

## GWENT POLICE AND CRIME COMMISSIONER PERFORMANCE MEASURES OVERVIEW

<p>People of Gwent are satisfied that the police provide a service which meets their requirements</p>	<ul style="list-style-type: none"> <li><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'.</li> <li><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.</li> <li><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.</li> <li><input type="checkbox"/> Complaints Received: since 1st April 2013 there have been 86 complaints, which is a decrease of 19 when compared with the same period last year.</li> <li><input type="checkbox"/> Appreciations Received: since 1st July 2013 there have been 33 contacts of appreciation received from the public.</li> <li><input type="checkbox"/> 999 Calls: since 1<sup>st</sup> 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.</li> </ul>
<p>People of Gwent are less affected by crime</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Overall Crime: since 1<sup>st</sup> April 2013 there has been 12,062 crimes; an increase of 5% (562 more offences) compared to the same period last year.</li> <li><input type="checkbox"/> Criminal Damage &amp; Arson: since 1<sup>st</sup> April 2013 there has been 2,106 crimes; an increase of 5% (102 less offences) compared to the same period last year.</li> <li><input type="checkbox"/> Non-Domestic related Violence: since 1<sup>st</sup> April 2013 there has been 1,303 crimes; an increase of 29% (293 more offences) compared to the same period last year.</li> <li><input type="checkbox"/> Domestic Burglary: since 1<sup>st</sup> April 2013 there has been 583 crimes; a decrease of 12% (80 fewer offences) compared to the same period last year.</li> <li><input type="checkbox"/> Retail crime: since 1<sup>st</sup> April 2013 there has been 1,080 crimes; an increase of 5% (56 more offences) compared to the same period last year.</li> <li><input type="checkbox"/> Drug offences: since 1<sup>st</sup> April 2013 there has been 763 crimes; a decrease of 11% (96 fewer offences) compared to the same period last year.</li> <li><input type="checkbox"/> Restorative Justice: since 8<sup>th</sup> April 2013, 305 'youths' have entered the process where 57% (175) 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 i.e. painting out Graffiti at a local shopping centre. This is 305 Youths diverted from the Criminal Justice system as First time Entrants.</li> </ul>
<p>Increase the number of offenders brought to justice</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> First Hearing Files: since 1<sup>st</sup> April 2013 71% (1,435 of 2,025) of files have been submitted to the 'Crime Prosecution Services' on time; an increase by 2% since 1<sup>st</sup> April.</li> <li><input type="checkbox"/> Upgrade Files: since 1<sup>st</sup> April 2013 44% (304 of 694) of files have been submitted to 'Court' on time; an increase by 10% since 1<sup>st</sup> April.</li> </ul>
<p>People of Gwent are less affected by Anti-Social Behaviour</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> ASB incidents: since 1<sup>st</sup> April 2013 there has been 9,869 incidents; an increase of 15% (1,287 more incidents) compared to the same period last year.</li> <li><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).</li> <li><input type="checkbox"/> High Risk Vulnerable Persons: as at the end of July 2013, there were 22 open cases whereby the caller was risk assessed as high.</li> </ul>
<p>People of Gwent are protected from Serious Harm</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Rape offences: since 1<sup>st</sup> April 2013 there has been an increase of 13% against the same period last year (8 more offences).</li> <li><input type="checkbox"/> Other Sexual offences: since 1<sup>st</sup> April 2013 there has been a decrease of 12% against the same period last year (13 fewer offences).</li> <li><input type="checkbox"/> Domestic Abuse related crime: since 1<sup>st</sup> April 2013 there has been an increase of 28% against the same period last year (283 more offences). Of which, 88% are related to violent offences (250 offences).</li> <li><input type="checkbox"/> Multi-Agency Risk Assessment Conference (MARAC): since 1<sup>st</sup> April 2013 there has been 413 victims of domestic abuse referred into the MARAC process. Of which, 25% (105) are repeat entrants to the system.</li> </ul>

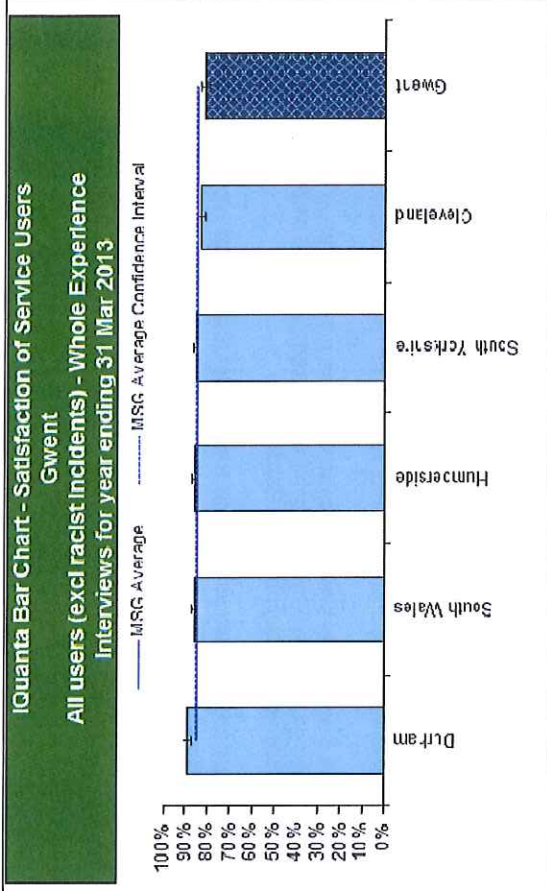
## GWENT POLICE AND CRIME COMMISSIONER PERFORMANCE MEASURES OVERVIEW

	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Child Safeguarding Incidents:</b> during the month of July 2013 the Public Protection Unit dealt with 185 incidents; <b>a decrease of 5</b> when compared to last month.</li> <li><input type="checkbox"/> <b>Missing Persons:</b> the number of 'episodes' for June 2013 were 218 and there were 57 'absent without authority'.</li> </ul>
<p>People of Gwent are provided with a police services that represents value for money</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Attendance Management:</b> since 1<sup>st</sup> April 2013 the attendance rate for Police Officers is 96.4% and for Police Staff it is 95.2%; a slight increase for 'officers' and a decrease 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.</li> <li><input type="checkbox"/> <b>Revenue Budget Performance:</b> The expenditure from 1<sup>st</sup> April 2013 to 31<sup>st</sup> May 2013 shows a saving of £0.878m, against a net revenue budget of £123.640m.</li> <li><input type="checkbox"/> <b>Cost per Head of Population:</b> 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.</li> <li><input type="checkbox"/> <b>Internal Audit Performance:</b> 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) has a 'limited' assurance rating which is currently being addressed by Management.</li> <li><input type="checkbox"/> <b>Efficiency Savings Performance:</b> Staying Ahead efficiency savings of £2.275m (73%) have been achieved this year against an in-year target of £3.133m.</li> </ul>

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

What are the Headlines?

- PUBLIC CONFIDENCE (2012/13)** – Based on latest findings Gwent Police are placed 39<sup>th</sup> of 43 forces with a 54% result.
- 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%.



Why are these Headlines?

- 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.

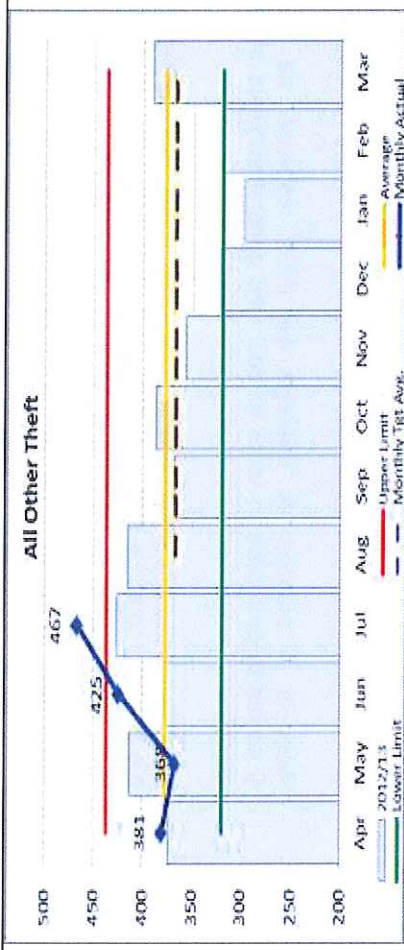
What is being done?

- 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. **THEFT OFFENCES** – are showing an increase against all crime offence types in this category (See chart).
2. **CRIME IN CAERPHILLY** – is showing a consistent increase this year to date.
3. **METAL THEFT** – due to on-going Force operations, there has been a significant reduction in such related offences.
4. **NEW INITIATIVE 'RESTORATIVE JUSTICE'** – to involve victims in outcomes and seeking to improve their satisfaction.



### Why are these Headlines?

1. The reported figures for 'All Other theft' and 'bicycle theft' when combined identifies this as a particular area of interest requiring further action, as the trend is showing a significant increase (see chart for 'All Other Theft above right).  
The main issue is 'theft from gardens', which includes significant amounts of 'wheelie bins' i.e. 960 thefts this year so far in Caerphilly area alone; and bicycle thefts.
2. Having previously fluctuated around the reporting average, overall crime in Caerphilly LPU has shown a significant increase during July.
3. Having previously been at its highest point of 87 offences per week in 2010/11, metal theft is now at an all time low with just 19 related offences currently being recorded per week.
4. In 2012 Gwent had a poor track record for young people entering the judicial system and no victim focused Restorative Justice Programme was in place.

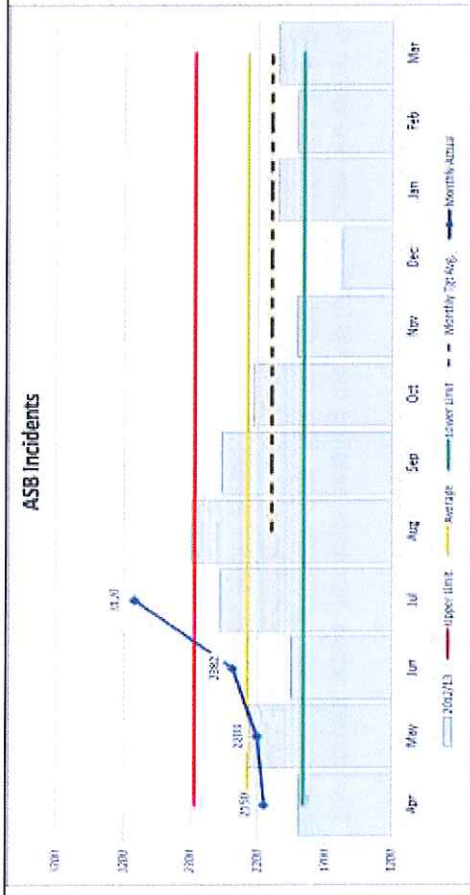
### What is being done?

1. The Force has implemented a proactive patrol strategy to areas where incidents are occurring and stopping vehicles who might be involved in that type of activity.  
With regards to 'wheelie bin' thefts, the Force has engaged with Caerphilly Borough Council. The significant increase in reports is affected by a change in council policy whereby stolen bins are replaced for free, but damaged or lost bins require payment for replacement, resulting in an increase in bins being 'reported' stolen.
2. The overall increase is in some part attributable to the wheelie bin thefts as detailed above. There has also been evidence of offenders going on 'crime sprees' in the period between initial arrest and being sentenced. The crimes committed in this period have historically been avoided by use of successful remand applications, but recent changes to legislation mean this option is no longer available.
3. 'Operation Tornado' consists of a dedicated team that was set up to combat 'metal theft'. Their ground breaking approach has reduced this crime category by 74% and is now recognised as National Best Practise.
4. Since April 2013 a system of 'Youth Restorative Justice' was implemented across Gwent resulting in '305' first time entrants placed into the system. Of these, 175 have engaged in full restorative outcomes such as: apologies to victims; and community restoration such as removing graffiti from shopping centres. We are now seeking to build on this great success by extending an 'Adult' system across Gwent following pilot schemes currently being run in Blaenau Gwent and Monmouthshire.

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

### What are the Headlines?

1. **ASB INCIDENTS** – incidents of ASB continue to increase compared to the same period last year by 15% (1,278) (See chart opposite).
2. **NEW VICTIM RISK ASSESSMENT PROGRAMME** – the Force now have a comprehensive system for assessing risks to those who report ASB.



### Why are these Headlines?

1. The seasonal fine weather continues to pose challenges with the drive to reduce Anti Social Behaviour. Whilst incidents have risen it is clear from our information that in some areas neighbour disputes are a key contributory factor.
2. Having tried and tested the assessment system over a period of time, it has now been implemented across the Force area and is used by everyone to assess callers' vulnerability to the factors which result from ASB. This capability is a significant step forward in informing the assistance we can provide to victims of ASB.

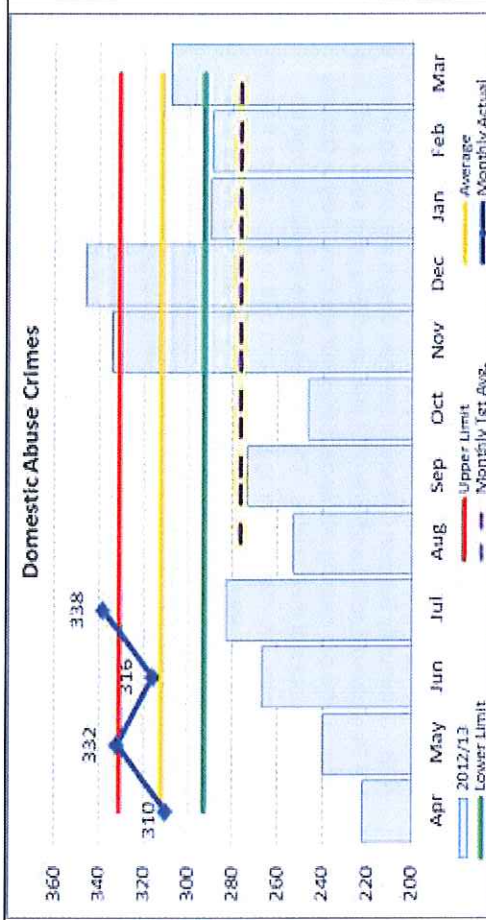
### What is being done?

1. ASB data is reviewed to identify problem areas, incident types and suspects to assist police and partners to proactively target ASB reduction activity. An ASB Steering Group meets monthly to direct coordinated force wide ASB responses with partners. This approach will assist with ensuring coordinated activity and future planning for periods of high ASB demand.  
  
Some notable partnership work has been implemented in Blaenau Gwent Local Policing Unit (LPU) and is seeing positive results in the fight to reduce ASB. Community Support Officers in Blaenau Gwent are working closely with the Registered Social Landlords (RSL) and are doing so in such a way that tenants who are causing anti social behaviour are more likely to face the consequences of their actions. The success of this initiative is built on improving the information sharing process and due to its success is being taken force wide as an ASB reduction tool.
2. The 'Victim Risk Assessment Tool' is firmly embedded into daily policing practice to protect repeat and vulnerable victims. Work is on going to assist in the further extraction of information from this system. These developments will further assist in analysing the impact of ASB within the community.

## PEOPLE OF GWENT ARE PROTECTED FROM SERIOUS HARM

### What are the Headlines?

1. **DOMESTIC ABUSE** – shows an increase of 28% on the same period last year (see trend chart opposite).
2. **CHILD SAFEGUARDING** – 185 incidents during July.
3. **MULTI-AGENCY RISK ASSESSMENT CONFERENCE (MARAC)** – approximately 25% of victims are repeat entrants to the system.



### Why are these Headlines?

1. Although domestic abuse crime offences show a 28% 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. The figure for the month of July is a further reduction of 5 cases compared to the previous month.
3. On average repeat entrants normally fluctuate around 25%.

### What is being done?

1. The increase of 28% is most probably attributable to the wider definition of domestic abuse launched on the 1st November 2012. Weekly/monthly monitoring of the figures is scrutinised at Senior Officer level within the Force.
2. Historically, there is a dip in figures during the summer school period as there are no referrals from Education. This is in line with previous years.
3. The current repeat numbers entering the MARAC process are within the parameters set nationally and has recently been reviewed and the feedback has reported good multi agency working to address 'high risk victims' of Domestic Abuse across Gwent.

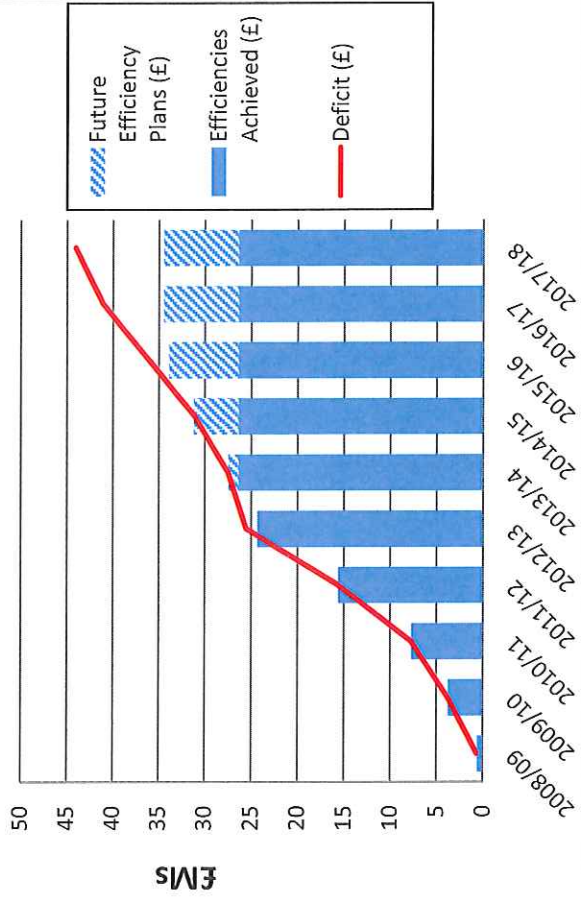
**PEOPLE OF GWENT ARE PROVIDED WITH A POLICE SERVICE THAT REPRESENTS VALUE FOR MONEY (VFM)**

**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, £26.388m of efficiency savings have been delivered to date, with a further £8.055m of efficiencies planned for delivery beyond 2013/14. At present therefore, a shortfall of £9.568m in efficiency schemes to bridge the deficit gap currently exists.

**Staying Ahead - Cumulative Efficiencies Versus Cumulative Funding Deficit**



**Why are these Headlines?**

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 Value For Money (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.



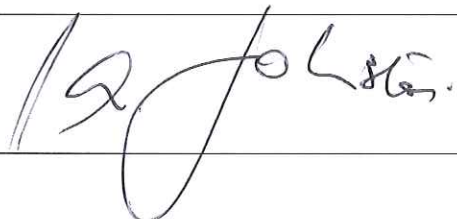


**Ian Johnston QPM, Police and Crime Commissioner for Gwent**

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.

The above request has my approval.

Signed



Date

5. 9.13

<b>Contact Officer</b>	
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<b>Background papers</b>	None

