processed</i>
<i>April</i>	<i>91.7%</i>	<i>1,535</i>
<i>May</i>	<i>91%</i>	<i>1,722</i>
<i>June</i>	<i>90.4%</i>	<i>1,687</i>

**Conditional Cautions**

The Conditional Caution Scheme has been administered by the Administration Team, since its inception. To date the following statistics are available to determine progress:

<b>Month</b>	<b>Ongoing</b>	<b>Breached</b>	<b>Completed</b>	<b>Compensation Paid*</b>	<b>Compensation Outstanding**</b>
<b>April</b>	2	5	3	£1141.36	£383.77
<b>May</b>	8	0	2	£800.00	£1367.96
<b>June</b>	10	1	1	£60	£3587.36

\*Compensation paid- completed cases

\*\*Compensation Outstanding –Live cases and assumption that breach does not occur.

The Conditional Cautioning scheme is working well and the numbers being administered appear to be consistent over the last three months.

**Case Result Processing**

There has been a significant reduction in those cases resulted onto the Police National Computer and therefore a failure to meet the national target timescale of 75 % resulted within 10 days.

<b>Month</b>	<b>% entered within 10 days</b>	<b>Volume of forms processed</b>
<b>April</b>	48.3%	536
<b>May</b>	18.5%	681
<b>June</b>	14.8%	895

The reason for this failure is due to the impact of the introduction by HM Courts Service of a new computer system, which is known as the 'Libra system', which is the national Magistrates Court System, (Libra is not an acronym). It has impacted on the Police performance because the Courts Service had not been able, until 17<sup>th</sup> July, to provide results in a timely manner to allow the Police to enter the results within timescale. In order to try to minimise the impact caused by this delay a number of staff resources have been deployed to the Unit to process the backlog and although this will not immediately improve performance in terms of timescale it will ensure that results, although late, are recorded on the PNC system as soon as practicable after they are received.

Due to improvement very recently on the timeliness of results received from the Courts the results received for cases for 17<sup>th</sup> July are now being processed and therefore can be entered onto the PNC within timescale. There are still six sessions outstanding from the Courts for cases heard in June, which are still to be verified from the Courts.

However it is evident that the Courts Service are now in a position to process and verify results more quickly, which in turn allows the Department the opportunity to enter the results within the 10 days timescale. It is expected that July's performance statistics will improve, and it is hoped that by September, performance will start to return to the previous levels prior to the introduction of Libra.

It is a credit to the staff in the resulting Unit that they have managed to maintain the current standards as there has been a significant impact on the team following the Courts implementation of Libra and it is due to the Team's tenacity that we have performed even to this standard.

### *Penalty Notices For Disorder*

Totals for PNDs during this period were as follows:

<i>Month</i>	<i>Total</i>	<i>% Issued on the Street</i>
<i>April</i>	<i>50</i>	<i>38%</i>
<i>May</i>	<i>78</i>	<i>32%</i>
<i>June</i>	<i>63</i>	<i>40%</i>

During this quarter a total of 191 Penalty Notices for Disorder were issued covering a range of offences, a rise of 18.6% on the previous quarter. Offences contributing to Offences brought to Justice account for 75.4% of PNDs issued this quarter, i.e. Causing Harassment or Alarm (30.3%), Destroying or Damaging Property (8.4%) and Retail Theft ( 36.6%).

The percentage for this Quarter of PNDs issued on the street was 36% almost double the rate for the previous quarter (18.6%).

### *File Building Teams*

#### *(Now known as Case Preparation Units)*

The unit has adopted working practices based on the CJSSS file format (Simple, Speedy, Summary) and are now in a position to upgrade papers to the high standard required in full file preparation, concentrating only on the points contested and identified through the CJSSS procedure.

The unit has continued their commitment to Officer training both individually and at organised training days and have accommodated 1-2 day attachments from individual officers.

In the period 1/4/2008 to 30/6/2008 the Case Preparation Units took 234 files, to date accounting for over 1000 files in the last 15 months. Taking on the full file upgrades has continued to free up Officers to deal with front line duties and reduce unnecessary bureaucracy.

The Unit are looking at ways to operate more effectively including the enhanced use of Information Technology and scanning to improve efficiency. Work continues with our partner agencies to develop best practice and file content.

### *Witness Care Unit*

The performance of the Witness Care Units is now being measured against their ability to get witnesses to attend court. This performance measure has only just been introduced and will be subject to further development.

This performance measure has only been introduced in June and it is anticipated that by August, this measure will be developed.

Figures for June based on dip sampling:

<i>Magistrates</i>	<i>Number of trials sampled</i>	<i>Number of witnesses Called</i>	<i>Number of witnesses attended</i>	<i>Attendance as a %</i>
<b>TOTALS</b>	36	120	112	93.3
<i>Crown</i>	<i>Number of trials sampled</i>	<i>Number of witnesses Called</i>	<i>Number of witnesses attended</i>	<i>Attendance as a %</i>
<b>TOTALS</b>	9	49	48	97.9

Over the last 3 months, the Witness Care Unit has been progressing several initiatives:

- ⊕ Refining of the web-site to inform police staff of the work they do and highlight the Victims code
- ⊕ Collating Police Court experience questionnaires to gain management information about the cost to the Constabulary of officers and staff attending court. Comments from officers also examined to improve procedures and resolve problems.
- ⊕ Reviewing processes to achieve better service. For example, getting court-restraining orders on to Unity on the day the order is issued in court.

## Community Partnership and Citizen Focus

### *Citizen Focus Programme*

The Citizen Focus Programme Board was created in March 2008 following recognition by Chief Officers' Group that there was a need to drive the Citizen Focus agenda within Gloucestershire, and for there to be a corporate framework in which progress could be made. The Programme Board has met four times since its inception.

Following discussion amongst Programme Board members the name of the Board has been changed to the 'People First Programme Board'. This reflects a desire on the part of the Constabulary to have a recognisable 'brand' for citizen focus that is meaningful to staff and members of the public. It also reflects the ACPO vision for citizen focus policing, known as 'People First Policing', and the aim of the Gloucestershire Programme

*"To underpin the aims of the Constabulary to be the most operationally effective police force in the country by securing and maintaining high levels of satisfaction and confidence. This will be achieved through the consistent delivery of a first class policing service that meets the needs of individuals and communities, and provides a service that people value"*

(People First Programme Board Terms of Reference, 2008).

A People First Programme Manager has been appointed; Claire Radley, currently Head of Research, will be taking up this post as a two-year secondment.

The appointment of the People First Programme Manager coincides with the establishment of a number of work streams within the Programme, based around a customer service model. The model was developed in 2007 following a study initiated by a consortium of seven UK police forces and the Police and Partnership Standards Unit, and was managed by the European Centre for Business Excellence and Warwick Business School.

The work streams and their associations with the model are as follows:

- ⊕ Communications (Service personality and Easy to do business with)
- ⊕ People (Committed staff)
- ⊕ Research and Performance (A service culture and Organisational outcomes)
- ⊕ Processes and Systems (Customer focused systems)

The Neighbourhood Management Board, now chaired by ACC CS, will make up a fifth work stream.

*Press Office*

This quarter the Press Office produced more than 340 press releases appealing for information on crimes, offering crime reduction advice and publicising the good work and initiatives carried out the Constabulary.

Events attracting particular media interest during the quarter included an incident in May in which two Gloucester supermarkets were cordoned off after police received reports of an individual contaminating goods in both stores. A 42 year-old man from Gloucester was subsequently arrested and charged with four counts of contaminating goods and three counts of criminal damage in relation to the attacks.

The Constabulary also received wide recognition for the work done by its Officers in coordinating Pentameter 2, the nation-wide operation on human trafficking for sexual exploitation. This work culminated in June and the beginning of July, when the campaign results were released to the media.

Other issues attracting press interest included the continuing investigation into the disappearance of Redmarley woman Kate Prout and, sadly, two major road traffic collisions. A crash on the M5 motorway in May in which three people died, and a crash on the B4066 near Sharpness in June, in which another three people died, received widespread coverage.

*Internet Developments*

Gloucestershire Constabulary external website has recorded the following hits during the quarter.

Total number of visitors	81,949
Those of which are new visitors	44,539
Total pages viewed	316,278
Average number of pages viewed	3.86 per visit
Average time on site per visit	2.40 mins
Top five pages viewed are	Homepage, Latest News, Recruitment and Vacancies ,Contact Us

**Kids Aware external website**

Total number of visitors	4,754
Those of which are new visitors	4,204
Total pages viewed	10,049
Average number of pages viewed	2.11 per visit
Average time on site per visit	1.48 mins
Top five pages viewed are	Stranger Danger, Bullying, Play Safe, Homepage, Internet Safety

The Constabulary website has been developed and adapted to promote the work carried out within the 18 SCTs directly on the homepage.

**Homepage reconstruction and improvements include:**

- ⊕ Constabulary Press Releases are now showing at the top of the homepage and are updated every 5 minutes, with a new Press Release archive of 1months articles for reference.
- ⊕ The homepage highlights the top five Neighbourhood Policing updates with the latest information and events from our SCTs across the County.
- ⊕ The job vacancies section has been improved with individual jobs advertised on the homepage, each advert is then archived automatically on expiry date.
- ⊕ Force and Divisional Crime statistics are now featured on the homepage and Neighbourhood Policing sections. Neighbourhood Policing newsletters are published on the homepage and Divisional pages promoting the good work and successful initiatives being carried out, the newsletters aim to increase awareness amongst members of the public of their local policing teams.
- ⊕ The 'Focus on Women in Policing' section was created to promote the diverse careers of females within the Constabulary. It ran parallel with a recruitment drive during June advertising for Police Officer applications. We gained valuable exposure with the local media.

***Marketing***

Marketing activities implemented during this quarter including the distribution of 30,000 Divisional SCT newsletters, with a second re-print organised. Magnetic calling cards were also produced for each Safer Community Team containing names and contact details of team members, this has encouraged further community engagement opportunities for each SCT, alongside the distribution.

This quarter has also seen the roll out of plasma screen advertising in NHS hospitals across the County. The first advert to feature has followed the 'Do you know your local Officer' branded theme, the contract has been purchased for one year.

Mobile billboard advertising was purchased in May, each Division having the opportunity to advertise in their chosen areas, targeting public events and supermarkets, again using the 'Do you know your local Officer' theme. A postcode search was implemented on the force website, allowing members of the public to find out which SCT they belong to.

Quarterly local crime information was also published, down to community level on each SCT web section. Each Safer Community Team has been trained to update their section on the force website, assisting to increase awareness of their role within the community and successful initiatives carried out on a regular basis. Marketing to target the universities within the County includes Neighbourhood Policing adverts in the following university magazines: 'G-Force' and 'The Scene'.

Police Information Points have been adapted to include posting boxes, to encourage engagement with members of the public, PiPs are regularly visited by SCTs, also using 'surgeries' to increase two-way communication.

A '*Kids Aware - Stop Theft!*' DVD based programme has been designed to appeal to pupils in years five and six, and has several interactive elements, which pupils will hopefully find entertaining as well as educational. The programme developed from the current 'Kids Aware' theme, highlights the risk of opportunist thieves operating in and around school.

After interest in the 'Kids Aware' website from police forces around the UK, the pack was produced to distribute throughout schools in our county and offered to Police Forces around the Country to purchase.

This quarter also saw the production of the Chief Constable's Annual Report 2007 / 2008, and the Diversity Unit's Employment Monitoring Report. Both of which can be downloaded from our website.

### *Diversity Unit*

The development of a Single Equality Scheme commenced last quarter, and a series of consultation workshops were undertaken with internal and external stakeholders, to inform the final document. The Scheme is currently being consulted on and will be finalised and published in August 2008.

We have recently increased the number of Transgender Liaison Officers (TLOs) within force from three to four. The latest of our TLOs provides the Constabulary and its staff further resilience to advise on female to male transgender enquiries and provide specialist advice and support in

criminal investigations. The four advisors are now able to provide advice across all aspects of transgender.

There has been significant progress made in force at a Divisional level in undertaking Community Impact Assessments to monitor community tensions in relation to particular incidents. This has recently been further enhanced by the routine involvement of Independent Advisors in providing an independent view.

The Diversity Unit have recently been assisting the Force Operations Department with external consultation on the Unlawful Encampment Policy. As part of the external consultation we believed it was essential to have a dialogue with members of the Gypsy and Traveller Communities, to ensure that the policy would not adversely impact on the community and their families.

In March 2008 the Diversity Unit made attempts to engage with people from the Travelling Communities. We attended several sites in the locality and spoke to the occupants. Initially met with a reluctance to become involved and a very negative attitude, this was soon to be dismantled after it was explained that this was their opportunity to have some input and understanding of what the Police and Local Authorities were doing and why.

There was an initial lack of understanding of what the Policy was and a fear of what the consultation process involved. After several visits to the site and having answered all the questions and provided reassurance to the residents, the majority of them agreed it was important to take part in the consultation process.

This showed a positive breakthrough in barriers that were initially in place and has resulted in an improvement in the relationship between the police and members of the Gypsy and Traveller Community.

On 29<sup>th</sup> April 2008 the consultation workshop took place at the Express Holiday Inn in Quedgeley and during the process the attendees were very positive that the police were going to have a policy in place. They were happy with the content and raised no issues of concerns.

This has been a very positive result not only finalising a consultation process but also working together with members of our Gypsy and Traveller Communities within Gloucestershire.

### *Schools Unit*

The Constabulary Schools Unit has received a national award in recognition for its' partnership working with Gloucestershire County Council.

Following the highly successful 'Smartwater' initiative, which has resulted in theft of ICT equipment from schools being reduced by over 90% within the last two years, the Unit and County Council partnership was 'highly commended' by the Association of Local Authority Risk Managers, ALARM,

at an awards ceremony in June. Gloucestershire was the only police service nominated at the awards, which recognises partnership working across all public authorities in the Country.

The award comes at the same time as a new classroom based DVD resource, 'Kids Aware - Stop Theft' is distributed free to all primary schools in the county. This resource was part funded from the savings achieved by the 'Smartwater' project, and aims to raise awareness of the risks of opportunist thieves and 'walk-in' theft.

### *Neighbourhood Policing*

The final HMIC inspection took place in May to ensure that Neighbourhood Policing has been fully embedded across the Force area. The inspection involved speaking to numerous focus groups with Neighbourhood and non Neighbourhood Policing staff. The inspection further visited and observed a Neighbourhood Co-ordination group meeting where the three priorities for the Community were agreed. The inspection team also spoke with a youth focus group arranged by the Police Authority worker Matt Wicker.

The grading for the inspection will be released in the coming months.

The Force Neighbourhood Policing website has now bedded in and has received high praise from the NPIA after a recent national audit of all Police Force Neighbourhood Policing websites.

All 18 Safer Community Teams continue to develop and implement many initiatives that are being well received within their respective communities. Examples of various initiatives have been included in the Divisional updates of this report.

There have been some staff changes within the Force Implementation team. ACC Ivor Twydel now assumes the portfolio and recently chaired his first Force Neighbourhood Policing meeting.

Paul Morrissey has been promoted to Chief Inspector and has subsequently moved to Cheltenham & Tewkesbury Division. His position has been advertised and his replacement will be selected in the near future.

Pc Chris Lea has transferred to West Mercia and has been replaced by Pc Neil Lorimer, who has joined the team from Cheltenham & Tewkesbury Division.

April saw an increase of a further 17 Officers funded by the County Council. The third tranche of County Council funded Officers now bring the Force total to 46, with the final stage of the phased project taking place in 2009. The allocation of Officers is broken down below:

**C&T Division**

<i>Hesters Way</i>	<i>Tewkesbury</i>	<i>Whaddon</i>	<i>Leckhampton</i>	<i>CRE</i>	<i>Town Centre</i>
<i>1, Total 5</i>	<i>1, Total 2</i>	<i>1, Total 2</i>	<i>1, Total 2</i>	<i>1, Total 2</i>	<i>1, Total 3</i>

**F&G Division**

<i>Forest North</i>	<i>Forest South</i>	<i>Matson &amp; Barton</i>	<i>Hucclecote</i>	<i>Glos South</i>	<i>Glos City</i>
<i>1, Total 2</i>	<i>1, Total 2</i>	<i>1, Total 5</i>	<i>1, Total 2</i>	<i>1, Total 3</i>	<i>1, Total 3</i>

**C&S Division**

<i>Cirencester</i>	<i>Stow</i>	<i>Dursley</i>	<i>Stonehouse</i>	<i>Stroud</i>
<i>1, Total 3</i>	<i>1, Total 2</i>	<i>1, Total 2</i>	<i>1, Total 3</i>	<i>1, Total 3</i>

**False Alarms**

Once again the amount of false activations from alarm systems has reduced over the last quarter compared to the same quarter last year. The drop this quarter is 30.

The amount of installations has increased considerably, so the percentage of false alarms against installations has again dropped this quarter.

2008/09

2007/08

<i>Month</i>	<i>Activations</i>	<i>Installations</i>	<i>Month</i>	<i>Activations</i>	<i>Installations</i>
<i>APR</i>	<i>260</i>	<i>18057</i>	<i>APR</i>	<i>251</i>	<i>17456</i>
<i>MAY</i>	<i>246</i>	<i>18072</i>	<i>MAY</i>	<i>231</i>	<i>17531</i>
<i>JUN</i>	<i>240</i>	<i>18073</i>	<i>JUN</i>	<i>294</i>	<i>17571</i>
<i>Total</i>	<b><i>746</i></b>		<i>Total</i>	<b><i>776</i></b>	

## Contact Management

During the first quarter 2009/09 the Contact Management Department:

- ⊕ Received 19,389 emergency 999 calls
- ⊕ Answered 999 emergency calls on average in 4.5 seconds.
- ⊕ Answered 93.6% of 999 calls on target, i.e. within 10 seconds.
- ⊕ Answered 18,142 calls on target.
- ⊕ Received at the Switchboard 92,894 non-emergency calls from the public. (That's 1,021 per day)
- ⊕ Answered 97.21% of incoming calls at the Switchboard within the National Call Handling Standards (NCHS) target of 30 seconds, with NCHS target being to answer 90% of such calls.
- ⊕ Carried out 45 Customer Satisfaction Surveys, under a new process with the Veritel XQ Operator Skills / Customer Satisfaction system \*(see below)
- ⊕ Created 57, 823 Command & Control incidents. (That's 635 per day)

Technology was at the forefront of the operational and strategic development of the Contact Management Department during 2007/08 with several projects coming to fruition in this quarter:

The networked **Plasma Briefing System** is now fully operational and growing at an encouraging pace.

Citizen Focus and customer satisfaction were the key drivers in the procurement of the \*Veritel XQ System. This integrated approach to quality control allows the storage and retrieval of calls made to the Police Contact Centre and Force Control Room, which can then be assessed for quality against the National Call Handling Standard and can then produce a customer satisfaction survey in relation to that call.

A **Workforce Management System** to dynamically match staffing levels to demand, and predicted demand, came to fruition in this quarter with the installation of the Q-Max WMS which takes call data for both rooms in the Contact Management Department and then provides suggested staffing levels to achieve pre-set performance levels.

The new **Collaborator** system enables relevant information to be electronically and securely sent between the command and control systems of the Police and the Highways Agency, by simple entries in the incident logs of the respective organisations.

## Section 4: Personnel

### *Recruitment*

During the quarter the Recruitment Team has appointed 18 Student Officers, of this 12 (66%) are male Student Officers, 8 (44%) female Student Officers. There were no minority ethnic student officers appointed on this intake.

The Police Officer recruitment campaign generated 1628 requests for paper application packs. 950 were returned

There have been 68 Police Staff vacancies advertised between 1<sup>st</sup> April 2008 and 30<sup>th</sup> June 2008.

30 new Police Staff employees have joined between 1<sup>st</sup> April 2008 and 30<sup>th</sup> June 2008. 15 Police Staff appointments were male (50%) and 15 were female (50%).

### *Establishment*

As of 30<sup>th</sup> June 2008, the Full Time Equivalent (FTE) establishment staffing level for Police Officers was 1356. The actual FTE strength was 1347.85, covered by a total of 1375 officers, which compares with an actual FTE strength at 30 June 2007 of 1306.07 covered by a total of 1335 Officers. These figures show that the actual FTE strength has increased by 3.10%, and the Officer total is 40 more than at this time last year. At the end of the first quarter, there were 149 Officers (148.93 FTE) within their two-year probationary period. This equates to 11.05% of the actual FTE strength, a substantial figure in view of the considerable training requirement for Probationary Constables. There were 82 Officers working part-time at 30 June 2008 (54.84 FTE), which compares with 82 at 30<sup>th</sup> June 2007 (53.06 FTE).

## Promotions

The following officers were promoted between 1<sup>st</sup> April and 30<sup>th</sup> June 2008:

Date	Name	Promotion to	Dept/Division
19/05/2008	Thomas Fitzpatrick	Detective Sergeant	Secondment
19/05/2008	Roger Austin	Detective Sergeant	Forest & Gloucester Div
19/05/2008	Michael Prentice	Detective Sergeant	Forest & Gloucester Div
19/05/2008	Richard Knapp	Sergeant	Cotswold & Stroud Div
19/05/2008	Paul Simmons	Sergeant	Cheltenham & Tewkesbury Div
19/05/2008	Karl Wallace	Sergeant	Cotswold & Stroud Div
19/05/2008	Tristan Jones	Sergeant	Cheltenham & Tewkesbury Div
19/05/2008	Lee Solly	Sergeant	Forest & Gloucester Div
19/05/2008	Richard Bruce	Sergeant	Cotswold & Stroud
01/06/2008	Stephen Chester	Inspector (Temp)	Cheltenham & Tewkesbury Div
05/06/2008	Steven Gillett	Chief Inspector	Business Improvement
09/06/2008	Ross Fidoe	Sergeant	Forest & Gloucester Div
18/06/2008	Charles Laporte	Chief Inspector	COG/Executive Support
18/06/2008	Emma Davies	Chief Inspector	Human Resources
23/06/2008	Paul Morrissey	Chief Inspector	Cheltenham & Tewkesbury Div
26/06/2008	Gavin Webb	Detective Sergeant	Cotswold & Stroud Div
26/06/2008	Andrew Kilmurray	Inspector (Temp)	Forest & Gloucester Div
30/06/2008	Guilia Marogna	Detective Inspector	SCIS HQ

## Officers leaving the Constabulary

Resigned		Required to Resign		Medical Pension		Ordinary Pension		Transfer to other forces (see below)	
<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>
<i>3</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>10</i>	<i>1</i>	<i>4</i>	<i>3</i>
Death in service									
<i>Male</i>	<i>Female</i>								
<i>0</i>	<i>1</i>								

### Transfer to other Forces

Breakdown of the seven Officers who transferred to other Forces:

- ⊕ 2 to Western Australia
- ⊕ 2 to West Midlands
- ⊕ 1 to Avon & Somerest
- ⊕ 1 to South Yorkshire
- ⊕ 1 to West Yorkshire

### Transfers Into the Force

Nine Officers transferred into the Constabulary:

- ⊕ 1 ACC
- ⊕ 6 Male Constables
- ⊕ 2 Female Constables

### Secondments

As at 30th June 2008, ten Officers were on secondment from the Force:

- ⊕ 4 to Centrex
- ⊕ 1 to HM Inspectorate Constabulary
- ⊕ 1 to HM Immigration Service
- ⊕ 1 to Southwest Regional Intelligence Cell
- ⊕ 1 to South West Government Office
- ⊕ 2 to South West Counter-Terrorism

## Sickness

POLICE OFFICERS	HOURS LOST	%	FTE	AVERAGE PER STAFF MEMBER
<i>1<sup>st</sup> Quarter 2008/09</i>	<i>24,834.6</i>	<i>3.70</i>	<i>13.68</i>	<i>18.2 hours (=2.28 8hr days)</i>
<i>1<sup>st</sup> Quarter 2007/08</i>	<i>28,947.9</i>	<i>4.42</i>	<i>15.96</i>	<i>21.8 hours (=2.73 8 hr days)</i>
<i>Change since last year</i>	<i>The hours lost have decreased by 14.21%</i>			
POLICE STAFF	HOURS LOST	%	FTE	AVERAGE PER STAFF MEMBER
<i>1<sup>st</sup> Quarter 2008/09</i>	<i>14,159.4</i>	<i>3.55</i>	<i>7.75</i>	<i>15.3 hours (=2.04 7.4hr days)</i>
<i>1<sup>st</sup> Quarter 2007/08</i>	<i>15,377.2</i>	<i>3.83</i>	<i>9.15</i>	<i>16.2 hours (=2.19 7.4hr days)</i>
<i>Change since last year</i>	<i>The hours lost have decreased by 7.92%</i>			

## Analysis of Figures

### *Police Staff Decrease*

The number of medium-term episodes for the last quarter has dropped significantly. This has had a positive effect on the overall hours lost.

### *Police Officer Decrease*

The number of long-term episodes for the last quarter is dramatically down. This has had a positive effect on the overall hours lost, and offset the comparatively minor increases in short and medium term duration per episode.

### *Special Constabulary & Police Support Volunteers*

As at 30<sup>th</sup> June 2008 there were a total of 129 Special Constables in the Gloucestershire Constabulary, including the Chief Officer Special Constabulary. This compares to 143 in the previous quarter.

Their distribution is broken down as follows; 50 Cheltenham & Tewkesbury Division, 41 Forest & Gloucester Division, 37 Cotswold & Stroud one at Headquarters.

Across the County 63% are males and 37% female; three are from ethnic minority group.

There are sufficient Special Constable applications and various stages of the recruitment process to fill an induction course of twenty students in August 2008.

The Special of the Year award was presented to Section Officer Graham Messenger on 2<sup>nd</sup> April 2008. This award has been fully integrated into the Beat Officer, Student and PCSO of the year award ceremony.

The total amount of hours performed by the Special Constabulary for the quarter is: 7588.00 hours (25% increase on previous quarter); broken down as follows:

- ⊕ April: Operational hours: 1150:07 Training: 829:30 Administration: 166:45
- ⊕ May: Operational hours: 1996:15 Training: 522:00 Administration: 1239:30
- ⊕ June: Operational hours: 1531:44 Training: 1165:00 Administration: 98:30

The Police Support Volunteers Policy was agreed in April 2008 and the scheme is now ready for implementation and development. A requirement for internal marketing in relation to the scheme and the recruitment of volunteers thereafter. Two volunteers have been recruited to Hesters Way and Stonehouse SCT and are awaiting vetting clearance

## Awards

The winners of the 2007/08 Chief Constable's Citizenship Awards had their achievements recognised at an awards ceremony on the 12<sup>th</sup> June.

The annual awards, which are promoted by the Chief Constable, recognise the valuable contribution young people make to communities throughout the county. They are open to groups of young people, under 17 years of age, who have made efforts to promote personal or community safety, reduce crime or address anti social behaviour.

There were 35 submissions to the 2007/08 awards, one of the largest submissions ever, and Whitecross School, in Lydney, claimed top spot with a short film, titled 'K', about the dangers of Ketamine use.

For its efforts the school received the Chief Constable's Gold Award, and a £500 prize. Tewkesbury School received the Silver Award, and a £250 prize, for a solvent abuse project, while Foxmoor Primary School in Stroud won the Bronze Award, and a £100 prize, for its project on the consequences of criminal damage

### *Awards Ceremony*

Prestigious awards have been presented to four of Gloucestershire's finest Police Officers.

The ceremony, which took place at Gloucestershire Constabulary Headquarters, celebrated the hard work and enthusiasm of several Police Officers, including Morag Gordon who was crowned PCSO of the Year.

Dr Timothy Brain, Chief Constable of Gloucestershire Constabulary said: "The awards represent the attainment of excellence in the service of our communities in Gloucestershire.

PCSO Morag Gordon was nominated for the award as a result of her dedication to the Swindon Village and Wyman's Brook community and her commitment to crime prevention.

During the ceremony a number of other awards were also given out.

PC Dominic Everiss, who works in the Linden area of Gloucester, was awarded the title of Beat Officer of the Year as a result of his dedication to combating Anti Social Behaviour.

The award for Special Constable of the Year went to Graham Messenger. Graham was praised for his work in and around Stroud, particularly his enthusiasm in supporting and policing important local events such as the Remembrance Day Veteran's March and the Gatcombe Horse Trials.

PC Elizabeth Purnell was crowned Student Officer of the Year in thanks for her commitment to reducing theft and shoplifting offences in Cheltenham Town Centre.

Cllr Rob Garnham said; "As Chairman of Gloucestershire Police Authority I am extremely proud of the winners and all those who were nominated for these awards.

# Section 5: Performance Monitoring

## Performance Against Objectives

Priority 1: Make our communities safer by reducing levels of crime, disorder and anti-social behaviour

Table 3.1: Performance Against Police Authority Priority 1

2008/09 Policing Plan Objectives - Force Apr-Jun 08 Qtr 1		Qtr 1 2008/09	YTD 2007/08	YTD 2008/09	Target YTD	Variation from YTD target
1.1	To reduce 'violent crime*' by 5% with specific emphasis on managing the night-time economy	560	771	560	623	-63
1.2	To reduce 'crimes of local concern**' to our communities by 2% compared to 2007/08	4519	4920	4519	4386	+133
1.3	To reduce the number of people killed or seriously injured in road traffic collisions to 237	79	71	79	59	+20
<p><i>%p = percentage point change; <b>bold = worse than target;</b> italics = better than target</i></p> <p><i>*This includes Serious Violent Crime and Assault With Less Serious Injury offences, but excludes those that are associated with Domestic Abuse.</i></p> <p><i>**This includes Dwelling Burglary, Vehicle Crime and Criminal Damage offences.</i></p>						

During 2007/08, the Constabulary achieved large reductions in recorded crime across a range of categories. It is the intention to build on this success during 2008/09 by seeking to achieve further reductions in key areas of crime that have been identified as national and local priorities. The first target relates to achieving a reduction in relation to violent crime where an injury has been sustained, with a specific focus on the night-time economy. Crimes that have resulted from Domestic Abuse have been excluded from the measure, since the Constabulary wishes to increase levels of reporting, and therefore does not want to create any disincentive to reporting or recording these crimes. Analysis has indicated that this measure is the most effective way of ensuring the police and partnership resources are focussed on addressing issues associated with the night-time economy. During the first quarter of 08/09, there were 560 violent crimes recorded where an injury was sustained (excluding those resulting from Domestic Abuse), which is a 27% reduction compared

to the first quarter of 07/08. This meets and exceeds the target set for the first quarter.

The Constabulary has also set a target to reduce 'crimes of local concern' by 2% compared with 07/08. This includes Dwelling Burglary, Vehicle Crime and Criminal Damage offences, all of which saw large reductions during 07/08. In the first quarter of 2008/09, there were 4,519 offences recorded, which is an 8% reduction compared to the first quarter of 07/08. However, it was just above the very challenging target that was set for the first quarter, exceeding it by just 133 offences. At the start of Quarter 1, vehicle crime started to rise in the County. The Constabulary identified several key offenders who were committing a large number of vehicle crime offences. These offenders were apprehended, and subsequently vehicle crime levels started to reduce, such that by the end of the quarter, crime levels were moving closer to the target level.

Road Traffic Collision data for Quarter 1 of 2008/09 is provisional at the current time, but the indications are that the target will not have been met. The Constabulary is working in partnership to meet a ten-year national reduction target set by the Department for Transport in 2000. The aim is to reduce the number of people killed or seriously injured in Road Traffic Collisions by 40% compared with the average figures for 1994-1998. In Gloucestershire, this translates as a reduction from the baseline level of 360 people killed or seriously injured in Road Traffic Collisions to a target level of 216 by the end of 2010. Good progress has been made toward this target, with significant and sustained reductions achieved. However, in recent years the levels have started to plateau around the level of 260 per year (a 28% reduction compared to the baseline level). Data on all Road Traffic Collisions is collected and monitored by the Constabulary in partnership with other agencies and any trends in terms of accident 'hotspots' or other issues are highlighted and dealt with via single or multi-agency initiatives as appropriate.

## Priority 2: Strengthen the trust and confidence of all of our communities

Table 3.2: Performance Against Police Authority Priority 2

2008/09 Policing Plan Objectives - Force YTD Qtr 1		Baseline	YTD 2008/09	Target YTD	Performance Against Target
2.1	<i>To increase the proportion of service users*who are satisfied with the arrival time following the report of an incident by 5% (compared with the baseline year of 2005/06 of 83.6%)</i>	83.6% (+/- 2.5%p)	78.4% (+/- 7.8%p)	88.6%	<b>No significant change from baseline year</b>

2008/09 Policing Plan Objectives - Force Apr-Jun 08 Qtr 1		Qtr 1 2008/09	YTD 2007/08	YTD 2008/09	Target YTD	Variation From YTD Target
2.2	<i>Aim to achieve 100% of Police-led SARA plans against community priorities signed off as meeting satisfactory progress by the Neighbourhood Co-ordination Panel</i>	100%	<i>New indicator for 08/09</i>	100%	100%	0
<p>%p = percentage point change; <b>bold = worse than target</b>; italics = better than target</p> <p>*National guidance issued by the Home Office at the start of 2006/07 changed the way that the User Satisfaction Survey measures are calculated. At this time it was decided that the aggregation of results from the user groups (e.g. burglary, violent crime, and vehicle crime) should be weighted in order to avoid the potential distorting effect of over- or under-sampling particular groups. Therefore, all satisfaction levels from previous years have been recalculated in order to ensure like-for-like comparisons.</p>						

At the start of 2007/08, the Constabulary set a target to achieve an increase of 5% points in the proportion of service users who are satisfied with the arrival time following the report of an incident by the 31 March 2009. During the first quarter of 2008/09, there was no significant difference from the baseline year, suggesting that the target is not currently being met. The Constabulary is currently implementing a number of initiatives within the Contact Management Department to improve the experience of callers, and it is anticipated that this will deliver improvements in user satisfaction as the year progresses.

The Constabulary is committed to delivering Neighbourhood Policing that is tailored to the needs of local communities across the whole County. At the heart of this approach is the concept that local communities will identify the priority issues that their Safer Communities Team should focus on. All 55 of the neighbourhood areas in the County have identified their top three priorities. These are tackled using the SARA plan methodology, which is a problem-solving approach that enables the police and their partners to assess the cause of the issue, and develop a clear action-plan to address it. The Neighbourhood Co-ordination Panels agree the priorities and then review progress at each of their quarterly meetings. The Constabulary has set a target to ensure that all police-led SARA plans are considered to have made satisfactory progress when reviewed by the Panel. This has been achieved in every case during Quarter 1 of 2008/09.

### Priority 3: Develop more efficient, effective and responsive criminal justice processes for victims and the public

*Table 3.3: Performance Against Police Authority Priority 3*

2008/09 Policing Plan Objectives - Force Apr-Jun 08 Qtr 1		Qtr 1 2008/09	YTD 2007/08	YTD 2008/09	Target YTD	Variation From YTD Target
3.1	<i>To achieve a 30% sanction detection rate* for total crime</i>	<i>30.3%</i>	<i>31.3%</i>	<i>30.3%</i>	<i>30%</i>	+0.3%p
<p><i>%p = percentage point change; <b>bold = worse than target;</b> italics = better than target</i></p> <p><i>* Offences resulting in: charge/summons; caution; taken into consideration (TICs); Fixed Penalty Notice for Disorder; or Warning for Cannabis Possession.</i></p>						

The Constabulary has focussed on improving performance in relation to detecting crime and bringing offenders to justice over the past three years, and the Constabulary continues to play an active part in the Local Criminal Justice Board in order to identify and remove barriers to progressing offenders through the criminal justice system. The figures in Table 3.3 are indicative of the success the Constabulary continues to achieve in this area, with the target to achieve a sanction detection rate of 30% maintained during Quarter 1 of 2008/09.

## Priority 4: Tackle serious and organised crime

Table 3.4: Performance Against Police Authority Priority 4

2008/09 Policing Plan Objectives - Force Jun-Apr 08 Qtr 1		Qtr1 2008/09	YTD 2007/08	YTD 2008/09	Target YTD	Variation from YTD Target
4.1	<i>To significantly disrupt, dismantle or commence the dismantling of 4 organised crime groups</i>	0	<i>New indicator for 2008/09</i>	0	1	<b>-1</b>
4.2	<i>To achieve 110 detections for Class A drug supply</i>	19	23	19	28	<b>-9</b>
4.2 a)	<i>To meet the nationally agreed target in respect of the number of confiscation orders for Gloucestershire</i>	26	26	26	11	+15
4.2 b)	<i>To meet the nationally agreed target in respect of the number of forfeiture orders for Gloucestershire</i>	6	3	6	5	+1
<p><i>%p = percentage point change; <b>bold = worse than target;</b> italics = better than target</i></p>						

The Constabulary has been fully engaged in the national project to map all Organised Crime Groups across the whole country. It is generally acknowledged that targeting these groups in a meaningful way is resource-intensive and challenging, since they are often highly organised and sophisticated in their criminal activity. However, the Constabulary is committed to continuing the work that has been undertaken in recent years to disrupt and dismantle these groups in order to address the harm that they cause to the community, and fully expects to meet the target by the end of the year. The Constabulary detected 19 offences of Class A drug supply during the first quarter of 2008/09, which is below the target of 28. However, activity that has been carried out during Quarter 1 is expected to contribute to delivering the required level of detections by the end of the year.

The Constabulary met and exceeded the nationally agreed target to obtain eleven confiscation orders in relation to proceeds of crime during Quarter 1, with 26 confiscation orders obtained. The Constabulary also obtained six forfeiture orders during the first quarter, meeting the national target. The Constabulary continues to make good use of the legislation in this area to target individuals who are profiting from criminal activity.

## Priority 5: Protect the county from both terrorism and violent extremism

*Table 3.5: Performance Against Police Authority Priority 5*

2008/09 Policing Plan Objectives - Force Apr-Jun 08 Qtr 1		Qtr 1 2008/09	YTD 2007/08	YTD 2008/09	Target YTD	Variation From Target
5.1	<i>Continue to enhance intelligence-gathering tactics in order to target and disrupt individuals involved in terrorist activity</i>	<i>Special Branch (SB) is involved with the delivery of a number of briefings to Constabulary staff and key partners to promote counter-terrorism (CT) awareness and the dissemination of relevant intelligence. Collaborative work continues with other CT agencies to identify new leads for development. There is significant investment being made in providing specialist training and equipment for SB staff.</i>				
5.2	<i>Develop, through community engagement and partnership working, the capacity to prevent violent extremism within Gloucestershire</i>	<i>See update below.</i>				
5.3	<i>Provide counter-terrorist security advice to the county's business community, security industry and partners in line with the evolving threat to the UK and the UK interests abroad</i>	<p><i>Counter Terrorist Security Advisors have been engaged on a number of initiatives in line with the delivery of the 'Protect and Prepare' strands of the national CT strategy. These have included to date:</i></p> <ul style="list-style-type: none"> <li><i>• Presentations to 15 Fire Stations around the County re Home Made Explosives and the Intelligence requirements.</i></li> <li><i>• Security briefings to all Shopping Centres in the county.</i></li> <li><i>• Presentation to the Local Resilience Forum.</i></li> <li><i>• Presentations to Control Room and Contact centre staff re Hostile reconnaissance.</i></li> <li><i>• Presentations to 133 PCSOs re the threat to our shopping centres and the intelligence requirements.</i></li> <li><i>• Site visits to critical sites.</i></li> </ul>				

5.4	<i>Continue to develop our capability to respond in a CBRN environment</i>	<i>CBRN element of the Counter Terrorism plan informs control-room supervisors and Silver Commanders of the appropriate response to any suspected CBRN incident. There are 120 fully trained and equipped CBRN officers, offering reconnaissance, search, and SOCO recovery capability; and there are also a number of trained and well-practiced CBRN support officers that would offer technical assistance to senior members of staff should there be an incident. In addition, the force has the ability to deploy firearms officers in CBRN protective equipment.</i>
	<i>%p = percentage point change; <b>bold = worse than target</b>; italics = better than target</i>	

In relation to Objective 5.2 above, Work on Building Resilience to Violent extremism is developing well. Under the Local Area Agreement (LAA) the National Indicator (NI 35) has been adopted as one of the counties designated indicators for the next three years for which the Superintendent, Head of Community Partnership will be the lead officer, but work against the indicator will be collaborative with our partners, especially Gloucester City Council. Other significant progress includes:

- ⊕ A self-assessment against a national matrix has been completed.
- ⊕ Numerous national and regional conferences have been attended to identify potential work streams and best practice
- ⊕ A programme of community and partnership awareness sessions has also begun.
- ⊕ In June the Government Office South West (GOSW) visited Barton and Tredworth to see the progress of community involvement and the lead officer for GOSW is citing Gloucester City as an area of best practice and has recommended other forces and local authorities to visit and see the collaboration work being done.
- ⊕ A budget of £10,000 has been secured from the LAA to fund initiatives under this indicator and further funding has been applied for from a European Union budget.
- ⊕ A 2yr temporary secondment of a constable post to work directly on this national indicator has been approved

## Section 6: Financial Report

### Revenue

The annual revenue budget, before planned reserve support of £3.3m, as approved by the Authority in February, is £102.4m. Predicted annual expenditure as at 30<sup>th</sup> June 2008 is £100.7m and therefore the Constabulary is predicting an under-spend of £1.7m.

The main reasons for the variation against budget are:

- ⊕ Income from investments is £431k greater than predicted as a result of higher than budgeted reserve and interest rate levels.
- ⊕ Police staff savings (net of savings target) are £623k as a result of proactive management of staff vacancies under the efficiency programme.
- ⊕ Forensic expenditure is £400k less than predicted.
- ⊕ Devolved budgets are showing a £263k underspend, and
- ⊕ IT Fixed System costs are showing a saving of £107k. This saving relates to subscriptions and support and maintenance charges, which are less than originally predicted.

Additional expenditure of £139k covering items such as a National Counter Terrorism Exercise (£30k), the National Ballistics Intelligence Programme (£27k) and a Mobile Custody project (£18k), has been approved during the three months to 30<sup>th</sup> June 2008.

### Capital

The capital programme for the year is £8.4m and consists of £5.1m for new expenditure and £3.3m of expenditure deferred from the previous year.

In addition to the ongoing annual replacement programmes for vehicles and IT equipment & infrastructure the capital programme includes new schemes relating to mobile data, a duty management system and electronic document record management.

A capital budget of £300k has been set aside for Identity Access Management (IAM) This is a national initiative for which the Constabulary is still awaiting the national specifications. Consequently this expenditure may be deferred to next year if the specifications are delayed.

The capital programme also includes £917k for the upgrade of the Unity system to Unifi, which is due to go live in October.

## Additional Information

- ⊕ The budget for the year includes £1.473m of income from Gloucestershire County Council to fund additional police officers in respect of neighbourhood policing. The GCC currently provides funding for 46 funded police officers and the final phase of funding (due next year) will increase this figure to 63 officers by 31<sup>st</sup> March 2009.
- ⊕ The Constabulary has made a budget adjustment of £90k to allow for the 20% increase in fuel costs during the last financial year to 31<sup>st</sup> March 2008. Since making this adjustment fuel prices have continued to increase with a further 6% rise being experienced in the three months to June. As a consequence it may be necessary to increase the fuel budget still further during the latter half of the financial year. The adjustment has been funded from one off in year savings, but will have to be reflected in next years budget adding further pressure to the efficiency programme.

## Efficiency Programme

As part of the budget setting for this year the Constabulary was set a cash efficiency target of £1.6m in order to contain budgeted expenditure within the permitted Council Tax increase. In order to identify this level of saving the Constabulary established a Force Efficiency Board and a Staff Vacancy Review Panel (SVRP), and embraced the methodology (business re-engineering / lean thinking, etc.) of the Investors in Excellence (IIE) programme.

As a result of this pro-active approach Divisions and Departments have been able to identify more efficient ways of working leading to a reduction in non operational policing posts (equivalent to 43 fte posts) and the subsequent release of £1m of cash savings. In addition cash savings of £0.3m have been identified and removed from other key and devolved budget lines including the Forensic budget (£50k) and the Training budget (£69k). A further £0.3m of cash savings (mainly staff post reduction) has potentially been identified but these have not been removed from the budget at this stage pending the outcome of further review work.

Given the successful progress made by the efficiency programme so far the Constabulary is confident of delivering the required full £1.6m of cash savings this year.

These identified savings will contribute towards the three year 9.3% efficiency and productivity target set by the Home Office. The target figure will be confirmed by the end of September, but is expected to lie between £9m and £10m for the period 2008/09 to 2010/11.

# Appendix A: Glossary

VDRS	Vehicle Defect Rectification Scheme
ABC	Anti-social Behaviour Contract
AMEC	Alcohol Misuse Enforcement Campaign
ANPR	Automatic Number Plate Recognition
ARV	Armed Response Vehicle
ASBO	Anti-Social Behaviour Order
BME	Black Minority Ethnic
CCTV	Closed Circuit Television
CJD	Criminal Justice Department
CMU	Crime Management Unit
CPS	Crown Prosecution Service
CPU	Child Protection Unit
DARS	Drugs Arrest Referral Scheme
DDA	Disability Discrimination Act
DHQ	Divisional Headquarters
FPN	Fixed Penalty Notice
FTE	Full Time Equivalent
GOSW	Government Office South West
GSCP	Gloucestershire Safety Camera Partnership
GSL	Global Solutions Limited
HMIC	Her Majesty's Inspectorate of Constabulary
HOLMES	Home Office Large Major Enquiry System
HORT/1	Form requiring a person to produce their driving and/or vehicle documents within 7 days
IAG	Independent Advisory Group
ICIDP	Initial Criminal Investigators' Development Program
INA	Inspector Neighbourhood Area
IPCC	Independent Police Complaints Commission
LCJB	Local Criminal Justice Board
MCU	Major Crime Unit
MIR	Major Incident Room
MIT	Major Incident Team
NCF	National Competency Framework
NCRS	National Crime Recording Standards
NHW	Neighbourhood Watch
NPJA	National Police Improvement Agency
PCSO	Police Community Support Officer
PIR	Police Initial Recruitment
PNC	Police National Computer
PND	Penalty Notice for Disorder
PSU	Police Standards Unit
R65	Record of Stop/Search of a person or vehicle
SCIS	Specialist Criminal Investigation Services
SCT	Safer Communities Team
TDO	Training Development Officer
URN	Unique Reference Number