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**Gwent Police  
and Crime Panel**

**Panel Heddlu  
a Throseddu Gwent**

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**Date: 20th September 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, 27th September, 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 12th August 2019. 1 - 8
4	Police and Crime Commissioner's Update - Quarter 1 2019. 9 - 22
5	Police and Crime Commissioner for Gwent 2020/21 Budget Setting Timetable. 23 - 26
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9	Absence Management - Presentation.
10	Forward Work Programme. 77 - 78

### **MEMBERSHIP:**

Councillor Jonathan Millard, 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 William Routley, Newport City Council  
Councillor Jason Jordan, Newport City Council  
Gillian Howells

Co-opted Members- 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 MONDAY 12TH AUGUST 2019 AT 10.00AM**

Present:

Mrs G. Howells (Co-opted) – Chair  
Councillor Colin Mann – Vice Chair

Councillor J. Millard - Blaenau Gwent County Borough Council  
Councillors G. Kirby and C. Forehead - Caerphilly County Borough Council  
Councillors J. Jordan and W. Routley - Newport County Borough Council  
Councillor A. Easson – Monmouthshire 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

Also in attendance:

Ms. P. Kelly – Chief Constable, Gwent Police  
Mrs G. Lewis – Independent Panel Member  
Ms J. Robinson – Head of Strategy, Office of the Gwent Police and Crime Commissioner.  
Mr J. Watkins – Policy and Resources Officer  
Mrs J. Regan – Head of Assurance and Compliance, Office of the Gwent Police and Crime Commissioner.  
Ms. E. Lionel – Principal Finance and Commissioning Manager, Office of the Gwent Police and Crime Commissioner.  
Mr C. Latham – Communications and Engagement Officer, Office of the Gwent Police and Crime Commissioner  
Ms E Cheasty - Communications and Engagement Specialist, Gwent Police  
Mr G Noyes - Communications and Engagement Specialist, Gwent Police

Together with:

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

### **1. TO APPOINT A CHAIR AND VICE CHAIR FOR THE ENSUING YEAR**

It was moved and seconded that Mrs G. Howells be appointed as Chair of Gwent Police and Crime Panel for the ensuing year and by a show of hands this was unanimously agreed.

RESOLVED that Mrs G. Howells be appointed Chair of the Gwent Police and Crime Panel for the ensuing year.

It was moved and seconded that Councillor C. Mann be appointed as Vice Chair of Gwent Police and Crime Panel for the ensuing year and by a show of hands this was unanimously agreed.

RESOLVED that Councillor C. Mann be appointed Vice Chair of the Gwent Police and Crime Panel for the ensuing year.

## **2. INTRODUCTIONS**

The Chair opened the meeting and introductions were made.

## **3. DECLARATIONS OF INTEREST**

There were no declarations of interest made at the beginning or during the course of the meeting.

## **4. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors P. Clarke (Monmouthshire County Council) and Mrs L. Winnett (Blaenau Gwent County Borough Council) and Mr D. Garwood – Pask (Office of the Gwent Police and Crime Commissioner).

## **5. GWENT POLICE AND CRIME PANEL MEETING HELD ON 29TH MARCH 2019**

RESOLVED that the minutes of the Gwent Police and Crime Panel meeting held on 29th March 2019 (minute no. 1 - 7) be approved as a correct record.

## **6. PROPOSED APPOINTMENT OF THE CHIEF CONSTABLE**

The Gwent Police and Crime Panel (the Panel) were notified by the Gwent Police and Crime Commissioner (the Commissioner) of his intention to appoint Ms Pam Kelly as Chief Constable for Gwent Police on 23rd July 2019.

Members were advised that in accordance with the requirement of the Police Reform and Social Responsibility Act 2011, the Panel is required to hold a public confirmation hearing to review the proposed senior appointment and make a report to the Commissioner.

During the hearing, the Panel discussed the report and sought further information from Mrs Gill Lewis, the Independent Interview Panel Member in reference to her recommendation to improve the ethnic diversity of the interview panel. Mrs Lewis outlined that she was satisfied with the gender balance of the Panel, however it was recognised that it is difficult to improve the diversity of an interview panel, Mrs Lewis made a suggestion that the diversity of the stakeholder panel could be reconsidered to allow for future improvement.

The Panel referred to Ms Pam Kelly and a number of questions were asked in order that the Panel could consider her responses and explore the candidate's ability to undertake the role, along with the supporting documents provided by the Commissioner to determine Ms Pam Kelly's suitability for the position of Chief Constable. The Panel asked questions to determine whether Ms Pam Kelly had the professional competence and personal independence required

to meet the specifications of the post and competencies and experience of the candidate to implement and underpin the Commissioner's Police and Crime Plan.

The Panel noted the priorities Ms Pam Kelly would address in the next twelve months, with an emphasis on staff wellbeing, absence management, resilience, retention policies and training, as well as partnership working in order to strengthen the Force and tackle national issues.

At the conclusion of the question and answer session, the Panel adjourned for a short recess to enable them to reflect on the information they had received from Ms Kelly.

On reconvening, it was moved and seconded that the proposed appointment of Ms Pam Kelly as Chief Constable of Gwent Police be endorsed. By a show of hands this was unanimously agreed.

## **7. OVERVIEW OF GWENT POLICE PERFORMANCE 2018-19**

The Panel were provided with an overview of the Gwent Police Performance for 2018-19.

It was noted that Gwent is a safe place to live, visit and work and has the 10<sup>th</sup> lowest crime rate of the 43 police forces in England and Wales. The Police and Crime Commissioner for Gwent, through his Scrutiny and Monitoring arrangements believes that Gwent Police does a reasonable job at protecting the public and responding to crime. He recognises that resource restrictions and the changing nature of crime present the most significant challenges to policing in Gwent as across England and Wales. He has, with the support of the Police and Crime Panel, enabled the employment of a further 150 police officers to increase the capacity of Gwent Police.

The Panel noted the level of cuts experienced by Gwent Police, and the efficiency savings put in place to counter some of the impacts this has had on the Force and its resources.

It was noted that formal performance reporting provided to the PCC has not been to the required standard, and to address this, an action plan was instigated in quarter 3 of 2018/2019. The key elements of the action plan include; the requirement for timely reporting, evidence performing using agreed indicators against the police and crime plan with an agreed format and the reporting schedule that enables internal scrutiny by Chief Officers before reports are submitted to the PCC. Whilst some actions are still outstanding, monitoring of the plan will continue and it is fully expected that the new Performance Framework for the updated Police and Crime Plan will address many of the required improvements and will allow for the provision of reports against reasonable measures to assess progress against the plan.

The Panel were asked to consider the Key Areas of Performance, in which each Priority Area was highlighted, along with its performance in the form of a RAG rating (Red, Amber and Green).

In Priority 1 – Crime Prevention, it was noted that there has been an increase in the number of recorded crimes, not just across Gwent but also across England and Wales as a result of changes and improvements to crime recording.

The Panel were referred to the Provision of Diversionary Schemes and Crime Prevention, in which Gwent Police needs to work harder to demonstrate how they are preventing crime. The Panel noted the RAG rating as Amber, as outlined in Appendix 1 of the report, along with the individual measures identified to evidence the progress under this priority.

The Panel were referred to Priority 2- Supporting Victims; and noted the work undertaken around Victim Satisfaction, and how the Commissioner is continuously emphasising the need for improved performance, with particular concern expressed for the 5% decrease in overall

victim satisfaction compared to last year. Hate Crime/ Repeat Victims of Hate Crime was discussed and it was noted that both the Commissioner and HMICFRS have recognised the excellent work undertaken in this area. Discussions also took place Support for Vulnerable Victims/ Number of MARAC referrals and it was noted that there has been a considerable amount of work undertaken to improve services and outcomes in relation to domestic abuse and conviction rates, which have increased by 4% since last year. Overall, it was noted that Priority 2 had been provided with a rating of Amber, as referenced within Appendix 1 of the report, as further improvements can be made to services.

The Panel considered Priority 3 – Community Cohesion, and it was noted that a priority of Gwent Police has been Engagement, and increasing the number of citizens engaged with; and citizens in policing. As a result, the Panel were referred to a number of successful initiatives, which aim to support this measure, such as the introduction of Heddlu Bach in a number of schools across Gwent, and the Crime Prevention Panels, which have increased to 14 since 2017/18, and are locally based groups providing advice and support around crime prevention. The Panel considered the work undertaken around A Representative Workforce and it was noted that there has been a slight improvement among both officers and staff across protected characteristics.

The Panel were provided with an update on absence rates and it was noted that staff absence remains consistently high, with an average month absence ranging from 30 to 47 across the year.

As a result, the overall rating for this Priority has been identified as Amber, as outlined at Appendix 1 of the report.

The Panel noted that Priority 4 – Tackling Anti-Social Behaviour (ASB) has seen an increase in 999/101 calls and demand for the services. In addition, it was noted that there has been an improvement in the number of calls answered in 101, even though there has been an increase in calls to the service since the previous year.

There has been a decrease in the number of Anti-Social Behaviour (ASB) incidents and responses since last year, however, much of the demand has moved to Public Order offences due to improved recording, which has subsequently increased by 3,000.

It was noted that the overall RAG rating for this Priority is Amber, as outlined within the Appendix of the report.

The Commissioner referred the Panel to the final Priority 5- Efficient and Effective Service Delivery, which was RAG rated as Green within the Appendix of the report, and were asked to note that there have been a number of inspections throughout the year by her Majesty Inspectorate of Constabulary and Fire and Rescue Services Inspections in which Gwent Police were praised for their approach for dealing with Hate Crime. The Crime Data integrity inspection noted improvements had been made since the last inspection and the Child Protection Thematic inspection was undertaken, in which the inspectors commented on a clear commitment by Gwent Police and the Commissioner to protecting vulnerable people.

The Panel were asked to consider the Resolution of Staff issues in which Gwent Police's Change Department is the driving force behind the identification of efficiency savings and the work undertaken to achieve a balanced budget and accurate forecasting and annual spend.

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

A Panel Member sought further information around abandoned calls, whether they call back and the impact on public confidence. It was noted that this is an issue with the 101 service and something that Gwent Police and the Commissioner continue to monitor. Improvements are still required in this area; however, improvements to communication options have been made, in the introduction of the Social Media Desk for the 101 service. The Panel were also reassured that there are no 999 calls abandoned, calls to the 999 service are managed by a BT Operator and are often ended by the caller for a number of reasons.

Discussions took place around Brexit and the implications for Gwent Police in particular, should Brexit take place with no deal. It was noted that there are concerns around public disorder and resources to manage this, in particular as there was an increase in hate crime following the referendum, and concerns around the access to the European arrest warrant and powers afforded to policing post Brexit.

The Panel discussed County lines and a Member queried the work undertaken in Newport to support young people involved or at risk of Serious and Organised Crime, and whether this would be offered across Gwent. It was noted that the pilot is being undertaken in Newport, as it was identified to have a higher concentration of need, however, whilst it has been identified that due to concerns in smaller towns and villages within Gwent, the SOC project is being rolled out more widely and safeguarding work is being undertaken in these areas as a way of prevention.

Discussions took place around Missing Children and Child Protection issues and it was noted that a presentation would be included in the Panel visit to Gwent Police in September on how these cases are dealt with, to provide understanding on the process.

A Panel Member sought further information around the data identifying Gwent Police as having the 10<sup>th</sup> lowest crime rate and whether, due to the small Force size, this was proportionate. It was explained that whilst Gwent Police is a smaller force, the comparison is made per capita and is also compared to similar forces.

Discussions took place around sickness management and a query was raised around the average monthly absence ranging from 30 to 47. It was noted that this number refers to the average number of staff taking sick leave in a given month. It was also noted that a Sickness Management report would be useful to provide further context, which is scheduled for the next Panel meeting.

A Panel member raised concerns around the increase in Occupational Health Referrals and whether there was sufficient capacity in the team to manage this increased volume. It was explained that referrals made to the team can be for either work or personal issues, or occasionally both and the team are able to identify the most suitable area of specialism in order to meet the need. The available services have been enhanced in order to meet demand, but there could be a need to increase further, to meet future demands.

The Panel raised concerns around knife crime, and whilst it was noted that this is not a significant issue in Gwent as in other areas, sought assurances that best practice is being shared. The Panel were assured that this is a priority area for Gwent Police and work is being undertaken for prevention measures, in which knife amnesty events are being set up to receive knives and weapons from people, taking a proactive approach and educating young people to be alert.

A Panel Member, in noting the improvements made within the performance report, highlighted that there is a lot of information contained therein. It was noted that there is a new Lead Officer in place and it is anticipated that future plans and improvements will be shared with the Performance Sub-Group at a later date. The aim is also to ensure that the Framework meets the requirements of the plan and avoid duplication, whilst ensuring the data provides information to demonstrate the work undertaken at an operational level. In addition, it is anticipated that the Framework will be ready to share soon.

The Gwent Police and Crime Panel thanked the Officers and Commissioner for the information and noted the report.

## **8. DRAFT POLICE AND CRIME PLAN ANNUAL REPORT**

The Panel were provided with a Draft Police and Crime Plan Annual Report (The Plan), and were afforded the opportunity to provide any comments or feedback, prior to finalisation of the report. It was noted that there are still a few amendments to be made within the report, which the Panel noted.

The Commissioner expressed that he believed the draft plan demonstrated delivery against the plan and looks to build further on the successes going forward.

It was noted that the Police and Crime Plan 2018-2021 contains 5 priorities; for which a summary of each was provided within the Plan, but included; Priority 1 – Crime Prevention; Priority 2 – Supporting Victims; Priority 3 – Community Cohesion; Priority 4 – Tackling Anti-Social Behaviour; Priority 5 – Efficient and Effective Service Delivery.

The report outlined the achievements during 2018-2019 and updated on the Police and Crime Plan 2018-2021, as well as engagement with communities, enhancing their profile, consultations, resources and value for money and budget setting as well as collaboration, victim support, mental health support and corporate achievements.

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

A Panel Member sought further information under Priority 5 – Efficient and Effective Service Delivery and holding the Chief Constable to account for the delivery of the policing service in Gwent, and whether there was any data supporting the outcome. The Commissioner explained the he acts as a critical friend, in order to ensure excellent quality of service and better outcomes, and he explained that there can always be better outcomes and room for improvement. It was noted that new issues arise all the time, including the allocation of new Officers, pressures of cyber crime and county lines, and it's a constant process.

A Panel Member, in noting the good work undertaken within the plan highlighted that some of the actions developed could be stronger, with more appropriate information included and stronger measures to support the actions and demonstrate how things are improving. The Commissioner thanked the Member for their feedback and agreed to look at this.

A Panel Member raised concerns that the Panel are being asked to consider a report, provide feedback and 'rubber stamp' it before it comes back to the Panel for approval, and queried whether this was appropriate. It was noted the process was set out by legislation and that the report will not be brought back, that the Commissioner is seeking feedback as part of the consultation process in the drafting of the Plan, which will be a public document when it is finalised.

The Commissioner requested that any further comments or feedback be provided within 2 weeks, in order to allow inclusion within the final version.

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

## **9. FORWARD WORK PROGRAMME**

Mrs C. 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 were asked to note that September Meeting would consider the Performance



Update as an Information item only in relation to the work undertaken to date on developing the performance framework and report.

Discussions took place around future meetings and the Panel agreed that the meeting to discuss and agree the Precept would take place on 31<sup>st</sup> January 2020.

A Panel member expressed concerns with the repetitive nature of some of the performance reports and the OPCC agreed and informed the panel that, as agreed with the performance sub group, the full background papers would not be included with the papers in future.

The Commissioner invited the Panel to attend an event at Police Headquarters 'A Day in the Life' of Gwent Police, to provide an opportunity to understand a typical day of an Officer of Gwent Police. The Panel were keen to take part and further details would be arranged at a later date.

The Panel congratulated Pam Kelly again on her appointment and were eager to work together going forward.

Finally, the Panel and Office of the Gwent Police and Crime Commissioner expressed their gratitude to Councillor John Guy, Newport City Council for his excellent work as both Chair and Panel Member over previous years.

Meeting Closed at 12.26pm.

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## **Police and Crime Commissioner's Update – Quarter 1 2019**

This report provides an update on activities undertaken by the Office of the Police and Crime Commissioner (OPCC) for quarter 1 (April – June 2019). It also highlights some key work undertaken more recently.

### **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 Police and South Wales PCC, 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 has closed and responses have been evaluated. Contract negotiation is under way the winning bidder, G4S, as the lead of the Future 4 Consortiu. The new service is expected to commence in October 2019. The contract is expected to provide further support to women in the criminal justice system, both as diversion from offending but also where gaps in support may occur, e.g. awaiting court outcomes. It will also aim to divert 18-25 year olds away from the criminal justice system at the earliest opportunity.

##### **1.2 Youth Endowment Fund**

The Youth Endowment Fund is a 10-year fund created under the Home Office Serious Violence Strategy. The purpose of the fund is to provide targeted interventions for young people aged 10-14 at risk of or already involved in crime and serious violence. The OPCC is working with partners across the five Local Authorities and both the statutory and voluntary sectors to develop a project suitable for submission.

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

The Early Intervention Youth Serious Violence Prevention Project and Newport Serious Organised Crime Project are funded by the Home Office. The delivery partners for both projects are St Giles, Crimestoppers (Fearless), Positive Futures and Barnardo's.

St Giles Trust has worked with 20 young people so far. Barnardo's works with 15 young people and their families at a time in Newport and is due to commence their element of programme delivery shortly.

The Fearless project delivers educational sessions about serious organised crime and serious violence in schools and youth provision. The delivery of sessions has begun across Torfaen, Monmouthshire, Blaenau Gwent and Caerphilly through the EIYF

project. Delivery across all high schools and other youth provision in Newport continues as part of the Newport SOC project. These sessions are delivered in youth provision, schools and alternative education provision.

Two primary schools have had sessions delivered by Positive Futures, as a pilot to test interventions for year-6 children. The schools are located in areas where there is known serious and organised crime in the locality. The children selected to attend have family involvement in crime or other known Adverse Childhood Experiences (ACEs). Sessions have been delivered to a group of eight to 10 pupils once a week for two hours. The sessions have included workshops about youth-related issues and the opportunity to try different sports at different venues. Other organisations have also been asked to deliver sessions, including N Gage (substance misuse), Fearless, South Wales Fire and Rescue Service, Gwent Police and Families First.

The Commissioner was pleased to receive the following quote from a parent highlighting how important the project was for her and her daughter: *"I would just like to say I have seen a big improvement with LM since doing the Positive Futures with you all. LM suffers daily with depression and anxiety and struggles with friendships usually better with adults than children, but on a Wednesday she would go to school with no stress really looking forward to coming, it wasn't competitive and really boosted her confidence and helped gain friendships. Thank you again."*

A Serious Violence Coordinator has been recruited as part of the EIYF project. The post is hosted by Torfaen County Borough Council and the purpose of the role is to coordinate the work delivered through the EIYF across Gwent.

#### **1.4 Crime Prevention Report**

The OPCC team have undertaken a review of delivery against the crime prevention priority. The review report (including recommendations) has been presented to the Commissioner and Chief Officer team. This has been well received and a plan for improvement is being developed. Chief Superintendent Ian Roberts has since been allocated crime prevention as a priority area of work to help drive improvements. All the crime prevention work will be monitored through the Commissioner's Strategy and Performance Board (SPB). The next stage of this work is under way, with both organisations looking at how best improve crime prevention delivery.

#### **1.5 Crimestoppers County Lines Video Launch**

The OPCC Communications and Engagement team led on communications for the launch of Crime Stopper's educational film about county lines. The film is being used in schools to highlight the dangers and realities of county lines drug gangs.

Crimestoppers, working in partnership with the St Giles Trust, has worked with nine comprehensive schools in Newport, engaging with about 6,000 children aged 11 – 14 to deliver key messages and advice at a crucial time in their development.

The film is being used to start conversations with young people by de-glamorising drug gangs and challenging any misconceptions around carrying knives. It aims to empower young people to be aware of the issues, feel safer and be confident to report crime.

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

### **2.1 Victims' Board**

The Deputy Chief Constable is the new strategic lead for victims in Gwent Police. The first action he undertook was to establish a Victims' Board to oversee both the strategic and operational delivery to victims. The recently established board meets on a monthly basis and is chaired by the Deputy Chief Constable.

The board focuses on the Commissioner's priority of supporting victims, but also recognises that this involves many additional aspects of service delivery. It will provide scrutiny and monitoring of Gwent Police's arrangements and commitment to keeping victims at the centre of all delivery.

The board's current focus includes considering the operational delivery model of services to victims provided by Gwent Police and Connect Gwent, as well as improving communication with victims. A first step in understanding the delivery model is mapping the entire 'journey' of a victim from point of access onwards.

In considering improving communication, all of the following are being explored and, where necessary, recommendations for change progressed:

- Police systems and technical enablers for communicating with victims;
- Officer training;
- Victim engagement and consultation; and
- Quality assurance processes to monitor activity.

Future Police and Crime Plan progress reports will provide updates on the progress of the board.

### **2.2 Modern Day Slavery**

The Modern Slavery Advocate is employed by Victim Support working alongside the Gwent Police Modern Slavery Team. The role provides support to UK and foreign national victims of Modern Slavery and Human Trafficking (MSHT).

The advocate role was funded for a year initially and has recently been extended for a further year. A key aspect of the role is to accompany the police team to operations to provide immediate practical and emotional support to victims.

Fear of punishment and forced return can be a barrier for victims to engage with the police; having an independent support available can enhance trust and not only make the victim feel more supported but also enable more prompt gathering of evidence for an investigation.

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

#### **3.1 Commissioner's Police Community Fund**

The Commissioner'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 also supports 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 Commissioner's Police and Crime plan.

Since the last update, the second meeting for 2019-20 was held on 1 July, where one project was awarded funding:

Organisation	Project Name	Description	Locality	Amount
Urban Circle Productions	Phase 2 of the U Turn Project	The project will use different forms of creative arts to tackle multiple social problems affecting vulnerable young people. The project will work with partners to plan and organise various events (e.g. Halloween) and workshops, receiving referrals when appropriate. Provide training on life skills and offer the opportunity to gain qualifications in various aspects (e.g. First Aid, Safeguarding and Youth Work.)	Newport	£50,000

Further to the above, in the 2018/19 funding round the OPCC received an application in July 2018 from Creazione in Community. There were a number of enquiries regarding the application that extended the review process. Following a satisfactory response, it was subsequently agreed to award funding in the 2019/20 financial year.

Organisation	Project Name	Description	Locality	Amount
Creazione in Community	Creazione in Community	Towards a project which will be a one stop shop hub offering various diversionary activities. The community club will offer doorstep provision to young people to offering them a fun and	Caerphilly - Lansbury Park	£39,600

		safe place to attend as a diversionary measure providing weekly sessions in evenings and weekends when Anti-Social Behaviour is at its worse.		
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Five organisations have reported on their first year of funding. These include:

- Regener8 Cymru- delivering health relationship education
- Urban Circle- diversion using events management and music
- Volunteering Matters- working with disabled young people and empowerment and produced a mate crime video
- Xcelerate Youth – counselling services for young people.

These projects have provided diversionary activities for young people who have reported that the young people have increased their confidence and wellbeing and improved their support networks.

A new outcomes focused report form has been implemented for grants awarded from 19/20, which is expected to collect better quality information on outcomes achieved by projects, as well as case studies that demonstrate the difference being made.

## ***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 the period, the co-ordinator has been working with the OPCC to develop a better way of performance monitoring around ASB for local authorities and police. This will help to understand the complete picture of the support provided to those experiencing ASB, and ensure that ASB incidents are dealt with appropriately.

### **4.2 Problem Orientated Policing**

Problem Orientated Policing (POP) is an important method for managing crime and ASB issues. POP is a problem-solving model through that officers develop evidence-based plans to address policing issues.

To support POP, the Force have a process map outlining procedures for developing, supporting and reviewing POP plans. OSARA problem solving training has been provided to all Neighbourhood Police Teams (NPT). This training will enhance POP plans at a Neighbourhood level.

There are currently 27 POP plans in place across the force. These are led by the local policing teams with oversight undertaken by the POP Strategic Lead Chief Inspector Richard Blakemore.

## **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.

The Information Asset Register is being increased to cover information that is critical to the running of the organisation. One-to-one meetings will be held with all department heads, as well as with the Chief Executive and Chief Finance Officer, to identify this information and update the register accordingly. While undertaking this work, duplication within the shared drive will be identified and removed.

An initial discussion has taken place between all OPCC Data Protection Officers (DPO) in Wales to consider whether all-Wales data protection training can be organised for spring 2020. There is a requirement under GDPR that annual training is provided to all staff. This is an action that the Gwent DPO is taking forward.

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)**

The PRU received 85 quality of service matters/dissatisfactions about Gwent Police, which is significantly less than for the same period last year, which was 130. A number of factors may have contributed to the drop in complaints. As of the 1<sup>st</sup> April 2019 around 50% of local councils have taken over responsibility for parking issues, employing teams of wardens to patrol local hot spots and other areas of demand. This was previously a main cause for complaint amongst Gwent constituents. Other factors may be contributed to operations to tackle off-road biking and the push for members of the public to use the Go Safe portal for issues around dangerous driving.

Month	No of Complaints/Dissatisfactions dealt with by the PRU		No of Compliments received by the PRU	No of Complaints/Dissatisfactions dealt with by PSD	Percentage of Comp/Dissats sent to PSD
	2018	2019			
Apr	38	19	0	34	0
May	39	31	1	38	0
June	53	35	1	33	1

The PRU resolved 77 quality of service/dissatisfaction cases, taking on average 8 days to complete. The PRU aims to deal with complaints within 10 working days. April and May saw no cases referred to the Professional Standards Department with 1 being referred in June for investigation as they related to conduct matters. Work is currently being undertaken to deal more effectively with repeat complainers, for the period of Apr



2018 - April 2019 there were over 1,000 complaints made to the PRU and or PSD, of this number, 21% were repeat complainers. Chief Inspector Blakemore is currently leading research into whether these repeat complainers, who often have mental health issues and are vulnerable, could be offered support, therefore reducing demand on the PRU.

### **5.3 Monitoring Performance**

The Commissioner and OPCC undertake their scrutiny and monitoring duties in a variety of ways. These include through the force governance structure, at the Commissioner's Strategy and Performance Board and through additional reports. The Commissioner and Chief Constable also regularly meet on a one-to-one basis to discuss key issues.

Recent areas of discussion include:

- Performance Framework Action Plan
- NPCC/CPS Disclosure and Access to Victims
- Digital Data Forum
- Wildlife and Rural Crime
- M4 Relief Road
- HMICFRS Gwent Police National Child Protection Inspection Report

The Commissioner's monitoring and scrutiny arrangements will now include 'Deep Dives'. These will be either whole Police and Crime Plan Priorities or elements within a priority. The subject of the deep dive will be proposed by the Commissioner. They will be selected either: when either further reporting is required for the Commissioner to be satisfied of a full understanding of performance and impact or information provided to the Commissioner indicates that there may be a performance issue or challenge. This will allow the Commissioner to have a more in depth assurance and understanding of performance. This process has begun with an evaluation of Gwent Police's response to crime prevention as previously stated.

### **5.4 Compliance with the Freedom of Information (FOI) Act**

Five FOI requests were received for the period. All requests have been dealt with in line with the 20 working day statutory deadline. No requests for an internal appeal have been received.

Compliance in this area of work gives the public confidence in the OPCC's fulfilment of statutory responsibilities and show that it is open and transparent with information.

### **5.5 Chief Constable Recruitment**

The interviews for the Chief Constable post took place on 27 June 2019. The Commissioner selected Pam Kelly as his preferred candidate, whose proposed appointment was considered by the Police and Crime Panel at a confirmation hearing on 12 August 2019.

The process was strongly supported by the OPCC Communications and Engagement team to ensure widest possible promotion. A total of 11 social media posts were published in both Welsh and English:

- On Twitter, this generated 3,066 impressions (the number of times the story has been seen) and there were 170 engagements (the number of people who have liked, shared or replied to a tweet).
- The Facebook posts had a reach of 6,717 (the number of Facebook pages a story has appeared on) resulting in 890 engagements (the number of people who have liked, shared or commented on a story) and 857 clicks to view the vacancy.
- On LinkedIn, there were 110 impressions resulting in nine clicks to view the vacancy.
- The OPCC's website received 683 page visits, of which 507 were unique.

Three expressions of interest were received within the period the vacancy was advertised; all three resulted in completed applications being submitted to the OPCC. This is an increase on the number of applications received during previous Chief Constable recruitment processes.

## **5.6 Welsh Language Standards Annual Compliance Report 2018/19**

The OPCC Welsh Language Standards Annual Compliance Report for 2018/19 has been produced pending approval by the Commissioner. This report is produced under the requirements of the Welsh Language Standards required of the OPCC by the Welsh Language Commissioner to evidence compliance with and progress under the Standards. The report will be published on the OPCC's website before 30 September 2019.

## **5.7 Legitimacy Scrutiny Panel – Stop and Search**

At the end of July, the OPCC ran the six-monthly use of force scrutiny exercise via the Legitimacy Scrutiny Panel. The panel examined and considered Gwent Police's use of force for the preceding six-month period, providing independent, public scrutiny of data, body worn video (BWV) and checking compliance with recording requirements.

Gwent's HMICFRS Inspector attended the session to observe developments in the scrutiny process. A full report with recommendations has been produced for consideration by the OPCC and Gwent Police and will be published in due course. The recommendations aim to support Gwent Police's transparency and effective self-assessment around use of force, improve public confidence in its use, and to promote a better understanding by the organisation of the causes of any apparent disproportionality for BAME ethnicities.

Findings indicate that submission of Use of Force forms has increased due to Gwent Police's focus on compliance, rather than an increase in use of force. Ethnicity disproportionality was also examined and panel members were satisfied that the figures provided were proportionate.

Overall, members felt that Gwent Police demonstrated appropriate and proportionate use of force. Members of the scrutiny panel, which includes members of the Independent Advisory Group, were impressed with the way officers conducted themselves and treated the individuals with whom they engaged.

#### **5.8 Estate Update**

The implementation of the Estate Strategy continues and the new HQ project is progressing well. Enabling works commenced on the new site during June. Progress continues to be overseen by the HQ Project Board.

Opportunities to develop a specialist custody provision in Torfaen are being explored. This would provide a dedicated Bridewell in the Gwent Police area with fit-for-purpose custody facilities.

#### **5.9 Independent Custody Visiting Scheme (ICVS) Recruitment**

A recent recruitment process has taken place to appoint volunteers to the Independent Custody Visiting Scheme. Successful candidates will join a team of volunteers playing a vital role in visiting police stations and police cells throughout the Gwent Force area.

After each custody visit, volunteers submit reports, which are then provided to the Office of the Police and Crime Commissioner and Gwent Police to monitor.

Two new volunteers are currently being vetted and will undertake training prior to be included on the rota.

The Scheme is a statutory responsibility of the OPCC.

#### **5.10 OPCC Business Plan**

Following workshops at OPCC Staff Away Days over the last six months, the Chief Executive is leading on the redevelopment the OPCC Business Plan. This activity will ensure that the plan captures and supports the priorities, aims of the organisation. There will be an accompanying implementation plan, and all teams within the OPCC will have detailed work plans. This will allow for clearer reporting at year end within the annual report.

#### **5.11 Scrutiny and Monitoring**

The OPCC's monitoring and scrutiny arrangements will now include 'Deep Dives'. These will either be whole Police and Crime Plan Priorities or elements within a priority. They will allow the PCC to have a more in depth assurance and understanding of performance. This process has begun with an evaluation of Gwent Police's response to crime prevention as previously stated.

### **Key Achievements**

#### **6. Engagement figures**

Engagement continued to increase over the first quarter, with additional significant

engagement also taking place over the summer period. The OPCC attended more than 20 community events across Gwent, engaging with more than 7,500 people.

	1 Jan 19 – 31 Mar 19	1 Apr – 30 Jun 19	
<b>Partnership Activity</b>	19	86	353%
<b>Public Engagement</b>	29	32	10%
<b>Official</b>	16	7	-56%
<b>OPCC Activity</b>	6	25	317%
<b>Other</b>	2	27	1,250%

In addition to the above engagement with the public, OPCC staff have also taken part in Gwent Police ride-alongs with ASU, neighbourhood teams and the rural crime team.

### Surgeries

The Commissioner held surgeries in Cwmbran, Ringland and Brynmawr, which allowed members of the public to raise awareness of issues mattering to them in their communities.

A business-focused surgery was also held in Cwmbran, while the OPCC arranged for the new cyber protect officer to attend a business networking event in Ebbw Vale to give crime prevention advice to business across Gwent.

### Social media figures

#### TWITTER

	1 Jan 19 – 31 Mar 19	1 Apr – 30 Jun 19	
<b>Number of posts</b>	170	197	16%
<b>Impressions</b>	225,991	234,406	4%
<b>Retweets</b>	401	358	-11%
<b>Likes</b>	1,445	1,514	5%

Since the last quarter, the OPCC Twitter account has grown by 2.7%, taking the total number of followers to more than 4,850. Impressions, retweets and likes have also all increased.

## **FACEBOOK**

	1 Jan 19 – 31 Mar 19	1 Apr – 30 Jun 19	
<b>Posts</b>	102	95	-7%
<b>Impressions</b>	84,287	114,452	36%

Facebook has shown consistent growth in the last quarter, with a 3.2% increase in Followers bringing the total number to 1,652. There has also been a 3% increase in Likes bringing the total number to 1,657.

The number of posts on Facebook has again increased in the last quarter, however, there has been a sharp reduction in the number of impressions.

### **MOST SIMILAR GROUPINGS**

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

(N.B the following figures were collated on the 5 August 2019)

	Twitter	Facebook	Instagram
<b>Gwent</b>	4,863 followers	1,658 likes 1,715 followers	222 followers
<b>Humberside</b>	5,464 followers	333 likes 353 followers	40 followers
<b>Durham</b>	7,365 followers	4,824 likes 4,931 followers	221 followers
<b>South Wales</b>	4,515 followers	103 likes 136 followers	370 followers
<b>Lancashire</b>	6,360 followers	13,856 likes 14,005 followers	533 followers
<b>Northumbria</b>	8,912 followers	822 likes 881 followers	No account available
<b>Northamptonshire</b>	2,097 followers	No account available	No account available
<b>South Yorkshire</b>	6,159 followers	1,399 likes 1,474 followers	No account available

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

	Twitter	Facebook	Instagram
<b>Gwent</b>	4,774 followers	1,622 likes 1,679 followers	211 followers
<b>South Wales</b>	4,515 followers	103 likes	370 followers

		136 followers	
<b>Dyfed Powys</b>	3,782 followers	414 likes 465 followers	No account available
<b>North Wales</b>	2,802 followers	451 likes 453 followers	134 followers

7. The Commissioner continues to work with all key stakeholders across Wales on both devolved and non-devolved matters. This helps to ensure that local policing considerations fulfil UK government requirements whilst being aligned with the relevant Welsh Government priorities. It also provides an opportunity to highlight the best that Gwent has to offer when working to create the right environment for our citizens. Some of this activity during period includes:

#### **Policing and Partnership Board for Wales Update**

The Welsh Government Policing Board held its third meeting in May 2019. Issues discussed included:

- Mental health and the structures on local engagement;
- Serious and organised crime and serious violence;
- Diversity: recruitment and retention of staff;
- Partnership working, including PSBs;
- Community cohesion resulting from EU withdrawal;
- Review of the PLU and its structure;
- Priorities and challenges for policing in Wales;
- Community safety review; and
- Foundational economy.

#### **Visit by Deputy Minister and Chief Whip, Jane Hutt**

In June, the Commissioner and Gwent Police hosted a visit by the Deputy Minister and Chief Whip Jane Hutt to visit the Heddlu Bach/Mini Police programme. The visit took place at Waunfawr Primary School and provided an opportunity to profile the fantastic work of the Heddlu Bach programme and the partnership between the schools and the OPCC and Gwent Police. The visit was well received by both parties.

#### **Reasonable Chastisement Bill**

In May, the Commissioner provided oral evidence to the Children (Abolition of Reasonable Punishment) (Wales) Bill Implementation Group at the Senydd. Along with the Chief Constable for South Wales Police, in order to further inform the Commissioner agreed to provide further information from a policing perspective, of the current landscape in relation to the development and work of multi-agency safeguarding hubs.

#### **All Wales Policing Group**

The All Wales Policing Group met in July 2019. Matters discussed included:

- The Police Liaison Unit and Collaboration Team;

- Policing Partnership Board for Wales and the Cross Party Group on Policing;
- Collaboration;
- APCC and NPCC portfolio updates;
- Victim services;
- Comprehensive Spending Review;
- National Probation Service restructure; and
- ACEs programme.

### **MPs and AMs Briefing**

The Commissioner hosted a briefing for MPs and AMs in June 2019 to enable two-way engagement on a range of information and updates, specifically:

- An operational input;
- 'Give a Day to Policing';
- Financial projections;
- Estate Strategy;
- A briefing from the Commissioner; and
- Chief Constable recruitment.

### **Visit to the Education Minister, Kirsty Williams**

In July, the Commissioner and Deputy Commissioner visited the Education Minister, Kirsty Williams, to discuss the issues of criminality and exploitation and the links to school exclusions. The OPCC has been involved in work to better understand these links, and the visit provided an opportunity to discuss these issues and future collaborative working in this area.

## **Key Priorities**

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

- Continued implementation of the Estate Strategy including the new HQ arrangements;
- Commencement of the new contracts for the Women's Pathfinder Scheme and 18 to 25 diversion programme;
- Ensuring compliance with the GDPR requirements;
- Work to monitor compliance with the Victims' Code;
- Publication of all annual reports;
- Further embedding internal scrutiny processes, including deep dives;
- Workshop activity with Gwent Police to further refine the Performance Framework;
- Completion of the OPCC Business Plan and associated work plans;
- Further work regarding the provision of victim services in Gwent;
- Planning and preparations for the new Strategic Equality Plan; and
- Election Planning.

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## POLICE AND CRIME COMMISSIONER FOR GWENT 2020/21 BUDGET SETTING TIMETABLE

	Description	Date	Owner
1	Update Medium Term Financial Projections (MTFPs) based upon national/ regional guidance, 18/19 final outturn and emerging issues	20 <sup>th</sup> June 2019	Head of Finance (HoF)
2	Police and Crime Commissioner (PCC) briefing on initial MTFP	24 <sup>th</sup> June 2019	Chief Finance Officer (CFO) Office of the Police and Crime Commissioner for Gwent (OPCC)
3	Update MTFP to reflect national/ regional guidance, emerging issues and strategic direction	6 <sup>th</sup> August 2019	HoF
4	CFO OPCC briefing on MTFP	7 <sup>th</sup> August 2019	Assistant Chief Officer– Resources(ACOR)
5	Formal Budget Setting commences in Finance Department (including four month Precept consultation between October and January)	2 <sup>nd</sup> September 2019	Finance
6	Chief Officer Team (COT) briefing on updated MTFP	3 <sup>rd</sup> September 2019	ACO-R
7	Strategy and Performance Board (SPB) briefing on updated MTFP, planning process, strategic direction and budget setting	4 <sup>th</sup> September 2019	ACO-R
8	OPCC Management Board briefing on updated MTFP	11 <sup>th</sup> September 2019	PCC
9	Joint Audit Committee (JAC) briefing on MTFP, planning process, strategic direction, budget setting and reserves and committed funds strategy	12 <sup>th</sup> September 2019	ACO-R
10	Police and Crime Panel (PCP) briefing on MTFP, planning process, strategic direction and budget setting	27 <sup>th</sup> September 2019	PCC
11	COT briefing on updated MTFP and budget proposal formulation	1 <sup>st</sup> October 2019	ACO-R
12	Update MTFP to reflect strategic direction following COT briefing	2 <sup>nd</sup> October 2019	HoF
13	CFO OPCC briefing on MTFP	3 <sup>rd</sup> October 2019	ACO-R
14	Strategic Planning Group (SPG) briefing on MTFP	8 <sup>th</sup> October 2019	HoF

**POLICE AND CRIME COMMISSIONER FOR GWENT  
2020/21 BUDGET SETTING TIMETABLE**

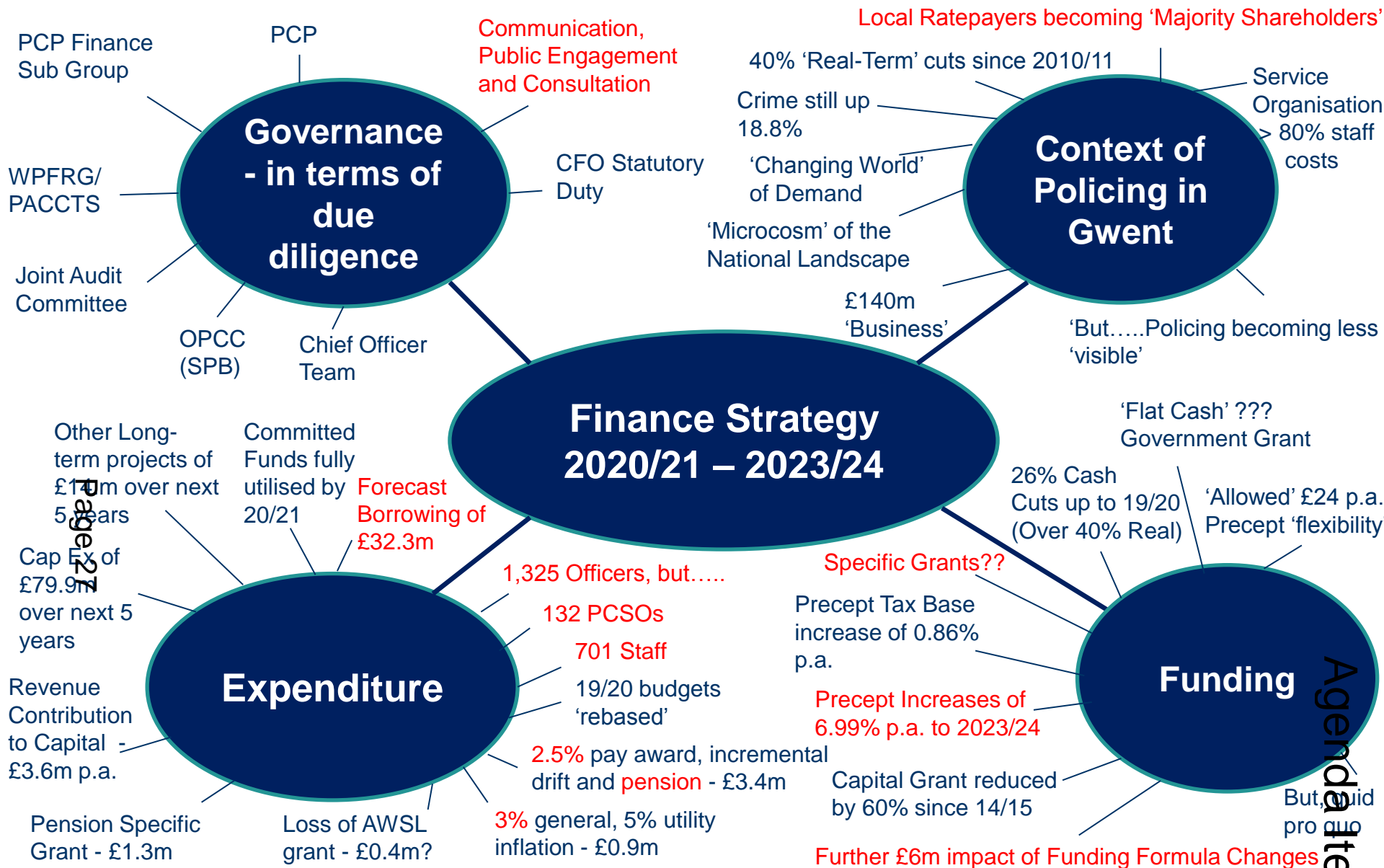
15	Precept Pre-Consultation Commences	14 <sup>th</sup> October 2019	CFO OPCC
16	OPCC Management Board briefing on MTFP	24 <sup>th</sup> October 2019	CFO-OPCC
17	Produce initial budget proposal	25 <sup>th</sup> October 2019	HoF
18	COT briefing on draft Gwent Police Budget Proposal	5 <sup>th</sup> November 2019	ACO-R
19	Chief Constable (CC) finalises Gwent Police Budget Proposal	8 <sup>th</sup> November 2019	ACO-R
20	CFO OPCC briefing on Gwent Police Budget Proposal	11 <sup>th</sup> November 2019	ACO-R
21	OPCC Management Board briefing on updated MTFP and consideration of Gwent Police Budget Proposal	19 <sup>th</sup> November 2019	CFO OPCC
22	PCP Finance Sub-Group meeting on MTFP and initial budget proposal	TBC November 2019	CFO OPCC
23	Budget Setting Exercise completed in Finance	22 <sup>nd</sup> November 2019	Finance
24	SPB to consider and discuss Gwent Police Budget Proposal	26 <sup>th</sup> November 2019	CFO OPCC / ACO-R
25	COT briefing on provisional Budget Proposal	2 <sup>nd</sup> December 2019	ACO-R
26	JAC Report for circulation with provisional Budget and Precept Proposal	3 <sup>rd</sup> December 2019	HoF
27	PCP Report for circulation with provisional Budget and Precept Proposal	3 <sup>rd</sup> December 2019	HoF
28	SPG briefing on provisional Budget and Precept Proposal	10 <sup>th</sup> December 2019	HoF
29	JAC briefing on provisional Budget and Precept Proposal	11 <sup>th</sup> December 2019	CFO OPCC
30	PCP briefing on provisional Budget and Precept Proposal	13 <sup>th</sup> December 2019	CFO OPCC

**POLICE AND CRIME COMMISSIONER FOR GWENT  
2020/21 BUDGET SETTING TIMETABLE**

31	OPCC Management Board briefing on provisional Budget and Precept Proposal	16 <sup>th</sup> December 2019	CFO OPCC
32	Update MTFP to reflect Provisional Settlement and Autumn Statement announcements	TBC December 2019	HoF
33	COT briefing on provisional Budget and Precept Proposal	7 <sup>th</sup> January 2020	ACO-R
34	CFO OPCC briefing on provisional Budget and Precept Proposal	8 <sup>th</sup> January 2020	ACO-R
35	OPCC Management Board briefing on provisional Budget and Precept Proposal	TBC January 2020	CFO OPCC
36	Final Police Settlement announced	TBC January 2020	Home Office / WG
37	MTFP updated to reflect impact of Final Police Settlement	TBC January 2020	Finance
38	Deadline for PCC to issue PCP Proposed Precept Report	21 <sup>st</sup> January 2020	PCC
39	PCP Meeting to consider Proposed Precept Report	31 <sup>st</sup> January 2020	PCP
40	Undertake public consultation with non-domestic ratepayers	3 <sup>rd</sup> February 2020	PCC Office
41	Deadline for PCP to review and report back to PCC on Proposed Precept Report	7 <sup>th</sup> February 2020	PCP
42	MTFP updated to reflect impact of PCP report	10 <sup>th</sup> February 2020	HoF
43	SPG briefing on PCC Proposed Precept Report	11 <sup>th</sup> February 2020	HoF
44	CFO OPCC briefing on updated MTFP	12 <sup>th</sup> February 2020	ACO-R
45	Draft PCC response to PCP report for circulation	12 <sup>th</sup> February 2020	CFO OPCC
46	Deadline for PCC to issue Revised Precept Proposal Report to PCP	14 <sup>th</sup> February 2020	PCC
47	Deadline for PCP to review Revised Precept Proposal Report and report back to PCC (Second Report)	21 <sup>st</sup> February	PCP

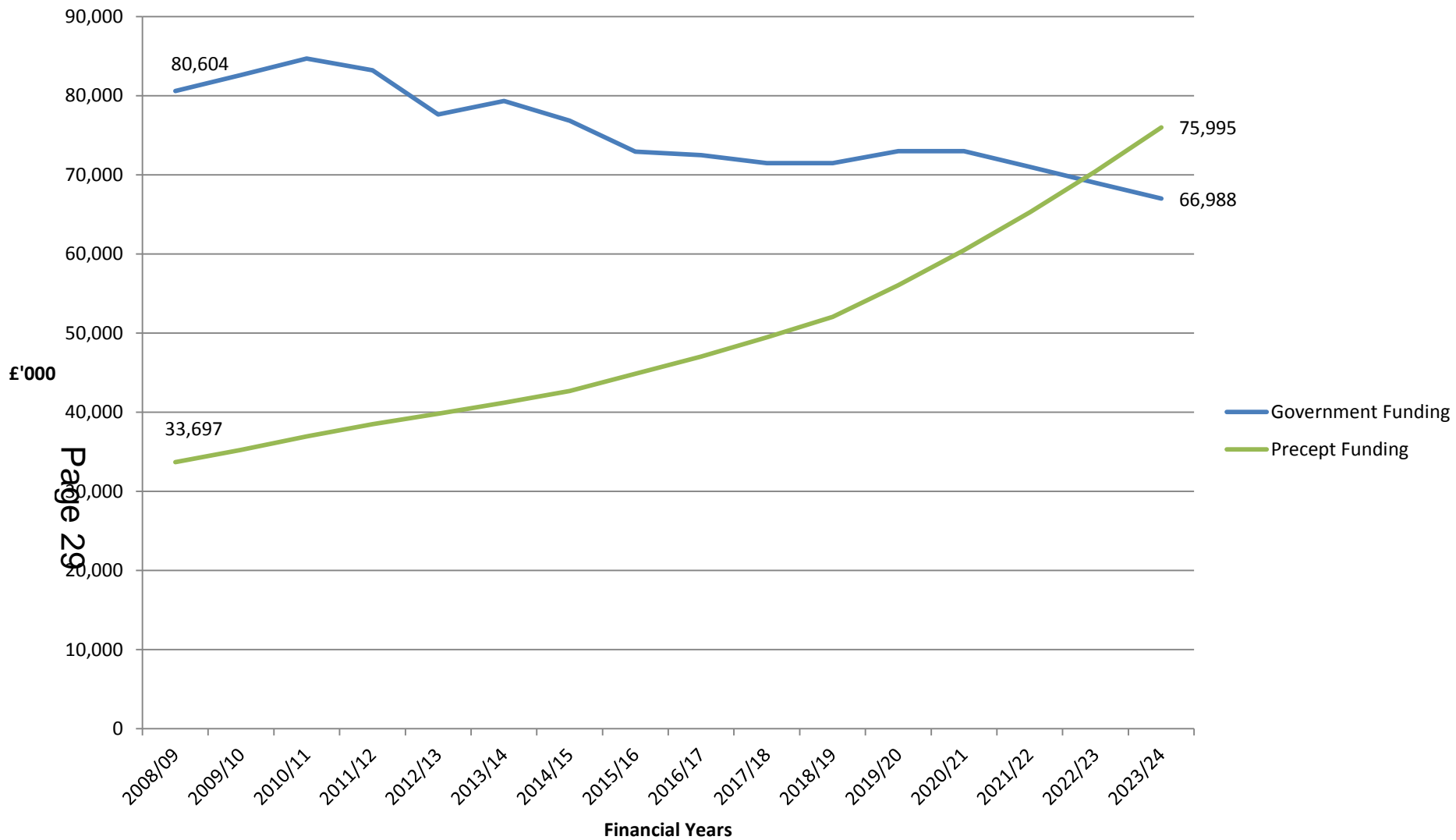
**POLICE AND CRIME COMMISSIONER FOR GWENT  
2020/21 BUDGET SETTING TIMETABLE**

		2020	
48	Produce Draft Precept Notification	21 <sup>st</sup> February 2020	CFO OPCC
49	Draft PCC response to PCP Second Report for circulation	24 <sup>th</sup> February 2020	CFO OPCC
50	Deadline for PCC to issue response to PCP Second Report	28 <sup>th</sup> February 2020	PCC
51	PCC issues precept	28 <sup>th</sup> February 2020	PCC
52	Notification of precept to Local Authorities	28 <sup>th</sup> February 2020	PCC
53	Produce Final Precept Notification	28 <sup>th</sup> February 2020	CFO OPCC
54	Printing of precept leaflets / Publishing of on-line Statement (tbc)	4 <sup>th</sup> March 2020	Corporate Communications
55	Complete breakdown and phasing of budgets	11 <sup>th</sup> March 2020	Finance
56	Complete Budget Book	18 <sup>th</sup> March 2020	Finance
57	Upload Budget to Financial System	20 <sup>th</sup> March 2020	Finance
58	Issue Budget Book	27 <sup>th</sup> March 2020	Finance

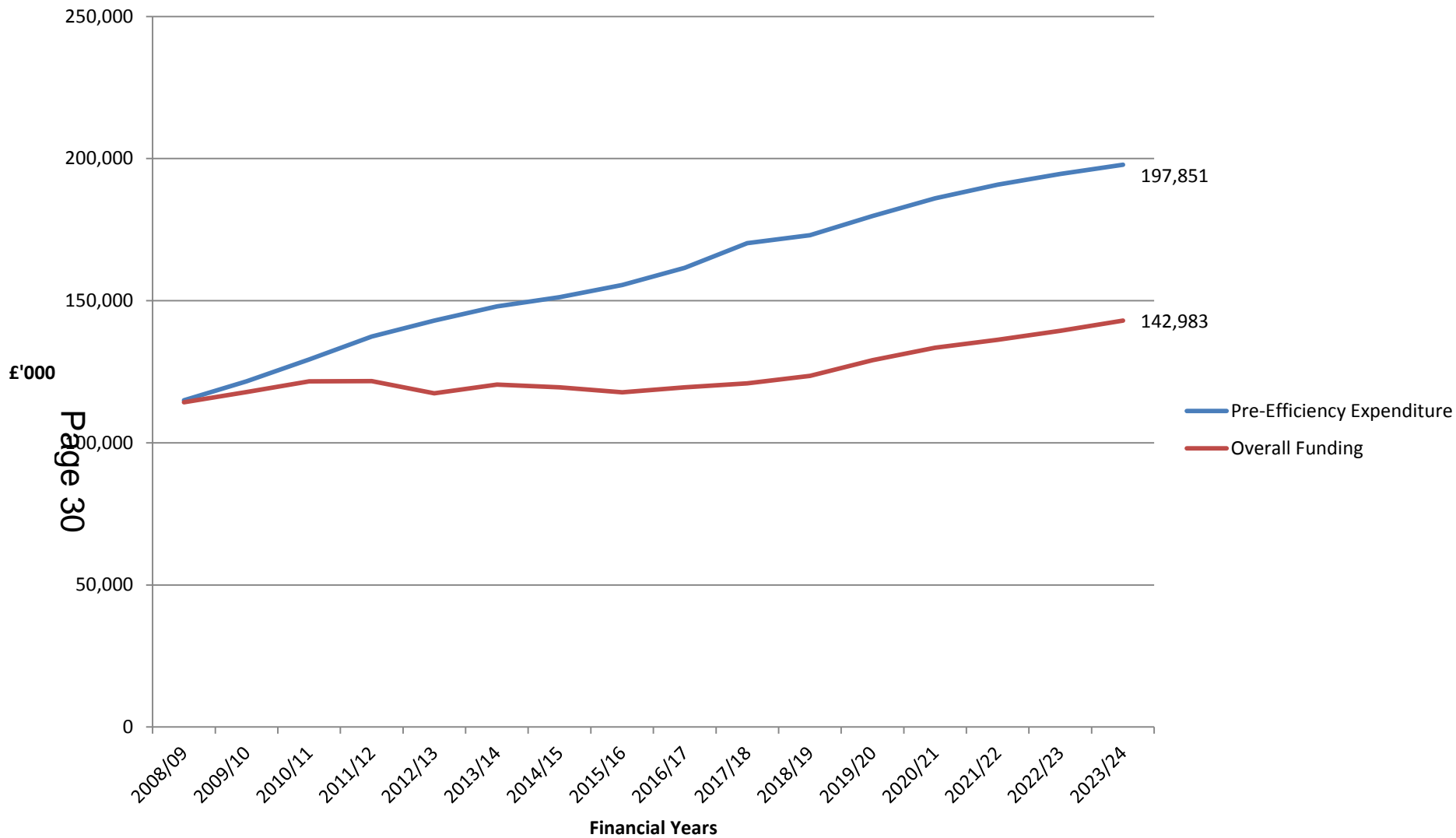




# Medium Term Financial Projections - Funding Source Analysis

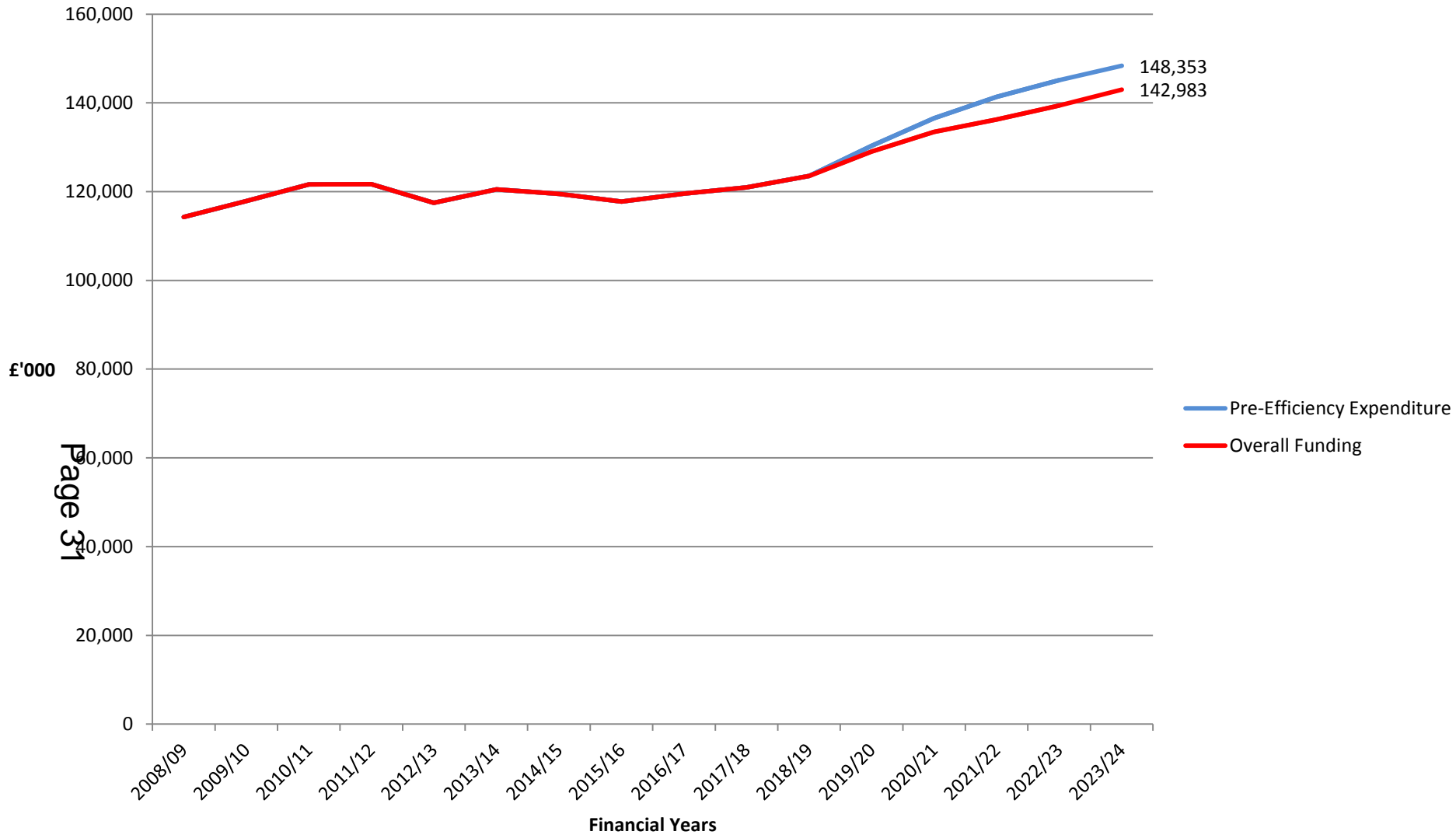


# Medium Term Financial Projections - Cumulative Deficits

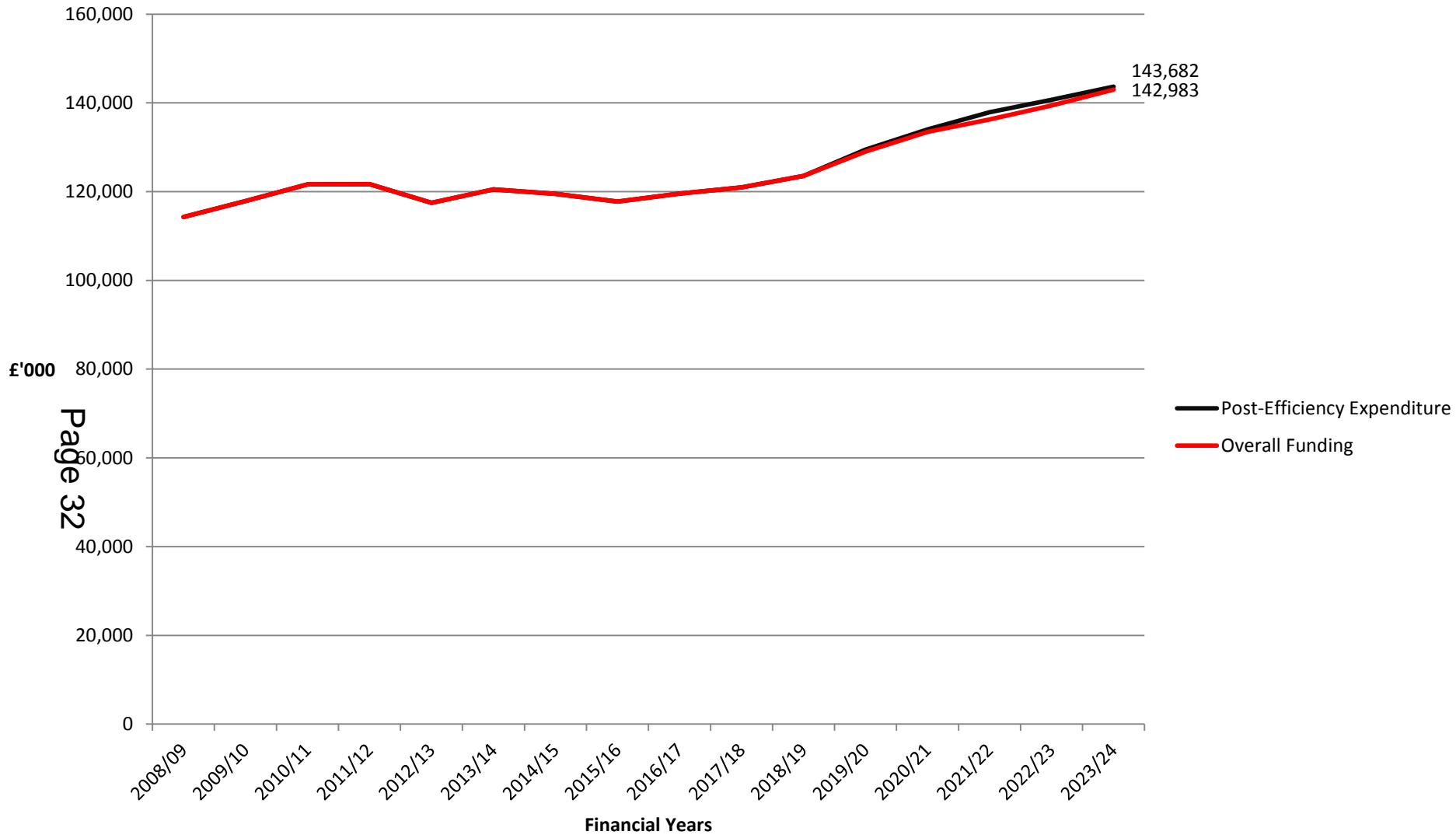




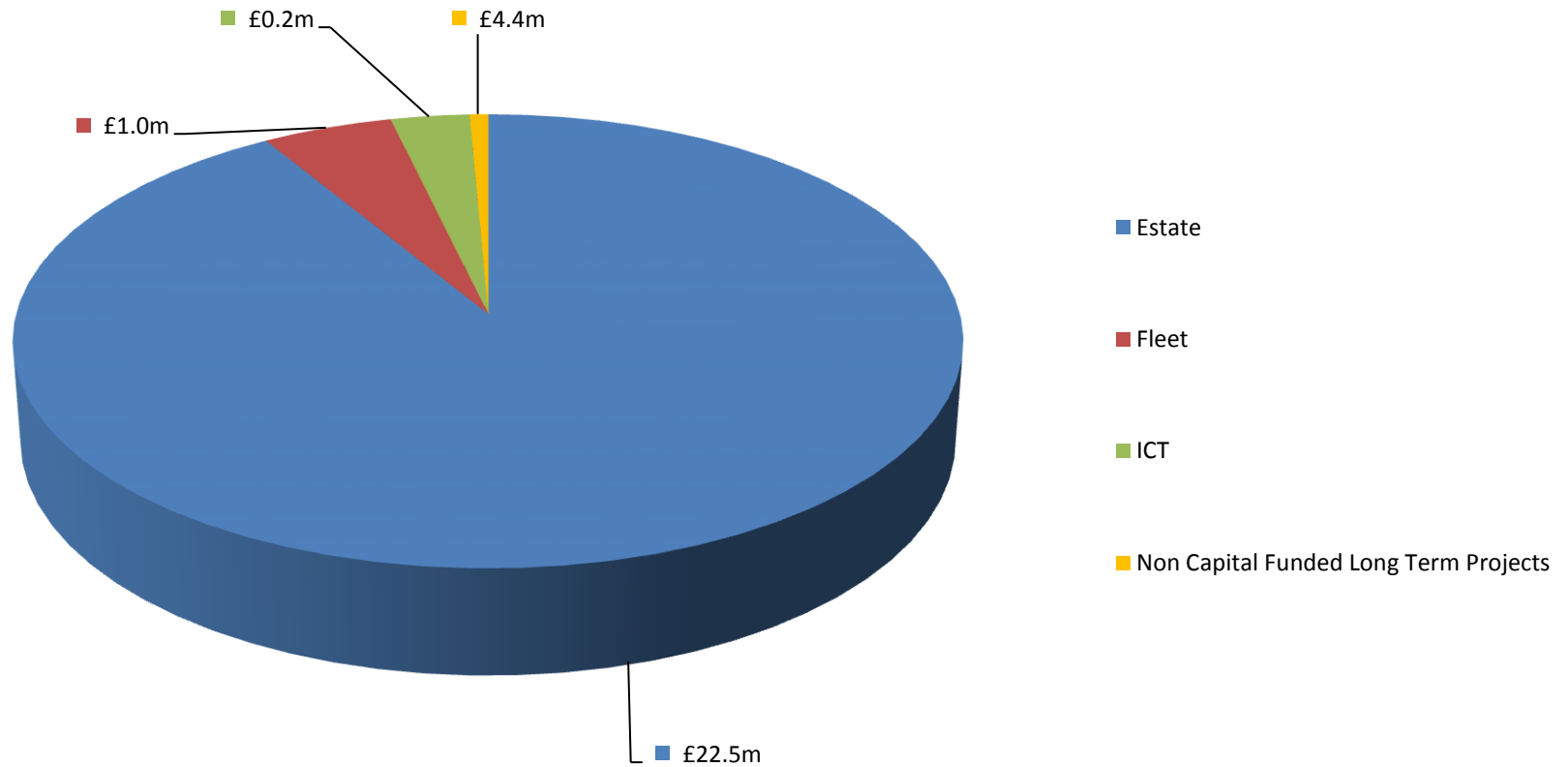
# Medium Term Financial Projections - Pre-Efficiency Scheme Deficits



# Medium Term Financial Projections - Post-Efficiency Scheme Deficits

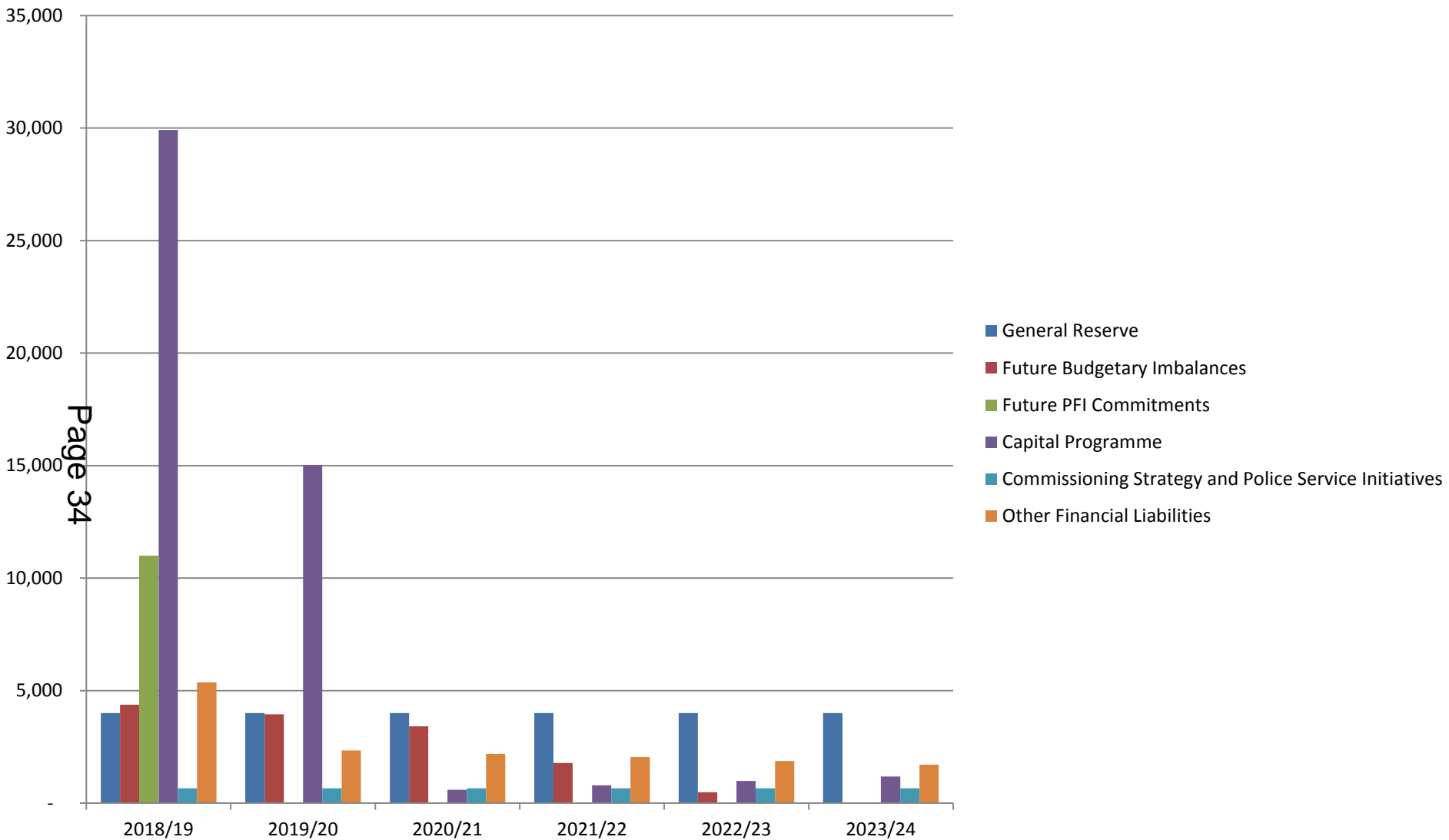


# Capital Programme 2020/21 (£m)



# Reserves and Committed Funds 2018/19 to 2023/24

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**Police and Crime Commissioner for Gwent/Heddlu Gwent Police**  
**Medium Term Financial Projections 2019/20 to 2023/24**

**As at 4th September 2019**

	(a)	(b)	(c)	(d)	(e)	(f)
	2018/19 Actual £'000s	2019/20 Forecast £'000s	2020/21 Forecast £'000s	2021/22 Forecast £'000s	2022/23 Forecast £'000s	2023/24 Forecast £'000s
1 Effect of increases to authorised Establishment, Pay Awards and Increments		2,767	3,399	2,512	2,417	2,286
2 Non-Staff Inflation		727	919	942	970	1,001
3 Apprenticeship Levy Scheme		108	(108)	-	-	-
4 In Service Pressures / Developments		4,253	1,713	870	179	(107)
5 Budget savings identified		(1,073)	(60)	(60)	(60)	-
6 Finance costs		-	365	558	240	72
7 Unavoidable Cost Increases		6,782	6,228	4,822	3,746	3,253
8 Gross Budget Movement		6,782	6,228	4,822	3,746	3,253
9 Recurring Base Budget Brought Forward		123,522	130,304	136,532	141,354	145,100
10 Projected Budgetary Requirement	123,522	130,304	136,532	141,354	145,100	148,353
11 % Increase on Previous Years Base Budget	2.13%	5.49%	4.78%	3.53%	2.65%	2.24%
12 Funding						
13 Central Government Funding						
14 Police Grant	(40,404)	(41,252)	(41,252)	(39,252)	(37,252)	(35,252)
15 Revenue Support Grant	(21,333)	(21,781)	(21,781)	(21,781)	(21,781)	(21,781)
16 National Non-Domestic Rates	(9,750)	(9,955)	(9,955)	(9,955)	(9,955)	(9,955)
17 Total Central Government Funding	(71,487)	(72,988)	(72,988)	(70,988)	(68,988)	(66,988)
18 Council Tax	(52,035)	(56,042)	(60,475)	(65,260)	(70,423)	(75,995)
19 Total Funding	(123,522)	(129,030)	(133,463)	(136,248)	(139,411)	(142,983)
20 Projected Recurring Deficit / (Surplus) Before Efficiencies	-	1,274	3,069	5,106	5,689	5,370
21 Efficiencies						
22 Future Year Staying Ahead Scheme Savings	-	(846)	(2,535)	(3,473)	(4,388)	(4,671)
23 Reserve Utilisation	-	(428)	-	-	-	-
24 Projected Recurring Deficit/ (Surplus) After Efficiencies & Reserve Utilisation	-	0	534	1,633	1,301	698

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**Office of the Police and Crime  
Commissioner for Gwent**

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# **Welsh Language Standards Annual Report 2018-19**



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- 1. Foreword**
- 2. Achievements**
- 3. Joint Welsh Language Strategy**
- 4. Complaints**
- 5. Welsh Language Training**
- 6. Posts Advertised in 2018-19**
- 7. Employees Welsh Language Skills**
- 8. Monitoring and Overseeing Compliance with the Standards**
- 9. Compliance with Service Delivery Standards**
- 10. Compliance with Policy Making Standards**
- 11. Operational Standards Compliance**
- 12. Challenges**
- 13. Contact us**



# INTRODUCTION

I AM PLEASED TO PUBLISH THIS WELSH LANGUAGE STANDARDS ANNUAL MONITORING REPORT THAT SHOWS THE PROGRESS MADE BY THE OFFICE OF THE POLICE AND CRIME COMMISSIONER DURING THE LAST YEAR.

We continue to develop as an organisation that embraces and reflects the thriving Welsh language culture of Gwent.

The provision of a bilingual policing service to the citizens of Gwent remains a priority for both the Office of the Police and Crime Commissioner and Gwent Police.

Since the introduction of the Welsh Language Standards in 2017 for all Welsh Police and Crime Commissioners and Police services, we have worked closely together in Gwent to make significant changes to many of our procedures and business processes to ensure that anyone wishing to is able to communicate with us in Welsh.

Providing a bilingual service is not without its challenges. To improve our Welsh language capabilities we must work in partnership with the whole community of Gwent, including our future generations in Welsh medium education and adult learners of Welsh, and local and national Welsh language organisations.

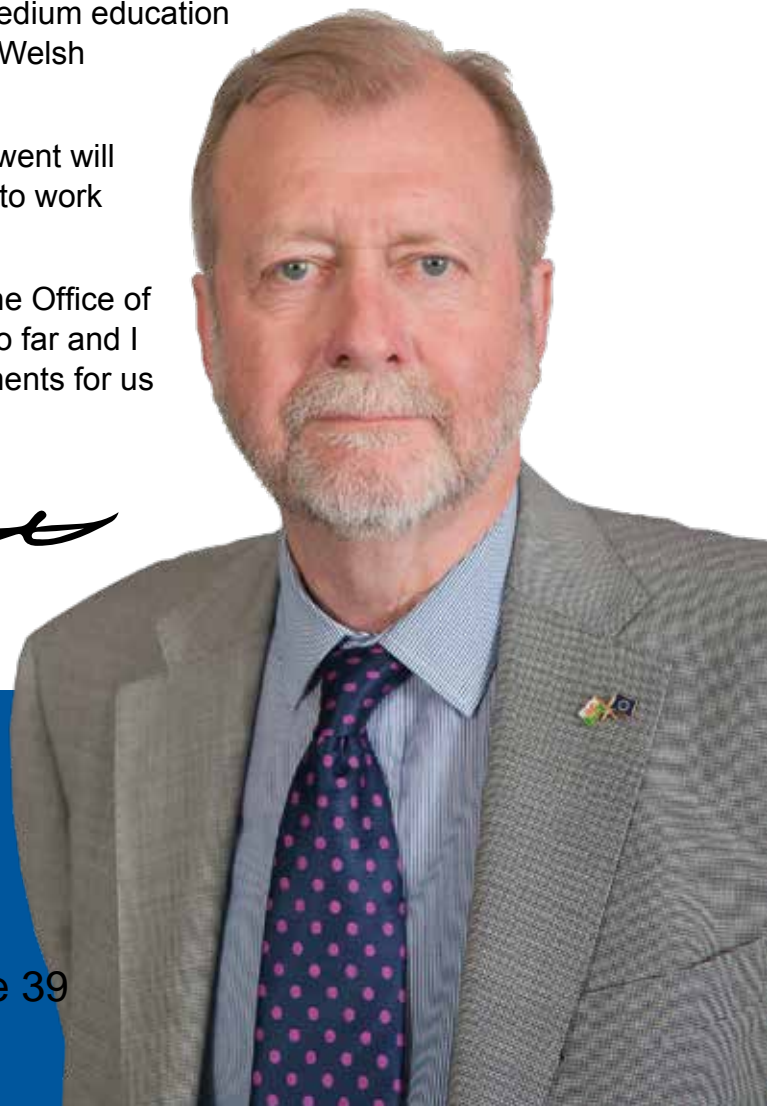
I am hopeful that, over time, the Police service in Gwent will become a natural career of choice for those seeing to work through the medium of Welsh.

I hope that you enjoy reading about the progress the Office of the Police and Crime Commissioner has made so far and I invite you to get in touch if you have any comments for us on how we can continue to improve.



**Jeff Cuthbert**

Police and Crime Commissioner for Gwent



## 2 ACHIEVEMENTS

### GWENT POLICE WELSH SPEAKERS AND LEARNERS NETWORK

An internal network of Welsh speakers and learners has been created. Members of the network volunteer to use their Welsh language skills to help Gwent Police and the Office of the Police and Crime Commissioner provide Welsh language services to the public when there is a shortage of Welsh language skills in a particular section of the organisation.

Network members also assist with promoting recruitment opportunities for Welsh speakers and learners. This helps to raise awareness of how we are increasing the use of Welsh in the workplace and developing a bilingual policing service.

### REVIEW OF WELSH LANGUAGE SIGNAGE AND LITERATURE AT POLICE PREMISES

The Police and Crime Commissioner is the owner of the Police premises in Gwent. Between May and November 2018 each police station and premises used by Gwent Police was visited by staff from the Estates Management team to make sure that all our public facing signage, posters and displays of information is bilingual.

Any information found not to be compliant was removed or replaced with a bilingual version.

#### INTERNAL USE OF WELSH POLICY

A policy to promote the use of the Welsh language within Gwent Police and Office of the Police and Crime Commissioner business has been published on Gwent Police's shared intranet for all colleagues to be aware that use of the Welsh language is actively encouraged.

### MONITORING COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

We have undertaken a full review of how Welsh Language Standards are implemented and monitored across all the business areas of the Office of the Police and Crime Commissioner. As a result, a new and comprehensive method of reporting on compliance and service improvement will be introduced during 2019/20, when all departments will report on compliance using this new method of action plans and local performance indicators.

## 3 JOINT WELSH LANGUAGE STRATEGY

### **Gwent Police and the Office of the Police and Crime Commissioner published a joint Welsh Language Strategy for the period 2017–2020.**

This document makes clear the pledges that both organisations are making to the Welsh speakers and learners of Gwent to ensure that an equal quality of services in both Welsh and English is our ultimate and shared goal.

The four key pledges in the joint Strategy are:

- Engage effectively with Welsh speakers within our communities in order to shape the service we provide.

- Promote our Welsh language services to the public.
- Increase the proportion of Welsh speakers that we employ across both organisations.
- Create a workplace culture that recognises the value of delivering a service through the medium of Welsh.

The full Strategy is published on the Office of the Police and Crime Commissioner's website at [www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-strategy/](http://www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-strategy/)

This strategy is used to shape our approach to fulfilling the requirements of the standards.

To enable closer working relationships and maximise efficiencies, Gwent Police and the Office of the Police and Crime Commissioner share the posts of Welsh Language Policy Officer and Welsh Language Translator.

## 4 COMPLAINTS

**During the reporting period 1st April 2018 to 31st March 2019, the Office of the Police and Crime Commissioner did not receive any complaints regarding a lack of Welsh language service.**

This is consistent with the 2018/19 reporting period.

We encourage members of the public to tell us if they think that we are not meeting our Welsh Language Standards obligations so that we can continue to make improvements in service delivery and communicating effectively.

The Office of the Police and Crime Commissioner has published a procedure for complaints relating to the Welsh Language Standards compliance, at [www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-standards-compliance-complaints/](http://www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-standards-compliance-complaints/)

## 5 WELSH LANGUAGE TRAINING

**Gwent Police and the Office of the Police and Crime Commissioner provide Welsh Language Awareness and Level 1 Skills training to all employees as a mandatory course.**

The training is delivered by our Welsh Language Policy Officer. Between 1 April 2018 and 31 March 2019, 17 of the 19 staff (89%) within the Office of the Police and Crime Commissioner undertook the mandatory session. The Police and Crime Commissioner has also participated in the training course.

Due to the timing of the new staff intake for the organisation and the high-demand for training placements, the remaining staff could not participate in the sessions before the end of the reporting period. This mandatory training will continue in 2019/20 until all employees in each organisation have attended.

Welsh Language Awareness and Level 1 Skills training is incorporated into the induction training programme for all new staff.

Opportunities are available for employees to enrol on internal Welsh for Adults courses that are provided by Coleg Gwent. Where possible, employees attend during work time. During the reporting period, the Office of the Police and Crime Commissioner did not have any active learners on the courses provided.

## 6 POSTS ADVERTISED

In the reporting period 1 April 2018 to 31 March 2019 a total of 11 posts were advertised following a review of the structure of the Office of the Police and Crime Commissioner:

- 0 posts (0%) were advertised as Welsh essential
- 0 posts (0%) were advertised as Welsh desirable
- Total number of posts advertised in respect of Welsh skills was 0.

The Office of the Police and Crime Commissioner acknowledges that this was an omission on the organisation's part. The Chief Executive has agreed that all future posts advertised for the Office of the Police and Crime Commissioner will require Welsh desirable as a minimum. This includes the Chief Constable recruitment process, for which the Office of the Police and Crime Commissioner had responsibility.

## 7 EMPLOYEES' WELSH LANGUAGE SKILLS STRATEGY

**Below is a table to show the level of Welsh language skills currently recorded on our Human Resources system.**

We are pleased to have been able to increase the basic level of Welsh skills available across the organisation.

WELSH LANGUAGE SKILLS OF EMPLOYEES			
LEVEL	NUMBER OF EMPLOYEES*		
	2016/17	2017/18	2018/19
1	5	4	15
2	1	2	2
3	0	0	0
4	0	0	1
5	1	1	0
TOTAL	7	7	18
TOTAL EMPLOYEES	17	17	19

\*Employees excluding the Police and Crime Commissioner

Welsh Police Forces agreed level of Welsh definitions (verbal skills only):

Level 1: Can say place names, personal names, can use greetings appropriately in person or on the telephone, can open and close meetings bilingually

Level 2: Can understand a basic conversation and can convey simple information, can respond to simple requests, can understand requests for assistance, can use Welsh to transfer telephone calls, can introduce oneself and others

Level 3: Can take and pass on messages likely to require attention during a working day, can converse partly in Welsh but turns to English in discussion and to give detailed information, can describe people and locations, can respond to general enquiries over the telephone and face to face, can take details or make a note from a Welsh conversation

Level 4: Can contribute effectively in meetings within own area of work, can argue a case for or against an idea, can converse in Welsh in most situations but turns to English when using policing or technical terminology, can deal with enquiries effectively, can understand dialect differences, can chair a meeting and respond to questions in Welsh, can describe a situation or event in Welsh

Level 5: Can interview applicants for Welsh speaking posts and assess their suitability, can deal effectively with complex enquiries or confrontations in Welsh, can interview and question in Welsh in the course of an investigation, can deal with complex or sensitive enquiries, complaints and hostile questions to the extent of their specialist knowledge, can deliver presentations in Welsh

## 8 MONITORING AND OVERSEEING COMPLIANCE WITH THE STANDARDS

### **The Chief Executive has responsibility for monitoring and overseeing compliance with regard to the Police and Crime Commissioner's Welsh Language Standards**

Internal scrutiny is undertaken at Management Meetings to enable the Police and Crime Commissioner to retain oversight of compliance.

The Police and Crime Commissioner also has a duty to monitor and scrutinise Gwent Police's compliance with the Welsh Language Standards imposed on the Chief Constable.

The Office of the Police and Crime Commissioner participates in Gwent Police's Welsh Language meeting and the People and Diversity Board to enable the Police and Crime Commissioner to monitor progress and compliance with Welsh Language Standards in all areas of policing business.

The Police and Crime Commissioner's public-facing Scrutiny and Performance Board receives the Welsh Language Standards Annual Compliance Reports for both the Office of the Police and Crime Commissioner and Gwent Police.

These are published externally on the Office of the Police and Crime Commissioner's website as part of our internal governance arrangements.

### MONITORING FRAMEWORK

The Gwent Police and Crime Panel receives the Office of the Police and Crime Commissioner's report to provide assurance of our compliance with the Welsh Language Standards.

Our new internally devised Welsh Language Standards monitoring framework will be introduced in 2019/20.

The framework consists of bespoke team action plans coupled with local performance indicators, and will help to provide clear evidence as to how the Office of the Police and Crime Commissioner is meeting the requirements of the Welsh Language Standards, as well as any areas for improvement.



# 9 COMPLIANCE WITH SERVICE DELIVERY STANDARDS

## A) COMMUNICATIONS WITH THE PUBLIC

Guidance for all staff has been published on Gwent Police's intranet "The Beat / Y Bît". This guidance clearly and simply explains the requirements of the Service Delivery Standards for both organisations. During the mandatory Welsh Language Awareness and Level 1 Skills training, staff are made aware of the guidance and how to use it.

## B) WEBSITE & SOCIAL MEDIA

The Office of the Police and Crime Commissioner's website includes a splash page to encourage and allow Welsh speakers to select their language of choice before accessing other website pages. We have also improved our Welsh medium social media presence across our accounts to provide better engagement with our communities. In January, we launched a new, weekly e-bulletin that is available in Welsh or English, depending on the subscriber's language preference. To the end of March, five people had subscribed to the Welsh version. We continue to promote the e-bulletin to all our communities – further information is available on our website at [www.gwent.pcc.police.uk/en/listening-to-you/newsletter/](http://www.gwent.pcc.police.uk/en/listening-to-you/newsletter/).

## C) GRANTS

All information published relating to funding opportunities is published in Welsh and English. Where an application is received in Welsh, we will correspond with the applicant in Welsh and provide a translation service at any supporting meetings.

During the reporting year, we did not receive any funding applications in Welsh.

## D) PROCUREMENT

No requests for tenders or contracts have been issued in Welsh, and none have been received in Welsh during this reporting period. For relevant contracts (where the subject matter of the contract suggests it should be in Welsh) tender documents will be published in Welsh.

The tender document states "The Commissioner welcomes tender responses in Welsh" and the Welsh Language Checklist has been embedded within the tender process to ensure due consideration is given to the Welsh Language at all stages.

Access to professional translation services ensures the content of Welsh Language submissions is accurately reflected, and the evaluation process will run parallel to the evaluation of submissions in English (if relevant).

The same closing date will apply for submissions in Welsh and English and simultaneous translation services will be offered and arranged for relevant contracts should an organisation wish to complete an interview in Welsh. All tenders are advertised in Welsh and English.

# 10 COMPLIANCE WITH POLICY MAKING STANDARDS

## **We have met our Policy Making Standards by amending our Equality Impact Assessment (EIA) process.**

EIAs are a compulsory part of our policy-making procedure, guiding policy writers and decision makers in considering adverse or positive impact on people that share Protected Characteristics as defined by the Equality Act 2010.

Although Welsh language is not a Protected Characteristic under Section 4 of the Equality Act 2010, we have amended our EIA template to include a number of questions.

This has been done to ensure that any impact on our treatment of the Welsh language in relation to English, or opportunities for people to use the Welsh language, are identified.

The EIA also sets out how the writer intends to mitigate any negative impact identified, and any changes that are necessary.

Support from the Welsh Language Policy Officer is available to any colleague completing an EIA.

As standard procedure, there is consultation with the Welsh Language Policy Officer in respect of all new and revised policies.

## **PUBLISHED POLICY**

The Office of the Police and Crime Commissioner has published a policy on awarding grants that sets out how we will consider the Welsh language in our funding decisions.

This is available on our website at

[www.gwent.pcc.police.uk/en/transparency/publications/grant-funding-policy-and-procedure/](http://www.gwent.pcc.police.uk/en/transparency/publications/grant-funding-policy-and-procedure/)



# II OPERATIONAL STANDARDS COMPLIANCE

## A) STAFF SUPPORT

Comprehensive Welsh Language Standards guidance for staff is published on the Gwent Police intranet 'The Beat / Y Bît' on the 'Welsh Language' page. The page also includes support and resources for staff wishing to practice their Welsh language skills or consider Welsh medium education for their children. Welsh templates for out of office responses and personal signatures are provided, alongside virtual badges that colleagues can add to their emails indicating that they are either learning Welsh or are a Welsh speaker. All known Welsh speakers and learners within the Office of the Police and Crime Commissioner have been issued with an appropriate badge or lanyard to wear.

## B) WORKFORCE WELSH LANGUAGE SKILLS

All future vacancies will state 'Welsh desirable' as standard, unless a post is assessed as 'Welsh essential' or requiring skills to be acquired by the successful candidate. The process to assess changes to language requirements will be supported by the Recruitment Team in Gwent Police's People Services Department. Externally, posts are advertised in Welsh as well as English, and Welsh versions of information relating to that post, as well as application forms are published. All applications for new posts require candidates to indicate their level of Welsh ability, and where necessary, whether they would like to complete the recruitment process in Welsh.

## C) SIGNAGE

All new or replacement signage is now produced bilingually with the Welsh positioned so that it is likely to be read first.

# I2 CHALLENGES

The Office of the Police and Crime Commissioner does not have any challenges in respect of specific Standards lodged with the Welsh Language Commissioner.

We will continue to engage with the Welsh Language Commissioner's Office regarding any identified good practice or emerging challenges as we continue to improve and enhance the delivery of a bilingual service to the citizens of Gwent.

# 13 CONTACT US

For further information on how the Office of the Police and Crime Commissioner complies with Welsh Language Standards, or to provide feedback on how the Office of the Police and Crime Commissioner can engage more effectively with Welsh speakers and learners in the communities it serves, contact our Welsh language policy lead:

- [Caroline.Hawkins@gwent.pnn.police.uk](mailto:Caroline.Hawkins@gwent.pnn.police.uk)
- 01633 642200
- @gwentpcc
- [www.facebook.com/gwentpcc](https://www.facebook.com/gwentpcc)

We welcome correspondence in Welsh and English – we will respond equally to both and will reply in your language of choice without delay.

## **Police and Crime Plan Performance Framework and Reporting Update Report**

At the Police and Crime Panel meeting on 12 August, it was agreed that an update on the development of the performance framework would be provided at the next panel meeting.

This update would be for information purposes only, as there is a significant amount of ongoing work to develop a performance framework to show how Gwent Police is delivering the Police and Crime Plan.

At the Strategy and Performance Board on 3 September, the Chief Constable presented the 2019/2020 Quarter 1 report to the Commissioner. The performance report and other monitoring reports were scrutinised in depth and at length. The evidence of that monitoring, in addition to evidence of the office's wider scrutiny role, will be reported at the December meeting of the Police and Crime Panel.

It is acknowledged that formal reporting of Gwent Police's progress against the Police and Crime Plan to the Commissioner has required improvement for some time. The Police and Crime Panel Performance Group have provided significant support and important feedback on the required improvements.

Following receipt of the 2018-19 Quarter 3 Force Performance Report, the Commissioner requested that the force provide him with an action plan evidencing what they would be doing to improve formal reporting. The Commissioner received this action plan in May 2019 and it has been monitored since then.

An overview of actions required, action taken and next steps is provided in Appendix 1 of this update. The Police and Crime Plan Performance Framework will be finalised and published by 1 November 2019.

A substantial and positive step resulting from the Commissioner's action plan is that Gwent Police have reviewed their own performance monitoring. Consequently, a detailed framework for police performance and scrutiny is being developed.

This will allow Chief Officers to hold their officers and staff to account in the first instance, enhancing their ability to provide better-informed assurances on performance against the Police and Crime Plan to the Commissioner.

It is acknowledged that this approach is both challenging and time consuming, which has caused the finalisation of the Police and Crime Plan Performance Framework to be delayed (Appendix 2 is the draft framework). However, the Commissioner supports this approach as it will ensure that the data and information is of relevance, has had internal scrutiny and, as a result, should be of an improved quality with depth and analysis.

The Commissioner, and subsequently the panel, can be assured that the information they receive is high level performance monitoring information, with a whole raft of performance monitoring being undertaken across Gwent Police. When required and relevant, the Commissioner will be able to request additional information with the confidence that it is available and monitored by Gwent Police. This may be necessary when one or more indicators regularly reported to the Commissioner are evidencing a negative trend and further understanding and assurance is required.

The OPCC's scrutiny and monitoring arrangements continue to include monitoring at Gwent Police meetings and boards, including the Commissioner's weekly one-to-one meeting with the Chief Constable. In future, these arrangements will be enhanced by 'Deep Dives'. This approach will allow the Commissioner to have a focused in-depth review of a single priority, crime type or other theme. The review will be led by the OPCC, but undertaken in conjunction with Gwent Police and, where appropriate, other partners. It will also include national and academic evidence of best practice. For each review, a report will be written with findings and recommendations.

In summary, the improvement of Gwent Police force performance reporting and the Commissioner's scrutiny and monitoring arrangements continue to be a priority. The Commissioner is confident that the final arrangements, frameworks and reports will be of a high standard and clearly demonstrate progress against the Police and Crime Plan.

The Commissioner is grateful to the Police and Crime Panel Performance Group for the ongoing support and contribution they have provided through meetings and feedback. These will be evidenced by the performance reports to be provided to the panel in December for both quarters 1 and 2. A draft of the new report template is provided as Appendix 3.

## Appendix 1- Action Plan

REQUIREMENT	ACTION TO DATE	NEXT STEPS
<p>Relevant Performance Framework and appropriate reporting mechanisms to be identified and agreed for 2019/20.</p>	<ol style="list-style-type: none"> <li>1. Representatives from the OPCC and Gwent Police held a development session to review progress and agree next steps in May 2019. This included how to provide an improved report for quarter 4 and consider what may be in the 2019-2021 Performance Framework for the update Police and Crime Plan.</li> <li>2. Follow-up meetings to create the working draft of the new Police and Crime Plan Performance Framework have continued on a regular basis.</li> <li>3. ACC/DCC Jon Edwards nominated as Strategic Lead for Force Performance in June 2019.</li> <li>4. Gwent Police developed a draft Gwent Police Performance Framework in July 2019. This is intended to provide detailed performance monitoring of all departments and teams.</li> <li>5. Gwent OPCC created and</li> </ol>	<ol style="list-style-type: none"> <li>1. Gwent Police Performance Framework Workshop - 17 September.</li> <li>2. Finalise Gwent Police Performance Framework - 30 October 2019</li> <li>3. Review and re-draft Police and Crime Plan Performance Framework - September 26 2019.</li> <li>4. Police and Crime Panel Performance Group meeting to review draft framework - date to be confirmed.</li> <li>5. Police and Crime Plan Performance Framework</li> </ol>

	modified a draft performance Police and Crime Plan Framework.	finalised - 1 November 2019.
Each area of the Performance Framework to be allocated a strategic lead to add context and narrative to the reporting indicators.	<ol style="list-style-type: none"> <li>1. Leads have proposed indicators for Gwent Police Performance Framework and all indicators are assigned to a lead July 2019.</li> <li>2. The Quarter 4 performance report was drafted by the Gwent Police Strategy and Change team with strategic leads contributing to analysis and narrative July/August 2019.</li> </ol>	<ol style="list-style-type: none"> <li>1. The report development process, internal scrutiny and Force Performance Report will be reinforced at the 17 September workshop.</li> </ol>
Data and statistics used in the Performance Report should be consistent and where possible include comparison to the national picture.	<ol style="list-style-type: none"> <li>1. Proposal with rationale that data provided in the quarterly reports will be using a two-year rolling average to ensure consistency. The national data (where available) will be sourced from iQuanta and compared to provide context around increase/decrease.</li> <li>2. The PCC has confirmed he is happy to continue with the data conventions but would like whole year data for quarter 4/end-of-year reports</li> </ol>	<ol style="list-style-type: none"> <li>1. Consider and agree data conventions or evidence for any indicators that are not best evidenced using quarterly averages – 17 September 17 and finalise by 30 October 2019.</li> <li>2. Update data conventions explanation for the Police and Crime Panel Performance report – 1 November 2019.</li> </ol>

	September 2019.	
The Performance Report should mirror and complement the internal force performance scrutiny through the governance structure.	1. A review was agreed to be undertaken of the current governance structure and how it links to external performance reporting. This includes OPCC, HMICFRS and HO data requirements May 2019.	1. Gwent Police schedule of internal and external reporting to be fully aligned and integrated into the governance processes - to be trialled for Q3 reporting cycle.
A forward work plan of performance reporting should be established for the internal meeting structure. This result in timely performance reporting and provide assurance both for internal monitoring and reporting to the OPCC. A schedule of reporting within the internal governance structure should reporting at SPB on all areas in an annual reporting cycle to be provides to the OPCC.	1. Gwent Police governance officers have mapped out meetings, reporting requirements and are setting agendas to ensure reports are scrutinised and developed through the meetings and governance structure	1. Continued monitoring to ensure all reporting requirements are presented and scrutinised adequately by operational and strategic leads.  2. A full schedule all regular force reporting to be set-TBC after 17 September.
Quarterly review meetings to be scheduled once Police and Crime Panel have been presented each report for feedback and areas for improvement to be identified	1. Meetings are held between Gwent Police and OPCC after every Strategy and Performance Board and Police and Crime Panel to review reports and agree improvements required.	1. Continue to meet and enhance performance reporting.



Priority	Objective	Activity	Indicator	Baseline	Data collection method	Reporting Period	Who
Crime Prevention	Promoting and reducing crime that causes the most harm in our communities and against the most vulnerable people	Proactive Prevention and partnership working targeting and reducing crime causing the most harm in our communities. This includes cyber and cyber enabled crime, serious and organised crime, serious violence, modern slavery, domestic abuse, serious sexual offences and extremism.	Total Number of Recorded Crimes/ Arrests		QlikView		A&R
			Number of crimes by crime type linked to vulnerability		Qlikview		A&R
			Number of POP plans		Intervention and Prevention team		Intervention and Prevention Coordinator
			Number of repeat offenders		Qlikview		A&R
			Investigation Outcome Rates		Qlikview		A&R
		Tacking re-offending in Gwent through early intervention, diversion and offender management programmes addressing adverse childhood experiences, trauma and attitudes to crime, while promotin resilience and responsibility	Number of YOS Referrals		Qlikview / YOS Team		A&R
			Number of womenreferred/ engaged /reoffended with women's pathfinder		Pathfinder		Pathfinder
			Number of young people referred/ engaged/reoffended with Bureau Diversionary Scheme		YOS		YOS
			Number of 18-25 year olds referred/engaged/reoffended with Diversionary Scheme		YOS		YOS
			Number on IOM cohort (+quality indicator)		IOM Team		IOM
			Intervention and Prevention project performance		Project Reports		
			Number referred/engaged following Custody Drug Tests		Custody - / Drugs Service		Custody data
			Number referred /engaged for alcohol diversionary scheme.		Custoyd via Qlik view / Andy Lloyd		Custody data
		Education and raising awareness of the impact of crime including cyber-enabled crime, drug and alcohol misuse and hate crime	Communications and Engagement campaigns by crime type or target group		NARRATIVE ONLY		Corp Comms / Gareth Hughes
			Campaign outputs including social media statistics		Stats provided by Corp Comms		Corp Comms
			Public survey responses		Survey		A&R via Deb Crook

## Supporting Victims

Providing excellent support for victims of crime, particularly focusing on those who have experienced the most serious harm

Ensuring victims of crime in Gwent receive a victim-centred service that provides timely, appropriate support for victims of crime including cyber-enabled crime, domestic abuse, sexual offences, hate crime and modern slavery	Victim Satisfaction, overall Victim Satisfaction percentages		A&R team		A&R
	Victim Satisfaction Survey % would call GP again		A&R team		A&R
Ensuring that the police service identifies vulnerable people and responds appropriately to reduce harm	Numbers of repeat victims of crimes/ASB		Qlik View		A&R
	MOJ Victim outcomes		MOJ		A&R
	Number of victims engaged with Connect Gwent		Connect Gwvnet		Connect Gwent
	Number of Victims safeguarded by Financial Abuse Officers		Qlickview		
	Number of Victims safeguarded by Financial Abuse Officers		Cyber/Farud		Fraud/Cyber
Working with the criminal justice services and other partners to ensure a coherent and integrated focus providign services that meet the needs of victims and witnesses in the criminal justice system	Number of Victims safeguarded from MDS and Exploitation		MDS/MASE		MDS/Quatz
	Numbers of Missing Children and repeats		Qlikview		A&R
	Number of referrals made to FCR MH practitioner		STORM / Qlikview		FPOC/Dave Richards
	Number of PPN and strategy meetings for vulnerable adults.		Qlikview		A&R
	Number of PPN and strategy meetings for children		Qlikview		A&R
Working with our communities to respond to and reduce intolerance and discrimination	Number of MASE meetings and outcome		Data from MASE team	A&R should be able to but MASE team not good at di	
	Number of MARAC referrals		Qlikview / MARAC coordiantor		A&R
	Criminal Justice Outcomes				A&R
	Number of active Serious Crime Prevention Orders		Intelligence		A&R

Obtaining the views of communities on policing and crime matters and ensuring the services provided meet the diverse needs of our	Numbers of persons engaged with Your Voice		Jason White		Jason White
	Number of Citizens in policing and hours contributed		Laura Ellis/Mike Richards		Laura Ellis
Providing opportunities for community involvement in policing that promotes respect, equality and diversity	Number of Stop Searches by area and ethnicity		Qlik view		A&R
	Number of Stop Searches with a positive outcome		Qlikview		A&R
	Number of hate crimes and repeat incidences		Qlikview		A&R
	Welsh Language Board /Welsh Language standards compliance/staff lanaguage skills				Cath Baldwin
Ensuring Gwent Police and the OPCC has a, workforce that represent the communities they serve	Numnber of BAME officers/staff/volunteers		BW		People Services
	Gender mix and representation		BW		People Services
	Number of officers and staff with protected characteristics		BW		People Services
Working with our communities to respond to and reduce intolerance and discrimination	Hate crime				Gareth
	Extremism				SB
	Prevent				SB
	Stop and Search				Glyn
	Cyber				Cyber

Tackling Anti-Social Behaviour	Ensuring Gwent Police work to resolve Anti-Social Behaviour (ASB), working closely with partner organisations to help address this issue effectively.	Working with the public to identify causes and solutions to community safety and ASB issues . Recognising that they may be a manifestation of abuse and exploitation	Number of ASB Incidents		Qlikview		A&R
			Number of repeat victims of ASB		Qlikview		A&R
			Number of Identified Hotspots		Neighbourhood team recording/LA records		A&R
			Number of Restorative Justice interventions:		CJD		CJD
		Focusing on early intervention and preventionand addressing ASB and offending behaviour through creative partnership working  Working with partners to provide diversionary activity and increase awareness of the impact of ASB	Community resolution numbers		Qlikview		A&R
			Operations with partners to tackle ASB (SWFRS)				A&R
							A&R
			Number of community assist events		Neighbourhood team recording/LA records		A&R

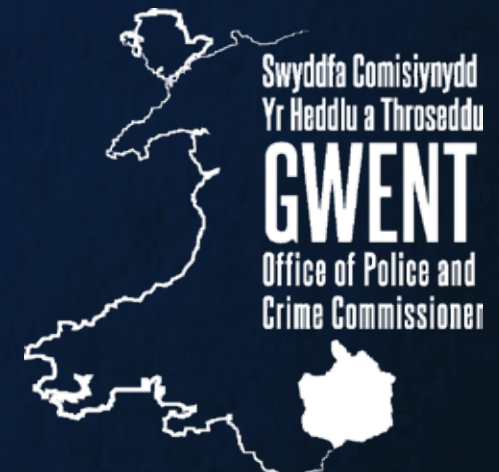
Ensuring that Gwent Police deliver services that meet the priority needs of our communities

Ensuring that the office of the police and crime commissioner and Gwent Police are transparent, ethical and open to public scrutiny,	Compliance with the Specified Information Order (OPCC Annual)		PCC database		OPCC report
	Publication of decisions made by the PCC		PCC database		TOPCC report
	Number of complaints received from the public		PSD/PRU systems		PSD/PRU
	Categorised of complaints received from the public		PSD/PRU systems		A&R
	Production of Joint Audit Committee Annual Report		JAC		OPCC
	Production of Annual Governance Statement		OPCC		OPCC /Nigel
	Annual Head of Internal Audit opinion on levels of internal control		JAC		TIAA
	Welsh Audit Office statement of accounts audit opinion		WAO		WelshAudit office
Effectively communicating and engaging with the public and ensuring Gwent Police respond and feedback	Breakdown in demand for 101 and 999 calls		Qlikview/ FCR		A&R
	Numbers deployed and numbers resolved at first point of contact		Qlikview / FCR		A&R
	Surveys, campaigns and events delivered		Corp comms records		
	Amount of contact through social media desk		Analytics		Corp Comms
Having effective financial planning and monitoring arrangements in place to ensure value for money and meeting local needs	Welsh Audit Office opinion on the Value for Money arrangements		EXTERNAL REPORT		WelshAudit office
	HMICFRS Value for Money Profiles		EXTERNAL REPORT		HMICFRS
	Number and value of civil claims (incl. against MSF)		NARRATIVE ONLY		JLS
	Legal demand (internal/external and against MSF)		NARRATIVE ONLY		JLS
	Procurement: % of contracts awarded collaboratively		EXTERNAL REPORT		Procurement (Annual out turn report )
	Procurement: Amount of money saved in relation to the awarding of contacts		EXTERNAL REPORT		Procurement (Annual out turn report )
	Balanced budget evidence accurate forecasting and annual spend		NARRATIVE ONLY		Nigel
To provide appropriate arrangements to deliver an effective police force	Absenteeism rates -staff and officers		People Services		A&R / HR / OHU
	Internal audit and value for money reports				

# **Police and Crime Commissioner for Gwent's Delivery Quarterly Report**



## **Quarter 1**



## Quarter delivery

### Crime Prevention

Activity	Indicator	Quarter X 2018	Quarter X 2019	2-year Q average	Trend
Proactive Prevention and partnership working targeting and reducing crime causing the most harm in our communities. This includes cyber and cyber enabled crime, serious and organised crime, serious violence, modern slavery, domestic abuse, serious sexual offences and extremism.	Total Number of Recorded Crimes/ Arrests				▼
	Number of crimes by crime type linked to vulnerability				◀
	Number of POP plans				▶
	Number of repeat offenders				▼
	Investigation Outcome Rates				◀
Tacking re-offending in Gwent through early intervention, diversion and offender management programmes addressing adverse childhood experiences, trauma and attitudes to crime, while promotin resilience and responsibility	Number of YOS Referrals				▶
	Number of women referred/engaged /reoffended with women's pathfinder				▼
	Number of young people referred/ engaged/reoffended with Bureau Diversionary Scheme				▼
	Number of 18-25 year olds referred/engaged/reoffended with Diversionary Scheme				◀
	Number on IOM cohort (+quality indicator)				▶
	Intervention and Prevention project performance				▼
	Number referred/engaged following Custody Drug Tests				◀
	Number referred /engaged for alcohol diversionary scheme.				▶
Education and raising awareness of the impact of crime including cyber-enabled crime, drug and alcohol misuse and hate crime	Communications and Engagement campaigns by crime type or target				▼
	Campaign outputs including social media statistics				◀
	Public survey responses				▶

## Quarter delivery

### Supporting Victims

Activity	Indicator	Quarter X 2018	Quarter X 2019	2-year Q average	Trend
Ensuring victims of crime in Gwent receive a victim- centred service that provides timely, appropriate support for victims of crime, including cyber- enabled crime, domestic abuse, sexual offences, hate crime and modern day slavery					▼
					◀
					▶
					▼
					◀
Ensuring that the police service identifies vulnerable people and responds appropriately to reduce harm					▶
					▼
					▼
					▼
					◀
					▶
Working with the criminal justice service and other partners to ensure a coherent and integrated focus providing services that meet the needs of victims and witnesses in the criminal justice system.					▼
					◀
					▶
					▼
					◀
					▶

## Quarter delivery

### Community Cohesion

Activity	Indicator	Quarter X 2018	Quarter X 2019	2-year Q average	Trend
Obtaining the views of communities on policing and crime matters and ensuring the services provided meet the diverse needs of our communities					▼
					◀
					▶
Providing opportunities for community involvement in policing that promotes respect, equality and diversity					▼
					◀
					▶
Ensuring a commitment to equality and diversity including with regard to the Welsh language in the services provided by Gwent Police and OPCC					▼
					▼
					◀
Ensuring Gwent Police and the OPCC have workforces that represent the communities they serve					▶
					▼
					◀
Working with our communities to respond to and reduce intolerance and discrimination					▶
					▼
					◀
					▶



## Quarter delivery

### Tackling ASB

Activity	Indicator	Quarter X 2018	Quarter X 2019	2-year Q average	Trend
Working with the public to identify causes and solutions to community safety and ASB issues. Recognising that they may be a manifestation of abuse and exploitation					▼
					◀
					▶
					▼
					◀
Focusing on early intervention and prevention and addressing ASB and offending behaviour through creative partnership working and restorative justice interventions					▶
					▼
					▼
					◀
					▶
					▼
					◀
					▶
Working with partners to provide diversionary activity and increase awareness of the impact of ASB					▼
					◀
					▶

## Quarter delivery

Activity	Indicator	Quarter X 2018	Quarter X 2019	2-year Q average	Trend
Ensuring that the Office of the Police and Crime Commissioner for Gwent and Gwent Police are transparent, ethical and open to public scrutiny					▼
					◀
					▶
					▼
					◀
Effectively communicating and engaging with the public and ensuring Gwent Police respond and give feedback					▶
					▼
					▼
					◀
					▶
Having effective financial planning and monitoring arrangements in place to ensure value for money and meeting local needs					▼
					◀
					▶
To provide appropriate arrangements to deliver an effective police force					▼
					◀
					▶

# Quarter delivery

## Introduction

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## Delivery overview

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## 2 Supprting Victims

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## 3 Community Cohesion

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## 4 Tackling ASB

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## 5 Effecient and Effective Service Delivery

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# I Crime Prevention

## Gwent Police delivery

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# Delivery overview

## OPCC activity

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## 2 Supporting Victims

### Gwent Police delivery

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## Delivery overview

### OPCC activity

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**TABLE EXAMPLE**

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**TABLE EXAMPLE**



### 3 Community Cohesion

#### Gwent Police delivery

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#### OPCC activity

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## 5 Efficient and Effective Service Delivery

### Gwent Police delivery

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## Delivery overview

### OPCC activity

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## **GWENT POLICE AND CRIME PANEL FORWARD WORK PROGRAMME 2019/20**

### **27th September 2019 at 10am**

- Performance Reporting
- PCC Update Report
- MTFP and Budget Setting Timetable
- Treasury Management Year End Report
- Welsh Language Standards Annual Report
- Absence Management Presentation

### **13th December 2019 at 10am**

- Treasury Management Strategy 2020/21 (Info)
- Treasury Management 6 month Update Report 2019/20 (Info)
- Performance Reporting
- PCC Update Report
- Initial Budget Briefing

### **31st January 2020 at 10am**

- Precept

### **Future Dates:**

**20th March 2020 at 10am**

**26th June 2020 at 10am**

**25th September 2020 at 10am**

**11th December 2020 at 10am**

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