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**Gwent Police  
and Crime Panel**

**Panel Heddlu  
& Throseddu Gwent**

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**Date: 9th March 2018**

Dear Sir/Madam,

A meeting of the **Gwent Police and Crime Panel** will be held at the **The Chamber, County Hall, Rhadyr, Usk, NP15 1GA** on **Friday, 16th March, 2018** at **10.00 am** (Panel Pre-Meeting at 9.30am) to consider the matters contained in the following agenda.

## **A G E N D A**

Pages

1 Declarations of Interest.

2 Apologies for Absence.

To approve and sign the following minutes: -

3	Gwent Police and Crime Panel Meeting held on 26th January 2018.	1 - 6
4	Verbal update by the Police and Crime Commissioner for Gwent.	7 - 16
5	Performance Against the Police and Crime Plan.	17 - 30
6	Forward Work Programme.	31 - 32

### **MEMBERSHIP:**

Councillor Stewart Healy, Blaenau Gwent County Borough Council  
Councillor Mrs Lisa Winnett, Blaenau Gwent County Borough Council  
Councillor Mrs Christine Forehead, Caerphilly County Borough Council  
Councillor Gez Kirby, Caerphilly County Borough Council  
Councillor Colin Peter Mann, Caerphilly County Borough Council  
Councillor Mike Jeremiah, Torfaen County Borough Council  
Councillor Peter Clarke, Monmouthshire County Borough Council  
Councillor Tony Easson, Monmouthshire County Council  
Councillor John Guy, Newport City Council  
Councillor William Routley, Newport City Council  
Councillor Jason Jordan, Newport City Council

Co-opted Members- Mrs G. Howells and Mr P. Nuttall

**By Invitation**

Mrs S. Curley, Office of the Gwent Police and Crime Commissioner  
Mr D. Garwood-Pask, Office of the Gwent Police and Crime Commissioner  
Mr J. Cuthbert, Office of the Gwent Police and Crime Commissioner  
Ms E. Thomas, Office of the Gwent Police and Crime Commissioner

And Appropriate Officers.

Gwent Police  
and Crime Panel

Panel Heddlu  
Gwent a Throseddu

## GWENT POLICE AND CRIME PANEL

### MINUTES OF THE MEETING HELD AT COUNTY HALL, RHADYR, USK ON FRIDAY 26TH JANUARY 2018 AT 10AM

Present:

Councillor J. Guy – Chair  
Mrs G. Howells – Vice Chair

Councillors S. Healy and L. Winnett – Blaenau Gwent County Borough Council  
Councillors Mrs C. Forehead and C. Mann - Caerphilly County Borough Council  
Councillor M. Jeremiah – Torfaen County Borough Council  
Councillors P. Clarke and T. Easson – Monmouthshire County Borough Council  
Councillors J. Jordan and W. Routley – Newport County Borough Council  
Mr P Nuttall - Co-opted Member

By invitation:

Mr J. Cuthbert- Police and Crime Commissioner for Gwent  
Ms E. Thomas – Deputy Police and Crime Commissioner for Gwent  
Mrs S. Curley – Chief of Staff, Office of the Police and Crime Commissioner for Gwent  
Mr D. Garwood-Pask – Chief Finance Officer, Office of the Gwent Police and Crime Commissioner for Gwent  
Mr J. Williams – Chief Constable, Gwent Police  
Ms R. Kirk - Assistant Chief Constable, Gwent Police

Together with:

Mrs C. Forbes - Thompson (Interim Head of Democratic Services) and Ms C. Evans (Committee Services Officer).

#### 1. DECLARATIONS OF INTEREST

Councillor J. Guy wished it be noted that he is the Treasurer of both Newport and Gwent Neighbourhood Watch Associations and the Chair of Gwent NARPO Association.

Mr P. Nuttall wished it be noted that he is a trustee of the Bridge to Cross Charitable Trust.

#### 2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors G. Kirby (Caerphilly County Borough Council) and M. Ford (Torfaen County Borough Council).

#### 3. MINUTES – 22ND DECEMBER 2017

RESOLVED that the minutes of the Gwent Police and Crime Panel meeting held on 22nd December 2017 (minute no. 1 - 9) be approved as a correct record.

#### **4. DRAFT JOINT ENGAGEMENT AND COMMUNICATIONS STRATEGY 2018-2022.**

The report provided the Panel with the Final Draft of the Joint Engagement and Communications Strategy 2018 – 2022.

The Panel noted that good engagement and effective communications are essential to ensuring that the public and other stakeholders have a say in how their communities are policed whilst understanding the challenges of modern policing.

The Strategy outlined how the Police and Crime Commissioner (PCC), his Office (OPCC) and Gwent Police intend to communicate and engage with communities and key stakeholders across the county, regionally and on a national level.

The Strategy outlined how effective communication and engagement can:

- Increase/ enhance public confidence and victim satisfaction;
- Help to achieve organisational objectives;
- Engage effectively with members of the public including the vulnerable, victims of crime, community groups, those citizens which are seldom heard and other strategic partners;
- Inform the public as to how they might be involved in preventing incidents;
- Raise the profile of the PCC, OPCC, Gwent Police and demonstrate the success, value and impact of their work;
- Enable people to understand what we do and have a say in how we do it;
- Provide invaluable sources of intelligence; and
- Assist the PCC in holding the Chief Constable to account.

The Strategy detailed the key objectives for engagement and communications to be delivered over the coming years in line with the police and crime priorities for Gwent, which included:

- Crime Prevention;
- Supporting Victims;
- Community Cohesion;
- Tackling Anti-Social Behaviour;
- Effective Service Delivery.

The Panel noted that progress towards achieving the objectives in the strategy will be monitored through the production of two annual reports (one by the OPCC and one by Gwent Police), both of which will be supported by a four part model, which considers empowering and enabling residents to take action in making their streets and homes safer, informing communities and service users on what is being done and providing feedback, involving communities and service users on shaping and scrutinising local service delivery and consulting local people and the use of findings to inform and influence strategic decision making.

The report outlined that the PCC has a commitment, as part of the Police and Crime Plan to ensure that all members of the community, as far as is practicable, have the opportunity to take part in engagement activities. This will be achieved through delivering improvements in the way communities and key stakeholders are informed, consulted, involved and empowered and will require activity by the OPCC and Gwent Police as well as partners.

The Panel thanked the Officers for the report and discussion ensued.

The Panel discussed the Gwent Now Messaging service and raised concerns that the service does not always provide people with relevant information to their area. Officers explained that the system works on the amount of information populated when signing up to the system. If limited information is provided, the database is not able to provide specific area information; therefore more general information will be made available.

Discussions took place around communication methods following feedback received at public events. The OPCCC outlined that where possible and practical, information is posted on Social Media platforms and included in publications, particularly following consultations. The Communications Unit also endeavours to provide regular messages to the public on all relevant matters, in an attempt to increase satisfaction and mitigate complaints.

Discussions took place around a number of schemes detailed within the report, which aim to empower the community and included schemes to educate older people who tend to be targeted for scams and getting safe online and work with the 50+ Forum. The Panel noted that best practice sharing with other PCCs is a key element to the work undertaken.

A Panel Member sought further information on the inclusion of relevant Acts, such as the Wellbeing and Future Generations (Wales) Act. It was noted that the work of the OPCC and Gwent Police is interdependent on a number of Acts, including the Wellbeing and Future Generations (Wales) Act. It is the role of the Engagement Officer to consider each of these Acts and ensure that engagement work contributes to the various Acts.

The Gwent Police and Crime Panel thanked the OPCC for the report and noted its content.

## **5. POLICE AND CRIME COMMISSIONER PERFORMANCE MONITORING PROCESSES**

The report provided the Panel with details of the Police and Crime Commissioner's (PCC) activity in relation to holding the Chief Constable to account for the performance of Gwent Police. The report also outlined evidence against the Police and Crime Plan.

The Panel noted that the PCC and Chief Constable meet weekly to discuss issues informally. Senior members of their teams also meet regularly to progress plans, which have been agreed by the PCC and Chief Constable.

Over the last 12 months, a new Force Meeting Structure has been developed in line with the Performance Framework, which underpins the Delivery Plan (which sets out how Gwent Police will deliver the PCC's priorities). Senior members of the OPCC are invited to attend the high-level boards as critical friends. This allows the OPCC to support and challenge decisions and performance and provide feedback to the PCC. Reports that are escalated through the governance process are approved by the Chief Officer Team before being presented to the PCC at the Strategy and Performance Board.

The Deputy Chief Constable's Scrutiny and Performance Board oversees and scrutinises all areas of business and sits above:

- The Wellbeing and Diversity Board;
- The Criminal Justice, Policing and Partnerships Board
- The Organisational Resources Board and
- The Service Improvement Board.

HMICFRS (Her Majesty's Inspectorate of Constabularies, Fire and Rescue Services) has recently introduced Force Management Statements (FMS). These are seen as a self-assessment tool and will be used to monitor the efficiency, effectiveness and legitimacy of individual police forces. Eventually, it is hoped that the information provided within the FMS will be used to provide performance information and to set future plans for delivery.

Over the past 12 months, the local Criminal Justice Strategic Board, made up of partners from within the criminal justice system and chaired by the Deputy PCC, has met to discuss strategic level issues and monitor performance. Highlight reports are also being developed for these meetings and it is hoped that this information will be used to evidence performance against the Police and Crime Plan in future. It is worth noting that although the PCC has a

responsibility for ensuring an efficient and effective criminal justice system, he has no power to control the system.

Depending upon areas of particular concern or public interest, the PCC and members of his team also meet with Gwent Police Officers and Staff on individual issues, for example, 101 performance.

Meetings also take place with partners such as Aneurin Bevan Health Board to discuss matters of performance in relation to joint concerns such as Mental Health and Violence within Accident and Emergency Units.

The PCC provides a variety of reports to Police and Crime Panel, including update reports, reports on the Police and Crime Plan, Annual Reports, and Financial Monitoring reports. The PCC holds those within his office to account in relation to meeting the priorities within the plan and statutory requirements via the OPCC Executive Board, which meets monthly.

It is worth noting that some of the outcomes within the Police and Crime Plan are long term and have been written in light of the enactment of the Wellbeing of Future Generations (Wales) Act 2015. Therefore consideration has been given in recent months as to how intermediate outcomes can be presented to the public.

The Panel thanked the Commissioner for the report and discussion ensued.

The Panel raised concerns around the 101 service, with particular emphasis on the response and waiting times. The Commissioner explained that significant work has been undertaken within the 101 service and improvements have been made in relation to waiting times. In addition, the Panel were reminded that waiting times are also dependent on the case and time of calls, as there are “peak” call times in which waiting times are expected to be higher.

The Panel discussed allocation of Police Officers across Gwent and particular concern was raised around the police presence in Monmouthshire. The Assistant Chief Constable explained that there is a high demand in other areas of Gwent, particularly Newport area, therefore there will be more allocation to these areas, however, the Panel were assured that the Neighbourhood teams have been spread across Gwent fairly, whereas specialist teams will be assigned to areas of high demand or in response to an incident. The concerns however were noted and work is underway to ensure that the balance is right across all areas.

The Panel discussed the use of non-police staff in the reduction and tackling of crime, with particular reference to the security staff in Cwmbran Town Centre and decoy teams such as Paedophile hunters. The Assistant Chief Constable explained that there has been media coverage of late in relation to the Paedophile Hunters and the Police would encourage people not to conduct the sting operations. These operations can cause issues in relation to enforcing arrests and could potentially infringe on other operations. In addition, it was noted that, whilst there are police operations in place to mitigate the number of cases of grooming in chat rooms and meeting children, a significant amount of work is conducted around the sharing of indecent images, therefore operations in this manner are not encouraged.

A Panel Member thanked the Commissioner for the report, but requested the inclusion of performance data, with the inclusion of baseline data, which should now be available. The Commissioner thanked the Panel Member for the observation and noted the comment, assuring the Panel that future submissions will provide more clear information to be scrutinised. The Commissioner explained that there had been some difficulties obtaining information in the format required but this would be addressed urgently. In addition the Panel were asked to note the questions on Page 52 of the Pack at Annex B, which highlighted a number of questions from the Police and Crime Commissioner, to the Chief Constable on Performance.

The Panel thanked the Commissioner for the report and noted its content.

## **6. POLICE AND CRIME COMMISSIONER FOR GWENT'S BUDGET REQUIREMENT AND COUNCIL TAX PRECEPT PROPOSAL 2018/19.**

The report, which is made in accordance with the Gwent Police and Crime Panel's statutory duty contained in Paragraph 3(2), Schedule 5 of the Police Reform and Social Responsibility Act 2011.

The Police and Crime Commissioner for Gwent is required to determine the budget for 2018/19 and then set the Council Tax Precept following consultation with the Police and Crime Panel. The greater part of the budget will be allocated to Gwent Police for operational purposes, but an element needs to be retained to cover the cost of the Office of the Police and Crime Commissioner and the commissioning of services from organisations other than Gwent Police.

In determining the budget requirement for 2018/19, the Commissioner has had regard to the Police and Crime Plan 2017/21; the Policing Vision 2025; the Strategic Policing Requirement; the Chief Constable's view of the financial resources required to deliver the operational requirements of the Plan' the level of resources to be allocated for commissioning other than from the Chief Constable and the cost of running the Office of the Police and Crime Commissioner.

With that in mind, the Police and Crime Panel are required to review the proposed Council Tax Precept and make a report to the Commissioner on the proposed Council Tax Precept (whether it vetoes it or not) by 8th February 2018.

The Gwent Police and Crime Commissioner notified the Panel on 19 January 2018 of his proposed Police and Crime Budget and Precept for 2018/19.

The Gwent Police and Crime Commissioner recommended a 4.49 % increase in the 2018/19 precept. The Panel debated the proposed increase and, in particular, considered the impact on the residents and communities of Gwent who are under increasing financial pressures.

The Panel acknowledged that the Commissioner has identified efficiency savings of £0.183m and further planned efficiency savings of £5.865 until 2022 (totalling £6.048m) and proposals to utilise reserves and committed funds.

The Panel considered the public consultation regarding the proposed Council Tax Precept for 2018/19 and acknowledged that the number of Gwent respondents (603) gives a statistically robust sample, however Members still considered this to be a low number of responses. The responses to the consultation showed that 68% were in favour of 3.99% precept increase, 54.6% were in favour of 4.99% and 51.8% in respect of 5.99%. The Police and Crime Commissioner therefore put forward 4.49% precept increase as a mid-range between 3.99% and 4.99%.

Following a detailed discussion with the Gwent Police and Crime Commissioner and the Chief Finance Officer, the Panel considered the Commissioners proposal to a 4.49% increase in the policing precept. The Panel noted the Central Government approach which is to 'protect' the Grant Funding giving the same amount of grant funding as in 2017/18, but essentially a real term cut in funding.

However taking into account that there is a continued financial burden upon many people within communities in Gwent and that 68% of respondents supported an increase of 3.99% the Panel voted to veto the proposed increase of 4.49%. The Panel asked the Gwent Police and Crime Commissioner consider a recommendation from the Panel to reduce the precept to 3.99%.

The Panel wished to place on record their thanks to Mr Darren Garwood-Pask, Chief Finance Officer, for engaging the Panel in early discussions about the Commissioner's Medium Term Financial Plan and the detailed budget and precept report.

Following consideration and discussion, it was moved and seconded that the proposed precept 4.49% be vetoed. By a show of hands, this was agreed by the majority present.

RESOLVED that for the reasons outlined at the meeting:-

- (i) The proposed precept of £52,094,255 (equivalent to a Council Tax Band D of £239.11) for 2018/19 and an increase of 4.49% be vetoed;
- (ii) The Gwent Police and Crime Commissioner consider the reduction of the precept to 3.99% in order to recognise the financial burden upon Gwent residents.

## **7. FORWARD WORK PROGRAMME**

The Panel noted the draft Forward Work Programme, which outlined future reports and meeting dates of the Gwent Police and Crime Panel. It was agreed that Officers will liaise with the OPCC in order to populate the Forward Work Programme and provide an update at the next meeting.

The meeting closed 1.10 pm.



## **Police and Crime Commissioner's Update – March 2018**

This report provides an update on activities undertaken by the Office of the Police and Crime Commissioner for the period December 2017 to February 2018.

### **Delivering Against the Priorities**

#### ***Priority 1 – Crime Prevention***

##### **1.1 Adverse Childhood Experiences (ACEs)**

Gwent Police has recently appointed a dedicated Superintendent to lead the delivery of the ACE programme in Gwent working with the national ACE team. A small delivery team is currently being established that will include an experienced practitioner seconded from a partner agency. The programme will address the need for early intervention and preventative activity when ACEs are evident, families are at risk of poor outcomes and the associated impact on policing and partners in terms of vulnerability and crime.

The programme is currently in its first phase, '*Understanding and Setting the Course*' which aims to be completed by July 2018. During this early phase, a multi-agency reference group will be established which will ensure that key stakeholders have an opportunity to shape and define the programme and how it will complement existing arrangements. This will include learning from existing successful multi-agency intervention programmes such as the Missing Persons Team (Breaking the Cycle) and Connect Gwent Victims Hub and explore the opportunity of extending the scope and reach of these initiatives.

The approach in Gwent will be based on evidence which will allow us to move from a position of understanding the ACE research to having a clear vision of what an effective multi agency response looks like. An important ingredient of the work will be to ensure that the needs and views of our children and young people form the starting point for multi-agency problem solving. Therefore, the programme will develop a co-production approach in the redesign of systems where the voices and experiences of children and young people inform strategy and policy developments.

To support delivery of the programme robust governance arrangements will be established that will work closely with the five Public Service Boards. As a result of the programme we hope to see a number of outcomes including a better informed and skilled workforce which is empowered and enabled to proactively respond to citizens; increased vulnerability awareness amongst frontline staff; a reduction in repeat demand; appropriate quality and consistent sharing of information between agencies; increased public confidence and victim satisfaction; an increase in proactive policing and partner interventions to protect the vulnerable; and reduced demand on policing and partners. Research and evaluation is an integral component of the programme and will be provided by Public Health Wales and other academic research bodies.

##### **1.2 Provision of Diversion Schemes**

Work to develop a holistic approach to diversion from custody has continued during this period. Improvements to the multi-agency suite within Newport Central Police Station have been completed and the agencies concerned have now relocated.

The joint OPCC and Gwent Police Diversion Stakeholder Engagement Seminar took place on Monday 26<sup>th</sup> February 2018. Invitations were sent to a range of statutory and third sector

organisations and projects that provide services for children and young people, ex-service personnel and adult males. An invitation to observe was also extended to the Police and Crime Panel Members and Cllr Guy attended as the representative.

The seminar provided:

- The background and drivers for the project;
- An overview of the current diversion services in place, including presentations on the Gwent Bureau process (from the Youth Offending Service), the Gwent Drug and Alcohol Service (GDAS) and the Women's Pathfinder Diversion Scheme;
- An overview of the plans to improve access to diversion;
- Group discussion with the stakeholders present to provide opportunity for them to engage with the options for the next phase of the project; and
- Increased awareness of the projects and services already available.

25 individuals from 21 organisations attended on the day and the commentary from the discussion session has been collated to help inform the next stages of development. Delegates also provided positive feedback on the content, usefulness and outcomes of the seminar, as well as the networking opportunities provided during the morning.

## ***Priority 2 – Supporting Victims***

### **2.1 Modern Slavery and Human Trafficking**

#### *Joint Modern Slavery and Human Trafficking Event*

On January 31<sup>st</sup> 2018 the Commissioner hosted the Joint Modern Slavery and Human Trafficking (MSHT) event in the Senedd, sponsored by Assembly Member Joyce Watson. The event was targeted at key stakeholders and decision makers across Wales with the fundamental purpose of mobilising individuals in positions of influence, to collectively and simultaneously raise the profile of modern slavery and human trafficking within their organisations and via their public platforms. The event hosted a 'pledge' board which was a visible representation of the commitment from delegates to this agenda. Over 100 delegates, including members of the Welsh Assembly signed the pledge to illustrate their ongoing commitment to eradicate modern slavery and human trafficking.

#### *Modern Slavery and Human Trafficking – 'Have faith' initiative*

In February 2018, the OPCC was successful in obtaining a small amount of funding from the Police and Crime Commissioner in West Yorkshire, Mark Burns-Williamson. As the UK lead for MSHT, a one-off resource for Police and Crime Commissioners had been made available to raise awareness of MSHT across their regions the UK. The application submitted aimed to further enhance partnership working with our faith communities and across the two southern Welsh regions of, Gwent and South Wales. The faith communities across Wales support some of our most vulnerable people, many of whom are refugees and asylum seekers. These people, including children and young people, are often the prey of traffickers and organised criminal gangs. Through the additional funding received, the OPCC will be able to facilitate a range of meetings to listen to the experiences of slavery and trafficking survivors and stakeholders. This will provide the evidence to co-produce an action plan that can address the systemic barriers and challenges within our systems and processes and influence, policy and practice change. The co-ordination of the initiative will commence during March.

### *Modern Slavery and Human Trafficking Review*

The Commissioner has commenced a review of MSHT within Gwent. The aim of the review is to ensure we have a robust evidence base that illustrates our priorities for tackling MSHT as a Police service and jointly with partners. The OPCC is working with the MSHT Police Transformation Regional Co-ordinator, national strategic lead and Regional Anti-Slavery Partnership Chair to ensure the review is robust. The timescales for the completion of the review is March 31<sup>st</sup>, 2018.

The Commissioner represents all Police and Crime Commissioners at the all Wales Anti-Slavery Leadership Group and attends on behalf of the Welsh Commissioners at the Police and Crime Commissioner UK Network for Modern Slavery and Human Trafficking. Through these mechanisms, the Commissioner looks forward to driving forward change and working with partnership to make Wales hostile to MSHT.

## **2.2 Victim and Witness Attendance Research**

As a result of performance data presented to the Gwent Criminal Justice Strategy Board (CJSB) and discussions with Crown Prosecution Service (CPS) colleagues, the OPCC, Gwent Police and Connect Gwent agreed to support a research project to better understand the reasons behind victim and witness non-attendance at Court and, as a result, address the issues identified and improve attendance rates within Gwent.

A scoping exercise was undertaken by the OPCC and Connect Gwent resulting in a draft proposal identifying the remit and desired outcomes for the research. In order to ensure that the proposal and subsequent recommendations are suitable for all the criminal justice agencies involved, a meeting was held with those partners at the end of February 2018. Subject to the amendments agreed at the meeting, the project will go out to tender with the aspiration for work to commence in April/May 2018. A steering group comprised of the key CJS agencies will hold monthly meetings with the successful provider with progress updates provided by the steering group to the CJSB.

## **2.3 The Well-Being and Vulnerability Strategy 2018-2022**

Work on the joint strategy has continued and the final draft version will be submitted to Commissioner's Strategy and Performance Board on the 22<sup>nd</sup> March 2018.

The seven strategic priorities within the strategy are encapsulated via the acronym 'RESPECT' and will provide a robust governance structure to monitor success across all areas of vulnerability (RESPECT: **R**esponse; **E**ngagement; **S**upport; **P**revention and Early intervention; **E**quality and empowerment; **C**onsistency, Challenge and Culture; **T**raining).

It is anticipated that the strategy will be launched in April 2018 and will mobilise a 'person centred' and 'one public service' approach that ensures vulnerable people are identified earlier, with the right response and service interventions provided that are appropriate to their needs.

Effective delivery of RESPECT objectives will contribute to the priorities of 'Crime Prevention' and 'Supporting Victims' by ensuring we have a better understanding of victim needs so that they receive a consistent and quality service from all agencies involved in providing support and victims in Gwent being more satisfied with the service they receive.

## **2.4 Keep Safe Scheme**

Work between the OPCC and Gwent Police to implement the Keep Safe Scheme in Gwent continues. The Keep Safe Scheme is designed to help people that may find it hard to speak to the police on the telephone or in person when in a potentially stressful situation, for example, in custody, during a mental health crisis or providing a witness statement.

The OPCC Policy Officer and Gwent Police's Diversity and Inclusion Manager recently met with the Control Room Force Incident Manager to discuss training for Control Room staff which will be developed jointly. Following the roll-out of the training and an awareness-raising campaign with front-line Police Officers and staff, the Scheme will be 'soft' launched across Gwent via key community organisations such as People First, Autism Cymru and mental health services to grow the initial membership. Wider promotion will be undertaken by the OPCC and Gwent Police at public events and by direct engagement with vulnerable individuals by Police Neighbourhood and Response Teams and Connect Gwent.

Later in the 2018, a full public launch is planned at which time the Scheme should provide positive outcomes and case studies that evidence its success.

## ***Priority 3 – Community Cohesion***

### **3.1 Engagement**

Since the last update, the Commissioner has held three more public surgeries in Blaina, Chepstow and Blaenavon. These surgeries provide reassurance to the communities of Gwent that they are being consulted and engaged with. They also ensure that the Commissioner is accessible to all and evidences that he will listen to and respond to the views of our communities.

The majority of issues raised by members of the public were resolved on the day either by the local police representative, or by the Commissioner himself, providing reassurance to those individuals and the wider community that the Commissioner takes their concerns seriously. 16 individuals met the PCC/DPCC to discuss policing concerns. Of those, four required further investigation following the surgery, the remaining 12 were answered by the Gwent Police officer present with a letter confirming this course of action being sent by the Commissioner shortly after the event.

All matters raised are fed through the Public Response Unit in order for any themes to be identified and addressed either by raising awareness on issues or by ensuring that any learning is disseminated throughout Gwent Police.

An evaluation of the current surgery process will take place throughout the spring in order to ensure a robust process in the Autumn. In the meantime, the Commissioner will be making himself visible and available to the public through a number of local walkabouts and attending public events.

### **3.2 Social Media**

There has been a continued growth in social media activity in the last six months. Twitter usage has now increased to more than 4,000 followers, compared to 12 months ago (3,691 followers). Amongst the stories which made the most impression on twitter (the amount of interaction with the tweet) were 'PCC thanking Gwent Police and partners for their professionalism in response to the reported bomb scare in Newport (11,710 impressions),

and a news article on the Commissioner and Chief Constable calling for solidarity and cohesion and not division or hatred following Manchester terror attack (9,484 impressions).

Facebook growth remains slower and work is being undertaken to assess the benefit of paid Facebook promotional marketing to increase the number of followers and 'likes' for the OPCC page. The results of this review will be taken to the OPCC Executive Board in April 2018. Since April 2017, the OPCC has posted 136 times on the Facebook page, amounting to 130,210 impressions in total. The largest impression for a single update was the post of the Commissioner and Chief Constable calling for 'solidarity' and 'cohesion' and not 'division' or 'hate' in our communities following the terrorist attack in Manchester (21,439 impressions, a 40.3% increase on the post with the highest impressions the previous year).

To enhance the promotion and profile of planned summer engagement events, it was agreed to officially launch the Gwent OPCC Instagram account. The new account has accrued considerable success with 73 updates posted over the summer, generating 133 followers. The photos and videos uploaded have been liked 121 times. By making the most of the engagement events attended, there are opportunities to further increase the Commissioner's reach via Instagram in future, which is essential where engaging directly with younger audiences is concerned.

By enhancing its online presence and making substantially more use of already established audio-visual platforms such as YouTube, the OPCC is able to engage with new audiences, expand its reach and content and more easily communicate key messages relating to community safety and cohesion across a broad distribution network. As such, Gwent OPCC continues to have the highest number of social media followers across all platforms compared to other OPCCs in Wales.

### **3.3 Supporting the High Sheriff's Community Fund**

Community groups, voluntary organisations and local charities in Gwent were recently invited to apply for up to £5000 for projects that share the aims and vision of the Gwent High Sheriffs' Community Fund. The fund is pooled from money raised by the High Sheriff throughout the year in addition to the Commissioner contributing £50,000 of money seized from criminals towards the Fund.

The Fund this year aims to provide a safer and better quality of life for the people of Gwent by supporting community-based initiatives and projects that reduce crime and improve community safety. There is also a strong emphasis on projects which aim to mentor and support young people across Gwent.

The grants will be awarded in March 2018 through the annual community grant-making event. This unique event is a partnership between the Gwent High Sheriffs' Community Fund, the OPCC and the Community Foundation in Wales.

### **3.4 Change to Partnership Fund**

The Commissioner's Police Community Fund has been created by the Commissioner to target the monies received through the Proceeds of Crime Act, so that we support organisations in some of the most disadvantaged areas in Gwent, particularly those that work with children and young people who may be in danger of entering the criminal justice system or have become victims. Fundamental to these projects is the role of Neighbourhood Policing in engaging with organisations to achieve the work required.

The projects, targeted at children and young people, will need to deliver the priorities within the Commissioner's Police and Crime Plan.

These are:

- Crime Prevention
- Supporting Victims
- Community Cohesion
- Tackling Anti-Social Behaviour
- And Effective Service Delivery.

The new PCC Police Community Fund will be targeted to ensure there can be more meaningful engagement, outcomes and impact.

The Neighbourhood Policing Teams (NPTs) will use the fund to foster positive relationships with children and young people in the community, by engaging with them to help them build a better future for themselves and their community.

The Funding will be made available beyond an initial 12 month period, for up to 3 years to effect positive change. Funds will be accessed by a bid process and funding made available on a Grant Award basis.

The Commissioner has set aside £300k per annum for this fund. The Local Policing Area (LPA) Superintendents from East and West, together with their Senior Management Teams (SMTs), will facilitate and encourage the generation of ideas from within their respective communities. These will take account of areas of deprivation and greatest need and will be evidence based and targeted to solve the issues in communities.

The LPA Superintendents will act as facilitators to generate and encourage bids working with partner agencies, together with other internal Police departments including Public Protection Unit (PPU) and Community Safety.

NPTs and community organisations will develop bids which will be reviewed by the LPA Superintendents and their SMTs. The LPA Superintendents will quality-assure the bids before presenting them to a Multi-Agency Assessment Board for consideration.

The Board will convene at regular intervals, as is necessary to consider the bids and make recommendations for funding to the Commissioner. The Commissioner will approve the bids and the OPCC will make the appropriate arrangements for the funding and ongoing grant monitoring.

The expectation is that the Neighbourhood Policing Teams maintain good contact with the projects to ensure the young people involved see that the Police have a genuine interest in their future.

### **3.5 Mini Police**

Gwent Police is currently in the process of expanding its Mini Police pilot which has seen success in 3 Newport Primary Schools since its launch in October 2017. This fun and interactive volunteering opportunity for children aged 9-11 years enables young people to have a confident voice and an enjoyable experience associated with policing. One of the key

objectives of this programme is aligned to the Home Office Modern Crime Prevention Strategy with regards to building character and resilience amongst young people. The Police Service has worked closely with representatives across all five local authorities to identify new pilot schools and plans are in place to expand this scheme to a further 20 schools across Gwent from April. This will include six primary schools in Caerphilly, four in Blaenau Gwent, four in Torfaen, four in Monmouthshire and a further two in Newport.

#### ***Priority 4 – Tackling Anti-Social Behaviour***

##### **4.1 Anti-Social Behaviour (ASB) and Deliberate Fire Reduction**

Funded by the Commissioner via Safer Gwent, the ASB and Deliberate Fire Reduction project aims to engage and raise awareness with young people aged between seven and twenty-five, including those within disadvantaged communities.

The project was initially supported by the Safer Gwent partnership in 2017 following a successful bid to the Safer Gwent fund. Since then, there has been a recorded 24% reduction in ASB and 26% reduction in deliberate fires in the Gwent area.

The ASB and deliberate fires project has been a collaborative approach with both Gwent Police and South Wales Fire and Rescue Service addressing an ongoing community issue. The project has been based from Alway Police Station Newport based on both ASB and deliberate fire data. The project has been successful with delivering educational intervention to 33 primary and secondary schools across the Gwent Police area, over the period of the project, which has resulted in over 7,368 pupils receiving input on ASB, Deliberate Fire Setting, vehicle crime and misuse of scooters and motorcycles. A subsequent request for funding has been made to Safer Gwent for the 2018/19 financial year which is now being considered by the Commissioner.

#### ***Priority 5 – Efficient and Effective Service Delivery***

##### **5.1 Review of the Gwent Criminal Justice Strategy Board**

The review of the Criminal Justice Strategy Board (CJSB) is on-going. A Task and Finish Group meeting took place in February 2018 to discuss progress, including providing improved public information to increase visibility of the Board, a draft Performance Framework and vision and values. As a result of the feedback on these proposals, further work will be undertaken to support the implementation of these elements of the review which will be reported to the Gwent CJSB in April 2018.

To support the improvement of the Board's governance processes, the existing reporting requirements have been reviewed to assess the appropriateness, value and opportunity to drive change. As a result of this work, a Forward Planner to support the compilation of agendas for meetings has been created. This provides a structure framework for the content of meetings which can be updated and reviewed as required.

The research work regarding victim and witness attendance also supports the objectives of the review and the outcomes will be considered in tandem with the work on the Performance Framework.

## **5.2 General Data Protection Regulation (GDPR)**

The OPCC action plan continues to be progressed. Work is currently on-going with the Gwent Police to review the data breach procedures to ensure compliance by 25<sup>th</sup> May 2018. The OPCC's Information Officer has been working in conjunction with the all Wales Chief Executive to arrange for a training day to take place for the staff of all four OPCCs in Wales, where the changes being brought in by the GDPR will be highlighted. The Information Commissioner's Office has agreed to attend and provide an advice session at this event.

It has also been agreed that an all-Wales role will be created to support OPCCs in ensuring they are compliant with the requirements of the Regulation. This will initially be a fixed term role for 12 months; the job description is currently being developed and will be advertised in the near future.

This assists in giving the public confidence in the PCC and his office's compliance with the statutory responsibility to protect personal information.

## **5.3 Public Response Unit**

From November 2017 to January 2018, the Public Response Unit received 119 quality of service matters and 1 compliment about Gwent Police. The majority were received by e-mail via the OPCC including 12 from Assembly Members and Members of Parliament.

- 127 quality of service matters were resolved during this period taking an average of 15 days; and
- 7 expressions of dissatisfaction were referred to the Professional Standards Department to assess whether there was a requirement to formally record them as complaints under the Police Reform Act.

The Unit has identified 'lack of Force updates' as one of the main complaint issues; this is in-line with data collated within other areas of Gwent Police. As a result, Gwent Police is currently reviewing its processes for keeping people informed to determine whether any improvements can be made.

The Public Response Unit recently attended a Victim Satisfaction meeting within Gwent Police to convey identified trends received in order to assist the force in raising public confidence.

## **5.4 Monitoring Performance**

The PCC and Chief Constable continue to regularly meet on a one-to-one basis to discuss key issues. Recent areas of discussion include modern slavery/human trafficking, paedophile hunters, Gwent Police's governance structure and preparations for the visit of the Shadow Policing Minister to Gwent.

## **5.5 Transparency Quality Mark Award**

For the third year in a row, the OPCC for Gwent has been presented with a national award for transparency by Comparing Police and Crime Commissioners (CoPaCC), an independent national body that monitors police governance. CoPaCC recognises excellent performance by Commissioners and their Offices. The CoPaCC award was presented for how the OPCC provides the public with key information in accessible format on our website including information about 'who we are and what we do', 'what we spend and how we spend it', 'what our priorities are', 'how we make decisions' and 'information around complaints, policies and procedures'.



This award demonstrates that the public can have confidence that the organisation publishes information about the Commissioner and OPCC over and above the statutory level required and that the information provided is accessible and transparent.

## **5.6 Freedom of Information (FOI) Requests**

As evidence of the OPCC's progress in providing an efficient and effective service, the OPCC Executive Board has recently received an annual update on Freedom of Information Act compliance. 19 FOI requests were received in 2017 with 100% receiving a response within the 20 working day deadline. The average number of days for response was 10 with most requests themed around Finance and Complaints. Many requests for information were treated as 'business as usual' rather than FOI as the information was already available on our website. This gives the public confidence in our compliance with statutory responsibilities and being open and transparent with our information.

## **Key Achievements**

### **6. Update on the Welsh Language Standards**

In December 2017, following a period of engagement with the Welsh Language Commissioner's office, the Commissioner received the final version of the Welsh Language Standards. Work continues to ensure that the OPCC is compliant with the Standards within any extended timescales as a result of the outcomes of the challenge process.

OPCC staff have all completed the mandatory level 1 Welsh language training - a 90 minute session for anyone of level 3 or below to provide cultural and historical context for the language as well as basic linguistic skills (e.g. pronunciation, basic personal introduction/conversation and counting). Following this, information regarding the availability of the certified Basic Welsh Language Course was provided to enable any staff desiring better Welsh language skills to register their interest for upcoming courses, thereby enhancing the capability of the OPCC to better engage through this medium. The Deputy Commissioner and the OPCC Policy Officer with responsibility for Welsh language have since met with the appropriate Gwent Police colleagues to discuss how best to further our commitment to providing additional, sustainable learning opportunities for Officers and staff.

In January 2018, the Deputy Commissioner and the OPCC Policy Officer were due to meet with a representative from the Welsh Language Commissioner's office to discuss the OPCC's performance during implementation of the Welsh Language Standards, and any successful practices, risks and difficulties experienced during the process. This meeting will now take place in April 2018.

### **7. Meetings with Cabinet Secretary, Welsh Government**

The Commissioner meets regularly with Welsh Government colleagues.

In February, a meeting took place with the Cabinet Secretary for Economy and Infrastructure. Items discussed during the meeting included:

- Roads Policing and Safety
- Business and Cyber Crime;
- Regional Economic Growth and Capital Region Ambitions; and
- Blue Light Collaboration.

## **Key Priorities**

During the next quarter, there will be a focus on:

- Delivering the Estate Strategy;
- Continued development of the work around Child Centred Practice;
- Progressing the ACEs agenda with partners;
- Further development of the Women's Pathfinder and other diversion work across Gwent;
- Continued work to review the Gwent Criminal Justice Strategy Board;
- Continued work towards compliance with the GDPR requirements;
- Further development of the Keep Safe Scheme;
- Consideration of the outcomes of the Sexual Abuse, Violence and Exploitation (SAVE) funding and demand review;
- Continued review of the police estate to ensure it remains fit for purpose;
- and
- Review of the Manual of Corporate Governance.

## Performance against Police and Crime Plan

### **Introduction from the Police and Crime Commissioner**

Following contributions from members of the Police and Crime Panel at their last meeting in relation to evidencing the Police and Crime Commissioner's (PCC) monitoring of performance, a performance framework template has been developed. It is intended that over any 12 month period, all success measures from the Police and Crime Plan will be reported to the Strategy and Performance Board. The PCC will also use this forum to scrutinise Gwent Police's performance against them; this information will then be reported to the Panel.

Within the report, success measures are written in an italic font to help identify them. Where there is baseline data, that will be shown and if not, data will be gathered this year for comparison in subsequent years in order to evidence direction of travel. It is intended for the performance information in this report to be high level and in order to keep the report succinct, there may be references to other background papers or relevant reports.

In the case of this report, the performance information considered at the Strategy and Performance Board on 8<sup>th</sup> February 2018 has been scrutinised and monitored. However, it is suggested that this report is provided on a quarterly basis in future.

**East Local Policing Area – Monmouthshire and Newport**  
**West Local Policing Area – Blaenau Gwent, Caerphilly and Torfaen**

**Priority**

**1.Crime Prevention**

**Governance Mechanism**

Assistant Chief Constable (ACC)

**Force Performance (source and comparison to baseline/benchmark)**

Overall crime in Gwent is projected to increase this financial year by 18.3%, from 41,080 crimes to 48,589 crimes.

Detections & Outcomes for All Crimes in Gwent					
LPA	Crimes	Detections	Other Positive Outcomes	Neutral Outcomes	New Crimes
East	21401	16.40%	19.40%	60.90%	1.10%
West	26287	13.50%	25.20%	60.80%	1.10%
<b>Total</b>	<b>47688</b>	<b>14.80%</b>	<b>22.60%</b>	<b>60.90%</b>	<b>1.10%</b>

- Of note is that Violence without injury is expected to increase by 36.2% over the financial year.
- Anti-social behaviour is projected to drop by 10%, from 21827 to 19628.

	<ul style="list-style-type: none"> <li>• In the same period, recorded incidents have only increased by some 2%. The Crime Survey of England and Wales published in January 2018 records that, nationally, overall crime continues to drop. This suggests that better identification and improved willingness to report is driving the increase in crime.</li> <li>• 26% drop in arrests without a corresponding increase in voluntary attendance.</li> </ul>
<b>Current Force Activity (What's being done about it?)</b>	<p>The force has been operating under agreed establishment levels and whilst we are recruiting there is a lag between each recruitment phase, training, probation and the deployment of a competent officer. Demand has of course been increasing. The recruitment of 157 new officers and 26 transferees this financial year will improve this situation and our capability and capacity to deal with demand. Discussion regarding the requirement for additional officers will continue to take place.</p> <p>The new investigative strategy has been developed to manage increasing demand effectively, deal with the complexity and change in crime and improve the quality of investigations.</p> <p>Changes to counting rules are affecting rates of Violence without Injury and Anti-social Behaviour. It is clear that, to comply with counting rules, many instances of anti-social behaviour should be reported as violence without injury or as public order. This change is believed to be driving the increased count of Violence without Injury as well as the decrease in the rate of Anti-social behaviour.</p> <p>New arrangements designed by the Office of the Police and Crime Commissioner (OPCC) will ensure that the Police Community Fund which utilises monies received through the Proceeds of Crime Act, will support organisations in some of the most disadvantaged areas in Gwent to implement initiatives tackling priority issues in communities.</p>
<b>Impact or Outcome (Link interim outcomes)</b>	<p>Neighbourhood Enforcement Teams are being recruited now. They will be in place in April 2018. These officers, who will be trained in key tactics such as house entries, search, public order, pursuit will be closely aligned to Neighborhood teams as a supporting proactive and enforcement arm, They will be responsible for tackling local issues, targeting organized crime and ensuring we mitigate risks that otherwise may impact negatively on community safety and cohesion. The creation of these teams will assist in ensuring that <i>the people of Gwent have an improved level of confidence in policing, are safer, feel safer and are more empowered and more cohesive.</i></p>

	<p>The new investigations framework aims to improve the quality of decision making; utilise investigation resources and expertise across Gwent Police; increase the autonomy amongst officers, increase capacity and improve supervision of investigations which will contribute towards <i>offenders being brought to justice quickly and dealt with using the most appropriate means.</i></p> <p>The appropriate use of Police Community Fund will help to ensure that <i>People in Gwent will be confident in their PCC and the policing service.</i></p>
<p><b>Other planned action to mitigate risk or share good practice</b></p>	<p>It is anticipated that this additional resource within Neighbourhoods will lead to improve problem solving capability, swift intervention to ensure that people in Gwent have an improved level of <i>confidence in policing, are safer, feel safer and are more empowered and more cohesive.</i></p> <p>To mitigate the risk and understand the impact of the 26% drop in arrests, without a corresponding increase in voluntary attendance (VA), the Head of Criminal Justice has been asked to review VA current processes and make appropriate recommendations to improve governance, performance monitoring and data quality. This in turn should improve the timeliness of investigations, outcomes and help to <i>ensure that Victims in Gwent are more satisfied with the service they receive.</i></p>
<p><b>PCC Monitoring and Assessment</b></p>	<p><b>This matter has been scrutinised via the Strategy and Performance Board (SPB). Concerns raised in relation to the increase in Violence without Injury have been explained as being due to a greater focus on crime recording and the increase in online offences such as harassment via social media. It is accepted that performance relating to Crime Prevention is difficult to quantify and that this activity can be taking place alongside increases in crime which, as stated above, appear to relate, in part, to an improved willingness to report.</b></p> <p><b>We have noted that in relation to performance on levels of public confidence and satisfaction, the Crime Survey of England and Wales removed statutory questions about confidence and satisfaction in 2017. Forces conduct local surveys to understand victim and community perception, but there is no accepted and reliable way to compare data across forces. Changes in survey techniques over time prevent reliable comparison with earlier findings. As a result, the OPCC has agreed that Gwent Police should invest in a survey which measures public confidence and asks questions which specifically address the outcomes detailed within the Police and Crime Plan.</b></p>

	<p>We have also requested that Gwent Police provides further information in relation to Crime Prevention activity and its impact for future reports. This would include the work of the Crime Prevention Panels as well as some of the proactive work being undertaken by the force in this area, linked to the Crime Prevention Strategy.</p>
<b>2. Supporting Victims</b>	
<b>Governance Mechanism</b>	ACC
<b>Force Performance (source and comparison to baseline/benchmark)</b>	<p>During 2017, 46898 crimes were recorded and 28966 victims were linked to crimes, 1588 Victims were repeat victims on 3 or more occasions and these accounted for 6400 crimes. There were 747 repeat victims, 3 or more times, in the East, and 864 in the West. 26572 records were transferred via Automatic Data Transfer(ADT) for Victim Support intervention. There is a significant number of crimes where victims are not correctly linked to the occurrence, which has potential to impact on victim services received. 23,524 cases were referred to Connect Gwent during 2017, 21,557 of these coming direct from Gwent Police. 1,555 were self-referrals or came from other agencies. 2,253 services were delivered during the year, 3 fell into the category of additional homicide services, 805 into the category of immediate support and intervention and 1445 into on-going support to cope and recover.</p> <p>Overall victim satisfaction is now at 80.6%. Disparity between satisfaction rates of disabled and non-disabled victims has gradually reduced over the last 3 months. Statistics show that BAME victims are less satisfied with the service received, however, the sample is so small that no meaningful conclusions can be drawn.</p> <p>Hate crime victim satisfaction has traditionally been higher compared to other crime types, and presently stands at 86%, with victims of hate crime more likely to have a more positive view of the Police following contact, and to report any further incidents. Qualitative evidence suggests that Hate Crime Support Officers have a positive impact on victim experience and that timeliness of updates remains the key concern for victims. 16/17 data compared to 15/16 indicates an overall increase in recorded hate crime of 88%, although actual numbers remain low and under-reporting is still evident, particularly for victims of religious, disability and transphobic hate crime. Research carried out on disposals for hate crime identified a number of out of court disposals where it was not clear that national guidance had been followed.</p>

	<p>In order to prepare for a forthcoming inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), a more detailed analysis of sexual orientation hate crime has been undertaken, which highlights specific areas of success, and trends that can be addressed through targeted intervention. Detection rates and Other Positive Outcomes are higher than the equivalent figures for overall crime suggesting that this is an area where Gwent Police are more effective. The urban areas of Newport and Cwmbran are the most prolific areas where crimes are committed, however hate crime is occurring more frequently online. The aspect of being kept informed is the area where most victims of sexual orientation hate crimes are dissatisfied, this rate being lower than other hate crime types, at 57%.</p>
<p><b>Current Force Activity (What's being done about it?)</b></p> <p>Page 22</p>	<p>Work has begun on a Force Victim Strategy to address wider issues around the quality of service provided to victims. A system of Sergeant and Inspector supervisor checks will commence in March, with a specific focus on vulnerable victims of domestic and abuse and hate crime, auditing response and support. The Force's Victim Satisfaction Survey is currently under review in order to maximise its effectiveness and allow additional flexibility to gather targeted data. Connect Gwent's areas of focus are to increase the numbers of Action Fraud /Financial abuse referrals received, improve data in order to break down victims by vulnerability area, to establish robust comparison data with Most Similar Forces and provide a geographical breakdown of victims to better inform intervention and prevention.</p> <p>In relation to hate crime specific issues identified, Hate Crime Support Officers (HSCOs) have been instructed to diarise a follow up phone call to allocated victims 2 weeks post incident to ensure updates have been provided and understood. An audit is underway to review disposals for hate crime and establish those where guidance to seek Crown Prosecution Service advice before charge has not been followed. This will inform training for Custody Sergeants to be provided in May.</p>
<p><b>Impact or Outcome (Link interim outcomes)</b></p>	<p>It is expected that the Force's planned Victim Strategy, increased supervisor scrutiny of cases and enhanced HCSO contact will ensure that <i>victims are more satisfied with the service they receive</i>.</p>
<p><b>Other planned action to mitigate risk or share good practice</b></p>	<p>With the introduction of General Data Protection Regulation (GDPR) Gwent will move towards a model of explicit consent for victim support referrals, requiring First Point of Contact staff and front-line officers to make and record an offer for victim support services. Through appropriate training and system changes victims will be able to make informed decisions about support services they wish to access, ensuring <i>a better understanding of victim needs so that they receive a consistent and quality service from all agencies involved in providing support</i>.</p>



	There is a financial saving associated with this model, and the money saved will be reinvested into the children and young people's service, working toward <i>successful outcomes from the provision of a victim support service provided through Connect Gwent</i> .
<p><b>PCC Monitoring and Assessment</b></p> <p>Page 23</p>	<p>The Deputy PCC and Chief Executive have taken part in an in-depth review of victims' services via the Crime, Justice, Policing and Partnership Board within Gwent Police. We have received reassurance that there will be a focus on 'keeping people informed' in light of the concerns raised by victims and this will be monitored by the OPCC on an ongoing basis. We have confidence that the matters in relation to GDPR and consent are being well-managed.</p> <p>We have been assured that activity will take place to better benchmark performance in future years and welcome the Victim Strategy that is being produced. The Victim Satisfaction Survey is also being reviewed to ensure that we can better understand victims' needs. The OPCC receives notification of green and red flags from the survey which allows us to capture good performance or address service recovery issues through the Public Response Unit, should they arise.</p> <p>The PCC has had responsibility for the commissioning of support to victims and witnesses since 2014. Therefore, the OPCC has been fully involved in the review of victim support provision and is supportive of the proposal to re-invest in services for children and young people in order to ensure that there is parity with levels of provision for adults.</p> <p>The OPCC will continue to monitor this area closely as we develop the Wellbeing and Vulnerability Strategy, which will address the needs of the most vulnerable within our communities whilst working in partnership as one public service wherever possible.</p>
<b>3. Community Cohesion</b>	
<b>Governance Mechanism</b>	Deputy Chief Constable
<b>Force Performance (source and</b>	December 2017 Confidence Survey results indicate that:

<b>comparison to baseline/ benchmark</b>	<ul style="list-style-type: none"> <li>• 69% of respondents believe that Gwent Police is doing a good job.</li> <li>• 66% believe that Gwent Police is dealing with the things that matter to the community.</li> <li>• 85% of respondents say that their opinion of Gwent is unchanged in the past twelve months.</li> </ul> <p>Levels of hate crime have increased significantly over the last 12 months (+69%), which has the potential to impact on communities' perception of community cohesion. Outcomes for reported hate crime are positive in 43.5% of reports. This compares with 37% for overall crime. The rate of positive outcomes fell 3% during 2017, however, the same period saw a significant increase in recorded hate crime of 69%. A further review will take place in May to understand progress. Hate crime represents approximately 1% of all crime in Gwent.</p> <p>Quarterly data is now being requested in relation to the demographics of people participating in the Force's Your Voice survey in order to establish levels of engagement with seldom heard communities. High rates of PNTS (e.g. 67% ethnicity) mean that analysis is not currently possible.</p>
<b>Current Force Activity (What's being done about it?)</b>	<p>An Equality Framework has been developed to sit across the Force's new governance structure which focuses on improving the quality of data received in relation to communities being actively engaged with and represented in decision making processes. The framework will also identify any disproportionate impact on particular communities across a range of policing activities.</p> <p>Regular engagement is ongoing with community groups including People First groups, Asylum Seeker and Refugee support services, a range of BAME (Black, Asian and Minority Ethnic) networks, LGBT (Lesbian, Gay, Bisexual and Transgender) forums and Community Connectors across Gwent.</p> <p>This interaction delivers key messages around identified priorities, centred on improving legitimacy, transparency and confidence. Themed engagement includes:</p> <ul style="list-style-type: none"> <li>• Encouraging BAME communities to make complaints</li> <li>• Informing communities about hate crime and how to report</li> <li>• Targeted recruitment of diverse communities</li> <li>• Awareness sessions in relation to extremism</li> <li>• Stop and search workshops</li> <li>• Policesol courses delivered to all Syrian refugees coming to Gwent as part of the resettlement programme</li> </ul>

	<p>Scheduled campaigns have supported national initiatives including:</p> <ul style="list-style-type: none"> <li>• Hate Crime Awareness Week</li> <li>• Black History Month</li> <li>• Transgender Day of Visibility</li> <li>• LGBT History Month</li> <li>• Disability Awareness Week</li> </ul> <p>Gwent Police's first inter-faith forum has now been established for around 6 months, with membership representative of a wide range of religions/beliefs practiced across the Force area.</p>
<b>Impact or Outcome (Link interim outcomes)</b>	<p>Outcomes from targeted engagement have included:</p> <ul style="list-style-type: none"> <li>• An increase in hate crime reports providing <i>evidence that we are accessible to all and that we have listened to and responded to the views of our communities</i></li> <li>• An increase in the % of BAME and LGBT police officer applicants providing <i>evidence that Gwent Police has a healthy value led workforce that truly represents the communities it serves</i></li> <li>• An increase in the confidence of LGBT people to report hate crime to the Police which will assist with <i>the people of Gwent having an improved level of confidence in policing, are safer, feel safer and are more empowered and more cohesive</i></li> <li>• An improvement in the quality of Prevent referrals will <i>improve our ability to work with partners to reduce the harm associated with hate incidents.</i></li> <li>• A vastly improved perception of the Police for local asylum seekers and refugees undertaking Policesol training, better understanding of how to report a crime and awareness of relevant UK legislation which contributes to <i>the people of Gwent having an improved level of confidence in policing, are safer, feel safer and are more empowered and more cohesive</i></li> </ul>
<b>Other planned action to mitigate risk or share good practice</b>	<p>Local Policing Areas have been tasked to provide a full update around local processes for multi-agency case handling groups in relation to hate crime and other vulnerable and repeat victims, how these are co-ordinated, where records are kept and evidence of good practice. A case handling group in Newport has now met for the first time. This will <i>improve our ability to work with partners to reduce the harm associated with hate incidents.</i></p>

<b>PCC Monitoring and Assessment</b>	<p>We have scrutinised this area in some detail at SPB and Gwent Police Boards and are pleased to note the outcomes and impacts already achieved through this targeted activity, which has provided evidence against a number of success measures within the Police and Crime Plan.</p> <p>We have been briefed on PREVENT activity and although we acknowledge that much of the information cannot be published, the PCC has stated that he is satisfied with the information provided.</p> <p>In terms of diversity, the PCC has stated his concern relating to a growing area of underrepresentation from people within the financially deprived areas of Gwent and indicated that this will be an area of focus for the OPCC and Gwent Police in the future.</p>
<b>4. Tackling Anti-Social Behaviour</b>	
<b>Governance Mechanism</b>	ACC
<b>Force Performance (source and comparison to baseline/benchmark)</b>	Anti-Social Behaviour is projected to drop by 10.1% this year, from 21827 to 19628 incidents.
<b>Current Force Activity (What's being done about it?)</b>	<p>A "Public Space Protection Order" on Cwmbran Town Centre came into being in April 2017 this was with a view to reduce both ASB and public order offences on the town centre and surrounding car parks. Officers worked with the local authority community safety team, private security, supermarkets and individual shop keepers and worked towards a structured action plan in order to reduce offending.</p> <p>Cwmbran Centre (private landlord that own the Cwmbran shopping estate) have renewed their community safety accreditation scheme and all members of their security team have now been afforded the extra power to require the name and address if individuals are found to be committing offences Training for this was provided by Gwent Police training department at Vantage Point in 2017.</p> <p>The next steps are to provide the security team with the power to issue tickets for disorder on behalf of the police.</p>

<b>Impact or Outcome (Link interim outcomes)</b>	To date anti-social behaviour on the town centre has been reduced by 7% which means <i>that fewer people have been affected by ASB. In addition, it is likely that people in Gwent are and feel less affected by crime.</i>
<b>Other planned action to mitigate risk or share good practice</b>	Changes to counting rules are affecting rates of Violence without Injury and Anti-social Behaviour. It is clear that, to comply with counting rules, many instances of anti-social behaviour should be reported as violence without injury or as public order. This change is believed to be driving the increased count of Violence without Injury as well as the decrease in the rate of Anti-social behaviour. This is being reviewed regularly by the Crime Registrar with regular audits being discussed at the DCC's performance board.
<div data-bbox="103 730 136 895" data-label="Page-Header">Page 27</div> <div data-bbox="103 515 488 592"><b>PCC Monitoring and Assessment</b></div>	<p><b>This matter was considered at SPB where the PCC stated the importance of providing evidence on a Gwent wide basis to demonstrate delivery against the priority to tackle ASB. We were pleased to note the 7% reduction in ASB within the Cwmbran Town Centre area and hoped that any examples of good practice could be rolled out elsewhere in Gwent with a similar positive effect.</b></p> <p><b>In relation to the planned action, we noted that although there had been a reduction in levels of recorded ASB, a cautious approach to these figures needed to be taken due to the reclassification of some offences from ASB to crimes.</b></p> <p><b>The plans for the new Police Community Fund aim to address this priority by successfully reducing ASB. We also intend providing evidence of the impact of PCC funding disseminated through Safer Gwent for initiatives which address community safety matters.</b></p>
<b>5. Efficient and Effective Service Delivery</b>	
<b>Governance Mechanism</b>	All Chief Officers

Force Performance (source and comparison to baseline/benchmark)	Officers	Total Persons Sick	Total Periods Absent	Total Duty Days Lost	Avg Duty Days Lost per Person	Avg Duty Days Lost per Period
	2014 - 2015	607	970	10899	18.0	11.2
	2015 - 2016	573	873	13542	23.6	15.5
	2016 - 2017	543	790	16398	30.2	20.8

Current Force Activity (What's being done about it?)	<p>Over 50 people have volunteered to become wellbeing ambassadors. Their role is to signpost people early to support services. Results of the staff survey and wellbeing are inherently linked and a specific piece of work is being undertaken to respond to this feedback and ensure that this work is linked with the Health and Wellbeing Strategy. The first Wellbeing Ambassador training took place on the 20<sup>th</sup> February and the last one is scheduled for the 2<sup>nd</sup> March. The training covers a multitude of mental health aspects as well as a range of other wellbeing issues. It is intended that the Ambassadors will then take what they have learnt and feed that back to their teams.</p> <p>Mental Health Training for Line Mangers commenced in January will conclude in March. The training is being delivered by Mind Newport and delivery to line managers (police officers/police staff). Feedback on this half day training session has been very positive and aims to ensure they understand and recognise mental ill health in their staff; how they personally can support their staff through these kinds of illnesses; where they can sign post to alternative and appropriate partner agencies.</p> <p>A link on the intranet has been established for easier access by staff to the Care First (Employee Assistance Programme) site. This has coincided with the publication of a Wellbeing blog. Further information will be published as part of the developing communication strategy.</p>
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<b>Impact or Outcome (Link interim outcomes)</b>	Both of these examples demonstrate the <i>force's commitment to have a satisfied and professional workforce that believe they are treated fairly and feel supported.</i>
<b>Other planned action to mitigate risk or share good practice</b>	Line Manager Training – we piloted training for Sergeants in September 2017. The feedback on this has been extremely positive, this will be rolled out to all line managers across the Force in 2018/19 – this specifically relates to managing attendance; having difficult conversations and negotiation.
<b>PCC Monitoring and Assessment</b>	<p>We noted that this area of work has been commended by HMICFRS and we were pleased to see the focus on activity in relation to the wellbeing of officers and staff in light of concerns both nationally and locally in relation to sickness levels.</p> <p>We welcomed the concept of Wellbeing Ambassadors but, as a result of concerns raised by Staff Associations, the PCC and Chief Constable agreed to meet again to discuss how they can provide most effective impact.</p> <p>An in-depth report has been requested from Gwent Police covering the performance of attendance management, the wellbeing initiatives undertaken and their impact and how these are communicated to officers and staff.</p> <p>Generally in relation to Gwent Police's performance against the priority to provide an effective service, we would expect to see performance in relation to the Investment Strategy included in this report in future.</p>

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## **GWENT POLICE AND CRIME PANEL FORWARD WORK PROGRAMME 2018/19**

### **CONFIRMED DATES**

#### **26th January 2018 at 10am**

- Treasury Management Strategy
- Treasury Management 6 Month update
- Budget Precept
- Engagement Strategy
- Performance Report

#### **16th March 2018 at 10am**

- PCC Update
- PCC Monitoring of Gwent Police Performance
- Well-being Strategy (Presentation)

#### **15th June 2018 at 10am**

- PCC Update
- PCC Monitoring of Gwent Police Performance
- Medium Term Financial Projections

#### **21st September 2018 at 10am**

- PCC Update
- PCC Monitoring of Gwent Police Performance
- Medium Term Financial Projections

#### **14th December 2018 at 10am**

- PCC Update
- PCC Monitoring of Gwent Police Performance
- Initial Budget Briefing

#### **Date to be Confirmed**

Strategic Equality Strategy update

OPCC Complaints

Cyber Crime

Criminal Justice Diversion Scheme

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