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Working together for a
safer Gloucestershire



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Office of the Police &
Crime Commissioner
for Gloucestershire
Chris Nelson

Police and Crime Prevention Plan **Update 2021 – 2025**

Foreword

My Police and Crime Prevention Plan reflects what I heard whilst campaigning and what I have learned whilst in office. It was always my intention it would be a living document, in order to ensure that the priorities it contains remain fit for purpose and continue to address the threats, risks and concerns identified by the police, partners and – most importantly – by those who live or work in Gloucestershire.

With that in mind, I feel that now is an appropriate time to bring you up to date with the progress my office and I have made in turning those words into action. For example, my priority for tackling male violence and intimidation against women and girls (VAWG) was added to the plan as a result of a number of serious incidents and conversations, which all took place soon after my election. As a consequence, my office now has three dedicated officers aimed at addressing this issue.

That, and similar developments, are fully documented in this report, which sets out what was promised in the plan, what has been achieved so far and what we hope to do in the final months of my period in office. Some of the information appears under more than one of the plan's six priority headings.

I should warn you that you will come across a great number of acronyms, which always feature heavily in the language of policing. For your information, the most frequently-used abbreviation here is OPCC – Office of the Police and Crime Commissioner!

Confronting crime and disorder is not simply a matter of tackling the lawbreakers. In seeking to understand and acknowledge victimisation and vulnerability, finding opportunities to intervene and to prevent harm is the essence of my 'public health' approach to reducing crime. When offences occur, we must learn from experience and work, with others, to support victims and, where possible, offenders in their recovery.

Chris Nelson
Police and Crime Commissioner for Gloucestershire



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Introduction

Police and Crime Plans are a statutory requirement of the [Police Reform and Social Responsibility Act 2011](#) – this is the same legislation that led to the introduction of Police and Crime Commissioners (PCCs). The plans outline the 'tone' of policing in the PCC's force area by reflecting the mandate on which they were elected and the current plan runs until March 2025 (a year after the current term of office). Alongside local priorities, the Plan must also reflect national priorities, as set out in the [Strategic Policing Requirement](#).

The Office of the Police and Crime Commissioner (OPCC) exists to make sure that policing is accessible and accountable to the people of Gloucestershire and that residents have an opportunity to shape policing priorities. A primary function of the OPCC is to support the PCC in developing a Police and Crime Plan and then in overseeing its delivery.

¹ Police and Crime Prevention Plan for Gloucestershire, 2021 – 2025

In Gloucestershire, the plan is referred to as the Police and Crime Prevention Plan, highlighting the desire of the current PCC (Chris Nelson), to do all that he can to keep *"individuals and communities safe from harm"*¹.

The priorities the Police and Crime Prevention Plan for Gloucestershire can be summarised under the following headings:

- ✓ **Priority 1:** Creating safer communities
- ✓ **Priority 2:** Tackling violence against women and girls
- ✓ **Priority 3:** Strengthening your Constabulary
- ✓ **Priority 4:** Targeting the causes of crime
- ✓ **Priority 5:** Supporting victims and reducing reoffending
- ✓ **Priority 6:** Empowering local communities

Under those headings, this report sets out the OPCC's contribution to the plan during the last two and a half years, and what is planned for the remainder of the PCC's current term in office. Please note, some activity will read across several priorities.





The Plan on a page

Golden Threads

- ✓ Public health approach
- ✓ Trauma informed
- ✓ Restorative practices
- ✓ Child friendly
- ✓ Neighbourhood policing



Due regard

- ✓ Strategic Policing Requirement
- ✓ National strategies
- ✓ National Crime and Policing Measures
- ✓ Statutory responsibilities



Empowering local communities



Creating safer communities



Supporting victims and reducing reoffending



Tackling violence against women and girls



Targeting the causes of crime



Strengthening your Constabulary

My Six Priorities



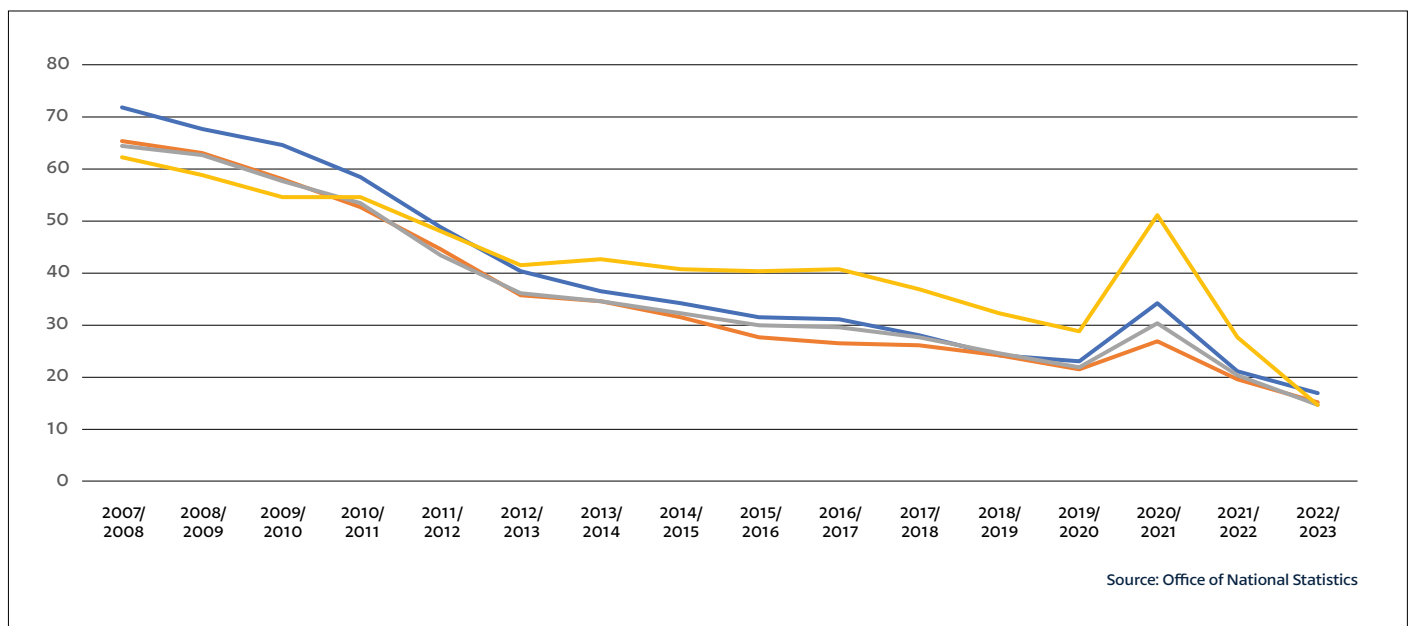
- ✓ **M**anifesto
- ✓ **R**esources to achieve
- ✓ an **E**xemplar Constabulary
- ✓ **3** years to achieve



- ✓ Target driven
- ✓ Outcome focused
- ✓ Monitored and scrutinised
- ✓ Delivery plans



Anti-social behaviour incidents by police force area, England and Wales, year ending March 2008 to year ending March 2023



- **England and Wales** (excluding British Transport Police)
- **South West police force areas**
- **Gloucestershire Most Similar Group** (forces deemed to be demographically similar by the Home Office for comparative purposes)
- **Gloucestershire**



Creating safer communities

Reducing crime and anti-social behaviour and increasing feelings of safety

"Crime is a societal issue that can only really be prevented through agencies and communities working together. But when an offence does occur, other agencies are involved and this jigsaw of services needs to work together to ensure the correct outcomes for offenders and victims".

Chris Nelson, Police and Crime Commissioner for Gloucestershire

Priority 1



What the plan said we'd do:

- Tackle neighbourhood crime and anti-social behaviour (ASB)
- Work in partnership with local Community Safety Partnerships (CSPs) and provided financial support to support activity
- Explore county wide approaches to tackling ASB
- Commission bespoke support for victims of ASB
- Support for victims including the use of the Community Trigger (now known as the Anti-Social Behaviour Case Review)
- Focus on feelings of safety and understanding why people feel unsafe
- Target crimes that have the greatest impact of local people like burglary, pet theft, criminal damage, neighbourhood nuisance and environmental anti-social behaviour

What we've done:

- ✓ Success in bidding for additional funds totalling over £4m in total from Safer Streets Fund (SSF):

Round	Number of bids	Funding amount
Round 3	2 bids	£1,061,477
Round 4	3 bids	£2,032,170
Round 5	3 bids	£1,000,000
Total	£4,093,647	

- ✓ Host a Safer Gloucestershire Coordinator and fund to full time to support local CSPs
- ✓ Financial support for local CSPs via Safer Gloucestershire and SSF
- ✓ Funding for seven PCSOs with a specialism in community mediation to help tackle low level anti-social behaviour
- ✓ Roll out of Solace (multi-agency team to tackle ASB) in rural areas so that we now have a county-wide team
- ✓ Recruitment of the ASB Case Review Officer and promotion of the review
- ✓ Completed an initial perception of crime survey and commissioned annual reviews
- ✓ Development of a Serious Violence Prevention Coordinator post to lead on delivery of the Serious Violence Duty
- ✓ SSF to fund holistic ASB training for local partner agencies
- ✓ Collaborative work with the Constabulary in the development of the Crime Prevention Command
- ✓ Continued investment in Neighbourhood Policing
- ✓ Maintenance of bespoke victims support service for victims of ASB



Further detail

Safer Streets Fund

Gloucestershire OPCC has been one of the most successful offices nationally when applying to the Home Office [Safer Streets Fund](#) having attracted more than £4 million to date to help finance local projects. The Safer Streets Projects Co-ordinator has worked with local Community Safety Partnerships (CSPs)² to purchase target hardening equipment (physical measures to improve safety) throughout Gloucestershire, in all rounds of successful funding applications (round 3: 2021; round 4: 2022 – 2023; round 5: 2023 – 2025).

Being able to access money from Safer Streets Fund has been one of the success stories of the period under review and features throughout this report. It was instrumental in the county's six district councils signing-up to Solace. This is a multi-agency approach to solving ASB issues, bringing together a team of dedicated PCSOs, Police Officers and council case officers, who work in partnership with communities to highlight and resolve incidents of high and medium level ASB as well as repeat incidents.

Home Office support also led to the extension of the street medic scheme, which was another factor in supporting relationships with Gloucester City Safe / Gloucester Business Improvement District (BID).

Safer Gloucestershire

Safer Gloucestershire is a multi-agency board that supports agencies with statutory responsibility, and others, to meet the expectations of the [Crime and Disorder Act 1998](#) to do all that they can to reduce crime, disorder, anti-social and environmental anti-social behaviour in their communities as per [section 17](#) of the Act.



Following the Coronavirus pandemic and the publication of the new PCC's Police and Crime Prevention Plan, the board was able to review the way we work together.

The OPCC bolstered joint funding for a Safer Gloucestershire Co-ordinator post with the aim of providing strategic and tactical support to the six local CSPs in the county, acting as a link between the OPCC, Safer Gloucestershire and other county and district partners, sharing relevant information with the CSPs. This helps promote good work across the county to help localised problem-solving. This has helped CSPs understand their statutory responsibilities to tackle crime and disorder in their local areas and to develop their plans.

The post holder has been able to lead on a number of projects as well as facilitating partnership working.

These projects have included:

- Commissioning an audit of local CSPs and the Safer Gloucestershire partnership to identify gaps and support ongoing development
- Preparation of a three yearly Community Safety Strategic Assessment (in order to identify priorities and where they sit – county or district) and to aid CSP planning
- Establishing links to county groups who will help Safer Gloucestershire achieve its goals (includes the [Gloucestershire Safeguarding Children Partnership](#), the county Hate Crime Group and [Gloucestershire Road Safety Partnership](#)).
- Development of a performance framework for Safer Gloucestershire to support collective aims and objectives
- Developing links with CSP leads across the county to share best practice, key shares issues and priorities and support with bid writing

² CSPs are statutory local partnerships, operating at a district level with the role of preventing crime and anti-social behaviour and include, as responsible authorities, local councils, health partners and the Fire and Rescue Service. There are six CSPs across Gloucestershire – one for each district: [Cheltenham Communities Partnership](#), [Cotswold District Community Safety Partnership](#), [Forest of Dean Community Safety Partnership](#), [Stronger and Safer Gloucester Partnership](#), [Stroud District Community Safety Partnership](#) and [Tewkesbury Borough Community Safety Partnership](#)



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Partnership working is key to creating safer communities and has been a feature of work involving and overseen by the OPCC.

This includes:

- **South West #no place for drugs** – six operations, to date, involving the region's five police forces, targeting organised crime groups' county lines, drug dealers, users and education
- **Multi-Agency Approach to Fraud (MAAF)** – a partnership that was established in 2022 and aims to reduce victims of fraud. This is co-ordinated by the Constabulary's economic crime unit to raise awareness of fraud, both to individuals and organisations, and looks at victim vulnerability
- **Hate crime** – the appointment of a new OPCC funded Strategic Hate Crime Co-ordinator based with [Victim Support](#), provides six monthly updates to Safer Gloucestershire
- **Road safety** – restoring the [Gloucestershire Road Safety Partnership](#), operating under Safer Gloucestershire
- Participation in the [Home Office CSP/PCC review](#) on how reporting/accountability and governance arrangements could improve.
- Combatting Drugs Partnership

Tackling anti-social behaviour

The appointment of an Anti-Social Behaviour (ASB) Case Review Co-ordinator has considerably improved accessibility for the public to apply for an ASB Case Review in Gloucestershire.



The process has been approved as meeting nationally-accepted best practice standards. Applicants are now able to make contact through a new website page as well as directly by telephone, email, post or via an online form.

A great deal of effort has gone into publicising the ASB case review process – formerly known as the 'Community Trigger' – internally, externally and with partners, to raise awareness. A video, which can be viewed online at: <https://www.youtube.com/watch?v=oT3dCqfqNT4>, has helped alert the public and shown them how long-suffering victims of ASB can gain resolution.

As a result, the ASB Case Review Co-ordinator has dealt with double the number of referrals in just nine months of 2023 compared to the previous year. This has helped to resolve often long-running ASB issues and reduced the risk for a number of families in Gloucestershire. An unintended outcome is that partner agencies have formed stronger and improved relationships, making working together much more efficient. The long term goal is to reduce the need for ASB case reviews in future. The ASB Case Review officer will now be supported by an administrator, funded through Safer Streets.

A pledge, promising that anti-social behaviour will be taken seriously, made easier to report and tackled in partnership, was developed by Safer Gloucestershire, the county-wide community safety partnership led by Deputy Police and Crime Commissioner, Nick Evans. It was signed by all Gloucestershire leaders and promised that victims would no longer being passed 'from pillar to post'.



Collaboration

Blue light services (ambulance, fire and police) now have a statutory duty under part one of the [Policing and Crime Act 2017](#) to explore opportunities to collaborate. This can be in anything from use of equipment and buildings to training and joint problem solving. This has been supported by the reinvigoration of the Gloucestershire Emergency Services Collaboration Board.

As well as improving relationships across the emergency services, work under the collaboration agenda has supported community safety. For example, [Gloucestershire Fire and Rescue Service](#) (GFRS) is now regularly attending local police briefing meetings to discuss issues in communities such as criminal damage and ASB to facilitate multi-agency problem-solving.

GESCB activity is led by the OPCC Senior Policy Officer and activity is captured under the following five headings:

1. **Estates**
2. **Communication**
3. **Operational**
4. **Capabilities**
5. **Learning and Development**

Further information about emergency services collaboration can be found under Priority 3: Strengthening your Constabulary.

Perception of crime survey

The OPCC launched a pilot [perception of crime survey](#) in 2022 to help gather feelings, perceptions and concerns of local residents about policing and community safety and those services with responsibility for tackling crime and disorder. This led to the commissioning of an ongoing annual survey to enable future trend analysis with an increased number of respondents to improve the statistical viability of the results.

As well as helping the OPCC understand what is important to local residents about policing and community safety, the results will also help Safer Gloucestershire and CSPs to identify areas of concern in their districts and work streams.

The OPCC Commissioning Team worked alongside the Safer Gloucestershire Coordinator and Volunteer and Engagement Officer to develop the survey, go out to tender and commission an independent body to carry out the research. The survey results will be analysed and a report provided to help influence and steer local community safety activity. This work will be replicated in 2024 and 2025 to understand trends and changes to local activity and perceptions.

Serious Violence Prevention

The introduction of the [Serious Violence Duty](#) (SVD) in January 2023 has given mandated direction to all Specified Authorities across Gloucestershire: [County Council](#), six local authorities³, [Gloucestershire Constabulary](#), [Youth Support Service](#), [Integrated Care Board \(ICB\)](#), [H.M Prison & Probation Service](#) and [Gloucestershire Fire and Rescue Service](#). Each Specified Authority must show within their delivery plans a drive to prevent serious violence. All Duty work is led by the Strategic Serious Violence Prevention Coordinator, hosted by the OPCC on behalf of the county.

The OPCC acts as the convener of the SVD on behalf of all specified authorities and assists them to understand serious violence and current prevention activity across Gloucestershire. The Home Office consultants, [Crest Advisory](#), completed a Joint Readiness Assessment (JRA), which included interviews with key partners and the voluntary and community sector (VCS) representatives. The JRA was shared with internal and external partners, highlighting areas of good practice along with areas that could be improved.

³ Six local councils in Gloucestershire: [Cheltenham Borough Council](#), [Cotswold District Council](#), [Forest of Dean District Council](#), [Gloucester City Council](#), [Stroud District Council](#) and [Tewkesbury District Council](#)



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Numerous work strands continue with the final 'Five-year Approach to Serious Violence Prevention' to be published by 31st January 2024.

The SVD work takes a public health approach (PHA) in prevention. A key aspect of a PHA is evaluation and assessment: *"How do we know what we did made a difference?"* This is key to any preventative approach and something that perhaps has been lacking over many years. The OPCC is driving the concept, consideration and implementation of PHAs across partners in Gloucestershire. The OPCC Analysts are in the process of creating a data dashboard to receive, understand, highlight, showcase and share data across specified authorities.

The analytical team will also be creating a performance framework that will gather preventative activity carried out by specified authorities in each of the six districts in line with the strategic priorities. This will form an evidence base highlighting best practice and tangible outcomes to be shared by the specified authorities and Safer Gloucestershire and included in Home Office oversight returns.

To date (November 2023) presentations and interactions have taken place with over 500 key stakeholders to promote the SVD. This has included all six Community Safety Partnerships, all six Local Authorities leadership teams, Gloucestershire Constabulary senior leadership

teams in varying business areas, [Voluntary and Community Sector \(VCS\) Alliance](#) and Gloucestershire County Council.

Over time, this work will increase Gloucestershire's ability to keep its communities safe. It will highlight areas of concern informing where additional interventions are required and strengthen partnership working to levels never seen before.

Along with the duty, the Home Office has provided a budget for resource and interventions directly linked to reducing serious violence in the county for 2023/24 and 2024/25. Applications have been received from specified authorities as well as other local partners. OPCC is leading on managing this grant, but decision-making of how the funding is spent will be for all the specified authorities. Effectiveness of all interventions will be monitored and evaluated to inform future funding priorities.

Commissioning

The PCC has continued funding the District Councils to support CSP activity, this has been augmented by Safer Streets funding and grant provision is managed by the OPCC Commissioning Team. Funding has been used to support specific activity such as Domestic Abuse (DA) champions and bespoke training, as well as posts such as a CSP lead officer post in the Forest of Dean. These funds can be enhanced via Safer Gloucestershire to support problem-solving and innovation when a need is identified.

In addition, the Commissioning Team also provides annual small grants to local community and voluntary sector groups to support local activity based on local need, for example, diversion activity within youth club settings. Details of all grant allocations are shared with local Neighbourhood Policing Teams to support ongoing strength-based community development work between the Constabulary and local areas. Information about projects we've supported is available here:

<https://www.gloucestershire-pcc.gov.uk/local-projects-supported/>



Some examples of our public engagement, which have also been covered in the local media:



Gloucestershire OPCC secures another £2 million to make our streets safer

Hyper link
does not
work



Three more councils join new approach to help tackle anti-social behaviour - Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
does not
work



Gloucestershire roads safer thanks to Council and OPCC partnership - Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
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work



Night Safe Officers to help make Stroud a safe place during the night-time economy - Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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does not
work



'No need to suffer in silence' is the message for ASB week - Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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does not
work



Pioneering new technology to help Scout® the right people for policing - Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
does not
work



Priority 2



Tackling violence against women and girls

Challenging unacceptable attitudes and behaviour

"I have been profoundly affected by the stories I hear about the abuse regularly endured by women. We know that women and girls often feel unsafe both at home and out in their communities, with day to day decision making impacted by their desire to increase personal safety. Recent events have, I believe, made this a watershed moment for action, and I am determined that we do not miss this opportunity to have a lasting impact on this agenda".

Chris Nelson, Police and Crime Commissioner for Gloucestershire

What the plan said we'd do:

- Focus on tackling intimidation as well as violence:
 - Domestic abuse (DA)
 - Sexual violence (SV)
 - Stalking
 - Honour-based violence
 - Forced marriage
 - All forms of mental and emotional abuse
- Focus on perpetrator behaviour and tackling inappropriate behaviour and culture
- Work in partnership with statutory, community-based and specialist services
- Invest in innovation

What we've done:

- ✓ Secured additional funding to specifically target VAWG:
 - Safer Streets Round 3 (x2 bids)
 - Safer Streets Round 4 (x1 bid)
 - Safer Streets Round 5 (x1 bid)
 - Ministry of Justice Funding for Independent Domestic Violence Advisors and Independent Sexual Violence Advisors



- Ministry of Justice funding to enhance our support services for example providing counselling provision for DA and SV victims/survivors



- Home Office funding for DA perpetrator work including training and behavioural change activity
- ✓ Additional staff in the OPCC, jointly funded with partners, focused on domestic abuse and sexual violence. This includes hosting the county Domestic Abuse and Sexual Violence (DASV) Strategic Coordinator, DASV Consultation Officer and DASV Programme Assistant.
- ✓ Development of a lived experience forum for victims and survivors to help us shape future policies and practices aimed at tackling DA and SV
- ✓ Support the Constabulary with the development of the national best practise response to rape and sexual offences: [Operation Soteria](#)
- ✓ Increased funding to our local stalking advocacy service
- ✓ Investment in technology to detect 'spiking' drugs in the night-time economy
- ✓ Investment in innovation including bystander intervention training, the [Flare App](#) (free anonymous reporting app)
- ✓ Investment in innovation to train and equip officers to capture evidence from victims and witnesses of crime, without the need to take the device away for a full laboratory download ([Project Odyssey](#))
- ✓ Supported the Constabulary in the development of an internal VAWG action plan
- ✓ Provided extra funding for additional officers in Child Abuse Investigation Team (CAIT) and the Rape and Serious Sexual Offences (RASSO) team
- ✓ Provided funding for a specialist legal advisor for Domestic Violence Protection Orders and Stalking Protection Orders.
- ✓ Embedded the Serious Violence Duty into partnership VAWG plans
- ✓ Supported local CSPs to 'target harden' (measures to improve safety) public spaces

Further detail

Domestic Abuse and Sexual Violence county Strategies

The OPCC is integral in developing the county [Domestic Abuse Strategy](#) alongside local partners to meet the new duties from the [Domestic Abuse Act 2021](#). The strategy was refreshed in 2022 and includes the following priorities:

1. Prevention and early intervention
2. Multi-agency working and pathway development
3. Workforce development
4. High quality service provision
5. Working to break the cycle of perpetrator behaviour

Working with local partners the OPCC has also led on the development of the county Sexual Violence Strategy (due for publication imminently) which will deliver on the following priorities:

1. Creating long term cultural change and preventing sexual violence
2. Survivor led high quality service provision
3. Building capacity and confidence in the Criminal Justice System and holding perpetrators to account
4. Collaborative approaches to improve access and awareness or support
5. Sustaining a strong and resilient workforce



The Sexual Violence Partnership is currently finalising a delivery plan to ensure all priorities have appropriate activities being undertaken.

OPCC VAWG Team

The OPCC has three dedicated officers aimed at tackling violence and intimidation against women and girls: The DASV Strategic Coordinator for Gloucestershire, the DASV Consultation Officer and the DASV Programme Assistant.

⁴ Operation Soteria is a collaborative programme bringing together police forces with academics and policy leads to use evidence and new insight to enable forces to transform their response to rape and serious sexual offences (RASSO)



The DASV Consultation Officer's role has been created to gain the voice of victims/survivors of domestic abuse and sexual violence, along with the wider community, across Gloucestershire to ensure lived experience is listened to, heard and importantly responded to.

It is very important that the insight gained is representative of a broad and diverse range of communities across Gloucestershire, including those from protected characteristics groups. Consultation and engagement activity will allow a wide range of voices to be reflected in decision-making, policy and practice so that victims and survivors can be heard.

Activity led by the VAWG team has included:

- Conducting the annual accommodation-based support needs assessment and data return, a statutory duty of the [Domestic Abuse Act 2021](#)
- Developing the county DA and SV delivery plans alongside partners
- Commissioning and overseeing [Domestic Homicide Reviews](#) (DHRs) and working to embed learning across all safeguarding processes
- Developing new DA training for professionals across the county
- Leading on a children and young people DA needs assessment, viewing children as victims in their own right
- Developing anger management position statement or the DA Local Partnership Board (LPB)
- Developing a male victims statement for the DA LPB
- Working alongside [GDASS](#) with their [Flushing Away the Myths](#) campaign (see below)



Serious Violence Duty (SVD)

One of the agreed strategic priorities under the SVD is tackling violence against women and girls. This work is being led and convened by the OPCC and ensures that domestic violence, sexual violence, stalking and harassment etc. will be at the forefront of preventative activities across the six districts in Gloucestershire. The local strategic approach document which will be published in January 2024 will include interoperability with current strategic delivery groups such as the Sexual Violence Partnership and Domestic Abuse Local Strategic Partnership Board.

Commissioning

Almost one million pounds has been secured by the OPCC Commissioning Team to protect victims of domestic abuse and stalking in Gloucestershire. The funding (£447,404.50 in 2023/24 and £507,518 in 2024/25) is being utilised to train frontline officers and health professionals to spot early signs of domestic abuse and intervene with perpetrators. In addition, we have funded a designated Legal advisor for Stalking Protection Orders and Domestic Violence Protection Notices working within the Constabulary.

The Commissioning Team also successfully bid for funding through the Ministry of Justice (MOJ) domestic abuse, sexual violence (DASV) funding opportunity, which brought in a further half a million pounds. This is supporting victims of domestic abuse and sexual violence through advocacy support, emotional support and counselling.

Gloucestershire's core DA contract for supporting victims and survivors is held by [Gloucestershire Domestic Abuse Support Service](#) (GDASS). The OPCC financially supports Gloucestershire County Council who are the lead commissioners in this process.



Commissioning activity has also included funding Perpetuity Research to conduct an evaluation of its response. Independent Domestic Violence Advisors (IDVA) determine their effectiveness and



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where the resource would be most appropriately based within the Constabulary. In addition, the OPCC has also supported the [Integrated Care Board](#) (ICB) by funding a sexual violence therapeutic needs assessment to inform discussions around future investment and recommissioning processes.



The Commissioning Team has continued to contract-manage the Independent Sexual Advisor (ISVA) service, provided by [Gloucestershire Rape and Sexual Assault Centre](#) (GRASAC) locally. ISVAs can guide anyone who lives in Gloucestershire, regardless of age and gender, going through the Criminal Justice System or considering reporting their experience to the police.

During this period the OPCC has supported NHS England in the recommissioning of the local Sexual Assault Referral Centre (SARC), located at Hope House in Gloucestershire Royal Hospital. This service offers immediate emotional and practical support, as well as medical care, to anyone who has been raped or sexually assaulted.



In 2022, the OPCC recommissioned the local Stalking Advocacy Caseworker Service (ISAC) locally, with [FearFree](#) the provider. The service provides emotional and practical support to high risk stalking cases, not linked to domestic abuse (GDASS supports these cases). At this time the opportunity was taken to increase the investment in this area due to the number of high risk stalking cases increasing. The OPCC commissioned Victim Support service supports standard and moderate risk stalking cases.

Gloucestershire Constabulary Stalking Clinic

In Gloucestershire we have the Stalking Clinic. This is a multi-agency process with a dedicated

coordinator that assesses specific stalking risk, based on the typology of the stalker from the Stalking Risk Profile. This model supports the tactical lead in providing advice and guidance to investigating officers to ensure a robust response to high risk stalking.

The OPCC DASV Strategic Coordinator was instrumental in the development of the Stalking Clinic, which included business case development, working policies and procedures and governance structures. She continues to manage the Stalking Clinic Coordinator.

Investment in innovation

Accessing funding from the Home Office Science Technology Analysis and Research (STAR) fund, the OPCC has worked with the



Constabulary to develop an anonymous VAWG reporting FLARE app. This pilot app can be installed on any mobile device to enable women and girls to share their experiences of what, where and when an incident that made them feel unsafe happened. The information is used to identify hotspot areas and inform Community Safety Partnership activity.

A further example of innovation supported by the OPCC is Project Odyssey. This equips police officers to capture evidence from victims and witnesses of crime without the need to take their device away for a full laboratory download.

VIAWG internal conference

The OPCC took part in and cofounded a conference organised by Gloucestershire Constabulary at Kingsholm stadium in May 2023. The event delved into many areas of male perpetrated violence against women, from domestic abuse and sexual violence through to coercive control and stalking.

Speakers included Laura Bates, the founder of the [Everyday Sexism Project](#), [Chief Inspector Sharon Baker](#) from Avon and Somerset Police and [Deputy Chief Constable Maggie Blyth](#), National Police Chief's Council Lead for Tackling VIAWG.



Safer Streets Fund

Tackling VAWG has been a key feature of all Safer Streets funding bids awarded to Gloucestershire. Interventions funded include:

SSF3 (2021/22) £1,061,477 for VAWG

- **Bystander training** – This focuses on primary prevention, tackling the attitudes that contribute to VAWG in a meaningful way and gives people the skills to prevent wider discrimination in society.
- **Sex worker outreach programme (SWOP)** – funding towards supporting SWOP in Gloucester
- **Consent video** – video and education package for primary school age children to learn and talk about consent. Understanding what consent is and what it means. "It's not about getting the answer you want, but listening to the one you get"
- **Boost** – As an early intervention programme, BOOST aims to increase awareness of compassion, empathy and humility. This will enhance self and social awareness and socially acceptable behaviours which serves as an added barrier to adverse behaviour traits
- **Gloucester Park** – developments in the park, including lighting, CCTV and a community engagement officer

SSF4 (2022/23) £691,340 for VAWG

- **Stalking Campaign** – romantic comedy trailer made to highlight the problematic behaviours which constitute stalking. A larger media campaign accompanied the video
- **Educational theatre** – work in schools/colleges raising the awareness of violence against women and girls and misogyny
- **Local target hardening** – CCTV, lighting and public realm improvements throughout the county, particularly in public spaces
- Sexual harmful behaviour training for restorative Gloucestershire team
- **Personal safety apps and alarms** – distributed through victim services throughout the county
- Target hardening for Community Safety Partnerships
- **Spiking machines** – purchased to be utilised in the night-time economy throughout the county
- Street medics and night safe officers in Gloucester

SSF5 (2023 – 2025) £442,950 for VAWG

- **Op Vigilant** – A plain clothed police operation in Cheltenham town centre to identify and disrupt predatory sexual behaviour
- **Educational theatre** – work in schools/colleges raising the awareness of violence against women and girls and misogyny
- **CCTV, lighting, public realm improvements** – funding throughout the county to improve feelings of safety, particular in public spaces
- **Young person's engagement worker** – delivered in schools, colleges and universities across the county. Develop age appropriate learning materials and presentations to include consent, healthy relationships, and a streamlined bystander programme.



Some examples of our public engagement, which have also been covered in the local media:



When it comes to male violence against women, Words Matter | Gloucestershire Constabulary



'Calling It Out' performance to teach children to call out sexism – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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work



Romantic comedy trailer launched to highlight stalking behaviours | Gloucestershire Constabulary



'Love Our Turf' call to anti-social racegoers under starters orders – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
does not
work



Night Safe Officers to help make Stroud a safe place during the night-time economy – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
does not
work



Pioneering new technology to help Scout® the right people for policing – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
does not
work



Strengthening your Constabulary

A trusted, visible and responsive policing family

“As your Police and Crime Commissioner, I will do all that I can to ensure the right level of funding is available for the Chief Constable to deliver the ambitions of this plan and to meet the needs of future policing challenges. This means lobbying Government, applying for additional funds via grants and identifying efficiencies within existing budgets that can be diverted to support frontline policing activity. This also means tapping into the wealth of support the community has for our Constabulary and harnessing this through volunteer and support opportunities within Gloucestershire's policing family”.

Chris Nelson, Police and Crime Commissioner for Gloucestershire

Priority 3



What the plan said we'd do:

- Maximise existing and potential funding to improve standards and deployable strength
- Improved deployable strength through:
 - More staff, more volunteers
 - Workforce modernisation
 - Investment in technology to reduce bureaucracy
 - Development of apprenticeships
 - Wellbeing support
- Investment in the Force Control Room – staff, technology and processes
- Improved visibility in local communities
- Explore and develop collaborative opportunities



What we've done:

- ✓ Scrutinised the Constabulary plans and activity focused on exiting the HMICFRS 'engage' status. This includes oversight of funding reallocation
- ✓ Investment in technology via SSF
 - Drone capabilities
 - Forensic services
 - ANPR capabilities
- ✓ Actively pursuing collaborative opportunities:
 - In the South West with support from South West Policy Officer (hosted by Gloucestershire OPCC)
 - Emergency Services Collaboration Board
- ✓ Income generation via council tax precept increase and bids
- ✓ Improved visibility through uplift in police officers and staff
- ✓ Improved visibility in rural areas through blue light estate collaboration
- ✓ Investment in Citizens in Policing (CiP) leading to:
 - Development and integration of Volunteer PCSOs
 - Additional Special Constables



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- Investment in Cadet scheme
- Development of Mini Police
- Introduction of the Employee Supported Policing
- Development and expansion of the Constabulary work experience
- ✓ Investment in the Force Control Room and scrutiny of improvement plans
- ✓ Safeguarding of Neighbourhood Policing in Enhanced Operating Model (EOM) for the Constabulary
- ✓ Provided funding for investment in Police Staff Investigators
- ✓ Invested in improved technology to assist policing in Gloucestershire including in the Force Control Room, records management and the ability to store video / dashcam footage from members of the public
- ✓ Co-funded the 2022 [National Black Police Association Conference](#) (see below)



- ✓ Introduction of an OPCC / Constabulary vetting scrutiny panel
- ✓ Investment in the control room to bring down 101 and 999 call wait times
- ✓ Recruitment of more than 400 officers, PCSOs and front line staff to improve visibility and service to the public
- ✓ Invested in securing s.106 of the [Town and Country Planning Act 1990](#) contributions from developers to help pay for policing alongside other local community infrastructure

Further detail:

HMICFRS 'engage' recovery

The publication of the [2021/22 Police Effectiveness, Efficiency and Legitimacy \(PEEL\) inspection](#) of Gloucestershire Constabulary by HMICFRS led to the force entering what's termed as 'engage' which is essentially the policing equivalent of 'special measures'. The following definition of 'engage' is taken from the [HMICFRS website](#):



***"Engage** – If a force is not responding to a cause of concern, or if it is not succeeding in managing, mitigating or eradicating the cause of concern, it is probable it will be moved to the Engage phase. In the Engage phase, forces will develop an improvement plan to address the specific cause(s) of concern that has caused them to be placed in the enhanced phase of the monitoring process. The force may receive support from external organisations such as the College of Policing or the National Police Chiefs' Council, brokered by HMICFRS⁵."*

Supporting Gloucestershire Constabulary in efforts to make the necessary improvements to exit the 'engage' process has been an absolute priority for the OPCC resulting in Gloucestershire exiting 'engage' in the fastest time of any force.

Supporting the Constabulary has included (indicative only):

- Close scrutiny of force improvement plans and robust holding to account of the Chief Constable for their delivery
- Funding provision and reallocation including for ICT improvements and additional staff in the Force Control Room, in specialist teams such as those investigating child abuse and serious sexual assaults and financial support for in-depth demand analysis that led to an enhanced operating model for the whole force

⁵ Our approach to monitoring forces – His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (justiceinspectorates.gov.uk)



- OPCC staff secondment into the Constabulary to support with the aforementioned demand analysis
- The development of joint performance monitoring and analysis through the creation of a PEEL monitoring tool developed by OPCC Senior Analysts
- OPCC support through staff involvement of a HMICFRS style review into neighbourhood policing

The supportive approach taken by Gloucestershire OPCC has undoubtedly facilitated the rapid exit from engage by the Constabulary. In fact, in his letter to the Chief Constable Rod Hansen providing formal notification of the decision to remove the Constabulary from the engage process, His Majesty's Chief Inspector of Constabulary, [Andy Cooke](#), commended the work of the Constabulary and OPCC:

"Can I commend you and your staff on your engagement, professionalism, and determination to improve the safety of communities in Gloucestershire. Gloucestershire Constabulary and the Office of the Police and Crime Commissioner should be rightly proud of the significant improvements they have made during their engagement with the inspectorate ⁶."

The experience of being in 'engage' and joint working between the OPCC and Constabulary has led to greater links between the two entities. It is always vitally important that the two organisations respect their independence and respective roles however, both the OPCC and Constabulary have shared priorities (as per the Police and Crime Prevention Plan) and can support each other in realising our shared goals. This includes how we approach tackling ASB and VAWG as well as serious violence, support for victims and ongoing scrutiny – areas described in more detail throughout this report.

Uplift

The Constabulary was charged with securing 153 new officers out of the Government's proposed target of 20,000 more officers. When the three year period closed at midnight on 31 March 2023, the Constabulary had grown by 164 new officers. Since then, the Home Office has accepted the Police and Crime Commissioner's bid for funding a further 10, taking the projected total to 174.

In total, over 400 more police, including warranted officers, PCSOs and front-line police staff (of which the vast majority are now recruited and in post) have been funded alongside an additional 66 support staff for our main partners. This has been achieved through close scrutiny of budgets, realigning of resources and successful funding applications made by the OPCC.



In depth reviews

In 2023, the Gloucestershire Criminal Justice Board Coordinator completed phase one of in depth research: *"Life of a file" – a look into file processes, file quality and file timeliness within Gloucestershire*. The purpose of the report was to find ways of improving the journey of a file, i.e. from report of a crime, through to investigation, to the Crown Prosecution Service (CPS) and onto court. Further information about this report is available with the *Supporting victims and reducing reoffending* section of this report.

⁶ Letter from Chief Inspector of Constabulary Andy Cooke (HMICFRS), to Chief Constable Hansen (Gloucestershire Constabulary), 20 September 2023



The report was presented to the Constabulary and Gloucestershire Criminal Justice Board with recommendations to the Constabulary that will improve the quality and timeliness of its files. The Chief Constable has subsequently submitted to the [National Police Chiefs' Council](#) as an example of best practice research.

As mentioned previously, the OPCC joined the Constabulary to conduct an in-depth review of neighbourhood policing by mirroring methodology used by HMICFRS. The OPCC Senior Policy Officer carried out the research, which included a series of interviews, to highlight areas of best practice and recommend activity to address areas in need of improvement.

This work was conducted in two parts with a revisit in the summer of 2023 to assess how well recommendations have been actioned. As well as supporting the continuous improvement of neighbourhood policing in Gloucestershire, the work has strengthened the relationship between the OPCC and Neighbourhood Teams, enhancing work under the collaboration agenda as well as problem-solving with the CSPs.

Other reviews of the Constabulary have been completed by the OPCC including a review of the Mounted Section and benefits of various Force Control Room communication apps.

Domestic Abuse and Sexual Violence / Commissioning

The DASV Strategic Coordinator has been instrumental in developing a policy on both police perpetrated domestic abuse and guidance on supporting internal victims.

The OPCC has lead on pillar three of [Operation Soteria](#), which was launched as a response to the government [End-to-End Rape Review](#), and the Home Office pledge to increase the number of rape cases making it to court. This pillar focuses on the treatment of victims, one of the priorities of the Police and Crime Prevention Plan.

Crown Prosecution workshops are taking place to develop national approaches to DA and rape and serious sexual offences (RASSO). The

DASV Strategic Coordinator has been involved in the development of the Constabulary action plan for DA and RASSO and re-developed the stalking clinic process in response to recent neighbourhood cases, making the case for additional resources. The DASV Strategic Coordinator also chairs the Multi-Agency Risk Assessment Conference (MARAC) for domestic abuse and developed the protocol and information sharing agreement to support ongoing activity in this area.

Continual improvement of the Constabulary is also being supported by the OPCC through investment available via a successful bid for the [Domestic Abuse \(DA\) Perpetrator Fund](#). The fund has allowed the OPCC to commission 'DA Matters' training to be delivered to Police Officers over the next 12 months. The training is based on an initial assessment of how the force manages DA cases and builds a programme based on identified need.

The Commissioning Team is also sourcing a provider to deliver 'Recognising DA Perpetrator Behaviour' training. This contract will be awarded to provide training for all frontline professionals including police officers. A scrutiny panel to offer guidance for officers on changes to offences under the [Domestic Abuse Act 2021](#), such as non-fatal strangulation, is also under development.

Safer Streets

As previously mentioned, Safer Streets funding has been used to support activity across the county with partners. It has also been used to enhance work within the Constabulary.

Funding applications are developed through consultation with subject experts and key stakeholders and all activity is overseen by the Safer Streets Project Co-ordinator.

Safer Streets funded interventions and enhancements within the Constabulary include:

- Additional funding for the Forensic Unit to pay for additional tests to be conducted at scenes of crime, therefore increasing the chance of a positive investigation



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- The procurement of new drones for use in rural and particularly isolated areas. These have been supported by training packages for the Drones Unit officers
- State of the art forensic equipment for enhanced investigations. The Constabulary is the first in the South West to own the new equipment which allows forensic teams to detect and capture evidence such as blood, semen and fingerprints with one portable device.
- Improved crime prevention by:
 - The purchasing of bike marking kits for the Neighbourhood Policing Teams
 - The provision of new anti-spiking and home security devices for the Crime Prevention Team with
 - Procuring additional redeployable CCTV cameras to use in hotspot areas for crime and ASB
- The provision of additional Automatic Number Plate Recognition (ANPR) cameras on rural roads to monitor activity of criminals entering and exiting the county along isolated arterial routes

Collaboration

As mentioned before, emergency services now have a duty to explore and exploit opportunities for collaboration across agencies. This work, led by the Senior Policy Officer for the OPCC, has led to a number of operational improvements, including:

- Support from Gloucestershire Fire and Rescue Service (GFRS) in problem-solving activity identified via Constabulary daily management calls
- Joint training for the management of major incidents
- GFRS assistance in missing persons searches and rescue operations
- Quarterly meetings between GFRS Station and Group Managers and Constabulary Inspectors to build working relationships. Topics of discussion have included collision investigation and scene preservation, tackling ASB and community engagement activity
- The development of Newent and Winchcombe community fire stations as joint hubs with the police, supporting efforts to increase Constabulary visibility in rural areas. Further work is underway to explore opportunities to extend this model in other areas across the county.



- The introduction of a memorandum of understanding (MOU) for GFRS to utilise police drones where necessary, negating the need for Fire and Rescue purchasing additional equipment



Citizens in Policing (CiP) and volunteers

The PCC has always believed in the power of volunteers to support policing. This belief has led to significant investment in both the team that oversees all police volunteers (Citizens in Policing or CiP) as well as in actual volunteers.

Through research carried out in the OPCC, a new Volunteer PCSO scheme has been launched within the Constabulary with the aim of supporting neighbourhood policing teams across the county. A second round of recruitment is currently underway for new VPCSOs to join the team already working in local communities.

VPCSOs add to the pool of volunteering opportunities that the Constabulary supports, which includes opportunities for young people. The Cadets scheme has been in place for some time now and this offer to young people has been enhanced through a programme of [work experience](#) available to Year 10 students. The week long experience involves access to many of the police departments including Dog Handlers, Response Teams, Force Control Room, Custody Suite, Mounted Section (police horses), Learning and Development and the National Police Air Service.

A further enhancement to the volunteer offer to young people is in the development and introduction of the Mini Police scheme. The scheme was launched at the 2023 Constabulary

Open Day and welcomed 55 children from eight schools taking an oath with the Chief Constable. Work is underway with a number of schools across the county to develop the scheme further.

Finally, through additional investment in the CiP Team, the Constabulary has also worked with local businesses and organisations to support [Employer Supported Policing](#) to further facilitate volunteering in the Constabulary. Negotiations with a number of local employers are progressing well which will allow for supported, paid leave from work to volunteer as either a Police Special, VPCSO, Police Support Volunteer or Cadet Leader.

Force Control Room

The Force Control Room (FCR) is often called the front door of the Constabulary and improving access to the police via the FCR is a key priority for the Commissioner and, therefore, for the OPCC. Early in his term of office, PCC Nelson identified a need for investment in staff and technology to improve public contact and, through innovation and careful budgetary management, improvements are now being realised.

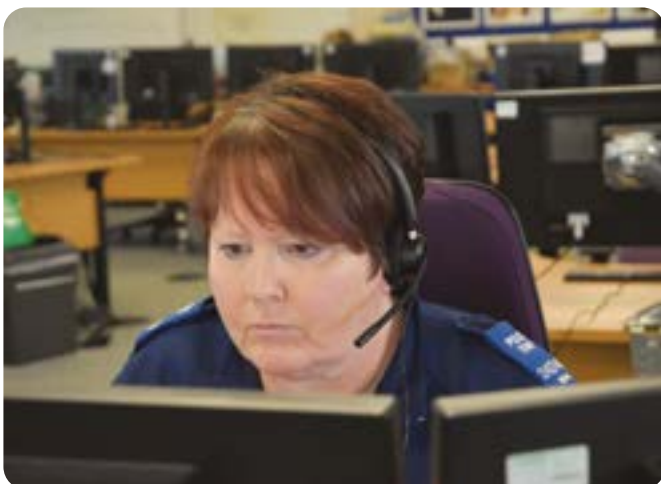
Additional staff in the FCR, supported by physical improvements within the room, staff training and improved pastoral care for dealing with trauma (inevitable with the role) has led to an improvement in the working environment and improved management of demand.



As a result of this work, and close OPCC scrutiny of improvement plan delivery, the FCR is now routinely answering 999 calls within service level agreements (10 seconds) including at high demand peaks over the summer months. In fact, in August 2023, the national data used by HMICFRS to monitor performance (data from British Telecommunications), showed that Gloucestershire were 22 out of 44 forces for answering 999 calls under 10 seconds, and 19 out of 44 for average mean answer times.

However, there is still work to do to improve performance in answering the non-emergency 101 calls. Emergency 999 calls will always take priority over 101 calls but calls to the non-emergency number are, by far, the volume into the control room. The OPCC is continually working with the Constabulary to find new ways of improving methods and ease of contact, including:

- Different contact options available via the internet
- The introduction of an ASB portal to help ensure complaints are made to the correct agency (not necessarily the Constabulary)
- Exploration of the benefits of introducing **Right Care Right Person** in Gloucestershire
- Plans to introduce a diary appointment facility for members of the public to meet with the Constabulary
- Considerable investment in technology, including in telephony, with options menu to facilitate calls to the wider Constabulary



- Publicity campaign to share how you can contact the Constabulary and when to use 999 with the **Click. Call. Connect.** campaign.

Innovation

Key to the delivery of an efficient and effective force (statutory priorities for Police and Crime Commissioners) is investment in innovation. With funding made available via competitive bidding or directly from the OPCC, the office has supported innovation in a variety of ways including a proof of concept to explore opportunities for strengthening vetting of Constabulary staff and officers.

A new platform is currently being trialled that uses auditable records to support our vetting teams and strengthen police integrity, not only increasing the quality of checks, but also the efficiency. This is absolutely vital if we are to increase trust and confidence in policing in Gloucestershire.

Other examples of innovation facilitated by the OPCC include the previously mentioned Tackling Violence Against Women and Girls (see Priority 2), Project Odyssey, which equips officers to capture evidence from victims and witnesses of crime without the need to take the device away for a full laboratory download, the development of the anonymous VAWG reporting FLARE App. In addition, we have introduced the pet 'Doggy DNA' DNA database and new ways for communities to tackle speeding motorists via 'Community Speedwatch' (see Priority 6: Empowering local communities).



Some examples of our public engagement, which have also been covered in the local media:



Investment in economic crime team pays-off in money laundering swoop – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link does not work



Blue light base recognised in public service 'Oscars' – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link does not work



Helping to break down Restorative Justice boundaries in South Korea – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link does not work



Pioneering new technology to help Scout® the right people for policing – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link does not work



Green light for closer links between blue light services – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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Priority 4



Targeting the causes of crime

Prioritising those most at risk of harm

"This commitment puts victims squarely at the centre of the plan and includes the identification, protection and support of those people who are at the greatest risk of becoming victims of crime, or indeed victims of criminalisation".

Chris Nelson, Police and Crime Commissioner for Gloucestershire

What the plan said we'd do:

- Invest in public health and trauma-informed approaches to tackling crime and anti-social behaviour
- Support partners in the identification and protection of those at risk of victimisation and criminalisation
- Focus on those crimes disproportionately suffered by particular groups:
 - Domestic abuse
 - Sexual offences
 - Child sexual exploitation
 - Child criminal exploitation
 - Modern day slavery
 - Hate crime
- Victim empowerment and support through commissioning and consultation
- Support adult and child safeguarding arrangements

What we've done:

- ✓ Development of serious violence strategy through investment in a strategic coordinator and analyst
- ✓ Includes gaining strategic buy-in for development of targeted approach to tackling serious youth violence among strategic leaders in Gloucestershire
- ✓ Investment in staff in the OPCC focused on VAWG, which includes research

- ✓ Additional funding via SSF for targeted work with young people (ASB and violent crime)
- ✓ Involvement in Out of Court Disposal Scrutiny Panel
- ✓ Collaborative work with the Constabulary in the development of the Crime Prevention Command
- ✓ Enhancement and roll out of Solace
- ✓ Recruitment, and oversight of the ASB Case Review Officer
- ✓ Development of a Serious Violence Prevention Coordinator post
- ✓ Development of a Safer Gloucestershire Strategy to support the work of the local CSPs
- ✓ Recruitment of an OPCC Victims and Vulnerability Lead post

Further detail

Serious Violence Prevention

The [Serious Violence Duty](#) is mentioned in detail under Priority 1: Creating Safer Communities. The Duty created the role of a Strategic Serious Violence Prevention Co-ordinator who has led a series of workshops where senior stakeholders from each specified authority were given insights and training into what the SVD meant and the collaborative decisions that were required. This





included how to embed a public health approach (PHA) in prevention and the theory of change. As a result, the county's strategic priorities have been agreed as follows:

- 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 build resilience.

The Home Office has allocated grant funding through its Serious Violence Duty (SVD) to enable each police force in the country to work more closely with local authorities, youth support services, prison, probation and other relevant bodies to reduce serious violence in Gloucestershire. The OPCC has the mandate, in collaboration with the specified local authorities, for allocating grants to the bodies with the best ideas. The Commissioning Team is circulating application forms and will help with evaluation in conjunction with the Strategic Serious Violence Prevention Coordinator.

Combatting Drugs Partnership

The OPCC Research and Policy Officer facilitated a Gloucestershire Public Health department introduction to the Constabulary Intelligence Function. This has enabled information regarding dangerous drugs to be exchanged, corroborated where possible, and assessed between the two organisations. Joint work can then be progressed to reduce the serious threat to life that adulterated heroin and synthetic opioids present to the community. Some of these are up to 100 times stronger than heroin, but are easily disguised.

Narcotics Anonymous (NA) is a mutual aid fellowship that helps people turn away from drugs and to start to lead lives where they contribute positively to society. NA has been introduced as a new partner to the Combating Drugs Partnership,



which enables a wide range of organisations to understand and promote the role of NA and to signpost clients. .

Gloucestershire's Combating Drugs Action Plan

The Combating Drugs Partnership has worked together to develop an action plan of activity. Priorities include:

- **Breaking Drug Supply Chains:** Partners under the enforcement strand of the Action Plan will work towards a reduction in drug-related crime and homicide and prioritise breaking drug supply chains and 'rolling up' county lines
- **Deliver a World-Class Treatment and Recovery System:** Areas of focus include strengthening our peer-based recovery support services and communities of recovery, recruitment and retention of the workforce, continuity of care between prisons and the community, and offering employment support
- **Achieve a Generational Shift in the Demand for Drugs and Alcohol:** We will work with our education partners and other experts to support our young people to understand informed decision making and develop risk awareness; to develop self-esteem and mechanisms to cope with adversity; and to have greater awareness of the harms that drug and alcohol can cause to themselves, their families and the wider community.

⁷ Serious Violence Duty Preventing and reducing serious violence Statutory Guidance for responsible authorities England and Wales: A 'Theory of Change' was built with [Crest Advisory](#) to connect each project back to an overarching strategy and to lay the groundwork for evaluation and data collection



South West collaboration: Drugs intensification weeks

During the period under review, PCCs in the South West have joined together with the region's five police forces, the South West Regional Organised Crime Unit (SWROU), British Transport Police, HM Revenue and Customs, Trading Standards and the charity [Crimestoppers](#) in a series of drugs intensification weeks, targeting the illegal drugs trade in the South West. This collaborative approach was launched under the code-name 'Operation Scorpion', although both ourselves and Avon and Somerset Police decided to drop the name due to its association with a gun-related incident involving the police in the USA which was racially sensitive.

The six phases so far have targeted organised crime groups (OCGs), suppliers and users and resulted in the seizure of more than a million pounds worth of illegal drugs, hundreds of thousands of pounds and a substantial number of weapons. Hundreds of arrests have been made and production lines disrupted. Considerable effort has also gone into protecting the vulnerable and educating young people against taking illegal substances.

Targeted activities and patrols have taken place across the region including Gloucester, Cheltenham, Plymouth, Bournemouth, Swindon, Bristol and Bath. The South West's results are part of a nationally co-ordinated operation to unearth

and disrupt OCGs by taking out a key source of their revenue, while simultaneously apprehending many of those involved, safeguarding those being exploited, and increasing intelligence around how the networks operate.

Youth Crime

The importance of early intervention to stop young people from being drawn into serious violence like knife crime cannot be underestimated. The need to engage with young people, help them feel safer in public spaces and avoid the risks and bad advice associated with violence and crime.

A thought provoking monument, which aims to inspire social change, came to Gloucester as part of the UK National Youth Anti-Violence Tour & Programme. The 27 foot tall 'Knife Angel', made from over 100,000 knives confiscated by police forces around the UK, was on display outside the entrance to Gloucester Cathedral.

The event was supported by county wide organisations including:

- Gloucester Cathedral
- Gloucester City Council
- Gloucestershire County Council
- Gloucestershire Constabulary
- Gloucester Business Improvement District (BID)
- Gloucester City Safe
- NHS Gloucestershire Integrated Care Board, and
- the Office of the Police and Crime Commissioner

who came together through the Stronger, Safer Gloucester Community Safety Partnership, in the hope of raising awareness of the ripple effect of all aspects of violence but especially knife crime. It was an opportunity to encourage reflection, debate and community engagement about the issues of violence and aggression. Combined with extensive media coverage, it provoked a series of conversations and commitment to working together, even more closely, to end violence on our streets and in our homes.

The Knife Angel, which aims to inspire social change, remained at Gloucester Cathedral





OPCC
Office of the Police &
Crime Commissioner
for Gloucestershire
Chris Nelson

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throughout February as part of the UK National Youth Anti-Violence Tour & Programme. A dedicated website provided key information about the statue's scheduled events, exhibitions, and training opportunities to support the aim of education and awareness.

Commissioning

As mentioned under Priority 1: Creating Strengthening Communities, the OPCC provides annual small grants to local community and voluntary sector groups. Since 2021, the Commissioning Team has overseen two rounds of the Community Fund. The first was more generic, the second was more specific to prevention and early intervention youth projects, all relating to at least one of the priorities of the Police and Crime Prevention Plan.

The Commissioning Team also financially supports Gloucestershire County Council with the [Youth Support Team \(YST\)](#) commissioning process. This is a longstanding arrangement that we are keen to maintain and develop. This is the specialist team that works with young people on the cusp of or within the Criminal Justice System.



The OPCC also contributes to the Outreach Rough Sleeping contract which is currently held by [P3](#). Gloucester City Council is the lead commissioner, however, the OPCC is an active partner for all contract meetings as well as the programme management and oversight groups for Rough Sleeping.

In addition, the OPCC funds the Alcohol Arrest Referral Service (AARS) and the Drugs Arrest Referral Service (DARS). These two schemes are currently provided by [Change Grow Live \(CGL\)](#) and delivered in the Custody Suite to provide advice and referrals for those detainees in need of substance misuse support.

Partnership activity

Through working in partnership with others, the OPCC supports activity across the county to address many of the causes of crime. This work is often led by specialist services and often supported financially by the office. In addition to the partnerships already mentioned, this includes:

- Membership and investment in the [Gloucestershire Children and Wellbeing Coalition](#) Funding of the county Hate Crime Strategic Coordinator
- Active involvement in the Anti-Slavery Partnership
- Financial assistance for services supporting rough sleepers
- Children and Young People's DA Consultation Network coordination
- Membership of the [Gloucestershire Safeguarding Children Partnership](#)

Public engagement

The OPCC teamed-up again with Bafta-winning animation company [Aardman Animation](#) to produce a [restorative justice video](#) and campaign for school children. It teaches them how to have restorative conversations, and understand each other, without resulting in violence. The video was launched at Calton Primary School in Gloucester in November 2023, along with a teaching plan based on it.

Independent Custody Visitors (ICVs)

Independent Custody Visitor (ICV) schemes exist to provide assurance to local communities so that they can have confidence in the way the police treat people who are held in their custody. In addition to this, ICVs will ensure that people have access to support services that may help to reduce offending. The aim is to release detainees from custody in a healthier position than they arrived, so they are better equipped to change their behaviour and lifestyle choices.

Various diversion and support services are available to detainees through partnership working, such as [The Nelson Trust](#) and [Youth Support Team](#) and are based upon need and vulnerability.



Some examples of our public engagement, which have also been covered in the local media:



Three more councils join new approach to help tackle anti-social behaviour – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
does not
work



'No need to suffer in silence' is the message for ASB week – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
does not
work



Priority 5



Supporting victims and reducing reoffending

A people centred justice system

"Most people know my role as focusing on policing and holding the Constabulary to account via the Chief Constable, but my responsibilities do not stop there. I am the Police and Crime Commissioner and I intend to do all that I can to improve people's experiences within the Criminal Justice System (CJS) in Gloucestershire. This includes doing all I can to support swift justice for victims and witnesses – an issue of particular importance in the pandemic recovery."

Chris Nelson, Police and Crime Commissioner for Gloucestershire

What the plan said we'd do:

- Work with Criminal Justice to support swift justice
- Improved outcomes for victims, witnesses and offenders
- Work with local and national partners to help reduce reoffending
- Ensure local services for victims that meet the needs of Gloucestershire residents
- Expansion of Restorative Gloucestershire
- Commitment and prioritisation of the **Victims' Code of Practise** (also known as VCOP)



What we've done:

- ✓ Extension of the lease for the 'nightingale' court at Cirencester
- ✓ Investment in Gloucestershire Criminal Justice Board lead in OPCC
- ✓ Development of a VCOP scrutiny panel to scrutinise all agencies about how they are adhering to the code
- ✓ Development of a lived experience forum for victims and survivors to help us shape future policies and practices aimed at tackling DA and SV
- ✓ Recruitment of an OPCC Victims and Vulnerability Lead post to develop best practice and monitor compliance of the Victims' Code among partner agencies
- ✓ Investment in a new Victims' Hub in the Constabulary and in a Constabulary lead for victims
- ✓ Continued investment in Children First and investment in Depend Programme (alternative and restorative solutions to criminal justice outcomes)
- ✓ Championing of the Community Payback schemes through social media and site visits resulting in the nomination of further projects for the scheme.
- ✓ Funded a pilot, completed at HMP Leyhill, under the 'Prisoners Building Homes Scheme' supporting their rehabilitation in readiness for their release



Further detail

Gloucestershire Criminal Justice Board (GCJB)

The Gloucestershire Criminal Justice Board Co-ordinator



attends scrutiny panels for Out Of Court Disposals (OOC) and Victim Code of Practice (VCOP). This provides feedback to officers and partners, improves services and assists in reducing re-offending.

Several research projects have been undertaken to support the work of the GCJB and drive improvements. This includes following the 'Life of a File', which has identified a number of areas for improvement within the Criminal Justice System and prepares partners for the next HMICFRS joint inspection on file quality (see Priority 3: Strengthening your Constabulary). The second half of this research will take place in late 2023 and will consist of a multi-agency approach to court observations in order to improve court timeliness.

Working together has enabled us to secure funding for improvements in the victim and witness suite at Cheltenham Magistrates Court. Finally, the board has supported a review of remote video evidence to see if what is used, and regarded as best practise, in Wales, can work in Gloucestershire.

One of the priorities for the board is to reduce reoffending. Recent research published by [The Prison Reform Trust](#) shows that Gloucestershire is the 2nd most improved force in the country with regards to female diversion and continues to support a trauma informed approach to reduce re-offending.

Children and young people and Domestic Abuse

The OPCC VAWG officers are currently working on a Children and Young People Domestic Abuse consultation to better understand the local gaps in service provision and the level of need for children, aged 11 years or under, who have lived with, or are living with, domestic abuse in their home in

Gloucestershire. In addition, they have completed research into effects of DA on children and young people and analysis of best practice nationally.

Supporting victims of ASB

The intention of an ASB Case Review is to encourage a collaborative problem-solving approach amongst relevant bodies when dealing with persistent cases of anti-social behaviour, which includes incidents relating to hate crime. Within the ASB case review process, support for victims and perpetrators is always considered and offered.

Victims are invited to ASB case review panels, and included in the process, as they are central to this process. Hearing the victim's voice, the impact of ASB on them and working with victims can be very powerful and supports victims who have often been passed from one agency to another or feel frustrated. The review panel appreciates there will often be a root cause of a perpetrator's behaviour, if properly supported their offending behaviour may reduce

Safer Streets Fund: Supporting victims activity

We've already mentioned the wide ranging use of SSF to support community safety activity, led by the OPCC. Some of this activity includes support for victims, such as commissioning a range of videos to publicise to members of the public the support that is available through the Sexual Assault Referral Centre. These videos, which are due to be launched soon, explains how the SARC operates and what to expect should you have to attend.

Commissioning

The OPCC receives an annual grant from the Ministry of Justice to support victims in the county. This funding is topped-up by local money to ensure services meet local need. This activity is led by the Commissioning Team and includes:

- Overseeing and managing the [Restorative Gloucestershire](#) budget





- Contract management of all victims' services including the **Victim Support** contract for Gloucestershire. This is based on a local needs assessment that identified provision requirement for young people and victims of ASB
- The Commissioning Team is currently working with Gloucestershire County Council (GCC) to commission a Vulnerable Women's service within Gloucestershire and supporting GCC with the commissioning process for Children and Family Centres.
- The OPCC are working with the Victims' Hub manager to develop a policy for the Victim Support offer following the major critical or counter terrorism incidents.
- Financial contribution and support of the county DA perpetrator programme led by Gloucestershire County Council focused on behaviour change

Serious Violence Prevention

A critical aspect of a Public Health Approach (PHA) utilised in SVD work is co-production and collaboration. Locally, this equates to "Lived Experiences". To support this activity, the OPCC is working with GDASS, GRASAC and The Nelson Trust to look at possible gaps in service sensitively and potential support options for the future.

Further lived experience co-production is being considered with support from H.M Prison & Probation Service. This will involve seeking conversations with serving inmates and recently released prisoners. Information will be sought to see what help and/or assistance could have been offered that may have deterred them away from crime.

Safer Gloucestershire

Reducing re-offending is a priority for Safer Gloucestershire. The Safer Gloucestershire Co-ordinator attends all Community Safety Partnerships (CSPs) to understand the local need with regards to offenders in the area and support with the development of plans to reduce further criminal behaviour.

Safer Gloucestershire also works to promote

Community Payback across CSPs and members of the public. For offenders where the magistrate thinks it is the best way to stop reoffending, up to 300 hours of unpaid community work can be awarded. In that event, the probation service has a range of outdoor and indoor tasks available so that offenders can 'payback' the community they have offended against.

Tasks primarily involve jobs such as litter picking, clearing up broken glass, clearing leaves or undergrowth, removing fly tipping, trimming overgrown hedges, clearing rural paths, removing graffiti, clearing wasteland, simple gardening and landscaping, tree planting, maintaining churchyards, painting fences, railings or public buildings (such as a community centre), or anything where an extra 'pair of hands' would be useful.

Victims and Vulnerability Strategic Co-ordinator

The OPCC has created a new post that leads on the implementation of the Victims and Prisoners Bill locally. The co-ordinator chairs the VCOP scrutiny panel, which requires all statutory agencies (Police, Crown Prosecution Service, Courts, Probation) to look in detail at specific cases, scrutinising VCOP compliance and developing learning for the future.

This role also coordinates and chairs the victims and witness group for the county, bringing together all relevant statutory agencies as well as local providers of victim services to discuss emerging issues and risks, as well as share best practise.

The role is a strategic link to the newly established Victims' Hub within the Constabulary, launching in December 2023. The Hub has been established following clear direction and funding from the Police and Crime Commissioner and has been set up to enhance the Constabulary's service to victims by focusing on victim contact throughout the journey of an investigation and the criminal justice process.

The Victims and Vulnerability Strategic Co-ordinator is also the OPCC lead on the development of Right Care Right Person in the county.



Some examples of our public engagement, which have also been covered in the local media:



'No need to suffer in silence' is the message for ASB week -
Gloucestershire's Office of the Police and Crime
Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
does not
work



Helping to break down Restorative Justice boundaries in
South Korea - Gloucestershire's Office of the Police and
Crime Commissioner (gloucestershire-pcc.gov.uk)

Hyper link
does not
work



Empowering local communities

Giving you a voice in policing

"Empowering communities is, for me, about finding every opportunity to work with people, to identify issues early and prioritise them, so that we can find practical solutions to tackle these problems as partners."

"I will always be driven by evidence, but that doesn't always have to be data. What communities tell us is important to them must be a priority – even if the volume data isn't there – if I am to demonstrate that I have been elected to represent the public in policing. After all, feelings of safety and confidence in those responsible for keeping us safe, will only improve if crimes communities tell us are causing them harm, are prioritised."

Chris Nelson, Police and Crime Commissioner for Gloucestershire

Priority 6



What the plan said we'd do:

- Invest in community engagement to to:
 - Reach out
 - Improve our understanding
 - Act on what we hear
 - Feedback
- Embed community building in our approaches
- Improve legitimacy and transparency through scrutiny
- Act on community concerns such as:
 - Road safety
 - Pet theft
 - Retail and business crime
 - Rural, wildlife and heritage crime



What we've done:

- ✓ Investment in local perceptions of crime survey to understand local perceptions and concerns better
- ✓ Investment in Neighbourhood Watch via Safer Streets Fund
- ✓ Work with partners to support community speed watch schemes and investment in camera vans to monitor speeding
- ✓ Support for development of Gloucestershire Road Safety Partnership
- ✓ Improving our understanding and response to anti-social behaviour through investment in ASB case reviews
- ✓ Roll out of Solace to rural areas
- ✓ Continued investment in community groups via the Commissioners Fund
- ✓ Invest in a Volunteer and Engagement Co-ordinator post in the OPCC, with a particular focus on local councillor engagement
- ✓ Investment in ANPR, drones and target hardening in rural areas
- ✓ World first Doggy DNA launch



OPCC
Office of the Police &
Crime Commissioner
for Gloucestershire
Chris Nelson

Police and Crime Prevention Plan

Update 2021 – 2025

- ✓ Investment in volunteer scrutiny – Independent Custody Visitors and Animal Welfare
- ✓ Investment in volunteers via Citizens in Policing (CiP)
- ✓ Engagement events with local communities such as roadshows and through the Councillor Advocacy Scheme
- ✓ Provision of funding for Constabulary work with young people in schools via school Beat and BOOST
- ✓ Investment in specialist rural, wildlife and heritage crime prevention and officers (RECLOs)
- ✓ Investment in tackling ASB through the roll out of Solace across the whole county and the ASB Case Review Officer post
- ✓ Engagement activity with retail business leaders

Further detail

Engaging with and listening to our communities

Police and Crime Commissioners are elected to represent the voice of the public in policing. They are elected on a mandate that is translated into a Police and Crime Plan for the term of their office. However, it is vitally important that community engagement is an ongoing process and not time-limited.

Early on in the current PCC's term of office, the OPCC co-ordinated a series of roadshows across the county, in each of the local districts. These events provided an opportunity for local communities to hear directly from their Commissioner, the OPCC, Chief Constable and officers from across the Constabulary, including from specialist investigations teams and neighbourhood policing.

Through these events, we heard about what matters to local residents, including the need to focus on issues like tackling rural crime and road safety.



Further engagement events have been held with local communities including:

- Return of the OPCC / Constabulary Open Day
- Attendance at local town and parish councils
- Engagement events with local employers
- Meetings with local businesses to discuss retail crime
- Several rural, heritage and wildlife crime events including a symposium with local and national experts and local engagement events within communities
- **Words Matter** talk from OPCC staff and Constabulary at the 2023 Cheltenham Literature Festival about how the police can communicate with the public better in relation to incidents of male violence against women and girls
- Community **meetings to discuss women's safety** prompted by local residents

Introduction of an OPCC Volunteer and Engagement Co-ordinator

Under Priority 1: Creating safer communities, we talked about the introduction of a perceptions of crime survey. This not only helps us with understanding what the population of Gloucestershire feels about those responsible for tackling crime and disorder but also their own feelings of safety. The survey is demographically representative of the county, meaning our results are statistically viable at a local level.

So that we can now act swiftly on what residents tell us via the survey, the OPCC has invested in a



new Volunteer and Engagement Co-ordinator. This new post has a range of responsibilities including; engaging with communities to understand more about the results of surveys, linking with others like the Community Safety Partnerships, to engage communities to help resolve any issues together, leading on all volunteer led schemes for the OPCC and developing a 'councillor advocacy' scheme for the county. These latter two areas of responsibility are outlined below in more detail.

The Councillor Advocacy Scheme aims to mirror a scheme established by [Devon & Cornwall OPCC](#), which provides a link between the police (particularly local neighbourhood policing teams), the OPCC and local councillors at all levels. Since taking up the role in the summer of 2023, 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.

In addition to engagement and the Councillor Advocacy Scheme, the post holder is also the OPCC lead on volunteers. This involves close links with the Constabulary CiP team (see Priority 3: Strengthening your Constabulary) to support innovation as well as management of our own volunteers: the Animal Welfare Volunteers (AWVs) and Independent Custody Visitors (ICVs).

All volunteers working with the OPCC are recruited, trained and vetted to support with scrutiny functions. The AWVs visit the force dog section to check on the welfare of the animals as well as their training, kennels and the dog vans (transportation).

The ICV scheme is a statutory function of the OPCC. The volunteers make unannounced visits in pairs at varying times of the day and night. They are entitled to visit anyone detained in police custody with the detainee's consent, focusing on the rights of the detainee and their dignity. After each visit, they produce a written report on their findings. Further information about ICVs and the work can be found in their annual reports, available [here](#)⁸.



Gloucestershire Independent Custody Visitors scheme is recognised nationally by the [Independent Custody Visiting Association](#) as best practice with involvement in research into young people in custody, female detainees and the expansion of their remit to include scrutiny of custody records and 'bridge' observations (where a detainee gets booked into custody). As such, the OPCC has been asked to carry out peer reviews into other custody suites across the country.

The Volunteer and Engagement Co-ordinator also works closely with the Safer Gloucestershire Co-ordinator to link-in with the local Community Safety Partnerships and the Contact and Complaints team, by facilitating signposting of queries and problem solving with communities.

Domestic Abuse / Sexual Violence Consultation Officer

By working in partnership with Gloucestershire County Council, the OPCC has invested in a new Domestic Abuse / Sexual Violence Consultation Officer post (also mentioned in Priority 2: Tackling violence against women and girls and Priority 3: Strengthening your Constabulary).

The aim of the role is to ensure that the voices of victims and survivors are heard in policy and decision making. Key to the role has been the development of a DASV consultation network which aims to capture the voice of seldom heard groups. Through the role, we aim to engage with different services better, and build relationships with communities across the county. This will

⁸ What is Independent Custody Visiting? – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)



help us to understand what support services are in place and the differing views and experiences that reflect the diversity across Gloucestershire in relation to DA and SV.

Activity has also included attendance at Integrated Learning Partnerships (ILPs), Know Your Patch meetings with the Constabulary, Gloucestershire Patient Participation Network and Community Safety Partnerships for all districts, to make new links, learn more about local services and provision and promote the DASV consultation work.

Tackling anti-social behaviour

Throughout this report, there has been much mention of the many ways the OPCC has invested in tackling ASB though, for example, providing Community Safety Partnerships with funding to improve safety in the public realm (target hardening), the expansion of the Solace Team (multi-agency team focused on tackling ASB, including through enforcement) and the employment of staff in the OPCC to develop and deliver ASB Case Reviews. All this activity is supported by a continued investment in neighbourhood policing, a clear priority for the PCC.

Embedded within all problem solving for the OPCC and Constabulary is community building. This is an approach of working with communities rather than to. For example, the work led by the ASB Case Review Officer involves listening to and involving the victim in any remedial work, including them in case conferences with professionals so that their experiences and feelings are considered at the heart of any problem-solving.



This work is being enhanced with the development of a new Crime Prevention Command within the Constabulary, which again, has been funded via budgetary realignment facilitated by the OPCC. Officers and OPCC are currently developing mechanisms for close working between the two organisations which includes joint working on ASB, violent crime and VAWG offences, all with the shared focus of preventing crime and supporting victims. This collaborative approach will ensure that we make the best use of public funds.

The approach of working with communities is also being supported through the new education programme in schools to help encourage restorative conversations to manage low level conflict (also see Priority 4: Targeting the causes of crime). Through Safer Streets funding, the OPCC has commissioned a [second short video](#) for primary school children from the award winning [Aardman Animation](#), this time about how to deal with conflict. This is accompanied by a lesson plan, developed with partners in Gloucestershire County Council, for delivery across primary schools in the county.

Rural, wildlife and heritage crime

The new Crime Prevention Command (mentioned above) now oversees the Constabulary approach to tackling rural, wildlife and heritage crime.

Although not huge in volume of offences, the impact of these crime is far reaching, exacerbated often by the isolation of the victims within rural localities.

In addition to the investment in specialist rural, wildlife and heritage crime prevention and officers (RECLOs) within the Constabulary, the OPCC has also been awarded over £600,000 to specifically focus on rural crime prevention (Safer Streets fund rounds four and five). Activity includes:

- Enhanced drone capabilities purchased specifically to support surveillance in rural isolated areas



Police and Crime Prevention Plan Update 2021 – 2025

- Enhanced Automatic Number Plate Recognition (ANPR) cameras along rural arterial routes to support investigations, deter criminality and provide reassurance to local communities
- Provision of rural crime prevention equipment including night vision binoculars to help poaching investigations, support to prevent the theft of agricultural machinery, redeployable CCTV and property marking for example
- Investment in training and education to support the development of Farm Watch in our rural communities
- Innovative approaches to linking community based surveillance cameras across our communities and the ability to store footage
- Investment in Volunteer Police Cadets (VPCs) working in rural communities to tackle ASB as well as educating young people about the dangers of crime and anti-social behaviour, and how it can impact their lives. The VPCs will support activity in relation to tackling criminal damage and graffiti, fly-tipping and speeding checks supported by night vision goggles, speed detection equipment, redeployable surveillance equipment and crime prevention literature
- A dedicated Rural Crime lead for the county with the aim of building relationships and networks across communities via engagement opportunities, support information sharing and promoting innovation



Finally, Operation Ragworth, is a campaign to bring together all police forces in the region to combat the involvement of Organised Crime Groups (OCGs) in rural crime. The new initiative focuses on the OCGs that target rural communities and are at the forefront of crimes such as burglary, the theft of farm vehicles and equipment, poaching and hare coursing.



Road Safety

Road safety is one of the areas which concern our communities the most, which is why the OPCC works closely with a range of partners, including the County Council, to identify as many ways as possible of improving safety on our roads via the [Gloucestershire Road Safety Partnership](#). Interventions include road safety education in schools, the provision of speed detector cameras to support the development of the [Community Speedwatch](#) scheme and the continuation of novice driver training with Under 17 Car Club Charitable Trust Pathfinder initiative .

The Gloucestershire Road Safety Partnership has also offered communities and Parish Councils the opportunity to bid for funding to install a [Community Speedwatch cameras](#). These cameras collect vehicle details of those exceeding the



speed limit so that letters can then be sent to advise safer driving. The cameras are provided by the County Council and the Constabulary Road Safety Team. The partnership liaises with local communities with regarding to siting of equipment.

In addition, an innovative new app, developed by the Constabulary alongside [RoadHow](#) (an organisation focused on road safety behavioural change), allows residents to report commercial vehicles for poor driving and parking as part of the newly launched 'Commercial Vehicle Watch'.

Pet theft

Reflecting rising public concern about the increase in pet thefts, the OPCC worked with the Constabulary to identify a new and innovative way of protecting our furry family members with a world first: the 'Doggy DNA' scheme.

Instead of relying on a microchip which can be removed, this scheme involves registering your pet's unique DNA on a forensic database held by [Cellmark](#) (an established organisation already working with police forensics), increasing the chances of officers correctly identifying stolen pets and reuniting them with their rightful owners.

The OPCC also supported the Commissioner in successfully lobbying Parliament for a change in the law to recognise the impact of pet theft with tougher penalties for those found guilty of the offence. Previous to this, theft of pets was viewed

the same as any other property theft, irrespective of the harmful impact caused to families when cherished pets are taken unlawfully.

Public feedback

Listening to the public, and hearing about their experiences of the police, is an essential element of the PCC role. It underpins legitimacy and helps the OPCC in carrying out the many scrutiny functions of the team. This includes working with the staff and officers in the Constabulary that manage public dissatisfaction and, if requested to do so by complainants, reviewing their grievances.

Wherever possible, OPCC staff will seek to support a quick resolution of issues as they are presented to the team alongside the Constabulary. In some cases, and where appropriate, we will refer complaints to the correct teams in order to manage complaints in line with relevant police complaint legislation. All cases are monitored with feedback provided to the team for organisational learning.

In addition to some initial handling of complaints, the OPCC has a statutory responsibility under [part two of the Policing and Crime Act 2017](#), to review the way a complaint has been managed by the police, if requested from a member of the public. This does not include revisiting the initial investigation – just a review of the way in which the complaint was handled. This function is carried out by the OPCC Independent Review Officer, supported by the Contact and Complaints Officer. The review process always concludes with recommendations for the Constabulary to consider. These could include suggestions on how processes might be improved with the aim of restoring the public's trust in the police and confidence that future concerns will be properly considered and acted upon.



Some examples of our public engagement, which have also been covered in the local media:



Fed-up of vans and lorries doing as they please? This 'App trial' could be for you – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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Gloucestershire roads safer thanks to Council and OPCC partnership – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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'No need to suffer in silence' is the message for ASB week – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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You are not forgotten, PCC tells rural crime meeting – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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Gloucestershire's PCC supports #ShopKind campaign to reduce violence and abuse in retail – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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Rural crime and measures to tackle it are being highlighted during a week of action

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'Love Our Turf' call to anti-social racegoers under starters orders – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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School Summer Holidays – Activities for young people – Gloucestershire's Office of the Police and Crime Commissioner (gloucestershire-pcc.gov.uk)

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Under each priority in this plan, there is a list of how we will measure success and how we will deliver. These are indicative only as under each priority my office will develop delivery plans with action owners, milestones and – were applicable and available – baseline measurements and targets.

These will be implemented and monitored through my office and with partners including Gloucestershire LCJB, Safer Gloucestershire and the Health and Wellbeing Board.

The plans will be informed and scrutinised by the Gloucestershire Police and Crime Panel. Once developed, these delivery plans will be published alongside this plan on the OPCC website.

Examples of the performance framework for the Police and Crime Prevention Plan are shown over the following pages.



Crime Related Measures		Baseline year data (2019) <i>Source: iQuanta, Home Office</i>				12 months to September 2023 <i>Source: iQuanta, Home Office</i>							Plan Priority					
Measurement	Aim	No. recorded: Glos	No recorded: MSG	Rate per 1000 Population: Glos	Rate per 1000 population: MSG	No. recorded: Glos	Variance to Baseline: Glos	Rate per 1000 Population: Glos	Rate per 1000 population: MSG	%Difference (current v baseline) Glos	%Difference (current v baseline) MSG	Aim is being	CSC	TVAWB	SYS	TCC	SVRR	ELC
All Crime	Reduce	39857	487208	63.453	66.244	54101	500147	83.666	66.074	35.7%	2.66%	No *	Yes					Yes
Murder and other homicide	Reduce	4	58	0.006	0.008	8	62	0.012	0.008	100.0%	6.90%	No *				Yes		
Most serious violence	Reduce	249	3478	0.396	0.473	272	3399	0.421	0.449	9.2%	-2.27%	No *		Yes		Yes	Yes	
Violence against the person (ONS)	Reduce	13181	174274	20.984	23.695	23109	203043	35.738	26.824	75.3%	16.51%	No *	Yes	Yes		Yes		
Vehicle offences	Reduce	3301	32707	5.255	4.447	2417	26790	3.738	3.539	-26.8%	-18.09%	Yes	Yes				Yes	Yes
Theft offences	Reduce	15070	167710	23.992	22.803	14578	142323	22.545	18.802	-3.3%	-15.14%	Yes	Yes				Yes	Yes
Arson and criminal damage	Reduce	4862	59121	7.740	8.038	4550	51347	7.037	6.783	-6.4%	-13.15%	Yes	Yes					Yes
Sexual offences (ONS)	Increase	1276	18715	2.031	2.545	2158	22516	3.337	2.975	69.1%	20.31%	Yes	Yes	Yes		Yes	Yes	
Stalking and harassment	Increase	3523	43565	5.609	5.923	8851	59241	13.688	7.826	151.2%	35.98%	Yes	Yes	Yes		Yes	Yes	
Drug offences	Reduce	1294	15229	2.060	2.071	1091	13817	1.687	1.825	-15.7%	-9.27%	Yes	Yes			Yes	Yes	Yes
Racially / religiously aggravated offences	Increase	340	4295	0.541	0.584	518	4963	0.801	0.656	52.4%	15.55%	Yes	Yes			Yes		
Burglary	Reduce	3496	34707	5.566	4.719	2922	23398	4.519	3.091	-16.4%	-32.58%	Yes	Yes			Yes	Yes	Yes
Robbery	Reduce	348	4030	0.554	0.548	395	3508	0.611	0.463	13.5%	-12.95%	No *	Yes			Yes	Yes	Yes
Theft of vehicle	Reduce	554	7138	0.882	0.971	615	8495	0.951	1.122	11.0%	19.01%	No *	Yes			Yes	Yes	Yes
Theft from a vehicle	Reduce	2263	20745	3.603	2.821	1375	14256	2.126	1.883	-39.2%	-31.28%	Yes	Yes			Yes	Yes	Yes
Theft from a person	Reduce	367	4593	0.584	0.624	342	3740	0.529	0.494	-6.8%	-18.57%	Yes	Yes			Yes	Yes	Yes
Theft of a bicycle	Reduce	832	10832	1.325	1.473	787	7136	1.217	0.943	-5.4%	-34.12%	Yes	Yes			Yes	Yes	Yes
Theft from shops	Reduce	3046	38702	4.849	5.262	3779	40120	5.844	5.300	24.1%	3.66%	No *	Yes			Yes	Yes	Yes

*Additional Comments

Measurement	Aim	Comment
All Crime	Reduce	Crime has increased over the last 12 months when compared to the 2019 baseline and is increasing at a higher rate than the Most Similar Group of forces. It is understood that this is due to significantly improved crime recording.
Murder and other homicide	Reduce	Homicide has increased by 100% in the last 12 months when compared with the 2019 baseline. Consequently Gloucestershire is an outlier with a higher homicide rate than its most similar group of forces.
Most serious violence	Reduce	The volume of most serious violence has increased by 9% in the last 12 months when compared to its 2019 benchmark, although the trend over the last 36 months is relatively flat. The county has a lower rate of most serious violence than its most similar group of forces.
Violence against the person (ONS)	Reduce	Violent crime has increased by 75% over the last 12 months when compared to the 2019 benchmark. It is understood that this is due to significantly improved crime recording. In the last 12 months Gloucestershire is following a similar trend to its MSG albeit at a higher rate per 1k. Rises in violent crime are due in part to the increase in Stalking and Harassment offences for which the aim was to increase reporting as this is seen as an under reported crime type.

Measurement	Aim	Comment
Robbery	Reduce	Robbery has increased by 13.5% when comparing the 2019 baseline to the last 12 months. Conversely, the most similar group of forces have seen reductions in this area.
Theft of vehicle	Reduce	There has been a 11% increase in theft of a vehicle when compared to the 2019 baseline. This increase has been seen in the Most Similar Group of forces and until May-23 Gloucestershire was tracking below the crime rate of the MSG. Since then the crime rate is comparable to the MSG
Theft from shops	Reduce	Theft from shops has increased by 19% in the last 12 months. The increasing trend in Gloucestershire and its most similar group of forces coincides with the UK inflation increases which started in January of 2021. The data shows a sharper increase during financial year 2023/4 than the MSG which has resulted in a higher crime rate per 1k population than its most similar group of forces.



Measurement	Aim	Baseline year data (Apr 2019 to Mar 2020) Source: ONS			Most recent data (Apr 2022 to Mar 2023) Source: ONS								Plan priority					
		No. recorded: Glos.	Rate per 1000 population: Glos.	Rate per 1000 population: MSG	No. recorded: Glos.	Difference in no. (current v baseline): Glos.	Rate per 1000 population: Glos.	Rate per 1000 population: MSG	Volume % difference (current v baseline): Glos.	Volume % difference (current v baseline): MSG	Rate	Rate	CSC	TVAWG	SYC	TCC	SVRR	ELC
Anti-Social Behaviour – total recorded by Force area	Reduce	18304	28.89	22.12	9436	-8868	15	14.56	-48.45%	-32.24%	-13.89	-7.56	Yes			Yes		Yes
			Pers: 40.01% Env: 52.11% Nuis: 7.87%	Pers: 22.06% Env: 70.14% Nuis: 7.80%			Pers: 35.13% Env: 54.01% Nuis: 10.86%	Pers: 21.88% Env: 70.90% Nuis: 7.23%										

Anti-social behaviour incidents have fallen by 48.45% in Gloucestershire, achieving the overall aim to reduce volume. This reduction is evident in all three types of ASB: personal, environmental and nuisance. The rate seen in Gloucestershire of 13.89 difference was almost double that seen as an average across the MSG of 7.56 difference.

Performance

'Personal' is designed to identify incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large

'Nuisance' captures those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims.

'Environmental' deals with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments.

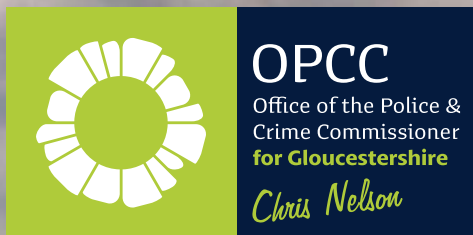
Measurement – Crime Survey of England and Wales (CSEW) Source: iQuanta and ONS	Aim	Baseline year	April 19 – March 20		Aug 22– June 23		Percentage Difference Gloucestershire	Percentage Difference MSG	Has the aim been achieved?	CSC	TVAWG	SYC	TCC	SVRR	ELC
			Percentage witnesses / experienced: Gloucestershire	Percentage witnesses / experienced: MSG	Percentage witnesses / experienced: Gloucestershire	Percentage witnesses / experienced: MSG									
Percentage witnessed / experienced ASB	Reduce	2019/20	36.5%	34.0%	33.6%	31.0%	-2.9	-3.0	Yes	Yes		Yes			Yes
Percentage witnessed / experienced drink related ASB (data for year ending March 23)	Reduce	2019/20	9.0%	9.6%	7.0%	10.0%	-2.0	0.4	Yes	Yes		Yes			Yes
Percentage witnessed / experienced groups hanging around on the streets (data for year ending March 23)	Reduce	2019/20	12.0%	10.2%	10.0%	12.0%	-2.0	1.8	Yes	Yes		Yes			Yes
Percentage that believe ASB is a problem in their area	Reduce	2019/20	1.1%	4.1%	7.1%	5.3%	6.0	1.2	No*	Yes		Yes			Yes
Percentage that believe abandoned / burned out cars are a problem in their area	Reduce	2019/20	1.7%	1.2%	0.8%	1.5%	-0.9	0.3	Yes	Yes		Yes			Yes
Percentage that believe people using / dealing drugs is a problem in their area	Reduce	2019/20	18.3%	17.4%	17.0%	16.0%	-1.3	-1.4	Yes	Yes		Yes			Yes
Percentage that believe people being drunk / rowdy is a problem in their area	Reduce	2019/20	8.0%	9.0%	10.4%	6.9%	2.4	-2.1	No*	Yes		Yes			Yes
Percentage that believe noisy neighbours is a problem in their area	Reduce	2019/20	3.1%	6.7%	6.6%	6.1%	3.5	-0.6	No*	Yes		Yes			Yes
Percentage that believe litter or rubbish is a problem in their area	Reduce	2019/20	14.1%	20.1%	21.8%	10.9%	7.7	-9.2	No*	Yes		Yes			Yes
Percentage that believe teenagers hanging around is a problem in their area	Reduce	2019/20	6.0%	10.8%	9.8%	9.4%	3.8	-1.4	No*	Yes		Yes			Yes
Percentage that believe vandalism and graffiti is a problem in their area	Reduce	2019/20	6.3%	10.0%	11.7%	8.8%	5.4	-1.2	No*	Yes		Yes			Yes

Constabulary related measures	Aim	Baseline year	April 19 – March 20		August 22– June 23		Percentage Difference Gloucestershire	Percentage Difference MSG	Has the aim been achieved?	CSC	TVAWG	SYC	TCC	SVRR	ELC
Measurement – Crime Survey of England and Wales (CSEW) <i>Source: iQuanta</i>			Percentage witnesses / experienced: Gloucestershire	Percentage witnesses / experienced: MSG	Percentage witnesses / experienced: Gloucestershire	Percentage witnesses / experienced: MSG									
Percentage people that believe the police or council are dealing with crime	Increase	2019/20	48.8%	53.9%	48.8%	50.9%	0.0	-3.0	No*	Yes	Yes	Yes	Yes	Yes	Yes
Percentage of people that believe the police do a good or excellent job	Increase	2019/20	58.7%	57.6%	52.6%	54.3%	-6.1	-3.3	No*	Yes	Yes	Yes	Yes	Yes	Yes
Percentage that believe the police are reliable	Increase	2019/20	56.2%	56.9%	55.4%	52.6%	-0.8	-4.3	No*	Yes	Yes	Yes	Yes	Yes	Yes
Percentage that believe the police deal with people with respect	Increase	2019/20	88.1%	89.2%	83.8%	82.2%	-4.3	-7.0	No*	Yes	Yes	Yes	Yes	Yes	Yes
Percentage that believe the police deal with people fairly	Increase	2019/20	67.2%	69.1%	60.5%	61.6%	-6.7	-7.5	No*	Yes	Yes	Yes	Yes	Yes	Yes
Percentage of people that believe the police deal with community priorities	Increase	2019/20	47.4%	53.3%	46.5%	49.2%	-0.9	-4.1	No*	Yes		Yes			Yes

*Additional Comments

Percentage that believe ASB is a problem in their area	Perception of ASB as a problem has increased by 6.0 percentage points to 7.1%, an increase was also seen in MSG however Gloucestershire's was greater and sharper. As a result Gloucestershire is an outlier in the MSG.
Percentage that believe people being drunk / rowdy is a problem in their area	There was an increase of 2.4 percentage points in Gloucestershire in comparison with the 19/20 baseline, although in the same period the MSG average reduced D29:R68by a similar amount.
Percentage that believe noisy neighbours is a problem in their area	Percentage that believe noisy neighbours were a problem in their area has doubled to 6.6% while the MSG average has dipped by a minimal 0.6 percentage points.
Percentage that believe litter or rubbish is a problem in their area	Gloucestershire has increased by 7.7 percentage points while the MSG average has fallen by 9.2 percentage points. In 19/20 Gloucestershire had the lowest percentage in the MSG while in 23/23 it is the second highest.
Percentage that believe teenagers hanging around is a problem in their area	There was an increase of 3.8 percentage points in those who believe teenagers hanging around is a problem in Gloucestershire however this brought the level to 9.8% which is close to the MSG level of 9.4%.
Percentage that believe vandalism and graffiti is a problem in their area	Perception of vandalism and graffiti was lower in Gloucestershire than the MSG in the 19/20 data however in 22/23 this has increased to supersede the MSG with 11.7%. As a result in 22/23 Gloucestershire has the second highest level in the MSG and is an outlier.

Percentage people that believe the police or council are dealing with crime	Gloucestershire has remained at 48.8%, while there hasn't been an increase as aimed this has remained static while the MSG average fell by three percentage points.
Percentage of people that believe the police do a good or excellent job	Perception of the standard offered by the police in Gloucestershire has fallen by 6.1 percentage points to 52.6%, just below the MSG average of 54.3%.
Percentage that believe the police are reliable	Perception of reliability in Gloucestershire has shifted minimally by 0.8 percentage points, while it is aimed that this increases it has remained above the MSG average of 52.6%.
Percentage that believe the police deal with people with respect	Respect perception in Gloucestershire has fallen in Gloucestershire by 4.3 percentage points to 83.8% while the MSG has fallen at a sharper rate of 7 percentage points.
Percentage that believe the police deal with people fairly	Perception of fairness in Gloucestershire has fallen to 60.5% however this has fallen at a slower rate than seen in the MSG taking the average to 61.6% from 69.1%.
Percentage of people that believe the police deal with community priorities	Gloucestershire has fallen by a minor 0.9 percentage points to 46.5% which is lower than the MSG average of 49.2%.



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