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**Gwent Police
and Crime Panel**

**Panel Heddlu
& Throseddu Gwent**

For all enquiries relating to this agenda please contact Charlotte Evans
(Tel: 01443 864210 Email: evansca1@caerphilly.gov.uk)

Date: 22nd March 2019

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, 29th March, 2019** 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 held on 25th January 2019. 1 - 4

4 Cyber Crime - Presentation.

5 Police and Crime Commissioner's Update - November 2018 to January 2019. 5 - 18

6 Update to Police and Crime Panel on Complaints Reform. 19 - 24

7 Police and Crime Commissioner for Gwent Scrutiny and Performance Framework - Quarter 3. 25 - 80

8 Gwent Police and Crime Plan Update. (To Follow)

9 Forward Work Programme. 81 - 82

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 Emma Rapier, 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 THE CHAMBER, COUNTY HALL,
RHADYR, USK, NP15 1GA
ON FRIDAY 25TH JANUARY 2019 AT 10.00AM**

Present:

Councillor J. Guy (Newport City Council) - Chair
Mrs G. Howells (Co-opted) - Vice Chair

Councillor S. Healy - Blaenau Gwent County Borough Council
Councillors G. Kirby and C. Mann - Caerphilly County Borough Council
Councillors J. Jordan and W. Routley - Newport County Borough Council
Councillors M. Jeremiah and E. Rapier - Torfaen 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 Executive, Office of the Police and Crime Commissioner for Gwent
Mr D. Garwood-Pask - Chief Finance Officer, Office of the Police and Crime Commissioner for Gwent

Together with:

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

1. INTRODUCTIONS

The Chair opened the meeting and introductions were made.

2. DECLARATIONS OF INTEREST

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

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.

3. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor L. Winnett (Blaenau Gwent County Borough Council) and Mrs C. Forehead (Caerphilly County Borough Council)

4. GWENT POLICE AND CRIME PANEL MEETING HELD ON 14TH DECEMBER 2018

RESOLVED that the minutes of the Gwent Police and Crime Panel meeting held on 14th December 2018 (minute no. 1 - 11) be approved as a correct record.

5. PERFORMANCE REPORTING AND SICKNESS ABSENCE – POSITION STATEMENT

The Panel were provided with an Attendance Management Position Statement, which explained that the Commissioner has expressed concerns for levels of sickness absence within Gwent Police but is also encouraged by the efforts being made to address those sickness levels through wellbeing initiatives and efforts by supervisors.

By way of background, the Panel noted that the Deputy Chief Constable (DCC) is responsible for People and Diversity matters for Gwent Police and chairs a board which monitors Gwent Police performance on attendance management on a bi-monthly basis. The Board is attended by the Chief Executive on the Commissioner's behalf; who acts as a 'critical friend', provides a scrutiny role and reports back to the Commissioner on relevant actions, progress and decisions. The People and Diversity Board is fed by the monthly Wellbeing Meeting that reviews not only attendance but the general wellbeing agenda within the force. Attendance management is reviewed at a local level through senior management team meetings and inspector meetings.

The Panel received a presentation in March 2018 on the Wellbeing offer that Gwent Police provides to its officers and staff. It was noted that the Commissioner is very satisfied with the amount of attention being given to wellbeing and staff welfare but acknowledges that ongoing consideration must be given to workload and demand. The Chief Constable has Gwent Police's operating model under constant review to ensure that the right number of people are in the right places. The Commissioner is confident that the increase in officer numbers will eventually have a positive impact on levels of stress amongst officers; however, this will be most evidence when the new officers have passed their probationary periods and can work independently within communities in Gwent.

It was noted that Gwent Police introduced a new system in October 2018, the Global Rostering System (GRS), which removes much of the manual recording of information which aims to improve processes and efficiency of recording. The system has been implemented in a staged process, however, it is anticipated that it will be fully implemented by the end of January 2019.

The new system aims to provide the capability to more effectively analyse data for trends and disproportionality. Following concerns raised in relation to this area of work, People Services has secured support from a central team which provides analysis of the data on a monthly basis, both for the Wellbeing Meeting and the People and Diversity Board. In addition, an area of exploration is the possibility of sharing a specialist support provision, such as treatment for Post-Traumatic Stress Disorder, with South Wales Police and South Wales Fire and Rescue Service.

The Panel noted the improvement works underway which includes the establishment of an Attendance Management Action Plan to focus activities around key issues identified from the Annual Absence Report 2017/2018 and locally identified issues. There are newly established monthly absence review meetings with senior leads within Local cases, ensuring all contact, actions and support is being undertaken.

Further work planned is to conduct a review of the Attendance Management Procedure and a deep dive review of the longest running sickness cases within the force, in addition, Analysts have been tasked to identify if there is any statistical correlation in relation to sickness absence within groups of Police staff by grade, police officers by rank, gender and Student Officers (within 2 years of service).

In addition, Gwent Police will look to review sickness by all protected characteristics, links to working patterns and flexible working arrangements. This will be a developing product as further reporting within GRS becomes available. This will also address the already identified gaps in understanding and will further inform performance reporting.

The Panel thanked the Officer for the update and sought further information on when the Panel would receive Performance Reporting. It was noted that a deep dive review will be conducted of the Performance Data, which will be provided to the Strategy and Performance Board in June, and presented later that month to the Gwent Police and Crime Panel.

The Panel noted the position statement.

6. POLICE AND CRIME COMMISSIONER FOR GWENT'S BUDGET REQUIREMENT AND COUNCIL TAX PRECEPT PROPOSAL 2019/20

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 2019/20 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 costs 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 2019/20, the Commissioner has had regard to the Police and Crime Plan 2017/21; the Policing Vision 2025; the Strategic Policing Requirement; the Chief Constables 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 and make a report to the Commissioner on the proposed Council Tax Precept (whether it vetoes it or not) by 8th February 2019.

The Gwent Police and Crime Commissioner notified the Panel on 18th January 2019 of his proposed Police and Crime Budget and Precept for 2019/20.

The Gwent Police and Crime Commissioner recommended a precept of 6.99%, which equates to a £1.39 per week increase in the 2019/20 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 planned efficiency savings in 2019/20 of £0.791m, further planned efficiency savings of £1.137m (totalling £1.928m) and proposals to utilise reserves and committed funds.

The Panel considered the public consultation, which included an online survey and face-to-face engagement regarding the proposed Council Tax Precept for 2019/20 and acknowledged the efforts to encourage engagement, including holding events on Saturdays and the use of Social Media to reach a wider audience. It was noted that the number of Gwent respondents

(1,875) gives a robust sample. The response to the consultation showed that 61.4% of online respondents were in support of a 4.99% (£1per month) Precept increase and 79.5% of the face-to-face respondents supported the principle of 6.99% (£1.39 per month) Precept, however this avenue fell short of a representative sample. The Panel were however keen to note that an increase in Council Tax Precept of at least £1 per month was supported by the majority of people who took part.

The Commissioner highlighted some of the pressures facing Gwent Police, including the mixed policing pressures, as Gwent is made up of the most and least wealthy boroughs and deals with both inner city and rural crimes. There are additional external pressures such as the demand from the new M4 construction, Celtic Manor Party Conference Centre and policing requirements, Comprehensive Spending Review, Funding the Additional Pension Contribution, Funding Formula Introduction, the uncertainty of Brexit, the weak value of the Pound and the effects of which are being experienced in some contracts with the United States.

Following a detailed discussion with the Gwent Police and Crime Commissioner and the Chief Finance Officer, the Panel considered the Commissioners proposal to a 6.99% increase in the policing precept. A Panel member expressed their concerns regarding the need for £1m to be allocated for policing in respect of a decision on the M4 relief Road. Officers explained that this is a cautionary allocation as it is still unknown what the outcome and implications will be.

The Panel thanked the Commissioner for the report and 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 Terms Financial Plan and the detailed budget and precept report.

The Panel adjourned to deliberate the proposed precept.

Following consideration and discussion it was moved and seconded that the proposed precept 6.99% be agreed. By a show of hands, this was agreed by the majority present.

RESOLVED that for the reasons outlined at the meeting the proposed precept of 6.99% increase in the 2019/20 precept and budget requirement of £130,355,726 be agreed.

In addition, the Panel requested that the Commissioner consider the need for the £1m allocation for policing of the M4 relief road, following formal decision by Welsh Government, and the possibility of it being diverted elsewhere. The Commissioner thanked the Panel for the decision and agreed to consider and respond accordingly.

7. FORWARD WORK PROGRAMME

Mrs Catherine Forbes-Thompson (Lead Officer to the Panel) presented an overview of the forward work programme which listed the items planned up until December 2019.

The Panel discussed the Forward Work Programme and it was agreed that a Performance Report would be presented to the Panel in June 2019. In addition, it was requested that a revised Police and Crime Plan be presented to the Panel.

In addition, the Panel were notified that an Annual Training day would be arranged at Caerphilly CBC in July 2019, with the Lead Officers and OPCC. The WLGA training event has been postponed and the Panel will be notified when a new date has been provided.

Meeting Closed at 12.10pm.

Police and Crime Commissioner's Update – November 2018 to January 2019

This report provides an update on activities undertaken by the Office of the Police and Crime Commissioner (OPCC) for the period 1st November 2018 to the 31st January 2019.

Delivering Against the Priorities

Priority 1 – Crime Prevention

1.1 Provision of Diversion Schemes

To meet the outcome of providing effective diversion schemes to people who might otherwise offend, the OPCC continues to work with Gwent Police, South Wales PCC and Police, and Integrated Offender Management (IOM) Cymru regarding the re-tendering of the Women's Pathfinder Diversion Scheme and the tendering for the new 18-25 diversion scheme.

The invitation to tender (ITT) document has been released with the new services scheduled to be in place by the end of July 2019.

1.2 Early Action Together (EAT)/Adverse Childhood Experiences (ACEs)

Operation Encompass

A scheme to support children that are exposed to domestic abuse has been rolled out across Gwent.

As part of Operation Encompass, police will inform schools of any domestic abuse incidents that have involved or been experienced by children before classes start the following day, allowing the proper safeguarding support to be put in place.

The scheme was trialled in Newport in 2018 and now all five Gwent authorities have signed up and implementation will take place in the coming months, with more than 200 head teachers and safeguarding leads from across the region receiving training.

In January 2019, Gwent Police received 668 reports of children who either experienced domestic abuse first hand or were present during an incident. Hundreds more experience abuse that goes unreported. As this is a new process, there is no previous benchmark figures for comparison. This scheme will improve the way that Gwent Police and schools work together to safeguard children who are often unable to reach out and ask for the help they so desperately need.

1.3 Early Intervention Youth Fund (EIYF) and Serious Organised Crime (SOC)

In support of Operation Jigsaw (Gwent Police's campaign against Serious Organised Crime in Gwent) and the SOC programme in Newport, preparations are underway to host the 'Understanding Serious Youth Violence and Gangs' partnership event with OneNewport in February.

Through the EIYF, St Giles Trust has been commissioned to deliver training for professionals to raise awareness of the issues facing local children, young people and communities in relation to gangs, drug dealing, violence and exploitation. The training sessions are aimed at front line officers, teaching staff, outreach workers and other professionals who work with young people and local communities in Newport. Released from prison in 2006 after a 10-year sentence for drug and gang related offences, Junior Smart, now working with St Giles Trust, will deliver the training which will include the following depending on the issues faced locally:

- Overview of the structures of gangs and organised criminal networks
- How to recognise the warning signs and behaviours of young people that are involved in gangs
- Why and how people get involved in gangs, and possible initiation rites
- County Lines - what they are, how they work and what to look out for
- Making interventions and examining the appropriateness of participants' policies and procedures
- Strategies for helping people exit gangs
- How to work with young people pro-actively and take appropriate action to reduce offending and absconding.

Since the commencement of the work in Newport, at least one young person who had previously been very resistant to engagement with services has engaged in significant intervention with St Giles Trust. The programme is also exploring apprenticeship opportunities with the new Celtic Manor Conference Centre development.

Priority 2 – Supporting Victims

2.1 Keep Safe Scheme

The Keep Safe Scheme is designed to help people with communication difficulties 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.

In December, the '7@7' briefing video was published internally for all officers and staff. The video introduces the scheme and the membership process and explains how Keep Safe will benefit front-line officers and staff, as well as the individuals registered to the scheme. It will also be shared with the OPCC's Independent Custody Visitors at their March 2019 meeting.

Gwent Police's Cohesion Co-ordinator has started the 'soft' roll-out of the scheme to stakeholder organisations. Following the first engagement visit to Torfaen People First in January 2019, 30 people have signed-up to the scheme. A set of performance indicators has been put in place to monitor the uptake and usage of the scheme and

plans are in place to evaluate the internal Control Room procedure to ensure that it works effectively for staff. Data will be collected by Gwent Police's Diversity and Inclusion Team and reported as part of the joint Strategic Equality Plan (SEP) internally to the Equality Meeting and as part of the SEP Annual Report at the PCC's Strategy and Performance Board.

Priority 3 – Community Cohesion

3.1 Engagement ***Commissioner surgeries***

The PCC has reinstated monthly surgeries. These take the form of an informal walkabout, followed by the option of a formal sit-down meeting that can be pre-booked. Visits have been made to Abergavenny town centre and Bettws shops, and there is a plan to hold them in all local authority areas at least twice a year to complement this. The purpose is to evidence active visible engagement by the commissioner in community settings, engaging with people who wouldn't attend traditional surgeries, while continuing the philosophy of surgeries to people who choose to engage in this way. They allow the PCC to hear a wide range of people's views, which helps him fulfil his role as voice of the people and give greater understanding when scrutinising policing performance in any given area.

The long term plan is for the communications team to supplement the monthly surgeries with additional activities, meaning that the office is completing a minimum of two public engagement sessions every month. This will increase opportunities for public to engage with the OPCC in a community setting, discussing PCC priorities and specific campaigns. The content of these events will rotate between general engagement and subject specific, e.g. precept consultation, awareness campaigns or information gathering. Any information gathered or opinions expressed will feedback to the OPCC to help inform strategic and commissioning decisions. General feedback will also be provided to the PCC to facilitate conversations when holding the Chief Constable to account.

Regional Youth Forum event

The OPCC office funded and supported an event for the Regional Youth Forum in January 2019. The event was also sponsored by Assembly Members and attended by young people from across Gwent. The young people used the opportunity to launch their 'Curriculum 4 Life', which highlights the key areas in life that young people feel are important to be taught in schools, ranging from cooking to financial skills. A short video on this project was created and shared on OPCC channels.

3.2 Stop and Search Engagement Programme

Building on previous work to promote positive stop and search encounters and the 'Know Your Rights' information, the OPCC and Gwent Police have launched a joint engagement programme. The programme will seek to establish a regular programme

of engagement with key groups, delivering information in a suitable format on a routine basis. Initially aimed at young people, with a focus on black, Asian, and minority ethnic (BAME) audiences, the programme comprises two elements:

1. Know Your Rights Engagement

A series of workshops that cover:

- Rights and responsibilities when stopped and searched ('Know Your Rights')
- Perceptions of stop and search and policing of young people/BAME communities
- Consultation with young people about how they would like to receive information about stop and search
- Practical demonstration of stop and search (involving local officers).

The Youth Offending Service has also received an input on the programme and has expressed an interest in providing further support.

2. Confidence and Trust

- Work with Gwent Police's Professional Standards Department (PSD) to raise awareness of complaints processes to encourage reporting when someone feels they have been treated unfairly by the police
- Work with the PSD and Diversity and Inclusion Team to engage with the Ethnic Minorities and Youth Support Team (EYST) BAME forum to develop a Police themed event focusing on stop and search, hate crime, recruitment and complaints
- Support Gwent Police to engage older people in BAME communities in dispelling myths around the use of stop and search (utilising BAME officers).

Two workshops were held with young people in January, one in the Pill area and the other in Maindee. Some of the attitudes around policing and stop and search presented by participants were particularly challenging and regular engagement will provide valuable opportunities to better understand the reasons behind this, as well as fostering more positive relationships between young people and the Police.

3.3 Commissioner's Police Community Fund

The PCC's Police Community Fund was created to use monies obtained through the Proceeds of Crime Act to support organisations that work in some of the most disadvantaged areas in Gwent. The Fund will also support those seeking to help children and young people who may be in danger of entering the criminal justice system or have become victims, and will need to deliver the priorities in the PCC's Police and Crime plan.

Since the last update, the following project has been identified as meeting the priorities and has been funded:

Org name	Project name	LPA	Project description	Amount Awarded £
Volunteering Matters	Safe Male Film Project		Working with the Safe Male Project for men aged 16 to 35 with learning needs and disabilities to design and develop a DVD film to raise awareness of appropriate sexual health and relationships and highlight the dangers and pitfalls of exploitation, especially around 'mate crime'	2,250.00

The fifth board is due to take place on 4th April 2019.

Half-yearly decision logs will detail the awards made on our website. The latest decision log detailing applicants that have received funding so far was published in December. All projects will be required to evidence their compliance with the grant requirements and evidence their impacts.

3.4 Hate Crime Awareness Week 2018

Hate Crime Awareness Week (HCAW) ran from Saturday 13th to Friday 19th October. A number of activities took place during the week, jointly supported by the OPCC and Gwent Police. Using funding provided by the Welsh Government to the OPCC, the joint OPCC and Gwent Police HCAW Fund supported 11 projects across Gwent to deliver activities during HCAW and beyond. The evaluation is currently being compiled; however, two examples of the feedback received are provided below

Caerphilly People First

"Thanks to the funding awarded to us by Gwent Police, we were able to provide Hate Crime Awareness training to over 80 individuals during Hate Crime Awareness Week. The aim of the training was to make as many people as possible aware of their right to be treated equally and fairly, and what to do if they feel they have been the victim of a hate crime - **report it**.

To provide this training we produced a booklet which outlined the various types of hate crime (with emphasis on disability hate crime), and we encouraged people to report hate crime, to make sure their voice is heard.

This training was delivered in Caerphilly to people with learning disabilities who attend day centres, people attending our weekly cookery classes, and student nurses on placement with us. Our members also delivered the training to people attending the All Wales People First conference in Wrexham.

After each training session we held question and answer sessions where we discussed the issues raised during the training, and people were able to talk about their experiences of hate crime. We received excellent feedback from people attending the training and we plan to provide this training to more members of Caerphilly People First in the future.

The outcome of the training is that people are more aware of their rights, and know what to do if they feel they have been the victim of a hate crime."

Disability Cando

"The meeting was arranged by Disability Can Do, as part of the Gwent Police funded activities for Hate Crime Awareness Week. Disability Can Do had received a grant to support activities that increased the Reporting of Disability Hate Crime. In addition to producing promotional materials there were also two meetings arranged as conversation style events involving statutory agencies and members of the User Lead Disability Forum (facilitated by Disability Can Do). The purpose of this style of meeting was to consider Disability Hate Crime within the broader experience of People with Disabilities. The first of these conversations was in Caerphilly Library.

The priority highlighted for Disability Hate Crime by Gwent Police was **Encouraging reporting** of Disability Hate Crime. It was also presented in the context of Hate Crime Incidents and the difference between an incident and crime was explained by the Gwent Police representative. It was further elaborated by explaining that committing a Crime was the prime element and this was then qualified as a Hate Crime and further qualified as a Crime motivated by a hostility towards a specific protected characteristic. This form of qualification was of importance in legal terms as it may influence the severity of punishment.

There was a general discussion within the understanding that a Hate Crime or Incident can include Physical Attacks, Written or Verbal insults (including abusive phone calls, offensive letters and comments on social networking sites), vandalism, Graffiti and threatening behaviour. Forum members relayed their life experiences of these issues and whilst there were few actual incidents a number of surrounding circumstances were pointed out. These included; the coping strategies developed by individuals could mask the impact of many Hate Crime incidents and the personal response to some of the factors such as verbal insults and threatening behaviour was to ignore it or not attract any undue attention. This could be motivated by levels of fear but also preserving a sense of personal resilience."

Priority 4 – Tackling Anti-Social Behaviour (ASB)

4.1 ASB Co-ordinator Update

The OPCC continues to fund the ASB Co-ordinator post via the Safer Gwent partnership. During this period, the Co-ordinator has:

- Developed one-hour training sessions on the Gwent ASB policy, tools, powers and procedure for Gwent Police training sessions. A 'train the trainer' event was held to support the ASB officers that volunteered to deliver the training. All local authority ASB officers in Gwent are now delivering one training session per week to Gwent Police officers until July 2019.
- Co-ordinated and chaired the All-Wales ASB Practitioners' Forum conference attended by 50 ASB offers and Police from across Wales. Representatives from the Home Office, WLGA and WG also attended. The conference focused on sharing the policies and procedures around the tools, powers and best practice from across Gwent and also delivered injunction training to the attendees. To support continued engagement between practitioners, three good practice sharing meetings will take place per year to facilitate member discussions regarding difficult cases, and to promote best practice and sharing of ideas to tackle ASB.

- Started a review of the ASB team in Newport to streamline their meetings and introduce best practice from across Gwent, such as the Community Safety Hub, which will be recommended for implementation at the March Safer Newport meeting. If agreed, launch of the Hub is planned for May 2019 with a post-implementation evaluation to take place 12 months hence.

Multi-Agency Pupil Intervention (MAPI):

- Met with Sarah Cooper, Welsh Government, to discuss how MAI links in with the proposed Youth Justice Blueprint and to ensure linkages to ASB
- A research proposal for independent evaluation of the process is currently being developed with the support of Cardiff University (planned for September 2019)
- Supported the Blaenau Gwent ASB team and education service with a proposal for MAPI in Blaenau Gwent schools
- Linked into counselling services in Torfaen to ensure cases from MAPI and Strike processes can be referred to independent counselling (separate PCC-funded project)

As a result of this work, the Gwent Integrated Offender Management Board has requested a presentation of the MAPI model (in April) with a view to potentially rolling out the initiative across Gwent. This would support the identification of children with vulnerabilities related to parental or sibling involvement in Serious Organised Crime, and to look at available interventions for those individuals to break the cycle of crime in families.

Community Assist

- Provided a briefing report on Community Assist which was circulated to all Gwent Police officers and Gwent ASB teams to ensure consistency of delivery
- Supported Police officers in Newport with two Community Assist events
- Supported the completion of Community Assist event evaluations

Community Assist has really gathered momentum in Newport with a main event planned for 15th April. Once completed, local officers are looking to replicate the model in other areas with the support of the local ASB team and Safer Newport. Following on from Newport's success, the Blaenau Gwent team is now looking to hold their first Assist event.

Priority 5 – Efficient and Effective Service Delivery

5.1 General Data Protection Regulation (GDPR) and Data Protection Act 2018

Compliance with the GDPR is a statutory responsibility and provides the public with confidence that the OPCC is protecting all personal information it holds. It also minimises both reputational and financial risk to the organisation.

Work on the action plan continues to be progressed with specific attention being paid to key areas that were identified in the GDPR audit that was undertaken by our internal auditors, which received a 'reasonable' assurance rating. A second audit took place in January 2019 to monitor completion of the areas identified within the first audit with an outcome of 'Reasonable Assurance'.

Further work needs to take place to finalise the records retention schedule and for work to commence on reviewing all historical data held by the OPCC both, hard and electronic copies. This is a piece of continuous work in order to ensure we are not holding any data for longer than is necessary.

The majority of staff members have now completed all of the online training modules.

No subject access requests have been received since the last meeting.

No data breaches have been reported since the last meeting.

5.2 Public Response Unit (PRU)

From November 2018 to January 2019, the PRU received 93 quality of service matters about Gwent Police, which is slightly less than 120 received for the same period in the previous year. However, Gwent Police's Professional Standards Department recorded 87 during this period, compared to 37 for the same period in 2017/18, which may account for the reduction recorded by the PRU.

There were 2 compliments received regarding outstanding service received from Gwent Police.

- 97 quality of service matters were resolved during this period taking an average of 15 days. The PRU aims to deal with complaints within 10 working days; however, responses to more complex cases require longer time to prepare and issues such as staffing resources will have had an impact on this target; and
- Two 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. Whilst this is an increase of four compared to the same period for last year, the number will vary depending on the nature of the complaint received and if it necessitates action by Gwent Police.

5.3 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:

- Performance report
- Ystrad Mynach custody suite

- Evaluation of the Mental Health Practitioner service
- Approval of Chief Constable's Gifts and Hospitality Register (standing item)
- PCC's Police Community Fund update and support
- Precept
- New Headquarters
- Reform of Fire and Rescue Authorities in Wales
- Force Management Statement (FMS)

5.4 Compliance with the Freedom of Information (FOI) Act

Six FOI requests were received for the period November 2018 to January 2019. All requests have been dealt with in line with the 20 working day statutory deadline.

In the previous update it was mentioned that one of the requests had been resubmitted for an internal review to take place. This review was undertaken and response provided which included details for appeal to the Information Commissioner's Office if the applicant was not satisfied with the response. No further contact has been received from the applicant or from the Information Commissioner's Office in relation to the appeal.

All FOI requests and responses are published on our website.

As it currently stands, requests received into the OPCC that are directed at Gwent Police are not currently included in our statistics. From April 2019, these will be included on our disclosure log and published to our website in order to provide full transparency and reflect the number of requests that are actually received and processed by the OPCC.

In July 2018 a new Section 45 Code of Practice was issued by the Cabinet Office to provide guidance to organisation subject to the FOI Act. The OPCC FOI procedure has been updated to reflect the new Code of Practice and is awaiting approval.

Compliance in this area of work gives the public confidence in our fulfilment of statutory responsibilities and show that we are open and transparent with our information.

5.5 Development of New OPCC Website

The new website is now live and will continue to be developed with consultation taking place with the public to ensure that the website continues to be accessible. The web address for the OPCC's website will remain the same.

The development of the website ensures that the OPCC remains transparent and that the information it contains is easier to access.

5.6 Review of Gwent Police Gifts and Hospitality and Business Interest Registers

The annual review of the Gwent Police Gifts and Hospitality and Business Interests registers for 2017/18 has been completed. Whilst undertaking the review of both registers a number of queries were raised requesting clarity on areas.

In relation to the Business Interests Register we queried why only certain requests for the same business interest had been agreed with conditions attached and not all. Feedback was provided to explain that a number of factors were considered when deciding to approve a business interest, such as the staff member's sickness record. All requests that were declined without the reasons column completed were also queried and a response provided.

It was identified through the review of the Gifts and Hospitality Register that the procedure to approve any gifts and/or hospitality received by the Chief Constable was unclear. After liaison with the Chief Constable's Staff Officer, a new process has been established with a detailed form completed and provided for approval to the Police and Crime Commissioner. These entries continue to form part of the annual review of the force register undertaken by the OPCC.

It has also been requested that an additional column entitled 'Disposed of' is added to the Gifts and Hospitality Register to evidence what is done with the gift if it was refused. The Professional Standards Department have agreed to include this form in readiness for the next review.

Review of the OPCC's Gifts and Hospitality Register will take place in June.

5.7 News Bulletin

In January, the communications team launched a new e-news bulletin. The bulletin has three main purposes:

- To keep residents and partner organisations up-to-date with the activities of the OPCC and partners.
- To target residents who are active internet users but do not follow the OPCC on social media.
- To provide additional structure to information sharing, internally and externally.
- As of 15 February 2019, there are more than 800 users registered to receive updates.

5.8 Legitimacy

Following on from the October 2018 Legitimacy Scrutiny Panel exercise, the responsible Policy Officer has met with Gwent Police colleagues to review the process in place for use of force. The process used to date has enabled the Panel to build an understanding of use of force practices and procedures and the review will enable more in-depth scrutiny to take place, providing greater parity with the established stop and search scrutiny process. Further work is taking place with the appropriate Gwent Police

colleagues to test the new process prior to its introduction at the next use of force Scrutiny Panel meeting in July.

The next stop and search themed Legitimacy Scrutiny Panel is being held on Friday 26th April 2019, and will be observed by HMICFRS Inspector Sarah Cooper as part of the latest Legitimacy inspection for Gwent.

5.9 Estate

The implementation of the Estate Strategy continues at a pace, with the following recent developments:

- Custody Provision - a standalone project has been established to ascertain Gwent Police's custody requirements over the short, medium and long term and to develop the most effective ways to meet these needs. Scoping work has commenced and early indicative proposals and opportunities will be presented to the Estate Strategy Board in April 2019.
- New HQ – in December 2018, the RIBA Stage 3 of the build was signed off by the Commissioner and Chief Constable, which effectively confirmed the detailed design of the new building. The purchase of the land was also concluded in February 2019, following the finalisation of the majority of outstanding planning requirements. Therefore, 'enabling works' such as drainage and power will on the site will commence in April 2019. The project has now entered RIBA Stage 4, whereby the detailed tenders for the award of the works to build, fit-out and furnish the new HQ will be issued. These tenders are expected to be received in July 2019, with building commencing in August 2019. At this stage, the financial envelope for the build will be finalised. The expected completion date for the new HQ is May 2021. The current HQ will then be vacated by July 2021, with demolition planned for November 2021.
- Abergavenny – Abergavenny Police station has been sold and vacated. The relocation of the front counter service to the One Stop Shop (with Monmouthshire County Council) is complete and working well. In relation to the proposed development of a joint policing and fire 'hub' in Abergavenny, the revised costs and floor plan drawings for the adaptation of the Fire Station have been received and are now being developed into a final business case for presentation to the Estate Implementation Board.

Key Achievements

6. Precept 2019-20

The communications team ran a nine-week public engagement exercise between Monday 12 November 2018 and Sunday 13 January 2019.

Residents were asked for their views on the proposed level of increase for the precept in 2019/20. During this period, the team engaged with 1,085 people face-to-face at 19

engagement sessions across Gwent, totalling 81 hours.

In terms of social media, the post reach of the OPCC and Gwent Police Facebook accounts was 29,770 and 49,091 respectively. There were 29,506 OPCC tweet impressions on Twitter. Therefore, the total online reach of social media posts was more than 100,000, compared to 10,500 people last year. More than 40,000 people were also communicated with via Gwent Now, in addition to media and website publications.

A final total of 1,918 responses were recorded (of which 1,875 lived in Gwent), far exceeding the agreed 'representative sample' of 600. The feedback has been used to help inform decision-making around the precept level for 2019/20.

7. Social media figures

Between 31/8/18 to 31/1/19, the OPCC Twitter account grew by 4%, taking total followers to more than 4,600. Impressions, retweets and likes all increased too:

	1 Apr 18 to 31 Aug 18	1 Sept to 31 Jan 19	
Impressions	239,300	262,687	10%
Retweets	341	488	43%
Likes	946	1,434	52%

Facebook has also shown consistent growth, with a 7% increase in Followers and 6% in 'likes'. This means they total more than 1,500 each.

The number of posts and impressions on Facebook has significantly increased in the last five months and there are plans in place to enable this to expand further:

	1 Apr 18 to 31 Aug 18	1 Sept to 31 Jan 19	
Posts	67	100	49%
Impressions	40,716	119,464	193%

In comparison with the other policing areas in our 'most similar group' (MSG), we are 6th out of 8 for Twitter followers, 3rd out of 8 for Facebook 'likes', and 3rd out of 8 for Instagram followers.

Across Wales, Gwent has the highest numbers of Twitter and Facebook followers, and the second highest number of Instagram followers:

	Twitter	Facebook	Instagram
Gwent	4,664 followers 1,692 likes	1,588 likes 1,584 followers	198 followers
South Wales	4,300 followers 2,391 likes	100 likes 104 followers	276 followers
Dyfed Powys	3,661 followers 633 likes	359 likes 368 followers	No account found
North Wales	2,618 followers 1,608 likes	407 likes 405 followers	103 followers

8. Policing Board for Wales

The Welsh Government Policing Board is now formally established and the first meeting was held in November. The PCC provided an update to the Panel at the last meeting.

9. Cross Party Group on Policing

The second meeting took place in November and was attended by the Welsh PCCs, Chief Constables and the Chair of the Cross Party Group as well as the Chair of the Police Federation and the WG's Anti-Slavery Co-ordinator. The meeting focused on mental health and the demand on policing in Wales, with consideration for a pan-Wales approach to the issue.

Key Priorities

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

- Progressing the Estate Strategy including the new Head Office arrangements;
- Retendering the Women's Pathfinder Scheme and further developing the diversion project;
- Ensuring compliance with the GDPR requirements;
- Publishing the new OPCC website;
- Policing Board for Wales;
- Refreshing the Police and Crime Plan for Gwent;
- Implementing an OPCC Business Plan based on discussions at staff away days.

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OFFICE OF POLICE AND CRIME COMMISSIONER

TITLE: Update to Police and Crime Panel on Complaints Reform

DATE: 29th March 2019

PURPOSE: For Information

1.	<p><u>RECOMMENDATION</u></p> <p>That members note the potential changes to the Police Complaints system and are updated at regular intervals on implementation.</p>
2.	<p><u>INTRODUCTION & BACKGROUND</u></p> <p>In 2014, a Home Office review found that public and police officers seemed to have little faith in the current complaints system. Complainants did not have confidence that their concerns would be dealt with fairly and police officers often felt that complaints were vexatious and not dealt with in a timely manner. They also felt unwilling to admit mistakes for fear of them being accused of misconduct.</p> <p>In order to address these issues, the Policing and Crime Act 2017 made new provisions for the handling of complaints, including the introduction of three different models. Once implemented, Police and Crime Commissioners (PCCs) will have a much more significant role in determining how complaints are dealt with at a local level. They will have the discretion to choose whether to record and determine complaints themselves, or to supervise how their local police force exercises such functions. PCCs will also be responsible for reviews of the handling of complaints deemed suitable for local resolution.</p> <p>The changes are aimed at improving police integrity and creating a more 'complainant-focussed system'. The Home Office and the IOPC has deliberately changed the language used, no longer using confusing terms. The definition of 'complaint' has also been extended to cover, not only the conduct of individual police officers but, policing practices and service failure as well. All complaints will be formally recorded.</p> <p>The Act will require the Appropriate Authority (the specific officer who has responsibility for complaints and conduct matters) to ensure that all complaints are dealt with in a 'reasonable and proportionate' manner.</p> <p>In the Commissioner's Office in Gwent, since 2016, there has been a Public Response Unit which deals with low level dissatisfaction (matters which are not considered as complaints under the Police Reform Act 2002). The Chief Constable and Police and Crime Commissioner had received anecdotal feedback that it appeared to some members of the public that the police service 'polices' itself when it came to complaints. As found by the Home Office review, the complaints process could be lengthy, complicated and often resulted in both sides feeling dissatisfied with the outcome. Therefore, an</p>

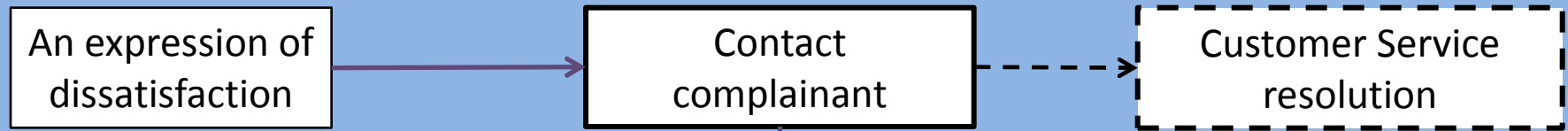
	improvement was needed to ensure an independent and efficient resolution of problems with an overriding commitment to ethical behaviour.
3.	<p><u>ISSUES FOR CONSIDERATION</u></p> <p>Once the secondary legislation has been introduced, the PCC will need to decide whether to only implement Model 1 or to also introduce Models 2 or 3.</p> <p><u>Model 1</u> All Police and Crime Commissioners will be obliged to take on Model 1 as a minimum. This will involve being responsible for reviews of complaints and continues the current requirement on PCCs to have oversight of complaints.</p> <p><u>Model 2</u> Model 2 is optional and involves the PCC taking on responsibility for the recording and initial handling of complaints. This is similar, but not identical, to the current Public Response Unit. This model involves moving some work which is currently carried out by the Professional Standards Department to the Commissioner's Office.</p> <p><u>Model 3</u> Model 3 is also optional and would require the PCC to take on responsibility for all contact with the complainant. This model involves moving far more work which is currently carried out by the Professional Standards Department to the Commissioner's Office.</p> <p><u>Consideration of Options</u></p> <p>There are a number of pros and cons for each model, which will need consideration by the PCC before making a decision. At this stage, the majority of Commissioners intend to take on either Models 1 or 2. A small number wish to take on Model 3. At this stage, the PCC in Gwent is not minded to take on Model 3.</p>
4.	<p><u>NEXT STEPS</u></p> <p>Independent Office of Police Conduct Statutory Guidance has been re-drafted and will be launched once the new regulations are implemented.</p> <p>The PCC has accepted an offer from the Deputy Chief Constable for a piece of work to be carried out by the Change team within Gwent Police to clarify the business benefits and risks of each model in order to assist the PCC in making a decision. It is important to take into consideration, however, that work will also be undertaken to understand the qualitative data in relation to the models.</p> <p>It is anticipated that this legislation could be enacted by the summer, but it is worth noting that the introduction of the legislation has been deferred a number</p>

	of times due to the work ongoing by the Home Office in relation to the withdrawal of the United Kingdom from the European Union.
5.	<p><u>FINANCIAL CONSIDERATIONS</u></p> <p>Financial implications will mainly relate to the recruitment of additional staff and their training. Once a model is agreed, job descriptions will be developed and roles evaluated.</p>
6.	<p><u>PERSONNEL CONSIDERATIONS</u></p> <p>It is likely that additional members of staff will be required in order to implement the new arrangements no matter which model is chosen. Whether the individuals are be employed by the Commissioner or Chief Constable will depend on the model chosen.</p> <p>It has been agreed at the All Wales Policing Group that two Complaints Reviewers will be appointed on a fixed term basis and will work on behalf of three of the four Commissioners in Wales.</p>
7.	<p><u>LEGAL IMPLICATIONS</u></p> <p>The models for complaints reform are already set out within the Policing and Crime Act 2017. The subsequent secondary legislation has been on hold due to delays in Parliament's legislative timetable. Once the regulations are authorised by statute, Commissioners' offices and the policing service will be given six months' notice of implementation.</p>
8.	<p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>In considering the options available, there will be due regard given to the general duty to promote equality, as stipulated under the Strategic Equality Plan, and will need to be assessed to ensure that it does not discriminate against any particular group.</p> <p>Consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998 in preparing this report.</p>
9.	<p><u>RISK</u></p> <p>There are both risks and opportunities in relation to the different models. All of these will be weighed up as part of the business modelling process.</p> <p>There is a risk, should PCCs take on additional responsibilities, that some members of the public who are unhappy with the outcome of a review could use a complaint against the PCC as an additional step in the appeal process. The Home Office has clarified that this should not be done but it remains to be seen whether it will be explicitly prohibited within the secondary legislation.</p>

10.	<u>PUBLIC INTEREST</u> This report will be made available to the public.
11.	<u>CONTACT OFFICER</u> Siân Curley, Chief Executive and Monitoring Officer
12.	<u>ANNEXES</u> None

Model 2

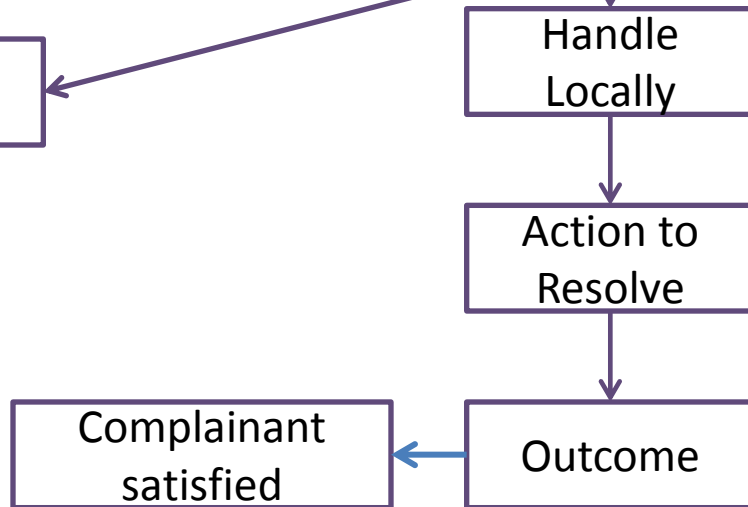
Customer Service Resolution & Recording



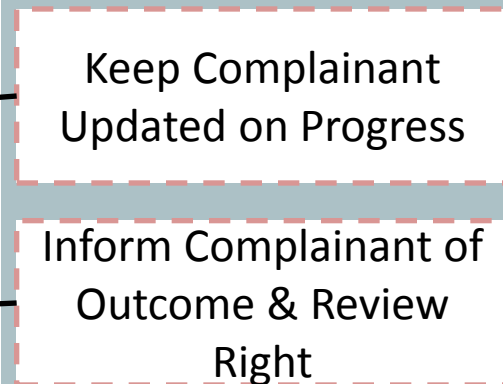
IPCC Referral

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Resolution

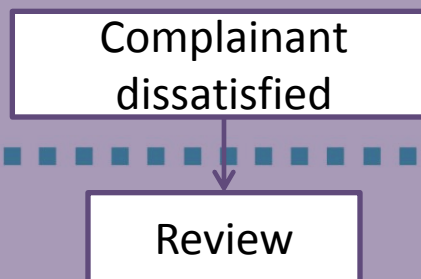


Model 3 Contact



Model 1

Oversight and appeals/reviews



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Police and Crime Commissioner for Gwent Scrutiny and Performance Framework

Quarter 3

This report is completed to provide a high-level overview of the Police and Crime Commissioner's (PCC) oversight and scrutiny of Gwent Police quarterly performance in relation to the Police and Crime Plan. The scrutiny and monitoring of force performance takes place in a variety of forms including observation and participation in boards and meetings as a critical friend. The main forum where this takes place is the Strategy and Performance Board, the public meeting at which the PCC holds the Chief Constable to account. There are also specific reports and briefings requested as required. The PCC has weekly one-to-ones with the Chief Constable to discuss matters arising and any areas of particular concern.

The Police and Crime Commissioner has made it very clear to the Chief Constable that his expectation is that he is provided with good quality information so he can understand performance and undertake effective scrutiny and monitoring. This is specifically to include:

1. Consistent data sets, baseline and actual data for all of the force indicators;
2. Narrative to describe activity relating to all force indicators and Police and Crime Plan measures;
3. Analysis of impact for all activity; and
4. Future planning.

The Office of the Police and Crime Commissioner has set out to reinforce what is required by providing detailed feedback on previous performance reporting, providing further specific direction on future reporting, feedback on draft reports and this has been evidenced through documentation and strategic meetings.

Due to the Quarter 3 Organisational Performance Report not being available for the Strategy and Performance Board on 6 March 2019, the Commissioner held an extraordinary meeting of the Board on 11 March 2019. Following receipt of the paper that morning, it was presented by the Assistant Chief Constable and Head of Strategy, Performance and Change to the board and scrutinised by the Commissioner and his team. During the meeting, it was noted that some information was missing and, on occasion, conclusive outcomes were not provided. Following conversations between the Commissioner and Chief Constable, the

Commissioner has decided to instigate an action plan for the future delivery of this performance requirement. The action plan will be owned by the Deputy Chief Constable, on behalf of Gwent Police, and will be used to monitor progress.

Definitions:

BRAG Rating

- Blue = Gwent Police will provide this information at a future date, upon which it will scrutinised and rated.
- Red = No/Insufficient Assurance. This will be applied when information has not been made available at all, either in formal reports or through other monitoring activity. It is also applied when the information provided has not been to the standard that is required for satisfaction that there is reasonable performance in any one area.
- Amber = Limited Assurance. This will be applied when information has been provided but lacks some detail. It may also be used where specific data has not been provided but that the PCC has undertaken scrutiny through direct observation of activity or through meetings or other methods of understanding performance and that it is reasonable.
- Green = Reasonable/Substantial Assurance. The information provided by Gwent Police and scrutiny undertaken by the Office of the Police and Crime Commissioner has concluded that performance is acceptable or good, there is knowledge of its impact, and that there is confidence in the understanding for future delivery.

A glossary of terms is provided at the end of the report.

DATA CONVENTIONS

Unless otherwise stated, information is provided from Gwent Police systems.

For comparison purposes, Gwent Police crime and ASB data has been compared against a two-year baseline average. Please note that in some crime types significant changes were made to Home Office Crime Recording classification rules from 1 April 2017 and the baseline will be adjusted to negate this negatively impacting on the significance of the data provided.

This is the standard comparison used by most Home Office Forces when analysing crime data. This has allowed this report to benchmark current Gwent Police Data against both other Welsh Forces and all Home Office Forces where comparisons are helpful.

Some external data provided by partner agencies may be presented as quarter three yearly comparisons.

Population in the five local authority areas grew by 4% between 2001 and 2011, a rate of 0.4% per annum (Office of National Statistics, 2017). We assume that population growth has remained steady and would expect to see an increase in all demand volumes of a similar amount.

Success Measure Police & Crime Plan	Force Indicators	Current Force Data	Baseline Comparison	Police Activity	RAG Rating
1. Crime Prevention					
1.1. People in Gwent saying they feel safe and are safe	1.1.1 Public confidence percentages	Data provided in Q2 report. New data is dependent on national survey timings which we have not had confirmed.			
Scrutiny					
Gwent Police have not formally reported on activity specifically targeting public confidence in this quarter. However, through the Service Improvement Board (SIB), Organisational Efficiency and Effectiveness Board (OEEB) and other meetings the OPCC are aware of activity that is not consistently publicised by Gwent Police that would improve confidence and provide reassurance for the public in relation to crime and safety. It was further added that Gwent Police are taking significant action and achieving results in dealing with crime. At SPB it was raised, as it has been in other previous forums, that Gwent Police need to do more positive communications that enhance public confidence and support for Gwent Police service delivery.					

1.2. People in Gwent are and feel less affected by crime

1.2.1 Number of recorded volume crimes by type
Data presented - Q comparison against a two-year rolling Q average (based on 21 months for this period due to changes in counting rules in early 2017).

Crime Type	Gwent Q3 2018-2019	Gwent 2 Year Quarterly Average	% Change Against Gwent Quarterly Average	% Change Against Welsh Quarterly Average	% Change Against National Quarterly Average	Outlier Areas for Last Quarter
All Other Theft	1138	1178	- 3.4%	+ 8.2%	+ 5.1%	
Bicycle Theft	95	90	+ 5.6%	+ 31.9%	+ 17.2%	
Burglary Dwelling	619	646	- 4.2%	+ 1.9%	- 5.2%	
Burglary Non-Dwelling	343	283	+ 21.2%	+ 1.9%	+ 1.6%	Y
Criminal Damage & Arson	2293	2245	+ 2.1%	+ 4.7%	- 1.4%	
Drug Offences	384	351	+ 9.4%	+ 6.6%	+ 3.1%	Y
Homicide	1	1	0%	- 37.5%	+ 2.8%	
Miscellaneous Crimes	331	327	+ 1.2%	+ 5.1%	+ 6.5%	
Other Sexual Offences	231	228	+ 1.3%	- 2.2%	+ 4.9%	
Possession of Weapons	54	52	+ 3.9%	+ 20.2%	+ 10.9%	
Public Order Offences	1754	1553	+ 12.9%	+ 33.8%	+ 16.4%	
Rape	160	119	+ 34.4%	+ 10.5%	+ 8.7%	Y
Rape Report (Non-Crime)	19	20	- 5.0%	N/A	N/A	
Robbery	64	70	- 8.6%	+ 17.6%	+ 6.4%	
Shoplifting	874	937	- 6.7%	+ 5.2%	- 2.9%	
Theft From the Person	107	91	+ 17.6%	- 4.1%	- 2.4%	Y
Vehicle Crime	906	833	+ 8.7%	- 2.8%	+ 0.4%	
Violence with Injury	1500	1330	+ 12.8%	+ 7.9%	+ 7.1%	Y
Violence without Injury	3503	2901	+ 20.8%	+ 23.6%	+ 19.4%	
Total	14376	13257	+ 8.4%	+ 12.1%	+ 6.6%	

* **Table 1.1** – Quarterly crime comparison against a two-year rolling quarterly average as the baseline (based on 21 months for this period due to changes in counting rules in early 2017).

Overall crime in Gwent in quarter 3 is 8.4% above the two-year rolling average. 'Public Order' and 'Violence with Injury' are significant in driving the increases and contain a number of offences that were not routinely recorded as crimes until recent efforts to improve the standard of ethical crime recording. Statistical outliers:

Rape – The force has seen an increase in recorded rape offences against the two-year average baseline. There is an assumed increased willingness of victims to come forward for both recent and historic cases. It is estimated that 22% of rapes crimes within this period are considered as historic. As a result of the increased pressure placed upon investigators dealing with rape and other specialist crimes, Public Protection Detective Chief Inspectors have been moved to LPAs to work directly with frontline staff. In addition, during Q3 16 officers were trained as Sexual Offence Liaison Officers (SOLO).

Crime Type	Gwent Q3 2018-2019	Gwent 2 Year Quarterly Average	% Change Against Gwent Quarterly Average
All Other Theft	44	48	- 8.3%
Burglary Dwelling	19	20	- 5.0%
Criminal Damage & Arson	192	180	+ 6.7%
Drug Offences	1	2	+ 50%
Miscellaneous Crimes	45	52	- 13.5%
Other Sexual Offences	13	12	+ 8.3%
Possession of Weapons	0	1	+ 100%
Public Order Offences	136	136	0%
Rape	24	19	+ 26.3%
Rape Report (Non-Crime)	5	3	+ 66.7%
Robbery	1	2	- 50%
Theft From the Person	2	5	- 60%
Vehicle Crime	8	10	- 20%
Violence with Injury	415	367	+ 13.1%
Violence without Injury	1211	1042	+ 16.2%

** Table 1.2 – Domestic Abuse crime types against a two-year rolling quarterly average as a baseline (based on 21 months for this period due to changes in counting rules early 2017)*

This data is provided to evidence crimes with a domestic abuse element but, as domestic abuse is not an official crime type, they are recorded as other crime types.

Violence with Injury – The increased awareness of officers when dealing with Domestic Abuse (DA) has resulted in a number of disclosures from victims that might have not been previously reported. These increases in DA crimes appear to underpin the overall increases.

Domestic Abuse – Quality assurance checks are completed by DA champions and have discovered that there is a better understanding of risk and safeguarding. In order to understand crime types involved with DA, the force categorises DA types (table, left) in order to understand the wider picture.

Burglary Non-Dwelling – The 21.2% rise through Q3 can be attributed to a spike in offences within the West LPA. Issues are identified through local tasking, both preventative and proactive approaches are commenced.

Drug Offences – There has been a rise in reported drug

			<table><tr><th>Quarter</th><th>Possession of Cannabis</th><th>Possession of Controlled Drug (excl. Cannabis)</th><th>Trafficking of Controlled Drugs</th><th>Other Drug Offences</th></tr><tr><td>Q1 2017-18</td><td>146</td><td>91</td><td>168</td><td>0</td></tr><tr><td>Q2 2017-18</td><td>167</td><td>87</td><td>89</td><td>0</td></tr><tr><td>Q3 2017-18</td><td>154</td><td>73</td><td>81</td><td>0</td></tr><tr><td>Q4 2017-18</td><td>163</td><td>67</td><td>87</td><td>1</td></tr><tr><td>Q1 2018-19</td><td>133</td><td>75</td><td>114</td><td>1</td></tr><tr><td>Q2 2018-19</td><td>192</td><td>78</td><td>105</td><td>1</td></tr><tr><td>Q3 2018-19</td><td>204</td><td>73</td><td>106</td><td>4</td></tr></table>	Quarter	Possession of Cannabis	Possession of Controlled Drug (excl. Cannabis)	Trafficking of Controlled Drugs	Other Drug Offences	Q1 2017-18	146	91	168	0	Q2 2017-18	167	87	89	0	Q3 2017-18	154	73	81	0	Q4 2017-18	163	67	87	1	Q1 2018-19	133	75	114	1	Q2 2018-19	192	78	105	1	Q3 2018-19	204	73	106	4	offences. Drug offences have remained relatively stable throughout the two year period but with an increasing trend throughout 2018/2019 to date. Driving this increase are a number of factors. Table 1.3 displays a greater emphasis on proactive stop search tactics when dealing with cannabis possession and some high level drug trafficking supply investigations.	
Quarter	Possession of Cannabis	Possession of Controlled Drug (excl. Cannabis)	Trafficking of Controlled Drugs	Other Drug Offences																																									
Q1 2017-18	146	91	168	0																																									
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Q2 2018-19	192	78	105	1																																									
Q3 2018-19	204	73	106	4																																									
			<i>* Table 1.3 – Quarterly Comparison of Drug Offences</i>																																										
Scrutiny																																													
At SPB, the PCC stated that information provided relating to numbers of crime and performance relating to specific crimes did not provide enough detail about force activity and did not include activity that the OPCC are aware of but have not had formally reported. It was noted that this is also relevant to public communication and the lack of coverage of good stories about Gwent Police.																																													
The PCC stated that where further information is provided in relation to crime as a whole or crime types any data needs to be supported by narrative, impact analysis and future police activity. It was added that information on reasons for rising crime and particular areas of concern needed to be included. The Chief Constable agreed that reports should and could include far more information, particularly successes, about Gwent Police performance. He also stated that one of the reasons for the increase in recorded crime numbers is due to data recording compliance that has increased from 65% to 95% in the last two years.																																													
The Police and Crime Commissioner welcomed the effective approach to dealing with a specific Burglary issue in the Torfaen area.																																													
The increase in rape offences was also raised, as it had also been a concern in Q2. The ACC stated that analysis of occurrences had shown there are no patterns of offences or trends that can explain the increase. It is likely that the increases are due to victim confidence and increases in public awareness raised through exposure via the media and high profile cases. The OPCC has monitored and approved the investment in service delivery for enhanced provision in the Crime investigation Department (CID) and further training for officers to deal with rape, sexual offences and domestic abuse through the Service Improvement Board and Organisational Resources Board.																																													

The PCC requested information relating to knife crime in Gwent and stated that it is, understandably, of great concern to him and the public. He reiterated the importance of providing reassurance to the people of Gwent. The PCC acknowledged that knife crime in Gwent was not at the level of other force areas and requested an update from the Chief Constable in relation to the matter. The Head of Strategy, Performance and Change (HoSP&C) stated that Gwent is 41st of 43 forces for knife crime offences and also the lowest in Wales. The force has seen the lowest percentage increase of knife offences in Wales at 20% in 2018. Attention was drawn to the recent BBC News coverage where Gwent Police figures were shown to be higher and it was clarified that this was due to the percentages incorporating all knife related offences, not when a knife had actually be used. The HoSP&C agreed to supply the knife crime figures to the PCC. The PCC was informed that Operation Sceptre (A national initiative to target knife crime), 'Stop and Search', the knife amnesty and work undertaken with the area of organised crime has had a positive impact on knife crime. Officers have undergone confidence training in the area of 'Stop and Search' and a probationer had only yesterday retrieved a butterfly knife using that learning. It was agreed that the intervention programmes being funded by the PCC and the Home Office, along with targeted police operations, are essential in tackling any such issues. However, it was agreed that there should be confidence that Gwent Police and PCC are taking action to ensure that knife crimes in Gwent remain low with the aim of them not happening at all.

The PCC queried whether there was a communication strategy in place in light of knife crime being highlighted in the media in order to engage with public to provide reassurance. The PCC was informed that the communication strategy formed part of Operation Sceptre and a balanced approach was being taken as to what was communicated to the public. It was agreed that it would be beneficial for the force to link in with the PCC when he presents a statement to the media to provide further reassurance.

	1.2.2 Youth offending/ Reduction reoffending of	YOS Activity: FTE 17/18 - YOS Service Area: <table><tr><th colspan="3">BG & Caerphilly YOS</th></tr><tr><th>Period</th><th>PNC</th><th>YOS</th></tr><tr><td>Jan17-Dec17</td><td>91</td><td>93</td></tr><tr><td>Apr17-Mar18</td><td>88</td><td>86</td></tr><tr><td>Jul17-Jun18</td><td>80</td><td>79</td></tr></table> <table><tr><th colspan="3">Newport YOS</th></tr><tr><th>Period</th><th>PNC</th><th>YOS</th></tr><tr><td>Jan17-Dec17</td><td>73</td><td>77</td></tr></table>	BG & Caerphilly YOS			Period	PNC	YOS	Jan17-Dec17	91	93	Apr17-Mar18	88	86	Jul17-Jun18	80	79	Newport YOS			Period	PNC	YOS	Jan17-Dec17	73	77	YOS Activity: FTE 16/17 - YOS Service Area: <table><tr><th colspan="3">BG & Caerphilly YOS</th></tr><tr><th>Period</th><th>PNC</th><th>YOS</th></tr><tr><td>Apr16-Mar17</td><td>73</td><td>81</td></tr><tr><td>Jul16-Jun17</td><td>87</td><td>93</td></tr><tr><td>Oct16-Sept17</td><td>93</td><td>100</td></tr></table> <table><tr><th colspan="3">Newport YOS</th></tr><tr><th>Period</th><th>PNC</th><th>YOS</th></tr><tr><td>Apr16-Mar17</td><td>61</td><td>55</td></tr></table>	BG & Caerphilly YOS			Period	PNC	YOS	Apr16-Mar17	73	81	Jul16-Jun17	87	93	Oct16-Sept17	93	100	Newport YOS			Period	PNC	YOS	Apr16-Mar17	61	55	The Youth Offending Service (YOS) and Gwent Police capture youth offending data in different ways and at different reporting periods. This should be noted when understanding the data presented in this report. Nevertheless, the data provides an overall indication of the data trends relating to youth offending. Youth offending data and associated interventions are discussed through the Local Management Board (LMB).	
BG & Caerphilly YOS																																																					
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Apr17-Mar18	62	76
Jul18-Jun18	53	60

Monmouthshire & Torfaen YOS		
Period	PNC	YOS
Jan17-Dec17	59	50
Apr17-Mar18	54	50
Jul18-Jun18	45	48

Table 1.4 – PNC/YOS data for each YOS geographical area Q3

Jul16-Jun17	68	78
Oct16-Sep17	70	82

Monmouthshire & Torfaen YOS		
Period	PNC	YOS
Apr16-Mar17	58	53
Jul16-Jun17	63	55
Oct16-Sept17	56	53

Table 1.5 – PNC/YOS data for each YOS geographical area Q2

YOS activity: The amount of First Time Entrants (FTEs) decreased during the July 17 – June 18 period, compared to the previous year (-6.1% change). The number of FTEs per 100,000 population of 10 to 17 year olds (Apr17 – Mar18) is 333 across Gwent; however, recent data indicates this is decreasing. YOS have reduced the reoffending cohorts for both yearly statistics (101 young people compared to 63 young people) and quarterly statistics (22 young people to 18 young people).

Gwent Bureau: Bureau intervention is introduced following failed community resolution interventions such as those offered through Restorative Justice Disposals (RJD). The new Gwent Bureau Protocol was introduced in October 2018. The previous Protocol was largely dependent on the gravity score, however it is now based on seriousness, appropriateness and proportionality. In July 2018 – September 2018, 10 Bureau

		<p>Force Youth Offences Data:</p> <p>Youth Offences Q3 (18/19) – 236</p> <p>Youth Arrests Q3 (18/19) – 60</p> <p>Repeat Youth Offenders Q3 (18/19) – 64</p>	<p>Force Youth Offences Data:</p> <p>Youth Offences Q3 (17/18) – 353</p> <p>Youth Arrests Q3 (17/18) – 81</p> <p>Repeat Youth Offenders Q3 (17/18) – 39</p>	<p>panels were convened, discussing 17 young people.</p> <p>Force activity: Recorded youth crime in Q3 decreased by 29.8% against a 2 year average. Youth arrests dropped by 36.1% in the same period. Since the baseline, fewer youth offences are dealt with via arrest and custody. The rise of community disposals and alternative methods of managing youth offending other than through arrest and custody are driving this change.</p>	
<p>Scrutiny</p> <p>There has been an ongoing discrepancy between information held on the Police National Computer and YOS systems in relation to First Time Entrants (FTEs) which has resulted in a high number of young people being misreported. This disparity with the data has contributed to Gwent YOS having the highest recorded FTE figures in Wales. An exercise carried out to review data on both Childview and NICHE found that the data held on NICHE was not accurate, in the way of young people's records not being kept up to date correctly. It was agreed that YOS Police Officers would update the NICHE record for each young person who attends Bureau.</p> <p>There has also been a review of the Gwent Bureau process which provides interventions for young people who are committing early offences and prevents them from obtaining a criminal record. The review revealed that the Gwent processes were stricter than any other area and were also a cause of the higher number of FTEs, which is clearly an issue of inequitable practice. A new process has been developed, agreed and implemented.</p> <p>A representative of the OPCC attends all YOS Local Management Boards and the YOS/Police meeting. These meetings provide good oversight performance, challenges and future planning. The OPCC is consistently satisfied that the YOS managers and staff continue to provide and develop services to achieve the best outcomes for young people in Gwent and to reduce offending and reoffending among young people which provides benefits for whole communities.</p>					

In the March SPB, the Deputy PCC stated that she understood that while youth offending rates are decreasing, the issues faced by children and young people who were offending and re-offending were becoming far more complex and challenging. She asked for further reporting about this in future reports.					
1.3. The provision of effective diversionary schemes to people who might otherwise offend	1.3.1 Number of people accessing women's pathfinder scheme; young people accessing Bureau	Data has been provided in Q2 and is planned for Q4		<p>The new Gwent Bureau Protocol went live in October 2018. The protocol shifts focus to community resolutions based on the status of the entrant.</p> <p>Drug supply is a core element of Serious and Organised Crime (SOC). Gwent Police have appointed a Newport SOC Coordinator to address issues and, through Home Office funding, targeted interventions are being delivered by St Giles, Crimestoppers and Barnardo's. Ten young people who are involved in criminality and violence have a mentor with 'lived experience' and offered diversionary activities. A school programme has been delivered to about 5,400 pupils. 360 partners have attended training delivered by St Giles Trust on SOC activity, specifically covering 'County Lines'. A further 15 young people and their families who are considered to be at risk of</p>	

				becoming involved in organised crime are also being supported.	
Scrutiny					
The OPCC has been working closely on developing the new tender for the Women's Pathfinder Scheme and taking the learning from the delivery to date to ensure that the new contract will provide effective services to meet the increased requirement for the whole of Gwent and the additional age 18-25 years cohort. This work will address the lack of reporting on the reoffending rates of the Pathfinder scheme, which have not been monitored in the current provision. However, the OPCC has been content that the individual outcomes for the women accessing the scheme have been positive.					
1.4. Offenders are brought to justice quickly and dealt with using the most appropriate means	1.4.1 Number/% of crimes allocated for further investigation broken down by crime type	This was expected for this quarter but was not provided.			

	<p>1.4.2 National Case File Quality Performance</p>	<table><tr><th>File Standard Type</th><th>Gwent</th><th>National</th></tr><tr><td>Magistrates Court (MC)</td><td>28%</td><td>30.5%</td></tr><tr><td>Crown Court (CC)</td><td>44.4%</td><td>41.1%</td></tr><tr><td>Overall</td><td>31.1%</td><td>32.8%</td></tr><tr><td>Days Between Submission & Review (MC)</td><td>10.6</td><td>6.3</td></tr><tr><td>Days Between Submission & Review (CC)</td><td>11</td><td>19.6</td></tr></table> <p>Table 1.6 – File Quality Standards (Gwent Police position benchmarked against the National picture).</p>	File Standard Type	Gwent	National	Magistrates Court (MC)	28%	30.5%	Crown Court (CC)	44.4%	41.1%	Overall	31.1%	32.8%	Days Between Submission & Review (MC)	10.6	6.3	Days Between Submission & Review (CC)	11	19.6	No baseline data has been provided	Welsh forces, including Gwent Police, have signed up to a joint Police and CPS action plan. The ACC and the Head of Criminal Justice will monitor the action plan via the Gwent Criminal Justice meeting. Table 1.6 demonstrates that Gwent's current quality standards are almost identical to the national average. There is a clear issue both locally and nationally with the quality of initial files being submitted. Training is being provided for those who will be identified as disclosure champions in order for the force to improve the understanding and approach to disclosure, especially with the unprecedented increase in the use of social media.	
File Standard Type	Gwent	National																					
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	<p>1.4.3 Internal measure of file quality e.g. timeliness of file submissions</p> <p>1.4.4 Active Risk</p>	<p>1.4.3 and 1.4.4 are planned to be reported in Q4.</p>																					

	Management completion rates				
	1.4.5 MAPPA Performance	MAPPA Offenders Managed Q3 (18/19) - 793	MAPPA Offenders Managed Q3 (17/18) - 741	The number of MAPPA offenders managed by the Management of Sex Offenders and Violent Offenders department (MOSOVO) has risen by 83 in the reporting period.	
	1.4.6 WISDOM Performance	We are waiting for national information on WISDOM performance outcome measures. It has not been provided to date and may not be provided until the next financial year		The average number of offender managers by each MOSOVO officer has fallen in this period due to investment in resources. The completion of ARM plans has also increased to 85% allowing a more holistic approach to managing and monitoring those at most risk of re-offending. The WISDOM cohort has significant dedicated multi-agency involvement. Gwent Police are confident it has evidenced some quality outcomes around victim safety but the full evaluation is lacking.	
Scrutiny					

At the March SPB, the PCC requested that the data and narrative provided be improved for this measure, particularly in relation to national case file quality reports. He asked about the specific challenge for Gwent in relation to rape convictions, as well as the national picture. The ACC explained that this is a complex crime that often relates to the evidence of two personal accounts of the perpetrator and victim. She compared this to the improved convictions for sexual offences and attributed this to the likelihood of additional evidence available for these offences which would include possession of indecent images.

The PCC was advised that offenders were being brought to justice quickly and by the appropriate means. Gwent Police rank as one of the highest forces in Wales in this area and are in line with the national average. The ACC stated that there are areas for improvement and assured the PCC that the force meets regularly with the Crown Prosecution Service (CPS) to address the issues around quality of disclosure, sharing of evidence and case files. The PCC queried what the percentage of 28% referred to within the CPS table and received confirmation that it was in relation to 28% of files submitted to the CPS that contained an error such as a missing form. The Chief Constable acknowledged that, although the time to get the cases to court was short, there was a possible training requirement for the newer officers on the submission of cases to the CPS.

The PCC asked for further information to understand the MAPPA performance. It was stated that while there is an increasing number of offenders being managed by the MOSOVO team this should be considered as a positive outcome and that Gwent is good at identifying those offenders who pose the highest risk to the public and providing resources to manage them. The OPCC has been monitoring the improvement to the MOSOVO team performance including the increases in completed ARMS assessments at OEEB and is satisfied that the MOSOVO team are performing well and have been provided with the additional resources that were needed to maintain performance.

1.5. Evidence of positive outcomes, for example, Community Resolutions	1.5.1 Number of community resolutions	Community Resolutions by type Q3: Total – 108 All other Theft – 6 Criminal Damage & Arson – 16 Drug Offences – 5 Misc Crimes – 0 Other Sexual Offences – 0 Possession of Weapons – 2 Public Order Offences – 19 Shoplifting – 8 Vehicle Crime – 1 Violence with Injury – 25 Violence without Injury – 26	Community Resolutions by type & % Change Against Q average: Total – 96 (+12.5%) All Other Theft – 8 (-25%) Criminal Damage & Arson – 17 (-5.9%) Misc Crimes – 0 Other Sexual Offences – 0 Possession of Weapons – 1 (+100%) Shoplifting – 19 (-57.9%) Vehicle Crime – 0 Violence with Injury – 16 (+56.3%) Violence without Injury – 20	There has been a slight increase in Community Resolutions during this reporting period against the two-year baseline. Performance in this area is currently being reviewed with the new Restorative Justice co-ordinator for the force. The force have contributed to the new 'Out of Court Disposals' model and will work towards this by raising awareness among staff.	
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		<p>Community Resolutions 2018/19 – Q1 (79); Q2 (79).</p>	(+30%)		
	<p>1.5.2 Number of Sexual Harm/Offences Prevention Orders sought/obtained and breaches</p>	<p>Information was provided in Q2 and is expected again in Q4</p>		<p>The current quality standards are closely aligned to the national average. The domestic abuse conviction rate can be attributed to efforts from the force in ensuring appropriate risk assessments and effective safeguarding is put in place. Gwent Police's conviction rate for rape offences has increased and is now above the Welsh average, although still slightly below the national average. The joint police/CPS approach to prosecutions continues to result in cases being progressed through the CJS.</p>	
	<p>1.5.3 Outcomes per crime type</p>	<p>File quality report data taken from CPS (% based on average):</p> <p>Domestic Abuse Conviction Rate Q3 average (18/19) Gwent – 80%. National – 76.3%.</p> <p>Rape Conviction Rate Q3 (18/19) – 59.4% for Gwent; 56.5% for Wales and 61.1% National average.</p>	<p>File quality reports taken from CPS (% based on average):</p> <p>Domestic Abuse Conviction Rate Q3 average (16/17) – 83.5% Gwent; compared to 75.5% National.</p> <p>Domestic Abuse Conviction Rate Q3 (17/18) – 75.6% Gwent; compared to 76.2% National.</p> <p>Rape Conviction Rate Q3 (16/17) – 54.6% for Gwent, 55.5% for Wales and 58.2% National average.</p> <p>Rape Conviction Rate (17/18) – 55.9% for Gwent; 60.1% for Wales and 58% National average.</p>	<p>The wider crime group of Sexual Offences remains steady with around 80% conviction rate. Both rape and sexual offences continue to show an upward trend. Part of the CID/PPU restructuring involves an uplift in the investigators dedicated</p>	

		Sexual Offences Rate for Q3 (18/19) – Gwent 79.7%; 81% Wales; 80.5%	Sexual Offences rate for Q3 (16/17) – Gwent 80.2%; Wales 76.4%; National 78.9%. Sexual Offences rate for Q3 (17/18) – Gwent 79.6%; Wales 79.1%; National – 80.1%.	to all areas of vulnerability.	
Scrutiny					
At the March SPB, the PCC requested that a report be provided in the next quarter about community resolutions and restorative justice developments.					
The Head of Strategy has been working very closely with the Restorative Justice Coordinator since she started in the role. In this quarter, this has included monitoring police support for the improvement of police restorative justice interventions. This has led to agreement for a pilot project in Newport. The Head of Strategy has also assisted in the development of a Regional Steering Group to encourage the development of restorative justice in a Gwent wide partnership.					
2. Supporting Victims					
2.1. Victims in Gwent are more satisfied with the service they receive	2.1.1 Victim Satisfaction – Overall satisfaction percentages	Data was provided for Q2 is expected to be reported on in Q4		Gwent Police have a victims' strategy group to look at all areas of victims' services for improvements. This has explored some other models for service delivery, including improved ways to update victims but have not decided on a preferred option. At the March SPB the ACC presented a report on Victim Code of Practice compliance which requires improvement. Action planned to address this includes force-wide training on	

				<p>the Victims' Code, ensuring that the planned NICHE template changes assist in recording compliance and for the Victim Care Working Group to continue to address areas of low performance.</p> <p>The ACC stated that while the report is an annual one an update will be provided at an earlier date.</p>	
Scrutiny					
<p>At the March SPB, the Head of Strategy asked if Victim Code of Practice training dates had been planned. The ACC responded that the training calendar was being amended to include this training as a priority. The OPCC attends the Victim Care Working Group and will continue to raise the issue of updating victims as a priority issue to be addressed.</p> <p>In addition to the SPB meeting, the OPCC has also monitored and scrutinised performance relating to Domestic Abuse and Child Sexual and Criminal Exploitation. The force has action plans for both areas. There is now good progress relating to both plans. Most of the work has been to ensure that officers know their responsibilities, supervisors are effectively monitoring case management and results are being noted in relation to increases in risk assessments, cases being taken to multi-agency meetings, and victims being safeguarded and supported. Concerns have been raised with regard to Stalking and Harassment cases and the Head of Strategy has requested a working group be formed to consider options for improvement in this area.</p>					
2.2. People in Gwent feel more confident to report crimes and incidences	2.2.1 <i>Victim satisfaction survey would again</i> % <i>call</i>	Data was provided for Q2 is expected to be reported on in Q4			

	2.2.1 Outcome rates by crime type including victim does not support police action	<table><thead><tr><th>Outcome</th><th>Gwent Q3 2018-2019</th><th>Gwent Quarterly Average</th><th>% Change Against Gwent Quarterly Average</th></tr></thead><tbody><tr><td>1: Charged/Summonsed</td><td>1252</td><td>1211</td><td>+ 3.4%</td></tr><tr><td>2: Youth Caution/Conditional Caution</td><td>9</td><td>40</td><td>- 77.5%</td></tr><tr><td>3: Adult Caution/Conditional Caution</td><td>230</td><td>251</td><td>- 8.4%</td></tr><tr><td>4: TIC</td><td>5</td><td>6</td><td>- 16.7%</td></tr><tr><td>5: Offender has Died</td><td>9</td><td>4</td><td>+ 125%</td></tr><tr><td>6: Penalty Notice for disorder</td><td>90</td><td>86</td><td>+ 4.7%</td></tr><tr><td>7: Cannabis Warning</td><td>73</td><td>51</td><td>+ 43.1%</td></tr><tr><td>8: Community Resolution/Youth Restorative Justice</td><td>182</td><td>178</td><td>+ 2.3%</td></tr><tr><td>9: Prosecution not in the public interest</td><td>6</td><td>2</td><td>+ 200%</td></tr><tr><td>10: Police - Formal action not in public interest</td><td>79</td><td>63</td><td>+ 25.4%</td></tr><tr><td>11: Named suspect below age of criminal responsibility</td><td>16</td><td>17</td><td>- 5.9%</td></tr><tr><td>12: Named suspect too ill to prosecute</td><td>8</td><td>12</td><td>- 33.3%</td></tr><tr><td>13: Named suspect but victim/key witness deceased or too ill</td><td>12</td><td>7</td><td>+ 71.4%</td></tr><tr><td>14: Victim declines/unable to support action to identify offender</td><td>766</td><td>643</td><td>+ 19.1%</td></tr><tr><td>15: Named suspect, victim supports but evidential difficulties</td><td>2237</td><td>1833</td><td>+ 22.1%</td></tr><tr><td>16: Victim withdraws support - named suspect identified</td><td>3861</td><td>2937</td><td>+ 31.5%</td></tr><tr><td>17: Suspect identified but prosecution time limit expired</td><td>44</td><td>22</td><td>+ 100%</td></tr><tr><td>18: Investigation complete no suspect identified</td><td>6108</td><td>5401</td><td>+ 13.1%</td></tr><tr><td>20: Other body agency has investigation primacy</td><td>112</td><td>63</td><td>+ 77.8%</td></tr><tr><td>21: Named suspect, investigation not in the public interest</td><td>32</td><td>23</td><td>+ 39.1%</td></tr></tbody></table>	Outcome	Gwent Q3 2018-2019	Gwent Quarterly Average	% Change Against Gwent Quarterly Average	1: Charged/Summonsed	1252	1211	+ 3.4%	2: Youth Caution/Conditional Caution	9	40	- 77.5%	3: Adult Caution/Conditional Caution	230	251	- 8.4%	4: TIC	5	6	- 16.7%	5: Offender has Died	9	4	+ 125%	6: Penalty Notice for disorder	90	86	+ 4.7%	7: Cannabis Warning	73	51	+ 43.1%	8: Community Resolution/Youth Restorative Justice	182	178	+ 2.3%	9: Prosecution not in the public interest	6	2	+ 200%	10: Police - Formal action not in public interest	79	63	+ 25.4%	11: Named suspect below age of criminal responsibility	16	17	- 5.9%	12: Named suspect too ill to prosecute	8	12	- 33.3%	13: Named suspect but victim/key witness deceased or too ill	12	7	+ 71.4%	14: Victim declines/unable to support action to identify offender	766	643	+ 19.1%	15: Named suspect, victim supports but evidential difficulties	2237	1833	+ 22.1%	16: Victim withdraws support - named suspect identified	3861	2937	+ 31.5%	17: Suspect identified but prosecution time limit expired	44	22	+ 100%	18: Investigation complete no suspect identified	6108	5401	+ 13.1%	20: Other body agency has investigation primacy	112	63	+ 77.8%	21: Named suspect, investigation not in the public interest	32	23	+ 39.1%	<p>The report shows outcomes for overall crime, not broken down by crime type. The force have committed to providing this data and analysis in the next report.</p> <p>Domestic abuse is a priority in the force due to the high numbers of domestic abuse related crimes, but also the significant harm that it is known to create for victims, survivors, family members and communities.</p> <p>Securing positive criminal justice outcomes for domestic abuse crimes is challenging and not least due to the pressures and stress for victims in supporting criminal action and attending court.</p> <p>As a result, Outcome 16 (victim withdrawing support) is the outcome for 51.5% of all reported offences. This is a national issue. Gwent Police are working with Newport Women's Aid to deliver a</p>	
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			<p>service from the First Point of Contact Suite to provide support to victims of domestic abuse from the earliest opportunity to build trust and confidence in the police service which is hoped to encourage victims to support the full criminal justice process. An early example of their effectiveness is gaining an additional disclosure from a victim that led to the perpetrator being recalled to prison.</p> <p>There are also a high number of Outcome 15s (evidential difficulties). There is an emphasis to increase the use of Body Worn Videos for domestic abuse and any other crime where evidence may be captured on arrival at a scene. All officers have been issued their own Body Worn Cameras to ensure that there is adequate availability. This is expected to increase the availability of evidence and improve performance in relation to this outcome.</p>	
Scrutiny				

Scrutiny of force performance relating to outcomes by crime type could not be undertaken due to the information not being provided.

The PCC asked for further explanation about a number of the outcomes. It was explained that for outcome 15 (evidential difficulties), it would be expected that there will be continued improvements due to the personal issue of Body Worn Cameras and the requirements for police officer to use them wherever appropriate. Outcome 17 (time limit expired) can only relate to minor offences due to serious offences not being statute barred, i.e. have no time limit and will include crime detailed in statements for a current crime that include historical offences. The PCC confirmed that he was content that this did not indicate a performance issue.

The issue of victims declining or withdrawing support for prosecution was discussed as a concern, particularly relating to domestic abuse victims. It is hoped that working with domestic abuse specialist staff to support victims from first point of contact will have an impact. The OPCC also agreed to discuss this issue for the Independent Domestic Violence Regional Team as funders of that service and providers of services for high risk victims. There had been scrutiny of the use of victimless prosecutions at the ACC's OEEB and the matter was also considered by the Ethics Committee in order to discuss the ethical issues around continuing with a prosecution when victims are unwilling or unable to act as witnesses.

The OPCC monitor outcomes for victims through OEEB, Vulnerability, and Coercive Control groups. There is a significant amount of work relating to domestic abuse and sexual offences and it is anticipated that it is an improving picture in these areas. The OPCC also recognises that, for some victims, a criminal justice outcome is not desired. The OPCC recognises the work taken by police officers and support services in keeping victims safe, supporting well-being and life outcomes.

2.3. Victims in Gwent experience fewer repeat incidences and crimes	2.3.1 Repeat victims of crime/ASB and specifically hate crime	Crime Category		Gwent Q3 2018-19	Change Against Gwent Quarterly Average (%)	Crime Category		Gwent Quarterly Average	The high numbers of repeat victims of Violence without Injury and Criminal Damage are mirrored by numbers of crimes in these areas. Approximately 10% of criminal damage and over a third of all violence without injury are domestic abuse-related crimes. Gwent Police have a domestic abuse action plan to improve performance in this area, to increase protection of victims and to increase arrests of perpetrators. High risk victims of domestic abuse will	
		All Other Theft		19	-3.6%	All Other Theft		22		
		Bicycle Theft		1	0%	Bicycle Theft		1		
		Burglary-Dwelling		21	+50%	Burglary-Dwelling		14		
		Burglary-non dwelling		5	+25%	Burglary-non dwelling		4		
		Criminal		130	+17.1%	Criminal		111		

		<table><tr><td>Damage</td><td></td><td></td></tr><tr><td>Misc. Crimes Against Society</td><td>4</td><td>-42.9%</td></tr><tr><td>Other Sexual Offence</td><td>4</td><td>0%</td></tr><tr><td>Public Order Offences</td><td>76</td><td>+16.9%</td></tr><tr><td>Robbery</td><td>1</td><td>+100%</td></tr><tr><td>Theft from the Person</td><td>1</td><td>0%</td></tr><tr><td>Vehicle Crime</td><td>11</td><td>0%</td></tr><tr><td>Violence with Injury</td><td>43</td><td>+19.4%</td></tr><tr><td>Violence without Injury</td><td>366</td><td>+44%</td></tr><tr><td>TOTAL</td><td>690</td><td>+28%</td></tr></table>	Damage			Misc. Crimes Against Society	4	-42.9%	Other Sexual Offence	4	0%	Public Order Offences	76	+16.9%	Robbery	1	+100%	Theft from the Person	1	0%	Vehicle Crime	11	0%	Violence with Injury	43	+19.4%	Violence without Injury	366	+44%	TOTAL	690	+28%	<table><tr><td>Damage</td><td></td></tr><tr><td>Misc. Crimes Against Society</td><td>7</td></tr><tr><td>Other Sexual Offence</td><td>4</td></tr><tr><td>Public Order Offences</td><td>65</td></tr><tr><td>Robbery</td><td>0</td></tr><tr><td>Theft from the Person</td><td>1</td></tr><tr><td>Vehicle Crime</td><td>11</td></tr><tr><td>Violence with Injury</td><td>36</td></tr><tr><td>Violence without Injury</td><td>254</td></tr><tr><td>TOTAL</td><td>690</td></tr></table>	Damage		Misc. Crimes Against Society	7	Other Sexual Offence	4	Public Order Offences	65	Robbery	0	Theft from the Person	1	Vehicle Crime	11	Violence with Injury	36	Violence without Injury	254	TOTAL	690	be discussed at MARAC and this is referenced in the report later.
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2.3.2 Arrest and voluntary attendance rates	<p>Repeat Victims of Hate Crime Year to Date – Q1 to Q3 2018/19</p> <p>65</p> <p>Some data was provided in Q2. A full data set is expected for Q4.</p>	<p>Repeat Victims of Hate Crime – Full Year 2017/18</p> <p>66</p>	Hate crime is investigated by a neighbourhood officer or an officer from CID depending on the severity of the crime. All victims will be offered a Hate Crime Support Officer for an enhanced support service. There are also multi-agency meetings organised if it is required. There has been an increase in hate crime and incidents which is considered to be linked to Brexit tensions and also linked to ‘terrorist’ incidents occurring nationally.																																																			

Scrutiny

The PCC stated that the detail of information relating to repeat victims had been provided for hate crime but not for other crimes. He asked what was being done about other repeat victims of other crimes. The ACC pointed out the MARAC information provided in the report also related to repeat victims. Further information was requested for inclusion in the Q4 report.

New elements have been developed for the Qlikview application which enables regular interrogation of data and performance of some areas. One of these is for repeat victims and is being tested by the vulnerability group, which the OPCC attends, before being made available across the force.

2.4. Successful outcomes from the provision of a victim support services provided through Connect Gwent	2.4.1 Four Ministry of Justice outcome areas	This was provided in Q2 and will be reported in an annual report in Q4.			
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Scrutiny

The OPCC regularly meet with the Connect Gwent Coordinator and other members of staff in the service. We are aware of the ongoing developments and continuous efforts to improve the service.

2.5. Having a better understanding of victim needs so that they receive a consistent and quality	2.5.1 Number of MARAC referrals	Number of MARAC Referrals Q3 2018/19		Number of MARAC Referrals Q3 2017/18		Safe Lives (a national organisation that leads on domestic abuse work particularly relating to high risk victims) led a review of the MARAC process in Gwent. The recommendations are being worked through by Gwent Police and the wider
		Initial	209	Initial	93	
		Repeat	65	Repeat	21	
		TOTAL	274	TOTAL	116	
		Year to date total-	10567			

service from all agencies involved in providing support	<p>2.5.2 Missing children repeats</p> <p>2.5.3 Number DVPOs</p>	<p>and</p> <p>of</p> <p>This data has been requested but not has not been provided for Q3</p> <p>Domestic Violence Protection Notices and Protection Orders by Q for 2018-19</p> <p>DVPN Year to date – 60</p> <p>DVPO Year to date – 46</p>	<p>Domestic Violence Protection Notices and Protection Order Full Year for 2017-18</p> <p>DVPN – 64</p> <p>DVPO – 49</p>	<p>VAWDASV partnership to improve the process and outcomes for victims. The positive action has resulted in an increase of referrals to MARAC. This does not mean that there are more victims, but that the responses have improved. A report against progress since the initial review will be available in the next quarter.</p> <p>A Domestic Abuse Protection Notice will provide victims with space and time to consider what action they may wish to take following an incident. It prevents a perpetrator from contacting a victim for a 48-hour period. In that time, a</p>	
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		<table><thead><tr><th>Category</th><th>Q1</th><th>Q2</th><th>Q3</th></tr></thead><tbody><tr><td>DVPN Authorised</td><td>11</td><td>19</td><td>30</td></tr><tr><td>DVPO Applications</td><td>10</td><td>19</td><td>21</td></tr><tr><td>DVPO Granted</td><td>9</td><td>16</td><td>21</td></tr><tr><td>DVPO Breached</td><td>3</td><td>2</td><td>0</td></tr></tbody></table>	Category	Q1	Q2	Q3	DVPN Authorised	11	19	30	DVPO Applications	10	19	21	DVPO Granted	9	16	21	DVPO Breached	3	2	0	<p>Domestic Abuse Protection Order will be applied for to provide conditions and safeguard a victim for a longer period, normally 14-21 days. Gwent Police recognised that they had not been utilising the protection orders and notices to safeguard victims as much as they should. Officers across the force have been provided with training during this year and training for supervisors will be delivered in Q4. This has led to a significant increase in the use of both DVPO/N.</p>	
Category	Q1	Q2	Q3																					
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DVPO Breached	3	2	0																					
	<p>2.5.4 Number of Restraining Orders</p> <p>2.5.5 Number of Civil Orders</p>	<p>This data was expected in Q3 but has not been provided</p> <p>This data was expected in Q3 but has not been provided</p>																						
Scrutiny																								
<p>At SPB, the Deputy PCC recognised that among other positive developments to improve outcomes for domestic abuse victims, the use of DVPO/DVPN and MARAC referrals seemed to have increased. However, the PCC requested that a baseline be provided in the next report to evidence this fully. Such an increase is expected due to previous concerns of decreasing number of referrals and low applications for protective orders. There is a significant amount of improved reporting required relating to this measure as a whole (2.5).</p>																								
3. Community Cohesion																								

<p>3.1. The people of Gwent have an improved level of confidence in policing, are safer, feel safer and are more empowered and more cohesive</p>	<p>3.1.1 Public confidence percentages</p>	<p>As stated in 1.1, under Crime Prevention, Public Confidence figures for Year to December 2018 have not yet been published by Crime Survey for England and Wales and so cannot be provided for Q3.</p>			
<p>Scrutiny</p>					
<p>3.2. Our communities agree that they are being consulted and their voices are being heard</p>	<p>3.2.1 Numbers engaged and consulted with</p>	<p>This information has been requested from Gwent Police.</p>		<p>Gwent Police started reviewing its Facebook presence and establishing how best to ensure local Facebook groups are engaged with local content and vice versa. Ward officers have been increasing use of local community Facebook groups.</p> <p>Gwent Police is looking at a new engagement process that will involve communities, partners and police in problem solving identified priorities.</p> <p>Training has been planned for</p>	

				<p>both police and partners to facilitate this and a trial of a new way of setting local ward priorities is being run in Blaenau Gwent. In the long term, this will be incorporated into the national single online home that Gwent Police has signed up to, where local priority setting is built in. Planning work on an engagement training programme to be delivered to all CSOs was undertaken, with rollout taking place in 2019.</p>	
<p>3.3. Evidence that we are accessible to all and that we have listened to and responses to the views of our communities</p>	<p>3.3.1 Feedback from the IAG and public comment</p>	<p>Information has not been provided for this indicator.</p>		<p>The new social media desk was launched in December as an additional communications channel for people to report non-urgent issues at a time and place convenient to them, 24/7.</p> <p>Prior to this, Twitter takeovers by departments were designed to increase interaction.</p> <p>A one-stop shop opened in Abergavenny to offer a multi-agency facility in the heart of the town.</p> <p>Based in Usk, a new rural crime team was launched and</p>	

				members of the Paws on Patrol scheme have been encouraged to report issues that could relate to rural crime.	
Scrutiny					
<p>Decision Log no. 2018/049 – the 2017/2018 Annual Report for Force Corporate Communications was accepted by the PCC with the caveat that the format and content was revised for 2018/19 in order to properly meet monitoring requirements. This requirement has been reiterated to the Chief Constable and his team following feedback from the Police and Crime Panel during the precept setting process.</p> <p>The Head of Communications and Engagement attends the Engaged Communities and Public Confidence meeting and has been asking questions about the proposed changes to the local priority setting process. A meeting was held with the lead force about the single online home and questions raised about Locally Identified Solutions and Practices problem setting methodology. The national conference on neighbourhood policing was attended to scrutinise best practice in this field.</p> <p>The Head of Communications and Engagement for the OPCC has been working very closely with the Gwent Police Communication Team, including the interim Head, to enhance the performance and effectiveness of the team to be both positively challenging and supportive. Together, they are reviewing the joint communications strategy and developing two action plans to sit under this. This will provide a further framework to drive and to monitor performance. At the end of Q3, weekly meetings between the two were instigated to constructively challenge outputs and look at opportunities for partnership working. A quarterly communications planning meeting now complement this to ensure strategic oversight of planning campaigns and avoid duplication of content.</p> <p>The rationale for the introduction of the new social media desk and its purpose was looked at, particularly as to its purpose and how this would affect 101 performance.</p> <p>Three members of the OPCC have taken part in Gwent Police's ride along scheme. Open to the public, this gives valuable insight into the challenges facing frontline officers and the officers fed their experiences back to the OPCC.</p> <p>Questions were asked throughout Q3 on the SEO review, both in formal estates meetings and informally, and its implementation at the start of Q4. The office scrutinised the move into the Abergavenny one stop shop in the monthly estates meetings and via site visits. The OPCC was also supportive of the transition and has helped captured data for a 'lessons learnt' document to refine processes for future changes to provision elsewhere.</p> <p>A full report on 'the Chief Constable's arrangements for engagement with local people' has been requested for Q4. The PCC has not been satisfied</p>					

that he has been able to fully hold the Chief Constable in relation to this statutory requirement. It is hoped that this report will provide assurance but, if not, it will also provide a baseline to agree required action to address performance issues.					
3.4. Evidence that Gwent Police has a healthy value led workforce that truly represents the communities it serves	3.4.1 BAME and disadvantaged communities recruitment and workforce representation	Data is expected for Q4 that will include baseline data that was lacking in Q2.			
	3.4.2 Occupational Health referrals	A full report has been requested utilising new information systems in Q4.		The force introduced a number of initiatives during Q3 to address the issue of high absence rates. These included making flu vaccinations available to staff and promoting positive lifestyle choices such as physical fitness (Police Sport Gwent and exercise classes) and healthy eating/nutritional advice. Between 5 October and 18 December, 710 flu vaccinations were administered to officers and staff.	
	3.4.3 Absence rates				
	3.4.4 Number of complaints	PSD Recorded Complaints 2018/19 Q3	PSD Recorded Complaints 2018/19 Q2	There has been a reduction in complaints this quarter. It is	

		<p>75</p> <p>2018/19 Total year to date – 177 Categories of Complaint Allegations – Neglect of duty – 40% Incivility/Impoliteness/Intolerance – 24% Breach of Code C (custody related complaints – 11% Assault – 6% General Policing Standards – 5%</p> <p>Conduct Cases 2018/19 Q3- 10 Q2-10 Q1-11</p>	<p>109</p> <p>Q2 Breakdown Categories of Complaint Allegations – Neglect of duty – 46% Incivility/Impoliteness/Intolerance – 14% Oppressive Conduct or Harassment – 7% General Policing Standards – 5%</p> <p>Conduct Cases 17/18 Q3-14 Q2-13 Q1-11</p>	<p>assumed that this is, at least in part, due to the increase in Sergeants to supervise case management in the previous quarter. Neglect continues to be the largest category and generally relates to victim contact and information. The Independent Office for Police Conduct (IOPC) report for the year to date has been published. This shows that Gwent Police changes to the structure of the department with some locally deployed resource has produced good results for timeliness with 95% of cases recorded in 10 days (6% above the national average). The Head of PSD attributed this to having the lower tier complaints recorded at a local level. There are a higher number of allegations per 1000 recorded employees days than in other force PSDs. Gwent Police PSD have recorded approximately 273 which is significantly higher than the national average of 196. The Head of PSD attributed this to recording unresolved complaints earlier than other force PSDs in order</p>	
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				<p>to remain within the recommended 10 day recording deadline.</p> <p>21% of complainants have been recorded as 'Non-White'. A new national complaints form has been implemented, but there is not yet enough data to establish if there is trend. Many of the complaints could relate to serial complainants, so the percentage could be much lower. The Head of PSD is looking at ways to improve performance so that it is consistently good across all areas.</p>	
<p>Scrutiny</p> <p>A position statement regarding absence rates was provided at the December SPB. A full report will come in Q4 created using the new information systems. This will provide data and information that has previously been requested but Gwent Police have not been able to produce. However, the OPCC continue to monitor activity that has been put in place to improve absence rates and staff well-being and it is understood that the benefits of this have been already noted in the First Point of Contact team. One of the most significant issues is demand on front line police officers. The increase in police officers is expected to improve this picture, but will take some time. This is partly due to the length of time a new officer takes to be trained and provided with the full skills, knowledge and confidence to perform all areas of the job independently.</p> <p>It has been acknowledged by the force that temporary Sergeants should be given a fuller induction to assist with attendance management.</p> <p>Following SPB, the OPCC requested an explanation for the differences between the breakdowns of complaint allegations. The Head of PSD informed that: "The figures you are looking at relate to allegations rather than complaints (one complaint can be made up of a number of allegations). As a result, one complaint about arrest/detention naming lots of officers can skew the figures for any of the categories over a quarter. This is just normal variance in the figures and not something we are seeing as a trend."</p> <p>Scrutiny of Complaints</p>					

The Chief Executive asked that more work be done to bring the IOPC Information and Professional Standards Department quarterly reports together, so that the full context can be considered and proper scrutiny and monitoring of performance, challenges and progress be undertaken. The Head of PSD agreed to do this, but commented that there may be a delay due to the timing of the IOPC report. It was also asked if the continued most significant challenge is lack of updates and failure to contact. The Head of PSD stated this was the case and that the IOPC findings confirm this. She also stated that she has requested an analyst undertake a piece of work to include PSD, IOPC, Victim Satisfaction and Public Response Unit findings to develop full oversight of issues but was not specific about when this would be provided.

The OPCC monitors performance of the Public Response Unit alongside PSD performance in relation to low level dissatisfaction matters rather than formal complaints.

The OPCC dip samples force complaints as part of the scrutiny and monitoring role. The outcomes of the dip sampling exercises from Q1s and Q2s will be reported in the next scrutiny performance report.

3.5. The community agrees that substance misuse, organised crime and terrorism are being dealt with effectively	3.5.1 Communication strategies monitoring	No data/information	No baseline		
3.6. Work with partners to reduce the harm associated with hate incidents	3.6.1 Reduction in hate crimes and incidences, and repeat incidences	Hate Crime Incidences 2018/19 Q3: 223 Hate Crime Repeat Victims 2018/19 Q3: 18	Hate Crime Incidences Two-Year Rolling Average: 222 Hate Crime Repeat Victims Two-Year Rolling Average: 21	The five local authorities in Gwent each have multi-agency forums that are supported by the Gwent Police Diversity & Inclusion team. These forums discuss repeat and vulnerable victims of hate crime, identify any victims that may benefit from case-handling meeting	

	<p>3.6.2 Outcome rates for Hate Crime</p>	<p>Outcome Rates for Hate Crime 2018/19 Q3:</p> <p>CO1 Charged/Summoned: 10</p> <p>CO2 Youth Caution/Conditional Caution: 0</p> <p>CO3 Adult Caution/Conditional Caution: 4</p> <p>CO8 Community Resolution/ Youth Restorative Justice: 6</p> <p>C010 Police – Formal Action Not in the Public Interest: 0</p> <p>CO11 Named Suspect Below Age of Criminal Responsibility: 1</p>	<p>Outcome Rates for Hate Crime Two-Year Quarterly Average:</p> <p>CO1 Charged/Summoned: 21</p> <p>CO2 Youth Caution/Conditional Caution: 1</p> <p>CO3 Adult Caution/Conditional Caution: 3</p> <p>CO8 Community Resolution/ Youth Restorative Justice: 3</p> <p>C010: Police – Formal Action Not in the Public Interest – 1</p> <p>CO11 Named Suspect Below Age of Criminal Responsibility: 1</p>	<p>and forward details to local CADROs for discussion.</p> <p>Gwent Police have roughly 30 Hate Crime Support Officers that receive referrals for every hate crime victim. The force continues to monitor hate crime through the regular hate crime meeting, which is used to track any patterns or offending trends.</p> <p>Few hate crimes have been disposed of through community resolutions. The force accept that community resolutions can often yield positive results for all involved, but would like to better understand how Restorative Justice (RJ) is used and its efficacy. They have trained ten Hate Crime Support Officers in RJ to assist with this aim.</p> <p>The force have provided 'considerable investment' into court outcome rates for hate crimes and have committed to providing every victim of hate crime with access to a Hate Crime Force Officer. The attrition rate of hate crime, particularly disability hate</p>	
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		<p>CO14 Victim Declines/Unable to Support Action to Identify Offender: 20</p> <p>CO15 Named Suspect, Victim Supports but Evidential Difficulties: 32</p> <p>CO16 Victim Withdraws Support – Named Suspect Identified: 63</p> <p>CO18 Investigation Complete No Suspect Identified: 45</p> <p>CO20 Other Body Agency Has Investigation Primacy: 2 (Data Provided reflects Q3 Outcomes and, where recorded as 0, is included for comparison with baseline)</p> <p>Court Outcome Rates for Hate Crime 2018/19 Q3: Gwent - 86.3% Wales - 83.9% National - 84.3%</p>	<p>CO14 Victim Declines/Unable to Support Action to Identify Offender: 14</p> <p>CO15 Named Suspect, Victim Supports but Evidential Difficulties: 38</p> <p>CO16 Victim Withdraws Support – Named Suspect Identified: 63</p> <p>CO18 Investigation Complete No Suspect Identified: 57</p> <p>CO20 Other Body Agency Has Investigation Primacy: 1</p> <p>Court Outcome Rates for Hate Crime 2017/18 Q3: Gwent - 85.9% Wales - 86.2% National - 84.4%</p>	<p>crime, remains a topic for debate at the hate crime support meeting. However, Gwent Police conviction rates sit above both the Welsh and national average.</p>	
Scrutiny					
<p>It was noted that as per the previous Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspection, the services provided to victims of hate crime continue to be of a high standard. The PCC recognised the significant performance and the particularly comprehensive performance reporting for hate crime. The OPCC is able to comprehensively monitor performance not only through the SPB reports but also the Gwent Hate Crime Forum and OEEB. This is an area where substantial assurance can be given.</p>					

4. Tackling Anti-Social Behaviour					
4.1. People in Gwent being less affected by the impact of ASB	4.1.1 Incidences of ASB	ASB Incidents (Gwent Police Data) 2018/19 Q3 – 2,493 incidents	ASB Incidents (Gwent Police Data) Two Year Rolling Average – 3,714 incidents	As stated in Q2 Scrutiny and Performance Framework, changes in police recording practice account for an amount of the reduction of ASB incidents. Incidents that would have previously been recorded as ASB are now recorded as crimes mostly under the category of Public Order.	
	4.1.2 Ensuring appropriate crime recording practices in place	Information has not been provided for this indicator.			
4.2. People in Gwent are experiencing fewer incidences of ASB	4.2.2 Repeat incidences of ASB 4.2.3 Trends in levels of ASB	Information has not been adequately provided for this indicator. Will be provided in Q4.			
4.3. Working with communities and	4.3.1 Local action plans for ASB	Data has not been provided for this indicator for Q3 by Gwent Police some information was provided in Q2		On Halloween, Gwent Police supported youth organisation 'Urban Circle', in collaboration with partners, to organise an event aimed at curbing ASB in	

partners to support local efforts to deal with ASB in their areas				<p>Newport city centre. The event had roughly 500 young people in attendance.</p> <p>The event correlates with a 37% reduction in crime and ASB for the whole of Gwent East Policing Area and a reduction of 60% in Newport Central, which includes the city centre, compared to last Halloween.</p> <p>Gwent Police continue to work with the Gwent ASB Co-Ordinator on Community Action Days and Community Assist events. This quarter the Coordinator has focused on ensuring that all local teams and partners understand how these interventions can be organised and delivered to ensure that there is consistency and to maximise effectiveness in dealing with ASB.</p> <p>Community Action Days are a multi-agency collaboration between partner agencies with a responsibility for community safety. The purpose of the event is to create a community led action plan, increase public confidences in services available and improve general</p>	
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	4.3.2 Identified hot spots	Information has not been provided for this indicator.		wellbeing of the public). Community Assist events are a smaller scale version of Community Action Days that target specific hot spot areas.	
Scrutiny					
Due to the explanation within the last few performance reports that ASB incidents may now be reported as Public Order offences, the Head of Strategy requested that the data for ASB and Public Order offences, noting the change in reporting practices, be looked at more closely to see if collectively there has been a combined overall increase or decrease. Further information was also requested about what action the force is taking in relation to Public Order.					
4.4. The success by organisations provided with money from the Police Community Fund	4.4.1 Organisational Outcome reports	To be reported on in Q4.			
Scrutiny					
4.5. The successful outcomes and impact achieved by Safer	4.5.1 Organisational outcome reports	6 monthly reports were received and year end reports for Safer Gwent Project will be received after Q4 delivery			

Gwent					
Scrutiny					
<p>The Police/PCC Community Fund allocations in Q3:</p> <p>Healthy Relationships – Regener8 Cymru £70,000</p> <p>Aspire Youth Zone – Newport Women's Aid £9,400</p> <p>Xcelerate Youth £4,000</p> <p>Duffryn Community Link – Youth Link £6,494.85</p> <p>The Head of Strategy and Principal Finance and Commissioning Manager attend Safer Gwent meetings where there are project updates and discussions regarding the delivery of priorities for community safety across Gwent. They are also working with stakeholders to agree a governance structure to maximise opportunities for collaborative delivery and achieving priorities. The Head of Strategy is also working with the Safer Gwent analyst and other partners to improve the strategic needs assessment so that it is more useful in deciding Safer Gwent projects. OPCC staff have undertaken site visits to some of the projects and will continue to do so.</p>					
4.6. Individuals and communities are satisfied that incidences of ASB are dealt with effectively	4.6.1 Victim Satisfaction survey percentages	No updated data has been provided since Q2.			
Scrutiny					
4.7. Working with victims	4.7.1 Community resolution	As previously stated under Crime Prevention			

to increase the awareness and use of community resolutions where applicable	<p>numbers</p> <p>4.7.2 Community trigger applications</p> <p>4.7.3 Restorative Justice interventions</p>	<p>Information has not been provided for this indicator</p> <p>Information has not been provided for this indicator but is expected in Q4</p>	Not previously reported.		
Scrutiny					
4.8. People knowing the most appropriate organisation to go to in order to address their concerns	<p>4.8.1 Breakdown in calls for 101 and 999</p> <p>4.8.2 Incident demand and type</p> <p>4.8.3 Numbers deployed and numbers resolved via telephone</p> <p>4.8.4 Evidence of linked communication strategy</p> <p>4.8.5 Evidence of cooperative</p>	<p>Information has not been provided in this quarter. It has been requested that this data is provided for each quarter in future.</p> <p>This information is expected for Q4</p>			

	partnership approach				
Scrutiny					
4.9. People tell us that they feel more empowered and informed to deal with localised issues	4.9.1 Feedback following local action days and plans	This information has not been provided			
Scrutiny					
5. Efficient and Effective Service Delivery					
5.1. People in Gwent will be confident in their PCC and the policing service	5.1.1 Public confidence percentages	As stated in the Crime Prevention section			
Scrutiny	In December, the OPCC published a decision log (2018-47) showing scrutiny of Gifts and Hospitality and Business Interests. Although feedback suggesting improvements was provided on some areas of work, the PCC was confident that the proper policies and procedures have been adhered to.				

5.2. Victims will be satisfied with the service they receive	5.2.1 Victim Satisfaction surveys	As stated in the Supporting Victims' section			
Scrutiny					
5.3. Positive feedback and reassurance being received from inspections	5.3.1 HMICFRS inspection feedback	<p>Crime Integrity Data HMICFRS Inspection – December 2018</p> <p>90.5% – requires improvement</p>	The previous inspection in 2014 was not graded.	<p>Gwent Police was visited by HMICFRS in December as part of the pre-inspection regime for the new Integrated PEEL Assessment. During this visit, HMICFRS reality-tested Gwent's Neighbourhood Policing Model. HMICFRS did not offer formal feedback, but they have decided not to inspect Gwent Police's neighbourhood Policing provision during the formal PEEL inspection, suggesting that they are confident in capability in this area.</p> <p>HMICFRS inspected Gwent on Crime Data Integrity during December. The overall score was 90.5%, with improvements being noted in a number of areas. HMICFRS rated Gwent Police as requiring improvement. Gwent Police have subsequently developed</p>	

				an action plan to take forward the recommendations.	
Scrutiny					
<p>The HMICFRS findings summary stated that:</p> <p>“The force has improved its crime-recording processes since our 2014 report. In particular, we found it has:</p> <ul style="list-style-type: none"> • reformed its communications suite processes; • increased its ability to record certain crimes at first point of contact, where enough information exists to do so; • set up a quality assurance framework in its communications suite to improve standards, service and crime-recording compliance; • introduced a team in its communications suite that is responsible for making sure identified crime reports are recorded within 24 hours; • fully implemented all the recommendations set out in our 2014 report; and • fully implemented all the recommendations set out in a national action plan developed to improve police crime recording. <p>“The force crime registrar (FCR), responsible for oversight of crime-recording arrangements, has completed a national College of Policing course and is fully accredited for the role. Her work is supported by a small audit team.</p> <p>Despite these advances, the force’s crime-recording must improve in the following areas:</p> <ul style="list-style-type: none"> • Frontline officers don’t always identify and record some violent crimes, particularly those arising from domestic abuse incidents like common assault, harassment or malicious communications. • Frontline officers don’t always record other crimes like criminal damage and public order offences. • Officers and staff don’t properly understand the crime-recording rules, which often causes incorrect recording decisions. These errors are made worse by limited supervision of crime-recording decisions. • Not all officers and staff properly understand or use the Home Office classification N100, to explain why the force has not immediately recorded reported incidents of rape as a confirmed crime. • The force must collect more information about the effect of criminality on identifiable groups within communities, especially groups with identifiable protected characteristics like sexuality, disability or religion. <p>“At the time of our inspection, the force had recognised problems with how it handled reports of domestic abuse crimes. To address them it has recently:</p> <ul style="list-style-type: none"> • nominated a detective chief inspector (DCI) to improve domestic abuse crime recording, by raising awareness and giving bespoke training to officers and staff; • developed a comprehensive domestic abuse action plan to make sure that it responds professionally and effectively to domestic abuse incidents; • introduced daily sampling and reviewing of domestic abuse incidents to make sure it has correctly recorded all identified crimes; and • introduced a template which supervisors must complete on all domestic abuse crime records. 					

“These improvements are encouraging.

Areas for improvement

The force should immediately:

- make sure that call handlers always record on the incident log full details of their conversation with the person reporting a crime, so that attending officers always have the full information to make their crime-recording decisions;
- improve supervision of crime-recording decisions on the front line and within its communications suite;
- improve its understanding and use of the N100 classification, for those reports of rape which it doesn’t immediately record as a crime; and
- improve how it collects diversity information from crime victims and how it uses this to inform its compliance with its equality duty.”

The OPCC has continued to monitor and check that the recommendations are being implemented with those affecting vulnerable victims taking priority. The PCC is satisfied that improvements have been made, but that there are improvements to be made, including when victims report a number of crimes ensuring that all crimes are recorded.

5.4. Evidence of best practice and continuous improvement being used	5.4.1 Reports on service improvement, efficiencies and impact	Operation Veritas one day demand analysis – During this exercise 50.9% of the demand was classed as internal and public demand is 34.0% with the top five reasons being: <ul style="list-style-type: none"> • Crime/Incident Recording (24.2%) • Call for Specific Officer/Department (13.6%) • Advice/Guidance (12.8%) • Concern for Safety/Missing Persons (10%) • Abandoned/Hoax Calls/Wrong Number (7.5%) 	No baseline provided	During this quarter, the Change Team has undertaken a review of demand for 2018/19. This included Operation Veritas – a one day demand analysis across the force including all internal and external calls for service. This exercise is run in addition to a “check” on response policing where the force maintains a response profiler and updates the data on a regular basis (at least annually) to report upon the efficiency of the operating model. It also runs scenarios which focus upon service improvements that the Force has implemented or is	
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				<p>planning to implement. In 2018/19 these improvements are</p> <ul style="list-style-type: none"> • The investment in re-opening a second custody suite in Ystrad Mynach • The effect of the new Police Education Qualification Framework (PEQF) • Adjusting establishment numbers in response to officer utilisation rates • Benefits possible from the introduction of Service Improvements such as FFF (investment and roll out of mobile data and laptops throughout the force starting with Operational Officers), NICHE streamlining and Investigation Framework <p>Using the simulation modelling, it is possible to model the improvements in attendance times for Emergency, Priority and Scheduled calls of investment in the above schemes and the results indicate there will be a 28.5% increase in the attendance of priority incidents through the efficiencies that have been invested in.</p>	
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				The Response Profiler is one of a suite of simulation modelling software held in force. This work has led to recognition of best in practice both by Process Evolution and more recently consultancy company Deloitte, which stated “in their experience of working with many forces Gwent Police operate best practice in understanding and modelling demand.”																							
Scrutiny																											
5.5. Evidence that our organisation s and staff are productive	5.5.1 Effective resolution of staffing issues	Police Constable Utilisations rates – Q3 2018-19: <table><tr><th>Resource</th><th>Overall Utilisation</th></tr><tr><td>Response Blaneau Gwent</td><td>89.8%</td></tr><tr><td>Response Caerphilly Central</td><td>88.5%</td></tr><tr><td>Response Caerphilly North</td><td>91.3%</td></tr><tr><td>Response Caerphilly South</td><td>89.4%</td></tr><tr><td>Response Monmouth North</td><td>88.1%</td></tr><tr><td>Response Monmouth South</td><td>91.0%</td></tr><tr><td>Response Newport City</td><td>82.0%</td></tr><tr><td>Response Newport East</td><td>94.5%</td></tr><tr><td>Response Newport West</td><td>97.9%</td></tr><tr><td>Response Torfaen</td><td>92.6%</td></tr></table>	Resource	Overall Utilisation	Response Blaneau Gwent	89.8%	Response Caerphilly Central	88.5%	Response Caerphilly North	91.3%	Response Caerphilly South	89.4%	Response Monmouth North	88.1%	Response Monmouth South	91.0%	Response Newport City	82.0%	Response Newport East	94.5%	Response Newport West	97.9%	Response Torfaen	92.6%	No baseline provided	PC utilisation is developed through a modelling tool. The Chief Constable explained at SPB that the data evidences that there is too much demand being placed on PCs across the force and that 85% is the recommended level. This is likely to have a negative effect on sickness and absence rates. The precept agreement will be used to invest in increased numbers of PCs and there is also the additional investment in CID, which will also increase resources for frontline delivery.	
Resource	Overall Utilisation																										
Response Blaneau Gwent	89.8%																										
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	<p>5.5.2 Projects delivered on time, budget impact and benefits realisation</p> <p>5.5.3 Risk register management</p>				
Scrutiny					
<p>5.6. Evidence that our respective workforces believe that they are treated fairly and that they represent the wider community of Gwent</p>	<p>5.6.1 Staff survey results</p> <p>5.6.2 Percentages of representation in the workforce</p>	<p>Specific data has not been provided. 25% of staff completed the staff survey. Most responses were stable, with a significant increase in the perceived organisational support. An area of concern is the significant fall in emotional energy.</p> <p>As previously stated in this report Q3 data has not been provided</p>		<p>Police Officers and staff continue to state that they experience high levels of challenge stress (e.g. workloads) and moderate levels of hindrance stress (e.g. IT issues).</p> <p>The force has investigated significantly in its wellbeing programme with staff newly dedicated to this area of work. All staff experiencing traumatic events are offered the TRIM service, which provides an opportunity for a de-brief, assessment and referral to additional services if required. There are fitness classes and other well-being sessions organised regularly.</p>	

				The introduction of personal laptops across the force is expected to enable staff to do work in an agile way which can reduce stress levels. The increase of police officers is also expected to have a positive impact.	
Scrutiny					
The Chief Executive queried why only 25% of staff members and officers had completed the survey, as opposed to between 50% and 60% in previous years, and if it was in relation to changing from a local survey to the Durham survey. The Chief Constable informed that the survey was still statistically relevant and the findings were still quite positive in comparison to past surveys. The survey also provides the opportunity to compare responses with other forces. The Chief Constable also commented that officers do undertake numerous amounts of surveys and the completion of another survey is not always a priority.					
5.7. Evidencing of digital leadership and new ways of working are utilised efficiently	5.7.1 Monitoring and evaluation of field, fixed and flexible 5.7.2 Roll out of digital technology, staff uptake			The 18/19 forecast is a non-recurrent surplus of £1.5million will be fully utilised before the end of the 2018/19 financial year through the acceleration of investment programme in body armour and Taser replacement.	
Scrutiny					
5.8. A satisfied and professional	5.8.1 Staff survey	As provided for 5.3 and 5.6			

workforce that believe that they are treated fairly and feel supported					
Scrutiny					
5.9. Achieving a balance budget and providing value for money	5.9.1 Balanced budget evidence; accurate forecasting and annual spend 5.9.2 Demonstrating we can put resources to areas of highest demand and scale the organisation based on need	The current 2018/19 financial year forecast outturn amounts to a surplus of £0.217m.	There is no suitable baseline	Balanced budget achieved for 2018/19. Currently the 2018/19 forecast is a non-recurrent surplus of £0.2million, following the re-profiling of 2019/20 investment into body worn video and Taser replacement. This revenue outturn represents a 0.2% variance on Gross Revenue Expenditure for 2018/19. The force has provided the quarterly financial monitoring reports at SPB providing detailed analysis of variances to budget and forecast expenditure (from Q2 onwards) to the year-end across all budget lines. The financial monitoring report also reviews Balance Sheet items such as creditors and debtors and also the levels and utilisation of the	

	5.9.3 Ensure savings have been realised and utilise VFM indicators			<p>Commissioner's Reserves and Committed Funds.</p> <p>The force's 'Development Fund' is reviewed and monitored at COT meetings and also at fortnightly meetings between the force and OPCC chief officers. This process ensures financial resources are directed to areas of emergent threat, harm and risk at the earliest opportunity, outside of the annual budget setting exercise.</p> <p>At the November SPB, The Chief Constable presented his 2019/20 budget bid to the Commissioner. The 'robust and honest' bid was scrutinised at length and further presented to the Police and Crime Panel at its December 2018 meeting, which was supplemented by a presentation by the Chief Constable.</p> <p>The 2018/19 financial year will have seen Gwent Police successfully deliver nearly £50m of recurrent cashable efficiency savings since</p>	
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				<p>2008/09. This, as a result of the UK Government's ongoing austerity programme, but importantly also to the backdrop of fundamental changes in police demand; in particular increased workload helping the most vulnerable members of society and tackling cyber-crime.</p> <p>HMICFRS's 2018/19 Value For Money (VFM) indicators were presented to the Joint Audit Committee (JAC) in December 2018, as part of their annual review of their review to scrutinise VFM in the force and OPCC. The force were identified as outliers against 'Most Similar Forces' (MSF) in a number of areas, particularly Local Policing and ICT, which were highlighted in the Chief Constable's budget bid. The force investigated the underlying reasons for the variances and reconciled the outlying areas to each of three different categories:</p> <ul style="list-style-type: none"> - The higher cost reflected intentional policy implementation – e.g. Local Policing, where the Force 	
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				<p>received grant from the WG for PCSOs. In addition, the force has also chosen to maintain front-line resources, by making savings in the back and middle offices to meet efficiency targets.</p> <ul style="list-style-type: none"> - The higher costs reflected the different allocation of costs within the budget, compared to its MSF - e.g. ICT costs reflected significant revenue contributions to the role out of the Force's Mobile Data programme, where in other situations, it would be treated as capital. - Where no justification existed, the high costs area becomes a focal point of scrutiny for the Force's Staying Ahead Programme, in order to potentially deliver future recurrent cashable efficiency savings. <p>The JAC meets on a quarterly basis (plus an additional</p>	
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				<p>extraordinary meeting to review the Statement of Accounts) and undertakes extensive scrutiny of the work of both the OPCC's Chief Finance Officer and the Force's Assistant Chief Officer – Resources. The December JAC agenda below evidences the extent of one quarter's worth of scrutiny:</p> <p>https://www.gwent.pcc.police.uk/en/transparency/joint-audit-committee/joint-audit-committee-agendas-minutes/13th-december-2018/</p> <p>PCP Chair Cllr John Guy and member Cllr Colin Mann attended the above meeting to witness the extent of scrutiny and support provided.</p> <p>The internal monitoring and reviewing process indicate that the WAO and internal audits will be positive.</p>	
	<p>5.9.4 Welsh Office for reports</p> <p>Audit Value Money</p>	<p>The Wales Audit Office (WAO) annual opinion on the Commissioner's and Force's arrangements to secure VFM for 2018/19 will be received in Q2 of 2019/20</p>			
	<p>5.9.5 Internal (TIAA</p> <p>audit and</p>	<p>Internal Audit's annual opinion on the overall system of internal control will be received in Q1 of</p>			

	Torfaen CBC reports)	2019/20			
	5.9.6 Benchmarking Data for Fleet, Estate and ICT	This has not been provided to the required standard in Q3			
Scrutiny					
<p>The Chief Finance Officer (CFO) to the Commissioner is a key and mandatory party to all the above evidenced 'police activity' and attends all referenced meetings, to provide the primary scrutiny of the Force's activity in relation to financial performance and governance. Formal corporate meetings are supplemented with fortnightly meetings with the Force's Assistant Chief Officer of Resources and monthly meetings with the force's joint Heads of Finance and also the force's Income Generation Officer.</p> <p>Indeed, almost daily dialogue takes place between the ACOR and CFO as key financial responsibilities are appropriately divided between the two statutory financial officers.</p> <p>Quarterly meetings are undertaken jointly between the and ACOR with the WAO to ensure external audit plans are deliverable and to ensure emergent audit risks are managed.</p> <p>Key areas of work of the CFO and associated scrutiny of the Force (by the OPCC) during Q3 included:</p> <ul style="list-style-type: none"> - Compilation of the Chief Constable's 2019/20 Budget Bid and associated five-year Medium Term Financial Projections (both revenue and capital); - Q2 Financial Performance; - Internal Audit reports receiving 'Limited Assurance'; - 'Lessons Learned' action plan following the production of the 2017/18 Statements of Account; - Delivery of the Estate Strategy and in particular, the delivery of the new HQ; - Treasury Management activity for 2018/19 and development of the 2019/20 Treasury Management Strategy; - Production and transparency of the Commissioner's Reserves and Committed Funds Strategy; - Detailed scrutiny at the Force's Organisational Resources Board (ORB) on matters such as: <ul style="list-style-type: none"> o Fleet utilisation; o Business continuity; o ICT service provision; o Shared Facilities Management (SFM) in relation to the Estate; o Data/Information Management; 					

- Risk managements; and
- Procurement activity and compliance;
- Legal performance and civil claims management; and
- Financial Performance.

The result of this significant scrutiny amounted to the following top three areas of concern, which has resulted in management action:

- Business Continuity provision within the Shared Resources Services (SRS);
- Embedding the 2017/18 lessons learned plan for the delivery of the 2018/19 Statements of Account; and
- Remedying the underlying factors which resulted in a 'Limited Assurance' Report for Creditor Payments.

[illegible]

Scrutiny and Performance Report Glossary of Terms

TIC – Taken into consideration. This is used for additional historical offences that are disclosed by an offender when an offence is being investigated.

Restorative Justice – Restorative justice brings those harmed by crime or conflict and those responsible for the harm into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. Restorative practice can involve both a proactive approach to preventing harm and conflict and activities that repair harm where conflicts have already arisen.¹

Community Resolution – A Community Resolution is an alternative way of dealing with an offender which is proportionate to lower level crime. It can be offered when the offender admits an offence, usually it is a first offence and in most cases where the victim has agreed they do not want formal action to be taken.

Bureau – Bureau is a youth diversion scheme that supports young people committing first time, low level offences and diverts them away from the criminal justice system. Interventions are provided through the Youth Offending Service following an assessment of need and suitability for the Bureau scheme.

Domestic Violence Protection Notice (DVPN) – A DVPN is an emergency non-molestation and eviction notice which the police can issue to a perpetrator when attending to a domestic abuse incident. Because the DVPN is a police-issued notice, it is effective from the time of issue, thereby giving the victim the immediate support they require in such a situation. Within 48 hours of the DVPN being served on the perpetrator, an application by police to a magistrates' court for a Domestic Violence Protection Order (DVPO) must be heard.

Domestic Violence Protection Order (DVPO) – A DVPO is a civil order that fills a 'gap' in providing protection to victims by enabling the police and magistrates' courts to put in place protective measures in the immediate aftermath of a domestic violence incident where there is insufficient evidence to charge a perpetrator and provide protection to a victim via bail conditions.²

Multi-Agency Risk Assessment Conference (MARAC) – A MARAC is a meeting where representatives from police, probation, health, child protection, Independent Domestic Violence Advisors (IDVAs) and other statutory and voluntary partners share information on the highest risk domestic abuse cases.

Multi-Agency Public Protection Assessment (MAPPA) – A MAPPA is an assessment used to coordinate management of offenders deemed to be high risk. MAPPA requires local criminal justice agencies and other bodies dealing with offenders to work together in partnership when managing offenders.

¹ Restorative Justice Council Definition. See <https://restorativejustice.org.uk/what-restorative-justice>

² Home Office definition. See <https://www.gov.uk/government/publications/domestic-violence-protection-orders>

Active Risk Management System (ARMS) – ARMS is a structured assessment process used to assess dynamic risk factors known to be associated with sexual re-offending, and protective factors known to be associated with reduced offending. It is intended to provide Police and Probation with information to plan management of convicted sex offenders in the community.

Police National Computer (PNC) – The PNC is used to facilitate investigations and information sharing at both a national and local level. It affords mission critical services to the police, UK Law Enforcement and criminal justice agencies throughout the United Kingdom by providing real-time checks on people, vehicles, crimes and property.

GWENT POLICE AND CRIME PANEL FORWARD WORK PROGRAMME 2018/19

28th June 2019 at 10am

- Performance Reporting - Sickness Absence
- Performance Reporting
- PCC Update Report
- Police and Crime Commissioner for Gwent Draft Annual Report.

27th September 2019 at 10am

- Performance Reporting
- PCC Update Report
- MTFP and Budget Setting Timetable
- Treasury Management Year End Report

13th December 2019 at 10am

- Performance Reporting
- PCC Update Report
- Initial Budget Briefing

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