



OFFICE OF CHIEF CONSTABLE – Chief Constable’s Update	
REPORT TO:	Strategy and Performance Board
DATE OF MEETING:	20 th July 2016
REPORT OF:	The Chief Constable
REPORT AUTHOR:	Inspector Mike Richards
PURPOSE:	To update members of the Strategy and Performance Board of significant events and work that has taken place since the previous update in May 2016.

1. Inspections & Audit:

- Her Majesty’s Inspectorate of Constabulary (HMIC) visited the force during the week commencing 27th June as part of its police effectiveness, efficiency and legitimacy (PEEL) inspection programme. Whilst the results of this inspection are not likely to be published until late summer / early autumn, there were many positives that were highlighted in the debrief at the end of the week long inspection.
- Transforming Summary Justice (TSJ) was introduced within Gwent Police in May 2016 and involved changes to the timescales and the file content for cases listed at the Magistrates Court. The force receives monthly updates on performance which measures areas such as vacated trials, ineffective trials, cracked trials and guilty plea rates at the first hearing in the Magistrates Court. Since its implementation, the force has performed exceptionally well and is currently the top performing force in the UK in this area. The monitoring of the TSJ requirements has become embedded into the daily processes within the Local Policing Areas (LPAs) and Departments across the Force. It has benefited from the support given by both LPA Command Teams and Crime Senior Management to ensure the force continually delivers a timely quality product to the Crown Prosecution Service, with the aim of achieving a guilty plea and justice for the victim at the earliest opportunity. The hard work being put in on a daily basis by officers, supervisors, Police Prosecution Team and Justice Administration has resulted in a significant increase in offenders being brought to Justice.

2. People:

- The force has been asked to provide ethnicity and diversity monitoring information from the recent recruitment campaign. Gwent has a black minority or ethnic (BME) population of around 4%, rising to 10% in Newport. BME officers currently make up around 2% of the establishment. In January 2016 Gwent Police opened up its books to external applicants for the first time in several years. This provided the first opportunity for a significant time to implement positive action initiatives, monitor progress of BME candidates throughout the recruitment process, and identify any barriers that exist at each stage. Nationally Forces have been criticised for their lack of success in recruiting from BME communities, and the College of Policing's BME 2018 project team have been heavily involved in scrutinising activities of each UK police force. During this recruitment round, positive action was very much focussed on recruitment from BME communities, however further detail around how other gaps in representation will be addressed is included under the Representative Workforce Equality Objective within the Strategic Equality Plan.

Pre Recruitment Support:

- The recruitment campaign was pre-empted by a strong positive action message sent out through OWL, existing BME community networks, GEMA contacts, GAVO, and local college/universities, also signposting to a BME specific awareness evening;
- BME Special Constables, BME applicants for the ridealong scheme and previous applicants were specifically targeted;
- Awareness sessions were delivered to over 20 BME potential candidates at the Regional Equality Council offices in central Newport;
- Web pages were reviewed and updated, including a new positive action page;
- BME specific recruitment flyers were distributed across key community locations with newly designed inclusive imagery which was also included on the new recruitment web pages;
- Engagement took place with taxi firms where a number of potential candidates had been identified through local officers;
- Targeted outreach sessions in Pill Mill, local universities and at job fairs were delivered in areas with a high percentage BME population;
- Press and social media statements were released with a focus on increasing numbers of BME officers and officers with language skills;
- Independent Advisory Group members were identified as BME recruitment champions to scrutinise the process, advise on activities and attend the Assessment Centre and interviews as independents.

Outcomes:

- BME applicants made up around 6% of the total number of new Police Officer applications received;

- The force had direct contact with 26 people, of these, 10 applied and 3 were successful at paper sift. A further 26 people who had no contact with us applied and 11 of these passed the paper sift;
- A total of 8 (equivalent to 10% of total external recruits) BME candidates have been successful so far, and subject to final checks will be provided with a job offer.
- The ethnicity of those successful candidates is:

Asian Pakistani
 Other Mixed
 Other White
 Black Caribbean
 Asian Bangladeshi
 Asian Pakistani
 Black Caribbean
 Other White

- The force has launched a second Voluntary Exit Scheme (VES) aimed at police officers which will be open until 29th July. This scheme offers the organisation another option to manage the size and composition of the force to achieve the necessary financial savings. The Superintendents Association and Police Federation have been consulted in respect of the scheme including the selection criteria to ensure fair and transparent implementation of the process. The selection criteria includes the need to consider organisational risk, for example resourcing levels at particular ranks, location, and specialism.
- The Staff Survey has been open for the last month and over 50% of the workforce have completed it. Analysis is now on-going before Chief Officers consider the findings.
- The Chief Officer team have once again visited different parts of the force in the 'Time to Listen' sessions. This has allowed Chief Officers the opportunity to understand concerns or issues identified by both police officers and police staff.
- Chief Superintendent Alun Thomas of the Welsh Government Police Liaison Unit and Christine Wells-West of the Integrated Resource Service Centre were both recognised in the Queens Birthday Honours last month for their outstanding commitment in delivering the NATO Summit in 2014. C/Supt Thomas was awarded the Queens Police Medal and Christine was awarded the British Empire Medal.
- The force has launched a new initiative to record the qualifications, skills, knowledge and experience of its staff which have been achieved outside the police. The 'Talent Cloud', will allow staff to inform the organisation about any courses completed or any skills or experience that the force doesn't know about that could be utilised. This tool will assist the force in better understanding workforce capability as well as capturing the skills, experience and qualifications of its people.

3. 101 Non-Emergency Service

The current performance is below the force service target of 80% for calls answered within 60 seconds. Performance is currently 45% against the target with an average wait time of 4 minutes during the month of May. The force received 25,000 calls to the service in May 2016 as an indicator of demand. There have been extreme, isolated cases of wait times in excess of 30 minutes. There is no national target and a number of forces no longer report or monitor waiting times for the non-emergency service.

The causes of our performance include the change to a new command and control IT system (Storm), significant changes to processes and increased demands (30k extra Niche occurrences per year), large changes to personnel (over 50 new recruits in last 6 months) and the move to omni-competence for all existing staff which has required additional abstractions to deliver training. Since March the force has lost approximately 40 operators (on redundancy) and this has also had a disorienting and debilitating effect on performance due to the obvious loss of experience and efficiency. The force has undertaken a number of measures to deliver improvements in performance including deferring some training to new recruits, sending officers to other forces to receive training and changing rota patterns. There is an improvement in the performance figures for June, with average wait time under 3 minutes.

The force has maintained 999 performance in the high 80-90% levels throughout this change period as it recognised this as the priority. We added a comfort message to all callers asking for patience due to changes to our systems. We also engaged with Key Individual Networks (KINS) via LPA's spreading the same message.

4. Operational Update:

- On 25th May, 3 men were convicted at Cardiff Crown Court for a total of 24 years as part of Operation Imperial, the investigation into modern slavery. This has been a significant and complex investigation for the force and the largest investigation of its kind in the UK.
- A new partnership initiative with the Welsh Ambulance Service was launched on 1st July. Every weekend until October, Welsh Ambulance and Gwent Police are piloting a paramedic response unit to deal solely with police requests. This resource will consist of a paramedic and a member of the Special Constabulary and will be available at peak demand, between 2pm - 2am every Friday, Saturday and Sunday. Initially piloted in the West of the force, they will attend, amongst other things, minor injury road traffic collisions (RTC's), sudden death calls, and assaults. The aim of this initiative is to reduce the time officers spend waiting for ambulances to attend calls.
- The force has invested in new technology which will allow frontline officers the ability to swiftly examine and gather evidence from seized mobile devices. The new 'XRY Kiosk' project within the Cyber Crime Unit will deliver two mobile device examination suites

for frontline officers this summer. The project will lead to significantly quicker evidence gathering and allow more capacity for the Cyber Crime Unit to conduct more complex device examinations. Thirty-six frontline officers will be authorised to extract evidence from mobile devices 24/7.

- The force has had huge success since the introduction of a roadside drug test called 'DrugWipe' which uses a saliva sample to test for the likes of Cannabis and Cocaine. The test shows a valid reading within as little as 8 minutes and if positive officers will take the motorist to a police station for a blood test, which will be used in any prosecution. Since the introduction in May 2015, officers across the force have recorded 279 positive 'DrugWipe' tests. The force has so far disqualified 97 drivers for being on drugs with a total disqualification period of 157 years, with 109 drivers still waiting on test and court results.