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**Gwent Police  
and Crime Panel**

**Panel Heddlu  
a Throseddu Gwent**

Am bob ymholiad sy'n ymwneud a'r agena hon, cysylltwch: Charlotte Evans  
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**Dyddiad: Dydd Gwener, 25 Mehefin 2021 Dydd Gwener, 25 Mehefin 2021**

Annwyl Syr/Fadam,

Bydd cyfarfod **Banel Heddlu a Throseddu Gwent** yn cael ei gynnal yn y Siambr, Tŷ Penallta, Parc Busnes Tredomen, Ystrad Mynach CF82 7PG **Dydd Gwener, 25 Gorffennaf, 2021** am **10.00 am** i ystyried y materion yn yr agenda ganlynol.

Os yw unrhyw aelod o'r wasg neu'r cyhoedd yn dymuno bod yn bresennol yn y cyfarfod yn fyw, cysylltwch â ni er mwyn gwneud y trefniadau angenrheidiol i chi gael eich gwahodd fel sylwedydd gwadd drwy gynhadledd ffôn neu Microsoft Teams. Os ydych chi'n dymuno dod i'r cyfarfod yn bersonol, cysylltwch cyn gynted â phosibl fel y gallwn ni roi gwybod i chi ynghylch trefniadau diogelwch Coronafeirws ar gyfer pawb sy'n bresennol. Noder, er mwyn cadw pellter cymdeithasol, bydd nifer cyfyngedig o leoedd.

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#### **AELODAETH:**

Cynghorydd Clive Meredith, Blaenau Gwent County Borough Council  
 Cynghorydd Mrs Lisa Winnett, Blaenau Gwent County Borough Council  
 Cynghorydd Mrs Christine Forehead, Caerphilly County Borough Council  
 Cynghorydd Gez Kirby, Caerphilly County Borough Council  
 Cynghorydd Colin Peter Mann, Caerphilly County Borough Council  
 Cynghorydd Peter Clarke, Monmouthshire County Borough Council  
 Cynghorydd Tony Easson, Monmouthshire County Council  
 Cynghorydd Jason Jordan, Newport City Council  
 Cynghorydd Mark Spencer, Newport City Council

Aelodau Cyfetholedig- Mrs G. Howells a Mr P. Nuttall

#### **Dtwy Wahoddiah**

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

A Swyddogion Addas

Gwent Police  
and Crime Panel

Panel Heddlu  
Gwent a Throseddu

## **GWENT POLICE AND CRIME PANEL**

### **MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN BUSINESS PARK, YSRAD MYNACH ON THURSDAY 20TH MAY 2021 AT 10.00AM**

Present:

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

Councillor C. Forehead – Caerphilly County Borough Council  
Councillors J. Jordan and M. Spencer - Newport County Borough Council  
Councillors A. Easson and P. Clarke – Monmouthshire County Borough Council  
Mr P. Nuttall – Co-opted Member

By invitation:

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

Together with:

Mrs C. Forbes-Thompson (Scrutiny Manager - CCBC) and Mrs C. Evans-Thomas (Committee Services Officer - CCBC)

#### **1. INTRODUCTION**

The Chair opened the meeting and introductions were made. The Panel were reminded those present that the meeting was being recorded but would not be live streamed, however the recording would be available following the meeting via the Gwent Police and Crime Panel website – [Click here to view](#).

#### **2. DECLARATIONS OF INTEREST**

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

#### **3. APOLOGIES FOR ABSENCE**

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

#### **4. PROPOSED RE-APPOINTMENT OF THE DEPUTY POLICE AND CRIME COMMISSIONER.**

It was noted that the Police Reform and Social Responsibility Act 2011 ('the Act') provides under section 18(1), that the Police and Crime Commissioner for a police area may appoint a person as the Deputy Police and Crime commissioner for that area.

Under Schedule 1, paragraph 9, of the Act, the Police and Crime Commissioner must notify the Police and Crime Panel ("the Panel") of his proposed appointment to the post of 'Deputy Police and Crime Commissioner'. Following notification, a meeting is to be called and the Panel must review the proposed appointment and make a report to the Commissioner on the proposed appointment, including a recommendation to the Commissioner as to whether or not the candidate should be appointed, within a period of three weeks beginning with the date on which the Panel received notification from the Commissioner of the proposed appointment.

The Commissioner must notify the Panel of the decision whether to accept or reject the recommendation of the Panel.

During the election process, the Commissioner made it clear that if he was re-elected that he would reappoint Eleri Thomas as Deputy Commissioner.

The Panel welcomed Mr Jeff Cuthbert and congratulated him on his successful re-election as Police and Crime Commissioner for Gwent and requested that the Panel, having been supportive of the appointment of Eleri Thomas for Deputy Police and Crime Commissioner for Gwent in 2016, consider her suitability to continue supporting the Commissioner and leading on a number of key projects. The Commissioner was especially thankful to Ms. Thomas for her support and deputization in recent months.

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

A Member, in acknowledging the rigorous selection process Ms. Thomas undertook in 2016 and noting her exemplary service during her term in office, requested further information on some of the challenges she envisages during her role and ways of building positive relationships. Ms. Thomas thanked the Panel for the opportunity and provided the Panel with a detailed response, highlighting how she intends to continue utilising her experience, integrity and ability to communicate, listen, hear and respond to the public. The challenges the ongoing Coronavirus Pandemic has posed to Gwent Police and the Office of the Police and Crime Commissioner was discussed along with some of the key and valuable work undertaken to meet the needs of the public, providing support and reassurance to vulnerable members of the public and continuing to provide essential services in a safe and lawful manner.

Ms. Thomas provided details on the deputization role she has undertaken over recent months, as well as examples in which she took the leading role in projects, working alongside partner organisations to deliver service.

Members sought further information on her suitability to continue in the role of Deputy Police and Crime Commissioner, in which Ms. Thomas highlighted a detailed working history including 20 years' experience working as the Deputy Children's Commissioner, influencing laws and providing valuable support to vulnerable children and young people. The Panel also noted her work in Swaziland during apartheid to support young black people into education, they may not be entitled to.

The Panel sought further information on which 2 priorities she felt would be most challenging. Ms. Thomas explained that the delivery of the Police and Crime Plan will be a challenge but also to provide a legitimate, trustworthy and equal service to the residents of Gwent. It was noted that one of the bigger challenges is to build trust, ensure to listen and hear the communications from residents of Gwent and provide support during the ongoing Pandemic, with an understanding that, whilst we move into a more digital age, recognise that not all residents can or are able to access digital services, and therefore continue to provide an accessible service to all.

Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By show of hands this was unanimously approved.

RESOLVED that for the reasons contained within the report the proposed appointment of Eleri Thomas for Deputy Police and Crime Commissioner be supported and be re-appointed to the role.

Meeting Closed at 10.55am.

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## **Police and Crime Commissioner for Gwent's Update June 2021**

This is a selection of activities undertaken, scrutinised or supported by the Office of the Police and Crime Commissioner (OPCC) from February to June. The external activities of the office were limited in March, April and May due to the pre-election period.

### **COVID-19 IMPLICATIONS**

At the time of writing, Wales is at alert level 1. The last few months have seen a significant relaxation in the national guidance, as infection rates lower and vaccine levels increased. However, we must not be complacent, as the risk of a third wave is very real.

My office has continued to link in with the Covid-19 Gold groups that Gwent Police has run since March 2020 and all OPCC staff continue to work from home in the main, in line with Welsh Government guidelines.

I would like to again reaffirm my thanks to all Gwent Police officers and staff, my own team at the OPCC, and our partner organisations for their hard work and dedication to serving the people of Gwent throughout this year.

### **POLICE AND CRIME COMMISSIONER ELECTIONS**

In May I was re-elected to serve as the Police and Crime Commissioner for Gwent for a second term, having received 92,616 votes. The election was due to have taken place in May 2020; however, it was postponed a year due to the pandemic. This means that the next term of office will be three years rather than four years.

I am naturally delighted to serve Gwent for another term and would like to sincerely thank everyone who took the time to vote in the election. I have reappointed my deputy, Eleri Thomas, who will continue to lead on my office's strategic work on children and young people, criminal justice, and violence against women, domestic abuse and sexual violence.

Working with the Chief Constable of Gwent Police and key partners, I am incredibly proud of what we achieved over the last term of office. Together we worked to ensure that we continue to protect the most vulnerable in our society, build greater cohesion within our communities, and that Gwent Police officers and staff have the resources they need to protect and reassure our residents to the best of their ability.

I know that we still have much to do and, in the coming months, I will be planning, engaging with key stakeholders and writing my new Police and Crime Plan for Gwent. This will set out my priorities for policing in Gwent for the next three years.

### **PRIORITY 1 – CRIME PREVENTION**

#### **1.1 Illegal off-roading**

One of the issues often raised with me is illegal off-roading. It is often seen as a victimless crime, but this couldn't be further from the truth. As well as the damage to the countryside, illegal off roaders regularly cause injury and distress to grazing animals

and disrupt farming activity, which is a real cause of concern to our farmers and rural communities. Many of these vehicles are uninsured, untaxed and shouldn't be ridden on the roads, meaning normal road users are also being put at risk. While it is an incredibly hard crime to police and current police powers to take preventative measures are limited, Gwent Police continue to take action across the region. The most recent operation saw police seize 15 off-road bikes, report 10 people for summons for illegal riding, and arrest a person for dangerous driving. A further joint initiative with South Wales and Dyfed Powys Police saw six men from Coventry issued with Covid-19 fixed penalty notices after they travelled to the Trefil Quarry in Blaenau Gwent with the intention of using scrambler bikes. I recently met with the Chief Constable and MPs from across Gwent to discuss these issues. It was a very positive meeting and MPs praised Gwent Police's work to try and tackle this problem. By working with our partners and neighbouring police forces we are taking action and sending a clear message that this activity will not be tolerated here in Gwent.

## **1.2 Neighbourhood Watch webinar sessions**

We have been taking part in a series of Gwent Police webinars that were run for members of Neighbourhood Watch schemes across the force area. Neighbourhood Watch is a crucial tool to help prevent crime in our communities. The aim was to empower residents with knowledge to safeguard their homes and loved ones, and enable them to cascade the information to other people within the community.

## **1.3 Retail staff**

I have condemned the growing problem of violence and abuse targeted towards retail staff on the UK's high streets. There are more than 450 violent or abusive incidents committed in shops across the UK every day, according to information from the British Retail Consortium. This is leading to retail staff experiencing fear and anxiety while at work, and an increasing concern for their physical safety and mental well-being. In June, I took part in a special round table event that brought together Police and Crime Commissioners and the UK's major retailers to discuss the growing problem.

## **1.4 Road safety**

The sixth United Nations Global Road Safety Week took place in May, with policy makers across the world being urged to limit speeds to 20 mile per hour (MPH) on roads in areas where people walk, live and play. The current default speed limit for residential areas is 30MPH. If someone is hit by a car at 30MPH there is a 50 per cent chance they will be killed. If they are hit by a car at 20MPH that risk drops to 10 per cent. I am pleased to say that this work is already under way. I sit on the Welsh Government's steering group that is looking to implement a default 20MPH speed limit on all urban roads in Wales by 2023, and we are currently taking part in a pilot project to see how this could work. This small change will help save lives in our communities. Speed limits and targeted enforcement by the police play an important part in keeping roads safe but we need to ensure roads in new residential areas are designed so that they cause people to naturally slow down. We mustn't forget that the single biggest factor in reducing road deaths and serious injuries is driver responsibility. In the UK there are 11 deaths or serious injuries a day on our roads where speed alone was identified as contributory factor. All of these could have been easily avoided.



## **1.5 Safer Internet Day**

I supported Safer Internet Day in February. This is more important than ever, with so many people spending more time online for work, school and fun. Cyber-enabled crime is constantly evolving, and criminals are using the uncertainty of the pandemic to prey on vulnerable people. In Gwent we have a dedicated cyber-crime unit, with a cyber protect officer and cyber CSO who are out in communities delivering safety advice. Ahead of Safer Internet Day, we promoted the work of Gwent Police's cyber protect officer, Kate Lloyd, and how Gwent Police are helping to keep people in Gwent safe online. Staying safe online continues to be a major talking point when the office and I undertake face-to-face engagement in communities, and we will continue to prioritise delivering safety advice to residents and businesses. I will also try to influence the Online Safety Bill to ensure that big business is held to account from protecting people from online harm.

## **1.6 Safer Streets**

We have received £699,564 from the Home Office to fund crime prevention measures in Pillgwenlly and Rhymney. The Safer Streets fund money will help tackle the most common crime types of burglary, robbery, theft from a person and vehicle crime. This includes distributing improved home security measures such as padlocks and sensors to homes, and installing doorbell CCTV cameras to hundreds of properties in the area. This is fantastic news and represents the result of many months of partnership work between my office, Gwent Police and the local authorities. The funding will be used to run two targeted crime prevention initiatives in Pillgwenlly and Rhymney, building on existing work in these areas to prevent crime and keep our communities safe. Gwent Police's 'We Don't Buy Crime' team (see below) will play a key part in the project. The team will be installing signage with the aim of deterring criminals from committing offences in the first place and handing out SmartWater and UV pens to allow residents to forensically mark their possessions in the event of a robbery or theft. Further measures include speaking to second-hand retailers who may come into contact with stolen items that are intended to be sold onto the public.

## **1.7 Scams**

We have continued to promote scam awareness information from Gwent Police, Scam Aware and Action Fraud throughout this period. As criminals preyed on vulnerable and isolated people during the pandemic, we highlighted romance fraud issues and staying safe information on and around Valentine's Day. We also targeted specific scam awareness information to specific demographics; for example, we contacted Age Concern with information targeting older people to be cascaded to service users. While regularly supporting calls for residents to have their vaccinations, we also published warnings about vaccination scams that appeared after the vaccination scheme began to roll out. We have also promoted the Little Book of Cyber Scams that was produced by the Met Police.

## **1.8 We Don't Buy Crime**

A new initiative focusing on tackling acquisitive crime such as burglary and theft has been launched in Gwent. We Don't Buy Crime has been used by forces in England to

successfully reduce repeat offending and victimisation, so I am pleased that we are taking the lead in Wales by introducing it here in Gwent. Crime prevention is the one of the priorities in my Police and Crime Plan. I have been out with local officers in all five counties of Gwent over the last month speaking to people and businesses about the initiative and how it can help them stay safe. With the police working in partnership with residents and businesses to address vulnerabilities and tackle hotspot areas, I am looking forward to seeing the impact We Don't Buy Crime has on acquisitive crime and public confidence.

## **PRIORITY 2 – SUPPORTING VICTIMS**

### **2.1 Domestic Abuse Act 2021**

I supported the proposed amendments to the UK Government's Domestic Abuse Bill that would remove the presumption that continued contact with an abusive parent is in the child's best interest. It would also prohibit unsupervised contact for a parent awaiting trial or on bail for domestic abuse offences, or where there are ongoing criminal proceedings for domestic abuse. The current legislation often treats domestic abuse in the home as a separate issue to a child's safety and welfare. We know that growing up in a home where domestic abuse is happening can seriously harm a child's mental health and can, in some cases, make them more likely to become involved with crime and anti-social behaviour. Not only would these new measures keep children safe, they will help to protect survivors, who are often forced to maintain contact with their abuser to facilitate the abuser's contact with their child. The Bill was signed into law on 29 April.

### **2.2 Elder Abuse Day**

Tuesday 15 June was World Elder Abuse Awareness Day, which aims to focus global attention on the problem of physical, emotional, and financial abuse of older people. A toolkit was created for partners to help spread consistent key messages to the public. The pack contained bilingual tweets, information of local organisations that can help, and information for partners to help understand the signs of abuse. The pack was sent to local authorities, pharmacies, care providers, Aneurin Bevan University Health Board, voluntary organisations, housing associations, South Wales Fire and Rescue, local elected members, community councillors, AMs, MPs and Age Cymru. Graphics and information to highlight the forms of abuse was shared on our social media channels. The posters and bilingual tweets were shared by Gwent Police, Hafan Cymru, Blaenau Gwent County Borough Council and Newport City Council.

In addition to the toolkit, we organised and hosted a webinar aimed at professionals working on the frontline with older people in Gwent. A wide range of sectors including health, policing, care sector and local housing associations attended the session. In total, 106 people attended the virtual event. Gwent Safeguarding Board provided important information highlighting the differences between safeguarding and domestic abuse. The webinar also provided a platform to hear from Hourglass Cymru, which is a national charity dedicated to calling time on the harm and abuse of older people. It provided an update on the work of the organisation in Wales. The voices of older people were heard via the findings of a report by Re:Cognition, which was commissioned by Gwent VAWDASV team and looked at the experiences of seldom heard communities in Gwent.

Gwent Police provided information on the Herbert Protocol; a safeguarding tool designed to provide effective search parameters if a person with dementia is reported missing. Since it was introduced in 2016, 250 people have been safeguarded because of this. Gwent Police also shared information about a new Dementia Wristband Scheme that will be launched in Gwent in 2021. This stores essential information about the wearer, including their name and details of next of kin. Llamau provided an overview of local organisations that support older people at risk.

The session provided an opportunity for professionals to reflect on current practices. Feedback from the event was extremely positive. Overall, 100% of attendees were very satisfied or satisfied with the event, 100% felt both the presenters and overall event was very good or good, and 100% said they would attend a similar event in the future.

### **2.3 Independent sexual violence advocates (ISVA)**

The Dyfed Powys and South Wales Commissioners and I have commissioned a review of the ISVA provision across south, mid and west Wales. The work will include a review of existing service provision and an analysis of need. This will help to inform improvements to the services, with the development of a consistent, costed model and service specification for the regions. The final report will be submitted to the project board in September 2021.

### **2.4 Support for victims of domestic abuse and sexual violence**

The Ministry of Justice (MOJ) has invested £644,446 to support victims of domestic abuse and sexual violence in Gwent. I will spend the money to support four Independent Sexual Violence Advisors and four Independent Domestic Violence Advisors to work across Gwent for two years. I am committed to supporting victims of crime, particularly those who have experienced the most serious harm, and this funding will allow existing support services to expand. This is in addition to £139,000 of MOJ funding that was agreed earlier in the year.

During this reporting period, we also promoted All In Your Head, a performance that gives voice to women's experiences of domestic abuse and coercive control. It was live-streamed on Valentine's Day and followed by a panel discussion with survivors of gender-based violence and representatives from support organisations. We know that these crimes are going unreported during this pandemic, and for many people home is not the safe place it should be. We have also promoted partners New Pathways, Cyfannol Women's Aid and Connect Gwent, as well as supporting National Stalking Awareness Week in April.

### **2.5 Victims' Law**

The Victims' Commissioner Dame Vera Baird has released a report setting out what she wants to see from the UK Government's new Victims' Law. The UK Government has said it will consult on legislation in 2021. Supporting victims is one of the key priorities in my Police and Crime Plan and new legislation is needed to give victims more rights during their criminal justice journey. I have met with Dame Baird and other PCCs to discuss what she expects from policing going forward. I am pleased to see the recommendation for rape victims to be provided with free legal help to stop excessive

personal information requests, as we know this can be a barrier to people reporting these crimes.

### **PRIORITY 3 – COMMUNITY COHESION**

#### **3.1 Black, Asian and minority ethnic engagement**

The murder of George Floyd a year ago sent shockwaves around the world. It is the job of the police to protect and serve their communities wherever they may be. This was a serious failure of policing in the USA. Mr Floyd's murderer has now been brought to justice but trust in policing has been damaged. The effects of the social restrictions put in place to tackle the Covid-19 pandemic, further exacerbated existing political differences, and social and economic anxieties during the year. Our Black, Asian and minority ethnic communities in Gwent have been disproportionately affected by this and I am committed to rebuilding the trust with our communities. Working with the Chief Constable, I want to reassure our communities that anyone dealing with the police in Gwent will be treated equally, fairly and with respect. One of the positives that we can take away from the pandemic is that we are now in more regular contact with our communities. Weekly calls now take place between the police, my office, partners and the community. These have resulted in some incredibly valuable conversations, some of which have been challenging, but crucially we are united in wanting the best possible outcomes for our communities. I am confident that we are driving a culture change that puts the voices of our communities at the heart of our processes, our policies and our decision making. We have also been meeting with the IOPC and community groups to discuss how we ensure communities know their rights, how they can complain and what to expect when they come into contact with the police and IOPC.

#### **3.2 LGBT+ History Month**

LGBT+ History Month was an opportunity to take a moment to reflect on how far we have come as a society, and to celebrate the contribution that LGBT+ communities make in Gwent. The social landscape has changed over the years, there is still much to be done. There are some people who still suffer appalling abuse and discrimination because of their gender identity or sexuality. I took this opportunity to make it clear that this will not be tolerated here in Gwent and for victims to speak out. My office funds Umbrella Cymru, which provides emotional and practical support, information, and advocacy for LGBT+ victims of crime. In January, its director Nick Lewis featured in a guest blog to raise awareness of the organisation and shared his motivation for establishing the service that has been a lifeline for many people in Gwent. In February, my office attended a special Gwent Police community dial-in as part of LGBTQ+ History Month. This enabled a range of local organisations to share details of what they are doing to support the LGBTQ+ community and highlight any challenges that they face. Gwent Police is supporting this work, with its NXT Gen team training cadets to become hate crime ambassadors. We promoted this information on our channels. We also worked in partnership with Gwent VAWDASV team to design graphics to support LGBT+ Domestic Abuse day. The graphics were shared on all OPCC channels and worked well on our Instagram channel.

### **PRIORITY 4 – TACKLING ANTI-SOCIAL BEHAVIOUR (ASB)**

## **4.1 Positive Futures**

As lockdown restrictions eased, our funded projects have been able to resume some of their work with children and young people that are involved, or at risk of becoming involved, with crime and anti-social behaviour. It is fantastic to see these sessions being delivered again after so long. We mustn't underestimate the effect lockdown has had on our children and young people and these sessions are helping them to reconnect with friends, stay healthy, try new experiences and build new skills. My team and I recently visited number of sessions run by Positive Futures and funded through my office. This included a skateboarding session in Senghenydd which was held at the local skatepark where there have been reports of ASB, and a fishing session in Newport, held young people identified as particularly at risk. By offering children the opportunity to take part in positive activities at an early age we are reinforcing positive behaviours and helping to set the groundwork that will allow them to have a happy and healthy future.

Among its recent work, Positive Futures has delivered the following:

- In Newport, early intervention projects with targeted groups of year-6 pupils has taken place after school in Maindee, Pillgwenlly, Maesglas and Ringland; targeted group work has returned with the Barnardo's project for vulnerable young people; and targeted interventions were run across the city throughout May half term.
- In Caerphilly, 52 young people attended skateboarding sessions in Oakdale and Penllwyn; focused outreach was undertaken in Morgan Jones Park, Oakdale, Cefn Forest and Penllwyn during Easter; and staff have been working in partnership with Dragons community team currently in Trinant and Oakdale.
- In Blaenau Gwent, the Friday Night Kicks project returned at Ebbw Vale Leisure Centre, as did the targeted group work with young people who are referred via a multi-agency approach (social workers, Gwent Police, youth offending service).
- In Torfaen, staff have been working with the community safety team, started one-to-one referral work with pupils at the pupil referral unit, and delivered diversionary provision in Blaenavon, Sandy Brook, Cwmbran town centre.
- In Monmouthshire, the four Friday night projects are now back up and running in Caldicot, Abergavenny, Chepstow and Monmouth.

## **PRIORITY 5 – EFFICIENT AND EFFECTIVE SERVICE DELIVERY**

### **5.1 Apprenticeships**

Gwent Police is in the process of creating a number of apprenticeships in areas such as communications, human resources, property management and witness care for young people aged 16 and over. This includes a digital media apprenticeship that will sit within my office. This is an ideal opportunity for candidates who are starting out in their careers to develop new skills, meet new people, and earn as they learn. Interviews are being held later this month, with successful candidates due to start in post in September. The apprenticeship route can open up opportunities for those that otherwise might feel excluded from higher level qualifications. They can learn as they earn which can only be a positive as people progress through the earlier years of their careers.

### **5.2 Crime statistics**

Gwent remains one of the safest places in the UK but there is no room for complacency. The latest figures from the Office for National Statistics show crime data for October – December 2020, with Gwent continuing to have one of the lowest levels of recorded crime in the UK compared to other police force areas. Overall levels of crime have fallen since the same period in 2019. This is consistent with the wider UK picture, which has seen a fall in recorded crime since the start of the pandemic. We have seen a rise in recorded drug offences consistently over the last year and I am reassured that this is due to proactive policing and successful operations carried out by Gwent Police to tackle serious and organised crime. Over the last few months, I have been speaking to residents who are concerned about a rise in crime and anti-social behaviour as lockdown measures ease. I want to reassure residents that Gwent Police are prepared for this, with extra patrols in key areas and they are liaising closely with businesses and communities. Gwent Police's We Don't Buy Crime team is also providing proactive crime prevention and target hardening advice to residents and business.

### **5.3 Community engagement**

I was incredibly grateful to have the opportunity to serve the residents of Gwent as Police and Crime Commissioner for another term and feel it is important to get back out into the community to talk to people about what really matters to them. Most of our planned engagement sessions within communities last year had to be cancelled due to the pandemic, although this did see us significantly improve the quality of our digital engagement work. This resulted in improved processes and partnership working. Since re-election, I have held walkabouts in 15 towns in Gwent. I have been pleased that all of the residents and businesses I have spoken to have a positive relationship with their local police. I will be continuing to visit communities across Gwent throughout the summer period, and also look forward to attending some of the large-scale community events that take place every year, such as the Usk Show.

As part of my 'have your say on policing' survey, I asked questions about the public's opinion on how the pandemic had been policing locally. A total of 1,259 residents responded to the survey, with 55 per cent agreeing that Gwent Police's approach of education and encouragement, with enforcement only used as a last resort, was the right one. Getting it right has been a difficult balancing act. Some residents feel very strongly that enforcement by the police should be stronger, while others disagree with restrictions and think there should be no enforcement at all. However, this survey tells us that, overall, we have been getting it right.

Gwent Police and I also sponsored the Community Hero Award as part of the South Wales Argus's Pride of Gwent Awards. Bernard Dawson, from Caerwent, took home the award, after he created a community initiative to support local people who were shielding or vulnerable during the pandemic. Bernard created a community initiative to support local people who were shielding or vulnerable during the Covid-19 pandemic, offering support with shopping, collecting medication and even dog walking.

### **5.4 Criminal Justice and Race Disparity**

My Deputy Commissioner, Eleri Thomas, has been working with Gwent Police and partners to tackle matters of race disparity in the criminal justice system. A sub-group to the Gwent Criminal Justice Strategy Board has been set up and an initial meeting to develop the delivery plan and a key set of priorities will take place shortly. Meetings have also taken place with Welsh Government leads on Strategic Policy and Race Equality Plan.

### **5.5 Gwent High Sheriff's Community Fund**

Fifteen groups from across Gwent that run projects helping to build safer communities have received support from the High Sheriff's Community Fund. I donated £65,000 to the fund to help projects which mentor and inspire young people. A range of groups, including Duffryn Community Link, Griffithstown Communal Garden, Made in Tredegar and the Aloud charity, were awarded up to £5,000 each.

### **5.6 New HQ**

Construction work has continued at the new Gwent Police headquarters at the Llantarnam Industrial Estate in Cwmbran. The 5,178sqm facility will accommodate 480 officers and staff, and will be home to the control room, which is the first point of contact for 999 calls to the police, major crime teams, training functions, support services and senior management. It is due to be completed in the autumn. In addition to working with BAM Wales throughout this period, we have also been collecting food donations at both the existing and new headquarters that will support the Eastern Valley Foodbank.

### **5.7 New officers**

We have welcomed 27 new police officers and 36 new community support officers to Gwent Police. Another recruitment process for police officers is currently under way. We have a Gold group that monitors the Police Uplift Programme. It includes our aims for a more representative workforce, and links to the wider impacts of this investment, for example uniform, fleet, training and more. The decision to pursue a career as a front-line officer is a brave one, particularly now during a global pandemic that has tested police forces like never before. These officers are a much-needed addition to Gwent Police at a crucial time and I wish them all the best in their careers.

### **5.8 Police and Crime Commissioner review**

The UK Government has published the recommendations from part one of its two-part review of Police and Crime Commissioners. As Commissioners are elected to provide a public service, it is right and proper that the role should be reviewed to ensure that they continue to represent the best method of making policing accountable to the public. That said, there are no surprises in the first part of the UK Government's review. The initial changes have been introduced with a requirement on Commissioners' offices to publish information relating to the force's performance against the Government's national priorities for policing, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) performance reports on the force, and complaint handling. The national priorities for policing are specified in the Police and Crime Measures: reduce murder and other homicide; reduce serious violence; disrupt drugs supply and county lines; reduce neighbourhood crime; tackle cyber crime; and improve satisfaction among victims with a particular focus on victims of domestic abuse.

## **5.9 Roads policing review**

I recently welcomed Gwent Police's commitment to implementing the findings of a review of roads policing in Gwent, following a review of Gwent Police's current roads policing provision which I presented to the force in September 2020. As well as recognising the good work carried out by Gwent Police, it made several recommendations for consideration, including that the force invest more resources into roads policing across the region. The significant investment we have made in about 170 new police officer posts since 2016, and the recent investment in additional officers by the UK Government through Operation Uplift, has allowed Gwent Police to review its operating model. I am pleased that this is going to include a new Roads Policing and Specialist Operations Unit which will incorporate the recommendations I made. Other recommendations include a commitment to invest in more specialist data collection and research to better understand the root causes of traffic collisions in Gwent, and to implement new performance measures to provide more insight into police performance.

## **5.10 Transparency award**

My office has received the 'Open and Transparent' Quality Mark for the sixth year in a row. The award is given by Comparing Police and Crime Commissioners, which is an independent national body that monitors police governance. It demonstrates that we are conducting business openly, transparently, and that key statutory information is made available to residents in an accessible way.

## **5.11 Volunteers Week**

I used national Volunteer's Week to take the opportunity to thank the many volunteers across Gwent who give up their time freely to support our public services and look after our communities. In particular, I thanked the volunteers that work on behalf of my own office. Independent custody visitors help us to ensure that the strict conditions in Gwent Police's custody suites are met, and that the welfare and well-being of those detained are looked after. Our animal welfare visitors play a crucial role in making sure that Gwent Police's dogs are well looked after and that high levels of animal welfare are met. I also thanked Gwent Police's Special Constables whose contribution to policing is significant, providing an extra layer of resilience to Gwent Police in order to better protect and reassure our communities.

## **5.12 Youth Question Time**

I held my third Youth Question Time event in March, with more than 100 young people and professionals, including youth workers, voluntary organisations and public services from across Gwent, attending the digital event. We worked with the Regional Youth Forum to look at the best platform to enable young people to ask decision makers questions about issues that are important to them. In keeping with previous years, I was joined by a senior representative from Gwent Police and panellists based on the issues that were important to young people in Gwent. These issues were identified via the British Youth Council's 'make your mark' survey. In Gwent, mental health, domestic abuse and homelessness are the top three most important priorities for young people, so panel members reflected these issues. The event was hosted by five young people from the Regional Youth Forum. This year there was a strong appetite from young



people from all five forums to get involved, so several roles were created, including a social media team who created content for Instagram and Twitter. Prior to the event, we received 33 questions from young people on a range of subjects, including policing during the pandemic, anti-social behaviour, mental health, suicide, homelessness and domestic abuse. During the 90-minute event, 18 questions were asked. Due to time restrictions, and the amount of questions that were submitted, several questions were not asked. These questions were answered after the event and responses fed back to young people via short clips on social media and through the youth groups. A webpage detailing these Q&As was also created on the OPCC website. The event was also recorded and is available on the OPCC YouTube channel.

Feedback from attendees was overwhelmingly positive:

- 100% were either satisfied or very satisfied with the event as a whole.
- 100% found the day and time of the event good or very good.
- 100% found the event content good or very good.
- 100% found the panellists good or very good.
- 100% said they would attend an event like this again.
- Panel members' responses also saw 100% of young people who asked a question say they were satisfied with the response that they received.

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## Gwent Police and Crime Panel

### Questions to the Gwent Police and Crime Commissioner – 2nd July 2021

Panel Member	Question
Cllr Colin Mann	<p><b>RAPE CRIME IN GWENT</b></p> <p>I refer to a recent news item outlining the abysmally low rate of rape allegations in Wales that result in a charge being made</p> <p>For 2020 these range from a high of 7% in South Wales Police area to a low of 1%</p> <p>The figures for Gwent are in fact the lowest for the whole of Wales. Out of 438 reports only three led to a suspect being charged</p> <p>I'm sure that this is a figure that no-one can be happy with and I would ask the Commissioner what discussions he may have had with the Chief Constable to address this worrying situation and what, if anything, is being done to improve the way Gwent deals with something that is particularly traumatic for women</p>
Cllr Tony Easson	<p>Is the Commissioner confident that his Chief Constable has maximum use with the tools provided by CCTV provision across his five Local Authorities; and is he satisfied that his Chief Constable is able to demonstrate a marked reduction in overall crime and anti-social behaviour as a result of the systems in place.</p>
Cllr Tony Easson	<p>In January 2020, Stalking Protection Orders were put onto the statute book. ? A recent report stated ,that ,since then, across Wales ,there have been over 2000 reported cases of ,and I use the term “alleged stalking or abuse” guardedly, yet in only two of the reported 2000 cases was action taken under the SPO order, the remainder were processed as harassment cases. Neither of the two were in Gwent!</p> <p>Is the Commissioner satisfied that his Chief Constable has the right tools to proceed with, where relevant, such cases, under SPO regulations? If not what action does the Commissioner believe should be taken Nationally, to strengthen this legislation, which was introduced to give greater protection to victims of stalking etc, but which appears so far to be unsuitable for the purpose it was designed. Recent high profile cases appear to substantiate my view.</p>



## Office of the Police and Crime Commissioner for Gwent Annual Report 2020/21

### Introduction

The impact of Covid-19 throughout the 2020/21 financial year was substantial.

Inevitably, this had a significant impact on how my office and I undertook our roles and upon what we focused our efforts. It inevitably led to much of our planned work being done in different ways, as efforts were rightly focused on enabling Gwent Police to respond as efficiently and effectively as possible to the disruption caused by the pandemic.

However, despite these challenges, we still delivered, supported or scrutinised substantial pieces of work, both from our business plan and reacting quickly to the constantly changing environment caused by Covid-19. I am incredibly proud of how flexible and resilient both my team and Gwent Police have been in adapting to the changes required to respond to Covid-19 and enable recovery.

Before detailing how we have delivered against the priorities within my Police and Crime Plan in 2020/21, I will explain some of the work that has been undertaken specifically in relation to Covid-19 and its implications. In addition to this, almost all the work set against my priorities that is highlighted in this annual report was delivered as a result of the pandemic or was affected by it.

It would be remiss of me not to take this opportunity to thank all police officers, staff, healthcare workers, local authorities and other partners who have been working around the clock throughout the pandemic to manage the response in Gwent. The situation has been unparalleled and the Chief Constable has needed to ensure the right balance when considering the use of police powers. This positive approach was reflected in the HMICFRS thematic report on policing the pandemic that was published later in the year.

My main responsibility is to ensure that Gwent has an efficient and effective policing service and Covid-19 has not deterred this. Although I enabled the Chief Constable to do what needs to be done, trying my best not to distract or unnecessarily burden, I held the force to account over how well the service was being delivered. This support and scrutiny was achieved through regular conferences (often daily) with the Chief Constable and my office's participation in the daily Gold and Silver strategic and operational meetings. This was important in understanding operational decisions, particularly where a major shift in policy was being implemented. It also allowed us to offer reasonable challenge where necessary, to ensure appropriate checks and balances were in place.

The approach by Gwent Police throughout the pandemic was to engage, explain and encourage compliance with the guidance about staying home to save lives. During the year, I was challenged on the police's approach by members of the public. However, there was a fairly even split between those thinking the force was being too strict, to those believing it was not doing enough. Enforcement was the last resort, and this is an approach I fully supported.

The protection of police, emergency and other key workers is always a real focus for me and we supported Gwent Police to ensure the health and safety of its officers and staff. Concerns around the police having appropriate measures in place when

dealing with members of the public and the need for adequate stocks of personal protection equipment (PPE) for staff were consistent throughout 2020/21. These topics were covered daily in the Gold group meetings and I was pleased with the force's handling of these areas.

Our investments in technology over the past two years means that the majority of office-based staff were able to work from home, in-line with the government's guidance for people to do so wherever possible. A coordination cell was set up with Gwent Police early on to reallocate work so business as usual could be maintained as much as possible. Our Business Continuity Plan helped provide resilience around our key decision-making roles and responsibilities within the schemes of consent and delegations, financial regulations and standings orders.

Despite these challenges, we continued to hold formal governance and assurance meetings to help me fulfil my statutory responsibilities, including Strategy and Performance Board, Joint Audit Committee and Gwent Police and Crime Panel meetings.

Partnership working with other organisations and our communities has been paramount throughout the pandemic. Throughout the year, my office took part in weekly national meetings to share learning and ensure consistent approaches wherever possible across Wales. A member of my team chaired the local Criminal Justice System weekly meetings to ensure that everything was in place that could be. This included information for victims, direct support, and ensuring any issues raised were addressed with urgency. The Women's Pathfinder Service, which is partly-funded through my office, was also fully utilised to support women on early release.

To ensure Gwent Police is in the best possible place to move forward and to ensure all learning from the pandemic is captured, a Recovery Plan is being developed to ensure any adverse effects of Covid-19 on the force are actively managed and reduced. There are opportunities here. The Chief Constable and I will be looking to capitalise on enforced learning from the Covid-19 emergency as, like many other organisations, we have had to become more adaptable and agile in how we work. These opportunities and examples of good work are being captured in the Recovery Plan, rolled out in our day-to-day work, and factored into future business continuity planning.

There is a cost implication to this. The UK government has said funding will be made available to Commissioners to cover the policing response to Covid-19; however, we do not know the true costs at the time of writing.

Finally, Covid-19 also impacted on the Police and Crime Commissioner elections that were due to have taken place in May 2020. The elections took place in May 2021, which means that the current of office will be three years rather than four years. I reviewed my Police and Crime Plan in light of Covid-19 and its implications; however, as I only updated it last year, I extended it to 2022.

**Jeff Cuthbert**

Police and Crime Commissioner for Gwent

## PRIORITY 1 – CRIME PREVENTION

Promoting and reducing crime that causes the most harm in our communities and against the most vulnerable people.

### Number of total recorded crimes

Crime types	2018–2019	2019–2020	2020–2021
All other theft	4,753	4,303	2,971
Bicycle theft	425	329	273
Burglary dwelling	2,540	2,546	1,947
Burglary non-dwelling	1,163	1,098	684
Criminal damage & arson	9,419	8,584	6,750
Drug offences	1,463	1,498	1,683
Homicide	4	6	4
Miscellaneous crimes	1,403	1,370	1,312
Other sexual offences	981	1,040	632
Possession of weapons	237	251	230
Public order offences	7,872	7,975	7,281
Rape	574	499	297
Robbery	301	304	242
Shoplifting	3,533	3,459	2,058
Theft from the person	373	314	151
Vehicle crime	3,398	3,256	2,217
Violence with injury	5,823	5,741	4,315
Violence without injury	14,176	14,853	13,460
<b>Total</b>	<b>58,438</b>	<b>57,426</b>	<b>46,509</b>

The Covid-19 pandemic had a significant impact on recorded crime. The effects of the pandemic can be observed in the 18% reduction in recorded crime between 2019/20 and 2020/21. Public health measures, such as lockdowns, reduced opportunities for both committing and reporting crime. Therefore, it is expected that crime will start to return to pre-Covid levels as we exit the pandemic. In fact, there is reason to believe that crime may initially see a spike that exceeds pre-Covid levels due to the pressurised environment lockdowns have created. The re-opening of the night-time economy is one area where crime is anticipated to rise, with public order offences and alcohol-related violence likely driving up demand on police resources. Crimes such as shoplifting and theft from the person are also expected to increase with the easing of restrictions.

As noted above, public health measures also limited opportunities to report crime. We are particularly concerned about crimes such as domestic abuse, rape and other sexual offences. Lockdowns exacerbated the challenges faced by victims of these crime types, with stay at home measures placing them in close proximity to the offender for prolonged periods of time. These conditions also made it difficult for victims to report offences to police. It is expected that victims may come forward to disclose as lockdown is relaxed, which is likely to present high demand for the force. Gwent Police and my office will continue to monitor crime trends as public health measures are lifted to gauge how demand compares with pre-Covid levels of crime.

## **Crime statistics**

The latest Crime Survey for England and Wales continues to show that Gwent has one of the lowest levels of recorded crime in the UK. However, we know that areas such as domestic abuse and sexual violence remain under-reported. This was of particular concern during the pandemic, with so many people confined to their homes due to lockdowns, local restrictions and the Welsh 'firebreak'. We have worked with partners including Welsh Government, Gwent Police and the regional Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) partnership on public messaging to encourage victims to seek support. We have also worked with Public Health Wales and the other three Welsh OPCCs to ensure that there is information available at track and trace centres, as many victims have limited opportunities to get support information due to Covid-19 restrictions.

## **Cyber crime**

The increase in the use of online technology during school closures and home learning due to Covid-19 raised the importance of keeping children and young people safe online. Throughout the year, my office shared safety information with our key partners and worked with young people to help tackle child sexual exploitation (CSE). We launched a joint campaign with Gwent Police 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 worked with key partners and the local education authorities to warn parents about the dangers that lurk online. BBC, ITV, Wales Online and South Wales Argus all covered the campaign.

We promoted the Police Cyber Alarm and encouraged businesses to stay safe online. This is a government-funded scheme that monitors cyber-threats and provides businesses with regular reports that highlight any vulnerabilities within their organisations.

We also worked with Gwent Police's Cyber Crime Team as it rolled out online safety training to more than 70 police cadets. The young people were taught how to recognise online threats and modify their own behaviour to avoid online scams. We supported this work by continuing to speak with residents about cyber issues and promoted advice to groups who are at risk.

## **Diversion schemes**

Deputy First Minister Jane Hutt and Victims' Commissioner Dame Vera Baird praised two of our services that are helping offenders to break cycles of criminality and improve their lives. The Women's Pathfinder Whole System Approach and 18–25 Early Intervention Service are jointly commissioned by my office and South Wales OPCC. They provide targeted support to women and young people, supporting them with issues such as alcohol and substance misuse, mental health problems, and improving family relationships. The services work to divert people from criminality and re-offending by creating a support network and helping them live safer, healthier lives. They are shining examples of effective collaboration between public, private and third sector organisations. They support some of the most vulnerable people in our society, with almost 2,300 people helped in 2020/21, and 3,249 since launch.

## **Gwent Drug and Alcohol Service**



We know that alcohol and drugs are two of the main drivers of crime, and that addressing these issues is integral to any crime prevention strategy. There are often multiple issues at play, with many people with substance misuse issues having experienced adverse childhood experiences in their lives. The Gwent Drug and Alcohol Service (GDAS) helps people address any underlying needs and substance misuse issues. This work was commissioned by Gwent Area Planning Board, of which I am an executive member. My office also contributed £820,279 to the delivery of the GDAS criminal justice service in 2020/21.

GDAS and consortium partners had to implement a range of responsive measures in response to Covid-19. 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 was undertaken with police and probation colleagues during the year. Prison leavers and statutory order cases were prioritised for access to treatment. Crucially, throughout this period, no service users were refused treatment due to the pandemic. Clinical treatment was sustained, with minimal face-to-face contact.

### **Police Community Fund**

Every year, organisations in Gwent can bid for a share of £300,000 from my Police Community Fund (PCF). 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. Organisations can bid for sums from £10,000 up to £50,000. There were 21 bids for funding, with the following receiving funding for 2021/22:

<b>Organisation</b>	<b>Area</b>	<b>Project name</b>	<b>Amount</b>
Cymru Creations	Blaenau Gwent	Blaenau Gwent Film Academy - creating films based on participants' experiences on topics such as dangerous driving, anti-social behaviour and hate crime.	£25,000
Senghenydd Youth Drop in Centre (SYDIC)	Caerphilly	SYDIC - diversionary activities for young people in effort to reduce crime and anti-social behaviour	£31,314.49
KidCare4U	Newport	Black, Asian and minority ethnic Saturday Kids Club Project - provides weekend childcare to families in Pillgwenlly while promoting integration and reducing barriers between disadvantaged ethnic groups and other communities	£22,000
Cyfannol Women's Aid	Gwent	Assertive Outreach 16-24 - provides support to victims of domestic abuse at the point of crisis	£27,314.15

Ffin Dance	Blaenau Gwent	Dance and Enhance	£10,000
Duffryn Community Link	Newport	DCL Detached Youth Work – engaging young people and address anti-social behaviour in the area.	£28,028

Ring-fenced funding for year two and three projects previously awarded were:

Urban Circle Productions	Newport	U-Turn Project – using the creative arts to tackle social problems affecting young people in and around the Pillgwenlly area of Newport.	50,000
Cwmbran Centre for Young People	Torfaen	Open access drop-in – activities to help tackle anti-social behaviour in Cwmbran town centre.	40,314.72
The Gap Wales	Newport	The Sanctuary project – a charity that supports vulnerable children and young people who have been trafficked into the UK, or arrived seeking asylum, providing a safeguarding role and helping them to access services.	16,931
Community House	Newport	Maindee Youth schools project – youth workers provide educational and diversionary projects for children and young people, along with a budget for activities and associated costs.	48,351

## Roads policing

I recently welcomed Gwent Police's commitment to implementing the findings of a review of roads policing in Gwent, following a review of Gwent Police's current roads policing provision that I undertook in 2019/20. As well as recognising the good work carried out by Gwent Police, it made several recommendations for consideration, including that the force invest more resources into roads policing across the region. The significant investment we have made in about 170 new police officer posts since 2016, and the recent investment in additional officers by the UK Government through Operation Uplift, has allowed Gwent Police to review its operating model. I am pleased that this is going to include a new Roads Policing and Specialist Operations Unit that will incorporate the recommendations I made. Other recommendations include a commitment to invest in more specialist data collection and research to better understand the root causes of traffic collisions in Gwent, and to implement new performance measures to provide more insight into police performance.

During October, Gwent Police supported Project EDWARD, a national campaign that stands for 'every day without a road death'. Officers carried out a range of traffic enforcement activities across Gwent, while also engaging residents with the Gwent Police crash car to demonstrate why road safety is so important. The reality is that almost all traffic incidents that result in serious injury and death could have been easily avoided. During the week-long driver safety campaign supported by my office, Gwent Police recorded 1,022 road-related offences, including seatbelt offences, speeding and mobile phone use.

I am a road safety lead for the Association of Police and Crime Commissioners (APCC). During Project EDWARD we promoted an APCC survey on roads policing. A total of 66,266 people across the UK took part and the key findings were that most people want drivers who speed to face higher penalties, and for more of the money raised from speeding fines to be invested in enforcement. The APCC will use the results to inform its work with UK Government's roads policing review.

### **Scams**

Throughout 2020/21, we proactively shared scam awareness information from Gwent Police, Scam Aware and Action Fraud. Gwent Police led a national proactive scam awareness campaign, and this was supported internally and externally. We also targeted specific scam awareness information to specific demographics; for example, we contacted Age Concern with information targeting older people to be cascaded to service users. We worked with Gwent Police's cyber protect officer to arrange for scam information to be delivered through local authority food parcels as a way of reaching off-line communities. We sent advice to businesses encouraging them to ensure their own cyber resilience and took part in Scam Awareness Fortnight. Scam information was shared with more than 58,000 residents via email. In June, I was invited on BBC Radio Wales Breakfast to talk about Covid-19 scams, where I reinforced the advice on how to stay safe. I have since become the all-Wales Commissioner lead for tackling cyber-crime, with Chief Constable Pam Kelly leading from a Welsh police force perspective.

### **Serious and organised crime**

Despite the challenges presented by Covid-19, I was reassured throughout the year that Gwent Police continued to tackle serious and organised crime as a priority. This was reflected in a number of high-profile raids that were covered in the national media. I remain proud to see officers continuing to protect our communities from the most serious and damaging crimes that have such a negative impact on many lives.

However, enforcement operations such as this are only part of the solution. Prevention and intervention are equally important. The work to tackle serious and organised crime is supported by projects that my office funds, including those run by Positive Futures, Barnardo's and St Giles Trust. These are on the ground in communities offering diversionary activities to identified young people to help tackle this.

Some of this work had to change due to the pandemic, but the services adapted. For example, CrimeStoppers' Fearless project ran online learning sessions to raise awareness of County Lines. We encouraged youth organisations in Gwent and young people to take part in them. Fearless maximised the use of video conferencing to promote its services, resources and anonymous reporting mechanism to professionals in Gwent. During the year, Fearless delivered e-training

to more than 600 professionals working with young people, including teachers, youth workers and charity workers. They also filmed a short 'true or false' knife crime awareness video, supported community action days, undertook youth outreach with SchoolBeat and Positive Futures, run campaigns to help prevent anti-social behaviour and firework misuse, and delivered workshops to 390 children and young people. Fearless campaigns helped provide a counter-narrative to the use of social media by criminal gangs to exploit young people. The 'Aaron's Story' and 'Amy's Story' campaigns reached 35,977 and 34,681 young people across Gwent respectively. This resulted in 1,948 young people engaging with the adverts by 'swiping up' to watch the video and/or visit the website.

In addition to the Fearless-commissioned activity, my office contributes to the CrimeStoppers contact centre. In order for Gwent Police to receive information on priority crime areas, CrimeStoppers runs regular campaigns. During the second half of September, its county lines digital campaign reached about 100,000 people across Wales. During October, it partnered with Victim Support Cymru to support National Hate Crime Awareness Week with a new campaign to 'Speak Up Stop Hate Crime', while in November the 'Silence Won't Stop Violence' campaign supported efforts to tackle knife crime. I supported all of these.

In addition to this, I gave £372,145 to pilot interventions which protect children and young people from serious harm caused by serious violence and organised crime, by delivering interventions that support those involved in criminality.

### **Violence against pharmacists and retail staff**

Following a presentation by the Pharmacists' Defence Association (PDA) at the All Wales Policing Group, we raised awareness of violence against community pharmacists in Gwent. Pharmacists are included in the Assaults on Emergency Workers (Offences) Act 2018. I campaigned for this. Internal communications for Gwent Police officers on this issue were published on the force's intranet, while statements of support to pharmacists were issued during the Covid-19 lockdown. This drew praise from pharmacists across Wales. I also raised this issue in articles in the South Wales Argus and Caerphilly Observer. The PDA has since thanked us for our support, and for enabling a meeting between the Association of Police and Crime Commissioners and the PDA. This resulted in other PCCs championing this cause.

However, such incidents in shops are not limited to pharmacy staff. Gwent Police and I heard from retail workers from across Wales as part of National Respect for Shopworkers Week. The discussion, hosted by the shopworkers' trade union USDAW and community retailer Co-op, centred around incidents during lockdown. A USDAW survey showed that 75 per cent of retail staff had seen an increase in abuse during the coronavirus crisis. I heard how retail staff face daily fear of abuse, theft and attack, and I was appalled and disgusted to hear about incidents in Wales where staff have been spat at. Following this, I worked with Gwent Police and USDAW to campaign for no tolerance for abuse against shopworkers, and for people to report these incidents to the police.

## **PRIORITY 2 – SUPPORTING VICTIMS**

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

### **Victim satisfaction survey results**

	<b>2018–2019</b>	<b>2019–2020</b>	<b>2020–2021</b>
Whole experience	75%	75%	82%
Ease of contact	89%	95%	95%
Action taken	71%	76%	82%
Way treated	87%	85%	91%
Kept informed	64%	46%	75%

The Victims' Board has continued to oversee a programme of improvement work and scrutinise performance of services for victims. There has been improvement in four of the five areas, with the fifth area remaining consistent. Most notably, the satisfaction rate for being kept informed has improved. This is significant as, historically, satisfaction has been lower than other aspects of service. Many crimes or incidents are now resolved at the first point of contact, and during the first quarter of 2020/21, changes to the survey script were made. The question is now not asked of anyone whose case is "resolved without deployment". While this improvement is encouraging, both the force and I recognise the need to further provide better services for victims in Gwent. Further developments are planned for 2021/22 to providing a more accurate understanding of victim experiences that support positive change.

### **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. In 2020/21, I provided £561,092 to Connect Gwent to provide a multi-agency hub for victims and witnesses of crime in Gwent. During the year, the arrangements for victim support were reviewed and improved with the new structure coming in at the start of 2021/2022. The next steps will be to re-commission our victims' services.

During this year, Connect Gwent received 25,357 referrals. In 2020/21, it moved to a 'consent only' model meaning that victims were referred to support agencies following a needs assessment to understand if support is required. The implied consent model resulted in only 3% of the 25,357 referrals engaging in ongoing support. The model allows support services to target their resources at those that require support. During 2020/21, Connect Gwent achieved the following outcomes:

<b>Outcome</b>	<b>Number reporting improvement</b>
Better able to cope and recover	681
Better informed and empowered to act	728
Improved health and well-being	599
Improved feelings of safety	559

### **Domestic abuse and sexual violence funding**

As the entire of 2020/21 took place during the pandemic, we were concerned that issues of domestic abuse and sexual violence were being under-reported. This was recognised at a national level, with the Ministry of Justice (MOJ) making Covid-19 extraordinary funding available to Commissioners to help tackle these issues. We

successfully bid for an element of this, which could be used by local charities to meet additional costs incurred while adapting services and dealing with additional demand. In total, we gave more than £200,000 to New Pathways, Cyfannol, Phoenix Domestic Abuse, BAWSO, Llamau and Victim Support. This funding helped these frontline charities provide survivors with the help they needed. It also helped to develop new ways of working and many of these will be continued having proven to be popular with many victims, including remote counselling and support.

Last financial year, we made an expression of interest to the MOJ for three independent sexual violence advocates (ISVAs). In March 2019, we were informed that we were successful in securing funding for two posts, and in July we were notified of funding for a further post. Funded for two years, a total award of £234,097 has been made to fund the ISVAs; one to support children, another for victims with mental health issues, and another to provide community outreach support.

A successful bid for £205,469 was submitted to the Home Office VAWDASV perpetrator programme fund in September 2019, which saw Phoenix Domestic Abuse Services behavioural change intervention to perpetrators of domestic abuse run until September 2021. This expanded existing adult and youth behavioural change provision across Gwent, widen eligibility criteria for group and 1-2-1 work, tested an online provision, and extended support for victims and families.

In addition to the above, we provided the following funding to domestic abuse and sexual violence services in Gwent in 2020-21:

Sexual violence	To provide sexual assault referral centre, ISVA and counselling provision for victims of any age or gender affected by sexual violence or child sexual abuse/exploitation	£385,023
Domestic abuse	To provide a service coordinating multi-agency support to high risk domestic abuse victims aged 16 and older. A regional high-risk IDVA service was jointly commissioned with Newport City Council with each contributing about 50% of costs. An annual grant is to be provided to Newport City Council for delivery of the service.	£156,363

## Don't Suffer In Silence

My office teamed up with Gwent VAWDASV Regional Team and Gwent Police to run a joint campaign to highlight VAWDASV and encourage people experiencing it to seek help. The 'Don't Suffer In Silence' campaign encouraged people to report via the Live Fear Free helpline and signposted people to Gwent Safeguarding's website for information. In total, 30 survivors of VAWDASV informed its content and some of them took part in it. As part of the campaign, we:

- Distributed approximately 1,200 posters and 9,500 leaflets to more than 280 locations in Gwent;
- Generated more than £21,000 worth of media coverage;
- Had more than 200k impressions on social media; and
- Sent the information to 58,00 residents via email.

In order to ensure this messaging reached as wide an audience as possible, a series of paid-for promoted posts also ran on Instagram and Facebook. Critically, this was reaching people who don't follow our channels. The Instagram posts were tailored to

target people aged 35 and under in Gwent, while the Facebook posts targeted people aged 45+. This was done following a data analysis with VAWDASV partners.

Due to Covid-19, Gwent Police also brought forward its 'Read Between the Lines' campaign on domestic abuse. We also supported this, repeatedly shared key messaging and encouraged our partners to do likewise. This complemented our existing work within the wider VAWDASV agenda.

Throughout this period, both the Chief Constable and I were very clear that we wanted people experiencing VAWDASV to seek help. I worked with the force to develop ways to ensure that vulnerable victims of domestic abuse were safeguarded, regardless as to whether there are current reports. Gwent Police identified repeat victims that had not reported during lockdown and contacted them. They also worked with the Probation Service to identify and manage high-risk perpetrators where they were living with or having contact with victims.

### **Elder abuse**

Monday 15 June was World Elder Abuse Awareness Day, which aims to focus global attention on the problem of physical, emotional, and financial abuse of older people. As part of this, I urged older people and their families to learn how to spot the signs of financial abuse and elder exploitation. We know that older people are particularly vulnerable to abuse and exploitation, and we feared that opportunities for this to happen rose due to the increased isolation caused by Covid-19. There will always be people who seek to exploit the vulnerable, so during the pandemic it was important for people to keep an eye out for any signs of abuse.

To help tackle this, a press release and supporting materials were issued to the press, 58,000 residents via email, councillors and councils, registered social landlords and sheltered housing schemes, care agencies, Age Cymru, 50+ and senior citizens forums, Age Connects Torfaen, pharmacies, community connectors, voluntary organisations, and council staff organising Covid-19 volunteers. Local transport companies shared information with staff to look out for signs of elder abuse, as did some of the housing associations. Information was also shared on our social media platforms and those of partners.

### **Modern-day slavery**

I am the all-Wales commissioner lead for modern day slavery and campaigns are important in encouraging people to look-out for and report suspicious activities. An eight-week campaign by CrimeStoppers, supported by Wales' four Police and Crime Commissioners and anti-slavery partner agencies, focused on trafficking along the coastline and sexual exploitation of vulnerable people in towns and cities. It resulted in more than 5,200 views of the campaign page, while Facebook adverts reached about 378,000 people. Gwent Police received an 18% increase in CrimeStoppers reports relating to drug manufacture and cultivation during the campaign.

I supported the National Anti-Trafficking and Modern Day Slavery Network, met with the Independent Anti-Slavery Commissioner and members of the Wales Anti-Slavery Leadership Group, and was interviewed by GRETA – the Council of Europe's group of experts on action against trafficking in human beings. GRETA members praised the work in Gwent for the strong partnerships we have with Welsh Government and other police forces.

### **Rape review**

In 2020/21, my office conducted an in-depth review into the criminal justice response to rape in Gwent. This review was largely focussed on how Gwent Police responds to and deals with rape; however, it did also include additional data from the Crown Prosecution Service in order to understand how effectively the process works both before and after a charge has been. The review also sought the views of victims and staff in Gwent, which offered qualitative insight to complement the quantitative data analysis. Recommendations and suggestions on how to improve and enhance the force's performance were included in the review. I have shared the report with the Chief Constable and are awaiting a formal response to the findings of the review and its recommendations.

## **Victims**

We also attended 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, Crown Prosecution Service, 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. We highlighted our concerns around funding for services due to increased pressure and court hearing backlogs. We also attended 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.

## **#149Challenge**

The annual White Ribbon Day took place on Thursday 25 November. Due to Covid-19 restrictions, the annual community walk held in Gwent for the last several years was unable to take place, so instead a virtual challenge was launched based around the number 149. The latest Femicide Census report at the time showed that 149 women were killed by men in the UK in 2018. To help tackle this, residents, schools, organisations, sports teams and community groups across Gwent were encouraged to complete the #149Challenge. This could have been anything from walking or running for 149 minutes, baking 149 cakes, or undertaking a task 149 times. My office created and coordinated this year's event, working in partnership with Gwent VAWDASV regional team, Llamau, housing associations and all five local authorities to raise awareness of the day with communities across Gwent.

Social media channels and our website provided platforms to share information about the challenge. An activity pack was developed in English, Welsh and a range of six other languages to encourage all communities to take part. The #149Challenge was well received by sports organisations and clubs, including Newport County FC whose players wore White Ribbon t-shirts during pre-match warm-ups and worked with young people in Newport who participate in the Premier League Kicks initiative to raise awareness of the day.

The awareness campaign was successful in its aims, particularly on Twitter (the primary channel), with 3,200,000 potential impressions and a potential reach of 489,500. In total, it generated 990 tweets from 240 contributors. There were 1,347 engagements with Twitter content on the OPCC account, including 101 retweets and 280 likes. On secondary channels, almost 50,000 were reached by the OPCC Facebook page, while 12,000 people were engaged via Instagram. White Ribbon



Day was covered on ITV Wales at Six, with an interview with the Deputy Chief Constable Amanda Blakeman, who also undertook her own #149Challenge, as did the Chief Constable. Gwent Police shared information about White Ribbon Day on 25 November via all channels and reached an additional 344,916 people.

### **PRIORITY 3 – COMMUNITY COHESION**

Increasing understanding and respect among communities to improve equality, safety and well-being.

#### **Number of hate crime incidents and repeat victims**

	<b>2018–2019</b>	<b>2019–2020</b>	<b>2020–2021</b>
Hate crime occurrence	1,138	967	689
Hate crime repeat victims	92	89	66
Hate crimes sent to Home Office	797	668	692

A sustained reduction in hate crime offences led to 3.1% fewer hate crime offences reported compared to 2019/20. However, the impact of Covid-19 restrictions contributed to the 16.6% increase in the number of repeat victims. Hate crime continues to be affected by national and international events and news. We have continued to work with our communities to encourage reporting and understand their issues and concerns to develop more effective approaches to engaging with and supporting hate crime victims.

#### **Black, Asian and minority ethnic**

Existing political differences, coupled with social and economic anxieties, were exacerbated in 2020/21 due to Covid-19. The spread of this virus, and the effects of the social restrictions put in place to tackle it, put clear pressures on all our communities, but our Black, Asian and minority ethnic communities were disproportionately affected by this. The death of George Floyd in America also, understandably, left many in these communities feeling anger and dismay. Trust in policing across the world was damaged. Moving forward, it is essential that we rebuild trust and reassure people that anyone dealing with the police in Gwent will be treated equally, fairly and with respect. The last 12 months were some of the most socially and politically challenging of my life, but there have been many positive. The conversations we have had with our communities, and a move to digital platforms by necessity, has resulted in bringing us closer together in many ways.

Community dial-ins (see below) started during the first national lockdown in March as a way for our communities to raise local issues with the police and public sector partners. Further to this, Chief Constable Kelly and I started holding regular meetings with community leaders from Black, Asian and minority ethnic communities across Gwent. These resulted in some incredibly valuable conversations, some of which have been challenging. Crucially we were, and continue to be, united in wanting the best possible outcomes for our communities.

I started working with the Chief Constable to look internally at our own organisations and ensure that our shared commitment to racial equality and diversity is reflected across our workforce. It is important that, as far as reasonably practical, our workforces visibly reflect the communities we serve. The Chief Constable and I

made clear commitments to strengthening relationships between the police and our Black, Asian and minority ethnic communities, including further training for staff, targeted recruitment, and working with the public service boards to address local issues.

I met with representatives of religious group Bahá'í Faith who shared with me their desire to educate communities on the plight of refugees and asylum seekers. Hearing their personal journeys was compelling. Communities need to hear these voices to really understand why people and families need to flee genocide and war. We continued to support the Sanctuary project in Newport. The project, which receives money from my office, provides advice, social activities, mentoring and support to young asylum seekers and refugees

My office attended the virtual launch of the Black Lives Matter (BLM) manifesto in December, along with representatives of the other Welsh OPCCs and police forces. Discussions focused on inclusion, opportunities and rights for black people in Wales. Policing in Wales has supported the work of BLM's regional leaders and are working with them to ensure that we police all of our communities in a fair, open and transparent way. A key item for discussion was stop and search, and commitments were made to ensure that it is used proportionately and appropriately at all times.

### **Community dial-ins**

My team engaged in weekly community dial-in meetings throughout 2020/21. Run by Gwent Police, the meetings enabled us to hear from a wide range of organisations, including members of the independent advisory group, faith organisations, Sanctuary refugee group, Travelling Ahead representing Gypsy Traveller communities, and Mencap Cymru. The meetings helped foster relations and strengthen engagement between the communities, the force and my office. Although these meetings were set up to improve community cohesion during Covid-19 lockdowns, the meetings continued and I use the information gathered to inform my opinion when holding the Chief Constable to account.

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 engaged and provided feedback on a number of community safety issues that arose during the pandemic.

### **EYST support**

In July, my team and the VAWDASV Regional Team provided information to Ethnic Minorities and Youth Support Team Wales' (EYST) older people's forum about the many aspects of abuse that affects all communities. The group welcomed the information and were able to feedback valuable insights. This helped VAWSDAV and my office to convey the most appropriate messages to our Black, Asian and minority ethnic communities. We have since worked with EYST on a number of topics, including promotion of our policing survey to Black, Asian and minority ethnic communities and a number of campaigns encouraging people to report domestic abuse and sexual violence.

### **Hate crime**

We monitored the levels of hate crimes reported during lockdown and the impact of the easing of restrictions. This was done internally through Gwent Police's hate crime meeting and nationally at the All-Wales Hate Crime Criminal Justice Board. Local hate crime case management is a feature of the internal hate crime meeting, which supports and drive improvements in Gwent Police's performance in this area. We are a member of Gwent Police's new Police and Communities Hate Crime Forum, which met for the first time in July. This is a multi-agency meeting to improve the partnership response to hate crime victims, case management and any other matters agreed by the forum. At the beginning of 2020/21, reporting levels fell rapidly due to the first lockdown; however, they then returned to expected levels.

In addition to this, we monitored the impact of Covid-19 on our communities by:

- Encouraging Gwent Police to undertake an equality impact assessment on Covid-19 which was then used to inform recovery planning.
- Scrutinising the use of fixed penalty notices through a number of internal mechanisms to identify inequality and understand usage.
- Attending the force's Independent Advisory Group meetings.

As part of Hate Crime Awareness Week, I organised an online engagement session with residents who have had first-hand experience of this appalling crime. I was joined by the Chief Constable and we heard from victims about the hatred they have been subjected to as they go about their daily lives. I am committed, through my Police and Crime Plan for Gwent, to tackling hate crime and improving the support offered to victims. However, we can only do that if we listen to what victims are telling us about their experiences.

We supported the 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. We also publicised and signposted people to Umbrella Cymru, which worked with national charities to distribute Comic Relief funding to LGBTQ+ organisations during the pandemic.

### **Legitimacy scrutiny panel**

Due to the first lockdown, the legitimacy scrutiny panel was unable to meet in May to look at 'stop and search'. My office therefore carried out a random dip-sample of stop and search records for October 2019 to March 2020. While I acknowledge this does not provide the same level of independent scrutiny as the panel, it helped me hold the Chief Constable to account in this area. Overall, Gwent Police continues to demonstrate improvements, with my report recommendations focusing on:

- Monitoring data transfer processes;
- Stop and search training content;
- Understanding the impact of operational activity;
- Publication of stop and search data;
- Understanding and communicating disproportionality/inequality reasons;
- Build trust with communities regarding use of police powers; and
- Feedback to my office on progress against the recommendations.

### **Race Equality training**

Race Equality First launched a competition for young people to help raise awareness of its 2020 anti-racism competition. We worked with schools, youth groups and organisations working with children to encourage them to take part. Improving

community cohesion is at the heart of my Police and Crime Plan and such interactions between communities and policing services can help build relationships.

Race Equality First also ran racism awareness training for all OPCC staff. This helped inform our future engagement work and work in tackling hate crime.

Unconscious bias training, which is also being rolled-out across the force, was also undertaken by staff in 2020/21.

### **Strategic Equality Plan**

We engaged with residents across Gwent to help shape the Strategic Equality Plan (SEP), before developing objectives and an action plan to ensure the principles of equality, diversity and inclusion are embedded into everything we do. The objectives aim to challenge discrimination and support my Police and Crime Plan. A comprehensive series of face-to-face engagement sessions had been planned for the end of March and April, but these were largely cancelled due to Covid-19. Therefore, the engagement was undertaken predominately via social media and partnerships. Despite this:

- 771 responses were received (almost double the previous SEP survey response);
- The views of more than 100 children and young people were captured at the Youth Question Time event in March; and
- A number of responses were generated from a Talk Blaenau Gwent event and an Ethnic Minorities and Youth Support Team Wales meeting, helping us reach some seldom heard groups.

The responses were analysed to influence the final document.

### **PRIORITY 4 – TACKLING ANTI-SOCIAL BEHAVIOUR**

Ensuring Gwent Police works to resolve anti-social behaviour (ASB), working closely with partner organisations to help address this issue effectively.

#### **Number of ASB incidents**

	<b>2018–2019</b>	<b>2019–2020</b>	<b>2020–2021</b>
East LPA	4,781	4,856	5,036
West LPA	5,944	5,999	6,762
Total	10,725	10,855	13,524

In 2020/21, there was a 29.6% increase in ASB compared to 2019/20. Broken down quarterly, data trends show a large percentage increase in the first and second quarters of 2020/21. It is believed that these increases may be largely attributable to Covid-19 reports being incorrectly flagged as ASB incidents.

As Covid restrictions ease, it is expected that ASB incidents will rise significantly.

Gwent Police will focus on ASB prevention through the implementation of the problem solving hubs in order to counter the rise in incidents over the next year.

While the number of ASB incidents saw a notable rise over the year, the number of repeat victims of ASB increased at the lower rate of 3.6%.

I remain committed to tackling ASB and have provided funding in order to deliver on this priority. In 2020/21, I funded the Gwent ASB co-ordinator post to provide oversight and joined up working across partners in the region, as well as funding to the Community Safety Partnerships in each local authority area.

### **Halloween and Bonfire Night**

Halloween was obviously very different this year, with gatherings banned and the Welsh Government strongly advising people to avoid trick or treating. My office supported key messaging from our police and fire service partners, and shared resource packs for children that were produced by Gwent Police.

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. Urban Circle and G-Expressions, a Newport-based creative arts youth project, hosted a special Halloween event young people, part-funded through my community fund. It aimed to give young people a fantastic Halloween experience in their own homes in a safe, online environment. For the last few years, it has run a large Halloween event to try and prevent young people getting involved in anti-social behaviour. Due to the 'firebreak', a virtual celebration was held this year, which saw five days of interactive and engaging challenges across social media platforms. On Halloween itself, young people were given access to an all-inclusive Zoom experience, where they took part in interactive games and challenges focusing primarily on creative arts and media. The four-hour event saw 267 young people engaged on the night.

### **Positive Futures**

A youth inclusion programme that uses sport and activity to engage young people aged 10-18, Positive Futures received £181,000 from my office in 2020/21. It 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. As these are largely delivered in community settings, the programme had to adapt its work throughout the year due to Covid-19.

It increased use of its social media platforms to share important messages using its ambassadors, as well as running online question and answer sessions to reinforce key messages to young people. These promoted the importance of the role of sport and having positive engagement in their lives, as well as how people have managed to cope with difficult situations and mental health struggles. Online social media challenges for young people were also been created, while staff signposted people to information about what provision available for vulnerable families. In addition, schools and social services accessed sports equipment.

Across Gwent it also:

- Developed and delivered door-to-door well-being packs to young people
- Provided IT equipment to vulnerable, digitally-excluded young people
- Held weekly contact with parents of young people in its alternative education programme continued
- Distributed Asdan (qualification) booklets and sports packs
- Supported work at school hubs during lockdowns
- Created an adverse childhood experiences/sport training package
- Delivered community work to help reduce anti-social behaviour around Halloween and Bonfire Night

## **#StayInForGwent**

The approach by Gwent Police throughout lockdown has been to engage, explain and encourage compliance with the guidance about staying home to save lives. We therefore created a peer-led unbranded joint communications campaign on social media using short clips of pledges from young people to reinforce the national social distancing messaging. Linking in with the participation leads at the five Gwent councils, as well as project leaders from some local youth diversionary projects funded by my office, we crowd-sourced content. This meant we captured authentic voices and views from within our communities. This approach also meant it was not police-driven, but focused on young people reinforcing safety messages. The campaign wasn't locked to Gwent, so it could be replicated wider, and we deliberately didn't brand the content with anything to do with Gwent Police or my office.

The aim of the peer-led campaign was to encourage young people not to go out during the first lockdown. In total:

- 32 organisations endorsed the campaign;
- More than 160 tweets mentioned #StayInForGwent;
- 120 posts on Instagram mentioned #StayInForGwent; and
- There was a combined reach of more than 600,000 using #StayInForGwent

Welsh Government's Youth Work Bulletin highlighted the #StayInForGwent campaign as best practice.

## **PRIORITY 5 – EFFECTIVE SERVICE DELIVERY**

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

### **Number of 999 and 101 calls**

	<b>2018–2019</b>	<b>2019–2020</b>	<b>2020–2021</b>
Total 999 calls	83,269	81,290	73,396
Total 101 calls	221,235	199,082	149,871
101 Answered	181,415	180,407	132,099
101 Abandoned	39,847	18,607	17,739

Demand on 999 has fallen year on year between 2019/20 and 2020/21, decreasing by 10.1%. However, it is worth noting that quarter two of this year saw a three-year high in calls totalling 22,469. It is likely that this spike in demand was tied to the Covid-19 pandemic, particularly during the early stages of lockdown. During this time, Gwent Police received a high volume of calls from the public asking questions concerning the newly introduced public health measures.

Compared to 2019/20, 101 demand fell by 24.7% in 2020/21. This follows the same trend seen with 999 calls, though the decrease was more significant. The most significant decline in 101 demand was seen in quarters 3 and 4. The 101 abandoned rate fell slightly, with a 4.6% decrease.

## **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.

Gwent Police and I also sponsored the Community Hero Award as part of the South Wales Argus's Pride of Gwent Awards. Bernard Dawson, from Caerwent, took home the award, after he created a community initiative to support local people who were shielding or vulnerable during the pandemic.

## **Board assurance framework**

We have developed a Board Assurance Framework (BAF) for my office and Gwent Police as suggested by the Joint Audit Committee. This has helped us identify areas of compliance and areas for improvement with statutory requirements, as set out in the Police Reform and Social Responsibility Act 2011 and our joint Manual of Corporate Governance.

Although the BAF has identified many areas of compliance and good practice, the areas identified as requiring additional work have been pulled into an action plan so that we can recognise and mitigate any risks. This action plan will be scrutinised by the Strategic Planning Group that is chaired jointly by the Chief Executive and DCC. An annual update will also be provided to the Joint Audit Committee. In addition, plans will be made to brief the performance subgroup of the Police and Crime Panel during 2021/22 after the BAF has been embedded into our governance processes.

## **Cadets**

We promoted Cadet recruitment via social media and proactively sent emails to local organisations working with children and young people, as well as town and community councils, all secondary schools in Gwent and GAVO. The recruitment drive was successful, with 104 applications being received from young people across Gwent. The Cadets were also an integral part of the #StayInForGwent campaign, with the Cadets setting a wonderful example for others to follow.

## **Child-centred policing**

We started work with Gwent Police on a child-centred policing strategy that aims 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 increase 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.

### **Commissioning**

There were a number of significant areas of commissioning activity during the year, including my office's work with the Area Planning Board to commission a new service for substance misuse to be in place from 2022/23. The aim of this is to build on the successes of the existing provision and improve services for substance misuse in Gwent. There is a renewed aim to reduce repeat referrals by ensuring that people can get the support they need. Work has also been undertaken to commission an evaluation of diversionary services funded and a review of ISVA provision. These will be completed in 2020-21 and will inform future commissioning decisions.

I also developed a commissioning framework that complements, aligns with and supports the delivery of my Police and Crime Plan by outlining:

- My mechanism for oversight of commissioning direction and activity;
- My commissioning principles, our commissioning cycle and deliverables at each stage of the process; and
- The roles and responsibilities of OPCC staff in relation to commissioning

Throughout the year, there was also significant work to manage and support the contracts and grants that we fund, coordinate bids we submitted and administering funding received. In managing the grants and contracts awarded, all of which were affected by Covid-19, consideration was given to large-scale disruption caused by lockdowns, local restrictions and the 'firebreak', as we supported to provide services and meet needs of service users. A number of grant agreements were extended due to the pandemic, while many others had alterations to budgets in order for them to be able to re-start projects. We have also created an online map to show what we currently fund and commission.

In addition the above I provided about £300,000 to Safer Gwent, which was distributed to the key community safety partners to deliver projects and services across the five local authorities in Gwent. Each of these supported delivery of my Police and Crime Plan priorities. I also gave about £200,000 to the youth offending fund to help deliver projects and services in Gwent to minimise future youth offending and support positive outcomes for young people involved in the criminal justice system.



I contributed £60,000 to the Gwent High Sheriff's Fund, as part of my commitment to preventing crime and anti-social behaviour in our communities. Groups could apply for grants of up to £5,000 for projects that help to reduce crime and improve safety in their community. Successful applicants were decided at a participatory grant making event that allowed local people to decide which initiatives would best address local issues. The High Sheriff Fund gave out grants totalling £98,518, to 20 organisations.

### **Criminal justice**

We worked with partners, both in Gwent and on an all-Wales basis, to develop plans to ensure the criminal justice systems was able to recover from the impact of Covid-19. We engaged with partners to ensure that new protocols, such as the custody time limits, were effective. We worked closely with HM Courts & Tribunals Service on understanding the courts backlog and how to solve this, as there were concerns that delays in criminal justice would impact on victims' confidence in the system. We also responded to the Victims' Commissioner's 'improving the Victims' Code' consultation.

### **Complaints**

On 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 and dealt with by forces) requested by the public into recorded complaints that meet a specific set of criteria.

During 2020/21, we received 34 requests for complaint reviews. Two of these did not meet the eligibility for the review process to be initiated. Of the 32 that met the review criteria, 21 were finalised during 2020/21. Each review took an average of 29 working days to resolve. Nine ongoing reviews that came in towards the end of 2020/21 will be finalised in 2021/22.

The demand the review process placed on OPCCs was unknown at the start, but it has since been identified that this is a risk area in relation to resourcing, not just in Gwent, but nationally. Therefore work is being undertaken to address this additional demand. On average, when the work was undertaken by the force, they received an average of 25 reviews (or appeals as they were then known) per year. In the first year that I have taken on this responsibility, 32 have been received which is an increase of 22%. Further detailed information on the reviews will be published in the first complaint reviews annual report.

### **Estates**

Substantial work was completed on the new Gwent Police headquarters in Cwmbran. Although work was impeded by Covid-19, it did not impact on the overall construction timeline. The 5,178sqm facility at Llantarnam Industrial Estate will accommodate 480 officers and staff, and will be home to the force control room, which is the first point of contact for 999 and 101 calls. Once complete it will play a key role in ensuring the well-being and training needs of policing staff in Gwent are met, helping them to protect and reassure the communities they serve. It will also house major crime teams, support services and senior management. It will occupy about half the footprint of the current site in Croesyceiliog and is estimated to make about a £1.1million year-on-year saving due to lower running costs. Construction is due to be completed in spring 2021.

An estates performance sub-group of the Police and Crime Panel was also set-up, to ensure greater scrutiny of estates issues going forward.

## **HR**

We fully implemented our business plan and complemented this with the rollout of a new professional development plan (PDR) process for all staff. The purpose of this is to ensure managers review work, set objectives, check on wellbeing and identify areas for development. The office is creating a new digital media apprentice post in September 2021, so work began on planning and facilitating this.

## **Joint audit committee (JAC)**

JAC provides independent assurance of risk, internal control, scrutiny and oversight of financial performance reporting processes for both Gwent Police and my office. In October, it published its annual report for 2019/20 alongside the statement of accounts. These provided reassurance of the robustness of the work undertaken by JAC during the year.

During 2020/21, JAC supported the development of the BAF and have been provided with assurance in relation to the governance of the new police headquarters. JAC continues to meet its statutory requirements and provides added value and assurance to the work of my office and Gwent Police.

## **Out of court disposals**

Throughout the year, my office chaired a scrutiny panel that examined the ways in which offences were 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.

The panel will be further developed in the coming year, dip-sampling a greater number of disposals and providing additional feedback to Gwent Police's Learning the Lessons meeting.

## **Performance framework**

The OPCC continued work with Gwent Police on the development and implementation of a whole organisational performance framework. This was well supported by the Police and Crime Panel performance sub-group. Workshops were held with the entire panel to review the reporting format, and help panel members understand the reports. It also provided an opportunity for discussion on how the reports and scrutiny of the reports can be improved.

## **Resources**

Throughout the year, we welcomed **XX** new Police Officers and **XX** new Police Community Support Officers into Gwent Police. These new officers are dedicated to protecting and serving our communities and they will be a welcome addition to Gwent Police at a crucial time. These officers mean there are now around 200 more frontline officers than in 2016. We have also been working closely with Gwent Police to review its operating model. Implementation of the new model began in February and will ensure that resources are best placed to meet the challenges facing policing

now and in the foreseeable future. The new way of working puts crime prevention, victims, problem solving, safeguarding, and continuous improvement at the centre of everything we do. This is firmly in line with the priorities in my Police and Crime Plan. The new operating model sees more dedicated resources for neighbourhood policing, a new approach to integrated offender management, more victim care officers, more intelligence officers to better support frontline policing, a new crime prevention initiative 'We Don't Buy Crime', additional investment in the Criminal Investigation Department, and a new roads policing and specialist operations unit.

The Chief Executive attends the Gold Group for Operation Uplift where the plans for the police uplift programme is coordinated and scrutinised. To 31 March, 2021, we had a target of recruiting 62 new uplift officers; however, at that date we had recruited 76. These 14 additional officers will form part of our targeted 61 officers in 2021/22, with 42 planned in 2022/23.

### **Road policing report**

Having undertaken a review of Gwent Police's current roads policing provision in 2019-20, I welcomed Gwent Police's commitment to implementing the findings of our review. As well as recognising the good work carried out by Gwent Police it made several recommendations for consideration, including that the force invest more resources into roads policing across the region. I am pleased that Gwent Police is going to include a new Roads Policing and Specialist Operations Unit that will incorporate the recommendations made by my office. Recommendations in the report include a commitment to invest in more specialist data collection and research to better understand the root causes of traffic collisions in Gwent, to fill vacant posts in the force's Area Support Unit, and to implement new performance measures to provide more insight into police performance.

### **Social media**

The OPCC Twitter account grew by 6%, taking the total number of followers to 5,465. There were 1,034 posts, totalling 1,110,500 impressions during this time, as well as 1,491 retweets and more than 2,649 likes. Facebook has shown a 25% increase in followers to date, bringing the total number to 2,401. There were 374 posts, with a combined reach of almost 350,000. Instagram followers are still low at 642 but has grown by 109% in this time-period and is high compared to comparable OPCCs. The e-bulletin continues to grow steadily, with 1,775 subscribers (an increase of 48 per cent). Analytics show that 62 per cent of subscribers are highly engaged and regularly open their emails. This is exceptionally high and it is expected that this will reduce, in line with typical opening rates of public sector email bulletins.

The Welsh language social media pages continue to offer better engagement for residents who wish to communicate through the medium of Welsh. However, take-up remains low. There are 22 subscribers to the ebulletin and nine followers to the Facebook channel. I am committed to ensuring that Welsh speaking residents in Gwent receive the best possible service.

### **Understanding the Triggers**

I released a new report calling on public services in Wales to develop new ways of preventing and reducing child criminality and exploitation. The Understanding The Triggers report identifies a series of improvements that public services in Wales can make to tackle these issues at the earliest opportunity and reduce the risk of children becoming vulnerable to criminal exploitation. The research found recurring triggers in

a group of local children identified through offending data, including trauma within the home and challenges within education. Understanding the Triggers makes an important contribution to our collective understanding of child criminal and sexual exploitation in Wales by providing an evidence base to steer action and improve outcomes for vulnerable children. The report's findings are stark and demonstrate the devastating impact criminality and exploitation has on children's lives.

The report was produced as part of a multi-agency research project carried out by office, in partnership with Newport City Council, Gwent Police and the Aneurin Bevan University Health Board. In November I met with the Deputy Minister and Chief Whip, Jane Hutt, to discuss the report and opportunities to work together to address the issues identified in the report.

### **Voluntary schemes**

Both the Animal Welfare Scheme and Independent Custody Visiting Scheme were temporarily put on hold in mid-March 2020 due to Covid-19. Custody visitors started undertaking visits via telephone in June and have continued to do so throughout the year; this has enabled detainees to speak directly and in private with Custody Visitors. In the meantime, we have received regular briefings from Gwent Police to ensure there are no issues of concern regarding the welfare of detainees in custody or the welfare of police dogs. As Covid-19 continues to pose a risk, detainee welfare will continue to be monitored via the alternative telephone process. Once restrictions have been lifted, a dual process will be implemented of both telephone calls and face-to-face visits to custody. To encourage uptake in the telephone calls, posters have been displayed in custody and leaflets distributed to detainees to publicise the role of the Independent Custody Visitors. As the majority of visits undertaken by Animal Welfare visitors are outside, it was expected that visits would resume in September. However, restrictions meant this hasn't happened yet and preparations are being made for visits to commence from May. Quarterly meetings for both schemes have continued online. We plan to recruit for both schemes in 2021/22.

### **Website changes**

The OPCC website has been completely rebuilt to ensure it complies with new accessibility regulations that came into effect in September. This was a significant piece of work, as the website was rebuilt over a number of months in an entirely new content management system (CMS). Although the website itself appears very similar in appearance, we took the opportunity to refine some of the CMS functionality, iron-out some performance issues and added some features. Refining work in the CMS of the website has continued since then, as we add new features. However, due to a prominent new cookies banner, the amount of recorded web views has been significantly reduced. To illustrate this, the stats for the three months prior to the launch and post launch are shown:

<b>Month</b>	<b>Page views</b>
July	10,118
August	10,718
September	16,463
October	2,496
November	1,713

December	1,486
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## ENGAGEMENT

I always find community engagement incredibly beneficial and it helps inform my conversations when holding the Chief Constable to account. I normally run a large-scale summer engagement programme across Gwent; however, all these events were cancelled by organisers because of Covid-19. I also had to postpone all planned walkabouts in communities and general engagement opportunities that we had intended to rollout throughout the year. Despite this, here is a selection of some of the main engagement my office and I undertook in 2020/21.

### **Black, Asian and minority ethnic and community dial-ins**

As stated previously, this year saw the introduction of joint conference calls with Gwent Police and representatives of Gwent's Black, Asian and minority ethnic communities, as well as weekly community dial-ins.

### **Behind the Badge**

This year's popular Behind the Badge open day was cancelled due to Covid-19. For the last couple of years, it has given residents a chance to look behind the scenes of policing. It is one of the largest community events in Gwent and is a fun, engaging way in which to highlight the work of a modern police force and other emergency services to a wider, diverse audience. Gwent Police ran a virtual open day on social media instead this year. This proved incredibly popular, with more than 51,000 people viewing content. We complemented this throughout the day by posting a range of clips to give residents a greater insight into the work of my office.

### **Budget setting**

Every year, I have to engage with ratepayers on the police budget, which includes the part of the council tax that is allocated to the Commissioner known as the precept. This year, we ran a 'have your say on policing' survey for nine weeks. The two previous years saw a dual approach for engagement, with a series of face-to-face engagement events across all council areas being complemented with an online survey. The original aim was to replicate this approach for the 2021/22 survey; however, this was not viable due to Covid-19. A new approach was introduced that allowed the OPCC to pulse-test a variety of opinions on policing issues. This focused primarily on promoting the survey online, coupled with multiple opportunities for virtual face-to-face engagement and increased targeting of harder to reach communities. An in-person offer was available and promoted to organisations, so the OPCC did not have a broadcast-only approach.

This year's survey had an expanded question set and more information about policing in Gwent. Before people could complete the survey, they were provided with information about the PCC, the role of the OPCC, the daily demands on policing in Gwent, police budgets and the medium-term financial plan. This information was more in-depth than in previous years, allowing people to have an even greater informed opinion when voicing their views on policing. It was agreed, prior to the launch of the survey, that a representative sample size of 600 would be used. However, in the end 1,259 people completed the survey.

Creating ready-to-use bespoke content for partners and organisations significantly increased use and sharing, which played a critical role in doubling the online response to this year's survey. Multi-dialect communications were used to promote the survey for the first time. Posts were translated into Arabic, Bengali, Hindi, Pakistani, Polish and Urdu and shared with council community cohesion officers.

Of the 1,259 survey respondents:

- 1,128 completed it online;
- 121 completed it as part of virtual face-to-face engagement; and
- 10 completed paper copies of the survey.

When collated, the total responses were:

- 689 (54.7%) of respondents supported the principle of up to a £2 per month increase;
- 411 (32.6%) of respondents did not support the principle of up to a £2 per month increase;
- 159 (12.6%) of respondents were unsure;

### **Children's charter**

My office has become the first OPCC in Wales to be awarded the Children and Young People's Participation Standards Charter. We have pledged a commitment to work toward the seven National Participation Standards when engaging and working with children and young people. The standards aim to help organisations put children and young people at the centre of their work when shaping processes, plans and projects. The signing of the charter is the first step in achieving the National Participation Standards Kitemark award, which will assess how well my office engages, listens and feeds back information. One of the events that will help us achieve this is our annual Youth Question Time event in March. I have every confidence that the Kitemark will be achieved in the next two years.

### **Covid-19 Q&A**

To help me understand the issues communities and individuals were facing during the first lockdown, I ran a Q&A initiative on social media. This offered residents the opportunity to ask any questions they had about Covid-19 and local policing. The request for questions was published on all our channels, as well as in the Abergavenny Chronicle, Monmouthshire Beacon and South Wales Argus. In total, more than 50 questions were submitted. Many of these focused on similar themes, so responses to which were posted on social media. Where people had emailed questions, my team and I responded to them personally via email to reassure them, as well as posting general information more widely on social media.

### **Youth Question Time**

I held my third Youth Question Time event in March, with more than 100 young people and professionals, including youth workers, voluntary organisations and public services from across Gwent attending the digital event. We worked with the Regional Youth Forum to look at the best platform to enable young people to ask decision makers questions about issues that are important to them. Teams was the preferred choice for this year's Youth Question Time, chosen by young people and the Regional Youth Forum workers.

This year, in keeping with previous years, I was joined by a senior representative from Gwent Police and panellists based on the issues that were important to young

people in Gwent. These issues were identified via the British Youth Council's 'make your mark' survey. In Gwent, mental health, domestic abuse and homelessness are the top three most important priorities for young people, so panel members reflected these issues.

The event was hosted by five young people from the RYF. This year there was a strong appetite from young people from all five forums to get involved, so several roles were created, including a social media team who created content for Instagram and Twitter.

Prior to the event, we received 33 questions from young people on a range of subjects, including policing during the pandemic, anti-social behaviour, mental health, suicide, homelessness and domestic abuse. During the 90-minute event, 18 questions were asked. Due to time restrictions, and the amount of questions that were submitted, several questions were not asked. These questions were answered after the event and responses fed back to young people via short clips on social media and through the youth groups. A webpage detailing these Q&As was also created on the OPCC website. The event was also recorded and is available on the OPCC YouTube channel.

Feedback from attendees was overwhelmingly positive:

- 100% were either satisfied or very satisfied with the event as a whole.
- 100% found the day and time of the event good or very good.
- 100% found the event content good or very good.
- 100% found the panellists good or very good.
- 100% said they would attend an event like this again.
- Panel members' responses also saw 100% of young people who asked a question say they were satisfied with the response that they received.

## **FINANCE**

### **Audited 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 were not delayed due to the disruption caused by Covid-19, with draft accounts published before the statutory deadline of 31 May, 2021.

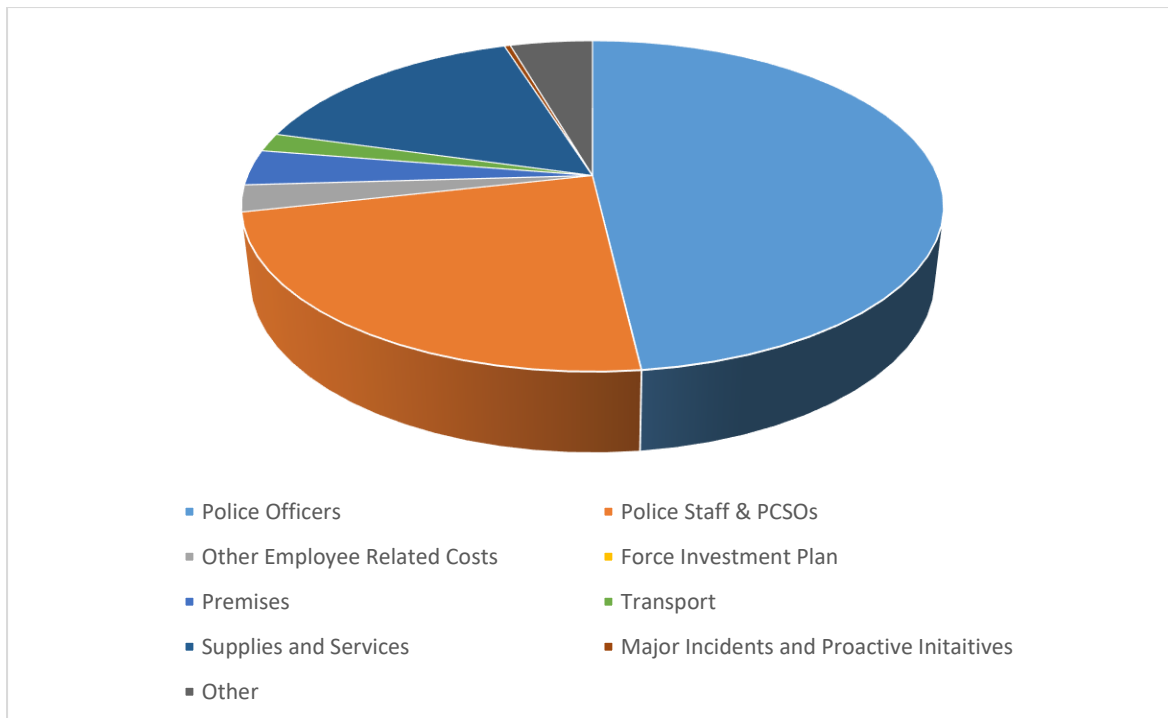
### **Budget setting**

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 2021/22 of £147.55m (£8.56m more than the previous year);
- Set the council tax increase at 5.49 per cent;
- Created a capital budget for 2021/22 of £26.37m; and
- Continued to monitor Gwent Police's service improvement work, which has delivered £52.01m of cashable efficiency savings since 2008/09.

### **Setting the budget:**

For 2020/21, the following budgets were set for policing services in Gwent:



At the end of 2020/21, the overall spend on policing services in Gwent produced a small surplus of £0.22m (0.16 per cent) against the overall budget of £142.02m.

In addition, the following capital budgets were set in Gwent:

- Estate - £22.63m
- Vehicles - £1.59m
- Information and Communication Systems - £1.64m
- Other - £0.51m

The overall capital spend on policing services in Gwent was £15.97m against the overall capital budget of £26.37m, due to expenditure on significant capital estate schemes (such as the new 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 'substantial' 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 Audit Wales audits my statement of accounts annually.

### 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.

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 2020/21, I responded to fourteen reports providing my overall response to the report and where applicable, 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 (DPO) who monitors compliance and advises us on our statutory obligations. No data breaches were reported in 2020/21.

A Subject Access Request (SAR) is a request to an organisation asking for access to the personal information it holds on you. Twelve SARs were received compared to three in 2019/20; all were requesting information held by Gwent Police. The requesters were provided with the correct contact details. The increase has happened since the force moved to a national website platform. This has been fed back to the force and additional clarity has been added to the OPCC website to try and ensure requests for information are not delayed and are sent to the correct organisation.

My office drafted an all-Wales SAR policy and procedure on behalf of the four Welsh OPCCs, to ensure members of the public only had one process to understand when requesting their personal information from any of the Welsh OPCCs.

Work to review electronic information has taken place to ensure we are compliant with our retention and disposal schedule. Work to review, record and dispose of hard copy documents is also nearly complete. This has been a large and key project that has been progressed as when able to due to the pandemic, to ensure we comply with the requirements of the Data Protection Act.

### **Freedom Of Information Act**

During the year, there were 31 requests received under the Freedom of Information Act compared to 28 in 2019/20. The compliance rate with the 20 working day response period was 100%, an increase from 96% in the previous year.

Key themes were in relation to finance and OPCC staffing, a number of requests were also received by us that were for operational information held by Gwent Police. Finance is a recurring theme annually and generally covers salaries and office costs. It took 6 days on average to respond to a request, down from an average of 10 days last year. No appeals were received.

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. We were fully compliant in 2020/21.

### **Transparency Quality Mark 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 sixth 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.

### **LOOKING TO THE FUTURE**

The impact of Covid-19 and its implications have been massive, creating a new set of challenges for all us, both in terms of our private and professional lives. I don't believe that any of us thought at the start of the financial year that we would still be in living under restrictions one full year on. However, an unprecedented pandemic has seen unprecedented measures.

I would like to again reaffirm my ongoing thanks to all police officers, staff, healthcare workers, local authorities and other partners who have worked tirelessly throughout the last year to help tackle this. The self-sacrifice, dedication and public service shown has been commendable.

During the year, the UK government published the recommendations from part one of its two-part review of Police and Crime Commissioners. The initial recommendations include:

- Changing the voting system for Police and Crime Commissioners to first-past-the-post.
- Ensuring that Commissioners provide the public with clear information on their force's performance.
- Mandating the appointment of Deputy Police and Crime Commissioners.
- Making changes to ensure more effective and consistent relationships between Commissioners and Chief Constables.

As Police and Crime Commissioners are elected to provide a public service, it is right and proper that the role should be reviewed to ensure that they continue to represent the best method of making policing accountable to the public. That said, there are no surprises in the first part of the UK Government's review. I am confident that here in Gwent we are already delivering on the recommendations announced today as part of our commitment to ensuring that the public receive an efficient and effective service from their police force.

We are committed to improving the way in which Gwent Police's performance is reported and this is regularly scrutinised by the Gwent Police and Crime Panel whose job it is to hold me accountable on behalf of the public.

I am also fortunate to have a strong and effective working relationship with the Chief Constable of Gwent Police where we both share the common goals of making Gwent a safe place to live, work and visit, while safeguarding the most vulnerable in our society.

We are not complacent and will always look for ways to ensure we can improve further, but this review has provided reassurance that in Gwent we continue to operate in-line with current best practice.

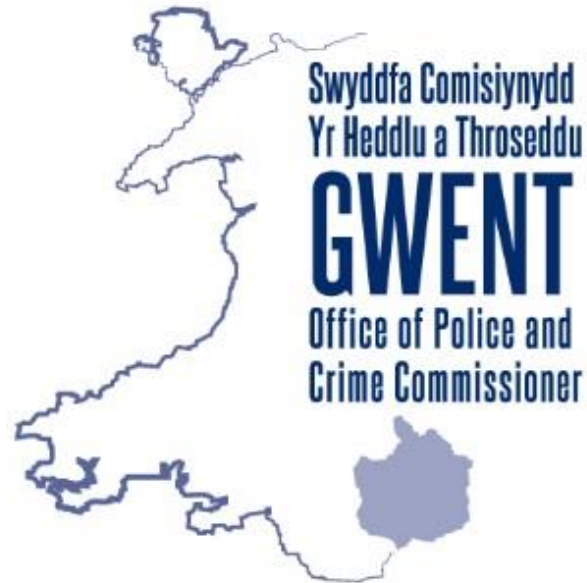
Jeff Cuthbert

April 2021

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## **Police and Crime Commissioner for Gwent**

### **Performance Monitoring Report Quarter 4 2020/21**

## 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 3 of the financial year 2020/21. Where possible 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 develop the Organisational Performance Framework and currently this is to include new requirements from the Home Office linked to Operation Uplift as well as COVID impact. It has already significantly improved and provides a more developed and consistent approach to performance monitoring.

## 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 2020/21 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 2020/21 data can be compared to quarter 4 figures for years 2019/20 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 their Crime Data Integrity Inspection (CDI) 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					2020-21					2 Year
Closing Class 1	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Quarterly Avg
Public Safety and Welfare	52,870	13,969	13,753	13,199	13,131	54,052	13,701	14,677	13,604	12,681	54,663	12,169	13,435	11,530	11,003	48,137	13,116
Crime Related	49,618	14,382	14,185	13,479	13,281	55,327	13,480	14,139	12,688	11,541	51,848	11,268	12,834	10,705	10,001	44,808	12,492
Admin	33,790	8,056	8,032	7,509	7,367	30,964	7,791	8,416	7,560	7,377	31,144	8,324	8,603	7,535	7,466	31,928	7,872
Transport	34,118	8,679	8,069	8,096	8,418	33,262	8,321	8,376	7,844	7,211	31,752	5,595	6,626	5,854	5,465	23,540	7,281
Anti-Social Behaviour	17,031	2,846	3,114	2,537	2,617	11,114	2,839	2,962	2,438	3,913	12,152	11,441	5,243	5,085	6,651	28,420	4,567
Open Log	10	45	69	138	89	341	241	169	58	81	549	162	244	322	217	945	171
Total	188,646	47,977	47,222	44,958	44,903	185,060	46,373	48,739	44,192	42,804	182,108	48,959	46,985	41,031	40,803	177,778	45,498

Overall incident demand has decreased by 1% in quarter 4 2020/21 compared to quarter 3 2020/21. All closing categories of incidents have decreased since quarter 3 2020/21 apart from Anti-Social Behaviour which has increased by 31%. Anti-Social Behaviour includes all incident logs relating to Covid-19. The most likely explanation for this is the seasonal changes (as can be seen in previous years), the closing of our night-time economy and the national lockdown starting towards the latter end of quarter 3 2020/21 and continuing throughout quarter 4 2020/12.

If we look at the total of all other incident categories excluding the anti-social behaviour category, there has been a decrease of 5% when comparing this quarter with quarter 3 20/21 and a decrease of 12% when comparing this quarter with quarter 4 of 2019/20. This tells us that all non-covid related incidents are lower than the previous year.

## 1.2 Number of Total Recorded Crimes



All Crime Quarterly Comparison																	
Crime Type	2017-18	2018-19					2019-20					2020-21					2 Year Quarterly Avg
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
All Other Theft	4,608	1,249	1,267	1,139	1,091	4,746	1,161	1,157	1,026	909	4,253	704	863	713	691	2,971	953
Bicycle Theft	311	116	110	94	106	426	97	110	68	54	329	73	91	66	43	273	83
Commercial Burglary	1,128	258	252	334	303	1,147	287	305	250	247	1,089	188	167	189	140	684	242
Criminal Damage & Arson	8,667	2,279	2,463	2,315	2,342	9,399	2,382	2,063	2,186	1,866	8,497	1,650	1816	1,736	1,548	6,750	2,005
Drug Offences	1,299	324	403	402	437	1,566	410	357	374	380	1,521	509	393	426	355	1,683	411
Fraud	3	0	0	0	0	0	0	0	1	0	1	0	0	1	1	2	0
Homicide	4	0	1	0	1	2	0	3	1	2	6	1	0	1	2	4	1
Miscellaneous Crimes	1,219	391	359	356	350	1,456	350	307	316	377	1,350	424	332	283	273	1,312	342
Other Sexual Offences	868	197	209	202	279	887	245	250	261	252	1,008	135	173	176	148	632	221
Possession of Weapons	202	52	62	55	75	244	50	83	55	58	246	71	49	55	55	230	62
Public Order Offences	4,744	2,183	2,270	1,758	1,750	7,961	2,056	2,205	1,827	1,782	7,870	2,034	2309	1,544	1,394	7,281	1,938
Rape	388	93	82	123	119	417	114	137	117	82	450	58	67	80	92	297	97
Residential Burglary	2,606	700	589	621	619	2,529	667	603	657	576	2,503	485	506	481	475	1,947	574
Robbery	257	91	77	63	73	304	79	70	81	69	299	63	57	67	55	242	70
Shoplifting	3,861	995	867	880	806	3,548	821	891	905	826	3,443	474	555	546	483	2,058	728
Theft From the Person	338	103	84	108	73	368	74	73	83	53	283	46	51	30	24	151	60
Vehicle Crime	3,359	839	743	916	906	3,404	748	909	840	731	3,228	560	577	600	480	2,217	734
Violence with Injury	4,945	1,466	1,477	1,540	1,423	5,906	1,429	1,483	1,477	1,383	5,772	1,044	1284	1,052	935	4,315	1,322
Violence without Injury	9,984	3,477	3,570	3,468	3,678	14,193	3,597	3,844	3,550	3,621	14,612	3,539	3672	3,199	3,050	13,460	3,588
<b>Total</b>	<b>48,636</b>	<b>14,813</b>	<b>14,885</b>	<b>14,374</b>	<b>14,431</b>	<b>58,503</b>	<b>14,567</b>	<b>14,850</b>	<b>14,075</b>	<b>13,268</b>	<b>56,760</b>	<b>12,058</b>	<b>12,962</b>	<b>11,245</b>	<b>10,244</b>	<b>46,509</b>	<b>13,432</b>

Overall recorded crime this quarter has decreased by 9% compared with quarter 3 2020/21. It has decreased by 24% compared to the two year quarterly average and has the lowest quarterly crime rate recorded in the last three years alone. This can be attributed directly to the introduction of alcohol sales curfew, the closing of night-time economy added with the weather changes due to the time of year. In quarter 4 2020/21 a decrease or no change can be seen in 17 out of the 19 crime categories compared with quarter 3 2020/21.

Rape has seen the biggest increase by 15% which is 10% higher than the 2 year quarterly average and a 3% increase when compared with the same period in 2019/20.

In quarter 4 2020/21 the biggest crime type decrease compared with quarter 3 2020/21 is bicycle theft which fell by 35% (n=23), this was followed by Commercial Burglary which decreased by 26% compared to quarter 3 2020/21.

Bicycle theft this quarter has seen its second quarterly decrease since quarter 4 2019/20 of 35%. This will have been impacted by the local lockdowns and the change in weather in the autumn & winter months.

In quarter 3 2020/21, further analysis showed that reported domestic abuse related crime has decreased each quarter since quarter 3 2019/20, this quarter however we see a very small increase of 0.71% (n=14) when compared with the previous quarter 2020/21. There was widespread concern that domestic abuse would have been significantly unreported during lockdown. However, until there is a sustained period of lockdown being eased and people being more able to report, we won't be able to confirm the factors behind the changes. Therefore, it remains a priority for the force to communicate with potential victims and find ways to offer support and safety. Campaigns have taken place to encourage victims to come forward for support endorsed by the Chief Constable and the PCC. Further campaigns are planned that will include place-based advertising including in pharmacies and at testing and vaccination sites.

### Cyber Crime

Cybercrimes take place online. There are two overarching areas of cybercrime:

- cyber-dependent crimes - which can only be committed through the use of online devices and where the devices are both the tool to commit the crime and the target of the crime.
- cyber-enabled crimes - traditional crimes which can be increased in scale by using computers.

These crimes take on a number of different presentations - from hacking and use of the dark web to trolling on social media and identity thefts. There is no specific crime for cyber-crime but instead it is seen across crime types from theft to stalking. Currently, all police forces struggle to accurately provide data on cyber-crime even though it is estimated to be as much as 40% of all crime experienced. As part of a review of the record management system Gwent Police are looking to improve the quality of all qualifiers to put them in the best position to understand the drivers behind crime types. Part of the solution will be the use of Automated Intelligence AI software which will review all crime and following a set of rules will determine if a crime requires additional qualifiers. This is a national initiative. Following this being implemented, Gwent Police will be able to more accurately report on cyber-crime.

### **1.3 Communications and Engagement Activities - OPCC**

Reported in PCC Update and provided as a separate report on a 6-monthly basis.

### **1.4 Number of Repeat Offenders**

Total Repeat Offenders Numbers												
	2017-18			2018-19			2019-20			2020-21 Year to Date		
All Offence Types	Offender Related Crime	Repeat Offenders	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %
Total Numbers	25,135	4,847	19.3%	25,405	6,217	24.5%	31,470	6,517	20.7%	27,706	5,882	21.2%

Breakdown of Repeat Offenders by Crime Type												
	2017-18			2018-19			2019-20			2020-21 Year to Date		
All Offence Types	Offender Related Crime	Repeat Offenders	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %
All Other Theft	1,222	146	11.9%	941	85	9.0%	1,032	106	10.3%	963	90	9.3%
Bicycle Theft	47	3	6.4%	55	4	7.3%	56	5	8.9%	42	3	0.0%
Residential Burglary	527	104	19.7%	427	85	19.9%	464	70	15.1%	506	66	13.0%
Commercial Burglary	251	43	17.1%	189	32	16.9%	253	48	19.0%	180	31	17.2%
Criminal Damage & Arson	2,455	390	15.9%	2,346	326	13.9%	2,725	435	16.0%	1,487	358	24.1%
Drug Offences	1,241	129	10.4%	1,290	156	12.1%	1,438	159	11.1%	1,583	164	10.4%
Fraud	3	0	0.0%	0	0	0.0%	0	0	0.0%	2	0	0.0%
Homicide	4	0	0.0%	5	0	0.0%	6	0	0.0%	4	0	0.0%
Misc Crimes Against Society	903	59	6.5%	806	56	6.9%	966	74	7.7%	902	76	8.4%
Non Notifiable Offences	35	1		43	4	9.3%	43	2	4.7%	31	2	6.5%
Other Sexual Offences	642	59	9.2%	417	33	7.9%	658	60	9.1%	449	24	5.3%
Possession Of Weapons	179	7	3.9%	184	14	7.6%	227	11	4.8%	213	8	3.8%
Public Order Offences	3,053	426	14.0%	3,909	540	13.8%	5,070	810	16.0%	4,973	812	16.3%
Rape	293	7	2.4%	194	10	5.2%	288	26	9.0%	233	8	3.4%
Robbery	137	17	12.4%	127	32	25.2%	143	19	13.3%	122	21	17.2%
Shoplifting	2,107	324	15.4%	1,571	258	16.4%	1,521	235	15.5%	1,017	201	19.8%
Theft From The Person	74	0	0.0%	64	2	3.1%	67	6	9.0%	46	2	4.3%
Vehicle Crime	452	65	14.4%	382	48	12.6%	395	42	10.6%	392	52	13.3%
Violence With Injury	3,695	481	13.0%	3,594	450	12.5%	4,315	560	13.0%	3,442	488	14.2%
Violence Without Injury	7,815	1,283	16.4%	8,861	1,593	18.0%	11,803	2,510	21.3%	11,119	2,388	21.5%
Totals	25,135	3,544	14.1%	25,405	3,728	14.7%	31,470	5,178	16.5%	27,706	4,794	17.3%

*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, 21% 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 significant change in the total percentage of repeat offenders for all crimes since 2018/19.

When looking at repeat offending across specific crime types so far during 2020/21, criminal damage & arson (24%), violence without injury (21%), shoplifting (20%) and commercial burglary (17%) 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. The Police and Crime Commissioner was successful in an application for the Home Office Perpetrator Fund which he will match fund in order to offer intervention programmes for perpetrators of domestic abuse. There is also some planned work for the coming financial year, involving 'revolving door' offenders of acquisitive crime, which will pilot different ways of working to try and prevent and reduce reoffending. The implementation of the new We Don't Buy Crime team also provides a focus on acquisitive crime; working with communities to make them less attractive to criminals and utilising tactics to bring offenders of these types of crime to justice. This will be delivered through a robust, evidence-led approach. It will work closely with the upcoming Problem-Solving Hubs to provide a holistic, sustainable approach to these types of crime, reducing repeat victimisation and repeat offending.

## 1.5 Investigation Outcome Rates

Outcome Rates for All Crime (based on period crime was committed)																	2 year Quarterly Avg
Outcome	2017-18	2018-19					2019-20					2020-21					
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
1: Charged/Summonsed	4,997	1,365	1,282	1,286	1,133	5,066	1,114	1,146	1,182	1,130	4,572	1,202	1,113	831	476	3,622	1,106
2: Youth Caution/Conditional Caution	199	18	19	10	30	77	24	17	22	27	90	5	15	33	3	56	22
3: Adult Caution/Conditional Caution	1,053	287	235	214	191	927	196	209	132	141	678	156	185	134	77	552	168
4: TIC	17	15	0	3	12	30	14	0	3	3	20	0	9	0	0	9	5
5: Offender has Died	11	2	3	7	0	12	4	2	1	4	11	3	3	1	0	7	2
6: Penalty Notice for disorder	362	71	95	78	70	314	64	58	76	44	242	92	88	58	39	277	69
7: Cannabis Warning	205	43	67	71	71	252	68	62	64	74	268	116	70	108	82	376	79
8: Community Resolution/Youth Restorative Justice	667	184	192	175	180	731	152	134	148	147	581	271	343	259	87	960	204
9: Prosecution not in the public interest	6	1	2	1	3	7	3	0	3	2	8	4	6	6	3	19	3
10: Police - Formal action not in public interest	279	49	86	62	90	287	95	141	184	180	600	158	114	79	42	393	130
11: Named suspect below age of criminal responsibility	78	11	16	12	17	56	13	30	16	24	83	5	27	13	12	57	18
12: Named suspect too ill to prosecute	50	13	16	10	13	52	18	13	10	17	58	13	30	32	16	91	18
13: Named suspect but victim/key witness deceased or too ill	23	7	8	5	8	28	8	7	10	4	29	4	3	3	5	15	6
14: Victim declines/unable to support action to identify offender	2,315	826	825	714	818	3,183	718	787	798	768	3,071	688	684	557	441	2,370	727
15: Named suspect, victim supports but evidential difficulties	7,195	2,377	2,260	2,194	2,401	9,232	2,453	2,348	2,047	2,005	8,853	2,048	2,071	1,533	1,077	6,729	2,113
16: Victim withdraws support - named suspect identified	10,398	3,602	3,972	3,510	3,271	14,355	3,647	3,882	3,639	3,633	14,801	3,396	3,523	2,755	2,416	12,090	3,468
17: Suspect identified but prosecution time limit expired	91	39	27	29	39	134	43	53	34	35	165	12	27	7	7	53	31
18: Investigation complete no suspect identified	20,366	5,758	5,640	5,782	5,690	22,870	5,698	5,557	5,338	4,389	20,982	3,388	3,841	3,627	2,880	13,736	4,691
20: Other body agency has investigation primacy	333	80	76	122	72	350	72	60	79	59	270	63	36	31	17	147	59
21: Named suspect, investigation not in the public interest	92	36	18	24	29	107	54	51	35	42	182	19	25	19	16	79	34
22: Diversionary, educational or intervention activity	2	0	1	3	6	10	20	63	57	60	200	57	55	22	15	149	43
New/Still Open	130	56	70	70	264	460	290	371	302	475	1,438	381	702	1,175	2,604	4,862	495
Positive Outcomes	7,511	1,985	1,893	1,844	1,687	7,409	1,636	1,628	1,628	1,570	6,462	1,845	1,826	1,424	764	5,859	1,656
Total Outcomes	48,869	14,840	14,910	14,382	14,408	58,540	14,768	14,991	14,180	13,263	57,202	12,081	12,970	11,283	10,315	46,649	13,493
% of Positive Outcomes	15.4%	13.4%	12.7%	12.8%	11.7%	12.7%	11.1%	10.9%	11.5%	11.8%	11.3%	15.3%	14.1%	12.6%	7.4%	12.6%	12.3%
Total Finalised Outcomes	48,739	14,784	14,840	14,312	14,144	58,080	14,478	14,620	13,878	12,788	55,764	11,700	12,268	10,108	7,711	41,787	12,998
% of Positive Outcomes Against Finalised Outcomes	15.4%	13.4%	12.8%	12.9%	11.9%	12.8%	11.3%	11.1%	11.7%	12.3%	11.6%	15.8%	14.9%	14.1%	9.9%	14.0%	12.7%

The table above displays outcomes based on crime committed date. Positive outcome rates against finalised outcomes for quarter 4 2020/21 is 5% below the 2 year quarterly average and continues to fall below the positive outcome rates that we can see in quarter 2 2020/21. This is to be expected due to the number of crimes still recorded as New or Under Investigation, which will always create a time lag in finalised outcomes based on this way of reporting. In quarter 1 2020/21 we saw that 15.3% of positive outcomes against finalised outcome' rate rise above the 2-year average for first time since quarter 1 of 2018/19. This great progress continues to be seen in quarter 2 2020/21 with 14.1% and in quarter 3 2020/21 with 12.8%

## **Priority 2 - Supporting Victims**

### **2.1 Percentage of Victim Satisfaction with Service Received**

Category	Victim Satisfaction Survey				2 Year Avg
	2017-18	2018-19	2019-20	2020-21 YTD	
Whole experience	81%	75%	75%	82%	75%
Ease of contact	88%	89%	95%	95%	92%
Action taken	76%	71%	76%	82%	74%
Way treated	92%	87%	85%	91%	86%
Kept informed	65%	64%	46%	75%	55%

The Victims Board has continued to oversee a programme of improvement work and scrutinise performance. There has been a vast improvement in four of the five areas this quarter. In quarter 1 2020/21 the survey script was modified so that the question would not be asked of anyone whose case is “resolved without deployment”. Therefore, we can only truly compare the last 2 quarters for the ‘kept informed’ measure. It is also expected that the increased internal communication and training about updating and communicating with victims will also have contributed to this positive change. The introduction of the new model for victims’ services which will enhance the information and support provided to victims. Victims will be able to have one consistent point of contact for updates and information as well as making appropriate referrals for support. This will be implemented from April onwards in a phased approach.

For the year 2021/22 victim satisfaction surveys will be under review for the first 6 months of the year and will take on a new format with an expected update in September 2021.

## 2.2 Number of Repeat Victims of Crime

Total Repeat Victims																
	2017-18				2018-19				2019-20				2020-21 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 %	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %
	37,657	30,000	5,180	17.3%	45,352	33,603	6,909	20.6%	43,549	32,672	7,264	22.2%	38,010	26,935	6,228	23.1%

Breakdown of Repeat Victims by Crime Type																
	2017-18				2018-19				2019-20				2020-21 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 %	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%	2,956	2,837	115	4.1%	2,320	2,208	108	4.9%
Bicycle Theft	303	304	4	1.3%	410	403	10	2.5%	323	318	7	2.2%	367	268	1	0.4%
Residential Burglary	2,507	2,512	88	3.5%	2,425	2419	104	4.3%	2,421	2,379	113	4.7%	1,882	1,883	86	4.6%
Commercial Burglary	540	553	20	3.6%	543	540	31	5.7%	555	542	37	6.8%	340	336	20	6.0%
Criminal Damage & Arson	7,014	6,075	638	10.5%	7,059	6150	658	10.7%	6,788	5,863	646	11.0%	5,484	4,782	548	11.5%
Drug Offences	20	21	0	0.0%	24	24	1	4.2%	25	27	0	0.0%	18	18	1	5.6%
Fraud	2	2	0	0.0%	0	0	0	0.0%	0	0	0	0.0%	2	2	0	0.0%
Homicide	4	4	0	0.0%	2	2	0	0.0%	5	5	0	0.0%	3	3	0	0.0%
Misc Crimes Against Society	726	724	21	2.9%	855	853	29	3.4%	726	726	22	3.0%	679	656	34	5.2%
Other Sexual Offences	735	720	34	4.7%	773	773	28	3.6%	880	858	32	3.7%	608	596	22	3.7%
Possession Of Weapons	28	28	0	0.0%	26	25	1	4.0%	34	34	0	0.0%	17	18	0	0.0%
Public Order Offences	3,933	3,589	283	7.9%	6,282	5458	615	11.3%	6,336	5,537	595	10.7%	5,986	5,193	632	12.2%
Rape	341	315	20	6.3%	380	326	23	7.1%	351	321	23	7.2%	291	275	17	6.2%
Robbery	240	252	3	1.2%	283	273	9	3.3%	289	287	9	3.1%	231	228	9	3.9%
Shoplifting	350	298	41	13.8%	374	311	41	13.2%	349	300	36	12.0%	146	137	7	5.1%
Theft From The Person	323	322	2	0.6%	359	359	4	1.1%	283	285	2	0.7%	149	147	2	1.4%
Vehicle Crime	3,060	2,985	85	2.8%	3,028	2970	93	3.1%	3,002	2,924	105	3.6%	2,067	2,028	63	3.1%
Violence With Injury	4,749	4,482	275	6.1%	5,590	5,213	379	7.3%	5,644	5,225	397	7.6%	4,221	3,944	308	7.8%
Violence Without Injury	9,513	8,118	1,112	13.7%	13,596	10581	2081	19.7%	14,374	10,676	2,593	24.3%	13,199	9,775	2,371	24.3%
Totals	37,651	34,427	2,766	8.0%	45,352	39,798	4262	10.7%	43,549	39,144	4,732	12.1%	38,010	32,497	4,229	13.0%

*N.B 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.*

In 2020/21 23% of all crimes have been 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 (24%) remains the



most common type of crime with a repeat victim and accounts for 56% of all repeat victims, however when we compare this with 2019/20 it's 1% higher, the difference between these figures has closed for the year end compared with previous quarters of 2020/21. A large majority of this category is made up of victims of domestic abuse and stalking and harassment, where the victim is known to or an ex-partner of the offender. In many cases victims will report a current incident as well as past ones and therefore immediately be recorded as a repeat victim. As stated in the repeat offender section, the PCC has invested in perpetrator work for domestic abuse which should have an impact on victims. This funding also enabled increased support for victims. The PCC recognises that perpetrator interventions can only be delivered safely when known and current victims are also offered support.

### 2.3 Number of Missing Children & Number of Repeat Missing Children

Missing Children	2017-18	2018-19					2019-20					2020-21					2 Year Quarterly Avg
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
Missing Children Occurrences	3,923	1,306	993	853	918	4,070	945	852	759	827	3,383	501	540	449	360	1,850	724
Number of Repeat Missing Children	522	156	137	124	151	568	153	128	125	129	535	95	86	78	79	338	118

The number of missing children in quarter 4 of 2020/21 has decreased by 20% when compared with the previous quarter. In quarter 3 2020/21 the number of repeat missing children increased by 1% compared with quarter 3 of 2020/21. Both occurrences and repeat occurrences of reported missing children are significantly below the 2 year quarterly average. This is likely to be COVID -19 related with restrictions on movement, less freedom for young people and in some cases positive developments for children in residential care where staff have been able to use the opportunity to improve children's safety.

The numbers still remain a lot lower in comparison to those seen in 2019/20 and well below the 2 year quarterly average. This pattern could be attributed to the change in reporting practices seen in care homes since the start of 2019/20 financial year, meaning fewer children are reported missing once an original curfew has been missed. Safeguarding Hubs are now in place in all 5 Local Authorities and this will enhance the ability to respond early and offer support to protect children and young people across Gwent.



## 2.4/2.5

### Number of Adult & Children Public Protection Notices.

PPN - Nature of Concern	2017-18	2018-19					2019-20					2020-21					2 Year Quarterly Avg
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
Adult at Risk	3,710	1,203	1,350	1,300	1,380	5,215	1,502	1,660	1,548	1,515	6,225	1,630	1,757	1,774	1,808	6,969	1,596
Child Concern/Child Sexual Exploitation	9,125	2,983	2,654	2,608	2,673	10,928	2,915	3,240	3,216	3,566	12,937	3,382	3,600	3,480	3,381	13,843	3,259

### Number of Strategy Meetings for Adults and Children at Risk\*

Strategy Discussion	2018-19	2019-20					2020-21					2 Year Quarterly Avg
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
Adult At Risk	~	192	193	196	176	757	149	196	168	232	745	181
Child Protection	907	490	501	511	548	2,050	505	525	569	548	2,147	521

\*The strategy discussion numbers have only been monitored with 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 PPNs for adults at risk in quarter 4 2020/21 has increased by 2% since quarter 3 2020/21. It is nearly 13% above the prior 2-year average and 19% higher than numbers seen in quarter 4 2019/20. This continues to show that the work of improving frontline officers' understanding and response to safeguarding issues has continued rather than an actual safeguarding increase. The number of adults at risk strategy discussions increased by 38% this quarter compared to quarter 3 2020/21.

Child PPNs have decreased by 3% in quarter 4 2020/21 compared with the previous quarter, and the number of child protection strategy meetings has decreased by 4%. We have yet to understand the full impact of COVID and how this is affecting referrals and meetings. It is an area that continues to be monitored by Gwent Police, the Gwent Safeguarding Board and individual Local Authorities.

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

Notification to local Authorities	2019-20					2020-21				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Single Incidents	1,359	1,486	1,436	1,157	5,438	1,428	1,378	1,286	1,063	5,155
Multiple Incidents	329	378	343	225	1,275	385	395	315	222	1,317
No of Children	1,901	2,063	1,854	1,674	7,492	1,908	2,013	1,848	1,541	7,310
% of Multiple Notifications	24%	25%	24%	19%	23%	27%	29%	24%	21%	26%

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. It operates across the five Local Authorities in Gwent. In quarter 4 2020-21 we continue to see a downward trend in the number of single incidents with a decrease of 17% compared the quarter 3 2020/21 and compared to quarter 4 of 2019/20 by 8%. The number of multiple incidents of domestic abuse where children have been exposed has also decreased compared with both the last quarter (Q3 2020/21) and quarter 4 2019/20 by 30% and 1% respectively. The downward trend is likely to be due to the lock down's experienced throughout 2020/21, however these numbers are expected to rise with an increased opportunity to report as the restrictions ease and also the night time economy opening back up is also expected to play a part in an increase in numbers going forward.

## 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 and evidence-based approach and include the concerns of our local community or communities. The process cycle is annual and contributes to problem solving activity during that period. The results from the last survey are as follows;

Blaenau Gwent	Response to Surveys sent out %	Chosen Priorities percentage of choice
Brynmawr	25%	Due to the way the your voice results were presented Blaenau Gwent priorities are as a whole; <b>Anti-social behaviour (50%), Off-road bikes (23%), Drugs (19%) and Speeding (8%).</b>
Ebbw Vale	32%	
Abertillery	21%	
Tredegar	22%	

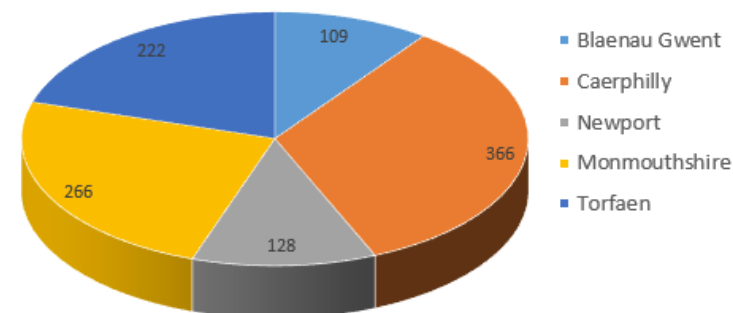
Caerphilly	Response to Surveys sent out %	Chosen Priority Location with percentage of choice
Central	70%	Off road bikes - Cwmcaron 67%
South	21%	Crime & Disorder - St Chistopher Drive, St.Martins Est. 52%
North	9%	Burglary - Rhymney 42%

Torfaen	Response to Surveys sent out %	Chosen Priorities percentage of choice
Cwmbran	71%	Due to the way the your voice results were presented Torfaen priorities are as a whole; <b>Vehicle ASB in town centre carparks and Oasis Centre - Cwmbran 64%, Youth and ASB / Drug misuse - Maendy Way - Cwmbran, Youth ASB and Criminal Damage -Local shops - Trevethin, ASB - George St Pontnewynydd</b>
Pontypool / Blaenavon	29%	

Newport	Response to Surveys sent out %	Chosen Priority Location with percentage of choice
City Centre	9%	Drug Use & ASB 50%
Newport East	28%	ASB (Old Barn Estate) - 26% & Car Cruising/ Boy racers (Spytty Retail Park) 26%
Newport West - Rogerston	50%	Drug Use/ Supply (Rogerstone) 70%
Newport West -Pill	13%	ASB - Francis Drive & Commercial Road 93%

Monmouthshire	Response to Surveys sent out %	Chosen Priority Location with percentage of choice
Abergavenny	11%	ASB / Drugs - Abergavenny Town 67%
Monmouth	10%	ASB / Drugs - Monmouth town 46%
Chepstow	50%	ASB / Drugs Chepstow RFC 64%
Caldicot	23%	Burglary - Monmouthshire 36%
Usk	7%	Burglary - Monmouthshire 83%

No. of Respondents



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 communities there is still a consensus that Anti-social behaviour should be a top priority, followed by the dealing and misuse of drugs in Blaenau Gwent, Monmouthshire, Newport & Torfaen Counties. In Blaenau Gwent & Caerphilly off road biking remains a priority to our communities scoring 23% and 67% of priority choices given in the survey. In this 'your voice survey', Burglary has been highlighted as a new priority in Caerphilly North, Caldicot & Usk.

Of the respondents who were happy to provide further information about themselves, the majority were Female aged 35 or above. Those Respondents of other Ethnic groups accounting for only less than 3% in all areas apart from Newport where there were 8%. On average 12% of respondents have a disability.

Although Covid restrictions have played a large part in the reduction in crime and ASB in the areas of concern, our Neighbourhood Policing teams have made great progress to combat the issues raised. We hope to have examples of the work they have done for the new concerns raised in quarter 1 2021/22.

### 3.2 Number of Specials and Hours Contributed

Specials Hours Worked	2018-19					2019-20					2020-21					2 Year Quarterly Avg
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
No.of Active Specials	141	160	142	141	~	46	43	57	69	~	69	75	70	60	~	~
No.of Volunteered Hours	2,708	4,936	4,460	3,978	16,082	3,305	2,943	4,986	5,392	16,626	9,316	9,466	7,085	2,788	28,655	5,809
No.of Duties Covered	372	673	627	588	2,260	442	387	730	812	2,371	1,227	1,271	1,003	395	3,896	808

Special Constables offer a valuable and vital resource to Gwent Police. They conduct local, intelligence-based patrols and take part in crime prevention initiatives providing operational support to regular officers. There is usually a reduction in holiday periods, such as the summer holidays, Christmas and Easter. However, it has increased since the start of COVID 19 and continues to do so.

Although the number of volunteered hours decreased by 4,297 (61%) compared with quarter 3 2020/21. The number of active specials has only decreased by 14%. This is predominantly due to several individuals returning to work (following furlough), education and other commitments.

### 3.3 Number of Heddli Bach Schools and Children Engaged in the Programme

Heddli Bach	2019-20			2020-21				
	Q3	Q4	Year End	Q1	Q2	Q3	Q4	Year End
No. of Primary School engagement	~	50	50	50	80	80	80	80
No. of Young people aged 9-11	~	994	994	944	1,350	1,500	1,830	1,830

We have 80 Primary Schools currently hosting the Heddllu Bach programme in Gwent this is an increase of 60% since quarter 1 2020/21. Heddllu Bach now engages 1,830 young people 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.

The Mini Police programme has continued to engage with young people throughout the Covid pandemic. Since September we have seen 5 schools take up the opportunity, there have been a number of virtual interviews and presentations undertaken by the children, marking the start of their journey as a Mini Police Officer. The scheme is continuing virtually, with interactive sessions, supported by the Mini Police activity book and pre-recorded videos.

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

Hate Crime	2017-18	2018-19	2019-2020					2020-21					2 Year Quarterly Avg
	Total	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
Hate Crime Occurrences	678	822	240	180	164	127	711	196	198	158	137	689	180
Hate Crime Repeat Victims	66	97	19	16	12	8	55	20	20	15	11	66	16
Hate Crimes Sent to HO	650	797	253	184	171	137	745	202	204	154	132	692	186

*N.B Hate crime numbers that have been sent to the Home Office, are those that have been logged as a crime, and not just an occurrence/incident.*

The number of hate crime occurrences, and those that have been sent to the Home Office have decreased against the figures seen in Quarter 3 2020/21 by 13% & 14%, the reduction in hate crime could be again attributed to the local and national lockdown measures seen in quarter 3 2020/21

The tables below capture the strands by which hate crimes are categorised. The figures for quarter 4 2020/21 show that 58% of hate crime recorded is of racial hate crime, followed by homophobic hate crime with 25%. Racial hate crime has seen a decrease again this since quarter 4 2019/20. The increase in numbers could have been down to the media and protest events being held in light of the Black Lives Matter movement this year. Recognising that there is still believed to be underreporting of hate crime, the Office of the Police and Crime Commissioner and Gwent Police will continue to explore ways to encourage people to report. One of the ways identified is for dedicated CSOs to improve engagement with communities in Gwent and encourage people to access services when needed.

Hate Strand	2017-18		2018-19		2019-20										2020-21									
	Total		Total		Q1		Q2		Q3		Q4		Total		Q1		Q2		Q3		Q4		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Religious	18	2.7%	21	2.6%	2	0.8%	1	0.6%	6	3.7%	2	1.6%	11	1.5%	1	0.5%	2	1.0%	2	1.3%	1	0.7%	6	0.9%
Transphobic	11	1.6%	20	2.4%	3	1.3%	2	1.1%	3	1.8%	2	1.6%	10	1.4%	6	3.1%	7	3.5%	7	4.4%	5	3.5%	25	3.6%
Disability	91	13.4%	118	14.4%	32	13.3%	28	15.6%	28	17.1%	25	19.7%	113	15.9%	16	8.2%	20	10.0%	23	14.5%	19	13.4%	78	11.2%
Homophobic	157	23.2%	159	19.3%	55	22.9%	35	19.4%	36	22.0%	24	18.9%	150	21.1%	33	16.8%	38	18.9%	30	18.9%	35	24.6%	136	19.5%
Racial	401	59.1%	504	61.3%	148	61.7%	114	63.3%	91	55.5%	74	58.3%	427	60.1%	140	71.4%	134	66.7%	97	61.0%	82	57.7%	453	64.9%
Total	678	100.0%	822	100.0%	240	100.0%	180	100.0%	164	100.0%	127	100.0%	711	100.0%	196	100.0%	201	100.0%	159	100.0%	142	100.0%	698	100.0%

## Priority 4 - Tacking anti-social behaviour (ASB)

### 4.1 Number of ASB Incidents

*N.B the figures may be slightly different to the figures in the first table of this document due to the ABS incidents that fall outside of the East or West of the force, or that have been recorded incorrectly.*

ASB Incidents	2017-18	2018-19					2019-20					2020-21					2 Year Quarterly Avg
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
East LPA	7,242	1,305	1,375	1,134	1,147	4,961	1,285	1,325	1,103	1,345	5,058	991	1,647	1,146	1,252	5,036	1,249
West LPA	9,616	1,556	1,726	1,400	1,401	6,083	1,563	1,639	1,316	1,555	6,073	1,199	2,120	1,707	1,736	6,762	1,563
Total	16,858	2,861	3,101	2,534	2,548	11,044	2,848	2,964	2,419	2,900	11,131	2,190	3,767	2,853	2,988	11,798	2,811

For the purpose of consistency, the table above only represents non-Covid 19 related ASB.

The number of non - covid19 ASB incidents in quarter 4 2020/21 has slightly increased by 5% compared to quarter 3 of 2020/21 and has returned to similar numbers seen in 2019/20 pre Covid-19 pandemic.

ASB can require varying levels of intervention required particularly when it is linked to crime and Gwent Police work closely with partners to reduce anti-social behaviour and continue to address the issues highlighted by Your Voice.

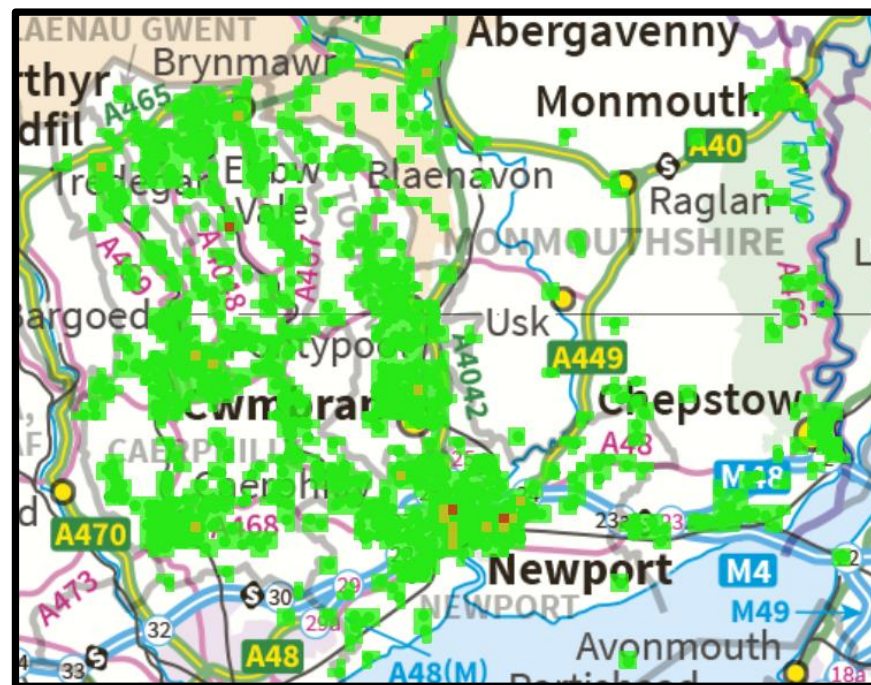
### 4.2 Number of Repeat Victims of ASB

Repeat ASB victims have increased by 12% this quarter, which is in line with the increase in the total number of identified repeat victims and that increase in ASB overall this quarter.



ASB Repeat Victims	2017-18	2018-19					2019-20					2020-21					2 Year Quarterly Avg
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
Total ASB Victims	7,479	1,234	1,425	1,260	1,184	5,103	1,260	1,282	1,068	961	4,571	922	1,348	1,051	1,031	4,352	1,135
ASB Repeat Victims	863	64	104	92	105	365	90	108	79	74	351	80	100	73	82	335	89
% Repeat ASB Victims	11.5%	5.2%	7.3%	7.3%	8.9%	7.2%	7.1%	8.4%	7.4%	7.7%	7.7%	9%	7%	7%	8%	8%	8%

#### 4.3 Number of Identified ASB Hotspots



The hotspot map shows areas of highest concentration of incidents Newport West - Bettws, Newport East - Alway and Torfaen – Cwmbran Town Centre.

In quarter 4 2020/21, the most common period for incidents to occur was on a Saturday & Sunday, between 12:00hrs and 20:00. This could be because of the local and national restrictions with regards to the purchase of alcohol and public bars and restaurants not being able to open past 10pm as well as them being closed altogether for the beginning of quarter 4 2020/21.

#### **4.4 Partnership Activity to Address Hotspots**

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, which will then 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. A case study is provided to demonstrate the approach.

##### **CASE STUDY | Anti-social behaviour in Monmouthshire**

For many years the industrial unit of LTE that is situated in close proximity to residential areas on the edge of Monmouth was quietly run with one main store and a petrol station forecourt adjoining the main road. However, the main store closed a few years ago and the site was dormant for a while. The owners of the land replaced the main store with smaller more diverse units and a rear car park, which increased footfall to the area. This was a catalyst for complaints from local residents to the local elected County Councillor, police, Environmental Health and MP.

Initial calls were for low level anti-social behaviour of litter, noise and rowdy behaviour. As the site, which now housed two popular food outlets, became more established so the activity increased. Coupled with the garage becoming a 24-hours off-licence garage.

Complaints intensified to that of cars being driven dangerously, colliding into garden fences and drug paraphernalia being thrown into gardens.

The Community Safety Officer set up a Problem-Solving Group with all the agencies involved, incorporating for the first time the new police We Don't Buy Crime Unit and Monmouthshire County Council's (MCC) Community Support Network. The site manager was keen to help resolve the issues due to the number of complaints. Site visits were carried out and an Environmental Visual Audit completed along with engagement of the new businesses on site. Residents were engaged by Environmental Health Officers and local councillors.



A number of meetings were held to establish a programme of recovery, which ranged from changing delivery times to the businesses, changing times of rubbish collection, appointing a regular litter collection on the site, adjustment to some of the security lighting and fitting barriers around the vulnerable sections of fencing.

A highlight was the engagement with a local school to run a design a poster competition to portray a message to people using the site to “Be Kind to Neighbours”, “Keep the noise down” and “Take Litter Home”. It culminated around Eastertime and the winning entries were rewarded with Easter Eggs and the posters displayed on site around the perimeter fence. We had local media buy in via MCC & Police Communications teams which raised the awareness in the area via newspapers and Social Media.

To date the situation is much improved, with very few calls now coming into the various agencies.

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

### **5.1 Workforce Characteristics**

End of Year 2020/21 Characteristics		Police Officer				Police Staff				CSO				OPCC				Special Constables		Agency	
		Head count	%	FTE	%	Head count	%	FTE	%	Head count	%	FTE	%	Head count	%	FTE	%	Head count	%	Head count	%
Gender Identity	Female	504	38.44%	490.56	37.82%	510	70.74%	476.35	70.19%	84	54.90%	80.79	54.31%	14	82.35%	12.97	81.21%	28	36.36%	20	83.33%
	Male	883	67.35%	882.35	68.03%	249	34.54%	238.11	35.09%	80	52.29%	78.98	53.09%	4	23.53%	4.00	25.05%	58	75.32%	12	50.00%
	Prefer not to Say	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0	0.00%
	Prefer to self-describe	1	0.08%	1.00	0.08%	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0	0.00%
	Not Stated/Unknown	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0	0.00%
Total		1388	105.87%	1373.91	105.92%	759	105.27%	714.46	105.28%	164	107.19%	159.77	107.39%	18	105.88%	16.97	106.26%	86	111.69%	32	133.33%
Ethnicity	BAME	35	79.55%	35.00	79.55%	11	78.57%	11.00	78.57%	10	1000.00%	10.00	1000.00%	0	0.00%	0.00	0.00%	3	100.00%	1	0.00%
	White	1311	2979.55%	1297.09	2947.93%	721	5150.00%	678.61	4847.21%	153	15300.00%	148.77	14877.00%	17	0.00%	15.97	0.00%	77	2566.67%	24	0.00%
	Prefer not to Say	2	4.55%	2.00	4.55%	2	14.29%	2.00	14.29%	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0	0.00%
	Not Stated/Unknown	40	90.91%	39.82	90.50%	25	178.57%	22.85	163.21%	1	100.00%	1.00	100.00%	1	0.00%	1.00	0.00%	6	200.00%	7	0.00%
Total		1388	3154.55%	1373.91	3122.52%	759	5421.43%	714.46	5103.29%	164	16400.00%	159.77	15977.00%	18	0.00%	16.97	0.00%	86	2866.67%	32	0.00%
Sexual Orientation	Bisexual	28	2.41%	28.00	2.43%	8	1.26%	8.00	1.33%	1	0.67%	1.00	0.68%	0	0.00%	0.00	0.00%	1	1.30%	0	0.00%
	Gay/Lesbian	44	3.79%	44.00	3.82%	14	2.20%	14.00	2.32%	1	0.67%	1.00	0.68%	0	0.00%	0.00	0.00%	3	3.90%	0	0.00%
	Heterosexual	680	58.52%	673.85	58.56%	399	62.74%	380.33	63.11%	103	68.67%	101.57	69.44%	10	66.67%	9.62	67.94%	71	92.21%	22	88.00%
	Prefer Not to Say	32	2.75%	32.00	2.78%	15	2.36%	15.00	2.49%	2	1.33%	2.00	1.37%	0	0.00%	0.00	0.00%	2	2.60%	2	8.00%
	Prefer to self-describe	2	0.17%	2.00	0.17%	5	0.79%	5.00	0.83%	0	0.00%	0.00	0.00%	0	0.00%	0.00	0.00%	0	0.00%	0	0.00%
	Not Stated/Unknown	602	51.81%	594.06	51.63%	318	50.00%	292.13	48.48%	57	38.00%	54.20	37.05%	8	53.33%	7.35	51.91%	9	11.69%	8	32.00%
Total		1388	119.45%	1373.91	119.41%	759	119.34%	714.46	118.56%	164	109.33%	159.77	109.22%	18	120.00%	16.97	119.84%	86	111.69%	32	128.00%
Disability	Declared Disabled	31	2.35%	30.90	2.36%	30	4.09%	27.74	4.01%	2	1.27%	2.00	1.30%	2	11.11%	1.81	10.67%	1	1.16%	0	0.00%
	No	1162	87.96%	1150.61	87.87%	636	86.65%	602.61	87.08%	150	95.54%	146.28	95.40%	15	83.33%	14.16	83.44%	77	89.53%	25	78.13%
	Prefer Not to Say	43	3.26%	41.74	3.19%	21	2.86%	19.04	2.75%	2	1.27%	2.00	1.30%	0	0.00%	0.00	0.00%	2	2.33%	1	3.13%
	Not Stated/Unknown	152	11.51%	150.66	11.51%	72	9.81%	65.07	9.40%	10	6.37%	9.49	6.19%	1	5.56%	1.00	5.89%	6	6.98%	6	18.75%
Total		1388	105.07%	1373.91	104.92%	759	103.41%	714.46	103.24%	164	104.46%	159.77	104.20%	18	100.00%	16.97	100.00%	86	100.00%	32	100.00%

Overall, female to male ratio of the work force remains the same for 2020/21, as it was for 2019/20. Females account for 47% of the workforce, and 53% are male. The same can be seen with the Ethnicity in force, the proportion of staff who identify as BAME has seen a very slight uplift of 0.31% since 2019, there has been a very slight decrease of 0.18% of white employees, and of those who haven't stated their ethnicity a very small decrease of 0.09%. There has been a small increase of 1% for individuals classed as Bisexual or Gay/ Lesbian this year when compared with 2019. Following that, there has been an increase of 4.79% of individuals who have classed themselves as heterosexual and finally over 43% still remain in the not stated, prefer not to say or unknown category. There has also been a 0.12% increase of people who have declared themselves as having a disability in 2020 compared with 2019. The Staff Networks have been working with the Chief Constable and OPCC to encourage staff to make declarations of protected characteristics within their force records so that they can be counted and supported.

Gwent Police continue work to recruit officers and staff to create a more representative work force. There are now 2 Positive Action Outreach Officers. Operation Uplift has provided further opportunities to try and recruit people from protected groups. It will take some time to see a change in workforce representation and until such time the scrutiny focus remains on the action taken to achieve the change. However early feedback is positive.

It has also been recognised that there needs to be more focus on retaining new officers through the recruitment process as well as in post. Data about representation at each stage of the recruitment process is scrutinised to identify and understand where (if anywhere) candidates drop out. A mentoring scheme is also being put in place to try and improve retention of candidates from protected groups.

## **5.2 Workforce Sickness Absence**

% Sickness Absence	2019-20					2020-21					2 Year Quarterly Avg
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
Officer	3.1%	3.5%	4.0%	4.5%	3.8%	2.9%	3.1%	3.3%	2.7%	3.0%	3.5%
Staff	3.4%	3.4%	4.0%	4.0%	3.7%	3.2%	2.9%	3.2%	2.8%	3.3%	3.4%

The number of officers being recorded sick continues to show an improving picture, with the figure for quarter 4 2020/21 being 1.8% below the same period last year. An improvement in officer sickness can be seen since quarter 1 2020/21.

The positive picture is replicated within the police staff figures, with quarter 4 2020/21 being better than quarter 3 2020/21. It is now at its lowest figure for the past two years.

The reduction is likely due to a number of factors which include, increased number of staff working from home, increased uptake of the flu vaccination and enhanced bio-secure environments.

### 5.3 Number of Complaints Received

Schedule & Non Schedule 3 Complaint Cases	2018-19 Total		2019-20										2020-21							
			Q1		Q2		Q3		Q4		Year End		Q1		Q2		Q3		Q4	
	Finalised	Pending	Finalised	Pending	Finalised	Pending	Finalised	Pending	Finalised	Pending	Finalised	Pending	Finalised	Pending	Finalised	Pending	Finalised	Pending	Finalised	Pending
Recorded During Period	260	71	7	49	11	65	3	50	57	51	57	51	14	62	133	89	106	41	111	51

Top 10 Allegations Made Against Staff	2019-20	2020-21				
	Q4	Q1	Q2	Q3	Q4	Total
A1. Police action following contact	5	16	4	26	60	106
A2. Decisions	3	16	1	21	41	79
A3. Information	5	19	10	21	25	75
A4. General level of service	49	140	53	81	24	298
H3. Unprofessional attitude and disrespect	9	22	16	29	24	91
H4. Lack of fairness and impartiality	3	7	1	5	20	33
B5. Detention in police custody	2	9	7	22	17	55
B7. Evidential procedures	1	2	3	2	12	19
B4. Use of force	2	9	5	13	11	38
D2. Disclosure of information	1	5	4	1	11	21

The Independent Office for Police Conduct performance framework is yet to be implemented, it is anticipated that this will take place in Summer 2021. This may affect the style of reporting but will enable national comparisons. A meeting is planned between the Professional Standards Department and the OPCC to amend measures and adapt to the new IOPC system in July.

As reported in quarter 4 2019/20, the new complaints regulations were introduced 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).

During Quarter 1 & 2 there is still 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. It will be 12 months before we can accurately ascertain our baseline.

In line with the national picture, Delivery of Duties and Service (General Level of Service) remains the most prevalent category for allegations. 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.

#### 5.4 Stop and Search

Stop & Search	2017-18	2018-19					2019-20					2020-21					2 Year Quarterly Avg
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
Vehicle	~	~	83	117	171	371	130	85	168	230	613	447	320	319	296	1,382	234
Person	~	~	594	588	845	2,027	777	626	815	934	3,152	1,535	1,044	1,182	1,027	4,788	970
Find rate	~	~	28%	24%	20%	25%	23%	25%	26%	24%	24%	23%	22%	25%	24%	23%	24%
<b>Total</b>		0	677	705	1,016	2,398	907	711	983	1,164	3,765	1,982	1,364	1,501	1,323	6,170	1,204

Quarter 4 2020/21 saw a decrease in the use of Stop and Search by 12%, however the number of stop searches remains higher than that of the 2 year quarterly average, and remains consistently higher than the number of stop searches carried out in the last 2 years. The volume of stops carried out in Quarter 4 2020/21 represents a 14% increase when compared to the same period in the previous year. This also represents a 20% increase when compared to the 2 year quarterly average. Approx. 24% of stop searches force wide resulted in an item being found. These rates are in line with preceding quarters, with find rates in Quarter 3 being just above 25%. The rise in Stop and Search activity can largely be attributed to a few factors including COVID 19 whereby people are being initially engaged with under COVID requirements, but encounters become stop searches depending on the circumstances. It has also been used to target repeat burglary offences in areas of concern.

A new governance structure and process for this area, has been implemented providing more enhanced scrutiny and oversight.

Find rates by self defined ethnicity					
Years	Asian	Black	Mixed	Other	White
2018/19	25%	24%	39%	20%	25%
2019/20	19%	16%	33%	23%	23%
2020/21	21%	20%	23%	20%	24%

Find rates showed that during quarter 4 2020/21, 13% of people stopped were BAME. 15 BAME people were arrested during quarter 4 from a total of 134 BAME stops for an arrest rate of 11%. Find rates of white people stopped during quarter 3 2020/21, were 26.2%. There were 73 arrests of white people during Quarter 4 from a total of 755 stops for an arrest rate of 10%. In quarter 2 2020/21 there appeared to be significant disproportionality between arrest rates of BAME and non-BAME persons, however, since quarter 3 2020/21 the arrest rate for both BAME and non- BAME is almost equal. Work continues to develop via the Coercive Powers Scrutiny Board and subgroup scrutiny and analysis which will enable the force to be able to be more specific in relation to explanations regarding disproportionality and legitimacy. The OPCC continues to facilitate independent external scrutiny of stop and search via the Legitimacy Scrutiny Panel (LSP). Comprised of members of the Independent Advisory Group, the LSP reviews force data, stop and search records and body worn video to provide feedback and recommendations on a six-monthly basis. The

outcomes are fed into the Coercive Powers Scrutiny Panel for consideration and action as appropriate. Outcome reports are published on the OPCC website for public information and transparency.

## 5.5 Number of 999 Calls

Breakdown of 999 Calls																	2 Year
	2017-18	2018-19					2019-20					2020-21					Quarterly
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Avg
Total 999 Calls	74,693	20,768	22,160	20,927	19,414	83,269	20,234	22,310	20,032	18,714	81,290	17,319	22,469	17,690	15,918	73,396	19,773

In quarter 4, there were 15,918 999 calls; which equates to an average of 177 calls per day and 7 calls per hour.

The demand from 999 calls decreased significantly in 2020/21, although we saw a peak in calls in quarter 2 2020/21. Quarter 4 2020/21 999 call numbers remain at reduced numbers seen previous to quarter 2 2020/21. This is probably due to the local and national Covid 19 lockdowns. Demand has decreased by 10% compared with quarter 3 2020/21 and by 19% when compared with quarter 1 2020/21.

## 5.6 Number of 101 Answered and Abandoned

Breakdown of 101 Calls																	2 Year
	2017-18	2018-19					2019-20					2020-21					Quarterly
	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Avg
Total 101 Calls	214,576	57,969	57,348	52,827	53,091	221,235	55,489	57,382	51,966	34,245	199,082	39,646	43,305	33,895	33,025	149,871	46,127
101 Answered	175,441	46,794	44,317	43,682	46,622	181,415	47,860	51,510	48,506	32,531	180,407	36,848	35,711	30,044	29,496	132,099	41,204
101 Abandoned	39,068	11,175	13,031	9,172	6,469	39,847	7,561	5,872	3,460	1,714	18,607	2,795	7,585	3,851	3,508	17,739	4,913

101 call demand has fallen by 3% in quarter 4 2020/21 compared to quarter 3 2020/21, there were 33,025 101 calls; which equates to 367 calls per day (excluding switch board calls) and 15.3 calls per hour. With approximately 10% of calls being abandoned this shows an ongoing improvement since quarter 2 2020/21.

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## OFFICE OF POLICE AND CRIME COMMISSIONER

### REPORT FOR POLICE AND CRIME PANEL

**TITLE: Gwent Police and Crime Commissioner Review of Roads Policing**

**DATE: 2<sup>nd</sup> July 2021**

**PURPOSE: To provide information in relation to the PCC's review of roads policing and monitoring of Gwent Police's response.**

1.	<p><b><u>RECOMMENDATION</u></b></p> <p>That Panel members consider the information provided in relation to the PCC's monitoring of policing activity around Roads Policing</p>
2.	<p><b><u>INTRODUCTION &amp; BACKGROUND</u></b></p> <p>The Welsh Government published the <i>Road Safety Framework for Wales</i> in 2013 and following subsequent reviews such as the Ministry of Justice review into service provision for victims of RTCs (Road Traffic Collisions) and the national review of roads policing in England and Wales, it was considered appropriate for the OPCC to undertake a local review of roads policing.</p> <p>The Department of Transport and National Police Chiefs' Council have launched a review into roads policing in England and Wales which is still underway. Annual statistics show that 5 people die on the road each day in England and Wales. Additionally, there are twice as many road deaths than homicides. These statistics clearly indicate the severity and scale of the issue. The PCC therefore considered it crucial that roads policing was resourced adequately in order to meet these challenges.</p> <p>When undertaking the review, the OPCC undertook an in-depth study of the relevant data around roads policing. It was important to recognise the context of roads policing in Gwent in order to understand demand and reduce casualties. This included the number of RTCs in each local authority area in Gwent over 3 years (2016-2018 inclusive and the most up to date data at the time). Consideration was also given to KSIs (number of people Killed or Seriously Injured) on the roads. Force data was considered in addition to the data available on the Welsh Government website (section 13).</p> <p>Notably, the data did not always give detail which explains that the margins between a serious injury and fatal RTC are incredibly slim. For example, where dangerous driving behaviours such as speeding may result in a serious injury in one case, they could just have easily resulted in a fatality should any one factor be changed (i.e. road conditions, use of seatbelt, health/age of road user etc.). With incident levels remaining consistent, the risk of involvement in a fatal collision persists. Therefore, the OPCC found that the key concern for reducing RTCs should be to change the driving behaviours that cause incidents to occur. Examples of what activity is in place to reduce RTCs and what further work is needed to improve is discussed below.</p>

**Roads Policing in Gwent:**

In 2015/16, Gwent Police moved away from a dedicated roads policing unit, instead choosing to integrate the team into the Area Support Unit (ASU). With this decision, roads policing responsibilities were divided across three teams: ASU, Go Safe Casualty Reduction Partnership (speed enforcement vans) and Forensic Collision Investigation Unit. The work shared across these teams covered various aspects of roads policing, ranging from prevention through to investigation.

The PCC acknowledged the good work which is undertaken by the throughout the year via a number of seasonal and targeted enforcement operations. Many of these campaigns involve collaboration across teams, such as Go Safe and ASU and with partners, including Local Authorities and South Wales Fire and Rescue Service (SWFRS)

Campaigns run by Gwent Police include 'Make the Right Choice', a drink driving campaign carried out during Christmas, National Speed Awareness week and Operation Utah. These operations have delivered notable results by tackling dangerous driving behaviours through enforcement, increased police presence and awareness raising.

Gwent Police also run daylong multi-agency initiatives called 'Surround the Town'. These days are organised by the Force's Go Safe Co-ordinator and involve targeted activity such as Operation Options (encouraging use of seatbelts) and Operation Close Pass (an intervention to educate drivers about passing cyclists safely). There are also educational sessions for young learner drivers and public engagement in town centres to offer road safety advice. While it is difficult to measure numerically the effectiveness of these events, they do provide a platform to engage with a cross-section of the public and opportunities to tackle dangerous behaviours through targeted intervention initiatives.

The OPCC also observed the regional road safety meeting. This meeting is chaired by Gwent Police and has representation from the Forensic Collision Investigation Unit, Go Safe, SWFRS, Local Authorities and the Royal Society for the Prevention of Accidents. The meeting provided a platform for partners to develop joined-up multi-agency interventions to address road safety concerns across the region. This meeting further evidenced the effective partnership arrangements Gwent Police have in place to make roads safer in Gwent. The OPCC noted that these partnerships could be further strengthened by developing the data sharing arrangements between the Force and local authorities regarding RTC hotspots.

The findings of this review identified several examples of good practice, particularly around partnership working. However, the findings also raised

	<p>concerns over the availability of resources and apparent absence of a clear and cohesive strategy for roads policing. The report was presented to the Chief Constable at the PCC's Strategy and Performance Board in September 2020 and it explored the full range of good work, challenges, areas for improvement and provided recommendations.</p> <p>In addition to this formal work, the PCC also receives correspondence from the public from time to time in relation to road safety matters. These issues are shared with Gwent Police for a response in order to understand the reality of the situation. Where these correspondences relate to speeding vehicles or highway safety resources are deployed, if appropriate, to address the matters raised. On occasion, the PCC has written to local authority Leaders and Chief Executives on behalf of the public where the issue is a matter for Highways Departments and has been pleased to receive positive responses when doing so.</p>
3.	<p><b><u>RECOMMENDATIONS</u></b></p> <p>To address the issues identified around roads policing, the PCC proposed that the Force take the following actions:</p> <ul style="list-style-type: none"> <li>• Develop understanding of why there has been a proportionately high number of young driver deaths in Gwent. This work should include research around the nature of the incidents involving young people, hotspot locations and prevention measures available to reduce casualty numbers.</li> <li>• Consider ways of increase resourcing to ASU West to restore the team to full staffing numbers.</li> <li>• In light of Operation Uplift, consider further opportunities for additional investment into roads policing.</li> <li>• Draft a strategic document outlining roads policing delivery in Gwent, including the development of objectives that align with the force's <i>Operational Delivery Plan</i>.</li> <li>• Establish additional performance measures to evidence proactive roads policing activity.</li> <li>• Consolidate data recording processes to improve data integrity, coupled with a review of the cause behind disparities in the current available data.</li> <li>• The Continuous Improvement (Strategy, Performance and Change) department conduct research to measure and compare the relative benefits between the ASU and RPU models.</li> <li>• Review current victim referral pathways for victims of road-related crime and KSI RTCs in light of changes to BRAKE's victim support service funding.</li> </ul>
4.	<p><b><u>NEXT STEPS</u></b></p>

	<p>The PCC welcomed the formal response and commitment to improvement from Gwent Police at the Strategy and Performance Board in March 2021. As a result of the review and subsequent consideration of the Operating Model by Gwent Police, a new roads policing unit has been established and goes live in June 2021. New performance measures are being established for areas such as roads deaths and serious injuries as part of the roads policing strategy. These will be monitored initially by the Assistant Chief Constable's Operational Performance Board at force governance boards and will later come to the PCC's Board for scrutiny. The recommendations within this report will be monitored at the Deputy Chief Constable's Assurance Board which is attended by the OPCC. In the meantime, the PCC has received reassurance that work by Gwent Police is ongoing to understand where hotspots are and target their resources to address them.</p>
5.	<p><b><u>FURTHER INFORMATION</u></b></p> <p><b><u>HMICFRS Roads Policing Inspection:</u></b></p> <p>In July 2020, HMICFRS published their inspection report for roads policing in England and Wales. The report raised some notable concerns about the current state of roads policing. The concerns included a decline in investment, significant gaps in knowledge and a lack of strategic focus in this area. These recommendations were addressed in the PCC's response to the Home Secretary in appendix 2.</p> <p><b><u>Welsh Government 20mph Speed Limit Proposal</u></b></p> <p>In July 2020 Welsh Government announced their intention to reduce all 30mph zones to 20mph, unless there are grounds for exemption. This change would signal a clear departure from the current Welsh Road Safety Framework and NPCC strategy, which both prioritise casualty reduction. It is clear that this change will affect police resources.</p> <p>With plans for this policy to go live in 2023, Gwent Police and PCC are establishing a clear position in conjunction with the three other police forces and PCCs in Wales. Collectively, we will liaise with Welsh Government in order to understand resourcing costs and levels of police enforcement required following the change in the 30mph speed limit. Welsh Government have launched a 20mph pilot before the speed reduction is introduced Wales-wide. Gwent OPCC are representing all PCCs in Wales at the steering group for this pilot and will monitor for key developments and learning with regards to potential implications for police resources and enforcement.</p>
6.	<p><b><u>FINANCIAL CONSIDERATIONS</u></b></p> <p>It has been agreed to further invest in Gwent Police's roads policing function..</p>

7.	<p><b><u>PERSONNEL CONSIDERATIONS</u></b></p> <p>Investment into roads policing required considerations of staffing numbers. Operation Uplift has also been considered in the context of increasing numbers of officers working in this area.</p>
8.	<p><b><u>LEGAL IMPLICATIONS</u></b></p> <p>None directly.</p>
9.	<p><b><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></b></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>
10.	<p><b><u>RISK</u></b></p> <p>If unaddressed, these challenges present a risk to public safety, however, the PCC is reassured that mitigation is in place to address them.</p>
11.	<p><b><u>PUBLIC INTEREST</u></b></p> <p>May be shared in the public domain</p>
12.	<p><b><u>CONTACT OFFICER</u></b></p> <p>Siân Curley, Chief Executive</p>
13.	<p><b><u>Appendices and Background Information</u></b></p> <p><b>Appendix A Gwent Police's Response to the OPCC Roads Policing Review</b> <a href="https://www.gwent.pcc.police.uk/media/2peehnl/3d-gwent-roads-policing-review-v1-5.pdf">https://www.gwent.pcc.police.uk/media/2peehnl/3d-gwent-roads-policing-review-v1-5.pdf</a></p> <p><b>Appendix B PCC's response to the HMICFRS thematic review of Roads Policing July 2020</b> <a href="https://www.gwent.pcc.police.uk/media/20-09-01_roads_policing_response.pdf">20-09-01_roads_policing_response.pdf</a> (<a href="https://www.pcc.police.uk">pcc.police.uk</a>)</p> <p><b>Data on Road Traffic Collisions</b>  <a href="#">Police recorded road accidents: interactive dashboard   GOV.WALES</a></p>

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Author: ACC Ian Roberts  
Date: 14<sup>th</sup> January 2021

## 1. INTRODUCTION & BACKGROUND

On 3<sup>rd</sup> September 2020, the Office of Police and Crime Commissioner (OPCC) presented a report to the Scrutiny and Performance Board entitled “*Gwent Roads Policing Review*”. This review was commissioned in light of the Ministry of Justice review into the service provision for victims of Road Traffic Collisions and also HMICFRS inspection of roads policing in England and Wales.

Gwent Police is committed to continuous improvement and welcomes the review into Roads Policing by the OPCC. The force acknowledges that serious harm caused on our roads remains unacceptably high and an increased level of focus and investment is required in order to contribute to making our roads safer and to reduce casualties. The force also recognises that in doing so, it must maintain roads policing support for operations to tackle serious and organised crime and to counter the threat from terrorism and extremism.

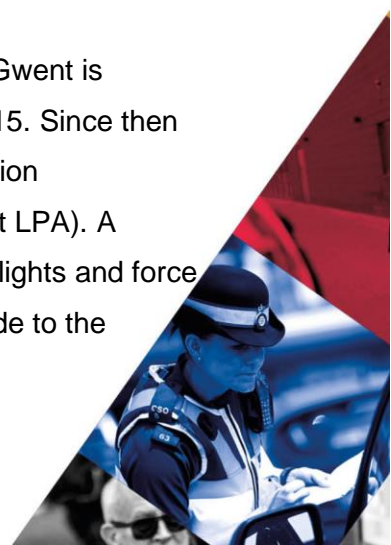
Following a decade of fiscal restraint, Operation Uplift provides the force with an opportunity to reconsider its operating model and its strategy for policing the roads of Gwent.

The force commenced a comprehensive review of its operating model in February 2020 and this programme of work is led by the Assistant Chief Constable. The scope of this review includes a review of all specialist uniform capabilities.

The purpose of this paper is to summarise the current position of the force in terms of its roads policing capabilities and initiatives, and also to set out its plans for the future in response to the specific recommendations within the OPCC report.

## 2. ROADS POLICING IN GWENT

The current structure which supports the delivery of roads policing activity in Gwent is primarily the result of the last major review of the force operating model in 2015. Since then there have been some amendments, most notably the expansion of the Collision Investigation Unit and an uplift in resources within the Area Support Unit (East LPA). A summary of existing force structures, along with examples of operational highlights and force roads policing operations is set out below, followed by the changes being made to the





department as a result of the Operating Model Review, followed by the work being done in regards to recommendations set out in the OPCC report.

### ***Area Support Units***

Area Support Units (ASU's) were established in 2015 as part of the Uniform Operating Model review. This was a new approach for Gwent Police and the result of a thorough continuous improvement project which reviewed the demands on specialist uniform teams, which considered of value for money principles in the midst of a period of budget restraints and also which took account of a good practice benchmarking review across similar forces England and Wales.

ASU's were formed by bringing together the former Gwent Police Roads Policing Unit and Support Group. Their core purpose is to provide specialist uniformed operational support to Local Policing Areas, with particular focus on: denying criminals the use of roads; responding to serious and fatal road collisions; providing advanced method of entry and search capabilities; and providing the force's primary capabilities for public order. This model formed part of a wider approach to decentralising specialist operational functions which had historically been based at Police Headquarters.

ASU officers are trained in a range of specialist skills such as: advanced police driving; Tactical Pursuit and Containment (TPaC); Taser; advanced Method of Entry; search; and Level 2 Public Order.

The force has two ASU's which form part of the Local Policing Area structure, providing 24/7 cover. This was in response to a review of the threat from Serious and Organised Crime and the capability and capacity needed to address this, especially relating to OCG members regularly failing to stop for police officers when driving motor vehicles

This investment has resulted in a significant impact on the disruption of Organised Crime in the Gwent area. The ASU provides effective support to local policing but also supports force and regional covert investigations. Below is a summary of outcomes from operations in May 2020 which were either led or supported by ASU teams. During this month the force seized a total of 81 kilograms of controlled drugs from vehicles which already had markers for being involved in organised criminality, with the drugs having a combined street value of over £3 million. Over 100 vehicles were seized for offences under Section 165 of the Road Traffic Act for offences relating to insurance or driving licences. During May a further 89 traffic



offence tickets were issued and scores of pre-emptive TPAC and stinger deployments were carried out. In total roads policing activity directly result in 113 arrests.

Partner agency working continues to be a strength, as demonstrated in September as the force embarked upon a weeklong national campaign called '*Project Edward*.' The purpose of which was to work with partners to achieve a week without a road death across the UK. No deaths were recorded within Gwent during the operation and the force saw some of the best results nationally, with 966 speeding offences recorded, 213 breath tests administered, 60 eyesight tests being conducted and 70 traffic offence tickets being issued, amongst several other outcomes.

### ***Go Safe Partnership***

Gwent Police has a long-standing partnership with Go Safe, with the pan-Wales partnership aimed at reducing casualties on our roads. The remit of the partnership is much wider than that of enforcement vans and casualty reduction officers with a wide range of operations held in partnership with not only Go Safe but other partner agencies such as the DVLA. Below are some operational highlights from the past 12 months;

#### *Operation Options*

An operation aimed at education rather than enforcement. The operation involves a team of officers actively stopping vehicles at the roadside having identified officers in relation to seatbelts. The driver is offered the option of receiving an educational course rather than a fixed penalty. The educational course is then delivered by South Wales Fire and Rescue working in partnership with Go Safe.

#### *Operation Snap*

A national operation that allows member of the public to upload captured images of poor driving. They can then upload a statement which is then investigated by dedicated Snap officers. The offences are also mapped so a large picture is built for further enforcement with speed enforcement vehicles. The national operational lead for Op Snap is Gwent Sergeant Jason Williams who continues to develop and improve the operation nationwide.



### 3 R Operation

The 3 R Operation consists of 2 or more vans at any one time along a certain stretch of road, most recently the Newport Southern Distributor Route (SDR). The idea being the operation is that once a driver passes one speed van they instantly begin to speed or race again. If they then encounter a second, third or even further van this alters their perception of the road, and ultimately their driving behaviour.

In a recent operation, over 400 drivers in one day were caught speeding or driving dangerously along the SDR.

### Operation Tutelage

A national operation which uses data captured via ANPR that is checked against the motor insurance data base and identifies vehicles on the road with no insurance. The Central Ticket Office then send out advisory letters to the registered owner. Over 80% of the vehicles who receive a letter then go on to be insured, compared to 30% of vehicles who hadn't received a letter. The persistent ones, approximately 20% are then added to the Gwent Intel Systems and allocated out to officers.

### ***Collision Investigation Unit***

Gwent Police has a dedicated Collision Investigation Unit which has the remit of investigating around 100 road collisions involving death and serious injury each year. This team currently comprises of sergeants, constables and police staff. This team has a range of specialist capabilities including forensic scene and vehicle examinations, advanced interviewing and family liaison. Since the expansion of this unit in 2017, records show that the team have completed 78 criminal investigations resulting in 21 successful prosecutions so far. A further 10 prosecution cases are pending. The outstanding work carried out by the Collision Investigation Unit has resulted in the creation of the highly acclaimed television series 'Crash Detectives'. This series has no doubt had a significant impact in terms of highlighting road safety issues and the diligent work of Gwent Police when investigating serious collisions. The knock-on effect on public confidence cannot be accurately assessed but the series has been the subject of widespread commentary which enhances the reputation of policing, not just in Gwent but across Wales.

### ***Operating Model Review***

A review of the Operating Model across the force was commissioned at the beginning 2020 which included Uniform Policing workstreams, including the Area Support Units. Several options were considered and developed ultimately focussing on improving the delivery of roads policing with Gwent. The result is that the business case for a newly formed 'Roads Policing and Specialist Operations Unit' has passed through the Service Improvement Board will be formed in Summer 2021. This department will be managed centrally under the Operational Support workstream, with a new centralised Inspector role providing strategic leadership to the team. This post will create a direct link between Force Tasking and LPA tasking priorities and ensure the team is tasked consistently across all areas of the force.

## **3. RESPONSE TO OPCC RECOMMENDATIONS**

### ***Recommendation 1***

**Develop an understanding of why there has been a proportionately high number of young driver deaths in Gwent. This work should include research around the nature of the incidents involving young people, hotspot locations and prevention measures available to reduce casualty numbers.**

Gwent Police acknowledges that young drivers are disproportionately involved in deaths and serious injuries on our roads. The force is actively engaged in supporting national campaigns to reduce the 'fatal five' main causes of serious collisions; speeding, mobile phone use at the wheel, seatbelts, alcohol, and drugs. However, we know that with a greater investment in data collection and analysis, we can better understand the root causes of road collisions in our area. Through the operating model review, we will ensure the force has sufficient skills and capacity in this area. We will also review our policy for attendance and data collection in relation to all road collisions

### ***Recommendation 2***

**Consider ways of increasing resourcing to ASU West to restore to full staffing numbers.**



Gwent Police agrees with this recommendation and, as a short-term measure, the force has recently undertaken a selection process to fill existing gaps in our ASU teams.

### ***Recommendation 3***

#### **In light of Operation Uplift, consider further opportunities for additional investment into roads policing**

Gwent Police agrees with this recommendation. The Operating Model Programme Board commissioned a series of reviews in February 2020. Within the scope of this work was a stated ambition to review the force's investment in roads policing capabilities. A business case proposing a re-purposing of Area Support Units has been submitted at Service Improvement Board early in 2021 and approved.

### ***Recommendation 4***

#### **Draft a strategic document outlining roads policing delivery in Gwent, including the development of objectives that align the with Operational Delivery Plan**

Gwent Police agrees with this recommendation. The Gwent Roads Policing Strategic Threat and Risk Assessment has been drafted to inform and identify the strategic threat and risk assessment for the roads policed in Gwent. The document includes our aims and objectives set in line with the operational control strategy – Protect, Pursue, Prevent and Prepare.

The STRA will be used to draft a strategic outline for roads policing delivery in Gwent in the coming months to tie into the rebranding and restructuring of the department as discussed above.

The document will concentrate on an approach for roads policing as a whole force approach, rather than something preserved for teams with specialist capabilities.

### ***Recommendation 5***

#### **Establish additional performance measures to evidence proactive roads policing activity.**



Gwent Police agrees with this recommendation. The Assistant Chief Constable has now included performance metrics relating to serious and fatal road collisions in his Operational Performance Board and further consideration is being given to metrics which will provide insight to our performance in this area

### ***Recommendation 6***

**Consolidate data recording processes to improve data integrity, coupled with a review of the cause behind disparities in the current available data.**

Gwent Police agrees with this recommendation. The Assistant Chief Constable will commission a review of force policy relating to deployment to road collisions, investigations into offences relating to these incidents, and the reporting requirements for injury and non-injury collisions. This review will be completed before the new fiscal year 2021/22 and will form part of our roads policing strategy going forward.

### ***Recommendation 7***

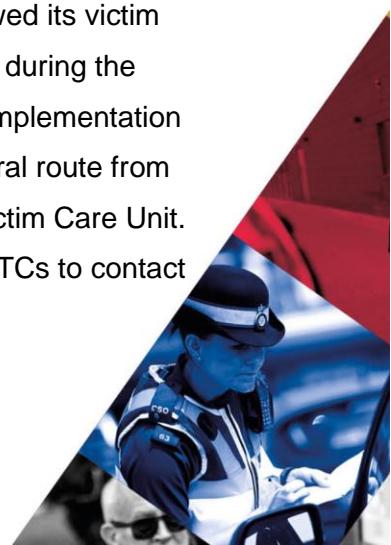
**The Strategy, Performance and Change department conducts research to measure and compare the relative benefits between the ASU and RPU models.**

Gwent Police agrees with this recommendation and this work has already been undertaken by the Operating Model Programme Board. A business case for change has been approved and a post implementation review will take place in due course.

### ***Recommendation 8***

**Review current victim referral pathways for victims of road-related crime and KSI RTCs in light of changes to BRAKE's victim support service funding.**

Gwent Police agrees with this recommendation. The force has recently reviewed its victim services model there are plans to make changes in this area. It was identified during the review that the new model would be able to address this gap and a detailed implementation plan is currently being drafted. This will include mapping and agreeing a referral route from both Family Liaison Officer (FLO) and Area Support Unit (ASU) to the new Victim Care Unit. When a referral is received by the VCU they will contact people affected by RTCs to contact



a needs assessment. Following this the VCU will be able to refer those affected by RTCs to generic support agencies (housing, health etc), Connect Gwent Partners and Brake.

#### **4. Ownership and Review**

The action plan set out above will be owned by the Assistant Chief Constable. Gwent Police will record the recommendations of the OPCC report within the Continuous Improvement Department library. Progress against these recommendations will be reviewed by the Deputy Chief Constable through her governance meetings for reviewing outstanding areas for improvement



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## **GWENT POLICE AND CRIME PANEL FORWARD WORK PROGRAMME 2021/22**

### **2<sup>nd</sup> July 2021**

- PCC Update
- Performance Framework
- Annual Report
- Roads Safety
- Update on the Police and Crime plan
- End of Year Finance Report (Information Report)

### **24<sup>th</sup> September 2021**

- PCC Update
- Performance
- Gwent Police and Crime Panel Co-opted Members
- Stop and Search
- Cyber Crime

### **10<sup>th</sup> December 2021**

- PCC Update
- Presentation on Operational Context and Requirements for the Finance Strategy
- Treasury Management Update Report
- Gwent Police and Crime Panel Recorded Complaints and Conduct Matters Register
- Performance Framework (Information Report)

### **January 2022?**

- Police and Crime Commissioner for Gwent's Budget Requirement and Council Tax Precept Proposal 2022/23.

### **Date to Be Confirmed –**

Cyber Crime  
Serious and Organised Crime

Performance Reporting Schedule - the time period between SPB and PCP reports deadline is about 1 working week.

Q1 -September  
Q2- December (information only)  
Q3- March  
Q4-June

	<b>OFFICE OF CHIEF CONSTABLE</b>
<b>LEAD CHIEF OFFICER:</b>	<b>Nigel Stephens</b>
<b>TITLE:</b>	<b>Finance Report 2020/21 – Final quarter (Q4)</b>
<b>DATE:</b>	<b>10<sup>th</sup> June 2021</b>
<b>TIMING:</b>	<b>Quarterly</b>
<b>PURPOSE:</b>	<b>For monitoring</b>
<b>1.</b>	<b><u>RECOMMENDATION</u></b>
1.1	To consider and note the financial performance of the Force and OPCC for the fourth and final quarter of financial year 2020/21.
<b>2.</b>	<b><u>INTRODUCTION &amp; BACKGROUND</u></b>
2.1	<p>This quarterly financial report presents detailed information on revenue, balance sheet and working capital balances (debtors, creditors and cash/investments). This provides a comprehensive position for Chief Officers to consider and inform decision making.</p> <p>This position presents the outturn reporting that will go into the draft annual accounts for submission to Joint Audit Committee and review by Audit Wales. They are therefore subject to change with the audited accounts timetable due to conclude in July 2021.</p> <p>The quarterly report includes:</p> <ol style="list-style-type: none"> <li>1) <b>Appendix 1a, 1b, 1c:</b> Income and Expenditure for the group, force and OPCC (as previously reported). The income and expenditure reports take into account expenditure commitments made as at the quarter end but have not yet been invoiced or paid and a forecast of the year end position.</li> <li>2) <b>Appendix 2:</b> Covid19 costs – details of specific expenditure arising from the Covid19 situation reported to the Home Office each month.</li> <li>3) <b>Appendix 3a:</b> Cash and investments – details of level of cash the force has and how much money is on investment.</li> <li>4) <b>Appendix 3b:</b> Debtors position. This details the level of income yet to be cash receipted and the age of the debt.</li> <li>5) <b>Appendix 3c:</b> Creditors position. This details the level of expenditure yet to be cash paid and the age of the liability.</li> <li>6) <b>Appendix 3d:</b> Capital &amp; Project spend report. This details the spend to date on capital projects and the budget remaining to the end of the financial year.</li> </ol>

	7) <b>Appendix 4:</b> Usable reserves. This schedule identifies the level of cash backed reserves in line with Reserves Strategy and MTFP.	
	8) <b>Appendix 5:</b> Medium Term Financial Plan. This provides a longer term view on the financial position of the force.	
3.	<b><u>Financial Highlights –</u></b> <b><u>Year end outturn: £222k surplus (Q3 forecast: £853k surplus)</u></b>	
3.1	The information below provides details on key trends and results for the year. Where a variance (favourable or adverse) represents a significant risk to being able to meet budget a more detailed analysis is provided.	
3.2	As shown in <b>Appendix 1a</b> , on a group basis there is a surplus of £222k against budget at year end. This is lower than the forecast position of £853k at Q3 because of reserve movements at year end. The OPCC is showing a break-even position at year end.  The group’s year end surplus of £222k arises from the following variances:	
	<b>Pay variances – officers and staff: underspend £4,107k</b>	
3.3	At year end, police officer pay and salary allowances forecast at the end of the financial year are under budget by £1,662k. This is the result of differences between the timing of actual recruitment of the additional 62 officers due under Operation Uplift by 31/3/2021 compared to the full year cost of those additional officers budgeted for at the start of the year.  The assumptions for the 2020/21 budget already reflect police officer probationers being recruited at lower than the mid point of the salary scale.	
3.4	The underspend on police officer pay and allowances is matched by an £2,445k forecasted underspend on Staff and CSO pay and allowances at the end of Q4.  Within this, staff pay was underspent by £3,585k, again due to the need to reflect the full year cost of posts in the budget for Op Uplift and a significant number of ongoing vacancies. This is however offset by agency costs of £867k that cover some of those vacancies in the short term plus redundancy and early retirement costs totalling £230k.	
	<b>Overtime – officers and staff: overspend £744k</b>	
3.5	Total overtime costs (officer and staff) at year end show a net overspend of £744k, made up as follows:	
	Police Officer overtime overspend	(£293k)
	Police Officer rest day overtime overspend	(£419k)
	Police Officer public holiday overspend	(£23k)
	Police staff overtime – overspend	(£244k)

	Police staff weekend & public holiday enhancements underspend	£235k
	<b>Total under/(over)spend at 31<sup>st</sup> March 2021</b>	<b>(£744k)</b>
3.6	The position above includes expenditure on Police Staff Enhancements and excludes Major Incidents and Tasking (MI&T), which is reported separately on Lines 9 and 10 of Appendix 1a, therefore the position is not directly comparable with the Force Overtime Performance report including MI&T.	
	The annual overtime budget was reduced by £1m for 2020/21. The overspend relates to additional efforts to tackle backlogs and improve performance, which will help officers and staff to be more responsive to changing crime patterns going forward.	
	<b>Other employee related costs: underspend £804k</b>	
3.7	There is a forecast underspend of £804k for other employee related costs. Because of Covid19 officers have been on very few external training courses with online provision being developed/preferred, which resulted in an underspend of £545k at year end. Pension costs are down by £157k with lower injury pension payments and no officers leaving under the "30+ pension payments" in 2020-21.	
	<b>Non-pay variances – Premises costs: overspend £241k</b>	
3.8	Premises are overspent at year end by £241k due primarily to the effect of the relaxation of Covid19 lockdown restrictions in Q4 and timings on rent/rates payments.  Covid19 limited the opportunities for planned maintenance work earlier in the year, but revenue expenditure was accelerated in Q4 as restrictions were relaxed resulting in an overspend at year end of £355k. This was offset by continuing underspends on the grounds and reactive maintenance budgets of £170k. As reported at Q3, cleaning costs remained overspent at year end by £140k partly from Covid19 additional cleaning needs.	
	<b>Non-pay variances – Transport costs: underspend £194k</b>	
3.9	Transport costs are underspent at year end by £194k, again due in large part to the effect of Covid19 lockdown. Because fewer officers and staff are travelling outside of the force for overnight courses, meetings etc, mileage and travel costs are down by £156k. Historic essential user allowances for dog handlers have now been paid at an additional one off cost of £103k in line with a recent court ruling. As reported at Q3, fuel and insurance costs are down substantially by £367k in Q4 as a result.  Additionally, due to Covid19 restrictions officers have opted to use accident repair for minor repairs rather than bringing back vehicles in the workshop for such repairs. These additional external costs and a number of high-performance car repairs resulted in a £48k overspend at year end.	

	<b>Non-pay variances – Supplies &amp; Services costs: underspend £2,605k</b>
3.10	<p>Supplies &amp; services costs are underspent at year end by £2,605k and there are many variations between the cost headings in this category.</p> <p>There is a timing difference in Partnership fees and consultancy fees resulting in an underspend of £1,527k at year end. Following the year end reconciliation of expenditure, there were underspends of £367k against budget collaborative activities with other forces. Telecoms and mobile phone costs are also down £432k against budget at year end from lower maintenance levels and calls for landlines. There were expected underspends on the custody medical contract of £209k from the revised arrangements; and public liability insurance costs and claims were also underspent by £120k which is likely the indirect result of the covid19 restrictions.</p> <p>Offsetting this are additional costs of £94k of additional ICT costs for software purchases and maintenance contracts and £36k for uniforms resulting from the accelerated recruitment of officers and CSOs in Q4. We have now received reimbursement of both medical and non-medical PPE costs from the UK Government.</p> <p>This category of expenditure is large and varied and we have reviewed it in detail as part of 2021/22 budget setting. This has informed recurrent savings from areas such as custody medical contract and medical examinations (both showing reduced spend at year end).</p>
	<b>Other movements: underspend £742k</b>
3.11	<p>The underspend of £742k is primarily the result of higher income from additional funding provided late in 2020/21 by the UK and Welsh Governments for Women's Pathfinder £267k, ESMPC Grant £182k, and ARIS funds £150k. We have also had the payment of Home Office Grants, local partnership income and reimbursement of seconded out officer costs flagged at Q3.</p>
<b>4</b>	<b><u>Office of the Police &amp; Crime Commissioner – break even position</u></b>
4.1	<p>Included within the group figures above are forecast underspends relating to the Office of the Police &amp; Crime Commissioner totalling £635k as a result of a vacancy and reduced commissioning costs during the covid lockdowns. These are shown separately in <b>Appendix 1c</b>.</p> <p>Salary and allowances – there is an underspend at year end of £96k for the full year effect of vacancies within the OPCC.</p> <p>Non-pay expenditure – there is an underspend of £509k at Q4. This is primarily due to underspends on commissioning costs for areas such as Pathfinder and Community Safety projects.</p> <p>The total underspend of £635k has been transferred to OPCC reserves for specific purposes in 2021/22.</p>

5	<b><u>Covid19 Costs (Appendix 2)</u></b>
5.1	<p>The Covid19 lockdown has already had a significant effect on the phasing of expenditure throughout 2020/21 and this will continue into the new 2021/22 financial year.</p> <p>Most variances in non-pay expenditure categories are due in some part to the delay or cancellation of spend as a result of officers and staff working more agilely and safely since March 2020. Given the ongoing Covid19 working patterns, it is still uncertain whether some of this expenditure will materialise in the next financial year.</p> <p>The capital programme has also been impacted by Covid19 with a number of projects within the programme delayed. However, the new HQ build has continued throughout the lockdown period.</p> <p>The total costs identified at 31 March 2021 as arising specifically from the Covid19 situation are £778k as shown in Appendix 2. Of this total, £316k relates to medical and non-medical grade PPE equipment for officers and staff and has been fully funded by the UK Government. Between November 2020 and 31 March 2021 PPE has been purchased and distributed by a National Centre established by the Department of Health &amp; Social Care so further local costs are expected in 2021/22. Additional funds have been received from the UK government of £595k to cover general covid costs arising in 2020/21 and into 2021/22. In addition, the UK government is also reimbursing organisations for income lost as a result of Covid19 and we have reported potential lost income of £121k, of which the UK Government has already reimbursed £78k.</p> <p>In addition to the general costs above, we have received £308k of specific additional funding from the UK Government's Surge Enforcement Fund and a further £20k from the Welsh Government to cover the costs of proactive policing within communities and roads policing during the latest round of local and national lockdowns. A 'Surge Fund' for Covid19 activities has been established and to date the expenditure against this amounts to £166k. This is directly funding Forcewide Covid enforcement activity on a daily basis.</p> <p>The Force has therefore been fully funded for the general costs associated with Covid19 and the surge enforcement, as well as an element of the budgeted income lost as a result of the lockdown restrictions. The total unused funding of £517k has been carried forward as part of the movement on Workstream reserves in <b>Appendix 4</b> to mitigate any further Covid19 costs in 2021/22 that might not be funded in future.</p>
6.	<b><u>Financial Highlights – balance sheet.</u></b>
6.1	<p>The information within section 6 provides the highlights and key performance indicators in relation to balance sheet items. The key areas that are significant to the overall financial performance of the force are:</p>

	<ul style="list-style-type: none"> <li>• Investments and cash</li> <li>• Debtors</li> <li>• Creditors</li> <li>• Capital</li> <li>• Reserves</li> </ul>
	<b>Investment and cash (appendix 3a)</b>
6.2	<p>As at 31 March 2021, £36.0m of cash reserves were held as investments with local authorities or held within the money market. All loans are for 12 months or less and are scheduled to ensure that cash flow is available to cover all commitments as they fall due.</p> <p>Average interest rates on investments is 0.36% (31 December 2020: 0.49%; 30 September 2020: 0.46%, 30 June 2020: 0.73%, 31 March 2020: 0.90%). Interest rates have remained static and it is expected this will continue unless the Bank of England changes the base rate. Investment interest, therefore, does not contribute significantly to the force's income budget.</p> <p>Actual cash held within the bank account at Q4 was £1,636k.</p>
	<b>Debtors (appendix 3b)</b>
6.3	Total sales invoices that were unpaid as at 31 March 2021 totalled £953k (Q3: £857k), of which £630k or 66.0% (Q3: £635k or 71.5%) was overdue.
6.4	The collectability of debtors is not considered a risk. The top 5 debtors, as presented in Appendix 3b total £810k (76.9% of total debtors by value) and are nearly all public sector bodies. The largest debtor of £504k due from the National Probation Service, relates to their annual contribution towards the Gwent Drug and Alcohol Service within force custody suites which is billed to them quarterly. Payment is being very actively pursued. Further work has also been carried out to address the level of overdue debt noted at Q3 with a number of larger balances paid in Q4 – this work continues. There are no irrecoverable debts identified so far in the year.
	<b>Creditors (appendix 3c)</b>
6.5	<p>As at 31 March 2021 there was £1,121k of creditors (Q3: £745k). Of this total, the top 5 creditors as presented in Appendix 3c total £866k (77.3% of total creditors by value) mainly with other public sector bodies and relates to invoices for collaborative activities or commissioned services.</p> <p>A lot of work has been carried out by the Accounts Payable team to chase coding by departments, and clear historic overdue balances ahead of year end. As a result of this hard work, the level of overdue balances has fallen dramatically from £584k at Q3 to only £73k (6.5%) of total creditors at Q4.</p>



6.6	<p>As part of the work done by the Accounts Payable Team in Q4 a large number of historic balances were cleared with departments which has skewed the creditor days performance measure for Q4. Excluding these historic balances, the underlying average age of an invoice paid in Q4 was 28.61 days (Q3: 21.26 days, Q2: 23.63 days, Q1: 25.64 days) – which remains within the 30-day target. This work carried on into April 2021 where the average days, including historic balances cleared, was 30.85 days. Additional controls have been put in place to prevent a recurrence and we expect to meet this target going forward.</p> <p>The uptake of purchase orders by the Force remains steady. The value of invoices by value paid that had a purchase order was £7.5m out of £12.0m (63.3%) in Q4 compared to £8.9m out of £13.6m (65.6%) in Q3. The number of invoices paid with a purchase order number also remain static at 32.3%.</p> <p>Following the relaxation of covid19 restrictions, we are working with Commercial Procurement Services to agree a date for re-starting the enforcement of No PO No Pay and rejecting invoices from suppliers without purchase orders.</p>
	<b>Capital (appendix 3d)</b>
6.7	<p>The revised budget for the capital and projects is £26,400k. The expenditure to date on capital and long-term projects is £15,969k leaving a remaining budget of £8,908k.</p> <p>Progress on the delivery of the projects within the capital programme is overseen by the Capital Strategy Board and Capital Monitoring Board.</p>
6.8	<p>Estates – the budget of £22,477k includes major projects relating to replacement HQ (£17,702k), Ystrad Mynach CCTV (£500k), Newport Central Custody upgrade (£400k), Maindee custody refurbishment £150k and Tredegar Property Evidence store upgrade £200k. A number of these estates projects have been postponed or delayed into 2021/22 as a result of Covid19 restrictions. Expenditure relating to the new HQ totalled 14,088k in the year.</p>
6.9	<p>Vehicles – The 2020/21 budget is £1,591k and expenditure to 31 March 2021 totalled only £880k – an underspend of £711k. The telematics system to support vehicle deployment and usage is also being rolled out and the new contract arrangements for national vehicle purchases came into place on 1 April 2021. Orders have been placed for delivery of the remaining vehicles in Q4 2020/21.</p>
6.10	<p>ICT - The revised budget is £1,823k. Expenditure to date is £1,156k, giving rise to an underspend of £667k due to deferral of some projects and timing delays on ICT equipment. Three significant projects with costs of £126k are being implemented and include the desktop replacement, C19 preparedness and custody digitisation.</p>
	<b>Reserves (appendix 4)</b>

6.11	<p>Appendix 4 details the position in relation to the current balance of reserves of £42,166k based on the unaudited financial statements at 31 March 2021. A number of reserve movements have already been approved during 2020/21:</p> <ul style="list-style-type: none"> <li>• Budgeted reserve contributions: two contributions to reserves were built into the 2020/21 master budget that was approved and finalised in March 2020 – revenue contribution to capital £6,897k and Airwave sinking fund contribution £210k.</li> <li>• In year reserves movements: in the Q3 financial report three additional reserves were approved for the ESN national contribution £3,250k; PCC Commissioning/Force initiatives £1,250k; and £1,000k for the incremental cost of accelerated CSO recruitment in 2020/21 and 2021/22.</li> </ul> <p>Following the review with CFO-OPCC and ACOR and as presented to COT, further reserves of £1,744k have been made to carry forward specific funding received late in 2020/21 and underspends for specific programme expenditure expected in future years for:</p> <ul style="list-style-type: none"> <li>• PCC Commissioning Reserves outturn;</li> <li>• Women's Pathfinder;</li> <li>• ESMPC grant;</li> <li>• ARIS funds;</li> <li>• Highways Grant income;</li> <li>• Motivating our Youth specific grant;</li> <li>• Covid and surge grant funding;</li> <li>• Upgrades to the Gold room under Operation Yellowhammer;</li> <li>• an amount to repay funding received from Welsh forces for the National CIP Co-ordinator recruited part way through the 2020/21 year; and</li> <li>• a reserve from 2020/21 underspends by the SRS for known future technology changes including the transfer of the data centre from Ty Cyd 1 in 2022/23.</li> </ul> <p>The balance of the year end movement of £222k will transfer to the Accelerated Forecast Savings general reserve.</p>
7	<b>Medium Term Financial Plan (appendix 5)</b>
7.1	<p>Appendix 5 provides detail of the latest version of the MTFP (as at 29/1/210) that has been prepared for the 2021/22 budget. Following the Home Secretary's police grant announcement, the total year 5 deficit, including the expected impact of funding formula cuts is £7.341m before planned efficiency savings of £3.778m. The projected recurring deficit in 2025/26 is £3.563m.</p> <p>The MTFP will continue to be updated as part of the budget setting process for 2022/23.</p>

<b>8.</b>	<b><u>Risk areas identified</u></b>
8.1	While the outcome of the 2020 Spending Review resulted in a positive settlement for 2021/22, the future Comprehensive Spending Review and the ongoing review of the funding formula are still unknown. The predicted lost funding from 2023/24 is included in the MTFP's recurring deficit at 2025/26 of £3.563m.
<b>9.</b>	<b><u>FINANCIAL CONSIDERATIONS</u></b>
9.1	These are detailed in the report.
<b>10.</b>	<b><u>PERSONNEL CONSIDERATIONS</u></b>
10.1	There are no staffing / personnel implications arising from this report.
<b>11.</b>	<b><u>LEGAL IMPLICATIONS</u></b>
11.1	There are no legal implications arising from this report.
<b>12.</b>	<b><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></b>
12.1	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.
12.2	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.
<b>13.</b>	<b><u>PUBLIC INTEREST</u></b>
13.1	This is a public document.
<b>14.</b>	<b><u>CONTACT OFFICER</u></b>
14.1	Matthew Coe
<b>15.</b>	<b><u>ANNEXES</u></b>
15.1	2020/21 Q4 financial Performance report (values version)



## Appendix 1a - Gwent Group Income &amp; Expenditure Report as at 31st March 2021

BUDGET AREA		Annual Budget	Budget YTD	Actual YTD	Variance YTD	Previous Quarter Variance	Swing
Gwent Police Group Revenue Budget as at period 202013							
<b>EXPENDITURE</b>							
1	Police Officer Pay & Allowances	73,742,486	73,742,486	72,080,717	1,661,769	1,458,277	203,492
2	Police Staff & CSO Pay & Allowances	34,999,335	34,999,335	32,553,584	2,445,751	2,549,527	(103,777)
3	Police Officer Overtime & Enhancements	1,805,635	1,805,635	2,540,615	(734,980)	(563,391)	(171,589)
4	Police Staff & CSO Overtime & Enhancements	1,600,746	1,600,746	1,610,002	(9,256)	41,653	(50,909)
5	Other Employees Related Costs	4,077,863	4,077,863	3,274,104	803,759	771,710	32,049
6	Premises Costs	5,444,113	5,444,113	5,685,364	(241,251)	1,028,729	(1,269,980)
7	Transport Costs	2,839,939	2,839,939	2,646,313	193,626	330,734	(137,108)
8	Supplies & Services	26,838,910	26,838,910	24,233,775	2,605,135	964,738	1,640,397
9	Major Incident Schemes	315,450	315,450	411,732	(96,282)	0	(96,282)
10	Proactive Operational Initiatives	200,000	200,000	180,859	19,141	0	19,141
11	Contribution to Police Computer Co.	938,067	938,067	964,019	(25,952)	(169,272)	143,320
12	Capital Charge	0	0	0	0	0	0
		<b>152,802,545</b>	<b>152,802,545</b>	<b>146,181,085</b>	<b>6,621,460</b>	<b>6,412,706</b>	<b>208,754</b>
<b>OTHER APPROVED REVENUE REQUIREMENTS</b>							
13	Development Funds	4,000	4,000	0	4,000	4,000	0
14	Identified Recurring Savings	0	0	0	0	0	0
		<b>4,000</b>	<b>4,000</b>	<b>0</b>	<b>4,000</b>	<b>4,000</b>	<b>0</b>
<b>INCOME</b>							
15	Investment Income	(245,891)	(245,891)	(262,588)	16,697	19,109	(2,412)
16	Other Income	(17,651,919)	(17,651,919)	(18,475,943)	824,024	(84,656)	908,679
		<b>(17,897,810)</b>	<b>(17,897,810)</b>	<b>(18,738,530)</b>	<b>840,720</b>	<b>(65,547)</b>	<b>906,267</b>
17	<b>NET EXPENDITURE BEFORE TRANSFERS</b>	<b>134,908,735</b>	<b>134,908,735</b>	<b>127,442,555</b>	<b>7,466,180</b>	<b>6,351,159</b>	<b>1,115,021</b>
<b>TRANSFERS</b>							
18	Transfers to Reserves	210,332	210,332	7,454,881	(7,244,549)	(2,250,000)	(4,994,549)
19	Revenue Contribution To Capital/Projects Scheme	6,897,170	6,897,170	6,897,170	0	(3,250,000)	3,250,000
	<b>TOTAL RESERVE TRANSFERS</b>	<b>7,107,502</b>	<b>7,107,502</b>	<b>14,352,051</b>	<b>(7,244,549)</b>	<b>(5,500,000)</b>	<b>(1,744,549)</b>
20	<b>NET EXPENDITURE INCLUDING TRANSFERS</b>	<b>142,016,237</b>	<b>142,016,237</b>	<b>141,794,605</b>	<b>221,631</b>	<b>851,159</b>	<b>(629,528)</b>
21	<b>FUNDED BY:</b>						
22	Revenue Support Grant	(21,200,027)	(21,200,027)	(21,200,027)	0	0	0
23	National Non-Domestic rates	(10,590,465)	(10,590,465)	(10,590,465)	0	0	0
24	Police Grant	(46,660,053)	(46,660,053)	(46,660,053)	0	0	0
25	Council Tax	(60,540,391)	(60,540,391)	(60,540,391)	0	0	0
26	Specific Grant Income	0	0	0	0	0	0
27	Use Of General Reserves	0	0	0	0	0	0
28	Use of Earmarked Reserves	(3,025,301)	(3,025,301)	(3,025,301)	0	0	0
	<b>TOTAL FUNDING</b>	<b>(142,016,237)</b>	<b>(142,016,237)</b>	<b>(142,016,238)</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>OVER/(UNDER)SPEND</b>	<b>(0)</b>	<b>(0)</b>	<b>(221,632)</b>	<b>221,632</b>	<b>851,159</b>	<b>(629,527)</b>

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## Appendix 1b - Chief Constable Income &amp; Expenditure Report as at 31st March 2021

BUDGET AREA				
Chief Constable Revenue Budget as at period 2020/21				
	Annual Budget	Budget YTD	Actual YTD	Variance YTD
<b>EXPENDITURE</b>				
1 Police Officer Pay & Allowances	73,684,111	73,684,111	72,080,717	1,603,394
2 Police Staff & CSO Pay & Allowances	33,912,862	33,912,862	31,563,220	2,349,642
3 Police Officer Overtime & Enhancements	1,803,718	1,803,718	2,540,615	(736,897)
4 Police Staff & CSO Overtime & Enhancements	1,600,746	1,600,746	1,610,002	(9,256)
5 Other Employees Related Costs	4,044,563	4,044,563	3,270,658	773,905
6 Premises Costs	5,430,763	5,430,763	5,679,828	(249,065)
7 Transport Costs	2,814,688	2,814,688	2,639,507	175,181
8 Supplies & Services	21,551,418	21,551,418	19,758,520	1,792,898
9 Major Incident Schemes	315,450	315,450	411,732	(96,282)
10 Proactive Operational Initiatives	200,000	200,000	180,859	19,141
11 Contribution to Police Computer Co.	938,067	938,067	964,019	(25,952)
12 Capital Charge	0	0	0	0
	<b>146,296,387</b>	<b>146,296,387</b>	<b>140,699,677</b>	<b>5,596,710</b>
<b>OTHER APPROVED REVENUE REQUIREMENTS</b>				
13 Development Funds	4,000	4,000	0	4,000
14 Identified Recurring Savings	0	0	0	0
	<b>4,000</b>	<b>4,000</b>	<b>0</b>	<b>4,000</b>
<b>INCOME</b>				
15 Investment Income	(245,891)	(245,891)	(262,588)	16,697
16 Other Income	(15,240,975)	(15,240,975)	(16,095,161)	854,186
	<b>(15,486,866)</b>	<b>(15,486,866)</b>	<b>(16,357,749)</b>	<b>870,883</b>
17 <b>NET EXPENDITURE BEFORE TRANSFERS</b>	<b>130,813,521</b>	<b>130,813,521</b>	<b>124,341,929</b>	<b>6,471,592</b>
<b>TRANSFERS</b>				
18 Transfers to Reserves	210,332	210,332	6,819,314	(6,608,982)
19 Revenue Contribution To Capital/Projects Scheme	6,897,170	6,897,170	6,897,170	0
	<b>7,107,502</b>	<b>7,107,502</b>	<b>13,716,484</b>	<b>(6,608,982)</b>
20 <b>NET EXPENDITURE INCLUDING TRANSFERS</b>	<b>137,921,023</b>	<b>137,921,023</b>	<b>138,058,412</b>	<b>(137,390)</b>
<b>FUNDED BY:</b>				
22 Revenue Support Grant	(21,200,027)	(21,200,027)	(21,200,027)	0
23 National Non-Domestic rates	(10,590,465)	(10,590,465)	(10,590,465)	0
24 Police Grant	(46,660,053)	(46,660,053)	(46,660,053)	0
25 Council Tax	(56,804,198)	(56,804,198)	(56,804,198)	0
26 Specific Grant Income	0	0	0	0
27 Use Of General Reserves	0	0	0	0
28 Use of Earmarked Reserves	(2,666,280)	(2,666,280)	(3,025,301)	359,021
	<b>(137,921,023)</b>	<b>(137,921,023)</b>	<b>(138,280,045)</b>	<b>359,022</b>
<b>TOTAL FUNDING</b>	<b>(137,921,023)</b>	<b>(137,921,023)</b>	<b>(138,280,045)</b>	<b>359,022</b>
<b>OVER/(UNDER)SPEND</b>	<b>(0)</b>	<b>(0)</b>	<b>(221,632)</b>	<b>221,632</b>

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Appendix 1c - PCC Income &amp; Expenditure Report as at 31st March 2021

Appendix 1c

BUDGET AREA				
Gwent PCC Revenue Budget as at period 2020/2013				
	Annual Budget	Budget YTD	Actual YTD	Variance YTD
<b>EXPENDITURE</b>				
1 Police Officer Pay & Allowances	0	0	0	0
2 Police Staff & CSO Pay & Allowances	1,086,473	1,086,473	990,364	96,109
3 Police Officer Overtime & Enhancements	0	0	0	0
4 Police Staff & CSO Overtime & Enhancements	0	0	0	0
5 Other Employees Related Costs	33,300	33,300	3,446	29,854
6 Premises Costs	13,350	13,350	5,535	7,815
7 Transport Costs	25,180	25,180	6,806	18,374
8 Supplies & Services	4,928,471	4,928,471	4,475,256	453,215
9 Major Incident Schemes	0	0	0	0
10 Proactive Operational Initiatives	0	0	0	0
11 Contribution to Police Computer Co.	0	0	0	0
12 Capital Charge	0	0	0	0
	<b>6,086,774</b>	<b>6,086,774</b>	<b>5,481,408</b>	<b>605,366</b>
<b>OTHER APPROVED REVENUE REQUIREMENTS</b>				
13 Development Funds	0	0	0	0
14 Identified Recurring Savings	0	0	0	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>INCOME</b>				
15 Investment Income	0	0	0	0
16 Other Income	(2,350,581)	(2,350,581)	(2,380,782)	30,201
	<b>(2,350,581)</b>	<b>(2,350,581)</b>	<b>(2,380,782)</b>	<b>30,201</b>
17 <b>NET EXPENDITURE BEFORE TRANSFERS</b>	<b>3,736,193</b>	<b>3,736,193</b>	<b>3,100,626</b>	<b>635,567</b>
<b>TRANSFERS</b>				
18 Transfers to Reserves	0	0	635,567	(635,567)
19 Revenue Contribution To Capital/Projects Scheme	0	0	0	0
<b>TOTAL RESERVE TRANSFERS</b>	<b>0</b>	<b>0</b>	<b>635,567</b>	<b>(635,567)</b>
20 <b>NET EXPENDITURE INCLUDING TRANSFERS</b>	<b>3,736,193</b>	<b>3,736,193</b>	<b>3,736,193</b>	<b>(0)</b>
<b>FUNDED BY:</b>				
22 Revenue Support Grant	0	0	0	0
23 National Non-Domestic rates	0	0	0	0
24 Police Grant	0	0	0	0
25 Council Tax	(3,736,193)	(3,736,193)	(3,736,193)	0
26 Specific Grant Income	0	0	0	0
27 Use Of General Reserves	0	0	0	0
28 Use of Earmarked Reserves	0	0	0	0
<b>TOTAL FUNDING</b>	<b>(3,736,193)</b>	<b>(3,736,193)</b>	<b>(3,736,193)</b>	<b>0</b>
<b>OVER/(UNDER)SPEND</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(0)</b>

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## Appendix 2 - Covid 19 costs reported to Home Office

Category	Item	Additional cost for March 2020 (£)	Additional cost for April 2020 (£)	Additional cost for May 2020 (£)	Additional cost for June 2020 (£)	Additional cost for July 2020 (£)	Additional cost for August 2020 (£)	Additional cost for Sept 2020 (£)	Additional cost for October 2020 (£)	Additional cost for November 2020 (£)	Additional cost for December 2020 (£)	Additional cost for January 2021 (£)	Additional cost for February 2021 (£)	Additional cost for March 2021 (£)	Total additional cost to date (£)
Workforce	Overtime - Officers	-	5,673	26,845	18,568	3,427	18,483	4,900	14,221	23,156	16,542	8,912	10,769	2,675	154,171
Workforce	Overtime - Staff	-	-	1,196	-	-	-	-	-	-	-	-	-	-	1,196
Workforce	Other workforce	-	-	-	-	50,000	-	695	-	-	-	17,984	233	883	69,795
Infrastructure & Estates	IT/home working	8,258	2,377	51,008	574	10,958	10	2,578	-	2,377	-	9,355	-	558	71,518
Infrastructure & Estates	Estate cleaning	-	8,500	2,500	-	725	1,020	-	2,505	1,365	-	1,969	1,180	10,736	30,500
Infrastructure & Estates	Specialist cleaning materials	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Infrastructure & Estates	Fleet cleaning	-	2,916	977	-	2,424	-	1,095	1,125	2,982	1,440	3,525	6,943	2,706	26,133
Infrastructure & Estates	ADDITIONAL FLEET REPAIR COSTS	-	-	-	-	-	-	-	-	-	-	894	-	697	197
Infrastructure & Estates	ADDITIONAL FLEET HIRE COSTS	-	9,351	7,793	74	120	-	-	-	-	-	-	-	-	17,338
Specialist Equipment	PPE	82,396	214,434	81,682	54,168	-	18,346	-	38,945	-	52,003	231	-	4,786	316,829
Specialist Equipment	Face Coverings	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Specialist Equipment	Testing kits	-	71,460	14,259	-	14,259	-	-	-	-	-	-	-	-	71,460
Specialist Equipment	ADDITIONAL C19 EQUIP	-	10,000	-	308	-	-	-	-	-	-	-	-	-	10,308
Other	Other	-	4,205	-	-	35	-	-	-	570	2,940	233	-	1,113	9,096
<b>GRAND TOTAL (excl council tax) (£)</b>		<b>90,654</b>	<b>328,916</b>	<b>186,260</b>	<b>59,432</b>	<b>49,344</b>	<b>-</b>	<b>19,432</b>	<b>-</b>	<b>47,891</b>	<b>18,082</b>	<b>25,664</b>	<b>23,512</b>	<b>42,957</b>	<b>778,542</b>
<b>CUMULATIVE GRAND TOTAL (excl council tax) (£)</b>		<b>90,654</b>	<b>419,570</b>	<b>605,830</b>	<b>665,262</b>	<b>714,606</b>	<b>695,174</b>	<b>647,283</b>	<b>665,365</b>	<b>691,029</b>	<b>714,541</b>	<b>757,498</b>	<b>772,265</b>	<b>778,542</b>	<b>778,542</b>

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## Appendix 3a – Cash and Investments

Current Investments (Including Money Market Fund investments) as at the 31st March 2021

## Police and Crime Commissioner for Gwent

## Current Investment List

Borrower	Principal (£)	Interest Rate	Start Date	Maturity Date	Lowest LT / Fund Rating	Historic Risk of Default	Expected Credit Loss (£)
MMF BNP Paribas	5,000,000	0.02%		MMF	AAAm		
Thurrock Borough Council	6,000,000	1.03%	27/04/2020	27/04/2021	AA-	0.002%	0
Royal Borough of Windsor & Maidenhead	5,000,000	0.06%	31/12/2020	30/04/2021	AA-	0.002%	0
Derbyshire County Council	4,000,000	0.10%	01/03/2021	28/05/2021	AA-	0.004%	0
Derbyshire County Council	4,000,000	0.10%	22/03/2021	30/06/2021	AA-	0.006%	0
Royal Borough of Windsor & Maidenhead	3,000,000	0.17%	22/03/2021	30/06/2021	AA-	0.006%	0
Thurrock Borough Council	4,000,000	0.65%	28/08/2020	27/08/2021	AA-	0.010%	0
Thurrock Borough Council	2,000,000	0.65%	30/09/2020	28/09/2021	AA-	0.012%	0
Thurrock Borough Council	3,000,000	0.38%	25/03/2021	24/03/2022	AA-	0.023%	0
<b>Total Investments</b>	<b>£36,000,000</b>	<b>0.36%</b>				<b>0.007%</b>	<b>£0</b>

Note: An historic risk of default and expected credit loss are only provided if a counterparty has a counterparty credit rating and are not provided for an MMF or USDBF, for which the rating agencies provide a fund rating. The portfolio's historic risk of default and expected credit loss therefore measure the historic risk of default and expected credit loss attached only to those investments for which a counterparty has a counterparty credit rating and also do not include investments which are not rated.

The Historic Risk of Default column is based on the lowest long term rating. If clients are using this % for their Expected Credit Loss calculation under IFRS 9, please be aware that the Code does not recognise a loss allowance where the counterparty is central government or a local authority since relevant statutory provisions prevent default. For these instruments, the Expected Credit Loss will be nil. Please note that we are currently using Historic Default Rates from 1990-2020 for Fitch, 1983-2020 for Moody's and 1981-2020 for S&P.

Total Cash Balance (Including all PCC Bank A/C's) as at the 31st March 2021

£ 1,635,995.55

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## Appendix 3b - Debtors as at 31st March 2021

## Outstanding Debt Age Summary

Debt Age	2020-21 Q3	2020-21 Q3
Not Due	253,893	323,966
0-1 Month	8,970	111
1-3 Months	142,074	139,088
3-6 Months	145,320	141,402
6-12 Months	250,912	292,842
> 12 Months	88,148	56,532
	<b>889,319</b>	<b>953,941</b>

## Top 5 Debtors

Customer Name	O/S Amount	No of Invoices	% of O/S total
National Probation Service, SSCL	540,087.00	4	3%
Home Office	96,459.08	4	3%
Mayors Office for Policing + Crime (MOPAC)	83,471.76	11	8%
HM Prison & Probation Service in Wales	47,000.00	1	1%
PCC for West Yorkshire	43,017.05	2	1%
	<b>810,034.89</b>	<b>22</b>	<b>16%</b>
	84.9%		

## Debt Age

Not Due	0-1 Month	1-3 Months	3-6 Months	6-12 Months	> 12 Months
-	-	-	-	-	-

## Debt Paid in Period Age Summary

Debt Age	2020-21 Q1
202007	#REF!
202008	#REF!
202009	#REF!
	<b>#REF!</b>

## Potential Write- Offs

Due Date	Days Old	Description	O/S Amount	Comments

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## Appendix 3c - Creditors as at 31st March 2021

## Invoice Status Analysis

## Total Creditors Age Analysis (Including Items Not Due)

	Q3 £	Q4 £
Not yet Due	(160,506)	(1,048,287)
1-14 Days Overdue	(369,900)	(42,464)
15-29 Days Overdue	(74,785)	(14,817)
30-44 Days Overdue	(88,685)	(4,197)
45-59 Days Overdue	(11,229)	(5,000)
60+ Days Overdue	(39,540)	(6,367)
	<u>(744,645)</u>	<u>(1,121,131)</u>

## Top 5 Creditors

Customer Name	O/S Amount	Number of Invoices
NEWPORT CITY COUNCIL	(282,025)	9
CAERPHILLY COUNTY BOR. COUNCIL	(192,931)	4
SHARED RESOURCES SERVICES WALES	(179,332)	7
G4S CARE & JUSTICE SERVICES	(136,840)	1
PCC FOR SOUTH WALES	(75,268)	5
	<u>(866,396)</u>	<u>26</u>

## Total Creditors Age Analysis (Excluding Items Not Due)

	Q3 £	Q4 £
1-14 Days Overdue	(369,900)	(42,464)
15-29 Days Overdue	(74,785)	(14,817)
30-44 Days Overdue	(88,685)	(4,197)
45-59 Days Overdue	(11,229)	(5,000)
60+ Days Overdue	(39,540)	(6,367)
	<u>(584,139)</u>	<u>(72,845)</u>

## Age Analysis

Not Yet Due	1-14 days Overdue	15-29 days Overdue	30-44 days Overdue	45-59 days Overdue	60+ days Overdue
(282,025)					
(187,304)	(5,628)				
(172,408)					
(136,840)				(1,272)	(5,652)
(53,934)	-21,334.00				
<u>(832,511)</u>	<u>(26,962)</u>	0		<u>(1,272)</u>	<u>(5,652)</u>

## Average days taken to pay

	Q3- 2020/21	Q4- 2020/21
Jul	20.75 days	42.45 days
Aug	23.51 days	62.93 days
Sep	19.53 days	144.83 days
Average	<b>21.26</b>	<b>83.4</b>

Note - underlying payment days excluding historic balances = 28.61 days

Purchase Order Uptake Q2 2020/21			
	Number Of Invoices	Number with PO's	Percentage
Jul-20	867	310	35.76%
Aug-20	713	249	34.92%
Sep-20	624	206	33.01%
<u>Average Q2</u>	<u>2204</u>	<u>765</u>	<u>34.56%</u>

Purchase Order Uptake Q3 2020/21			
	Number Of Invoices	Number with PO's	Percentage
Jul-20	997	286	28.69%
Aug-20	729	271	37.17%
Sep-20	889	315	35.43%
<u>Average Q3</u>	<u>2615</u>	<u>872</u>	<u>33.76%</u>

Purchase Order Uptake Q4 2020/21			
	Number Of Invoices	Number with PO's	Percentage
Jan-00	825	260	31.52%
Jan-00	718	279	38.86%
Jan-00	865	230	26.59%
<u>Average Q4</u>	<u>2408</u>	<u>769</u>	<u>32.32%</u>

Purchase Order Uptake Q2 by Monetary Value			
	Total Payments (£'s)	Total Payments with a PO (£'s)	Percentage
Jul-20	-£4,709,633.58	-£3,022,849.20	64.18%
Aug-20	-£4,811,625.07	-£3,132,060.19	65.09%
Sep-20	-£4,047,508.95	-£2,732,826.01	67.51%
<u>Average Q2</u>	<u>-£13,568,767.60</u>	<u>-£8,887,735.40</u>	<u>65.59%</u>

Purchase Order Uptake Q3 by Monetary Value			
	Total Payments (£'s)	Total Payments with a PO (£'s)	Percentage
Jul-20	-£4,253,941.41	-£2,927,132.44	68.81%
Aug-20	-£4,314,090.40	-£2,654,131.63	61.52%
Sep-20	-£5,332,948.50	-£3,282,408.93	61.55%
<u>Average Q3</u>	<u>-£13,900,980.31</u>	<u>-£8,863,673.00</u>	<u>63.96%</u>

Purchase Order Uptake Q4 by Monetary Value			
	Total Payments (£'s)	Total Payments with a PO (£'s)	Percentage
Jan-21	-£3,234,136.99	-£2,223,582.20	68.75%
Feb-21	-£3,772,615.94	-£2,329,720.69	61.75%
Mar-21	-£4,954,294.62	-£2,946,497.30	59.47%
<u>Average Q4</u>	<u>-£11,961,047.55</u>	<u>-£7,499,800.19</u>	<u>63.33%</u>

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**Police and Crime Commissioner for Gwent**  
**2020/21 Capital Programme**  
**Budget to Spend as at 31st March 2021**

Appendix 3d

2020/21 Programme					
EXPENDITURE	Initial Annual Budget £'000s	Revised Annual Budget £'000s	Revenue Expenditure To Date £'000s	Capital Expenditure To Date £'000s	Remaining Budget £'000s
<b>Estates Schemes :</b>					
Replacement HQ	17,702	17,702	292	14,088	3,322
Decommissioning of Headquarters	0	0	0	0	0
Estates Strategy - Police Hubs	3,275	3,275	105	0	3,170
Capital Maintenance	500	500	368	0	132
Estates Strategy - Police Spokes	0	0	0	0	0
Newport Central Upgrade	400	400	375	127	(102)
Ystrad Mynach CCTV	500	0	1	0	(1)
Agile Working	250	250	98	0	152
Maindee Custody Refurbishment		150	0	0	150
Tredeggar Property Evidence Store		200	2	0	198
<b>Total Estates Schemes</b>	<b>22,627</b>	<b>22,477</b>	<b>1,241</b>	<b>14,215</b>	<b>7,021</b>
<b>Vehicles</b>					
Force Vehicle Replacement Programme	1,200	1,200	0	880	320
Op Uplift Additionality	391	391	0	0	391
<b>Total Vehicle Purchases</b>	<b>1,591</b>	<b>1,591</b>	<b>0</b>	<b>880</b>	<b>711</b>
<b>Information and Communications Technology:</b>					
Disaster Recovery	500	500	22	207	271
VOIP APD Interface	0	88	0	0	88
New HQ - SRS Costs	100	100	0	0	100
New HQ - FCR Costs	0	0	0	0	0
CCTV - Gwent Police/Blaenau Gwent	80	0	0	0	0
Server Replacement	120	120	0	0	120
Network Replacement	8	8	42	0	(34)
Data Hall Refurbishment	13	13	0	0	13
SAN Replacement	300	300	0	0	300
Netscaler Replacement	0	0	0	0	0
Desktop Replacement	0	0	0	0	(0)
C19 Preparedness	0	0	0	50	(50)
Op Uplift Additionality	336	336	0	0	336
FFF	57	57	76	182	(202)
Custody Digitisation - DIR	0	4	20	21	(37)
ICCS Infrastructure Upgrade	0	99	2	101	(4)
GDS/SQL Server Version	0	9	4	0	5
New Servers	0	0	0	26	(26)
Home Office Biometrics Strategy	125	0	0	0	0
O365	0	44	34	56	(46)
Telematics	0	105	35	9	60
DEMS - Digital Evidence Management System	0	41	0	41	0
Airwave	0	0	0	139	(139)
ANPR Camera	0	0	0	25	(25)
Mobile Phone Examination Kiosk	0	0	0	9	(9)
TachoScan Software	0	0	0	6	(6)
Electronic Time Management	0	0	47	0	(47)
<b>Information and Communication Technology Totals</b>	<b>1,638</b>	<b>1,823</b>	<b>282</b>	<b>874</b>	<b>667</b>
<b>Other SIB Projects/Schemes</b>	<b>234</b>	<b>234</b>	<b>0</b>	<b>0</b>	<b>234</b>
<b>Non Capital Funded Long Term Projects</b>	<b>275</b>	<b>275</b>	<b>0</b>	<b>0</b>	<b>275</b>
<b>Grand Total</b>	<b>26,365</b>	<b>26,400</b>	<b>1,523</b>	<b>15,969</b>	<b>8,908</b>

FUNDING OF PROGRAMME	Initial Annual Budget £'000s	Revised Annual Budget £'000s	Received in the Year £'000s
Capital Grant	120	120	120
Revenue Contribution to Capital	6,763	6,763	6,897
Funding from Reserves and Committed Funds	19,481	19,516	8,951
Funding from external borrowing	0	0	
Capital Asset Disposal	0	0	
<b>Total Funds Available</b>	<b>26,365</b>	<b>26,400</b>	<b>15,969</b>
<b>Shortfall/(Surplus) in Funding</b>	<b>0</b>	<b>0</b>	<b>0</b>

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## Gwent Police - Usable Reserves Schedule as at 31st March 2021

Appendix 4

	Op Balance 2020-21	Actual 2020-21	Proposed 2020-21	Closing Bal 2020-21
General Reserve	(4,000,000)	0	0	(4,000,000)
Accelerated Forecasted Savings	(5,084,503)	(221,632)	0	(5,306,135)
				0
Future Budgetary Balance Funds	(3,689,115)	763,451	0	(2,925,664)
				0
Headquarters Replacement Fund	(20,216,328)	9,901,014	0	(10,315,314)
Staying Ahead Eight Programme	0	0	0	0
PCC - Victim Services Commissioning	(148,081)	93,275	0	(54,806)
PCC - Commissioning	(200,745)	(1,465,471)	0	(1,666,216)
PCC - Regional DIP	(167,470)	0	0	(167,470)
Unspent Revenue Grants	(287,927)	(267,345)	0	(555,272)
Third Party Funds	(64,119)	3,070	0	(61,049)
Proceeds of Crime Act	(337,794)	0	0	(337,794)
Workstream Specific Reserves	(3,592,989)	(1,223,249)	0	(4,816,238)
Speed Awareness	(63,717)	0		(63,717)
Command & Control	0	0		0
Contingent Liability Reserve	(149,000)	0		(149,000)
Operation Uplift Support	(1,000,000)	0		(1,000,000)
				0
Capital Receipts Reserve	(2,497,802)	0		(2,497,802)
				0
Airwave Reserve	(4,607,119)	(3,642,332)	0	(8,249,451)
PFI Investment Reserve	0	0		0
	(46,106,708)	3,940,781	0	(42,165,927)

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**Police and Crime Commissioner for Gwent / Heddlu Gwent Police**  
**Medium Term Financial Projections 2021/22 to 2025/26**  
**At 29th January 2021**  
**At 29th January 2021**

Appendix 5

	(a)	(b)	(c)	(d)	(e)	(f)
	2020/21 Actual £'000s	2021/22 Forecast £'000s	2022/23 Forecast £'000s	2023/24 Forecast £'000s	2024/25 Forecast £'000s	2025/26 Forecast £'000s
1 Effect of increases to authorised Establishment, Pay Awards and Increments		436	2,157	3,015	3,103	3,174
2 Non-Staff Inflation		655	774	848	906	965
3 Apprenticeship Levy Scheme		108	-	-	-	-
4 In Service Pressures / Developments		7,412	2,684	(171)	8	2,569
5 Budget savings identified		(136)	(60)	(60)	(60)	-
6 Finance costs		-	163	797	432	345
7 Unavoidable Cost Increases		8,476	5,719	4,430	4,389	7,052
8 Gross Budget Movement		8,476	5,719	4,430	4,389	7,052
9 Recurring Base Budget Brought Forward		139,755	148,231	153,949	158,379	162,768
10 Projected Budgetary Requirement	139,755	148,231	153,949	158,379	162,768	169,820
11 % Increase on Previous Years Base Budget	8.73%	6.06%	3.86%	2.88%	2.77%	4.33%
12 Funding						
13 Central Government Funding						
14 Police Grant	(46,660)	(51,539)	(51,539)	(49,539)	(47,539)	(45,539)
15 Revenue Support Grant	(21,200)	(21,591)	(21,591)	(21,591)	(21,591)	(21,591)
16 National Non-Domestic Rates	(10,590)	(10,266)	(10,266)	(10,266)	(10,266)	(10,266)
17 Total Central Government Funding	(78,451)	(83,396)	(83,396)	(81,396)	(79,396)	(77,396)
18 Council Tax	(60,540)	(64,159)	(68,850)	(73,884)	(79,286)	(85,083)
19 Total Funding	(138,991)	(147,555)	(152,246)	(155,280)	(158,682)	(162,478)
20 Projected Recurring Deficit / (Surplus) Before Efficiencies	764	676	1,704	3,099	4,086	7,341
21 Efficiencies						
22 Future Year Staying Ahead Scheme Savings	-	(676)	(1,586)	(2,773)	(3,463)	(3,778)
23 Reserve Utilisation	(764)	-	-	-	-	-
24 Projected Recurring Deficit/ (Surplus) After Efficiencies & Reserve Utilisation	(0)	(0)	118	326	623	3,563

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