



## GLOUCESTERSHIRE CONSTABULARY STAKEHOLDER REPORT

DATA REFERS TO NOVEMBER 2023



### ABOUT US

THOUGHTFUL, AGILE AND COMPASSIONATE

GLOS POPULATION  
**656,000**

**1,024**  
FORCE SQUARE  
MILEAGE

TOTAL WORKFORCE  
**3,014**

Police Officers	1,324
Police Staff	982
PCSOs	126
Special Constables	125
Volunteers and Police Support Volunteers (including Cadet Leaders and VPCSOs)	320
Cadets	137

### NUMBER OF **999** CALLS



#### PUBLIC CONTACT

CALLS THIS MONTH	7,177
AVERAGE WAITING TIME	6 SECS
ANSWERED 10 SECS OR LESS	90.8%
CALLS PER DAY	239

### NUMBER OF **101** CALLS

CALLS THIS MONTH	10,481
AVERAGE WAITING TIME	2.7 MINS
CALLS PER DAY	349



### NUMBER OF **WEBSITE** CONTACTS

CONTACTS THROUGH WEBSITE	2,213
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#### INCIDENTS & CRIME TYPES

**11,883**  
NUMBER OF  
INCIDENTS

#### INCIDENTS BY TYPE

ANTI-SOCIAL BEHAVIOUR	693
MENTAL HEALTH	376
MISSING PERSONS	139

#### HIGHEST FREQUENCY CRIMES

VIOLENCE AGAINST A PERSON	41%
THEFT	18%
ARSON AND CRIMINAL DAMAGE	11%



### AVERAGE RESPONSE & DEPLOYMENT

EMERGENCY	10.8 MINS
PRIORITY	130.5 MINS
TIME SPENT AT INCIDENTS	107.7 MINS



### PEOPLE IN CUSTODY

**716**



### RECORDING & SOLVING CRIME

CRIME RECORDING COMPLIANCE	100%
CRIME RECORDING TIMELINESS (WITHIN 24 HRS)	92%
CRIME SOLVED RATE	13.3%



#### PUBLIC SATISFACTION

**89.4%**  
LOCAL PUBLIC  
CONFIDENCE



#### POLICE UPLIFT PROGRAMME

**180** EXTRA OFFICERS

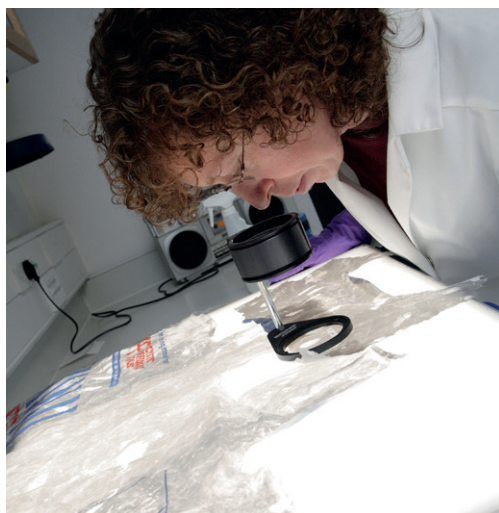
The Home Office accepted a further funding bid from the Police and Crime Commissioner, taking our total increase of officers via Uplift to 180 by March 2024.

## National Crime and Policing Measures

By November 2023 there were **seven homicides**. The previous two years saw seven. We see significantly fewer murders involving drugs in our county compared with those seen across England and Wales.

Within Gloucestershire there are reductions in total **neighbourhood crime** (-21%), **theft** (-7%), **vehicle crime** (-29%) and **burglary** (-16%). There has been a 12% increase in **robbery** offences however these are low volumes. In November, we **attended 100% of burglaries**.

The reporting of **online crime** has increased slightly this month to 259. The three-year monthly average is 323. There has been a general decrease in recording since July 2022 of this crime type.



## Violence and intimidation against Women and Girls (VIAWG)

**Violence and intimidation against Women and Girls (VIAWG)** shows a concerning crime rise of 133% from the January 2019 – December 2019 baseline (from 742 to 1727 crimes). The median investigation length of VIAWG crimes has fallen again this month to 24 days from an average of 41.

The percentage of victims linked to a VIAWG crime that do not support a police investigation is at 46% (compared to a two-year monthly average of 54.4%) and has been decreasing for 12 months. The number of victims linked to VIAWG crimes in November were 1120.

## Volumes

Crime overall sees seasonal trends. Crimes such as **theft** and **vehicle offences** have increased over recent months.

Since the baseline figures were first recorded in 2019, **Stalking and Harassment** has seen a 155% increase. **Rape** has seen a 66% increase and **sexual assault** a 103% increase. This may be explained by a focus on improving crime recording, criming uncorroborated allegations and secondary offences.

## First contact

Our **999 call volume** (7177) is below our three-year monthly average (7754).

We aspire to **answer 999 calls within 10 seconds**. In November the average was 6.0 seconds. We aim to answer calls within 10 seconds 90% of the time. In November we achieved 90.8%.

Our **mean answer time** (seconds) national position has improved from 19/44 forces to 16/44. Our **median average answer time** (seconds) national position has remained in the same place at 24/44 forces. Our **percentage of calls answered in under 10 seconds** national position has increased to 20/44.\*

The number of **101 calls** has fallen this month to 10,481 (13,251 in September) following a seasonal trend.

Our **abandonment rate** is 23%.

The time 101 callers **wait** for their call to be answered this month is 2.7 minutes.

\* When we refer to 44 forces, this includes The Police Service of Northern Ireland and Police Scotland but does not include the City of London Police. When we refer to 43 forces, this includes all forces in England and Wales and includes the City of London Police.

## Our ability to respond and deploy to incidents

In November, we recorded **11,883 incidents** compared with our three-year average of 12,689. Over three years there is an upward volume trend. We attended 35.5% of all incidents in November. Our average **emergency response time was 10.8 minutes**.

The **time we spend at emergency incidents** decreased slightly to 107.7 minutes this month (109.9 minutes three year monthly average).

## Incident demand by type

**ASB** demand has fallen this month to 693. This is still far below the three-year monthly average (1,252).

**Mental health** cases have a falling trend over time and are still falling below the three-year monthly average. November saw 376 incidents compared with 572 – the three-year monthly average.

There is also a downward trend for **missing persons**. There were spikes in the summer months of 2022 and 2023.

However in November, 139 incidents were reported, compared to the three year average of 184.

## Crime recording and our ability to solve crimes

**Crime recording** compliance is now at 100%.

Our **solved rate** was 13.3% compared with a three year average of 11.2%.

In November, we recorded 4287 crimes. We also closed 607 crimes with a positive outcome. This gives us a **solved ratio** of 14.2%.

*The solved rate is the number of selected closed outcomes in a month divided by the total number of outcomes in a month.*

*The solved ratio is the number of selected closed outcomes in a month divided by the number of recorded crimes in a month.*

## Other observations

- The **Crime Closure Queue** has fallen to 282 from 5028 in April, due to the excellent work of the Closure Team. This is the team who apply the correct outcome to an investigation to close the crime.
- Our solved rate for vehicle offences and public order increased in November.
- Our rate of applying the Community Resolution outcome has been increasing for two years at 4% in November compared to an average of 2.7%.
- We are **detaining in custody** more people than we have in previous years and the figure for November is 716 persons.



We are committed to being an anti-discriminatory organisation. This means not only acting in a non-discriminatory way, but addressing systemic inequalities, disadvantage and discrimination.

## Working together for a safer Gloucestershire

**The Constabulary and Office of the Police and Crime Commissioner (OPCC) continue to work together to deliver national policing priorities, the Police and Crime Prevention Plan and the Corporate Strategy.**

- In the ongoing regional anti-drug operation with five South West police forces, 25 individuals, both adults and children, were safeguarded, and drugs valued at nearly £250,000 were seized.
- We began specialist training on domestic abuse to empower all of our officers and PCSOs in better supporting DA victims. The Domestic Abuse Matters course, delivered by the UK charity SafeLives on behalf of the College of Policing, is ongoing for frontline responders until March 2024.
- The winter burglary campaign, Op Switch, launched in October resulting in the arrest of two Gloucester men, aged 43 and 48, suspected of the theft of a car from an elderly resident in Matson, Gloucester, within the first week.
- In late November, the Cheltenham Neighbourhood Policing Team relaunched Operation Cracker, a Christmas initiative aimed at ensuring public and business safety by conducting visible patrols in popular shopping areas to address anti-social behaviour and thefts.
- Gloucestershire Constabulary and the Police and Crime Commissioner hosted a conference for agencies handling non-crime, mental health, and social care incidents. This marked the county's initial discussion on implementing the Right Care Right Person approach, a national best practice model aimed at swiftly providing appropriate healthcare assistance to the most vulnerable individuals in our communities.
- The Office of the Police and Crime Commissioner (OPCC) secured an additional £1m in Government funding from the Home Office Safer Streets round five to address crime in the county. The funds will be allocated to various initiatives targeting the reduction of anti-social behaviour, rural crime, and male violence against women and girls.
- Aardman, the award-winning animation studio, collaborated with the OPCC to create a new animation titled 'You For I,' specifically designed for primary-aged children. The animation is an introduction to Restorative Justice and aims to teach children about the causes and consequences of their behaviour, emphasising that conversations can resolve conflicts.
- Gloucestershire's Independent Custody Visitor (ICV) scheme received the highest recognition, a platinum quality assurance award, at a Birmingham ceremony. Organised by the Office of the Police and Crime Commissioner, the scheme engages trained community volunteers who conduct regular unannounced visits to police custody suites.



- Since the OPCC appointed a dedicated anti-social behaviour (ASB) case review co-ordinator, the number of applications received has increased. Numerous anti-social behaviour (ASB) injunctions have been successfully applied for via Solace, ASB issues resolved and Public Space Protection Orders reinforced - with the latest one impacting Sinope Street Car Park in Gloucester, which followed similar orders in Stroud, Cheltenham and the Forest of Dean. Victims of anti-social behaviour have felt 'heard' during this process, leading to greater satisfaction and, in turn, service by partner agencies.

## Cases of interest

- A man from Gloucester who repeatedly threatened and harassed people in Cheltenham and Gloucester was handed an Anti-Social Behaviour Injunction by the courts.
- Four prolific Cheltenham shoplifters were arrested, charged and appeared before the courts in connection with numerous shoplifting offences. They were sentenced to 36, 14 and 8 weeks in prison, whilst a fourth was given a 12-month community order. All four were issued with Criminal Behaviour Orders.
- A man was jailed for 12 weeks after repeatedly breaching his Anti-Social Behaviour Injunction (ASBI) in Cheltenham.
- A man who was found guilty of two rapes, controlling and coercive behaviour, assault and intimidating a witness was sentenced to a total of 12 years in prison.
- A man who downloaded indecent child videos from the dark web received a 10-month suspended prison term with a 10-year sexual harm prevention order. Restrictions prevent him from being in the presence of unaccompanied children and limited internet use. He has been placed on the sex offenders register. He was given 40 programme days, 25 rehabilitation days, 150 hours of unpaid work, and a £187 surcharge.



**Chief Constable**

**Rod Hansen**

QPM, MBA, BSc (Hons),  
Dip Appl Crim



**Police and Crime**

**Commissioner**

**Chris Nelson**

## Case study

### Mastermind behind drugs gang jailed for 24 years

A man was jailed for 24 years after being found guilty of being the mastermind behind a drugs gang that imported millions of pounds worth of cocaine into the UK.

Helios Nanaj, aged 37, and of Smugglers Way in Wandsworth, London, was found guilty of conspiring to supply controlled Class A drugs and conspiring to import cocaine following a trial at Gloucester Crown Court.

The court heard he was the ringleader of a gang that had brought 784 kilograms of drugs into the country for distribution across the UK.

He was caught after members of his gang were arrested by police in Gloucester in 2020.

The gang were using encrypted Encrochat phones to communicate – but the data was cracked by the National Crime Agency (NCA) working with International partners, meaning officers were able to read the messages and trace them back to Nanaj.

Further arrests of other members of the gang by the South West Regional Organised Crime Unit also assisted detectives in following the trail of evidence back to Nanaj.

The phones showed Nanaj boasting about the lavish lifestyle that the drugs had funded. They showed photographs of him wearing designer clothes, shoes, sunglasses and driving luxury cars.

Nanaj, who had come to Britain from Albania on the back of a lorry when he was a teenager, had also bragged that he had been dealing drugs for 20 years.

A complex investigation by Gloucestershire Constabulary's Serious and Organised Crime Unit resulted in him being charged with four counts of conspiracy to supply a controlled Class A drug and conspiracy to contravene S170 of the Customs and Excise Management Act 1979.

Nanaj was found guilty and jailed for 24 years, of which he must serve at least 12 years before being released on licence.