

This report to the Police and Crime Panel provides members with an overview of performance and recent OPCC activity.

1. Decisions

- 1.1 Decisions can be found via the following link: <https://www.gloucestershire-pcc.gov.uk/reports/#1553690542293-de831160-ec96>

2. Contact, complaints and Freedom of Information Act requests

- 2.1 The majority of the reviews completed since the last report followed complaints that were made against the police for a failure to investigate or charge someone with an offence. These have included offences of fraud, assaults, child abuse, child neglect and road traffic offences. The Independent review officer has also reviewed complaints relating to the Constabulary's decisions to revoke or refuse to grant firearms licences, and the Constabulary's perceived bias against complainants during investigations in which they were the Defendants.
- 2.2 66% of their reviews during this period were not upheld as the IRO was satisfied that the way in which those complaints were handled by the Constabulary was reasonable and proportionate. The IRO upheld the remaining 33% of reviews and made recommendations to the Constabulary to try and resolve the ongoing issues, or to respond to points previously overlooked. These figures are broadly in line with other force areas.
- 2.3 So far in 2023 (01/01/2023-25/08/2023) the OPCC has received 780 contacts from organisations and members of the public. This is an average of 97.5 contacts per month, lower than the average reported at the previous panel covering 01/01/23-29/06/23, which was an average of 107 per month. This is also higher than the average of records held June 2019-August 2023 of 833 contacts per month. This is shown in the graph and table below.

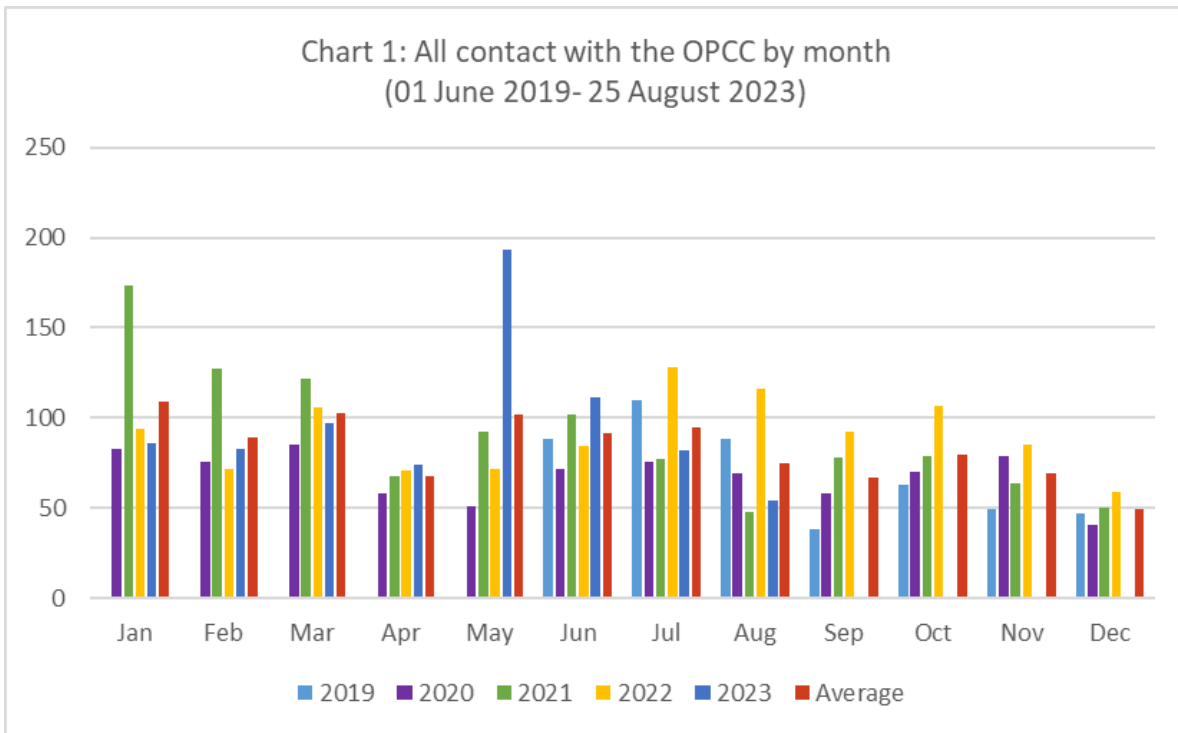


Table 1: Average monthly contact with the OPCC						
Year	2019	2020	2021	2022	2023	5 yr. av
Monthly average	69.0	68.2	90.0	90.5	97.5	83.3

As the graph above shows the spike seen in May 2023 has returned to normal levels in June, July and August.

There have been 403 enquiries made to the OPCC so far this year, this is an average of 50.3 per month which has remained the same as the average reported in the last Police and Crime Panel and above the average of 34.5 over the June 2019-August 2023 period. The issues included within the complaints are:

- Anti-social behaviour issue / complaint
- Complaint (generic)
- Complaint relating to the OPCC
- Complaint relating to the police (generic)
- Complaint relating the Chief Constable
- Complaint relating the PCC
- Crime issue / complaint
- Dissatisfaction
- Lack of police presence
- Road safety issue

Chart 2: Complaints received by the OPCC by month
(01 June 2019- 25 August 2023)

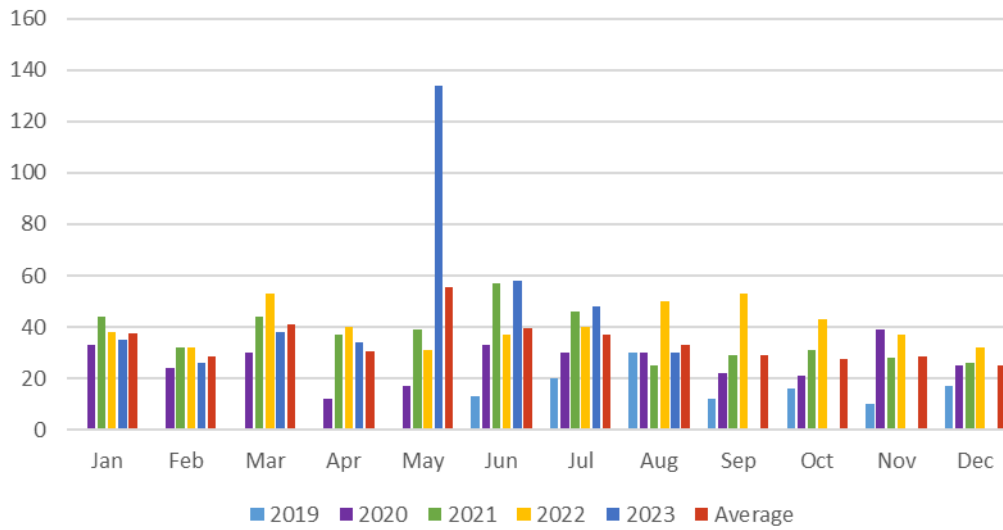


Table 2: Average monthly complaints raised with the OPCC

Year	2019	2020	2021	2022	2023	5 yr. av
Monthly average	16.9	26.3	36.5	40.5	50.4	34.5

Chart 3: Complaints made to the OPCC by theme
(01 June 2019- 25 August 2023)

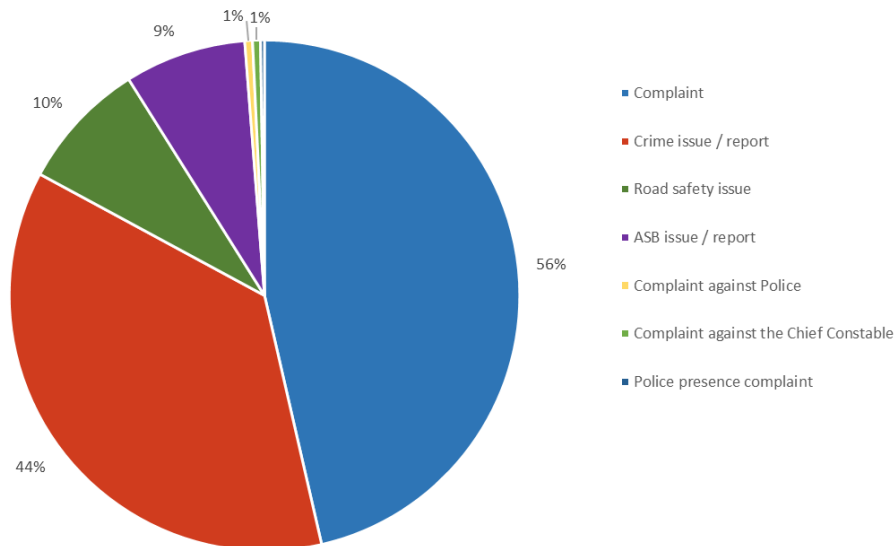


Chart 3 details the themes of complaints received by the OPCC so far this year. The largest proportion of these (56%) have been under the general category of complaint, followed by crime issue/report (44%). This has shifted since the last Police and Crime panel when crime issue/report accounted for 5% of the complaints for the year. The next largest category is

road safety issues (10%) then ASB issue/report at 9%. ASB issue/report has decreased from 17% in the last report.

3. Performance overview

- 3.1 The Panel will remember a mention in previous reports of the Home Office Digital Crime Performance Pack (DCPP): a tool available to the police and to OPCCs to assess performance against the National Crime and Policing Measures (NCPMs) in line with the national [Beating Crime Plan](#). The NCPMs draw on a range of data sources to provide an indication of how well police and partners are performing in tackling crime and disorder in their areas.
- 3.2 The Home Office has now launched a public-facing version of the DCPP on the HMICFRS website here: [Digital Crime and Performance Pack - His Majesty's Inspectorate of Constabulary and Fire & Rescue Services \(justiceinspectors.gov.uk\)](#). This will allow the public to see the progress police forces are making against the NCPMs aligned to the latest Office of National Statistics (ONS) data.
- 3.3 The information below aims to provide Panel members with a snapshot of performance in a number of key areas from data available via the iQuanta (Home Office performance tool) and the non-public version of the DCPP.
- 3.4 Please note that trends in a number of areas are showing anticipated increases - this is reflective of the remedial work undertaken in the Constabulary to address concerns shared by HMICFRS regarding Crime Data Integrity (recoding of crime). Work continues to improve confidence in reporting certain offences such as sexual offences and hate crimes, therefore an increase can be seen as positive. Additionally there are certain crime types that would have been at their lowest points during lockdowns, such as public order offences. Baseline data for the NCPMs is the 12 months up to June 2019.





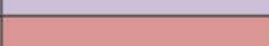


Table 3: Key to performance summary below	
Direction of travel	Variance compared to baseline (direction of travel)
↑ ↓	2.5% +/- than baseline
↔	= to baseline and less than 2.5% higher or lower than baseline
Interpretation of trend	
Indicative of a positive trend	
Indicative of a stable trend	
Indicative of a negative trend	
Trend status not assigned	
Within 'normal' range for Most Similar Group (MSG)	
Higher than 'normal' range for MSG	
Lower than 'normal' range for MSG	

Table 4: Gloucestershire Crime Overview

Measure	Baseline	Most Recent	% Change	Date to	Direction of	Trend	Current MSG	MSG	Data From
	2019	12 Months			Travel		Position out of		
Violent Crime (NCPM)									
Homicide	7	7	0%	Jun-23	◀▶		7		Iquanta
Hospital admissions u25s for assault with a sharp object (per million)	80				N/A	N/A	N/A	N/A	DCPP
Offences involving firearm- incl. imitation (per million)	45				N/A	N/A	N/A	N/A	DCPP
Neighbourhood crime (NCPM)									
All neighbourhood crime in the county is following a similar trend to the national data. Overall we are seeing decreases which is positive in this group of crimes. Robbery and theft from the person are increasing however although the numbers of offences are relatively small in comparison to the other crime types in this category.									
All Neighbourhood Crime	6466	4919	-24%	May-23	▼		4		DCPP
Residential burglary	2454	338	-86%	Jun-23	▼		8		Iquanta
Robbery personal property	344	375	9%	Jun-23	▲		7		Iquanta
Theft from the person	367	309	-16%	Jun-23	▼		5		Iquanta
Vehicle crime	3301	2229	-32%	Jun-23	▼		5		Iquanta
Other measures									
Crime recording levels have increased – please refer to para 3.4 above.									
Generally increases in racially / religiously aggravated offences and sexual offences are welcomed as we know these crimes are under-reported, hence the 'positive' trend direction statement									
All crime	38454	56362	47%	Jun-23	▲		8		Iquanta
Bicycle theft	827	377	-54%	Jun-23	▼		6		Iquanta
Criminal damage	4573	4382	-4%	Jun-23	▼		7		Iquanta
Public order offences	2744	7224	163%	Jun-23	▲		8		Iquanta
Racially / religiously agg. Offences	335	545	63%	Jun-23	▲		7		Iquanta
Robbery of business property	4	2	-50%	Jun-23	▼		1		Iquanta
Sexual offences	1109	2216	100%	Jun-23	▲		7		Iquanta
Theft from a vehicles	2234	1246	-44%	Jun-23	▼		6		Iquanta
Theft of a vehicle	543	588	8%	Jun-23	▲		5		Iquanta
Violence with injury	5350	5969	12%	Jun-23	▲		8		Iquanta
Violence without injury	7031	15472	120%	Jun-23	▲		8		Iquanta
VAWG	4799	12079	152%	May-23	▲		8		DCPP

4. OPCC Staff update

4.1 Below is an update from the team to provide members with an overview of activity in the OPCC since the last report (March 2023):

Communications and Engagement

4.2 The Communications and Engagement team have been continuing to spread awareness and messaging of the PCC and OPCC. The team have been going on visits with the Constabulary's Community Engagement Vehicle to speak directly to the public.

4.3 Highlights have included visiting the U17 Pathfinder Driving Club, an initiative that the OPCC subsidises which teaches U17's to drive in a safe environment with officers from police and fire, qualified instructors and their parents. Charlie from the Communications team is an ex-student so really enjoyed seeing the progress, with nearly 50 students each week taking part!

4.4 The team have been continuing to liaise with other partner organisations to introduce a best practice Words Matter Policy around Violence and Intimidation Against Women and Girls (VAWG), and consulting with members from across the Constabulary about VAWG related matters. We have also been collaborating with other members of the team and partner organisations to create videos and raise awareness of schemes such as the Councillor Advocacy Scheme or Sexual Assault Referral Centre (SARC).

4.5 Stats

- Website releases (08/07 - 23/08): 10
- Facebook (08/07 - 23/08): Reach: 3187, Engagement: 307
- Twitter (26/07 - 23/08): Impressions: 13.3k

Domestic Abuse and Sexual Violence

4.6 Over this quarter, the team have been supporting the development and rollout of the Constabulary Stalking Campaign, including appearance on the Podcast 'Shouldideletethat'.

4.7 They have also been leading on the roll out of DA Matters across the constabulary, which includes training of frontline staff and a 'critical friend' piece of work to review the force response to DA and make recommendations for improvement.

4.8 There is ongoing work to roll out a DA Pledge to support staff who experience DA and ensuring the organisation can provide specific support.

4.9 Additionally, they have continued to have oversight and management of Domestic Homicide Reviews, and have been finalising the countywide Sexual Violence Strategy and Delivery Plan

4.10 Work continues on leading on Pillar 3 of Op Soteria Bluestone, which focuses on procedural justice for victims, and there has been the development of a DA training pathway for the county and ongoing work to explore commissioning and funding options

- 4.11 There has also been an ongoing roll out of DA and Stalking Champions across the constabulary and the delivery of training modules. Currently there are 90 people signed up as champions
- 4.12 They have conducted several consultations. Firstly the children and young people consultation to understand service need in response to children witnessing DA being seen as victims in their own right and secondly a piece of consultation work was completed to understand victims needs for trauma recovery services; feeling in to the county council planned commissioning of a pilot service
- 4.13 There has been ongoing development of the consultation network and in August a New DASV Programme Assistant will start with the team

Commissioning Team

- 4.14 In July the Commissioning Assistant, Kerry Ridyard, joined the team and has settled in to the team really well
- 4.15 Information By Design have been awarded the Perceptions of Crime survey contract and the commissioning team supported with the commissioning process. Annabelle White and Debbie Powell are now liaising with the provider and will be their OPCC point of contact
- 4.16 Domestic Abuse Perpetrator fund updates:
- Currently running a commissioning process for the Professional Training element of the bid. The tender should be going live on the system 21/08/2023 for providers to bid.
 - The Multi Agency Tasking And Coordination (MATAC) Coordinator has now been recruited to and will sit within the Constabulary.
 - PCC areas are still waiting to hear about national legislation for OOC's however we are still planning to run a commissioning process in the interim for CARA and will award a dormant contract so that the work can begin as soon as the legislation has been approved.
- 4.17 Conversations are ongoing and they are working closely with GCC regarding the Youth Offending Service recommissioning.
- 4.18 The team are continuing to support the Strategic Violence Prevention Coordinator (Neil Smith) with elements of the Home Office Serious Violence Duty
- 4.19 We are currently running a competitive process for a provider to carry out an evaluation of our two Response Independent Domestic Violence Advisors (IDVA) that are currently being funded by the Ministry of Justice until 31st March 2025.
- 4.20 The County's Sexual Violence strategy has nearly been finalised and the final amends are currently being made by the design company. Once it has been published we will share with the panel.

Volunteer and Engagement Officer

- 4.21 Since the last police and crime panel in May the Volunteer and Engagement officer has been working on establishing the Councillor Advocacy Scheme booking in dates for the Stroud and Tewksbury events in October.
- 4.22 They have also arranged a meeting with Gloucestershire Association of Parish and Town Councils for the 25th September with the aim of engaging with their members and encouraging them to join the scheme.
- 4.23 The ICVS have had their AGM and the Animal Welfare Scheme Volunteers will have had their AGM by the time the panel meeting has occurred. I have recently recruited three new ICV volunteers who are all very excited to join the scheme and are currently going through the vetting process.
- 4.24 Finally, they have continued my day-to-day management responsibility of the ICVS and Animal Welfare volunteers. In addition, the V&E officer has also been organising alongside Safer Streets Project Coordinator the commissioning of Information by Design who will be developing and managing the distribution of the perception of crime survey. Between them, they have created a set of draft survey questions and will be working closely with the Information by Design team to make sure the survey is achieving the targets they have set.

Gloucestershire Criminal Justice Board

- 4.25 This quarter the LCJB co-ordinator have been focusing on following up on actions from the Reducing Reoffending board and Criminal Justice Board which both sat in July, included exploring accommodation protocols and working with colleagues to understand best practise for remote evidence sites in wales and if this could work in Gloucestershire. They have also been writing briefing notes for national meetings, and chairing the second Women in CJS working group.

In addition to board work, they have been preparing for a regional data meeting that regional LCJB managers for Gloucestershire, Devon and Cornwall and Avon and Somerset have been collaborating on, bringing together MOJ, HMCTS, CPS and Home office. This meeting will take place on the 21st of August and will be a step forward towards better data analysis for all three areas.

- 4.26 Finally they have also begun preparations for the open day in September where the board will have a stand, to help better inform the public about criminal justice matters.

5.0 HMICFRS Update – ACC Richard Ocone (HMICFRS improvement lead)

The constabulary have been an engaged force since December 2021 following our PEEL inspection earlier that year. We received five causes of concern that related to:

- **Cause of concern 1:** Our ability to answer calls into our Force Control Room in a timely way. This focused particularly on 999 answer times and 101 attrition.
- **Cause of concern 2:** Our identification of vulnerability, crime preservation and prevention advice, repeat victimisation and victim needs assessments through our Force Control Room.
- **Cause of concern 3:** Our crime recording standards.
- **Cause of concern 4:** Issues of investigative standards, vulnerability and victim care.
- **Cause of concern 5:** Our alignment of workforce planning/financial plans.

****Discharged****

Each of these causes of concern have underpinning recommendations of which there were fourteen across the five causes of concern.

Earlier this year the three recommendations linked to the finance cause of concern were all closed and that cause of concern was therefore discharged.

In June our PEEL 2023 inspection commenced and will conclude in October 2023. Our hot debrief, and early indication of overall performance in that process, will be held in November. The final report, with grades, will not be released until February or March 2024.

Two of the central pillars of the inspection are the Crime Data Integrity and Victim Service Assessment elements. The results of both of these are now known by the constabulary.

Crime Data Integrity:

In a bespoke CDI inspection in 2019 our crime recording accuracy was assessed as being 81% and the constabulary were graded as inadequate. In 2021, during our PEEL inspection, our accuracy was assessed by HMICFRS as 86.6% and still inadequate. Accuracy is not the singular measure but it is the most important.

In this PEEL inspection our accuracy has been reported as 97.65% by HMICFRS. This is an extremely high level of compliance and from previous inspection results would position us amongst the top performers nationally. This result will impact very positively on cause of concern three.

Victim Service Assessment:

This element of the inspection focuses on the experience a victim sees from point of report through to court. It concentrates on audits and providing key metrics to inform many other areas of the inspection process. The results have a significant impact on causes of concern 2, 3 and 4.

Of the 46 measures the constabulary assesses that 33 of these are at a very high standard (RAG rated green). 5 are marginal (RAG rated amber) and 7 require improvement (RAG rated red). Work has already commenced via our internal improvement boards to address those that are RAG rated red and some of these will be positively impacted by the recent introduction of the Enhanced Operating Model. As an example one of the measures RAG rated as red is 'Response attendance was with the required attendance time (whether downgraded or not)'. This clearly links to the EOM and the data set considered by HMICFRS was pre-EOM.

Force Control Room:

The one area not significantly impacted by either the VSA or CDI inspections is cause of concern one. Progress is being made in this area and HMICFRS will be turning their attention to this cause of concern over the coming weeks. 999 data has seen significant improvements as can be seen in the following table, despite significant and prolonged summer demand:

	Jan 2022 – August 2022	Jan 2023 – August 2023*	August 2023 data ONLY*
999 volume	64561	67662	6707
999 mean answer	23.9s	12.2s	7.8s
999 median answer	7.0s	4.0s	4.0s
Within 10 second SLA	55.7%	77.6%	86.1%

**data only to 22 August due to date of completion of report*

101 attrition remains too high and there are a number of initiatives in place to tackle this. It is anticipated that this will drop as more call handlers are recruited this autumn and seasonal demand recedes. There will also be additional methods of contacting the Constabulary brought online.

	Jan 2022 – August 2022	Jan 2023 – August 2023*	August 2023 data ONLY*
101 abandonment rate	46.02%	40.51%	45.46%

**data only to 22 August due to date of completion of report*

Next steps:

HMICFRS are now analysing the impact of the CDI and VSA results. The constabulary have supplied updates against all causes of concern, recommendations and areas for improvement. In the coming weeks HMICFRS will be conducting interviews with subject matter leads and experts alongside focus groups. This will inform the final inspection outcome.

The constabulary will be present at the Police Performance and Oversight Group to be held at the Ministry of Justice on the 18 September. The Chief Inspector of Constabularies, Andy Cooke, will be chairing this meeting. Chief Constable Rod Hansen, PCC Chris Nelson and ACC Richard Ocone (HMICFRS improvement lead) will be present at the meeting.

A more substantive update will be available for the November Police and Crime Panel when greater clarity is known from HMICFRS on the inspection outcomes.

Becky Beard and Kirsten Fruin

Assistant Chief Executives, Office of the Police and Crime Commissioner for Gloucestershire September 2023