



Message from the Chief Constable.

2018 is a time for change. Change in the way we operate; the way we respond to calls for service, the way we interact with the public we serve and the way we model ourselves to be the best force we can be.

You all know the backdrop to this change, affecting public services across the country, is ongoing austerity. There is, and continues to be, less funding, yet an overwhelming desire and need to do more. I have spoken publicly about the increase in demand rising year-on-year, the growing complexity of crime that requires lengthy time investment and resource to investigate, and emerging threats that need us to have specialist capabilities to tackle them. These are just some of the requirements that underline the need for change...

Since becoming Chief Constable in June of last year, my commitment to modernise the force has moved at an encouraging pace. We have begun to embed a new structure to better align ourselves to the priorities (outlined in the Policing Plan) I've set out for the force. We're ensuring we put the right people in the right areas of business and we are culturally modernising so we can embrace changes and make room for continuous development. Beyond this, you will have started to see physical changes to the way we operate, as we plan a major overhaul of how we work to better reflect the challenges the force faces. Last month we launched a Resolution Centre to improve the way we respond to non-emergency incidents. This allows us to respond more quickly and effectively to incidents that don't require a flashing, blue-light response, while freeing up officers in our local policing teams so they can be more visible across Staffordshire, doing more preventative work.



Investment in neighbourhoods remains my priority and central to the changes that I'm implementing will be to invest more resources in our community-based neighbourhood policing teams. Numbers will continue to increase over the next two years – aided by the PCC's decision to increase the precept – as we refine our model and review our deployment bases and such like.

Throughout the months ahead I will continue to keep you updated on key plans and announcements that support our change programme. The overarching aim of this programme is to deliver a better service to the people of Staffordshire. We may not have the funding we once did but that does not stop us identifying ways of doing things better, it simply motivates us to be as efficient as we can be to deliver what is required.

I would welcome hearing your views on policing in the county. This new newsletter, which you'll receive on a bi-monthly basis, forms part of my commitment to keeping you up-to-date with our progress. In the meantime, I look forward to hearing from you.

Gareth Morgan
Chief Constable Staffordshire Police



Policing Plan 2018–19.

The force's policing plan sets out **five key priorities** that provide a clear direction for the force for the next year.

The priorities reflect those in the Police and Crime Commissioner's Police and Crime Plan, and are:

- **Modernised policing** – a modern and transformed police service fit for a changing future, able to address existing and new issues and the threat and harm that impact from local, regional, national and international activity.
- **Early intervention** – preventing crime and antisocial behaviour and providing early help to individuals, families and communities before problems become entrenched, more complex and costly to resolve.
- **Supporting victims and witnesses** – ensuring that victims, witnesses and their families are supported in a way that recognises their individual circumstances and places them at the very heart of all criminal justice processes.

- **Managing offending and reoffending** – being able to reduce offending and reoffending in Staffordshire and Stoke-on-Trent.
- **Public confidence** – ensuring that the people of Staffordshire are better informed and involved in how policing and community safety arrangements are delivered, helping thereby to increase public confidence and reduce the fear of crime.

The Plan emphasises the importance of effective partnership working with other statutory agencies, including local government. By working closely with partners, the force can focus on early intervention and prevention, working with those individuals and families at risk of becoming victims of crime, or falling into criminal behaviour.

The plan includes a range of activities that we will deliver over the coming year, and sets out clearly for officers and staff the areas that we will focus on.

[Read more >](#)

People changes.

To enable us to become the force we want to be, there has been changes to our management structures and our teams. All of these people will be influential in driving forward the change programme.

June 2017

Chief Constable arrives in force



September 2017

Chief Superintendent promotion process

October 2017

New Director of people and resources
Justine Kenny



January 2018

Superintendent promotion process

February 2018

Launch of Resolution Centre

March 2018

Chief Inspector promotion process

March 2018

Newcastle move

[Read more >](#)



Resolution centre.

Last month we launched the Resolution Centre for the north of the county, to improve the speed with which the force can respond to certain types of incidents.

The new service, which sees calls logged through the 101 service and then routed through to the Resolution Centre for responsive, desk-based investigation, replaces the current appointment-based system whereby a victim of non-urgent crime has to wait to see an officer or PCSO at home or in their place of work before any action is taken.

The Resolution Centre has been created to drive efficiency, and improve the quality of our service. Physical dispatch of an officer is not always necessary and the Resolution Centre, in many cases, makes the service faster for the public and far more convenient. It doesn't override the decision to send an officer when we need to and this will be considered at every point of the initial risk assessment and investigation.

Since implementation in December 2017, the Resolution Centre has:

- Serviced 2,500 incidents
- Made contact with a victim or caller on average 18 hours earlier than through the previous appointment-based system
- Investigated 70 business crimes through the new online capability to report shoplifting and making off without payment

Given the success of the Resolution Centre in the north, we will be opening resolution centres in Cannock and Burton to cover the rest of Staffordshire by the start of the summer.

[Read more >](#)

Newcastle response officers on the move.

At the start of March, response officers in Newcastle were relocated to Hanley police station in Stoke, from where they will begin and end their shifts.

'Response' officers are those that respond to emergency and urgent incidents and crime.

The Newcastle team will be the first response team to be moved into a small number of 'hubs' in key strategic locations across the county. Once briefed at the start of their shift, the officers will be deployed across the county at major road networks and landmarks, and with the latest mobile computing stay in the field, at the right locations, so they can respond swiftly to any urgent incidents.

Our Newcastle response officers are the first to move into our new 'response hubs', due to the relocation of council and police staff from the Civic Centre to Castle House later this year.

Our neighbourhood team in Newcastle will remain in the Civic Centre until the move, when they will transfer, alongside council officers, into the new council HQ at Castle House in Newcastle.

We'll provide more information to you when we've more announcements to make regarding this.

In the News.

Since the start of the year, you'll have seen our ongoing commitment to protect the people of Staffordshire.

We've been part of a landmark investigation into human trafficking and modern slavery, we've made waves with organised crime nominals with numerous arrests and convictions, and we've stopped people who prey on the vulnerable.

We have and will continue to target crime through prevention, and we've had weeks of action across the county to target those who choose to take part in drug or knife crime.

Slavery victims 'hidden in plain sight' at nail bars

By Lizzie Dearden

Victims of modern slavery are being "hidden in plain sight" in nail bars throughout the UK police have warned after smashing one of the most sophisticated gangs yet seen in Britain.

Three members of a Vietnamese gang whose criminal exploits were uncovered in Bath have been jailed for a total of nine years for forcing teenage girls to work without pay and keeping them in squalid conditions. They transferred their victims to beauty parlours across England while dumping the victims' phones in efforts to evade the police, sparking an intelligence operation involving the National Crime Agency.

Thu Huong Nguyen, a 48-year-old Vietnamese woman known as Jenny, was jailed for five years for conspiring to facilitate the movement of people for labour exploitation and requiring others to perform forced or compulsory labour.

Viet Hoang Nguyen (known as James) 39, and Giang Huong Tran (37), also sent to prison.



Thu Huong Nguyen was jailed for five years for forcing teenage girls to work without pay and keeping them in squalid conditions. She is shown in a protective custody suit.

first visited by police officials in February 2017, another teenage girl was taken into protective custody to the gang.

They were tried at Gloucester Crown Court in Gloucester. The court heard that the gang had been operating in nail bars in Cheltenham, Gloucestershire, and in Walsall, West Midlands.

Officers targeting the use of knives

Police officers are trying to combat knife crime this week and educating young people to tackle the increasing number of incidents across the county.

Staffordshire has seen a repeated rise in knife crime year-on-year – with a 15.7 per cent increase last year, and a 30 per cent increase in the first three months of this year.

DUO THREATENED SHOP WORKERS WITH MACHETE IN TERRIFYING ROBBERY

JAMES RODGER
Staff Reporter
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A PAIR of vicious robbers who threatened supermarket workers with a knife and machete have been jailed.

The duo stole thousands of pounds worth of cigarettes and cash at a Tesco Express store in October. Gavin Milgate and Scott Stretton, both from Stafford, were caught when they tried to check into a hotel with bin bags full of the cigarettes, cash and spirits they'd stolen hours earlier. The pair were sentenced at Stafford Crown Court for the robbery at Tesco Express, in Stone Road, Stafford, on 4 October 2017.

Milgate, aged 34, of no fixed address, was sentenced to five years and three months for the robbery, two counts of possession of a dangerous weapon.

closing the Tesco Express store when two men came in and threatened them with a carving knife and a machete.

The men stole money and a large quantity of cigarettes before stealing one of the staff member's cars, a Ford Mondeo, to make their getaway.

One of the members of staff reported being met by two men with knives and ordered to 'get on the floor' and 'turn off the alarms.'

The men got the staff members to open crisp boxes and empty them so they could be filled with money and cigarettes.

Another member of staff was told to reverse her car to the back doors of the shop.

When she stalled the car, one of the men pressed a knife to her throat and said, 'If you stall one more time I'll slit your throat.'

The court was told that the following day Stretton and Milgate had gone to a hotel in Walsall.

these incidents very seriously. "This was a very frightening experience for the members of staff involved so we're pleased the work of our detectives has resulted in successful convictions for these men.

"We want to extend our thanks to the witnesses for their cooperation and to the local community for their support."

Detective Constable Kathryn Middleton, of Staffordshire Police, said: "This was a terrifying ordeal for the staff members as they completed their day's work and prepared to go home.

"We'd like to commend them for their bravery and resilience. "We're delighted these men were arrested swiftly and are now behind bars in a matter of weeks since committing this robbery."

"This was a terrifying ordeal for the staff members as they completed their day's work and prepared to go home."