

Annual Plan 2012-2013

OUR VALUES:
**BE PROFESSIONAL
BE PROUD
BE POSITIVE**



OUR VISION: TO BE THE **BEST** AT UNDERSTANDING AND RESPONDING TO OUR COMMUNITIES' NEEDS

	PEOPLE	POLICING	PARTNERSHIPS	PERFORMANCE OUTCOMES
Making Every Contact Count	<ul style="list-style-type: none"> Involve you more in Keeping South Wales Safe Listen, understand and respond to you in a way that best suits your needs Continue to improve how we support victims and witnesses of crime and anti-social behaviour 	<ul style="list-style-type: none"> Continue to tackle anti-social behaviour issues that impact on your quality of life Enable you to report and track your report of crime online Improve the ways in which you can contact us 	<ul style="list-style-type: none"> Share information on anti-social behaviour with our partners Listen to communities to understand issues from a neighbourhood perspective Work with community groups to ensure our services meet their needs Seek further opportunities to engage with young people 	<ul style="list-style-type: none"> Reduce anti-social behaviour, drunkenness and rowdiness and improve public perception of high levels of these problems Reduce number of repeat victims of anti-social behaviour Increase perception that police do a good or excellent job, and that they deal with the issues that matter to the community Maintain the proportion of time that PCSOs are out of the station, and increase the proportion of time that Police Officers spend on patrol
Equality, Diversity and Human Rights	<ul style="list-style-type: none"> Develop our workforce so that it becomes more representative of our communities Continue to embed equality and diversity into how we carry out our daily business 	<ul style="list-style-type: none"> Continue to improve our investigation of, and contact with victims of, hate crime incidents Implement the recommendations arising from the inquiry of the Equality and Human Rights Commission into Disability Related Harassment 	<ul style="list-style-type: none"> Continue to work with neighbourhood groups to better understand and respect the diversity of our communities 	<ul style="list-style-type: none"> Increase reporting of "hate crime" incidents Improve satisfaction of victims of hate crime and racist incidents Improve satisfaction of Black Minority Ethnic victims of crime Improve detection rate of Hate Crime Offences and Racial and Religious Crimes
Quality of Service	<ul style="list-style-type: none"> Reinforce service standards for departments supporting front line officers Enhance existing performance management arrangements for departments supporting front line officers 	<ul style="list-style-type: none"> Continue to reduce and detect crime Tackle organised crime groups Build public confidence in our ability to respond to serious crime and counter terrorism Deliver the policing of the 2012 Olympic and Paralympic Games in Wales 	<ul style="list-style-type: none"> Work with partners to effectively safeguard vulnerable adults and children Work through Welsh Government partners to implement the revised Counter Terrorism Strategy (CONTEST) Reduce availability of, and demand for, the most harmful drugs in South Wales 	<ul style="list-style-type: none"> Continue to reduce overall crime levels, particularly robbery and violent crime Reduce drugs problems and improve public perception of high levels of these problems Improve detection rate of domestic burglary and of violent crimes Manage the threat of terrorism and domestic extremism Disrupt and dismantle organised crime groups
Leadership	<ul style="list-style-type: none"> Encourage and enable all staff to take ownership and lead change to make a positive difference every day 	<ul style="list-style-type: none"> Manage change effectively and continually improve performance to deliver best value for money 	<ul style="list-style-type: none"> Work collaboratively with other forces and public bodies to continue to improve service delivery Improve how we share information with partners Work with partner agencies in preparation for the election of a Police and Crime Commissioner 	<ul style="list-style-type: none"> Collaboratively, achieve a better policing service for the same or less cost
Value For Money	<ul style="list-style-type: none"> Ensure we have the right people, with the right skills, doing the right things, at the right times 	<ul style="list-style-type: none"> Continue to examine and improve our structures and practices to put our communities at the centre of our service delivery Invest in new custody facilities to manage those we arrest more efficiently and effectively 	<ul style="list-style-type: none"> Join up public services where appropriate Work with partners to secure sufficient resources to deliver an efficient and effective service 	<ul style="list-style-type: none"> Deliver the value for money plan Maximise the effective use of our workforce's time