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**Gwent Police
and Crime Panel**

**Panel Heddlu
& Throseddu Gwent**

For all enquiries relating to this agenda please contact Charlotte Evans
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Date: 18th September 2020

Dear Sir/Madam,

A digital meeting of the **Gwent Police and Crime Panel** will be held via Microsoft Teams on **Friday, 25th September, 2020** at **10.00 am** to consider the matters contained in the following agenda.

The meeting of the Gwent Police and Crime Panel will be held remotely and a video recording will be made available as soon as is practicable after the meeting. If any member of the press or public wish to attend the meeting live, please contact us via the above contact details, in order to make the necessary arrangements for you to be invited as a guest observer via telephone conference .

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MEMBERSHIP:

Councillor Clive Meredith, 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
Councillor Mark Spencer, Newport City Council

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

By Invitation

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

And Appropriate Officers.

Gwent Police
and Crime Panel

Panel Heddlu
Gwent a Throseddu

GWENT POLICE AND CRIME PANEL

MINUTES OF THE MEETING HELD VIA TEAMS ON FRIDAY 31ST JULY 2020 AT 2.00PM

Present:

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

Councillor C. Meredith and L. Winnett - Blaenau Gwent County Borough Council
Councillors C. Forehead – Caerphilly County Borough Council
Councillors J. Jordan, W. Routley and M. Spencer - Newport County Borough Council
Councillor A. Easson – Monmouthshire County Borough Council
Councillors M. Jeremiah - Torfaen County Borough Council
Mr P. Nuttall – Co-opted Member

By invitation:

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

Also in attendance:

Ms. P. Kelly – Chief Constable, Gwent Police
Ms J. Robinson – Head of Strategy, Office of the Police and Crime Commissioner for Gwent.
Mrs E. Lionel – Principal Finance and Commissioning Manager, Office of the Police and Crime Commissioner for Gwent.
Mr R. Guest – Head of Communication and Engagement, Office of the Police and Crime Commissioner for Gwent.

Together with:

Mrs C. Forbes-Thompson (Scrutiny Manager - 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. INTRODUCTION

The Chair opened the meeting and introductions were made.

3. DECLARATIONS OF INTEREST

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

4. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor G. Kirby – Caerphilly County Borough Council.

5. GWENT POLICE AND CRIME PANEL MEETING HELD ON 31ST JANUARY 2020

RESOLVED that the minutes of the Gwent Police and Crime Panel meeting held on 31st January 2020 (minute no. 1 - 9) be approved as a correct record.

6. UPDATE BY THE POLICE AND CRIME COMMISSIONER FOR GWENT

The Panel were provided with an update on the activities undertaken by the Gwent Police and Crime Commissioner, Deputy Police and Crime Commissioner with the support of the Office of the Gwent Police and Crime Commissioner.

The Panel were asked to note that the impact of Covid-19 has been significant and as a result has impacted on the roles undertaken by the Office of the Gwent Police and Crime Commissioner and planned work being undertaken in different ways, in order to ensure that Gwent Police are able to respond as efficiently and effectively as possible. The Commissioner commended the flexibility and resilience of his team in adapting to the changes required in response to the pandemic and work towards the recovery process.

In addition, the Commissioner expressed his sincere gratitude to all police officers, staff, healthcare workers, local authorities and their partners who have worked around the clock throughout the pandemic to manage the response in Gwent. These are unprecedented circumstances and it has been paramount to ensure the right balance when considering the use of police powers.

The Panel noted that the main responsibility of the Commissioner is to ensure that Gwent has an efficient and effective policing service and the pandemic has not impacted upon this. The Panel were assured that, whilst the Police and Crime Commissioner for Gwent has continued to hold the Chief Constable to account, it has been imperative not to distract or unnecessarily burden during these trying times.

In reference to the Scrutiny of the Chief Constable, the Panel noted that regular conferences

are undertaken with the Chief Constable and participation continues in the Gold and Silver Strategic and Operational meetings, which take place daily. These meetings have been imperative to understand operational decisions when a major shift in policy has been implemented. In addition, it has afforded the opportunity for reasonable challenge when necessary to ensure appropriate checks and balances are in place.

The Panel noted that the approach by Gwent Police throughout the lockdown has been to engage, explain and encourage compliance with the guidance about staying home to save lives. Some challenges have been raised in relation to the Police's approach by members of the public, however, there has been an even split between those thinking that the force is being too strict and those believing that not enough is being done. The Panel were assured that enforcement has been the last resort.

The Commissioner explained that the protection of the police, emergency and other key workers has been a real focus for the Commissioner as is ensuring the health and safety of Gwent Police Officers and staff. Staff wellbeing has been a concern throughout the pandemic and is discussed daily, ensuring staff have appropriate PPE as well as support in their roles from the Occupational Health Manager.

The Panel noted that as a result of investments in technology over the past 18 months, people were able to work from home, resulting in the abstraction rate remaining low throughout. It was noted that on average, approximately 3% of police officers were recorded as sick (ordinary sickness and those with suspected or confirmed Covid-19). In addition, sickness absence for non-Covid related illness has also decreased on last year's figures.

The Commissioner explained that the Business Continuity Plan has helped to provide resilience around key decision-making roles and responsibilities within the schemes of consent and delegations, financial regulations and standing orders. Changes to planned work have occurred, however it has remained 'business as usual' as much as possible. It was noted that statutory information has continued to be published, and decisions made and recorded in the correct ways, which has meant that several formal governance and assurance meetings have been held, fulfilling the Commissioners statutory responsibilities. These include Strategy and Performance Board and Joint Audit Committee.

The Chief Executive and Deputy Commissioner have taken part in weekly meetings with their counterparts in Wales and the Police Liaison Unit to share learning and ensure a consistent approach where possible across Wales. In addition, the Commissioner has met with fellow Welsh Commissioners and the Welsh Government in the hopes of receiving early warning of any changes to guidance and regulations so that the force can be briefed, and measures implemented, to ensure compliance as quickly as possible.

In discussing partnership working, it was noted that this has been paramount during the Covid-19 lockdown, for sharing learning and supporting partners.

The Panel noted that significant concerns were raised around the pressures on the Criminal Justice System with the UK Government in weekly meetings, and an all-Wales and Gwent local Criminal Justice boards have met regularly to discuss working arrangements during lockdown. It was noted that the PCC has worked closely with the force to understand the pressures and manage any possible issues and for the court cases that are continuing, weekly meetings are being held to ensure that relevant measures are in place. It is imperative that victims, direct support and any other agencies are kept informed as part of the process and as urgently as possible.

It was noted that considerable work has been undertaken with criminal justice agencies to consider how court provision can be increased, including alternative sites, in order to reduce the backlog and uphold the Criminal Justice System in Wales. The Chief Constable and

Deputy Commissioner applauded the work of colleagues in the Criminal Justice System in their efforts to mitigate and reduce the backlog and ensure justice is served.

The Commissioner outlined some of the measures implemented for Independent Custody Visiting and Animal Welfare visits which were suspended from mid-March. It was noted that alternative monitoring processes have been developed in which detainees are afforded the opportunity to speak privately via telephone to volunteers to check their welfare and ensure they have received their rights and entitlements; and in terms of the Animal Welfare visits, as they are mostly outside, it is anticipated that these can resume within the month, provided the relevant risk assessments have been completed. The Panel were asked to note that the Gwent Police dog section is now at full strength of 15 dogs, and all are doing well.

The Commissioner explained that there are normally many summer engagements scheduled across Gwent during this time, many of which have been postponed due to the pandemic, but consideration is in place for undertaking community engagement over the short and medium term. It was felt that community engagement is incredibly beneficial and helps inform conversations with the Chief Constable during the scrutiny process.

The Panel noted that as lockdown restrictions are lifted, Gwent Police recovery planning will commence in the form of a Recovery Plan that looks to ensure any adverse effects of Covid-19 on the force are actively managed and reduced. It was felt that there are opportunities here and the Chief Constable and Commissioner will look to capitalise on enforced learning from the Covid-19 emergency, as both the OPCC and Gwent Police have become more adaptable and agile in how work is undertaken. All opportunities and examples of good work are being captured in the Recovery Plan and will be factored into business continuity planning. In noting this, the Panel were informed that there will be a phased and gradual move to the 'new normal', as well as essential procedures in place to ensure the health and wellbeing of officers and staff. The Commissioner explained that it is imperative to ensure that the right people, processes, equipment and facilities are in place to meet the challenges that Covid-19 presents beyond the immediate.

The Panel queried the cost implications and it is believed that government funding will be made available to Commissioners to cover the policing response to Covid-19. While Gwent Police are recording its spend on all activity specifically related to the pandemic, it is still unclear what costs will be reimbursed, however assurances have been provided from the UK Government that all PPE costs will be refunded, however it is not yet clear when the funding will be made available. In addition, it was noted that whilst some costs have risen, there have also been some savings made. Work is underway with the Home Office and all forces to ensure costs are appropriately covered, and as a result the complete cost of Covid-19 is not yet realised. Members were assured however that every effort will be made to minimise the direct impact to the local council taxpayers.

The Panel noted that the pandemic has impacted on the planned Police and Crime Commissioner elections that were due to take place in May 2020. These have now been postponed to May 2021, and as a result, the next term of office has been reduced to 3 years. The Police and Crime Plan has been reviewed considering the pandemic and its implications, however as it was recently updated, it will be reviewed and extended to 2022.

The Gwent Police and Crime Panel thanked the Commissioner for the update and discussion ensued.

The Chair sought further information on future working arrangements with partners and interagency working, as a result of the lessons learned during the pandemic. It was noted that partnership working has been remarkable, as a result of Covid-19 the way of working has changed significantly and staff are working in an agile way, however, in the recovery plan, a phased return is being considered to suitable sites and for those who wish to return to office

based working. During the lockdown, several facilities were put in place for staff to have contact with one another and as restrictions are being eased, allowing for limited numbers to enter the workplace for distanced meetings, should this promote their wellbeing. The Chief Constable assured the Panel that the crisis has been an opportunity for constant learning and utilising partnerships with other emergency services.

In noting the sickness data, a Panel Member sought further information on the staff impact. It was advised that the exact data be provided following the meeting but noted that the data refers to staff who were not physically there.

A query was raised in relation to service delivery and training in relation to the pandemic. It was noted that staff have been redeployed where required in other areas across the force in order to meet the demand and business continuity has continued in the recruitment of Police Officers and PSCO's. Virtual training has been implemented only on mandatory courses, and all other training has been postponed at present to ensure officers are available in the community. It has been imperative throughout that business is maintained where possible.

A Panel Member, in noting there were several issues at the beginning of lockdown for obtaining PPE, sought further information on the resources available to Gwent Police and the Panel were assured that there were sufficient resources in place to offer protection to the Officers.

A Panel Member, in noting the implications of the pandemic on many services, queried whether there would be a delay in the budget announcement and impact on the Medium-Term Financial Plan. Officers explained that it is anticipated that the budget will be announced in December as usual with the provisional settlement, and an update on the Medium-Term Financial Plan will be presented at the next meeting.

A Panel Member raised concerns around the Domestic Abuse and Sexual Violence Funding and sought information on the number of men presenting. It was noted that the data is not available at present but explained that whilst there is a disproportionate number of women presenting, many of the services are not gender specific and there is an organisation in Connect Gwent providing services that are not gender specific.

Discussions took place around Delivering Against the Priorities at 2.2 and recognised the good work undertaken by Phoenix Domestic Abuse. It was noted that during the lockdown, there has been a 15% increase in Domestic Abuse reports and an 8.6% increase in reported child abuse. The secured funding will enable these organisations to provide much needed support to vulnerable people during this critical time. In addition, it was noted that the pandemic has also shone a spotlight on care homes and highlighted a number of issues which will be challenged with the help of partner agencies to keep our vulnerable people safe.

The Deputy Police and Crime Commissioner wished to note her praise and thanks to the officers and staff providing vital services during the pandemic, and in addition to the legal staff who quickly interpreted new guidance and legislation for implementation as quickly as possible.

7. 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 2020.

Discussions took place around the plans for a pre-meeting at the next meeting, and it was agreed that a pre-meeting would take place the day before the meeting if possible, in order to ascertain Members questions and assist with meeting organisation. In addition, Members

requested the questions noted for the meeting.

It was noted that the next meeting agenda will include the Commissioner's Update, Quarter 4 Performance Report and Annual Report, as well as an update on the Medium-Term Financial Plan. December has scheduled the Complaints Annual Report, Budget Briefing and Chief Constable Budget Bid report.

A Member requested further information be brought to a future meeting around Cyber Crime, Officers agreed to add this to date to be confirmed, and the Chief Constable and Police and Crime Commissioner will provide an update.

Members were asked to note that the Annual Report is due to be presented to the meeting in September, and Officers requested if the final draft could be circulated prior to the meeting, in order to provide a fuller consultation exercise and answer some queries before its final presentation. In addition, it was noted that at a previous meeting, questions were raised around the use of Automatic Facial Recognition and a presentation is available for a future meeting.

The Panel were asked to note that offer of an Estate Strategy Sub Group and queried if Members would be happy to consider a report on this prior to the meeting in March and discussion at the meeting. The Panel were happy with the proposal.

The Chair thanked all in attendance for their participation in the meeting.

Meeting Closed at 12.10pm.

QUESTIONS TO THE POLICE AND CRIME COMMISSIONER FOR GWENT

SEPTEMBER 2020

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| Gill Howells | There have been a number of Gwent Police media posts during the last few weeks with regard to disciplinary action over Officer Conduct. I would like the Commissioner to confirm what actions he has taken to gain assurance from the Chief Constable that Force managers are ensuring Officers and Staff are appropriately reminded of expected conduct and behaviour standards and that Managers are fully aware of their responsibility to identify and appropriately manage situations as they become aware of potential issues. |
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Police and Crime Commissioner's Update September 2020

This is an update on activities undertaken, scrutinised or supported by the Office of the Police and Crime Commissioner (OPCC) in August – September 2020.

Covid-19

At the time of writing, a local lockdown has just been implemented in Caerphilly county borough. A command structure including a daily Gold group has been set up by Gwent Police to ensure that all appropriate arrangements are in place and are being monitored. My office attends this meeting to understanding operational decisions and offer reasonable support and challenge where necessary. Key messaging across all channels continues to be shared frequently, both internally and externally. All staff who live in Caerphilly are being urged to continue to work from home whenever possible. The OPCC staff have been working remotely since the middle of March and have adapted well to this.

PRIORITY 1 – CRIME PREVENTION

1.1 Latest crime statistics

The latest figures from the Office for National Statistics confirm that Gwent continues to be one of the safest places to live in the UK. The figures show that 57,090 crimes were recorded in Gwent for the year ending March 2020, down from 58,536 the previous year. There has been a rise in victims reporting incidents of stalking and harassment. This is positive, as it is usually linked to domestic abuse and shows that victims' confidence to report these crimes is increasing. I was also pleased to see a rise in reported drug offences, which I am reassured reflects proactive policing and the commitment from both myself and Gwent Police to tackle serious and organised crime. There has been a slight reduction in reports of sexual violence. We know that this is a heavily under-reported crime and my office is currently working with Gwent Police and our partners to improve services for victims and encourage them to report crimes. Our joint work has included communications campaigns, further investment in specialist services, and working on ways to reach out to vulnerable, repeat victims.

1.2 Care Inspectorate Wales review

An independent review into Gwent Police and partner agencies' child protection services has been published. The review by the Care Inspectorate Wales was carried out in partnership with Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), Healthcare Inspectorate Wales, Her Majesty's Inspectorate of Probation and Estyn. It focused on child protection arrangements in Newport, looking at the police, local authority, healthcare, probation service and partner organisations. This independent review confirms that the Chief Constable and I are delivering on our commitment to improve the ways in which Gwent Police safeguards children and protects the most vulnerable people in our communities. It does this through strong partnership working with partners. In particular, Gwent Police was praised for:

- Making a significant investment in the team responsible for investigating child abuse;
- Installing a dedicated social worker in the force control room to support officers with safeguarding issues;
- Providing training to more than 1,000 officers on adverse childhood experiences through the Early Action Together programme; and
- Creating a safeguarding hub with Newport City Council to share information and make better decisions faster. This is being replicated across Gwent.

I am particularly pleased that it acknowledged the use of social workers in the force control room and the Early Action Together Program, which are both initiatives that were driven and part-funded by my office. This latest review follows a report published earlier this year by (HMICFRS) that concluded that Gwent Police had made significant improvements in child protection.

1.3 Stop. Talk. Protect.

The increase in the use of online technology due to Covid-19 raised the importance of keeping children and young people safe online. Throughout the lockdown, my office has been sharing information with our key partners working with young people to help achieve this. Prior to the last Police and Crime Panel meeting, we had just launched a joint campaign with Gwent Police around child sexual exploitation called 'Stop. Talk. Protect.'. We provided insight and support to the planning of this, arranging workshops with local children and young people to help co-produce the key messaging, branding and approach. The campaign has worked with key partners and the local education authorities to warn parents about the dangers that lurk online. It has been featured by BBC, ITV, Wales Online and South Wales Argus. To date, it has also had 58,849 impressions on Twitter, with 3,980 media views. It has also had a reach of 183,554 and 209,385 impressions on Twitter.

1.4 Women's Pathfinder and 18-25 Diversion

Work on the Women's Pathfinder and 18-25 Diversion schemes is still embedding due to the challenges of Covid-19. However, the providers have worked incredibly hard to ensure that provision has continued. During the third quarter of this contract (April-June), the focus was dealing with the issues and restrictions caused by Covid-19. With the contract being recently established with a team of mostly new staff, the logistics of transforming service delivery was challenging. Initially in April, as lockdown was in its early stages and organisations were working out how to continue to deliver, referrals and engagement levels were impacted. However, there has since been a slow growth back towards pre-Covid-19 levels. Good relationships and processes have been created and developed in both South Wales and Gwent between the police and F4 staff. Engagement for diversion is high, while engagement for voluntary support has been lower.

1.5 Gwent Drug and Alcohol Service (GDAS)

GDAS and consortium partners implemented a range of responsive measures in response to Covid-19. A number of clinical and testing services had to temporarily close due to this, but Powell's Place in Newport and St Fagan's House in Caerphilly were retained. Criminal justice staff were split into teams to alternate delivery from sites and homeworking, and to engage service users by telephone, email, social media and online platforms where possible. Some excellent partnership work has been undertaken with police and probation colleagues to maintain a criminal justice risk overview during the period. Prison leavers and statutory order cases were prioritised for access to treatment. As lockdown measures were eased, the GDAS consortium produced a comprehensive recovery plan to ensure preparedness for a gradual reopening of on-site services, including vulnerable staff and site risk assessments, remodelling of work spaces and ensuring sufficient personal protection equipment and cleaning materials. The consortium partners are part of a Wales-wide review of the learning that has taken place in managing the response to Coronavirus. This aims to understand the impact on service users, ways of working and retaining the adaptations that have improved practice. Crucially, throughout this period, no service users have been refused treatment on account of the pandemic. Clinical treatment has been sustained, with minimal face-to-face contact.

1.6 Police Community Fund

We have opened up applications to my Police Community Fund (PCF) for the 2020/21 financial year. Organisations in Gwent can bid for a share of £300,000 to support children and young people affected by crime. The fund is open to non-profit organisations that support children and young people who are involved, or at risk of becoming involved, in crime and anti-social behaviour, or those who have been victims of crime. The fund is partly made up from money seized from criminals, and organisations can bid for sums from £10,000 up to £50,000. Children and young people are often the most vulnerable people in our communities and this can put them at risk of becoming involved in crime and anti-social behaviour. By supporting organisations that offer positive, diversionary activities for young people, helping them to develop confidence, skills and learning, we can help them to realise their full potential and create safer, more cohesive communities. Applications are open until 2 October, with funding decisions due to take place in February.

1.7 CrimeStoppers

During July and August, the Fearless team have supported community youth outreach with colleagues from Schoolbeat and Positive Futures where social distancing allowed. The Fearless team have been developing digital engagement and a new Fearless Gwent webpage with informational videos was launched and promoted to young people via Snapchat. More than 750 young people 'swiped up' and visited the [Fearless Gwent](#) page in two weeks. Gwent was also included in an all-Wales Fearless campaign during August, but the outcomes are yet to be published.

1.8 Youth Offending Services (YOS)

My office has attended YOS management boards for Blaenau Gwent/Caerphilly and Monmouthshire/Torfaen. The purpose of the boards is to consider performance, outcomes for children and ways to improve services. During the Covid-19 period, a lot of the work has been focused on adjusting the services to meet the needs of children and intervention completion. This has provided some further insight about how to engage best with children. The YOS teams have implemented the changes well. Children in Monmouthshire and Torfaen have provided excellent feedback about the services and support they have received during the period. In Blaenau Gwent and Caerphilly, there have been high engagement levels in services from children who had previously not engaged, which is also pleasing. They are further developing their prevention services and recognise that if children's needs and issues are met as early as possible, offending is often prevented, benefiting the child and wider community. We are due to attend Newport's Youth Justice Service later this month. Agenda items includes scrutiny regarding Black, Asian and Minority Ethnic (BAME) children and an examination of case studies to understand children's experiences and pathways to criminal justice services. The meeting will also look at ways to work with trauma earlier.

PRIORITY 2 – SUPPORTING VICTIMS

2.1 Survivors Survey:

We are continuing to ask survivors to complete an anonymous online survey that will help improve criminal justice agencies' responses to victims of rape. It will be used to inform a review on the handling of reported rape cases by Gwent Police. We have also surveyed police officers about this. Surveying is due to close at the end of the month, upon which a review of responses will be undertaken. In addition to this review, Gwent Police has hosted virtual focus groups to engage with survivors of sexual and domestic abuse. Feedback from the focus groups is being fed back to individual officers and supervisors, and to the Victim's Board to inform wider service development.

2.2 Victims' Commissioner

We have been attending fortnightly meetings with the Victims' Commissioner to inform her work regarding Covid-19 implications and any other issues of significant concern. The Victims' Commissioner raises matters on behalf of victims with the UK Government, CPS, Her Majesty's Courts & Tribunals Service, and others. Although we do the same, this collaborative approach strengthens our arguments and ensures consistency to help achieve better outcomes for victims. The most pressing issues at the moment are funding for services due to increased pressure and court hearing backlogs. We have also been attending the Gwent Police Victim Care Group to explore what changes need to be made to improve communications with victims. This will be fed back to the Victims' Board. There is a business case being developed to inform the future development of Connect Gwent services for victims.

2.3 Piece By Piece project

My team attended the virtual launch of a new project for LGBTQ+ Black, Asian and Minority Ethnic children, young people and their families, who have experienced or are experiencing trauma. The project is a partnership between Newport Mind, Maindee Community House and Literature Wales, and is funded by Comic Relief. These are some of the most vulnerable people in our communities and it is essential that they receive the right support. We are currently looking at how we can support this service further and increase our engagement with service users.

2.4 White Ribbon Day

My office will be working with VAWDASV regional team and key partners to coordinate this year's White Ribbon Day for Gwent. The aim is to run a series of activities to raise awareness of the impact of violence against women by men. Plans are currently been developed for this to amplify messaging to people of all ages, especially young people. White Ribbon UK is part of the largest global initiative to end male violence against women. The charity works with local authorities, emergency services and organisations to ensure workplaces and communities are made safer for women. Organisations then need to actively challenge any male cultures that lead to harassment, abuse, and violence.

PRIORITY 3 – COMMUNITY COHESION

3.1 Online engagement

Chief Constable Pam Kelly and I have held the first in a series of online engagement sessions with members of Gwent's BAME communities. Both the Chief Constable and I made clear commitments to strengthening the relationship between the police and our BAME communities. This will include practical measures such as training for staff, targeted recruitment to help ensure Gwent Police better reflects the communities served, and working with partners and local services through the Public Service Boards to address local issues. It is also about ensuring that our doors are always open to listen to the concerns of the community. We had open and honest conversations about the communities' relationships with the police and I am grateful for the all of the feedback. The next meeting takes place at the end of the month.

3.2 Community dial-ins

During the Covid-19 lockdown, Gwent Police created a weekly dial-in conference call where residents can discuss community tensions in their area. This has proved such a success that the calls are going to continue once all restrictions are lifted. The meetings are headed by a Chief Inspector and enable Gwent Police and my office to hear from a wide range of organisations that work with people with protected characteristics and are helping to foster relations and strengthens engagement between the communities, the force and my office. I use information from these meetings to help me hold the Chief Constable to account in our weekly meetings.

3.3 Hate crime

Gwent Police has established a new Police and Communities Hate Crime Forum. A Hate Crime Scrutiny panel has also been established by the Independent Advisory Group, which will assess and scrutinise cases of hate crime and assess the actions of Gwent Police. Together, these meetings will help ensure a co-ordinated response to hate crime, identify any patterns and help people keep safe. We are currently working with Gwent Police on plans for National Hate Crime Awareness Week in October. This is a national campaign that raises awareness of hate crime and it will be promoted within our communities next month.

3.4 Partnership working

We took part in a series of engagement events set up by Newport City Council to look at the impact of Covid-19 on communities in Newport. The themed meetings provided an insight into the lives of refugees, migrants, asylum seekers, people with disabilities, carers, children and young people, Black, Asian and Ethnic Minorities, and LGBTQ+ communities. My team listened and provided feedback on a number of community safety issues that arose during the pandemic, which was helpful and insightful for my meetings with the Chief Constable. Newport City Council also shared news of participatory budgeting sessions that are taking place in October to distribute Covid-19 funding to local groups and organisations impacted by the pandemic. We will support and promote this as much as we can.

3.5 Black History Month

October is Black History Month. My team are currently working with Gwent Police and partners to develop a series of online seminars for officers and staff that will focus on education and awareness. Details are being finalised; however, the sessions will look at the history of Black communities in Gwent, and what it means in Gwent today. As part of this, we are working with Urban Circle to produce a presentation that will feed into the Gwent Police's planned online training sessions that are currently being planned for the month. Urban Circle will produce videos of young people explaining what it is like to be young and Black on the streets of Newport today, and describe their relationship with the police. The aim is to prompt frank and honest discussions between participants.

3.6 Discrimination training

Earlier this month, Race Equality First ran online training sessions on discrimination and hate crime for OPCC staff. Sub-conscious bias training is also being run for staff in October. Training opportunities such as these help inform our future engagement work and efforts to tackle hate crime and discrimination in our communities.

3.7 LGBTQ+ funding

Our partners at Umbrella Cymru are working with national charities to distribute Comic Relief funding to LGBTQ+ organisations that are supporting the community

through the coronavirus pandemic. We have helped publicise this, signposted partners and also used it as an opportunity to discuss the potential for doing some specific engagement with the LGBTQ+ community in the near future.

PRIORITY 4 – TACKLING ANTI-SOCIAL BEHAVIOUR (ASB)

4.1 Bike project in Caerphilly

Young people from Caerphilly have been keeping busy during lockdown by repairing and restoring old bikes as part of a project funded by my Police Community Fund. Creazione in the Community was granted funding to help tackle anti-social behaviour and prevent young people from getting involved in crime in the Lansbury Park area. Most of the work had to stop during lockdown; however, the team have been able to keep the bike project running during the summer months, supporting some of their most vulnerable service users. This sees old bikes being collected and young people taught how to repair them. The young people use the experience to work towards practical qualifications and the bikes are sold back to the community at a low price.

4.2 Positive Futures

Children from Maindee recently spent an afternoon practising their boxing skills with gold medal-winning Commonwealth boxer Sean McGoldrick. The session was run by Newport Live's Positive Futures programme, which provides sports and other positive activities to children who are at risk from becoming involved in crime and anti-social behaviour. After Welsh Government eased social distancing measures for children under the age of 11 in August, Positive Futures has also been able to resume some targeted activities in priority areas with small groups. This has included fishing, which has been really popular and helped provide participants with some relaxing, enjoyable safe time outside of the home environment.

4.3 Duffryn Community Link

Duffryn Community Link works with young people aged 8-16 in various community settings, including schools and youth clubs. Due to Covid-19, it had to change the way in which it provides services for young people. From July, the youth project created a virtual youth club on Zoom. Youth workers interacted with young people on this platform for 10 weeks every Tuesday and Wednesday evening. They engaged with, on average, 15 young people a night, and offered a chance for young people to freely discuss any concerns they had and join in fun activities. The team also delivered 50 well-being and activity packs to young people in the community. Distributing them also gave a chance for the youth workers to see the young people and check how they were. Socially-distanced youth work was also conducted outside. Through the summer holiday period, the team also took part in a summer scheme for six weeks, offering various activities for young people. It also partnered with the Fit and Fed scheme, providing daily meals for vulnerable young people and families in Duffryn. The youth club reopened at the start of this month.

4.4 Cwmbran Centre for Young People

Cwmbran Centre for Young People has been supporting about 24 young people per week with food packages. It has also been supplying basic essential care packages, online training support, employability and work club support, and qualifications to about 37 young people per week. It has recently carried out a community litter pick at Cwmbran Boating Lake and has just restarted its boxing sessions with a small group of young people. These sessions are currently taking place three times a week with groups of four young people at a time, so safe social distances can be maintained.

4.5 Cymru Creations

Prior to lockdown, Cymru Creations was running up to five workshops per week from the Little Theatre in Tredegar for 20-30 students per session. It had taught about 200 young people how to use cameras, write scripts, create storyboards, and produce films. It also ran sessions in Canolfan Yr Afon pupil referral unit at the Thomas Richards Centre in Tredegar, working with groups of five young people with serious behavioural issues. They worked on stories that illustrate and explain why criminal activities have a negative impact on the community and their own lives. Since lockdown began, it has been running online one-to-one sessions three days a week. It has also developed 'well-being booklets' for young people, which are available online and posted out to participants. Also in Blaenau Gwent, the National Youth Advocacy Service asked if it could adjust its project focus on domestic abuse issues. This was prompted due to engagement work with young people identifying this as a major concern for them. We therefore agreed with that delivery of the project could be amended to focus on domestic abuse, including peer-to-peer domestic abuse.

4.6 Community work in Maindee

The Community Youth Project – Newport (formally the Maindee Youth Project) is run from Maindee Community House. The project was originally funded in 2019/20 and was recently successful in bidding for further funding for the next three years. The funding pays for youth workers to provide educational and diversionary projects for children and young people, along with a budget for activities and associated costs. It has recently given out food parcels, provided one-to-one emotional support, helped families find out their entitlements, provided transport to emergency appointments, donated second-hand clothing, and provided essentials for babies.

4.7 Bridge to Cross Charitable Trust

Bridge to Cross Charitable Trust's youth centre, 7Corners Centre, has been closed due to Covid-19. It has therefore been running online group meetings with young people via Zoom, complemented by telephone and email advice. It has continued to collect and distribute 'Fare Share' to young people in need. This provides meals for disadvantaged young people who are living alone or estranged from their parents, and young single parents struggling to cope on limited incomes. Since mid-July, it has held outreach sessions three times a week, and a programme of detached youth work has been compiled to enable volunteers to go out in open spaces following new working guidelines. These sessions have been well attended, with 51% of participants being new service users. To date, 22 sessions have been held engaging with about 40 young people every week.

4.8 HWB Torfaen

HWB Torfaen includes youth clubs, project work and educational provision for young people aged 13 to 18. Covid-19 has meant that it has been unable to run provision in the building, so it has been running a detached outreach program with new equipment and resources. It has created a safe open space for young people to access support four nights per week, with up to 20 young people attending weekly. Remote 1-1 sessions are taking place on weekends and a remote “youth club” using Zoom is held on Saturdays with up to 15 young people in attendance. It has launched a ‘Digital Doorways’ programme, which is seeing participants take part in outdoor sports, challenges, icebreakers, board games and creating positive social media content. It has made packs with refillable hand sanitiser bottles that can be refilled at the HWB should participants need it. The packs also contain reusable masks, hand soap, information on guidelines and advice, helplines, information on upcoming events and training opportunities.

PRIORITY 5 – EFFICIENT AND EFFECTIVE SERVICE DELIVERY

5.1 HMICFRS report

HMICFRS has praised the four Welsh police forces in its latest report. The PEEL Spotlight Report ‘The Hard Yards’, which looks at collaboration between the UK police forces, recognises that strong relationships between forces in Wales, supported by an alignment of the Chief Constables and Police and Crime Commissioners, is enabling efficient and effective decision making across the country. We have worked hard to ensure that the right processes and procedures are in place to deliver the very best service for the people of Wales.

5.2 Performance framework

The OPCC continued work with Gwent Police on the development and implementation of a whole Organisational Performance Framework. This has been well supported by the Police and Crime Panel Performance Sub-Group. A finalised report was due to be produced for the June Police and Crime Panel meeting; however, that has been postponed due to Covid-19. A workshop was held at the start of the month with the entire panel to review the reporting format, and assist panel members in understanding the reports. It also provided an opportunity outside of normal panel meetings for discussion on how the reports and scrutiny of the reports can be improved.

5.3 Commissioning

Significant work has been undertaken to manage and support the contracts and grants that we fund, all of which have been affected by Covid-19. We have held contract management meetings and grant review meetings with recipients, which looked at quarter one performance, discussed the major impacts of Covid-19 on the services provided, and talked about plans for recovery and transition to a ‘new normal’. Consideration has been given to large-scale disruption caused by a potential second wave or local lockdowns. We will continue to support recipients so

they can provide services and meet needs of service users. We've also been dealing with a number of the PCF grants, as many of the projects have had to pause. We are working with them to get them back up and running. We will be extending grant agreements and agreeing alterations to budgets in order for them to be able to re-start projects. Where necessary, we will alter provision so they can deliver interventions that are in line with government guidelines. We have also created an online map to show what we currently fund and commission.

5.4 Social media

Between July 10 and September 10, the OPCC Twitter account grew by 1%, taking the total number of followers to 5,336. There were 127 posts, totalling 116,500 impressions during this time, as well as 198 retweets and 338 likes. Facebook followers has increased by 3%, bringing the total number to 2,131. There were 45 posts, with a combined reach of almost 57,175. Our Welsh Facebook page continues to have low take-up, but we will continue to encourage people to use it. Instagram followers have grown to 472, an increase of 9%, and is high compared to comparable OPCCs. The ebulletin continues to grow steadily too, with 1,453 subscribers. Analytics show that 49 per cent of subscribers are highly engaged and regularly open their emails. This remains exceptionally high and I expect this to reduce, in line with typical opening rates of public sector email bulletins.

5.5 New HQ

I am pleased to see work on Gwent Police's new headquarters progressing well, despite the challenges presented by Covid-19. Construction work should be completed by the end of next year and will save us more than £1million a year in running costs. Crucially, it will give Gwent Police a base from which they will be able to protect and serve the people of Gwent for many years to come. It is part of the first phase of our strategy to improve and modernise policing facilities across Gwent.

5.6 Covid-19 costs

I am pleased that the UK Government has acknowledged the significant costs police forces have incurred to equip officers appropriately during Covid-19. Having the correct PPE available has been crucial to ensure the welfare of police officers, staff and the public. It is reassuring that the UK Government has confirmed that we will not have to find the additional money for this medical grade PPE equipment from our already stretched budget. Gwent Police continues to monitor all Covid-19-related expenses with designated cost codes.

5.7 Chief Constable's first year

Last month marked one year since I appointed Pam Kelly as the Chief Constable of Gwent Police, following confirmation of support by Gwent Police and Crime Panel. It has been an eventful 12 months marked by several major events; from the flooding Gwent experienced in early 2020, the outbreak of Covid-19 and many months of lockdown, and the protests and community concern following the death of George

Floyd in America. All of these issues have required great leadership. Chief Constable Kelly has responded to the demands of the last year and her commitment to ensuring the best possible service for the people of Gwent has been evident throughout. She is driving a culture change within Gwent Police.

5.8 Award winners

I was delighted to present three Police and Crime Commissioner's partnership awards, as part of the Gwent Police Force Awards 2020. These went to Urban Circle, the Adverse Childhood Experiences team, and the Newport Serious and Organised Crime team. Since 2018, my office has contributed funding to Urban Circle's U-Turn project, which uses the creative arts to tackle social problems affecting young people. The work the team are doing has supported hundreds of young people in Newport to learn, build their confidence and make friends, while crucially setting them up with the skills they need to get jobs in the future. The Adverse Childhood Experiences team has been working to improve the response from the police and partners to stressful and traumatic childhood experiences. Since the project was established in 2018, the team has trained about 1,300 police officers and 400 staff from partner agencies to recognise the signs of adverse childhood experiences. Almost 900 children and 500 families have been supported since the start of the project. Meanwhile, Newport Serious and Organising Crime team has been delivering sterling work in tackling the significant harm felt by individuals and communities on a daily basis from these types of criminality.

5.9 Volunteers schemes

Both the Animal Welfare Scheme and Independent Custody Visiting Scheme were temporarily put on hold in mid-March due to Covid-19. We are currently finalising a risk assessment and hope to re-start animal welfare visits in the coming months. Custody visitors have been undertaking visits via telephone. We are examining how we can safely re-introduce face-to-face visits; however, some will continue to be undertaken via phone.

5.10 Complaint reviews

Since 1 February, I have been responsible for requests made by the public for a review of their complaint when certain criteria is met. To date, seven reviews have been received, three have been completed. The number of referrals for review is low in comparison to other Welsh forces, so I expect to see an increase in future. A complaints dip sample was completed for complaints closed by Gwent Police between 1 September 2019 and 31 March 2020 to check that Gwent Police were following the appropriate processes. Generally, the complaints files were found to be in order, but we did identify that it was difficult to determine if complainants received their 28-day updates as required by legislation. A new process is being implemented to ensure these updates are provided, recorded and made easier to identify on the complaints system. We should therefore see an improvement in this area in future dip samples.

5.11 Internal governance

We are in the process of reviewing our internal governance function of the OPCC and aim to implement the changes in quarter three. We have re-started our review of all hard copy documents, the majority of which will be shredded once scanned. This exercise will ensure that we are compliant with data protection legislation, as well as prepare us for the move to the new HQ.

5.12 New Investigators

We have welcomed nine new Police Staff Investigators into Gwent Police. They work alongside detectives in the force's Criminal Investigation Department, dealing with offenders, witnesses and victims. They are trained and qualified to the same level as a Detective Constable and have designated powers to carry out searches, interviews and other duties, with the exception of making an arrest. They are responsible for criminal investigations from the initial report through to trial.

5.13 National Police and Crime Commissioner review

I recently took part in a virtual meeting with the Home Office and the other Welsh Police and Crime Commissioners to discuss the UK Government's review of the Police and Crime Commissioner role. It was a positive meeting and it was good to be able to put across the Welsh perspective. One of the things the review will be looking at is how PCCs work together and I am pleased that, here in Wales, there is already a close working relationship between the four PCCs. The review will also be looking at how PCCs can be made more accountable to the public, and how the relationship with local Police and Crime Panels can be enhanced.

5.14 Policy and commissioning review

We have started reviewing our policy and commissioning work to inform how the office works after next year's election in May. Part of this means scoping out research areas for a new Police and Crime Plan to inform the elected Commissioner where the priority areas are in Gwent. The new Safer Gwent analyst will help drive this, providing valuable intelligence and analysis, and we have created new working processes to strengthen these relationships. The Area Planning Board is working on commissioning a new service for substance misuse to be in place for April 2021, which will build on the successes of the current provision and improve services for substance misuse in Gwent. There is a renewed aim to reduce repeat referrals by ensuring that people can the support they need.

5.15 Child-centred policing

We have been working with Gwent Police on a child-centred policing strategy that will aim to build better relationships between police and children and young people. It will help to prevent children and young people being drawn into crime and the criminal justice system. A priority of the strategy will be to improve positive criminal justice outcomes for children and young people and divert them away from it. There

will also be work to enhance services for child victims of crime, particularly those exposed to domestic abuse. We are in the process of finalising the strategy, surveying key stakeholders, and developing a work plan. Pilot work is being undertaken in Newport on addressing children's needs and behaviour that increases the likelihood of becoming involved in crime including exploitation. My office has been integral to providing insight and support in designing a child-centred policing survey for partners, professional and young people. This will inform a prioritised work plan. My office is also working with Gwent Police, youth offending services and local authorities to establish a platform to enable children and young people to have a voice in policing and wider criminal justice services. This work will complement my office's work towards achieving Kitemark status for our approach to youth engagement.

5.16 Out of court disposals

My office has been chairing the Out of Court Disposal Scrutiny Panel, which examines the ways in which offences are dealt in relation to out of court disposals. This is a partnership meeting with magistrates, CPS and Gwent Police reviewing cases where an out of court disposal (caution, conditional caution or community resolution) is given to a child or adult after they commit a low-level offence. The scrutiny panel reviews the decision-making process and rationale, the outcome as compared with the legal guidance for decision making and, where applicable, referral to diversion services.

5.17 OPCC reviews

We have finalised our 'Understanding the Triggers' report looking at the correlation between vulnerability and criminality. The research for this work was dependent on our excellent relationship with colleagues in Newport City Council. This is currently being shared with key stakeholders, including Welsh Government, and will be published in quarter three. Our review of road safety in Gwent was given to the force at September's Strategy Performance Board and I am awaiting feedback on how this will progress. We have now started a review of modern-day slavery in Gwent. As with the other reviews, there have been some really positive discussions about how we can improve services, with our work currently looking at exploited children and adults, as well as offenders and exploiters. We have worked in cooperation and collaboration with Gwent Police through this relatively new review process and I must praise them for their engagement in an honest and open critical process.

5.18 Website

The OPCC website has been completely rebuilt to ensure it complies with new accessibility regulations that came into effect this month. This was a significant piece of work, as the website has been rebuilt in August and September in an entirely new content management system. Although the website itself appears very similar in appearance, we have taken this opportunity to refine some of the backend functionality, iron-out some performance issues and added some features.

5.19 Statements of accounts

Existing Welsh legislation allows for revised timescales for the delivery of the annual statements of accounts of public bodies, in the event of extraordinary circumstances. The production of the annual statements of accounts for my office and that of Gwent Police have been delayed due to the disruption caused by Covid-19. The final audited statements of accounts were due for sign-off and publishing in early August (the normal deadline is 31 July). However, due to delays caused by discussions between pension leads across the police service, the National Audit Office and individual force-level audit firms, the statements will be now finalised mid-September. They will be presented to Joint Audit Committee on 7 October 2020, prior to publication.

Annex A

Office of the Police and Crime Commissioner (OPCC) report on communication and engagement (1 April 2019 to 31 March 2020)

INTRODUCTION

Engaging and communicating with the public is vital in ensuring the successful delivery of OPCC statutory duties and helping to deliver the Police and Crime Plan.

The Police and Crime Commissioner is required to conduct communication and engagement activities, as specified within the Police Reform and Social Responsibility Act (PRSRA) 2011, Section 14 (PRSRA). These are an integral part of building confidence and legitimacy relating to the role of the Commissioner and that of his office. Therefore, the delivery of comprehensive communications and engagement activities are essential where promoting the role of the Commissioner and the OPCC are concerned.

The Commissioner and Chief Constable approved a joint communications and engagement strategy in summer 2018 that runs until 2022. This provided a new joint approach for the OPCC and Gwent Police in how they communicate and engage with the public.

Key achievements for this year, all of which are highlighted in this report, include:

- A successful summer engagement programme that saw the OPCC engage with more than 7,500 people face-to-face;
- A greater focus on the quality of the face-to-face engagement work around precept resulted in more meaningful conversations and reassurance with residents;
- Expanding and improving work with partners, particularly the VAWDASV regional team, Cyber CSO, Connect Gwent and local councils;
- The quality and scope of BAME engagement has significantly improved and plans are being developed to increase this further;
- The breadth of users to the OPCC channels has increased significantly allowing much greater reach and diversification of audiences; and
- An increased delivery of work around children and young people with partners such as Urban Circle and through initiatives like Youth Question Time.

CRIME PREVENTION

Businesses:

The OPCC arranged for Gwent Police's Cyber Protect Officer to deliver information and advice to more than 70 members of the Gwent business community at an event in Ebbw Vale. Companies' cyber security arrangements were discussed and a series of exercises were run to test participants' cyber resilience. Businesses were asked to commit to ensuring that their passwords were changed to be more robust and less susceptible to hacking. This was complemented during Business Safety Week with key online safety messages for businesses. Advice about how to stay safe online was written with Gwent Police and published in Torfaen Business Voice magazine.

Representatives from local businesses and business organisations, such as Rotary Clubs and Torfaen Council's Springboard Business Innovation Centre, were met to discuss their policing needs. These opportunities were also used to raise awareness of cyber-crime and to sign post them to additional services such as Connect Gwent.

Cyber:

The OPCC facilitated a visit by Connect Gwent to an Abergavenny retirement complex, where 10 vulnerable residents were given advice on how to avoid cyber and telephone scams. This took place after the complex manager met some of the OPCC team at an engagement event in Abergavenny Market. Additional information was also given on the support Age Cymru can provide, and the role of the OPCC. The feedback from the event was very positive, with the residents thanking both the OPCC and Connect Gwent for their messages of reassurance and advice.

An additional talk was given by Connect Gwent on cyber scams to about 50 people aged 70+ at a computer club in Caldicot. Again, this was facilitated by the OPCC after meeting the club's organiser at an engagement event.

Throughout the summer and precept engagement events, the OPCC also gave out hundreds of leaflets about staying safe online during conversations with residents about safeguarding. Gwent Police's Cyber CSO regularly shared the OPCC stand to jointly deliver online safety messages. This was complemented with discussions with young people at a Gwent Safeguarding event at Celtic Manor (see below).

Early Action Together:

A short video about the successes so far in the Early Action Together programme was filmed and edited. It used officers holding cards with information about the project displayed on them. Two versions were made, one in English and one in Welsh. This was done to support Gwent Police, which had capacity issues at the time, and resulted in more than 5,500 views on social media.

In a bid to highlight best practice case further, it was arranged for Wales Audit Office to interview the Commissioner and representatives from Gwent Police for a short film to be played at Wales Audit Office's national conference.

Modern Day Slavery

A meeting with Stephen Chapman (Anti-Slavery Co-ordinator, Welsh Government), Kim Anne Williamson (chair of UK Modern Slavery), the Commissioner (All-Wales PCC lead for Modern Day Slavery) and the Western Mail was arranged to discuss raising the profile of modern slavery in the Welsh news agenda. The OPCC facilitated interviews, resulting in a double page feature in the Western Mail and coverage on Wales Online. The article was read by more than 20,000 people online alone. A Crimestoppers campaign was also promoted in partnership with the other three Welsh forces and OPCCs.

Police Community Fund

The OPCC formally launched its new 'PCC Police Community Fund'. This aims to enable children and young people in Gwent to be safe and build a better future for them and their community by empowering Gwent Police to tackle community-based

issues in a lasting and impactful way. It will ensure that even more of the money recovered from criminals goes back to benefit communities.

Communications and engagement support was offered to all projects. The OPCC has already worked with a number of them, including Alway Boxing Club, Cwmbran Care Centre for Young People, and Urban Circle. Details on these projects are included later in this report. The remaining projects will be promoted in 2020.

Road Safety:

The OPCC ran a road safety campaign on its social media channels during Road Safety Week, sharing key road safety messaging and highlighting the work of Go Safe, the Area Support Unit and the Collision Investigation Unit. It also made a short video with Blaenavon Heritage Primary School's Mini Police who were highlighting road safety messages. (See Mini Police below).

A 'Surround the Town' event was held the following week in Cwmbran and brought partners together to engage with the public on a range of road safety issues, including speeding, drink and drug driving, and problem parking. Mini Police from various schools spoke to shoppers in Cwmbran town centre about road safety issues, while Gwent Police Cadets delivered a presentation to future young drivers at the Cwmbran Centre for Young People. The OPCC supported the event via its social media channels and at an engagement event in Cwmbran town centre, organised in partnership with Go Safe, South Wales Fire and Rescue and Torfaen Council. In total, 72 people were engaged face-to-face, each completing a survey, with another 26,536 reached on social media.

Operation Snap, a joined-up response from the four Welsh police forces to the increasing amount of photographic and video evidence recorded by witnesses to driving offences, was also promoted on channels.

The Community Speedwatch organisers were contacted and offered support in highlighting the work of volunteers in Gwent, capturing case studies for promotion and encouraging communities to set up their own schemes. It is hoped that this is progressed further in 2020/21.

School children from Blaenau Gwent launched a rap video to encourage other pupils and their families to be more aware of road safety. The pupils, who are members of Blaen-Y-Cwm Primary School's Mini Police, worked with their neighbourhood policing team and local radio station to produce a two minute rap that highlights the dangers of poor road safety. The video, funded by the OPCC, promotes messages including safe parking and speed awareness. Press coverage of the video was arranged, which equated to £1,714.88 worth of coverage and a combined reach of 79,437, as well as a photoshoot with the pupils.

More than 600 tyre tread gauges were given out to the public at engagement events to ensure their car tyres are safe and legal. When engaging with residents, the importance of maintaining vehicles to a good standard was reinforced, while highlighting the pressures that road traffic incidents can have on policing.

Romance Fraud:

A feature on BBC One on romance fraud was enabled by the OPCC. The aim was to educate viewers that a fraud could easily target them or members of their family. In addition to the usual X-Ray viewing figures (circa 120,000 people), the story had substantial online reach. The story had 340,000 hits and an average view time of 40seconds. This is well above average for content on this BBC channel. The story was also featured prominently on BBC Wales Today and BBC Radio Wales.

Rural:

The Rural Crime Team is working with farmers, communities and partner organisations to tackle a wide range of crime in Gwent's rural areas, including fly-tipping, badger baiting and heritage crime. The OPCC has supported this by holding a surgery with the Rural Crime Team at Gwent's only livestock market to engage with hard to reach communities such as farmers and rural workers, communicating its good work and visiting rural crime hotspots. The first in a series of guest blogs being published by the OPCC was written about the team, which prompting a request by the BBC to do a piece on their work. Coverage equated to £1,252 and had a reach of 68,859. The South Wales Argus also covered it.

Serious and Organised Crime

The OPCC helped arrange the Welsh launch of the government's Serious and Organised Crime Strategy in Wales. A key part of the strategy is a pilot programme that introduces a Home Office-funded Community Coordinator in Gwent. Prior to the event, the OPCC collated a series of case studies in support of the work and arranged national coverage, including a feature on BBC Wales Today, which was complemented with coverage on BBC Radio Wales. Photography was also captured for partners on the day.

The OPCC led on communications for the launch of Crimestoppers' educational film about county lines. The film is being used in schools to highlight the dangers and realities of county lines drug gangs and challenging any misconceptions around carrying knives. 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 launch was covered in the local press.

Violence in Pharmacies

Following a presentation by the Pharmacists' Defence Association (PDA) at the All Wales Policing Group, work has begun on an initiative to tackle violence against community pharmacists in Gwent. Internal communications for Gwent Police officers were published on The Beat, while statements of support to pharmacists were issued during the Covid-19 lockdown. Posts reached about 4,500 people on social media and drew praise from pharmacists across Wales. The PDA thanked the OPCC for its support with this, and for enabling a meeting between the Association of Police and Crime Commissioners and the PDA, which resulted in other PCCs championing this cause. The office is looking to highlight some case studies on this issue in 2020/21 and has offered contributions to the PDA's internal communications channels.

SUPPORTING VICTIMS

Connect Gwent:

The OPCC supported Connect Gwent throughout the year, attending events together and sharing information. The OPCC proactively gave out Connect Gwent literature when attending engagement events throughout the year, reaching several thousand people, and directly signposted a number of victims to the services available.

The OPCC acted as the communications lead for a number of issues including the appointment of the new Survivor Engagement Coordinator (see below) and helped to publicise Connect Gwent's Christmas activities with local schools, which was one of the most popular posts on social media for the year.

Rape Survey:

Gwent Police and the OPCC are asking people to tell them about their experiences of the services they received after they reported a rape to Gwent Police. The feedback will be anonymous and will help improve criminal justice agencies' responses to victims of rape. It will also be used to inform a review on the handling of reported rape cases by Gwent Police. Following a lengthy engagement process to refine the content of the survey, it went live in March and its outcomes will be covered in next year's report.

Survivor Engagement Co-ordinator:

A new Survivor Engagement Coordinator has started work at Gwent Police. The post, the first of its kind in Wales, has been created by Gwent Police following recommendations from the OPCC. The co-ordinator is acting as a vital link between survivors of abuse and strategic partners, providing them with the opportunities to influence positive change within policies and procedures. Working with Gwent Police, this post was highlighted on a range of media, including more than 230,000 people viewing a news report on [BBC Wales Today](#). The story reached more than 32,000 people when it was published on [social media](#).

Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV):

The OPCC, Gwent VAWDASV Regional Team and Gwent Police launched a joint campaign to highlight VAWDASV and encourage people experiencing it to seek help. The 'Don't Suffer In Silence' campaign encourages people to report via the Live Fear Free helpline and signposts people to Gwent Safeguarding's website for information. This is to allow analysis in shifts of use.

The campaign is encouraging partners (particularly public sector and RSLs) to use the resources created and promote the campaign through their channels. In addition, there is already a great deal of engagement work carried out by partners in the communities and this could help inform their conversations.

A 'proof of concept' and shared with Gwent VAWDASV comms and engagement group. From this, Llamau created a focus group of 16 women, all of whom were survivors living within its refuge accommodation, to look at the initial draft. The proposal was also shown to the Gwent VAWDASV strategic delivery group, which supported the principle. The above feedback was used to refine the final campaign messaging and targeting. In total 30 survivors informed its content and some of them took part in the actual campaign.

The campaign began a soft roll-out in February to tie-in with Sexual Violence Awareness Week and the promotion of the new survivor engagement co-ordinator

post, with full rollout happening over the end of March and start of April. Evaluation will be provided in next year's report.

In addition to this, the OPCC:

- Supported the male survivors support group (MARS), attending support meetings, featuring survivors in the 'Don't Suffer In Silence' campaign, and designing its logo for use on promotional materials;
- Continued to edit and design the VAWDASV newsletter that goes to all key stakeholders (used as a development opportunity for a member of staff); and
- Led on the comms for the White Ribbon Day event at Caldicot Castle, which saw more than 150 people take part despite the wet conditions.

COMMUNITY COHESION

Black, Asian and Minority Ethnic (BAME) Engagement:

Race Council Cymru's Black History Month event in Newport, entitled 'Movers, Shakers and Legacy Makers', was sponsored by the office. The Commissioner was one of the keynote speakers at the event, where the OPCC also had an engagement stall. The Commissioner wrote a blog about this, which was promoted on channels.

The OPCC took part in and spoke at the BAME Gwent Regional Forum in November, where more than 50 people were engaged. In total, 32 surveys were completed on the day and more than 100 crime prevention items were given out. Networks were also generated with some Newport-based youth engagement projects, and these have since been utilised to take part in initiatives like the Youth Question Time event (see below).

As a result of attending the regional forum, the OPCC has started working with Ethnic Minorities and Youth Support Team Wales (EYST) to increase opportunities to engage with BAME residents. This will develop throughout 2020/21.

The OPCC has worked closely and built a good working relationship with Gwent Police's Positive Action Outreach Worker and its Cohesion Officer. This includes sharing information on engagement events, key messaging and literature, as well as promoting each other's work to key contacts.

These four examples of community engagement, helped the OPCC significantly increase its BAME representation in this year's precept survey. Although the majority of people described themselves as White British, 114 people (6.9% of respondents) who completed the survey did not. In total, 77 people said they were BAME (4.63%). The average BAME population of Gwent is 4.57% (ONS, September 2019).

To mark Stephen Lawrence Memorial Day, Gwent Police and the OPCC welcomed BAME residents to police HQ for a commemorative event. A story and pictures were sent to the press, reaching 10,578 people, equating to £970.47 of coverage.

South Wales Jamaican Alliance, Race Council Cymru and residents held a special event in Cwmbran to mark Windrush Day. The event was a celebration of the contribution the Windrush generation have made, and continue to make, to society in Wales and across the UK. The OPCC addressed attendees at the event, highlighting that one of the key priorities for Gwent is to create a more cohesive community.

The Commissioner attended a Caribbean Heritage Cymru event at the Mission to Sea Farers in Newport, engaging with about 60 people from the local community. Photography was captured throughout and shared with organisers.

A comprehensive engagement plan focusing on BAME residents will be developed and implemented in 2020/21.

Families Love Newport

The Families Love Newport event in February was supported by the OPCC. It brought together public services in a central location, with the office engaging with more than 300 people throughout the day on a variety of topics, including the role of the OPCC, crime prevention, and signposting people to Gwent Police recruitment.

Hate Crime:

Young people from Brynmawr marked Hate Crime Awareness Week with a one-hour radio show broadcast on BGfm. A group of six young people from Brynfar and Coed Cae played songs and spoke about their understanding and experiences of hate crime. The OPCC took part in the event, speaking to young people about their experiences and a [short video](#) of this initiative was published following the event.

Holocaust Memorial Day

Holocaust Memorial Day was marked with an event at Gwent Police headquarters. The OPCC joined community and faith leaders, police officers and staff to remember the millions who lost their lives in the Holocaust and those killed in genocides in Cambodia, Rwanda, Bosnia and Darfur. The PCC spoke at the event and OPCC publicised the event on its website, ebulletin and social media channels.

LGBTQ+

The OPCC attended Newport City Council's LGBTQ+ celebration event at the Riverfront, engaging with approximately 30 residents. The event was a good opportunity to meet with partners, speak to residents, and allowed the office to make useful contacts with Pride Cymru for future work and projects.

The office has worked closely with Umbrella Cymru, which is based at Connect Gwent and provides advice and support on gender, sexual diversity and inclusion. It has shared stands at engagement events and provided emotional and practical support, advice and information about crime and anti-social behaviour.

As part of the precept engagement, local groups were proactively targeted with the support of Umbrella Cymru and encouraged to have their say on the proposal.

Mosques:

Visits by the Commissioner to the Shah Poran Bangladeshi Jame Mosque, Newport and the Berea Mosque, Blaina provided valuable insight into issues of concern within these communities. Partners were contacted to help address some of the concerns raised. The office engaged with more than 100 members of the Islamic community during three visits and reassured residents on a number of police and crime issues.

Gwent Police were joined when welcoming the new Mini Police unit at Berea Mosque in Blaina and this was publicised this across multiple channels.

The OPCC also visited Al-Islah Islamic School, which is based at Pillgwenlly Primary in Newport. The team and local PCSOs spent time with the children answering questions and finding out about day-to-day life in their community. The children were interested in finding out about the police service and how to become a police officer. Improving community cohesion is at the heart of the police and crime plan and such interactions between communities and policing services can help build relationships.

Sanctuary

The Commissioner visited the Sanctuary, which is a charity supporting refugees in Newport. It received £15,000 from the OPCC to fund a staff member to support service users and more than 50 refugees have been supported by the charity. The OPCC team also put the Sanctuary in contact with Connect Gwent to follow up on an issue concerning two of the young adults that were being supported.

Strategic Equality Plan

Consultation began on the OPCC's new Strategic Equality Plan. The OPCC is developing objectives and an action plan to ensure the principles of equality, diversity and inclusion are embedded into everything it does. The objectives will aim to challenge discrimination and support the Police and Crime Plan for Gwent.

As part of this, the OPCC asked residents if they agreed with the draft objectives. To achieve this, it contacted 58,000 residents via Gwent NOW, as well as sharing multiple times on all channels. An extensive list of Gwent-based support groups were also contacted, including groups focusing on race, disability, age, LGBTQ+, young people, mental health, Welsh language and volunteers.

The finalised plan, informed by the results of the engagement work, will be published in quarter one of 2020/21.

Welsh Language:

The OPCC's commitment to the Welsh language was further evidenced throughout the year. All planned social media content continues to be published bilingually, with the Welsh text used first in single posts. A library of pre-translated content is being created to allow greater bilingual messaging when away from the office or out of hours when translation isn't possible.

Every issue of the weekly ebulletin to residents continues to be published in Welsh, although the amount of subscribers remains very low. The website is bilingual.

When undertaking the precept engagement, the majority of responses received were through the medium of English, with 37 received through the medium of Welsh. Last year there were 21 responses in Welsh and the previous year only one. This increase was due to proactively promoting the survey through Welsh language networks in Gwent. This will continue throughout 2020/21.

In March, the office started the process to create a separate Welsh language Facebook account for the OPCC. This will launch in quarter one of 2020/21 and ensure that followers see the content in the language of their choice. This is in-line with the approach undertaken by Welsh Government, Gwent Police and councils.

Both the OPCC and Gwent Police Welsh language standards annual reports were edited and designed by the OPCC, before being publishing online.

TACKLING ANTI-SOCIAL BEHAVIOUR

Alway Amateur Boxing Club

Alway Amateur Boxing Club in Newport is offering community boxing sessions and one-to-one mentoring, thanks to OPCC funding. The #Stopstabbingstartjabbin project aims to work with children and young people who are at risk of entering the criminal justice system, or have already become victims of crime. It is teaching people about discipline, physical fitness, nutrition and self-esteem. BBC Wales Today and Wales Online covered the story at the beginning of March.

Cymru Creations

Children from Blaenau Gwent are working with a media company to create a series of short films, thanks to OPCC funding. They are working with Tredegar-based Cymru Creations to create the films based on their experiences and are focusing on topics such as dangerous driving, anti-social behaviour and hate crime. The work of Cymru Creations has been aided with communications support from the OPCC.

Cwmbran Centre for Young People (CCYP)

CCYP has been given a grant from the OPCC to help tackle anti-social behaviour in Cwmbran town centre. It is now open five nights a week due to the funding and up to 100 people a night have been attending since January. Young people are given the opportunity to take part in a wide range of social activities and are offered support with education and training. In addition to the funding, the office has visited the facility, spoken with young people and attended a multi-agency event for partners to understand how anti-social behaviour in Cwmbran town centre can be improved.

Maindee Youth Project

Maindee Youth Project receives OPCC funding and does important diversionary work with young people, helping to keep them away from crime and anti-social behaviour during the holidays and after school. Activities included dry slope skiing in Pontypool and caving in Monmouthshire, which the OPCC promoted. The young people have also been painting and decorating the room at the Maindee Community House on Eaton Road during their after school club after it was targeted by vandals.

Duffryn Community Link

Duffryn Community Link launched a new youth club with funding from the OPCC, running projects to engage young people and address anti-social behaviour in the area. The office has visited the facility a number of times through the year to speak with participants, helped set-up Tang Soo Doo activities in the club, and has offered communications support for projects throughout 2020/21.

It's Called Ffasiwn

Young people from Brynfarf and Coed Cae estates involved in the 'It's Called Ffasiwn' project undertook a three-year project in partnership with photographers Clémentine Schneidermann and Charlotte James. This saw them learn skills such as sewing, customising clothes and styling, before producing a professional photoshoot. The images have since been published around the world by a number of high profile publications, including Vogue and The New Yorker. This was publicised with a media

reach of 68,859 and value of £1,252, and complemented by a short video after the Commissioner visited participants to congratulate them.

Positive Futures

Positive Futures receives funding from the OPCC to run diversionary activities for young people across Gwent. The OPCC has supported Positive Futures on a number of projects, publicising its Fit and Fed offer to children during school holidays and covering its football tournament that saw young people from Newport, Monmouthshire and Torfaen compete in five-a-side games in Caldicot. About 46 children and young people took part including a team from the refugee community in Newport. Press coverage reached more than 12,000 people and was worth £908.03.

Urban Circle

Urban Circle organised 'Summer Fest' at Tredegar House in August. The festival was devised and organised by young people aged 13–25 as part of Urban Circle's U-Turn project, which is funded by the OPCC. The project uses the creative arts to tackle social problems affecting young people in Newport. The young people on the event team gained stewarding and first aid qualifications, and about half of them also completed safeguarding and youth work accreditations. The OPCC attended on both days, engaging with 150 people and giving out more than 150 crime prevention items. People were also surveyed on both days.

Urban Circle also organised a Halloween music event that more than 200 young people Newport attended. It was designed to give young people something positive to do on a night that is usually associated with high levels of crime and anti-social behaviour. Again, this was promoted and participants praised.

EFFICIENT AND EFFECTIVE SERVICE DELIVERY

Academic research

In November, the Police Foundation released its research into understanding public attitudes towards police priorities. Gwent was one of seven OPCCs to take part in the research. The project moved beyond standard surveys that ask people what they think the police should prioritise, without providing information about the realities of modern policing. Instead, it brought together focus groups of local residents to discuss policing in their area, introduced information about the breadth and intensity of police demand and assessed the extent to which, once they understood these competing issues more fully, their views on priorities changed. This research is being used to improve processes locally and to drive best practice nationally.

All-Wales OPCC communications group

Having been instrumental in setting up an all-Wales communications and engagement group last year, partnership working continues to allow the sharing of best practice and ideas between the relevant teams. The group creates opportunities to collaborate, and discuss issues relating to policing in Wales.

Association of Police and Crime Commissioners (APCC):

The APCC has been supported throughout the year. Content for national campaigns on supporting victims and substance abuse was created, while the OPCC also created the Welsh language infographics to be shared with other forces.

When the APCC was running a survey on police officer safety, the office incorporated this into its online and face-to-face engagement, resulting in more than 800 completed surveys for the APCC. This was in the top five responses for the whole of the UK, which is particularly pleasing given Gwent's relative size compared to the other forces.

Behind the Badge:

The Behind the Badge event was again held around Police HQ, showcasing the incredible work of the emergency services across Gwent. The office helped plan the event, paid for the big screens showing live footage from across the site, and organised the exhibit space at Crownbridge School. Approximately 10,000 people attended throughout the day, with the Commissioner and office staff engaging with more than 800 people. The team also worked closely with Umbrella Cymru and Age Cymru throughout the day, sharing messages and advice to residents.

During the event, the Commissioner presented Justin Johnstone with the first ever 'OPCC Volunteer of the Year' award for his commitment to the Independent Custody Visiting Scheme. Photography from across the day was shared on social media and given to Gwent Police for future use.

Chief Constable recruitment:

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

To ensure the widest possible promotion of the vacant post, a total of 11 social media posts were published:

- On Twitter, this generated 3,066 impressions and there were 170 engagements;
- The Facebook posts had a reach of 6,717 resulting in 890 engagements and 857 clicks to view the vacancy;
- On LinkedIn, there were 110 impressions resulting in nine clicks to view the vacancy; and
- 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.

The OPCC also led on communications for the appointment of the Chief Constable. The story was featured on the BBC and Argus on the day. The Commissioner took part in interviews the following day with media outlets from across Wales. The OPCC supported the Gwent Police's communications team and provided photography.

Children and Young People Engagement:

The OPCC attended Blaenau Gwent Children's Grand Council to deliver a workshop on safety in the community. The children were asked to put stickers on maps of their area to indicate where they felt safe or unsafe. The results were collated, fed back to

local policing teams, and will be used to evidence the need for possible diversionary activities and other services in the future.

More than 200 children and young people were engaged at the Gwent Safeguarding Young People conference at Celtic Manor. The event was opened by the Children's Commissioner for Wales, Sally Holland, with workshops on themes including health, bullying and knife crime. It was an important event delivering key messages of safety at a crucial time in their lives and the office spoke to almost all of the young people in attendance throughout the day.

The office also arranged a visit by the Children's Commissioner for Wales to Gwent to show her the great work being undertaken to support children and young people across the area. As part of the visit, the office took her to Nant Celyn Primary School, St Julian's High School and the Missing Children's Hub, discussing issues including Mini Police, school exclusions and vulnerable young people at risk of exploitation.

Work started in March on a plan to be assessed for Kitemark accreditation by the end of 2020/21. In Wales, there are seven Children and Young People's National Participation Standards and, to achieve Kitemark accreditation, a team of young people inspect and assess an organisation's commitment to these.

Community Engagement

Engagement activities were planned throughout the year to provide as diverse a range of opportunities as possible, so that a wide selection of residents from across Gwent had an opportunity to participate. The aim was to support community inclusion and involvement by providing opportunities for people and organisations to link in with the OPCC, with a view to influencing their policing service, accessing support services, and accessing grants for community projects.

By being active in Gwent communities, it allowed the office to explain policing pressures and direct people to other services; sometimes other public bodies, but often to police support services, notably Connect Gwent.

This approach is supported by the Police Foundation's report, 'Understanding the Public's Priorities for Policing' (see above), which evidences that the more people know about policing priorities, the more they support and understand policing.

Throughout the summer, the OPCC, Gwent Police and Connect Gwent continued to work together on an extensive summer engagement programme. The OPCC attended more than 20 community events across Gwent in the summer, engaging with more than 7,500 people. The team provided people with crime prevention advice and crime prevention items, including anti-skimming card holders, crime prevention booklets and purse bells.

In addition to this, the OPCC also:

- Conducted 13 referrals to the PRU, Connect Gwent or partners;
- Surveyed 234 people; and
- Gained 70 new subscribers to the e-bulletin.

E-bulletins

In January 2019, the OPCC released its first e-bulletin, providing subscribers with fortnightly updates regarding the work of the Commissioner and his office. Given the popularity of sign-ups and amount of emails being read, it became weekly in May.

The e-bulletin has proven extremely successful gaining 1,202 subscribers, up from 836 in last year's report and 58 per cent of the audience is categorised by Mailchimp as 'highly engaged'. As the number of subscribers increases, it is expected that this figure will decrease, in-line with the open rates of other public sector ebulletins.

Estates

Construction has started on Gwent Police's new headquarters in Llantarnam. A joint communications plan with Gwent Police continues to be rolled out and this is scrutinised by a new Gold HQ Comms meeting, which features a member of the Independent Advisory Group.

The principle of the document is to be proactive to ensure coverage is balanced and key messages are reported. There continues to be considerable stakeholder management and engagement, both internally and externally. Due to some changes in key staff at BAM and the impact of COVID-19, some of these will be harder to deliver and/or will take longer. These are things that are not time-critical and there no major issues. A comms risk register was being created at the end of March.

Coverage of the main milestones relating to the HQ appeared in all key titles. The frequently asked questions document is updated regularly taking into account feedback from all the different estates meetings.

Independent Custody Visitors (ICVs):

Two recruitment campaigns were run for new ICVs, with the OPCC utilising GAVO to help promote them. This resulted in six applicants and one successful candidate. A [short video](#) of the ICVs' work was published on social media. An ICV was also the winner of the first ever 'OPCC Volunteer of the Year' award too.

Media Coverage:

There were 431 media articles in 2019/20, up from 395 media articles. The total monetary value captured equated to more than £571,000, with a reach totalling 24,470,281. Independent media monitoring service Kantar provides these statistics.

Mini Police

Promotion of some of the Mini Police work continued. The office visited recruits at Ysgol Gymraeg Ifor Hael and Blaenavon Heritage Primary School for certificate presentations and photographs.

Children from Blaenavon Heritage School's Mini Police took part in Road Safety Week by carrying out parking patrols. The pupils helped keep friends and other pedestrians safe by encouraging drivers not to park on yellow lines, in bus bays or on kerbs around the school. This was promoted in the press and via [social media](#).

Blaen-Y-Cwm Primary School's Mini Police launched a rap video to encourage other pupils and their families to be more aware of road safety. The [video](#), funded by the OPCC, promotes messages including safe parking and speed awareness.

Newspaper Columns

The Commissioner's regular newspaper columns have continued in South Wales Argus (10,000 copies) and Caerphilly Observer (10,000 copies in Caerphilly). Despite an overall trend of people moving to online news, print media still plays an important role in helping public confidence due to the added level of scrutiny compared to broadcast communications channels such as Twitter.

In 2020/21, it is hoped to establish further columns with other traditional print media outlets. These articles are generally reused online, so are multi-purpose. They are also bespoke to the communities served, allowing greater focus on local issues than would sometimes appear on other channels.

Precept

The Commissioner has to engage with people on the precept, as it is his responsibility to set the level for Gwent every year. The OPCC launched this year's precept survey on Monday 14 October 2019 and it ran for 13 weeks until Sunday 12 January 2020. Six of these weeks occurred during the pre-election period. It was repeatedly publicised via social media, local press and the OPCC website, and shared with community groups, partner organisations, and local authorities.

However, the main focus of this year's surveying was face-to-face engagement. This approach is part of a wider drive by the OPCC to increase public awareness and understanding of the Commissioner's role and responsibilities, encourage people to give their views on policing, and establish and grow effective working relationships with partners and stakeholders.

The approach of sustained face-to-face engagement allowed consistent pulse-testing of public opinion on the subject matter. It also allowed greater visibility and was a significantly more efficient and holistic approach than in previous years.

The OPCC attended 25 events across Gwent between October 2019 and January 2020. Of these, four dedicated events were delivered in each local authority area (20 in total). The office also attended five additional events to which it was invited. Seven engagement events were held on Saturdays.

In total, the OPCC carried out 145 hours of engagement as part of the precept surveying. In addition to this, surveys were undertaken at eight summer events, meaning an additional 40 hours of engagement.

Combined, this resulted in 1,730 people answering the precept question, "Would you support the principle of a £2 a month increase on your council tax (based on a band D property) to maintain policing provision at current levels?". In total, 66% of respondents said yes, 22% no and 12% unsure.

It was agreed, prior to the launch of the survey that a representative sample size of 600 would be used. Prior to last year, the OPCC had always struggled to achieve a representative sample, only achieving it twice (606 in 2018/19 and 1,875 in 2019/20). Of the 1,730 respondents, 1,086 people completed the survey at one of the public engagement events, with 644 people choosing to complete the survey online. This means that this year's precept survey not only achieved a representative sample of

respondents, but it had more than the required number of respondents both online and a significantly better number face-to-face.

The majority of responses received were in English, with the exception of 37 in Welsh. Last year there were 21 responses in Welsh and the previous year only one.

As part of this holistic approach to surveying people face-to-face, the OPCC also:

- Gave out 3,177 pieces of crime prevention items and advice;
- Distributed 549 leaflets about the OPCC and Connect Gwent to residents;
- Arranged two talks with Connect Gwent representatives and local groups;
- Sorted four referrals to Public Response Unit to follow-up on cases and one referral to executive team; and
- Signed up more than 240 people to the OPCC e-bulletin.

Public Service Boards (PSBs):

The OPCC continued to support the statutory PSBs, which assess the economic, social, environmental and cultural well-being in their areas. The OPCC attends PSB meetings as statutory invitees. It also contributes to the communications and engagement groups, and community-focused engagement activities that are run.

As part of the 'Blaenau Gwent on the Move' project, a new trail was built from Sirhowy Hill Woodlands Nature Reserve to Marine Colliery in Cwm. The aim is to help people live healthier and more fulfilled lives by improving access to the natural environment. The OPCC took part in a community event to paint a large mural to promote the nature and wildlife in the area. It also took part in a litter pick, where more than 20 bags of rubbish and fly-tipping were cleared, and led on communications on behalf of Blaenau Gwent PSB.

The OPCC joined members of Torfaen PSB and local residents for a game of walking rugby in Blaenavon. This was part of a new approach by Torfaen PSB to find new, innovative ways for public services to engage with the local community.

Newport City Council's community assist day at Maes Glas Community Centre saw the OPCC engaging with a lot of residents about the issues that most affect them in the community. It also took part in an Alway community safety event, which saw the office and local Gwent Police team engaging with young people, including a quick FIFA challenge on a games console.

Torfaen PSB's annual report is going to be filmed and edited by the OPCC, following a request for support from the Torfaen board, while the office live-tweeted on behalf of Caerphilly PSB at its December meeting.

Social media:

The Commissioner's role and OPCC work are communicated with key partners and the public across many media platforms. This includes highlighting daily aspects of work and achievements, as well as highlighting opportunities for residents to engage.

The OPCC continued to use social media as a key communication tool throughout 2019/20. To complement the use of Twitter and Facebook, the OPCC has expanded use of Instagram and YouTube as methods of communicating and engaging with

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residents. The OPCC currently has the most Twitter and Facebook followers of the four OPCCs in Wales. Some of the statistical increases are large and it is not expected that they will be so high in next year's report.

Twitter

At 31 March, the OPCC had 5,174 followers on Twitter compared to 12 months ago when there were 4,689 (up 10%).

In total, 816 tweets were posted generating 1,073,308 impressions (number of times a user saw the tweet on Twitter). Last year there were 661,762, so this is an increase of 62%. OPCC tweets have been re-tweeted 1,423 times (up from 1,235 last year) and 4,414 of them have been 'liked', compared with 3,580 last year (a 23% increase). In total, there were 30,434 engagements with OPCC content on Twitter, compared to 22,245 last year (up 37%).

The OPCC generated tweets that made the most impressions on Twitter were:

- New Chief Constable (14,089 impressions, 21 retweets and 132 likes)
- Information on support services during Covid-19 (13,856 impressions, 36 retweets and 32 likes)
- Launch of police drones (11,577 impressions, 21 retweets and 90 likes)
- Christmas at Connect Gwent (11,279 impressions, 11 retweets and 36 likes)
- Flooding messaging during January storms (10,258 impressions, 14 retweets and 58 likes)

In addition to the main corporate account, the Commissioner, Deputy Commissioner, OPCC Chief Executive are also all active users of Twitter, as well as a former Communication and Engagement Officer. Statistics on these are not collated.

Facebook

Followers of the OPCC Facebook page increased from 1,589 to 1,920 (up 21%). From April 2019 – March 2020, the OPCC provided 392 direct OPCC posts and/or status updates, reaching 379,015 people. This is up from last year, which saw 266 posts, totalling 249,780 impressions (which was a 24% increase on the previous year). This means meaning significantly more people saw and had the ability to engage with content through this channel over the last two years.

Instagram

At April 2020, the OPCC Instagram account had 307 followers, up from 206 the year before. Between 1 April 2019 and 31 March 2020:

- 98 posts were uploaded (up from 31);
- There were 307 likes (up from 187 likes); and
- A reach of 11,497 (up from 3,694).

The use of Instagram is becoming more popular within the sector, in particular with young audiences. It allows for more informal engagement, more suited to this demographic. The OPCC will look to continue to grow this channel during 2020/21.

YouTube and video

From 1 April 2018 to 31 March 2019, the OPCC YouTube videos attracted:

- 1,439 views (compared to 746 views);

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- 1,646 minutes watched (compared to 751); and
- 28 subscribers (compared to 19).

The most popular videos published on YouTube were:

- [Blaen-y-Cwm Heddlu Bach Road Safety Rap](#)
- [It's Called Ffasiwn](#)
- [Independent Custody Visitors](#)
- [Alway Amateur Boxing Club](#)

However, this represents just the amount of views on YouTube. As in-line with best practice, the OPCC also simultaneously uploads content to Facebook and Twitter, where the videos are embedded content. This generates considerably more views and engagement than via YouTube. For example, the Cwmbran Centre for Young People video was viewed by 27 people on YouTube. However, on Twitter the clip gained 14 retweets and was liked by 31 people it reached 6,493.

Specials

Booklets detailing the work of the Specials were handed out during the summer and precept engagement events. A total of 75 booklets were given to residents and those interested in becoming a Special were signposted to the Gwent Police website.

Surgeries

The Commissioner continued to hold walkabouts in communities across Gwent, including Abergavenny, Caerphilly, Cwmbran, Ebbw Vale, Tredegar, Usk and Spytty.

In addition, the Commissioner actively increased his engagement with groups with protected characteristics, attending events organised by BAME communities, Pride Cymru and a number of mosques. He also visited many of the projects funded by the OPCC to speak with the project organisers and services users to better understand the needs of these communities.

At the start of 2020, the OPCC started to complement these with additional activities by the Communications and Engagement team. This was to increase opportunities for the public to engage with the OPCC in a community setting. The content of these events were general engagement; however, in future they will rotate between general engagement and subject specific, eg campaigns or information gathering. These were cancelled in March due to COVID-19, but will return later in the year. However, it is not anticipated that they will resume until quarter two at the earliest.

Information or opinions expressed from this work is fed to the Commissioner to help inform strategic and commissioning decisions, as well as help facilitate conversations when holding the Chief Constable to account.

The Commissioner reintroduced briefings for MPs and AMs. These are an opportunity for elected members to have greater understanding of the work of the OPCC and how it has a positive impact on the communities they represent.

Youth Question Time:

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The second Youth Question Time event has held in Newport in March and attracted 129 young people and 29 professionals from across Gwent. In total, 158 people attended, up from 81 people at the first event last year.

The panel was made up of a diverse range of professionals who work with and for the young people of Gwent:

- Jeff Cuthbert – Police and Crime Commissioner for Gwent
- Amanda Blakeman – Deputy Chief Constable, Gwent Police
- Dr Liz Gregory – Joint Head of Child and Family Psychology Service (ABUHB)
- Dr Jane Dickson – Consultant in Sexual and Reproductive Healthcare (ABUHB)
- Loren Henry – Co-founder Urban Circle

Prior to the start of the Youth Question Time event, the foyer area of the University of South Wales was utilised as a market place, providing an opportunity for partner organisations and the OPCC to engage with attendees. A number of key partners, including Gwent Police's Diversity and Inclusion Team and the Cyber Protect Officer, Umbrella Cymru, Fearless and Newport County in the Community, took advantage of this opportunity prior to the start of the main event.

Every young person in attendance received a welcome pack that contained a series of pen portraits of the panel members, information about the OPCC and partners, a Strategic Equality Plan survey and an event feedback form.

During the 90-minute Youth Question Time, 19 young people asked probing questions on a variety of subjects, including knife crime, anti-social behaviour, drugs, mental health, homelessness, the availability of sex and relationship advice in schools, addressing the gender pay gap, and emerging crime trends.

Panel members' responses saw 95% (18 out of 19) saying they were satisfied with the response that they received. The attendee who said they were not satisfied with their response, asked a question regarding local government processes and there was no-one on the panel who could respond given the context. Feedback from attendees was overwhelmingly positive:

- 100% were either satisfied or very satisfied with the event as a whole.
- 100% found the venue good or very good.
- 100% found the event content good or very good.
- 100% found the panellists good or very good.
- 97% found the refreshments good or very good.
- 100% said they would attend an event like this again.

Real time tweets enabled those who were not able to attend to gain information about some of the questions being raised. In total, 15 Tweets were posted gaining:

- 31,207 impressions (the number of people saw the tweets)
- 815 engagements (the number of people who interacted with the tweets)

On Facebook, the English post reached 27,479 people, gained 83 likes and it was shared by 12 people. In addition, 698 people looked at the photos uploaded into a photo album. The Welsh post reached 389 people, gained 12 likes and it was shared by three people. A bilingual post was issued on Twitter, linking to the website story.

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This resulted in 1,036 impressions and 76 engagements. After the event, a press release was published and sent to all media contacts, with the content also being published on the OPCC website and weekly ebulletin.

The OPCC will continue to work with young people via Regional Youth Forum leads and forums to identify any emerging trends to ensure young people are able to ask questions about the issues that are important.

Website:

A new responsive website for the OPCC was launched in February 2019 to strengthen the OPCC's corporate identity online, provide clear, informative content to visitors, and act as an information repository and platform for signposting to other services.

The following details the performance between 1 April 2019 and 31 March 2020:

- 17,609 users in total (up from 13,660);
- 24,077 sessions (up from 18,095);
- 65,961 page views (up from 50,286); and
- 1min 51sec average session duration (down nine seconds).

Of the above statistics, the number of total users and how much this has risen is particularly pleasing. This is due to increased referrals from ebulletin and social media. As other communications channels grow, more content will refer to the OPCC website, which should see the above figures grow further.

The website helps ensure that the OPCC continues to remain transparent and that information is easily accessible to the public. The office was awarded a national award for transparency for the fifth year in a row. The Quality Mark is awarded to the OPCCs that are able to demonstrate that they provide the public with key information, in accessible formats, on their website. It is awarded by Comparing Police and Crime Commissioners, an independent national body that monitors police governance, and is sponsored by police assurance provider Grant Thornton.

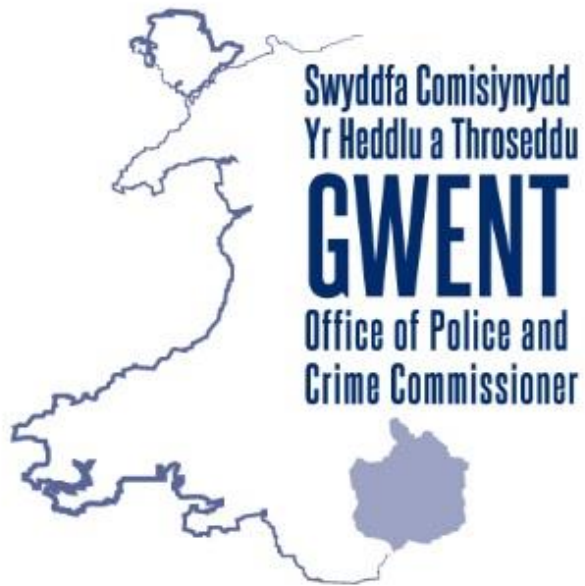
Next Steps

The OPCC will continue to increase engagement opportunities to ensure those who are seldom heard have an opportunity to engage, particularly children and young people in Gwent.

The full implications of COVID-19 are not known, but it will have a significant impact on face-to-face engagement in 2020/21. Many of the planned events have already been cancelled. The team will also look to increase the use of current platforms and develop new ones to increase and improve existing engagement work.

The major work programmes for 2020/21 will be the engagement work for the new police and crime plan, obtaining Kitemark status and creating a new physical publication to share with key partners. There will be further upskilling of the team throughout 2020/21, with an emphasis on Creative Cloud products, photography and video. This will reduce the need for any freelance and/or external providers creating content resulting in financial savings to the OPCC.

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Police and Crime Commissioner for Gwent
Performance Monitoring Report Quarter 4 2019/20

Introduction

This report provides an overview of the Police and Crime Commissioner's (PCC) oversight and scrutiny of Gwent Police performance in relation to the Police and Crime Plan. This is a report for quarter 4 of the financial year 2019/20. Where possible, it includes data from April 2017 to correspond with the Police and Crime Plan delivery period and enables a wider view of the PCC's delivery against the Police and Crime Plan.

The scrutiny and monitoring of force performance take place in a variety of forms, including observation and participation in boards and meetings as a critical friend. The main forum where this takes place is the Strategy and Performance Board, the meeting at which the PCC holds the Chief Constable (CC) to account and is open to the public. There are also specific reports and briefings requested as required. The PCC has weekly one-to-one meetings with the CC to discuss matters arising and any areas of particular concern. The PCC has made it very clear to the CC that his expectation is that he is provided with good quality information, so he can understand performance and undertake effective scrutiny and monitoring. This is specifically to include:

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

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

Gwent Police continue to work on the whole Organisational Performance Framework. This will not only enable a more developed and consistent approach to performance monitoring but also another way to identify improvements. This also makes more consistent detailed available to the PCC to further scrutinise areas whole organisational performance as and when required.

A glossary is provided as an appendix to this document to provide further clarity about terminology.

Data Conventions

The majority of data and tables contained within this document take into account quarterly figures for the previous two financial years, broken down further to an average two-year quarterly figure. This two-year quarterly average figure can be analysed against quarter 4 2019/20 data, allowing a comparison against a two-year average that will take into account seasonal fluctuations and one off 'spike' anomalies. In addition, the quarter 4 2019/20 data can be compared to quarter 4 figures for years 2018/19 and 2017/18 to provide a seasonal like-for-like comparison. This is Gwent's agreed performance analysis standard and is aimed at smoothing out long-term changes and counteracting overemphasis of annual percentage changes when previously comparing just two set data points in time.

There were changes to the recording standards of several crime types in March 2017, meaning that unfortunately it is not practical to compare any quarterly data prior to this date as it would compromise the validity of direct comparisons between any later periods.

In 2015, Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) imposed a requirement on all forces to improve their crime recording standards. Since then, all forces have been working on making their crime recording more accurate. Accuracy in crime recording is measured by HMICFRS through its Crime Data Integrity (CDI) inspection regime. Gwent's most recent inspection in 2018 recorded a CDI rating of 88.9%.

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

Priority 1 - Crime Prevention

1.1 Number of Reported Incidents

| All Incidents | 2017-18 | | | | | 2018-19 | | | | | 2019-20 | | | | |
|---------------------------|---------|--------|--------|--------|----------|---------|--------|--------|--------|----------|---------|--------|--------|--------|----------|
| Closing Class 1 | Q1 | Q2 | Q3 | Q4 | Yr Total | Q1 | Q2 | Q3 | Q4 | Yr Total | Q1 | Q2 | Q3 | Q4 | Yr Total |
| Public Safety and Welfare | 14,462 | 14,098 | 12,761 | 12,249 | 53,570 | 14,015 | 13,798 | 13,176 | 13,125 | 54,114 | 13,644 | 14,739 | 13,175 | 12,700 | 54,258 |
| Crime Related | 12,475 | 12,748 | 12,440 | 11,715 | 49,378 | 14,490 | 14,372 | 13,535 | 13,337 | 55,734 | 13,591 | 14,289 | 12,972 | 11,780 | 52,632 |
| Admin | 10,135 | 8,843 | 8,019 | 7,217 | 34,214 | 8,140 | 8,102 | 7,570 | 7,446 | 31,258 | 7,837 | 8,480 | 7,618 | 7,494 | 31,429 |
| Transport | 8,763 | 8,762 | 8,515 | 8,075 | 34,115 | 8,668 | 8,072 | 8,098 | 8,422 | 33,260 | 8,320 | 8,375 | 7,845 | 7,193 | 31,733 |
| Anti-Social Behaviour | 5,362 | 4,940 | 4,107 | 2,950 | 17,359 | 2,856 | 3,119 | 2,534 | 2,639 | 11,148 | 2,876 | 2,912 | 2,362 | 2,817 | 10,967 |
| Open Log | 4 | 3 | 1 | 2 | 10 | 59 | 82 | 165 | 113 | 419 | 265 | 145 | 2 | 54 | 466 |
| Total | 51,201 | 49,394 | 45,843 | 42,208 | 188,646 | 48,228 | 47,545 | 45,078 | 45,082 | 185,933 | 46,533 | 48,940 | 43,974 | 42,038 | 181,485 |

Overall incident demand has changed this quarter, decreasing by 9.5% against the quarterly average of the last two years. Incident demand categories of Public Safety and Welfare, Crime and Transport have seen the greatest decreases, and Anti-Social Behaviour has reflected similar levels seen in quarter 1 and quarter 2 of 2019/20. The change in the types of incidents that have increased and decreased are likely to have been impacted by Covid-19. These effects range from the closure of shops and pubs, to the reduced opportunities to identify issues of concern, with many services working remotely as well as reduced transport incidents due to less travel. With the exception of quarter 3 2019/20, we continue to see a similar downward trend of incidents categorised as anti-social behaviour.

1.2 Number of Total Recorded Crimes

| All Crime Quarterly Comparison | 2017-2018 | | | | | 2018-2019 | | | | | 2019 -2020 | | | | | |
|--------------------------------|---------------|---------------|---------------|---------------|------------------|---------------|---------------|---------------|---------------|------------------|---------------|---------------|---------------|---------------|------------------|--------------------------|
| Crime Type | Q1 | Q2 | Q3 | Q4 | 2017-2018 Totals | Q1 | Q2 | Q3 | Q4 | 2018-2019 Totals | Q1 | Q2 | Q3 | Q4 | 2019-2020 Totals | 2 Year Quarterly Average |
| All Other Theft | 1,102 | 1,239 | 1,098 | 1,070 | 4,509 | 1,242 | 1,256 | 1,138 | 1,117 | 4,753 | 1,165 | 1,167 | 1,040 | 931 | 4,303 | 1,132 |
| Bicycle Theft | 82 | 112 | 66 | 50 | 310 | 115 | 108 | 95 | 107 | 425 | 97 | 111 | 68 | 53 | 329 | 94 |
| Burglary Dwelling | 742 | 618 | 655 | 598 | 2,613 | 700 | 593 | 619 | 628 | 2,540 | 672 | 625 | 664 | 585 | 2,546 | 636 |
| Burglary Non-Dwelling | 309 | 268 | 289 | 255 | 1,121 | 270 | 248 | 343 | 302 | 1,163 | 290 | 305 | 252 | 251 | 1,098 | 283 |
| Criminal Damage & Arson | 2,081 | 2,181 | 2,381 | 2,040 | 8,683 | 2,284 | 2,488 | 2,293 | 2,354 | 9,419 | 2,383 | 2,073 | 2,198 | 1,930 | 8,584 | 2,250 |
| Drug Offences | 397 | 346 | 308 | 318 | 1,369 | 323 | 377 | 384 | 379 | 1,463 | 407 | 353 | 365 | 373 | 1,498 | 370 |
| Homicide | 2 | 1 | 2 | 2 | 7 | 0 | 1 | 1 | 2 | 4 | 0 | 3 | 1 | 2 | 6 | 1 |
| Miscellaneous Crimes | 301 | 263 | 326 | 305 | 1,195 | 391 | 356 | 331 | 325 | 1,403 | 352 | 307 | 315 | 396 | 1,370 | 347 |
| Other Sexual Offences | 233 | 223 | 225 | 221 | 902 | 213 | 250 | 231 | 287 | 981 | 246 | 253 | 257 | 284 | 1,040 | 253 |
| Possession of Weapons | 47 | 62 | 46 | 53 | 208 | 47 | 60 | 54 | 76 | 237 | 52 | 81 | 56 | 62 | 251 | 61 |
| Public Order Offences | 1,011 | 1,106 | 1,190 | 1,428 | 4,735 | 2,133 | 2,267 | 1,754 | 1,718 | 7,872 | 2,070 | 2,244 | 1,843 | 1,818 | 7,975 | 1,981 |
| Rape | 90 | 106 | 102 | 120 | 418 | 106 | 142 | 160 | 166 | 574 | 117 | 140 | 118 | 124 | 499 | 134 |
| Robbery | 62 | 66 | 82 | 47 | 257 | 91 | 77 | 64 | 69 | 301 | 78 | 73 | 82 | 71 | 304 | 76 |
| Shoplifting | 1,140 | 971 | 879 | 893 | 3,883 | 990 | 855 | 874 | 814 | 3,533 | 826 | 893 | 915 | 825 | 3,459 | 874 |
| Theft From the Person | 85 | 98 | 97 | 68 | 348 | 105 | 83 | 107 | 78 | 373 | 77 | 73 | 83 | 81 | 314 | 86 |
| Vehicle Crime | 763 | 919 | 810 | 861 | 3,353 | 834 | 743 | 906 | 915 | 3,398 | 753 | 918 | 844 | 741 | 3,256 | 832 |
| Violence with Injury | 1,172 | 1,174 | 1,192 | 1,322 | 4,860 | 1,451 | 1,482 | 1,500 | 1,390 | 5,823 | 1,419 | 1,482 | 1,454 | 1,386 | 5,741 | 1,446 |
| Violence without Injury | 2,229 | 2,264 | 2,693 | 2,679 | 9,865 | 3,403 | 3,576 | 3,503 | 3,694 | 14,176 | 3,625 | 3,911 | 3,592 | 3,725 | 14,853 | 3,629 |
| Total | 11,848 | 12,017 | 12,441 | 12,330 | 48,636 | 14,698 | 14,962 | 14,357 | 14,421 | 58,438 | 14,629 | 15,012 | 14,147 | 13,638 | 57,426 | 14,483 |

There has been a decrease in overall numbers between quarter 4 2018/19 and quarter 4 2019/20 of -5.74%, (n=783). The table also shows that quarter 4 has recorded a figure of 6.19% below the two-year quarterly average. Of the 18 crime categories, there has been a reduction against the quarterly average in 12 categories, with significant reductions in Theft, Criminal Damage & Arson, and Public Order Offences.

Public Order Offences have increased by 5.8% (n=100) this quarter when compared with quarter 4 of 2018/2019. This is a Covid-19 related increase. However, continuing the comparison to quarter 4 of 2018/19, there have been reductions in 11 of the 18 crime categories.

Quarter 3 figures for 2019/20 saw the lowest numbers since the changes in classification of Violence without Injury came into force at the start of the 2018/19 financial year. This was considered to be mostly due to changes in crime recording and specifically for stalking and harassment offences. Yet in quarter 4 of 2019/20 Violence without injury has increased by 3.7% (n=133) and still remains a significant percentage standing at 26% of overall crime. The impact of the Covid-19 lockdown beginning on 23 March will have significantly affected this figure because of neighbour disputes, and general unrest due to lockdown changes in the community.

There is a widespread concern that domestic abuse will have been significantly underreported during lockdown; however, the impact of this isn't expected until the later end of quarter 1 of 2020/21. This is when lockdown will have eased and people would have been more able to report. Therefore it remains a priority for the force to communicate with potential victims and find ways to offer support and safety.

Lockdown will have impacted most crime rates for this quarter. As the first few weeks of lockdown began just inside the latter of quarter 4, we expect to see a much bigger impact of crime rates in quarter 1 of 2020/21 as lockdown eases. In particular violence with and without injury, rape and other sexual offences where there have been fluctuations in reporting during COVID 19 but also as high harm offences.

1.3 Communications and Engagement Activities - OPCC

Provided in a separate report.

1.4 Number of Repeat Offenders

| Total Repeat Offenders Numbers | | | | | | | | | | |
|---|------------------------|------------------|-------------------|------------------------|-----------------|-------------------|------------------------|-----------------|-------------------|--------------------------------|
| | 2017/2018 | | | 2018/2019 | | | 2019/2020 | | | |
| All Offence Types | Offender Related Crime | Repeat Offenders | Repeat Offender % | Offender Related Crime | Repeat Offender | Repeat Offender % | Offender Related Crime | Repeat Offender | Repeat Offender % | Repeat Offender Yearly Average |
| Total Numbers | 22,711 | 4,329 | 19.1% | 25,360 | 5,058 | 19.9% | 21,344 | 4,266 | 20.0% | 19.7% |
| Breakdown of Repeat Offenders by Crime Type | | | | | | | | | | |
| | 2017/2018 | | | 2018/2019 | | | 2019/2020 | | | |
| All Offence Types | Offender Related Crime | Repeat Offenders | Repeat Offender % | Offender Related Crime | Repeat Offender | Repeat Offender % | Offender Related Crime | Repeat Offender | Repeat Offender % | Repeat Offender Yearly Average |
| All Other Theft | 1,127 | 134 | 11.9% | 941 | 85 | 9.0% | 742 | 62 | 8.4% | 9.8% |
| Bicycle Theft | 38 | 2 | 5.3% | 55 | 4 | 7.3% | 42 | 2 | 4.8% | 5.8% |
| Burglary - Dwelling | 487 | 94 | 19.3% | 427 | 85 | 19.9% | 328 | 49 | 14.9% | 18.0% |
| Burglary - Non Dwelling | 222 | 41 | 18.5% | 189 | 32 | 16.9% | 192 | 38 | 19.8% | 18.4% |
| Criminal Damage & Arson | 2,274 | 346 | 15.2% | 2,346 | 326 | 13.9% | 1,872 | 264 | 14.1% | 14.4% |
| Drug Offences | 1,183 | 121 | 10.2% | 1,290 | 156 | 12.1% | 1,221 | 105 | 8.6% | 10.3% |
| Misc Crimes Against Society | 787 | 59 | 7.5% | 806 | 56 | 6.9% | 587 | 37 | 6.3% | 6.9% |
| Other Sexual Offences | 491 | 35 | 7.1% | 417 | 33 | 7.9% | 386 | 34 | 8.8% | 8.0% |
| Possession Of Weapons | 164 | 6 | 3.7% | 184 | 14 | 7.6% | 180 | 10 | 5.6% | 5.6% |
| Public Order Offences | 2,790 | 376 | 13.5% | 3,909 | 540 | 13.8% | 3,448 | 462 | 13.4% | 13.6% |
| Rape | 194 | 4 | 2.1% | 194 | 10 | 5.2% | 192 | 14 | 7.3% | 4.8% |
| Robbery | 117 | 15 | 12.8% | 127 | 32 | 25.2% | 102 | 11 | 10.8% | 16.3% |
| Shoplifting | 2,020 | 313 | 15.5% | 1,571 | 258 | 16.4% | 1,342 | 203 | 15.1% | 15.7% |
| Theft From The Person | 65 | 0 | 0.0% | 64 | 2 | 3.1% | 54 | 4 | 7.4% | 3.5% |
| Vehicle Crime | 419 | 58 | 13.8% | 382 | 48 | 12.6% | 279 | 26 | 9.3% | 11.9% |
| Violence With Injury | 3,339 | 411 | 12.3% | 3,594 | 450 | 12.5% | 2,881 | 324 | 11.2% | 12.0% |
| Violence Without Injury | 6,991 | 1,113 | 15.9% | 8,861 | 1,593 | 18.0% | 7,442 | 1,409 | 18.9% | 17.6% |
| Totals | 22,711 | 3,128 | 13.8% | 25,360 | 3,724 | 16.5% | 21,344 | 3,054 | 14.3% | 14.9% |

N.B The total numbers for repeat offenders in this table included offenders who have committed more than one crime, sometimes from different categories of crime. The repeat offenders in the offence category list part of the table includes offenders who have committed the same category of crime.

This year to date, 20% of all crimes have been committed by a repeat offender (an offender who has committed more than one crime this year across all crime types). There has been no change in the total percentage of repeat offenders since 2017/18. When looking at repeat offending across specific crime types during 2019/20, Violence without Injury (18.9%), Shoplifting (15.1%) and Burglary Non-Dwelling (19.8%) repeatedly have the highest percentage of offences committed by repeat offenders. This is as expected and consistent with the most common forms of repeat offending evidenced by research and across forces. However, Gwent Police recognise that they do need to improve efforts to affect repeat offending. Repeat offender identification and enforcement action continue to form part of the Local Policing Areas (LPA) tasking process. This has been enhanced by the Qlikview BI tasking product which informs Tasking meetings regarding repeat offenders. It will assist in early identification and allow enforcement action. The Community Safety Hubs carry out significant work in this area, which has resulted in the identification of those involved in repeated criminal behaviour. Integrated offender management (IOM) continues to be the primary engagement tool for Gwent Police regarding repeat and prolific offenders. This is currently under review and will form part of the new operating model.

1.5 Investigation Outcome Rates

| Outcome Rates for All Crime (based on period crime was committed) | | | | | | | | | | | | | |
|---|-----------|--------|--------|--------|-----------|--------|--------|--------|-----------|--------|--------|--------|--------------------------|
| Outcome | 2017-2018 | | | | 2018-2019 | | | | 2019-2020 | | | | 3 Year Quarterly Average |
| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| 1: Charged/Summoned | 1,511 | 1,273 | 1,184 | 1,123 | 1,346 | 1,257 | 1,243 | 1,128 | 1,030 | 936 | 929 | 754 | 1,143 |
| 2: Youth Caution/Conditional Caution | 59 | 56 | 46 | 10 | 19 | 19 | 10 | 30 | 23 | 14 | 15 | 0 | 25 |
| 3: Adult Caution/Conditional Caution | 273 | 288 | 222 | 269 | 289 | 233 | 206 | 183 | 197 | 192 | 113 | 100 | 214 |
| 4: TIC | 10 | 2 | 4 | 1 | 14 | 1 | 3 | 11 | 4 | 0 | 2 | 1 | 4 |
| 5: Offender has Died | 4 | 6 | 2 | 1 | 1 | 3 | 8 | 0 | 5 | 1 | 0 | 1 | 3 |
| 6: Penalty Notice for disorder | 85 | 106 | 96 | 80 | 72 | 92 | 76 | 67 | 63 | 55 | 72 | 34 | 75 |
| 7: Cannabis Warning | 49 | 48 | 53 | 49 | 43 | 67 | 68 | 69 | 65 | 62 | 58 | 68 | 58 |
| 8: Community Resolution/Youth Restorative Justice | 164 | 177 | 178 | 151 | 180 | 189 | 183 | 175 | 153 | 117 | 92 | 34 | 149 |
| 9: Prosecution not in the public interest | 3 | 0 | 5 | 1 | 1 | 2 | 1 | 2 | 3 | 0 | 1 | 0 | 2 |
| 10: Police - Formal action not in public interest | 47 | 87 | 86 | 52 | 41 | 72 | 53 | 79 | 82 | 120 | 154 | 130 | 84 |
| 11: Named suspect below age of criminal responsibility | 21 | 31 | 21 | 7 | 10 | 14 | 14 | 17 | 13 | 30 | 17 | 12 | 17 |
| 12: Named suspect too ill to prosecute | 8 | 7 | 13 | 16 | 15 | 15 | 11 | 13 | 18 | 12 | 6 | 4 | 12 |
| 13: Named suspect but victim/key witness deceased or too ill | 3 | 7 | 5 | 7 | 8 | 8 | 5 | 6 | 7 | 10 | 6 | 0 | 6 |
| 14: Victim declines/unable to support action to identify offender | 463 | 542 | 656 | 650 | 836 | 828 | 718 | 811 | 711 | 775 | 709 | 441 | 678 |
| 15: Named suspect, victim supports but evidential difficulties | 1,770 | 1,755 | 1,726 | 1,864 | 2,325 | 2,243 | 2,117 | 2,293 | 2,351 | 2,150 | 1,570 | 776 | 1,912 |
| 16: Victim withdraws support - named suspect identified | 2,320 | 2,404 | 2,703 | 2,954 | 3,500 | 3,977 | 3,553 | 3,227 | 3,499 | 3,775 | 3,249 | 1,867 | 3,086 |
| 17: Suspect identified but prosecution time limit expired | 19 | 22 | 21 | 20 | 37 | 36 | 23 | 30 | 34 | 22 | 11 | 11 | 24 |
| 18: Investigation complete no suspect identified | 5,055 | 5,093 | 5,290 | 4,900 | 5,791 | 5,678 | 5,743 | 5,698 | 5,623 | 5,411 | 5,003 | 3,239 | 5,210 |
| 20: Other body agency has investigation primacy | 32 | 79 | 102 | 85 | 74 | 68 | 113 | 70 | 72 | 62 | 57 | 35 | 71 |
| 21: Named suspect, investigation not in the public interest | 21 | 16 | 36 | 85 | 27 | 30 | 19 | 29 | 40 | 58 | 32 | 19 | 34 |
| 22: Diversionary, educational or intervention activity | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 3 | 18 | 54 | 53 | 26 | 13 |
| New/Still Open | 9 | 32 | 40 | 71 | 103 | 169 | 207 | 416 | 562 | 1,030 | 1,956 | 6,064 | 888 |
| - | 10 | 9 | 19 | 16 | 22 | 29 | 17 | 22 | 21 | 21 | 32 | 35 | 21 |
| Positive Outcomes | 2,155 | 1,956 | 1,785 | 1,684 | 1,964 | 1,861 | 1,797 | 1,663 | 1,540 | 1,377 | 1,281 | 992 | 1,671 |
| Total Outcomes | 11,936 | 12,040 | 12,508 | 12,412 | 14,754 | 15,031 | 14,393 | 14,379 | 14,594 | 14,907 | 14,137 | 13,651 | 13,729 |
| % of Positive Outcomes | 18.1% | 16.2% | 14.3% | 13.6% | 13.3% | 12.4% | 12.5% | 11.6% | 10.6% | 9.2% | 9.1% | 7.3% | 12.3% |
| Total Finalised Outcomes | 11,917 | 11,999 | 12,449 | 12,325 | 14,629 | 14,833 | 14,169 | 13,941 | 14,011 | 13,856 | 12,149 | 7,552 | |
| % of Positive Outcomes Against Finalised Outcomes | 18.1% | 16.3% | 14.3% | 13.7% | 13.4% | 12.5% | 12.7% | 11.9% | 11.0% | 9.9% | 10.5% | 13.1% | |

The table above displays outcomes based on crime committed date. It shows that actual positive outcome rates for all of 2019/20 are still below the quarterly average; however, this is to be expected due to the number of crimes still recorded as New or Under Investigation. This will always create a time lag in finalised outcomes based on this way of reporting. What can be seen in the bottom line of the chart, however, is that as a percentage of positive outcomes against finalised outcomes there has been an improvement during quarter four of 2019/20. The recorded a figure of 13.1%, is the highest percentage since quarter one of 2018/19. This is a great achievement and follows a positive improvement trend since quarter 1 of 2019/20.

The reason for the increase is believed to be due to a slight change in process recently implemented within the Crime Management Unit (CMU). An electronic notification is generated to the CMU if an officer or supervisor fails to record an outcome against a finalised offence. This process should hopefully maintain a higher percentage of positive outcomes going forward. There has also been an initiative by the force to finalise and close down any historic offences that have been left un-finalised within the Niche system. Although these are administrative tasks, they are achieving a positive impact upon both positive outcome rates and investigation times.

The Performance Framework has added extra scrutiny to this area of force business. Work continues to understand the Gwent Police national standing in outcomes for crime, looking at those forces which have better rates in certain crime areas. The use of Community Resolutions has been highlighted as an area for improvement by the framework. These would provide proportionate and timely outcomes for victims. Processes and training are in place to provide those improvements that will be monitored over the next 12 months to ensure effective use of an outcome resulting in a better victim experience from Gwent Police.

Priority 2 - Supporting Victims

2.1 Percentage of Victim Satisfaction with Service Received

| Victim Satisfaction Survey | | | |
|----------------------------|---------|---------|---------|
| Category | 2017-18 | 2018-19 | 2019-20 |
| Whole experience | 81% | 75% | 75% |
| Ease of contact | 88% | 89% | 95% |
| Action taken | 76% | 71% | 76% |
| Way treated | 92% | 87% | 85% |
| Kept informed | 65% | 64% | 46% |

The Victims' Board has continued to oversee a programme of improvement work and scrutinise performance. There has been some improvement in two of the five areas; however, the area of significant concern remains to be that victims do not feel that they appropriately kept informed. The satisfaction rate for being kept informed has, historically, been lower than other aspects of service. However, during the past six months, the satisfaction rate has fallen significantly. We suspect that this might be due to the survey not being tailored for cases that are dealt with in first point of contact. In quarter 1 of 2020/21, the survey script will be modified so that the question will not be asked of anyone whose case is "resolved without deployment". It is hoped that the satisfaction rate will rise as a result and enable a more accurate understanding of victims' experiences. However, both the force and PCC recognise the need for further improvements in this area and they are planned. The police response to burglary is being reviewed at the moment with the aim of improving the response to individual victims but also reducing repeat offending. Furthermore, a business case is also being developed to provide options on future models for victims' services. This will also be considerate of the need to improve information, and particularly updates, for victims.

2.2 Number of Repeat Victims of Crime

* The total numbers for repeat victims in this table relates to repeat offence types collectively, the repeat victims in the offence type part of the table relates to each offence category. The slight discrepancy in the total figures is due to inaccurate recording at source.

| Total Repeat Victims | | | | | | | | | | | | |
|----------------------|-------------------------|------------------|----------------|------------------|-------------------------|------------------|----------------|------------------|-------------------------|------------------|----------------|------------------|
| | 2017/2018 | | | | 2018/2019 | | | | 2019/2020 | | | |
| All Offence Types | Total Crime with Victim | Victims of Crime | Repeat Victims | Repeat Victims % | Total Crime with Victim | Victims of Crime | Repeat Victims | Repeat Victims % | Total Crime with Victim | Victims of Crime | Repeat Victims | Repeat Victims % |
| | 37,657 | 29,657 | 5,040 | 17.0% | 45,352 | 33,308 | 6791 | 20.4% | 43,549 | 31,680 | 6,870 | 21.7% |

| Breakdown of Repeat Victims by Crime Type | | | | | | | | | | | | |
|---|-------------------------|------------------|----------------|------------------|-------------------------|------------------|----------------|------------------|-------------------------|------------------|----------------|------------------|
| | 2017/2018 | | | | 2018/2019 | | | | 2019/2020 Year to Date | | | |
| All Offence Types | Total Crime with Victim | Victims of Crime | Repeat Victims | Repeat Victims % | Total Crime with Victim | Victims of Crime | Repeat Victims | Repeat Victims % | Total Crime with Victim | Victims of Crime | Repeat Victims | Repeat Victims % |
| All Other Theft | 3,269 | 3,123 | 140 | 4.5% | 3,290 | 3120 | 155 | 5.0% | 2,878 | 2,776 | 103 | 3.7% |
| Bicycle Theft | 303 | 304 | 4 | 1.3% | 410 | 403 | 10 | 2.5% | 319 | 315 | 7 | 2.2% |
| Burglary - Dwelling | 2,507 | 2,512 | 88 | 3.5% | 2,425 | 2419 | 104 | 4.3% | 2,368 | 2,347 | 102 | 4.3% |
| Burglary - Non Dwelling | 540 | 553 | 20 | 3.6% | 543 | 540 | 31 | 5.7% | 545 | 532 | 38 | 7.1% |
| Criminal Damage & Arson | 7,014 | 6,075 | 638 | 10.5% | 7,059 | 6150 | 658 | 10.7% | 6,553 | 5,717 | 606 | 10.6% |
| Drug Offences | 20 | 21 | 0 | 0.0% | 24 | 24 | 1 | 4.2% | 31 | 31 | 0 | 0.0% |
| Misc Crimes Against Society | 726 | 724 | 21 | 2.9% | 855 | 853 | 29 | 3.4% | 671 | 662 | 19 | 2.9% |
| Other Sexual Offences | 735 | 720 | 34 | 4.7% | 773 | 773 | 28 | 3.6% | 765 | 757 | 22 | 2.9% |
| Possession Of Weapons | 28 | 28 | 0 | 0.0% | 26 | 25 | 1 | 4.0% | 29 | 29 | 0 | 0.0% |
| Public Order Offences | 3,933 | 3,589 | 283 | 7.9% | 6,282 | 5458 | 615 | 11.3% | 6,191 | 5,437 | 576 | 10.6% |
| Rape | 341 | 315 | 20 | 6.3% | 380 | 326 | 23 | 7.1% | 317 | 295 | 20 | 6.8% |
| Robbery | 240 | 252 | 3 | 1.2% | 283 | 273 | 9 | 3.3% | 283 | 283 | 10 | 3.5% |
| Shoplifting | 350 | 298 | 41 | 13.8% | 374 | 311 | 41 | 13.2% | 360 | 312 | 39 | 12.5% |
| Theft From The Person | 323 | 322 | 2 | 0.6% | 359 | 359 | 4 | 1.1% | 280 | 280 | 2 | 0.7% |
| Vehicle Crime | 3,060 | 2,985 | 85 | 2.8% | 3,028 | 2970 | 93 | 3.1% | 2,913 | 2,845 | 99 | 3.5% |
| Violence With Injury | 4,749 | 4,482 | 275 | 6.1% | 5,590 | 5,213 | 379 | 7.3% | 5,316 | 4,954 | 381 | 7.7% |
| Violence Without Injury | 9,513 | 8,118 | 1,112 | 13.7% | 13,596 | 10581 | 2081 | 19.7% | 13,396 | 10,102 | 2,379 | 23.5% |
| Totals | 37,657 | 34,421 | 2,766 | 8.0% | 45,352 | 39,798 | 4262 | 10.7% | 43,549 | 37,674 | 4,403 | 11.7% |

In 2019/20 nearly 22% of all crimes were committed against a repeat victim (a victim who has had more than one crime of any crime type committed against them). When looking at repeat victims across specific crime types, Violence without Injury (23.5%) accounts for almost a quarter of all repeat victims. A large majority of this category is made up of victims of Domestic Abuse and Stalking & Harassment, where the victim is known to or an ex-partner of the offender. Domestic Abuse is given significant focus by Gwent Police and arrangements for high-risk victims have been enhanced this year, with the introduction of a Multi-Agency Risk Assessment Conference Coordinator. Repeat victims will also be reviewed at tasking meetings and all victims are offered support from specialist agencies and workers. However, we will continue to expect high levels of repeat victims recognising the average amount of times it takes to attempt to leave abusive relationships and the complexity of this crime. Therefore, in all cases safeguarding action as well as investigations are vital.

2.3 Number of Missing Children & Number of Repeat Missing Children

| Missing Children | 2017-18 | | | | | 2018-2019 | | | | | 2019-2020 | | | | | |
|-----------------------------------|---------|-------|-----|-----|---------------|-----------|-----|-----|-----|---------------|-----------|-----|-----|-----|---------------|--------------------------|
| | Q1 | Q2 | Q3 | Q4 | 2017-18 Total | Q1 | Q2 | Q3 | Q4 | 2018-19 Total | Q1 | Q2 | Q3 | Q4 | 2019-20 Total | 3 Year Quarterly Average |
| Missing Children Occurrences | 1,081 | 1,114 | 903 | 825 | 3,923 | 1,306 | 993 | 853 | 918 | 4,070 | 945 | 852 | 759 | 827 | 3,383 | 948 |
| Number of Missing Children | 370 | 308 | 312 | 330 | 1,320 | 345 | 334 | 410 | 455 | 1,544 | 450 | 398 | 373 | 400 | 1,621 | 374 |
| Number of Repeat Missing Children | 155 | 130 | 124 | 113 | 522 | 156 | 137 | 124 | 151 | 568 | 153 | 128 | 125 | 129 | 535 | 135 |

After seeing a downward trend of missing children since quarter 1 2019/20, quarter 4 has seen an increase of 7% compared with quarter 3. Similarly, the downward trend of repeat missing children over the same period sees an increase of 3% compared with quarter 3. School closures and children being at home more due to Covid-19 has had a negative impact on these figures, and will continue to be monitored going forward. As services have adjusted to the changing environment of Covid-19, so have the safeguarding and identification responses for protecting children and vulnerable adults. We would expect an increase in reports in quarter 1.

However, despite the last quarter, the annual comparison of 2019/20 to 2018/19, shows a decrease of nearly 6% in the category of repeat missing children. This suggests initiatives put in place to positively influence those who regularly go missing are having an effect.

2.5 Number of Adult & Children Public Protection Notices (PPNs)

| PPN Numbers | 2017-18 | | | | | 2018-2019 | | | | | 2019-2020 | | | | | |
|---|---------|-------|-------|-------|---------------|-----------|-------|-------|-------|---------------|-----------|-------|-------|-------|---------------|--------------------------|
| PPN - Nature of Concern | Q1 | Q2 | Q3 | Q4 | 2017-18 Total | Q1 | Q2 | Q3 | Q4 | 2018-19 Total | Q1 | Q2 | Q3 | Q4 | 2019-20 Total | 3 Year Quarterly Average |
| Adult at Risk | 809 | 908 | 976 | 1,017 | 3,710 | 1,178 | 1,357 | 1,300 | 1,380 | 5,215 | 1,503 | 1,660 | 1,548 | 1,515 | 6,226 | 1,263 |
| Child Concern/Child Sexual Exploitation | 2,389 | 2,133 | 2,297 | 2,306 | 9,125 | 2,922 | 2,740 | 2,583 | 2,683 | 10,928 | 2,896 | 3,240 | 3,216 | 3,566 | 12,918 | 2,748 |

2.6 Number of Strategy Meetings for Adults and Children at Risk*

| Strategy Discussion | 2018-2019 | | | | | 2019-2020 | | | | |
|---------------------|-----------|----|-----|-----|----------|-----------|-----|-----|-----|----------|
| | Q1 | Q2 | Q3 | Q4 | Yr Total | Q1 | Q2 | Q3 | Q4 | Yr Total |
| Adult At Risk | ~ | ~ | ~ | ~ | ~ | 192 | 193 | 196 | 164 | 745 |
| Child Protection | ~ | ~ | 472 | 435 | 907 | 490 | 501 | 511 | 583 | 2085 |

*The strategy discussion numbers have been monitored since the introduction of the new performance framework. Child Protection were considered first, but this has now expanded to include Adults at Risk.

The number of referrals for adults at risk in quarter 4 2019/2020 has decreased by 2% since quarter 3; however, it is nearly 11% above the prior two-year average and 10% higher than the numbers seen in quarter 4 2018/19. This shows that the work of improving frontline officers' understanding and response to safeguarding issues has continued. The number of adults at risk strategy discussions reflects the adult public protection notices of -16% (n=32), both have seen lower numbers in quarter 4 2019/20.

Child PPNs have increased by 10% in quarter 4 2019/20 compared with the previous quarter, which is the highest number of child PPNs recorded for at least the last two years. The number of child PPNs has significantly risen by 27% this quarter when compared with the previous two-year quarterly average. Similarly, the number of child protection strategy discussions also reflect the child PPNs above and have increased by 14% (n=72) in quarter 4 2019/20.

The rise in PPNs have continued in line with the rest of the year. The drive to ensure officers complied with PPN submission has continued and this is reflected in the figures. Work to improve the quality of PPNs across the force continues. The vulnerability trainer is now in post and will be responsible for this from a training perspective and supervisors will need to monitor quality.

2.7 Number of Children Identified as experiencing Domestic Abuse through Operation Encompass Reports

Operation Encompass is a police and education early intervention safeguarding partnership whereby police inform the relevant school of any incident of domestic abuse that is experienced or involves a child or young person. This information sharing enables the school to provide the most appropriate support for that child and creates a trusting environment.

Operation Encompass has now been implemented across all five local authorities in Gwent. Between March 2019 and April 2020, Gwent Police notified local authorities of 5,013 incidents of domestic abuse involving 5,793 children. On average, there are 418 incidents of domestic abuse per month involving children and young people. In quarter 4 2019/20, the number of children experiencing domestic abuse was 1,656, of whom 242 (15%) experienced two or more incidents.

Children who experience domestic abuse receive emotional and practical support in school via the safeguard lead. All PPNs with child concerns including Domestic Violence are emailed by officers to children services. Depending on the risk to the child/children, they will receive the relevant support coordinated by social care. This can include the 'open and closed door project' that is run by Banardo's specifically for child victims of domestic abuse.

Operation Encompass was put in place to better understand what is being offered to children specifically and at what point in the system it is implemented. Work is being done with the OPCC to map this. Surveys have gone to providers; however, they won't go to schools until October 2020 due to Covid-19. It is hoped that by December 2020 there will be a much better insight into what is available and any areas of development.

Future reports will show quarterly comparative data now that the programme is established.

Priority 3 - Community Cohesion

3.1 Number of Persons Engaged with Your Voice

Your Voice is Gwent Police's commitment to fulfil its statutory obligation to consult with the public, obtain views of local communities and set priorities. They should be guided by an evidence-based approach and include the concerns of local communities. The process cycle is six-monthly and contributes to problem solving activity during that period. The last set of surveys went live on 13 January 2020 for a time period of three weeks.

The Your Voice survey has presented a clear picture of what means the most to the residents in our communities who took part. Throughout all five local authorities in Gwent there is a consensus that anti-social behaviour should be a top priority, followed by the dealing and misuse of drugs in wards in Blaenau Gwent, Monmouthshire, Newport & Torfaen counties.

The dealing and misuse of drugs didn't come up as a priority in Caerphilly; however, Bedwas communities felt that off-road biking is of priority scoring 58% of priority choices given in the survey. Similarly, Brynmawr in Blaenau Gwent also felt that off-road bikes are a priority, scoring 36% of priority choices given in the survey.

In Caldicot and Usk in the Monmouthshire local authority, speeding vehicles are their top priority scoring 32% and 40% respectively.

The majority of respondents were female. Respondents of other ethnic groups accounted for only less than 6% in all areas apart from Newport where it was 21%. The majority of completed surveys were from people ages 35 or over.

| Blaenau Gwent | % Of Total Respondants to Surveys sent out | Chosen Priority Location with percentage of choice |
|---------------|--|--|
| Brynmawr | 36% | Off road bikes at Waunhulog (37%) |
| Ebbw Vale | 26% | ASB at Lime Avenue (40%) |
| Abertillery | 25% | Drugs in the Town Centre (66%) |
| Tredegar | 12% | Drugs in Tredegar Town (55%) |

| Caerphilly | % Of Total Respondants to Surveys sent out | Chosen Priority Location with percentage of choice |
|---------------|--|--|
| Bedwas | 18% | Off road bikes at Bedwas, Trethomas & Machen (58%) |
| Blackwood | 17% | ASB in Blackwood Town (84%) |
| Risca | 15% | ASB in Newbridge (73%) |
| Ystrad Mynach | 40% | ASB in Ystrad Town & Siloh Square (90%) |
| Rhymney | 7% | ASB in Jones Street, Derlwyn Street & Phillipstown (41%) |
| Bargoed | 3% | ASB in Bargoed Gateway and Angel Way (77%) |

| Torfaen | % Of Total Respondants to Surveys sent out | Chosen Priority Location with percentage of choice |
|-----------------------|--|--|
| Cwmbran | 65% | Drug Misuse / ASB at The Grange & Cwmbran Leisure (31%) & St Woolos Green, |
| Pontypool / Blaenavon | 35% | Drug Misuse / ASB at The Civic Centre 7 Tesco's car park - Pontypool (30%) and Drug Misuse / ASB at The Dome - New Inn (22%) |

| Newport | % Of Total Respondants to Surveys sent out | Chosen Priority Location with percentage of choice |
|----------------|--|---|
| Alway/ Maindee | 39% | ASB in Spytt Retail Park (29%) & ASB in Morris Street /Corporation Rd (23%) |
| Stow Hill | 34% | Begging at city centre cash machines (47%) & ABS at Friars walk bus station (37%) |
| Bettws | 22% | Drug dealing around Bettws estate (59%) |
| Pill | 5% | ABS & Drug dealing around Francis Drive (50%) |

| Monmouthshire | % Of Total Respondants to Surveys sent out | Chosen Priority Location with percentage of choice |
|---------------|--|--|
| Abergavenny | 42% | Drugs & ASB in Town near the castle (61%) |
| Monmouth | 17% | Drugs & ASB at Drybridge Town (40%) |
| Chepstow | 16% | Vehicle ABS at All wards (48%) |
| Caldicot | 15% | Speeding at Caerwent (32%) |
| Usk | 10% | Speeding vehicles at Llanybi (40%) |

3.2 Number of Specials and Hours Contributed

| Financial Year | Specials Officer Numbers | No of Hours Volunteered | No of Duties Covered |
|----------------|--------------------------|-------------------------|----------------------|
| 2016-2017 | 88 | 20,402 | 2,686 |
| 2017-2018 | 70 | 17,853 | 2,566 |
| 2018-2019 | 49 | 16,084 | 2,260 |
| 2019-2020 | 50 | 16,626 | 2,371 |

| Specials Hours Worked | 2018-2019 | | | | | 2019-2020 | | | | |
|-------------------------|-----------|-------|-------|-------|------------------|-----------|-------|-------|-------|------------------|
| | Q1 | Q2 | Q3 | Q4 | 2018-19 Total | Q1 | Q2 | Q3 | Q4 | 2019-20 Total |
| No.of Active Specials | 141 | 160 | 142 | 141 | 584 | 134 | 123 | 166 | 174 | 597 |
| No.of Volunteered Hours | 2,708 | 4,936 | 4,460 | 3,978 | 16,082 | 3,305 | 2,943 | 4,986 | 5,392 | 16,626 |
| No.of Duties Covered | 372 | 673 | 627 | 588 | 2,260 | 442 | 387 | 730 | 812 | 2,371 |

During this year, there has been a significant amount of work to develop the Citizens in Policing portfolio that includes Specials, Cadets and Mini Police Heddlu Bach schemes as ways of involving members of the community in policing. The number of hours contributed by Specials frequently fluctuates. There is usually a reduction in holiday periods. However, it has increased since the start of Covid-19. The numbers of Specials are hoped to continue to increase. The contribution of Specials and involvement of volunteers in policing enables Gwent Police to provide additional resource to the service and is valued.

The number of volunteered hours increased by 406 (8%) compared with quarter 3 2019/20. This is predominantly due to several individuals being placed on furlough, being made redundant or having finished university early and wishing to offer their time to Gwent Police and the communities of Gwent.

3.3 Number of Mini Police Heddlu Bach Schools and Children Engaged in the Programme

There are 50 primary schools hosting the Mini Police Heddlu Bach programme in Gwent, engaging with 944 children aged 9-11 years old. We know that children participating in the scheme have an increased confidence in Gwent Police and improved feelings of safety. The scheme is available to any school. We have particularly welcomed schools from areas of deprivation and higher crime to encourage children to consider careers in policing and improve relationships with whole families and the police.

In January 2020, Gwent Police were the first police force to introduce an Interfaith Mini Police Heddlu Bach at the Berea Mosque in Blaina. This programme has 10 young people engaging with neighbourhood team and their community. Gwent Police are also the first force to host a SEN programme (additional needs) at Trinity Fields school. This programme has proven very popular engaging with 10 young people.

3.4 Number of Hate Crime Incidents & Number of Repeat Hate Crime Victims

| Hate Crime | 2017-2018 | | | | | 2018-2019 | | | | | 2019-2020 | | | | | 3 Year Quarterly Average |
|---------------------------|-----------|-----|-----|-----|---------------|-----------|-----|-----|-----|---------------|-----------|-----|-----|-----|---------------|--------------------------|
| | Q1 | Q2 | Q3 | Q4 | 2017-18 Total | Q1 | Q2 | Q3 | Q4 | 2018-19 Total | Q1 | Q2 | Q3 | Q4 | 2019-20 Total | |
| Hate Crime Occurrences | 291 | 235 | 235 | 244 | 1,005 | 276 | 326 | 250 | 286 | 1,138 | 303 | 261 | 197 | 206 | 967 | 259 |
| Hate Crime Repeat Victims | 36 | 19 | 19 | 11 | 85 | 24 | 27 | 18 | 23 | 92 | 27 | 20 | 16 | 26 | 89 | 22 |
| Hate Crimes Sent to HO | 179 | 148 | 148 | 176 | 651 | 198 | 231 | 169 | 199 | 797 | 235 | 173 | 138 | 122 | 668 | 176 |

Although the number of Hate Crimes occurrences rose slightly in quarter 4 compared with the previous quarter, the number recorded as crimes and sent to the Home Office has continued to experience a downward trajectory for the fourth quarter in a row.

This sustained decrease in offence numbers has meant that 16.2% fewer Hate Crimes were reported in 2019/20 than in 2018/19. To understand whether this is a positive or negative pattern requires further investigation around the type of incident being reported and examination of individual crime types.

The tables below capture the strands by which Hate Crimes are categorised. The figures for quarter 4 2019/20 are broadly in line with last quarter's returns. Racial Hate Crime accounts for nearly half of all Hate Crime occurrences, although there is a slight drop from quarter 3. The number of Hate Crimes recorded as Disability have seen an 8% rise and now account for more than a quarter of the total number. We have recognised that we have had under-reporting in this area and hope that the increase is due to victims' confidence, but it is challenging to confirm this. Gwent Police will continue to explore ways to encourage people to report.

| Q3 2019/2020 by Hate Strand | No. | % |
|-----------------------------|-----|--------|
| Religious | 6 | 3.05 |
| Transphobic | 2 | 1.02 |
| Disability | 39 | 19.80 |
| Homophobic | 38 | 19.29 |
| Racial | 112 | 56.85 |
| Total | 197 | 100.00 |

| Q4 2019/2020 by Hate Strand | No. | % |
|-----------------------------|-----|--------|
| Religious | 5 | 2.43 |
| Transphobic | 5 | 2.43 |
| Disability | 59 | 28.64 |
| Homophobic | 37 | 17.96 |
| Racial | 100 | 48.54 |
| Total | 206 | 100.00 |

Priority 4 - Tackling anti-social behaviour (ASB)

4.1 Number of ASB Incidents

| ASB Incidents | 2017-2018 | | | | | 2018-2019 | | | | | 2019-2020 | | | | | 2 Year Quarterly Average |
|---------------|-----------|-------|-------|-------|---------------|-----------|-------|-------|-------|---------------|-----------|-------|-------|-------|---------------|--------------------------|
| | Q1 | Q2 | Q3 | Q4 | 2017-18 Total | Q1 | Q2 | Q3 | Q4 | 2018-19 Total | Q1 | Q2 | Q3 | Q4 | 2019-20 Total | |
| East LPA | 2,211 | 2,268 | 1,848 | 1,270 | 7,597 | 1,271 | 1,294 | 1,120 | 1,096 | 4,781 | 1,242 | 1,299 | 1,050 | 1,265 | 4,856 | 1,205 |
| West LPA | 3,144 | 2,793 | 2,551 | 1,653 | 10,141 | 1,475 | 1,672 | 1,356 | 1,441 | 5,944 | 1,533 | 1,609 | 1,307 | 1,550 | 5,999 | 1,493 |
| Total | 5,355 | 5,061 | 4,399 | 2,923 | 17,738 | 2,746 | 2,966 | 2,476 | 2,537 | 10,725 | 2,775 | 2,908 | 2,357 | 2,815 | 10,855 | 2,698 |

The number of ASB incidents in quarter four 2019-20 has risen sharply from the previous quarter and is 11% higher than during the same period last year. However, this has followed a significant rise seen during March 2020, with many of these being linked to both Covid-19 and the subsequent lockdown. Therefore, it is difficult to judge whether there is a true rise in incident numbers. Further analysis will be done in quarter 1 of 2020-21 to understand the causal factors for any continued increase.

Both the East and West LPAs have seen a similar pattern, which has resulted in an overall year-on-year increase of 1.2%. It is, however, likely that without the spike experienced since mid-February, this year would have recorded a decrease in the number of ASB incidents.

There was an increase in February prior to Covid-19 and this was due to an increase in the number of ASB incidents mainly seen around the bus station, Friars walk and High Street areas in Newport. Some offenders were identified, and letters sent home to parents/guardians. Body worn video was also been used to build a portfolio of offenders. A section 35 notice was implemented with consideration for this measure to be used again but since hasn't been needed.

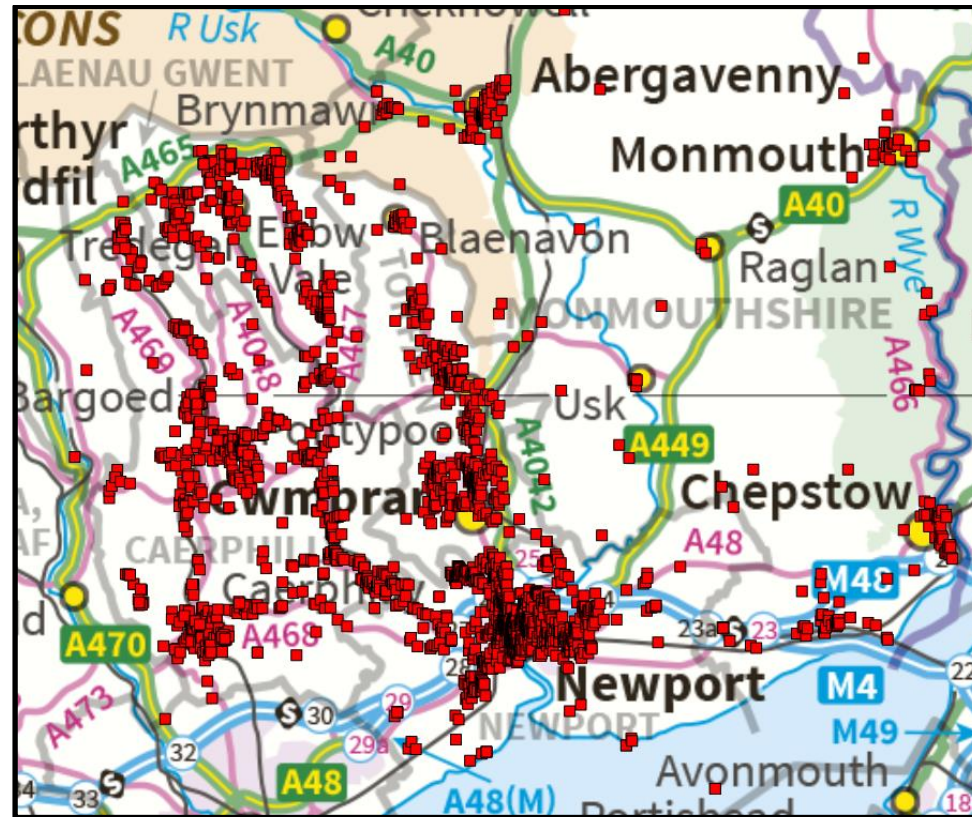
Gwent Police will work closely with partners to reduce anti-social behaviour. ASB can require varying levels of intervention required particularly when it is linked to crime, which is shown in the following case studies.

4.2 Number of Repeat Victims of ASB

| ASB Repeat Victims | 2017-2018 | | | | | 2018-2019 | | | | | 2019-2020 | | | | | 2 Year Quarterly Average |
|----------------------|-----------|-------|-------|-------|---------------|-----------|-------|-------|-------|---------------|-----------|-------|------|------|---------------|--------------------------|
| | Q1 | Q2 | Q3 | Q4 | 2017-18 Total | Q1 | Q2 | Q3 | Q4 | 2018-19 Total | Q1 | Q2 | Q3 | Q4 | 2019-20 Total | |
| Total ASB Victims | 2,105 | 2,076 | 1,894 | 1,429 | 7,504 | 1,116 | 1,291 | 1,136 | 1,037 | 4,580 | 1,142 | 1,118 | 933 | 831 | 4,024 | 1,076 |
| ASB Repeat Victims | 198 | 668 | 166 | 106 | 1,138 | 60 | 95 | 84 | 99 | 338 | 90 | 102 | 79 | 70 | 341 | 85 |
| % Repeat ASB Victims | 9% | 32% | 9% | 7% | 14% | 5.4% | 7.4% | 7.4% | 9.5% | 7.4% | 7.9% | 9.1% | 8.5% | 8.4% | 8.5% | 7.9% |

It would be expected that the number of ASB victims, and repeat victims, generally increases and falls in line with overall ASB incident numbers. However, in this quarter, there are large number of Covid-19 ASB incidents where there is no victim tagged due to the nature of the reported incident. Therefore, the number of victims has not increased in line with the ASB incidents recorded. Traditional ASB victim numbers have reduced for the third quarter in a row.

4.3 Number of Identified ASB Hotspots



As might be expected, the hotspot map shows areas of highest concentration of incidents in or near the centre of Newport and the larger towns, including slightly higher numbers in Blackwood, Cwmbran and Tredegar.

In quarter 4, the most common period for incidents to occur was between 5pm-8pm, which remains on trend with previous quarters. ASB numbers spike on especially on Fridays, with Thursday's number following closely behind. This follows a traditional trend seen in past quarters.

4.4 Partnership Activity to Address Hotspots

(Gwent Police have been asked to provide a case study to demonstrate this more fully for Q4)

The five Community Safety Hubs are now fully established. The main purpose of the hubs is to facilitate a multi-agency approach to dealing with crime and anti-social behaviour. Gwent Police Crime and Disorder Reduction Officers (CADRO) are embedded within the hubs and other members include representatives from South Wales Fire and Rescue Service, local authority Community Safety Teams and Connect Gwent. The OPCC is working with the CADROs and the ASB Coordinator to assist the hubs in producing highlight reports. These will be shared with the OPCC for analysis. Any trends and gaps are discussed across all agencies and action taken by the agencies best able to meet the needs and manage the risks. When there is a trend of increased ASB, partners will plan activities and events to enhance public confidence and address the issues. Case studies are provided to demonstrate the approach.

Priority 5 - Effective and Efficient Service Delivery

The IOPC has previously produced a National Police Complaints Data Bulletin on a quarterly basis which included comparative data against the MSFs and nationally. It provided an overview of the number and types of complaints; timeliness; the number of appeals to the force and the IOPC; and the outcome of these appeals.

NOTE: There is a delay with the IOPC bulletin for quarter 4 being published. This is due to IT issues and the development of a new performance framework in line with the New Regulations. Therefore, the following is based on PSD data only.

5.1 Number of Complaints Received

Complaint Regulations 2020

The new complaints regulations commenced on 1 February 2020. This has changed the way that complaints are now dealt with. They are split into:

- 1) Non schedule 3 (Logged); this allows complaints to be dealt with outside of the Police Reform Act 2002, previously regarded as dissatisfaction.

- 2) Schedule 3 (Recorded) which relate to complaints dealt with under the Police Reform Act 2002, whereby the complainant can request a review if they are not satisfied. Schedule 3 complaints are further split into Special Procedures (Misconduct/Gross Misconduct), the review body being the IOPC; or Non-Special Procedures (handled reasonably and proportionately), the review body being LPB (Local Policing Body).

Therefore, during the quarter 4 period we have a mixture of old and new regulations, which instantly highlight an increase in complaints, as all complaints whether logged or recorded are recorded under the complaint register, which is prefixed by a CO reference. It will be 6-12 months before we can accurately ascertain our baseline.

| Complaint Cases recorded for Qtr 4 | Finalised | Pending | Total |
|---------------------------------------|-----------|---------|-------|
| 2012 Regulations | 2 | 22 | 24 |
| Non Schedule 3 | 55 | 14 | 68 |
| Schedule 3 | 1 | 15 | 16 |

- The Non-Schedule 3 outcomes were as follows, 53 resolved and 2 not resolved NFA as the complainant did not engage.
- The Schedule 3 matter which was finalised resulted in NFA.
- There were no Non-Schedule 3 complaints which became Schedule 3 during quarter 4.
- Out of the Schedule 3 Complaints, two met Special Procedures.

5.2 Breakdown of Complaints Received from the Public by Type of Complaint

| Allegations Recorded by Qtr and year to date | Qtr 1 | Qtr 2 | Qtr3 | Qtr4 | YTD | |
|--|-------|-------|------|------|-----|-----|
| Category | No | No | No | No | % | No |
| Other Neglect or failure in duty)/ A4 General Level of Service/A1. Police action following contact/A3 Information/ A2 Decisions – (2020 Regs from 1.2.20) | 62 | 83 | 64 | 88 | 49% | 297 |
| Incivility/Impoliteness/Intolerance H4. Unprofessional Attitude and Disrespect)/H2. Impolite and intolerant action/H4. Lack of fairness and impartiality/H5. Overbearing or harassing behaviours (2020 Regs from 1.2.20) | 16 | 30 | 19 | 19 | 14% | 84 |
| Breach of Code C / B5. Detention in police custody/B6. Bail, identification and interview procedures | 7 | 23 | 7 | 5 | 7% | 42 |
| Discriminatory Behaviour/ F6. Race/ F8. Sex(2020 Regs from 1.2.20) | 8 | 8 | 1 | 3 | 3% | 20 |

In line with the national picture, “Other neglect of failure of duty”/ Delivery of /Duties and Service (Ref A – 2020 Regs) - remains the most prevalent category for allegations accounting for 76% of all recorded allegations in quarter 4. This category has also risen by 27% compared with the last quarter and overall accounts for nearly 50% of complaints year to date.

Whilst Neglect can be a catch all for allegations that do not fit within the other available options, in general terms in quarter 4, complainants were unhappy with:

- Poor quality of service provided.
- Failure to investigate
- Dissatisfied with treatment by Police.
- Being kept up to date/informed

Work continues by Gwent Police to improve positive crime outcomes and improve victim support and timeliness. This in turn should help to reduce the number of complaints in this category. It will be monitored over the next 12 months as new processes such as the use of community resolutions, monitoring victim updates and referrals to support services are put into place.

Incivility is broken down as conduct that is:

- Unhelpful/Unprofessional

- Rude or Abrupt
- Intimidating/Aggressive

The allegations of discriminatory behaviour were as follows:

1. An officer making a racist comment to a member of the public whilst in custody.
2. Not being dealt with fairly by Gwent Police due to race, religion and belief.
3. That officers have discriminated by not dealing with a male victim of domestic abuse as they would if he was a female.

5.3 Number of 999 Calls

| Breakdown of 999 Calls | | | | | | | | | | | | | | | | |
|------------------------|-----------|--------|--------|--------|---------------|-----------|--------|--------|--------|---------------|-----------|--------|--------|--------|---------------|--------------------------|
| | 2017-2018 | | | | | 2018/2019 | | | | | 2019/2020 | | | | | |
| 999 | Q1 | Q2 | Q3 | Q4 | 2017-18 Total | Q1 | Q2 | Q3 | Q4 | 2018-19 Total | Q1 | Q2 | Q3 | Q4 | 2019-20 Total | 3 Year Quarterly Average |
| Total 999 Calls | 20,234 | 22,121 | 14,391 | 17,947 | 74,693 | 20,768 | 22,160 | 20,927 | 19,414 | 83,269 | 20,234 | 22,310 | 20,032 | 18,714 | 81,290 | 19,938 |

The table shows that demand from 999 calls dropped again between quarter 3 and quarter 4 2019/20 by a further 6.6%. This follows a 10.2% decline the previous quarter. The most recent quarter 4 figure is also 3.6% below the same period last year, contributing to a year on year fall of 2.4%.

Again, as in other areas, it is not known whether the current situation around the lockdown is having an influence on the Forces current, and most recent, 999 demand. This could present both a positive and negative picture and needs further consideration to be understood more fully.

Possible impacts of lock down:

- Less alcohol related 999 calls due to a significant reduction in night-time economy.
- Less acquisitive crime 999 calls such as burglary due to members of our public being at home.
- Less traffic related 999 calls due to travel restrictions.

However, even though less 999 calls for the above points may be seen as a positive, it is thought that we may be missing vital reports of domestic abuse within the home as victims find it increasingly challenging to be able to get away from the perpetrator to be able to alert the police. Gwent police have undertaken several processes and methods to reach out to potential victims and identify vulnerable and repeat victims.

5.4 Number of 101 Answered and Abandoned

| Breakdown of 101 Calls | | | | | | | | | | | | | | | | |
|------------------------|-----------|--------|--------|--------|---------------|-----------|--------|--------|--------|---------------|-----------|--------|--------|--------|---------------|--------------------------|
| | 2017-2018 | | | | | 2018/2019 | | | | | 2019/2020 | | | | | |
| 101 | Q1 | Q2 | Q3 | Q4 | 2017-18 Total | Q1 | Q2 | Q3 | Q4 | 2018-19 Total | Q1 | Q2 | Q3 | Q4 | 2019-20 Total | 3 Year Quarterly Average |
| Total 101 Calls | 55,489 | 59,641 | 51,266 | 48,180 | 214,576 | 57,969 | 57,348 | 52,827 | 53,091 | 221,235 | 55,489 | 57,382 | 51,966 | 34,245 | 199,082 | 52,908 |
| 101 Answered | 47,860 | 45,452 | 41,536 | 40,593 | 175,441 | 46,794 | 44,317 | 43,682 | 46,622 | 181,415 | 47,860 | 51,510 | 48,506 | 32,531 | 180,407 | 44,772 |
| 101 Abandoned | 7,561 | 14,189 | 9,732 | 7,586 | 39,068 | 11,175 | 13,031 | 9,172 | 6,469 | 39,847 | 7,561 | 5,872 | 3,460 | 1,714 | 18,607 | 8,127 |

As with 999 demand, the number of 101 calls has fallen significantly during quarter 4 of 2019/20. The reasons for this are similar to the reduction in 999 calls, reduction in night-time economy, travel restrictions, shop closures and more people being at home will have impacted on acquisitive crime.

| OFFICE OF POLICE & CRIME COMMISSIONER | |
|---------------------------------------|---|
| LEAD CHIEF OFFICER: | ACC Jon Edwards |
| TITLE: | Stop and Search Bi- annual Report |
| DATE: | 3rd June 2020 |
| TIMING: | Bi-annual (Period reported on October 2019- April 2020) |
| PURPOSE: | For monitoring |
| 1. | <u>RECOMMENDATION</u> |
| 1.1 | This report is for information and to note progress around the Force's approach to stop and search activities. |
| 2. | <u>INTRODUCTION & BACKGROUND</u> |
| 2.1 | The Operational Tactics Board manages the forces response to stop and search. This is chaired by the Superintendent from Operational Support. |
| 2.2 | <p>The Operational Tactics Board has representatives from each Local Policing Area (LPA), senior representatives from other work streams, members of the Independent Advisory Group (IAG), Gwent Police Diversity Officer, The Police & Crime Commissioner's Office and the Police Federation, to allow for scrutiny, accountability and transparency.</p> <p>Since the last report in October 2019, the Stop and Search Plan has been updated to include progress against:</p> <ul style="list-style-type: none"> • HMICFRS recommendations and feedback from the recent inspection in 2019. • Best Use of Stop Search Scheme. • Internal Audit Recommendations August 2017 and Review March 2018. • Feedback from Stop Search IAG Working Group. • Feedback from Internal Scrutiny Panels and Working Groups. • Gold Group for Stop Search. <p>Progress against these recommendations is monitored internally through the Board.</p> <p>This is also published on the force's external website. This plan is a template that has been agreed nationally between the Police Public Encounters Board (PPEB) and HMICFRS as being suitable for external assessment of the Force's progress in respect of stop and search.</p> <p>The information in relation to stop and search has been updated and enhanced to give greater access of information to our residents via INFOLINK pages via the Website.</p> |
| 3. | <u>ISSUES FOR CONSIDERATION</u> |

3.1

1. Ride Along Scheme

The Ride Along Scheme is now into its fifth year and its popularity continues.

Since 1st October 2019 there have been 123 applicants. Once again applications have peaked around times coinciding with recent recruitment campaigns e.g. PC and Force Control Room (FCR). This means in total we have had 1656 applicants since we launched the scheme in August 2015.

Shared Resource Services (SRS) are working on creating a system to replicate previous Performance Data in relation to the scheme. This will then be provided to the quarterly Operational Tactics Board.

Members of the Public can provide feedback of their experiences. The feedback gathered is reported to the LPA command teams via the board, unless it requires immediate attention when processes are in place to report directly to command teams.

There have been no reports of any adverse experiences during the period.

The Community Cohesion Team continue to carry out targeted work to attract people from BAME communities, utilising the Ride Along Scheme to promote Gwent Police as an employer of choice.

2. The Best Use of Stop Search Scheme

Since being introduced in August 2014, Gwent has voluntarily participated in this scheme.

We have recently conducted a review of this scheme to ensure we have maintained our compliance, particularly around the ease of access to the complaint procedure.

National Lead DCC Hancock of British Transport Police endorsed compliance with this voluntary scheme at the Stop Search Continuous Professional Development day. This event was attended by Superintendent Fernquest (Gwent Polices Strategic Stop Search Lead).

Professional Standards Department (PSD) continue to ensure that complaints regarding Stop Search are managed in a transparent and smooth manner following the implementation of the new digital format. A representative from PSD attends the Operational Tactics meetings, where there is a standing agenda item of 'Stop and Search Complaint Review'.

During the last 12 months there has been no complaints relating to stop and search.

All stop and search encounters are now recorded electronically on Officers' Personal Devices. Officers are no longer able to provide a hard copy of the form at the time of the 'stop', which means that members of the public no longer have guidance on how to make a complaint. This has been mitigated by the pro-active work of our Corporate Communications and Professional Standards Departments who have ensured that the public are aware of the different methods and processes of how to make a complaint.

In March and September 2019 all members of the Operational Tactics Board (including IAG members) have led on Op. Sceptre II & III. This supported the national campaign to educate the public about the dangers of using and carrying knives and knife surrender bins were available at several police stations across Gwent. Part of the Operation was to encourage Police Officers to use their stop and search powers.

Op. Sceptre IV was due to run for a week at the end of March 2020. This was also due to incorporate a Force Day of Action focusing resources on stop and search and knife crime.

Due to the Covid-19 outbreak and “lockdown” on 23rd March 2020 only a very limited element of the Operation was able to progress in any meaningful format. With school and shop closures, this negated the school inputs and “secret shopper test purchase”.

Op. Sceptre IV was also due to focus on addressing any concerns of Student Officers around stop and search and the associated use of Body Worn Video.

The Op. Sceptre activities have contributed to a noticeable increase in our number of stop and searches. We have utilised the specialist skills of licenced search trained officers who have accompanied Student Officers to provide ‘on the street’ training and guidance in the appropriate use of stop and search.

This experience has provided our Student Officers with the necessary support and guidance in the use of these powers and has helped to remove negative misconceptions around stop and search.

Data clearly shows that the majority of stops take place in the East sector, primarily Newport. The LPA commander in the West is aware and is scrutinising the reasons for the lack of activity in this area.

Positive feedback for ‘Op. Sceptre’ has been circulated both internally and externally to address the public fears over knife crime, continue to educate the public about the dangers of knives and to make our communities safer.

While “bladed weapons” has been identified as a key search reason on the stop and search record (7.4%) it still trails behind drugs (72.7%), which remains the primary object of searches.

Table 1 below shows the Legislation used and number of Stop Searches in Quarter 3 and Quarter 4 2019/20

| Legislation | Number of persons stopped during Q3 2019/20 | Number of persons stopped during Q4 2019/20 | Percentage change in person stopped |
|--------------------------|---|---|-------------------------------------|
| - | 2 | 2 | 0.0 |
| S1 PACE 1984 | 235 | 221 | -6.0 |
| S139B CJA 1988 | 5 | 0 | -100 |
| S23 Drugs 1971 | 559 | 635 | 13.6 |
| S47 Firearms 1968 | 13 | 14 | 7.7 |
| S6(3) PACE 1984 | 0 | 2 | n/a |

Table 1

3.2 Operational updates of note

Chart 1 below, shows stop and search data for the previous 12 months, with Quarter 4 for 2019/20 being the highest number of stops for 2 years.

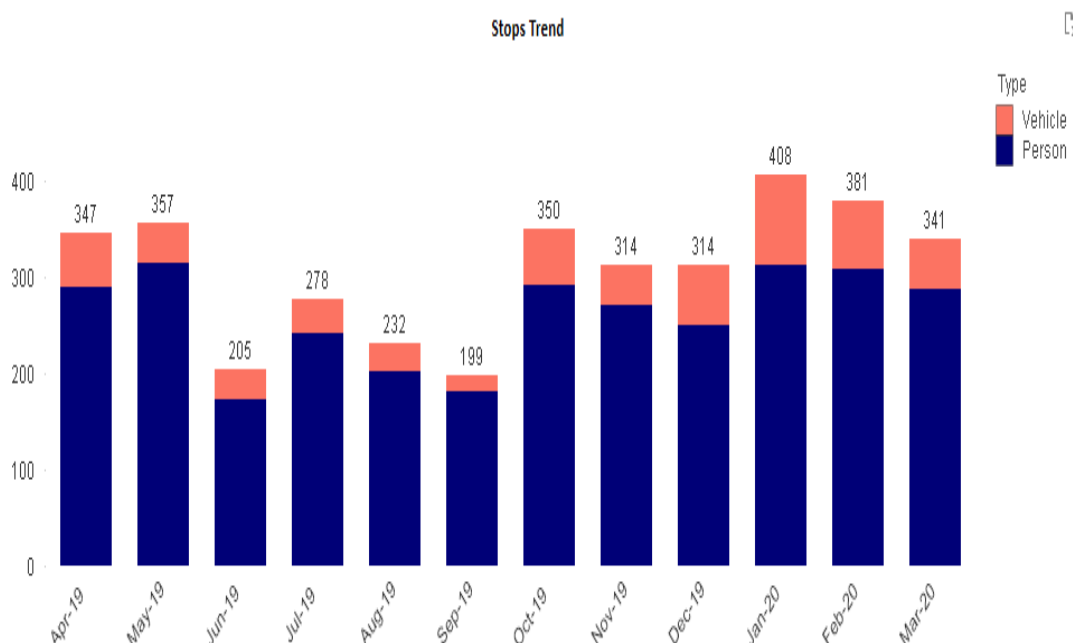


Chart 1

Quarter 4 has seen a 7.4% increase on Quarter 3, with 874 people and 256 vehicles being stopped and searched. A total of 1130 stops.

A new Performance Pack has recently been designed and introduced following the introduction of a Stop & Search Working Group and discussions that were held at the Operational Tactics Board. This was following the HMICFRS inspection where several areas were identified for improvement and enhanced scrutiny.

This Performance Pack covers the following areas:

- **Key Statistic & findings** (An overview of top line data of stop and searches of people and vehicle during the Quarter, this covers legislation used (see **Table 1** above), ethnicity, gender and age of the people stopped, and body worn video usage)

The report is then broken down into more detailed information:

Section One - Persons stopped and searched (Section one highlights the numbers of persons stopped and searched by legislative powers, by Local Policing Area and Section. Along with breakdown of age, gender and ethnicity).

Section Two – Frequency and Use of Powers (Section two shows the number of times each legislative power has been used to stop and search a person by Local Policing Area and Section).

Section Three – Object of search (Section three details the object of search, find rates and subsequent arrests).

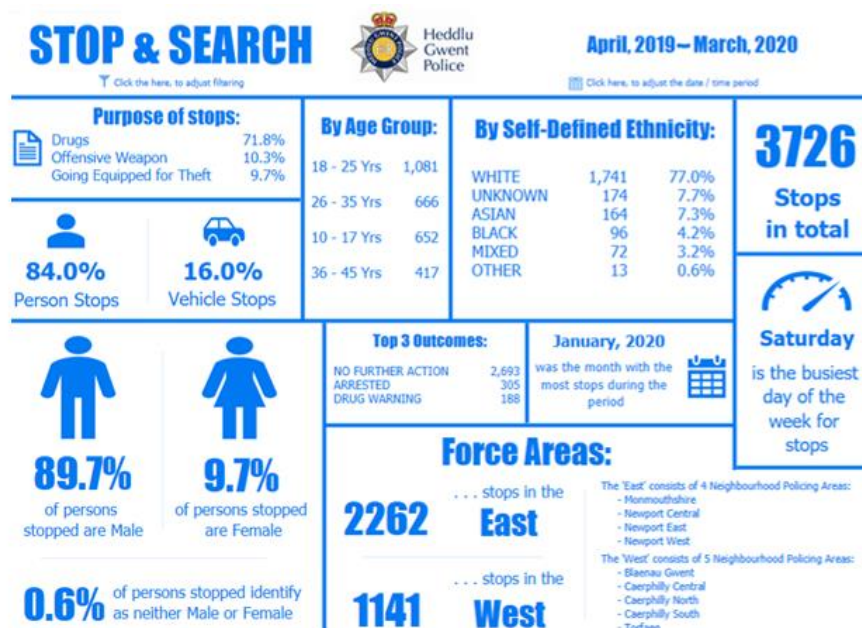
Section Four – Body Worn Video (Section four highlights the usage of Body

Worn Video by Local Policing Area and Section).

Section Five – Effectiveness (Section five looks at some examples of the effectiveness of stop and search using an evidence-based approach).

Since December 2019, this report is now used to structure debate in the Operational Tactics meeting.

The INFO link below is an Internal and public facing document that shows the current trend of Stop Search within Gwent.



Successful outcomes of stop and searches remains steady at 22%, with a find rate of 17% and 9.4% (82) result in an arrest.

These statistics highlight a vast improvement, which indicates 'grounds' for search are being applied correctly. It also indicates that the 'hot spot' intelligence led approach identifies correct areas and individuals to stop and search.

Data Quality of the stop and search forms is an area of concern and as such is a focal point within the force. This has been addressed by ensuring effective messaging from the communication team to keep Officers up to date with any changes. This issue may be exacerbated by the frequent amendments to the national form.

Our Race Disproportionality Ratio (RDR) has decreased over the last 6 months, from 4.98 to 4.78. (73.4% White; 14.2% BAME). Although around half the national average, this decrease needs to be understood and linked to appropriate intelligence led operations where relevant, and in particular areas local demographics.

The Operational Tactics Board discusses in depth individuals who have been stopped on more than 3 occasions, taking into consideration, both diversity and Organised Crime Group (OCG) patterns to the ward area(s) concerned. The Board also reviews Officers' who have conducted 10 or more stops in each period.

This performance pack gives a greater degree of scrutiny. In order to best prepare

attendees for the Operational Tactics Board the performance packs are circulated one week prior to the meeting with a narrative from the Chair of the areas that will be reviewed in depth.

This allows, the LPA Chief Inspectors in particular, to conduct in depth scrutiny with their LPA staff on key stop and search data so the meeting is furnished with detailed data around the statistics and the issues the performance packs appears to identify.

One of the current reviews from this data is the differential in stop and search activity between East and West, and in particular the low numbers of stops and positive outcomes from the northern area of the West LPA.

The Operational Tactics Board has been keen to widen its IAG membership with a particular focus to try to attract a representation of different age groups.

Brian Amos, GWP Positive Action Outreach Worker, has undertaken positive engagement in local communities with the objective of recruiting Black, Asian and Minority Ethnic (BAME) representatives from younger age groups to the IAG to assist in the scrutiny of Gwent Police's stop and search activity.

We have sought to analyse stop and search data in conjunction with our Custody and arrest information to provide a more holistic picture, which will assist in identifying and understanding any disparity in the Criminal Justice process in respect of BAME members.

In March 2020 Chief Inspector Smith has begun a weekly Community Tensions phone in, which has an ever-increasing membership, and has seen some valuable feedback from communities around perceptions of Police activity, which includes stop and search. This also provides a platform for Gwent police to feedback the reasons and aims of those Police actions such as stop and search and Op. Sceptre.

The Legitimacy Scrutiny Panel, which is chaired by the Office of the Police and Crime Commissioner (OPCC), continues to involve BAME community members to independently scrutinise stop and search encounters by Gwent Police Officers. As part of this process the quality of search records, the grounds and outcomes of the stop and the body worn video footage of the encounter are all scrutinised and reviewed to identify best practice and areas for improvement. All BAME stop and search encounters are reviewed during this process and compared against all other stops.

The last Scrutiny Panel was in October 2019 with the next one planned for May 2020, but if this does not go ahead due to Covid19 then dip samples will be conducted by the OPCC office staff and results fed back into the Operational Tactics Board via the Chair.

ii. Use of Body Worn Video (BWV)

BWV are now issued personally to all Officers as part of their Personal Protection Equipment (PPE). Since this personal issue of BWV the number of stop and searches recorded has increased significantly and now stands at 76.2%.

To improve this figure, Inspectors are under scrutiny and they must complete dip samples of 20% or a minimum of 5 checks per month to ensure BWV is being used during the stop and search.

Table 2 below shows seven out of the nine Policing Sectors have seen an increase in use of BWV for stop and searches in Quarter 4.

This detailed breakdown of BWV data is discussed at the Operational Tactics Board where LPA commanders are held accountable.

| Location | 2018/19 | | | | 2019/20 | | | |
|---------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | Apr-Jun | Jul-Sep | Oct-Dec | Jan-Mar | Apr-Jun | Jul-Sep | Oct-Dec | Jan-Mar |
| East Area Policing | 39.0 | 48.9 | 51.3 | 65.1 | 76.6 | 70.7 | 80.4 | 76.2 |
| Monmouthshire | 50.0 | 32.3 | 63.8 | 80.0 | 79.5 | 79.6 | 91.5 | 88.5 |
| Newport City Centre | 33.3 | 53.3 | 51.4 | 52.2 | 84.7 | 84.7 | 80.2 | 82.9 |
| Newport East | 42.6 | 65.3 | 61.9 | 76.6 | 79.1 | 57.7 | 79.7 | 80.8 |
| Newport West | 33.3 | 38.9 | 39.5 | 54.4 | 67.1 | 71.5 | 73.0 | 63.2 |
| | | | | | | | | |
| West Area Policing | 30.6 | 37.4 | 44.0 | 57.1 | 68.1 | 74.3 | 78.2 | 83.8 |
| Blaenau Gwent | 16.7 | 33.3 | 35.5 | 27.6 | 55.0 | 70.8 | 78.9 | 81.5 |
| Caerphilly Central | 33.3 | 53.3 | 37.5 | 51.7 | 67.6 | 69.0 | 76.9 | 81.3 |
| Caerphilly North | 64.3 | 15.8 | 60.0 | 63.0 | 75.0 | 87.5 | 85.5 | 87.5 |
| Caerphilly South | 31.3 | 56.3 | 41.7 | 56.4 | 47.8 | 82.4 | 82.9 | 100.0 |
| Torfaen | 16.7 | 37.0 | 52.5 | 68.4 | 74.7 | 68.5 | 72.5 | 81.1 |
| | | | | | | | | |
| No location stated | 70.0 | 68.8 | 74.4 | 75.6 | 77.1 | 75.0 | 85.0 | 84.2 |
| Gwent | 42.3 | 47.6 | 51.5 | 64.3 | 74.6 | 72.2 | 80.0 | 79.5 |

Table 2

iii. Use of Section 60

During the previous 12-month period there has been no '**Section 60**' authorisations.

(A '**Section 60**' is a power to impose Search criteria on a specific area if we anticipate Disorder or Use of weapons).

Gwent Police is involved in the review of the 'Impact of Relaxing of Restrictions around Section 60 Searches'. This review is ongoing until April 2020.

iv. Involvement of the OPCC

To assist in understanding how our searches are conducted, the OPCC hosts a 6 monthly Scrutiny Panel to allow members of the community to review body worn video footage. Feedback from this review process over the last 12 months has been incredibly positive, with officers commended for:

- Communicating in a civil manner at all times, despite often highly charged situations.
- Treating vulnerable people with respect and dignity whilst carrying out their professional duties.
- Managing and de-escalating tense and often dangerous situations.
- Using force in a proportionate and reasonable way, ensuring the welfare of subjects.
- Ensuring the lawful use of their powers by complying with relevant legislation and guidance.
- Concerns have been raised regarding officer safety from some BWV footage. This has been fed back to the individual officers and is now incorporated into OST training scenarios.

| | |
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| 4. | <u>NEXT STEPS</u> |
| 4.1 | <ul style="list-style-type: none"> • Continue progress with recommendations contained within the ACC Stop and Search Action Plan and HMICFRS review feedback. • Peer Review of Stop and Search by Wiltshire Police (planned for April 2020 but suspended due to Covid19 outbreak). • Monitor performance around reasonable grounds and ethnicity of persons stop and searched. Look for trends and focus on the data quality and depth of data available to the Operational Tactics Board. • Continue targeted community engagement initiatives, specifically those tasked to Diversity Leads (Brian Amos – Positive Action Outreach Worker and Gareth Hughes - Head of Diversity and Inclusion). • Continue and expand the Community Tensions phone in platform. • Monitor feedback and complaints received from people who have been stopped and searched. • Continue to review and action stop and search activity feedback from the Stop & Search Working Group. Reinforce to Officers' the need to adhere to the law and the guidance on the use of the stop and search powers and to ensure that forms are fully and accurately completed. • To further develop the Qlikview data capture as a tool for managers and supervisors. Seek to resolve any IT issues as they arise. • Continue to monitor and encourage the use of BWV in stop and search. • Continue to drive positive stop and search messages via internal and external Communications Strategy. • Continue to support all Operation Sceptre initiatives. • Continue to refine the stop and search performance packs in order to focus the debates and scrutiny at the Operational Tactics Board. |
| 5. | <u>FINANCIAL CONSIDERATIONS</u> |
| 5.1 | There is no cost implication. |
| 6. | <u>PERSONNEL CONSIDERATIONS</u> |
| 6.1 | There is no specific staffing or personnel implication associated with this report. Although the Operational Tactics Board requires representation from several work streams, it is not anticipated at that time that there will be any additional work generated. |
| 7. | <u>LEGAL IMPLICATIONS</u> |
| 7.1 | The implementation of the plan and Stop Search Policy with associated Equality Impact Assessment enhance the legal foothold in respect of stop and search and mitigate against the potential for any litigation which may be brought against the Force. |
| 8. | <u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u> |
| 8.1 | <p>It is recognised that stop and search activities have the potential to have a significant impact on community confidence, particularly if the tactic is perceived to be used in a discriminatory manner.</p> <p>HMICFRS findings indicate no evidence of discriminatory or prejudicial practices,</p> |

| | |
|------------|---|
| | influencing Gwent Police's approach to stop and search. |
| 8.2 | In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998. |
| 9. | <u>RISK</u> |
| 9.1 | The on-going work in relation to stop and search is designed to minimise any risk to the Force in respect of failure to comply with legislation. It will also minimise the impact on public confidence when powers and procedures have not been correctly adhered to. |
| 10. | <u>PUBLIC INTEREST</u> |
| 10.1 | Yes. The data contained would be in the Public Interest. |
| 11. | <u>CONTACT OFFICER</u> |
| 11.1 | Supt Fernquest Tactical Lead Stop Search / Operational Tactics Board Chairperson. |
| 12. | <u>ANNEXES</u> |
| 12.1 | None |

For OPCC use only

Office of the Chief Constable

I confirm that **bi-annual stop and search report** report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for **approval / information / monitoring purposes.**

Signature:



Date: 11/05/2020

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date:

OFFICE OF POLICE AND CRIME COMMISSIONER

TITLE: Office of the Police and Crime Commissioner Communications and Engagement Annual Report 2019/20

DATE: August 2020

TIMING: Routine

PURPOSE: Monitoring

| | |
|-----------|---|
| 1. | <p><u>RECOMMENDATION</u></p> <p>To note the end of year report outlining the communication and engagement activities undertaken by the Police and Crime Commissioner and the Office of the Police and Crime Commissioner (OPCC) between 1 April 2019 and 31 March 2020.</p> |
| 2. | <p><u>INTRODUCTION & BACKGROUND</u></p> <p>Engaging with the public and gathering feedback is vital where tackling crime and anti-social behaviour is concerned.</p> <p>Communication and engagement activities are also required by legislation, and are an integral part of building confidence relating to the Commissioner's role and that of his office.</p> <p>While engagement covers a spectrum of different interactions, both internally and externally, community engagement for the office is organised by the Communications and Engagement team.</p> <p>The team is made up of a Head of Communications and Engagement and two Communications and Engagement Officers. There is an anticipation that a digital media apprentice will also join the team in the future, as part of a joint apprenticeship rollout led by Gwent Police.</p> <p>Together, the team is responsible for communicating to the public, across many media platforms, the Commissioner's and OPCC's daily work and achievements. This includes highlighting and providing opportunities for residents to proactively engage with the Commissioner and his office. The team also helps deliver the joint OPCC and Gwent Police Communications and Engagement Strategy.</p> <p>This year's communications and engagement work was impacted by the pre-election period in October, November and December. Covid-19 saw a</p> |

| | |
|-----------|--|
| | reduction in engagement work in March 2020 and it will have a significant impact on this work in 2020/21. |
| 3. | <p><u>ISSUES FOR CONSIDERATION</u></p> <p>The end of year Communications and Engagement Report is attached at annex A and reports on the OPCC's work to communicate and engage with people who live in the Gwent.</p> |
| 4. | <p><u>NEXT STEPS</u></p> <p>The OPCC aims to increase engagement to ensure that those who are seldom heard have greater opportunities to engage, particularly children and young people and BAME residents.</p> <p>The team will also look to increase the use of current platforms and develop new ones to increase and improve existing communications and engagement work.</p> <p>Communication and engagement activities to date have included a number of learning points that will inform future activities during 2020/21, with a view to supporting and informing the delivery of the Commissioner's Police and Crime Plan 2017-2021.</p> |
| 5. | <p><u>FINANCIAL CONSIDERATIONS</u></p> <p>A review of all the communication and engagement activity undertaken by the OPCC for the financial year 2018/19 shows that £25,384 was spent from the dedicated budget.</p> <p>This includes the cost of the Commissioner and OPCC hosting meetings, printing, holding events and OPCC-related communications/marketing costs.</p> |
| 6. | <p><u>PERSONNEL CONSIDERATIONS</u></p> <p>A large proportion of the communication and engagement work involved staff working outside of the office.</p> <p>During the summer months, the majority of OPCC staff supported the office by attending events. A conscious effort was made to ensure all events were attended by at least two staff.</p> <p>Guidance was offered to all staff working alone within the lone working policy.</p> |
| 7. | <p><u>LEGAL IMPLICATIONS</u></p> <p>The legal requirements for engagement are set out in the Police Reform and Social Responsibility Act 2011 s14, s1(8) and s34.</p> |

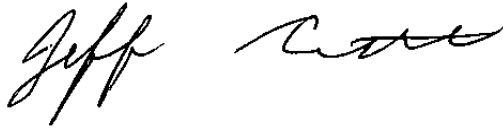
| | |
|------------|--|
| | The OPCC's communication and engagement practice is aligned with the Welsh Government's National Principles for Public Engagement in Wales, National Children and Young People's Participation Standards for Wales, and supported by the Consultation Institute guidance. |
| 8. | <p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>This report, and all communications and engagement activities undertaken, has been considered against the general duty to promote equality, as stipulated under the Equality Act 2010 and has been assessed not to discriminate against any particular group.</p> <p>Consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998 in preparing this report.</p> <p>One aspect of the OPCC's inclusive engagement approach is to ensure representative samples of the force area population which support Equalities and Human Rights requirements.</p> |
| 9. | <p><u>RISK</u></p> <p>Communications and engagement activities are required by legislation and are integral to building confidence and legitimacy related to the role of the Commissioner, and that of his office. Therefore, good engagement, with positive communication, aims to mitigate this risk and evidences the need to maintain positive engagement and communication activities into the future.</p> |
| 10. | <p><u>PUBLIC INTEREST</u></p> <p>Publication of this report would be in the public interest.</p> |
| 11. | <p><u>CONTACT OFFICER</u></p> <p>Rhodri Guest – Head of Communications and Engagement, OPCC rhodri.guest@gwent.pnn.police.uk</p> |
| 12. | <p><u>ANNEXES</u></p> <p>Annex A – Engagement and Communication Outturn Report</p> |

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

A handwritten signature in black ink, appearing to read 'Jeff Cook', is written over the signature line.

Date: 17.08.20

| OFFICE OF THE POLICE AND CRIME COMMISSIONER | |
|---|---|
| LEAD CHIEF OFFICER: | ACC Edwards |
| TITLE: | Connect Gwent Annual Performance Report |
| DATE: | 3 June 2020 |
| TIMING: | Annually |
| PURPOSE: | For monitoring |
| 1. | <u>RECOMMENDATION</u> |
| 1.1 | To continue to monitor Connect Gwent Performance. |
| 2. | <u>INTRODUCTION & BACKGROUND</u> |
| 2.1 | <p>Connect Gwent is a multi-agency victim support service that aims to provide a range of services to people impacted by crime to support them to cope and recover. Connect Gwent is made up of externally commissioned support services and Gwent Police teams and personnel. Commissioned support services and the Connect Gwent Coordinator are funded by the OPCC via the Ministry of Justice (MoJ) Victim Services Grant.</p> <p>Connect Gwent receives referrals from multiple sources. Following receipt of referral Connect Gwent personnel will attempt to make contact with the individual. If successful contact is made, a needs assessment will be completed and any required support will be offered as appropriate, this may be an instance one off support (e.g. providing information) or ongoing support (e.g. emotional and practical support).</p> <p>Being a multi-agency services allows those being supported to access the most relevant and appropriate support according to their needs. Support may be provided by a single agency within Connect Gwent or by agencies working together in a coordinated way.</p> <p>External commissioned services within Connect Gwent are:</p> <p>Age Cymru Gwent – An Older Person’s Support Worker who provides specialist support to victims over the age of 50.</p> <p>Aneurin Bevan University Health Board – A Mental Health Nurse who provides specialist mental health and wellbeing support, including supported access to community health services.</p> <p>Umbrella Cymru – provides specialist support to people who require support relating to their gender or sexual identity.</p> <ul style="list-style-type: none"> - Umbrella Cymru also currently provide the Interim Children and Young People Victim Service which provides specialist support to children and young people impacted by crime. <p>Victim Support – Provide a range of services / teams:</p> <ul style="list-style-type: none"> - Victim Contact Team who complete the initial intake and assessment |

| | |
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| | <p>functions on behalf of Connect Gwent</p> <ul style="list-style-type: none"> - Victim Support and Engagement Team – who provide and required ongoing support - Domestic Abuse Case Worker - Modern Day Slavery and Human Trafficking Advocate <p>Gwent Police personnel and teams within Connect Gwent are:</p> <ul style="list-style-type: none"> - Connect Gwent Coordinator - Survivor Engagement Coordinator - NICHE Officer - Witness Care Unit - Telephone Survey Team <p>This report will detail the performance of the externally commissioned services.</p> |
| 2.2 | <p>It should be noted, that there have been issues with the consistency and quality of performance data / information collected in this and previous years.</p> <p>This is primarily because the MoJ has regularly changed the information they request from services funded by the Victim Services Grant. This has led to inconsistencies with data collected from one year to the next and has not allowed for clarity among agencies in relation to data collection and reporting methodologies, resulting in inconsistent and poor information. Therefore, it is not possible to compare information with previous years to identify any trends, changes in performance etc.</p> <p>To improve this and ensure quality and consistent performance data / information is available in the future a comprehensive Connect Gwent Performance Framework has been developed over the last year and has now been finalised. Therefore, for the financial year 2020 – 21 and beyond quality and consistent data will be available. This will enable more effective monitoring and scrutiny of the performance of the commissioned services and Connect Gwent as a whole. The new reporting processes include the monthly reporting of quantitative data instead of 6 monthly, this will allow for greater analysis into trends and performance as well as enabling an expedient response to any issues or concerns.</p> <div data-bbox="354 1733 411 1796" data-label="Image"> </div> <p>Outcome Framework Connect</p> |
| 2.3 | <p>Connect Gwent have been part of a Business Change review into how Gwent Police supports victims of crime during their journey through the criminal justice system.</p> <p>The review has led to the development of an options appraisal, which is due to</p> |

| | be submitted in May 2020, which outlines opportunities for improved efficiency, effectiveness and value for money in the way the services are commissioned and structured. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|--|-----------------|---------------|----------------|--------------|-------|-----|--------------------|------|----|------|-----|----|--------------|-----|----|------------|---------------------|----------------|-------------------------|------|-----|----------|------|----|-----------------|---|----|-----------------------|-----|----|----------------------|---|----|--------------|------|-----|---------|-----|----|-----------------|-----|----|-------|------|-----|-----------------------------|------|-----|---------|----|----|-------|-----|----|
| 3. | <u>ISSUES FOR CONSIDERATION</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.1 | <p>Connect Gwent Performance Information 2020 – 2021</p> <p>Referral Information:</p> <p>Referrals received: 15,061</p> <p>Referral Source:</p> <table><tr><th>Referral Source</th><th>No. Referrals</th><th>% of Referrals</th></tr><tr><td>Gwent Police</td><td>13352</td><td>88%</td></tr><tr><td>Other Police Force</td><td>1150</td><td>8%</td></tr><tr><td>Self</td><td>244</td><td>2%</td></tr><tr><td>Other Agency</td><td>315</td><td>2%</td></tr></table> <p>Referral by Crime Type:</p> <table><tr><th>Crime Type</th><th>Number of Referrals</th><th>% of Referrals</th></tr><tr><td>Criminal Damage & Arson</td><td>2916</td><td>19%</td></tr><tr><td>Burglary</td><td>1193</td><td>8%</td></tr><tr><td>Drug possession</td><td>1</td><td>0%</td></tr><tr><td>Misc. against society</td><td>782</td><td>5%</td></tr><tr><td>Possession of weapon</td><td>6</td><td>0%</td></tr><tr><td>Public Order</td><td>1877</td><td>12%</td></tr><tr><td>Robbery</td><td>124</td><td>1%</td></tr><tr><td>Sexual offences</td><td>304</td><td>2%</td></tr><tr><td>Theft</td><td>2353</td><td>16%</td></tr><tr><td>Violence against the person</td><td>5285</td><td>35%</td></tr><tr><td>Unknown</td><td>43</td><td>0%</td></tr><tr><td>Other</td><td>177</td><td>1%</td></tr></table> <p>89% of referrals are received from Gwent Police. Engagement and communication work is ongoing to increase the number of self referrals and referrals from other agencies as these referrals are made with the knowledge that support is required. Whereas referrals from Gwent Police are automated and therefore the victim may not require any support. This year’s agency and self-referral rates will be used as the benchmark and measure for the success of communication and engagement work over this year.</p> | Referral Source | No. Referrals | % of Referrals | Gwent Police | 13352 | 88% | Other Police Force | 1150 | 8% | Self | 244 | 2% | Other Agency | 315 | 2% | Crime Type | Number of Referrals | % of Referrals | Criminal Damage & Arson | 2916 | 19% | Burglary | 1193 | 8% | Drug possession | 1 | 0% | Misc. against society | 782 | 5% | Possession of weapon | 6 | 0% | Public Order | 1877 | 12% | Robbery | 124 | 1% | Sexual offences | 304 | 2% | Theft | 2353 | 16% | Violence against the person | 5285 | 35% | Unknown | 43 | 0% | Other | 177 | 1% |
| Referral Source | No. Referrals | % of Referrals | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gwent Police | 13352 | 88% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Police Force | 1150 | 8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Self | 244 | 2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Agency | 315 | 2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Crime Type | Number of Referrals | % of Referrals | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criminal Damage & Arson | 2916 | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Burglary | 1193 | 8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Drug possession | 1 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Misc. against society | 782 | 5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Possession of weapon | 6 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Order | 1877 | 12% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Robbery | 124 | 1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sexual offences | 304 | 2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Theft | 2353 | 16% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Violence against the person | 5285 | 35% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Unknown | 43 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | 177 | 1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

3.2

Backlog Information:

Victim Supports intake and assessment team have been operating with a considerable backlog, resulting in a delay in victims being contacted and offered support. This has now been listed on the force risk register and is being monitored on a monthly basis via the Victim's Board and Victim Support are scrutinised and held to account in quarterly Contract Management Meetings.

The current backlog (at end of March) is **501 referrals**.

The below chart illustrates the decline in the backlog over the past several months:



This shows a 74% reduction in the backlog from the end of November to the end of March.

Further work is required to reduce this to a situation where Victim Support are contacting victims within the agreed timescales. Work will focus on addressing issues that are contributing to the backlog. These are: vacancies within Victim Contact Team, issues with the quality of data provided by Gwent Police and Domestic Abuse referrals being referred to Connect Gwent as well as other support agencies resulting in duplication of work.

Regular Victim Support Contract Management Meetings are held and monitor progress towards eliminating the backlog.

3.3

Support Information:

| Support Received | Number of people | % of referrals received |
|--|------------------|-------------------------|
| People provided one off support (e.g. provided information / signposted to other service) | 1109 | 7% |
| People provided ongoing | 1599 | 11% |

| | | | |
|--|--|------|-----|
| | support (e.g ongoing emotional and practical support) | | |
| | | | |
| | People supported (total) | 2708 | 18% |

The above shows that the transition rate from referral to receiving ongoing support is low (11%). This indicates that the vast majority of referrals received may not have been required which results in the wasted resource of staff attempting / making contact with these individuals. This has been explored as part of the Business Change review referred to in the introduction and options have been presented which would lead to commissioned services only receiving referrals once a need for support has been identified, thus allowing services to focus resources at those in need.

There is limited detailed information / data currently available in relation to support delivered via Connect Gwent. However, as mentioned in the introduction a comprehensive performance framework is now in place that will enable considerably more detail to be provided and scrutinised in the future.

| 3.3 | **Outcome Information:** The below outcome information is obtained from initial and closing assessments through which people are asked to rate themselves in the areas in order to measure distance travelled: | Outcome Indicator | Number of people reporting improvement | |--------------------------------------|--| | Better able to cope and recover | 679 | | Better informed and empowered to act | 624 | | Improved health and wellbeing | 681 | | Improved feelings of safety | 640 | | Total | 2583 | As mentioned previously, a new performance framework for Connect Gwent has been created. This will allow enhanced performance data to be provided from April 2020. | | |

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| | |
| 3.4 | <p>Case Study (Victim Support)</p> <p>AM was referred to VS for support by the WCU as IP was going through the court process following a Domestic assault. This was passed through to the DV/A caseworker as the alleged offender had been found not guilty and IP had come home to find the alleged offender sat in IP's house.</p> <p>The ex-couple owned their property together and had an 18 year old daughter living with them at the property. IP had a daughter from a previous relationship who came with her to meet DV caseworker. IP explained that they had many reasons to stay in the relationship and not enough reasons to leave and this is why they had stayed in the abusive and controlling relationship.</p> <p>AM had previously been supported by Women's aid services for a very long time, as the abuse had been ongoing for many years. They had been married over 30 years and he controlled all her finances and many other aspects of IP's life. IP's eldest daughter had also witnessed the abuse throughout her childhood.</p> <p>AM broke down to DA/V Caseworker on their first meeting. Caseworker agreed that they could advocate and attend meetings with IP for e.g. Housing, solicitors, Benefits and Civil court and help her with any paperwork as IP is dyslectic. IP had completed the Freedom program three times and was now doing the recovery tool kit so always knew the behaviour was wrong but was too afraid to leave and explained that they had never had support around this.</p> <p>IP and caseworker met up on many occasions and carried out a safety and support plan so she had something visual help her achieve her goals.</p> <p>IP privately rented her property so Caseworker advocated with IP's landlord and implemented target hardening including alarms and lock changes. Caseworker also attended benefits meetings and solicitors appointments to advocate for IP.</p> <p>IP is now going through divorce proceedings. IP has been attending coffee mornings with WA and still uses the drop in services. Vs Caseworker is also still attending meetings and will attend court with IP for moral and emotional support sessions.</p> <p>IP attended a survivor's forum, held by Gwent Police, and shared their experiences of the police and other agencies as a result the daughter has also made new reports to the police.</p> <p>Support is ongoing and IP feels as though she has her life back and feels empowered to do things by herself, IP has been abroad twice with her new and existing friends.</p> <p>IP also continues to receive support around her mental health and is currently</p> |

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| | <p>on a waiting list for counselling.</p> <p>Needs Identified:</p> <ul style="list-style-type: none"> • Struggling to cope following the crime • Lack of understanding of CJS (family courts) • Lack of understanding of different support services • At risk of further incident <p>Services Provided:</p> <ul style="list-style-type: none"> • Confidence and self-esteem building • Personal safety information • Advocacy and attendance at multi-agency meetings • Building support networks • Court intermediary provision • Safety planning • Referral to DV Support Agency • Referral Mental Health support |
| 3.5 | <p>Developments / Improvements</p> <p>As mentioned above, development of Connect Gwent has focused on the development of a comprehensive Performance Management Framework. This has included reviewing data currently collected, identifying additional data that would be useful to monitor performance, mapping and agreeing processes and procedures to enable this to be captured and reported and agreeing the framework among all partner agencies. This will enable the collection and production of quality, meaningful and consistent data that will enhance the ability to identify and share areas of good practice as well as identifying areas that require improvement.</p> <p>Also, a Contract Management Plan with Victim Support has been developed and agreed to enable the force to more effectively and consistently monitor and scrutinise performance.</p> <p>Connect Gwent is represented at Gwent Police's Victim Board. This enables Connect Gwent to escalate any issues / risks as appropriate as well as the increased scrutiny of Connect Gwent's performance.</p> <p>Over the last year Connect Gwent has been part of a Business Change review that has mapped current processes and demand of the service. This has resulted in an options appraisal that is due to be submitted in May 2020 that provides options to improve the efficiency and effectiveness of Connect Gwent.</p> <p>Connect Gwent, directed by the Victim's Board, and has provided a training input to all Sergeants across the force on the Victim's Code as well as raising awareness of the services they are able to offer / provide to those affected by crime. Connect Gwent have also been involved in the development of a Victim Focused force training day that is due to commence on the 5th June.</p> <p>Gwent Police's Telephone Research Team is based within Connect Gwent. The Victim's Board has overseen amendments to the script of the survey to</p> |

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| | <p>allow for more quality information to be obtained including victims perspective on whether they received their entitlements as outlined in the Victim's Code of Practice. This will enable areas of good practice as well as areas that require improvements to be identified and actioned and addressed as appropriate. The crime types surveyed have also been updated, as of April 2020, and will now include violent crime, burglary, harassment and robbery. The team also conduct separate Domestic Abuse and Hate Crime surveys.</p> <p>A new Survivor Engagement Coordinator role has been created and recruited for at end of 2019. The purpose of this role is to improve and develop and create processes to improve Gwent Police's ability to obtain the feedback and views of survivors in order to shape and improve services.</p> <p>Connect Gwent information has been included on the forces recently launched Victim Postcards and Victim of Crime Leaflets. This should improve the awareness of the service and the support available. The Victim Postcard includes a prompt for officers to ensure they offer a referral to Connect Gwent.</p> <p>As mentioned above the Victim Board have been closely monitoring the current backlog of victims awaiting initial contact from Connect Gwent. This has seen a 74% reduction in the backlog since November 2019, meaning that less people are waiting for an offer of support.</p> <p>Connect Gwent have been involved with the development of a new domestic abuse referral process for Gwent Police. This process will ensure that victims of domestic abuse are referred to the most appropriate agency to meet their needs. It will also prevent current duplications of referrals (a victim is currently referred to a specialist domestic abuse agency as well as Connect Gwent) which will enable Connect Gwent to more effectively utilise their resources.</p> <p>An Engagement and Communication Plan for Victims has been created and overseen by the Victim's Board. Within this plan are actions to increase the awareness of Connect Gwent among the public as well as internally within Gwent Police.</p> |
| 4. | <u>NEXT STEPS</u> |
| 4.1 | Monitor performance via the Connect Gwent Performance Framework to identify areas of good practice and areas that require improvement as well as evidencing value for money. |
| 4.2 | Continue to closely monitor and reduce the backlog, via Contract Management Meetings and the Victim's Board |
| 4.2 | Improve the quality of data transferred from Gwent Police. |
| 4.3 | Fill vacancies to increase capacity. |
| 4.4 | Contribute to the development and adoption of a new referral process for Domestic Abuse victims, that results in victims being referred to the most appropriate agency and avoiding duplication. |
| 4.5 | Increase the number of self and other agency referrals via an Engagement and Communication Plan. |
| 4.6 | Finalise Survivor Engagement Plan and submit to Victim's Board. |

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| 4.7 | Options appraisal and business case to be finalised. |
| 4.8 | Further scoping of how surveys are conducted, with options for digitising processes to be considered. |
| 4.9 | Deliver training to all frontline officers. |
| 4.10 | Finalise Domestic Abuse referral process. |
| 5. | <u>FINANCIAL CONSIDERATIONS</u> |
| 5.1 | There are no financial considerations at this stage. |
| 6. | <u>PERSONNEL CONSIDERATIONS</u> |
| 6.1 | No personnel considerations at this stage. |
| 7. | <u>LEGAL IMPLICATIONS</u> |
| 7.1 | There are no legal implications at this stage. |
| 8. | <u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u> |
| 8.1 | <p>All Learning and Development activity is considered against the general duty to promote equality as stipulated under the Strategic Equality Plan and has been assessed as not to discriminate against any particular group. This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group.</p> <p>In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998. There are no identified concerns and no collateral intrusion.</p> |
| 9. | <u>RISK</u> |
| 9.1 | There are no risks to consider as part of this report. |
| 10. | <u>PUBLIC INTEREST</u> |
| 10.1 | There are no public interest matters. |
| 11. | <u>CONTACT OFFICER</u> |
| 11.1 | Sam Heatley – Connect Gwent Coordinator |
| 12. | <u>ANNEXES</u> |
| 12.1 | Documents embedded. |

For OPCC use only

Office of the Chief Constable

I confirm that the Connect Gwent annual report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for **approval / information / monitoring purposes.**

Signature:



Date: 11/05/2020

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date:

| <u>OFFICE OF POLICE AND CRIME COMMISSIONER</u> | |
|---|---|
| LEAD CHIEF OFFICER: | DCC Amanda Blakeman |
| TITLE: | Annual Review – Corporate Communications 2019/20 |
| DATE: | 3rd June 2020 |
| TIMING: | Annual Report |
| PURPOSE: | For monitoring |
| 1. | <u>RECOMMENDATION</u> |
| 1.1 | This report is for information purposes only and no recommendations are being made. |
| 2. | <u>INTRODUCTION & BACKGROUND</u> |
| 2.1 | Corporate communications play a key role in building public confidence in the ability of Heddliu Gwent Police to deliver its overarching aim to protect and reassure. The Chief Constable has a statutory duty to provide local communities with information about policing in their neighbourhood and corporate communications is one of the main strands in achieving this. |
| 2.1.1 | The year was one of change for the Corporate Communications team. A significant investment in resourcing for the team was agreed by the Force and work to deliver the business case has been undertaken. Four key appointments have now been made: head and deputy head of corporate communications; digital content officer and an internal communications specialist following an agreed amendment to the structure. Recruitment to two further posts has been delayed at interview stage by the ongoing health crisis. |
| 2.1.2 | The appointment of the head of corporate communications has enabled the approach of the team to be further developed and this is reflected within the following sections. |
| 2.2 | Media |
| 2.2.1 | Positive coverage has been secured for Gwent Police over the year including the appointment of the new chief constable, domestic abuse and survivor engagement co-ordinator post, police staff investigators and modern-day slavery. |
| 2.2.2 | Relationships between local and regional media have developed over the past year. Face to face engagement with key outlets such as the South Wales Argus, ITV Wales and BBC Wales has improved relationships. |
| 2.2.3 | Changes within the team mean that work is now focussed in two ways: <ul style="list-style-type: none"> • Reactive • Proactive – including campaigns This means that team members have space to focus on a dedicated role rather than juggling multiple requests which often meant that proactive media lost out. This has led to further improvements with local media as journalists build |

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| | familiarity with our news desk, and support to telling our good news stories has led to more positive coverage. |
| 2.3 | <i>Reactive media (news desk)</i> |
| 2.3.1 | This year the news desk handled incoming media 4,500 calls. The number of media calls in the later part of the year is lower compared to the same period for last year, as the figure provided previously included all internal demand for communications support, rather than only media requests. The service offered to the media has also been improved with more enquiries dealt with by phone rather than email and extended opening times for the news desk – now 8am – 5pm. |
| 2.3.2 | <p>The top three outlets in terms of queries remain:</p> <ul style="list-style-type: none"> • South Wales Argus • Wales Online • South Wales Echo <p>This reflects the ongoing demand for up to date local news for web content – the main income generation source for the media. Our top outlets for content remain online by a significant majority over broadcast or print media.</p> |
| 2.3.3 | <p>The three most popular topics of enquiry are:</p> <ul style="list-style-type: none"> • road traffic collisions • drugs • assaults <p>The team has however dealt with significant stories over the year such as the investigation into comments made by Nigel Farrage, the arrest of a Welsh AM and the suspension of two senior officers.</p> |
| 2.4 | <i>Proactive</i> |
| 2.4.1 | The biggest change within the team is the creation of two dedicated roles supporting proactive media and campaigns. The move has led to a significant shift in our ability to share our achievements, target campaigns to support our local communities and support our officers in tackling local priorities. The approach is to secure more broadcast coverage to secure a greater reach to our audience while maintaining relations with local print press by offering exclusive hyper local content to target communities on their key issues. This approach worked for the start of work on the new HQ working in conjunction with the OPCC. |
| 2.4.2 | <p>Highlights to date include:</p> <ul style="list-style-type: none"> - National coverage on The One Show on tasers and our approach to training - Operation Jigsaw - modern day slavery arrests at care homes - Covid-19 campaigns and conversation with the community - Severe flooding across the region - Supporting the Welsh Language conference hosted by the force - ‘Read between the lines’ domestic violence campaign |
| 2.4.3 | Work has also continued with TV production companies with a second series of Crash Detectives completed and aired, and series three filmed. Discussions to participate in Code Blue: Murder were also underway until halted by the health crisis. While these series are extremely labour –intensive consideration will be |

given to requests and, where there is a tangible benefit to Gwent Police, will be explored further.

2.4.4

We are now moving to measure reach – the outlets that give us the highest volume of reach to our target audiences.

However, the greatest benefits have been delivered during the Covid-19 crisis when we were able to draw upon these relationships and place Gwent Police at the forefront of conversations with our communities.

On call service

2.5

The team continues to provide 24/7 media support to the force. While maintaining this service was challenging during periods of low staffing levels or sickness absence the team is now in a more robust position to deliver this service more consistently.

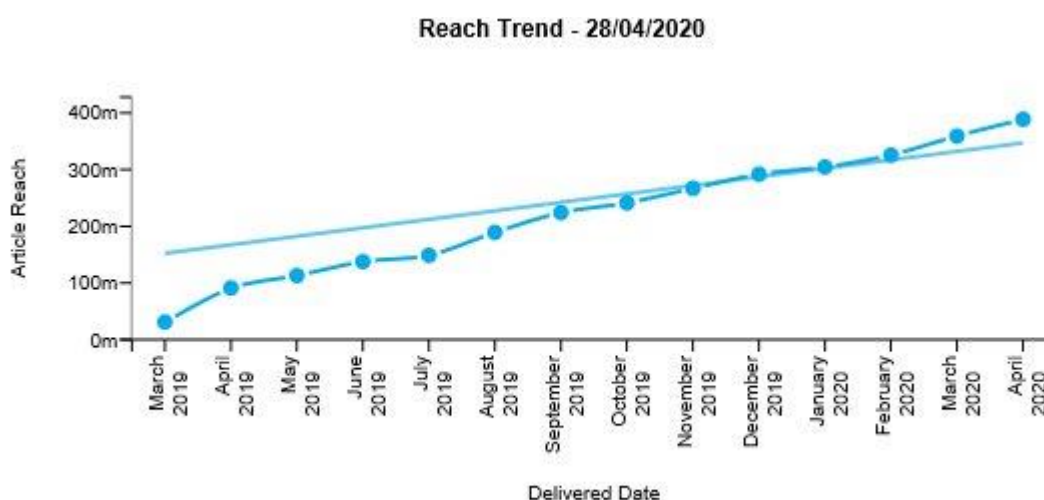
Further resilience is offered by the appointment of the deputy head of communications, and the internal communications CES and digital content officer will be offered a development opportunity to increase their media handling experience and to also support the on-call rota should they be required.

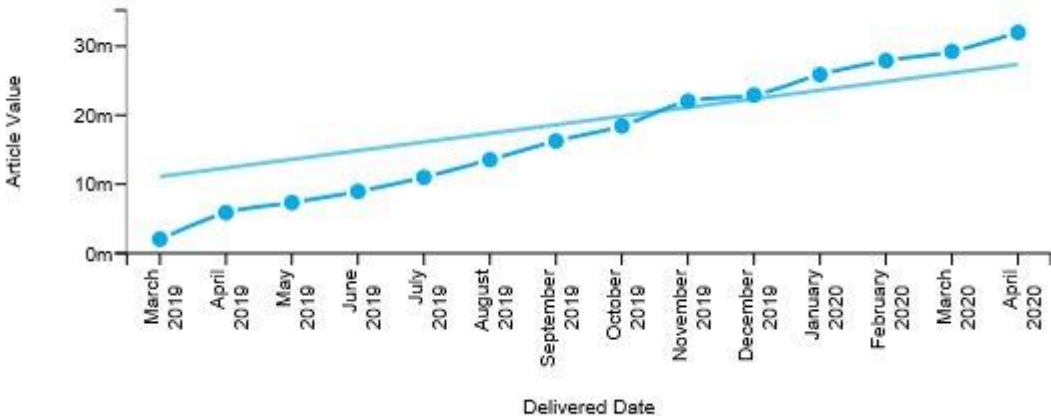
Overall media picture

2.6

There are two key possible measures of media coverage – the audience reached, and the value of the coverage generated.

As the graphs below show both reach and value have been on an upward trend over the year, and since November have been on or above the trend line. Both charts are drawn from Kantar, our media monitoring service. April 2020 is included to demonstrate the impact of Covid-19 and the pro-active media work carried out by the team.

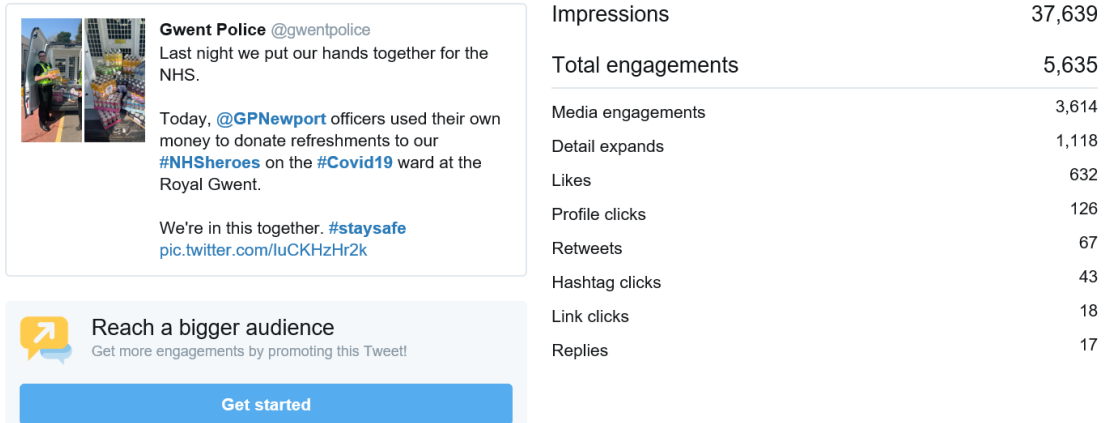


| | <p style="text-align: center;">Value trend - 28/04/2020 (1)</p>  <table border="1"> <caption>Estimated Article Value Data</caption> <thead> <tr> <th>Delivered Date</th> <th>Article Value (m)</th> </tr> </thead> <tbody> <tr><td>March 2019</td><td>2</td></tr> <tr><td>April 2019</td><td>6</td></tr> <tr><td>May 2019</td><td>7</td></tr> <tr><td>June 2019</td><td>9</td></tr> <tr><td>July 2019</td><td>11</td></tr> <tr><td>August 2019</td><td>14</td></tr> <tr><td>September 2019</td><td>17</td></tr> <tr><td>October 2019</td><td>19</td></tr> <tr><td>November 2019</td><td>22</td></tr> <tr><td>December 2019</td><td>23</td></tr> <tr><td>January 2020</td><td>26</td></tr> <tr><td>February 2020</td><td>28</td></tr> <tr><td>March 2020</td><td>29</td></tr> <tr><td>April 2020</td><td>32</td></tr> </tbody> </table> | Delivered Date | Article Value (m) | March 2019 | 2 | April 2019 | 6 | May 2019 | 7 | June 2019 | 9 | July 2019 | 11 | August 2019 | 14 | September 2019 | 17 | October 2019 | 19 | November 2019 | 22 | December 2019 | 23 | January 2020 | 26 | February 2020 | 28 | March 2020 | 29 | April 2020 | 32 |
|--|--|----------------|-------------------|------------|---|------------|---|----------|---|-----------|---|-----------|----|-------------|----|----------------|----|--------------|----|---------------|----|---------------|----|--------------|----|---------------|----|------------|----|------------|----|
| Delivered Date | Article Value (m) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March 2019 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April 2019 | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2019 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June 2019 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July 2019 | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August 2019 | 14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| September 2019 | 17 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| October 2019 | 19 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November 2019 | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December 2019 | 23 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January 2020 | 26 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February 2020 | 28 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March 2020 | 29 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April 2020 | 32 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>2.7</p> <p>2.7.1</p> <p>2.7.2</p> <p>2.7.3</p> <p>2.7.4</p> <p>2.7.5</p> | <p>Digital communications</p> <p>Social media</p> <p>Social media is crucial to enable us to share messaging with a different audience, and to share more real-time messaging. It also enables us to communicate in a wider range of ways using video and visuals that may appeal more to audiences.</p> <p>Social media also enables us to target our messaging and to gain direct feedback on how content lands with the audience – both from responses to content and via analytics.</p> <p>For the last review the force had 79 social media accounts in place which was challenging internally as it proved difficult to support the account holders to engage their audiences, monitor content and externally it presented a challenge for the public to know where or how to engage with Gwent Police given the overwhelming number of access points.</p> <p>Following consultation and agreement of the social media strategy the number of accounts has now been reduced to 24. While further analysis of the impact of this change will be required before we progress to the next stage of the strategy, the benefits during the current health crisis have been demonstrated as we have better managed consistent messaging and managed any inappropriate content quickly.</p> <p>Over the past quarter the team has focussed on improving the quality of our content to be more appropriate for the individual channels. Content is now more concise, visual and engaging in its tone and the benefits are demonstrated in the increased engagement we are experiencing. The team is also using analytics around each channel to target audiences more appropriately – whether this is by age, geography or gender. The appointment of the digital content officer provides us with additional capacity and expertise to support the new accounts to offer them greater insight into their followers and what is working best for them.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>2.8</p> <p>2.8.1</p> | <p>Twitter (English)</p> <p>Over the past year, we have gained 3,891 new followers, and are now followed by 75,200 accounts. Our content has made 12,342,716 impressions (timeline appearances) over that period. The 2198 tweets published by the main</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

corporate account delivered:
723,869 engagements
nearly 12,000 retweets
over 24,000 likes.

2.8.2 The media accompanying tweets (images/videos) has been clicked 546,044 times. These numbers give us a good indication of how our followers are responding to our content. Over the last quarter, we have increased our reach (estimated audience) by 15%.

2.8.3 Top tweets



<https://twitter.com/gwentpolice/status/1243589172792897542?s=20>

<https://twitter.com/gwentpolice/status/1180378743405191168?s=20>

<https://twitter.com/gwentpolice/status/1160903231612096514?s=20>

2.9

2.9.1

Facebook (English)

Over the past year, we have gained 13,766 additional followers with an upward trend continuing to gain pace.

Total Page Followers as of Today: 127,624

[Create Post](#)



2.9.2

Our average reach is currently at 94,012, which is an increase of over 45,000 when compared to the last period (2018/19). On two occasions we reached over 200,000 people with a post, while we frequently reach 100,000. This reach is between a third and a fifth of our Gwent population.

2.9.3

Average likes have increased by over 100% this period, while average reactions have increased from 385 to 929. Comments have increased to an average of 629 this period, likes to an average of 450 (previously 250) while other "emotive" responses have also increased. This reflects a higher level of engagement with our audiences.

2.9.4

We have also made better use of Facebook's story feature, with stories

| | |
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| <div data-bbox="145 230 225 264">2.9.5</div> <div data-bbox="145 450 225 483">2.9.6</div> <div data-bbox="145 595 225 629">2.9.7</div> <div data-bbox="145 1552 225 1585">2.10</div> <div data-bbox="145 1585 237 1619">2.10.1</div> <div data-bbox="145 1697 237 1731">2.10.2</div> <div data-bbox="145 1843 237 1877">2.10.3</div> | <div data-bbox="272 159 1402 230"> <p>reaching over 5,000 people. Work in this area will continue to develop to grow our level of engagement.</p> </div> <div data-bbox="272 271 1402 448"> <p>Demographics for Facebook Understanding the demographics of our Facebook audience enables us to more effectively target our posts and tailor content to resonate with them. The team is increasingly planning content to ensure the maximum impact and reach.</p> </div> <div data-bbox="272 488 1402 595"> <p>At present, 62% of our followers are female, with 18% being female and aged between 25-34. Our page is clearly most popular with this age group, with 12% of our followers being male, 25-34.</p> </div> <div data-bbox="272 636 1402 813"> <p>We are targeting the correct areas with our posting, with 23,865 of our followers coming from Newport and 9,706 from Cwmbran. The other local authority areas are also represented amongst our followers. Midday is currently the best time to publish our posts, with the number of our “fans” online dropping as the afternoon progresses.</p> </div> <div data-bbox="272 891 622 925"> <p><i>Example Facebook post</i></p> </div> <div data-bbox="272 925 1248 1462"> </div> <div data-bbox="272 1574 1402 1682"> <p>Twitter (Cymraeg) Over the past year, we have gained 50 new followers, and are now followed by 499 accounts.</p> </div> <div data-bbox="272 1722 1402 1830"> <p>Our content has made 202,700 impressions (timeline views) over that period. Of the 1,122 tweets published by the Welsh corporate account, we have been engaged with 2,690 times, receiving 150 retweets and 358 likes.</p> </div> <div data-bbox="272 1870 1402 1942"> <p>The media accompanying tweets (images/videos) has been clicked 1,849 times.</p> </div> |
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2.10.4

Top Tweet earned 1,138 impressions

new Bydd y Dirprwy Brif Gwnstabl yn dechrau yn [@heddlugwent](#) ym mis Tachwedd

Roedd @DCCBlakeman sydd bod yn gwasanaethu yn [@WMerciaPolice](#) yn llwyddiannus yn y broses recriwtio a gynhaliwyd ddiwedd mis Medi 🍌

💬 Darllenwch y stori'n llawn yma crowd.in/elTteV pic.twitter.com/81sJe8xzvG



2.11

2.11.1

Facebook (Cymraeg)

Over the past year, we have gained and additional 117 followers.

Total Page Followers as of Today: 361

Create Post



BENCHMARK
Compare your average performance over time.

Total Page Followers

2.11.2

Page likes have also increased – by 112 – bringing our total to 342. Our average reach is currently at 127, compared to 104 last period. A peak of 512 people was reached in April 2019.

2.12

2.12.1

Demographics

At present, 66% of our Welsh-speaking followers are female, with 21% being female and aged between 35-24. 32% of our followers are male, while 9% are male and aged 25-34.

2.12.2

Our posts are reaching the right areas, with 64 of our followers coming from Newport. This is closely followed by Caldicot and Caerphilly. The other local authority areas are also represented amongst our followers.

2.12.3

Midday is currently the best time to publish our posts, with the number of our “fans” online dropping as the afternoon progresses. At present we are not gaining much traction with our Welsh language accounts and over the coming year we will review our approach from one of direct translation to consider more personalised content.

2.13

2.13.1

Web

The existing website has provided a valuable source of detail that

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| 2.14 | <p>complements our work with media and social media. Over the past year the anticipated arrival of the Single Online Home site has meant that the website has not been developed further. Resource has instead been focussed on working with the project team on the new site.</p> |
| 2.15 | <p>Design The team is currently resourced with one graphic designer who provides support to a range of projects across the force. Some highlights from the year include:</p> |
| 2.16 | <p>Operation Jigsaw - force-wide Serious Organised Crime campaign – developing a branding that worked for the topic, covered the English and Welsh element and consisted of three strands – Drugs & county lines, cyber & MDS. After the branding was established it was applied to a range of materials including display items, merchandise, strategy & documents and digital media.</p> |
| 2.17 | <p>Mini Police E-Handbook - devising a way that we could share materials and assets with schools around Gwent who run a Mini Police Programme. Instead of creating a PDF that would have to be continually revised and resent, we created a section of the website that is hidden but gives live updates.</p> |
| 2.18 | <p>Knowing the Line – sexual harassment - a national campaign centred around videos produced highlighting sexual harassment in the Police, backed up by print and digital materials to be sent out to all UK police forces for internal use.</p> |
| 2.19 | <p>National Police Dog Trials - working with the USW Graphics Course students to run a project to develop a brand for the NPDT that were hosted in Gwent.</p> |
| 2.20 | <p>Social Media Desk The SMD branding was key to launch the service. It was kept with a heavy GWP theme but based on the use of avatars for the FCR Operators, this allowed for a more personal feel to the graphics whilst ultimately remaining anonymous and timeless</p> |
| 2.20.1 | <p>Internal communications Internal communications have been conducted in a limited way with very narrow engagement mainly through the intranet – the Beat. Work to improve the system, reinforce the functions and to develop the organisational approach to the intranet.</p> |
| 2.20.2 | <p>The business case for the team structure was amended to create a specialist internal communications role reflecting the significant internal demand for support in sharing messages with staff.</p> |
| 2.20.3 | <p>The priorities for the coming year will be:</p> <ul style="list-style-type: none"> - An audit of internal communications to identify areas of need and the effectiveness of current channels - A review of the Beat and development of an improved approach involving all staff groups - Supporting the culture change programme across the force. |

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| 3. | <u>ISSUES FOR CONSIDERATION</u> |
| 3.1 | This report outlines the progress made since the investment in Corporate Communications was agreed. |
| 4. | <u>NEXT STEPS</u> |
| 4.1 | Work to develop Corporate Communications across Gwent Police will continue with completion of recruitment to the agreed business case model. Work to develop further measures for the evaluation of the impact of Corporate Communications will also be in place. |
| 5. | <u>FINANCIAL CONSIDERATIONS</u> |
| 5.1 | There are no financial considerations from this report. |
| 6. | <u>PERSONNEL CONSIDERATIONS</u> |
| 6.1 | There are no personnel considerations from this report. |
| 7. | <u>LEGAL IMPLICATIONS</u> |
| 7.1 | There are no legal implications to consider from this report. |
| 8. | <u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u> |
| 8.1 | This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group. |
| 8.2 | In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998. There are no identified concerns and no collateral intrusion. |
| 9. | <u>RISK</u> |
| 9.1 | There are no risks to consider in this report. |
| 10. | <u>PUBLIC INTEREST</u> |
| 10.1 | Yes, there is public interest in this document and the report can be published. |
| 11. | <u>CONTACT OFFICER</u> |
| 11.1 | Nicola Wesson, Head of Corporate Communications |
| 12. | <u>ANNEXES</u> |
| 12.1 | None |

For OPCC use only

Office of the Chief Constable

I confirm that **Corporate Communications Annual Report** has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for **approval / information / monitoring purposes**.


Signature:

Date: 11/05/2020

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date:

| OFFICE OF POLICE & CRIME COMMISSIONER | |
|---------------------------------------|--|
| LEAD CHIEF OFFICER: | Chief Constable |
| TITLE: | Chief Constable's arrangements for engagement with local people |
| DATE: | 3 rd September 2020 |
| TIMING: | Annual |
| PURPOSE: | For monitoring |
| 1. | <p><u>RECOMMENDATION</u></p> <p>Not applicable: the submission of this report is for information only.</p> |
| 2. | <p><u>INTRODUCTION & BACKGROUND</u></p> <p>This report is submitted as requested by the OPCC at the Strategy and Performance Board, specifically to,</p> <p>'Report on the Chief Constable's arrangements for engagement with local people'</p> <p>The report provides information against the following two performance measures in the Police and Crime Plan:</p> <p>3.2 Our communities agree that they are being consulted and their voices are being heard</p> <p>3.3 Evidence that we are accessible to all and that we have listened to and responses to the views of our communities</p> <p>This document reports on the principal engagement activities of Gwent Police in terms of how we make ourselves accessible and responsive to our communities. Engagement in this context can be seen as a two-way interaction or process or at the very least one where such two-way communication is possible. As such, it does not concern itself with activities which could be described as simply the broadcasting or provision of information.</p> <p>This report provides an overview of the current community engagement structure which covers:</p> <ul style="list-style-type: none"> • Your Voice • Community Assist • Citizens in Policing: Crime Prevention Panels, Cadets, Volunteers, Mini-Police • Digital Services - Increased Visibility & Accessibility • Community Action Days |

| | |
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| | <ul style="list-style-type: none"> • Community Groups & Charities • Rural Crime Team and the Intervention and Prevention Department • The Force Communications Suite • The Social Media Desk • Social media generally • The Gwent Police website • The Ride Along Scheme • Positive Action Outreach Worker • Diversity and Inclusion Department • The Force Open Day • The Cyber Community Support Officer (CSO) <p>Attached as appendices are documents containing more detailed examples of the specific work undertaken at a practical level for the East (Appendix 1) and West (Appendix 2) Local Policing Areas (LPA's). Appendix 3 is an example of the Monmouthshire Engagement Strategy to provide some local context.</p> |
| 3. | <p><u>ISSUES FOR CONSIDERATION</u></p> <p>Having listened to the views of both the public and officers alike, Gwent Police have embarked on a new and exciting approach that will transform the way in which it engages and empowers communities. Notable changes will include:</p> <ul style="list-style-type: none"> ➤ Significant reduction in priorities (no longer one priority per ward) to enable a greater focus and clarity for the public ➤ Priorities based on threat, risk, harm, vulnerability or Organised Crime as determined by the local Policing Inspector ➤ Hard to reach groups involved in the process based on protected characteristics (promotes inclusivity and cohesion) ➤ Partners within each of the five local authority community safety hubs have been provided with training to assist in problem solving identified priorities/issues ➤ Members of the community will be part of the problem-solving process alongside police and partners to ensure greater resilience within and empowerment to communities. <p>The engagement and priority setting process is broadly explained within Appendix 4.</p> |

Communication and engagement with the public takes place throughout the year using the below avenues:

Your Voice

Your Voice is Gwent Police's commitment to fulfil its statutory obligation to consult with the public, obtain the views of local communities and set priorities which are guided by an evidence-based approach and the concerns of our local community.

The process is available as a social media poll as well as traditional methods of data capture. This features on the front page of our force intranet during the time the campaign is open as well as an application icon on all Force mobile devices.

The Process of Your Voice is a simple one and links to Problem Orientated Policing Principles and OSARA (* OSARA - Objective, Scanning, Analysis, Response, Assessment) methodology:

1. Scanning by police and partners of persistent demand linked to locations.
2. Grouping demand into three distinct Crime/ASB types in three distinct geographical areas. This 3x3 system creates consistency and familiarity for the public.
3. Building the Snap Survey Poll. This online poll is built by our Business Change department and is uploaded to social media outlets by Corporate Communications.
4. Two-week consultation period with the public supported by a multi-agency communications strategy. Online polls and traditional survey methods ensure all aspects of the community are represented.
5. Multi agency analysis of the results.
6. Multi agency problem solving plans agreed.
7. Six-month problem-solving activity including diarised updates to key people and the closure of the Problem-Solving Plans.

Your Voice has gone through three distinct evolutions.

1. The Early Years.

The public were consulted on the issues in their area. This was an open-ended request with no direction given. It often brought about concerns that were either not justifiably a priority for the police or due to the open questioning and vast array of differing responses it was impossible to pick clear priorities for the public. These were paper based and subsequently added to a local database.

2. Moving to digital engagement

Initial scanning and priority setting by Police and partners. Members of the public were only able to pick from a pre-defined list of priorities for their area. This was an ad-hoc process and was not easily identified by the public as there was no grouping under particular themes.

Your Voice went totally online for this iteration. The snap survey was written in a way that there were five separate surveys for the five local authority areas that are present in Gwent. Due to this it only went out on local NPT Twitter pages and not the main corporate social media sites.

3. Present Day

Moving from five individual Local Authority polls to one single poll, simply by adding an opening question of location. This allowed our main social media pages to broadcast the poll.

Included for the first time is demographic capture which will help inform our engagement strategy with hard to reach groups as well as assist with diverse recruitment onto scrutiny panels.

Benefits of the current process

1. Overall participation increased – 250%
2. People willing to act as community volunteers increased – 370%

The next steps – these were planned prior to COVID-19 and are on hold due to the health emergency.

- Problem solving public meetings with individuals who are willing to assist the organisation.
- A consistent force-wide 'Public Problem-Solving Meeting' will be held in each of the five local authority areas.
- This will be funded by our 'Positive Impact Fund'. This fund is easily accessed by local policing areas for small injects of cash to assist with delivering against one of the PCC's priorities.
- Community volunteers will be given a short input on problem orientated policing and then will be requested to provide problem solving ideas and pledge ongoing support for to assist agencies.

Community Assist

Many communities within Gwent are unfortunately blighted by low-level issues that have the potential to escalate to a stage where they have gained traction, causing community tension and unrest.

Traditionally, multi-agency responses did not always offer the community the immediate response they were looking for. Additionally, it also proved difficult in the past to convince communities that agencies were taking their problems seriously and working collaboratively in order to address them.

In 2018, Gwent Police created its inaugural 'Community Assist Pop-Up' scheme for the Caerphilly Borough.

Communities were encouraged to bring problems to individual agencies whereupon responsibility fell on that agency to bring the matter to the community assist forum to determine if a community assist response was required or whether it could be dealt with via a single agency approach. This response demonstrated partner's desires to respond to the voice of the community and to offset potential community triggers.

Community Assist is community based. It has only been deployed on several occasions but done so in a timely manner that has ensured increased engagement and greater success through early interventions.

The scheme was presented to Safer Gwent Group, which provides strategic direction to community safety across the five local authority areas of Gwent. Since that time, the scheme has been successfully rolled out to all areas and has been successfully deployed in Torfaen and Newport.

Citizens in Policing

The Citizens in Policing portfolio has been strategically led by Superintendent Richards, this month will see Chief Inspector Amanda Thomas take over the portfolio to further develop and drive it forward. The portfolio consists of the Special Constabulary, Police Support Volunteers, Police Cadets and Mini Police. There is a draft term of reference for this group and the group meet on a quarterly basis. Operational tactical leads are / will be appointed to help deliver on each strand of the portfolio. A valuing Volunteers CiP framework is also in existence.

Overview of Portfolio

Special Constabulary

Tactical Lead - Insp Andrew O'Keefe.

The Special Constabulary currently has 66 serving volunteers; we have secured two intakes per financial year and aim to grow the establishment. In 2019, the Special Constabulary contributed a total of 15,212 hours. This year to date we have already seen the volunteering hours rise to 12,556 hours. This is as a result of the current COVID-19 pandemic with many people being furloughed from work. This has allowed time and capacity for our volunteers to assist during

this unprecedented period. It is a testament to our volunteers of their desire and commitment to Gwent Police.

The Senior Management Team has also seen positive developments in the establishment uplift with two Inspectors and four Sergeants. This has strengthened its leadership in order to support the daily management and welfare of the officers.

The past 12 months has seen the introduction of a Special Constabulary strategy and delivery plan, these plans set out the direction of the Special Constabulary and how they will contribute to the service delivery of the organisation. The strategy seeks to integrate the Special Constabulary into everyday policing. The strategy and delivery plan will provide varied and valued experiences for officers, strengthen the training and enhance the skills of the officers. It will also allow us to maintain high standards and strong leadership, all of which play a key role in the sustainable growth of the Special Constabulary.

Police Support Volunteers (PSV)

PS Jennie Tinsley – Force Tactical lead

The organisation currently has 29 volunteers ranging from Station Assistants, Chaplains, Samaritans, Airwaves support and Fleet. The Force recognises the value volunteers contribute in supporting the delivery of policing. A Force Policy for PSV has been written and ratified (ref no 112-20 Issue 3).

Over the past few months the CiP Coordinator has been working closely with various departments to explore potential roles for volunteers. An example of this is the PSV role for Community Crime Prevention that will be advertised in the coming weeks.

This is an area that will have real focus as it has huge potential to grow.

Volunteer Police Cadets and Mini Police

Force Tactical Lead for Cadets - CI Amanda Thomas (To be replaced by Insp Shane Underwood)

Force Tactical Lead for Mini Police – Insp Martin Cawley

The Volunteer Police Cadets and Mini Police have both developed the organisations capacity to engage with young people in our communities. The introduction of four Nxt Gen Community Support Officers has seen a huge positive influence in our youth engagement levels. We currently have 85 Cadets and 944 Mini Police officers from 50 Primary schools throughout the Gwent area.

Over the last year we have broadened our inclusivity by introducing a cadet unit within a Mosque in Blaina, and within a Special Education Needs school within Caerphilly. This work will continue.

During the period of COVID-19 the Nxt Gen officers have continued to engage with our cadets / mini police and have also liaised with schoolteachers. Further engagement during this period has occurred with the cadet recruitment campaign which has seen in excess of 100 applicants. The new cohort of cadets is due to start in September 2020. Virtual meetings and lessons are planned in order to give space and time for the schools to embed their pupils back into education.

Plans are also in place to introduce the Mini Police Scheme into a further 25 schools across Gwent. However, this may need to be put on hold until January 2021 due to the pandemic.

The Nxt Gen Officers have been mapping all youth provision across Gwent to include youth clubs and voluntary groups, they will be liaising with key contacts within these groups to develop partnership working. Work is also ongoing in relation to engaging with the Youth Council and Youth Parliament.

There is a Strategy and Delivery Plan currently in place for cadets.

Recent highlights

- Recognition of Volunteering hours for Special Constabulary.
- Planned Special Constabulary Campaign for October 2020.
- Recruitment Campaign for Cadets (now closed)– in excess of 100 applicants.
- Planned recruitment for Cadet Leaders in September 2020.
- Google Classroom virtual sessions held with Cadets during lockdown.
- Intervention programme Nxt Gen and YOS – agreed pilot for the EAST.
- Cadets taking part in Social Media videos and messages during Volunteer week.
- Nxt Gen in collaboration with Youth Cymru and Challenge Wales discuss qualifications for Cadets.
- Nxt Gen developing a curriculum for a new pilot for Junior Cadets.
- Lesson Plan written for Cadet programme in readiness for September.
- Planned intake of further 20 schools for Heddlu Bach programme September 2020.
- Youth engagement mapping exercise taking place across Gwent.

Increased visibility & accessibility

Gwent Police has undertaken collaboration with South Wales Police to formulate its Digital Services Division (DSD). Gwent Police have now completed its roll-out programme of new

laptops and mobile phones to all front-line staff to ensure more time is spent in their respective communities which in turn enhances accessibility and engagement.

Community Action Days

Bespoke Partner Engagement Days continue to be implemented in identified less cohesive communities within Gwent. These initiatives are facilitated by the OPCC funded Gwent ASB Co-ordinator in conjunction with local policing teams and numerous partners to improve personal safety, raise awareness of public services and seeking to improve public confidence. The success of this approach has seen it implemented within Caerphilly, Torfaen and plans afoot for Newport and Blaenau Gwent.

Community groups & charities

There are examples of significant work being undertaken by local policing teams in conjunction with various community groups and charities to seek to transform communities and address local needs through the creation of partnerships involving statutory partners, volunteer groups and other organisations. There are several examples of this occurring throughout the force including Mutual Gain and Redeeming Our Communities.

Diversity and Inclusion Department

Barnardo's project:

During 2019 our Community Cohesion Officer supported Barnardo's with the AWARE project which was a Home Office funded programme which took place in Blaenau Gwent, working with secondary schools within the county as well as a special school, pupil referral units and EOTAS (Education Otherwise than at a School) provision

Barnardo's felt that Blaenau Gwent would benefit from the project as they had identified the area as experiencing increasing levels of disability hate crime. The overall goal of the project was to educate and raise awareness of hate crime among 11-18 year olds, with an emphasis on disability hate crime specifically. This involved young people understanding the impact and prevalence of hate crime, as well as how to report it.

Keep Safe Cymru Scheme:

In 2019, we began promoting the Keep Safe Scheme across Gwent, in partnership with the OPCC.

The scheme was developed by Learning Disability Wales, local community groups and disabled people and we have been working closely with Mencap Cymru to roll it out across Gwent through engagement with community groups.

The scheme aims to support vulnerable people when reporting crime and assists in making them feel safe and comfortable when speaking to Police.

The Police and Faith Communities Forum:

The Police and Faith Together forum was launched in December 2019 and brings together faith leaders from across the forum.

The aim of the forum is to bring people from different walks of life together, to promote community cohesion and to deal with issues affecting them and their communities.

Activities will include: Visits to places of worship, cultural awareness and discussion of policing matters such as stop and search, drug use, extremism, hate crime and discrimination. The first meeting was very successful, with membership from our Muslim, Christian and Bahai communities attending to discuss the direction of the forum and issues affecting them.

In preparation for the next meeting we have taken expressions of interest from our Buddhist, Chinese, Sikh, Hindu and Jewish communities and hope to welcome them in the near future.

GRT Roma Traveller engagement:

Gwent Police continue to improve our approach to working with Gypsy, Roma and Traveller (GRT) communities, and have a GRT lead within the force who has developed a multi-agency protocol relating to unauthorised encampments. The protocol prioritises the welfare of communities and ensures appropriate safeguarding and support is provided to Gypsies and Travellers who travel through Gwent.

Five GRT Specific Points of Contact (SPOC) have been appointed who have received training and have a specific role profile. Their purpose is to provide support and information to both external partners/agencies and officers and staff within Gwent Police. They have built relationships with partner agencies and enable communication and information sharing.

They are also responsible for building relationships and engaging with GRT communities. They provide a line of communication between communities and police and vice versa, in order to establish from the community how we can continually improve the service we provide and ensure it is tailored to their needs. A specific GRT Forum has been established to foster greater engagement in GRT communities whilst developing a better understanding of their needs as a community.

Independent Advisory Group (IAG):

The IAG in partnership with the Force undertook a review of its membership and its processes. As a direct result, agreed policy changes have been made to its structures and an Action Plan to drive its objectives has been developed. A recruitment campaign is also being developed and

a further structure of Cohesion and Youth Cohesion groups being formed to increase the representation from our communities across the Force area.

Gwent Police and Communities Hate Crime Forum:

This forum was set up by the Diversity and Inclusion department to bring key partners together to support victims of hate crime and also to improve victim satisfaction levels.

The forum is attended by housing providers, local authorities and other agencies who could be working with service users who have been affected by hate crime.

Information is shared between the agencies and together we are able to produce an action plan to ensure that the victim is given the required on- going support to meet their needs.

Community Dial In:

The Community Dial In is held weekly and is attended by members of the community across all of the protected characteristics, including faith leaders, charities, community groups, refugee support groups and local authorities.

The group was established at the beginning of the COVID-19 outbreak and conversations initially focused around lockdown restrictions, policing activity and how the pandemic has affected our communities.

The group has now moved on to discuss other matters such as the Black Lives Matter movement, most recently with concerns over local protests and marches. This forum will continue to host our communities on a weekly basis and will aim to address issues affecting them- promoting community cohesion across Gwent.

We also hold multi-cultural events to mark key events, and regularly attend community meetings to engage with a wider audience.

Plans for after COVID-19:

- NEXTGEN- collaborative work with Cadets and Heddlu Bach in relation to the protected characteristics. Developing a 'Hate Crime Ambassadors programme' and workshops in SEN schools.
- Assisting with the Heddlu Bach Programme to involve places of worship.
- Expansion of the Interfaith Forum- recruiting more faith leaders from across Gwent to make the groups more representative of the communities which we serve.
- Expansion of the IAG- inviting the community to join and have an input in monitoring the conduct and strategic direction of Gwent Police. Also, to look at Gwent Police practises involving fairness and equality, such as stop and search.

- Creation of Faith Watch on Gwent Now - aiming to send out messages to our faith communities to make them aware of incidents taking place such as burglaries at Mosques.
- Working with Race Equality First to deliver hate crime inputs in schools.
- Working with Women Connect First to create a cookery competition involving our diverse communities.
- Working with YMCO and Newport Live on a Community Cohesion Football tournament.
- Developing and delivering 'Policesol' – a programme designed for people in the community who do not speak English as their first language- to educate them about laws in England and Wales and their rights.
- BAME Sports engagement with Newport Live- working with early intervention projects to divert youths in our community away from crime.
- A Community Cohesion Cricket Project- in collaboration with Cricket Wales.
- A Community Cohesion Tennis Open Day in collaboration with Allt-Yr-Yn Tennis Club/Police Sport Gwent.
- Creating an LGBT/Trans safe space forum.
- Hosting a Learning Disability Conference.

Rural Crime Team and Intervention and Prevention Department:

The Rural Crime Team (RCT) has continued to engage on a formal and informal basis throughout the last year. Over the summer of 2019 they attended and engaged with members of the public at a number of country shows including the Royal Welsh Show. More informally the RCT attended the livestock market for surgeries and also jointly attended markets with Dyfed Powys Police. The team also attends sites where crimes have been committed or issues identified and engages informally and face to face with callers or other agencies to provide reassurance and problem solving "on the ground".

The team is involved with community groups including the Cubs & Scouts, the University of the 3rd Age (U3A) and the Women's Institute.

The RCT have set up watch initiatives in addition to Farmwatch which continues to be a useful tool. Farmwatch goes out to 1500 subscribers with weekly updates. The new initiatives are Heritage Watch & Angling Watch.

The team continues to utilise Twitter for further engagement and have increased followers from circa 500 June 2019 to 995 June 2020 an increase of nearly 50%.

A number of leaflets containing crime prevention advice on a wide variety of relevant issues can be tailored in information pack for members of the public depending on the nature of the engagement.

The team also took part in a number of national campaigns with regard rural & wildlife issues these include Operation Owl, the national rural crime action week and drowning prevention week where relevant sites have been visited and we have contributed to patrols and social media campaigns where relevant.

The team continue to explore ways to utilise volunteers and currently have been able to provide further training for the special constabulary and looking to recruit further volunteers to work in the rural area.

The Force Communications Suite:

The Force Communications Suite (FCS) is often the first point of contact for the public who require the services of Gwent Police. The FCS offers a range of means by which the public can contact Gwent Police and receive an efficient and effective response. These includes options for the hearing impaired and for those who find voice communication difficult.

Telephone:

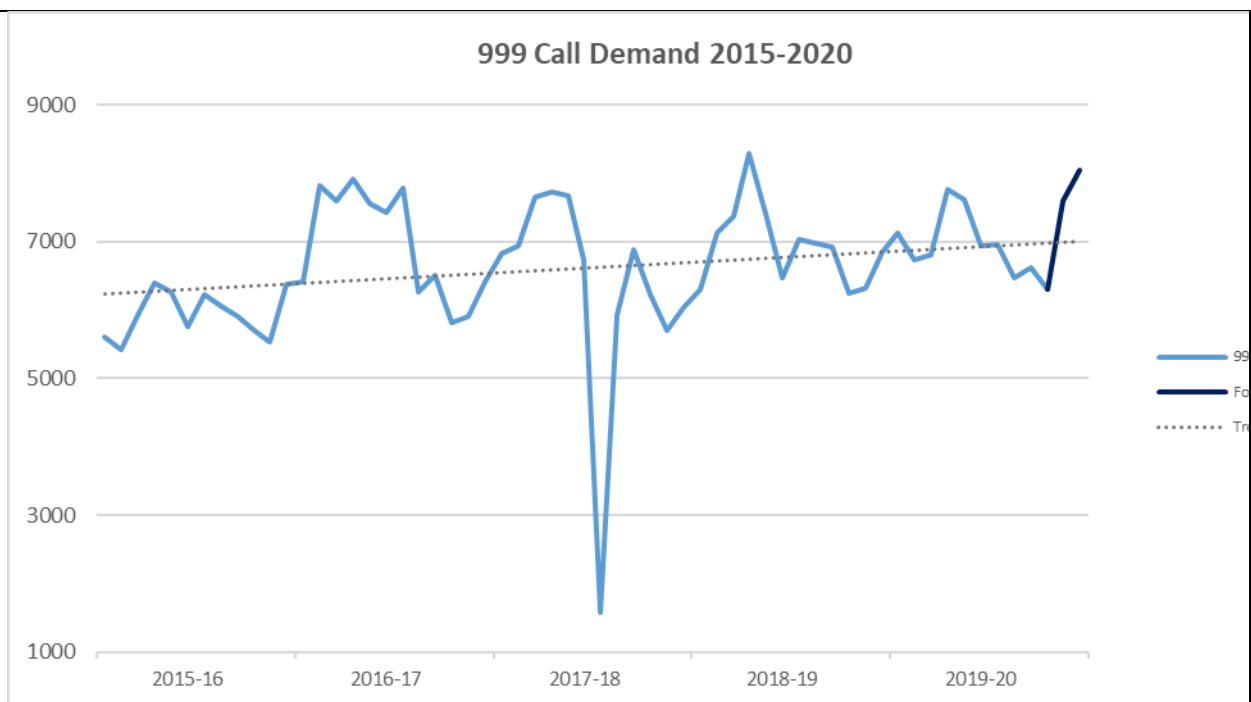
Often seen as the traditional method by which people contact the police. There are three routes that a member of the public can contact us by telephone: 999, 101 or the switchboard.

Between April 2019 and March 2020, Gwent Police receive a total of 383,101 calls to the 999, 101 and Switchboard services.

| | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 |
|-------------|---------|---------|---------|---------|---------|
| 999 call | 71,158 | 83,400 | 75,871 | 83,299 | 84,969 |
| 101 call | 200,281 | 218,579 | 219,967 | 221,235 | 184,424 |
| Switchboard | 128,449 | 80,509 | 83,770 | 80,677 | 113,708 |
| Total | 399,888 | 382,488 | 379,608 | 385,211 | 383,101 |

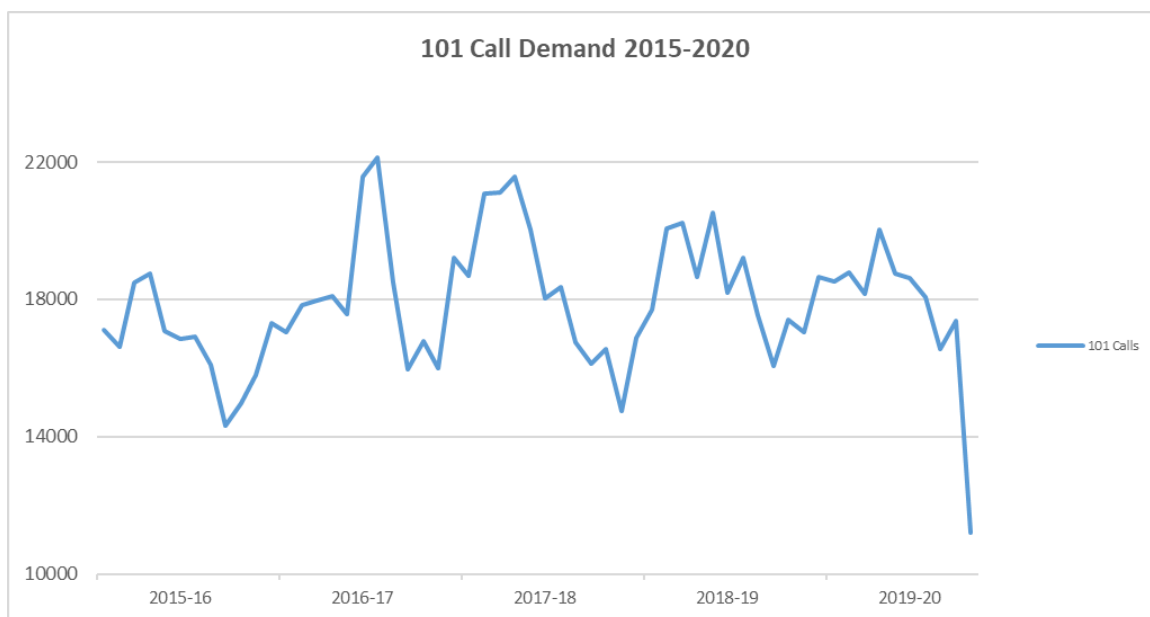
999 Call Handling

84,969 999 calls were received between April 2019 and March 2020. The average speed of answer was six seconds.



101 Call Handling

184,424 101 calls were received between April 2019 and March 2020. A new cohort of dedicated call handlers were introduced in April 2019 in order to deal with spikes in 101 demand and to reduce waiting times.



Email:

The contact@gwent.pnn.police.uk email account has been in place for many years now. It provides an alternative contact channel for those who do not necessarily wish to have a real time personal interaction with a member of the FCS and / or an immediate response to their request or query.

Deaf or hearing-impaired options:

Gwent Police is committed to ensuring that we are accessible to the members of our community who are deaf or have impaired hearing. The FCS offers two services in particular in relation to this.

Type talk – a national provision via BT this enables contact in an emergency or non-emergency situation.

Signlive – this provides an on-line video interpreting service to British Sign Language users.

Non-English-speaking options:

Gwent Police offers all those contacting us via the FCS to have their communication in the Welsh Language if they prefer. If calling via 101 or the main switchboard number this is done, in the first instance, using an automated message and routing system. All staff have received training and guidance to facilitate this request.

All FCS staff have access to the Language Line telephone interpreter service should this be required to assist communication with a caller.

The Social Media Desk (SMD):

Social media is now a part of everyday life. For many people it has changed expectations of how and when they receive information and how they choose to interact with the world, including how they interact with, and access, policing services. For further detail please see the Communications Annual Report presented to the Strategy & Performance Board in July 2020.

Gwent Police Social media channels:

Social media is crucial to enable us to share messaging with a different audience, and to share more real-time messaging. It also enables us to communicate in a wider range of ways using video and visuals that may appeal more to audiences. Social media also enables us to target our messaging and to gain direct feedback on how content lands with the audience – both from responses to content and via analytics. For further detail please see the Communications Annual Report presented to the Strategy & Performance Board in July 2020.

The Ride Along Scheme:

The Gwent Police Ride Along Scheme was introduced to enable members of the public to experience first-hand what officers deal with on a daily basis. It provides the opportunity to go out on patrol or visit the Force Communication Suite and observe how our officers and staff work.

Due to the nature of policing, all applicants are vetted and as would be expected certain terms and conditions apply. This has resulted in some applications being rejected as unsuitable.

Between April 2019 and March 2020, a total of 273 applications to participate in the scheme were received. Of these, 210 were accepted and 63 were rejected.

It should be noted that the ride along scheme has been temporarily suspended during the COVID-19 restrictions.

The Force Open Day / 'Behind the Badge'

Due to the COVID-19 situation, the 2020 Force open day was facing cancellation. However, given the success of the previous two years, Gwent Police were able to create a virtual open day which was shared through social media. While unable to capture the breadth of a real-life event, the online event was highly successful in highlighting the work of the force. For further detail please see the Communications Annual Report presented to the Strategy & Performance Board in July 2020.

Positive Action Outreach Worker:

The Positive Action Outreach Officer position commenced in November 2018. Between April 2019 and the end of March 2020 the Positive Outreach Officer has built on the work carried out since 2018 and includes:

- Engagement with diverse community groups & partnering organisations e.g. (Eyst, Eton Rd Community house projects, diverse places of worship. South Wales Fire & Rescue Service, Newport City Council, Job Centre Plus).
- Awareness raising internally via Intranet introduction article, the Chief's Blog & Inspector briefings in both the East & West LPA's.
- L & D engagement on acquiring & training in force mentors to assist in positive action.
- External engagement with quarterly recruitment awareness sessions and marked seasonal diversity events within the BAME community.

As part of the positive action strategy, in line with the NPCC guidelines on a representative workforce (RWF), the Positive Outreach Officer continues to raise the level of engagement with community groups and partners. This was initially in the areas most populated by the minority groups in Gwent but with diverse communities being more widespread more engagement is planned in Blaenau Gwent and Caerphilly.

The aim is to work more with stations, be seen as a constant that is best placed to increase awareness of opportunities, and continually update our BAME applicant/candidate's database.

Added to that the Positive Outreach Officer is also working with local partners in the City Councils Newport East & Central hubs supporting potential BAME applicants who initially lack the required skillsets to join the Force.

Community engagement & achievements:

The bilingual tramline recruitment leaflet was designed showing all routes into policing whilst highlighting the need for a more reflective workforce.

The Dept of Work & Pensions 'mentoring circles' was a four-day pilot scheme over four weeks allowing four professionals from the private and public sector to mentor 20 16-25yr olds from deprived areas of Newport and surrounding areas. This initiative is being re-visited again in the latter part of 2020.

Work is also being progressed on engaging with the lesser BAME populated areas across the force. To this end we have internally advertised for station- based volunteers to take on a role of Positive Action Advocates. Visits are planned at stations to promote this further.

Pre-Christmas positive action recruitment awareness event at Newport Leisure Centre where 35 potential candidates from the BAME community were invited to the promotion of upcoming PC's, PCSO's & special constable positions.

In January 2020 we held a PC pre-assessment training at the University of South Wales. In partnership with HR Recruitment, training was arranged to assist with BAME representation against the uplift agenda. This was the first of three PC pre-assessment centre training initiatives arranged for underrepresented groups. 20 individuals attended, 75% of whom went on to apply for operational positions. Through these initiatives we have increased BAME workforce representation.

Between September 2019 and April 2020, the Special Constables campaign resulted in three passing interviews. One has already commenced while the other 2 are waiting for the relevant checks to be completed.

In January 2020, during the PCSO campaign three BAME Candidates passed interview stages. Two of those were offered employment.

The September/December Constable recruitment campaign resulted in six BAME candidates passing the assessment centre and Gwent suitability interview.

Whilst we have made significant progress, there is still much to do against the uplift agenda. The Positive Outreach Officer will be working more closely with Central Recruitment progressing the RWF strategy to increase trust, transparency and solidify recognition of positive action as a stable within the BAME community.

The Gwent Police 'Cyber CSO'.

Gwent Police has signed up to the All Wales Cyber Framework and employs a dedicated Community Support Officer (CSO) to assist in its delivery.

Examples of this public engagement work over the last few months have included:

- Targeted engagement around different characteristics such as age or gender to provide relevant advice and guidance such as U3A and 50 plus group and International Women's Day Cyber Protect Presentation.
- Schools engagement supporting initiatives Safer Internet Day, the Matrix Challenge National Cyber Security Competition and the National Cyber Security Centre, CyberFirst Girls Competition Finals in Cardiff.
- Wider engagement with children and young people through USW and membership groups such as Scouts and Guides.
- Working with the PCCs office at public engagements in local supermarkets delivering scam awareness and cyber security information to local shoppers.
- Partnership working with Fraud officers from Banking Institutions alongside local Community Support Officers at engagement Police surgeries and public events, including supporting the National 'Take Five to Stop Fraud' campaign.
- Creating a webpage on The Beat, called 'Cyber Crime Engagement Team' holding a variety of information and resources for internal staff.
- Advice given to repeat victims of online crime working with our Force Triage Team.
- Working with local authority partners to tackle specific local issues.
- Providing daily social media messaging for our Force @GPCyberCrime Twitter account - 1.8k+ followers, supporting National Police Cyber Protect Campaigns.





4. NEXT STEPS

Members within our communities will have an opportunity to be consulted through a number of avenues, including social media and e-mail through more traditional approaches such as police surgeries and Councillor ward meetings.


Local officers will provide updates to their communities in the form of:

- Local Twitter accounts

| | |
|----|---|
| | <ul style="list-style-type: none"> • Gwent Police Websites • Inspectors Blogs (subject to Single Online Home which will mean alternative methods of communication & stakeholder engagement) • Local surgeries <p>Gwent Police will continue to build on traditional methods of community engagement with new and innovative means as documented above. There are clear plans in place to expand engagement within hard to reach communities as well as broadening the diversity of our current staff make-up to become more representative of the local community.</p> <p>Ensuring that we are accessible and responsive to our communities is the central focus of the Joint Communication and Engagement Strategy that we share with the Office of the Police and Crime Commissioner. The Delivery Plans for this and the closely associated Neighbourhood Policing Strategy will ensure the activities described in this document get the attention they deserve.</p> <p>Effective engagement is an evolving process as lessons are learnt and new techniques and technologies emerge. This has been especially apparent this year when we have had to dynamically respond to the COVID-19 pandemic; utilising new methods of engaging and communicating with the public. These new methods will be reviewed in order to determine their effectiveness with the aim of more effective and efficient long-term engagement strategies. Operational policies and procedures will continue to be reviewed and adapted as necessary.</p> |
| 5. | <p><u>FINANCIAL CONSIDERATIONS</u></p> <p>There are elements of engagement that run through the actions and activities of officers and staff across Gwent Police every day. It is thus very difficult to quantify in financial terms.</p> <p>There are no areas of the LPA or individual department budgets identified as being classified for 'engagement'. The nearest category is documented in the Corporate Communications budget for 'Promotional Materials'.</p> |
| 6. | <p><u>PERSONNEL CONSIDERATIONS</u></p> <p>None identified specific to this document.</p> |
| 7. | <p><u>LEGAL IMPLICATIONS</u></p> <p>Chief Constable</p> <p>Section 34 of the Police Reform and Social Responsibility Act 2011 places statutory duties on the Chief Constable to:</p> <ul style="list-style-type: none"> • Obtain the views of local communities on crime and disorder in their neighbourhood; • Provide communities with information about policing in their neighbourhood; and • Hold regular police and community meetings in local neighbourhoods. |

| | |
|-----|--|
| 8. | <p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group.</p> <p>Consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998 in preparing this report.</p> |
| 9. | <p><u>RISK</u></p> <p>As well as the legal risk of failing to comply with the statutory duty imposed under the Police Reform and Social Responsibility Act 2011 there is a clear reputational and public confidence risk should Gwent Police fail to engage successfully with its communities.</p> |
| 10. | <p><u>PUBLIC INTEREST</u></p> <p>No public interest issues.</p> |
| 11. | <p><u>CONTACT OFFICER</u></p> <p>CI Robert Jenkins (EAST LPA) & CI Ryan Francis (WEST LPA)</p> |
| 12. | <p><u>ANNEXES</u></p> <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  Appendix 1- East LPA Engagement.do </div> <div style="text-align: center;">  Appendix 2- West LPA Engagement.do </div> <div style="text-align: center;">  Appendix 3- Monmouthshire Eng </div> <div style="text-align: center;">  Appendix 4- Engagement & Prior </div> </div> |

For OPCC use only

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|---|
| <p>Office of the Chief Constable</p> <p>I confirm that Chief Constable's arrangements for engagement with local people report has been discussed and approved at a formal Chief Officers' meeting.</p> <p>It is now forwarded to the OPCC for monitoring purposes.</p> |
| <div style="position: relative;">  <p>Signature:</p> </div> |
| <p>Date: 18/08/2020</p> |
| <p>Date:</p> |

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date:

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Office of the Police and Crime Commissioner for Gwent Annual Report 2019/20

INTRODUCTION

This was a year of change.

Both my office and Gwent Police developed new processes, driving significant improvements in how we work together to ensure Gwent remains a safe place to live, work or visit.

The office restructure of 2018/19 was fully embedded and this saw revised working practices and an even greater focus on scrutinising and supporting the work of the force in line with my Police and Crime Plan.

This is being delivered in communities by Gwent Police, where there have been major changes at the top. There is an almost entirely new chief officer team from last year's report that is focusing on protecting and reassuring our communities.

I appointed Pam Kelly as the new Chief Constable of Gwent Police in August, following a confirmation hearing of the Police and Crime Panel. Her knowledge, experience and commitment to the people of Gwent was demonstrated strongly throughout a rigorous selection process.

Following this, a new Deputy Chief Constable, Amanda Blakeman, joined Gwent Police in September. I am confident that they are the right people to drive forward our aspirations for policing in Gwent over the coming years.

They are ably-assisted by a new Assistant Chief Constable, Jonathan Edwards, who joined in May, and long-standing Assistant Chief Officer Resources, Nigel Stephens. Together, this chief officer team will ensure the continued successful delivery of my Police and Crime Plan in Gwent.

During the year, I updated the plan to better reflect the changing nature of crime and how this is impacting on local policing. The constant evolution of criminality poses significant challenges at a time when policing services are facing additional pressures following years of reduced government funding.

Some challenges are predictable – for example, the increase in cyber-enabled crime – but others are less so. This is evident when looking at serious and organised crime and the devastating impact this can have on communities. As these issues have evolved, so must our responses to tackle them.

This can partly be done through adequate resourcing of policing and I'm delighted that we welcomed 59 new recruits to Gwent Police in 2019/20. Of these, 24 are part of the government's Operation Uplift recruitment drive, which should create about 160 new policing posts in Gwent over three years. They will help to protect and reassure our residents, ensuring Gwent remains one of the safest places in the UK.

I know this is the case, as the latest Crime Survey for England and Wales shows this. There was a small drop in recorded crimes in 2019/20 and, for example, we continue to have one of the lowest levels of knife crime in the UK.

High performance is, of course, key to our joint success. While I scrutinise performance on a weekly basis, this is reinforced by external scrutiny. Following an inspection in November, HMICFRS rated Gwent Police 'good' for its overall effectiveness. This includes investigating crime, protecting vulnerable people, and tackling serious and organised crime. The inspection report evidences that Gwent Police is delivering a good and effective service for its residents.

Gwent Police was commended for delivering in a number of my Police and Crime Plan priority areas, such as crime prevention and supporting victims. It has also made significant improvements since the last inspection in the vital areas of domestic abuse and serious and organised crime, as well as how it prioritises investigations.

To ensure this is in line with my expectations and those of the Police and Crime Panel, my team and I have continued to work with Gwent Police on the development of an Organisational Performance Framework. There has been good progress in the development of this and reporting for the Police and Crime Plan. This has been well supported by the Police and Crime Panel performance sub-group.

Keeping Gwent safe is not the sole responsibility of the police, however. It requires a multi-agency approach; examples of which are contained within my report. We invested heavily in the wider criminal justice system in 2019/20, with the contract for the Women's Pathfinder whole system approach and Early Intervention Service for young adults aged 18–25 going live in October. This provides support for women from the point of arrest to the post-release custodial period. It also offers diversion and support services to 18–25 year olds. Together, these schemes aim to support people, prevent further offending and therefore improve public safety.

I want to continue to work with everyone who supports our vision of Gwent. A Gwent that is safe. A Gwent that isn't hindered by criminal activity. A Gwent where people are free to live the lives that they want to, free of fear or hate.

PROGRESS AGAINST THE PLAN

PRIORITY 1 – CRIME PREVENTION

Crime Prevention Review

While updating the Police and Crime Plan, we reviewed current progress and activity in delivering each of the five priorities contained within it. This included a review of Gwent Police's implementation of crime prevention as a priority.

The updated plan revised this to emphasise the importance of addressing crimes that cause significant harm to communities in Gwent, such as serious and organised crime and modern day slavery. It also stresses the importance of preventing re-offending and educating the public.

In response to recommendations within the review report, the force has appointed a strategic lead for crime prevention. The force has revised its crime prevention strategy and is developing a delivery plan, which will adopt a cohesive approach to crime prevention across all relevant areas of business.

Cyber Crime

Full piece to come, but narrative to cover:

- *Types of cyber-enabled crime;*
- *What Gwent Police does to help tackle this, including Cyber CSO, POLIT work, domestic abuse, stalking and harassment via social media, and Operation Signature; and*
- *How technology is being/will be used to better identify demand in this area, including the cyber-enabled local qualifier on Niche.*

The OPCC arranged for Gwent Police's Cyber Protect Officer to deliver information and advice to more than 70 members of the Gwent business community at an event in Ebbw Vale. Companies' cyber security arrangements were discussed and a series of exercises were run to test participants' cyber resilience. Businesses were asked to commit to ensuring that their passwords were changed to be more robust and less susceptible to hacking. This was complemented during Business Safety Week with key online safety messages for businesses. Advice about how to stay safe online was written with Gwent Police and published in Torfaen Business Voice magazine.

The OPCC facilitated a visit by Connect Gwent to an Abergavenny retirement complex, where 10 vulnerable residents were given advice on how to avoid cyber and telephone scams. This took place after the complex manager met some of the OPCC team at an engagement event in Abergavenny Market. Additional information was also given on the support Age Cymru can provide, and the role of the OPCC. The feedback from the event was very positive, with the residents thanking both the OPCC and Connect Gwent for their messages of reassurance and advice.

An additional talk was given by Connect Gwent on cyber scams to about 50 people aged 70+ at a computer club in Caldicot. Again, this was facilitated by the OPCC after meeting the club's organiser at an engagement event.

Throughout the summer and precept engagement events, the OPCC also gave out hundreds of leaflets about staying safe online during conversations with residents about safeguarding. Gwent Police's Cyber CSO regularly shared the OPCC stand to jointly deliver online safety messages. This was complemented with discussions with young people at a Gwent Safeguarding event at Celtic Manor.

Diversion Schemes

We launched the Women's Pathfinder whole system approach and Early Intervention Service for young adults aged 18–25 in October. This followed a collaborative commissioning process with Welsh Government, Her Majesty's Probation and Prison Service (HMPSS), and the Office of the Police and Crime Commissioner for South Wales. The contract was awarded to Future 4 (a consortium of G4S, Safer Wales, Include and Llamau).

Operating across the Gwent and South Wales Police force areas, it provides comprehensive support for women from arrest to the post-release custodial period. It also provides diversion and support services to all 18–25 year olds. It works with service users to help them review their choices and consequences. It also helps participants understand their strengths to overcome barriers and take opportunities that will allow them to move forward without further involvement in crime.

The diversion schemes are available at all custody suites across both police force areas, as well as people going to a station for voluntary attendance.

Prior to this, there was only a pilot Women's Pathfinder service for Newport. There was no diversion service for people aged 18–25 in Gwent. I am very pleased with how these improvements are making significant progress in tackling these issues.

CASE STUDY:

In the first six months of the contract, 120 women were referred to the service for intervention. This helps women to counter the impact of adverse childhood experiences on their own lives and reduce the likelihood of their children experiencing trauma.

A further 154 young people were referred to the service for intervention and support, as part of the 18-25 service. This helps young adults avoid the barriers that a criminal record creates. It factors in the benefits of targeted early intervention that takes into account the vulnerability and maturity levels of young adults in the criminal justice system.

Early Action Together:

We are taking a multi-agency collaborative approach to improving the identification of risk and vulnerability, preventing escalation and reducing repeat demand. This

uses adverse childhood experiences (ACE) and trauma-informed approaches for policing and partners.

There is an integrated approach to vulnerability that signposts, supports and safeguards vulnerable people 24/7. To help achieve this, there is now a Safeguarding Senior Practitioner within the Force Control Room. The social worker provides tactical advice and guidance to officers. This support allows officers to utilise their skills, knowledge and professional judgement with members of the public. They can then determine the relevant signposting, support and safeguarding responses.

Giving our officers and staff the confidence and skills to respond more effectively to vulnerability is essential. In the last year, 554 officers and police staff, plus 246 staff from partner agencies, received ACE training from Barnardo's. This is funded through my office and brings the total numbers trained since 2018 to 1,292 officers and police staff, plus 412 staff from partner agencies.

There is now a new Vulnerability Trainer at Gwent Police, whose work is complemented by a vulnerability and safeguarding workforce development framework. This ensures that all officers have the skills and knowledge to recognise and respond to all forms of vulnerability at the earliest opportunity.

The ACE team has worked with partners in Newport and Blaenau Gwent to develop 'pathfinder' areas to improve responses. They have created two early intervention projects (EIPs) with the Information Assistance and Advice Team in Blaenau Gwent and at the Newport Safeguarding Hub. At these, police officers share office space with council staff, resulting in:

- Early screening to identify referrals for safeguarding, signposting and support;
- Early information sharing to inform safeguarding decisions; and
- Timely multi-agency strategy discussions.

CASE STUDY:

The EIP approach has provided more than 400 families with early intervention and prevention services that previously wouldn't have been offered.

It has also had a noticeable positive effect on reducing the number of re-referrals for family support.

Due to the success of the pathfinder areas, this approach has now been implemented within Torfaen. Work has started to remodel existing safeguarding processes in Caerphilly and Monmouthshire.

Gwent Drug and Alcohol Service:

Alcohol and drugs are two of the main drivers of crime, so addressing these issues is integral to any crime prevention strategy. There are often multiple issues at play, with many people having experienced adverse childhood experiences. This could include abuse, living in violent homes or having parents with substance misuse issues.

Gwent Drug and Alcohol Service (GDAS) provides services using a trauma-informed approach. This works to address underlying needs, as well as managing substance misuse issues. The GDAS work is commissioned by Gwent Area Planning Board, of which I am an executive member.

GDAS offers support for family members, mental health specialist services, services for children and young people, open access pathways for people with drug or alcohol issues, and an integrated recovery intervention service called GDAS Criminal Justice.

My office funds more than 50% of the work that supports people with substance misuse issues involved in the criminal justice system. This support can be provided from point of arrest to release from prison. It aims to improve people's health and well-being, as well as reduce and prevent re-offending.

In 2020/21, the service received 1,361 referrals and approximately 460 people were worked with at any one time throughout the year.

CASE STUDY:

Mike* had been repeatedly offending for a number of years.

He was caught in a cycle of prison, re-offend, return to prison. Alcohol and drugs misuse triggered his offending. He was also homeless for long periods.

Mike had a poor relationship with police. He did not initially engage with the Integrated Offender Management team and his pattern of offending continued.

However, after much persistence, weekly contact and support, the team were able to gain his trust. This allowed intervention measures to be put in place. Mike has been helped to access benefits to reduce his need to commit crime for financial gain. He has also engaged in recovery support to be involved in positive activities.

He is no longer using drugs or misusing alcohol and has not offended for six months.

* Not his real name

Police Community Fund

The Police Community Fund aims to enable children and young people in Gwent to be safe, healthy and happy. It does this by supporting projects that work with young people at risk of or involved in crime and anti-social behaviour.

In 2019/20, eight organisations received funding totalling £252,182. A further two organisations were awarded second year funding, subject to conditions. This brings the total value of grants awarded in 2019-20 to £298,141.

A wide range of projects and interventions have been supported. For example:

- Children involved in the Cymru Creations project in Blaenau Gwent have worked with an award-winning media company to create short films focusing on topics such as dangerous driving, anti-social behaviour and hate crime.
- Up to 100 children and young people per night have been attending Cwmbran Centre for Young People where they have the opportunity to take part in social activities and offered support with education and training.
- The #stopstabbingstartjabbing project at Alway Amateur Boxing Club is offering community boxing sessions and one-to-one mentoring to children and young people at risk of entering the criminal justice system.

Children attending these projects have achieved outcomes including improved health and well-being, increased feelings of safety, more positive relationships with family and/or friends, and have been better able to make informed life choices.

CASE STUDY:

Urban Circle organised 'Summer Fest' at Tredegar House in August. The festival was devised and organised by young people aged 13–25 as part of Urban Circle's U-Turn project, which is funded by my office. The project uses the creative arts to tackle social problems affecting young people in Newport.

The young people on the event team gained stewarding and first aid qualifications, and about half of them also completed safeguarding and youth work accreditations.

Urban Circle also organised a Halloween music event that more than 200 young people Newport attended. It was designed to give young people something positive to do on a night associated with high levels of crime and anti-social behaviour.

Serious and Organised Crime:

Serious and organised crime (SOC) and serious violence remain a significant concern nationally. However, I am naturally pleased that Gwent remains one of the forces with the lowest numbers of weapons-related crimes in the UK (41st of 43 police forces). The majority of these crimes are not linked to organised criminality.

That is not to say that I take this issue lightly. I do not. I know this is an area of significant concern for some residents and I have witnessed first-hand the harm caused by the supply of drugs. Working with partners, we need to intervene as early as possible to help prevent young people from being exploited like this.

Pilot projects that help achieve this in Gwent continued to be delivered throughout the year. Funded by the Home Office and my office, St Giles, Barnardo's and Crimestopper's Fearless initiative delivered targeted interventions to young people most at risk of being drawn into SOC and serious violence. Some of those supported had experienced significant harm and adverse childhood experiences in their lives, including domestic abuse and exposure to drugs supply.

These projects continue to work across the whole of Gwent, with direct support for children aged 11-17 and their families. There are also interventions through schools, with education and information about SOC and serious violence being provided to residents.

CASE STUDY:

In 2019/20, the SOC and serious violence interventions:

1. Provided direct support to 70 children and their families or carers;
2. Delivered more than 500 support sessions; and
3. Were attended by 6,877 school children across Gwent.

Reviews completed at the end of the year demonstrated an 89% improvement in school attendance, an 89% reduction in offending, and a 100% improvement in mental health and well-being among the participants.

More than £270,000 was invested in the programmes in 2019/20.

PRIORITY 2 – SUPPORTING VICTIMS

Connect Gwent:

Connect Gwent is a multi-agency victim support service that provides a range of services to people impacted by crime to help them cope and recover. It is funded by my office, via a Ministry of Justice grant.

Being a multi-agency service allows people to access the most relevant and appropriate support according to their needs. Support may be provided by a single agency within Connect Gwent or by agencies working together in a coordinated way.

During this year, Connect Gwent:

- Received 15,061 referrals;
- Provided one of instance of support to 1,109 people (7% of referrals); and
- Provided ongoing support to 1,599 people (11% of referrals).

This means 2,708 people were supported in total (18% of referrals).

| Outcome | Number reporting improvement |
|--------------------------------------|------------------------------|
| Better able to cope and recover | 679 |
| Better informed and empowered to act | 624 |
| Improved health and well-being | 681 |
| Improved feelings of safety | 640 |

CASE STUDY:

Alice* was referred to Connect Gwent for support after a domestic assault.

She had been married more than 30 years, but her husband controlled all her finances and many other aspects of her life. Alice's eldest daughter had also witnessed the abuse throughout her childhood.

At her first meeting, during which Alice was very upset, the specialist domestic abuse caseworker agreed that they could advocate, attend meetings with her and help her with any paperwork as she is dyslexic.

Alice and the caseworker met on many occasions and developed a safety and support plan, so she had something visual to help her achieve her goals. Alice privately rented her property, so the case worker helped to discuss the situation with the landlord. The landlord then agreed to the fitting of alarms and lock changes.

Alice is now getting divorced, attended a survivor's forum held by Gwent Police, and says feels empowered to do things by herself.

* Not her real name

Mental Health

Our joint project to help deal with the amount of mental health calls Gwent Police receives continues to provide support to vulnerable people experiencing mental health illness or crisis.

Since February 2018, a team of dedicated mental health specialists has worked alongside staff in the Force Control Room providing:

- Appropriate support for mental health crisis; and
- Management of risk and harm at the first point of contact.

In the last 12 months, the team has recorded a 9.2% increase in mental health consultations, receiving an average 870 service requests per month. The number of detentions under Section 136 of the Mental Health Act remained consistent, with 273 recorded in 2019/20 compared to 278 for 2018/19.

More than 1,100 officer dispatches to incidents were averted during the year due to this scheme, which is a 19% increase on last year. This reflects changes in team recording processes and does not currently cause concern that Gwent Police is being less responsive to calls.

The project forms part of the commitment by my office and Gwent Police to support the key principles outlined in the Wales Mental Health Crisis Care Concordat. I naturally welcome the positive difference this service is making for people in crisis.

The well-being practitioner based at Connect Gwent continues to provide specialist support for victims of crime with mental health requirements. During 2019/20, 73 referrals for mental health support were made. This is a reduction in referrals on the previous year, but this was due to staff sickness.

Survivor Engagement Coordinator

Following a recommendation from my office, a new survivor engagement coordinator has started work at Gwent Police. The post is a first of its kind for a police force in Wales.

The role is ensuring a victim-centred approach is at the heart of Gwent Police's response to survivors of sexual abuse and domestic violence. The coordinator has established a sustainable survivor engagement framework, through which survivors of domestic abuse and sexual violence can share their experiences.

Supporting all victims of crime is a fundamental priority within my Police and Crime Plan. The new coordinator post is helping us to ensure that we deliver that in an effective and inclusive way.

Victims Board:

In May, a Victims Board was created to ensure and scrutinise the effective delivery of consistent and good quality services for victims and witnesses. Chaired by the Assistant Chief Constable, it reviews current delivery and performance. Crucially, it also agrees any changes to the delivery of victim services. This is to ensure they

meet the requirements set out within my Police and Crime Plan, Victims' Code of Practice and Ministry of Justice's Victims' Strategy.

The board has overseen considerable work to enhance services to victims including:

- Scrutinising communication and updates for victims;
- Establishing a performance monitoring process; and
- Examining victim satisfaction.

As a result, training has been delivered to Sergeants focusing on improving communication with victims. Victims who need additional support should now be referred to Connect Gwent as standard.

The board has commissioned a review of the end-to-end journey of a victim's involvement with Gwent Police. An options appraisal was due to be submitted in May 2020. This will provide alternatives to the ways in which victims are currently supported in order to improve the quality, efficiency and effectiveness of service.

I remain responsible for monitoring and reporting criminal justice agencies' compliance with the key aspects of the Victims' Code to the Ministry of Justice. To support this, my office established and chairs the Victim Code Compliance Group. This is attended by Gwent Police, Her Majesty's Courts and Tribunal Service (HMCTS), Her Majesty's Prison and Probation Service (HMPPS), and Crown Prosecution Service (CPS).

The group:

- Agrees data collection methods;
- Reviews compliance;
- Identifies good practice and areas for development;
- Coordinates multi-agency working to improve Victims' Code compliance; and
- Feeds compliance information, issues and development to Gwent Police Victims Board and the Gwent Criminal Justice Board.

Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV):

One in three women experience some form of violence or sexual abuse in their lifetime in Wales. In total, 11% of all crimes in Gwent are related to domestic abuse and more than half of the offences using weapons happen in the home.

VAWDASV causes significant harm to families, communities and, most of all, the victims themselves.

Specialist services supporting victims and survivors of VAWDASV are vital for both people who report to the police and those who do not. This year, I provided £300,000 to services supporting children, young people and adults.

In March, my office was also one of 17 commissioners' offices to be successful in obtaining further funding from the Ministry of Justice for two independent sexual violence advocates.

I have made it a priority for Gwent Police to support victims and survivors of VAWDASV. We know that this is a significantly unreported crime and I would expect incidents to rise next year due to the Covid-19 lockdown.

Partnership working is essential in addressing VAWDASV and the Deputy Commissioner is an executive member of the Gwent Regional VAWDASV Partnership Board. This aims to ensure the most efficient and effective response to preventing serious harm caused by VAWDASV.

My office and I continue to work with Gwent Police to ensure the best response to victims of VAWDASV to members of the public and employees. Work this year has included reviewing the VAWDASV work-based policy. This now contains an additional section on the granting of special leave for employees who are victims of VAWDASV through a collaborative approach.

Gwent Police and the Crown Prosecution Service (CPS) have achieved excellent results at court. Prosecution rates for domestic abuse, sexual offences and rape offences are higher than both national (England and Wales) and Welsh rates.

| Offence type | National | Wales | Gwent |
|-----------------|----------|-------|-------|
| Domestic Abuse | 77.5% | 77.6% | 82.8% |
| Rape | 65.6% | 62.3% | 69.3% |
| Sexual Offences | 83.2% | 85.1% | 89.4% |

CASE STUDY:

My office teamed up with the Gwent VAWDASV Regional Team and Gwent Police to launch a joint campaign to highlight VAWDASV and encourage people experiencing it to seek help.

The 'Don't Suffer In Silence' campaign encourages people to report via the Live Fear Free helpline and signposts people to Gwent Safeguarding's website for advice and information. The campaign is encouraging partners (particularly public sector and registered social landlords) to use the resources created and promote the campaign through their channels.

In total, 30 survivors informed its content and some of them took part in the actual campaign.

The campaign began a soft roll-out in February to tie-in with Sexual Violence Awareness Week and the promotion of the new survivor engagement co-ordinator post, with full rollout happening over the end of March and start of April.

PRIORITY 3 – COMMUNITY COHESION

Hate Crime and Community Tensions:

We continue to work with Gwent Police and partners to monitor hate crimes and incidents. My office and I regularly attend partnership meetings to review hate crime reporting and the response to victims and offenders. During the year, we also supported Gwent Police to ensure effective internal scrutiny processes and improvements.

My office is a member of Hate Crime Criminal Justice Board Cymru. This provides strategic oversight and influence of key issues across Wales. It also feeds into the development of relevant Welsh Government strategies such as the Community Cohesion National Delivery Plan 2017-2020. This contribution to Welsh strategy and policy development was recognised by the Deputy Minister Jane Hutt this year.

Towards the end of 2019/20, additional challenges linked to the outbreak of Covid-19 saw the potential for an increase in hate crime and tensions. This provided further opportunity to develop our engagement with partners and support our communities to stay safe during the lockdown period.

High Sheriff's Community Fund:

I made an award of £55,000 to the Gwent High Sheriff's Fund, which aims to provide a safer and better quality of life for people in Gwent. It does this by supporting community-based initiatives that reduce crime and improve community safety.

A participatory grant making event was held, where decision-making is devolved to the local community to support the initiatives that they feel offer the best solutions to the issues facing their community. The High Sheriff made 17 awards, totalling £76,025, with another nine organisations receiving a £500 donation for participation. A wide range of community organisations were supported across Gwent, including youth projects, community hubs, domestic abuse support, parent groups, art projects, dance sessions and a nature reserve.

Legitimacy Scrutiny Panel:

The Legitimacy Scrutiny Panel is co-ordinated by my office to provide independent review and feedback to Gwent Police on 'stop and search' and 'use of force'. This is to ensure police powers are used correctly in Gwent. Working with members of the Independent Advisory Group, the panel meets quarterly to examine body-worn camera footage, related performance data and 'stop and search' records.

During 2019/20, there were a number of successes, including:

- Improvements to the way in which the grounds for searches are recorded;
- Improved data recording due to the resolution of technological issues;
- Evidence of effective training in recording practice for new officers;
- Greater internal scrutiny of performance and outcomes; and
- Positive examples of engagement by officers captured on body-worn video.

During the year, we invited HMICFRS to attend panel meetings. Its feedback has supported improvement to our scrutiny function and process. We will continue to work closely with Gwent Police and HMICFRS to ensure an appropriate focus on continuous improvement and legitimacy.

Positive Impact Fund:

The Positive Impact Fund is designed to deliver short term positive outcomes for recipients and communities in Gwent.

In 2019/20, I made 10 awards, totaling £9,692.50. Funding was provided to help events such as volunteer awards, a domestic abuse conference and Maindee Festival. It also contributed to the ongoing good work of organisations that support policing, such as the Severn Area Rescue Association.

CASE STUDY:

I gave £1,000 from my Positive Impact Fund to Severn Area Rescue Association (SARA). Based out of Malpas fire station and crewed entirely by volunteers, it helps Gwent Police in missing person searches and incidents that occur along the Severn Estuary.

SARA provides valuable assistance to Gwent Police and the emergency services, and relies on volunteers who do an incredibly important job. The SARA lifeboat station in Newport costs about £20,000 every year to operate and the donation helped to cover the costs of maintaining boats, vehicles and equipment.

Strategic Equality Plan Update:

In April 2016, we published our first joint Strategic Equality Plan (SEP) with Gwent Police. The priorities within it are supported by two separate action plans aligned to and supporting the delivery of my Police and Crime Plan. They also recognise the needs and expectations of our diverse communities in Gwent.

The joint annual report for 2018/19 demonstrated how we performed against the equality objectives during the year. Key activities highlighted in the report focused on:

- Domestic abuse and violence against women;
- Scrutiny of 'stop and search' and 'use of force';
- Hate crime performance;
- Ensuring accessibility of the new police headquarters; and
- Supporting of the representative workforce strategy.

Work also began on developing a new SEP for 2020-2024. This included a review of the existing plan, plus internal and external stakeholder engagement. Draft objectives will be published early in 2020/21 ahead of a final SEP document.

Volunteer Schemes:

The Independent Custody Visiting Scheme allows volunteers to attend police stations to check on the treatment of detainees, the conditions in which they are held, and whether their rights and entitlements are being observed.

Throughout 2019/20, there were eight scheme volunteers who conducted 69 unannounced visits at various times in the day. This resulted in:

- 62% of detainees in custody during visiting periods accepting a visit by the ICVs; and
- 100% of issues identified by ICVs were addressed by the custody Sergeant at the time of visit.

Through this process, we can be confident that the appropriate arrangements are in place for detainees to receive their rights and entitlements and that the conditions in which they are held meet high standards.

Following the scheme's quality assurance framework assessment by the Independent Custody Visiting Association, our scheme retained its 'Code Compliant' status.

The Animal Welfare Scheme sees volunteers visit, observe and report on the conditions under which police dogs are housed, trained and transported.

During the last year, 11 checks were carried out by eight volunteers. Outcomes from the visits recorded by my office were shared with Gwent Police to ensure that any issues or concerns raised by the volunteers were addressed.

I am satisfied that both these schemes continue to ensure that those in custody and our police dogs are kept in acceptable conditions.

Welsh Language Conference

My office has continued to work closely with Gwent Police in support of our shared commitment towards the provision of a bilingual service.

We have:

- Held regular meetings to oversee compliance and improvement;
- Published an annual Welsh language annual compliance report;
- Met with the Welsh Language Commissioner, Aled Roberts;
- Integrated our internal Welsh speakers and learners network within the existing staff support networks structure; and
- Ensured compulsory basic Welsh language sessions have been delivered to all staff.

In February, I was also pleased to support Gwent Police's 'Welsh – Our Language' conference, which celebrated Welsh language and culture as a part of everyday life.

PRIORITY 4 – TACKLING ANTI-SOCIAL BEHAVIOUR

Positive Futures

Throughout the year 1,872 young people benefitted from the Positive Futures programme delivered by Newport Live. A youth inclusion programme that uses sport and activity to engage young people aged 10-18, it received £181,000 from my office in 2019/20.

Positive Futures delivers diversionary activities and alternative education to young people living in significantly deprived areas in Gwent, who are at risk of becoming involved in anti-social behaviour and crime. Many of the young people attending have difficult family backgrounds. They also often lack positive role models, safe spaces and boundaries in their lives.

During the year, 37 weekly diversionary sessions were held. This was complemented by 16 reactive sessions, which were held specifically in response to instances of anti-social behaviour. Young people who regularly attend the sessions have seen outcomes including improved confidence, mental health, self-worth and resilience through making new friends. They have also experienced being part of a successful team and having positive role models in the staff.

In addition to the diversionary programme, a bespoke alternative education programme was delivered to 116 young people, totalling 9,164 hours of provision. While for many of the young people return to mainstream education is not possible due to being excluded or having severe barriers in relation to coping with the mainstream environment, eight were able to re-enter mainstream educational provision. Four took part in external placements and/or volunteering roles.

Participants saw outcomes including increased engagement in education, employment or training and improved life skills as a result. This is due to opportunities to volunteer, attend courses, achieve qualifications, and learn skills such as swimming, cooking and self-care coping mechanisms. Sport and physical activity is offered as a hook to get young people enthused about their placement, and as a tool to help control emotions and behaviour.

CASE STUDY:

My office joined the team from Positive Futures for a five-a-side football tournament in Caldicot. Teams from Positive Futures projects across Monmouthshire, Newport and Torfaen competed to be crowned tournament champions and, following a day of high quality sport, culminating in victory for BME Sport Newport (over 16s winners) and Abergavenny LC (under 16s winners).

Safer Gwent and Regional Anti-Social Behaviour Coordinator:

The regional anti-social behaviour coordinator is funded through my Safer Gwent fund. The coordinator leads on the Safer Gwent work programme for anti-social behaviour (ASB).

This year the coordinator introduced 'effective practice' groups in Gwent, where officers and partners can discuss difficult cases. They also allow them to share knowledge on the most effective way to deal with ASB and support victims. Through this work, the lack of mediation available to police and partners was highlighted. The coordinator therefore set up training for 14 Gwent practitioners and officers.

During the year, the Victims' Commissioner raised concerns nationally regarding supporting victims of ASB. This included a recommendation to review the community trigger process. A community trigger enables victims to require agencies to carry out a review of their response to the ASB they reported if they feel they did not get a satisfactory response.

A full review of the community trigger process was conducted in Gwent with the community safety leads and my office. While all five local authority areas were consistent in their approach and already meeting the Victims' Commissioner's recommendations, the profile of the trigger process needed raising. Clearer guidance and advertising about the process were therefore agreed by all parties. We expect more victims to utilise the trigger process, but this will be a positive development through improved information and awareness rather than an increase in issues.

A review of good practice across the five community safety hubs has taken place and a report will be written in May 2020 to enable shared learning. The review looked at all community safety matters that are discussed at hubs, not just ASB. This was to capture the wider picture of community safety across Gwent, while recognising that ASB and crime are often linked. A new Community Safety Coordinator will be in place for 2020/21 to support the hubs to take the recommendations forward.

During ASB Awareness Week, Gwent and Wales-wide campaigns were held. A week of activities highlighted examples of positive outcomes, while joint operations were held with Gwent Police, the five local authorities and South Wales Fire and Rescue Service. A final showcase event was held on the last day.

CASE STUDY:

We have recently looked at the possibility of utilising the Anti-Social Behaviour Crime and Policing Act as an additional means of addressing organised criminality.

It was agreed to test the approach with a problematic individual who posed a significant risk to the community through his activities within an organised crime group.

The issues were discussed at a community safety hub meeting. A number of partners were able to identify the individual by cross-referencing their databases allowing evidence to be gathered and the local authority to take action against the male for the ASB. This impacted on his ability to be involved in organised crime.

PRIORITY 5 – EFFECTIVE SERVICE DELIVERY

Complaints and the Public Response Unit

Prior to its move to Gwent Police's Professional Standards Department (PSD), the Public Response Unit was based within my office for the first ten months of the financial year. During this time, it dealt with and resolved 238 cases of dissatisfactions, supporting the public of Gwent to get answers to areas of concern and stopping them escalating into complaints. This reduced demand on Gwent Police and also helped ensure public confidence in policing was maintained.

During 2019/20, two complaints file inspections took place. This involves a list of closed complaints from a six-month period being dip sampled by my office to ensure that the correct processes were followed by PSD. Any issues identified are queried with PSD, which provides a response. These are collated and monitored year by year to ensure the same issues are not repeated. A decision log is then drafted and published to the OPCC website. On both occasions, all files inspected were found to be in order. This process ensures that the public can be confident that their complaints are being dealt with appropriately.

Joint Audit Committee:

The Joint Audit Committee ([JAC](#)) provides independent assurance of risk, internal control, scrutiny and oversight of financial performance reporting processes for both Gwent Police and my office. In July, it published its [annual report](#) for 2018/19 alongside the statement of accounts. These provided reassurance of the robustness of the work undertaken by the JAC during the year.

During 2019/20, the JAC altered its meetings to provide a greater focus on risk management. A detailed review of its terms of reference was also undertaken to ensure compliance with new Chartered Institute of Public Finance and Accountancy (CIPFA) guidance. This ensures the JAC is meeting its statutory requirements and is providing value to the work of my office and Gwent Police.

People:

We finalised and began the delivery of our Business Plan, which sets out in more detail how the office is delivering my Police and Crime Plan. It is primarily intended as an internal document and is an operational tool to enable planning and delivery.

The Business Plan is a 'live' document and changes over the year are expected. If new significant pieces of work are required throughout the period of this plan, my management board will consider whether they should supersede current projects.

The Business Plan does not provide full details of activities that are considered to be business as usual. As such, this document does not provide a comprehensive overview of the activity that will be undertaken by my office. The intention of this document is to outline areas of work that will be prioritised and driven forward.

This is complemented by the introduction of performance development reviews (PDRs) that help to make everyone work smarter. The environment in which we work is constantly changing, so it is essential that we evolve with it to ensure we deliver the best possible service to the communities of Gwent. The PDR process is helping to ensure everyone works more efficiently and effectively, while highlighting opportunities for professional development and learning.

Police and Crime Panel

We have continued to work productively with the Police and Crime Panel throughout the year. The panel maintains a regular check and balance on my performance on behalf of residents.

The panel approved my appointment of Pam Kelly as new Chief Constable and I reduced the rise of council tax precept following conversations with the panel.

My team and I have continued to work productively with the panel as a whole and the sub-groups for finance and performance. We have agreed to establish an estates sub-group to examine our estates strategy going forward.

We arranged a series of informative talks and demonstrations for the panel in 2019/20, which highlighted the pressures facing Gwent Police and some of the hidden aspects of policing. We also invited them to police headquarters for a day-in-the-life experience of front-line policing.

Resources:

Construction started on Gwent Police's new headquarters this year. This is one of the key aspects of my estates strategy to improve policing facilities in Gwent. It will be home to the control room, which is the first point of contact for calls to the force, alongside major crime teams, training functions, support services, senior management and the OPCC. This development in Llantarnam is a major step forward in delivering a modern police service to the people of Gwent.

Once complete, the new headquarters will play a key role in ensuring the well-being and training needs of policing staff in Gwent are met, to help them protect and reassure the communities they serve. The current headquarters in Croesyceiliog is almost 50 years old and needs substantial investment. All viable possibilities for staying at the current site, along with purchasing existing buildings, were assessed, but I have been reassured that building a new headquarters in Llantarnam offers the best value for money.

CASE STUDY:

The new HQ will cost £32million, which is coming from a specific reserve fund. The annual running costs of the new headquarters will be £1.1million less per year than the current costs of running the existing HQ.

The new building will occupy about half the site footprint of the existing headquarters and will provide agile work space for about 480 police officers and staff. It is expected that the new facility will be completed at the end of 2021.

ENGAGEMENT:

Engagement activities were planned throughout the year to provide as diverse a range of opportunities as possible, so that a wide selection of residents from across Gwent had an opportunity to participate. The aim was to support community inclusion and involvement by providing opportunities for people and organisations to link in with me and my office.

In addition to the smaller engagement activities, walkabouts and events that the office took part in throughout the year, there were three sets of large-scale public engagement in 2019/20. These focused on the summer events held in communities across Gwent, surveying people on precept, and asking people their views in relation to the Strategic Equality Plan.

Throughout the summer, my office and I attended more than 20 community events across Gwent, engaging with more than 7,500 people face-to-face. Each of these was provided with some crime prevention advice and crime prevention items including anti-skimming card holders, crime prevention booklets and purse bells. In addition to this, it also:

- Conducted 13 referrals to the PRU, Connect Gwent or partners;
- Surveyed 234 people; and
- Signed up 70 new people to the ebulletin.

By being active in Gwent communities, it allowed us to explain policing pressures to residents and direct them to other services where appropriate. Sometimes these were to other public bodies, but often they were to police support services, notably Connect Gwent.

This approach is supported by the Police Foundation's report, 'Understanding the Public's Priorities for Policing', which evidences that the more people know about policing priorities, the more they support policing in their communities. My office was involved in this national research and four community workshops were held in Gwent as part of it.

As it is my responsibility to set the level of precept for Gwent every year, I again ran a robust engagement programme. The precept engagement ran for 13 weeks from 14 October 2019 to 12 January 2020. Six of these weeks occurred during the pre-election period.

The main focus of this year's surveying was face-to-face engagement. This approach is part of a wider drive by me and my office to increase public awareness and understanding of my role and responsibilities. We encourage people to give their views on policing, and establish and grow effective working relationships with partners and stakeholders.

The approach of sustained face-to-face engagement allowed consistent pulse-testing of public opinion on the subject matter. It also allowed greater visibility and was a significantly more efficient and holistic approach than in previous years.

In total, we attended 25 precept engagement events across Gwent. Of these, four dedicated events were delivered in each local authority. We attended five additional events that we were invited to. Seven engagement events were held on Saturdays.

In total, my office and I carried out 145 hours of engagement as part of the precept surveying. In addition to this, surveys were undertaken at eight summer events, meaning an additional 40 hours of engagement.

Combined, this resulted in 1,730 people answering the precept question, "Would you support the principle of a £2 a month increase on your council tax (based on a band D property) to maintain policing provision at current levels?". In total, 66% of respondents said yes, 22% no and 12% unsure.

It was agreed, prior to the launch of the survey that a representative sample size of 600 would be used. Prior to last year, the OPCC had always struggled to achieve a representative sample, only achieving it twice (606 in 2018/19 and 1,875 in 2019/20).

Of the 1,730 respondents, 1,086 people completed the survey at one of the public engagement events, with 644 people choosing to complete the survey online. This means that this year's precept survey not only achieved a representative sample of respondents, but it had more than the required number of respondents both online and a significantly better number face-to-face.

The majority of responses received were in English, with the exception of 37 in Welsh. Last year there were 21 responses in Welsh and the previous year only one.

We also carried out community engagement in March on our new Strategic Equality Plan (see above). As part of this, we asked residents if they agreed with the draft objectives. To achieve this, we contacted 58,000 residents via email, as well as sharing multiple times on our social media channels. An extensive list of Gwent-based support groups were also contacted, including groups focusing on race, disability, age, LGBTQ+, young people, mental health, Welsh language and volunteers. We also held face-to-face engagement, but this was cut short due to Covid-19.

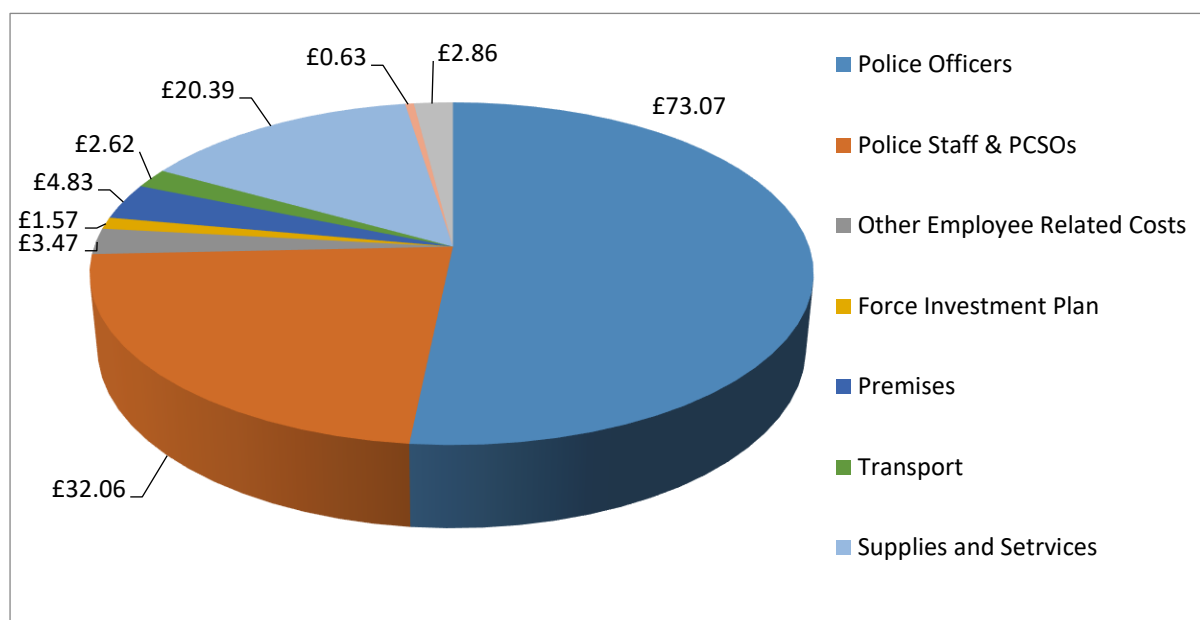
FINANCE:

I receive regular reports from Gwent Police to help ensure that we have a police service that is value for money. This year I have:

- Agreed a budget for Gwent Police for 2020/21 of £154.54m (£13m more than the previous year);
- Set the council tax increase at 6.82%;
- Created a capital budget for 2020/21 of £26.37m; and
- Continued to monitor Gwent Police's service improvement work, which has delivered £50.77m of cashable efficiency savings since 2008/09.

Setting the Budget:

For 2019/20, the following budgets were set for policing services in Gwent:



At the end of 2019/20, the overall spend on policing services in Gwent produced a small surplus of £0.01m (0.07%) against the overall budget of £141.51m.

In addition, the following capital budgets were set in Gwent:

- Estate - £22.3m
- Vehicles - £1m
- Information and Communication Systems - £0.2m

The overall capital spend on policing services in Gwent was £9.9m against the overall capital budget of £23.5m, due to expenditure on significant capital estate schemes (such as the replacement HQ) slipping into the next financial year.

Ensuring Value for Money:

I have ensured that my office and Gwent Police have delivered value for money, while ensuring residents have an effective and efficient police service, by:

- Annually benchmarking costs via HMICFRS value for money profiles;
- Receiving an assurance judgement from internal auditors that we have adequate and effective management, control and governance processes;
- Receiving an assurance statement of 'generally satisfactory' from Torfaen County Borough Council for IT services provided by SRS;
- Publishing my Annual Governance Statement, which evidences the effectiveness of our governance; and
- Ensuring the Wales Audit Office audits my statement of accounts annually.

CASE STUDY:

This year, I increase the council tax precept for Gwent residents by 6.82 per cent, meaning the average household in Gwent paid £1.45 extra per month for its policing service.

As well as the financial case put forward by Gwent Police and recommendations from the Gwent Police and Crime Panel, we also carried out extensive engagement across Gwent. More than 66 per cent of respondents indicated they were content to support a precept rise of up to £2.

The extra funding allowed Gwent Police to maintain its previous investment in recruitment, and in priority areas such as child protection, domestic abuse, rape, sexual assault, hate crime, and serious and organised crime.

MEETING STATUTORY REQUIREMENTS:

My main responsibility is to ensure that Gwent has an efficient and effective policing service. One of the ways in which I do that is by holding the Chief Constable to account for the performance of Gwent Police. My office and I do this on a daily basis, while I also hold a quarterly [Strategy and Performance Board](#) in public.

A Board Assurance Framework is being developed to assist in identifying where we meet our statutory duties, as well any areas of compliance that need improvement.

I ensure that my office is accessible, transparent and provides the public with the information they require to build their confidence in the work being undertaken. The key statutory areas for compliance are detailed below.

HMICFRS Inspection Responses:

I am required to respond to the Home Secretary on any HMICFRS inspection reports prepared under Section 55 of the Police Act 1996. During 2019/20, I responded to [seven reports](#) providing information on how Gwent Police would address any recommendations, but also commending positive work. Responding to the reports provides information to the public on the performance of policing, not just locally but nationally as well. It also allows the Home Office and HMICFRS to determine future areas of inspection and if any further action may be needed.

Data Protection:

We have a Data Protection Officer who monitors compliance and advises us on our statutory obligations. It is a statutory requirement under data protection legislation to ensure all staff receive annual training. We completed this in February, in partnership with Dyfed Powys and North Wales OPCCs.

One data breach was reported in 2019/20, but was not deemed necessary for referral to the ICO.

Three Subject Access Requests were received, but all were requesting information held by Gwent Police. They were informed of the error and were provided with the correct contact details.

The Retention and Disposal Schedule was reviewed during 2019/20. Work will begin during 2020/21 to review all electronic and hard copy information held, to ensure we are complying with our requirements under the Data Protection Act.

An annual report regarding the performance of the OPCC in relation to Data Protection will be developed in 2020/21.

Freedom Of Information Act

During the year, there were 28 requests received under the Freedom of Information Act. The compliance rate within the 20 working day response period was 96% (27 of 28). This was due to one email request being overlooked.

Key themes were in relation to finance and policy. Finance is a recurring theme annually and generally covers salaries and office costs. It took 10 days on average

to respond to a request. No appeals were received. A [FOI Annual Report](#) for 2019/20 has been published on my website that provides further information.

My office maintains a [publication scheme](#) that commits us to making information available to the public as part of our normal business activities and supports the information we are required to publish under the [Specified Information Order 2011](#). This is monitored by my Head of Assurance and Compliance, who confirms compliance with these requirements during 2019/20.

Transparency award

There is a large amount of information that we are required to publish under the Specified Information Order, Freedom of Information Act and other legislation. Therefore, I am pleased to report that for the fifth year in a row my office has achieved a national award for transparency. This is due to key information being published on my website in an accessible, navigable and transparent format. The award was given by Comparing Police and Crime Commissioners (known as CoPaCC), an independent body that monitors police governance.

Changes to the Police Complaints System

From 1 February 2020, the [Police \(Complaints and Misconduct\) Regulations 2020](#) introduced the legal requirement for Commissioners to become the relevant body for reviews (formerly known as appeals) requested by the public into recorded complaints that meet a specific set of criteria.

The complaint review role was previously undertaken by Gwent Police's Head of Professional Standards. As a result of these changes and to ensure that the reviews are as independent as possible, I decided that the Public Response Unit, which had previously sat within my office and dealt with low level dissatisfactions, would move to the Professional Standards Department within Gwent Police.

This also ensured there was clarity for the public that there was a single department that they needed to contact to report a dissatisfaction or a complaint.

LOOKING TO THE FUTURE

At the time of writing this annual report, the entire nation and most of the world is affected by the impact of the Covid-19 pandemic.

These are unprecedented times and we are seeing unprecedented measures; not only to slow the spread of this disease, but to protect the health care system and our communities at large. This created a new set of challenges for all us, both in terms of our private and professional lives.

I would like to again reaffirm my ongoing thanks to all police officers, staff, healthcare workers, local authorities and other partners who have been working around the clock to help tackle this.

It hasn't been easy for our officers, who have been on the frontline dealing with the enforcement of the lockdown.

My office has had to change many of its working practices to ensure that we still meet our statutory duties and deliver my priorities, albeit in innovative and different ways.

Covid-19 also impacted on the planned Police and Crime Commissioner elections in May, which have now been postponed until May 2021. I want to reassure all our communities that I remain committed to ensuring that the best police service is delivered for them over the next 12 months.

The current Police and Crime Plan will now end in 2022, a review will be undertaken to ensure that it remains fit for purpose until that time.

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, 19/20 unaudited outturn and emerging issues | June 2020 | Head of Finance (HoF) |
| 2 | Police and Crime Commissioner (PCC) briefing on initial MTFP | July 2020 | 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 | August 2020 | HoF |
| 4 | CFO OPCC briefing on MTFP | August 2020 | Assistant Chief Officer– Resources (ACOR) |
| 5 | Strategy and Performance Board (SPB) briefing on updated MTFP, planning process, strategic direction and budget setting | 3 rd September 2020 | CFO OPCC |
| 6 | Formal Budget Setting commences in Finance Department (including four-month Precept consultation between October and January) | 7 th September 2020 | Finance |
| 7 | Chief Officer Team (COT) briefing on updated MTFP | 14 th September 2020 | ACO-R |
| 8 | OPCC Management Board briefing on updated MTFP | 21 st September 2020 | PCC |
| 9 | Police and Crime Panel (PCP) briefing on MTFP, planning process, strategic direction and budget setting | 25 th September 2020 | PCC |
| 10 | COT briefing on updated MTFP and budget proposal formulation | 5 th October 2020 | ACO-R |
| 11 | Joint Audit Committee (JAC) briefing on MTFP, strategic direction, budget setting timetable. | 7 th October 2020 | CFO OPCC |
| 12 | Update MTFP to reflect strategic direction following COT briefing | 13 th October 2020 | HoF |
| 13 | CFO OPCC briefing on MTFP | 14 th October 2020 | ACO-R |
| 14 | Precept Pre-Consultation Commences | 19 th October 2020 | CFO OPCC |
| 15 | OPCC Management Board briefing on MTFP | 21 st October 2020 | CFO OPCC |
| 16 | Strategic Planning Group (SPG) briefing on MTFP | 28 th October 2020 | HoF |
| 17 | Produce initial budget proposal | 30 th October | HoF |

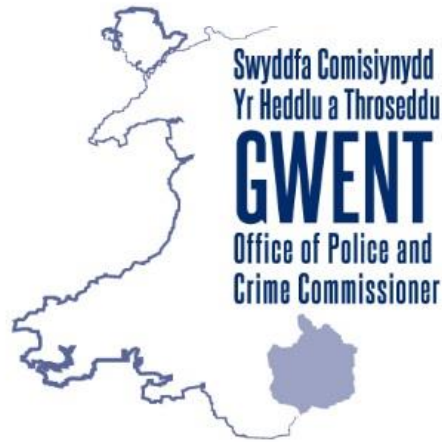
**POLICE AND CRIME COMMISSIONER FOR GWENT
2020/21 BUDGET SETTING TIMETABLE**

| | | | |
|----|--|--------------------------------|------------------|
| | | 2020 | |
| 18 | COT briefing on draft Gwent Police Budget Proposal | 2 nd November 2020 | ACO-R |
| 19 | Chief Constable (CC) finalises Gwent Police Budget Proposal | 9 th November 2020 | ACO-R |
| 20 | CFO OPCC briefing on Gwent Police Budget Proposal | 13 th November 2020 | ACO-R |
| 21 | OPCC Management Board briefing on updated MTFP and consideration of Gwent Police Budget Proposal | 16 th November 2020 | CFO OPCC |
| 22 | PCP Finance Sub-Group meeting on MTFP and initial budget proposal | TBC November 2020 | CFO OPCC |
| 23 | Budget Setting Exercise completed in Finance | 24 th November 2020 | Finance |
| 24 | SPB to consider and discuss Gwent Police Budget Proposal | 24 th November 2020 | CFO OPCC / ACO-R |
| 25 | COT briefing on provisional Budget Proposal | 30 th November 2020 | ACO-R |
| 26 | JAC Report for circulation with provisional Budget and Precept Proposal | 3 rd December 2020 | HoF |
| 27 | PCP Report for circulation with provisional Budget and Precept Proposal | 4 th December 2020 | HoF |
| 28 | JAC briefing on provisional Budget and Precept Proposal | 10 th December 2020 | CFO OPCC |
| 29 | PCP briefing on provisional Budget and Precept Proposal | 11 th December 2020 | CFO OPCC |
| 30 | SPG briefing on provisional Budget and Precept Proposal | 14 th December 2020 | HoF |
| 31 | OPCC Management Board briefing on provisional Budget and Precept Proposal | 16 th December 2020 | CFO OPCC |
| 32 | Update MTFP to reflect Provisional Settlement and Autumn Statement announcements | TBC December 2020 | HoF |
| 33 | COT briefing on provisional Budget and Precept Proposal | 11 th January 2021 | ACO-R |
| 34 | CFO OPCC briefing on provisional Budget and Precept Proposal | 12 th January 2021 | ACO-R |
| 35 | OPCC Management Board briefing on provisional Budget and Precept Proposal | 18 th January 2021 | CFO OPCC |
| 36 | Final Police Settlement announced | TBC January 2021 | Home Office / WG |
| 37 | MTFP updated to reflect impact of Final Police Settlement | TBC January 2021 | Finance |
| 38 | Deadline for PCC to issue PCP Proposed Precept Report | 22 nd January 2021 | CFO OPCC |
| 39 | PCP Meeting to consider Proposed Precept Report | 29 th January | PCP |

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

| | | | |
|----|---|--------------------------------|--------------------------|
| | | 2021 | |
| 40 | Undertake public consultation with non-domestic ratepayers | 8 th February 2021 | CFO OPCC |
| 41 | Deadline for PCP to review and report back to PCC on Proposed Precept Report | 8 th February 2021 | PCP |
| 42 | MTFP updated to reflect impact of PCP report | 8 th February 2021 | HoF |
| 43 | SPG briefing on PCC Proposed Precept Report | 9 th February 2021 | HoF |
| 44 | CFO OPCC briefing on updated MTFP | 12 th February 2021 | ACO-R |
| 45 | Draft PCC response to PCP report for circulation | 12 th February 2021 | CFO OPCC |
| 46 | Deadline for PCC to issue Revised Precept Proposal Report to PCP | 15 th February 2021 | CFO OPCC |
| 47 | Deadline for PCP to review Revised Precept Proposal Report and report back to PCC (Second Report) | 22 nd February 2021 | PCP |
| 48 | Produce Draft Precept Notification | 22 nd February 2021 | CFO OPCC |
| 49 | Draft PCC response to PCP Second Report for circulation | 24 th February 2021 | CFO OPCC |
| 50 | Deadline for PCC to issue response to PCP Second Report | 26 th February 2021 | CFO OPCC |
| 51 | PCC issues precept | 26 th February 2021 | PCC |
| 52 | Notification of precept to Local Authorities | 26 th February 2021 | CFO OPCC |
| 53 | Produce Final Precept Notification | 26 th February 2021 | CFO OPCC |
| 54 | Printing of precept leaflets / Publishing of on-line Statement (tbc) | 5 th March 2021 | Corporate Communications |
| 55 | Complete breakdown and phasing of budgets | 12 th March 2021 | Finance |
| 56 | Complete Budget Book | 19 th March 2021 | Finance |
| 57 | Upload Budget to Financial System | 20 th March 2021 | Finance |
| 58 | Issue Budget Book | 31 st March 2021 | Finance |

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Office of the
Police and Crime Commissioner for Gwent
Welsh Language Standards Annual Report
2019/20

Contents

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2. Achievements
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7. Compliance with Operational Standards
8. Challenges
9. Contact us
10. Appendix: Welsh Police Forces Agreed Level of Welsh Definitions

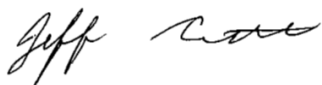
1. Foreword by the Police and Crime Commissioner

I am pleased to publish this Welsh Language Standards Annual Report that shows the progress made by the Office of the Police and Crime Commissioner during the past year as we have continued working towards developing an organisation that embraces and reflects the thriving Welsh language culture of Gwent. This report focuses on the reporting requirements contained within the Welsh Language Standards applied to me as Police and Crime Commissioner, as well as providing information on how we have worked towards the four key pledges contained within the joint Office of the Police and Crime Commissioner and Gwent Police *Welsh Language Strategy 2017-2020* and our achievements during the year.

Increasing our capability to provide bilingual services 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 the Policing service in Wales, we have worked closely together in Gwent to make significant changes to many of our procedures and business processes. These changes will help us to ensure that anyone wishing to communicate with us in Welsh is able to do so.

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 Policing service in Gwent will become a natural career of choice for those seeing to work through the medium of Welsh.

This is the final report for our current Welsh Language Strategy, and I hope that you enjoy reading about the progress we have made so far. We are working with Gwent Police on developing a new four-year plan that supports our aspirations as we continue on our bilingual journey. I invite you to get in touch if you have any comments or suggestions for us on how we can continue to improve.



Jeff Cuthbert, B.Sc., MCIPD

Police and Crime Commissioner for Gwent

2 Achievements

Welsh Language Engagement

During 2019/20, the we increased our involvement with and by our Welsh speaking communities in our engagement activities. The primary focus was the annual budget survey that ran between 14th October 2019 and 12th January 2020 and responses were provided either at face-to-face events, or through an online form.

In total, 1,730 responses were received; of these, 37 were received in Welsh. This is a positive result for Welsh language participation due to targeted online engagement, which has increased over the last two years. For 2018/19, there were 21 Welsh language responses, and in 2017/18, only one was received. In continuing to build our relationship with our Welsh speaking stakeholders, we hope to increase people's confidence to engage with us in their language of choice.

In February 2020, we commenced engagement on the new joint Office of the Police and Crime Commissioner and Gwent Police Equality Objectives for 2020-2024. A number of Welsh language stakeholders were specifically included within the distribution for the online survey, and the outcomes will be included within next year's Welsh Language Standards Annual Compliance Report.

Cymraeg Ein Hiaith / Welsh – Our Language Event

On 28th February 2020, we were pleased to support Gwent Police in holding its first ever community event to celebrate and promote use of the Welsh language. The event was named “Cymraeg Ein Hiaith / Welsh – Our Language”. The programme for the day included addresses by the Chief Constable of Gwent Police, the Welsh Language Commissioner and the Chief Executive of the National Centre for Learning Welsh. The Deputy Commissioner also provided an address that outlined the Commissioner's commitment to improving our bilingual capabilities and the levels of service we provide to our Welsh-speaking communities. Over 50 people attended the event, which included performances from the some of the local Welsh medium schools and information from Mentrau Iaith on all the Welsh language activities available to Welsh speakers and learners of all ages in Gwent. We also promoted the event across our social media channels to help raise awareness of how we are developing our bilingual capabilities.

Attendees were consulted on their opinions with regard to how we can best develop Welsh language policing services for the future. The thoughts and suggestions captured on the day are being used to inform the joint Gwent Police and Office of the Police and Crime Commissioner Welsh Language Strategy 2020–2024.

Accessibility

As part of the Gwent-wide accessibility review of the police estate, we reviewed our provision of Welsh language signage. This helped to ensure that we not only consider requirements for existing police buildings and the grounds they are in, but also that

our plans for the new Headquarters include bilingual signage. No improvements to external signage were identified; however, the frequently changing nature of public information provided at police stations and front-counter services was recognised as providing an ongoing area of risk which has been reflected in Gwent Police's Welsh language processes. This also ensures our compliance with the relevant Welsh Language Standards.

3 Joint Welsh Language Strategy

Together with Gwent Police, we have published a joint Welsh Language Strategy for the period 2017-2020. This document provides four key pledges that will help us realise our ultimate and shared goal of equal quality of services in both Welsh and English.

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 Strategy is used to shape our approach to fulfilling the requirements of the Standards and is published on our website, at

www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-strategy/

During the year, we have continued to deliver activities that support our fulfilment of the pledges within the Strategy alongside our compliance with the Welsh Language Standards imposed on the Commissioner:

- We have increased our engagement with Welsh speakers in our communities and used their feedback to inform our decision-making processes, as highlighted in section 2 of the report.
- We have continued to promote our Welsh language services to the public, via social media and our website. Our participation and engagement in the "Cymraeg Ein Hiaith / Welsh – Our Language" event provided an opportunity for the Deputy Commissioner, in addressing participants at the event, to promote our commitment to the Welsh language and our desire to grow our Welsh speaking workforce.
- We have worked towards increasing the proportion of Welsh speakers within the organisation. During the year, 1 member of staff enrolled on the Mynediad (level 1) course and we have encouraged staff with Welsh language skills to engage with the internal Welsh Speakers and Learners Network to support their use of Welsh in the workplace.
- Working with Gwent Police, we have continued to promote a positive workplace culture across both organisations. Welsh language resources are provided on

'The Beat / Y Bît', and the Welsh Language Speakers and Learners Network is engaged with a number of internal strategic meetings to ensure that Welsh language is proactively considered across strategic and operational areas. The Office of the Police and Crime Commissioner is represented at these internal strategic meetings which not only provides oversight of Gwent Police's progress, but also enables us to identify opportunities to work together to deliver Welsh language initiatives across both organisations and reflect on our own progress.

During 2020/21, we will agree a new Strategy to ensure it reflects our joint commitments to the Welsh speakers and learners of Gwent while supporting our compliance with the Welsh Language Standards. Under the new strategy, we will continue to develop our workforce capabilities, foster a culture of confidence to use Welsh in the workplace, and engage with our Welsh speaking communities to raise awareness of employment opportunities within the organisation.

To enable closer working relationships and maximise efficiencies, Gwent Police and the Office of the Police and Crime Commissioner share access to the posts of Welsh Language Policy Officer and Welsh Language Translator. We continue to work closely with the Welsh Language Policy Officer regarding the implementation of Welsh language initiatives to further our progress under the Strategy and the Welsh Language Standards.

4. Compliance with the Welsh Language Standards

The following sections provide information regarding specific Welsh Language Standards the Commissioner is required to report against. In doing so, we are demonstrating how we are complying with those standards.

4.1 Complaints against the Welsh Language Standards

During the reporting period 1st April 2019 to 31st March 2020, the Office of the Police and Crime Commissioner did not receive any complaints regarding its provision of Welsh language services, as set out by the Welsh Language Standards. This is consistent with the 2019/20 reporting period.

As part of our continuous engagement with our communities, 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. Contact can be made by telephone or e-mail, face-to-face at public events or meetings, through our website, or by social media. Further details are provided at the end of this document.

We have published a procedure for complaints relating to the Welsh Language Standards compliance. This is available on our website www.gwent.pcc.police.uk/en/transparency/publications/welsh-language-standards-compliance-complaints/. This document will be reviewed during 2020 to ensure that it continues to provide an effective process. An Equality Impact Assessment will also be undertaken and published as part of this review.

4.2 Posts Advertised in 2019/20

In the reporting period 1st April 2019 to 31st March 2020 a total of 2 posts were advertised:

0 posts (0%) were advertised as Welsh essential

2 posts (1000%) were advertised as Welsh desirable

All posts advertised for the Office of the Police and Crime Commissioner require Welsh desirable as a minimum. This also includes the Chief Constable recruitment process, for which we have responsibility and undertook during 2019/20.

Future recruitment process will consider use of positive action to attract Welsh speaking applicants. Our Communications and Engagement Team will work with the Welsh Language Policy Officer to maximise opportunities to target our engagement towards our Welsh speaking communities and raise awareness of vacancies as they occur.

4.3 Training

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 the joint Welsh Language Policy Officer.

All staff have now undertaken the mandatory training session. 2 staff members were outstanding from the previous reporting period, and 1 was a new starter during the year.

Welsh Language Awareness and Level 1 Skills training are 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. Employees attend during work time. During the reporting period, 1 member of staff enrolled on the Mynediad (year 1) course.

We will continue to support and encourage staff who wish to enrol on Welsh courses appropriate to their existing skill-level, and to participate in the Welsh Speakers and Learners Network maintained by Gwent Police.

Requests for Training Courses in Welsh

During the year, we did not receive any requests from staff to attend courses delivered through the medium of Welsh. We will continue to consult with our staff on their language preferences for training materials and work with Gwent Police to more effectively enable this language choice across both organisations.

4.4 Employees' Welsh Language Skills

Below is a table to show the level of Welsh language skills currently recorded on our Human Resources system. We are pleased to have maintained 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 | 2019/20 |
| 1 | 5 | 4 | 13 | 15 |
| 2 | 1 | 2 | 2 | 2 |
| 3 | 0 | 0 | 0 | 0 |
| 4 | 0 | 0 | 1 | 1 |
| 5 | 1 | 1 | 0 | 0 |
| Total | 7 | 7 | 18 | 18 |
| Total number of employees | 17 | 17 | 19 | 19 |

*See Appendix for definitions

**Employees excluding the Police and Crime Commissioner

4.5. 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. Staff participate in Gwent Police's Welsh Language Meeting and the People Strategy 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 Strategy 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 our website as part of our internal governance arrangements. In addition, the Gwent Police and Crime Panel receives our report to provide assurance of our compliance with the Welsh Language Standards.

5. Compliance with Service Delivery Standards

The following section contains information regarding our compliance with the Service Delivery Standards the Commissioner is required to report against. During the year, we have complied with each of the requirements as highlighted below.

a) Communications with the public

Guidance for all staff has been published on Gwent Police's intranet "The Beat / Y Bît", which our staff also has access to. 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. The guidance provides three guiding principles:

1. A "proactive offer" to use the Welsh language must be made at the point of first contact with a service user.
2. There must be no delay or unequal service when compared to what we would provide in English.
3. Emergency response situations are exempt from the standards.

The following activities are set out in the guidance:

- Public facing correspondence
- Public facing documents
- Dealing with the public in writing
- Publicising telephone numbers
- Making contact with a member of the public by telephone
- Answering the telephone
- What to do when a caller continues in Welsh after you've given the bilingual greeting
- Voicemail
- Design of corporate stationery
- Design of e-mail templates
- Out of office messages
- Inviting members of the public to a meeting
- Displaying information in public areas
- Education courses and presentations
- Signs and notices

b) Website and social media

Our website includes an introductory 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.

We continue to distribute our weekly e-bulletin, which is available in Welsh or English, depending on the subscriber's language preference. To the end of March 2020, 14 people had subscribed to the Welsh version, an increase of nine subscribers compared to the same period last year. We continue to promote the e-bulletin to all our communities as an easy way to keep updated on our work– further information is available on our website at www.gwent.pcc.police.uk/en/listening-to-you/newsletter/.

During 2020/21, we will continue to develop our Welsh language social media presence, and plan to launch a dedicated Welsh medium Facebook profile to enhance our engagement with our communities.

c) Grants

All information published relating to funding opportunities is provided 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. Under the new Strategy, we will review our promotion of funding opportunities to raise awareness that we welcome 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 that “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.

6. Compliance with Policy Making Standards

We have met our Policy Making Standards by using our Equality Impact Assessment (EIA) process to identify and address any impacts on the Welsh language. 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 so 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. All new policies, and reviews of existing policies are subject to an EIA and support from the Welsh language policy lead is available to any colleague completing an EIA.

We have 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/.

7. Compliance with Operational Standards

The following section contains information regarding our compliance with the Operational Standards the Commissioner is required to report against. During the year, we have complied with each of the requirements as highlighted below.

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, which our staff also has access to. 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 organisation have been issued with an appropriate badge or lanyard to wear.

b) Workforce Welsh language skills

All vacancies 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, whether they would like to complete the recruitment process in Welsh.

c) Signage

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

8. Challenges

We do not currently 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.

9. Contact Us

For further information on how we comply with Welsh Language Standards, or to provide feedback on how we can engage more effectively with Welsh speakers and learners in our communities, please contact:

The Office of the Police and Crime Commissioner
Police Headquarters
Cwmbrân
Croesyceiliog
Cwmbran.
NP44 2XJ

E-mail: Commissioner@gwent.pnn.police.uk

Phone: 01633 642200

Twitter: @gwentpcc

Facebook: <https://www.facebook.com/gwentpcc/>

Instagram: <https://www.instagram.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.

10. Appendix:

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

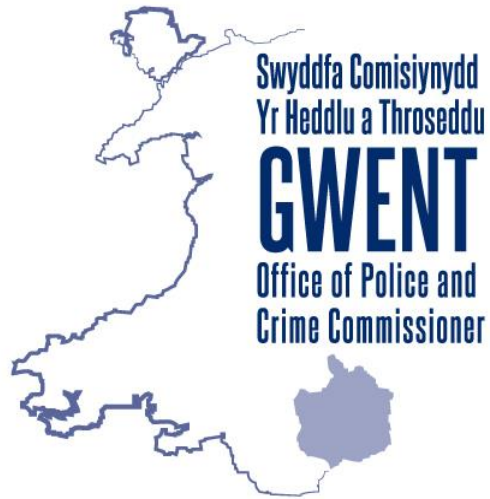
Level 2: Can understand a basic conversation and can convey simple information, can respond to simple requests, can understand requests for assistance, can use Welsh to transfer telephone calls, can introduce oneself and others

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



Office of the Police and Crime Commissioner for Gwent

Strategic Equality Plan
Annual Report 2019/20

1. Introduction

In April 2016, the Office of the Police and Crime Commissioner (OPCC) and Gwent Police published the Joint Strategic Equality Plan (SEP) to help fulfil our duties as public authorities, as set out in the Equality Act 2010. The SEP introduced the five Equality Objectives for the four-year period 2016 to 2020 that were determined in consultation with our staff and communities. To help us deliver these Objectives, we have organisational Action Plans that enable us to keep track of our progress and form the basis of this report.

During 2019/20, the OPCC has continued to work towards the delivery of the Equality Objectives. Whilst this Annual Report provides an update on our progress and helps us meet our duties under the Equality Act 2010, it also enables us to celebrate success in working towards a fair and inclusive police service. Previous Annual Reports for the current SEP have been produced as joint publications between the OPCC and Gwent Police. However, in 2019/20, a decision was made to publish separate documents, enabling a greater focus on each organisation's progress.

This is the final report for the current SEP and a new Plan is being developed for 2020-24. A number of activities will be rolled over into the new Plan to ensure continuity of delivery; others will require further work for us to demonstrate success which will be indicated within this document. It is recommended that this report be read in conjunction with Gwent Police's Equality Annual Report for 2019/20.

Note – the term 'protected characteristics' used in this document refers to the characteristics of age, disability, gender reassignment, marriage and civil partnership, race, religion, pregnancy and maternity, and sex.

2. Our Equality Objectives

The overarching aim of our Equality Objectives is to ensure that we embed the principles of equality through all aspects of our day-to-day business, namely:

- Engaged Communities – delivering services that are easy to access and that respond to and meet the needs of all communities
- Employer of Choice – building a working environment that includes everyone and encourages all personnel to develop and progress
- A Service that Works – building equality into the organisation processes and how performance is managed

Work to meet our Equality Objectives reflects the five priorities set out in the Police and Crime Commissioner's Police and Crime Plan 2017-2021:

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

In particular, it supports the delivery of work relating to community cohesion:

- Obtaining the views of all communities on policing and crime matters and ensuring the services provided meet the diverse needs of our communities
- Ensuring a commitment to equality and diversity which promotes respect and cohesion through engagement with our communities and which supports an environment where crime and disorder are not tolerated
- Gwent Police and the OPCC have healthy, value led workforces that truly represent the communities they serve
- Working with our communities to minimise the effect of organised crime and reduce radicalisation and the growth of extremism.

Our commitment to equality is integral to the OPCC's values, which act as a central pillar to everything we do.

We will act with:

- Openness – through being accountable (internally and externally), informative, accessible and engaging
- Empathy – through caring, listening, understanding and being responsive
- Integrity – through being honest, trustworthy, professional and fair

We will:

- Empower – by creating an environment which supports staff and communities to make decisions and achieve outcomes
- Innovate – by creating an environment where innovation thrives both individually and together

OPCC staff are committed to working within the Code of Ethics and the Nolan Principles of Public Life.

We work within the principles of the Well-being of Future Generations (Wales) Act 2015. The Act requires public bodies in Wales to think about the long-term impact of their decisions to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change. The Act has seven well-being goals that link to the SEP and strengthen our work to tackle inequality, promote cohesion and support the health and well-being of our staff and those that come into contact with us, particularly those with vulnerabilities or additional support needs linked to their protected characteristics:



During the year, we have been working with Gwent Police to develop and implement a robust and effective Organisational Performance Framework and reporting structure. Work associated with the framework and the SEP will enable us to better identify and understand how Gwent Police is recording protected characteristics across all crimes and types of victimisation, and the service provided to individuals from those communities, as well as internally for workforce representation, allowing us to make recommendations for improved practices where applicable.

3. Updates on our Equality Objectives

Equality Objective One: Hate Crime and Domestic Abuse

To identify abuse and harassment where it impacts on communities and individuals, and act effectively to prevent and challenge this behaviour, as well as bringing offenders to justice.

A. Domestic Abuse

One of the commitments in our SEP was to improve the reporting and recording rates of incidents of domestic abuse specifically affecting people that share protected characteristics. When setting our Equality Objectives in 2016, we identified that Gwent had low levels of victims who were from a Black, Asian or Minority Ethnic (BAME) background, people that identified as lesbian, gay, bisexual or transgender (LGB&T) and disabled people being discussed at Multi Agency Risk Assessment Conferences (MARACs) which manage high risk domestic abuse cases. This was compared to recommended numbers for Gwent provided by SafeLives, the independent domestic abuse charity.

The following table compares the number of MARAC referrals for the reporting period against the recommended numbers:

| Referrals | 2018/19 | 2019/20 | Recommended |
|-------------------|----------------|----------------|--------------------|
| <i>BAME</i> | 6.5% | 3.5% | 6.0% |
| <i>LGB&T</i> | 0.5% | 0.9% | 2.5% - 5/0% |
| <i>Disability</i> | 3.3% | 1.8% | 18%+ |
| <i>Male</i> | 4.6% | 4.3% | 5% - 10% |

During the year, we worked with Gwent Police to support improved compliance with the recording of MARAC data, in accordance with feedback from HMICFRS. There will be a continued focus on ensuring that the data recorded enables effective support for survivors of domestic abuse and a better understanding of their needs to support OPCC commissioning processes. This will be monitored at internal meetings and through engagement with victims and survivors.

Gwent Police data is also available for non-MARAC cases by gender and ethnicity. This shows that around 16% of domestic abuse cases do not record the victim's ethnicity, and around 0.4% do not capture the individual's gender. This is an

improvement from 2018/19, where 27% of the victim's ethnicity and 8.6% of victim's gender had not been recorded.

We will continue to work with Gwent Police and partners during 2020/21 to address the decrease in reported incidents and improve the recording of demographic information for domestic abuse survivors to ensure a more accurate representation for recorded cases. The new SEP will provide a focus on improving the quality of data being recorded to supported targeted information campaigns to encourage greater reporting from communities that are currently under-represented across recorded incidents.

We had also identified specific concerns relating to asylum seeking and refugee women who may have less access to support services, and who are less likely to report domestic abuse incidents due to language or cultural barriers, or a fear of the police. Working with partners, we raised awareness of the role of the police to encourage vulnerable individuals to report their experiences, either directly or through a support agency. This partnership work will continue into 2020/21, particularly as relates to the OPCC's commissioning and evaluation of support services for domestic abuse and sexual violence and our engagement with victims and survivors from these communities.

Following a recommendation from the OPCC in December 2019, we were pleased to support the appointment of Gwent Police's Survivor Engagement Coordinator, the first of its kind for Wales. The post will establish a sustainable survivor engagement framework, through which survivors of domestic abuse and sexual violence can share their lived experience. Based within Connect Gwent, our multi-agency victim's hub, the Coordinator will enhance our existing service provisions by helping to ensure that we are delivering effective and inclusive support to victims.

During February, an invitation was sent out across our communities for people to share their experiences and improve the services we currently offer. The first focus group was held in March with a series of sessions planned over the following months. A range of topics were suggested including victim's expectations, the service and information received, being kept informed, and whether the support required was received. Due to the impact of Covid, the focus group work was moved to a virtual setting to ensure the safety of those involved. The outcomes of this activity will be shared at the appropriate internal meetings during 2020/21 where we will be able to monitor engagement activity across protected characteristics to ensure an inclusive approach.

In late 2019/20, we successfully secured Home Office funding for a Children's, Mental Health and Community Independent Sexual Violence Advocate (ISVA). This role, which will commence in 2020/21, will enhance the current levels of service available and enable targeted work with under-represented groups with the outcomes monitored at the appropriate internal meetings.

The OPCC currently contributes to the funding of Independent Domestic Violence Advisor (IDVA) and sexual assault support services in Gwent. Improved monitoring of service user demographics is being implemented to ensure that the services

provided are appropriate for and inclusive of all communities. During 2019/20, services supported:

- 3,307 survivors of domestic abuse - 86.5% identified as female, 12.9% male, and 0.1% as non-binary; 4.5% stated they were gay/lesbian and 4.4% bisexual; 22.7% were aged 17 years and under; 8.1% identified as BAME; 17.1% were identified as disabled.
- 573 survivors of sexual violence – 96.1% identified as female, and 3.8% male; 2.9% were aged 17 and under; no sexual orientation, ethnicity or disability information was recorded.

Both services recorded significant increases in access compared to the previous year, including more male victims reporting their experiences. We recognise this positive outcome shows greater public confidence to engage with support, resulting from our continued focus on providing effective services and engagement and awareness-raising to encourage reporting. Our work will continue to recognise that these issues remain gender-related with under-reporting persisting across all genders, further affected by intersectionality of protected characteristics such as race or ethnicity, and disability.

At a strategic level, the OPCC is an active member of the Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) Partnership Board and associated Delivery Group, which delivers a Strategic Delivery Plan. Priority Four of the Plan aims to ensure that our work in relation to VAWDASV is inclusive of all our communities.

Specific work undertaken during the year includes:

- Supporting the development of a male victim support group – OPCC staff have engaged with meetings of the male survivor group to improve our understanding of their experiences and where service improvements are required
- Exploring the needs of female perpetrators and those who do not fit in standard services – working with Gwent Police, we have begun to identify related data with the aim working with partners to determine the requirements for effective perpetrator support services under the Service Standards
- Implementing the Perpetrator Service Standards and development of ongoing quality assurance processes – we continue to support VAWDASV partners in implementing the Service Standards and are working towards developing an understanding of service needs
- Reviewing of data reporting requirements to support effective data provision and monitoring – we are working with the VAWDASV Partnership Board to review the various data reporting requirements on services, including those imposed by OPCC contractual arrangements on commissioned services. This will reduce the resource implications and streamline data production whilst remaining compliant with reporting requirements.

In March 2019, Operation Encompass went live across the five local authority areas in Gwent. Overseen by the Early Action Together Project Board (part of Gwent's work

within the all-Wales Adverse Childhood Experiences (ACEs) programme), of which the Commissioner is a member, Operation Encompass provides further support and interventions within the educational environment for children and young people exposed to domestic abuse. During 2019/20, Gwent Police identified and enabled support for over 6,000 children and young people linked to the initiative. 33% of these individuals experienced more than one incident. Approximately 38% of those supported identified with BAME backgrounds. In attending incidents where there are BAME victims, provided the application of risk identification processes is correct, we would anticipate a positive reflection in the MARAC data over time. Therefore, the MARAC data for BAME victims may be more positive than is represented in the data within this report - we will monitor this over time and provide feedback on any continuing under-representation to understand the causes.

During the year, we worked with the Early Action Together Delivery Team to produce a video to showcase the difference the programme has made to the lives and experiences of police officers and people in Gwent as well as the future plans for the project¹, including:

- Delivering ACETIME training to over 1,000 Gwent Police officer and staff (including the OPCC) and 300 staff from partner agencies
- Running Public Protection Notice workshops for over 200 officers to improve the quality of information provided by officers
- Introducing a Safeguarding Social Worker to the Force Control Room to provide 'live' time advice, guidance and support to improve responses to vulnerability and safeguarding
- Implementing two Early Intervention Projects in Newport and Blaenau Gwent
- Rolling out Operation Encompass across Gwent
- Introducing the 'Backup Buddy', an online Well-being app for officers, staff and families, a first for policing in Wales.

The ACEs programme will provide a robust evidence base for better ways of working to improve our early identification, responses and support to vulnerable individuals. We will continue to collaborate with partners to further develop the programme, including aligning ACEs to the Policing Education Qualification Framework and Public Protection Learning Programme.

Towards the end of the reporting period, the UK entered into a state of lockdown in response to the Covid-19 pandemic. This raised multiple concerns around increased risks of domestic abuse for those staying at home during the lockdown period, as well as limited or removal of access to criminal justice processes for vulnerable people. The OPCC worked with VAWDASV partners to develop a public campaign encouraging anyone at risk or experiencing abuse to report it. This was promoted across all our communication channels including the OPCC's weekly newsletter. We are monitoring the impact of lockdown along with relevant criminal justice and victim service partners and will focus on management and recovery at Gwent Criminal Justice Strategy Board meetings, chaired by the Police and Crime Commissioner.

¹ https://www.youtube.com/watch?v=_ba3hPMq3d4

Honour Based Violence, Female Genital Mutilation and Forced Marriage

Our SEP focused on the need to increase reports and identification of incidents of Honour Based Violence (HBV), Female Genital Mutilation (FGM) and Forced Marriage (FM), which are nationally under-reported. Gwent Police conducts a quarterly scrutiny review of HBV, FM and FGM cases to ensure improvements can be made to current service provision.

During 2019/20, Gwent Police recorded four incidents relating to FM (an increase of 50% on the previous year) and 30 incidents relating to HBV (an increase from 16 for the previous year). In addition, one report of FGM was received; however, we recognise that this type of crime is under-reported. We will continue to work with partners to raise awareness in communities and encourage reporting by or on behalf of individuals at risk and monitor the outcomes through our partnerships and the number of reports received by Gwent Police.

In July 2019, we supported BAWSO's event in Newport to commemorate victims of HBV. The Deputy Police and Crime Commissioner spoke at the event and provided an overview of the work being undertaken by the OPCC and Gwent Police to tackle HBV, FGM and FM.

B. Hate Crime

This year we have seen a reduction in the number of hate crimes recorded in Gwent, in common with other policing areas in the UK. Reporting continues to be affected by national and global events, such as terror attacks, and political and economic instabilities, which can produce short-term increases or reductions in recorded incidents. Towards the end of the reporting period, the number of hate crimes recorded fell dramatically due to the impact of Covid-19 and lockdown. This has contributed to the reduction recorded for the year.

The following table compares recorded hate crimes by strand for the last two years.

| | 2018/19 | Proportion | 2019/20 | Proportion |
|--------------------|------------|------------|------------|------------|
| <i>Racial</i> | 481 | 61.1% | 448 | 61.0% |
| <i>Homophobic</i> | 156 | 19.8% | 161 | 21.9% |
| <i>Disability</i> | 109 | 13.8% | 109 | 14.9% |
| <i>Religious</i> | 21 | 2.7% | 7 | 1.0% |
| <i>Transphobic</i> | 20 | 2.5% | 9 | 1.2% |
| Total | 787 | | 734 | |

While it is encouraging to see increases in the proportion of reports for homophobic and disability-related incidents, the decreases for religious and transphobic incidents are disappointing. In addition to the effects previously mentioned, we are aware that religious incidents are sometimes categorised as racial, which will affect the accuracy of the data. While no specific impacts on the number of transphobic reports were

identified, it is possible that the start of the lockdown period and people staying safe at home may have contributed to the reduction.

During 2019/20, around 90% of hate crime victims were referred into specialist services via Connect Gwent², as well as receiving support from Gwent Police's Hate Crime Support Officers. Gwent Police has also linked its hate crime referral processes to other specialist areas across the force, as the vulnerabilities that often affect hate crime victims could also put them at risk of other forms of exploitation and abuse. During the year, satisfaction for victims of hate crime stood at 70%; whilst higher than that for victims of other crime types and anti-social behaviour (ASB), would like to see further improvement and will continue to monitor Gwent Police's response to hate crime, and the victim satisfaction survey process to ensure that victims received the service and support they need.

The internal Hate Crime Meeting, attended by the OPCC, scrutinises Gwent Police's performance in this area. We have recognised that current recording practices do not provide the most accurate picture of religiously motivated hate crime, or of hate crimes against Gypsy, Roma and Traveller communities, which are commonly recorded as racial hate crimes. This limits our understanding of the impact of these crimes on communities who may be reluctant to report incidents due to mistrust of the police or their wider experiences of social discrimination and prejudice, for example. We will continue to work with Gwent Police and partners to understand the causes of decreases in reporting and ensure that recording practices are effective. We are also involved with reviewing Gwent Police's hate crime case management processes, which will continue through 2020/21.

Throughout the year, the Commissioner and the OPCC have used social and traditional media to respond to incidents and provide messages of reassurance and social cohesion to our communities. During Hate Crime Awareness Week 2019, we supported the work by Gwent Police and partners to inform and educate the public as part of the hate crime awareness campaign and joined with them to celebrate some of the work done within our communities to build confidence and encourage reporting.

Since February 2020, we have been monitoring the impact of the Covid-19 pandemic on hate crimes, especially those targeted towards the South East Asian community. Gwent Police's Diversity and Inclusion Team provides weekly updates to the OPCC which helps to inform our wider discussions with partners and communities. We have continued to engage with organisations and groups that support communities that are more likely to experience hate crimes. Under the new SEP, we will continue to work with them to raise awareness of what hate crime is, how to report it, the help and support available and to encourage them to report any experiences.

Externally, the OPCC is a member of the Welsh Government's Hate Crime Criminal Justice Board Cymru. This Board provides strategic oversight of key issues and enables us to influence all-Wales responses that may affect how we support our local communities. In addition, the Board feeds into the development of relevant Welsh Government strategies, such as the Community Cohesion National Delivery Plan

² www.connectgwent.org.uk

2017-2020. During the year, this positive contribution to Welsh strategy and policy development, and the Board's role in tackling hate crime was recognised by the Deputy Minister and Chief Whip, Jane Hutt.

We will continue to work with the Board to focus on issues such as hate crime prosecution rates and community tensions, as well as contributing to engagement work regarding the services in place to support victims to improve outcomes for all hate crime victims locally and across Wales.

Equality Objective Two: Legitimacy and Fairness

To ensure that policing activities, in particular stop and search and encounters involving use of force, are carried out in a way that is lawful, proportionate, non-discriminatory, and fosters positive relations between communities and the police

This objective focuses on ensuring that policing activities that have been identified as being particularly intrusive and are likely to impact disproportionately on people that share protected characteristics, such as stop and search, are subject to proper scrutiny, and communications with the public are improved in order to reassure and receive feedback.

A. Stop and Search

Stop and search remains an area of controversy that can stimulate mistrust and undermine community confidence in the police service when it is perceived to be implemented unfairly. It is likely to be the most confrontational encounter someone will ever have with the police. Not only are individuals detained in public, often in a place highly visible to onlookers, but they are then subjected to an intrusive procedure.

Many BAME and young people report feeling 'targeted' on multiple occasions with no outcome, and the negative impacts of what are often referred to as 'coercive tactics' on police relationships with communities are recognised nationally. The Independent Office of Police Complaints (formerly the Independent Police Complaints Commission) has described stop and search as 'probably the leading cause of tension between young people and the police'. When public confidence is compromised the police may be cut off from vital sources of community information because lower confidence leads to lower levels of public cooperation.

Stop and search is an area of operational activity held under close scrutiny by both the OPCC and Gwent Police. A number of internal and independent processes are in place to monitor the use of police powers locally. Working with Gwent Police, the OPCC ensures that any issues identified through these processes, or any concerns raised with us by our communities, are recognised and addressed.

In the summer of 2019, the Home Office announced a relaxation of restriction for the use of stop and search under Section 60 of the Criminal Justice and Public Order Act 1994. A Section 60 enables police officers to stop and search people even if they don't have suspicions about them. If a senior officer believes incidents of serious violence will take place in a specific area, or that people will be carrying weapons, and

it is necessary to use these powers then they may put a Section 60 in place. To date, Section 60 powers have not been used in Gwent. However, should their use be considered at any time, we will work with Gwent Police to ensure that decision-making processes are evidence-based, transparent and promote public confidence.

Gwent Police is committed to being open and transparent regarding its use of stop and search stop and search, and data is published quarterly on its website³. Doing so helps to evidence legitimacy by practicing openness and transparency in the use of these powers. In line with national trends, the number of stop and searches in Gwent has increased over the last three years, rising from 974 person stop and searches (1145 total stops) in 2017/18, to 3142 person stops (3741 total stops) in 2019/20. No specific causes of this increase were identified. A breakdown of stop and search activity for 2019/20⁴ is shown on the following page.

Disproportionality rates in Gwent have also increased in line with the numbers of stop and searches recorded. For 2019/20, BAME people were 5.1 times more likely to be subject to stop and searches than White people. For the previous year, the likelihood was calculated at 4.7 times, compared to 4.3 times nationally⁵. Therefore, the disproportionality rate for stop and searches on BAME people in Gwent has increased. During the year, Gwent Police undertook a number of operational campaigns within the Newport area, which has our highest resident ethnic minority populations and therefore may have contributed to this increase. Recommendations from OPCC scrutiny work have included a need for Gwent Police to provide demographic information relating to operational activity to ensure an understanding of the impact of police operations on local communities, and to identify where any disproportionate activity has taken place. We are concerned that, to date, this information has been inconsistent, and we will continue to support Gwent Police in improving transparency in this area.

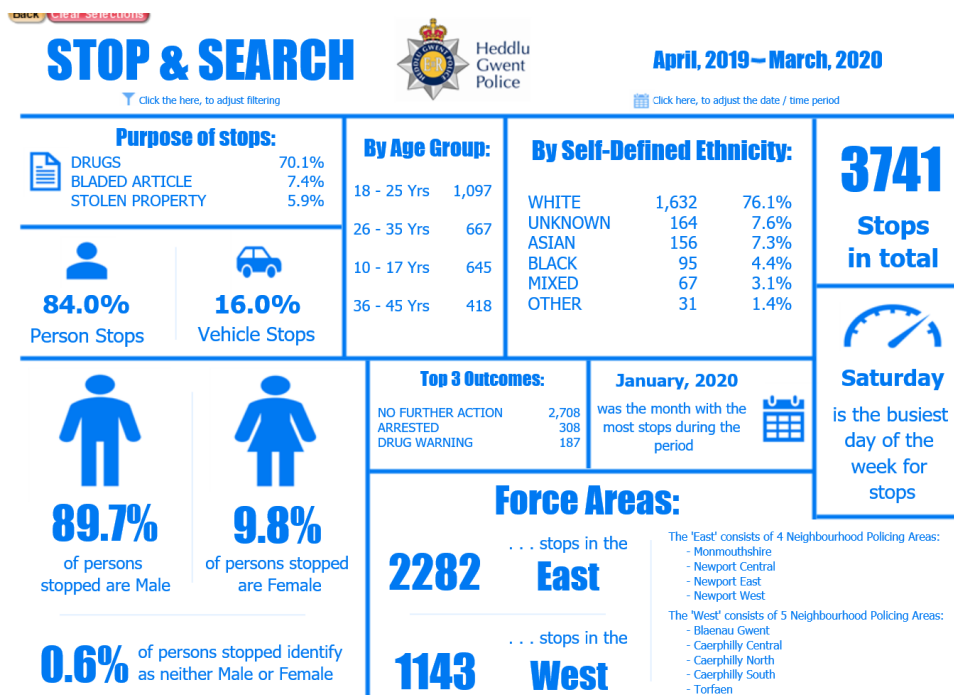
In 2019, Gwent Police implemented improved internal monitoring of stop and search to enable better understanding of its use and impacts on our communities. Supported by Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS), the Stop and Search and Use of Force Performance Report provides detailed analysis of activity, which is monitored at the internal Operational Tactics Meeting, attended by the OPCC. The report has confirmed to a need for further work to understand the reasons for disproportionality in Gwent, consistent with the recommendations made by OPCC scrutiny processes. This work is planned for 2020/21.

National stop and search data will be published by the Home Office in October 2020. This will enable a better understanding of police use of powers across the UK and provide more up-to-date rates of proportionality of stop and searches. The OPCC will use this information to provide benchmarking and inform stop and search scrutiny and improvement processes.

³ <https://www.gwent.police.uk/en/about-us/your-right-to-information/stop-search/stop-search-data-statistics/>

⁴ Data correct as of 13/07/2020

⁵ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/841408/police-powers-procedures-mar19-hosb2519.pdf



We continue to work with Gwent Police to engage with communities regarding why the police use stop and search, and people's rights if they are stopped. Feedback from public workshops run in 2019 demonstrated a number of challenges in terms of feeling and perceptions towards the police service. However, through regular engagement, we hope to provide valuable opportunities to better understand the reasons behind this, as well as fostering more positive relationships between young people, BAME communities and the police. Engagement with older BAME people to understand how their experiences and perceptions of policing affects younger generations is also planned. We will continue to share learning with Gwent Police to increase our collective understanding to better identify and implement where change is needed.

Use of Force

Use of force is an operational area that is experiencing an increase in scrutiny nationally. The Home Office publishes an annual data bulletin (last published in December 2019) that provides information on use of force across the police service in the UK⁶. However, the statistics do not represent all use of force in the 43 police forces in England and Wales and so does not provide a true picture of the impacts on communities and vulnerable individuals.

Nationally, in 2018/19:

- 16% of incidents involved Black people, the highest rate for BAME ethnicities
- 13% of incidents involved people where officers believed there to be a mental health disability
- 72% of incidents ended in arrest

⁶https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/853204/police-use-of-force-apr2018-mar2019-hosb3319.pdf

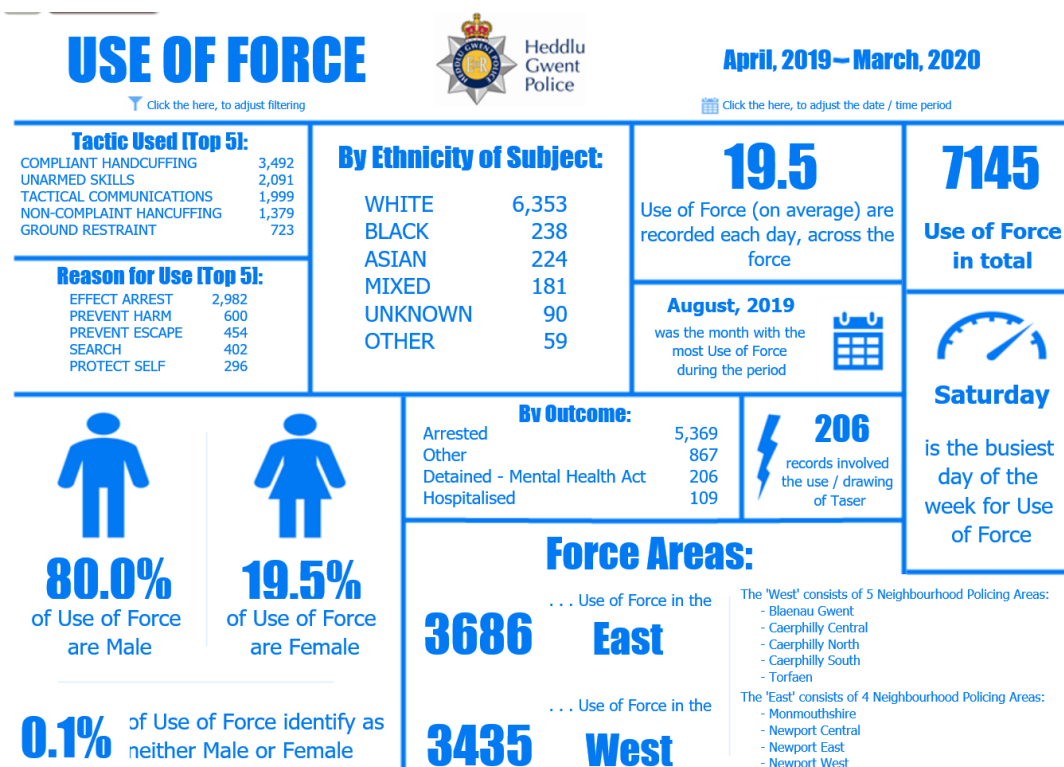
- Taser use occurred in 88% of incidences with Black, Asian or Mixed ethnicities, compared to 83% for White

We have been working with Gwent Police to ensure that where force is used, it is fair, proportionate and justified. Based on this, we have supported Gwent Police to make improvements to internal process through recommendations and regular attendance at the Operational Tactics Meeting. We will continue to support the development of internal governance to enable effective monitoring and oversight of use of force practices.

The following infographic provides a breakdown of use of force activity for 2019/20⁷. It should be noted that all subject details are recorded as perceived by the officer and is not as accurate as the information recorded for stop and search, which is provided by the subject of the encounter. In addition, the number of use of force reports will be greater than the number of people subject to use of force due to the reporting requirements in place.

Within Gwent:

- 3% of subjects were identified as either Black or Asian,
- 75% of incidences resulted in arrest
- 3% of incidences involved Taser
- 3% of individuals were detained under Section 136



⁷ Data correct as of 26/02/2020

National use of force data will be published by the Home Office in October 2020, enabling a better understanding of police use of powers across the UK, including rates of proportionality in use of force for people from BAME communities compared to those from White communities. Gwent Police and the OPCC will use this information to support use of force scrutiny and improvement processes, particularly in monitoring the impacts for particular protected characteristics such as race and those with vulnerabilities linked to mental health or disability.

OPCC Scrutiny

The OPCC maintains a longstanding process for the public scrutiny of local use of stop and search and use of force. In September 2017, this expanded to include use of force, such as Taser, handcuffing, use of PAVA spray, etc. The Legitimacy Scrutiny Panel (LSP) continues to be co-ordinated and facilitated by an OPCC Policy Officer, supported by Gwent Police's Head of Diversity and Inclusion. Membership is drawn from Gwent's Independent Advisory Group (IAG), local community members from across Gwent representing diverse backgrounds aligned to the protected characteristics.

The LSP meets on a quarterly basis, with scrutiny alternating between stop and search and use of force. Within the scrutiny process, the LSP:

- Considers and discusses Gwent Police stop and search and use of force data
- Conducts a review of all the BAME stop and search records available for the six-month scrutiny period, and a dip sample of the remaining records
- Reviews body worn video from a random selection of stop and search and use of force footage available (this includes video relating to complaints that have been dealt with by the police Professional Standards Department).

Reports detailing analysis of scrutiny sessions and any resulting recommendations for improvement, or examples of good practice, are provided to the Commissioner and Gwent Police's lead for Operational Tactics for follow-up. Reports are also published on the OPCC website⁸ and provided to the IAG for their consideration and feedback as appropriate.

During 2019/20, the LSP met four times as planned. For two of these meetings, we hosted representatives from HMICFRS, who had expressed an interest in observing the Panel to assist their wider understanding of Gwent's governance and scrutiny processes. This has supported both the OPCC and Gwent Police in the continuous improvement of internal monitoring arrangements, and we welcome further opportunities to work with HMICFRS as we continue to understand and address any issues of disproportionality that occur locally. LSP exercises identified a number of areas of continued challenge as well as improvement, which are consistent with HMICFRS inspections and Gwent Police's own internal reviews. These shaped the recommendations that were put forward in the LSP reports.

⁸ <https://www.gwent.pcc.police.uk/en/transparency/know-your-rights/stop-and-search/>

For stop and search, key observations included the following –

- Data quality showed improvements generally, although some minor areas for improvement remain. Internal work is ongoing to resolve the remaining issues and we will continue to review progress during 2020/21.
- The vast majority of grounds were believed to be reasonable; however, there remains some uncertainty linked to grounds for cannabis-related stops and the national guidance provided to officers. This has been reflected back to the force for consideration linked to officer training and internal messaging and will continue to be monitored.
- Drugs remained the highest purpose for stop and search activity, reflecting national trends. This continues to be a priority area for scrutiny linked to grounds and outcomes for individuals.
- Individuals identifying with Asian ethnicities consistently experienced the highest rate of stop and searches for drugs across BAME groupings. LSP recommendations included feedback from Gwent Police on the reasons behind this. It is anticipated that the work planned for 2020/21 will provide this.
- Individuals identifying as Black experienced the highest arrest rate for drugs across BAME groupings. Again, LSP recommendations included feedback on the reasons behind this.
- Observations of body worn video were largely positive, and a number of examples of excellent engagement with subjects were noted. Positive feedback has been provided in such cases.

For use of force, key observations included the following –

- Form submission rates greatly increased during the year due to a force-wide focus on effective incident recording and entry. This was a positive outcome and one that we will continue to monitor in future scrutiny exercises.
- Some improvements relating to the accuracy of information and the number of forms provided by officers attending an incident remain, including ensuring all officers that use force on an individual during an incident submit a form to record their actions. This has been reflected back to the force for consideration linked to officer training and internal messaging and will continue to be monitored.
- Use of Section 136 of the Mental Health Act remains low, with people only taken to custody where they would endanger others if they were taken to hospital. This is a positive outcome that we will continue to monitor within the custody data.
- Individuals identifying with Asian ethnicities experienced the highest use of force across all BAME groupings. This reflects stop and search interactions in Gwent and is a matter that we are working with Gwent Police to better understand.
- For subjects aged under 18, those identifying as Black experienced the highest use of force compared to other ages groups and BAME ethnicities. The reasons for this are not clear so we will work with Gwent Police to better understand why and ensure that any identified improvements are effectively implemented.

- Observations of body worn video were very positive, with officers seen to experience some very challenging, and some cases dangerous, situations. Positive feedback has been provided in such cases.

In the early part of 2020, the OPCC undertook an audit of recommendations to establish progress against the findings of the LSP sessions. OPCC staff meet with the police lead for Operational Tactics to review the audit document. Feedback and update on progress will be provided to the OPCC in early 2020/21.

The LSP scrutiny process will continue to develop under the new SEP. We will review membership to ensure it reflects the communities most affected by stop and search in particular, while ensuring a responsive approach to existing and emerging issues.

We will continue to support Gwent Police as they undertake work to better understand issues of inequality in the use of police powers. This will enable us to ensure that our responses to matters of disproportionality are appropriate, transparent and foster trust and confidence within the communities most affected.

B. Custody

Our SEP included a number of actions specifically around improving the scrutiny of custody data that relates to people that share protected characteristics. Data reviews are regularly carried out to ensure that any evidence of disproportionality is identified and understood. The following table shows the ethnicities of people in police custody for the last four years. According to the latest available population data, this does not show any evidence of disproportionality.

| <i>Self-Defined Ethnicity by Ethnic Group</i> | Financial Year | | | |
|---|----------------|----------------|----------------|----------------|
| | 2016-17 | 2017-18 | 2018-19 | 2019-20 |
| <i>White</i> | 90.5% | 88.6% | 89.0% | 90.4% |
| <i>Mixed/Multiple Ethnic Groups</i> | 1.7% | 2.2% | 1.8% | 1.6% |
| <i>Asian/Asian British</i> | 3.1% | 3.0% | 3.4% | 2.6% |
| <i>Black/African/Caribbean/Black British</i> | 1.8% | 2.4% | 2.8% | 2.9% |
| <i>Other Ethnic Group</i> | 1.2% | 1.4% | 1.1% | 1.5% |
| <i>Not Stated</i> | 1.6% | 2.4% | 2.0% | 1.0% |
| <i>Total Arrests</i> | 9951 | 8327 | 9357 | 9152 |

Strip searching in custody is also monitored and audited for compliance.

Detentions under Section 136 of the Mental Health Act are captured on QlikView and regularly monitored at the internal Equality Meeting. 2019/20 saw a continued decrease in the numbers of people being taken to police custody as a place of safety.

| | 2016 | 2017 | 2018/19 | 2019/20 |
|----------------------|-------------|-------------|----------------|----------------|
| <i>% in custody</i> | 26% | 11% | 4% | 1.4% |
| <i>% in hospital</i> | 74% | 89% | 96% | 98.6% |

We welcome the continued reduction in the use of custody for mental health detentions and acknowledge the partnership arrangements in place that have contributed to this outcome. The Criminal Justice Liaison Service has piloted the inclusion of a team of mental health practitioners in custody. The team will assess and assist detainees with poor mental health at this early point in the criminal justice process and potentially offer more appropriate alternative diversionary pathways away from the criminal justice route.

Data for all children detained in custody is available and monitored regularly by senior custody managers. During the year, the following numbers of children were recorded in custody:

| Children in custody by ethnic group (2019/20) | | | |
|---|-------|-------|-------|
| White | Black | Asian | Other |
| 507 | 31 | 18 | 51 |

Gwent Police reports data to the Welsh Government on children in custody on a monthly basis. All cases where children have been detained post-charge are also reviewed individually. The OPCC also monitors Gwent Police custody data to ensure any issues of disproportionality are identified and understood.

Following an earlier HMCFRS inspection into child protection, an action plan to improve the way Gwent Police manage the detention of children was developed and has been monitored at the internal Operational Performance Board. The OPCC is represented at this meeting to ensure oversight of children in custody and provides support and challenge as appropriate.

The Gwent Transfer of Children from Police Custody Monitoring and Review Panel is a multi-agency meeting that retrospectively reviews all children and young people arrested and held in police custody between the hours of 11:59pm and 5:00am (considered as an “overnight” detention). A progress report is provided to the Gwent Criminal Justice Strategy Board annually for consideration and discussion, with recommendations and support for improvements provided as appropriate.

The following table shows the number of children arrested, by ethnicity.

| | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|----------------------|---------|---------|---------|---------|
| <i>Total Arrests</i> | 9876 | 6923 | 7996 | 9152 |
| <i>White</i> | 93.0% | 85.0% | 89.21% | 90.4% |
| <i>Asian</i> | 3.50% | 2.80% | 3.21% | 2.60% |
| <i>Black</i> | 3.50% | 3.30% | 2.90% | 2.90% |
| <i>Other</i> | - | - | 2.89% | 1.50% |
| <i>Mixed</i> | - | - | 1.79% | 1.40% |
| <i>Not Stated</i> | | | | 1.0% |

While the total number of children in custody increased over the year compared to 2018/19, we are satisfied that the arrangements in place and the oversight provided by the Panel is well placed to identify and address any areas for improvement. We will continue to review partnership approaches to children in custody and ensure that any disproportionate impacts are effectively addressed.

The OPCC continues to co-ordinate an active Independent Custody Visiting (ICV) Scheme, using community volunteers to regularly attend custody units to review the quality of care provided to detainees. ICV volunteers receive regular training, including on equality and diversity matters, and the minutes of quarterly meetings are published on the OPCC website⁹ providing transparency and public reassurance of the effectiveness of the scheme

During 2019/20, 69 unannounced visits were made in total, resulting in:

- 62% of detainees in custody during visiting periods accepting a visit by the ICVs
- 100% of issues identified by ICVs being addressed by the custody sergeant at the time of visit.

Following the scheme's quality assurance framework assessment by the Independent Custody Visiting Association, our scheme retained its 'Code Compliant' status. Feedback from our ICV volunteers on the custody arrangements in place in Gwent is very positive. We will continue to ensure that the ICV Scheme is effective and contributes to community confidence regarding police custody.

C. Complaints

Until February 2020, the OPCC continued to host the Public Response Unit (PRU). From April 2019 to February 2020, it dealt with and resolved 238 cases of dissatisfactions, supporting the people of Gwent to get answers to areas of concern and preventing them from escalating into complaints. The PRU now sits within Gwent Police's Professional Standards Department (PSD).

The OPCC receives quarterly reports from Gwent Police's PSD to monitor performance and matters of concern. Areas reported on include appeals, allegations against officers and staff, conduct cases and their outcomes, and vetting.

Previous reports contained very little information relating to protected characteristics for complainants; however, monitoring information was much improved during 2019/20, covering ethnicity, sexual orientation and disability. Due to reporting delays, the information for 2019/20 was incomplete at the time of writing. However, the available data for April to December 2019, showed that the number of complaints received from individuals identifying as Black, Asian or 'Other' (the ethnicity categories provided) were low, with a greater number of complaints made by Asian individuals. Whilst the nature of the complaints made is not aligned to the ethnicity monitoring, the

⁹ <https://www.gwent.pcc.police.uk/en/about-us/my-volunteers/independent-custody-visitor-icv-scheme/independent-custody-visiting-scheme-meeting-minutes/>

profile is comparable to that of operational policing activities, including stop and search, and detentions in custody.

For sexual orientation, the majority of complaints were made by individuals identifying as heterosexual, with a low number of complaints made by people identifying as Bisexual, Gay/Lesbian, or 'Other'.

Disability data was less complete than in the other categories, with a small number of individuals identifying with either poor mental health, a physical disability, a learning difficulty, or a sensory impairment.

In comparison with the data for 2018/19, it would appear that the demographic profiles for complainants will be similar across the two years; however, the year-end report provide a more accurate picture.

We recognise that some communities are less likely to make a complaint when they feel that they have been treated unfairly or discriminated against. We will continue to raise awareness of how to make a complaint to either Gwent Police or the OPCC and ensure that our complaints processes are accessible, efficient and transparent.

From quarter three in 2019/20, a range of protected characteristics linked to vetting decisions have also been included in PSD reports. Over time, this will enable us to monitor the demographics of applicants and assess the impact of the decisions made. Going forward, the Vetting Appeals Panel will review all cases where applicants with protected characteristics have failed the vetting process (whether they have submitted an appeal or not). The OPCC is a member of the Vetting Appeals Panel and we welcome these very positive developments within vetting processes.

Equality Objective Three: Access, Engagement and Cohesion

To ensure the delivery of our services is influenced by the views of people that share protected characteristics and that the work that we do promotes inclusivity and cohesion

A. Access

Police Estate

During the year, we have continued work to improve the accessibility of the policing services provided to communities that could experience barriers, as well as ensuring working environments are safe and accessible for all personnel. The Commissioner is responsible for the police estate in Gwent and has a 10-year Estate Strategy in place that sets out the vision, drivers for change and targets for improvements whilst recognising the current opportunities and limitations of modern policing. In delivering the Estate Strategy, the OPCC works closely with Gwent Police to provide a visible and accessible policing service that responds to local need and provides reassurance to the community.

Following an audit of the police estate in 2018/19, a number of recommendations were put forward within the Access Audit Reports, which were completed in 2019/20. As a result, a number of improvements were made across the estate, including reassignment of accessible parking, the provision of high-visibility pedestrian markings, and the provision of Welsh language information within the public areas of some police stations. The audit included assessment of the design of our new Headquarters.

The Estates Department has worked closely with Gwent Police's Diversity and Inclusion Team, the Staff Support Networks, and members of the IAG to ensure that the new Headquarters facility provides a workplace that encourages inclusivity to foster positive, respectful relationships between all our staff, and to inspire confidence in our communities that they will also be treated fairly and with dignity. Improvements to the existing estate and design considerations for the new build included:

- Ensuring a fully accessible environment that is responsive to the needs of physically disabled people and people with sensory impairments
- Provision of specific washing facilities for religious observation
- Inclusion of a contemplation room for religious observation or quiet reflection
- Development of gender-neutral toilet, washing and changing facilities throughout the building
- Provision of baby changing and breastmilk storage facilities
- Ensuring Welsh language requirements are met regarding signage provisions across the site.

As a result of this work, we hope will provide an environment that contributes to staff well-being and supports greater diversity across our policing workforce.

Access to Diversion Schemes

Building on the success of the previous Women's Pathfinder Diversion Scheme, in October 2019 the OPCC launched the Women's Pathfinder Whole System Approach (WSA). While the previous Women's Pathfinder was only available to women from the Newport area, the WSA programme operates across the whole Gwent Police area. The programme forms part of our commitment to supporting the Welsh Government's Female Offending Blueprint for Wales.

While a minority of female offenders in England and Wales are women, many are victims of crime themselves, often having experienced physical or emotional abuse. Involvement in the criminal justice system can have far-reaching and long-lasting effects on the women themselves, their families and the communities in which they live, with adverse impact on future generations. The Women's Pathfinder WSA provides inclusive support for women from arrest to the custody period post-release. It helps participants to understand their strengths, overcome barriers and take opportunities to allow them to move forward without further involvement in criminal behaviour.

Delivery of the Women's Pathfinder was split between two contracts across the year. In first six months of the WSA contract, 120 women were referred to the service for intervention, including 97 that transferred from the previous Women's Pathfinder service. The main source of referrals was from police custody, with other referrals made by the Gwent Drug and Alcohol Service (GDAS). This is a very positive outcome for the new service, helping women to counter the impact of ACEs on their own lives and reduce the likelihood of their children experiencing trauma.

At the same time, we were pleased to launch the Early Intervention Service for Young Adults aged 18-25. Aligned to the Welsh Government's Youth Justice Blueprint for Wales, the service intends to prevent young people from entering the criminal justice system, minimising their contact with it and maximising opportunities for diversion to support them to lead crime free lives. This age group represents the largest cohort of people engaged with Gwent Police and the Early Intervention Service provides a fantastic opportunity to make a significant difference to the lives of a number of these individuals.

Since October 2019, 154 young people have received intervention and support through the scheme. This is a significant outcome for the first six months of the programme, helping young adults avoid the barriers that a criminal record creates.

It has been recognised that performance information for the schemes should, as a minimum, monitor the ethnicity of participants, to ensure that opportunities for diversion are offered proportionately to those meeting the referral criteria. This will be included within work for 2020/21.

Keep Safe Cymru Scheme

In 2019, we continued to work with Gwent Police to implement the Keep Safe Scheme. The Gwent scheme was initially developed by the OPCC and Gwent Police along with Learning Disability Wales, local community groups and disabled people, and is aimed at vulnerable people and those with communication difficulties to support them to feel safe and comfortable when speaking to the police.

During the year, we worked with Gwent Police's Diversity and Inclusion Team to begin promoting the scheme to local community groups that support people with learning difficulties. Also, in collaboration with the Intervention and Prevention Department, we provided Keep Safe information alongside the Herbert Protocol, a national scheme for vulnerable people at risk of going missing as a result of dementia or other related conditions. However, due to personnel changes within the Diversity and Inclusion Team and, later, the impact of Covid-19, progress was limited with only 14 people signing up during the initial phase. During this time, we did not record any police contact by scheme members.

Plans are in place for 2020/21 to promote Keep Safe more widely across Gwent and we will continue to monitor usage over time and ensure the scheme works effectively.

Access to Victim Services and Support

During the year, the OPCC participated in work by the Ministry of Justice to explore, understand and improve support for BAME victims of crime. The workshop identified that the risk of victimisation is disproportionately higher for those from a BAME background, and BAME victims can be less likely to be aware of, or take up, support services than White victims. In particular, children and young people from BAME communities are more likely to be victims of crime, disproportionately experiencing issues such as serious violence and hate crime.

As a result, the Ministry of Justice intends to produce guidance to assist Commissioners in delivering and commissioning support services that meet local needs for victims in their area. The guidance will seek to support efforts to improve the effectiveness and engagement of victim support services with ethnic minority victims. There will be an expectation on Police and Crime Commissioners to clearly demonstrate how they have met the quality standards within the guidance, specifically around work to support BAME victims of crime. While we have made significant progress in improving the support available across our communities, we will need to clearly demonstrate our understanding of the needs of ethnic minority victims in Gwent when commissioning or reviewing support services.

The guidance is due to be launched in 2020/21. In the meantime, we have continued to work with service providers to review access to support by service users and raise awareness of the support available to under-represented communities. Our engagement with service users and communities will also help us to understand any barriers to access as well as identifying what has worked well for individuals that have received support. Stakeholder mapping work being undertaken by our Communications and Engagement Team will support targeted information campaigns and structured engagement activities linked to commissioning processes.

B. Engagement and Cohesion

Community cohesion plays a key role in the prevention and reduction of crime and ASB. A cohesive community is one that shares a greater sense of belonging, valuing and respecting the diversity of people's backgrounds; where those from different backgrounds have similar life opportunities, and where strong and positive relationships develop between people from different backgrounds, whether in the workplace, in schools and in neighbourhoods. Where cohesion is limited or undermined, crime and ASB are more likely to occur.

The OPCC, Gwent Police and partners continue to actively work together to create a Gwent that is integrated, cohesive and resilient. Underpinning this work is the Welsh Government's Wellbeing of Future Generations (Wales) Act and their vision for "a Wales of Cohesive Communities".

An integral part of our work towards community cohesion is engagement with communities, stakeholders and partners, aiming to build trust and confidence in public services to tackle the issues affecting community cohesion. In addition to hate crime,

mentioned earlier in this document, OPCC activities have supported a range of initiatives linked to engagement and cohesion.

Throughout the year, the OPCC has provided regular and consistent messaging linked to cohesion, hate crime, domestic abuse and community safety. We make extensive use of social and traditional media platforms as well as face-to-face engagement.

The Commissioner has also met with community and faith groups to discuss their concerns and ways to improve their communities' trust and confidence in and engagement with our policing services.

The Joint OPCC and Gwent Police Engagement and Communications Strategy, published in 2018, seeks to ensure continued effective engagement with members of the public including the vulnerable, victims of crime, community groups, citizens that are seldom heard, and other strategic partners. It also aims to ensure that all members of the community, as far as possible, have the opportunity to take part on engagement activities. The Strategy has had a positive impact on engagement outcomes for the OPCC during 2019/20, as highlighted in this report. We will continue to review Gwent Police's engagement activities under the Engagement and Communication objectives to assess the effectiveness of their strategies and campaigns and provide any recommendations for improvements where gaps are identified.

Police Community Fund

The Commissioner's Police Community Fund aims to enable children and young people in Gwent to be safe, healthy and happy. It does this by supporting projects that work with young people at risk of or involved in crime and anti-social behaviour.

Community and partnership working are central to the success of the Police Community Fund, with local police teams working at the heart of these community groups. In acting as the link between the OPCC, Gwent Police and the beneficiaries, the police teams provide us with an understanding of local issues to improve our knowledge when considering applications and offer support to the organisations in the application process and when delivering their projects. Equality, diversity and accessibility considerations are built-in to our decision-making processes, supporting our duties under the Equality Act 2010.

In 2019/20, eight organisations received funding, with a further two organisations awarded second year funding, subject to conditions. In total, almost £300 000 was awarded during the year. Projects and interventions supported include:

- The Sanctuary Project in Newport supports vulnerable children and young people who have been trafficked into the UK, or arrived seeking asylum, many of whom are vulnerable to exploitation from criminal gangs. The funding from the OPCC pays for a dedicated support worker to work with children and young adults, helping them to potentially avoid becoming involved with crime and to integrate with local residents.

- The Cymru Creations project in Blaenau Gwent has supported local children to work with an award-winning media company to create short films focusing on topics such as dangerous driving, anti-social behaviour and hate crime.
- The Maindee Youth 'School's Out' Project engages with young people from a range of ethnic backgrounds to offer activities that encourage participation, cohesion and support work to tackle cultural and community tensions. The funding enables equality of opportunity for individuals to participate in the activities offered by the project.

Children participating in these projects have achieved outcomes including improved health and wellbeing, increased feelings of safety, more positive relationships with others, and have been better able to make more informed life choices. They have also been supported away from crime and ASB.

Police Volunteers

We continue to support the Heddlu Bach/Mini Police programme which has continued to grow during 2019/20. In September 2019, the programme was hosted in 50 Primary schools across all five local authority areas in Gwent. Originally introduced by OPCC and Gwent Police in 2017, the programme also widened its diversity and inclusion in November 2019, launching in a Special Educational Needs school, and in January 2020, in the Berea Mosque welcomed a Heddlu Bach programme for young people in its community¹⁰.

These opportunities allow children and schools that join the programme to participate in tackling local issues. These are highlighted by the children, allowing them to take ownership of the activities whilst engaging with local Neighbourhood Policing Teams. In addition, the programme promotes and supports the young people to become ethically informed citizens of the future, while developing their understanding of the police and their community. This contributes to increased community cohesion by promoting confidence in Gwent Police and the principles of policing by consent, as well as increasing communication with the communities involved. During the year, 944 young people engaged with the programme, from at least 27 cultural backgrounds. 15 individuals have self-identified as disabled.

The Heddlu Bach initiative has added value to the already established Police Cadet programme, which has also seen an increase in participation by young people in our communities. The programme currently engages with 78 young people across Gwent. The Cadet programme¹¹ promotes a practical understanding of policing amongst all young people. It also aims to encourage good citizenship and support young people to become responsible, mature and considerate adults. Cadets are young members of the community, aged between 14 and 18, that are involved in a wide range of activities and events. As well as learning about police procedures and the law, cadets

¹⁰ <https://www.gwent.pcc.police.uk/en/news/new-heddlu-bach-unit-in-blaina/>

¹¹ <https://www.gwent.police.uk/en/join-us/police-cadets/>

also play a vital role in community events, engaging with members of the public and educating them on crime prevention.

Independent Advisory Group

Gwent Police continues to co-ordinate the IAG, a voluntary group made up of members of the public that are independent from the police. The role of the IAG is to review and challenge policing practices in a constructive way, helping to improve policing services to the public.

The OPCC has developed a relationship with the IAG and regularly attends meetings to provide feedback on policing and OPCC activities. In addition to engaging with the IAG as part of the Legitimacy Scrutiny Panel, the OPCC welcomes members' involvement in its activities, providing additional community perspectives and support and challenge where appropriate.

During 2020/21, the OPCC will continue to work with the IAG and Gwent Police to further involve members in activities and influence the work of the OPCC, aligned to the IAG Action Plan. The IAG Action Plan will help to ensure that members are able to fully participate in the opportunities provided by their involvement, aligning their knowledge and expertise with the most appropriate area of police business.

The IAG is also involved with Gwent Police's Ethics Committee, a group that provides advice and/or guidance in relation to ethical dilemmas presented to the Committee. Other core members include police officers, staff and the OPCC. The advice provided by the Committee has been used to shape decision-making across a range of strategic and operational activities, or to provide reassurance that actions taken were appropriate at the time.

Youth Question Time

In March 2020, we hosted our second Youth Question Time event, held in partnership with the Gwent Regional Youth Forum. The annual event provides an opportunity for young people to question a panel of local key decision makers on a range of topics that are important to them. More than 100 young people attended, representing a diverse mix of cultures and backgrounds from across the five local authority areas.

The panel featured the Police and Crime Commissioner, Deputy Chief Constable for Gwent Police Amanda Blakeman, Dr Liz Gregory (joint head of the child and family psychology service in Gwent), Dr Jane Dicken (consultant in sexual and reproductive healthcare) and Loren Henry (founder of youth project Urban Circle). Topics raised included mental health, knife crime, domestic abuse, exploitation and cyber-crime.

We also offered attendees an opportunity to provide their views on the proposed joint OPCC and Gwent Police Equality Objectives for 2020-24. 30 young people provided their views on the Objectives and themed delivery areas as part of a voting exercise; eight additional paper responses were received following the event. Comments included:

- Male survivors of domestic abuse
- Experiences of stop and search
- Working and engaging with young people
- Gender equality
- Fair and transparent recruitment.

Feedback from participants on the opportunity to be involved in the consultation was very positive, with similar engagement in the future encouraged. The responses received have been used to support the development of the new Joint Strategic Equality Plan for 2020-24.

Gypsy, Roma and Traveller Engagement

We continue to work with partners to develop our understanding of the issues faced by our Gypsy, Roma and Traveller (GRT) communities and the barriers to their engagement with public services.

The OPCC is a member of the Gwent Gypsy, Roma and Traveller Forum that has been established to foster greater engagement in GRT communities whilst developing an understanding of their needs as a community. The forum aims to ensure that service provision to GRT communities within the Gwent policing area is of a high standard and delivered within an informed, collaborative and multi-agency context.

The forum intends to build a shared perspective between police, partner agencies and GRT communities that encourages and supports members of those communities to report incidents and crimes through improved trust of and accessibility to those services. This involves implementing a clear partnership and communication framework and ensuring that consistent and timely decisions are made to link strategies and services that affect GRT communities. The forum also encourages accountability and feedback to ensure the services we provide are continually reviewed and improved.

We have improved our engagement with organisations that work directly with GRT communities, such as TGP Cymru and their Travelling Ahead programme. During the year, we worked with the Travelling Ahead team as part of a multi-agency approach to address specific cohesion issues within Newport. This work is ongoing; however, early indications show the potential for several positive outcomes, not only for the individuals involved but also for the wider community.

During 2020/21, we will continue to develop opportunities to engage with wider partners and GRT communities to support improvements to service delivery and accessibility and promote community cohesion.

Budget Engagement

For 13 weeks between 14th October 2019 and 12th January 2020, we ran our annual budget engagement programme relating to precept levels and expenditure. The main

focus for survey activity was face-to-face engagement. OPCC staff attended 25 events across Gwent, with four dedicated events in each local authority area. 1,730 responses were received in total, with 1,086 people completing the survey at the events. The majority of responses received were in English, with the exception of 37 Welsh responses. This is a continued improvement on the last two years – in 2018/19, 21 Welsh responses were received, and in 2017/19, there was only one.

Although the majority of people described themselves as White British, 114 people (6.9% of respondents) who completed the survey did not. Of these, 77 people (4.6%) identified themselves as from a BAME group. The average BAME population of Gwent is 4.57%¹². This is a really positive outcome, evidencing our work towards inclusive engagement with our communities. Feedback received from the engagement exercise was used to inform the Commissioner's decision-making regarding the level of precept for 2020/21.

Commemoration and Celebration Events

On April 22nd, the Commissioner joined Gwent Police officers, staff and community representatives to mark the first national Stephen Lawrence Day, commemorating the teenager from south east London who was murdered in a racially motivated attack in 1993.

On 12th July, we joined Gwent Police and forces and organisations across the UK for Remembering Srebrenica week. Remembering Srebrenica week commemorates the acts of violence and hostility and the massacre of the peoples of Bosnia and Herzegovina during the Balkan War, and in particular the area around the town of Srebrenica where 8,000 Bosnian men and boys were systematically killed. Gwent Police's Chief Officer Team and the OPCC highlighted Gwent's commitment to community cohesion, leading to a minute's silence and the laying of a wreath at Police Headquarters.

The Commissioner and staff joined Gwent Police, force Chaplains, LGB&T staff, faith leaders and members of the Jewish community to commemorate Holocaust Memorial Day in January 2020. This commemoration brought together people from many different communities to share their experiences and reflections on genocide across the world.

Both the OPCC and Gwent Police have supported Pride Cymru, joining with the other Welsh forces in promoting policing as LGB&T inclusive. During 2019, the national police LGB&T event was staged in Wales and the Staff Support Network played a huge part in its success.

We were pleased to support Race Council Cymru's Black History Month event for the second consecutive year. The event on 21st October celebrated the 'Movers, Shakers and Legacy Makers' in multicultural Wales. The Commissioner spoke at the event,

¹² ONS, September 2019

highlighting some of the work that the OPCC and Gwent Police have undertaken to address issues of inequality.

By participating in and supporting such events, we are able to raise awareness not only with our staff, but also with the wider public, of their importance and the lasting impact on our communities in Gwent. This helps to inform our understanding of some of the experiences that could contribute challenges to community cohesion.

Equality Objective Four: Creating a Representative Workforce

Work towards a representative workforce that is reflective of the demographics of Gwent, and ensure that everyone working for Gwent Police and the OPCC are treated fairly and without discrimination

Communities that do not see themselves reflected in the demographics of their police service are less likely to have confidence in the way that they are policed, which can lead to significant community tensions. Rapidly changing communities also mean that operationally, we need to make sure our police officers have a range of skills and knowledge (for example, language and cultural understanding) that equips them to do their jobs effectively.

We have continued to support and monitor Gwent Police's work towards becoming a workforce that represents the communities it serves. Attendance at internal meetings provides oversight and scrutiny of progress against Gwent Police's Representative Workforce Strategy and Action Plan and the work of the Positive Action Outreach Officers. While we recognise that the Strategy is about improving all under-representation, in line with national activity and local priority work undertaken during 2019/20 has focused in increasing the number of BAME police officers. This has included:

- Regular recruitment awareness events in areas with a high proportion of BAME residents
- Offering mentors to all BAME applicants, who provide tailored support through the recruitment process, such as Assessment Centre workshops and interview preparation sessions
- Delivering 'inclusive' representative workforce presentations at Inspector briefings across the East and West LPAs and collaborated with CSOs and Neighbourhood Officers on policing initiatives that impact on the diverse communities of Gwent.

This work supported Gwent Police's recruitment campaign in January 2020 linked to Operation Uplift. The total number of applications received was lower than that for the previous campaign in September 2019, possibly due to all forces running their campaigns at the same time. The number of applications from BAME candidates was the same for both periods. Mentoring is offered to all BAME applicants along with tailored support through the recruitment process, such as Assessment Centre Workshops and interview preparation schemes. Such centres are run in partnership with the University of South Wales (USW). Five of the eight BAME candidates for

January indicated that they would like positive action support during their assessment processes. Of these, two have engaged with the USW sessions, which will include a mock assessment centre. All five were allocated mentors to support them through the process which will continue into 2020/21.

The OPCC monitors Gwent Police's Gender Pay Gap reporting, which will be incorporated into the Representative Workforce Strategy and Action Plan. In relation to the analysis undertaken, the number of police officers and police staff 'in scope' totalled 2,082 and comprised 953 women and 1,129 men as at 31 March 2019 (compared to 888 women and 1,100 men the year before). Pay gap reporting is undertaken annually. For all officers and staff, the mean (average) pay gap for women within Gwent Police has improved since 2017. Female officers and staff represented at the higher end of the pay scale has also improved for the third year running. However, the mean pay gap for female police staff has increased. The number of female police staff is significantly greater than that of male police staff, which will affect the outcome of pay gap analysis.

The OPCC is not legally required to undertake and report on our own gender pay analysis due to the number of employees within the organisation. To demonstrate our commitment to ensuring transparency and equality in the workplace, under the new SEP we will carry out activity to review pay gap information for our staff and publish the results of our analysis. This will help us to identify and work to address any related inequality within the organisation.

Work has also continued towards effective recording and monitoring of officer and staff ethnicity, sexual orientation and disability. However, challenges remain in engaging staff with demographic recording processes and increasing confidence across the workforce to disclose their associations with particular protected characteristics. This continues to be a focus for Representative Workforce Meetings, particularly for sexual orientation, and will help the organisation to effectively identify the extent of under-representation across all characteristics.

During the year, the OPCC restructure was fully embedded. Demographic data is recorded for monitoring purposes (where disclosed) and published on the OPCC website¹³. In 2019/20, the OPCC team included the following staff (excluding the Commissioner and Deputy Commissioner):

2019/20 OPCC staff representation:

| <i>Number of posts in the structure</i> | 17 (FTE) |
|--|-----------------|
| <i>Proportion of staff who are women</i> | 13 |
| <i>Proportion of staff who are members of an ethnic minority</i> | 0 |
| <i>Proportion of staff who have a disability</i> | 2 |

¹³ <https://www.gwent.pcc.police.uk/en/about-us/my-team/>

We recognise that the OPCC is under-represented across a range of protected characteristics. The Commissioner is committed to improving the diversity of the organisation when opportunities arise. We continue to be Disability Confident 'Committed' and promote our website.

We will continue to explore opportunities to align ourselves with other employment initiatives to support our work towards increasing the diversity of our staff. For example, during 2020/21 we will work with Chwarae Teg, Wales's leading gender equality charity, with the aim of becoming a FairPlay Employer. We want to be a workplace where everybody is able to achieve their full potential regardless of their gender and the FairPlay Employer benchmark will support us to deliver gender equality in our organisation, giving us the benefits of a truly balanced workforce.

More widely than that, we want to play our part in tackling barriers to work so that everyone, regardless of background or any protected characteristics, is able to achieve their potential. Increasing our direct engagement with under-represented communities and continuing to raise awareness of the roles within and responsibilities of the OPCC, while demonstrating a fair and inclusive culture supports this commitment and we will maximise any opportunities to diversify the workforce in future recruitment activities.

Welsh Language

The Equality Act does not cover Welsh language as a characteristic. The Welsh Language (Wales) Measure 2011 introduced the concept of Welsh Language Standards in 2016 for public bodies and other named organisations. Separate Standards documents were issued to the Commissioner and the Chief Constable and individual Standards Compliance Reports are published annually.

Many of the requirements under the Welsh Language Standards align themselves with the Public Sector Equality Duty. Internal working practices continue to evolve to ensure that the principle of Welsh language equality is respected in every aspect of service provision. Progress against the Standards is monitored at the Welsh Language Meeting, attended by the OPCC.

We have continued to work with Gwent Police to improve the accessibility and availability of our services in Welsh, including within recruitment practices. We increased our engagement with Welsh speaking communities, particularly with our consultation processes, and plans are in place to launch OPCC Welsh language social media pages in 2020/21. This will help to raise the profile of the organisation to our Welsh speaking communities and promote employment opportunities within both the OPCC and Gwent Police.

We have also established the minimum requirement of 'Welsh desirable' for every vacant or new post and have an assessment process in place to determine where 'Welsh essential' posts are required. This included the Chief Constable recruitment process in 2019.

All staff have completed the level one 'Introduction to Welsh' sessions and formal opportunities to increase Welsh language skills during work time are offered across the organisation. During the year, one member of OPCC staff enrolled onto Welsh language classes.

2019/20 also saw the launch of the Welsh Language Network for Welsh speaking officers and staff. Aligned to the Staff Support Networks, the Welsh Language Network intends to provide support for Welsh learners and speakers, representing language choice across the organisation and supporting recruitment processes. We encourage all staff with Welsh language skills to engage with the Network to support regular use and development of Welsh in the workplace.

We recognise the challenges in providing a bilingual workforce and continue to engage with the Welsh Language Commissioner and other partners in working towards creating a local police service that truly enables language choice.

In February 2020, we supported Gwent Police's first Welsh language public engagement event. The 'Welsh – Our Language' conference brought together Welsh speakers and learners from all over Gwent to celebrate the Welsh language and provide an opportunity for participants to develop ideas about how to increase the range of opportunities to use the Welsh language throughout policing services. Both the Deputy Police and Crime Commissioner and the Chief Constable spoke at the conference which also helped to raise awareness of both the OPCC and Gwent Police's commitments to improving Welsh language representation across our workforces. Feedback from the day will be used by both organisations as part of our improvement processes in the coming year.

Equality Objective Five: Mental Health

To work in partnership to improve services delivered to all people experiencing mental ill health and ensure the mental wellbeing of all personnel

We have continued to work with Gwent Police and partners in the provision of services to people experiencing mental health crisis and to provide an informed workplace that identifies and supports personnel at risk of or experiencing mental poor mental health.

The Welsh Mental Health Crisis Care Concordat remains the golden thread that runs through operational mental health activity. The Concordat commitments are delivered through a Multi-Agency Delivery Group that meets quarterly, attended by Gwent Police's Mental Health Liaison Officer. The OPCC is a member of the Mental Health and Learning Disability Partnership, hosted by Aneurin Bevan University Health Board. Both of these meetings provide opportunities to monitor partnership approaches to supporting people with mental health needs when they come into contact with the police.

Mental Health Triage Team

The OPCC has continued to support the provision of the Mental Health Triage Team. Now an integral part of Gwent Police's Force Communications Suite, the service offers professional advice linked to mental health to any officer or staff member dealing with a mental health incident. On average, the team deals with 30 mental health incidents per day, including arranging timely mental health assessments with partner agencies. They also consult on proposed uses of Section 136 detentions and advise officers on whether alternative and less restrictive options are available to support the person in crisis. In February 2020, the team received 22 requests of this nature, diverting 13 of these potential Section 136 detentions to a more appropriate outcome.

Use of custody for Section 136 is reported in section B of Objective 2. As previously noted, use of custody for detentions of this nature had continued to decrease. Where individuals end up in police custody, decision-making processes are subject to scrutiny to ensure they meet the criteria for custody admission. In all cases, individuals were found to have met the criteria.

The Commissioner remains committed to ensuring that the level of service for people in mental health crisis maintains a high standard. We monitor the performance of the Triage Team to understand the impact of this demand on our services and the outcomes for people in mental health crisis. Where appropriate, we provide feedback to enable continuous improvement of the service. Working with partners, we will identify opportunities to continue to provide a sustainable and effective triage service that supports some of our most vulnerable citizens.

Wellbeing

The wellbeing of officers and staff has remained a focus for both the OPCC and Gwent Police during the year. Gwent Police wellbeing and sickness absence is monitored by the OPCC at the Strategy and Performance Board.

Trauma Risk Management (TRiM) is now firmly embedded within Gwent Police and aims to offer risk assessments to any officer or staff member who may have been exposed to trauma. Between April 2019 and February 2020, 994 officers and staff were offered assessments and 89 individuals accepted the offer. For those engaging with assessments, the process allows for early intervention in cases where an increased risk of Post-Traumatic Stress Disorder (PTSD) has been identified as a result of their experience.

The OPCC continues to support and participate in workforce wellbeing initiatives linked to physical and mental health. Examples include:

- The 'My Health and Wellbeing' intranet site, offering a one-stop shop for staff to access up-to-date and relevant information on all aspects of wellbeing
- Free exercise classes
- Subsidised chiropractic services delivered through the University of South Wales

- Annual flu vaccinations
- Wellbeing Ambassadors
- Health and wellbeing support groups, such as Fibromyalgia and menopause
- Monthly Health Cafés focusing on a range of topics, including health screening, breast cancer, prostate cancer, menopause and fertility
- The continuation of the Cycle to Work scheme.

In March 2020, all OPCC staff were directed to work at home, in line with the UK and Welsh Government's lockdown legislation and guidance in Wales. A number of processes were put in place to support staff in continuing to undertake their roles and manage their work time effectively whilst balancing home and family commitments. In addition to regular supervision and team meetings, informal sessions were implemented, including 'Teabreak Tuesday'. This half hour virtual catch-up brings staff together to help to reduce feelings of isolation from colleagues and promote positive social contact. Regular team meetings take place online and frequent 1:1 sessions between staff and line managers are held on a flexible basis, according to individual staff needs. OPCC 'Away Days' have continued virtually to further support and engage with staff during this uncertain and unprecedented time. We will continue to monitor the situation in 2020/21 to ensure that staff feel supported and reassured as we face the possibility of more lasting adjustments to our working practices.

4. Conclusion and Future Work

Publishing this Annual Report for the last year of the SEP 2016-2020 enables us to recognise and acknowledge the work undertaken across the organisation to progress our commitment to equality and diversity aligned to the five Equality Objectives.

During this period, we saw a number of improvements to the way we deliver services, as well as efforts to grow our understanding of the needs and perspectives of those that use them. We increased our partnership working to provide more comprehensive delivery of support for vulnerable individuals and explored ways to provide sustainability for existing collaborative programmes.

Our scrutiny of Gwent Police's use of force and stop and search has continued to provide challenge and support, enabling implementation of a number of positive changes and the development of closer self-assessment of local policing practices. The continued reduction of the use of custody for Section 136 detentions and the impact of the Mental Health Triage Team are very positive outcomes that reflect our commitment to improving the experiences of people experiencing mental health crisis in Gwent.

The provision of funding schemes to support children and young people has continued to make a difference, particularly in geographic areas of greater socio-economic deprivation. We successfully improved our accessibility through our public engagement activity, and the implementation of the estates audit supports our ambition to increase the diversity of our workforce and become an employer of choice in Gwent. The development of our diversion schemes will continue to provide

individuals with opportunities to access help and support and minimise the wider impact of their actions.

We welcomed additional recruitment by Gwent Police under Operation Uplift and use of positive action initiatives with BAME candidates. We embedded the OPCC restructure, enabling us to develop our approaches to addressing under-representation within the organisation. We also supported Gwent Police's first public Welsh language event, which provided us with an opportunity to reaffirm our commitment to creating a local police service that enables language choice.

However, we recognise that there is still much to do in ensuring the provision of a policing service that inspires confidence in and reflects local communities. Fostering an organisational culture that demonstrates the importance of equality and inclusivity is a key component of our success and we must continue to work with transparency and demonstrate our accountability. In this way we aspire to deliver a high-quality service that Gwent's diverse communities are confident to use and engage with. The areas that remain work in progress in the previous SEP will roll over into our new four-year Plan and inform the associated Equality Objectives.

Early in 2020, we began public engagement on our new joint OPCC and Gwent Police Equality Objectives for 2020-24. In addition to the Youth Question Time event, engagement plans included attendance at community groups, meetings and public events, an online survey, and internal consultation with OPCC and Gwent Police officers and staff. Due to the impact of lockdown in March, alternative engagement methods were explored to ensure that the results of our engagement work are meaningful and support our progress for next four years.

A joint Consultation Evaluation Report containing the results of the engagement work and other evidence will be published in support of the new SEP and Objectives, which will set out the vision for the OPCC and Gwent Police as we continue to address both the longstanding and the emerging issues that affect our communities, those engaged with criminal justice processes, and our officers and staff.

The SEP will be underpinned by individual Delivery Plans for the OPCC and Gwent Police. The Delivery Plans will determine the actions and activities to be taken by the various business areas and departments in each organisation. Our Equality Objectives will be supported by clear key performance goals. Where possible, our ambitions and success criteria will feature within our Plans, which will benchmark where we are now and set out where we aim to be in 2024.

These Delivery Plans will be internal working documents that will be used to monitor progress against the objectives under OPCC and Gwent Police governance and reporting processes, and to inform the production of our Annual Reports.

5. Monitoring and Scrutiny

The OPCC monitors Gwent Police's progress against the Equality Objectives at their internal People Strategy Board with regular related reports, including their Equality

Plan Annual Report, to the Commissioner's Strategy and Performance Board. Gwent Police's review of their meeting structure and associated governance will provide an opportunity to enhance internal scrutiny and accountability across the areas contained within their Equality Delivery Plan. We will continue to work with the force as their governance processes are embedded and support any required improvement work recommended by external bodies such as HMICFRS.

OPCC progress is reported to the OPCC Management Board. The OPCC Equality Plan Annual Report is also provided to the Strategy and Performance Board, and further to the Police and Crime Panel for their consideration and feedback on how we have performed against the Equality Objectives.

6. Contact

For more information on our work related to equality and diversity, please contact:

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| Office of the Police and Crime Commissioner Police Headquarters Croesyceiliog Cwmbran Torfaen NP44 2XJ Tel: 01633 642200 Email: Commissioner@gwent.pnn.police.uk www.gwent.pcc.police.uk | Gwent Police Diversity and Inclusion Team Police Headquarters Croesyceiliog Cwmbran Torfaen. NP44 2XJ Tel: 01633 247907 Email: Diversityandinclusion@gwent.pnn.police.uk www.gwent.police.uk |
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OFFICE OF POLICE AND CRIME COMMISSIONER

TITLE: Creation of an Estate Strategy Reference Group

DATE: 20th March 2020

PURPOSE: For Decision

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| 1. | <p><u>RECOMMENDATION</u></p> <p>That Police and Crime Panel (Panel) Members consider the request to establish an Estate Strategy Reference Group of Panel Members, in order to influence and scrutinise the setting of the Estate Strategy and provide assurance on its implementation.</p> |
| 2. | <p><u>INTRODUCTION & BACKGROUND</u></p> <p>Since March 2017, the Police and Crime Commissioner for Gwent (Commissioner) has briefed the Panel on the development and implementation of his Estate Strategy. The latest presentation of the Estate Strategy to the Panel was December 2019.</p> <p>2.1 The Commissioner oversees the governance of the Estate Strategy development, implementation and maintenance programme through the Estate Strategy Board. Details of the Estate are published online, as highlighted in Section 12 below. The Commissioner is committed to retaining and more effectively occupying accommodation and sites where properties are well located for operational needs, in good condition and support the Estate Strategy.</p> <p>2.2 Key deliverables of the current Estate Strategy over the next three years are:</p> <ul style="list-style-type: none"> a) Completion of the new Headquarters and decommissioning of the current site. The move to a new Headquarters has been the catalyst to adopt agile working practices for Police Officers and Police Staff and thereby maximise the benefits of ICT investment in mobile technology; b) North Monmouthshire: <ul style="list-style-type: none"> i. Completion of the joint provision with South Wales Fire and Rescue Services (SWF&RS) in the Abergavenny Hub; ii. Completion of the refurbishment of the Abergavenny Spoke; a shared provision with Monmouthshire County Council at the 'One Stop Shop' in Abergavenny Market; iii. Progression on the business case for the Monmouth Hub, with SWF&RS and the Welsh Ambulance Service Trust (WAST); and the subsequent options appraisal for the Monmouth Spoke model; and iv. Progression on the business case for the policing presence in Usk, which will consider a proposal to share premises with SWF&RS in the town. c) Custody: <ul style="list-style-type: none"> i. Following the successful voluntary termination of the Private Finance Initiative (PFI) Scheme at Ystrad Mynach in January 2020; with the premises now in the sole ownership of the Commissioner, the CCTV in the |

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| | <p>Custody Unit will be renewed, providing additional upgraded cameras and also life-sign monitoring to the cells;</p> <ul style="list-style-type: none"> ii. Newport Central Police Station (including the custody provision) will be refurbished and a boiler upgrade completed across the site; and iii. The site selection for the new Torfaen Hub and Custody Unit will be progressed and appraisals undertaken. The business case will be finalised for the location of the Hub, which will also ratify the Spoke model across Torfaen, as well as the requirement for the long-term custody and operational training provision across the Force area. <p>d) Collaboration:</p> <ul style="list-style-type: none"> i. Joint Firearms Unit (JFU) – The current firing range training facility in Waterton (Bridgend) is due to be de-commissioned in 2021. A new firing range training facility will be built as a collaborative venture and agreement has been reached to proceed – the project is being led by South Wales Police on behalf of the three Southern Wales forces; and ii. As part of the move to a new Headquarters, a collaborative provision for the Fleet Workshops and equipment/uniform stores will be assessed, to determine the business and financial benefits and ultimately the value for money in collaborative opportunities. |
| 2.3 | Following discussions at the December 2019 meeting, the Panel requested that the Commissioner bring back to a future meeting, further information around the Hub and Spoke model and how they fit in communities. |
| 2.4 | <p>Following the above discussions, coupled with other external and internal drivers for change, the Estate Strategy is currently being revised to address the following:</p> <ul style="list-style-type: none"> a) Revised timescales for implementation, coupled with greater clarity on the short term deliverables and also those properties remaining unaffected in the short to medium term; b) Greater emphasis upon (and determining particular objectives for) the sustainability of the Estate and its environmental impact; and c) A clearer offer on the customer service interface and experience, embracing technology and modern ways of dealing effectively with customers. |
| 3. | <u>ISSUES FOR CONSIDERATION</u> |
| 3.1 | In light of the above redrafting of the Estate Strategy and consideration of the Panel's specific request, the Office of the Police and Crime Commissioner for Gwent (OPCC) and Gwent Police felt that a further presentation to the Panel on the detailed consideration of the Hub and Spoke Model and how it is implemented across Local Authorities, would not be best met by a further presentation to the Panel at this stage. |

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| 3.2 | The Panel are therefore requested to consider the establishment of an Estate Strategy Reference Group, in order to best influence and understand locally the Commissioner's Estate Strategy. This would follow similar arrangements for Finance and Operational Performance. |
| 3.3 | Initial thoughts are that as the Estate Strategy is phased for implementation on a Local Authority basis, that Panel Members (who represent particular Local Authorities) rotate in membership of the Estate Strategy Reference Group dependent upon the phase of the Estate Strategy aligning to their respective Local Authority. A permanent chair may be sought, in order to bring consistency of approach to the Estate Strategy Reference Group – in the case of the Finance and Operational Performance Reference Groups, this is an officer of the OPCC. |
| 3.4 | Terms of reference will be drafted for the Estate Strategy Reference Group and an initial detailed orientation session would be provided to Panel Members, to ensure a sound grasp of the objectives, timescales, governance, financing, interdependencies and implementation of the Estate Strategy. |
| 3.5 | The above request therefore, is designed to meet (on a sustainable and robust footing) the Panel's request at the Panel meeting in December 2019, for further information around the Hub and Spoke model and how they fit in communities. |
| 4. | <u>NEXT STEPS</u> If Panel Members endorse this above approach (subject to any additional requirements), the practicalities as outlined above, will be taken forward for Panel Members by the OPCC. |
| 5. | <u>FINANCIAL CONSIDERATIONS</u> The financial implications of additional meeting and travel requirements of Panel Members, will need to be assessed by the host Local Authority of the Panel. This said however, officers and staff of the OPCC and Gwent Police will aim to accommodate the requests made of Estate Strategy Reference Group Members, to minimise the impact of additional meetings and travel time. |
| 6. | <u>PERSONNEL CONSIDERATIONS</u> As highlighted within this report. |
| 7. | <u>LEGAL IMPLICATIONS</u> There are no legal implications arising from this report. |
| 8. | <u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u> This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group. Consideration has been given to requirements of the Articles contained in the European |

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| | Convention on Human Rights and the Human Rights Act 1998 in preparing this report. |
| 9. | <p><u>RISK</u></p> <p>The development and delivery of the Commissioner's Estate Strategy contains significant inherent risk. Comprehensive risk management and mitigation policies and procedures are adopted throughout the governance arrangements, designed to successfully deliver the Estate Strategy. The creation of an Estate Strategy Reference Group of Panel Members, will be a significant contribution to the risk identification and mitigation arrangements.</p> |
| 10. | <p><u>PUBLIC INTEREST</u></p> <p>This report will be made available to the public.</p> |
| 11. | <p><u>CONTACT OFFICER</u></p> <p>Darren Garwood-Pask, Chief Finance Officer</p> |
| 12. | <p><u>ANNEXES</u></p> <p>a) The current published Estate Strategy (prior to the revisions outlined in section 2.1 above); and</p> <p>b) The current Estate Register are provided at the below hyperlink:</p> <p>https://www.gwent.pcc.police.uk/en/about-us/the-estate/</p> |

GWENT POLICE AND CRIME PANEL FORWARD WORK PROGRAMME 2020/21

25th September 2020 at 10am

- PCC Update
- Annual Quarter 4 performance report
- PCC's Annual Report
- Medium Term Financial Plan

11th December 2020 at 10am

- PCC Update
- Complaints Annual Report
- Budget Briefing
- Chief Constable 'Ask'

Date to Be Confirmed

Serious and Organised Crime
Automatic Facial Recognition

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| <u>OFFICE OF THE POLICE & CRIME COMMISSIONER</u> | |
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| <u>OFFICE OF THE CHIEF CONSTABLE</u> | |
| TITLE: | Treasury Management Annual Report 2019/20 |
| DATE: | 11th June 2020 |
| TIMING: | Routine |
| PURPOSE: | For consideration |
| 1. | <u>RECOMMENDATION</u> |
| 1.1 | That the Annual Treasury Management Activity Report and actual Prudential Indicators for 2019/20 are approved. |
| 2. | <u>INTRODUCTION & BACKGROUND</u> |
| 2.1 | Treasury Management is the management of cash flows, banking, money market and capital market transactions and the management of the associated risks, in the pursuit of the optimum performance or return consistent with those risks. |
| 2.2 | The Treasury Management Annual Report is a requirement of the Police and Crime Commissioner's (PCC's) statutory reporting responsibilities. |
| 2.3 | The report meets the requirements of both the Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management and the CIPFA Prudential Code for Capital Finance in Local Authorities. The PCC is required to comply with both Codes through Regulations issued under the Local Government Act 2003. |
| 2.4 | The report covers both Treasury Management activity during 2019/20 and the actual Prudential Indicators for 2019/20. |
| 2.5 | During 2019/20 the minimum reporting requirements were that the PCC received an annual treasury management strategy in advance of the year, a mid-year update report and an annual report following the year end, describing the actual performance or activity compared to the annual strategy. |
| 3. | <u>ISSUES FOR CONSIDERATION</u> |
| 3.1 | Capital Expenditure and Financing |
| 3.1.1 | During each financial year the PCC incurs expenditure on acquiring and enhancing land, buildings, vehicles and other long-term assets. These activities are known as capital expenditure. Such expenditure may either be: <ul style="list-style-type: none"> a) Financed immediately through the application of capital or revenue resources (capital receipts, capital grants, revenue contributions etc.), which has no resultant impact on borrowing need; or b) If insufficient financing is available, or a decision is taken not to apply |

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|--|---|---------------------------|-------------------------|---------------------------|-------------------------|-------------------------------|-------|--------|-------|--------------|--|--|--|------------------|-------|-------|-------|----------------|-------|-------|-------|----------|-------|--------|-------|---------|-------|-------|-------|---------------------|-------|-------|-------|--|-------|-------|-------|-----------------|-------|--------|-------|--------------------------------|-------|-------|-------|
| | resources, the capital expenditure will give rise to a borrowing need. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.1.2 | <p>Actual capital expenditure forms one of the required Prudential Indicators. The table below shows capital expenditure in the respective years and how this was financed. The 2019/20 Estimate of Capital expenditure is as per the Treasury Management Strategy for 2019/20.</p> <table><tr><td></td><td>2018/19 Actual £m</td><td>2019/20 Estimate £m</td><td>2019/20 Actual £m</td></tr><tr><td>Total Capital Expenditure</td><td>6.902</td><td>29.117</td><td>9.932</td></tr><tr><td>Financed by:</td><td></td><td></td><td></td></tr><tr><td>Capital Receipts</td><td>0.000</td><td>0.000</td><td>0.000</td></tr><tr><td>Capital Grants</td><td>0.449</td><td>0.449</td><td>0.459</td></tr><tr><td>Reserves</td><td>2.459</td><td>27.093</td><td>6.578</td></tr><tr><td>Revenue</td><td>3.994</td><td>1.575</td><td>2.895</td></tr><tr><td>Supported Borrowing</td><td>0.000</td><td>0.000</td><td>0.000</td></tr><tr><td>Increase/(decrease) in Capital Creditors</td><td>0.000</td><td>0.000</td><td>0.000</td></tr><tr><td>Total Financing</td><td>6.902</td><td>29.117</td><td>9.932</td></tr><tr><td>Unfinanced Capital Expenditure</td><td>0.000</td><td>0.000</td><td>0.000</td></tr></table> | | 2018/19 Actual £m | 2019/20 Estimate £m | 2019/20 Actual £m | Total Capital Expenditure | 6.902 | 29.117 | 9.932 | Financed by: | | | | Capital Receipts | 0.000 | 0.000 | 0.000 | Capital Grants | 0.449 | 0.449 | 0.459 | Reserves | 2.459 | 27.093 | 6.578 | Revenue | 3.994 | 1.575 | 2.895 | Supported Borrowing | 0.000 | 0.000 | 0.000 | Increase/(decrease) in Capital Creditors | 0.000 | 0.000 | 0.000 | Total Financing | 6.902 | 29.117 | 9.932 | Unfinanced Capital Expenditure | 0.000 | 0.000 | 0.000 |
| | 2018/19 Actual £m | 2019/20 Estimate £m | 2019/20 Actual £m | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Capital Expenditure | 6.902 | 29.117 | 9.932 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Financed by: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Capital Receipts | 0.000 | 0.000 | 0.000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Capital Grants | 0.449 | 0.449 | 0.459 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reserves | 2.459 | 27.093 | 6.578 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Revenue | 3.994 | 1.575 | 2.895 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Supported Borrowing | 0.000 | 0.000 | 0.000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Increase/(decrease) in Capital Creditors | 0.000 | 0.000 | 0.000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Financing | 6.902 | 29.117 | 9.932 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Unfinanced Capital Expenditure | 0.000 | 0.000 | 0.000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.2 | Borrowing Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.2.1 | The PCC's underlying need to borrow is called the Capital Financing Requirement (CFR). This figure is a gauge of the PCC's debt position. It represents 2019/20 and any prior years' capital expenditure which has not yet been financed by revenue or other resources. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.2.2 | Part of the PCC's treasury activity is to address this borrowing need, either through borrowing from external bodies, or utilising temporary internal cash resources. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.2.3 | <p>Under treasury management arrangements, actual debt can be borrowed or repaid at any time within the confines of the annual Treasury Management Strategy. However, the PCC is required to make an annual revenue charge to reduce the CFR. This statutory revenue charge is called the Minimum Revenue Provision (MRP). The total CFR can also be reduced by:</p> <p>a) The application of additional capital resources; or</p> <p>b) Charging more than the statutory revenue charge (MRP) each year through a Voluntary Revenue Provision (VRP).</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.2.4 | <p>The PCC's CFR for the year is shown below and represents a key prudential indicator.</p> <table><tr><td></td><td>2018/19 Actual £m</td><td>2019/20 Estimate £m</td><td>2019/20 Actual £m</td></tr><tr><td>Capital Financing Requirement</td><td>4.511</td><td>0</td><td>0</td></tr></table> | | 2018/19 Actual £m | 2019/20 Estimate £m | 2019/20 Actual £m | Capital Financing Requirement | 4.511 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2018/19 Actual £m | 2019/20 Estimate £m | 2019/20 Actual £m | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Capital Financing Requirement | 4.511 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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|--|--|----------------------------------|-----------------------------|----------------------------------|-----------------------------|--|--|-----------------|----------------------------------|-----------------|----------------------------------|----------------------------------|--|--|--|--|-----------------|---|---|---|---|--------------------|---|---|---|---|------------|---|---|---|---|--|---|--|---|--|--------------------------|---|--|---|--|-----------------------------------|--|--|--|--|----------------------------|--------|-----|--------|-----|-------------------------------|-------|-----|-------|-----|-------------------|--------|--|--------|--|-------------------------|-------|--|-------|--|---------------|----------|--|----------|--|
| 3.2.5 | On the 31 st January 2020 the PFI contract for Ystrad Mynach was terminated and the finance lease liability was fully repaid, therefore, the actual CFR at the end of 2019/20 is zero. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.3 | Treasury Position | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.3.1 | Whilst the PCC’s gauge of his underlying need to borrow is the CFR, the Chief Finance Officer for the PCC can manage the actual borrowing position by either: a) Borrowing to the CFR amount; b) Choosing to utilise some temporary internal cash flow funds in lieu of borrowing (under-borrowing); or c) Borrowing for potential future increases in the CFR (borrowing in advance of need). | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.3.2 | The figures in this report are based on the carrying amounts borrowed and invested and therefore reflect those figures disclosed in the Statement of Accounts. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.3.3 | The treasury position at the 31 st March 2020 compared with previous year comparators was: <table><tr><td></td><td colspan="2">31st March 2019</td><td colspan="2">31st March 2020</td></tr><tr><td></td><td>Principal £m</td><td>Average Interest Rate %</td><td>Principal £m</td><td>Average Interest Rate %</td></tr><tr><td><u>Actual Borrowing Position</u></td><td></td><td></td><td></td><td></td></tr><tr><td>Fixed Rate Debt</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Variable Rate Debt</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Total Debt</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Underlying Borrowing Requirement (excl. PFI)</td><td>0</td><td></td><td>0</td><td></td></tr><tr><td>(Over) / Under Borrowing</td><td>0</td><td></td><td>0</td><td></td></tr><tr><td><u>Actual Investment Position</u></td><td></td><td></td><td></td><td></td></tr><tr><td>Fixed Interest Investments</td><td>40.149</td><td>0.9</td><td>38.122</td><td>0.9</td></tr><tr><td>Variable Interest Investments</td><td>9.005</td><td>0.8</td><td>3.500</td><td>0.5</td></tr><tr><td>Total Investments</td><td>49.154</td><td></td><td>41.622</td><td></td></tr><tr><td>Cash & Cash Equivalents</td><td>5.425</td><td></td><td>3.608</td><td></td></tr><tr><td>Net Borrowing</td><td>(54.579)</td><td></td><td>(45.230)</td><td></td></tr></table> | | 31 st March 2019 | | 31 st March 2020 | | | Principal £m | Average Interest Rate % | Principal £m | Average Interest Rate % | <u>Actual Borrowing Position</u> | | | | | Fixed Rate Debt | 0 | 0 | 0 | 0 | Variable Rate Debt | 0 | 0 | 0 | 0 | Total Debt | 0 | 0 | 0 | 0 | Underlying Borrowing Requirement (excl. PFI) | 0 | | 0 | | (Over) / Under Borrowing | 0 | | 0 | | <u>Actual Investment Position</u> | | | | | Fixed Interest Investments | 40.149 | 0.9 | 38.122 | 0.9 | Variable Interest Investments | 9.005 | 0.8 | 3.500 | 0.5 | Total Investments | 49.154 | | 41.622 | | Cash & Cash Equivalents | 5.425 | | 3.608 | | Net Borrowing | (54.579) | | (45.230) | |
| | 31 st March 2019 | | 31 st March 2020 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Principal £m | Average Interest Rate % | Principal £m | Average Interest Rate % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <u>Actual Borrowing Position</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fixed Rate Debt | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Debt | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Debt | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Underlying Borrowing Requirement (excl. PFI) | 0 | | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (Over) / Under Borrowing | 0 | | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <u>Actual Investment Position</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fixed Interest Investments | 40.149 | 0.9 | 38.122 | 0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Interest Investments | 9.005 | 0.8 | 3.500 | 0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Investments | 49.154 | | 41.622 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cash & Cash Equivalents | 5.425 | | 3.608 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Net Borrowing | (54.579) | | (45.230) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.4 | Prudential Indicators and Compliance Issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.4.1 | Some of the Prudential Indicators provide either an overview or specific limits on treasury activity and these are shown below: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.4.2 | Gross Borrowing and the CFR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

In order to ensure that borrowing levels are prudent over the medium term, the PCC's borrowing must only be for a capital purpose. Gross borrowing should not therefore, except in the short term, have exceeded the CFR for 2019/20 plus the expected changes to the CFR over 2020/21 and 2021/22 etc. The table below highlights the PCC's gross borrowing position against the CFR.

| | 2018/19 Actual £m | 2019/20 Estimate £m | 2019/20 Actual £m |
|-------------------------------------|-------------------------|---------------------------|-------------------------|
| Gross Borrowing (incl. PFI) | 4.511 | 0 | 0 |
| External Borrowing (excl. PFI) | 0 | 0 | 0 |
| Capital Financing Requirement (CFR) | 4.511 | 0 | 0 |

3.4.3 The above table shows that gross debt is exactly the same as the CFR (both zero) and therefore this prudential indicator has been met and reflects the Commissioner's decision to repay all external borrowing during 2016/17 and to terminate the PFI contract in 2019/20.

3.4.4 The Authorised Limit

The Authorised Limit is the 'Affordable Borrowing Limit' required by Section 3 of the Local Government Act 2003. The PCC does not have the power to borrow above this level.

The table below at 3.4.7 demonstrates that during 2019/20 the PCC maintained gross borrowing within the Authorised Limit.

3.4.5 The Operational Boundary

The Operational Boundary is the expected borrowing position during the year. Periods where the actual position is either below or over the Operational Boundary are acceptable, subject to the Authorised Limit not being breached.

3.4.6 Maximum Gross Borrowing

This is the Gross Borrowing at the beginning of the financial year.

3.4.7 Average Gross Borrowing

This is the average of the borrowing position at the beginning of the year and the borrowing position at the end of the year.

| | 2019/20 £m |
|--|---------------|
| Authorised Borrowing Limit | 10,940 |
| Operational Boundary | 4.511 |
| Actual Maximum Gross Borrowing Position | 0 |
| Average Gross Borrowing Position | 2.256 |
| Estimated Financing Costs as a % of Net Revenue Stream | (0.24%) |
| Actual Financing Costs as a % of Net Revenue Stream | (0.41%) |

| | |
|------------|--|
| 3.4.8 | <p><u>Actual financing costs as a proportion of Net Revenue Stream</u></p> <p>This indicator identifies the trend in the cost of capital (borrowing and other long-term obligation costs net of investment income) against the Net Revenue Stream (NRS). For the calculation, NRS equals the Revenue Budget for the year of £129.030m.</p> <p>Actual Financing costs as a % of NRS is a negative, as all external debt was settled in 2016/17 and 2019/20. The actual percentage is higher than the estimated value due to slippage of capital programme schemes into 2020/21 and beyond. In addition, the actual interest rate received on investments was higher than forecast.</p> |
| 3.5 | Economic Background and Interest Rates |
| 3.5.1 | <p>The major landmark event of the year in the UK up until the start of 2020 was the issue of Brexit. This was settled by the decisive result of the general election in December and the conclusion of the UK leaving the EU on 31st January. However, this still leaves a trade deal to be agreed by the end of 2020.</p> |
| 3.5.2 | <p>Since January, the economic landscape of the UK, and the whole world, has been transformed by the coronavirus outbreak. While this had a huge impact in China in February/March due to the lockdown of the country bringing a sharp reduction in economic activity, a similar impact is now migrating around the world as the virus spreads. The UK, USA and much of Europe were therefore heading into a similar lockdown in March/April, which will cause Gross Domestic Product (GDP) growth to plunge in quarter 2 of 2020. This crisis resulted in government bond yields and Public Works Loan Board (PWLb) borrowing rates plunging in March. However, prior to this, there had been a general overall trend of a fall in gilt yields through 2019/20. This was primarily caused by growing investor concerns that the major economies of the world were heading into a decline in GDP growth and possibly into recession; with the growing trade war between China and the US being a prime cause of investor concern. In the US, this prompted the Federal Reserve to start cutting rates from the high point of 2.25%/2.50% reached in December 2018, by 0.25% in each of July, September and October 2019. Once coronavirus started to significantly impact the US, the Federal Reserve then took decisive action by cutting rates twice by 0.50% and then 1.00% in March 2020, all the way down to 0.00%/0.25%. Near the end of March 2020, Congress also agreed a \$2 trillion stimulus package (worth about 10% of GDP) and new lending facilities announced by the Federal Reserve, which could channel up to \$6 trillion in temporary financing to consumers and firms over the coming months. Despite all this action to support the US economy, treasury yields plunged to unprecedented lows during March 2020.</p> |
| 3.5.3 | <p>This story has been replicated in the UK during March 2020, with massive Government interventions to provide financial support to businesses, employees and the self-employed, coupled with assistance to banks to lend to businesses during the period of lock down. The Bank of England also intervened during March 2020, with two emergency cuts in Bank Rate from 0.75% down to 0.10%, plus £200 billion of additional quantitative easing purchases of bonds and various measures, to expand liquidity in financial markets. Despite all this intervention, gilt yields also plunged to unprecedented lows.</p> |

| 3.5.4 | The European Central Bank (ECB) drew a final halt to its quantitative purchases in December 2018 and was expecting to make a start on raising rates in 2019. However, growth became weak in the major Euro Zone economies towards the end of 2018 and more so in 2019. The ECB has therefore had to rapidly backtrack, by providing further stimulus via cheap financing during 2019 before it too, had to take emergency action in March 2020. | | | | | | | | | | | | | | | | | | | |
|--------------------------|--|---------------|--|---------------|---------------|------------------|-------|-------|--------------------|--------|--------|------------|-------|-------|--------------------------|-------|-------|-------|--------|--------|
| 3.5.5 | The overall trend during 2019 was for PWLB rates to be on a falling trend up until HM Treasury unexpectedly and without warning, increased the margin over gilts for PWLB borrowing, by 1% across the board. There was then a partial reversal of that increase in March 2020 for some borrowing for specified types of capital expenditure. PWLB rates then fell to unprecedented lows in March 2020. | | | | | | | | | | | | | | | | | | | |
| 3.6 | Investment Position | | | | | | | | | | | | | | | | | | | |
| 3.6.1 | Investment Policy – The PCC's investment policy is governed by the Welsh Government, which has been implemented in the annual investment strategy. The investment activity during the year conformed to the approved strategy, except on two occasions. In August 2019 (as reported in the mid-year Treasury Management Update Report), Members were notified that due to an unexpected Internet interruption on the 7 th August 2019, the Assistant Accountant was unable to transfer funds to a Money Market Fund that day. This resulted in the Commissioner retaining funds in the bank account (£5.5m), in excess of the level determined in the Treasury Management Strategy (£2m). This minor breach of the Commissioner's Treasury Management Strategy was rectified the following day. In December 2019, the bank account balance exceeded the £5m threshold by approximately £200k overnight. Remedial action did not take place on the day the breach was discovered, as it was too late to move funds by the time the relevant personnel were notified. The PCC's Chief Finance Officer and the Assistant Chief Officer (Resources) were informed immediately and staff were reminded about the actions that need to occur when the bank balance exceeds the threshold. | | | | | | | | | | | | | | | | | | | |
| 3.6.2 | Resources – The PCC's longer-term cash balances comprise primarily of revenue and capital resources, although these will be influenced by cash flow considerations. The PCC's core cash resources were comprised as follows and these represent the total funds available for investment: | | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th></th><th>2018/19 £m</th><th>2019/20 £m</th></tr> </thead> <tbody> <tr> <td>General Reserves</td><td>4.000</td><td>4.000</td></tr> <tr> <td>Earmarked Reserves</td><td>49.004</td><td>39.609</td></tr> <tr> <td>Provisions</td><td>1.491</td><td>1.417</td></tr> <tr> <td>Useable Capital Receipts</td><td>2.306</td><td>2.498</td></tr> <tr> <td>Total</td><td>56.801</td><td>47.524</td></tr> </tbody> </table> | | | 2018/19 £m | 2019/20 £m | General Reserves | 4.000 | 4.000 | Earmarked Reserves | 49.004 | 39.609 | Provisions | 1.491 | 1.417 | Useable Capital Receipts | 2.306 | 2.498 | Total | 56.801 | 47.524 |
| | 2018/19 £m | 2019/20 £m | | | | | | | | | | | | | | | | | | |
| General Reserves | 4.000 | 4.000 | | | | | | | | | | | | | | | | | | |
| Earmarked Reserves | 49.004 | 39.609 | | | | | | | | | | | | | | | | | | |
| Provisions | 1.491 | 1.417 | | | | | | | | | | | | | | | | | | |
| Useable Capital Receipts | 2.306 | 2.498 | | | | | | | | | | | | | | | | | | |
| Total | 56.801 | 47.524 | | | | | | | | | | | | | | | | | | |
| 3.6.3 | Investments Held by the PCC - The PCC concluded the year with a balance of £41.622m of internally managed funds, which compares with a budget assumption of £30.672m as per the annual Treasury Management Strategy. | | | | | | | | | | | | | | | | | | | |

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| 3.6.4 | <p>The difference between the budget and actual position is explained by slippage of capital programme schemes into 2019/20 and beyond (particularly in relation to the replacement of HQ) and in year savings against budget, which has resulted in surplus funds available for investment purposes.</p> <p>These internally managed funds received an average return of 0.9% compared to a budget assumption of 0.54%. The comparable performance indicator is the average 7-day LIBID rate, which was 0.15% at the close of the financial year. The budget assumption of 0.54% average return reflected no increase in the bank base and a different mix of investments between fixed and variable deposits.</p> |
| 3.7 | Regulatory Framework, Risk and Performance |
| 3.7.1 | <p>The PCC's treasury management activities are regulated by a variety of professional codes, statutes and guidance:</p> <ul style="list-style-type: none"> a) CIPFA's Treasury Management Code of Practice (2017 Edition); b) CIPFA Guide for Chief Financial Officers on Treasury Management in Local Authorities; c) CIPFA Standard of Professional Practice on Treasury Management; d) The Prudential Code for Capital Finance in Local Authorities (2017 Edition); e) Local Government Act 2003; f) Bank of England Non Investment Products Code (2011); g) Standing Orders relating to Contracts; h) Financial Standing Orders, Regulations and Procedures; i) The Commissioner's Manual of Corporate Governance and Scheme of Delegation; and j) Markets in Financial Instruments Directive (MiFiD II). |
| 3.7.2 | <p>The PCC complied with all of the above relevant statutory and regulatory requirements, which require the PCC to identify and where possible, quantify the levels of risk associated with his treasury management activities. In particular his adoption and implementation of both the Prudential Code and the Code of Practice for Treasury Management, means both that his capital expenditure is prudent, affordable and sustainable and that his treasury practices demonstrate a low risk approach.</p> |
| 4. | <u>NEXT STEPS</u> |
| 4.1 | <p>A Treasury Management update report, reviewing performance for the first six months of 2020/21, will be presented to the Joint Audit Committee in December 2020.</p> |
| 5. | <u>FINANCIAL CONSIDERATIONS</u> |
| 5.1 | <p>These are detailed in the report.</p> |
| 6. | <u>PERSONNEL CONSIDERATIONS</u> |
| 6.1 | <p>There are no staffing/personnel implications arising from this report.</p> |
| 7. | <u>LEGAL IMPLICATIONS</u> |

| | |
|------------|--|
| 7.1 | There are no legal implications arising from this report. |
| 8. | <u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u> |
| 8.1 | This proposal has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group. |
| 8.2 | In preparing this report, consideration has been given to the requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998. |
| 9. | <u>RISK</u> |
| 9.1 | Treasury management can never be risk free. In borrowing, the risk is that the PCC incurs a higher interest charge than was necessary and in lending there is the risk of default on repayment and the risk that a better rate of interest could have been achieved from an alternative borrower with acceptable credit status. Adherence to the CIPFA Code of Practice on Treasury Management is best practice in terms of balancing risk and return. |
| 10. | <u>PUBLIC INTEREST</u> |
| 10.1 | This is a public document. |
| 11. | <u>CONTACT OFFICER</u> |
| 11.1 | Darren Garwood-Pask, Chief Finance Officer. |
| 12. | <u>ANNEXES</u> |
| 12.1 | None. |

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