

Penallta House
Tredomen Park
Ystrad Mynach
Hengoed
CF82 7PG

Tŷ Penallta
Parc Tredomen
Ystrad Mynach
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CF82 7PG

**Gwent Police
and Crime Panel**

**Panel Heddlu
a Throseddu Gwent**

For all enquiries relating to this agenda please contact
Rebecca Barrett (Tel. 01443 864245; Email: barrerm@caerphilly.gov.uk)

Date: 19th September 2013

Dear Sir/Madam,

A meeting of the **Gwent Police and Crime Panel** will be held at **Penallta House (Sirhowy Room), Tredomen Park, Ystrad Mynach** on **Friday, 27th September 2013 at 10.00 a.m.** to consider the matters contained in the following agenda.

A G E N D A

1. To elect a Chair of the Gwent Police and Crime Panel for 2013-2014.
2. To elect a Vice Chair of the Gwent Police and Crime Panel for 2013-14.
3. Declarations of Interest.
4. Apologies for Absence.
5. To approve and note the minutes of the meeting held on 26th July 2013 (copy attached).
6. Verbal report – update on the Chief Constable recruitment process.
7. Medium Term Financial Plan (presentation).
8. Performance Report - August 2013 (copy attached).
9. Crime Recording Report (copy attached).
10. Victims Charter (copy attached).

MEMBERSHIP:

Blaenau Gwent County Borough Council - Councillors Mrs. K. Bender and Mrs. D. Rowberry

Caerphilly County Borough Council - Councillors C.P. Mann and Mrs. C. Forehead

Torfaen County Borough Council - Councillors L. Jones and P. Seabourne

Monmouthshire County Council - Councillors P. Clarke and Mrs. F. Taylor

Newport City Council - Councillors J. Guy and I. Hayat

Co-opted Members – Mrs. V. Cox-Wall and Mr. P. Nuttall

By invitation:

Gwent Police and Crime Commissioner - Mr. I. Johnston

Deputy Gwent Police and Crime Commissioner - Mr. P. Harris

Chief Executive of the Office of the Police and Crime Commissioner for Gwent – Mrs. S. Bosson

Temporary Chief Constable - Mr. J. Farrar (for information)

Gwent Police
and Crime Panel

Panel Heddlu
Gwent a Throseddu

GWENT POLICE AND CRIME PANEL

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON FRIDAY 26TH JULY 2013 AT 10.00 AM

Present:

Councillor J. Guy - Newport City Council - Chairman

Councillors Mrs. K. Bender and Mrs. D. Rowberry (Blaenau Gwent County Borough Council)
Councillor P. Seabourne - Torfaen County Borough Council
Councillors P. Clarke and Mrs. F. Taylor - Monmouthshire County Council

Co-opted Members – Mrs. V. Cox-Wall and Mr. P. Nutall

By invitation:

Gwent Police and Crime Commissioner - Mr. I. Johnston

Chief Executive, Office of the Gwent Police and Crime Commissioner - Ms. S. Bosson

Deputy Gwent Police and Crime Commissioner - P. Harris

Together with:

D. Perkins (Head of Legal and Governance), J. Jones (Democratic Services Manager),
R. Barrett (Clerk to the Panel).

1. DECLARATIONS OF INTEREST

Councillor J. Guy wished it be noted that he is the Treasurer of both Newport and Gwent Neighbourhood Watch Associations and the Deputy Chair of Gwent NARPO Association.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Mrs. C. Forehead and C.P. Mann (Caerphilly County Borough Council), Councillor L. Jones (Torfaen County Borough Council) and Councillor I. Hayat (Newport City Council).

3. MINUTES – 28TH JUNE 2013 AND 3RD JULY 2013

The minutes of the meetings held on 28th June 2013 and 3rd July 2013 were received and confirmed as a correct record.

With regards to minute number 7 of the minutes of 28th June 2013 (Review of Gwent Police and Crime Panel Membership), Mr. P. Nutall requested if details of the vote could be recorded. It was confirmed that six Panel Members voted in favour of the recommendation for an additional local authority member for both Caerphilly and Newport, with four Panel Members voting against the motion. It was agreed that in future when required, a breakdown of votes taken will be recorded in the minutes.

EXEMPT MATTER

Members considered the Public Interest Test from the Democratic Services Manager and concluded that on balance the public interest in maintaining the exemption outweighed the public interest in disclosing the information and it was

RESOLVED that in accordance with Section 100A(4) of the Local Government Act 1972 the public be excluded from the remainder of the meeting because of the likely disclosure to them of exempt information as identified in paragraph 12 and paragraph 16 of Schedule 12A of the Local Government Act 1972.

4. VERBAL REPORT BY THE GWENT POLICE AND CRIME COMMISSIONER ABOUT THE RETIREMENT OF THE FORMER CHIEF CONSTABLE OF GWENT POLICE

Mr. I. Johnston, the Gwent Police and Crime Commissioner, provided a detailed verbal report outlining the background and circumstances which led to the retirement of the former Chief Constable of Gwent Police.

The Panel had a full and thorough discussion with Mr. Johnston to establish the background and circumstances which led to the retirement of the former Chief Constable. Mr. Johnston provided detailed responses to Members' questions, which included specific personnel and personal information.

The Chairman thanked Mr. Johnston for his helpful contribution and attendance at the meeting, and stated that the Panel would write to him with their conclusions.

The meeting closed at 12.47 p.m.

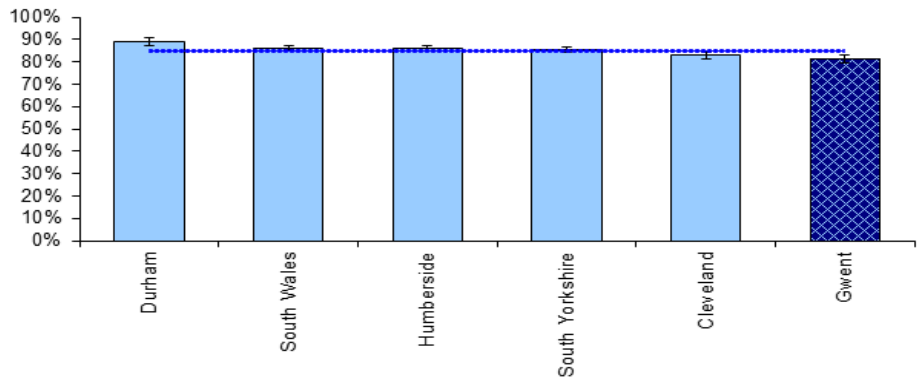
		DECISION NO:
OFFICE OF THE POLICE & CRIME COMMISSIONER		
TITLE:	Medium Term Financial Plan 2014/15 to 2017/18	
DATE:	27 th September 2013	
TIMING:	Routine	
PURPOSE:	For monitoring	
1.	<u>RECOMMENDATION</u>	
1.1	To consider the Medium Term Financial Projections for 2014/15 to 2017/18.	
2.	<u>INTRODUCTION & BACKGROUND</u>	
2.1	This report shows the group financial projections for the financial years 2014/15 to 2017/18, which identify a recurring deficit of £9.568m by 2017/18.	
2.2	As part of the on-going Staying Ahead Programme, the financial projections include £7.422m of planned recurring efficiency schemes.	
2.3	The 2014/15 budget setting round represents the fourth and final year of the 2010 Comprehensive Spending Review (CSR) and the first year of the 2013 CSR. The 2010 CSR period (2011/12 to 2014/15) required the delivery of significant financial efficiencies and budget reductions. The Staying Ahead Programme was initiated to address these targets and has currently delivered cumulative recurring savings of £27.010m. CSR 2013 (which cover 2014/15 and 2015/16) continues the need to deliver further significant efficiencies and budget reductions.	
2.4	The Medium Term Financial Projections (MTFPs) have been updated for the known implications of CSR 2013 and now indicate a small recurring budgetary surplus of £0.139m for 2014/15 after the application of £4.194m of Staying Ahead efficiency schemes.	
3.	<u>ISSUES FOR CONSIDERATION</u>	
3.1	Police Funding Announcement 2014/15 (Appendices 1 and 2)	
3.2	The Provisional Police Settlement for 2014/15 is not due to be announced until November 2013.	
3.3	The MTFP is based on revised funding assumptions, which now indicate a further reduction in the level of funding from the Home Office, above that anticipated in the MTFP presented when determining the 2013/14 budget.	
3.4	The Home Office are yet to announce the level of capital funding for 2014/15.	
3.5	Council Tax Increases 2014/15	
3.6	The MTFP assumes a continuation of the Band D council tax increase of 2.66% and a Tax Base growth of 0.88%.	
3.7	It has not been assumed that there will be any variation in the impact of the Council Tax Support Scheme.	

3.8	Medium Term Financial Projections 2014/15 to 2017/18
3.9	The current MTFP is shown at Appendix 1, with the detailed assumptions, service pressures/developments and efficiency initiatives which support the projections at Appendices 2 to 4c.
3.10	Members will note that although a balanced recurring budgetary position could be achieved in 2014/15, the forecast indicated in CSR 2013, coupled with internal assumptions beyond this, present further funding pressures. It is forecast that this will form a recurring funding deficit of £9.568m by 2017/18.
3.11	Funding Assumptions (Appendix 2)
3.12	The funding bases and assumptions for Central Government Funding, is assumed to reduce by 3.30% in 2014/15, 3.20% in 2015/16 and a further 1% per annum to the end of the MTFP. Home Office (HO) Specific Grants and Welsh Government (WG) Specific Grants are assumed to remain at levels consistent with the 2013/14 projections.
3.13	Council Tax Precept and Base are assumed to increase at rates consistent with the 2013/14 budget projections. No further impact of the Council Tax Support Scheme is anticipated before the end of the financial projection.
3.14	Expenditure Assumptions (Appendices 2 and 3)
3.15	The assumptions for pay awards, allowances, enhancements and non-staff inflation remain consistent with those used in the 2013/14 budget setting round.
3.16	Immediate expenditure developments remain consistent with previous projections, however it should be noted that whilst the detailed budget preparation is undertaken, further pressures are likely to be identified.
3.17	It has been noted that the proposed move to a single state pension is likely to have a major impact upon the chargeable rates of Employer National Insurance. It is currently assessed that this will become a significant cost pressure in 2016/17. This has been estimated to be an additional cost of approximately £2.541m. As further details are announced, a more accurate assessment will be made of this pressure.
3.18	No additional costs of capital investment have been reflected as yet, however this cannot be discounted as the respective ICT, Estate and Fleet Strategies are progressed.
3.19	Efficiency Opportunities (Appendices 4a to 4c)
3.20	<p>Appendix 4a shows budget reductions identified through the detailed budget setting process.</p> <p>Appendix 4b shows the efficiencies identified through the acceleration of existing schemes together with new opportunities that have arisen since the previous budget setting cycle.</p> <p>Appendix 4c identifies the proposed schemes from Staying Ahead phase 6. This appendix will evolve as additional efficiency schemes are identified as part of future Staying Ahead phases, and also as the level of efficiencies and savings from the existing schemes are fully identified as they move towards implementation.</p>

3.21	The Staying Ahead Programme continues to be managed by Chief Officers through the Staying Ahead Programme Boards.
3.22	Outstanding Issues and Unquantifiable Risks
3.23	<p>Whilst the MTFP is designed to reflect the most up to date intelligence, a number of outstanding issues and unquantifiable risks remain, which cannot currently be reflected. In summary these are:-</p> <ul style="list-style-type: none"> • Confirmation of the Provisional Central Government Funding; • The impact of any future review of the Funding Formula; • Confirmation of the Council Tax Bases for 2014/15; • Future delivery of the Staying Ahead Programme; • Further outcomes of the Winsor Review; • Emerging cost pressures; and • Unplanned initiatives and the international dimension.
3.24	Capital Programme 2014/15
3.25	The initial 2014/15 Capital Programme is currently being developed and refined with the respective Workstream Leads and will be presented in future budget reports.
4.	<u>NEXT STEPS</u>
4.1	The financial planning process will continue for both the Revenue and Capital budgets in line with the 2014/15 Budget Setting Timetable, presented and confirmed by the Joint Audit Committee on the 19 th September 2013.
5.	<u>FINANCIAL CONSIDERATIONS</u>
5.1	These are detailed in the report.
6.	<u>PERSONNEL CONSIDERATIONS</u>
6.1	The successful delivery of a balanced recurring budget will have significant staffing and personnel issues, which form part of the implementation of the Staying Ahead Programme. The realisation of vacancies through natural wastage is key to the delivery of savings and this is closely monitored on a regular basis. Slippage or non-attainment of anticipated natural wastage may require other options to be considered.
7.	<u>LEGAL IMPLICATIONS</u>
7.1	There are no legal implications arising from this report.
8.	<u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u>
8.1	The content of this report has been considered against the general duty to promote equality, as stipulated under the Gwent Police Equality Schemes, and has been assessed not to discriminate against any particular group.
8.2	This report has been considered against the general duty to promote equality, as stipulated under the Single Equality Scheme and has been

	assessed not to discriminate against any particular group.
8.3	In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.
9.	<u>RISK</u>
9.1	<p>The risks relating to this report are being managed through the Staying Ahead Programme and are detailed below:</p> <ul style="list-style-type: none"> a) Financial: <ul style="list-style-type: none"> i Loss of 'assumed' precept income; ii Impact of the localisation of council tax support; iii Withdrawal of funding by partners (HO, WG and Local Authorities); iv Increased 'last resort' demand due to others withdrawing service; and v Failure of Government to deliver on national issues (e.g. pay bill, de-cluttering). b) Organisational: <ul style="list-style-type: none"> i Partners re-trench from collaborative ventures (WG settlement); and ii Failure of key efficiency schemes to deliver. c) Societal: <ul style="list-style-type: none"> i Increased crime due to economic and political climate; and ii Lack of staff turnover due to limited job opportunities.
10.	<u>PUBLIC INTEREST</u>
10.1	This is a public document.
11.	<u>CONTACT OFFICER</u>
11.1	Ken Chedzey Principal Management Accountant.
12.	<u>ANNEXES</u>
12.1	Appendix 1 – Medium Term Financial Projections 2014/15 to 2017/18
12.2	Appendix 2 – Medium Term Financial Projections 2014/15 to 2017/18 – Assumptions
12.3	Appendix 3 – Identified Budget Pressures
12.4	Appendix 4a – Identified Budget Reductions
12.5	Appendix 4b – Staying Ahead Schemes delivered in 2013/14
12.6	Appendix 4c – Future Staying Ahead Schemes

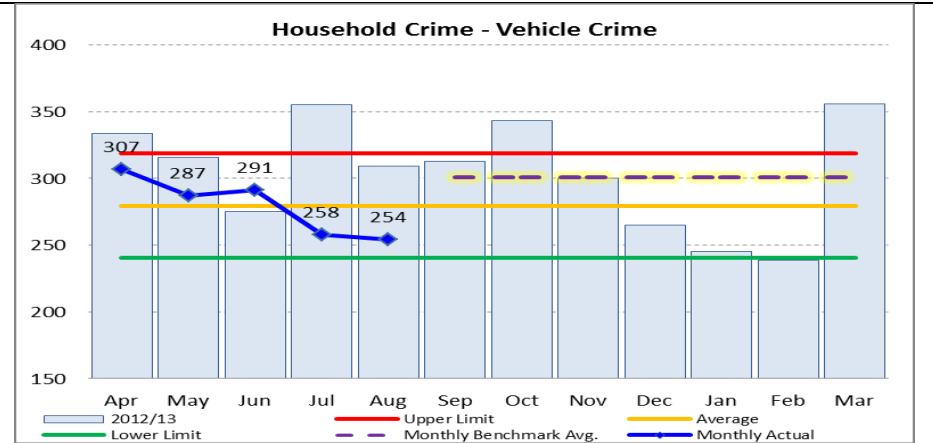
PEOPLE OF GWENT ARE SATISFIED THAT THE POLICE PROVIDE A SERVICE WHICH MEETS THEIR REQUIREMENTS

<p style="text-align: center;"><u>What are the Headlines?</u></p> <ol style="list-style-type: none"> PUBLIC CONFIDENCE (2012/13) – Based on latest findings Gwent Police are placed 39th of 43 forces with a 54% confidence rating. USER SATISFACTION – is relatively low in comparison to all other forces in our Most Similar Forces (MSF) group (see chart opposite). ASB USER SATISFACTION – Torfaen has continued to improve during the quarter 1 period (Apr-Jun) from 75% to 81%. 	<p style="text-align: center;">iQuanta Bar Chart - Satisfaction of Service Users Gwent All users (excl racist incidents) - Whole Experience Interviews for year ending 31 Mar 2013</p>  <table border="1"> <caption>Satisfaction of Service Users Data</caption> <thead> <tr> <th>Force</th> <th>Satisfaction Level (%)</th> </tr> </thead> <tbody> <tr> <td>Durham</td> <td>~88%</td> </tr> <tr> <td>South Wales</td> <td>~85%</td> </tr> <tr> <td>Humberside</td> <td>~85%</td> </tr> <tr> <td>South Yorkshire</td> <td>~85%</td> </tr> <tr> <td>Cleveland</td> <td>~82%</td> </tr> <tr> <td>Gwent</td> <td>81%</td> </tr> </tbody> </table>	Force	Satisfaction Level (%)	Durham	~88%	South Wales	~85%	Humberside	~85%	South Yorkshire	~85%	Cleveland	~82%	Gwent	81%
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<p style="text-align: center;"><u>Why are these Headlines?</u></p> <ol style="list-style-type: none"> A series of results from the annual Crime Survey for England Wales (CSEW) indicates that we need to improve our performance in raising the level of confidence that members of the public have in their local police service. Each police force undertakes its own survey to determine the level of satisfaction of victims of crime with: ease of contact; action taken; being kept informed; how they were treated; and their overall experience. Particular improvements have been highlighted in 'keeping people informed'. Whilst levels of incidents of ASB are showing an increase Force wide, satisfaction of users in Torfaen is showing a reassuring improvement over the last three months. 	<p style="text-align: center;"><u>What is being done?</u></p> <ol style="list-style-type: none"> A number of initiatives have been put into place since the last result i.e. undertaking our own wider survey of members of the public. This will provide more localised information that can be acted on to improve public confidence. Gwent Police have redesigned their victim satisfaction survey to improve the quality of the information received. This information will be used to continue to shape the service provided to users. Daily updates are now being acted on to provide service recovery where necessary. Work is in progress to redesign the initial response via the Communications Suite in order to deal with general enquires more quickly An ASB Forum was introduced in June 2013. One responsibility of the Forum is to share effective strategies being used in the reduction of ASB and service provided to victims. As a result, a standard approach to victim 'follow up', after the original incident, has been introduced. This has now been implemented force wide and has had a positive impact on satisfaction levels particularly in Torfaen at this time. 														

PEOPLE OF GWENT ARE LESS AFFECTED BY CRIME

What are the Headlines?

1. **OVERALL CRIME** – continues to increase and thus shows a 5% increase year to date.
2. **PUBLIC SPACE VIOLENCE** – has shown a marked increase since June.
3. **HOUSEHOLD CRIME** – which includes Burglary and Vehicle offences are showing marked reductions. (see chart opposite)



Why are these Headlines?

1. Since 1st April 2013 there has been 15,235 crimes; an increase of 5% (739 more offences) compared to the same period last year. This should be considered against a decrease in detection rates from 35% to 33% which impacts upon offenders brought to justice (OBTJ).
2. Since 1st April 2013 there has been 1,545 crimes; an increase of 15% (200 more offences) compared to the same period last year.
3. Both offence types are showing significant reductions since April 2013 and below reporting levels for the same period for last year.

What is being done?

1. The Tasking process is being overhauled in order to be responsive to the changing patterns in crime. The on-going issue in Caerphilly in reporting every missing wheelie bin as 'stolen' is having a significant impact upon crime figures (averaging 70 offences per week). Similarly, the unprecedented levels of Major Incidents are significantly reducing the availability of resources for pro-active crime reduction operations.
2. Analysis has shown a significant proportion of this violence is linked to drugs and alcohol and exacerbated by the sustained period of warm weather and major sporting events. We have targeted drug supply via 'Operation Regent' and continue to focus our public order patrols on early intervention via Section 27 notices to remove people from locations when intoxicated at the earliest opportunity before it may escalate to serious violence. Our major operations to police the football fixtures at Newport County have been very successful in preventing any increase in violence, despite the recent Bristol Rovers fixture attracting over 6,000 people to the City Centre who were drinking heavily from 10:00am. Subsequent analytical work showed no increase in violence on that day due to the policing operation.
3. We have focused a significant proportion of our resources and efforts on burglaries this year as it is recognised as having a great impact upon a victim and subsequently a loss in public confidence in the Police. Early distribution of alarms and crime prevention advice prevented the seasonal increases in Non-Dwelling offences during springtime and our tasking process has consistently prioritised burglary deployments across the force.

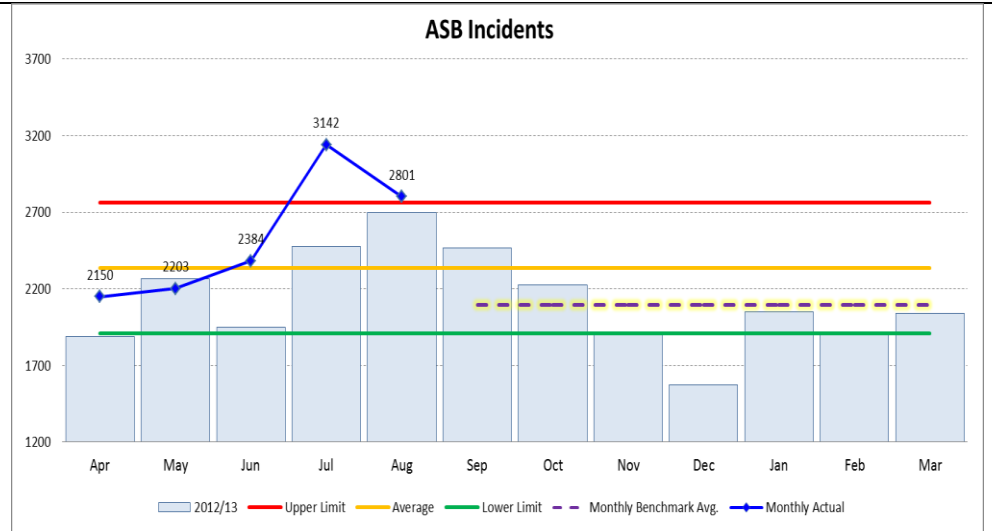
TO INCREASE OFFENDERS BROUGHT TO JUSTICE

<p style="text-align: center;"><u>What are the Headlines?</u></p> <ol style="list-style-type: none"> 1. FIRST HEARING FILES – timeliness of file submissions has shown a steady improvement since April 2013. 2. UPGRADE FILES* – timeliness of file submissions has shown a steady improvement since April 2013. 	
<p style="text-align: center;"><u>Why are these Headlines?</u></p> <ol style="list-style-type: none"> 1. Since 1st April 2013, 71% (1,842 of 2,559) of first hearing files have been submitted to the 'Crime Prosecution Services' on time; an increase of 3%. 2. Since 1st April 2013, 44% (393 of 896) of upgrade files have been submitted to 'Court' on time; a marked increase of 10%. <p><i>* Upgrade files are the files of evidence for a trial hearing at a Magistrates or Crown Court).</i></p>	<p style="text-align: center;"><u>What is being done?</u></p> <ul style="list-style-type: none"> • An electronic monitoring system is being developed that will enable all officers to have visibility of the timescales and current status for all first hearing and charge cases. • Local Policing Units (LPU's) have included the submission of files to their daily management meeting process. • Experienced officers with a Crime Investigation background have been allocated to look at the quality of files. • Inspectors have been allocated as single points of contact in each area with the responsibility for file quality and timeliness.

PEOPLE OF GWENT ARE LESS AFFECTED BY ANTI-SOCIAL BEHAVIOUR (ASB)

What are the Headlines?

1. **ASB INCIDENTS** – having increased in July, ASB incidents are now reducing back to comparative levels to the same period last year. (See chart opposite).
2. **NEWPORT ASB** – since June 2013 there has been a significant increase in incidents for this LPU.



Why are these Headlines?

1. Whilst ASB incidents have reduced, levels are still higher than our expected limits and as such we will continue to drive for further reductions of such incidents
2. Whilst all other LPUs have shown reductions in August, Newport continues to demonstrate an increasing trend.

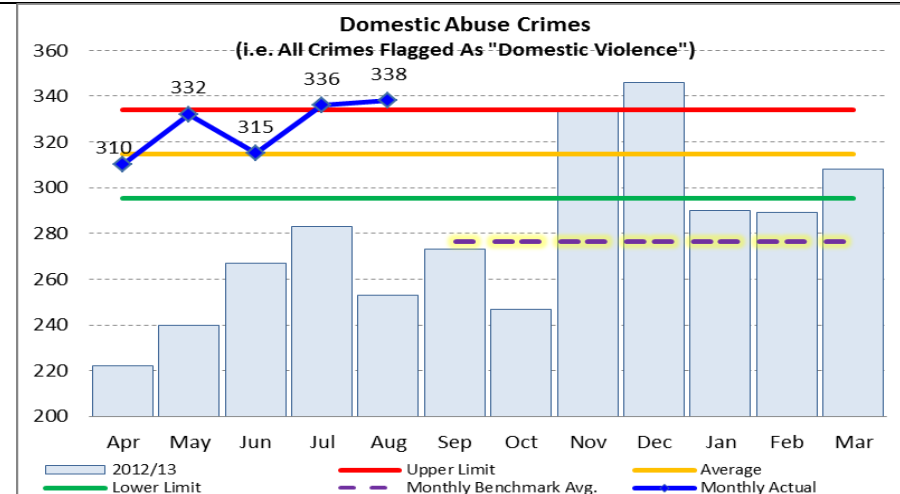
What is being done?

1. Meetings of key ASB champions and stakeholders are now held bi-monthly and assist in predicting, planning and responding to ASB peaks and demands. The bringing together of local champions from each Local Policing Unit, intelligence teams and partners has already improved the sharing of best practice. We are more efficient in responding to periods of high demand with the planning for the Halloween and Bonfire periods having been ratified. Forward planning in this way helps us to respond effectively by ensuring the right resources are in the right places at the right times.
2. During the month of August, Newport LPU experienced a high number of resource intensive incidents that temporarily impacted on their effectiveness in their local drive to reduce ASB. This has been identified and work is actively progressing together with partnership agencies to proactively address the spike that has been experienced. This work is being driven locally by the dedicated ASB Champion; a local Neighbourhood Inspector.

PEOPLE OF GWENT ARE PROTECTED FROM SERIOUS HARM

What are the Headlines?

1. **DOMESTIC ABUSE** – shows an increase of 29% on the same period last year (see trend chart opposite).
2. **CHILD SAFEGUARDING** – 135 incidents during August.



Why are these Headlines?

1. Although domestic abuse crime offences show a 29% increase on the same period last year, the continuous drive to prevent such offending is further assisted by our revised method of recording.
2. This figure represents the number of cases where concerns were raised about the welfare of a child(ren) which resulted in a multi-agency strategy discussions to determine the appropriate response. During the month of August 2013 the Public Protection Unit dealt with 135 incidents; a decrease of 50 when compared to last month.

What is being done?

1. The increase of 29% is most likely attributable to the wider definition of domestic abuse launched on the 1st November 2012. A post implementation review has now been completed and presented to Chief Officers and this report contains numerous recommendations on how to further improve the service and to manage demand more effectively and efficiently.
2. Historically, there is a dip in figures during the summer school period as there are no referrals from Education and this is in line with previous years. However, the work programme of the Regional Safeguarding Children Board for this year is focusing upon the quality of service provided to cases of child neglect.

Across the Public Protection Unit there is a particular challenge due to the unprecedented demands placed on us because of current major crime events.

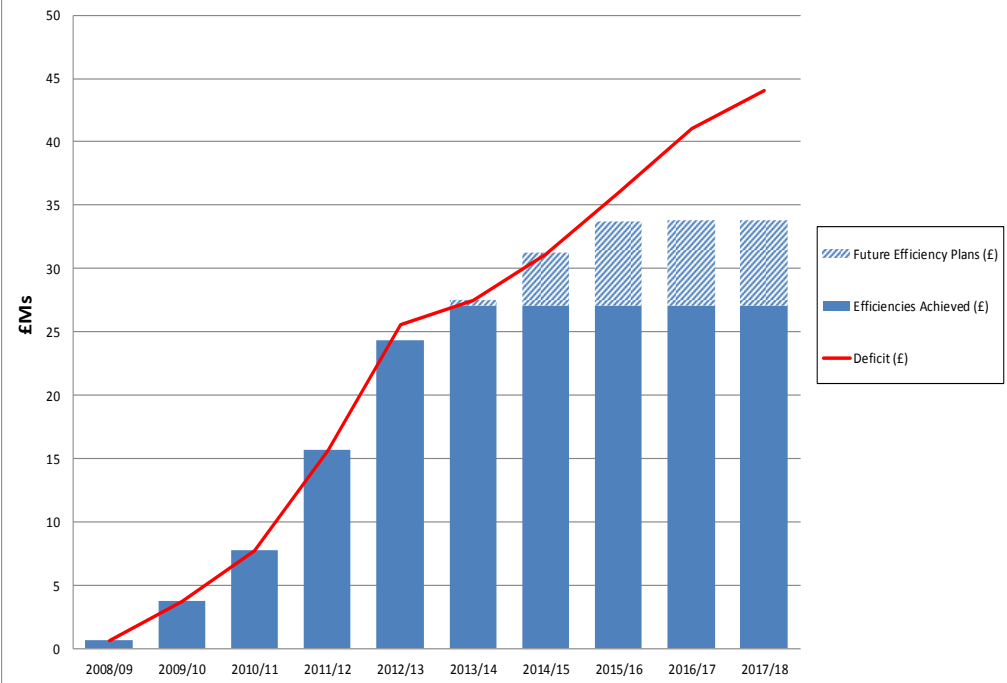
PEOPLE OF GWENT ARE PROVIDED WITH A POLICE SERVICE THAT REPRESENTS VALUE FOR MONEY (VFM)

What is the Headline?

The key headline concerns the Force and PCC's on-going successful delivery of the efficiency schemes under the Staying Ahead Programme. These are required to address the financial deficit currently forecast up to 2017/18.

- The cumulative financial deficit to 2017/18 stands at £44.011m.
- The deficit above reflects the impact of the recently announced Comprehensive Spending Review 2013.
- Of the currently anticipated deficit of £44.011m, £27.710m of efficiency savings have been delivered to date, with a further £6.787m of efficiencies planned for delivery beyond 2013/14. At present therefore, a shortfall of £10.214m in efficiency schemes to bridge the deficit gap currently exists.

Staying Ahead - Cumulative Efficiencies Versus Cumulative Funding Deficit



Why is it a Headline?

The Force and PCC need to ensure the continuing successful delivery and identification of future efficiency schemes, thereby addressing the financial deficit currently anticipated up to 2017/18 (and beyond). When delivered, the Force will demonstrate a strong VFM position when compared to other Forces.

What is being done?

The on-going identification and management of efficiency schemes is actively delivered through the Staying Ahead Assurance Board and Staying Ahead Delivery Boards.

At present, existing efficiency schemes continue to be monitored and assessed against delivery targets.

Development and identification of new efficiency schemes continues, with Staying Ahead Phase 7 making significant in-roads into the remaining deficit.

GWENT POLICE AND CRIME COMMISSIONER PERFORMANCE MEASURES OVERVIEW 'AUGUST 2013'

People of Gwent are satisfied that the police provide a service which meets their requirements	<ul style="list-style-type: none"> <input type="checkbox"/> Public confidence: for the 12 month period to March 2013, 54% of residents are satisfied with the way that the 'police in their area are dealing with the things that matter to them in their community'. <input type="checkbox"/> User Satisfaction Crime: for the 12 month period to June 2013, 80% of crime victims are satisfied with our overall service; a decrease of 2% compared to same period last year. <input type="checkbox"/> User Satisfaction ASB: for the 12 month period to June 2013, 79% of ASB victims are satisfied with our overall service; an increase of 1% compared to same period last year. <input type="checkbox"/> Complaints Received: since 1st April 2013 there have been 108 complaints, which is a decrease of 24 when compared with the same period last year. <input type="checkbox"/> Appreciations Received: since 1st July 2013 there have been 73 contacts of appreciation received from the public. <input type="checkbox"/> 999 Calls: since 1st April 2013 96% of calls taken were answered within 10 seconds, which is an increase of 1% when compared with the same period last year.
People of Gwent are less affected by crime	<ul style="list-style-type: none"> <input type="checkbox"/> Overall Crime: since 1st April 2013 there have been 15,235 crimes; an increase of 5% (739 more offences) compared to the same period last year. <input type="checkbox"/> Criminal Damage & Arson: since 1st April 2013 there have been 2,450 crimes; an increase of 4% (107 less offences) compared to the same period last year. <input type="checkbox"/> Non-Domestic related Violence: since 1st April 2013 there have been 1,545 crimes; an increase of 15% (200 more offences) compared to the same period last year. <input type="checkbox"/> Domestic Burglary: since 1st April 2013 there have been 661 crimes; a decrease of 21% (180 fewer offences) compared to the same period last year. <input type="checkbox"/> Retail crime: since 1st April 2013 there have been 1,277 crimes; a decrease of 2% (30 less offences) compared to the same period last year. <input type="checkbox"/> Drug offences: since 1st April 2013 there have been 893 crimes; a decrease of 19% (206 fewer offences) compared to the same period last year. <input type="checkbox"/> Restorative Justice: since 8th April 2013, over 400 'youths' have entered the process where 62% of such cases have resulted in a Bureau intervention such as 'Face to Face apology' to the Victim ; a letter of apology, or in some form of restorative work. On 21st August the South Wales Argus ran a full page 'Crime File' article dedicated solely to the success of YRJ in Gwent. The ADULT RJ pilot in BG has now been extended to Monmouthshire.
Increase the number of offenders brought to justice	<ul style="list-style-type: none"> <input type="checkbox"/> First Hearing Files: since 1st April 2013 71% (1,842 of 2,559) of files have been submitted to the 'Crime Prosecution Services' on time; an increase of 3%. <input type="checkbox"/> Upgrade Files: since 1st April 2013 44% (393 of 896) of files have been submitted to 'Court' on time; an increase of 10%.
People of Gwent are less affected by Anti-Social Behaviour	<ul style="list-style-type: none"> <input type="checkbox"/> ASB incidents: since 1st April 2013 there have been 12,680 incidents; an increase of 12% (1,398 more incidents) compared to the same period last year. <input type="checkbox"/> User Satisfaction in Reporting ASB: for the 12 month period to June 2013, 67% of ASB victims feel that reporting the issue 'made a difference' to the problem; there is no data to compare against for last year. However, this compares to a rate of 55% for England in Wales in the HMIC Ipsos Mori survey (Feb-March 2012). <input type="checkbox"/> High Risk Vulnerable Persons: as at the end of August 2013, there were 13 open cases whereby the caller was risk assessed as high; a decrease of '9' compared to the end of July.
People of Gwent are protected from Serious Harm	<ul style="list-style-type: none"> <input type="checkbox"/> Rape offences: since 1st April 2013 there has been an increase of 21% against the same period last year (15 more offences). <input type="checkbox"/> Other Sexual offences: since 1st April 2013 there has been a decrease of 14% against the same period last year (20 fewer offences). <input type="checkbox"/> Domestic Abuse related crime: since 1st April 2013 there has been an increase of 29% against the same period last year (366 more offences). Of which, 89% are related to violent offences (327 offences). <input type="checkbox"/> Multi-Agency Risk Assessment Conference (MARAC): since 1st April 2013 there have been 542 victims of domestic abuse referred into the MARAC process. Of which,

GWENT POLICE AND CRIME COMMISSIONER PERFORMANCE MEASURES OVERVIEW 'AUGUST 2013'

	<p>26% (141) are repeat entrants to the system.</p> <ul style="list-style-type: none"> ❑ Child Safeguarding Incidents: during the month of August 2013 the Public Protection Unit dealt with 135 incidents; a decrease of 50 when compared to last month. ❑ Missing Persons: the number of 'episodes' for August 2013 were 178 and there were 33 'absent without authority'.
People of Gwent are provided with a police services that represents value for money	<ul style="list-style-type: none"> ❑ Attendance Management: since 1st April 2013 the attendance rate for Police Officers is 96.4% and for Police Staff it is 95.1%; no change for 'officers' and a slight increase for 'staff' compared to the same period last year. The Force's aspiration is to have an attendance rate of 97% or more for both officers and staff. ❑ Revenue Budget Performance: The expenditure from 1st April 2013 to 31st July 2013 shows a saving of £1.091m, against a net revenue budget of £123.640m. ❑ Cost per Head of Population: The net revenue expenditure (NRE) per head of population in Gwent is £208. The average NRE per head of population across Wales is £202. The average NRE per head of population across similar forces is £200. ❑ Internal Audit Performance: Of the '7' Internal Audit reports finalised during 2013/14, 6 have achieved a rating which confirms that a sound system of internal control exists. '1' (Fixed Assets) have a 'limited' assurance rating which is currently being addressed by Management. ❑ Efficiency Savings Performance: Staying Ahead efficiency savings of £2.666m (83%) have been achieved this year against an in-year target of £3.203.

OFFICE OF POLICE AND CRIME COMMISSIONER


TITLE: Internal Review of Crime Recording

DATE: 27th September 2013

TIMING: Routine.

PURPOSE: For information

1.	<p><u>RECOMMENDATION</u></p> <p>For the information of the members of the Police and Crime Panel.</p>
2.	<p><u>INTRODUCTION & BACKGROUND</u></p> <p>In July 2013, the Temporary Chief Constable, in consultation with the Police and Crime Commissioner, directed that an internal review of crime recording be conducted, with the following overarching aim:</p> <p><i>‘To undertake a focussed internal review to determine whether the people of Gwent, The Police and Crime Commissioner and Chief Constable can have confidence in Gwent Police’s crime figures.’</i></p> <p>Superintendent Nigel Russell was appointed to ‘lead’ the review, as it was recognised that he would bring an independent perspective, having not previously been involved in the management of volume crime. Superintendent Russell was supported by a group of individuals with specialist knowledge of crime recording and audit, as well as key stakeholders from the Police Federation and the Office of the Police and Crime Commissioner.</p>
3.	<p><u>ISSUES FOR CONSIDERATION</u></p> <p>The original plan was to use data from the most recent crime audit, conducted in June 2013 and focus on those ‘crimes’ where there was an assessment that the crime standard had perhaps not been accurate. However, following discussions with T/ACC Paul Symes, the D/PCC Paul Harris and the Police Federation, it was agreed to focus on the area of greatest contention i.e. incident reports (logs) which had been specifically opened as a “crime” and subsequently closed as “no crime”. The rationale was that this area involved the interpretation of the Home Office Counting Rules (HOCR) and would be subject to the greatest scrutiny. In addition, should any instances of undue influence become apparent, these would be highlighted.</p> <p>As part of the review process, there were a number of steps taken to ascertain the officer’s understanding of the crime recording process, namely:</p> <ul style="list-style-type: none"> • A copy of the incident ‘log’ and details of the telephone call were reviewed, including listening to the original call from the victim, to ascertain if the initial account recorded from the victim was indeed correct. • Interviews were conducted with the victims, to ascertain their views of the actions undertaken by the officer, including questions around their perceptions of the quality of service they received, together with their level of satisfaction with the overall actions of the officer in the case. • Interviews were also conducted with the officer in the case and where appropriate, their line manager. • Following these actions, the reviewing officers provided reports of their

	<p>findings including their opinions as to whether the decision of the officer was in line with the HOCR.</p> <ul style="list-style-type: none"> The D/PCC and Police Federation representatives have been involved throughout the process and had full access to all of the material reviewed. <p>As part of the review process, a number of focus groups were held to examine some of the wider issues, to ascertain whether there were any subliminal or overt pressures which would have impacted on the recording of crime. Both the Police Federation and OPCC attended at least one of these sessions. This work is ongoing and will be finalised in preparation for the 1st October 2013 Chief Officer Meeting.</p>
4.	<p><u>NEXT STEPS</u></p> <p>The full report and findings will be presented to the 1st October 2013 Chief Officer Team (COT) meeting. The Temporary Chief Constable will then update the PCC on the findings and recommendations of the review and agree a way forward.</p>
5.	<p><u>FINANCIAL CONSIDERATIONS</u></p> <p>None.</p>
6.	<p><u>PERSONNEL CONSIDERATIONS</u></p> <p>None.</p>
7.	<p><u>LEGAL IMPLICATIONS</u></p> <p>None apparent.</p>
8.	<p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>This project/proposal has been considered against the general duty to promote equality, as stipulated under the Single Equality Scheme and has been assessed not to discriminate against any particular group.</p> <p>In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.</p>
9.	<p><u>RISK</u></p> <p>The integrity of crime figures in policing is critical in maintaining public confidence. The current review will provide further scrutiny on the robustness or otherwise of the current arrangements and where necessary will make recommendations for change. Any risks that emerge will continue to be managed and scrutinised through the Business Tasking and Co-ordination Group, the Data Quality Assurance Board and the Strategy and Performance Board.</p>
10.	<p><u>PUBLIC INTEREST</u></p> <p>There are no public interest considerations.</p>
11.	<p><u>CONTACT OFFICER</u></p> <p>Superintendent Nigel Russell – Operation Support Department</p>
12.	<p><u>ANNEXES</u></p> <p>Crime Recording Internal Review Terms of Reference</p> <p> Interim Crime Recording Internal Re</p>

Gwent Police
Internal Review of Crime Recording
Draft Terms of Reference

The Temporary Chief Constable, in consultation with the Police and Crime Commissioner, directed that an internal review of crime recording be conducted.

The proposed terms of reference are:

To undertake a focussed internal review to determine whether the people of Gwent, The Police and Crime Commissioner and Chief Constable can have confidence in Gwent Police's crime figures.

The review will establish the processes and practices of crime recording and subsequent disposals in order to answer the following questions:

- Is crime appropriately recorded in accordance with National Crime recording Standards and Home Office Counting Rules?

- Are disposals managed effectively, in accordance with guidance?

The review will be proportionate and make use of existing data sets and inspection findings which provide assessments of elements of the end to end process. It will focus on gathering further data for elements of the process where no systematic reviews have previously been undertaken. It will also assess the way in which crime records are disposed, including no crime and detections methods (charge/summons, caution, offences taken into consideration, restorative practices, penalty notices for disorder and formal warnings for cannabis possession).

The review will take into account existing management practices and their impact upon officer decision making. A report on the findings and recommendations is to be produced for the Data Quality Assurance Board by 14th August 2013.

Methodology

Team

A review team will be established that will comprise of the following staff:

- Lead officer, Superintendent rank not directly involved in the management of volume crime.
- Key Stakeholder, Deputy Police and Crime Commissioner
- Key Stakeholder, Police Federation Representative
- Force Crime Registrar
- Service Development Inspections officer
- Service Development- Business Support team
- Service Development- Crime Audit team
- The review will also seek the involvement of an external Force Crime Registrar

Phase 1

This will focus on drawing together existing data sets and evidence which will be available through previous audits and business case development for the continuous improvement review of the Force Communications Suite and Victim Services Project. This information should enable the review to build a swift picture of the reliability of key elements of the process. Qualitative information gathering will then take place to establish the reasons behind any data quality issues from the point at which Police Officers are deployed. This qualitative approach should include interview with victims, officers, first and second line managers to establish causal factors behind data quality errors.

Additionally a methodology for a review of detections and no crimes will be requested using the expertise of an external Force Crime Registrar.

Phase 2

Interviews and focus groups will be conducted with senior members of staff and front line officers to establish the extent to which accurate information recording is recognised and any causal factors behind data quality errors.

Appendix 1

Summary of proposed methodology for crime- recording process

The crime-recording process	Proposed internal review methodology
1. Incident reporting and recording	Data already gathered and conclusions drawn by CI Review of Force Communications Suite.
2. Deciding if a crime should be recorded	Data already gathered through monthly crime audits. Interviews with victims.
3. Closing incident records	Interviews with officers and line managers.
4. Recording a crime	Interviews with Crime Management Unit staff.
5. Closing a crime record	Data already gathered through victim satisfaction surveys. Interviews with officers and line managers.
6. Checking that crime records are correct	Data already gathered through monthly crime audits.

TITLE: Victims Charter**DATE: 27th September 2013****TIMING: Routine****PURPOSE: For consideration by the Police and Crime Panel**

1.	<u>RECOMMENDATION</u> The police and crime panel are provided with this report and attached Charter for their consideration as part of their support and challenge role in holding the Police and Crime Commissioner to account.
2.	<u>INTRODUCTION & BACKGROUND</u> In publishing the Police and Crime Plan in March 2013, the Commissioner set out his vision to reduce crime, support victims and make Gwent a safer place. His first police and crime priority seeks 'to deliver the best quality of service available' so that the people of Gwent are satisfied with the service they receive. As such, victims have an important role to play in providing their feedback, which is a key component in helping organisations improve the services they provide. As part of this, the Commissioner has made an undertaking to put victims at the heart of everything we do. The publication of a Victims Charter for Gwent was seen as the next step in progressing work done so far with victims, whilst working towards embedding this commitment.
3.	<u>ISSUES FOR CONSIDERATION</u> The Victims Charter was launched by the Commissioner at a public event on 6 th September 2013. Approximately 70 delegates attended including members of the public, statutory and voluntary organisations, and Gwent Police colleagues. The police and crime panel was also represented. Three guest speakers joined the Commissioner: Baroness Newlove, Victim's Commissioner for England and Wales, Gwent Police ACC Lorraine Bottomley, and Mandy Wilmot, Victim Support Divisional Manager for Wales. The Charter sets out 10 minimum standards that the Commissioner will work to ensure are provided to people in Gwent. The standards relate to partners operating within the criminal justice system and all types of victimisation are included. In producing the Charter, the views of victims and service providers were taken into consideration.
4.	<u>NEXT STEPS</u> The Commissioner will work with partner organisations to ensure that the standards within the Charter are delivered effectively across Gwent. As part of this, he will monitor how well the criminal justice agencies involved are responding to the needs of victims. Work is currently on-going to develop suitable monitoring arrangements. The Charter will be progressed internally through the Service That Works Board (formally the Service Improvement Board), as well as force-wide promotion and training, where required. In addition, discussions with the local Criminal Justice Board are on-going, around delivery and monitoring of the standards.

5.	<p><u>FINANCIAL CONSIDERATIONS</u></p> <p>The Charter has been developed within existing budgets.</p>
6.	<p><u>PERSONNEL CONSIDERATIONS</u></p> <p>There are no specific personnel considerations relating to the content of this report.</p>
7.	<p><u>LEGAL IMPLICATIONS</u></p> <p>Under the Police Reform and Social Responsibility Act 2011, the Commissioner has a duty to obtain the views of victims of crime about policing matters in Gwent, and to ensure, as appropriate, an efficient and effective criminal justice system for the area. The Victims Charter has been produced mindful of both these requirements.</p>
8.	<p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>This project/proposal has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group. The Charter seeks to improve the quality of service provided to all victims, and ensure appropriate levels of support are provided to each individual, according to their circumstances.</p> <p>Consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998 in preparing this report.</p>
9.	<p><u>RISK</u></p> <p>A potentially high risk to the Commissioner's reputation exists, in the event that the aim of 'putting victims at the heart of everything we do' is not successfully achieved. However, through the publication of the Charter and the commitment from ACC Bottomley to support this work, the risk is being managed.</p>
10.	<p><u>PUBLIC INTEREST</u></p> <p>This is a public facing document which informs the community of the Commissioners intentions for improving victims' services in Gwent. It is also a key document for consideration by criminal justice partners who will affect its success by the way they deliver victim-related services.</p>
11.	<p><u>CONTACT OFFICER</u></p> <p>Caroline Hawkins, Policy Officer (Victims)</p>
12.	<p><u>ANNEXES</u></p> <p>Police and Crime Commissioner's Victims Charter</p>

Victims' Charter

As the Police and Crime Commissioner, my priority is to reduce the number of victims in Gwent. However, if you do become a victim, I will work to ensure that the minimum standards set out in this Charter are provided when supporting you.

1. You should expect to be treated fairly throughout the Criminal Justice process by all the organisations involved
2. I will ensure that you get an appropriate and timely response from the police, taking into account what the offence is and how it is affecting you
3. I will ensure that, when you contact Gwent Police, you are asked relevant questions to allow them to provide the right level of service and support to you
4. I will ensure that officers agree with you on how and when you would like to be kept updated
5. You will be provided with the contact details for victims' services so that, where you choose to, you can access support at any time
6. I will ensure that partner agencies work closely with your police neighbourhood team so that they are aware of your incident
7. Where appropriate and with your consent, the information about your case will be shared with partner organisations to help officers identify additional support
8. For matters that go to court, officers will work with victim and witness services to make sure that you are kept informed and given proper support
9. If the police need your property as evidence, they will make sure that it is looked after and return it to you as soon as it is no longer needed
10. I will work with Criminal Justice partners to monitor how well they and the police respond to the needs of victims of crime and anti-social behaviour

Ian Johnston QPM

Police and Crime Commissioner for Gwent

Siarter y Dioddefwyr

A minnau'n Gomisiynydd yr Heddlu a Throsedd, bwriad fy mlaenoriaeth yw lleihau nifer y dioddefwyr yng Ngwent. Fodd bynnag, os byddwch yn dioddef trosedd, byddaf yn gweithio i sicrhau y darperir y safonau isaf a osodwyd yn y Siarter hon wrth eich cefnogi.

1. Dylech ddisgwyl cael eich trin yn deg trwy'r broses Cyfiawnder Troseddol gan bob sefydliad sy'n rhan o'r broses
2. Byddaf yn sicrhau y cewch ymateb priodol gan yr heddlu o fewn cyfnod addas, gan ystyried y drosedd a sut y mae'n effeithio arnoch
3. Byddaf yn sicrhau y gofynnir y cwestiynau perthnasol i chi pan gysylltwch â Heddlu Gwent i ddarparu'r lefel gywir o wasanaeth a chymorth i chi
4. Byddaf yn sicrhau bod y swyddogion yn cytuno â chi sut a phryd yr hoffech dderbyn yr wybodaeth ddiweddaraf
5. Rhoddir manylion cyswllt gwasanaethau i ddioddefwyr i chi er mwyn i chi, yn ôl eich dymuniad, gael mynediad i gymorth ar unrhyw adeg
6. Byddaf yn sicrhau bod asiantaethau partner yn cydweithio'n agos â thîm heddlu eich ardal er mwyn iddynt fod yn ymwybodol o'ch digwyddiad
7. Lle bo'n briodol a gyda'ch caniatad, rhennir yr wybodaeth am eich achos â sefydliadau partner i helpu swyddogion nodi cymorth ychwanegol
8. O ran materion sy'n mynd i'r llys, bydd swyddogion yn gweithio gyda gwasanaethau tystion a ddioddefwyr i sicrhau y rhoddir y manylion diweddaraf a'r cymorth addas i chi
9. Os oes angen eich eiddo yn dystiolaeth ar yr heddlu, byddent yn sicrhau y gofali'r amdano a, lle bo'n briodol, yn sicrhau y gaiff ei dychwelyd i chi cyn gynted â phosibl ar ôl eu defnyddio
10. Byddaf yn gweithio gyda phartneriaid Cyfiawnder Troseddol i monitro pa mor dda y mae nhw a'r heddlu yn ymateb i anghenion dioddefwyr trosedd ac ymddygiad gwrthgymdeithasol

Ian Johnston QPM

Comisiynydd yr Heddlu a Throsedd Gwent