



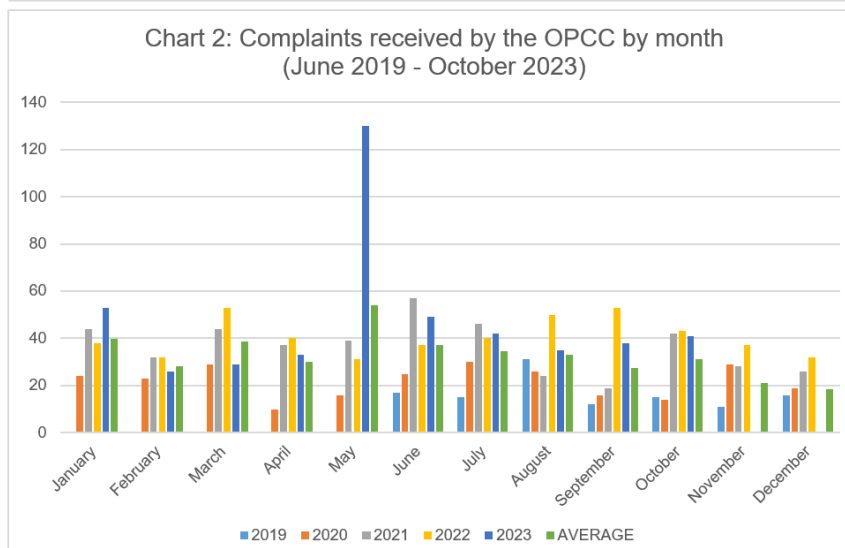
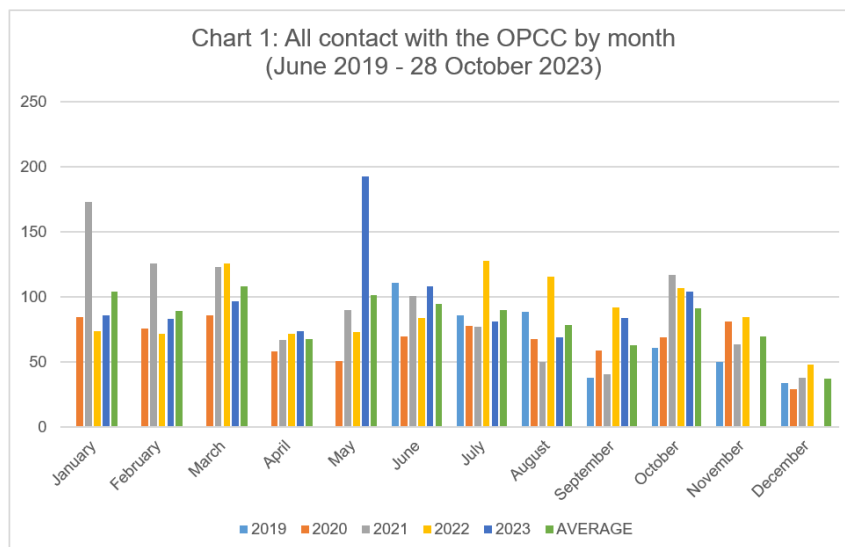
This report to the Police and Crime Panel provides members with an overview of performance and recent OPCC activity.

### 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 So far this calendar year (up to the end of October), the OPCC has received 979 contacts from members of the public. Of these contacts, 368 have been complaints. The charts below show the contacts and complaints received by the OPCC per month (January 2019 – October 2023).



2.2 As Chart 1 shows, there was a considerable spike in contacts in May this year. 193 contacts were made to the office which is a 164% increase on May 2022 and a 125% increase on the five year monthly average. This spike relates to a campaign group that mobilised members to write in en masse to the OPCC throughout May and into June (as reported to the Panel in July 2023).

2.3 Complaints received by category in 2023 is shown in the table below:

<b>Table 1: Complaints received by the OPCC Jan – Oct 2023</b>	
<b>Types</b>	<b>2023</b>
ASB issue / report	53
Complaint	242
Complaint against OPCC	0
Complaint against Police	3
Complaint against the Chief Constable	2
Complaint against the PCC	0
Crime issue / report	33
Dissatisfaction	0
Police presence complaint	0
Road safety issue	35

2.4 Proportionately, the categorisation of complaints is in line with previous years however, as the chart below shows, the 2023 monthly average, is higher than in previous years due to the higher than average complaints received in May and June:

<b>Table 2: Average monthly complaints raised with the OPCC</b>						
<b>Year</b>	<b>2019<sup>1</sup></b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>5 yr ave.</b>
Monthly average	17	22	37	41	37	34

2.5 At the November 2022 meeting of the Police and Crime Panel, members received a presentation that included an explanation of the work carried out by the Independent Review Officer (IRO). As a reminder, the IRO manages the review requests made by members of the public once their complaint process has concluded within the Constabulary in line with the requirements outlined in the [Policing and Crime Act 2017](#).

2.6 Since the last Police and Crime Panel, the IRO has received review requests from wide ranges of matters, including incidents involving:

- malicious communications;
- assault;
- driving without due care and attention;
- unlawful eviction;
- public order offences;
- an allegation of unlawful arrest;
- seizure of property;
- a breach of data privacy, and

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<sup>1</sup> Please note the average monthly figure used is for a seven month period only as the system for case management currently used was introduced in June 2019.

- an unsatisfactory response to a complaint about the management and safety of a local shooting range.

2.7 Of the reviews completed since the last panel meeting, 85% were not upheld and only 15% were upheld. The IRO found that, after due consideration, the vast majority of complaints had been handled in a reasonable and proportionate way by the Constabulary. In relation to the reviews that were upheld, the IRO made recommendations to the Constabulary with a view to resolving any issues raised and ongoing learning for the organisation.

2.8 So far this year (up to the end of October), the OPCC has received 26 Freedom of Information (FOI) Act requests. Of these requests:

- 11 applicants were provided with a full response from the OPCC;
- 11 applicants were referred to the Constabulary as the information requested was police held data;
- there was no information for three requests; and
- Information was already available online on one occasion

### 3. Performance overview

3.1 The OPCC now consists of two Senior Analysts whose role it is to monitor data from across policing and criminal justice agencies. This supports the PCC in the both the police *and crime* elements of his role and particularly with holding to account functions. They both attend Constabulary performance boards and report regularly to the PCC to facilitate performance discussions at the monthly PCC's Governance Board.

3.2 The information below from the Senior Analysts, 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 Digital Crime and Performance Pack (His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) performance tool).

3.3 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). 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 2019	Most Recent 12 Months	% Change	Date to	Direction of Travel	Trend	Current MSG Position out of 8	MSG Assessment	Data From
<b>Violent crime (NCPM)</b>									
Homicide	7	8	14%	Jun-23	▲		7		Iquanta
Hospital admissions u25s for assault with a sharp object (per million) *	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	DCPP
Offences involving firearm- incl. imitation (per million)	45	79	76%	Jun-23	▲	N/A	N/A	N/A	DCPP
<b>Neighbourhood crime (NCPM)</b>									
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	5113	-21%	Jul-23	▼		4		DCPP
Residential burglary	2454	638	-74%	Aug-23	▼		8		Iquanta
Robbery personal property	344	386	12%	Aug-23	▲		7		Iquanta
Theft from the person	367	340	-7%	Aug-23	▼		7		Iquanta
Vehicle crime	3301	2346	-29%	Aug-23	▼		5		Iquanta
<b>Other measures</b>									
Crime recording levels have increased – please refer to para 3.3 above. Generally increases in reports of racially / religiously aggravated offences and sexual offences are welcomed as we know these crimes are under-reported, hence the 'positive' trend direction statement. Figures for VAWG offences are closely scrutinised by the Constabulary however as Gloucestershire presents as a national outlier with regards to percentage increases. Rises in public order offences and violet crime were anticipated and reported to previous Panel meetings. This has impacted the all crime trend as these offences constitute volume crimes.									
All crime	38454	54412	41%	Aug-23	▲		8		Iquanta
Bicycle theft	827	776	-6%	Aug-23	▼		6		Iquanta
Criminal damage	4573	4183	-9%	Aug-23	▼		6		Iquanta
Public order offences	2744	6382	133%	Aug-23	▲		8		Iquanta
Racially / religiously agg. Offences	335	529	58%	Aug-23	▲		7		Iquanta
Robbery of business property	4	0	-100%	Aug-23	▼		1		Iquanta
Sexual offences	1109	2187	97%	Aug-23	▲		8		Iquanta
Theft from a vehicles	2234	1335	-40%	Aug-23	▼		6		Iquanta
Theft of a vehicle	543	609	12%	Aug-23	▲		5		Iquanta
Violence with injury	5350	5733	7%	Aug-23	▲		8		Iquanta
Violence without injury	7031	14362	104%	Aug-23	▲		8		Iquanta
VAWG	4799	11481	139%	Jul-23	▲		8		DCPP
* No up to date data available via DCPP in Gloucestershire									

### 3.4 NB: Most Similar Force (MSG) comparisons are by rates per 1000 population and the MSG areas are:

- Cambridgeshire
- Devon & Cornwall
- North Yorkshire
- Gloucestershire
- Suffolk
- Warwickshire
- West Mercia
- Wiltshire

## 4. OPCC Staff update

4.1 Due to a number of vacancies in the team, the OPCC has had several posts advertised for recruitment recently. These are:

- Domestic Abuse/Sexual Violence Programme Assistant post – a jointly funded role between the OPCC and Gloucestershire County Council. We are now pleased to announce Hannah Ouston has now started in this role. Hannah moves to the OPCC from a position in the Constabulary.
- Victims and Vulnerability Strategic Coordinator. This post is responsible for implementing and monitoring the [Victims' Code of Practise](#) throughout Gloucestershire. We are pleased to announce that Kezia Lane was successful at interview for this post and took up the role in August. Kezia moves from a Policy and Research Officer role in the OPCC.
- Due to the successful recruitment of Kezia to the Victims and Vulnerability Strategic Coordinator role, her vacant Policy and Research Officer role has recently been recruited to. Reference and vetting checks are currently being completed.
- A new Commissioning Assistant role has also been successfully recruited to and Kerry Ridyard has joined the team. Kerry previously worked in the Criminal Justice Department in the Constabulary. This new role will support the Commissioning Team in all contract development and monitoring activity.
- The Commissioning Team has also recently recruited a Commissioning Officer to replace a team member that has recently left the OPCC. The successful applicant this is now currently going through reference and vetting processes.
- Due to funding obtained from Safer Street 5 we are recruiting a new Anti-Social Behaviour Case Review administrator role on a fixed term contract. This post will support the expanding workload of our ASB Case Review Officer. The recruitment process for this will be undertaken this month.

4.2 Below is an update from the team to provide members with an overview of activity in the OPCC since the last report:

### Serious Violence

4.3 All [Serious Violence Duty](#) (SVD) activity is coordinated by the Strategic Violence Prevention Coordinator, hosted by the OPCC on behalf of Specified Authorities as per the duty (Gloucestershire County Council, the six local district authorities, Gloucestershire Constabulary, Youth Support Service, Integrated Care Board, H.M Prison & Probation Service and Gloucestershire Fire and Rescue Service).

4.4 Specified Authority must show within their delivery plans a drive to prevent serious violence. Since the last Panel meeting, the Specified Authorities have, through a number of workshop, now agreed the county's strategic priorities for tackling violence crime. These are::

- Reducing the harm caused by serious organised crime (SOC)
- Reducing the harm caused by violence and intimidation against women and girls (VIAWG).
- Reducing the harm caused by ASB.
- Supporting our communities to be build resilience.

- 4.5 Grant funding available to support Duty activity has now been allocated following a bidding process overseen by the Serious Violence Prevention Coordinator, supported by the Commissioning Team. Further grant provision decisions will be made in January 2024 to award the 2024/25 grants.
- 4.6 A '*Five-year Approach to Serious Violence Prevention*' for Gloucestershire will be published by 31st January 2024.

#### Domestic Abuse (DA) and Sexual Violence (SV)

- 4.7 Over this quarter, the DASV Strategic Coordinator has supported the roll out of DA Matters across the constabulary, a best practice training programme delivered by the charity Safe Lives on behalf of the College of Policing. This has included a force 'Health check' on its response to DA, considering areas of improvements and developed for the force to take forward in its response to victims of domestic abuse.
- 4.8 The DA Matters training roll out also began on 31<sup>st</sup> October and will run until March 2024, following this, local trainers have been trained to deliver the DA Matters programme in the long term. Funding for the training is via the DA Perpetrators fund which was awarded to the OPCC following a successful bid earlier this year.
- 4.9 Plans are in development within the team to establish a multi-agency working group to explore pathways of support aligned to the new criminal offence of 'non-fatal strangulation'. This is in line with the [Domestic Abuse Act 2021](#).
- 4.10 The county's Sexual Violence Strategy has now been finalised. A workshop is planned for late November to begin developing the countywide delivery plan to support this. The Strategy can be made available if required by Panel members.
- 4.11 The DASV Consultation Officer has begun a children and young people's consultation to explore the support needs in the county for those who witness domestic abuse in the home. This work will be fed into the local commissioners to influence future service provision. The DASV Consultation network also continued to develop, with the second newsletter in development.
- 4.12 In addition, the new DASV Programme Assistant has completed a piece of work to review the Constabulary's use of alarms for victims of domestic abuse as well as completing a problem profile of domestic abuse. All work will support future policies and practices.

#### Commissioning Team

- 4.13 The Constabulary and OPCC Open Day was held on Saturday 23<sup>rd</sup> September. The event was the first since the decision was taken not to hold the Open Day due to the Covid pandemic. The event and extremely well attended by the public and feedback has been very positive.
- 4.14 The Commissioning Team invited commissioned and co-commissioned services as well as Commissioner's Fund projects to join emergency services partners to showcase their work. In total 28 projects and services attended with stands.

- 4.15 The Team is currently running a commissioning process for the professional training element of the Domestic Abuse Perpetrator fund bid. The tender has now closed and three bids were received. The team are currently completing a transparent and fair evaluation process with procurement colleagues before awarding a provider.
- 4.16 Also funded through the bid is a DA Multi-Agency Tasking and Coordination (MATAC) Coordinator. This post has been successfully recruited to and is currently going through vetting.
- 4.17 PCC areas are still waiting to hear about national legislation for Out of Court Disposals (OOCs). Most recent information indicates this is not likely to be available until next financial year (2024/25). The plan remains to run a commissioning process in the interim towards the end of this financial year and award a dormant contract so that the work can begin as soon as the legislation has been approved.
- 4.18 Following a competitive process, Perpetuity Research have been awarded to carry out the Response Independent Domestic Violence Advisor (IDVA) evaluation. Findings of this evaluation will be used to help inform whether the roles are required and need to be embedded within the core DA service when the service is recommissioned next year.

#### Safer Streets Co-ordinator

- 4.19 Since the last update to the Panel, we have launched [Restorative Gloucestershire's Restorative Conversations](#), Aardman Animation video (14<sup>th</sup> of November). This video is the second collaboration with Aardman Animation and was funded by Safer Streets 4. The video is accompanied by a lesson plan, developed by partners in Gloucestershire County Council and aims to help teach primary school age children about restorative conversations to help deal with conflict.
- 4.20 Safer Streets 5 has now officially gone live with us receiving our grant agreement for October 2023 to March 2024. Funding totalling over £1million has been awarded to Gloucestershire for interventions to tackle violence against women and girls, anti-social behaviour and rural, heritage and wildlife Crime.

#### Safer Gloucestershire

- 4.21 During the second quarter of 2023/24 the OPCC has continued to work with the six district CSPs. The Co-ordinator attended a development workshop arranged by Cheltenham CSP and CSP meetings in the districts as follows: Forest of Dean (2), Tewksbury (1), Gloucester (1), Cheltenham (1), Cotswold (1).
- 4.22 As road safety lead, the Safer Gloucestershire Co-ordinator has attended the Road Safety Operational Board and will be the lead for the Vulnerable Road Users thematic task group. Vulnerable Road Users will cover pedestrians, equine and disabled road users.
- 4.23 The perception of crime survey took place during September/October 2023 with face to face interviews and online survey responses across all six Gloucestershire districts. Information by Design (the research company contracted to undertake the work) will be presenting the findings to the Police and Crime Panel and Safer

Gloucestershire Board. The results will help to understand concerns communities have and inform future work.

- 4.24 The first meeting of the multi-agency ASB group will take place on 22 November where it will agree terms of reference and action plan. Following the ASB meeting with retailers in Gloucester on 5 July. The OPCC has arranged a further meeting in early 2024 to evaluate progress on agreed actions.
- 4.25 Safer Gloucestershire Board met on 19 September and received an updates from the ASB Case Review (formerly ASB Community Trigger) Officer, a presentation of the ASB Holistic Training Evaluation Report and an update on the activities undertaken during the national ASB week (3-7 July).

#### Gloucestershire Criminal Justice Board (GCJB)

- 4.26 Over the last few months our GCJB co-ordinator have been spending time preparing for the next phase of the criminal justice board project 'life of a file', this second part will focus on post charge and will include interviews with criminal justice colleagues and court observations alongside the analysis of quantitative data. The project will take a number of months and will conclude in time for presentation to the board in February.
- 4.27 The first phase of the report has been submitted by the Chief Constable to the National Police Chiefs' Council as an example of best practice.

#### Communications and Engagement (C&E)

- 4.28 The team continues to support communications across the Office, contributing to media launches, crafting press releases, managing social media channels, advertising schemes such as the Independent Custody Visitors, creating videos, and assisting with the creation of the weekly OPCC / Constabulary communications and engagement document.
- 4.29 The C&E Team are also co-writing a policy entitled Words Matter, which focuses on effective and inclusive use of language when communicating about incidents of VIAWG with the public. This policy is being supported by feminist lobby group This Ends Now and will be a force-wide policy with aims of rolling it out to all forces and OPCCs nationally.
- 4.30 The team is planning and creating content around the 16 days of Action campaign to eradicate misogyny. This includes a series of videos explaining the SARC to the public.
- 4.31 Latest News can be found here: <https://www.gloucestershire-pcc.gov.uk/news/>
- 4.32 The Panel will remember previous inputs about the development of the Councillor Advocacy scheme, coordinated by the new Volunteers and Engagement Officer in the OPCC. Since the scheme was introduced, there has already been eight meetings with local councillors across the county which have been supported by the production of newsletters and manual for advocates.



## Policy and research

- 4.33 The OPCC Senior Policy Officer attended a national conference for blue light partnership networking this month to learn more from emergency services across the county to share best practice. Learning from the conference will enhance the work already underway to explore collaborative opportunities across the county including joint training, shared estate and equipment as well as building relationships at a tactical level to support problem solving in communities. Updates about Gloucestershire blue light collaboration will be presented at a future Police and Crime Panel meeting.
- 4.34 The OPCC Policy and Research Officer has been continuing to develop the understanding of the threat of new and dangerous types of drugs. These are called synthetic opioids which are entering the criminal market. The OPCC has improved the linkages between Gloucestershire Public Health Department and the Constabulary intelligence function. This has enabled developing information on dangerous drugs to be exchanged and assessed between the two organisations quickly and effectively. Both organisations can then take the relevant steps to deal with situations as they develop in order to reduce the threat to the community.
- 4.35 The Combating Drugs Partnership (CDP) is currently mapping the provision of drugs prevention work by various agencies across the county. Targeting the inputs at young people is particularly important. International research evidence has shown that school inputs are very effective when the risks of taking drugs are explained and coupled with work to help young people develop their resilience and decision-making skills.
- 4.36 The OPCC will be working with GCC Education Department to assess the nature and extent of drugs prevention inputs currently taking place in schools. This will establish what more may need to be done in prevention work across various sectors in the county.
- 4.37 The CDP is also promoting the work of Narcotics Anonymous (NA). NA is a mutual aid fellowship that helps people turn away from drugs and provides support for people to start leading lives where they make a positive contribution to society. The OPCC has developed a productive relationship with NA Gloucestershire to help promote their valuable work and signpost people to the NA groups which take place across the county.

### **Ruth Greenwood**

Chief Executive, Office of the Police and Crime Commissioner for Gloucestershire  
November 2023