



GWENT POLICE AUTHORITY and GWENT POLICE

ANNUAL REPORT

2008 | 2009

MAKING GWENT A SAFER PLACE - PROTECTING AND REASSURING YOU

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Introduction



Mick Giannasi
Chief Constable



Cilla Davies
Chair

Welcome to the Joint Annual Report 2008-2009 for Gwent Police Authority and Gwent Police.

We are pleased to take this opportunity to highlight some of the main achievements and events of the past year. It has been a busy year for Gwent Police on an operational level. It has also been a busy year for both the Force and the Authority as we have prepared for the restructuring of our policing services.

This report takes a look at how Gwent Police has performed against the targets set in the policing plan for 2008-2011. It also provides a summary of how our financial resources have been used during the year.

Gwent Police Authority and Gwent Police are committed to making Gwent a safer place to live and we work together to protect and reassure the public. We continue to work jointly with neighbouring police forces and partner organisations to deliver effective policing outcomes on behalf of the public – such outcomes include dismantling serious organised criminal enterprises and dealing with more local issues that are of concern to residents.

The police service, like other public services, faces challenging financial times and increased demands on its resources. However, we believe that by taking the time to listen to residents at Partnerships And Communities Together (PACT) meetings and other such events, we can deliver a police service which meets the needs of everyone in the many diverse communities of Gwent.

We will continually strive to raise the confidence of the public in our commitment to address the issues that matter most to our communities.

M Giannasi, Chief Constable C Davies OBE JP, Chair

Looking back through the year

Throughout the year, a number of major investigations have been underway across the force. In one case, an arrest by a neighbourhood officer led to one of the largest ever fraud investigations conducted in Torfaen. Consequently, Gwent Police were able to stop a network of criminals who were developing scams and sending the profits abroad. A significant inquiry was also undertaken to investigate the activities of an organised crime network within the Caerphilly area. Offenders involved in this fraud were apprehended as a result of careful analysis of a large amount of financial data and from enquiries conducted throughout the Gwent and South Wales areas. Some examples of our other events and achievements are summarised below within a quarterly calendar.

April to June 2008

Eleven Gwent police officers were the first to benefit from a wholesale revision of police training. From 2006, forces took over the task of training would-be police officers. Gwent's first 11 officers finished their probationary period during June 2008. It is also the first time police officers have qualified with a professional qualification, NVQ level three and four.

A national police school liaison programme, that has its roots in Monmouthshire, continues to provide pupils throughout the Gwent area with crucial links to local officers. A local officer visits every class in every school in his or her patch at least once a year as part of the All-Wales Police School Liaison Programme. Benefiting from joint funding with the Welsh Assembly Government, three strands of the core curriculum are taught to pupils. They are drugs and substance misuse, social behaviour and community safety.

Abergavenny and Brynmawr were set to be safer places during the cycling season after Gwent Police accredited 19 cycle marshals for specific races throughout the year. Gwent Police has led the way in being the first force

in the UK to accredit cycle marshals. Cycle marshals are trained by serving Gwent police officers. Their training comprises conflict management, how to safely stop and direct vehicles and pedestrians, security clearances and competency tests.

July to September 2008

Mr Giannasi was welcomed into his new role as Chief Constable of Gwent Police, having previously served as our Deputy Chief Constable.

We also welcomed our new Deputy Chief Constable, Mrs Carmel Napier, to Gwent Police. Mrs Napier had previously served as Assistant Chief Constable at Essex Police.

Our Public Protection Unit was established, following recommendations that had been made as part of a review overseen by the Police Authority. This unit manages our workload required to protect vulnerable persons, such as victims of domestic violence and sexual assault.

Looking back through the year (Continued)

The Demand Management Tasking Unit was also established during this quarter. Telephone investigators working in this unit aim to respond to calls from the public the same day unless otherwise requested by the citizen in line with their need. However, if the call is placed after 21:00 hours, the investigator will respond the next day. In some cases it is necessary to deploy an appropriate resource to complete the task, such as the identification or collection of forensic evidence, a visit to a repeat victim or to provide reassurance.

Bargoed Neighbourhood Policing Team conducted extra patrols in the Pengam area throughout August in a bid to tackle priorities that had been highlighted as part of the Partnerships and Communities Together (PACT) process. Each of the three PACT priorities for the Pengam ward had focussed on reducing youth disorder in the area. The Pengam ward officer commented "We have had some positive results over the recent dates in August. Residents often raise the fact that youth disorder is connected to the consumption of alcohol by underage drinkers, so we are working to both confiscate alcohol and prevent them from obtaining alcohol in the first place".

The Secretary of State for Wales, Mr Paul Murphy, visited an award winning Pontypool housing estate to see first hand the work undertaken to reduce crime and disorder and address anti-social behaviour issues. Mr Murphy visited Pontnewynydd after the Torfaen Community Safety Partnership had won a Home Office Crime Team "Innovative Practice Award" which recognises the achievements made via the Safer Neighbourhood Groups.

October to December 2008

Police Superintendents were aligned to their new roles in each of the five Local Policing Units. Preparations continued to be made to lead the way for the introduction of 13 dedicated neighbourhood policing teams across Gwent. Since 1st April 2009, each of the five Local Authorities within the Gwent Force area has been served by a Local Policing Unit led by a Police Superintendent.

Our policing pledge was launched. It sets out very clearly the kind of service we will provide for the people of Gwent.

It was during this quarter that "24-hour intelligence" became available across the force area.

Alway Neighbourhood Policing Team responded to community worries about drug dealing in the area. Specialist officers were drafted in to search eight different premises simultaneously, targeting people suspected of being involved in drug dealing. The searches resulted in the seizure of drugs and £1,000 in cash, while four arrests were made for a variety of drugs offences.

Looking back through the year

(Continued)

January to March 2009

It was during this quarter that the role of operational “silver commander” became available 24-hours a day across the force area. From time to time, critical incidents occur that require the co-ordination of large numbers of our staff to maintain public safety. The role of “silver commander” is undertaken by a small group of senior officers on a 24-hour basis. It ensures that we are constantly able to react to events as they happen.

Police Community Support Officers had detained 55 people and issued hundreds of fines by the end of their first year policing Newport’s buses. The team of four officers began patrolling buses in March 2008 after a joint policy and funding was agreed between Gwent Police and Newport Transport.

Final preparations were being made across the Force to ensure a smooth transition to the new policing structure on 1st April 2009.



Performance

Each year, Gwent Police Authority and Gwent Police agree the priorities and targets that will guide the Force in its activities for the year ahead. The Authority and the Force have agreed some joint priorities with local partner organisations across Gwent and have agreed some joint priorities with other police forces, particularly within Wales.

The force has made significant progress throughout the year in key areas and has made consistent and incremental improvements against our operational, organisation and public facing indicators.

The Police Authority is very pleased with the progress made by the force to tackle the issues that are important to the communities of Gwent. Strong performance in most areas ensured that the targets were met during a time of huge change within the force. The Chief Constable and his officers and staff are to be commended on their drive and commitment in striving to make Gwent a safer place by protecting and reassuring our communities.

One of the ways in which performance is measured is via audit and inspection activity carried out by Her Majesty's Inspectorate of Constabulary (HMIC). Each year HMIC conduct audits and inspections across several areas of policing activity. These inspections assess the force capability to provide acceptable standards of service delivery and make recommendations, where appropriate, which lead to improvements. Gwent Police was assessed as "Meeting the Standard" in the areas of "Major Crime", "Neighbourhood Policing" and "Citizen Focused Policing". The inspection results for "Public Order", "Critical Incident Management" and "Civil Contingencies" have been graded at activity level according

to a revised scoring system of "Red", "Amber" and "Green". This makes aggregation of individual grades to an overall grade for the area inappropriate.

The Wales Audit Office concluded, during the Autumn of 2008, that the organisation had performed well across the five themes of the "Police Use Of Resources" exercise, namely financial reporting, financial management, financial standing, internal control and value for money.

Performance (Continued)

Focus on the Citizen

The Gwent Policing Plan 2008-2011 set 9 targets within this area. Victim satisfaction has shown an improvement across all target areas between 2007-2008 and 2008-2009. Targets were met for satisfaction rates in respect of being kept informed of progress but satisfaction rates fell slightly short of targets in respect of the overall service provided. S

the 3504 LISTEN checks completed, 91% of respondents said they were satisfied with the service they had received. Despite these successes, the British Crime Survey results 2007-2008 for the public confidence indicators were slightly disappointing.

Targets for the year 2008 - 2009	Result 2007 - 2008	Result 2008 - 2009
60% of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions will be satisfied with police performance with respect to being kept informed of progress.	55.1%	65.6% (Gwent Survey)
85% of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions will be satisfied with respect to the overall service provided.	79.4%	82.5% (Gwent Survey)
52% of victims of anti-social behaviour will be satisfied with police performance with respect to being kept informed of progress.	57.1%	52.1% (Gwent Survey)
77% of victims of anti-social behaviour will be satisfied with police performance with respect to the overall service provided.	72.3%	74.5% (Gwent Survey)
65% of people will agree that the police in their area are dealing with the things that matter to people in their community.	63.5%	49.5% (Gwent Survey)
70% of people will think that Gwent Police do a good job.	66%	55% (Gwent Survey)
90% of 999 callers will be satisfied with police performance with respect to overall service provided	93.5%	96.9% (Gwent Survey)
90% of non-emergency callers will be satisfied with police performance with respect to overall service provided	95.3%	94.8% (Gwent Survey)
To embed and review the Listen quality check process to improve customer service	Staff trained. Quality checks begun.	91.0% 3054 satisfied with police

Performance (Continued)

Focus on crime reduction

The Gwent Policing Plan 2008-2011 set 11 targets within this area. We are pleased to report that our detection rates showed an improvement across all target areas. The number of crimes did show a slight increase when compared with the previous year, but the overall level of crime has fallen by 20% since April 2005.

Targets for the year 2008 - 2009	Result 2007 - 2008	Result 2008 - 2009
To achieve further reductions in overall crime levels when compared to the 2007-2008 baseline. (i.e. to achieve a lower number of crimes than 48472).	48472	49210
To reduce the number of serious violence offences by 5% (i.e. to achieve a lower number of serious violence offences than 563)	N/A	583
To reduce the number of (Section 47) assaults by 5% (i.e. to achieve a lower number of section 47 assaults than 5303)	N/A	5161
To achieve an overall sanction detection rate of 30%	30.3%	30.6%
To increase sanction detections for serious violence offences by 5% to 46.8%	N/A	52.0%
To increase sanction detections for (Section 47) assaults by 5% to 47.7%	N/A	46.5%
To increase sanction detections for rape offences by 5% to 25.5%	N/A	35.9%
To increase the level of asset forfeiture orders to £1,000,000	£813.5K	£621.8K

Performance (Continued)

The timeliness of file submission within our new file preparation process has shown an improvement throughout the year. For example, 75.4% of all expedited and evidential files were submitted to custody units within time limits, and 95.5% of persistent young offender (expedited and evidential) files were submitted to the Criminal Justice Department within time limits. Further increases in staffing levels in the Investigative Support Units during 2009 will lead to further improvements in the quality and timeliness of file submission.

Targets for the year 2008 - 2009 (Continued)	Result 2007 - 2008	Result 2008 - 2009
90% of files will be received within agreed time limits: expedited and evidential files to custody units within 24 hours of charge; full files to Criminal Justice Department within three weeks of charge.	N/A	75.4% 86.2%
100% of persistent young offender files to be received within agreed time limits: expedited and evidential files to custody units within 24 hours of charge; full files to Criminal Justice Department within three weeks of charge.	N/A	87.8% 95.5%
100% of prolific & priority young offender files to be received within agreed time limits: expedited and evidential files to custody units within 24 hours of charge; full files to Criminal Justice Department within three weeks of charge.	N/A	93.3% 79.3%

Performance (Continued)

Focus on resources

Performance in relation to attendance rates for Police Officers and Police Staff is good and very close to the 95% target that was set. Police Officer attendance rate was 94.8% and the Police Staff attendance rate was 95.1%. The force continues to maintain its “Gold” Standard in Corporate Health.

The National Efficiency Improvement Target to be achieved by March 2011 equates to 9.3% (£11.4 million). During 2008-2009, 0.2% cash releasing efficiency savings were achieved. However, the implementation of the recommendations of the Staying Ahead Review throughout 2009-2010 is anticipated to realise the larger proportion of these savings during 2010-2011.

Targets for the year 2008 - 2009 (Continued)	Result 2007 - 2008	Result 2008 - 2009
To maximise cash releasing efficiency savings in 2008-2009 in support of a three year target of 9.3% (£11.4 million) by 2010-2011	N/A	75.4% 86.2%
To achieve an attendance rate of 95% for both police officers and police staff.		Officers: 94.8% Staff: 95.1%
Police Officers	4.3% sickness	5.2% sickness
Police Staff	4.7% sickness	4.9% sickness
To maintain our “Gold Award” Corporate Health Standard as assessed by the National Assembly of Wales	GOLD AWARD	GOLD AWARD

Managing the money

Gwent Police Authority is an independent body of local people with responsibility for ensuring that the people of Gwent receive an efficient and effective service from Gwent Police. One of the duties of the Police Authority is to hold the police budget and agree the allocation of resources.

The cost of policing Gwent and a summary of the funding sources is set out below.

Cost of Policing Gwent	2008 - 2009 £'000s	2009 - 2010 £'000s	Capital Budget	2008 - 2009 £'000s	2009 - 2010 £'000s
Gross Revenue Budget	130,193	132,601			
Less Income	(7,098)	(7,301)	Capital Budget	3,262	3,720
Net Revenue Expenditure	123,095	125,300			
How It's Paid For	2008 - 2009 £'000s	2009 - 2010 £'000s	How it's paid for	2008 - 2009 £'000s	2009 - 2010 £'000s
General Police Grant (Home Office)	46,070	47,104	Capital Grant	1,382	1,382
Revenue Support Grant (Welsh Assembly Government)	18,417	18,961	Borrowing	774	774
National Non-Domestic Rates (Welsh Assembly Government)	16,117	16,554	Contribution from Reserves	1,106	1,564
Council Tax Precept	33,697	35,231			
Specific Grants (Home Office)	7,342	7,450			
Contribution from Reserves	1,452	0			
Total Revenue	123,095	125,300	Total Capital	3,262	3,720

How to contact us

In an emergency dial 999 (999 or 112 if using a mobile telephone)

It is an emergency if there is a threat to life, if there is a risk of serious injury; or if you suspect a crime is in progress or is about to be committed. We have introduced an SMS texting service for members of the deaf community to use in the event of an emergency.

Non-emergencies can be reported by dialling 101

Gwent Police have introduced a new non-emergency phone number. The type of incidents that can be reported using the new 101 number include vandalism, graffiti, intimidation and harassment, drunk or rowdy behaviour, drug-related and anti-social behaviour.

Police stations

Newport, Cwmbran and Blackwood stations are open 24 hours every day. The opening hours of other stations are published on our website www.gwent.police.uk and in the Local Policing Summaries that are circulated to households in the summer months.

Electronically

You may find all the information you need on our websites at: www.gwent.police.uk and www.gwentpa.police.uk

In writing

You can write to either the Chief Constable of Gwent Police or the Chief Executive of the Gwent Police Authority at:

**Gwent Police Headquarters,
Turnpike Road,
Croesyceiliog,
Cwmbrân,
Torfaen
NP44 2XJ.**

Other useful contact numbers

Gwent Police Authority can be contacted on **01633 642200**.

Gwent Police has a Minicom help line for people with impaired speech and/or hearing. Call **01633 877 574**.

If you wish to give information anonymously, you can also contact Crimestoppers on **0800 555 111**.

OUR POLICING PLEDGE

We will always treat you fairly.

We will make sure you know how to contact, and work with, Neighbourhood Policing Teams.

Those teams will be visibly working for you 80 percent of their time.

The Neighbourhood Teams will get back to you within 24 hours. If necessary, we will provide a more detailed response as soon as possible.

We aim to answer 999 calls within 10 seconds, and we will get to emergencies as soon as we safely can do so. We aim to reach you within 15 minutes in towns and cities and 20 minutes in rural areas.

In other cases, if you need us, we'll aim to be there within an hour for neighbourhood priorities (you can see what they are on our website). If it's better for you, we'll make an appointment within 48 hours of your call, or we'll gladly give advice, answer questions or put you in touch with someone who can help.

We want to meet with people in your neighbourhood at least once a month – either in formal PACT (Partners and Communities Together) meetings, which are advertised, or please invite us to your group. We will come to groups like mother and toddlers, pensioners, football clubs or even the local supermarket.

We'll provide updates every month on local issues.

If you've been a victim of crime and you'd like us to visit, we will. We'll agree how often you want information on how the case is progressing – it could be every month.

If you are not happy with our service, we'll work with you to resolve things.