



Heddlu  
Gwent  
Police

GWENT POLICE AUTHORITY | GWENT POLICE  
**LOCAL POLICING SUMMARY**  
PLAN 2008/09 & ANNUAL REPORT 2007/08  
C DIVISION | CAERPHILLY & BLAENAU GWENT



**STATEMENT ON POLICE PERFORMANCE**

Gwent Police Authority and Gwent Police are proud to introduce this policing summary and annual report which gives a brief outline of how your local police have performed over the past year, together with what you can expect from policing in the year ahead.

We are very proud of the way Gwent Police have performed against targets for last year and in particular over the last 3 years:

Overall crime has reduced by almost 20%; there were 11,700 fewer victims of crime; house burglaries have reduced by 26%; there has been an almost 20% reduction in violent crime; vehicle crime has reduced by 29%; Gwent Police has also maintained a sanctioned detection rate of 30%; sickness levels have reduced by 36%; and, most importantly, neighbourhood policing has been fully implemented.

The next three years present even more significant challenges. However, Gwent Police Authority and Gwent Police will ensure that priority is given to address those areas of policing which cause the greatest concern to the public.

We are determined to build on this momentum by delivering safer, satisfied and reassured communities through continued improvement in our performance, a clear focus on locally decided priorities and by providing a top quality service to the people of Gwent.

# WE'VE BEEN LISTENING TO YOUR PRIORITIES

**Partnerships and Communities Together (PACT) meetings are revolutionising the way that we do business with you.**

Meetings are underway, in each of the 49 wards, inviting members of the public to prioritise local issues.

During the first nine months of PACT, Neighbourhood Police Officers along with the local Community Safety Partnerships – Safer Blaenau Gwent and Safer Caerphilly – met with over 1700 residents.

These forums concentrate on addressing crime, the fear of crime and anti-social behaviour issues. At the end of the meeting, the top three priorities that need to be addressed in your ward over the next few months will be chosen.

Although issues are unique to each ward, you are telling us you are most concerned about anti-social behaviour, alcohol-related youth nuisance, speeding and parking problems.

We will continue to work with the local Councils and Community Safety Partnerships to tackle these issues and report back progress to you.



## DID YOU KNOW?



**Providing Safer Communities**

Crime is continuing to fall in the area and by the end of March 2008 had fallen by 25% since 2003/04. This is above the 18% reduction target we had been set by the Government.



**Altering Perceptions**

Despite this, 42% of residents think crime levels are about the same as two years ago, whilst 45% think levels have increased. We hope to address these issues by tackling local priorities chosen by residents through PACT.



**Working Together**

There are 67 Special Constables operating in Blaenau Gwent and Caerphilly. They are all volunteers providing a valuable contribution alongside police officers on routine patrols, crime prevention initiatives and even giving presentations to local school children.

**INSIDE**

- 2 OUR RESPONSE**  
**MAJOR INCIDENTS & SERIOUS CRIME**  
 - DOMESTIC VIOLENCE  
 - CAR CRUISERS  
**HOW YOU CAN HELP**

- 3 HOW DID WE PERFORM LAST YEAR?**  
**HOW DID WE COMPARE WITH OTHER FORCES?**  
**HOW DID WE SHAPE UP DURING OUR INSPECTION?**  
**FORCE PRIORITIES FOR THE YEAR AHEAD**

- 4 HOW TO CONTACT US**  
**NEIGHBOURHOOD POLICING TEAM TELEPHONE NUMBERS**  
**YOUR POLICE AUTHORITY**  
**OTHER LOCAL CONTACTS**

# OUR RESPONSE

As well as identifying community priorities and problems through PACT, we also work to analyse crime trends and areas where there are high levels of crime.

As a result, we have introduced a number of initiatives with our partners, to help further reduce crime in our communities. Here are just a few examples of some of the targeted action we are taking:



## CCTV

We work closely with Blaenau Gwent and Caerphilly Council, who between them operate 260 CCTV cameras and 2 CCTV vehicles. This enables us to monitor and respond to crimes quickly, assisting our arrest of offenders.

## CAPTURE CARS

Covert Capture Cars are being used to help catch car criminals. Cars are fitted with the latest technology to film criminals as they try to break in, thus aiding prosecutions. Warning posters are also put up to act as a deterrent.

## DISPERSAL NOTICES

Since 2004, six notices have been introduced in 'C' Division allowing officers to disperse groups who may be causing alarm or distress to members of the public. These areas have seen significant reductions in anti-social behaviour as a result.

## ALCOHOL MISUSE CAMPAIGNS

Campaigns are run to coincide with periods where increased alcohol intake occurs, such as, at Christmas. Officers work to educate young people in schools about the dangers of drinking, distribute alcohol education material to adults and increase patrols of pubs and clubs.

# MAJOR INCIDENTS & SERIOUS CRIME

### Problem: Domestic Violence

Domestic violence peaks at times of the year when triggering factors for abuse (such as alcohol consumption and debt) increase, typically at Christmas and during large sporting tournaments.

### Solution:

Dedicated domestic violence patrols were introduced to coincide with these periods. Specially trained police officers work alongside response units to respond efficiently to incidents.

### Result:

Working with support agencies, we provide early intervention to help prevent cycles of abuse from developing, provide support to victims and arrest offenders.

### Problem: Car Cruisers

Car cruisers causing anti-social behaviour and distress to local residents in numerous areas.

### Solution:

Various initiatives, such as, the introduction of a dispersal notice in Blackwood, have increased the powers available to police to deal with car cruisers. New road management systems have also been put in place by the local councils to help combat the problems anti-social driving can create.

### Result:

Police in Blackwood stopped 458 cars, issued 995 dispersal notices and arrested three people during the six months of the dispersal order.

## How you can help...

We need your input to ensure we are meeting your needs and expectations.

Some of the ways you can help include:

- Attend your local PACT meeting and tell us what you want to see improved in the community.
- Find out who your local Neighbourhood Police Officer or Police Community Support Officer is and talk to them about any crime or anti-social behaviour concerns you have.
  - If you are asked to take part in a Gwent Police survey or questionnaire, tell us honestly what you think.
  - Report all crimes, so we can respond accordingly.

For more information about your Neighbourhood Policing Team or local PACT meeting, please visit the Gwent Police website at [www.gwent.police.uk](http://www.gwent.police.uk)

# HOW DID WE PERFORM LAST YEAR?

Gwent Police has made significant improvements in performance during 2007/08. However, we recognise that there is still a need for further and continuous improvement. The table below presents a summary of our performance in key areas.

Performance Areas	12 months 2006/07	12 months 2007/08	Change since 06/07
<b>All Crime</b> <small>(Crime down by 8.8% since 2006/07)</small>	53,218	48,503	Green
<b>Burglary Dwelling</b>	2,216	2,392	Red
<b>Car Crime</b>	7,411	6,239	Green
<b>Violent Crime</b>	12,529	11,035	Green
<b>Criminal Asset Forfeiture</b> <small>(We are placed 3rd amongst forces in England and Wales)</small>	£616,300	£813,000	Green
<b>Anti-Social Crime</b>	22,283	21,181	Green
<b>Sanction Detection Rate<sup>3</sup></b>	30%	30%	Green
<b>999 calls answered in 10 seconds</b> <small>(We exceed the National Standard of 90%)</small>	86%	91%	Green
<b>Non 999 calls answered in 30 seconds</b> <small>(We exceed the National Standard of 90%)</small>	93%	91%	Amber
<b>Neighbourhood Policing Teams in all wards by April 2008</b>	Target met early	Target met early	Green
<b>Sickness Levels</b> <small>(We have won a GOLD award for our Occupational Health standard)</small>	4.5%	4.5%	Green
<b>Public Satisfaction<sup>1</sup></b> <small>(Local surveys in 2007/08 showed a 66% satisfaction rate)</small>	41%	42%	Green
<b>Victim Satisfaction - overall service<sup>2</sup></b>	80%	79%	Amber
<b>Public Confidence - Fear of Burglary<sup>1</sup></b>	8%	11%	Red
<b>Public Confidence - Fear of Car Crime<sup>1</sup></b>	11%	12%	Amber
<b>Public Confidence - Fear of Violent Crime<sup>1</sup></b>	9%	10%	Amber

Performance Trend Colour Key:  
Red – Performance Decrease; Amber – Slight Performance Decrease; Green – Performance Improvement

- These statistics compare the results of the British Crime Surveys of 2005/06 with 2006/07.
- These results are not directly comparable due to a change in the way we collect this data - from the use of postal questionnaires to the use of telephone surveys.
- A "sanction detection" is a detection in which a person was charged, reported for summons, cautioned or issued with a fixed penalty notice, or the offence was taken into consideration by a court. Street warnings for possession of Cannabis are also counted as sanction detections.

Detailed performance information for 2007/08 and the targets set for 2008/09 are available in the Gwent Policing Plan 2008-2011 which can be viewed on our website at [www.gwentpa.police.uk](http://www.gwentpa.police.uk).

## HOW DID WE COMPARE WITH OTHER FORCES?



The above graph compares the performance of 'C Division' with the performance of our most similar basic command units in other forces

## HOW DID WE SHAPE UP DURING OUR INSPECTION?

Each year, Her Majesty's Inspectorate of Constabulary (HMIC) conducts inspections of police forces and makes assessments of the standard of work across the various areas of activity. The results of our most recent Police Performance Assessment were published in the Autumn of 2007. They provide an assessment of our performance during 2006/07.

Performance Area	Delivery
Tackling Crime	Good
Serious Crime and Public Protection	Good
Child abuse investigations	Poor
Domestic Violence	Fair
Missing Persons	Fair
Public Protection	Fair
Satisfaction and Fairness	Fair
Implementation of Neighbourhood Policing	Fair
Local Priorities	Fair
Resources and Efficiency	Good

# FORCE PRIORITIES FOR THE YEAR AHEAD

Gwent Police Authority and Gwent Police have set their priorities based on the results of consultation with both the community and key partners. They have also taken into account assessments conducted by Her Majesty's Inspectorate of Constabulary and the result of key performance measures. Our policing priorities for 2008/09 are as follows:

### Focus on the citizen

We will be improving the way we keep you informed of progress following your contact with us in relation to incidents, crimes and anti-social behaviour.

### Focus on quality of service

We will continue to maintain and improve our standards across the service, some of which are published in our Quality of Service Commitment material.

### Focus on crime reduction

We continue to be committed to reducing crime year on year across a range of crime categories. We will be placing specific emphasis on tackling serious organised crime, protecting vulnerable people and tackling serious drug-related and alcohol-related crime and disorder.

### Focus on partnership/collaboration

We will continue to work with key partner agencies and other forces in order to improve our response to anti-social behaviour incidents and to deliver protective services.

### Focus on resources

We will continue to seek ways to deliver efficient and effective policing services within our allocated budget. An internal review of the structure of policing within Gwent will present its findings during 2008.

# HOW TO CONTACT US

**999** should only be used in a genuine emergency e.g. when life is at risk, crime is in progress or there is a serious accident or incident.

**01633 838111** should be used to report all non-emergency incidents and crimes, and for general enquiries or advice.

(The Force Control Room answers 91% of 999 calls within 10 seconds)

(The Call Handling Centre answers 91% of all non-emergency calls within 30 seconds)

The Call Handling Centre has experienced a continued increase in calls since 2003 and despite this we have increased the number of calls answered in 60 seconds from 69% to 99%. We are exceeding nationally set targets and achieve the National Competency Standard for the quality of our call handling.

## Neighbourhood Policing Team Telephone Numbers

These are the numbers to contact if you wish to speak to a Neighbourhood Police Officer. They are non-emergency numbers and should not be used to report crime. They should not be used if you require an officer to attend immediately.

**Abertillery** 01495 233943

**Bargoed** 02920 857455

**Bedwas** 02920 857454

**Blackwood** 01495 233966

**Brynmawr** 01495 233944

**Caerphilly** 02920 857453

**Ebbw Vale** 01495 233956

**Rhymney** 01495 233961

**Risca** 01495 233942

**Tredegar** 01495 233965

**Ystrad Mynach** 01443 865595

### Abertillery Police Station

(Open 9am - 5pm, Mon - Fri)  
Somerset Street, Abertillery,  
NP13 1XX

### Bargoed Police Station

(Open 9am - 5pm, Mon - Fri)  
Hanbury Road, Bargoed,  
CF81 8QR

### Bedwas Police Station

(Open 9am - 5pm, Mon - Fri)  
Church Street, Bedwas,  
CF83 8EB

### Blackwood Police Station

(Open 24 hours)  
Blackwood Road, Pontllanfraith,  
NP12 2XA

### Brynmawr Police Station

(Open 9am - 5pm, Mon - Fri)  
Somerset Street, Brynmawr,  
NP23 4YG

### Caerphilly Police Station

(Open 24 hours)  
Mountain Road, Caerphilly,  
CF83 1HG

### Ebbw Vale Police Station

(Open 24 hours)  
Bethcar Street, Ebbw Vale,  
NP23 6UY

### Rhymney Police Station

(Open 9am - 5pm, Mon - Fri)  
High Street, Rhymney,  
NP22 5LP

### Risca Police Station

(Open 9am - 5pm, Mon - Fri)  
Tredegar Street, Risca,  
NP11 6YA

### Tredegar Police Station

(Open 9am - 5pm, Mon-Fri)  
Spencer Square, Tredegar,  
NP22 3YD

### Ystrad Mynach Police Station

(Open 8am - 8pm, Daily)  
Caerphilly Road, Ystrad Mynach,  
CF82 7EP



'C' Division  
Divisional Headquarters  
Blackwood Road  
Blackwood  
NP12 2XA

**Divisional Commander**  
Chief Superintendent Alun Thomas

## Other Local Contacts



Call the free, anonymous Crimestoppers line if you have information about a crime.

Wales Domestic Abuse  
Helpline  
0808 80 10 800

Caerphilly County  
Borough Council  
01443 815588

Wales Drug and Alcohol  
Helpline  
0800 63 35 588

Blaenau Gwent County  
Borough Council  
01495 350555

Gwent Alcohol Project  
01633 252045

Safer Caerphilly  
01443 864374

Gwent Specialist  
Substance Misuse  
Service  
01633 216777

Safer Blaenau Gwent  
01495 311556

Gwent Criminal  
Justice Board  
01633 645079

Citizen's Advice Bureau  
02920 882105

Victim / Witness Support Line  
01633 861861

South Wales Fire and  
Rescue Service  
01443 232000

Multi-Agency Public  
Protection Arrangements  
(MAPPA)  
01495 755221

Caerphilly District Miners  
Hospital  
02920 851811

## Your Police Authority

### Making Gwent a Safer Place

Gwent Police Authority is an independent body made up of 17 members, which scrutinises the work of Gwent Police to ensure that the policing service it delivers is right for local people. Gwent Police Authority has produced this policing summary. A full plan is available on our website (see below).

### CONSULTATION AND ENGAGEMENT

We understand that the key to effective policing is to listen to local people to identify community issues that concern you the most. We stay in touch in a number of ways. These include door-to-door visits, surveys and public meetings. This way we can identify priority issues chosen by you, keep you informed of progress and continue to work with you to build community trust and confidence in policing.

### YOUR VOICE DOES COUNT

Gwent Police and the Gwent Police Authority believe it is important for local people to be able to comment on the quality of the policing they receive.

If you want your views to be reflected in the way we provide you with local policing services, please tell us. We will be asking for your views again soon as part of our joint annual consultation programme. However, if you have access to a computer and would like to take part online, please visit: [www.gwentpa.police.uk](http://www.gwentpa.police.uk) where you can tell us what you think and become part of a virtual police consultation focus group.

If you would like further information about how you can comment, or if you wish to contact your local Police Authority Member, please visit the Gwent Police Authority website for details or alternatively you can contact the Gwent Police Authority office by telephoning: 01633 642200.

### Other websites that might also be of interest are:

Gwent Police - [www.gwent.police.uk](http://www.gwent.police.uk)  
Local Criminal Justice Board - [www.gcjb.org.uk](http://www.gcjb.org.uk)  
National Police Information Site - [www.askthe.police.uk](http://www.askthe.police.uk)