

# ANNUAL REPORT 2020 - 2021



**Royal Gibraltar  
POLICE**

*Delivering a Safer Gibraltar  
through Excellence in Policing*

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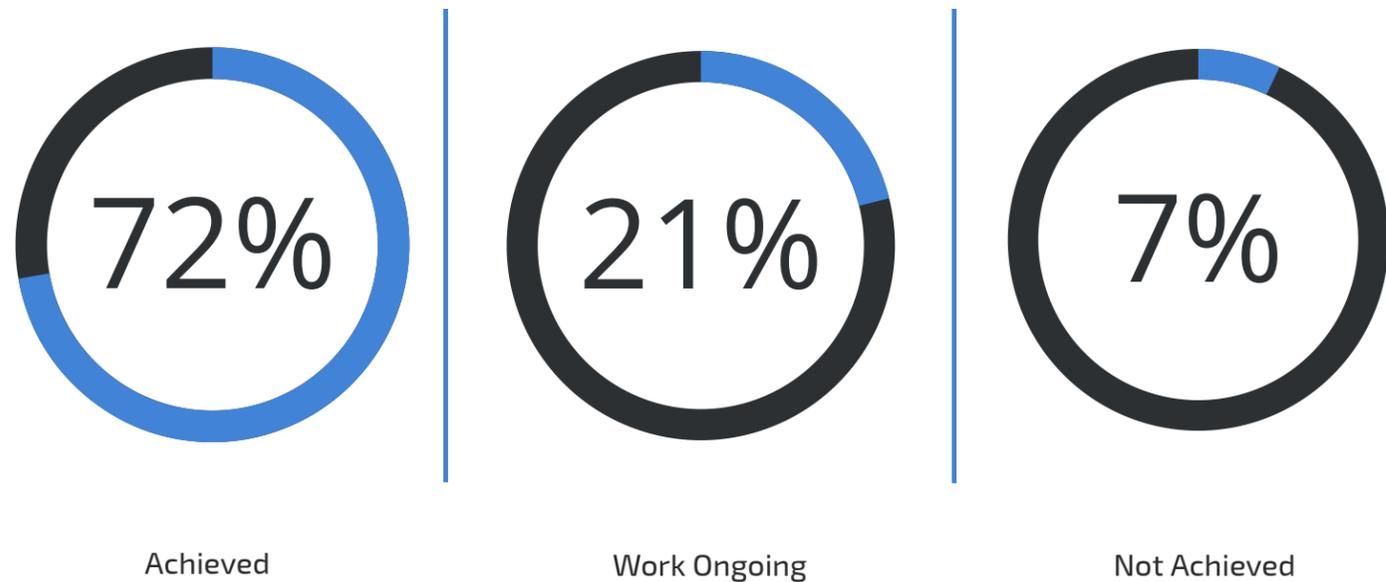
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# 1 Gibraltar Police Authority

This report assesses how the RGP has undertaken the policing demands of the Annual Policing Plan for the year 2020-2021.

The Annual Policing Plan is produced to ensure that the RGP continues to work towards the improvement of the service it provides. The last Annual Policing Plan identified six key priorities as objectives for the year in review, namely:

1. Protecting our National Security
2. Tackling Crime and Protecting People at Risk of Harm
3. Safer Roads
4. Increasing Public Confidence
5. Internal Service Delivery
6. Adapting the Service for New and Emerging Threats



Achieved

Work Ongoing

Not Achieved



It is with great pleasure that I present this Annual Report setting out the RGP's performance against the demands of the Policing Plan for the year 2020-2021. Readers will notice a new, more dynamic format designed to making the report which is not only more attractive but easier on the eye.

This year, the RGP has achieved 72% of the Policing Plan objectives, with 21% of these still ongoing and 7% having not been achieved. Going forward, the GPA and the RGP will work on the development of more realistic, three-year policing plans; this should allow for initiatives to bed down and allow for more time to work and develop policing objectives – we have found that one-year plans are simply too restrictive and constrained.

I am also extremely happy with the progress achieved so far on the transformative process embarked upon by Commissioner Ullger and his Senior Command Team.

It should also be noted that whilst many of the changes are as a direct result of HMICFRS's input and recommendations, quite a few are also the result of the force's own introspection and self-review.

I have been privy to the work that has gone on in the background and have myself witnessed the detailed submissions presented at the progress meetings held between senior members of the RGP and representatives of HMICFRS. The zeal and enthusiasm evident at these meetings are worthy of commendation.

The Authority is happy to note and commend the very cordial working relationship that continues to exist between the Senior Command Team and the Gibraltar Police Federation – long may it continue!

Whilst the Authority acknowledges the excellent progress made so far, it is also cognisant of the work that is still necessary for the RGP to complete its transformation into a 21st century Force, so that it can better continue to meet the expectations of our 21st Century Gibraltar.

Dr Joseph Britto  
Chair  
Gibraltar Police Authority

## 2 Commissioner of Police

This year's 2020/21 annual report for the Royal Gibraltar Police [RGP] is a report with a difference. We have done away with reporting solely on different targets and replaced this with being more concise about our Policing Priorities and Initiatives, with our Resources and Finances and then with the Crime Statistics. We are hopeful that those of you who read the document will find it more engaging and enabling a better understanding of the challenges and demands that the men and women of the RGP are facing on a daily basis.

Firstly, I think it would be remiss of me not to talk about the challenging year for policing, both locally and internationally. The pandemic has had a massive impact on the organisation and we have had to learn how to adapt and respond to fighting crime, resourcing teams, and, most importantly, protecting the people of Gibraltar. Having adopted the National Police Chief's Council [NPCC] 4E's, we Engaged with the public, Explained to them and Encouraged them to follow the new regulations and, as a last resort, we Enforced the new legislation – and it was not easy. The response from our officers and support staff was exemplary and I am extremely grateful for their commitment and dedication which has seen us through these very challenging times.

Notwithstanding the challenges, our officers and support staff have continued to deliver a safer Gibraltar through excellence in policing. There have been some very good examples of high quality crime detections, interactions with our community, good partnership with other agencies and general policing.

I am also delighted to report that we continue to work hard in achieving the recommendations and areas for improvement as set out by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services [HMICFRS] in their 2019/20 inspection. An interim report outlining our progress has already been submitted and we are hopeful that, in April 2022, the inspecting team will be reviewing the work done so far.

Covid-19 has naturally had an impact on achieving some of the work and continues to do so, but this has never been an excuse not to attempt to achieve it. Quite the contrary, we continue to seek solutions and mitigate where possible, and have even self-identified new areas for progress. Equally, we also cannot underestimate the impact that the preparations for a hard Brexit could have on Gibraltar and, naturally, this poses risks and threats for us.



Richard ULLGER, OTM, MSc.

On the 9th July 2020, Mr Ullger was appointed as Commissioner of Police following the retirement of the previous Commissioner.

Richard Ullger joined the Royal Gibraltar Police in June 1988, and has performed a range of policing roles across frontline (Operations), specialist policing (Crime & Protective Services) as well as in support/administration (Professionalism) divisions.

In 2009 Mr Ullger was awarded a Master of Science degree in Police Leadership and Management by the University of Leicester and in 2013 he graduated with the 252 Session of the FBI's National Academy. In 2015 he graduated from the UK College of Policing's Strategic Command Course.



It is my view, and that of the Command Team, that we have witnessed some notable improvements in the organisation. Through a different leadership style and a commitment to the Code of Ethics, our leaders are now more engaged, making decisions and learning from mistakes, thus embracing a learning culture in favour of a blame one. Equally, we have confronted the concerns of the workforce regarding bullying, and, through a mature approach, we have engaged with the Gibraltar Police Federation to provide confidence amongst our people to actively confront any inappropriate behaviours. I am equally so proud to have accepted a GibSams award on behalf of our organisation for our improved well-being processes, and for this we are indebted to our Wellbeing Champions for all their hard work that culminated with the receipt of this award.

As part of the HMICFRS recommendations, a lot of work has also been undertaken towards better investigating instances of Domestic Abuse [DA]. Through the UK's "SafeLives" training, every officer in the service has been equipped with the tools to improve understanding of the impact that DA has on victims, with some very good proactive investigations completed already. A specialist unit has been created to coordinate this work, working alongside another new unit that provides a range of improved services to Victims of Crime.

We are also reshaping the organisation to better understand strategic demand, redeploying officers to where our risks are higher. This has represented a culture shift for some, therefore, through support and

in some cases training, we have relinquished several unnecessary demands.

In the year ending the 31st March 2021, the Force has recorded a total of 2884 crimes, representing an increase of 81% over last year's recorded crime total of 1589 crimes. This increase is attributable to a number of factors, and certainly not because Gibraltar has suddenly become an unsafe place in which to live, work or visit. This year, as part of the HMICFRS recommendations, we have had to improve the manner in which we record all crimes. This has been completed in a more meticulous and victim-focused manner through the work of a dedicated Crime Desk Team.

So, whilst in the past we may not have recorded some of the types of activity reported, we now do. Some of these additional crimes have been historical sexual offences and others related to DA, evidence of increased public confidence in reporting crime. There has also been a spike in recorded noise offences, with proactive enforcement taking place to address any issues of Anti-Social Behaviour. Crime detections have remained almost the same overall, so with the notable increase in crime reporting, I am pleased to see that detections are running at 41%, just 3% lower than last year.

I do hope you read this report with interest, as I am sure it will provide you with a better understanding of how we are changing some of our business areas to become more effective and efficient at what we do, with the ultimate aim of Delivering a Safer Gibraltar through Excellence in Policing.



# 3 Policing Priorities 20-21: Overview

The priorities that form the core of our policing plan for Gibraltar in 2020-21 were set in consultation with the Royal Gibraltar Police. Together, we assessed the various risks and threats that impact Gibraltar, considered the level of harm they presented and the likelihood of these occurring.

The Policing Plan draws strongly on the experiences of the public and victims of crime during our engagement and consultation survey. The plan aims to put their views and their interests at the heart of policing and sets out the main priorities for action over the following policing year, reflecting what the public has told us needs to happen to increase their feelings of safety and reduce their fear of crime.




### Protecting our National Security



### Tackling Crime and Protecting People at Risk of Harm



### Safer Roads



### Increasing Public Confidence



### Internal Service Delivery



### Adapting the Service for New and Emerging Threats

One of the main strategic objectives of the RGP is to ensure a secure and resilient Gibraltar. They will do this by protecting the people, economy and infrastructure from all major risks that can affect us directly.

The RGP will continue to focus on tackling child sexual exploitation, organised immigration crime, the supply and distribution of illegal drugs, money laundering, domestic abuse, economic crime and the fast emerging cybercrime.

Safety on our roads is always a priority for the RGP and equally listed as a priority for the public through the Gibraltar Police Authority annual public consultation surveys. The RGP will continue to educate, engage and enforce to promote safer roads.

The RGP will continue to engage the public in all areas of society. School Liaison Officers will continue their work in our schools, whilst Project Servator officers will continue to deploy unpredictably around Gibraltar with a range of assets to deter criminality and promote vigilance amongst businesses, visitors and wider public.

The RGP continues to address Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services recommendations to improve levels of accountability, governance and process. This will promote Continuous Professional Development and foster a learning culture.

The RGP is a dynamic organisation and has always adjusted to current & emerging threats, while delivering core functions. With the challenges of Brexit Planning and the impact of Covid-19, along with continuing increase on demand, adaptation has never been more important.



Project Servator Deployments at points of entry and crowded places



Disruptive Patrols carried out by Op. Trojan



People charged for Driving Under the Influence of Drink/Drugs



School Engagement Sessions Completed (In line with COVID-19 Restrictions)



HMICFRS Recommendation Tasks Completed



COVID-19 Absence affecting the RGP at the height of pandemic



Pre-planned Firearms Deployments



Fixed Penalty Notices Issued



Visits to Housing Estates Completed



Supervisory officers received Accredited Leadership Training



BREXIT RGP command involved in planning at strategic and tactical level.



## Our Objective

- The Royal Gibraltar Police is charged with protecting Gibraltar; however, they do this in partnership with various stakeholders both locally and internationally. The terrorist threat level for Gibraltar was reduced from “Substantial” (an attack is likely) to “Moderate” (an attack is possible but not likely) on the 20th July 2020.
- Projects such as Servator and Citadel are vehicles through which the RGP engages a variety of local audiences for the purposes of raising security awareness, promoting vigilance and encouraging the reporting of suspicious activity.
- The RGP is currently embarked in a process to secure access to the UK’s Public Services Network - Protected (PSN[P]). This will allow the organisation to be better linked to a range of UK Policing services, through the sharing and receiving of information and intelligence.
- The Gibraltar Cyber Security Strategy is being driven through the Executive Committee of the Gibraltar Contingency Council (ExCoGCC). The strategy is currently sitting with the Minister for Telecommunications for ratification and approval later this year.
- Although the RGP employ significant efforts to promote awareness of cyber threats and cybercrime types by sharing resources through its website and social media platforms in partnership with the UK’s Get Safe Online, their strategy is dependent on Gibraltar’s National Cyber Strategy being approved. The RGP does not currently have a dedicated Cyber Security or Cybercrime policing resource.

## Activities

- Operation Avalon is the RGP’s 24/7 armed patrol matrix and is delivered 365 days/year, with the support of the Gibraltar Defence Police. Additionally, the last policing year has seen 16 pre-planned and 3 spontaneous firearms operations, all of which were risk assessed and successfully managed.
- At the height of the pandemic, restrictions meant there were fewer opportunities with which to engage with the public, therefore, Project Servator deployments were resumed as soon covid policing commitments allowed, adapting the traditional engagement methods in order to mitigate the risk of exposure to the virus.
- Several security surveys have been conducted on public and private infrastructure, however, for security reasons, the locations and details surrounding these surveys will not be disclosed. The work in question entailed in-depth analysis of the threats and vulnerabilities affecting each of these sites, with a range of mitigation measures recommended.
- A document governing Military Aid to the Civil Authorities (MACA) has been drafted and is currently pending ratification by the Gibraltar Contingency Council (GCC). This document outlines Military aid that will be available to the Civil authorities in the event of a terrorist attack.
- The RGP website [www.police.gi](http://www.police.gi) now has dedicated sections containing a range of information on Counter-Terrorism and Cyber Safety, with the latter including resources for the public across a range of cyber safety themes, as well as an online reporting portal for the Internet Watch Foundation (online child sexual abuse content) since 2016.

## Outcomes

- The office of the Assistant Commissioner continues to lead on protecting our national security, by coordinating and chairing the multi-agency Executive Committee of the Gibraltar Contingency Council (ExCoGCC). The ExCoGCC coordinates the work of multi-agency Joint Tactical Groups in the areas of Land, Air, Maritime & Cyber, and reports to the Gibraltar Contingency Council (GCC), which is chaired jointly by His Excellency the Governor & Hon Chief Minister.
  - The RGP undertakes a range of counter-terrorist policing and border security activity, through a combination of intelligence handling, investigations and engagement work with security & intelligence partners across local Government, the United Kingdom and further afield. RGP officers participate in a number of partnership networks and forums where intelligence and national security best practice is shared on a regular basis.
- Project Servator - Deployments 321 
- Arrests 24 
- The Joint Emergency Services Interoperability Programme (JESIP) was primarily developed to improve and standardise the way in which the emergency services work together when responding to major, multi-agency incidents.
  - The document relating to Gibraltar’s Emergency Services has been prepared and is in the final stages of ratification through EXCoGCC.





## Our Objective



## Activities



## Outcomes

- The RGP Command and Dispatch will continue to operate the THRIVE model, to assess how best to respond to incidents or reports of crime. THRIVE stands for Threat, Harm, Risk, Investigation Opportunities, Vulnerability of the victim and the Engagement level required to resolve the issue.
- THRIVE is about providing an appropriate and proportionate response, rather than having a 'one-size-fits-all' approach to certain types of crime. In some cases, this will mean the police will deal with some incidents differently to how these were handled in the past, prioritising those where people are at risk and delaying or not attending to those that do not need a quick police response.
- The RGP will continue to develop & enhance its response to anti-social behaviour through Daily Tasking Group Meetings (DGTM). This mechanism provides a coordinated approach in policing anti-social matters and allows the organisation to quickly identify issues and resolve them.

- The RGP have recorded an increase to 5,786 calls for service received that have been accurately "THRIVE" assessed to provide the most appropriate response.
- In the last year the RGP has embarked on greater proactive policing through intelligence-led operations. "Operation Trojan" allows officers to identify and deploy to anti-social behaviour hotspots at key times/days, whilst disrupting the activities of those identified as the cause of this behaviour. It identifies repeat offenders who negatively impact the day-to-day quality of life for the law-abiding citizens, adopting a zero-tolerance approach to their criminality/anti-social behaviour.
- The RGP improved its crime recording system consistently applied to record and audit crimes. It delivers more accurate statistics that can be trusted by the public and put the needs of victims at its core.
- Officers from the Victim Support Team (VST) have received specialist training from Greater Manchester Police, with the launch of this team aimed at making an immediate improvement to the service provided to victims of crime, who will be at the epicentre of each investigation.

- RGP Op Trojan officers continue to engage and raise awareness regarding the adverse effects of anti-social behaviour on both members of the community and those youths engaged in this type of behaviour, the latter resulting in negative interaction with the Police.
- School Liaison Officers and schools have engaged a number of youths involved in anti-social incidents at school, utilising short term 'Good Behaviour Agreements', which have been drawn up in partnership with students and parents. By the end 2020, four of these agreements were utilised, with feedback demonstrating the individuals concerned had been abiding by them.
- A "Minimum Standards of Investigation" manual has been developed and adopted, This work featured as an area for improvement in the 2019 HMICFRS inspection report of the RGP published in May 2020. RGP officers have received further training on this.
- The RGP continues to focus on improving the multi-agency approach to helping victims of crime, spear-headed by the new Victim Support Team. Since February 2021, all victims of crime are contacted directly by the VST and offered support.





## Our Objective

- The RGP wants to ensure that ethical crime recording is embedded throughout the force. They will ensure that crimes are recorded accurately so that the right action can be taken for each victim of crime.
- The RGP will launch the Victim Support Team which will form part of the Public Protection Unit.
- The RGP will continue to focus on proactively addressing Domestic Abuse cases through a consistent enforcement approach.
- The RGP will increase the Economic Crime Unit resources to improve their capabilities.
- The RGP as a major stakeholder in the MoneyVal process has had numerous recommendations directly applicable to it or requiring input in partnership with other stakeholders. The RGP will therefore continue to drive improvements in Economic Crime Investigation.



## Activities

- The RGP's Domestic Abuse Team (DAT) was launched in conjunction with Her Majesty's Government of Gibraltar's Domestic Abuse Awareness Campaign.
- Safe Lives UK completed a 'Deep Dive' review of how the RGP deals with domestic abuse and conducted force-wide training for all officers and support staff of all ranks.
- Additional detectives have been added to the RGP's Economic Crime Unit (ECU), including 5 fully trained Financial Investigators successfully completing UK National Crime Agency courses, namely, Financial Intelligence Officer (FIO), Financial Investigator (FI) and Confiscation Course.
- As a result of the MoneyVal (Committee of Experts on the Evaluation of Anti-Money Laundering Measures - a permanent monitoring mechanism of the Council of Europe) recommendations, enhancements have been made in partnership working with the Gibraltar Financial Investigation Unit (GFIU) in relation to intelligence gathering from Suspicious Activity Reports (SRA) and International Mutual Legal Assistance (MLA) requests.
- The RGP continue to pursue the introduction of the Investigatory Powers Act (IPA) in Gibraltar and the creation of necessary infrastructure to manage intelligence derived from processes linked to the IPA's implementation.



## Outcomes

- The RGP have been instrumental in ensuring the legislation on Domestic Abuse now captures Controlling/Coercive behaviour, together with the introduction of Domestic Violence Protection Orders and Domestic Violence Protection Notices.
- Together with the Gibraltar Coordinating Centre for Criminal Intelligence & Drugs (GCID) & the Gibraltar Financial Intelligence Unit (GFIU), officers from the RGP's Economic Crime Unit have undertaken 11 different online courses in the fields of New Technology, Fraud, Terrorism Financing and Financial Investigations in Wildlife and Forestry Crime.
- Intelligence sharing and operational activity with overseas Law Enforcement Agencies have witnessed a continued increase, particularly with Spanish authorities, in relation to the tackling of cross border money laundering and drugs trafficking activity by Organised Crime Groups (OCG) operating in Spain.
- 57 persons detained under the Mental Health Act following receipt of concerns for welfare calls.





## Our Objective

- Safety on our roads is an important priority for the GPA & RGP.
- Statistical data shows that people continue to violate our traffic laws and are often put the lives of others at risk.
- The GPA & the RGP are committed to reducing these risks through enforcement and awareness, using the strategy set out by Operation DriveSafe alongside its everyday policing.
- The RGP continues to support HM Government of Gibraltar in the development and delivery of the Sustainable Traffic, Transport and Parking Plan [STTPP].
- The RGP will continue to develop and adapt the way in which it addresses tackle the misuse of our public roads.
- By developing and employing new tactics and proactively educating road users, the RGP can promote safety and robustly enforce any contravention of Traffic Laws.

## Activities

- The RGP has aligned its enforcement of road traffic offences under Operation DriveSafe, which tackles the most common traffic offences, such as exceeding the speed limit, not wearing a seatbelt, using a mobile phone whilst driving and contravening traffic signs/lights.
- The RGP "anti drink-driving campaign" continues to run throughout the year, with increased focus around Christmas & New Year. A video produced to highlight the seriousness of this offence & provide strong impact on viewers was widely promoted and shared as part of the campaign.
- The RGP took a more robust stance in their approach to tackling indiscriminate driving and anti-social behaviour on our roads with the creation of a traffic task force, which conducted unpredictable and intelligence-led deployments.
- Presentations on road safety were delivered by RGP School Liaison and Roads Policing officers to 5th/6th form students at both Bayside & Westside Secondary schools, as well as to younger children at Lower Primary and Upper Primary schools.
- Summer 2020 saw Op DriveSafe campaigns involving officers from the Roads Policing Unit deploying during the busiest times on our roads throughout the summer months.
- December 2020 saw RGP officers conduct operations during evenings & silent hours, targetting DriveSafe offences and drink-driving, deploying covert officers and a range of other tactics that proved very effective at targetting these offender groups.

## Outcomes

- The RGP has participated in meetings and engaged with key stakeholders to improve road safety and raise awareness, including but not limited to meetings with the Ministry for Transport, Transport Commission and Highways Department.
- The RGP created Cycling Proficiency Lessons (Pedal Ready course) which have now been handed over to the Ministry of Transport for delivery, with the RGP continuing to offer guidance and support.
- Following an increase of 52% in road traffic collisions involving injury, a traffic task force was formed towards the end of the policing year 20/21, evidencing the RGP's commitment to address indiscriminate driving and anti-social behaviour on our roads more robustly. The formation of this task force has led to detections of Dangerous and Careless driving increasing by **25%** and **183%** respectively.
- In recent years, there have been continuous efforts to explore innovative ways aimed at reducing road traffic collisions, with some success. Implementation of traffic calming measures (such as fixed speed cameras and speed bumps) have led to road users exercising greater caution and a reduction of collisions in some hotspots.
- Operation DriveSafe is also intelligence-led and will assist in providing information such as hotspots, key times and days relating to collisions and anti-social behaviour occurring on our roads, which in turn will enable the RGP to consider how best to address these issues with the support of its partners.





### Our Objective



### Activities



### Outcomes

- The RGP will promote diversity within its workforce and wider community, from recruitment to retirement.
- The RGP will embed the College of Policing's Code of Ethics, recruiting people with the right qualities that match the organisation's ethos.
- Higher police visibility is often a key demand from members of the public, and we encourage the RGP to continue to develop and improve on the methods used in community engagement and 'reaching out' to the general public that they serve.
- The Authority expects the RGP to engage more with the public, keeping them informed as well as continuing to make contact with those needing police support and assistance.
- The Community Policing Team will be proactive in dealing with issues within the community, beginning with education of our young. This will assist in breaking down barriers and providing the next generation a different and more positive view of authority.
- The RGP will improve the quality of case files provided to the courts in support of judicial proceedings, to ensure the best possible outcome for victims and witnesses.

- Diversity is now fully integrated into the RGP, from the initial recruitment process and beyond, further promoted through digital media and community engagement. The 'One Team, Many faces' message encompasses this ethos.
- In January 2020, the RGP announced its first Liaison Officer for the Lesbian, Gay, Bisexual and Transgender Community, also raising awareness amongst colleagues and promoting the needs of the wider community.
- The Authority notes the creation of the RGP Women in Policing forum, the promotion of the First Female Police Inspector and the creation of the Muslim police officers & staff forum.
- The RGP's recruitment process is now values based. By identifying the right qualities in a person, the RGP aims to develop them with knowledge and understanding with a view of becoming a well-rounded officer.
- Through its School Liaison Officers, the RGP supported the world anti-bullying initiative, using social media platforms to promote the message as well as delivering presentations in our schools. The RGP have also collaborated with the Gibraltar Police Federation and "Dignity At Work" to deliver presentations to all police staff in relation to bullying at work.

- The Code of Ethics sits at the heart of everything the RGP does and now forms the basis of all decision-making processes. Through training and awareness, officers are able to make the right decisions for the right reasons. Training begins within the Recruits training program and is embedded across the organisation through continued professional development opportunities.
- The introduction of the Business Interests, Compromised Persons and Gifts and Hospitality policies along with guidance on Sexual Relationships at work has helped reinforce the values incorporated within the Code of Ethics.
- The RGP Chief Inspector (Professionalism Division) chairs a network of Volunteer Ethics Champions who share learning and disseminate information across the organisation. They meet to share good practice, identify challenges and learn from errors, equally promoting an organisation that embraces the code by developing ethical practices in policing.
- The recently constituted Independent Police Ethics Committee provides reassurance to the Commissioner of Police, the Command Team and the Chairman of the Gibraltar Police Authority that ethics and integrity are embedded within the organisation, and that complaints against the police are dealt with expeditiously and follow due process.
- By publicising community related initiatives via social media, the RGP are able to communicate what they have been involved in and seek feedback from the public.





### Our Objective



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- The RGP will improve the quality of case files provided to the courts in support of judicial proceedings, to ensure the best possible outcome for victims and witnesses.

### Activities



- The RGP has engaged with tenants' associations alongside patrols of estates as part of an ongoing process to establish healthy relationships into the future.
- The RGP has led and/or participated in a number of HMGoG multi-agency deployments, including providing support to Housing officers, and undertaking enforcement activity alongside HM Customs Dog Section and the Environmental Agency.
- The RGP invested in accredited leadership training for all supervisory officers (Sergeant, Inspectors, Chief Inspectors & Superintendents) to improve the management and development of officers.
- The RGP's Dedicated Risk Management Team within the Public Protection Unit (PPU) manage all Sexual Offenders and has undergone additional training to enable officers to complete comprehensive Risk Assessments of offenders, ensuring appropriate intervention to manage risks.

### Outcomes

- Preparatory for the establishment of a Casualty Bureau has commenced. This will provide a coordinated response during mass fatality incidents including natural disasters, accidents or intentional criminal acts to injure or kill, including terrorist incidents.
- The Crime Prevention Officer has provided graphic design support to the RGP's Media, Safeguarding, Domestic Abuse & Victim Support teams on a range of crime prevention, domestic abuse & cyber safety themes, with content & creatives published at various times across RGP social media platforms, as well as via traditional media where required.
- The File Preparation Unit restructure has enabled the RGP to support front-line officers with experienced case builders, and establish an allocation model to improve the quality of case files being produced.





### Our Objective



### Activities



### Outcomes

- The RGP will foster an Innovative and Learning culture within the organisation.
- The RGP will invest in resources and equipment to better enable officers to offer the best service possible to victims and witnesses.
- As a result of the inspection commissioned by the Gibraltar Police Authority, and carried out by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), a number of recommendations were made. The RGP will address these with a view to improve in all areas highlighted by the HMICFRS report.

- In June 2020 the RGP published its Organisation Learning Statement: *"The RGP is a learning organisation. We value critical thinking and knowledge gained from experience, mistakes and employee contribution. We will share this knowledge and incorporate it into our daily activity in order to thrive in a changing environment"*
- The RGP completed a Health & Safety assessment of New Mole House Police Station, providing a number of key recommendations, however, it continues to aim for a new purpose-built Police Headquarters with the support of the GPA HM Government of Gibraltar.
- Equipment is a key feature in the Force Risk Register, with officers supported with improved equipment to protect and allow them to police Gibraltar safely.
- Following the HMICFRS inspection in October 2020 which provided the RGP with recommendations for improvement, the RGP Command Team prepared a roadmap to guide its implementation. 14 months on, the RGP has completed 85% of this work and have themselves highlighted a further 6 areas for internal improvement. Work on this continues.

- The RGP embedded their new learning statement across all training, as part of steps taken to adopt a just culture.
- Investment in new Body Worn Video cameras with improved reliability is helping to secure convictions and protect officers when dealing with incidents.
- Continual improvement of the RGP's centralised IT system "Cyclops" with the addition of further modules will prevent duplication of processes and improve information accessibility.
- HMICFRS work streams are now 85% complete.
- The RGP has expanded and improved its internal communications, incorporating Command Team drop-in clinics, open door policy, suggestion portals and publication of internal information bulletins.
- 58 Officers in supervisory roles (Sergeant-Inspector-Chief Inspector-Superintendent) successfully completed accredited Leadership & Wellbeing training during this policing year.





### Our Objective



- The RGP will support the well-being of its officers and civilian Support Staff, by promoting and embedding physical, mental and social health.

### Activities



- Arising from its Well-Being Strategy and associated policy, the RGP has created a Well-being Committee to ensure that projects are undertaken with oversight and review.
- Well-being Champions have also been identified across the RGP, each completing a Mental Health First Aid course along with a Stress Response Workshop to equip them to support their colleagues.
- The RGP has formalised "Return to Work" discussions to understand the issues that officers and staff may be experiencing and whether measures can be introduced to help alleviate issues potentially causing absences at work.

### Outcome

- Well-being Champions promote health and wellbeing within the RGP, pro-actively engaging colleagues who may need help and signposting to further lines of support.
- The RGP now has a bespoke Mental Health Referral process, designed specifically for the needs of police officers, ensuring officers receive the timely support they need. The RGP is investing in "Backup Buddy," a bespoke UK mobile phone application which contains the latest information relating to Employee Assistance Programmes, Occupational Health Protocols and Human Resources information.
- The RGP focus is shifting from reactive management of sickness absence to a more innovative and proactive approach of prevention, promoting wellbeing and improving staff engagement. Wellness Action Plans assist in help managing mental health and wellbeing at work.



### Our Objective

- 2020/2021 saw the world experience one of its greatest challenges in recent history, following the outbreak of the COVID-19 pandemic. Gibraltar was not immune from this, and as a result, additional responsibilities fell upon the RGP that required it to quickly adapt to this new and evolving threat.
- The pandemic coincided with the significant work that was being undertaken to address HMICFRS recommendations as well as to address a number of key policing challenges associated with the UK/Gibraltar's departure from the European Union.
- The pandemic led to a significant body of Civil Contingencies and Public Health legislation drafted in Gibraltar law to suppress infection rates, requiring enforcement by the RGP with the support from a number of partners such as HM Customs and the Gibraltar Defence Police (GDP).

### Activities

- A new strategy for policing the COVID-19 pandemic drawn from the UK National Police Chiefs' Council (NPCC) was developed by the RGP, as part of which the RGP met with key stakeholders across HMGoG organisations in order to enable contingency planning.
- At the height of the pandemic, the RGP suffered staff shortages of approximately 1 third of its establishment, between COVID sickness and isolations.
- The Commissioner, Assistant Commissioner and some members of the RGP Command Team have been key players in discussions between Spain, UK and Gibraltar on Police Cooperation as well as the Brexit Resilience Group for Law and Order. Part of this work saw the RGP strengthening ties with the UK's National Police Coordination Centre to ensure mutual aid was available.

### Outcomes

- The RGP adopted the "4 E's" approach to policing the pandemic.
  - a) Engage with the public
  - b) Explain why the measures have been put in place
  - c) Encourage people to disperse and comply with regulations
  - d) Enforce when necessary using legislated powers
- The RGP was one of the first Emergency Services offered the coronavirus vaccine, with a 94% uptake in the vaccination programme ensuring the continued ability to provide a frontline service during the pandemic.
- The RGP adopted a range of new working practices that enabled officers/teams to work in isolation by using alternating shift patterns at Police Headquarters and at home, using remote connectivity.



## Our Objective

- Ultimately we are stronger together. As such, the RGP will improve and strengthen ties and working relationships with other HMGoG organisations, external agencies and partners both locally and overseas.
- The RGP will continue to learn from best practice derived from regular sharing of experiences with other police forces.
- Youth offending has seen a rise in recent times and the RGP needs to work closely with other partners to better understand its causes and participate in the development of strategies to divert youth offenders away from criminality.
- In conjunction with Her Majesty's Government of Gibraltar, the RGP will work to mitigate risks posed to Gibraltar and its economy.

## Activities

- The RGP participated in a multi-agency emergency response to an Airfield Emergency planning exercise, with reviews leading to implementation of agreed action plans.
- Existing Memoranda of Understanding with partner agencies have been updated and reviewed to ensure continued information sharing for the benefit of improving service delivery.
- The RGP has explored the creation of a Youth Offending Team.
- The RGP continues to work closely with the Gibraltar Financial Intelligence Unit, committing to provide officers on secondment to counter the financing of terrorism, proliferation financing and money laundering. The establishment of a Joint Financial Intelligence Tasking Group saw improved assessment of intelligence received..
- The notable increase in the detection of vehicles transporting and storing fuel related to drug trafficking activity, and associated arrests, led to the RGP making representations to HMGOG in relation to the drafting of new legislation with stronger penalties.

## Outcomes

- A Table Top Exercise was conducted to test the resilience of the RGP at various large scale events, such as Brexit disorder and an International Football Match while balancing other demands.
- The Youth Offending Team research carried out by the RGP towards creating a multi agency approach to dealing with young offenders, aims to see re-offending rates drop and prevent the criminalisation of juveniles.
- The RGP continues to have a close working relationship with the Gibraltar Financial Services Commission, with both entities forming part of the inter-agency group on Economic Crime that works closely on the implementation of MoneyVal recommendations.
- Enhancements have been made in combatting the financing of terrorism, with the RGP Economic Crime spearheading the creation of a Small Islands Terrorist Financing Forum that focuses on the sharing of experience and training with jurisdictions with similar risk profiles.
- Legislation was enacted to counter the increase in organised crime activity linked to the storage and supply of fuel to vessels involved in drugs trafficking.



## 3rd Anniversary of Project Servator on the Rock

Project Servator was formally launched in Gibraltar on the 1st of June 2018, following a 6-month trial and the provision of specialist training to a number of RGP officers by trainers from the City of London Police and Metropolitan Police Service.

It features as one of several Key Performance Indicators under the priority of "Protecting our National Security" within the Annual Policing Plan.



Project Servator is a policing tactic that aims to disrupt a range of criminal activity, including terrorism, while providing a reassuring presence for the public. It is used by twenty-four UK police forces as well as the RGP and New South Wales Police Force in Australia.

The approach relies on police working with the community – businesses, partners and members of the public – to build a network of vigilance and encourage suspicious activity to be reported.

Project Servator has been successful in gathering intelligence that has assisted Counter Terrorism Units across the UK in investigating and preventing acts of terror. It has resulted in arrests for a multitude of offences and is responsible for removing firearms, knives and drugs from the streets.

Project Servator involves police carrying out highly visible and unpredictable deployments that can happen anywhere at any time.

These are made up of a range of resources. Some are highly visible, such as uniformed police officers, dogs, armed officers and vehicle checkpoints. Others are less visible, such as plain clothes officers, Automatic Number Plate Recognition (ANPR) and CCTV operators.



The difference between Project Servator deployments and other police deployments is that they involve police officers who have received specialist training to identify individuals who may be planning or preparing to commit a criminal act. They are able to spot the tell-tale signs that someone may be carrying out hostile reconnaissance – the planning a terrorist or other criminal needs to do before carrying out criminal activity, including terror attacks.

Commenting on the anniversary of the project's launch in Gibraltar, Commissioner of Police Richard Ullger said: "Since we launched Project Servator in 2018, we have gone from strength to strength, building up networks with partners, delivering security awareness presentations and increasing our engagement with residents, visitors to Gibraltar and our business community. The pandemic has understandably adversely affected our engagement due to additional policing commitments, Gibraltar's lockdown (no public events) and border restrictions. However, we have recently resumed Project Servator deployments in parallel to activity by our Traffic Taskforce, Operation Trojan Anti-Social Behaviour deployments and joint working with the Department of the Environment."

**PROJECT SERVATOR**  
TOGETHER, WE'VE GOT IT COVERED

More information can be found on the RGP website:  
<https://www.police.gi/information/counter-terrorism/project-servator>



## Domestic Abuse Team

This year saw the creation of a new specialist unit within the RGP to improve the service delivered to victims and witnesses of domestic abuse. The team was created in response to recommendations made by HMICFRS during its last inspection, requiring the RGP to improve the service offered to victims and witnesses. The RGP commissioned a review of their approach to managing domestic abuse, which was completed by SafeLives. SafeLives is a UK based charity that champions and supports police forces and other agencies in improving their knowledge and understanding of this key area of policing. Their staff includes former senior police officers, magistrates, social workers and domestic abuse charity workers.



Their mission is to end domestic abuse before it starts, for good. Through training and awareness campaigns SafeLives aims to improve how domestic abuse is seen and addressed by all. The Ministry of Justice arranged for the entire RGP workforce, including officers of all ranks and support staff, to receive a full day training package. The training was very well received by all who attended, with feedback highlighting the enthusiasm and knowledge of the trainers. This will form part of the ongoing work across Gibraltar by all partner agencies to protect the most vulnerable in our community. A team comprising 1 Detective Sergeant and 2 Detective Constables focused on obtaining an overview of current domestic abuse investigations and highlighted areas for improvement

As understanding of the current situation increased, the Domestic Abuse Team (DAT) were able to take on high risk investigations themselves, relieving some of the pressure placed on their Response Team colleagues. DAT were able to dedicate the necessary time to the investigation, ensuring victim's and witnesses were receiving the best possible service. Building and maintaining a rapport with individuals is key across police work but perhaps nowhere more than in the Domestic Abuse Team. Often, survivors of abuse have experienced a great deal of trauma and their idea of trust can be completely broken. When they finally find the strength to reach out and ask for support, it is imperative the police and partner agencies do everything they can to achieve the best outcome for that person. They may not get a second opportunity if they lose the trust of the victim. The criminal justice system is not always the best solution to help the victim end the cycle of abuse. By having dedicated officers permanently dealing with domestic abuse incidents, the RGP is better placed to form professional relationships with their colleagues in the Care Agency and Gibraltar Health Authority. With the additional support of other Government departments such as the Housing Agency, the RGP aims to increase the service offered to victims as they develop, in order to effectively address the growing demand for the service.

## Victim Support Team

Alongside the Domestic Abuse Team, this year also saw the formation of the Victim Support Team (VST). The aim of the VST is to provide enhanced care to victims of crime and provide solutions to repeat and vulnerable victims of crime.

Police officers are routinely exposed to different incidents; it is in the nature of their business. However, they often deal with victims who have never witnessed violence and have never had to report matters to the police. Officers have to be aware of the impact this could have on a victim. The response of the RGP to any incident could leave a long term impression on the public, positive or negative. There is never a second chance to make that first impression. Each victim deals with the impact of crime differently and has their own way of coping. This can vary enormously depending on their age, personality, support network and their personal circumstances. It is very important we provide our victims with the support they need at the earliest opportunity. The VST provides reassurance to victims, ensuring that they are offered appropriate support according to their needs and providing them with the confidence that investigations into their complaints are taken seriously. Where appropriate, victims will be referred to partner agencies. The VST helps victims explore practical issues arising from their report to police, from understanding the criminal justice process to offering practical crime prevention advice.

RGP Commissioner Richard Ullger said: "Domestic abuse is an abhorrent crime and is totally unacceptable in Gibraltar – or anywhere else. We have established a Domestic Abuse Team (DAT) & the new Victim Support Team (VST) to ensure that all victims of crime can access the support they need whenever they need it. Specialist support for anyone affected by domestic abuse is available now and is completely confidential. Supporting vulnerable people and victims is a key part of policing and is a commitment we have pledged, to make victims feel safer. We urge anyone affected by domestic abuse to contact DAT or VST for support and advice."

# 293

Victims dealt with by the VST in their first several weeks between January to March 2021

Many victims and witnesses find the courts and the judicial process intimidating or confusing. The moment they learn that they may have to attend court they can become uncooperative. The VST can support them by fully explaining the process and what will be required of them as victims. The VST can then assist them through the judicial process from beginning to end.



**VS** VICTIM SUPPORT



## Community Policing



Breaking down the barriers between the police and the public starts at a young age. The RGP aims to engage with our public as early as possible, to instill trust and foster positive relationships. The hope is that they will grow up knowing that they can turn to the police in a time of need and work with them to support a safer Gibraltar for us all.

## Corporate Communications

During the Pandemic, the RGP increased its communication with the public in order to advise of new regulations & its covid policing style of the 4 E's - Engage with the public, Explain why the measures have been put in place, Encourage people to disperse and comply with regulations and Enforce when necessary using legislated powers. This was linked to increased messaging of awareness around Cybercrime threats and Domestic Abuse.



At the same time, the RGP invested in proactive information sharing on topics such as road safety and general policing enforcement activity. This increased activity has reinforced the RGP's existing channels of communication with the community, with Twitter followers now at almost 14,000, Facebook followers close to 15,000 and 2600 followers on the RGP's newer Instagram account. A newly designed RGP website now provides a range of services including an online reporting portal and information on diverse subjects. In the last policing year, the RGP issued 140 press releases, 867 Tweets, 860 posts on their Facebook page and 348 Instagram posts on various policing issues.

## School Focus Groups

As children grow into adulthood, we are keen for positive relationships with the RGP to continue.

In line with the GPA's priority to Improve Public Confidence, the RGP Community Policing Team has pursued regular engagement with our older school communities.

There have been several sessions in which pupils were invited to participate in an hour-long forum where they were encouraged to talk openly about a range of topics, including anti-social behaviour, drug taking and personal safety. The Commissioner of Police Richard Ullger joined officers at Bayside School to participate in one of these sessions.

One issue debated at length by students aged 14 to 17 was how drugs affected youngsters, and whether they thought that decriminalising drugs would help society or not.

Richard Ullger, said: "I was very impressed by the maturity of the pupils and how they articulated themselves.



"We've got some good feedback and a lot of interesting ideas have been discussed.

"This is a useful way for the younger generation to meet our officers face to face and see that we are approachable and keen to hear what they have to say."

Sgt Calum Bruce, who chaired the meeting alongside PCs Nicholas Ramagge and Tanya Reddy, added: "In our meetings with students, they have regularly made the point that they take their lead from the role models and adults around them, and that their development is influenced by the attitudes they encounter. Therefore we, as adults, need to set the correct examples for them to follow."

Officers from the RGP's Community Policing Team continue to hold weekly talks in schools. It is hoped the forums will help break down barriers between the police and younger generations, whilst getting feedback on a number of issues affecting Gibraltar's youth.



### Traffic Taskforce



The RGP formed a Traffic Taskforce consisting of officers drawn from the RGP's Roads Policing, Community Policing and Response teams. This taskforce is being deployed several times a week, in addition to officers conducting Operation DriveSafe duties.

Despite the lull caused by the lockdown, there were an alarming number of road traffic collisions on Gibraltar's roads, mainly caused by a combination of excessive speed, dangerous driving and a lack of consideration for other road users. The traffic taskforce responded by dealing with more drivers for more serious traffic offences.

Commissioner of Police, Richard Ullger said: "Although we have created this new taskforce, it is impossible to have police officers on every road, 24 hours a day. However, whilst our officers will always use discretion and take a zero-tolerance approach to enforcing the traffic laws against bad and inconsiderate driving, it is also a matter of educating our drivers and making them more responsible for their actions. The penalty for bad driving should not be measured in the number of fines and driving bans. It should also be measured in the number of injuries and even deaths on our roads."

### Muslim Officers / Staff Forum

As part of the drive to promote diversity in the Royal Gibraltar Police and in line with the 2021-6 Diversity, Equality and Inclusion Strategy, the RGP established a Muslim Officers/Staff Forum. The Forum has already met with the Commissioner and the Assistant Commissioner to discuss and set out their priorities, with awareness and promotion of the religion being a key drive.

The Muslim Faith is a minority in the organisation, therefore it is important for the forum to share cultural and religious differences with the rest of the Force, to bring about better awareness and understanding across a range of issues. Consisting of seven officers and one member from the RGP's support staff, the forum led by DC BENHAKIM supports the RGP's aim at becoming a more inclusive organisation.

### Op Trojan



Operation Trojan has been derived from tactics used by UK Police Forces to tackle Anti-Social Behaviour and Serious Organised Crime Groups. By adopting a zero tolerance approach, Op Trojan aims to identify repeat offenders who negatively impact the day-to-day quality of life for the law-abiding public of Gibraltar.



The operation is largely targeted at young people and aims to promote a positive relationship with the police. The Op Trojan officers have also worked hard to engage and raise awareness of the effect that anti-social behaviour can have on fellow members of the community and also on themselves, as it will lead to negative interactions with the police.

### Women in Policing



The RGP's Women in Policing Forum aims to raise awareness and understanding of issues affecting women in the Police Service, generate discussion on a range of issues by providing the female perspective, develop a professional network of officers and contribute to the professional development of its members.



Gender equality within policing is integral to the RGP WIP mission, and the organisation plays a significant role in providing a platform for women within the industry.

The WIP has been founded to empower the service's strong, hardworking women, with its mission being to:

- Raise awareness and understanding of issues affecting women within the Royal Gibraltar Police and give women a voice that will be heard and understood.
- Encourage ongoing personal and professional development through a self-supporting network to bring about positive change.



Support

Inspire

Encourage

Strength





## Training Department

Between September 2020 and March 2021, the RGP Training Team were responsible for the simultaneous development of two separate recruit classes. These recruits were necessary to replace officers lost throughout the previous policing year (eg retirements) as well to provide an uplift to personnel numbers.

The first recruit class commenced its probationer training in September 2020, whilst the second recruit class commenced its training just 6 weeks later.

This meant that the Training Team managed two schools simultaneously, whilst also developing two Gibraltar Defence Police (GDP) recruit intakes with assistance from GDP trainers seconded to the RGP. In total, the Training Team were responsible for the development of 42 RGP & GDP officers – a record number.



## Digital Resource Improvement

The screenshot shows a digital resource page titled "Officer Resources" with a teal header. Below the header, there are navigation options: "New", "Page details", and "Analytics". The main content area is a grid of links:

- Accountability**: You are answerable for your decisions, actions and omissions.
- Fairness**: You treat people fairly.
- Integrity**: You always do the right thing.
- Honesty**: You are truthful and trustworthy. Integrity You always do the right thing.
- Leadership**
- Objectivity**: You make choices on evidence and your best professional judgement.
- Openness**: You are open and transparent in your actions and decisions.
- Respect**: You treat everyone with respect. Selflessness You act in the public interest.
- Selflessness**: You act in the public interest.

Below the grid is a teal bar with the text "EXAMS". To the right of the grid are four smaller images with text overlays:

- Access Probationer Resources Site**: Image of police officers on a street.
- Dockets**: Image of a police officer in uniform.
- Share Documents (Training Team)**: Image of a police officer's face.
- Access My Portfolio**: Image of a document with a magnifying glass.

At the top right of the page, there are options: "Not following" and "Share". At the bottom right, it says "Published 07/06/2021" and "Edit".

During the reporting period, the RGP Training team made greater use of access to HM Government of Gibraltar IT infrastructure, introducing technology in order to monitor recruit development and performance in the following ways;

- 1) Digital Probationer Development Portfolios
- 2) Digital Probationer Evidence Files
- 3) Digital Feedback Forms
- 4) Digital Duty Sheets
- 5) Online Examinations
- 6) Examinations catering for students with dyslexia
- 7) Zoom Lessons
- 8) Zoom Check-Ins

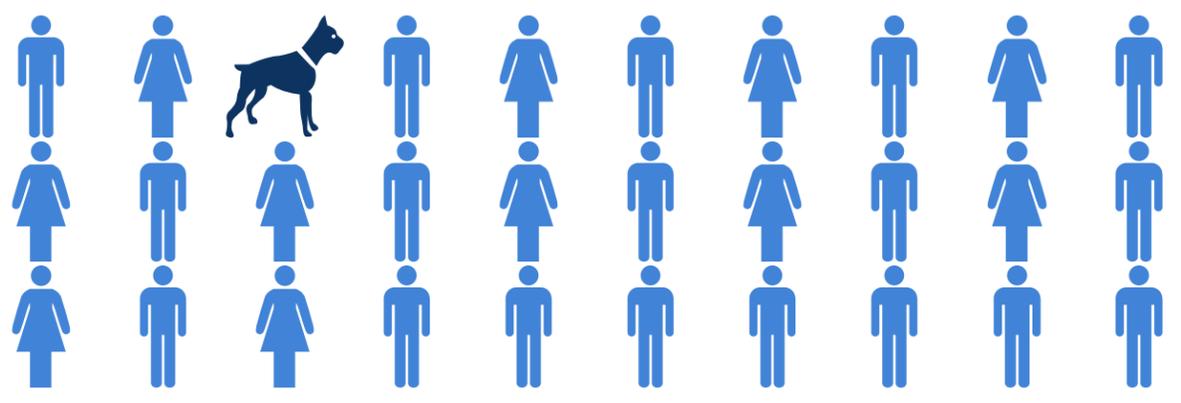
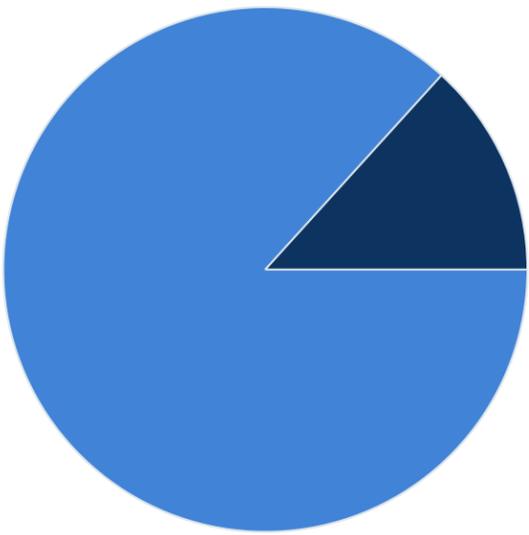
Remote working due to the COVID-19 pandemic has helped expedite improvements to the way in which the Training Team compile evidence to help develop officers to reach their full potential. The replacement of inefficient paper based systems was streamlined with processes utilising Microsoft SharePoint, with regular bitesize tasks for new officers to focus on allowing them to set and achieve Specific, Measurable, Achievable, Realistic and Time-based goals. The team was able to find cost free ways to improve processes. This has seen officers working in their own time to learn new skills and deliver sessions remotely via Zoom to give newly recruited officers the best possible start to their careers.

# Resources

In the past policing year, the RGP received an uplift of 29 Police Officers to 255, supported by the existing complement of 39 civilian Support Staff who undertake a range of administrative functions. The uplift included replacing officers retiring or leaving the service in 2019 & 2020, together with an increase in overall establishment. At the end of the 2020/21 policing year, out of the 255 officers, 145 were deployed to frontline uniformed roles.

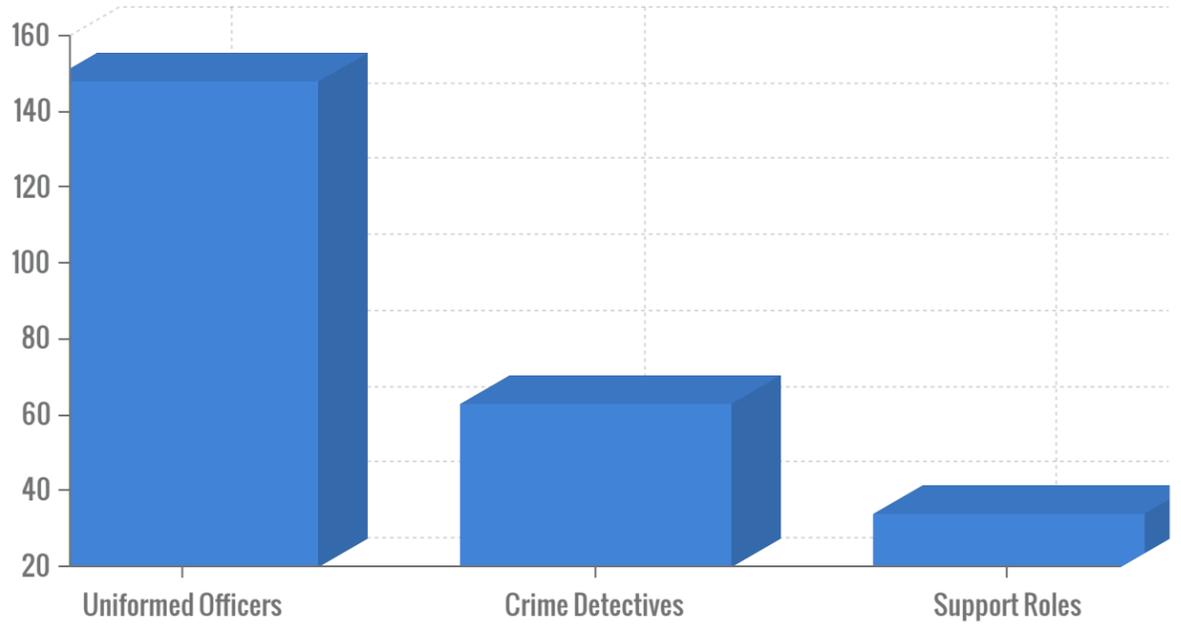
### TOTAL COMPLIMENT

Officers 255    Staff 39



**29** Officers Recruited (+1 Dog)

### Officer Roles Constable to Inspector



## RGP Finance

The RGP generates income for services provided outside of ordinary responsibilities. This includes fees paid for providing police traffic escorts for dangerous loads or large vehicles if road closures are required, as well as for the policing of planned events such as football matches organised by the Gibraltar Football Association. The number of such restrictions/events in place due to the pandemic saw a dramatic drop during the last policing year.

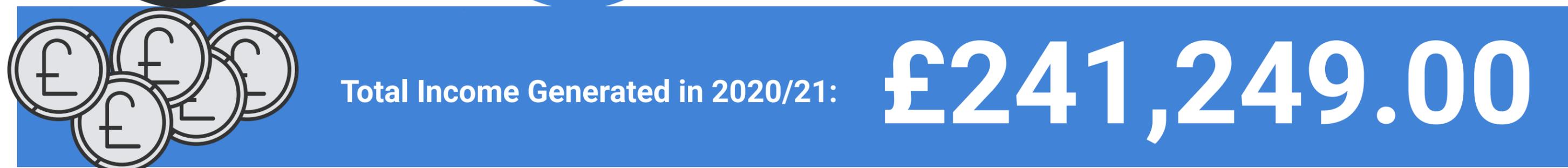
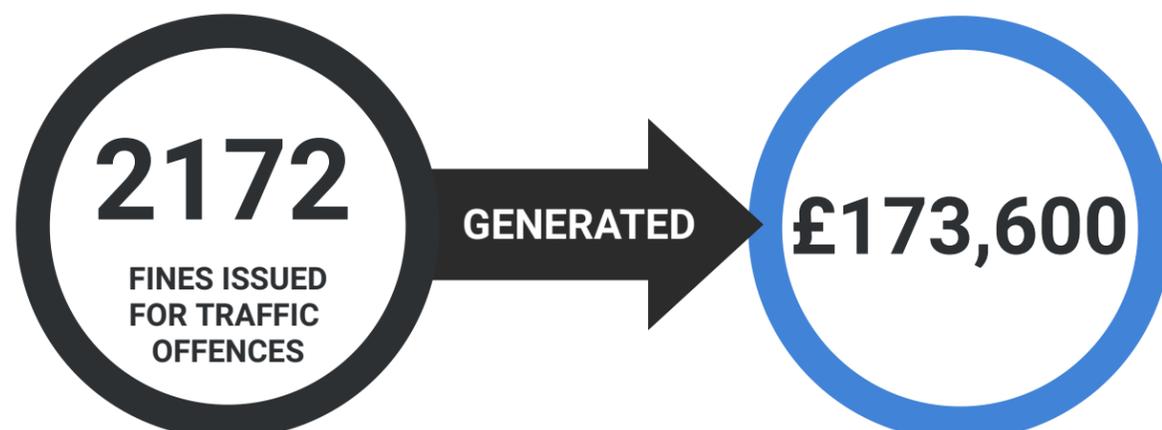
The RGP does not have a devolved budget as is the case with UK police forces, therefore, funds received for policing services are credited to the HM Government of Gibraltar's central fund. Although the RGP derive no direct benefit from providing these additional policing services, requests for additional funding are made to HMGoG for consideration as required.

In line with the HMICFRS recommendations published in 2020, the GPA and RGP are open to more modern funding arrangements, in line with the practice in the UK, whereby at least a proportion of savings and revenue generated can be linked to the RGP's funding mechanism. It should be noted however, that the GPA has yet to make formal representations to HM Government of Gibraltar in this respect.



### Policing Expenditure 2019-21 (excludes salaries)

Pension contributions	£765,355	4.31%
Other expenses	£605,167	3.41%
Investigation expenses	£435,000	2.45%
Telecommunications	£239,000	1.34%
Marine boats and fuel	£195,000	1.10%
Equipment and uniform	£160,000	0.90%
Training	£137,500	0.77%
Transport Services	£83,500	0.47%
COVID-19 expenses	£53,000	0.30%
CCTV	£22,000	0.12%
Printing and stationery	£18,750	0.11%



# Crime & Enforcement Data

ALL CRIME		
2019/20	2020/21	% CHANGE
1589	2884	↑ 81%
DETECTED		
698	1189	41%

"Detected" crimes are those that have been 'cleared up' by the police. Not every case where the police know, or think they know, who committed a crime can be counted as "detected" and some crimes are counted as "detected" when the victim might view the case as far from resolved. For any crime to be counted as "detected" sufficient evidence must be available for police to claim that a) a recordable crime was committed and recorded b) a suspect was identified and made aware that they will be recorded as being responsible for committing that crime; and c) the offender was either charged, summonsed, cautioned, warned or received a penalty notice.

Crimes may also be deemed to have been detected without action being taken if the offender has died or a decision has been taken not to prosecute the offender. Finally, some of the crimes displayed below and "not detected" will still be under investigation at the time of compiling this report.

BURGLARY (RESIDENTIAL)	BURGLARY (NON-RESIDENTIAL)	ALL OTHER THEFT OFFENCES	CRIMINAL DAMAGE	ARSON	DRUG POSSESSION	DRUG SUPPLY	ROBBERY
2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20
21	75	166	141	7	138	26	3
2020/21	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21
19	61	243	255	15	151	31	4
DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED
21%	34%	25%	16%	0%	83%	38%	25%

MURDER/MANSLAUGHTER	ALL SEXUAL OFFENCES	POSSESSION OF WEAPONS	ANTI-SOCIAL BEHAVIOUR	CAUSING NOISE OFFENCES	PUBLIC ORDER OFFENCES	STALKING & HARRASSMENT	FIREARMS OFFENCES
2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20
0	22	13	97	1	131	24	4
2020/21	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21
0	48	28	137	345	344	31	7
DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED
N/A	29%	71%	61%	49%	27%	42%	14%



The Crime Recording Standards ensure that all alleged crimes are initially recorded, until such a time as they can be investigated and a determination made as to whether or not, on the balance of probabilities, the offence likely occurred.

There is a presumption that the reporting person will be believed and the crime recorded based on what is disclosed. On occasions, following investigation, it may be the case that it is determined that a crime has not been committed based on evidence obtained or more careful consideration of appropriate offences. The RGP will now also record every crime reported regardless of whether the victim wishes further police action to be taken. This has provided a truer picture of crime being committed in Gibraltar and has inevitably raised the crime rate from previous years, having an impact on detections.

Despite Gibraltar being in lockdown for a number of weeks during the 2020/2021 policing year, the number of recorded crimes increased by 81%. Much of this increase is attributable to increasing public confidence in reporting crimes to the RGP, including via the new online reporting portal, improved ethical recording practices in line with UK Counting Rules and an improved system for auditing of crime records introduced by the RGP Crime Desk.

The detection rate of crimes has remained almost the same between the last 2 policing years, with a small 3% decrease from 44% (2019/20) to 41% (2020/21).

ASSAULTS	POLICE RELATED OFFENCES	CRUELTY TO YOUNG PERSONS	PROCEEDS OF CRIME OFFENCES	IMMIGRATION OFFENCES	TOBACCO OFFENCES	FUEL TRANSPORT/ STORAGE	PROHIBITED IMPORT (RHIB)
2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20
365	44	3	13	37	10	0	24
2020/21	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21
381	131	1	2	59	15	13	6
DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED
32%	79%	0%	0%	83%	13%	N/A	0%

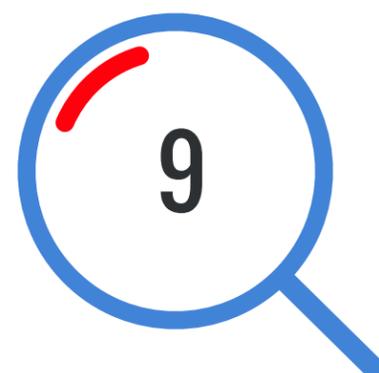
VEHICLE INTERFERENCE	TAKING A CONVEYANCE	ACQUISITIVE CYBERCRIME	FRAUD & BRIBERY	THEFT FROM A MOTOR VEHICLE	THEFT OF A MOTOR VEHICLE	DOMESTIC INCIDENTS (NO OFFENCE DISCLOSED)	DOMESTIC RELATED OFFENCES
2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20
9	12	32	42	21	14	256	257
2020/21	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21
23	18	73	96	35	16	310	299
DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED	DETECTED
35%	22%	5%	11%	29%	25%	N/A	36%



## Civil Contingencies Emergency (Coronavirus) Regulations 2020

### Arrests

### Summonses



### Fixed Penalty Notices



Officers will be in specific locations to ensure the public are adhering to the lockdown regulations and will use their powers to disperse people to protect the public.

**They will:**

**ENGAGE**  
with the public

**EXPLAIN**  
why dispersal is vital to reduce the spread of the virus

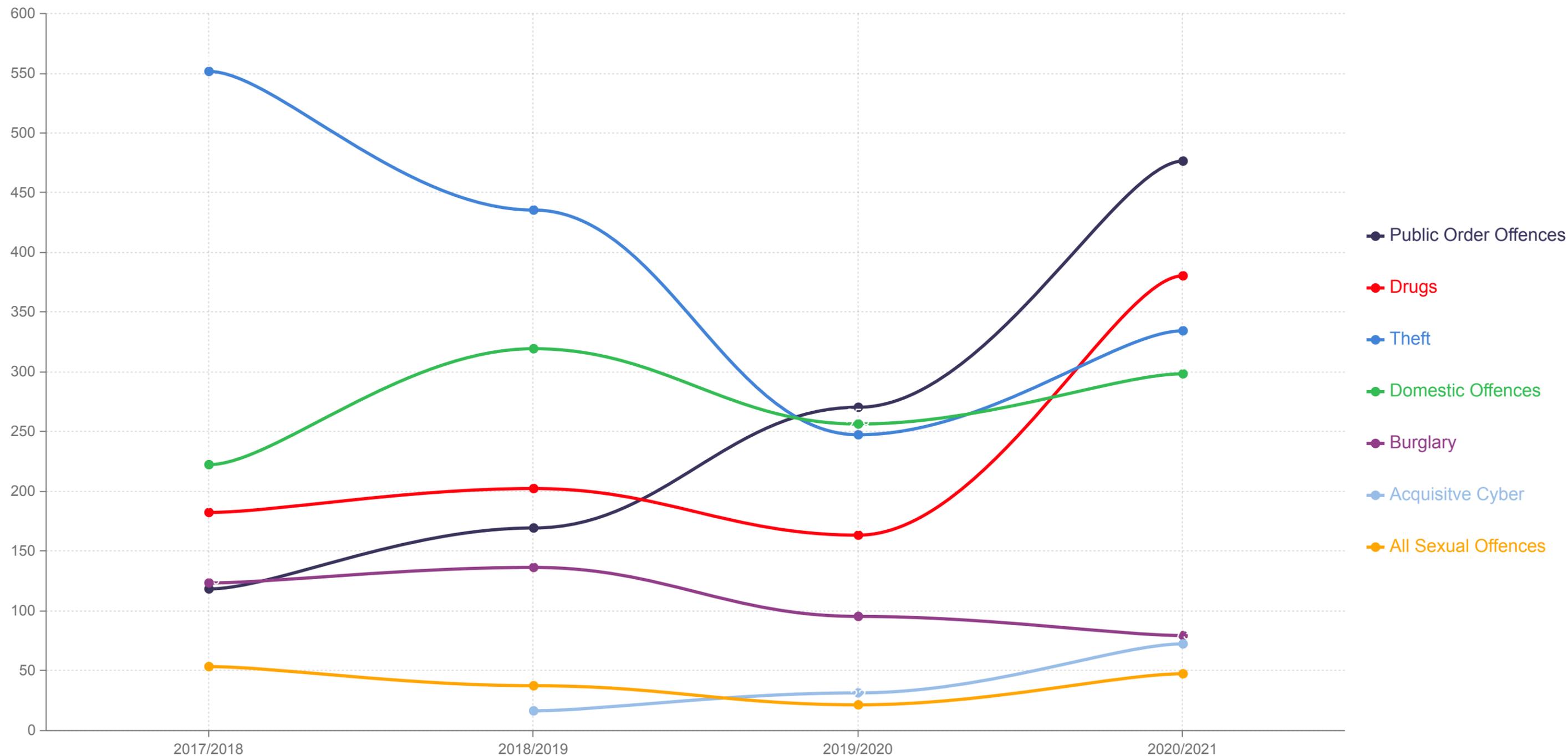
**ENCOURAGE**  
people to disperse, go home and stay at home

**ENFORCE**  
where necessary

Officers will make sensible decisions, employ their judgement and continue to use other powers.  
**ENFORCEMENT WILL BE A LAST RESORT**



### 4-year Changes in Crimes





The 2020/21 policing year was an unprecedented year for everyone, and policing was no exception. The year's DriveSafe statistics appear lower than those of the previous year, however, this must be put into perspective. Gibraltar was in lockdown for large periods of 2020/21, including the festive period, which resulted in much lower traffic levels and therefore less visitors to Gibraltar, thus reducing the overall traffic footprint.

A review of the figures from the months following the release of lockdown restrictions saw levels of offences and collisions increasing. 2,172 Fixed Penalty Notices for a range of offences were issued, and a further 1,215 persons were reported for process or arrested in this policing year for traffic-related offences. This highlighted the need to address these issues as part of the Safer Roads priority.

Her Majesty's Government of Gibraltar, with the support of the RGP, is preparing for the introduction of a system of Penalty Points for road traffic offences committed. Together with RGP proposals for greater vehicle seizure powers, and stricter legislation targeting uninsured drivers, these measures will assist in reducing the incidence of poor driving, thus contributing towards making Gibraltar's roads safer.



TYPE OF COLLISION	2019/20	2020/21
ALL COLLISIONS	78	68
FATAL	0	0
SERIOUS INJURY	2	2
MINOR INJURY	25	36
EXTENSIVE DAMAGE	18	17
MINOR DAMAGE	34	44
HIT AND RUN	21	15

Offence	2019/20	2020/21
DUI & Other Drink Driving Offences	111	68
Careless Driving/Riding	6	17
Dangerous Driving/Riding	27	34
Speeding	4145	892
Using Mobile Phone Whilst Driving	552	427
Not Wearing Seatbelt While Driving	406	231
Other Traffic Offences	1199	1718
<b>TOTAL</b>	<b>6446</b>	<b>3387</b>





## 3 ½ Year Domestic Abuse Conviction

February 2021 - A 24yr old man was convicted of grievous bodily harm and sentenced to three and a half years in prison, after he was found guilty of fracturing the jaw of his 17yr old partner in an incident dating back to July 2016.

The court heard how the defendant had punched the victim several times in the stomach following an argument, before fracturing her jaw. The victim did not seek medical assistance until the following day, when she attended hospital alone. Her injuries required extensive surgery using plates and screws that have left some permanent numbness.

Staff at St Bernard's Hospital questioned the victim's initial claim that she had "fallen down the stairs". The defendant too had made this same claim to the RGP. Experienced medical professionals providing evidence said they had dealt with many falling injuries, and stated these very rarely occurred without any defensive injuries to the hands, as was the case with this victim.

During the trial, the court also heard that, days after her surgery, the defendant had struck the victim again, causing her stitches to bleed.

The sentencing was originally postponed after the defence claimed he was remorseful, and no longer denied his guilt. However, when delivering the three year and six month sentence, Puisse Judge Karen Ramagge Prescott was of the view that the defendant's claims of remorse were not sincere. She said that it was unlikely the defendant had suddenly become remorseful having not demonstrated any empathy in the past.

## 4 Month Sentence after baby injured

May 2021 - A 27yr old man was sentenced to four months in prison following an incident in which a seven week old baby sustained injuries. The defendant pleaded guilty to charges of Common Assault, Assault Occasioning Actual Bodily Harm and Obstructing Police.

The incident arose after the defendant had finished work and intended to ride his motorcycle to Spain whilst intoxicated, following which family and friends had intervened.

In the ensuing scuffle, which was captured by CCTV, the defendant was observed running at a man from behind, grabbing him and throwing him over, causing said person to drop the baby he was holding. The child was treated in hospital but suffered no lasting injuries.

The defendant's lawyer claimed that his client had not drunk in over a year since the incident due to the shock it had caused him. The court also heard that the parents of the child who had sustained the injuries had requested for the court not to proceed with the matter.

Puisse Judge Liam Yeats spoke of the seriousness of the incident and rejected the defence's suggestion of suspending any sentence handed down.

The defendant was given a six month custodial sentence, reduced to four for his early guilty plea.

## £56,000 Theft from Post Office

December 2020 - A former Head Cashier at the Royal Gibraltar Post Office was sentenced to 18 months imprisonment after abusing their position and stealing over £57,000.

The defendant was arrested by police in 2017 after customers noticed discrepancies in their savings accounts. Subsequently, inconsistencies were also noted in the profits relating to the sale of stamps.

Following a police investigation, the defendant was charged with Fraud by Abuse of Position and subsequently pleaded guilty in early 2021.

An investigation found the defendant's handwriting on forged documents requesting withdrawals from several accounts. It also revealed the defendant as one of the few employees present at work when all 15 thefts took place. The total amount stolen from customer accounts, some belonging to deceased people, totalled nearly £33,000.

Money was stolen every month during this period, except for one when the defendant was on annual leave and on a spending spree in Liverpool, the court heard.

The court heard the defendant spent the £57,775 on 'lifestyle purchases' as well as transferring a large amount of the money to family members.

Puisse Judge John Restano QC handed down an 18-month sentence. He said: "You abused your position of trust and responsibility."



## Sexual Assault of a Child

December 2020 - A 19yr old male pleaded guilty to 3 counts of sexual activity with a child under the age of 16

The court heard how the defendant and the victim had started talking to each other (including communications via social media) around May 2017.

At that time, the defendant was aged 15 and the victim aged 12, the age differential between them being 2 years and 11 months. The victim and the defendant met on several occasions together with other persons, and the defendant demonstrated a sexual interest in her.

In November 2017, the victim was aged 13 and the defendant aged 16, when he contacted her with a view of meeting in person. At this meeting the defendant sexually assaulted the victim and made other sexual advances which she rejected.

The defendant subsequently met the victim and they engaged in consensual sexual acts. Having reflected on what had taken place, the victim was upset about the sexual experience.

Chief Justice Anthony Dudley sentenced the defendant to the maximum allowable 300 hours of unpaid work to be completed within 12 months and to comply with a supervision order for 24 months.

## 5 Years Imprisonment for Robbery

April 2020 - A 44yr old man was sentenced to 5 years 4 months in prison following an incident in which a 77yr old man was assaulted in his own home and had money stolen from him.

In the early hours of the 1st August 2019, the defendant began shouting and banging the front door of the victim's residence. The victim went to the door and opened it, but before doing so, applied the security chain. The defendant reached through the gap in the door, removed the security chain and then forced his way into the flat, where he overpowered the victim and demanded money. He pushed the victim towards his bedroom and on to the floor. As the victim tried to get up from the floor the defendant punched him in the face. The victim told the defendant that he would need to go to a cash machine to withdraw money.

Both the defendant and victim left the residence together and made their way to a nearby cash point. The defendant prompted the victim to withdraw money and stole £100.00 from him, threatening him with violence if the victim reported the matter to police.

The defendant made his way to New Mole House Police Station where he used the stolen money to pay a fine linked to an outstanding warrant issued by the Magistrates' Court. The victim reported the matter to police, who in turn later that day identified the defendant from CCTV footage.

## Drink Driver - Disqualified

May 2020 - a 25yr old man was arrested after being observed travelling at an excessive speed at Peter Isola Promenade by the Small Boats Marina. He was found to be over twice the legal drink-drive limit and in possession of a small piece of cannabis resin.

He was charged with:

- Driving whilst being unfit through drink or drugs.
- Possession of a Controlled Class B Drug.
- Driving without a driving licence.

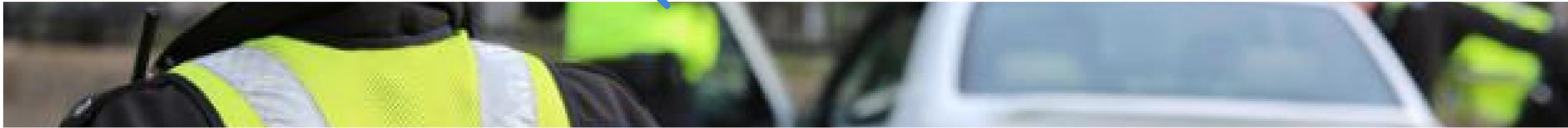
Having subsequently pleaded guilty to all offences, the driver was sentenced to 150 hours unpaid work and disqualified from driving for 18 months.

The Royal Gibraltar Police continue to carry out Operation Drive Safe, designed to address traffic offences on our roads and ensure the safety of all road users and pedestrians.

The RGP enforce a zero-tolerance approach to all instances of driving whilst under the influence of drugs or alcohol.

"Safer Roads" for Gibraltar is one of the GPA's key priorities and a concern for the public, as demonstrated by the Annual Public Consultation Surveys. The GPA and RGP are committed to educating and enforcing the rules of the roads to protect all who use them.





## Drug Supplier Jailed for Importation Offences

On the 9th March 2021, a Spanish national was sentenced to 3 years and 4 months imprisonment by the Supreme Court.

The 36yr old resident of La Linea had been arrested on the 25th January 2021 by RGP Drug Squad officers at Winston Churchill Avenue, as part of a pre-planned operation that was supported by officers from HM Customs Flexible Anti-Smuggling Team (FAST).

The individual was intercepted by officers after riding his motorcycle into Gibraltar.

When searched, 65 grams of cocaine with a retail value of approximately £4,000.00 were found in his possession.

He was later charged with Importation, Possession and Possession with Intent to Supply the said cocaine.

He entered a guilty plea at his appearance in court.

## £1.5 - £2m Cocaine Shipment Intercepted in Gibraltar

Detectives from the Royal Gibraltar Police Crime & Protective Services Division, led by the RGP Drug Squad, and supported by the RGP and HM Customs Marine Units, boarded a bulk carrier in Gibraltar's Western Anchorage the afternoon of the 27th January 2021, as part of an operation that saw a team of divers retrieving a "parasite device" attached to the vessel's hull.

Crime Scene Investigators found the device to contain individually wrapped packages containing cocaine, weighing around 25 kilograms, with an approximate street value of between £1.5 - £2 million.

Upon completion of police interviews and searches conducted with the assistance of HM Customs Dog Section, the vessel was allowed to proceed on its journey late yesterday evening.

Commissioner of Police Richard ULLGER, said: "The RGP is proud to continue to be part of the global fight against drugs. This is a great result and will dent the efforts of organised crime groups to profit from the misery of others. This has been an excellent collaboration with external partners."

## RGP & Guardia Civil Seize 2.8 Tonnes of Cannabis Resin under Operations Aquarian & Crispaito

A 31yr old Moroccan national was charged in connection with the seizure of a rigid hull inflatable vessel carrying 32 bales of cannabis Resin valued at approximately £6.5 million at eastern Beach on Friday 8th January.

Following information received, Police Response Team officers deployed to the area of Eastern Beach, where they located a 7-metre rigid-hull inflatable vessel (RHIB), of the type used for illicit drug trafficking activity, which had been beached at said location. The RHIB and 32 bales of Cannabis Resin weighing approximately 1.3 tonnes were recovered from the scene.

Throughout the course of the evening and early hours of the morning, RGP detectives and counterparts in both the Policia Nacional (La Linea) and Guardia Civil (Algeciras) engaged in a series of live intelligence exchanges that led to an arrest in Gibraltar and a further interception and seizure of an additional RHIB carrying approximately 1550kg of cannabis resin and the arrests of 3 Moroccan nationals by the Guardia Civil under "Operation Crispaito," in the area of Punta Nieve, Algeciras.

Commissioner of Police Richard Ullger expressed his satisfaction with the overall result in this case, coming at the end of a challenging week for policing and the inclement weather conditions at the time of the incident.

"This latest investigation provided the opportunity to activate and utilise the excellent cooperation and communications mechanisms in place between the RGP and both the Cuerpo Nacional de Policia and Guardia Civil."



Category	2019/20	2020/21
Drugs	320	401
Tobacco	147	65
Theft Offences	46	30
Anti-Social Behaviour	6	8
Bladed Article/Weapon	0	8
Firearms	0	7
Other Offences	12	2
Security Related	3	0
Public Order	7	0
Criminal Damage	4	0
<b>TOTAL</b>	<b>545</b>	<b>521</b>
Persons Arrested	37	41

The RGP can stop and question a member of the public at any time, depending on the given situation.

A police officer has powers to stop and search someone if they have reasonable grounds to suspect that the person is carrying:

- Illegal drugs
- A weapon
- Stolen property
- Something which could be used to commit a crime, such as a crowbar

A member of the public can only be stopped and searched **without reasonable grounds** only if this has been approved by a senior police officer. This can happen if it is suspected that:

- Serious violence could take place (in an event/location)
- He/she is carrying a weapon or has used one
- He/she is in a specific location or area

#### Stop and question: Police Powers

A police officer might stop someone and ask:

- For their name
- Why they are in a particular area
- Where they are going



#### Before Someone is Searched

Before someone is searched, the RGP officer must tell them:

- His/her name
- What the officer expects to find, e.g. Drugs
- The reason for the search – perhaps because something might be hidden
- Why they are legally allowed to search the person
- That the person can have a record of the search. If this isn't possible immediately, how it can be provided later.

#### Removing clothing: Police Powers

A police officer may ask for a coat, jacket or gloves to be removed as part of a search.

A police officer can ask for other clothes and anything being worn for religious reasons (e.g. a veil or turban) to be removed, and if they do, the person must be taken somewhere out of public view.

If an officer wishes to remove more than a coat, jacket and gloves, they must be of the same gender as the person being searched.



## COVID-19 Joint Operations

January 2021 saw another example of Gibraltar coming together to overcome adversity at a time of crisis. Alongside all other priorities, the RGP assisted with the delivery of the first COVID-19 vaccinations to land on the Rock. Officers were on hand at Gibraltar Airport to oversee and secure the safe transport of the vaccines to the cold storage facility at Saint Bernard's Hospital.



Officers also helped deliver the vaccines to the most vulnerable in our community at the earliest opportunity, often working through the night so that the nursing staff could start administering the vaccines as early as possible in the morning. This effort ensured the most number of people could be treated as soon as possible.



## Long Service Medals

In December last year, a number of RGP officers became the latest recipients of the Policing Long Service & Good Conduct medal, presented to them by His Excellency The Governor Vice Admiral Sir David Steele. From left to right, Sir David Steele, PCs Paul Davies and Glen Ballantine, Insp John Lutkin, Supt Mark Wyan and PC Sabadak Apap.



The Police Long Service and Good Conduct Medal was instituted under Royal Warrant by King George VI in June 1951 and is awarded as a mark of the Sovereign's appreciation of long and meritorious service rendered by members of the Police Force. For an officer to become eligible for this award, the Commissioner of Police must first make a recommendation, and in doing so, is required to certify the following:

- That an officer has been a serving member of a Police Force.
- That the officer has served efficiently for the qualifying period.
- That an officer has been of very good character.

## Life Saver

In September 2020, during a ceremony held at the City Hall, PC Frances Dreher received the Mayor of Gibraltar's "Community Award" from His Worship the Mayor. PC Dreher was presented this award for her prompt intervention whilst off-duty in administering first-aid (including CPR) to a collapsed male, until the arrival of the GHA ambulance, ultimately contributing to the patient's positive outcome.



## Governor Visits New Mole House

In June last year, His Excellency The Governor, Vice Admiral Sir David Steel KBE DL, paid a courtesy visit to New Mole House Police Station to meet RGP Commissioner Richard Ullger, the Senior Command Team and members of staff.



Commissioner Richard Ullger said: "We were delighted and honoured to welcome the new Governor at New Mole House earlier today. Sir David was keen to learn about the important work that we do in Gibraltar to uphold the law for the good of the community. I was also pleased to brief him on the unique aspects of policing in a territory the size of Gibraltar, about other distinct features associated to our geographical location and the fact that we carry out duties of both a local and national police force rolled into one."

"We look forward to working closely with the Governor's office and establishing a strong relationship with Sir David on all matters of mutual interest."

Sir David had an opportunity to meet the Senior Command Team to discuss on-going police business. He was later briefed on some of the daily tasks that are coordinated from the Command & Dispatch unit and the Custody Suite, and given a first-hand insight of policing in Gibraltar, the everyday law enforcement responsibilities and the very intricate and specialist policing operations that are also performed by the RGP.



## Public Order Training

March 2021 saw recruit police officers from both the Royal Gibraltar Police and the Gibraltar Defence Police receive training in crowd control techniques.

Armed with batons and shields, 20 officers were put through their paces during the two-day intensive course at the Buffadero training area. The officers, who were undertaking their 6 month initial training course, required a basic knowledge of cordons and public order tactics to meet the UK's College of Policing guidelines.

A spokesperson for the RGP said: "This is basic training but we try to simulate public order confrontations as best we can."

During the training, the officers were also taught how to deal with hostile members of the public. As part of their training, recruits are placed in a simulated real life public disorder scenario 'acted out' by other police officers and are expected to hold the line and contain the situation they are dealing with.



GDP Training Coordinator Sergeant Robert Dickson explained "the aim of the course was to expose recruits to the high intensity physical and mental pressures they would experience and see how they would react in such a scenario."

The exercise allows recruits to acquire and develop basic skills required to deal with any public order problem, which in real life would be dealt with by the Public Safety Unit, and to minimize its impact.

There are three main strands to the public order training, from containing the disorder and protecting the public to protecting the officers involved themselves. The implementation of police cordons for a crowd control environment was also rehearsed.

Recruits also had to become acquainted with the specialist Personal Protection Equipment they have to wear when deployed to a public order scenario. This includes fire resistance overalls, boots, protective gloves, helmets and face masks, which afford officers protection missiles, strikes and petrol bombs.

## Childline's Blue Week

March 2021 saw the RGP visited by the Blue Bear for Childline's Blue Week.

The police pandered to his requests for a photo with the Commissioner of Police, Richard Ullger - although as you can see, there was barely any room for them both in the police van, and he was also allowed a stint in the RGP's Command & Dispatch.

Like the UK's NSPCC and ChildLine UK, Childline Gibraltar was started by a group of individuals who believed that there was a need for this service in Gibraltar. Building on the principles and experience gained by the NSPCC and ChildLine UK and maintaining close working links with both these organisations, Childline Gibraltar continues serving our local community and has responded to over 6,000 service users in its first 10 years of operation.

During Blue Week, offices and businesses are encouraged to pick a day of the week to dress in blue and make a donation to Childline.

If you need support or are concerned about a child, you can reach Childline's confidential service daily from 5pm to 9pm on:

- ☎ Freephone 8008
- 📱 WhatsApp 58008288
- 💻 or via Live Chat at [www.childline.gi](http://www.childline.gi)
- ✉ You can also email [help@childline.gi](mailto:help@childline.gi)





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Royal Gibraltar  
**POLICE**

*Delivering a Safer Gibraltar  
through Excellence in Policing*

