

## 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>- <b>Public confidence:</b> for the 12 month period to December 2012, 55% 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>- <b>User Satisfaction Crime:</b> for the 12 month period to March 2013, 81% of crime victims are satisfied with our overall service; there has been <b>no change</b> compared to same period last year.</li> <li>- <b>User Satisfaction ASB:</b> for the 12 month period to March 2013, 79% of ASB victims are satisfied with our overall service; an <b>increase of 3%</b> compared to same period last year.</li> <li><input type="checkbox"/> <b>Complaints Received:</b> since 1st April 2013 there have been 60 complaints, which is a <b>decrease of 17</b> when compared with the same period last year.</li> <li><input type="checkbox"/> <b>999 Calls:</b> since 1<sup>st</sup> April 2013 96% of calls taken were answered within 10 seconds, which is an <b>increase of 1%</b> 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"/> <b>Overall Crime:</b> since 1<sup>st</sup> April 2013 there has been 8,896 crimes; an <b>increase of 6%</b> (478 more offences) compared to the same period last year.</li> <li><input type="checkbox"/> <b>Criminal Damage &amp; Arson:</b> since 1<sup>st</sup> April 2013 there has been 1,456 crimes; a <b>decrease of 2%</b> (31 less offences) compared to the same period last year.</li> <li><input type="checkbox"/> <b>Non-Domestic related Violence:</b> since 1<sup>st</sup> April 2013 there has been 725 crimes; an <b>increase of 41%</b> (211 more offences) compared to the same period last year.</li> <li><input type="checkbox"/> <b>Domestic Burglary:</b> since 1<sup>st</sup> April 2013 there has been 380 crimes; a <b>decrease of 26%</b> (137 fewer offences) compared to the same period last year.</li> <li><input type="checkbox"/> <b>Retail crime:</b> since 1<sup>st</sup> April 2013 there has been 776 crimes; an <b>increase of 1%</b> (5 more offences) compared to the same period last year.</li> <li><input type="checkbox"/> <b>Drug offences:</b> since 1<sup>st</sup> April 2013 there has been 562 crimes; a <b>decrease of 16%</b> (110 fewer offences) compared to the same period last year.</li> <li><input type="checkbox"/> <b>Restorative Justice:</b> since 8<sup>th</sup> April 2013, 71 'youths' have entered the process where almost <b>half (34)</b> of such cases have resulted in a resolution. (18 face to face apologies, 4 letters of apology, 3 direct restorative work and 9 requests for no involvement from victims).</li> </ul>
<p>Increase the number of offenders brought to justice</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>First Hearing Files:</b> since 1<sup>st</sup> April 2013 68% (799 of 1,170) of files have been submitted to the 'Crime Prosecution Services' on time; there is no data for last year to compare against.</li> <li><input type="checkbox"/> <b>Upgrade Files:</b> since 1<sup>st</sup> April 2013 42% (171 of 409) of files have been submitted to 'Court' on time; there is no data for last year to compare against.</li> </ul>
<p>People of Gwent are less affected by Anti-Social Behaviour</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>ASB incidents:</b> since 1<sup>st</sup> April 2013 there has been 6,733 incidents; an <b>increase of 10%</b> (628 more incidents) compared to the same period last year.</li> <li><input type="checkbox"/> <b>User Satisfaction in Reporting ASB:</b> for the 9 month period to March 2013, 66% of ASB victims feel that reporting the issue 'made a difference' to the problem; there is no data for last year. This compares to a rate of 55% for England in Wales in the HMIC Ipsos Mori survey (Feb-March 2012).</li> </ul>
<p>People of Gwent are protected from Serious Harm</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Rape offences:</b> since 1<sup>st</sup> April 2013 there has been an <b>increase of 10%</b> against the same period last year (5 more offences).</li> <li><input type="checkbox"/> <b>Other Sexual offences:</b> since 1<sup>st</sup> April 2013 there has been a <b>decrease of 25%</b> against the same period last year (22 fewer offences).</li> <li><input type="checkbox"/> <b>Domestic Abuse related crime:</b> since 1<sup>st</sup> April 2013 there has been an <b>increase of 31%</b> against the same period last year (228 more offences). Of which, 93% are related to violent offences (211 offences).</li> <li><input type="checkbox"/> <b>Multi-Agency Risk Assessment Conference (MARAC):</b> since 1<sup>st</sup> April 2013 there has been 295 victims of domestic abuse referred into the MARAC process. Of which, 24% (70) were repeat entrants to the system.</li> <li><input type="checkbox"/> <b>Child Safeguarding Incidents:</b> during the month of June 2013 the Public Protection Unit dealt with 190 incidents; a <b>decrease of 56</b> cases when compared to last month.</li> <li><input type="checkbox"/> <b>Missing Persons:</b> the number of 'episodes' for June 2013 were 336 and there were 56 'absent without authority'.</li> </ul>

## GWENT POLICE AND CRIME COMMISSIONER PERFORMANCE MEASURES OVERVIEW

<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 <b>Police Officers</b> is 95.8% and for <b>Police Staff</b> 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 £0.523m, against a net revenue budget of £123,651,000.</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 four Internal Audit reports finalised during 2013/14, all have achieved a rating which confirms that a sound system of internal control exists.</li> <li><input type="checkbox"/> <b>Efficiency Savings Performance:</b> Staying Ahead efficiency savings of £2.044m (65%) have been achieved this year against an in-year target of £3.133m.</li> </ul>
--	--

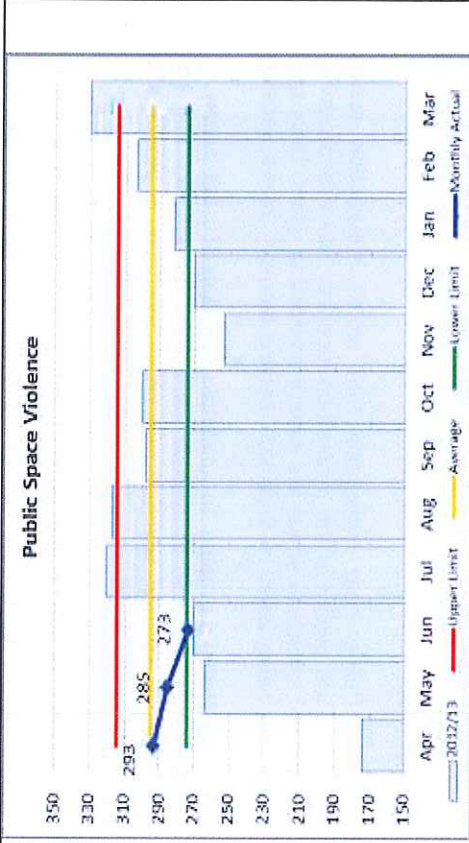
**PEOPLE OF GWENT ARE SATISFIED THAT THE POLICE PROVIDE A SERVICE WHICH MEETS THEIR REQUIREMENTS**

<p><u>What are the Headlines?</u></p> <ol style="list-style-type: none"> <li><b>PUBLIC CONFIDENCE (2012)</b> – Based on latest findings Gwent Police are placed 42<sup>nd</sup> of 43 forces with a 55% result.</li> <li><b>USER SATISFACTION</b> – is relatively low in comparison to all other forces in our Most Similar Forces (MSF) group(see chart opposite).</li> </ol>	<p><b>iQuanta Bar Chart - Satisfaction of Service Users</b> Gwent</p> <p>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>~85%</td> </tr> <tr> <td>South Wales</td> <td>~75%</td> </tr> <tr> <td>Humberside</td> <td>~70%</td> </tr> <tr> <td>South Yorkshire</td> <td>~65%</td> </tr> <tr> <td>Cleveland</td> <td>~60%</td> </tr> <tr> <td>Gwent</td> <td>~55%</td> </tr> </tbody> </table> <p>MSG Average (dotted line) and MSG Average Confidence Interval (dashed line) are also shown.</p>	Force	Satisfaction Level (%)	Durham	~85%	South Wales	~75%	Humberside	~70%	South Yorkshire	~65%	Cleveland	~60%	Gwent	~55%
Force	Satisfaction Level (%)														
Durham	~85%														
South Wales	~75%														
Humberside	~70%														
South Yorkshire	~65%														
Cleveland	~60%														
Gwent	~55%														
<p><u>Why are they a Headline?</u></p> <ol style="list-style-type: none"> <li>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.</li> <li>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'.</li> </ol>	<p><u>What is being done?</u></p> <ol style="list-style-type: none"> <li>The next CSEW results will be available in July 2013. We would hope for a better result than last shown based upon a number of initiatives the force have put into place since the last result i.e.. Undertaking its own wider survey of members of the public. This will provide more localised information that can be acted on to improve public confidence.</li> <li>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.</li> </ol> <p>Gwent Police is going to undertake an annual staff survey. The findings will be used to improve the working environment and working procedures for staff, which in turn will enable them to provide a better service to the public.</p>														

## PEOPLE OF GWENT ARE LESS AFFECTED BY CRIME

### What are the Headlines?

1. **PUBLIC SPACE VIOLENCE** – an increase of 41% on the same period last year, but this year's trend is downward (see chart opposite).
2. **CRIME IN BLAENAU GWENT** – is showing a consistent increase this year to date.
3. **DWELLING BURGLARY** – continues to reduce; down by 26%.
4. **NEW INITIATIVE 'RESTORATIVE JUSTICE'** – to involve victims in outcomes seeking to improve their satisfaction.



### Why are they a Headline?

1. The rise in these offences types made headlines in May 2013, but this was as much to do with a low figure in April 2012 that it was being compared against.
2. A number of prolific offenders have been released from jail in recent months that reside in Blaenau Gwent which has had a significant impact on crime levels in the LPU.
3. Dwelling burglary figures in Gwent are reassuring and show a consistent reduction over the year to date which is being maintained.
4. In 2012 Gwent had a poor track record for young people entering the judicial system and no victim focused Restorative Justice Programme.

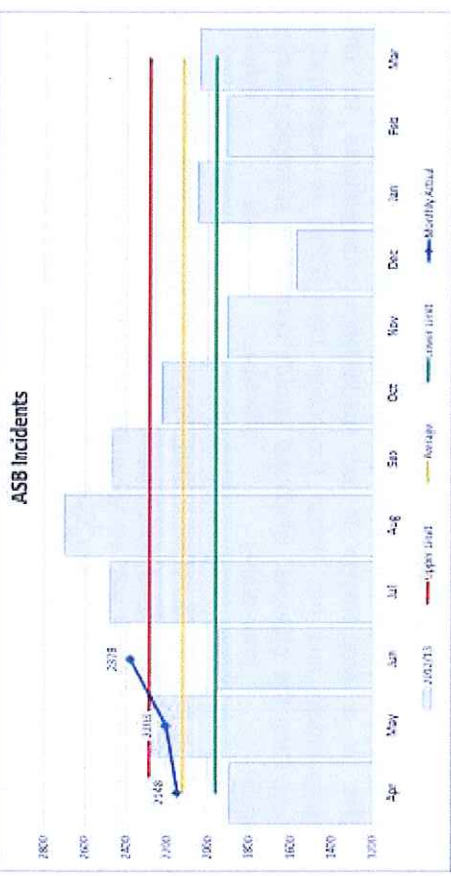
### What is being done?

1. In fact, the 2013/14 trend shows a gradual reduction as our strategies around nighttime economies begin to take effect, which include City Safe and Town Safe programmes. We are also targeting the factors that contribute to Public Space Violence such as Drugs, under Operations Regent and Hammer.
2. Given the low numbers of crime in Blaenau Gwent, a single prolific offender can have a significant impact on crime. The local Commander has taken proactive preventive measures to address criminality attributable to prolific offenders.
3. The pro activity early in the year ensured that a number of our prolific burglars receiving custodial sentences. Our investment in Crime prevention techniques has also proved successful in maintaining a low level of incidents reported.
4. The Youth Restorative Justice programme, introduced in April 2013, has seen over 70 juveniles diverted into this victim focused and victim driven justice system. Over half of those referred have resulted in victim driven outcomes i.e. Face to face apologies or restorative work. The other half have either failed to fully engage or were deemed not suitable and have been placed into the traditional judicial system.

## 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 10% (628) (See chart opposite).
2. **ASB IN CAERPHILLY** – has increased significantly this year.
3. **SATISFACTION IN REPORTING ASB** – 66% of victims feel that reporting the issue to the Police 'made a difference'.



### Why are they a Headline?

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. A dedicated Neighbourhood Inspector has taken ownership of problem solving the rise in ASB incidents within Caerphilly. Information shows Risca as having seen the largest increase, especially for calls regarding noisy neighbours.
3. We would like to continue to improve our current ASB victim satisfaction level of 66%. However it is worthy of note that when the national average is 55% for this measure of performance.

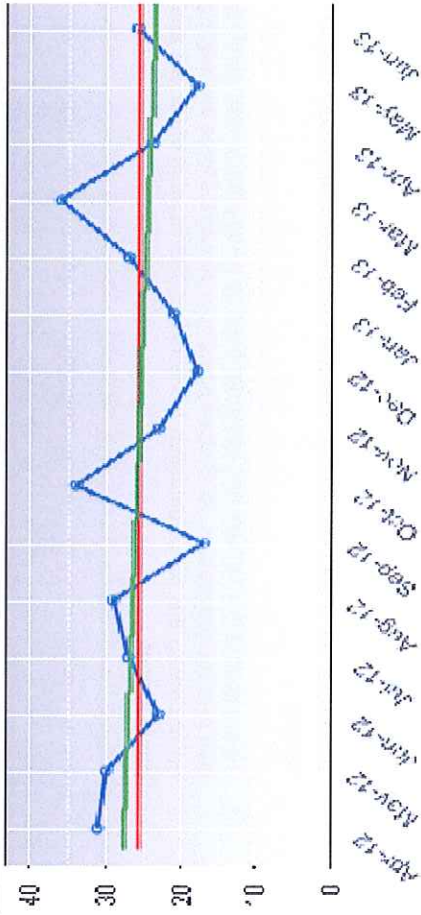
### What is being done?

1. ASB incidents are managed through a Neighbourhood Management Database which is used to case manage plans and actions specific to each reported case. These are managed and owned locally by dedicated neighbourhood policing teams and partner agencies. On a force wide level a proactive ASB steering group has been created to steer and direct activity across the force to reduce ASB.
2. Proactive work led by the dedicated Neighbourhood Policing Teams and partners, is being taken to address the increase in ASB in Caerphilly Local Policing Unit. Partnership work with Environmental Health is being pursued to address specific ASB related matters and has seen some positive results to date.
3. 'Keeping people informed' has been identified as a key priority when dealing with ASB related matters. ASB champions from across the force are leading on improving the communication to victims of ASB at point of contact and post incident.

## PEOPLE OF GWENT ARE PROTECTED FROM SERIOUS HARM

### What are the Headlines?

1. **DOMESTIC ABUSE** – shows an increase of 31% on the same period last year, but shows an actual reduction in June.
2. **CHILD SAFEGUARDING** – 190 incidents during June.
3. **OTHER SEXUAL OFFENCES** – is showing a reduction of 22 less offences for the same period last year (25% reduction).



*Other sexual offences have come down since March 2013.*

### Why are they a Headline?

1. We are aware that a year ago a third of all domestic abuse incidents were not always categorised appropriately. We have done a significant amount in the last 12 months to ensure that all domestic abuse incidents are categorised and dealt with appropriately.
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 June is a reduction of 56 cases compared to the previous month.
3. The trend line shows peaks and troughs, month by month, with an overall downward trend (see chart). Since March this year we have seen an overall reduction in this offence type.

### What is being done?

1. A post-implementation review of the Domestic Abuse Investigation Unit will be completed by the end of July 2013 and will identify further improvements and opportunities for development in relation to services provided to victims of domestic abuse.
2. The South East Wales Safeguarding Children's Board is now established, along with Learning and Review groups in each borough. This is a step-change in our partnership arrangements for child safeguarding and the Public Protection Unit (PPU) is committed to supporting the changes, which will provide consistent strategic planning, whilst maintaining effective local delivery.
3. We have recently launched a multi-agency missing persons team that is focussed on identifying and supporting young people who repeatedly go missing from home and are vulnerable to sexual exploitation. The PPU is also working with Schools Community Officers to deliver a programme in schools aimed at safe use of the internet and issues of consent.

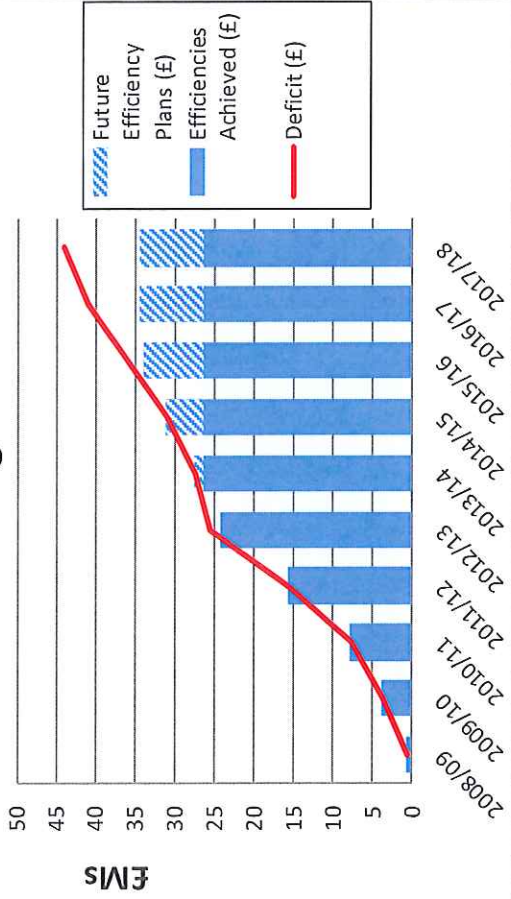
**PEOPLE OF GWENT ARE PROVIDED WITH A POLICE SERVICE THAT REPRESENTS VALUE FOR MONEY (VFM)**

**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 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 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.

