

# Public Document Pack

**Penallta House**  
Tredomen Park  
Ystrad Mynach  
Hengoed  
CF82 7PG

**Tŷ Penallta**  
Parc Tredomen  
Ystrad Mynach  
Hengoed  
CF82 7PG

**Gwent Police  
and Crime Panel**

**Panel Heddlu  
& Throseddu Gwent**

For all enquiries relating to this agenda please contact Mark Jacques  
(Tel: 01443 864267 Email: jacqum@caerphilly.gov.uk)

**Date: 23rd September 2022**

Dear Sir/Madam,

A meeting of the **Gwent Police and Crime Panel** will be held in the Sirhowy Room,, Penallta House, Tredomen Business Park, Ystrad Mynach, CF82 7PG on **Friday, 30th September, 2022 at 10.00 am** to consider the matters contained in the following agenda.

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

|  | Pages     |
|--|-----------|
| 1 Appointment of Chair and Vice Chair  |           |
| 2 Declarations of Interest.  |           |
| 3 Apologies for Absence.   |           |
| To approve and sign the following minutes: -   |           |
| 4 Gwent Police and Crime Panel held on 28th January 2022                             | 1 - 4     |
| 5 Gwent Police and Crime Panel held on 18th February 2022                            | 5 - 8     |
| 6 Update by the Police and Crime Commissioner for Gwent.                             | 9 - 22    |
| 7 To Receive and Answer any Questions to the Police and Crime Commissioner for Gwent |           |
| 8 OPCC Annual Report 2021-2022   | 23 - 52   |
| 9 Performance Qtr 4  | 53 - 78   |
| 10 MTFP Presentation & Budget Setting Timetable                                      | 79 - 98   |
| 11 Forward Work Programme.   | 99 - 100  |
| 12 Information Only: Welsh Language Standards Annual Report                          | 101 - 114 |

|    |   |           |
|----|---|-----------|
| 13 | Information Only: OPCC Equality Annual Report | 115 - 126 |
| 14 | Information Only: Performance Qtr 1           | 127 - 152 |

**MEMBERSHIP:**

Councillor Mrs Christine Forehead, Caerphilly County Borough Council  
Councillor Colin Peter Mann, Caerphilly County Borough Council  
Councillor Tony Easson, Monmouthshire County Council  
Councillor Mark Spencer, Newport City Council  
Councillor Marina Chacon-Dawson, Caerphilly County Borough Council  
Councillor Lynda Clarkson, Torfaen County Borough Council  
Councillor Gareth A. Davies, Blaenau Gwent County Borough Council  
Councillor Farzina Hussain, Newport City Council  
Councillor Debbie Jenkins, Newport City Council  
Councillor Nick Jones, Torfaen County Borough Council  
Councillor Tony Kear, Monmouthshire County Borough Council  
Councillor Jacqueline Thomas, Blaenau Gwent County Borough Council

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

**By Invitation**

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

And Appropriate Officers.

Gwent Police  
and Crime Panel

Panel Heddlu  
Gwent a Throseddu

## **GWENT POLICE AND CRIME PANEL**

### **MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN BUSINESS PARK, YSTRAD MYNACH ON FRIDAY 28<sup>TH</sup> JANUARY 2022 AT 10.00AM**

Present:

Mrs G. Howells – Chair

Councillor L. Winnett – Blaenau Gwent County Borough Council  
Councillors C. Mann and S. Morgan – Caerphilly County Borough Council  
Councillor A. Easson – Monmouthshire County Council  
Councillors D. Fouweather, J. Jordan and M. Spencer - Newport County Borough Council  
Councillors G. Jenkins and J. Killick – Torfaen County Borough Council

Mr P. Nuttall – Co-opted Member

By invitation:

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

Ms P. Kelly – Chief Constable of Gwent Police

Together with:

Mrs C. Forbes-Thompson (Scrutiny Manager - CCBC) and Mr M. Jacques (Scrutiny Officer - CCBC).

At the start of the meeting a minute silence was observed in memory of Mr Peter Clarke, a Gwent Police and Crime Panel Member representing Monmouthshire County Council, who had sadly passed away since the last meeting.

#### **1. DECLARATIONS OF INTEREST**

No declarations of interest were declared by Members.

#### **2. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor C. Meredith (Blaenau Gwent County Borough Council) and Cllr C. Forehead (Caerphilly County Borough Council).

**3. TO APPROVE AND SIGN THE FOLLOWING MINUTES: Gwent Police and Crime Panel held on 10<sup>th</sup> December 2021**

RESOLVED that the minutes of the Gwent Police and Crime Panel meeting held on 10<sup>th</sup> December 2021 (minute no. 1 - 6) be approved as a correct record.

**4. TO RECEIVE AND ANSWER ANY QUESTIONS TO THE POLICE AND CRIME COMMISSIONER FOR GWENT.**

The Chair advised Members that one question had been received. In light of recent news about police officer conduct and the BBC article dated 16th November – “Police Vetting – Thousands of Staff Members not Properly Checked.” Please can the Commissioner advise the Panel on what assurances he has received that: a. The extent of and the status of Officer and Staff vetting in Gwent Police is up to date and in place for all staff. b. Any complaints/intelligence received about Officers and Staff is taken seriously throughout the organisation to ensure any potentially inappropriate behaviour is dealt with.

The Police and Crime Commissioner for Gwent gave thanks for the question and for the kind messages he had received from Panel Members during a recent illness. The PCC advised Members that the vetting process was up to date with the exception of a single individual who was on long-term sickness leave. It was also outlined that any intelligence and complaints were dealt with very seriously by both Gwent Police and the OPCC. This process was also supported through regular interaction with the Independent Office of Police Conduct. The PCC then handed over to the Chief Executive of the OPCC to provide further detail. The OPCC Chief Executive advised that additional resources had been provided to the vetting department and that all staff had annual vetting health checks to establish any change in their circumstances. There was also vetting carried out by the Home Office. Members also heard how the vetting department carried out vetting when individuals changed roles within the organisation. On the issue of complaints, the Panel heard how dip sampling ensured that they met regulatory requirements. The Chief Executive also highlighted work being done on tackling any abuse of position of trust and also the ‘Not In My Force’ initiative. It was suggested that a more detailed presentation on Professional Standards issues be scheduled for a future panel meeting.

The Chair sought assurances that the complaints process was suitable for both internal and external interaction. The Chief Executive provided assurances that this was the case.

**5. POLICE AND CRIME COMMISSIONER FOR GWENT'S BUDGET REQUIREMENT AND COUNCIL TAX PRECEPT PROPOSAL 2022/23.**

The PCC outlined to the panel how he was seeking a Band D Council Tax Precept increase of 5% for 2022/23. The Panel heard how this equated to an additional £1.20 per month/ £ 14.40 per year to the average Band D household in the Gwent region. The proposal put forward revised the Chief Constable’s Council Tax Precept Proposal for an increase of 6.82% for 2022/23. The PCC advised that anything less than the proposed 5% would jeopardise Gwent Police’s ability to protect households within the region. The Panel also heard that even with the precept proposal there would be a Police budget shortfall of £2.5M that would be reviewed through a risk management process and further efficiencies in addition to those already made.

The PCC highlighted that a review of the Force’s Estates Strategy would begin at the start of the new financial year due to the significant borrowing required. The PCC then went on to highlight pertinent points within the report. The panel were updated on a public engagement exercise which ran for 12 weeks. One of the questions asked residents whether or not they supported the principle of increasing the Gwent Police part of the Council Tax precept by up to £2.00 per month based on a Band D property. Members heard how 44% of those surveyed

supported this increase, 38% did not support the proposal, 15.6% were unsure and 2% didn't answer this question. The PCC highlighted that for the first time the OPCC had failed to reach an over 50% satisfaction rating for a proposed increase. The PCC advised that the no responses for the budget question was just over 38%, which he suggested emphasised the issue of affordability for many people.

The PCC outlined key funding points from the Comprehensive Spending Review to Panel Members. It was highlighted that following the CSR a provisional settlement was received on 16<sup>th</sup> December 2021. The PCC advised that this provided an extra £5.2M from central government grant funding, but it was outlined how this increase was exclusively written-off to fund the long-term costs of the next tranche of 82 Uplift Officers and a planned National Insurance increase. Members heard how there was a £2.5M shortfall for 2022/23 and the PCC also outlined further challenges resulting from the settlement. The PCC reiterated that the Council Tax Precept Proposal of 5% was a significant reduction on the 6.82% proposed by Gwent Police and was driven by a series of factors. These factors included expectations that any increases in Wales would be capped at 5%, the results of the public engagement exercise, a realisation of the pressures on residents due to volatile economic conditions, and a better-than-expected settlement from central government. However, the PCC reiterated that future precept proposals may revert back to the proposed 6.82% increase due to future funding uncertainties around the full economic impact of the Covid-19 pandemic and Brexit. Panel Members then heard about several expenditure requirements set out by the PCC. Financial risks and opportunities were also highlighted by the PCC.

The Chair thanked the PCC for his opening statement and invited questions from Panel Members. One Member welcomed the fact that the Council Tax Precept Proposal had been reduced from 6.82% but highlighted that it was still a significant increase for residents at a time of increasing costs for food and utility bills. The Member also asked about the implications on budget forecasting of factoring in future National Insurance policies. The PCC highlighted that he shared concerns about the cost of living rises and suggested that was a principal reason why the satisfaction rating following the public engagement exercise was under 50%. He also highlighted how increased energy costs would have an impact on Police budgets. The Chief Finance Officer advised Panel Members that if the planned National Insurance increase was cancelled, money given specifically for the rise as part of the settlement following the CSR would be taken back by central government. Members then heard that if the planned NI increase was deferred for a year, it would create a non-recurrent surplus in the current budget as the funding would be used in 2023/24 instead. The Chief Finance Officer also highlighted that increased National Insurance contributions were an obligation for both employees and their employers.

The Chair asked about the possibility of a potential surplus in outturn budgets outlined in the report's appendices. The Chief Finance Officer provided clarification on the appendices and highlighted the deferred nature of a non-recurrent surplus. The Chair then turned to Net Revenue Expenditure and asked for a breakdown of the figure for Support Functions. The Chief Finance Officer advised that it principally covered ICT and Estates contracts.

One Member asked about the implications of inflationary pressures on crime levels. The PCC advised that financial disadvantage could lead to an increase in crime, and he outlined how affordability was one of the factors leading to the reduced Council Tax Precept Proposal. Panel Members also heard how proceeds of crime money recovered was used by Gwent Police to benefit financially disadvantaged areas of the Gwent region.

The DPCC highlighted to Panel Members the uncertainty of the societal costs of the Covid-19 pandemic and the need to ensure that Gwent Police were adequately resourced to be able to deal with future challenges.

The Chief Constable responded to a question from the Chair on the implications of further savings on Gwent Police. The Chief Constable outlined to Panel Members the operational needs around the Estates Strategy and then highlighted the major challenge of delivering an effective service whilst having a budget shortfall of £2.5M.

Following consideration and discussion the Chair outlined that the Panel still had concerns about the capital programme and the future cost of borrowing, and fully recognised the ongoing pressures to deliver an effective Police service for the region. The Panel are fully supportive of the work of Gwent Police and recognise the ongoing pressures on the Chief Constable and her staff to deliver that service.

It was moved and seconded that the proposed precept 5% for 2022/23 be vetoed which the Panel consider to be too low and recommended that a revised Council Tax Precept Proposal of 5.5% be approved to mitigate and offset the £2.5m shortfall. By a show of hands this was agreed.

RESOLVED that proposed precept 5% for 2022/23 be vetoed which the Panel consider to be too low and recommended that a revised Council Tax Precept Proposal of 5.5%.

In response the PCC thanked the Panel for their consideration of the matter and the support shown to both him and the Chief Constable. The Chief Constable then expressed gratitude on behalf of all officers of Gwent Police.

The Chair advised that a Panel Letter would now be written and the OPCC would be required to submit a revised Council Tax Precept Proposal report by 15<sup>th</sup> February 2022. The Panel would then need to reconvene by 22<sup>nd</sup> February 2022.

## **6. FORWARD WORK PROGRAMME.**

The Lead Officer advised Panel Members that the next meeting, barring the Special Meeting to consider the revised precept proposal, would be held on 25<sup>th</sup> March 2022. Members heard how it was planned to consider a PCC update, the latest Performance Framework and a Crime Prevention report at this meeting. It was also highlighted that the Council elections in May would have a bearing on the future make-up of the Panel which would need consideration prior to the Annual Meeting scheduled for July. The Lead Officer also highlighted discussions with the OPCC and Chief Constable on future work programme items where dates were still to be confirmed. Members heard how a briefing on the Estates Strategy had been suggested but a date was yet to be confirmed. One Member suggested that further items be added to the Special Meeting agenda as otherwise it would be a very short meeting. Officers agreed to discuss this request prior to the next meeting.

Meeting Closed at 12:50 pm.

Gwent Police  
and Crime Panel

Panel Heddlu  
Gwent a Throseddu

## **GWENT POLICE AND CRIME PANEL**

### **MINUTES OF THE MEETING HELD REMOTELY VIA MICROSOFT TEAMS ON FRIDAY 18<sup>TH</sup> FEBRUARY 2022 AT 10.00AM**

Present:

Mrs G. Howells – Chair

Councillors C. Meredith and L. Winnett – Blaenau Gwent County Borough Council  
Councillors C. Mann and S. Morgan – Caerphilly County Borough Council  
Councillor A. Easson – Monmouthshire County Council  
Councillors J. Jordan and M. Spencer - Newport County Borough Council  
Councillor J. Killick – Torfaen County Borough Council

Mr P. Nuttall – Co-opted Member

By invitation:

Mr J. Cuthbert – 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

Ms A. Blakeman – Deputy Chief Constable of Gwent Police

Together with:

Mrs C. Forbes-Thompson (Scrutiny Manager - CCBC) and Mr M. Jacques (Scrutiny Officer - CCBC).

The Chair welcomed Members to the meeting which was being held remotely via Microsoft Teams because of a Met Office Red Weather Warning across the whole of South Wales for Storm Eunice.

#### **1. DECLARATIONS OF INTEREST**

No declarations of interest were declared by Members.

#### **2. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor C. Forehead (Caerphilly County Borough Council), Cllr D. Fouweather (Newport County Borough Council), Cllr G. Jenkins (Torfaen County Borough Council) and Ms E. Thomas - Deputy Police and Crime Commissioner for Gwent.

### **3. REPORT ON THE POLICE AND CRIME COMMISSIONER FOR GWENT'S REVISED COUNCIL TAX PRECEPT PROPOSAL FOR 2022/23**

The Chair handed over to the Police and Crime Commissioner for Gwent. The PCC thanked Panel Members for their contribution to the budget process and highlighted their understanding of the challenge associated with setting a Council Tax precept which allowed policing in the Gwent region to be properly resourced at a time of economic difficulty.

The PCC then highlighted to Panel Members some key points from the revised precept report. In relation to Panel concerns over the cost of borrowing in the planned Capital Programme in relation to implementing the Estates Strategy, the PCC advised that a review in collaboration with the Panel's Estates Reference Group and other key stakeholders would produce a revised strategy before the end of June 2022. Panel Members also heard about some of the factors which prompted the PCC to decrease the Council Tax Precept Proposal from 6.82% to 5%, and the reasons why he was able to agree to the Panel's recommendation that it be set at 5.5%. In conclusion the PCC accepted the Panel's veto recommendation and highlighted that he would produce a revised Council Tax Precept of £68,144,822.00 for 2022/23. Equivalent to a Council Tax Band D payment of £303.80. Reflecting an increase of 5.5% or £15.84 per annum.

The Chair thanked the PCC for his introductory remarks and invited questions from the Panel. One Member asked about the informal cap of 5% from the Welsh Government and questioned the implications of a 5.5% precept in light of this suggested peak rate. The Chief Finance Officer advised that this was a guiding principle only and that the Welsh Government had powers to cap proposals beyond 5% after scrutiny of the spending requirements. Members heard about the ongoing dialogue between the Welsh Government and OPCC via the Financial Resources Group and how the WG was comfortable with this necessary increase beyond 5%.

One Member sought assurances that in future years the £300,000 saved would be used to mitigate against any force cutbacks. The PCC advised that it remained the policy to not cut frontline resources and to maintain police officer numbers. The Chief Finance Officer highlighted that Gwent Police was mandated by the Home Office not to drop below 1,506 officers by March 2023. He also advised Panel Members that there was a commitment to the Welsh Government to have 196 Police Community Support Officers by 2026/27. Deputy Chief Constable Blakeman advised Panel Members on recruitment policies and in particular the extensive support available for officers young in service.

One Member raised the issue of previously losing Sergeants in order to make savings. The PCC recognised the challenge of playing catch-up when experience was lost and gave assurances about the work being done within the resources available.

One Member made a comment on the precept increase helping to fill the budget gap rather than increase Police numbers and also highlighted the immense pressure on Council Tax payers. The Deputy Chief Constable assured Panel Members that the force was very aware of the economic difficulties faced by many residents and actively sought to recruit from local communities and expand opportunities whenever possible. An example given was an Apprenticeship Scheme run through education partners which had created some effective marketing material for both the OPCC and Gwent Police.

One Member requested clarification on the Estates Strategy. The Chief Finance Officer advised that the Terms of Reference for a forthcoming review had been drafted and he gave a breakdown of the future plans for reviewing this issue. It was agreed that both the Panel's Estates Reference Group and the Finance Reference Group should be consulted as part of the review process.

It was moved and seconded that the report's recommendations be supported. By a show of hands this was agreed.



RESOLVED that the Gwent Police and Crime Commissioner's proposed precept of £68,144,822 for 2022/23, equivalent to a Council Tax Band D of £303.80, reflecting an increase of 5.5% or £15.84 p.a. outlined in recommendations (9-13) are endorsed.

Meeting Closed at 10:40 am.

This page is intentionally left blank

## **Police and Crime Commissioner Update September 2022**

This is a selection of activities undertaken, scrutinised or supported by the Office of the Police and Crime Commissioner (OPCC) in December 2021 – September 2022.

### **NEW POLICE AND CRIME PLAN**

Since my last update, I have published my new Police and Crime Plan for Gwent. This sets out my vision and priorities for policing for the next four years. After extensive engagement with residents throughout the summer, I chose to focus on five new policing priorities to meet the needs of communities and ensure that Gwent Police are best placed to provide an effective police service. These are:

- Keep Neighbourhoods Safe
- Combat Serious Crime
- Support Victims and Protect the Vulnerable
- Increase Community Confidence in Policing
- Drive Sustainable Policing

The plan demonstrates the wide range of issues and challenges that we must tackle if we are to be successful in making Gwent an even safer place. The team and I have refined the performance framework that underpins the plan to evidence delivery on my priorities, and I am looking forward to building on the strong foundations already established and consolidating the successes achieved with Gwent Police and partners.

### **KEEP NEIGHBOURHOODS SAFE**

#### **Crime statistics**

I was appalled to see that assaults on emergency service workers have risen over the last year. These are people who have dedicated themselves to keeping us safe and well, and they deserve to carry out their duty without being threatened, assaulted and abused. Last year there were 2,838 reported assaults against police officers, firefighters, ambulance staff, NHS workers and prison staff across the UK. I am certain that many more assaults and other incidents go unreported. It is now more than a year since magistrates were given greater powers to deal with people who assault emergency workers, including the power to impose longer prison sentences. I hope there will be a downward trend in these appalling assaults going forward.

#### **Cymru Creations**

Using funding from my office, our Cymru Creations and students from Coleg Gwent's Ebbw Vale Learning Zone have created a hard-hitting anti-bullying film. 'It All Started On A Monday' follows the life of two young college students who are subjected to mindless and hurtful bullying. The film aims to encourage young people to talk about bullying and recognise how to seek help from someone they trust if they are a victim, or if they have been a bully themselves. This is a very powerful film that depicts the horrifying consequences of bullying.

## **Neighbourhood Policing Week**

The first national Neighbourhood Policing Week took place in January. Staff from the OPCC joined Gwent Police's well-being team to visit local stations and speak to officers during the week. Neighbourhood teams do a fantastic job of keeping our communities safe and protecting our most vulnerable residents. I was pleased to see their work recognised at a national level, as every day they take a proactive approach to addressing crime in our communities, working with residents and businesses to tackle local issues and prevent crime from happening.

## **Positive Futures**

Children from Maindee Primary School received a master class in boxing from boxer Sean McGoldrick. The children, who are all from the Roma community in Newport, visited St Michael's Boxing Gym where they were put through their paces by Sean and local boxer Orlando Holley-Sotomi. The session was delivered by Positive Futures, which receives funding from my office to provide activities and outreach for young people.

More than 50 young people from Caldicot took part in a six-a-side football tournament against officers from Gwent Police. The event was hosted by Positive Futures and Mon Life. These events are just a snapshot of the fantastic work Positive Futures is doing in our communities every week.

## **Rogue traders**

A week-long enforcement campaign took place in May targeting law-breaking traders who prey on vulnerable residents. Operation Rogue Trader has run since 2006 and sees police forces across the country work with trading standards to disrupt and enforce against rogue traders. Throughout the week, officers also undertook road safety checks as part of Operation Utah, went on patrols with local authority partners to tackle licensing breaches, and worked with Natural Resources Wales to engage with waste and scrap carriers. We supported the neighbourhood policing teams during the week as they went out in communities to provide advice to the public around keeping themselves and their families safe from exploitative traders.

## **Safer Streets**

We have received more than £673,000 in Safer Streets funding for Abergavenny and Newport. The £673,181 Home Office grant is subject to strict criteria and focuses on tackling violence against women and girls, and increasing the feeling of safety in public spaces. £395,225 has been allocated to the Stow Hill and Victoria wards in Newport; Grofield and Priory wards in Abergavenny are receiving £277,956. This was the third round of the Safer Streets Fund and Gwent received the largest sum of all the Welsh forces. As part of the measures, an educational programme will be provided to help change unacceptable attitudes and behaviours towards women and girls, provide safety advice and encourage reporting of crimes. A 'safe space' business scheme will be set up for local businesses to be able to provide a place of safety for women and girls to access help. Additional street lighting and lighting bollards, CCTV cameras (including covert cameras) and gates in alleys in crime hotspot areas will be installed. Mobile community safety guardians will also provide patrols in Newport city centre and Abergavenny town centre. We have previously received funding for Pillgwenlly (£399,787) and Rhymney (£299,777). Residents in these areas are receiving home security improvements, including door and window

locks, doorbell CCTV cameras, and better lighting. Residents have also been provided with security advice. In July, we secured a further £746,702 that will be used to tackle ASB and other offences like burglary, robbery and theft. The funding will be used across six areas in Gwent – Alway in Newport, Blackwood, Brynmawr, Caldicot, Cwmbran and Tredegar. All of this is the result of months of partnership working and we are looking to see how we can replicate this work across Gwent.

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

The team and I have continued to support the We Don't Buy Crime team, promoting key information and partnering with them at events in our communities. Since its creation last year, We Don't Buy Crime has distributed more than 4,000 SmartWater packs to businesses and residents, forensically marked more than 1,100 bicycles, motorbikes and catalytic converters, and recovered £110,000 worth of stolen goods. We Don't Buy Crime has also partnered with Croesyceiliog and Llanyravon Community Council to distribute the free forensic marking kits to residents.

## **COMBAT SERIOUS CRIME**

### **Commissioned services**

I have committed further funding to Crimestoppers (£40,851) and the St Giles Trust (£123,794) to support young people in Gwent for another year. Serious and organised crime affects vulnerable young people across Wales. This kind of crime is complex, often hidden, and to tackle it we need effective early intervention in our schools and communities. Identifying and supporting those most at risk is crucial. Crimestoppers and the St Giles Trust have done some trailblazing work across Gwent to address this issue in recent years, delivering training and support to young people and professionals. This funding will help this continue.

### **Tackling modern day slavery**

Modern day slavery is a despicable crime that exploits some of the most vulnerable people in our society. The chances are that you will encounter victims without realising it, perhaps at a hand car wash or nail bar. These victims often come to the UK with the promise of well-paid work and a better quality of life but are forced to work for little or no money, and live in appalling conditions. Then there are those who are trafficked into the country to work for drug gangs, those forced into sex work, or those who have problems with substance misuse, or mental health, that are taken advantage of for others gain. We are leading the way here in Wales when it comes to tackling this problem, taking a joined-up approach between the Welsh Government, four Welsh police forces and other partners. However, the responsibility for tackling slavery does not lie solely with policing. My team recently collaborated with Gwent Police and Wales Online, resulting in significant news coverage raising awareness of modern day slavery and encouraging people to report it.

### **Op Sceptre**

Gwent Police and I again supported Operation Sceptre; a nationwide week of action to tackle knife crime and serious violence. The aim is to remove dangerous weapons from the streets, reduce knife crime and raise awareness of the dangers and consequences of carrying a knife. Gwent has one of the lowest levels of knife crime in the UK. In Wales overall, knife crime is comparatively lower than the levels seen in

hotspot areas such as London and we have seen a downwards trend in recent years. Less than one per cent of young people actually carry a knife. In fact, most knife crime that is reported to the police takes place within a domestic setting, not on the streets. However, that doesn't mean we are complacent. I recently appeared on BBC's Politics Wales show to reassure people about knife crime and the steps we are tackling to tackle it. I fund a number of initiatives designed to target children in schools and youth settings to educate them about the dangers of knives, and break down barriers to reporting issues in the community.

Gwent is due to host the Knife Angel in November. The memorial sculpture, made from 100,000 seized blades, will be on display in Newport throughout the month and the office will be leading on a series of visits and community engagement events with an anti-violence message. The office will be working with Gwent Police and Newport City Council to raise awareness of the harmful effects of violent behaviour on our communities.

### **Scams**

In the lead-up to Christmas, we promoted anti-fraud messaging with a particular focus around Black Friday and Cyber Monday. As we were undertaking significant public engagement around this time, my team and I also reinforced this messaging at our face-to-face events, providing information to residents about how to stay safe online and partnering with Gwent Police's Cyber Protect Officer at events. During this period, we spoke to more than 1,200 people face-to-face about these issues. We supported Safer Internet Day with crime prevention advice across our channels, discussed it with residents at engagement events during the week, and encouraged partners working with young people to reiterate the importance of staying safe online. Similar work was undertaken about romance fraud on Valentine's Day. We also promoted Age Cymru Gwent's scams awareness training to people aged 50+. This work will continue for the same significant dates in the coming months.

## **SUPPORT VICTIMS AND PROTECT THE VULNERABLE**

### **Cyfannol Women's Aid**

A new safe space for women who are experiencing, or are at risk of, sexual exploitation and violence has launched in Newport, supported by funding from my office. No.56 is run by Horizon Sexual Violence Services, part of Cyfannol Women's Aid. It is a safe environment where women can relax and pick up fresh clothes and essentials, while also having access to a wide range of support services. No one should be subjected to sexual exploitation or violence but we know that for those who do experience this kind of abuse there can be many barriers to seeking help. I hope that this new safe space will give victims, or those at risk, the confidence to seek the support they need to live happier, healthier, safer lives.

### **Elder Abuse Awareness Day**

World Elder Abuse Awareness Day aims to tackle physical, emotional, and financial abuse of older people. We delivered a roadshow of awareness events throughout the week in each of the five counties, speaking with hundreds of people face-to-face about the issue. We partnered with Cyfannol, who provide specialist information and advice to older victims of domestic abuse and sexual violence, Gwent Police's cyber CSO, who gave advice on staying safe online, and Gwent Police's We Don't Buy

Crime team, who offered mobility scooter marking and safety advice to help prevent people becoming victims of crime.

### **Sanctuary**

Sanctuary (a project run by charity Gap Wales) and Positive Futures are running weekly football matches for young refugees in the city. Both projects receive funding from my office and Newport is home to about one third of Wales' unaccompanied asylum-seeking young people. These are some of the most vulnerable young people in our community, many of whom have escaped war-torn countries or been trafficked into the UK to work for drug gangs. By offering them opportunities to take part in sports and other activities, we are helping their physical and mental well-being. We are also helping them to avoid potentially becoming involved with crime and to integrate with local residents, building a more cohesive community in the city.

### **Violence against women, domestic abuse and sexual violence (VAWDASV)**

An all-Wales taskforce bringing together leading agencies is working to challenge attitudes and behaviours across Wales and rebuild women's trust that policing will always protect and respect them. The VAWDASV taskforce is co-chaired by Deputy PCC Eleri Thomas and Emma Wools, Deputy PCC for South Wales. Gwent Police Deputy Chief Constable Amanda Blakeman is the operational lead. The taskforce ensures that a zero-tolerance culture is being developed where police officers and staff are encouraged to call out sexist, misogynistic, racist and homophobic attitudes. At a time when we are working to build public confidence in the ability of policing to effectively tackle violence against women and girls, it is important that the character of those protecting them is rightly under scrutiny. Each day the vast majority of officers deliver an exceptional service to the public and we must not allow the minority to dominate public perception. Recognising that misogyny is an issue that cuts across our communities, all four Welsh forces are working with partners including Welsh Government, Public Health Wales and other criminal justice agencies to address this. In Gwent, the Gold Group created by the Chief Constable on violence against women and girls, and abuse of trust has continued to meet regularly. It is attended by the Deputy PCC and Chief Executive. All officers and staff members in Gwent Police and my office have had face-to-face communication in relation to abuse of trust and codes of conduct so that they know what expectations are of them, that they would be expected to call out negative behaviour and would be supported should they be on the receiving end of inappropriate behaviour.

The Welsh Government has launched a revised strategy for tackling violence against women, domestic abuse and sexual violence (VAWDASV) in Wales until 2026. It outlines six key aims that the Welsh Government, together with partners in the public and third sector will commit to. These are:

- Challenge attitudes to violence against women, domestic abuse and sexual violence by raising awareness of its impact and consequences.
- Increase awareness of the importance of safe, equal and healthy relationships.
- Hold those who commit abuse to account and help people who carry out abusive or violent behaviour to change.
- Prioritise early intervention and prevention.
- Provide training to professionals so they are equipped to give effective, timely and appropriate support to victims and survivors.

- Provide all victims with equal access to properly-resourced, high-quality support services, wherever they live in Wales.

I welcomed the Welsh Government's new strategy and am pleased that my office was able to contribute to it. The new strategy puts the victim at the heart of decision making, and recognises the real need to tackle the root causes, and not just the effects, of violence against women, domestic abuse and sexual violence.

A process to allow victims of domestic abuse and sexual violence to securely give evidence through video-linked facilities has launched across Wales. The Welsh Government has invested more than £400,000 in 13 new facilities to ensure victims feel safe, secure and supported to give evidence in cases involving domestic abuse and sexual violence. It includes new facilities based in Newport for Gwent residents.

### **White Ribbon Day**

My office worked with Gwent Police and the Gwent VAWDASV regional team to raise awareness of White Ribbon Day last year and the impact of domestic abuse on children and their families. This is an annual event that marks the United Nation's International Day for the Elimination of Violence Against Women. On average, 30 children and young people in Gwent are affected by incidents of domestic abuse every day where police are called. We know that many more cases go unreported. The #30Challenge was created to raise awareness of this issue. An activity pack was created to help people take part in the event, including graphics, social media content, challenge suggestions and ways to pledge support. Throughout the week, Cyfannol Women's Aid and Gwent Police supported our OPCC White Ribbon roadshow that was held on five consecutive days across Gwent. More than 50 organisations took part in the challenge and we have collated the following highlights since the last panel meeting:

- 3.2million impressions on Twitter and reach of 1.2million;
- 605 mentions across all social media channels;
- Coverage in South Wales Argus, Free Press and Monmouthshire Beacon;
- Promotion of the content by Gwent Dragons;
- Phoenix DAS hosted a 30-hour sponsored walk;
- Schools provided pupils with information about safe relationships and encouraged classes to take part in sporting challenges during PE lessons;
- Abertillery RFC wore White Ribbon t-shirts during training sessions and pre-match warm-up that local neighbourhood officers and I attended; and
- In the House of Lords, Baroness Wilcox highlighted the campaign and its core messaging.

Plans are already well underway for this year's White Ribbon Day.

## **INCREASE COMMUNITY CONFIDENCE IN POLICING**

### **Behind the Badge**

More than 20,000 residents from across Gwent attended Gwent Police's Behind The Badge event in July. It was the first time the event has been held since the pandemic began and it was fantastic to see it return. This event brings communities and the police together and gives residents a chance to meet the real people 'behind the badge' that work every day to keep them safe. I was very pleased to contribute



funding to help make the event a success, while my team spoke with hundreds of residents on the day about the issues that matter to them.

### **Public engagement**

It is my responsibility to engage with communities and ensure that residents have an opportunity to have their say on the issues that affect them. In addition to our regular programme of engagement, throughout the months of July – August my team attended 27 community events totalling about 240 hours of engagement with the public. These events were used to survey people on issues including the Gwent Police estate and budgeting, and as an opportunity to pilot more broadly a childrens' 'Young Voices' survey that we have currently been using in school workshops.

### **Child-centred policing**

We have continued to make significant progress in our child-centred policing work, in partnership with Gwent Police. Child-centred policing aims to build better relationships between the police, and children and young people. My team visited schools and youth clubs to work with young people to create child-friendly and young people versions of the strategy, which was launched at the end of June. It aims to:

- Build better relationships and break down barriers between Gwent Police and children and young people.
- Prevent children and young people from being drawn into crime and the criminal justice system.
- Improve criminal justice outcomes for children and young people.
- Enhance services for child victims of crime and those exposed to domestic abuse.

Roma pupils from Maindee Primary School met with Deputy PCC Eleri Thomas and the Children's Commissioner for Wales at the time, Sally Holland, to talk about their hopes and fears. I was sad to hear that pupils spoke of encountering hate language in parks and play areas. The pupils and their families now meet regularly with Gwent Police's neighbourhood team and have developed a 'safe faces' scheme to get to know local officers. I am reassured to hear that this is building confidence and trust, as well as encouraging issues such as hate crime to be reported to the police.

Pupils from John Frost School in Newport joined officers from Gwent Police and my team to form the first Gwent Police Youth Scrutiny Panel. The panel is made up of volunteers from years 10 and 11, and will provide open and honest feedback on the performance of Gwent Police officers in a variety of situations. The group will meet throughout the year to scrutinise the work of Gwent Police. We are also working with Gwent Police and partners to establish a platform to enable children and young people to have a voice in policing and wider criminal justice services.

### **Torfaen play sessions**

In August, the team delivered a range of fun games and engagement exercises to more than 500 children aged between five and 11 in Torfaen. The sessions were delivered during Torfaen council's summer playschemes and were designed to get children thinking about the role of the police and how they feel when they see a

police officer. It was also a way to deliver key safety information, including how to contact the police, seatbelt safety, the dangers and repercussions of driving whilst using a mobile phone and the impact of hoax calls on the emergency services.

### **Cymru Creations**

Two short films created by young people and supported by my community fund have received awards at the Blaenau Gwent Film Academy Festival. Tredegar-based Cymru Creations worked with young people to create the films. The young people were responsible for every part of the process, from developing the stories, writing the scripts, acting, filming and editing. At the end of the project, they will receive a level one and two NVQ in film-making. The films will also be entered for an Arts Award at Trinity College London, which is seen as the equivalent to a GCSE. Both films are available on the Blaenau Gwent Film Academy YouTube channel.

### **Ffin Dance**

Children and young people in Abertillery have been exploring their creative side with drop-in dance workshops supported by my community fund. The sessions are run by Ffin Dance, a professional dance company based at the Beaufort Theatre in Ebbw Vale. They aim to give participants positive, creative experiences to help steer them away from anti-social behaviour. Together, we are offering children in Blaenau Gwent something a little different and it is fantastic to see that they are engaging so well with these sessions. As well as having fun and taking part in physical activity, they are learning something new, developing their confidence, and working with positive adult role models. This work, combined with proactive policing and work with partners, has contributed to a reduction in reports of anti-social behaviour across Abertillery. The project was featured on ITV News over the Christmas break.

### **Football tournament**

Gwent Police recently hosted an under 11s football tournament for teams across Blaenau Gwent at the Keith Williams field in Abertillery. The day provided an opportunity to play sport but also aimed to raise awareness of the importance of positive mental health. Officers from the Blaenau Gwent neighbourhood team enlisted local mental health charity Tidy Butt to help the young people better understand their mental health and well-being. The session aimed to educate and empower the young people and give them the confidence and tools to face life's challenges.

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

I contributed £65,000 to 'Your Voice, Your Choice', which is a partnership between the Gwent High Sheriff's Community Fund, Community Foundation Wales, and my office. The Gwent High Sheriff's Community Fund works to build safer communities in Gwent by supporting projects that mentor and inspire young people to fulfil their potential. It awards grants of up to £5,000 to community groups across Gwent as part of 'Your Voice Your Choice'. By supporting it, we are helping to ensure that grassroots community groups are getting essential funding to support young people in their areas. The organisations awarded grants at the 2022 event were:

- G-Expressions
- Gwent Music
- Shaftesbury Youf Gang

- HCT (Helping Caring Team)
- StreetDoctors
- Savoy Youth Theatre
- Rewild Play
- The Bigger Picture
- Glyn Gaer Primary School
- Gwent Young Farmers Club
- Llamau

I have recently visited the Helping Caring Team, which supports homeless and vulnerable people across Gwent. It has opened a new base in Blackwood. As well as giving the charity a safe space to support service users, the team has also set up a food bank for residents affected by poverty and the cost-of-living crisis.

### **Newport Yemeni Community Association**

A free Saturday night football training session for children and young people is bringing communities together in Newport. About 100 children and young people, aged six to 16, regularly take part in the sessions at Newport Indoor Football Centre. A dedicated session for girls is held on Friday evenings. The training sessions are organised by Newport Yemeni Community Association (NYCA) and create an opportunity for young people to stay active while learning critical skills such as discipline, teamwork, and leadership. They also help to build bridges between different community groups. The team at NYCA have created an inclusive environment where children and young people feel safe and supported by positive adult role models.

### **New youth clubs for Brynmawr**

I was pleased to be able to contribute some funding towards a new youth club in Brynmawr. The club is run by the Blaenau Gwent Youth Service and is open every Wednesday from 6pm – 8pm at the Terrace Garden Tea Rooms. More than 40 young people turned out for the opening night.

### **Youth Question Time**

My office engaged with young people across Gwent to find out what matters to them. Young people told us that the issues that are important to them are:

- Mental health
- Safe and healthy relationships
- Tackling discrimination and hate crime

We used this information to inform the planning of my fourth Youth Question Time, which took place in March. Every year, Youth Question Time provides a safe platform for young people to ask decision makers and professionals questions about the issues that are important. More than 100 people attended this year's virtual event, which was planned and delivered with Gwent Regional Youth Forum.

## **DRIVE SUSTAINABLE POLICING**

### **Animal welfare scheme**

I am delighted that the animal welfare scheme, which is managed by my office, has been certified by the Dogs Trust. Animal welfare volunteers make regular visits to

Gwent's police dogs to ensure that they are properly looked after and have their needs met both at work and at home. The certification from the Dogs Trust means that they are satisfied we provide a high level of service, and that they are happy to work with Gwent Police to provide rescue dogs for training in the future. I would like to thank the animal welfare volunteers for their hard work and dedication. Members of my team have also undertaken a training session with the RSPCA to help us provide even greater support to our animal welfare volunteers. A restructure by Gwent Police has resulted in my office working with the force to introduce a new process for animal welfare scheme visits. The visitors will also be able to spend time and watch the dogs undertake their training more frequently.

### **Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020**

A new law ending the physical punishment of children in Wales came into effect on 21<sup>st</sup> March. The Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020 gives children the same protection from assault as adults. This means all types of physical punishment, such as smacking and shaking, is now illegal. It applies to everybody in Wales, including visitors. We will work with Welsh Government to ensure that education and guidance is provided to parents. We have supported the creation of the implementation plan and I am pleased that support services for families will be available from councils. The law does not inadvertently criminalise parents and criminal action will only be taken when clearly necessary.

### **Criminal Justice in Wales**

The three other Police and Crime Commissioners in Wales and I welcomed the publication by Welsh Government of a substantial document that shows commitment and insight into the importance of justice in Wales. The work of policing and the criminal justice system is deeply linked with a range of devolved responsibilities. In recent years we have shown the benefit of co-operation across public services. We believe that the devolution of policing and criminal justice – and indeed civil justice – is the logical next step in the devolution journey.

### **Estates**

My office and I moved into the new police headquarters in Llantarnam earlier this year. There is now a phased transition of Gwent Police staff from the old headquarters to the new throughout this year. I am currently reviewing my estate strategy, which provides an assessment of the current estate against the policing and public requirements. It outlines the vision for the estate and sets the objectives and direction for its future. I aim to complete this review in the autumn and my office has already worked with members of the Police and Crime Panel sub-group to include its views into the revised strategy. In July we launched a public engagement exercise to ask people for their views to inform the strategy. At the time of writing more than 1000 people had taken the time to have their say, either online or face to face at engagement events throughout the summer.

We have identified a plot of land at Llanfoist and are applying for planning permission for a new purpose-built police facility in Abergavenny. This will create a long-term home for the area's neighbourhood policing and response teams. A great deal of time and effort has gone into this project, and I'm pleased that we can finally deliver on our commitment to a permanent base for Gwent Police in Abergavenny.

## **Governance**

We have undertaken a review of our internal meeting structure and a new structure has been implemented. This will ensure joined up working across my office and allow us to progress with work more quickly. All staff have had data protection training.

## **HMICFRS**

Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services has published its annual assessment of policing in England and Wales. The State of Policing report acknowledges the growing demand on front-line policing services and the challenges this creates for local policing. Its author, former HM Chief Inspector of Constabulary Sir Thomas Winsor, highlights issues such as poor public mental health provision, evolving crime types, and a lack of funding among the challenges faced by police forces across the country. I am pleased it acknowledges issues that Police and Crime Commissioners have been raising for some time. In particular, the report highlights the challenge that poor mental health provision in communities is presenting to our police officers. In Gwent we have placed dedicated mental health practitioners in our force control rooms to allow the police to deal more sensitively and appropriately with vulnerable victims.

## **Independent Custody Visiting Scheme**

The Independent Custody Visiting Association (ICVA) has released a new performance framework. All OPCCs have been asked to determine which level they will be working towards. There are four levels (code compliant, silver, gold and platinum). We are currently code compliant but have agreed that we are in a position to work towards obtaining the silver level.

## **Legitimacy scrutiny panel**

In February, we held our independent legitimacy scrutiny panel. This reviewed recent incidents involving Gwent Police officers where there was a use of force (for example, restraining someone). The panel dip-sampled body worn video footage and gave feedback about the timing of camera use, as well as recommending additional training to be given to officers in response to specific incidents. Panel members also provided substantial feedback to highlight excellent engagement by officers, particularly when dealing with vulnerable people.

## **Out of court disposal (OOC) scrutiny panel**

The latest independent OOC scrutiny panel was held in March. The multi-agency panel, chaired by my Head of Strategy, reviewed 20 randomly selected incidents (10 adults, 10 youths) where out of court disposals were issued. The panel assessed the suitability and appropriateness of the disposals, and identified learning to be fed back to Gwent Police. As always, the vast majority of disposals were considered appropriate, with questions only raised about two cases where a court-based disposal may have been more appropriate. The subjective nature of OOCs always

leads to an interesting debate and highlights the difficult decisions officers have to make in determining what is the appropriate course of action for victim and offender.

### **Police Community Fund**

I awarded £270,493 to ten organisations supporting children and young people across Gwent as part of my Police Community Fund. This is used to help non-profit organisations that support children and young people who are involved, or at risk of becoming involved, in crime and anti-social behaviour, or those who have been victims of crime. The fund is partly made up from money seized from criminals, and organisations can bid for sums from £10,000 up to £50,000. The following organisations received funding:

- Cefn Golau Together
- Community House
- County in the Community
- Cymru Creations
- Cyfannol Women's Aid
- Duffryn Community Link
- Empire Fighting Chance
- Kid Care 4 U
- Newport Yemeni Community Association
- Senghenydd Youth Drop in Centre

I opened the fund for applications for the 2023 – 24 financial year in August and at the time of writing we are still taking submissions. A final decision on which applications have been successful will be made in 2023.

### **Police Race Action Plan**

I welcomed the draft Police Race Action Plan released by the National Police Chiefs Council and College of Policing. Policing must rebuild trust with Black, Asian and Ethnic Minority communities. We are already working collaboratively between the four Welsh police forces to make improvements within our own organisations, and this plan is further reassurance that policing is committed to change. My office also promoted adverts for applicants to Criminal Justice in Wales' panel to oversee its Anti-Racism Action Plan. There was a phenomenal response from prospective candidates.

### **Prison leavers project**

Homelessness charity Llamau will lead an innovative new project supporting young people in Wales who are at risk of homelessness, issues with resettling into the community and reoffending after leaving prison. The new project will launch in line with evidence that highlights how being inappropriately accommodated and supported following prison increases the chances of a young person disengaging with support services and increases the likelihood of reoffending. The project, which has been funded by the Ministry of Justice, will run as a partnership between Llamau, South Wales Police and Crime Commissioner, Gwent Police, Safer Wales, HMPPS and the OPCC. It will target young people 18-25 in Cardiff and Newport.

## **Queen's Police Medal**

I am delighted that Chief Constable Pam Kelly was recognised with a Queen's Police Medal as part of the Queen's Birthday Honours for 2022. Since I appointed Chief Constable Kelly in 2019, her leadership has been tested in ways we could never have anticipated. Responding to the pandemic, severe weather events and concerns within our communities in response to global issues, has required great leadership. I am continually impressed with the way Chief Constable Kelly has responded to the demands of the last few years and her commitment to ensuring the best possible service for the people of Gwent has been evident throughout.

## **Strategy and Performance Board**

Since the last update, I have held three meetings of the Strategy and Performance Board. This is where I formally hold the Chief Constable to account on behalf of the public. Among many reports scrutinised at these meetings, we looked at the force delivery plan 2022/2023, Gwent Police's performance report, and the bi-annual stop and search report, while the new People Plan was also approved.

## **999 League Tables**

The time it takes each police force in the UK to answer emergency 999 calls has been published for the first time ever, in a bid to further improve the speed of the service provided to the public. This delivers on a key commitment in the government's Beating Crime Plan to improve transparency and performance, forming part of the government's wider ongoing work to cut crime, improve public services and make our streets safer. Publishing the 999 league tables will reconnect the police with the public, holding individual forces to account and helping identify previously unknown issues, with the goal of driving up performance. On average across the UK, police forces receive a 999 call every three seconds. Today's data shows 71% of these are answered within the target of under 10 seconds, with an overall average of 16.1 seconds answer time. This is the first time forces have been able to compare their answering times. PCCs are committed to supporting excellence in policing and will use this data to continually drive forward improvements and hold the police to account on behalf of the public.

This page is intentionally left blank



## OPCC Annual Report 2021/2022

### INTRODUCTION

In May 2021 I was re-elected to serve as the Police and Crime Commissioner for Gwent for a second term.

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 reappointed my deputy, Eleri Thomas, who continues to lead on my office's strategic work on children and young people, criminal justice, and violence against women, domestic abuse and sexual violence. This term of office will be three years instead of four, as the election was postponed for a year due to the pandemic.

Working with the Chief Constable of Gwent Police and key partners, I am incredibly proud of what we achieved in my first term of office. Together we worked to protect the most vulnerable in our society, build greater cohesion within our communities, and ensure that Gwent Police has the resources needed to protect and reassure our residents.

According to the annual crime figures provided by the Office for National Statistics, Gwent continues to be one of the safest places to live and work in the UK. Gwent Police responded to more than 170,000 incidents last year, recording more than 53,000 crimes. This compares to 176,000 incidents and 47,000 crimes during 2020/21 at the height of the pandemic, and 183,000 incidents and 58,000 during my first year in office.

The last few months of 2021/2022 saw a significant relaxation in the national guidance, as infection rates lowered and vaccination levels increased. However, we must not be complacent. Throughout the last year, my office continued to link in with the Covid-19 Gold groups that Gwent Police ran and all Office of the Police and Crime Commissioner (OPCC) staff continued to work from home in the main, in line with Welsh Government guidelines at that time. At the time of writing, Wales remains at alert level 0.

We are also in the midst of a cost-of-living crisis driven by the recovery from the pandemic and other significant geo-political issues, the likes of which we have not seen for a generation. We do not know yet how this will fully impact on the lives and livelihoods of the people and communities of Gwent, but it potentially has far-reaching implications for crime and community safety. We will continue to work closely with Gwent Police, partners and the public to do all we can to support the people of Gwent and deliver a responsive policing service.

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 the last year.

## **NEW POLICE AND CRIME PLAN**

Throughout the summer period of 2021, my office and I worked extensively on my new Police and Crime Plan. Not only did we factor in the UK Government's unexpected Beating Crime Plan, local demand, the need for productive partnership working and substantial research, but we also worked hard to ensure the voices of people in Gwent were captured to inform it.

I developed my plan following extensive engagement with the public and key stakeholders, listening to a range of views from across Gwent. To do this, we ran 30 engagement events, totalling 196 hours of engagement. My team and I spoke with more than 3,000 people, with 375 completing the survey as a result. Even when surveys were not completed, comments were captured and reviewed so that we could identify themes, issues and strength of feeling. This was in addition to the 1,461 people who completed the survey online, meaning that 1,836 people answered the survey and had their say on policing priorities in Gwent in just seven weeks. I also reviewed comments left by people online and factored them into my thinking. My team and I also worked extensively with Gwent Police to understand the pressures facing it, daily demand and how best to capture this in the performance measures that we set. By gathering all these views, I gained further understanding of what matters to the people of Gwent, key stakeholders and our partners in policing.

I would like to thank everyone who voiced their views to us. I took everything onboard while writing my plan, and this gives me great confidence that my plan will address the matters most important to the people of Gwent.

The plan demonstrates the wide range of issues and challenges that we must tackle if we are to be successful in making Gwent an even safer place. The new priorities for Gwent are to:

- Keep Neighbourhoods Safe
- Combat Serious Crime
- Support Victims and Protect the Vulnerable
- Increase Community Confidence in Policing
- Drive Sustainable Policing

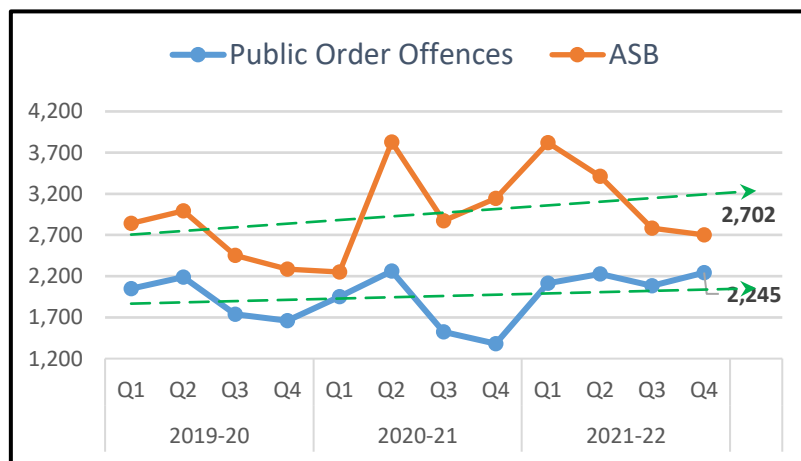
Since the easing of Covid-19 restrictions and the cost-of-living crisis, we have seen some turbulence in the volume and types of crimes, incidents, and calls for service through 999, 101 and other contact channels. I will not be complacent in monitoring this and ensure that my plan, if necessary, adapts to this changing picture.

To support the delivery of my plan, therefore, my team and I have refined the performance framework that underpins it. Gwent Police will report to me on these indicators over the next three years.

## KEEP NEIGHBOURHOODS SAFE

### Tackling crime and anti-social behaviour that impacts the safety and well-being of communities in Gwent

It is positive that the general trend in crime figures shows a reduction, but we cannot be complacent as we continue to recover from the pandemic and the cost-of-living crisis bites. As one of the leads of the local policing portfolio for the Association of Police and Crime Commissioners (APCC), I am keen that the best practice we develop nationally is applied here in Gwent to continue to improve performance.



As you can see in the table above, some of the turbulence I mentioned since the pandemic began is reflected in the levels of anti-social behaviour and public order across Gwent. We saw large peaks and troughs in the past couple of years as Covid-19 restrictions came in and then eased. Although we cannot make direct comparisons between this year and the past couple of years, I am pleased that throughout 2021/2022, this seems to have stabilised closer to pre-pandemic levels. I am also pleased to see that during the last year, residential burglary, shoplifting, vehicle crime, bike and other thefts remained low, and haven't seen some of the increases seen in other crime types. We have also seen historic low levels of callouts to attend vehicle collisions and, thankfully, continued reductions in those who are killed or seriously injured on our roads.

The rates of repeat victims and repeat offenders of anti-social behaviour have been a concern with the trends for both increasing in the past year. I am keen to see this trend reversed by focusing on those who repeatedly carry out these acts; a specific commitment within my plan. Looking forward to the next year, I am keen to work with Gwent Police and partners to drive forward my priority of keeping neighbourhoods safe.

### Road safety

Gwent Police has a new Roads Policing and Specialist Operations Unit which incorporates some of the recommendations I made in a review of roads policing last year. Other recommendations included 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. These improvements are supported by local initiatives such as Operation Utah (a multi-agency day of action to tackle road users putting other motorists at risk) and Project EDWARD. As part of Project EDWARD, which stands for 'every day without a road death', we visited Coleg Gwent to give students an honest insight into the impact of careless driving. Educating drivers is vital in keeping our roads and communities safe.

The sixth United Nations Global Road Safety Week called for speed limits of 20mph on roads in areas where people walk, live and play. I sit on Welsh Government's steering group that is looking to implement a default 20MPH speed limit on all urban roads in Wales by 2023. We are currently taking part in a pilot project to see how this could work. This small change could help save lives in our communities.

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

A new initiative focusing on tackling acquisitive crime such as burglary and theft launched in Gwent this year. 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. Throughout the year, I went out with local officers in all five counties of Gwent to speak to people and businesses about the initiative and how it can help them stay safe. We have committed to underwrite the cost of this initiative by up to £210,000 a year for three years. Between March 2021 - May 2022, the team:

- Distributed 4,030 SmartWater packs;
- Forensically marked 906 bikes, 254 catalytic converters and 65 motorbikes;
- Reviewed 4,687 acquisitive crimes;
- Recovered £110,000 of stolen goods; and
- Signed up 59 second hand retailers to the scheme.

### **Rural Crime**

Farms and rural businesses are very important parts of our economy, but the scale of their operations and remote locations make them extremely vulnerable to theft. During the year, we joined Gwent Police's rural crime team for a meeting with farmers and representatives of National Farmers' Union. As well as listening to local concerns and reassuring them about all of the proactive work Gwent Police does to tackle rural crime, we promoted We Don't Buy Crime which is helping to tackle acquisitive crime such as burglary and theft. We Don't Buy Crime has been proven to be especially effective in rural areas, not only by improving security but also tackling the criminal supply chain as well.

### **Safer Streets**

During the year, we were successful in two of the three rounds of Safer Streets funding bidding. In the second round of applications, we received £699,564 from the Home Office to fund crime prevention measures in Pillgwenlly and Rhydney. This

includes distributing door locks, window locks and doorbell CCTV cameras, as well as installing better lighting. Residents have also been provided with security advice. 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. In the third round of applications, we received £673,181 in Safer Streets funding for Newport and Abergavenny. The Home Office grant focuses on tackling violence against women and girls, and increasing the feeling of safety in public spaces. £395,225 was allocated to the Stow Hill and Victoria wards in Newport; Grofield and Priory wards in Abergavenny received £277,956. An educational programme is being provided to help change unacceptable attitudes and behaviours towards women and girls, provide safety advice and encourage reporting of crimes. A 'safe space' business scheme is being set up for local businesses to be able to provide a place of safety for women and girls to access help. Additional street lighting and lighting bollards, CCTV cameras and gates in alleys in crime hotspot areas are being installed. Mobile community safety guardians will also provide patrols in Newport city centre and Abergavenny town centre. Both successful bidding rounds were the result of months of partnership working. This included working with Newport City Council and Gwent Police to encourage women and girls from Gwent to help us identify issues and areas of need.

## **Positive Futures**

Positive Futures is a social inclusion programme that uses sport as a tool to engage with young people. The Positive Futures team run a range of open access, voluntary sessions across Gwent, as well as targeted work with young people through referrals from partnership agencies. The PCC funding is predominantly used to fund the salaries of project leaders to deliver a range of diversionary activities, and targeted one-to-one or group engagements. In addition to weekly sporting activities, and targeted work with schools and community groups, key projects this year include:

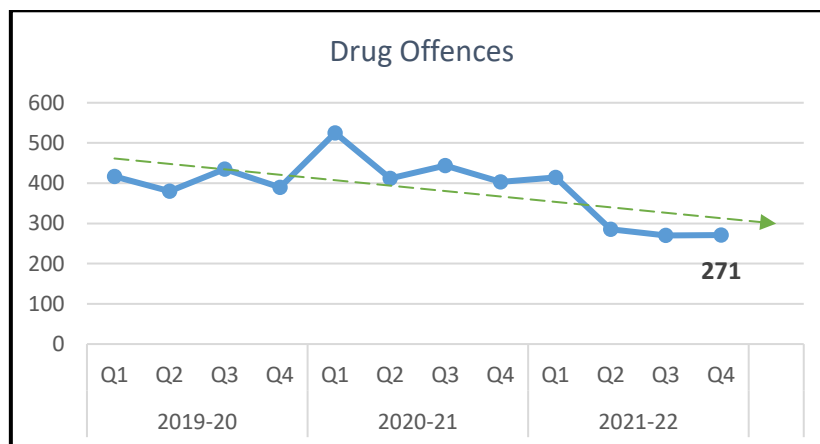
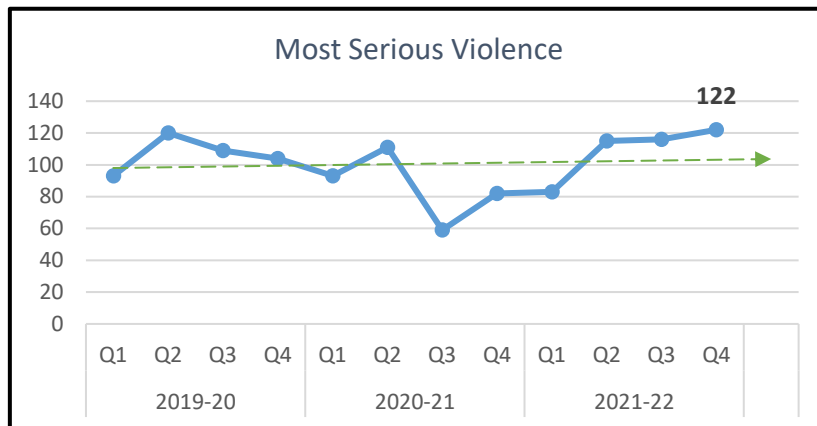
- Identifying the Triggers pilot. Working with the OPCC to develop a 'trusted adult role' with young people identified as at risk.
- Asylum Seeker and Refugee project. Weekly football sessions, delivered in partnership with the Sanctuary in Newport, for young males to attend Pill football pitch, free of charge, and engage with staff, receiving support where possible.
- Friday night skateboarding sessions across the Caerphilly County Borough Council area.
- Swimming sessions with a traveller group in Pontypool. The group had previously been causing issues at the leisure centre and part of the aim of this project was to build a relationship between the young people and the centre staff.

## **COMBAT SERIOUS CRIME**

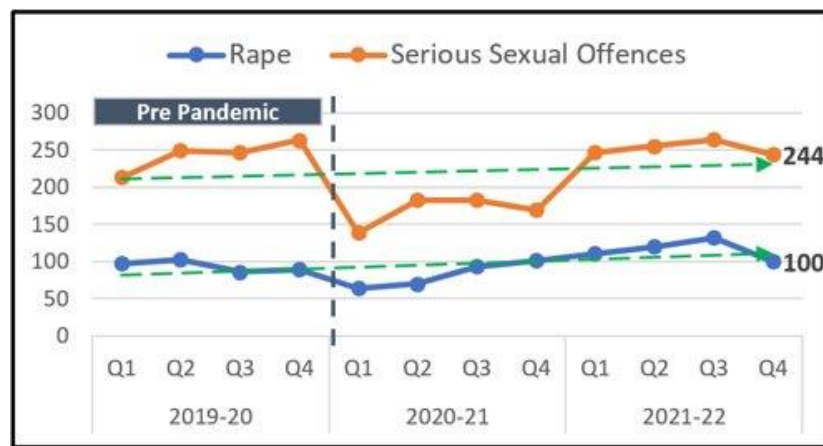
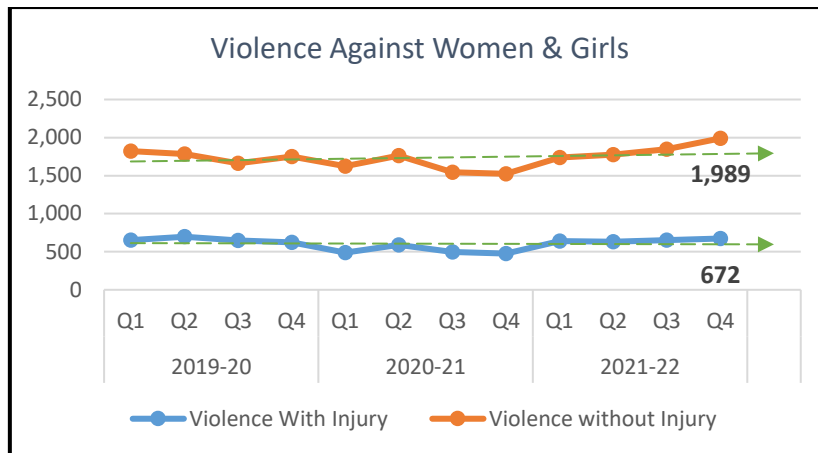
### **Preventing and reducing crimes that cause significant harm to communities and victims**

With this priority, my focus is on offences with potential to cause significant harm to people and communities. For example, serious organised crime and violence, child

criminal and sexual exploitation (CCE and CSE), hate crime and terrorism. In addition to these crimes, eradicating violence against women and girls is central to our work. This necessitates robust responses to rape and other sexual offences, domestic abuse, and stalking and harassment.



It has been a mixed picture throughout the year, with serious violence largely back to pre-pandemic levels. Thankfully the overall numbers remain low generally. Much of the rise this year is due to the easing of restrictions, but I am keen that we do not just return to 'normal' when it comes to serious crime. This is why we work closely with the partners such as the St Giles Trust and Fearless to try and prevent children and young people becoming involved at an early age. I am pleased that drug offences have continued to decline. Gwent's Organised Crime Team and the Regional Organised Crime Unit have had some excellent results throughout the year. The severity of harm from CSE and CCE requires a robust partnership approach. Gwent Police has Operation Quartz, which sees two dedicated CSE/CCE exploitation teams in the east and west local policing areas. Operation Quartz is working to ensure officers are well equipped to deal with CSE/CCE and prevent victimisation. It identifies people at risk and takes appropriate measures to protect them and relentlessly pursue perpetrators, using a range of tactics to prosecute and/or disrupt their activities.



### Violence against women, domestic abuse and sexual violence (VAWDASV)

It is clearly concerning that rape, serious sexual offences, and violence against women and girls (as well as domestic abuse and sexual violence) have increased. However, I am pleased that vulnerable victims of these crimes have increasing confidence to report them to the police. One of the commitments in my plan, shared by the Chief Constable, is to continue to increase the confidence of vulnerable people who have been victims of serious crimes to report this to the police, knowing they will receive an excellent service when they do. I will continue to champion the needs of victims and ensure Gwent Police deliver excellence in their response to them. The same can be said for my commitment to reducing exploitation of people, particularly CCE/CSE and modern day slavery. We need to get better at identifying victims, safeguarding and supporting them, and taking appropriate measures to pursue offenders. I am pleased that we have been identifying more instances of these hidden crimes throughout the year.

A new all-Wales taskforce bringing together leading agencies is working to challenge attitudes and behaviours across Wales and rebuild women's trust in policing following the murder of Sarah Everard. The VAWDASV taskforce is co-chaired by Deputy PCC Eleri Thomas and Deputy PCC for South Wales, Emma Wools. Gwent Police Deputy Chief Constable Amanda Blakeman is the operational lead for the taskforce, which is aiming to create a zero-tolerance culture towards sexist, misogynistic, racist and homophobic attitudes. Each day the vast majority of officers

deliver an exceptional service to the public and we must not allow the minority to dominate public perception. This is complemented by a Gold Group on violence against women and girls, and abuse of trust. It is attended by the Deputy PCC and Chief Executive. All officers and staff members in Gwent Police and the OPCC have face-to-face communication in relation to abuse of trust and codes of conduct to reinforce this. Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services issued a report that commended UK forces for taking proactive measures to police domestic abuse during the pandemic. I must praise Gwent Police and our partners for their efforts during this difficult time. We worked extensively with both Gwent Police and the regional VAWDASV team to encourage people suffering abuse to come forward.

### **Domestic abuse perpetrator service**

This year I took the decision to extend funding provided to Phoenix Domestic Abuse Service to deliver a pilot perpetrator programme since the initial set up and delivery was hampered by the pandemic. This service works with perpetrators by addressing and challenging abusive attitudes and behaviours. They are fully accredited and have appropriate safeguarding checks in place. Working with perpetrators is essential to tackling domestic abuse as it allows us to target the problem at its source. It also reduces the risk of repeat offending and, by extension, repeat victimisation. Learning from this pilot service will inform and enable a better understanding of commissioning requirements for any future domestic abuse perpetrator service.

### **Cyber Resilience Centre for Wales**

During the year, Chief Constable Pam Kelly and I joined the Board of the Cyber Resilience Centre for Wales (CRCW). I bring a wealth of experience and knowledge to this role, operating also as the deputy lead of both the APCC portfolio group on police technology and digital, and the APCC portfolio group on business enablers. I am also the lead for cyber-related crime for the four Police and Crime Commissioners in Wales. We know that cyber-crime is constantly evolving, so it is essential that we take a joined-up, partnership approach to tackling this growing problem. By joining the CRCW Board, I am confident that I can help ensure policing and partners stand up to cyber criminals and keep our communities and businesses safe.

### **Scams**

Whether through the post, on the doorstep, via the internet or over the telephone, scammers find ways to trick people out of money and assets. With the pandemic taking its toll, we saw a rise in online fraud across the country. To help tackle this, we routinely promoted scam awareness information urging people to be safe. For example, in the lead-up to Christmas, we highlighted anti-fraud messaging with a particular focus around Black Friday and Cyber Monday. As we were undertaking significant public engagement around this time, my team and I also reinforced this messaging at our face-to-face events, providing information to residents about how to stay safe online, while partnering with Gwent Police's Cyber Protect Officer at



events. During this period, we spoke to more than 1,200 people face-to-face about these issues. We supported Safer Internet Day with crime prevention advice across our communication channels, discussed it with residents at engagement events during the week, and encouraged partners working with young people to reiterate the importance of staying safe online. Similar work was undertaken about romance fraud on Valentine's Day and scam awareness training for people aged 50+.

## **Gwent SOS**

Serious organised crime, serious violence and child criminal exploitation are all incredibly important issues, as reflected in my new Police and Crime Plan. St Giles Trust works with children and young people at risk of becoming exploited and/or involved in serious organised crime and violence. St Giles Trust workers have lived experience and can engage with the children and young people with whom they work in a way that is meaningful to them. This year, St Giles delivered 195 interventions for children and young people known to be actively involved in serious organised crime and/or being exploited. Reducing repeat victims of child criminal and sexual exploitation is a key commitment under my priority to Combat Serious Crime, so I am pleased we have a service that works with this vulnerable cohort.

## **Fearless**

Since January 2019 Crimestoppers' Fearless team has delivered sessions on knife crime, child exploitation and drug running to almost 14,000 young people in Gwent. Sessions are designed to give young people the education and confidence to recognise these issues within their friendship groups and communities, but also to give them the knowledge and confidence to report them. They have also delivered training to more than 230 professionals, parents and carers on spotting the signs of organised crime.

## **Understanding the Triggers**

Following the publication of the Understanding the Triggers report, my office has been working with Newport City Council to establish a pilot to test the report's recommendations. The pilot, based in the Llanwern area of Newport, supports vulnerable children believed to be at early risk of exposure to criminality and exploitation. There is also support available for their families. The pilot has an agreed core membership consisting of professionals from a range of services and with diverse expertise. This includes the youth offending service, education staff, mental health professionals, police and third sector youth workers such as Positive Futures. There have been promising developments with some of the referrals, with signs of clear breakthroughs for the children. However, given that these are children and families with complex needs and traumatic experiences, we expect bumps in the road and anticipate some will take longer than others to see positive change. The pilot is founded upon the idea of adapting to the needs of children and families as well as being trauma-informed. This means that we are not looking to criminalise or put emphasis on the negative aspects in their lives. Therefore, any challenges that flare up (such as getting excluded) will be responded to by stabilising the situation and then working with the child/family on addressing the underlying issues that may have resulted in this happening. The pilot will be evaluated using defined outcomes

and measures to establish a robust evidence base to assess what has worked and what can be improved. The evaluation report will be shared with Welsh Government. The final evaluation is not likely to be for another year as the pilot will be supporting current year six children through to the end of the next academic year (July 2023).

## **SUPPORT VICTIMS AND PROTECT THE VULNERABLE**

### **Providing high quality support to victims of crime and protecting those who are most vulnerable from harm**

As the Police and Crime Commissioner, I take my role as the victims' champion extremely seriously. Becoming a victim can have a devastating impact on someone's life and it is critical that Gwent Police, the support services that I fund, and our partners continue to improve how we respond to victims. Since the introduction of the Victim Care Unit (VCU) last year, early reports show that victim satisfaction rates have increased.

| <b>Victim satisfaction measure</b>  | <b>Baseline</b> | <b>Post VCU (Dec 21)</b> | <b>March 2022</b> |
|---|-----------------|--------------------------|-------------------|
| Satisfied with how they have been treated by the officer                          | 85%             | 81%                      | 94%               |
| Satisfied with how they have been treated by the Victim Care Officer (in the VCU) | 85%             | 100%                     | 100%              |
| Satisfied with how well you have been kept informed                               | 74%             | 85%                      | 92%               |
| Satisfied with service as a whole   | 75%             | 81%                      | 81%               |

In terms of 'vulnerability' based crime and incidents the police have to manage, the pandemic has had a lasting impact even into this year. There have been steady increases in attendances at 'adult at risk' incidents. Hate crimes have also increased but show signs of now reducing. Repeat victims have remained relatively high. As for children, we saw during the pandemic the numbers of missing children and safeguarding interventions go down significantly, which was understandable as most children were at home. However, occurrences have started to go back up again to pre-pandemic levels and beyond, which is an unsettling trend. We work closely with safeguarding partners to ensure we put the appropriate interventions in place, particularly as the cost-of-living crisis worsens. However, we also have to ensure effective youth services are in place across Gwent, some of which I fund, to offer the wrap around support and care that vulnerable young people need. I will use this priority to continue to drive improvements in services across the whole of Gwent in the coming year.

### **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 legislation previously treated 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. The Act also protects survivors, who were previously often forced to maintain contact with their abuser to facilitate the abuser's contact with their child.

## **Elder Abuse Day**

World Elder Abuse Awareness Day aims to tackle physical, emotional, and financial abuse of older people. We created a toolkit for partners to help people 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. We also 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, which featured best practice talks by Gwent Safeguarding Board, Hourglass Cymru, Re:Cognition, and Gwent Police. 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.

## **Hate crime**

My office has been working in partnership with local disability friendship group My Mates about their understanding and experiences of hate crime. The group took part in a workshop with my team, Gwent Police and Mencap Cymru to discuss the impact hate crime has had on their lives. They also provided feedback on 'easy read' materials that are being created to help people with disabilities better understand how to report an incident and seek support. My office and I also visited Lewis School Pengam, which was delivering themed lessons to understand issues such as racism, disability issues and homophobia. Understanding matters surrounding equality and diversity is vital for young people who will be living and working in our communities in the future.

Gwent Police have been recognised by Victim Support with a Trustmark for taking steps to improve responses and support to victims and witnesses of hate crime. Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services has previously praised local work on hate crime, and this latest recognition shows that we continue to work hard to improve services for victims of this appalling crime.

## **Independent sexual violence advocates**

The Dyfed Powys and South Wales commissioners and I commissioned a review of the ISVA provision across south, mid and west Wales. This looked at the existing service provision and delivered an analysis of need to inform improvements to the services, with the development of a consistent, costed model and service specification for the regions. The final report was delivered in late 2021 and a project team and governance structure has been set up to deliver on the findings.

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

In addition to an annual funding contribution of £679,145 to the Regional IDVA Service, and ISVA and Sexual Violence Counselling Provision in Gwent, I secured £644,446 of MOJ funding to provide 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 was in addition to £139,000 of MOJ funding that was agreed earlier in the year to support projects working with victims of DA and SV.

## **Victim Care Unit**

Gwent Police launched a new victim care unit that is the central point of contact for victims, supporting them from the point of reporting a crime to the conclusion of the criminal justice process. This complements the existing Connect Gwent offer, which was the first victims' hub in Wales. The new unit sees a team of 19 victim care officers working closely with police officers to ensure victims are fully updated on their investigation. They also make sure that victims know and fully understand their rights under the Victims' Code, and work with Gwent's survivor engagement coordinator to feed back key issues to Gwent Police. By providing this targeted support to victims, I hope that we can build their confidence in the criminal justice system and help aid their recovery. Since the unit opened, more than 44,000 victims have been referred into the service, with nearly 7,000 successfully contacted and 6,000 needs assessments carried out to determine what support they require. Although it is still a new team, the introduction of the unit has driven up satisfaction rates of victims, not just for the service they receive from victim care officers, but their experience with the force overall. A focus for the Deputy PCC and me will be to work with criminal justice partners to drive similar improvements across the wider criminal justice system. We have started to do that by introducing a regular multi-agency review of cases throughout the entire criminal justice process to monitor compliance with the Victims' Code of Practice and victim's satisfaction. This innovative approach is now being adopted across Wales.

## **Gwent Drug and Alcohol Service**

Since 2014 the Office of the Police and Crimes Commissioner for Gwent has invested annually into the Gwent Drug and Alcohol Service (GDAS). In 2021 – 2022 we invested £828,279 in the service.

GDAS is a consortium of Kaleidoscope, Barod and G4S that provides advice and targeted support to drug and alcohol users, their families, and professionals who may deal with people presenting with drug and alcohol problems.

Drug and alcohol abuse is often a contributing factor to crime and antisocial behaviour. By addressing substance abuse directly and, in many cases, working with mental health professionals to examine its underlying causes, those dependent on drugs and alcohol are offered an alternative pathway in life which is also helping to prevent crime within communities.

### **Women's Pathfinder Whole System Approach and 18-25 Early Intervention Service**

In October 2019 the Police and Crime Commissioners for Gwent and South Wales joined together with the Welsh Government and Her Majesty's Prison and Probation Service in Wales to commission two new services: The Women's Pathfinder Whole System Approach and 18-25 Early Intervention Service, to support women and young people and help to prevent them from entering the criminal justice system.

They provide targeted support for issues such as alcohol and substance misuse and mental health problems while helping to improve family relationships, curb the cycle of adverse childhood experiences and improve community cohesion through a reduction in reoffending. The services work to divert individuals from criminality by creating a support network and helping them to live safer, healthier lives. We invested £488,931 into the services in 2021/2022.

### **White Ribbon Day**

My office worked with Gwent Police and Gwent VAWDASV regional team to raise awareness of White Ribbon Day and the impact of domestic abuse on children and families. This is an annual event that marks the United Nation's International Day for the Elimination of Violence Against Women. On average, 30 children and young people in Gwent are affected by incidents of domestic abuse every day. This accounts for incidents reported to Gwent Police. We know that many more cases go unreported. The #30Challenge was created to raise awareness of this issue. An activity pack was created to help people take part in the event, including graphics, social media content, challenge suggestions and ways to pledge support. Throughout the week, Cyfannol Women's Aid and Gwent Police supported our OPCC White Ribbon roadshow that was held on five consecutive days across Gwent. More than 50 organisations took part in the challenge and highlights include:

- 3.2million impressions on Twitter and reach of 1.2million;
- 605 mentions across all social media channels;
- Coverage in South Wales Argus, Free Press and Monmouthshire Beacon;
- Promotion of the content by Gwent Dragons;
- Phoenix DAS hosted a 30-hour sponsored walk;
- Schools provided pupils with information about safe relationships and encouraged classes to take part in sporting challenges during PE lessons;

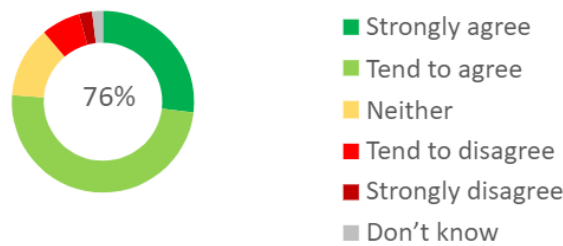
- Abertillery RFC wore White Ribbon t-shirts during training sessions and the pre-match warm-up which local neighbourhood officers and I attended; and
- In the House of Lords, Baroness Wilcox highlighted the campaign and its core messaging.

## INCREASE COMMUNITY CONFIDENCE IN POLICING

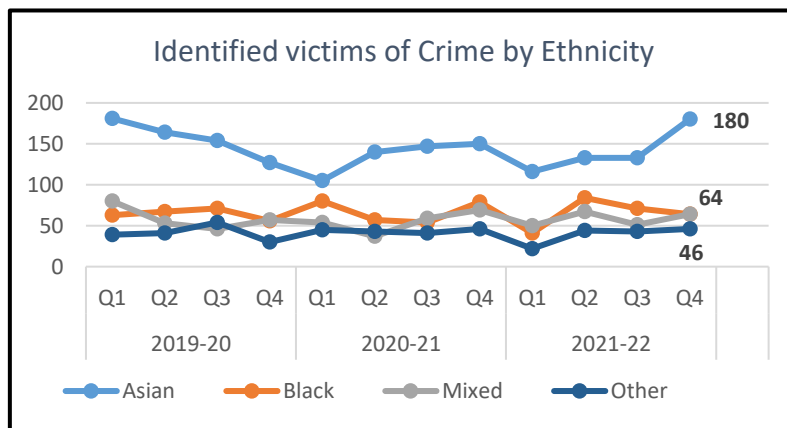
### Working with Gwent Police to improve our relationships with our communities and improve public confidence in policing

The police service polices by consent. This is a fundamental principle that we expect our police officers and staff to adhere to. Situations both home and abroad can serve to damage confidence and trust in the police and, in the past year, policing has faced some significant challenges in this respect. Events such as the heinous murder of Sarah Everard in London and the abhorrent killing of George Floyd in the US, both by serving police officers, have had a ripple effect closer to home. This is particularly evident among already marginalised and underrepresented communities. This is why I created this specific priority in my new Police and Crime Plan and will continue to have a sharply focused commitment to this during my tenure.

Public Confidence



Public confidence in the police remains steady at 76% of those surveyed, bucking national trends. Specifically, confidence has risen recently in relation to women and girls, and I reported earlier about the large amount of efforts my office and I have and continue to put into VAWDASV. The same can also be said for ethnic minorities. We are now starting to see the effects of this with increased reporting of hate crimes, but we still would expect to see more.



During the year, Gwent Police introduced a new 'Culture Board' to monitor public confidence, which my office attends. I also welcomed and monitored their focus on stop and search, with Gwent having one of, if not the, lowest race disproportionality rates in the UK. My aim is for Gwent Police to become one of the most modern, inclusive, forward-thinking police forces in the UK. This would see it understand the demographics of its population, offer a diverse and ever-evolving range of contact channels, and provide an excellent response to victims and the wider community, attentive to their varying needs.

### **Award winners**

Six Gwent Police officers were among the nominees honoured at the Police Bravery Awards 2020 in London. The awards were delayed a year due to the pandemic. PS Richard Shapland, PS Sarah Breakspear and PCs Lloyd Read, Paul Taylor, Craig Bracegirdle and Peter Whittington were nominated for their extraordinary bravery when facing a man who had barricaded himself in his flat armed with a knife and spear. Gwent Police's senior police cadets and Special Chief Inspector Esther McLaughlin won Lord Ferrers Awards, which recognise outstanding contributions to volunteering in policing.

I sponsored this year's Torfaen Community and Voluntary Awards, which recognised the contributions volunteers played in communities during the pandemic. I was pleased to sponsor the 'personal journey' award, which was awarded to Chloe Goddard, a volunteer at Torfaen council's young parents project. 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.

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

Throughout the year we have continued to work with our Black, Asian and minority ethnic communities in Gwent to build trust and improve relationships. 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. Throughout the last year, weekly community dial-in calls took place between the police, my office, partners and the community. These have resulted in some incredibly valuable conversations, some of which have been challenging. In total, 22 community dial-ins were held in the last year.

We have also worked closely with partners within Criminal Justice in Wales on planning to develop its Anti Racism Action Plan. This includes providing funding to support engagement with Black, Asian and minority ethnic residents across Wales. The plan will be launched later in 2022.

## **Child-centred policing**

We have continued to make significant progress in our child-centred policing work, in partnership with Gwent Police. This aims to build better relationships between police, children and young people. My team visited schools and youth clubs to work with young people to create child-friendly and young people versions of the strategy, which we will be launched in later in the year.

Roma pupils from Maindee Primary School met with Deputy PCC Eleri Thomas and then Children's Commissioner for Wales, Sally Holland, to talk about community safety. The pupils and their families now meet regularly with their neighbourhood policing team and have developed a 'safe faces' scheme to get to know local officers. This is building confidence and trust, and encouraging people to report issues to the police.

Pupils from John Frost School in Newport formed the first Gwent Police Youth Scrutiny Panel. Made up of volunteers from years 10 and 11, it provides honest feedback on the performance of Gwent Police officers in a variety of situations. The group meet throughout the year to scrutinise Gwent Police. We are also working with Gwent Police and partners to establish a platform to enable children and young people to have a voice in policing and wider criminal justice services.

My office engaged with young people across Gwent to find out what matters to them and used this to inform this year's Youth Question Time. Young people told us that the issues that are important are mental health, safe and healthy relationships, and tackling discrimination and hate crime. My fourth Youth Question Time took place in March, providing a safe platform for young people to ask decision makers and professionals questions about the issues that are important. More than 100 people attended this year's virtual event, which was planned and delivered in partnership with the Gwent Regional Youth Forum.

A new law ending the physical punishment of children in Wales came into effect in March. The Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020 gives children the same protection from assault as adults. This means all types of physical punishment, such as smacking and shaking, is now illegal. We helped create the implementation plan and I am pleased that support services for families are available from councils. We will continue to work with Welsh Government to ensure that guidance is provided to parents. The law does not inadvertently criminalise parents and criminal action will only be taken when clearly necessary.

## **Cohesion Cup**

We supported a football tournament organised by Ethnic Minorities and Youth Support Team Wales (EYST), Gwent Police, Newport Live and County in the Community. The aim was to break down barriers and strengthen relationships between communities. Officers, community support officers and staff from both Gwent Police and my office attended a series of matches in Newport. The tournament took place over a number of weekends, with teams representing the Bangladeshi, Yemeni, Polish and Sudanese communities from Newport competing. The winning Bangladeshi side then faced a Gwent Police and partners team in a 'super cup' final. I thoroughly enjoyed attending



a number of the games, while we also took the opportunity to engage with residents on the proposed priorities in my Police and Crime Plan.

### **Criminal Justice Strategy Board**

The Gwent Criminal Justice Strategy Board (CJSB) sits at the centre of the criminal justice system in Gwent. The Deputy PCC chairs this meeting, which brings together responsible agencies to promote joined-up criminal justice processes while working in partnership to provide a fair, efficient and effective local criminal justice system. During the year, the CJSB implemented a delivery plan with priorities that focus on victims and witnesses, offending, early intervention and prevention, and race equality. Tackling violence against women and girls and treatment of children in the youth justice system are golden threads that run through each of the priorities. An outcomes report for 2021/22 will be published to demonstrate the positive progress by the board. The priorities reflect those agreed by the Criminal Justice Board for Wales (CJBfW), a partnership between all the criminal justice agencies in Wales. Quarterly updates are provided by CJSB to CJBfW, highlighting positive outcomes and performance, along with any challenges at the local level. The Deputy PCC 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 to develop a delivery plan and key set of priorities. Meetings have also taken place with Welsh Government leads on strategic policy and its Race Equality Plan.

### **Gwent High Sheriffs' 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 as well as meeting my commitment to initiatives which divert people from crime and anti-social behaviour. A range of groups were awarded up to £5,000 each.

### **Halloween and Bonfire Night**

My team joined Brynmawr neighbourhood officers for the annual 'Scare on the Square' event. This was a local initiative that encouraged children to dress up at Halloween and trick or treat at shops in the town. Not only did this give them something safe and positive to do at Halloween, it helped families discover some of the businesses available on their doorstep. The Brynmawr team did a frighteningly fantastic job transforming the station into a scary monster's lair, and it was a positive way to build relationships between the community and the local policing team. I provide funding to Positive Futures and the South Wales Fire and Rescue Service to tackle anti-social behaviour. They worked together in the run-up to Bonfire Night, as part of Operation Bang. A national initiative to raise awareness of the dangers of fireworks and fire safety, Operation Bang saw activities held across Gwent in the run up to Bonfire Night and my team attended a fire-fighter training session for young people in Blaenau Gwent.

## **Legitimacy scrutiny panel**

We held four independent legitimacy scrutiny panels during the year. These reviewed recent incidents involving Gwent Police officers where there was a use of force. The panel dip sampled body worn video footage and gave feedback about the timing of camera use, as well as recommending additional training to be given to officers in response to specific incidents. Panel members also provided substantial feedback to highlight excellent engagement by officers, particularly when dealing with vulnerable people.

## **LGBTQ+**

LGBTQ+ 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 LGBTQ+ communities make in Gwent. The social landscape has changed over the years, but some people still suffer appalling abuse and discrimination because of their gender identity or sexuality. My office funds Umbrella Cymru, which provides emotional and practical support, information, and advocacy for LGBTQ+ victims of crime. 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 NXTGen 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 LGBTQ+ Domestic Abuse day.

## **Operation Jasmine**

Following the conclusion of the coroner's inquests, I was pleased to be able to join the Chief Constable in commending police officers and staff who worked on Operation Jasmine, a major investigation into deaths in care homes in Gwent. The scale of this Inquiry, which began in 2005, was huge and resulted in an independent review of the care sector in Wales. Everyone who worked on this case should be extremely proud of what they have achieved, and I know the families of the residents involved greatly appreciate the efforts of the police throughout this long and complex investigation.

## **Out of court disposal scrutiny panel**

Four independent out of court disposal (OOC) scrutiny panels were held during the year. The multi-agency panel chaired by my office reviewed 80 randomly selected incidents where out of court disposals were issued. The panel assessed the suitability and appropriateness of the disposal, and identified learning to be fed back to Gwent Police. As always, the vast majority of disposals were considered appropriate, with questions only raised about a small number of cases where a court-based disposal or none at all may have been more appropriate. The subjective nature of OOCs always leads to an interesting debate and highlights the difficult decisions officers have to make in determining what is the most appropriate course of action for both victim and offender.

## **Stephen Lawrence award**

Other PCCs in the UK and I contributed to a new Fulbright award aimed at furthering research into policing and criminal justice. The Fulbright-Stephen Lawrence Scholar Award in Policing will enable a UK police officer or member of staff to conduct research in a three-month programme hosted by three historically Black colleges and universities in America. Stephen's death in 1993 was a catalyst that brought to light the wider institutionalised racism throughout our public services. We have come a long way since then, but we know we have more work to do. This award will allow the UK and US to learn from each other and improve our services to residents.

## **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 the public in an accessible way.

## **Volunteers**

Independent custody visitors (ICVs) are part of a statutory scheme which helps us to ensure that the strict requirements in relation to custody arrangements are met, and that the welfare and well-being of those detained are looked after. During the year we nine volunteers made 36 visits and a further 24 telephone calls to custody suites. There were 92 minor issues raised over the course of the year, with the majority in relation to detainees requesting water or food, to see the nurse or for family members, or for a solicitor to be contacted. The issues raised were dealt with by the custody officers on duty immediately. There were 13 issues referred to the OPCC, relating to low staffing levels, primarily due to the impact of Covid19 and a change of structure, however, staffing levels have since been addressed. The scheme manager continued to deliver ICV training to Gwent Police custody staff, and quarterly ICV panel meetings took place online during this period. We also recruited four new ICVs into the scheme.

We also run an animal welfare scheme. 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. During the year we recruited 12 new volunteers taking the total to 17. They carried out nine visits to Gwent Police dogs during the year, with outcomes from the visits recorded by the OPCC and shared with Gwent Police. There were no major issues of concern reported.

## **DRIVE SUSTAINABLE POLICING**

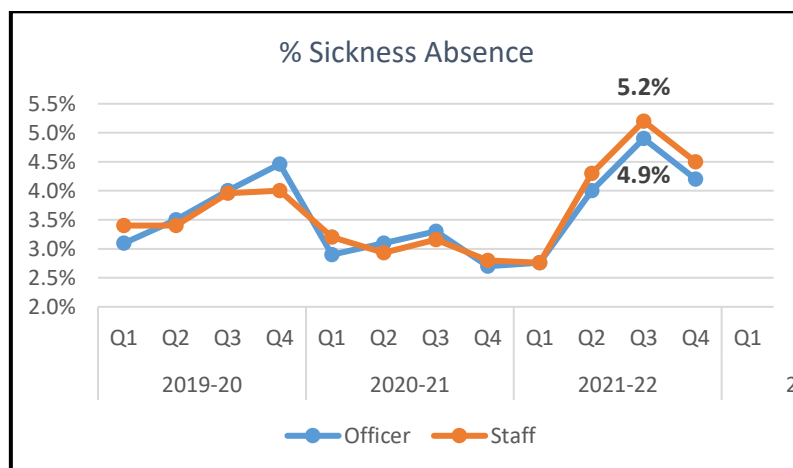
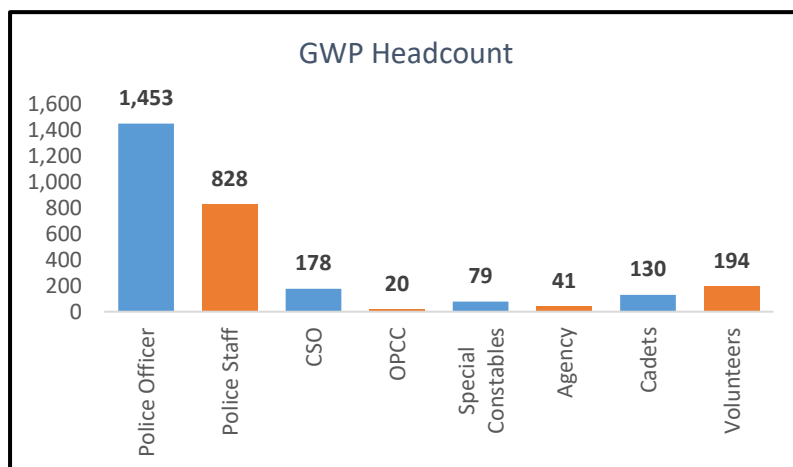
### **Providing a value for money police service that operates responsibly, with sustainable infrastructures that support current and future demands**

I want my office and Gwent Police to be modern services, with a developed culture of sustainability throughout. This means we need healthy, adaptable and resilient

people, structures, finances, technology, fleet and buildings. The Well-being of Future Generations (Wales) Act 2015, which I introduced when in Welsh Government, provides the concept through which this priority can be viewed, despite policing not being devolved to Welsh Government.

I have monitored closely the implementation of Gwent Police’s share of Operation Uplift, the UK Government commitment to increase police officers by 20,000. I am pleased that we have finally reached the police officer levels last seen before austerity.

Numbers of officers and staff are just one part of a sustainable service. The health and well-being of each person is even more important. The officers and staff of Gwent Police can rightly be proud of how they maintained service levels during the pandemic, 24 hours a day. In the past year, we have seen increased sickness rates, both as a result of Covid-19 itself and increased burnout as a result of the unprecedented strains of the last couple of years. I welcomed Gwent Police introducing a new well-being strategy last year, which is starting to take effect. I have also sought reassurances that the strategy is fit for purpose, especially given the cost of living crisis. I will be monitoring this and doing all I can to support the well-being of staff in the coming year.



We also have a moral and ethical duty to play our part to foster sustainability in how my office and Gwent Police operate. This is not just about being a conscientious organisation and employer, although that is an important reason. This is also about doing what we can to limit the impacts of climate change and unsustainable practices on the communities of Gwent, which will inevitably create increased demand on the police. We are already starting to see this, so a joint 'greener Gwent' strategy between Gwent Police and my office was developed in the last year. The target for the strategy will be net zero carbon emissions by 2030, along with reductions in waste, increases in sustainable travel, energy efficiency of buildings, bringing social value into procurement and contracts, developing a culture of sustainability across the workforce, and improving the health and well-being of our staff. We need an 11% year-on-year reduction in our carbon emissions to reach net zero by 2030 from our current calculated emissions of 24,000 tonnes. We have already started to progress with this in the past year, with new electric vehicles in the fleet and I have invested £250k to develop the electric car charging infrastructure in Gwent. We have switched energy tariffs to 100% renewable electricity, and we now have zero waste going to landfill. Our new headquarters is one of the most energy efficient buildings in Gwent. The new agile working policy for applicable staff has been introduced, taking advantage of technology and practices established during the pandemic to reduce unnecessary travel. We will be pushing for more innovative ways to go further to achieve these goals.

### **Abergavenny Police Station**

We identified a suitable plot of land at Llanfoist and are currently applying for planning permission for a new purpose-built police station in Abergavenny. This will create a long-term home for the area's neighbourhood policing and response teams. A great deal of time and effort has gone into this project and I am pleased that we can finally deliver on our commitment for a permanent base for Gwent Police in Abergavenny. I am grateful to local residents and our police teams for working with us while we reached the right solution for the future.

### **Apprenticeships**

Gwent Police and my office have employed 15 new apprentices (including the all-Wales public sector finance apprentice) and they started in their roles in September 2021. The apprentices have a variety of roles, with 14 based with the force and one with my office (a digital media apprentice). The roles cover areas such as learning and development, business administration and IT. Apprenticeships can provide pathways and new opportunities for those that otherwise might feel excluded from higher level qualifications. I am looking forward to seeing them all progress over the next year.

### **MeUs**

Caerphilly County Borough Council and Gwent Police joined forces to launch an innovative joint leadership programme aimed at developing a new generation of bold and innovative leaders to enhance public service provision across Gwent. The

initiative (MeUs) was launched in July by Jane Hutt, Minister for Social Justice. We want to ensure senior managers are equipped with the highest levels of skills and competencies. Eight employees from across both organisations formed the first-ever cohort – four from Caerphilly County Borough Council and four from Gwent Police.

## **Police and Crime Commissioner Review**

The UK Government published the recommendations from its 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. The review has seen a requirement on Commissioners' offices to publish information relating to the force's performance against the government's national priorities for policing, HMICFRS performance reports force performance, 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. These complement local priorities as set out in my Police and Crime Plan.

## **Police Headquarters**

We began moving into our new 5,178sqm headquarters in Llantarnam in January 2022. It 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. The former headquarters in Croesyceiliog is almost 50 years old and needs substantial investment. All viable possibilities for staying at the current site, along with purchasing existing buildings, were assessed, but building a new headquarters in Llantarnam offered the best value for money. The cost of the build was £32million and prudent financial planning over many years means that it was paid for from a specific reserve fund. The annual running costs of the new headquarters are estimated to be £1.1million less per year than the costs of running the former headquarters and associated sites. The new headquarters is part of the first phase in our current estate strategy to improve police facilities in Gwent. The Chief Constable and I are currently reviewing this strategy to ensure we deliver a modern and effective policing service that utilises new technology and up-to-date working practices to safeguard and reassure the public.

## **Recruitment**

We have recruited 178 new police officers and 54 new community support officers to Gwent Police during the year. This brings our establishment to 1,423, with a further 83 officers due to be recruited in the next year. This means there are more than 270 police officer posts than when I first became Commissioner in 2016. The decision to pursue a career as a front-line officer is a brave one, particularly 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.

## POLICE COMMUNITY FUND

Every year, organisations in Gwent can bid for a share of £300,000 to support children and young people affected by crime. The fund is open to non-profit organisations that support children and young people who are involved, or at risk of becoming involved, in crime and anti-social behaviour, or those who have been victims of crime. The fund is partly made up from money seized from criminals, and organisations can bid for sums from £10,000 up to £50,000. Children and young people are often the most vulnerable people in our communities, and this can put them at risk of becoming involved in crime and anti-social behaviour. By supporting organisations that offer positive, diversionary activities for young people, helping them to develop confidence, skills and learning, we can help them to realise their potential and create safer, more cohesive communities. During the year, the following projects were supported:

| Organisation                            | Area          | Project name   | Amount     |
|---|---------------|--|------------|
| 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    | Diversionary activities for young people in an 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 to provide support to victims of domestic abuse aged 16-24 at the point of crisis.  | £27,314.15 |

|                        |               |  |         |
|------------------------|---------------|--|---------|
| Ffin Dance             | Blaenau Gwent | Dance and Enhance. Holding dance and fitness sessions for young people.                  | £10,000 |
| Duffryn Community Link | Newport       | 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 | 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    |



The examples below give a flavour of the work these projects are doing in our communities.

### **Community Youth Project – Newport**

Funding from my office enabled the team at Community Youth Project – Newport (formally the Maindee Youth Project) to continue much needed detached youth work, as well as paying for trips to places like Aqua Park in Cardiff and Enflate Adventure Park in Newport. Staff also ran sport and play sessions in the city, including a paint project that can be seen on Corporation Road. This was designed and painted by young people wanting to share a positive message with others in the city.

### **Cymru Creations**

Two short films created by young people and supported by my community fund have received awards at the Blaenau Gwent Film Academy Festival. Tredegar-based Cymru Creations worked with young people to create the films. The young people were responsible for every part of the process, from developing the stories, writing the scripts, acting, filming and editing. At the end of the project, they will receive a level one and two NVQ in film-making. The films will also be entered for an Arts Award at Trinity College London, which is seen as the equivalent to a GCSE. Both films are available on the Blaenau Gwent Film Academy YouTube channel. Cymru Creations have reported that the funding from my office has made a huge positive impact on the well-being of students attending and that, once completed, all the films will be published on social media and sent to local schools.

### **Ffin Dance**

Young people in Abertillery have been exploring their creative side with drop-in dance workshops supported by my community fund. The sessions are run by Ffin Dance, a professional dance company based at Beaufort Theatre in Ebbw Vale, and aim to give participants positive, creative experiences to help steer them away from anti-social behaviour (ASB). As well as having fun and taking part in physical activity, they are learning something new, developing their confidence, and working with positive adult role models. This work, combined with proactive policing and work with partners, contributed to a reduction in reports of ASB in Abertillery.

### **KidCare4U**

My team and I made a number of visits to KidCare4U at Pillgwenlly Millennium Centre to see how my community fund is being used to run a weekly Saturday club for local children. As well as activities that encourage young people to keep healthy, build their confidence and make friends, the club provides extra education support for those who need it. Staff and volunteers are all drawn from the local area. Not only is this project keeping young people off the streets and giving them something positive to do, the wider support offered to the young people in Pillgwenlly and their families will have long term benefits for their future.

## **Sanctuary**

The Sanctuary (a project run by charity Gap Wales) and Positive Futures have been running weekly football matches for young refugees in the city. Both projects receive funding from my office and Newport is home to about one third of Wales's unaccompanied asylum-seeking young people. These are some of the most vulnerable young people in our community, many of whom have escaped war-torn countries or been trafficked into the UK to work for drug gangs. By offering them opportunities to take part in sports and other activities, we are helping their physical and mental well-being. We are also helping them to avoid potentially becoming involved with crime and to integrate with local residents, building a more cohesive community in the city.

## **ENGAGEMENT**

### **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.

During the year I held walkabouts in Abertillery, Abergavenny, Bargoed, Blaenavon, Brynmawr, Caerphilly, Caldicot, Chepstow, Cwmbran, Ebbw Vale, Monmouth, Newport, Pontypool, Rhymney and Tredegar. During each visit, I was pleased that local traders and residents were eager to talk to me about some of the current issues in their communities. Engagement is a key part of the role of a Police and Crime Commissioner, so the walkabouts have been invaluable in informing my conversations with the Chief Constable.

## **FINANCE**

### **Audited accounts**

The annual statements of accounts for my office and that of Gwent Police were published before the statutory deadline of 31 July, 2022.

### **Budget setting**

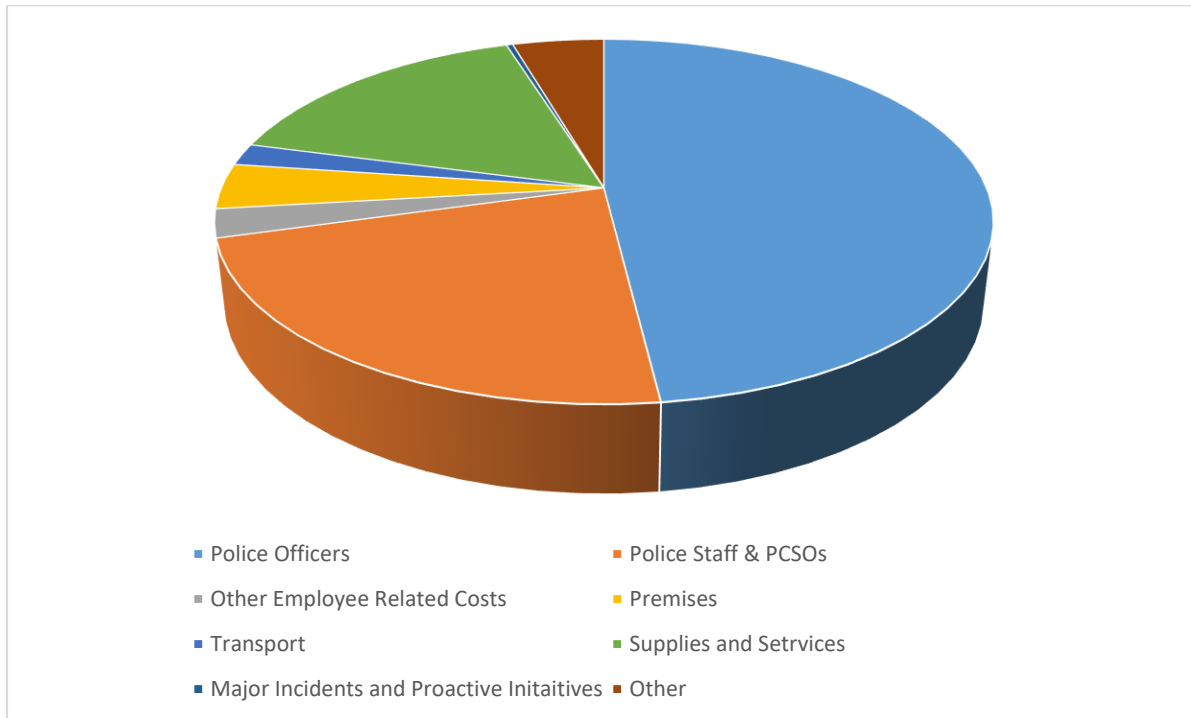
I receive regular reports from Gwent Police to help ensure that we have a police service that is value for money. This year I have:

- Agreed a budget for Gwent Police for 2022/23 of £156.4m (£8.9m more than the previous year);
- Set the council tax increase at 5.5 percent;

- Created a capital budget for 2022/23 of £18m; and
- Continued to monitor Gwent Police’s service improvement work, which has delivered £52.8m of cashable efficiency savings since 2008/09.

**Setting the budget:**

For 2021/22, the following budgets were set for policing services in Gwent:



At the end of 2021/22, the overall spend on policing services in Gwent produced a surplus of £4.1m (2.7 per cent) against the overall budget of £150.9m.

In addition, the following 2021/22 capital budgets were initially set in Gwent:

- Estate - £12.6m
- Vehicles - £1.4m
- Information and Communication Systems - £2.2m
- Other long term non-capital projects - £2.5m

The overall capital spend on policing services in Gwent for 2021/22 was £20.6m against the revised overall capital budget of £30.7m.

**Ensuring value for money:**

I have ensured that my office and Gwent Police have delivered value for money, while ensuring residents have an effective and efficient police service, by:

- Annually benchmarking costs via HMICFRS value for money profiles;
- Receiving an assurance judgement from internal auditors that we have adequate and effective management, control and governance processes;

- Receiving an assurance statement of 'generally satisfactory' from Torfaen County Borough Council for IT services provided by SRS;
- Publishing my annual governance statement, which evidences the effectiveness of our governance; and
- Ensuring 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 daily, 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 the year, I responded to 13 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 2021/22.

A Subject Access Request (SAR) is a request to an organisation asking for access to the personal information it holds on you. We received 34 SARs compared to three in 2019/20 and 12 in 2020/21. Two requests were for information held by the OPCC, the remaining requests were for 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 who have in turn fed back to the national team 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.

### **Freedom Of Information Act**

During the year, there were 64 requests received under the Freedom of Information Act compared to 31 in 2020/21. The compliance rate with the 20-working day response period was 100%. Key themes were in relation to finance, OPCC staffing and the police estate while 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. 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 2021/22.

### **Welsh Language Standards**

We have continued to work to ensure the provision of sustainable Welsh language services and effective supporting processes. During the year, the Welsh Language Commissioner's Office conducted a compliance inspection of the organisation against the Welsh language standards. The outcome was positive, with feedback that my office is performing well, with opportunity to further strengthen existing bilingual provisions in collaboration with Gwent Police. A Welsh language standards annual compliance report will be published for 2021/22, highlighting the achievements and performance outcomes from the year. In addition, we have continued to monitor how Gwent Police has provided a bilingual policing service to the public of Gwent. Performance and compliance against the standards is reviewed at the internal Welsh language meeting, attended by my office. Some challenges remain; however, performance outcomes are encouraging, which will also be reported separately. We will continue to engage with the Welsh Language Commissioner and their team to identify and consider suitable initiatives and best practice that can further support our aim to become truly bilingual organisations.

### **LOOKING TO THE FUTURE**

In February 2022 Russia invaded Ukraine, causing Europe's largest refugee crisis since World War 2. As well as understanding what this may mean for policing here in Gwent, the subsequent rise in fuel costs, combined with a growing cost of living crisis, threatens to have real implications for our communities, including our police officers and staff. Policing as an organisation will be greatly impacted. We don't yet fully know what this means for us going forward but it will be factored into all budget and resource planning for the year ahead.

I fully intend for my office and Gwent Police to continue the good work which we have evidenced throughout 2021/2022 in order to ensure that Gwent has an efficient and effective policing service and that we deliver the priorities within my new Police and Crime Plan.

This page is intentionally left blank



---

## Performance Monitoring Framework

Quarter 4 2021 / 2022

This report provides an overview of the Police and Crime Commissioner's (PCC) oversight and scrutiny of Gwent Police performance in relation to the Police and Crime Plan. This is a report for quarter 4 of the financial year 2021/22.

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.

### **Police & Crime Plan Priorities**

- **Keep Neighbourhoods Safe**
- **Combat Serious Crime**
- **Support Victims and Protect the Vulnerable**
- **Increase Confidence in Policing**
- **Drive Sustainable Policing**



| All Incidents                | 2018-19 |        |        |        |         | 2019-20 |        |        |        |         | 2020-21 |        |        |        |         | 2021-22 |        |        |        |         | Change |
|------------------------------|---------|--------|--------|--------|---------|---------|--------|--------|--------|---------|---------|--------|--------|--------|---------|---------|--------|--------|--------|---------|--------|
|                              | Q1      | Q2     | Q3     | Q4     | Total   | Q1      | Q2     | Q3     | Q4     | Total   | Q1      | Q2     | Q3     | Q4     | Total   | Q1      | Q2     | Q3     | Q4     | Total   |        |
| Public Safety and Welfare    | 13,936  | 13,756 | 13,212 | 13,132 | 54,036  | 13,689  | 14,636 | 12,972 | 12,673 | 53,970  | 12,207  | 13,442 | 11,501 | 10,996 | 48,146  | 12,990  | 13,282 | 12,436 | 12,643 | 51,351  | →      |
| Crime Related                | 14,300  | 14,006 | 13,436 | 13,231 | 54,973  | 13,449  | 14,062 | 12,601 | 11,491 | 51,603  | 11,185  | 12,748 | 10,709 | 9,957  | 44,599  | 11,934  | 12,144 | 11,364 | 11,078 | 46,520  | ←      |
| Admin                        | 8,021   | 7,988  | 7,469  | 7,333  | 30,811  | 7,742   | 8,386  | 7,498  | 7,348  | 30,974  | 8,290   | 8,586  | 7,532  | 7,296  | 31,704  | 8,205   | 8,707  | 7,708  | 7,022  | 31,642  | ←      |
| Transport                    | 8,012   | 8,073  | 8,097  | 8,422  | 32,604  | 8,325   | 8,373  | 7,831  | 7,209  | 31,738  | 5,611   | 6,637  | 5,873  | 5,552  | 23,673  | 6,789   | 6,806  | 6,346  | 5,758  | 25,699  | ←      |
| Anti-Social Behaviour        | 2,833   | 3,100  | 2,518  | 2,607  | 11,058  | 2,840   | 2,992  | 2,462  | 2,932  | 11,226  | 11,480  | 5,286  | 5,104  | 5,552  | 27,422  | 4,717   | 3,558  | 2,869  | 2,768  | 13,912  | ←      |
| Open Log                     | 40      | 61     | 122    | 83     | 306     | 234     | 182    | 93     | 92     | 601     | 180     | 261    | 312    | 234    | 987     | 282     | 313    | 234    | 324    | 1,153   | →      |
| Total                        | 47,142  | 46,984 | 44,854 | 44,808 | 183,788 | 46,279  | 48,631 | 43,457 | 41,745 | 180,112 | 48,953  | 46,960 | 41,031 | 39,587 | 176,531 | 44,917  | 44,810 | 40,957 | 39,593 | 170,277 | ←      |
| % change since previous year |         |        |        |        | -1.56%  |         |        |        |        | -2.00%  |         |        |        |        | -1.99%  |         |        |        |        | -3.54%  |        |

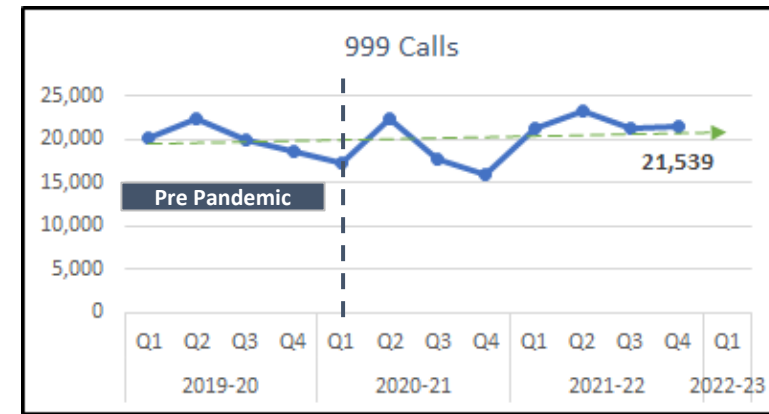
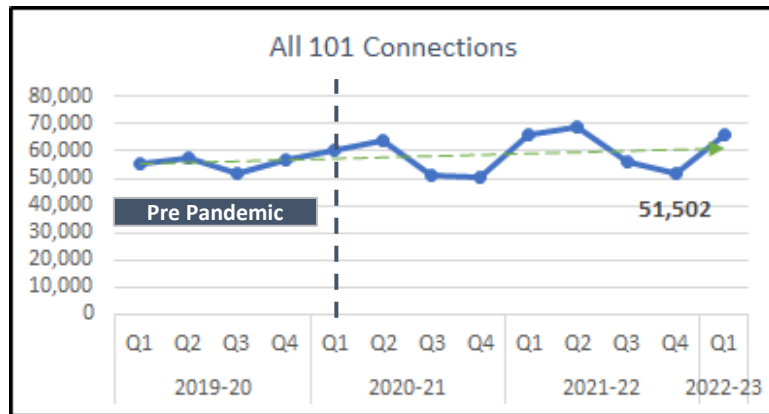
| Crime Type                   | 2018-19 |        |        |        |        | 2019-20 |        |        |        |        | 2020-21 |        |        |        |         | 2021-22 |        |        |        |        | Change |
|------------------------------|---------|--------|--------|--------|--------|---------|--------|--------|--------|--------|---------|--------|--------|--------|---------|---------|--------|--------|--------|--------|--------|
|                              | Q1      | Q2     | Q3     | Q4     | Total  | Q1      | Q2     | Q3     | Q4     | Total  | Q1      | Q2     | Q3     | Q4     | Total   | Q1      | Q2     | Q3     | Q4     | Total  |        |
| All Other Theft              | 1,249   | 1,267  | 1,141  | 1,096  | 4,753  | 1,166   | 1,161  | 1,019  | 916    | 4,262  | 712     | 862    | 713    | 699    | 2,986   | 747     | 854    | 896    | 816    | 3,313  | ←      |
| Bicycle Theft                | 116     | 110    | 94     | 106    | 426    | 96      | 114    | 66     | 54     | 330    | 73      | 91     | 66     | 45     | 275     | 105     | 102    | 56     | 53     | 316    | ←      |
| Commercial Burglary          | 258     | 252    | 334    | 302    | 1,146  | 282     | 314    | 255    | 247    | 1,098  | 188     | 166    | 189    | 137    | 680     | 142     | 165    | 171    | 216    | 694    | →      |
| Criminal Damage & Arson      | 2,278   | 2,463  | 2,315  | 2,345  | 9,401  | 2,404   | 2,111  | 2,224  | 1,870  | 8,609  | 1,676   | 1839   | 1,746  | 1,565  | 6,826   | 2,009   | 1,904  | 2,084  | 1,988  | 7,985  | ←      |
| Drug Offences                | 323     | 404    | 402    | 443    | 1,572  | 417     | 380    | 435    | 390    | 1,622  | 525     | 412    | 444    | 403    | 1,784   | 414     | 285    | 270    | 271    | 1,240  | →      |
| Fraud                        | 0       | 0      | 0      | 0      | 0      | 0       | 0      | 0      | 0      | 0      | 0       | 0      | 1      | 0      | 1       | 1       | 0      | 2      | 1      | 4      | ←      |
| Homicide                     | 0       | 1      | 0      | 1      | 2      | 0       | 3      | 1      | 2      | 6      | 2       | 0      | 1      | 1      | 4       | 2       | 0      | 2      | 1      | 5      | ←      |
| Miscellaneous Crimes         | 399     | 372    | 370    | 391    | 1,532  | 395     | 379    | 451    | 522    | 1,747  | 523     | 409    | 342    | 341    | 1,615   | 421     | 365    | 347    | 301    | 1,434  | ←      |
| Non Notifiable Offences      | 26      | 25     | 16     | 25     | 92     | 17      | 23     | 27     | 35     | 102    | 27      | 12     | 17     | 16     | 72      | 19      | 26     | 44     | 30     | 119    | ←      |
| Other Sexual Offences        | 199     | 212    | 201    | 292    | 904    | 213     | 249    | 246    | 263    | 971    | 138     | 182    | 183    | 169    | 672     | 246     | 255    | 264    | 244    | 1,009  | ←      |
| Possession of Weapons        | 52      | 62     | 55     | 75     | 244    | 58      | 90     | 61     | 59     | 268    | 73      | 50     | 56     | 61     | 240     | 64      | 69     | 79     | 77     | 289    | ←      |
| Public Order Offences        | 2,181   | 2,259  | 1,743  | 1,715  | 7,898  | 2,050   | 2,189  | 1,739  | 1,660  | 7,638  | 1,953   | 2262   | 1,526  | 1,381  | 7,122   | 2,114   | 2,228  | 2,083  | 2,245  | 8,670  | ←      |
| Rape                         | 94      | 87     | 125    | 124    | 430    | 97      | 103    | 86     | 89     | 375    | 64      | 70     | 93     | 101    | 328     | 110     | 120    | 132    | 100    | 462    | ←      |
| Residential Burglary         | 700     | 588    | 621    | 619    | 2,528  | 668     | 607    | 662    | 574    | 2,511  | 484     | 503    | 479    | 469    | 1,935   | 376     | 435    | 508    | 471    | 1,790  | ←      |
| Robbery                      | 91      | 77     | 64     | 73     | 305    | 83      | 72     | 75     | 69     | 299    | 62      | 61     | 66     | 56     | 245     | 76      | 58     | 65     | 64     | 263    | ←      |
| Shoplifting                  | 995     | 867    | 880    | 806    | 3,548  | 828     | 901    | 906    | 827    | 3,462  | 474     | 555    | 547    | 476    | 2,052   | 518     | 577    | 554    | 535    | 2,184  | ←      |
| Theft From the Person        | 103     | 84     | 108    | 73     | 368    | 73      | 76     | 85     | 54     | 288    | 45      | 54     | 30     | 23     | 152     | 36      | 40     | 46     | 54     | 176    | →      |
| Vehicle Crime                | 840     | 744    | 916    | 909    | 3,409  | 763     | 926    | 862    | 734    | 3,285  | 566     | 585    | 605    | 498    | 2,254   | 535     | 596    | 579    | 575    | 2,285  | ←      |
| Violence with Injury         | 1,468   | 1,477  | 1,540  | 1,435  | 5,920  | 1,449   | 1,535  | 1,487  | 1,394  | 5,865  | 1,052   | 1307   | 1,084  | 988    | 4,431   | 1,384   | 1,419  | 1,466  | 1,417  | 5,686  | ←      |
| Violence without Injury      | 3,481   | 3,576  | 3,470  | 3,700  | 14,227 | 3,753   | 3,837  | 3,571  | 3,682  | 14,843 | 3,561   | 3714   | 3,275  | 3,203  | 13,753  | 3,560   | 3,708  | 3,835  | 4,060  | 15,163 | →      |
| Total                        | 14,853  | 14,927 | 14,395 | 14,530 | 58,705 | 14,812  | 15,070 | 14,258 | 13,441 | 57,581 | 12,198  | 13,134 | 11,463 | 10,632 | 47,427  | 12,879  | 13,206 | 13,483 | 13,519 | 53,087 | →      |
| % change since previous year |         |        |        |        | 19.93% |         |        |        |        | -1.91% |         |        |        |        | -17.63% |         |        |        |        | 11.93% |        |

Page 55

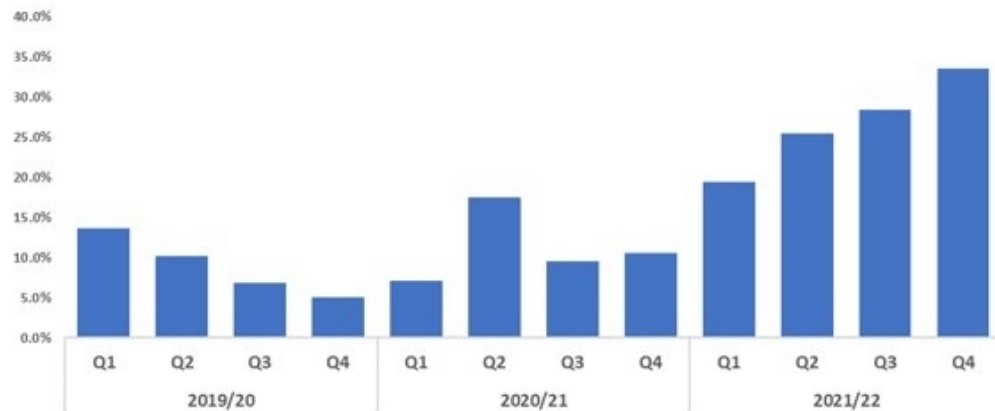
| Outcome Rates                        | 2018-19                              |            |            |            |            | 2019-20                            |            |            |            |            | 2020-21                             |            |            |            |            | 2021-22                              |            |           |            |            |
|--------------------------------------|--------------------------------------|------------|------------|------------|------------|------------------------------------|------------|------------|------------|------------|-------------------------------------|------------|------------|------------|------------|--------------------------------------|------------|-----------|------------|------------|
|                                      | Q1                                   | Q2         | Q3         | Q4         | Total      | Q1                                 | Q2         | Q3         | Q4         | Total      | Q1                                  | Q2         | Q3         | Q4         | Total      | Q1                                   | Q2         | Q3        | Q4         | Total      |
| All Other Theft                      | 4%                                   | 4%         | 5%         | 5%         | 4%         | 2%                                 | 5%         | 3%         | 5%         | 4%         | 7%                                  | 4%         | 7%         | 6%         | 6%         | 3%                                   | 2%         | 2%        | 4%         | 3%         |
| Bicycle Theft                        | 1%                                   | 6%         | 10%        | 2%         | 4%         | 3%                                 | 6%         | 0%         | 15%        | 6%         | 3%                                  | 3%         | 0%         | 3%         | 2%         | 4%                                   | 15%        | 5%        | 9%         | 8%         |
| Commercial Burglary                  | 11%                                  | 9%         | 4%         | 6%         | 7%         | 9%                                 | 9%         | 4%         | 11%        | 8%         | 15%                                 | 14%        | 11%        | 11%        | 13%        | 5%                                   | 12%        | 7%        | 4%         | 7%         |
| Criminal Damage & Arson              | 8%                                   | 7%         | 8%         | 6%         | 7%         | 7%                                 | 8%         | 6%         | 8%         | 7%         | 13%                                 | 10%        | 10%        | 10%        | 11%        | 6%                                   | 9%         | 6%        | 8%         | 7%         |
| Drug Offences                        | 64%                                  | 60%        | 75%        | 67%        | 67%        | 67%                                | 86%        | 70%        | 100%       | 81%        | 87%                                 | 79%        | 69%        | 81%        | 79%        | 69%                                  | 88%        | 48%       | 62%        | 67%        |
| Fraud                                | 0%                                   | 0%         | 0%         | 0%         | 0%         | 0%                                 | 0%         | 0%         | 0%         | 0%         | 0%                                  | 0%         | 0%         | 0%         | 0%         | 0%                                   | 0%         | 0%        | 0%         | 0%         |
| Homicide                             | 0%                                   | 100%       | 0%         | 100%       | 100%       | 0%                                 | 33%        | 0%         | 100%       | 67%        | 0%                                  | 0%         | 0%         | 50%        | 50%        | 0%                                   | 0%         | 0%        | 100%       | 100%       |
| Miscellaneous Crimes                 | 19%                                  | 11%        | 18%        | 17%        | 16%        | 15%                                | 15%        | 9%         | 16%        | 14%        | 23%                                 | 16%        | 22%        | 22%        | 21%        | 15%                                  | 22%        | 19%       | 14%        | 18%        |
| Non Notifiable Offences              | 0%                                   | 0%         | 0%         | 0%         | 0%         | 0%                                 | 0%         | 0%         | 0%         | 0%         | 0%                                  | 0%         | 0%         | 0%         | 0%         | 0%                                   | 0%         | 0%        | 0%         | 0%         |
| Other Sexual Offences                | 8%                                   | 7%         | 11%        | 7%         | 8%         | 8%                                 | 13%        | 7%         | 14%        | 10%        | 22%                                 | 9%         | 10%        | 12%        | 13%        | 7%                                   | 12%        | 4%        | 8%         | 8%         |
| Possession of Weapons                | 55%                                  | 44%        | 54%        | 32%        | 46%        | 84%                                | 54%        | 40%        | 57%        | 59%        | 74%                                 | 70%        | 54%        | 49%        | 62%        | 34%                                  | 69%        | 45%       | 35%        | 46%        |
| Public Order Offences                | 7%                                   | 8%         | 11%        | 8%         | 9%         | 7%                                 | 9%         | 8%         | 11%        | 9%         | 13%                                 | 12%        | 19%        | 14%        | 15%        | 10%                                  | 10%        | 9%        | 12%        | 10%        |
| Rape                                 | 5%                                   | 4%         | 4%         | 5%         | 4%         | 9%                                 | 7%         | 6%         | 4%         | 6%         | 21%                                 | 11%        | 6%         | 7%         | 11%        | 5%                                   | 9%         | 2%        | 4%         | 5%         |
| Residential Burglary                 | 5%                                   | 3%         | 5%         | 3%         | 4%         | 6%                                 | 4%         | 3%         | 6%         | 5%         | 7%                                  | 10%        | 5%         | 8%         | 7%         | 5%                                   | 9%         | 6%        | 5%         | 6%         |
| Robbery                              | 11%                                  | 13%        | 32%        | 16%        | 18%        | 23%                                | 23%        | 15%        | 17%        | 19%        | 19%                                 | 8%         | 16%        | 18%        | 16%        | 15%                                  | 25%        | 12%       | 22%        | 19%        |
| Shoplifting                          | 30%                                  | 33%        | 32%        | 28%        | 31%        | 26%                                | 31%        | 22%        | 36%        | 29%        | 39%                                 | 33%        | 37%        | 33%        | 35%        | 25%                                  | 22%        | 26%       | 37%        | 28%        |
| Theft From the Person                | 3%                                   | 4%         | 3%         | 3%         | 3%         | 4%                                 | 3%         | 2%         | 4%         | 3%         | 10%                                 | 10%        | 0%         | 5%         | 6%         | 11%                                  | 3%         | 8%        | 0%         | 5%         |
| Vehicle Crime                        | 4%                                   | 4%         | 3%         | 2%         | 3%         | 4%                                 | 4%         | 3%         | 3%         | 4%         | 7%                                  | 4%         | 5%         | 5%         | 5%         | 3%                                   | 6%         | 4%        | 11%        | 6%         |
| Violence with Injury                 | 17%                                  | 19%        | 17%        | 12%        | 16%        | 15%                                | 17%        | 13%        | 19%        | 16%        | 24%                                 | 20%        | 17%        | 16%        | 19%        | 10%                                  | 14%        | 11%       | 20%        | 14%        |
| Violence without Injury              | 10%                                  | 10%        | 11%        | 7%         | 9%         | 7%                                 | 10%        | 8%         | 9%         | 8%         | 12%                                 | 12%        | 13%        | 11%        | 12%        | 8%                                   | 10%        | 7%        | 8%         | 8%         |
| <b>Overall Positive Outcome rate</b> | <b>15%</b>                           | <b>11%</b> | <b>13%</b> | <b>10%</b> | <b>11%</b> | <b>11%</b>                         | <b>13%</b> | <b>10%</b> | <b>14%</b> | <b>12%</b> | <b>18%</b>                          | <b>15%</b> | <b>16%</b> | <b>16%</b> | <b>16%</b> | <b>11%</b>                           | <b>13%</b> | <b>9%</b> | <b>12%</b> | <b>11%</b> |
|                                      | % change since previous year -29.00% |            |            |            |            | % change since previous year 3.51% |            |            |            |            | % change since previous year 36.44% |            |            |            |            | % change since previous year -31.06% |            |           |            |            |

During this financial year the force introduced a better menu system to allow easier access to other reporting methods, for example call backs and social media. Station Enquiry Officers (SEO) have been established to provide resilience to contact handling (switchboard and email) when needed.

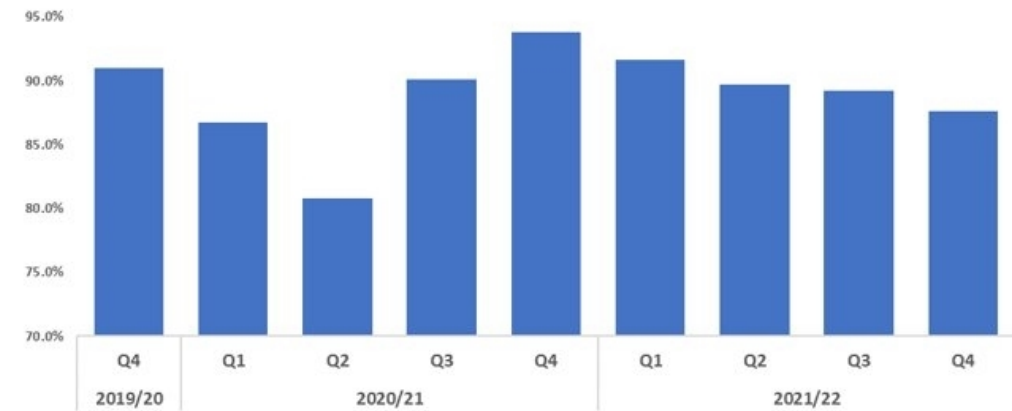
Over the coming year Gwent Police will invest in technology and analysis to further understand the demand from 101, allowing further improvements to be made to reduce demand and waiting times for 101 users. Gwent Police will also continue to invest in recruitment to ensure the teams within the control room are maintained at establishment levels (more below). National data has now been published to allow police forces to compare their 999 performance, with learning being shared at national working groups. The PCC is on the national steering group in relation to the publication of similar data publication showing 101 performance.



101 Abandonment Rate (Q1 2019/20 - Q4 2021/22)



999 Service Level (Q4 2019/20 - Q4 2021/22)



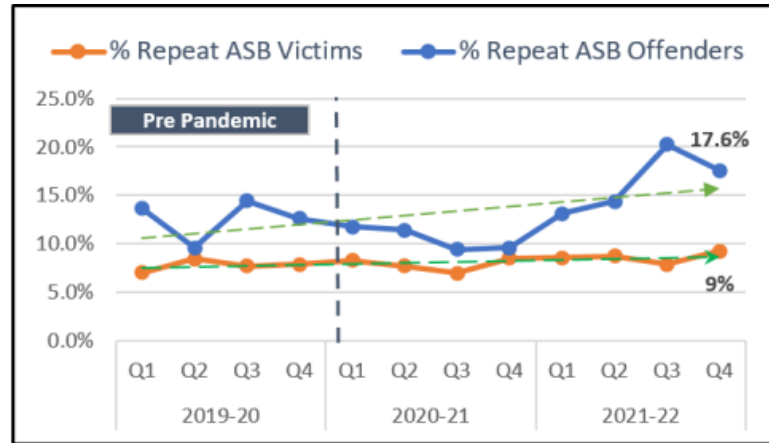
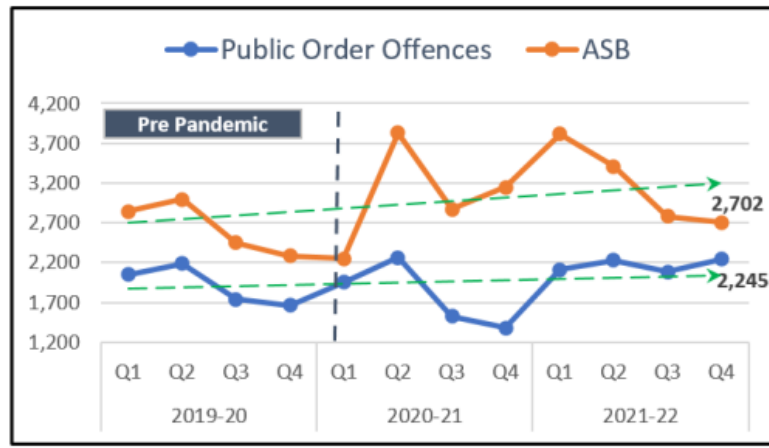
% of 101 calls abandoned – includes those opting for callback

% of 999 calls answered in 10 seconds

# Priority 1. Keep Neighbourhoods Safe

Tackling crime and anti-social behaviour that impacts the safety and well being of communities in Gwent

## Reduce Public Order and Anti-social Behaviour (ASB), and the Number of People who Repeatedly Carry Out These Acts



Gwent Police continue to work towards reducing PO offences by working with partners in each Local Authority through dedicated problem solving hubs (PSHs). The force’s focus on crime data integrity have also contributed to this decrease as offences are better categorised and recorded.

ASB repeat offenders fell in Q4, following an upward trend over the previous three quarters. The force are reviewing data quality to determine ‘genuine’ repeats, rather than those who have multiple incidents attached to one occurrence. The force and the OPCC are developing an offender strategy which will seek to address repeat offending.

### What have the PCC and OPCC Done?

#### Holding the Chief Constable to Account:

Thematic Areas Covered at SPB:

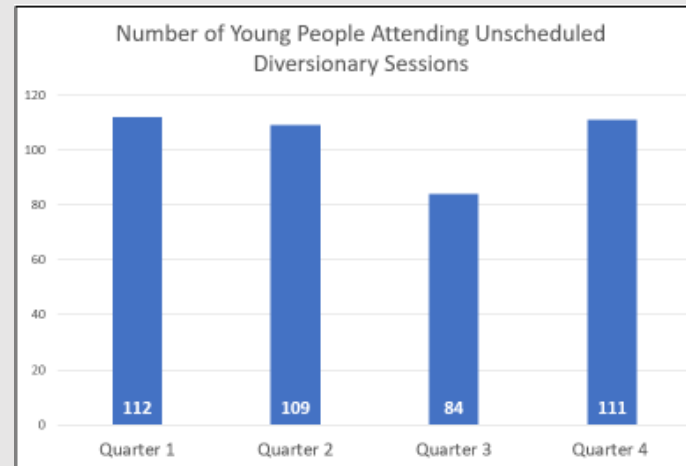
- There has been a decrease in Anti-Social Behaviour (ASB) which also indicates an improvement in crime data integrity, as more ASB incidents are being recorded as crimes. Improvements in recording public order offences have increased overall crime figures in Gwent.
- The Force will be focussing on increasing the use of community resolutions for public order crimes and crime against communities.

#### Policy, Projects and Partnerships:

The OPCC continue supporting the national agenda to improve performance tackling ASB by attending the Home Office ASB Strategic Board. The Board is focussed on national practice and promoting ASB awareness.

The PCC is leading on Local Policing for the Association of Police and Crime Commissioners, covering both ASB and Public Order. The PCC engages with the Home Office and National Police Chiefs Council on these matters with a view to boost performance in these areas.

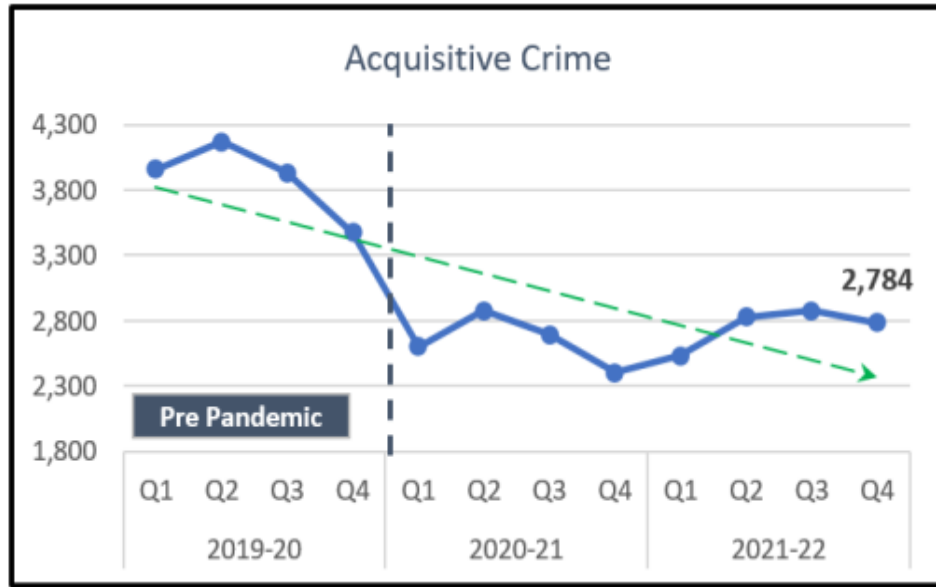
#### Funding and Commissioned Services:



Funded by the PCC, Positive Futures engages with children and young people at risk of engaging in crime and ASB, by using sport and other diversion activities. The graph above shows the number of young people who attended an unscheduled ASB diversionary sessions delivered across Gwent over the past four quarters. The numbers account for each individual young person and do not count repeat attendance. These sessions are a dynamic and evidence-based response to emerging ASB identified by the force and community safety partners. The sessions are delivered in response to demand and so may fluctuate.



## Reduce Acquisitive Crime and Repeat Offenders



Acquisitive crime consists of burglary, robbery, vehicle crime, shoplifting and theft. The graph above shows a downward trend from Q1 2018-19 to Q4 2020-21.

Gwent Police have established the 'We Don't Buy Crime' (WDBC) initiative to reduce acquisitive crime. WDBC utilises a range of prevention activities, working with the public and local businesses to help reduce acquisitive crime. These activities range from marking property with asset recovery technology such as smart water through to community engagement and education on how to improve the safety and security of our property.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

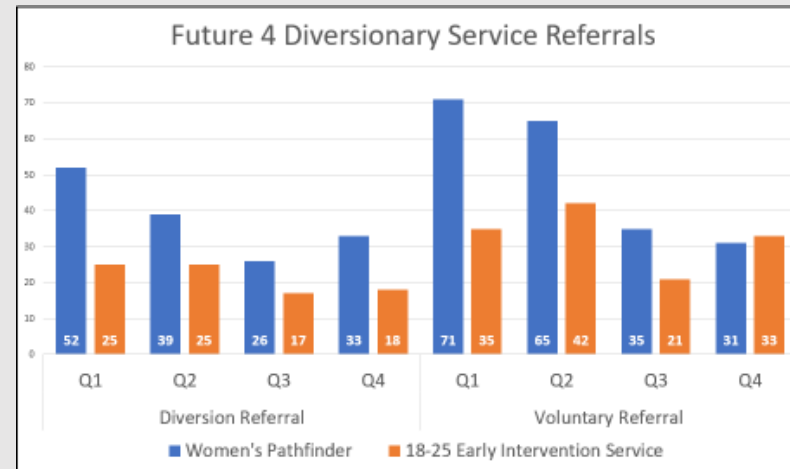
*Thematic Areas covered at SPB:*

- Decreases in acquisitive crime during Covid have been maintained. WDBC has contributed to this decrease since launching in 21/22. The Force are 10th nationally and 4th out of 8 in their most similar group for density of acquisitive crime over the last 12 months. Acquisitive crimes such as robbery, burglary and vehicle crime have reduced by almost 30% over the last 2 years

#### Policy, Projects and Partnerships:

The OPCC has ensured that WDBC forms a consistent part of our communications and engagement activity. In January, the OPCC attended a WDBC crime prevention event property marking mobility scooters to deter theft. In February, the OPCC accompanied the WDBC to provide free forensic property marking kits to residents in the Croesyceiliog and Llanyrafon Community Council community council area.

#### Funding and Commissioned Services:

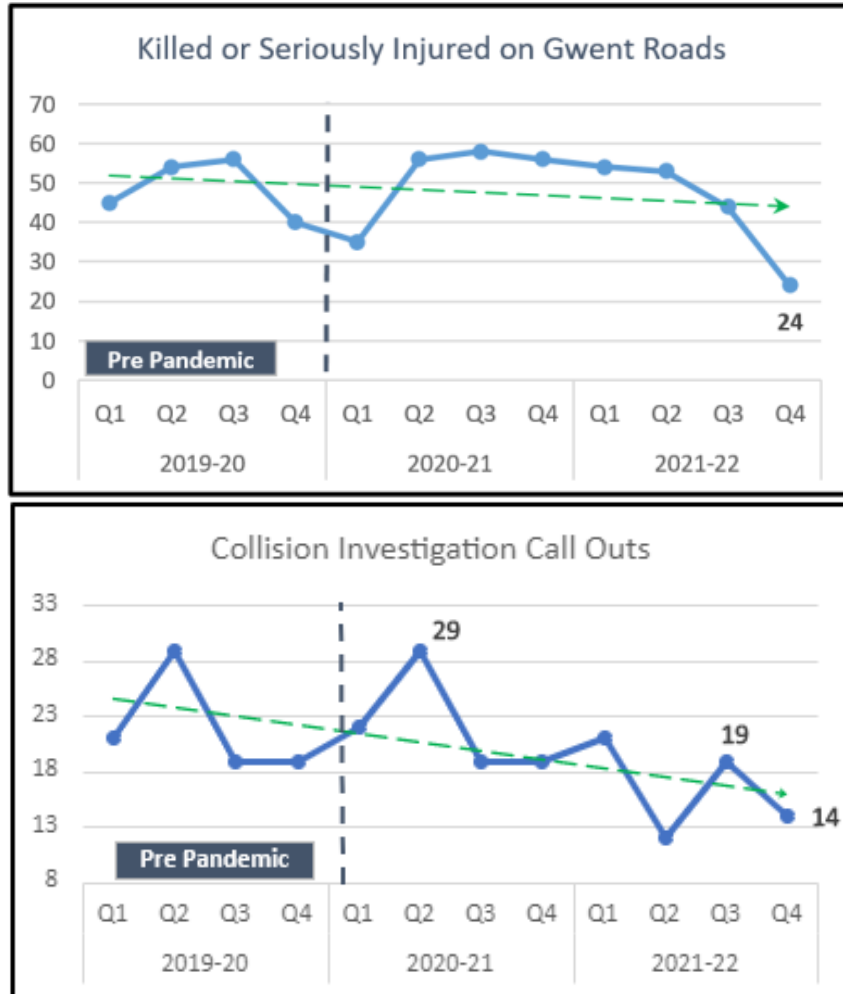


The OPCC has provided funding for the delivery of innovative diversionary programmes, 18-25 Early Intervention Service and Women's Pathfinder, in Gwent. These services support those entering the criminal justice system, addressing criminogenic needs to reduce reoffending. The support delivered by Future 4 helps young adults and women referred into the service achieve positive outcomes such as getting access to accommodation, improving their financial situation, gaining employment and improving their overall health and wellbeing. These are vital developments in helping to reduce re-offending.

# Priority 1. Keep Neighbourhoods Safe

Tackling crime and anti-social behaviour that impacts the safety and well being of communities in Gwent

## Improving the Safety of Roads Throughout Gwent



The downward trend in number of people killed or serious injured (KSI) in Gwent fell seen since Q2 in 2020/21 continued in Q4, which saw a significant drop. There were 14 collision investigation callouts in Q4, a reduction in line with broader downwards trends observed in the graph above.

In Q4 Gwent Police ran a number of operations targeted at improving road safety in Gwent. Throughout February, the force participated in a nation-wide operation focused on drivers using their mobile phone behind the wheel. In January and March, the force undertook Operation Tramline, a initiative using an unmarked HGV to tackle motoring offences on the M4. Op Tramline in March saw the force detect more than 40 offences over a four day period. Those caught were later stopped by officers.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

The OPCC acknowledges that there is a current gap here and is working with the force to determine what information is necessary to inform and understand performance in this area.

#### Policy, Projects and Partnerships:

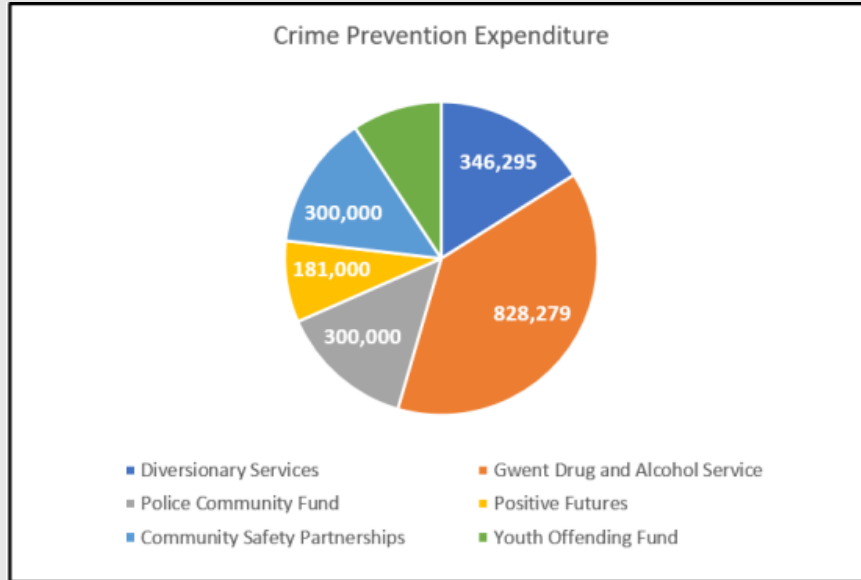
The OPCC have supported Welsh Government's 20mph speed limit reduction pilot. This pilot has been introduced ahead of Welsh Government's planned move to reduce 30mph zones to 20mph. As the PCC roads policing lead for Wales, the PCC is monitoring the findings of the pilot, including associated public engagement work.

#### Funding and Commissioned Services:

The OPCC have identified a service gap in road safety provision and an opportunity for investment into this area. In line with the PCC's commitment to improve the safety of the roads through Gwent through scrutiny of Gwent Police's performance and working alongside partners, the OPCC is considering options for funding. This will inform the OPCC's commissioning intentions strategy.

### What have the PCC and OPCC done?

#### Funding and Commissioned Services:



The OPCC has made substantial funding available for crime prevention initiatives. This includes innovative and forward thinking diversionary schemes, such as Women’s Pathfinder and 18-25 Diversion Service, and multi-agency partnership arrangements, including the Youth Offending Services and Community Safety Partnerships across Gwent. Funding is also made available to services and community-based projects through the Police Community Fund. This fund has been set up to provide funding to services working to improve the well-being and life outcomes of children and young people by preventing them from becoming involved in crime.

#### Case Study:

#### Caerphilly Youth Offender Service - Bureau

X is 15 years old and was referred to YOS to attend Bureau panel for a common assault. X was diagnosed with Autism at the age of 7. X can struggle at times articulating what they are thinking or following instructions given. They also struggle with controlling emotions/temper.

At Bureau, X received a youth caution. The proposed intervention plan was agreed and consisted of:

- Build a positive relationship with their YOS worker and maintain weekly contact
- To consider the impact their actions have on others
- To explore and use strategies to manage their emotions and temper
- Write a letter of apology to the victim
- Explore ways to manage conflict and difficult situations safely
- To consider the risks of fighting and watch the ‘One Killer Punch’ video

X’s engagement throughout the intervention was very good and he was seen mostly face to face, with the occasional phone contact. X showed intrigue and enthusiasm during the sessions and discussions held. In relation to the offence, X displayed remorse and recognises his actions were wrong.

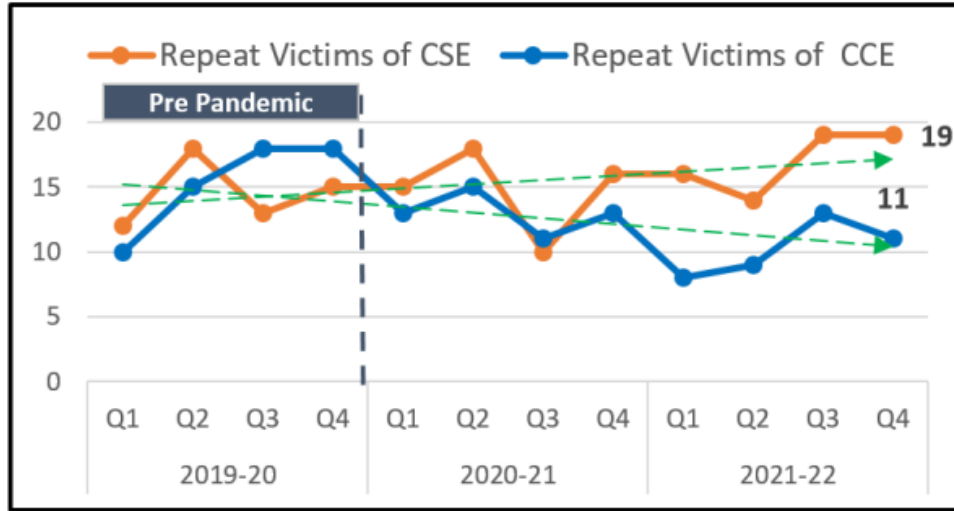
At the closure stage, X had continued to engage positively, and voiced enjoying the input and sessions with the YOS. Their engagement throughout was excellent and they kept all planned 19 appointments over the duration of the intervention, with the plan being fully completed. The letter of apology written to the victim was very well received and the victim reported being “very satisfied” with the YOS process, updates and apology letter.

**NOTE:** Due to the range of offenders supported, Future 4 Diversionary Service is included in both Keep Neighbourhoods Safe and Combat Serious Crime expenditure.

# Priority 2. Combat Serious Crime

Preventing and reducing crimes that cause significant harm to communities and victims

## Reduce the Number of Repeat Victims of Child Criminal and Sexual Exploitation



The number of repeat victims of CCE has followed a downwards trend since 2019-20, while repeat victims of CSE has tracked upwards. The number of repeat CSE victims stabilised in Q4 after seeing a notable increase in Q3.

The severity of harm from CSE and CCE necessitates a robust policing and partnership response. Gwent Police have established Operation Quartz, consisting of two dedicated CSE/CCE exploitation teams in the East and West local policing areas. Operation Quartz is in place to make sure the organisation is well equipped to deal with CSE/CCE, prevent victimisation, identify people at risk and take appropriate measures to protect them and relentlessly pursue perpetrators, using a range of tactics to prosecute and/or disrupt their activities.

The force also work closely with partners through Multi-agency Child Exploitation (MACE) meetings. MACE meetings provide a forum to discuss children being exploited and take action across different agencies in order to support victims, prevent further harm and disrupt offenders.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

Thematic Areas Covered at SPB:

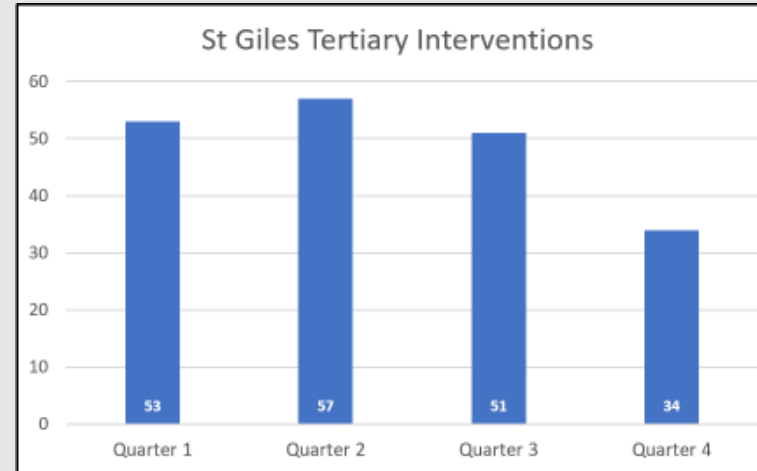
- The OPCC received the force’s annual presentation on compliance with safeguarding, which included an update on MACE meetings and Safeguarding Hubs. The force were thanked for the assurance the report provided.

At the force’s Rape Steering Group, the OPCC enquired about the increase in child sexual abuse. The force stated that this was due to better identification and increased confidence to report.

#### Policy, Projects and Partnerships:

The OPCC are working with Newport City Council on a pilot to support vulnerable children and families. The pilot is supporting those believed to be at risk of criminality and exploitation (criminal or sexual). The pilot currently has 10 children on the case load, receiving intensive needs-based support. This support is also linking in with families in order to address underlying issues within the home that may contribute to children’s vulnerability.

#### Funding and Commissioned Services:



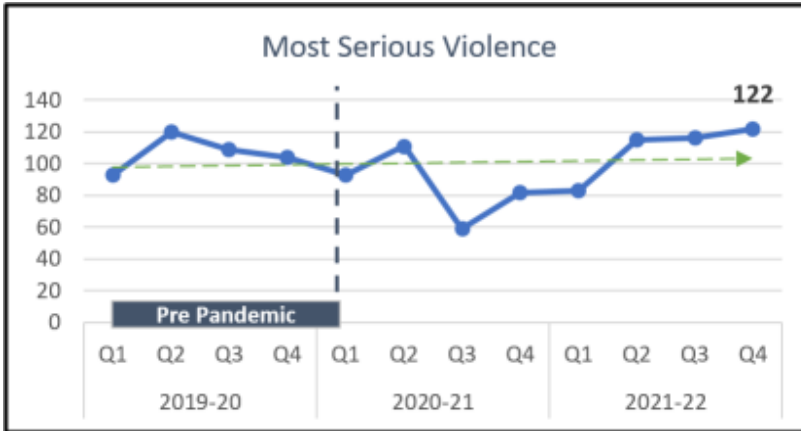
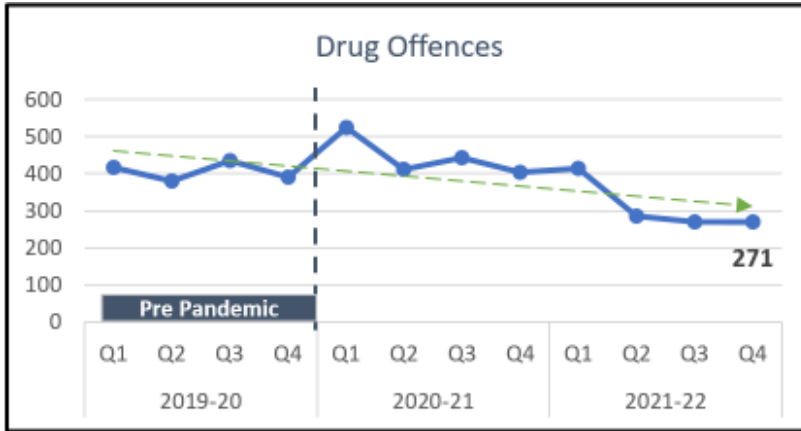
The OPCC provides funding to St Giles Trust to support children and young people at risk of or currently being exploited. The graph above shows the number of 1-1 tertiary interventions delivered by St Giles over the last three quarters. A tertiary intervention refers to support work given to children and young people known to be exploited. The purpose of this work is to help children and young people exit from exploitation, thus helping to reduce repeat victimisation.



# Priority 2. Combat Serious Crime

Preventing and reducing crimes that cause significant harm to communities and victims

## Increase Disruption of Serious Organised Crime, and Reinvest Assets Seized Back into Communities



Drug offences, which form a significant part of SOC targeted by the force, have fallen notably over the past four quarters. There has been significant seizures of cash and drugs through collaborative work with the Regional Organised Crime Units in Q4. Operation Airbus resulted in 18 arrests, seizure of 40 kilos of amphetamine and £200,000 worth of jewellery which resulted in sentences of 12 years for the offenders. The Organised Crime Team were commended by the Judge for their work.

During the pandemic serious violence declined but has since risen above pre-pandemic levels. To better understand causation of and to lower serious violence, the force regularly submit data to the Wales Violence Prevention Unit. This facilitates an evidence-based approach to prevention.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

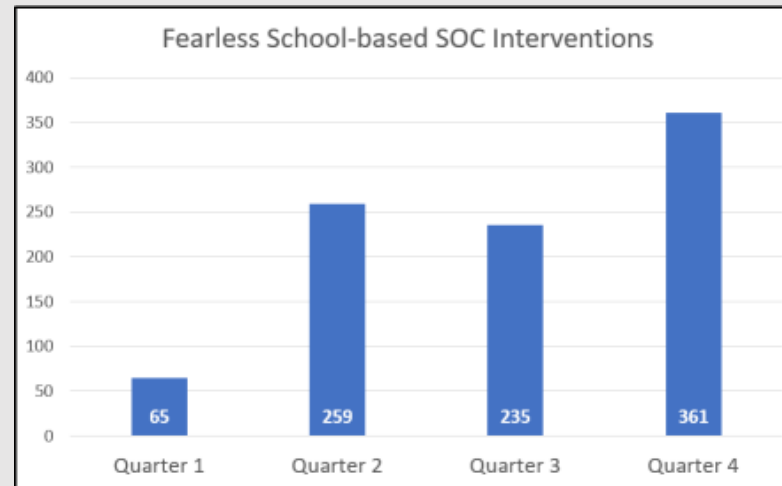
Thematic Areas covered at SPB:

- Gwent Police discussed Operation Utah, which continues to target illegal vehicles throughout the whole of Gwent. During National County Lines Intensification Week, one vehicle was stopped containing £36,000 in cash and designer clothes worth £10,000 and searches at associated addresses recovered significant quantities of drugs.

#### Policy, Projects and Partnerships:

The OPCC has promoted fraud awareness campaigns driven by Action Fraud and additional awareness about localised scams highlighted by the force's Cyber team. This messaging provided primary prevention on SOC cyber-enabled fraud. The OPCC are also working with the force's Cyber team to provide cybercrime prevention advice to Torfaen Business Voice, a local business group. This work will help businesses become cyber-secure and disrupt SOC fraudsters.

#### Funding and Commissioned Services:

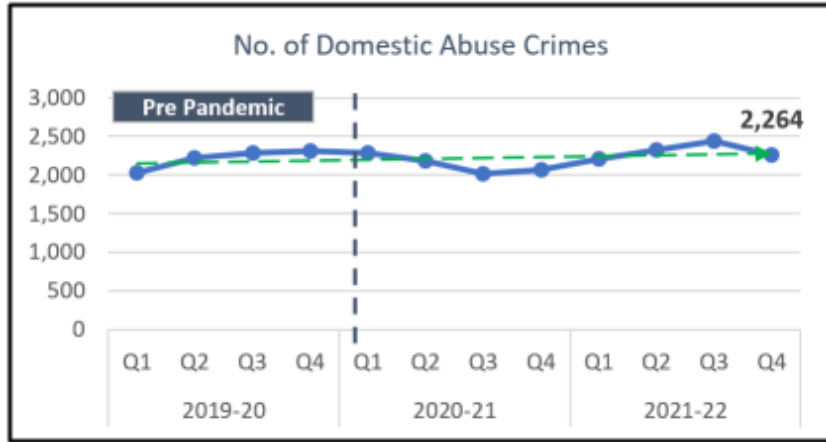
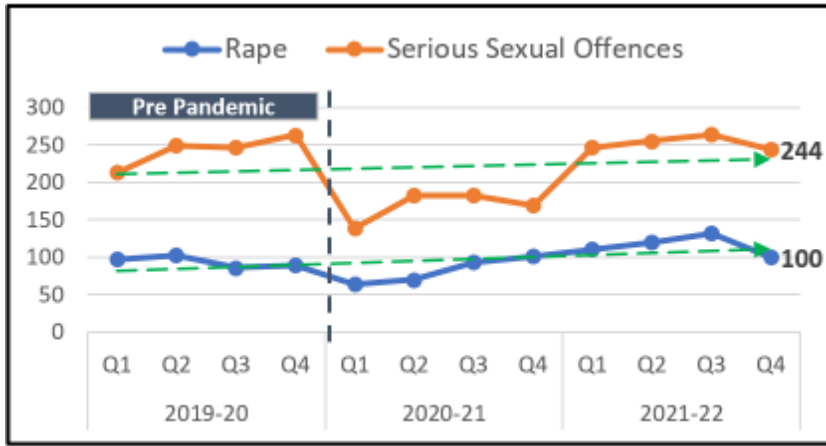


The OPCC has provided funding to Fearless to deliver interventions to secondary school children, with a focus on the risks of SOC, county lines and serious violence. Fearless supports the PCC's commitment to disrupting SOC by reducing opportunities for serious organised criminals to recruit and exploit children and young people for illegal activity such as illicit drug supply. The table above shows the number of children engaged with over the last financial year. Q1 numbers were low due to Coronavirus restrictions. Q4 saw an increase as Fearless has been increasing outreach by delivering SOC interventions in community spaces such as youth centres.

# Priority 2. Combat Serious Crime

Preventing and reducing crimes that cause significant harm to communities and victims

## Improve the Overall Criminal Justice Response to Violence Against Women, Domestic Abuse and Sexual Violence



The force have been successful in their bid to be part of phase two of Operation Soteria. Through Home Office funding the force will adopt a new approach to investigating offences of rape with greater focus on suspects and dedicated specialist rape investigation teams. The aim is to reduce the likelihood of re-offending, ensure investigations are more effective and deliver immediate access to justice for victims. A streamlined business case has been completed and agreed at the Service Improvement Board in May for a new dedicated Rape and Serious Sexual Offences (RASSO) team.

The force have been working with the Crown Prosecution Service (CPS) to review prosecutions and improve the quality of case file submissions. The force and the CPS have established scrutiny panels to review cases and improve the service for victims of serious sexual assault, rape and domestic abuse.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

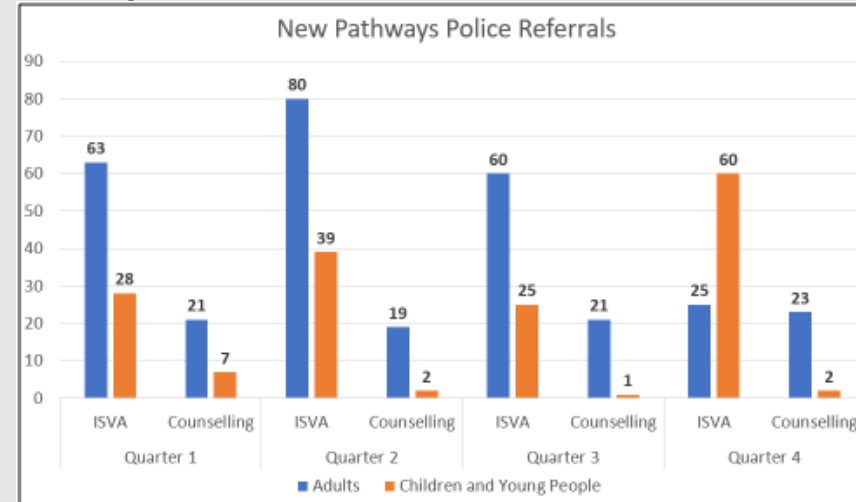
Thematic Areas Covered at SPB:

- The Force stated that they have been focussing on increasing reporting of violence against women and girls. Reporting rates have increased by 50% which indicates that public confidence in increasing. Work is ongoing to improve the systemic issues within the Criminal Justice system and secure better outcomes for victims. The Force are 10th nationally for positive outcomes.

#### Policy, Projects and Partnerships:

The OPCC commissioned Welsh Women's Aid (WWA) to conduct research into support available for children experiencing domestic abuse. The OPCC Strategy Team are working close with WWA to support the research. The findings from the final report will help inform commissioning intentions in this business area.

#### Funding and Commissioned Services:



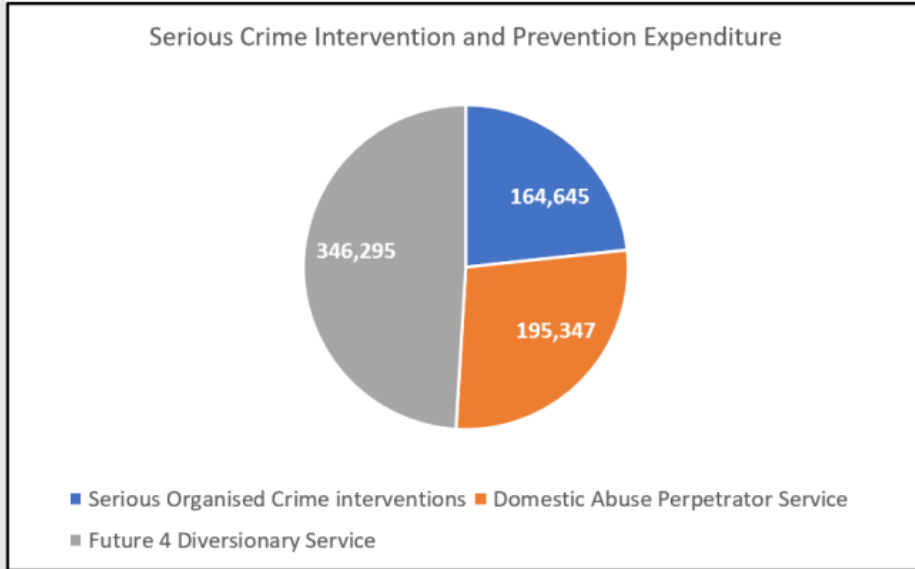
The graph above shows police referrals into New Pathways specialist Independent Sexual Violence Advisor (ISVA) and counselling services for victims of RASSO. As the graph shows, there was an increase in ISVA referrals for children and young people. This is in line with a recent observed trend which has seen an increase in the number of children disclosing RASSO in Gwent. ISVA referrals for adults dipped in Q4, which reflects the reduction in RASSO overall seen in this quarter.

17.7% non-engagement rate for ISVA referrals

17.8% non-engagement rate for counselling referrals

### What have the PCC and OPCC done?

#### Funding and Commissioned Services:



The OPCC commissions three key services to work with offenders who have committed a serious criminal offence. These are the Serious Organised Crime interventions, which work with children involved in serious violence and crime, Phoenix Domestic Abuse Service’s perpetrator programme and the Future 4 Women’s Pathfinder and 18-25 Diversionary Service. Future 4 works across a range of crime types, including RASSO and domestic abuse. These services are emblematic of the PCC’s ambition to address not just crime, but the causes of crime in order to prevent re-offending and reduce the risk of harm to potential future victims.

#### Case Study: New Pathways ISVA Service

Client A is a 15 year old female who experienced sexual touching from an older family friend. From initial referral into the service, the investigation and the CPS decision took 10 months. During this time, an ISVA worked with the client on grounding techniques, liaised with the school to increase wellbeing support and made sure that the client felt she was able to contact her ISVA.

Client A’s mental health deteriorated, and they started self-harming. Client A was subsequently referred to New Pathways for counselling and pre-trial therapy. On the day that Client A was due to give pre-recorded video evidence, they disclosed that they had taken an overdose. Client A was taken immediately to hospital. The appropriate safeguarding referrals were made, and the ISVA had contact with the hospital and Client A’s mother during her stay.

During the next 2 weeks the ISVA kept in regular contact with Client A and also with the other agencies involved. The CPS were supportive. Client A gave evidence two weeks later.

The ISVA completed two sessions with Client A on flashbacks, which she found this very useful as they had been experiencing flashbacks more frequently. Post-court, Client A felt that all of her needs had been met and advised that her flashbacks had reduced and she was ready to start the next chapter of her life. Client A said “you have been perfect, thank you so much for what you have done for me”.

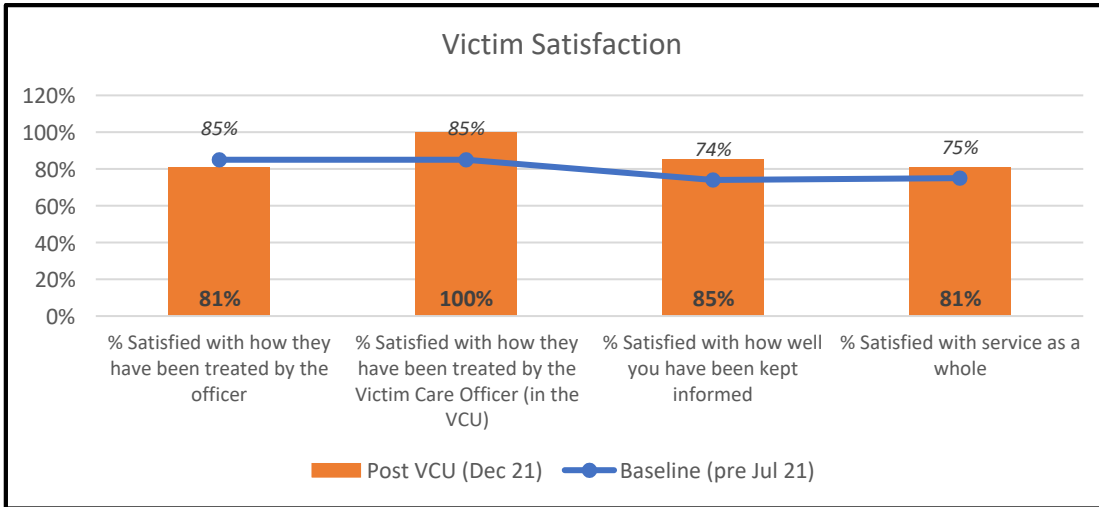
**NOTE:** Due to the range of offenders supported, Future 4 Diversionary Service is included in both Keep Neighbourhoods Safe and Combat Serious Crime expenditure.

# Priority 3. Support Victims and Protect the Vulnerable

Providing high-quality support to victims of crime and protecting those who are most vulnerable from harm

## Improve Victim Services and Ensure the Needs of Victims are Identified and Responded to Appropriately Through Connect Gwent and the Victim Care Unit

The implementation of the Victim Care Unit (VCU) has seen continued improvement in compliance with the Victims' Code of Practice (VCoP) and for victim satisfaction. The VCU aim to contact all victims within 5 working days to offer a robust needs assessment, refer to tailored support where needed and remain in regular contact with them to ensure and advocate their rights under the VCoP. During Q4, 13,300 victims were referred into the VCU.



The Gwent Remote Evidence Site (RES) went live at the end of March 2022. The RES will enable victims and witnesses of crimes such as rape and sexual assault to provide evidence to the courts by live video link from a different location to that of the court. Usage will be overseen by the RES Steering Group and monitored by the Gwent Criminal Justice Strategy Board (GCJSB).

Gwent Police is in the process of establishing a pilot for a Special Measures Advisor which will support the uptake of special measures for vulnerable victims, including the use of RES to provide evidence. This will be monitored through existing governance processes.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

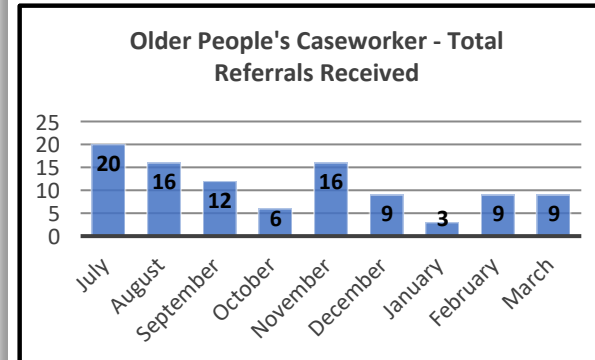
Thematic Areas Covered at SPB this quarter:

- The force stated that rape reporting rates have increased by 50%, indicating an increase in public confidence.
- The force acknowledged that outcome rates for domestic abuse victims require improvement, a requirement shared with other force areas. Plans are in place to improve positive outcome rates, such as focused training and the introduction of the Domestic Abuse File Build Team to help ensure cases reach court more quickly. This should also help to reduce the number of victims withdrawing from cases.

#### Policy, Projects and Partnerships:

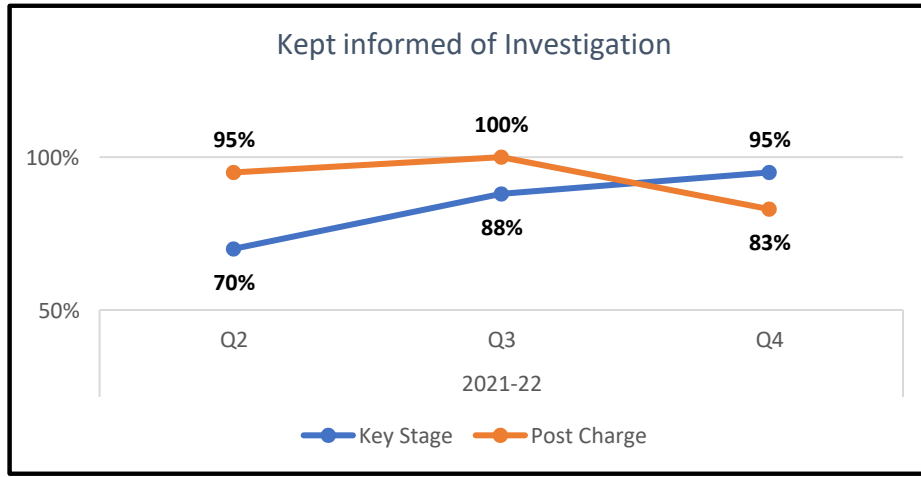
During this quarter, OPCC staff attended an Honour Based Abuse (HBA) and Forced Marriage (FM) training session hosted by the Ethnic Youth Support Team (EYST) Wales. The session provided an overview of the impact of HBA and FM on people in England and Wales, allowing staff to gain insight into how to spot the signs and help victims when engaging with the public.

#### Funding and Commissioned Services:



The OPCC has continued to commission an Older People's Caseworker as one of the services available through Connect Gwent. During the year, 100 referrals were received, with 30% for victims of violence against the person. The most common outcome from needs assessments was a mental or physical health need. Onward referrals were made to both partner and external agencies.

## Increase the Timeliness of Police Investigation Updates Provided to Victims



The Victim Care Unit (VCU) continues to work closely with the Witness Care Unit (WCU) to ensure that victims are kept informed of investigations and case progression at key points in the criminal justice process. **The above table shows the quarterly dip sample of cases carried out by the force.** During Q4, both teams experienced a period of staffing changes which led to temporary under-resourcing. This has since been resolved with new staff now contributing to the service.

The OPCC collates compliance data for timeliness of updates to victims as part of the **Victims Codes of Practice (VCOP)** Compliance Dip Sample across the whole criminal justice system. This shows that information is being provided with as appropriate to the circumstances within the required timescales. Q2 and Q3 cases largely pre-date the creation of the VCU and the historic performance is reflected in the data.

| Victim Updates Provided Within VCOP Timescales (20 cases per quarter) | Q2 (Baseline) | Q3   | Q4  |
|---|---------------|------|-----|
| Arrest / Voluntary Attendance   | 70%           | 44%* | 72% |
| Released Under Investigation / Bail                                   | 30%           | 6%   | 61% |
| Charged   | 65%           | 72%  | 83% |

\*Q3 – 5x offenders attended voluntary interview so no arrest made.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

These new measures are currently under development since the introduction of the VCU. The DPCC and Head of Strategy both attend the Victims' Board where there is an opportunity to review performance in this area and support development of the measures needed to reflect performance.

#### Policy, Projects and Partnerships:

During this quarter, the OPCC has continued to lead on the VCoP Compliance Pilot for Gwent. A Task and Finish Group to support the implantation on an all-Wales basis has been established with activity being coordinated through the Criminal Justice Board for Wales Coordinator. The project continues to attract interest from other force areas and the Ministry of Justice.

#### Funding and Commissioned Services:

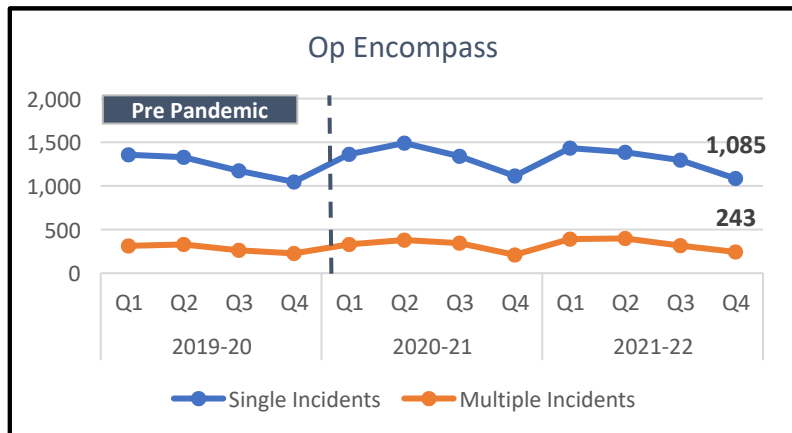
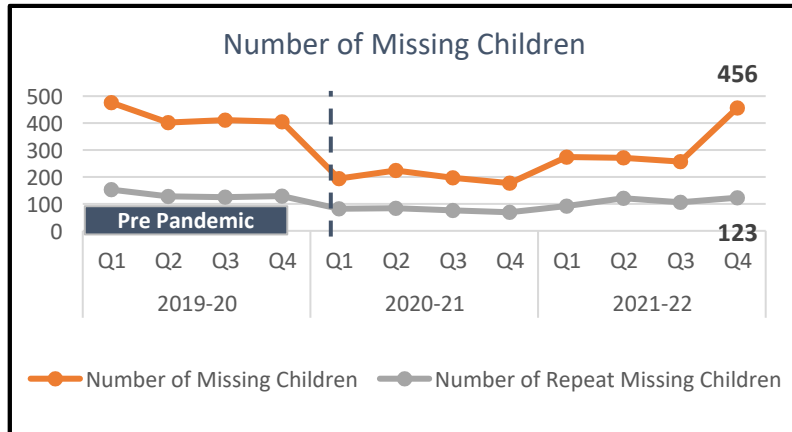
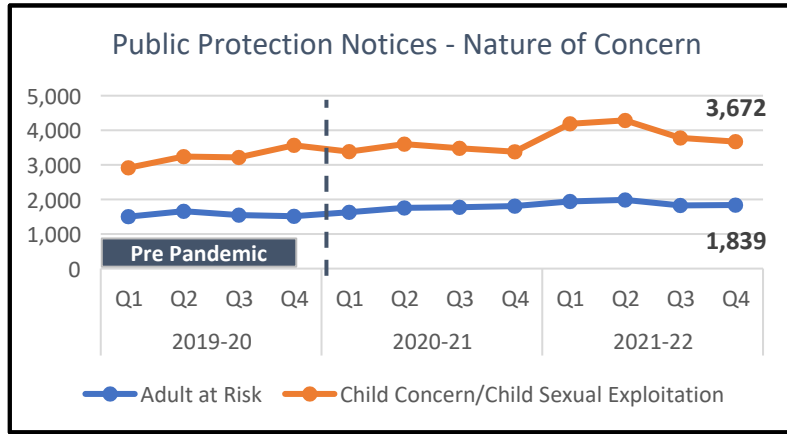
The OPCC continues to collate victim feedback and case studies for individuals supported by commissioned services and funded projects within its contract management processes. Feedback is also obtained from service providers to help identify gaps and opportunities for improvement. This will be used in tandem with the outcomes of Victim Satisfaction Surveys to provide an holistic view of the experiences of victims in Gwent.



# Priority 3. Support Victims and Protect the 89 aged Vulnerable

Providing high-quality support to victims of crime and protecting those who are most vulnerable from harm

## Further Improve Our Work With Partners to Protect Those Most Vulnerable



### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

Thematic Areas Covered at SPB this quarter:  
 - The CC advised that the benefits of investment in Mental Health Practitioners (MHPs) within the FCR continue to be seen, with reductions in police deployments. The team have also been instrumental in developing practice to recognise and address incidents involving Acute Behavioural Disorder and are working with the Welsh Ambulance Trust to develop their own mental health triage service.

#### Policy, Projects and Partnerships:

During this quarter, the OPCC Communications and Engagement Team have worked with the Gwent VAWDASV Communication and Engagement Group to develop the Style it Out campaign for anyone working in the hair and beauty sector. The OPCC promoted the online training sessions to help hairdressers, beauticians and barbers spot the signs of abuse and find out what support is available.

The Welsh Women's Aid research on services affected by DA commissioned by the OPCC (slide 12) will also contribute to this commitment by providing recommendations on how partners can work together better to provide better support services.

#### Funding and Commissioned Services:

The OPCC is working with Gwent Police and South Wales PCC's office and the Probation Service to commission a project aimed at supported prison-leavers aged 18 to 25 in the Gwent and South Wales areas. The project aims to use targeted, trauma-informed interventions that meet the specific needs of young people to focus on key criminogenic issues that underpin the risk of reoffending and exploitation, e.g., accommodation, family relationships, and community reintegration.

Public Protection Notice (PPN) submissions this financial year have followed a similar pattern to last year, with numbers increasing in the first half of the year and reducing in the latter part.

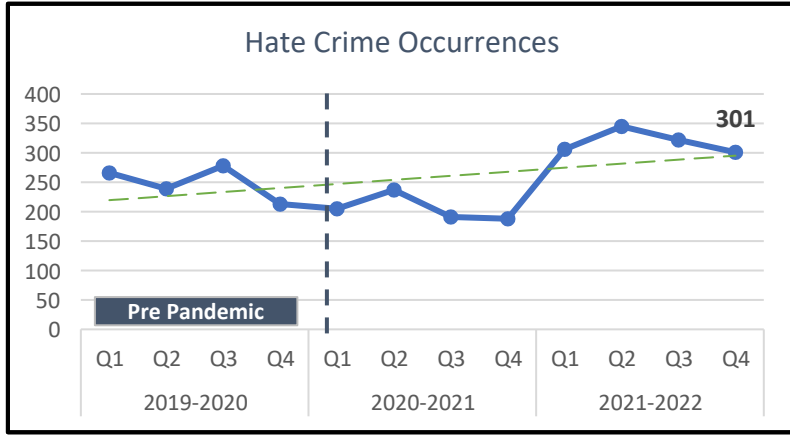
Submissions in quarter four 21/22 reduced by 5% (357 less submissions) to 6,839 when compared to the same quarter 19/20. Submissions in quarter four 21/22 increased slightly by three submissions when compared to the same quarter last year.

The numbers of missing children and repeat missing children have returned to around pre-pandemic levels with the highest demand experienced during the summer. Operation Encompass experienced a similar trend linked to the pandemic, with the lowest numbers recorded during the times that schools were closed for face to face learning. Multi Agency Safeguarding Hubs (MASH) are now established across Gwent to provide a far more collaborative and joined-up approach to tackling these issues.

# Priority 3. Support Victims and Protect the 69<sup>aged</sup> Vulnerable

Providing high-quality support to victims of crime and protecting those who are most vulnerable from harm

## Further Improve Our Work With Partners to Protect Those Most Vulnerable



There has been a significant increase in recorded hate crimes during this financial year when compared with previous financial years (73.1% up on 2019/20, and 57.3% on 2020/21). This rise is partly due to the change in internal recording of hate crime and work that has been ongoing to ensure all such crimes are now recorded correctly. It is also likely down to other work to increase confidence in reporting.

However, quarter four recorded a decrease of 2.3% (eight fewer offences), when compared to the previous quarter. When compared to quarter four of 2019/20, hate crime increased by 131.5% (an additional 196 offences). When compared to quarter four of 2020/21, hate crime increased by 70.8% (an additional 143 offences).

Homophobic hate crime saw a notable increase (to 80 offences) when compared to previous quarters, with the West Local Policing Area (LPA) recording the highest volume of these crimes (70.0%). However, at the same time racial hate crime fell to 159 offences, the lowest reported this financial year.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

Thematic Areas Covered at SPB this quarter:  
 - We were advised that the force have been focussing on increasing crime reporting in areas of vulnerability such as VAWG, hate crime and modern slavery by encouraging victims to report these offences and to have the confidence to report repeat offences.

#### Policy, Projects and Partnerships:

During this quarter:

The OPCC has met with the Umbrella Cymru Children and Young People’s Service to explore and identify better ways of engaging effectively with young victims. This will improve the provision of appropriate safety and support information to children and young people across relevant issues and topics, and increase their participation and engagement with the OPCC.

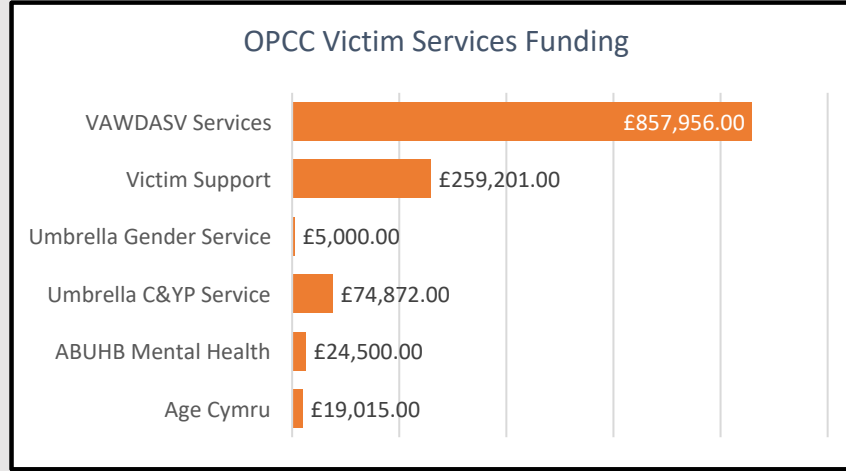
#### Funding and Commissioned Services:

The OPCC continues to provide funding to Umbrella Gwent for the LGBTQ+ Adult Victims of Crime service, based within Connect Gwent. Umbrella Cymru provides support to adults affected by crime and ASB in Gwent, including information, signposting, emotional and practical support and advocacy services. As a specialist support gender and sexual diversity support service, Umbrella Cymru seeks to reduce some barriers that prevent people from accessing generic services. Year-end reporting is currently being compiled as part of the contract management process.

The PCC attended a football session hosted by The Sanctuary, run by the charity The Gap Wales. Working with Newport Live’s Positive Futures initiative The Sanctuary provides weekly football sessions for young refugees in the city. This is one of ways it supports young refugees to live happier, healthier lives and become part of the wider community, whilst potentially preventing them from becoming involved with crime and building community cohesion. Both projects are funded by the OPCC and form part of the PCC’s commitment to safeguarding and supporting vulnerable young people in Gwent.

### What have the PCC and OPCC done?

#### Funding and Commissioned Services:



The OPCC has made substantial funding available to ensure the provision of victims’ services in Gwent. This has enabled the commissioning a specialist services for victims of Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV), including independent domestic abuse and sexual abuse advisors (IDVA and ISVA services), outreach services for victims from ethnic minority communities, and support for male victims of domestic abuse. During the pandemic, additional funding was secured from the Ministry of Justice to provide greater sustainability for VAWDASV services that faced additional challenges due to reduced capacity and increased demand.

The OPCC also provides funding for services that sit within the multi-agency victims’ hub Connect Gwent, such as Age Cymru and the Wellbeing (mental health) Practitioner.

#### Case Study: Older People’s Caseworker (Age Cymru Gwent)

Client A is an 83-year old lady who became a victim of an Attempted Murder crime in her own home. Client A called the police in the early hours of the morning. The rear bathroom window had been smashed by the suspect to gain entry. She awoke to find someone hitting her. On switching on the light there “was blood everywhere” from 2 stab wounds sustained by the victim – one 4cms deep in her left breast and another 3cm deep into her sternum. Client A lives alone and is completely deaf without both hearing aids. She has no living relatives.

Connect Gwent made referrals to Age Cymru Gwent (ACG), Victim Support and ABUHB. A member of the VCU became Client A’s ‘gateway’ to offer services whilst she was hospitalised for a few weeks. Her stay was further prolonged due to a Covid outbreak on the ward.

Client A engaged well with introductory messages. We were very aware that she would likely be very nervous going back home and possibly reluctant to return to meet us face to face. However she returned home and through text contact agreed to our risk assessment and welcomed our collective support. All three services have now visited Client A who remains stoic and is managing very well at home.

Services from Hospital Discharge Service Caerphilly (run by ACG) have been offered including a shopping service, benefit check and monitoring calls / texts – which could be in place for 6 weeks or longer if necessary, free of charge. Client A was grateful to hear of these services but declined, stating that she was already in receipt of Attendance Allowance and that a neighbour helped with shopping.

Following Client A’s agreement, I am working with Care & Repair regarding the new Wi-Fi Lifeline pendants and installation of appropriate Target Hardening items, supplied by Gwent Police. Client A also requested a referral to ACG CHOICES for their ‘paid for’ Gardening Services whose staff are police checked – this was suggested since the suspect was, at the time, providing some gardening services.

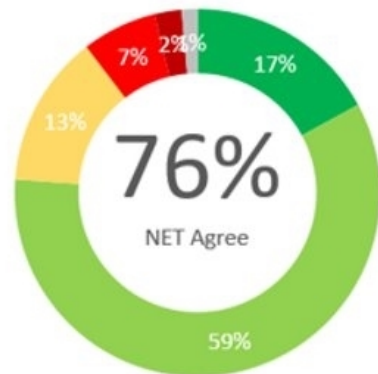
Client A has been “overwhelmed” by the support she has received; this case has been an example of how important and effective coordinated support and services under one roof can really be.



## Increase the Effectiveness of Officer and Staff Engagement with Residents in their Communities, and Community Confidence and trust in Gwent Police

### Public Confidence

- Strongly agree
- Tend to agree
- Neither
- Tend to disagree
- Strongly disagree
- Don't know



Public confidence remains steady at 76%. Confidence has risen in relation to women and girls and ethnic minorities. This will continue to be monitored through the force's internal Culture Board.

| Schedule 3 complaints | Total complaints recorded | Finalised during this period |
|-----------------------|---------------------------|------------------------------|
| Q1 21/22              | 79                        | 8                            |
| Q2 21/22              | 45                        | 14                           |
| Q3 21/22              | 40                        | 13                           |
| Q4 21/22              | 49                        | 17                           |

41 still being investigated

| Non Schd 3 complaints | Total complaints recorded | Finalised during this period |
|-----------------------|---------------------------|------------------------------|
| Q1 21/22              | 107                       | 106                          |
| Q2 21/22              | 113                       | 113                          |
| Q3 21/22              | 94                        | 92                           |
| Q4 21/22              | 89                        | 89                           |

0 Live N-S 3 complaints

Schedule 3 complaints are recorded and assessed under Schedule 3 of the Police Reform Act 2002, whereby the complainant can request a review if they are not satisfied. These are further split into Special Procedures (Misconduct / Gross Misconduct) reviewed by the IOPC; or Non-Special Procedures (handled reasonably and proportionately) reviewed by the OPCC.

89 Non-Schedule 3 early intervention cases (previously regarded as dissatisfaction) were logged during Q4. There are currently no live Non-Schedule 3 complaints. Non schedule 3 (Logged) complaints are dealt with outside of the Police Reform Act 2002

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

Thematic areas covered at SPB this quarter:  
 - The force advised that the Covid Community Dial In has recently moved to a monthly basis as the level of attendance has reduced since restrictions have been lifted. The Force are reviewing the process to ascertain if there are other reasons for the drop in attendance and to identify if other approaches could be used to reinvigorate the process.

#### Policy, Projects and Partnerships:

During this quarter, the OPCC published the results of its bi-annual Complaints File Inspection covering completed Schedule 3 complaints recorded between October 2020 and March 2021. Feedback provided to PSD included clarity over action taken and lessons learned, and difficulty identifying the 28-day updates all complainants should receive during complaint investigations.

#### Funding and Commissioned Services:

As part of the PCC's commitment to keeping neighbourhoods safe and increasing community confidence in policing, the OPCC continues to provide funding to the Positive Futures programme. During the February half term, more than 50 young people from Caldicot took part in a six-a-side football tournament against officers from Gwent Police. The event was hosted by Positive Futures and Mon Life, which delivers Monmouthshire County Council's leisure and youth provision.

The event aimed to build trust and forge positive relations between young people and officers and formed part of the partnership work between the Gwent Police, Monmouthshire County Council, Positive Futures and South Wales Fire and Rescue in response to incidents of ASB in the area.

## Improve the Accessibility of Neighbourhood Police Teams Through a Variety of Contact Channels that Meet the Needs of the Public

Please see slide 5 for data packs in relation to 999 and 101 calls.

**We are working together with Gwent Police to develop and present a richer set of data on this slide in future relating to other ways to contact the force (such as social media channels) and how well local policing teams will be engaging with their communities. This is under development.**

Gwent Police will be reviewing its Control functions and processes, including the social media desk, single online home demand and other related technology. A business case providing the available options is due in 2022.

Gwent Police's Digital Contact Desk continues to receive in excess of 11,000 contacts via social media channels per month.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

Thematic areas covered at SPB this quarter:

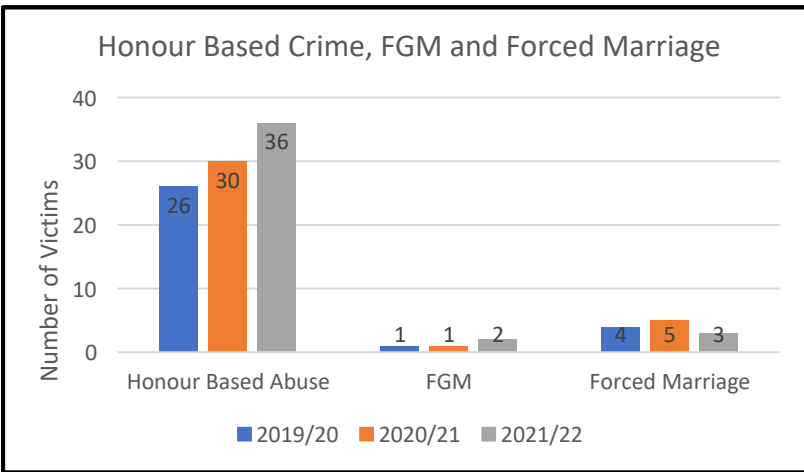
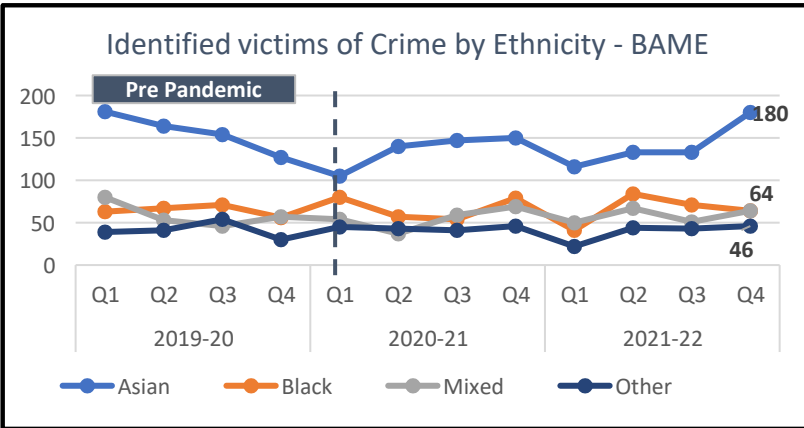
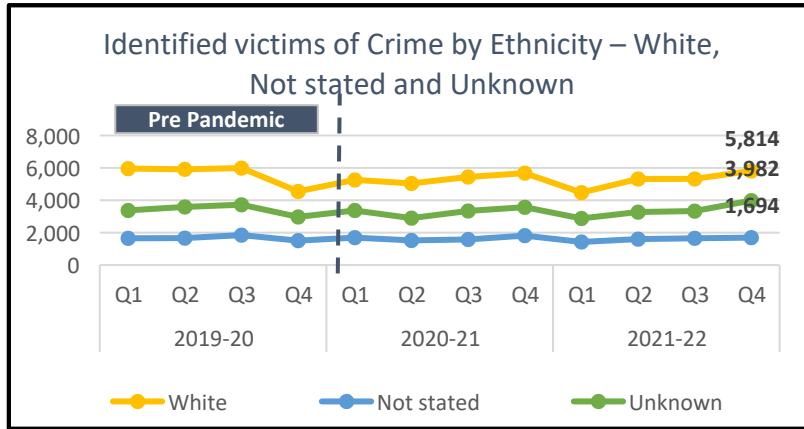
The CC advised that a new Neighbourhood Policing Strategy will be implemented during 2022/23, reviewing the force's approach to community engagement and ensuring arrangements are fit for the future. Professional standards, ethics and culture remain the highest of priorities with a commitment to robustly tackle those that fall below expected standards.

#### Policy, Projects and Partnerships:

During this quarter, the OPCC has led on a review of the Terms of Reference for the Estate Strategy. Engagement with stakeholders is being undertaken within Stage 1 of the Estates Strategy review to ensure their views are captured in the creation of a revised Estate Strategy.

OPCC staff participated in the Criminal Justice in Wales Race Equality Communications, Inclusion and Engagement Task Group to review the draft Community Engagement and Communications Plan to drive better engagement with diverse communities.

## Increase Reporting of Crime by Communities that are Less Likely to Engage with the Police



### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

This remains a crucial issue for Gwent Police and significant focus is being applied to improve performance in this area. Focus from the OPCC in the victims board, the Joint Strategic Equality Plan and other forums is to improve the recording practices to understand this better.

#### Funding and Commissioned Services:

The OPCC have provided funding to Bawso's Outreach Project in Gwent. Bawso provides support for Black minority ethnic communities and individuals who are affected by abuse, violence and exploitation and may not report their experiences to the police. The project commenced in quarter 3 of 2021/22 and as at the end of the financial year, 28 women had accessed support through the service. 15 service users identified with Asian backgrounds, and 5 were of mixed or multiple ethnic groups. 15 individuals were referred to other for external support such as housing, GP, IDVA services, health or legal services.

#### Policy, Projects and Partnerships:

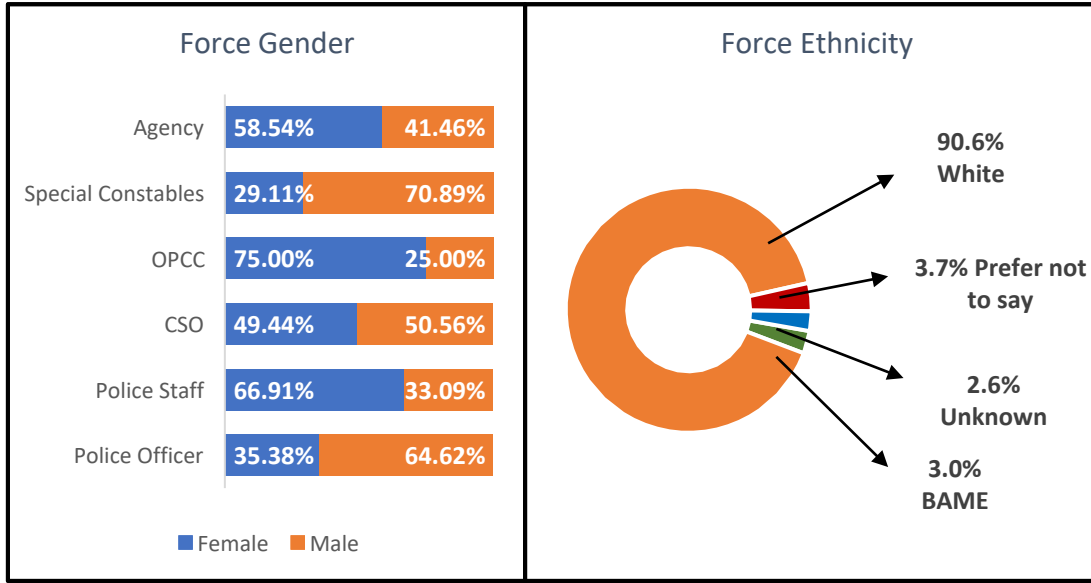
The OPCC continues to engage with Gwent Police's Independent Advisory Group (IAG) as they further develop their critical friend role in force scrutiny processes. OPCC staff are routinely invited to participate in IAG scrutiny groups and attend the main IAG meeting. In addition, OPCC staff are consulted on other related IAG matters to ensure that the PCC's role, function and perspective are recognised and represented.

The OPCC facilitated a Safe Spaces Workshop with Roma pupils from Maindee Primary School, to identify places in the community where they feel safe and unsafe. The session was a follow-up to a meeting between pupils and the Children's Commissioner for Wales, Sally Holland, and the DPCC. Gwent Police officers supported the workshop, and provided reassurance to pupils in response to their concerns. The information provided will be used when developing local policing plans.

With the exception of hate crime which captures ethnicity / race and disability as specific categories, there continues to be a gap with the recording of victim demographic data across protected characteristics. However, during Q4, increases in reporting were recorded for Asian, Mixed and Other ethnicities. The Victim Services team are now starting to record this information more accurately through their needs assessments.

Honour based abuse, female genital mutilation (FGM) and forced marriage continue to be under-reported by the communities that experience them. However, reported incidents of honour based abuse increased during the financial year 2021/22 when compared to previous years. This may reflect improvements in engagement with at-risk communities and the aforementioned increase in ethnic minority community confidence in Gwent Police.

Further Increase Officer and Staff Diversity to Ensure Our Police Service Reflects the Communities that we Serve



As of Q4, there is a gender disparity evident in the workforce for both officers and staff. For officers, females are underrepresented by approximately 16 percentage points (current census data reveals that females make up 51% of the population in Gwent). However, females are overrepresented in the staff workstream area (by close to 16 percentage points).

Gwent Police continue work to recruit officers and staff to create a more representative work force. Year 2 of Operation Uplift has seen an increase in officers from ethnic minority backgrounds. Overall representation has increased from 2.5% at the end of the 2020/21 financial year to 3.4% at the close of the last financial year. Ethnic minority representation in staff is even lower at 1.93%. In spite of the increase in representation, disparity remains.

There is a continued commitment and focus on supporting new officers through the recruitment process as well as once 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 improve retention of candidates from protected groups.

What have the PCC and OPCC done?

**Holding the Chief Constable to Account:**

Thematic areas covered at SPB:

- The force advised that, as part of the 'Safe To Say' campaign, data quality for officer and staff protected characteristics has improved considerably. The percentage of police officers declaring disabilities has increased from 2.2% at the end of the 2020/21 financial year to 6.1% at the end of the last financial year. This is a significant improvement that allows far superior insight into the workforce.

**Policy, Projects and Partnerships:**

The OPCC continues to work to the Welsh Language Standards imposed on the PCC by the Welsh Language Commissioner (WLC) in delivering internal and public Welsh language services. During Q4, staff met with the WLC's Compliance Officer who undertook a review of the OPCC's compliance against the Service Delivery, Policy Making, and Operational Standards in place. Feedback was highly positive, with recognition of the governance processes in place to support organisational compliance. The OPCC's Annual Welsh Language Standards Compliance Report will be published in September.

The Commissioner has a statutory obligation to publish the number of staff in their team, including the proportion of staff who are women, and (where disclosed) are members of an ethnic minority and / or have a disability. The OPCC team currently includes the following staff, with no recorded change since the last quarter:

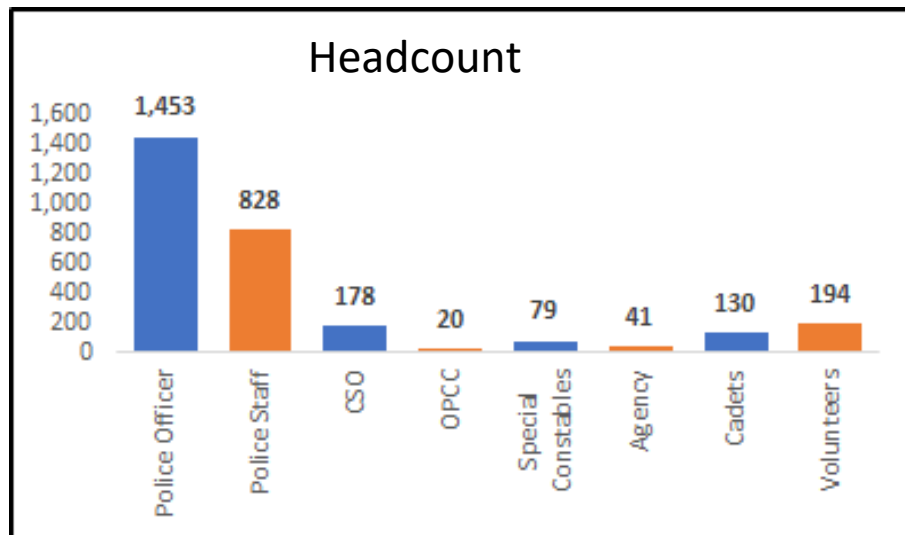
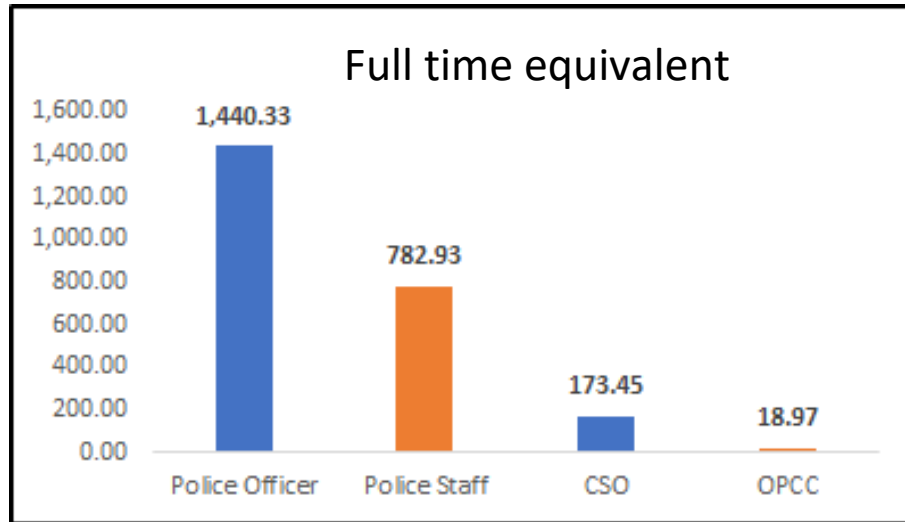
|  |          |
|--|----------|
| Number of posts*                       | 17 (FTE) |
| Proportion of staff who are women*     | 11       |
| Proportion of ethnic minority staff*   | 0        |
| Proportion of staff with a disability* | 2        |

\*Excluding the PCC and DPCC

# Priority 5. Drive Sustainable Policing

Providing a value for money police service that **operates responsibly**, with sustainable infrastructures that support current and future demands

## Ensure Gwent Police have the right number of officers, staff and volunteers in the right places

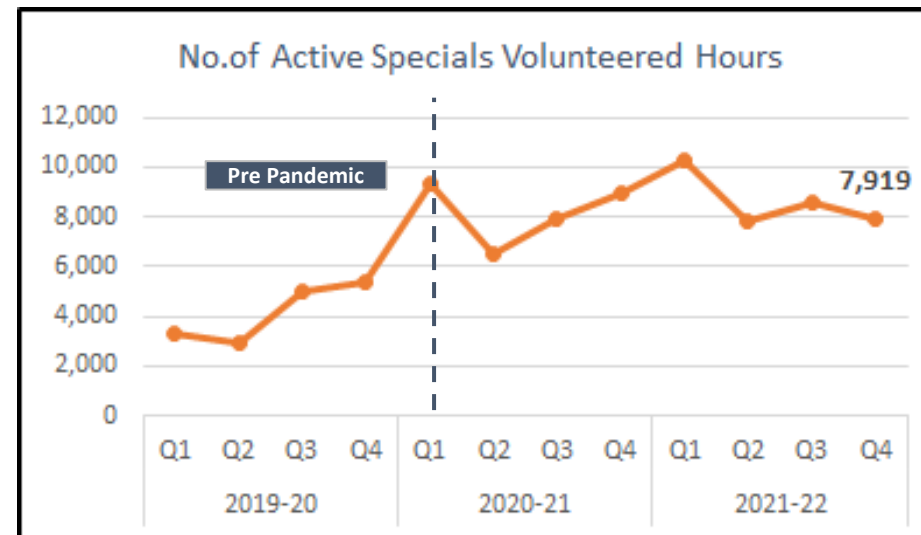


Operation Uplift continues to be on target as the force embarks on year 3 of that programme.

The force have continued to increase the number of Police Community Support Officers with 25 new recruits commencing their training in March at the new Headquarters.

The Force Control Centre has recently undergone a recruitment campaign. 10 new members of staff commenced training in May and a further 19 candidates have progressed to an interview phase. Successful candidates from this cohort will be allocated to intakes in July and September.

Gwent continues to see great community support through the Specials and Heddlu Bach programmes. There are now over 100 schools and over 1,600 9-11 year olds signed up to the Heddlu Bach scheme.

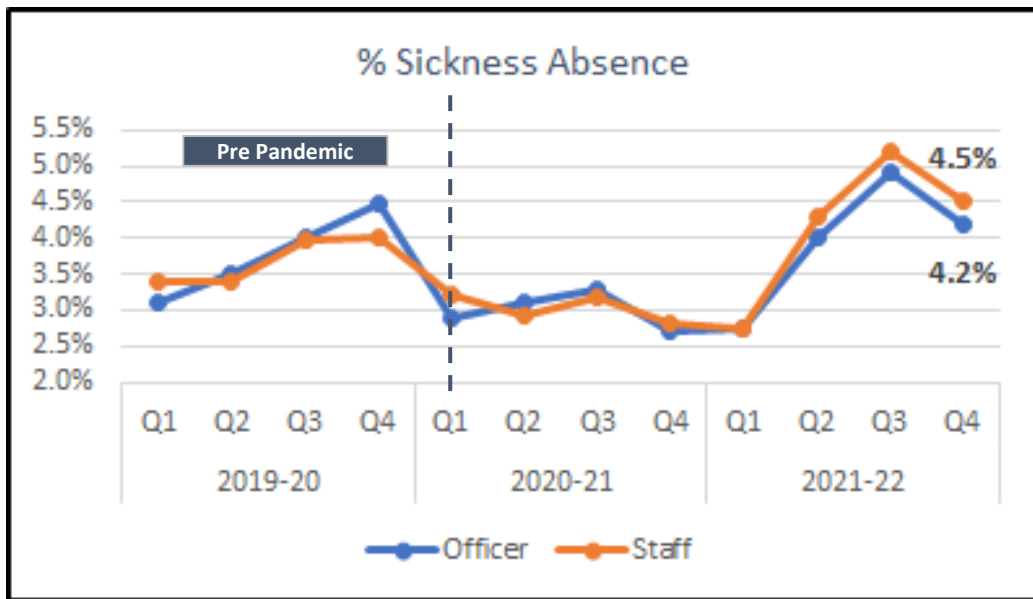




# Priority 5. Drive Sustainable Policing

Providing a value for money police service that operates responsibly, with sustainable infrastructures that support current and future demands

Enhance health and wellbeing support for officers and staff to ensure our workforce is fit and ready to meet the challenges of policing



**What have the PCC and OPCC done?**

Holding the Chief Constable to Account: The PCC welcomed the new People Services Strategy, presented to the recent Strategy and Performance Board.

Through the Gwent Public Services Board (PSB), the PCC is a co-lead of the 'Community Cohesion and Safety' theme of the 5-year Wellbeing Plan under development. The OPCC have been working closely with the force and partners to make recommendations for the PSB to commit to, based on the Wellbeing Assessment carried out in the past 12 months. These recommendations will be presented in June, with the overall Wellbeing Plan being developed and then published in March 2023.

Overall Force staff absence increased during quarter four compared with the same quarter in previous years. Officer absence in quarter four was above the same quarter 2020/21 but below 2019/20. Staff absence was above the previous two years in quarter four.

The force reported at SPB that with the rising cost of living, many individuals may be feeling the strain of financial difficulties. This can have impacts on the overall wellbeing of individuals and their families. A financial wellbeing plan has been put in place with financial advice specialists and initiatives to help support staff through these difficult times:

- Specialist speakers and roadshows,
- Care First, who offer a range of online tools including financial support, budgeting tools, debt advice, citizens advice, childcare and the importance of making wills,
- Vectis employee benefits scheme allows access to discounts in store, the ability to pay for food shop vouchers at discounted prices and cycle to work schemes

## Priority 5. Drive Sustainable Policing

*Providing a value for money police service that proceeds responsibly, with sustainable infrastructures that support current and future demands*

### Increase investment in and adopt 21<sup>st</sup> Century policing technology to meet tomorrow's challenges today

Due to the nature of performance against this commitment, an update on this will be presented annually, featuring the key innovative technologies Gwent Police and the Commissioner are investing in, and their impact on frontline policing.

### Reduce the environmental impact of policing in line with Welsh Government's carbon neutral targets and the Wellbeing of Future Generations (Wales) Act 2015



**Due to the nature of performance against this commitment, an update on this will be presented annually, featuring the key infrastructure and changes that Gwent Police and the Commissioner are investing in, and their impact on the communities of Gwent.**

However, in quarter 4 Gwent Police, in partnership with Bluelight Commercial (which the PCC is a Board member of) and Net Positive Futures, hosted an all-Wales workshop on 'Social Value'. From 2022/23 onwards, contract assessments will need to include a Social Value score which makes up 10% of the overall tender evaluation score. The workshop was used to establish common standards at an all-Wales level, identifying which United Nation Sustainable Development Goals best fit the 10% scoring when tendering of goods, services and commissioning arrangements across policing.

The OPCC played a key role on the day, and with OPCC counterparts agreed that our social value priorities when commissioning services (aside from the inherent positive Social Value of the services we fund) should be Community Outreach, Creating Positive Local Economic Impact, Improving Health and Wellbeing, Workforce Equality and Diversity, and Protection and Mitigation against Modern Slavery. Procurement departments will now embed the most appropriate application of these in our tendering processes.



# Finance Strategy 2023/24 to 2027/28

PCP Briefing 30<sup>th</sup>  
September 2022

Darren Garwood-Pask CFO

Page 79



Agenda Item 10

# Introduction

**Governance**  
- in terms of  
due  
diligence

**Context of  
Policing  
in Gwent**

**Funding**

**Expenditure**

**Performance  
(agenda  
item)**

**Variables**

**Capital**

**Further  
Financial  
Risks and  
Opportunities**

**External  
Influences**

**Economy**

**Efficiencies**

# Governance

Chief  
Officer  
Team

OPCC via  
SPB

Joint Audit  
Committee

WPFRG/  
PACCTS/  
NPCC

CFO Statutory  
and Fiduciary  
Duties

Due  
Diligence

PCP Sub-  
Groups

Communication,  
Public  
Engagement and  
Consultation

PCP

# Context

£173m  
'Business'

'Microcosm'  
of the  
National  
Landscape

'Changing  
World' of  
Demand

Crime back  
to pre-Covid-  
19 levels

But.....Policing  
becoming less  
'visible'

**Policing in  
Gwent**

22% 'Real-  
Term' cuts  
since 2010/11

Service  
Organisation  
> 80% staff  
costs

Future  
uncertainty  
is certain.....

Local Ratepayers  
becoming  
'Majority  
Shareholders'

# Funding - Revenue

4% Cash  
Cuts up to 22/23  
(22% Real)

'Locked  
down'  
CSR?

Ringfenced  
Government  
Grant

NICC Grant?

Income  
Generation

'Reallocations'

## Considerations

Precept Tax  
Base increase of  
0.67% p.a.

Welsh  
'Disadvantages'

Precept  
Increases of  
6.82% p.a. to  
2026/27

Inadequate  
and over  
reliance on  
Specific  
Grants

Further £6m  
impact of  
Funding  
Formula  
Changes

Precept  
'Flexibility'  
but.....quid  
pro quo

# Expenditure - Revenue

1,506 Police  
Officers -  
Fixed

172 PCSOs -  
Flightpath

820 Police  
Staff

2022/23  
Budgets  
'Rebased' ...but

£3m extra in  
2022/23 to  
'stand still'

## Considerations

Increased  
Pension costs

5% Pay  
Award –  
Partly funded

Future loan  
interest up to  
5.5%

Fuel and  
Utilities up a  
further 20%

CPI around  
10%

# Capital

Capital Grant  
removed in  
entirety - £1m  
in 14/15

Internal  
'Committed Funds'  
fully utilised in  
2022/23

Revenue  
Contribution  
to Capital -  
£5.1m p.a.

Estate Strategy  
affordable? –  
Under review.

## Considerations

Forecast  
Borrowing  
of £51m

Short Life  
assets funded  
from RCTC

Other Long-term  
projects of  
£13.7m over next  
5 years

Cap Ex of  
£75.9m over  
next 5 years

# Efficiencies

£52.8m of  
efficiency savings  
delivered (08/09  
to 21/22)

Recurring Deficit to  
2026/27 ranges  
from £12.1m to  
£32.1m

Indicative  
efficiency saving  
plan of £4.3m  
between 2022/23  
and 2026/27

## Considerations

But.....context  
needed

HMIC VFM profiles identify  
£20.6m more cost in  
Gwent (per head of  
population) than the  
average of its peers

Remaining  
'unmet'  
recurring  
deficit ranges  
from £7.8m to  
£27.8m



# Economy

PM Economic  
Policy – Tax  
Cuts

War in  
Ukraine

Post-Covid  
Economic  
recovery

Renewable  
Energy  
shortfalls

Additional  
Government  
Borrowing –  
already nearly  
100% of GDP

**Considerations**

Soaring  
energy/fuel  
prices

Wage/Price  
spiral?

Interest  
Rates at  
1.75% - 3%  
by year end?

10% CPI –  
14% by year  
end?

# External Influences

Emerging  
Demand –  
economically  
driven?

Public  
Expectations  
– ‘Majority  
Shareholders’

Visibility of  
Policing work  
– hidden  
criminality

Environmental  
Agenda

Filling Public  
service  
‘gaps’ .....

**Considerations**

Balancing Local,  
Regional, National  
and International  
demands.

Service of first  
and last resort

Partners  
‘retrenching’

Welsh Policing  
Finances

Gwent  
Public  
Finances

# Further Financial Risks and Opportunities

Macro  
Economic  
impact

Home Office  
'Reallocations'

National ICT  
Programmes

Commissioning  
Strategy

Welsh  
'Factor'

**Considerations**

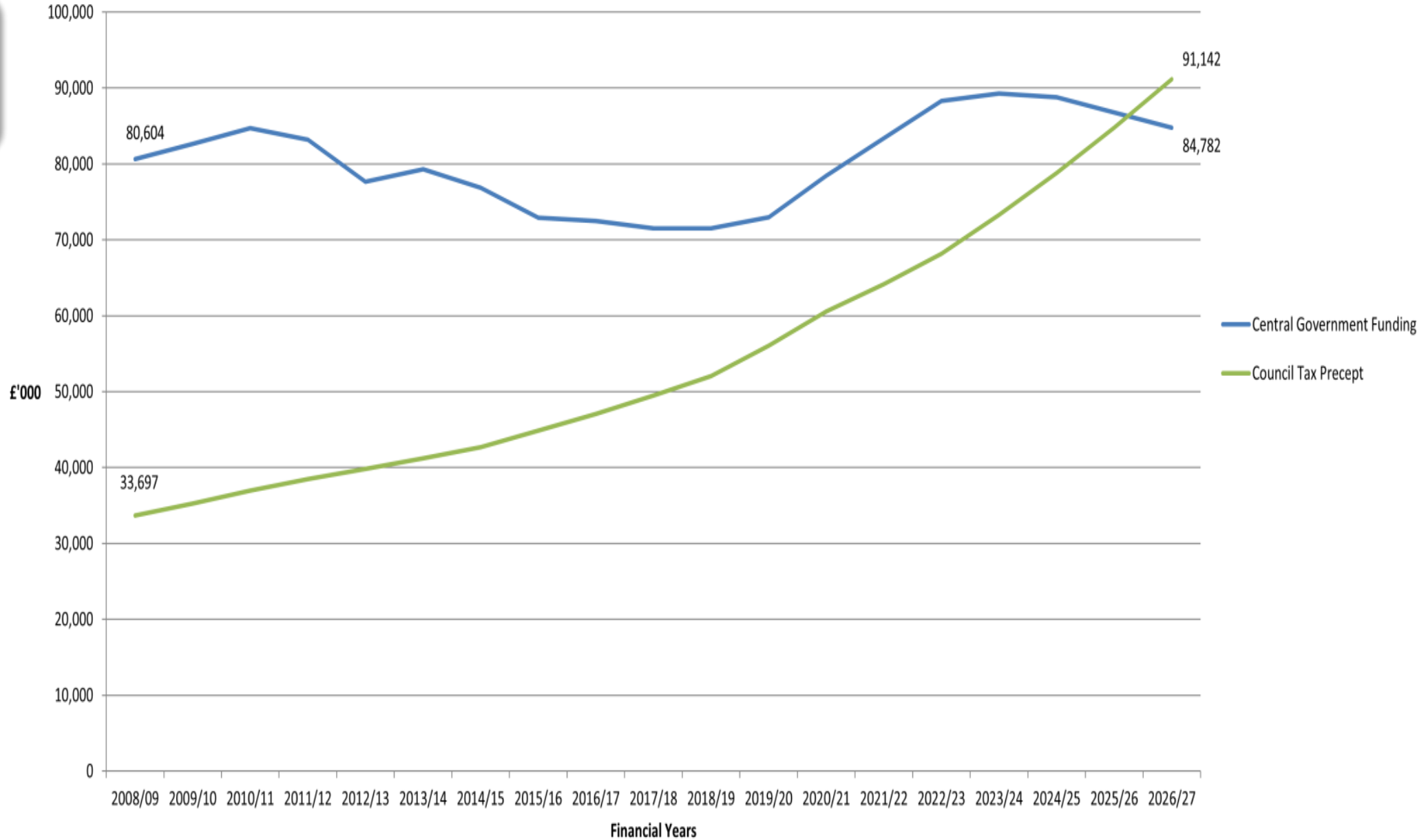
Lessons learned  
from Covid-19

Unintended  
consequences  
of national  
policy changes

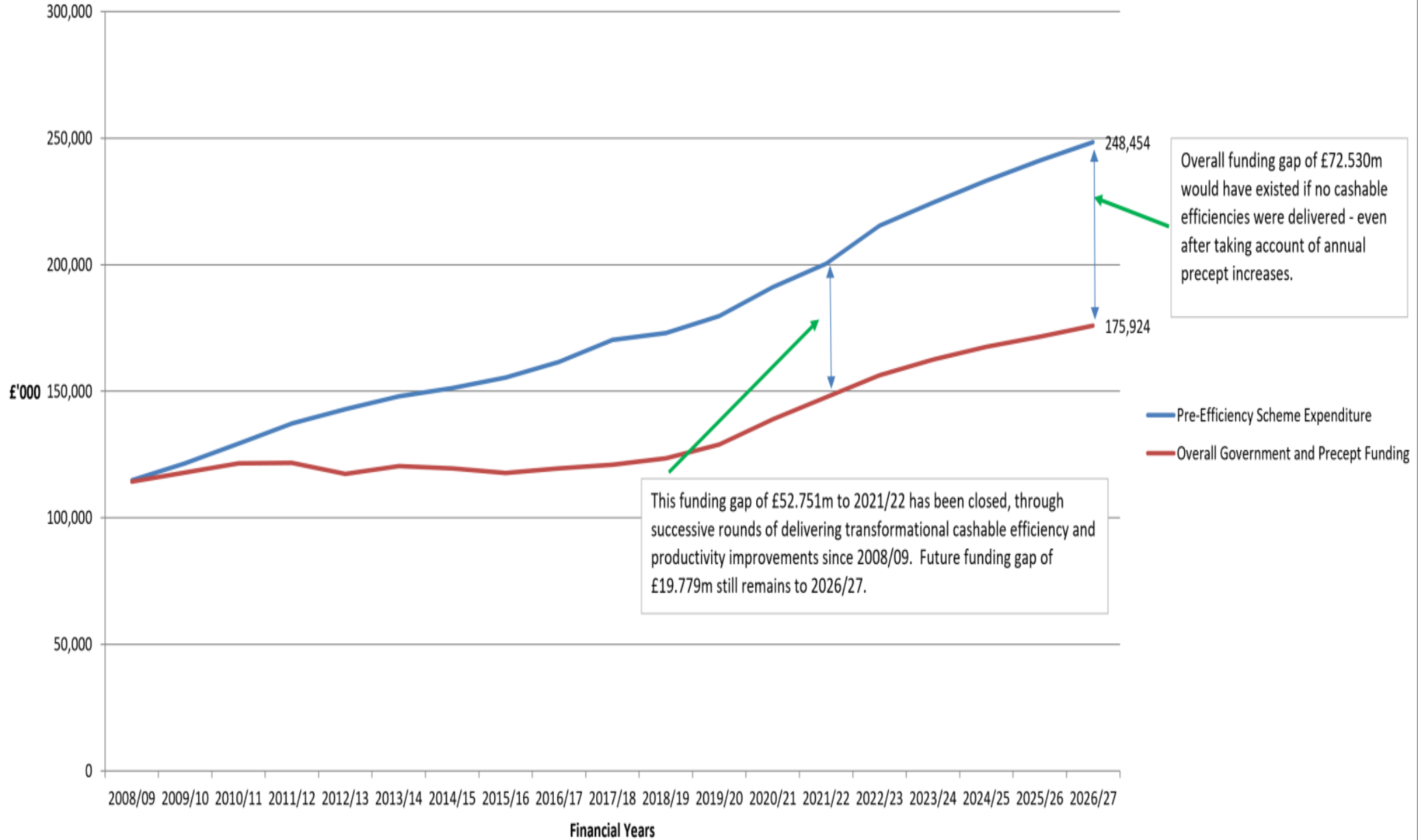
Legislative  
changes

Collaborations

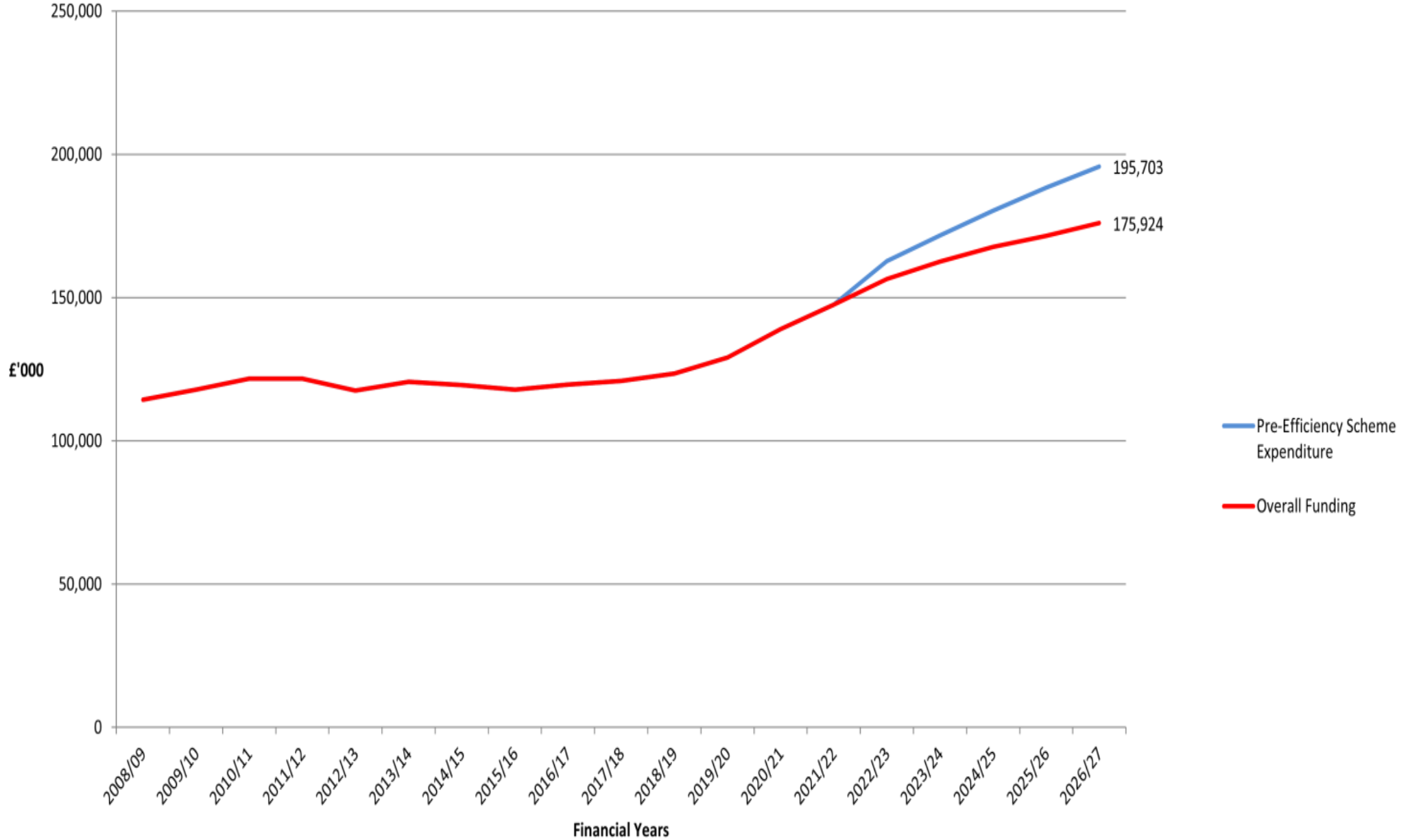
## Medium Term Financial Projections - Funding Source Analysis



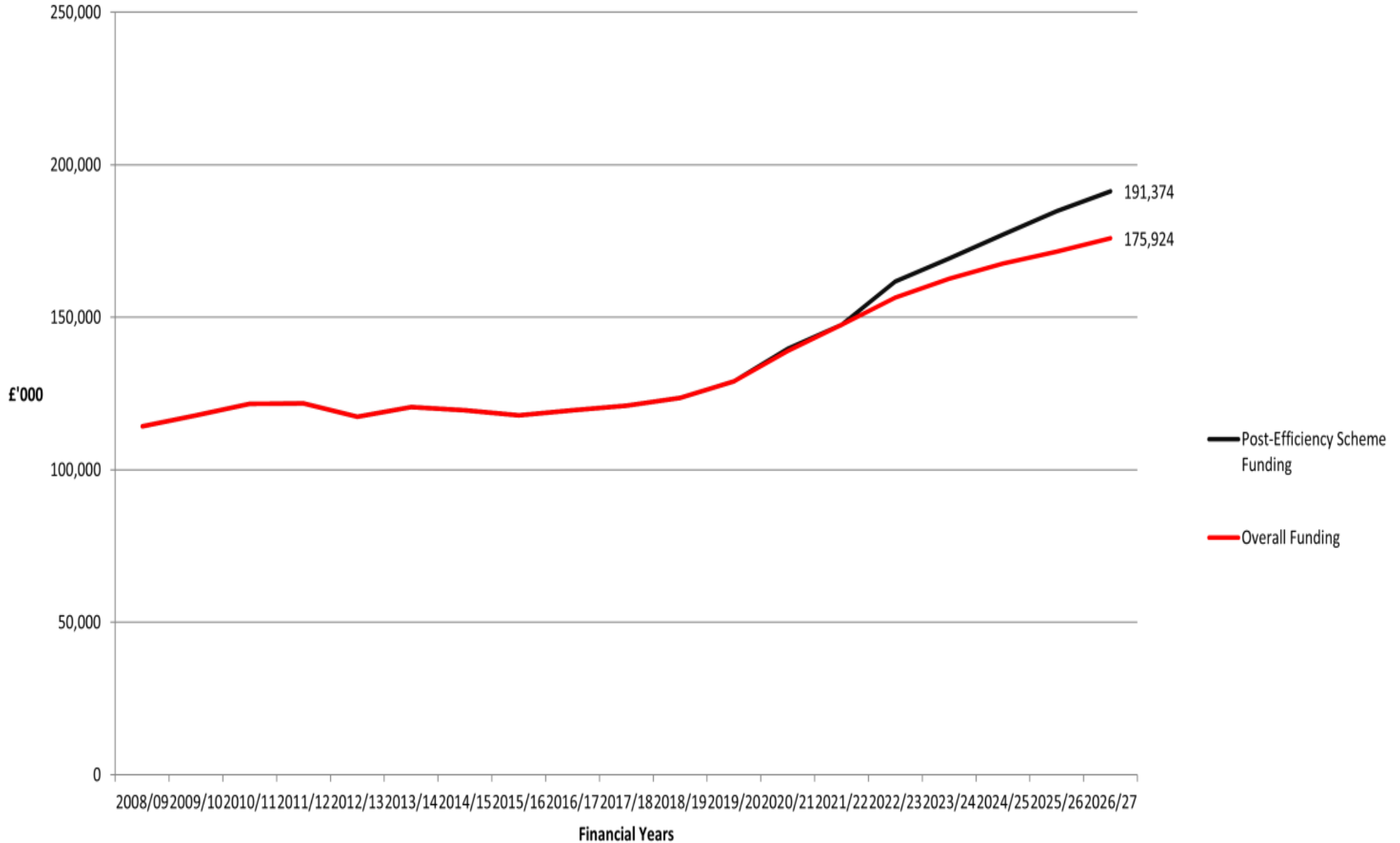
## Medium Term Financial Projections - Cumulative Deficits



### Medium Term Financial Projections - Pre-Efficiency Scheme Deficits



### Medium Term Financial Projections - Post-Efficiency Scheme Deficits





Thank you for listening

**Any questions?**

Darren Garwood-Pask CFO



**POLICE AND CRIME COMMISSIONER FOR GWENT  
2023/24 BUDGET SETTING TIMETABLE  
August 2022**

| TASK   | ASSIGNED TO  | START      | END        |
|--|--|------------|------------|
| 1. Update MTFP to reflect national/ regional guidance, emerging issues and strategic direction                                   | Head of Finance (HoF)  | 04/07/2022 | 05/08/2022 |
| 2. Chief Officer Team (COT) and OPCC Executive Team briefing on updated MTFP   | Chief Finance Officer (CFO OPCC)/Assistant Chief Officer – Resources (ACO-R) | 10/08/2022 | 10/08/2022 |
| 3. OPCC Management Board briefing on updated MTFP  | CFO OPCC   | 31/08/2022 | 31/08/2022 |
| 4. Strategy and Performance Board (SPB) briefing on updated MTFP, planning process, strategic direction and budget setting       | ACO-R  | 01/09/2022 | 01/09/2022 |
| 5. Formal Budget Setting commences in Finance Department (including four month Precept consultation between October and January) | Finance  | 08/09/2022 | 08/09/2022 |
| 6. Joint Audit Committee (JAC) briefing on MTFP, strategic direction, budget setting timetable.                                  | CFO OPCC   | 08/09/2022 | 08/09/2022 |
| 7. Police and Crime Panel (PCP) briefing on MTFP, planning process, strategic direction and budget setting                       | PCC  | 30/09/2022 | 30/09/2022 |
| 8. Produce initial budget proposal   | HoF  | 03/10/2022 | 28/10/2022 |
| 9. COT briefing on updated MTFP and budget proposal formulation  | ACO-R  | 03/10/2022 | 07/10/2022 |
| 10. OPCC Executive Team briefing on MTFP   | CFO-OPCC   | 03/10/2022 | 07/10/2022 |
| 11. Update MTFP to reflect strategic direction following COT briefing  | HoF  | 10/10/2022 | 14/10/2022 |
| 12. CFO OPCC briefing on MTFP  | ACO-R  | 10/10/2022 | 14/10/2022 |
| 13. Precept Pre-Consultation Commences   | CFO OPCC   | 10/10/2022 | 14/10/2022 |
| 14. Strategic Planning Group (SPG) briefing on MTFP  | HoF  | 20/10/2022 | 20/10/2022 |
| 15. Budget Setting Exercise completed in Finance   | Finance & ACO-R  | 24/10/2022 | 28/10/2022 |
| 16. COT briefing on draft Gwent Police Budget Proposal   | ACO-R  | 31/10/2022 | 04/11/2022 |
| 17. Chief Constable (CC) finalises Gwent Police Budget Proposal  | ACO-R  | 07/11/2022 | 11/11/2022 |

**POLICE AND CRIME COMMISSIONER FOR GWENT  
2023/24 BUDGET SETTING TIMETABLE  
August 2022**

| TASK   | ASSIGNED TO      | START      | END        |
|--|------------------|------------|------------|
| 18. CFO OPCC briefing on Gwent Police Budget Proposal  | ACO-R            | 7/11/2022  | 11/11/2022 |
| 19. OPCC Strategic Management Board briefing on updated MTFP and consideration of Gwent Police Budget Proposal | CFO OPCC         | 14/11/2022 | 14/11/2022 |
| 20. SPB to consider and discuss Gwent Police Budget Proposal   | CFO OPCC / ACO-R | 23/11/2022 | 23/11/2022 |
| 21. COT briefing on provisional Budget Proposal (post SPB)   | ACO-R            | 28/11/2022 | 02/12/2022 |
| 22. JAC Report for circulation with provisional Budget and Precept Proposal                                    | HoF              | 01/12/2022 | 01/12/2022 |
| 23. PCP Finance Sub-Group meeting on MTFP and initial budget proposal  | CFO OPCC         | TBC        |            |
| 24. PCP Report for circulation with provisional Budget and Precept Proposal                                    | CFO OPCC/HOF     | 08/12/2022 | 08/12/2022 |
| 25. JAC briefing on provisional Budget and Precept Proposal  | CFO OPCC         | 08/12/2022 | 08/12/2022 |
| 26. SPG briefing on provisional Budget and Precept Proposal  | HoF              | 14/12/2022 | 14/12/2022 |
| 27. OPCC Strategic Management Board briefing on provisional Budget and Precept Proposal                        | CFO OPCC         | 14/12/2022 | 14/12/2022 |
| 28. PCP briefing on provisional Budget and Precept Proposal  | CFO OPCC         | 16/12/2022 | 16/12/2022 |
| 29. Update MTFP to reflect Provisional Settlement and Autumn Statement announcements                           | HoF              | 19/12/2022 | 23/12/2022 |
| 30. COT briefing on provisional Budget and Precept Proposal  | ACO-R            | 09/01/2023 | 13/01/2023 |
| 31. CFO OPCC briefing on provisional Budget and Precept Proposal   | ACO-R            | 16/01/2023 | 16/01/2023 |
| 32. Final Police Settlement announced  | Home Office / WG | 16/01/2023 | 20/01/2023 |
| 33. OPCC Executive Team briefing on provisional Budget and Precept Proposal                                    | CFO OPCC         | 16/01/2023 | 16/01/2023 |
| 34. Deadline for PCC to issue PCP Proposed Precept Report  | PCC              | 20/01/2023 | 20/01/2023 |
| 35. MTFP updated to reflect impact of Final Police Settlement  | Finance          | 23/01/2023 | 27/01/2023 |
| 36. PCP Meeting to consider Proposed Precept Report  | PCP              | 27/01/2023 | 27/01/2023 |

**POLICE AND CRIME COMMISSIONER FOR GWENT  
2023/24 BUDGET SETTING TIMETABLE  
August 2022**

| TASK  | ASSIGNED TO              | START      | END        |
|---|--------------------------|------------|------------|
| 37. Deadline for PCP to review and report back to PCC on Proposed Precept Report                      | PCP                      | 03/02/2023 | 03/02/2023 |
| 38. Undertake public consultation with non-domestic ratepayers  | OPCC                     | 06/02/2023 | 06/02/2023 |
| 39. MTFP updated to reflect impact of PCP report  | HoF                      | 07/02/2023 | 07/02/2023 |
| 40. SPG briefing on PCC Proposed Precept Report   | HoF                      | 09/02/2023 | 09/02/2023 |
| 41. CFO OPCC briefing on updated MTFP   | ACO-R                    | 10/02/2023 | 10/02/2023 |
| 42. Draft PCC response to PCP report for circulation  | CFO OPCC                 | 10/02/2023 | 10/02/2023 |
| 43. Deadline for PCC to issue Revised Precept Proposal Report to PCP                                  | PCC                      | 10/02/2023 | 10/02/2023 |
| 44. Deadline for PCP to review Revised Precept Proposal Report and report back to PCC (Second Report) | PCP                      | 17/02/2023 | 17/02/2023 |
| 45. Produce Draft Precept Notification  | CFO OPCC                 | 20/02/2023 | 20/02/2023 |
| 46. Draft PCC response to PCP Second Report for circulation   | CFO OPCC                 | 22/02/2023 | 22/02/2023 |
| 47. Deadline for PCC to issue response to PCP Second Report   | PCC                      | 24/02/2023 | 24/02/2023 |
| 48. PCC issues precept  | PCC                      | 24/02/2023 | 24/02/2023 |
| 49. Notification of precept to Local Authorities  | PCC                      | 24/02/2023 | 24/02/2023 |
| 50. Produce Final Precept Notification  | CFO OPCC                 | 24/02/2023 | 24/02/2023 |
| 51. Printing of precept leaflets / Publishing of on-line Statement (tbc)                              | Corporate Communications | 03/03/2023 | 03/03/2023 |

This page is intentionally left blank

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

| Meeting Date        | Items – Theme is Increase Community Confidence in Policing |
|---------------------|--|
| <b>30 Sept 2022</b> | Elect Chair and Vice Chair                                 |
|                     | PCC Update   |
|                     | Panel Questions to PCC (if submitted)                      |
|                     | Performance Qtr 1  |
|                     | MTFP & Budget Setting Timetable                            |
|                     | Welsh Language Standards Annual Report                     |
|                     | OPCC Equality Annual Report                                |
|                     | Gwent Police and Crime Panel Annual Report (Information)   |

| Meeting Date       | Items - Theme Sustainable Policing                            |
|--------------------|---|
| <b>16 Dec 2022</b> | PCC Update  |
|                    | Panel Questions to PCC (if submitted)                         |
|                    | PCP Recorded Complaints Report                                |
|                    | Operational Context and Requirements for the Finance Strategy |
|                    | Treasury Management update                                    |
|                    | Performance Framework Q 2 (Information Report)                |

| Meeting Date       | Items – No Theme – Precept meeting  |
|--------------------|---|
| <b>27 Jan 2023</b> | Panel Questions to PCC (if submitted)   |
|                    | Police and Crime Commissioner for Gwent's Budget Requirement and Council Tax Precept Proposal |

| Meeting Date      | Items – Theme Support Victims and Protect the Vulnerable               |
|-------------------|--|
| <b>March 2023</b> | PCC Update   |
|                   | Panel Questions to PCC (if submitted)                                  |
|                   | Performance Qtr 3  |
|                   | If panel agree to carry out a review – Panel report on their findings. |

| Meeting Date          | Items – Theme Combat Serious Crime    |
|-----------------------|---------------------------------------|
| <b>June/July 2023</b> | Elect Chair and Vice Chair            |
|                       | PCC Update                            |
|                       | Panel Questions to PCC (if submitted) |
|                       | Performance Qtr 3                     |

This page is intentionally left blank

Mae'r ddogfen yma ar gael yn y Gymraeg



Office of the  
Police and Crime Commissioner  
for Gwent

Welsh Language Standards  
Annual Compliance Report 2021/22

# CONTENTS

---

## Police and Crime Commissioner's Foreword

1. Achievements
2. Joint Welsh Language Strategy
3. Compliance with the Welsh Language Standards
  - 3.1 Complaints relating to Welsh Language Services
  - 3.2 Posts Advertised in 2021/22
  - 3.3 Training
  - 3.4 Employees Welsh Language Skills
  - 3.5 Monitoring and Overseeing Compliance with the Standards
4. Compliance with Service Delivery Standards
5. Compliance with Policy Making Standards
6. Compliance with Operational Standards
7. Challenges
8. Contact us
9. Appendix: Welsh Police Forces Agreed Level of Welsh Definitions



## POLICE AND CRIME COMMISSIONER'S FOREWORD

---

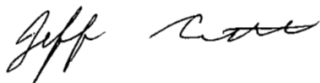
I am pleased to publish this Welsh Language Standards Annual Compliance Report that shows the progress made by the Office of the Police and Crime Commissioner during the past year.

This is the second report for the joint Office of the Police and Crime Commissioner and Gwent Police *Welsh Language Strategy 2021-2025*. It focuses on the reporting requirements contained within the Welsh language standards applied to me as Police and Crime Commissioner, as well as providing information on how we have worked towards the key pledges contained within the Strategy and our other achievements during the year.

The Chief Constable and I remain fully committed to ensuring that members of the public can access, through the medium of Welsh, the services we provide on a day-to-day basis. As a policing service, we continue to work to embrace the use of the Welsh language within the workplace and with our communities.

Increasing our capability to provide bilingual services to the citizens of Gwent remains a priority. We will continue to work together and with other partners to identify improved and innovative practices to support us in achieving the aims set out in the Strategy and compliance with our respective standards.

I hope that you enjoy reading about the progress we have made during this year and I invite you to get in touch if you have any comments or suggestions on how we can continue to improve the way we provide our services bilingually.



Jeff Cuthbert, B.Sc., MCIPD

Police and Crime Commissioner for Gwent

# 1 ACHIEVEMENTS

---

## **Welsh Language Engagement**

During 2021/22, the Office of the Police and Crime Commissioner (OPCC) continued to focus on engagement with our Welsh speaking communities.

Between October 2021 and January 2022, we ran our 'Have Your Say on Policing Budget' survey, which included a question on the precept. This year, the office returned to a dual approach for engagement, with a series of face-to-face events across all council areas being complemented with an online survey. The survey was conducted bilingually with a link to the Welsh language version proactively promoted through the Welsh Language networks in Gwent. Unfortunately, the survey software used in this instance did not distinguish the language preference of respondents and we were unable to identify the number of Welsh language responses received. This was highlighted by our Head of Communications and Engagement and a solution is being worked towards.

Since June 2020 the OPCC has maintained a separate Welsh language Facebook account [Swyddfa Comisiynydd yr Heddlu a Throseddau Gwent | Facebook](#) to ensure that followers can see published content in the language of their choice. We have continued to promote our Welsh language social media presence and during the last year, we saw an increase of 66% in followers compared to 2020/21. While this is positive, the number of followers remains low, and we further explore ways to grow our reach.

We have also continued to provide the Welsh language version of our ebulletin to our subscribers. Subscription numbers have remained stable during the year, and we will continue to raise awareness of this service to our communities (see section 4 below).

## **Accessibility**

Work to rebuild the bilingual OPCC website commenced during 2020/21. An improved administrative function now provides greater support to OPCC staff in uploading and publishing Welsh language content, thereby improving our website publication processes. The transfer of content onto the new website was completed in the early part of 2021/22 with all pages now available bilingually. Published documentation is also available in Welsh on request.

## **Welsh Language Performance Monitoring and Self-Assessment**

During the year, the Welsh Language Commissioner's Office (WLCO) conducted a review of the OPCC's compliance with the Welsh Language Standards. A

supporting self-assessment form was completed based on the OPCC's existing risk-based Welsh Language Action Plan and the outcomes of an internal audit undertaken last year.

The Welsh language compliance exercise found the OPCC to be fully compliant across four of the nine areas reviewed:

- Correspondence;
- Publicity and advertising;
- Social media; and
- Corporate identity.

Feedback was very positive, with recognition of our processes and arrangements to support compliance across these areas. Our bilingual social media presence was highlighted as superior in comparison to many other organisations.

Partial compliance was found in the 'Website' area. This related to a functional issue with the new website which has since been resolved.

Three areas were found not to comply with the standards at the time of review:

- Telephone - dealing with telephone calls in Welsh had previously been identified as a long-standing challenge for the OPCC. Guidance on the standards has been circulated to all OPCC staff, including a process for dealing with telephone calls. We have continued to support Gwent Police regarding attempted recruitment of a Welsh-speaking Receptionist post, which would support and assist the OPCC in dealing with calls in Welsh. This arrangement was supported by the WLCO due to the small size of the team and low turnover of staff in the OPCC. However, as the recruitment processes was unsuccessful, arrangements have been made to improve the Welsh language skills within existing Reception staff to meet the requirements within the Standards. We will continue to monitor progress of these arrangements.
- Documents (published on the website) – two of the three documents sampled were found to be in English only. An update was provided in the meeting that the first document (the Estate Strategy) was being reviewed at that time and a Welsh language version would be published as soon as possible. The other document was linked to a complaints process published on the Police and Crime Panel website. Under the standards, this falls outside the responsibilities placed on the PCC and therefore is not applicable.
- Forms (published on the website) – one of the three forms sampled was found to be in English only. The Subject Access Request form was found to be in English only. The Welsh version has since been published.

One area (Recruitment) was out of scope due to no posts being advertised at the time of the review.

We were advised that effective processes and a methodical approach to the standards saw the OPCC performing better than many other public sector

organisations. The OPCC Welsh Language Standards Annual Compliance Report was also acknowledged as providing a positive representation of the organisation's commitment to working towards a bilingual service.

## 2 JOINT WELSH LANGUAGE STRATEGY

---

The Welsh Language Strategy 2021-25 contains three key pledges:

1. Engage effectively with Welsh speakers and learners in order to shape the service we provide (see section 1 for information).
2. Increase the number of Welsh speakers and learners that we employ across both organisations (reported under section 3.4).
3. Collect data that we can use to improve the quality of our Welsh language services. Examples include data relating to public engagement through the medium of Welsh, complaints relating to how we deliver our Welsh language services (public and internal), staff requests for Welsh language documentation relating to their employment, and organisational Welsh language skills. These are reported on within the Annual Compliance Report.

To enable closer working relationships and maximise efficiencies, Gwent Police and the OPCC continue to share the posts of Welsh Language Policy Officer and Welsh Language Translator.

## 3 COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

---

The following sections provide information regarding specific Welsh language standards the PCC is required to report against. In doing so, we are demonstrating how the OPCC is complying with those standards on the PCC's behalf.

### **3.1 Complaints relating to Welsh Language Services**

During the reporting period, the OPCC did not receive any complaints regarding the provision of our Welsh language services, as set out by the Welsh language standards. This is consistent with the 2020/21 reporting period.

As part of our continuous engagement with our communities, we encourage members of the public to tell us if they think that we are not meeting our Welsh language standards obligations. This helps us to continue to make improvements in

service delivery and to communicate effectively with our communities. Contact can be made by telephone or e-mail, face-to-face at public events or meetings, through our website, or by social media. Further details are provided at the end of this document.

Our procedure for complaints relating to our compliance with the Welsh language standards is published on our website at [Welsh Language Standards Compliance Complaints Procedure | Gwent Police and Crime Commissioner \(pcc.police.uk\)](https://www.pcc.police.uk/Welsh-Language-Standards-Compliance-Complaints-Procedure), along with the accompanying Equality Impact Assessment, which is also available in Welsh.

### **3.2 Posts Advertised in 2021/22**

The OPCC advertised three vacancies during the reporting period. All OPCC posts require Welsh desirable as a minimum. This is also a requirement for the Chief Constable recruitment process, for which we have responsibility.

Recruitment processes consider use of positive action and targeted advertising to attract Welsh speaking applicants. Our Communications and Engagement Team work with the joint Welsh Language Policy Officer to maximise opportunities to target our engagement towards our Welsh speaking communities and raise awareness of vacancies as they occur.

### **3.3 Training**

#### **Welsh Language Training**

Gwent Police and the OPCC provide Welsh Language Awareness and Level 1 Skills training to all employees as a mandatory course. The training is delivered by the joint Welsh Language Policy Officer.

All current staff have undertaken the mandatory training session. Welsh Language Awareness and Level 1 Skills training are incorporated into the induction training programme for all new staff. Work is underway to implement refresher training for all officers and staff during 2022/23.

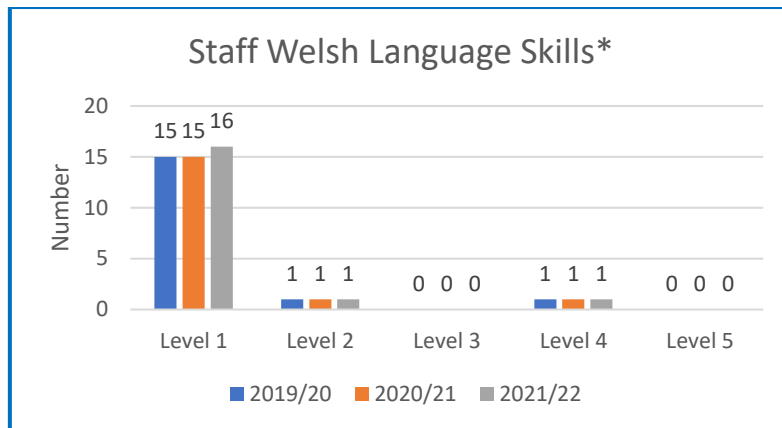
Opportunities are available for employees to enrol on internal Welsh for Adults courses that are provided by Coleg Gwent. Employees attend during work time wherever possible. During the reporting period, there were no learners within OPCC staff.

We will continue to support and encourage staff who wish to enrol on Welsh courses appropriate to their existing skill-level, and to participate in the Welsh Speakers and Learners Network maintained by Gwent Police.

### **3.4 Employees' Welsh Language Skills**

The following chart shows the level of Welsh language skills within the OPCC as recorded for the reporting year.

We are pleased to have increased the basic level of Welsh skills available across the organisation and will continue to encourage and support staff to develop their capabilities and confidence to use Welsh.



\*Excluding the PCC

### 3.5. Monitoring and Overseeing Compliance with the Standards

The Chief Executive has responsibility for monitoring and overseeing compliance with the PCC's Welsh language standards. Internal scrutiny is undertaken at Management Meetings to enable the PCC to retain oversight of compliance and address any issues.

The PCC also has a duty to monitor and scrutinise Gwent Police's compliance with the Welsh language standards imposed on the Chief Constable. OPCC staff participate in Gwent Police's Welsh Language Meeting and the People Strategy Board to support the PCC in undertaking this duty.

The PCC's public-facing Strategy and Performance Board receives Gwent Police's Welsh Language Standards Annual Compliance Reports. These are published on our website as part of our governance arrangements. The Gwent Police and Crime Panel receives the OPCC's report to provide assurance of our compliance with the Welsh Language Standards, which is also published on our website.

## 4 COMPLIANCE WITH SERVICE DELIVERY STANDARDS

The following section contains information regarding our compliance with the Service Delivery Standards the PCC is required to report against. During the year, we have complied with each of the requirements as highlighted in this section.

### **a) Communications with the public**

Guidance for all staff has been published on Gwent Police's intranet "The Beat / Y Bît", which OPCC staff also have access to. This guidance clearly and simply explains the requirements of the Service Delivery Standards for both organisations.

### **b) Website and social media**

Our website provides an introductory splash page to encourage and allow Welsh speakers to select their language of choice before accessing other website pages. We have also improved our Welsh medium social media presence across our accounts to provide better engagement with our communities.

Our weekly e-bulletin is available in Welsh or English, depending on the subscriber's language preference. To the end of March 2022, 20 people had subscribed to the Welsh version, an increase of six subscribers compared to the same period last year.

We continue to promote the e-bulletin to all our communities as an easy way to keep updated on our work – further information is available on our website at [E-bulletin | Gwent Police and Crime Commissioner \(pcc.police.uk\)/](https://www.pcc.police.uk/).

During 2022/23, we will continue to develop our Welsh language social media presence on Facebook to further enhance the reach of our engagement with our communities.

### **c) Grants**

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

During the reporting year, we did not receive any funding applications in Welsh. Under the new Strategy, we will review our promotion of funding opportunities to raise awareness that we welcome applications in Welsh.

### **d) Procurement**

No requests for tenders or contracts have been issued in Welsh, and none have been received in Welsh during this reporting period.

For relevant contracts (where the subject matter of the contract suggests it should be in Welsh) tender documents will be published in Welsh. The tender document states that "The Commissioner welcomes tender responses in Welsh" and the Welsh Language Checklist has been embedded within the tender process to ensure due consideration is given to the Welsh language at all stages.

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

apply for submissions in Welsh and English and simultaneous translation services will be offered and arranged for relevant contracts should an organisation wish to complete an interview in Welsh.

All tenders are advertised in Welsh and English.

## 5 COMPLIANCE WITH POLICY MAKING STANDARDS

---

We have met our Policy Making Standards by using our Equality Impact Assessment (EIA) process to identify and address any impacts on the Welsh language. EIAs are a compulsory part of our policy-making procedure, guiding policy writers and decision makers in considering adverse or positive impact on people that share protected characteristics as defined by the Equality Act 2010.

Although Welsh language is not a protected characteristic under Section 4 of the Equality Act 2010, we have amended our EIA template to include a number of questions so that any impact on our treatment of the Welsh language in relation to English, or opportunities for people to use the Welsh language, are identified. All new policies, and reviews of existing policies are subject to an EIA and support from the Welsh language policy lead and joint Welsh Language Policy Officer is available to any colleague completing an EIA.

While the standards do not specifically require us to undertake assessment in this way, using our EIA process provides us with an efficient and comprehensive approach to assessing the impact of our activities in respect of the Welsh language.

We have published a policy on awarding grants that sets out how we will consider the Welsh language in our funding decisions. This is available on our website at [Grant-Funding Policy and Procedure | Gwent Police and Crime Commissioner \(pcc.police.uk\)](https://www.pcc.police.uk/grant-funding-policy-and-procedure)

## 6 COMPLIANCE WITH OPERATIONAL STANDARDS

---

The following section contains information regarding our compliance with the Operational Standards the PCC is required to report against. During the year, we have complied with each of the requirements as highlighted in this section.

### **a) Staff support**

Comprehensive Welsh Language Standards guidance for staff is published on the Gwent Police intranet 'The Beat / Y Bît' on the 'Welsh Language' page, which our staff also has access to. The page also includes support and resources for staff



wishing to practice their Welsh language skills or consider Welsh medium education for their children.

Welsh templates for out of office responses and personal signatures are provided, alongside virtual badges that colleagues can add to their emails indicating that they are either learning Welsh or are a Welsh speaker. All known Welsh speakers and learners within the organisation have been issued with an appropriate badge or lanyard to wear.

#### **b) Welsh language posts**

All vacancies state 'Welsh desirable' as standard, unless a post is assessed as 'Welsh essential' or requiring skills to be acquired by the successful candidate. The process to assess changes to language requirements will be supported by the Recruitment Team in Gwent Police's People Services Department.

Externally, posts are advertised in Welsh as well as English, and Welsh versions of information relating to that post, as well as application forms are published. All applications for new posts require candidates to indicate their level of Welsh ability, and, whether they would like to complete the recruitment process in Welsh.

#### **c) Signage**

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

#### **d) Training courses provided in Welsh**

OPCC staff have not made any requests to receive training through the medium of Welsh during the reporting period.

## **7 CHALLENGES**

---

The OPCC does not have any outstanding challenges lodged with the Welsh Language Commissioner, albeit we will continue to focus on the areas of partial compliance identified in their review, specifically around telephony services.

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

## 8 CONTACT US

---

For further information on how we comply with Welsh Language Standards, or to provide feedback on how we can engage more effectively with Welsh speakers and learners in our communities, please contact:

The Office of the Police and Crime Commissioner  
Gwent Police Headquarters  
Llantarnam Park Way  
Cwmbrân  
Croesyceiliog  
Cwmbran.  
NP44 3FW

E-mail: [Commissioner@gwent.pnn.police.uk](mailto:Commissioner@gwent.pnn.police.uk)

Phone: 01633 642200

Twitter: @gwentpcc

Facebook: <https://www.facebook.com/gwentpcc/>

Instagram: <https://www.instagram.com/gwentpcc/>

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

# APPENDIX A: WELSH LANGUAGE SKILLS DEFINITIONS

---

Welsh police forces agreed level of Welsh definitions (verbal skills only):

## **Level 1**

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

## **Level 2**

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

## **Level**

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

## **Level 4**

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

## **Level 5**

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

This page is intentionally left blank



# Strategic Equality Plan Annual Report 2021/22

# Introduction

Welcome to the Office of the Police and Crime Commissioner's (OPCC's) second annual report for the joint OPCC and Gwent Police Strategic Equality Plan (SEP) 2020-24. It highlights some of our activities during 2021/22 that have contributed towards the equality objectives set out in the SEP.

Understanding our data has underpinned our activity during the first two years of the SEP. There has been a particular focus on race and ethnicity data; however, we have sought to improve collection and recording across all protected characteristics. We have continued to work with Gwent Police to develop a new performance framework and data pack. This helps to further our understanding and scrutiny of how Gwent Police is delivering against the Police and Crime Commissioner's (PCC's) Police and Crime Plan and priorities for 2021-25.

We have continued to work with partners and communities to address ongoing issues and challenges such as the abuse of police powers, racial disparity and systemic racism, and trust and confidence in the police service. This work will continue through 2022/23, as referenced in this document.

A further relaxing of COVID-19 restrictions allowed a return to face-to-face community engagement. During the year we have been out and about across Gwent, raising awareness of the PCC's role in policing and growing our understanding of matters that affect our communities.

We have continued to welcome new police officers into Gwent under Operation Uplift. Engagement with our diverse communities has contributed to the number of new officers from Black, Asian and Ethnic Minority backgrounds.

We have been heavily involved in the development of the Criminal Justice Anti Racism Action Plan for Wales. This will further inform work in Gwent to tackle racism and embed racial equality into our systems, policies, and practices, helping to strengthen public confidence in the policing services we provide.

During the year the SEP was updated to reflect new Police and Crime Plan priorities. No changes to the equality objectives were necessary.

More information on the work of the OPCC and the initiatives mentioned in this report can be found on our website [The Police and Crime Commissioner for Gwent | Gwent Police and Crime Commissioner \(pcc.police.uk\)](https://www.pcc.police.uk).

# Supporting Vulnerable People

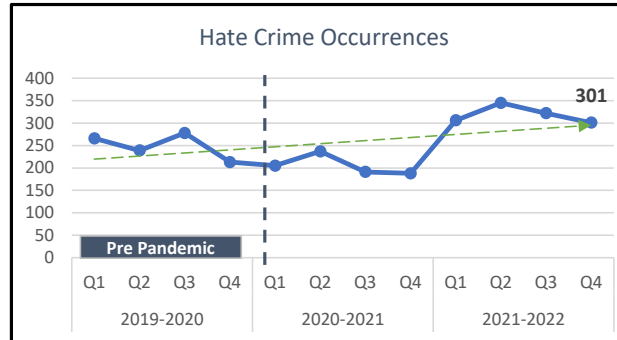


## Hate Crime

Police recorded hate crime increased to above pre-pandemic levels. Community and partner engagement and local and national events contributed to the increase.

**1,342**  
hate crimes  
recorded

**55%** race  
**20%** disability  
**19%** homophobic  
**1%** religious  
**5%** transphobic



## Victims' Code Of Practice

The compliance pilot between Gwent and South Wales OPCCs measures criminal justice performance against the victim's 12 rights. The dip sample focuses on domestic abuse, rape and serious sexual offences, hate crime and offences against the person. The pilot will be rolled out across Wales in 2022/23 and monitored at the Gwent Criminal Justice Strategy Board (CJSB) and the All-Wales Victim and Witness Taskforce.

Page 117

## New Remote Evidence Site

Launched in March 2022, the site allows vulnerable and intimidated witnesses (predominantly women) to make their voice heard in court, reducing the fear, stress and anxiety commonly associated with giving evidence in person. Usage will be monitored at the Gwent CJSB, chaired by the PCC.



## Raising Awareness of Elder Abuse

An online webinar for frontline professionals, hosted by the PCC, highlighted the devastating impact of abuse on older people. Marking World Elder Abuse Awareness Day in June, attendees gained insight and understanding of the types of abuse and the complex barriers commonly experienced by older people when trying seeking help.

## SPOTLIGHT ON...

### Violence Against Women, Domestic Abuse And Sexual Violence (VAWDASV) Taskforce For Wales

Co-chaired by Gwent's Deputy PCC, the VAWDASV Taskforce for policing in Wales initially aims to change the police response to violence against women and girls. Working with key partners, including Welsh Government and Public Health along with other criminal justice partners, the Taskforce will also seek to improve public trust in all public servants.

## Diversion Of Female And Young Adult Offenders

Independent evaluation of the Women's Whole System approach and 18-25 Early Intervention Service shows that participants have greater engagement with the criminal justice system and other support services. The programmes also contribute to women and young people being diverted away from future contact with the criminal justice system.

**Over 2000**  
referrals received for  
early intervention  
and intensive  
support

# Supporting Vulnerable People

**2,761**  
victims supported in first 100 days

**Over 30,000**  
victim referrals received to 31<sup>st</sup> March

## New Victim Care Unit (VCU)

The VCU launched in July 2021 within the multi-agency victims' hub, Connect Gwent (funded by the OPCC). 19 victim care officers act as the central contact for victims, from the point of reporting a crime to the conclusion of the criminal justice process. They work closely with officers to ensure victims are fully updated on the investigation they are involved in.

The victim care officers are all trained to assess victim's individual needs and offer tailored support. This may be linked to protected characteristics or specific vulnerabilities. The Victim Care Unit works with partner agencies to refer victims for enhanced support if needed.

## Mental Health Intervention And Support

Based in the Force Control Room, the Mental Health Triage Team continues to be an invaluable asset to Gwent Police and our communities, providing only early intervention support and preventing unnecessary police deployments. The Team has been instrumental in the development of the practice to recognise and address incidents involving Acute Behavioural Disorder (ABD).

A Mental Health Wellbeing Practitioner is also based in Connect Gwent, providing advice and support to victims with mental health needs. Most individuals reported feeling better able to cope and more informed and empowered to act as a result of the support received.

**177**  
victims supported

## Connect Gwent

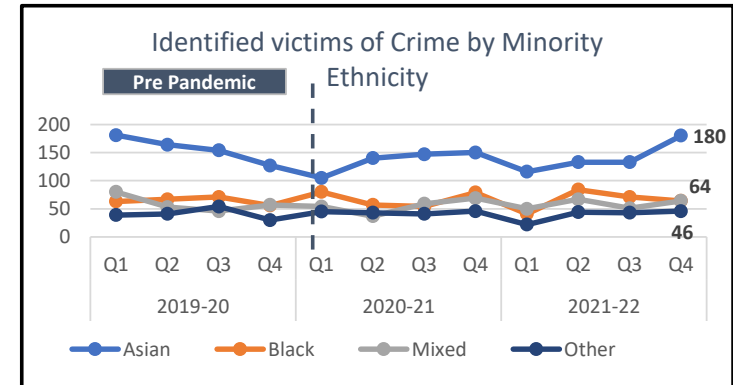
Victim services commissioned by the OPCC also include:

Age Cymru Older People's Caseworker:  
**100**

victims supported

Umbrella Cymru's Children and Young People's Service:  
**267**

victims supported



## VAWDASV Services

The OPCC is a member of Gwent's VAWDASV Regional Board and Strategic Commissioning Group. The PCC continues to provide funding support for Independent Domestic Violence Advocate (IDVA) and Independent Sexual Violence Advocate (ISVA) services

**£857,956**

funding awarded for VAWDASV services

## BAWSO Outreach Project

BAWSO provides support for Black and Minority Ethnic communities and individuals who are affected by abuse, violence and exploitation and may not report their experiences to the police.

**28**  
women supported to date

Supported by funding from the OPCC, the project began in late 2021. Referrals for external support such as housing, IDVA services, health or legal services were also made by the project.



## Legitimacy Scrutiny Panel (LSP)

The OPCC's independent LSP comprised of members of the Independent Advisory Group met 4 times during the year, reviewing police powers for stop and search and use of force and focusing on race disproportionality. A random selection of police body worn video and stop and search records were reviewed.

Feedback on the quality of stop and search grounds was given to Gwent Police and used to support continuous improvement. Themes included lack of detail in the grounds, weak grounds provided for 'smell of cannabis' stops, and more justification needed for the purpose of the encounter.

|                |                  |              |
|----------------|------------------|--------------|
| <b>48%</b>     | <b>38%</b>       | <b>14%</b>   |
| strong grounds | moderate grounds | weak grounds |

Full reports are published on the OPCC website, along with an annual LSP summary document.

## SPOTLIGHT ON...

### Tackling Racism In Criminal Justice

The Gwent CJSB contributes to the Criminal Justice Race Equality Taskforce for Wales. Members engaged with the development of the Criminal Justice Anti-Racism Action Plan for Wales, with senior leaders from the OPCC and Gwent Police leading on task and finish groups for community engagement and race data.

The Action Plan is due to be published later in 2022. Appropriate actions and outcomes will form part of the Race Equality priority of the Gwent CJSB's Delivery Plan for 2022/23.



**6** requests for support from other force areas regarding establishing and conducting independent scrutiny of stop and search.

### Independent Advisory Group (IAG)

We continue to engage with and support the IAG's involvement in independent scrutiny and critical friend support and challenge.

As well as the long-established LSP, we have worked with Gwent Police to review existing and establish new scrutiny processes, including hate crime, custody, out of court disposals and other activities that may disproportionately affect our diverse communities.

### Child Centred Policing Approaches

Further work with Gwent Police and partners has developed our child centred policing approaches. A Child Centred Policing Strategy will be published in 2022/23 that aims to:

- Build better relationships and breakdown barriers between Gwent Police and children and young people
- Prevent children and young people from being drawn into crime and the criminal justice system
- Improve criminal justice outcomes for children and young people
- Enhance services for child victims of crime and those exposed to domestic abuse.

### Youth Scrutiny Group Pilot

The OPCC worked with Gwent Police and John Frost School to pilot a Youth Scrutiny Group during 2021/22. 9 volunteers from years 10 and 11 took part. Feedback was given on situations captured on body worn cameras, including stop and search and use of force, such as handcuffing, during arrest. This is used alongside LSP feedback to support Gwent Police's continuous improvement processes.

The pilot will be reviewed ready for the 2022/23 school year with learning from this year used to improve the process.

## Third Sector Engagement

The OPCC co-ordinated a collective response on behalf of the four Police and Crime Commissioners and Chief Constables in Wales to the draft Ethnic Minorities and Youth Support Team (EYST) report 'Black and Minority Ethnic Children and Young People in Wales After COVID-19: Themes emerging from the BME Children and Young People's Round Tables and EYST COVID Fora'. The response outlined the collective activities and actions being taken across Wales to address the themes raised. We also encouraged and supported ongoing engagement between policing and EYST to help improve some of the issues raised.

## Stop And Search Independent Review

An independent review into stop and search was commissioned by Gwent Police to support continuous improvement and help address ongoing challenges linked to disproportionality. As part of this, the role of the OPCC's LSP process was considered. Positive feedback was received regarding the contributions made, the effectiveness of the arrangements in place and the outcomes of the scrutiny work. In addition, the findings from the review were consistent with the outcomes of LSP sessions.

## Vetting Appeals Panel

The OPCC is a member of the Vetting Appeals Panel. The Panel reviews all cases where applicants with protected characteristics linked to ethnicity, sexual orientation, disability, and gender reassignment have failed the vetting process. The Panel helps to provide transparency around vetting processes and decisions. The review of refusals for people with protected characteristics is an additional focus of the Panel, rather than the main purpose.

## Transfer Of Children from Police Custody

Transfers are monitored at the Gwent CJSB. Annual reports provide oversight of the continued scrutiny and good practice undertaken between Gwent Police and the Youth Offending Service.

|   |   |
|---|---|
| <b>12</b>                                 | <b>4</b>  |
| under 18's<br>detained<br>post-<br>charge | under 18's<br>detained in<br>lieu of<br>secure<br>accommodation |

## Independent Custody Visiting Scheme

We continue to co-ordinate an effective Independent Custody Visiting (ICV) Scheme. ICV Volunteers check the welfare of detainees to ensure their needs are met. The condition of cells and custody areas are also checked, and any concerns or issues reported or escalated for resolution. Face to face visits resumed in 2021 as COVID restrictions eased.

A Scheme Performance Framework records the outcomes of visits during the year. Reports and minutes are published on the OPCC website.

|  |  |  |
|--|--|--|
| <b>8,990</b>                                       | <b>123</b>                                       | <b>180</b>   |
| people<br>detained in<br>custody during<br>2021/22 | detainees<br>required<br>translation<br>services | detainees<br>interviewed by<br>ICV volunteers<br>during visits or<br>calls |

ICV feedback confirms that good performance is evidenced by Gwent Police through the year.

## Disproportionality In Police Custody

We worked with Gwent Police to establish a Disproportionality in Police Custody Scrutiny Panel. The Panel scrutinises police powers such as strip search, use of force, and detention in custody, particularly when involving people from Black, Asian, and Minority Ethnic backgrounds. The legitimacy of these actions is also considered. Feedback is provided where opportunities for improved practice, oversight or other learning are identified.



# Access, Engagement and Cohesion

## Performance Framework

We have continued to work with Gwent Police to develop an effective Performance Framework that demonstrates both Gwent Police and the OPCC's performance. In developing the Performance Framework, we have regularly engaged with the Police and Crime Panel that holds the PCC to account, to ensure that the information provided supports transparency and wider public accountability.

In developing the Framework, we have also continued to focus on organisational data quality and integrity, including diversity monitoring. The Framework has also been used to inform the production of this report.

## Police And Crime Plan Engagement

To develop the Police and Crime Plan 2021-25, we undertook extensive engagement with the public and key stakeholders. **1,892** responses were received in total. **14%** of responses were from victims of crime. This activity helps to ensure the Plan reflects a range of views from our diverse communities and allows the PCC to better understand what matters to the people of Gwent, key stakeholders, and our policing partners.

|  |   |                                      |  |
|--|---|--------------------------------------|--|
| <b>58%</b><br>provided<br>diversity<br>information | <b>10%</b><br>ethnic<br>minority<br>respondents | <b>14%</b><br>declared<br>disability | <b>1.7%</b> homosexual<br><b>1.8%</b> non-binary<br>gender respondents |
|--|---|--------------------------------------|--|

## Accessible Documents

We have undertaken a full accessibility review, supported by an action plan, to ensure the information and publications we produce are accessible to the public, particularly people with different disabilities. This review includes reports, publications, and our website. The resulting work will be completed during 2022/23.



## Heddlu Bach

The OPCC initiated Heddlu Bach (Mini Police) programme continues to grow. The programme is offered to all primary school-age children in Gwent, including those with Additional Learning Needs and includes young members of the Berea Mosque community. The Scheme is a fun, interactive way for children to learn new skills, gain confidence in their abilities and play an active part in their community. Building trust and confidence between the police and children, it also helps to create a greater sense of community cohesion within the wider community.

Over **100** schools and **1,600** 9 to 11-year olds participate in Heddlu Bach, including those from our diverse communities.

## SPOTLIGHT ON...

### Working With Communities

During National Hate Crime Awareness Week, we partnered with local disability friendship group, My Mates, to explore people's understanding and experiences of hate crime. The group participated in a workshop with the OPCC and Mencap Cymru to co-produce Easy Read materials designed to help people with disabilities better understand how to report hate incidents and seek support.

Following on from a meeting with the Children's Commissioner for Wales, Sally Holland, and the Deputy PCC, we facilitated a Safe Spaces workshop with Roma pupils from Maindee Primary School to identify places in the community where they feel safe and unsafe. Gwent Police officers supported the workshop, listening to pupils' concerns and providing reassurance when needed. This forms part of our wider work to put children and young people at the heart of decision-making and the information will be used when developing local policing plans.

## Commemoration And Celebration

Together with Gwent Police, partners, and our communities we commemorated and celebrated several key events, including:

- Stephen Lawrence Day
- Holocaust Memorial Day
- White Ribbon Day (domestic abuse)
- Remembering Srebrenica (victims of genocide)
- LGBT+ History Month
- Black History Month
- International Women's Day

## Youth Question Time

Held in partnership with the Gwent Regional Youth Forum, our 4<sup>th</sup> Youth Question Time enabled young people to put their questions to a panel of public service decision makers.

Themes included the safety of women and girls, mental health services for young people, and hate crime in our communities.

Feedback from the session will be used to help drive improvements in the policing services we deliver.



Over  
**60**  
participants  
from across  
Gwent

## Community Dial-In

We continued to participate in Gwent Police's monthly Community Dial-Ins, ensuring consistent engagement throughout the transition out of COVID restrictions. The Dial-Ins helped to provide support and reassurance to our Black and Asian communities throughout the pandemic and will be reviewed during 2022/23 to determine their role in our engagement and communication processes.

## Working With Partners

The OPCC participates in a range of strategic partnership Boards that support our communities, including:

- Welsh Government's Hate and Community Tensions Board Cymru
- The three Youth Offending Service Local Management Boards in Gwent
- Gwent's VAWDASV Regional Board and Strategic Commissioning Group
- Criminal Justice Board for Wales Steering Group
- Gwent Public Service Board
- Safer Gwent (community safety)
- Children and Adult Safeguarding Board

## Breaking Down Barriers

We continue to fund initiatives that aim to build trust and forge positive relationships with communities while diverting people away from crime and anti-social behaviour, including:

- Weekly football sessions for young refugees in Newport (via The Gap Wales and Positive Futures)
- A boxing session for Roma children in Maindee (via Positive Futures)
- Dance workshops for children and young people in Abertillery (via Ffin Dance and Off the Streets)
- Halloween workshops for children and young people in Newport (via Urban Circle)

Sessions also help to raise awareness of drug and knife crime, anti-social behaviour and other issues that affect our communities

# Creating and Inclusive Workforce and Promoting Fairness

## Employer Schemes

We remain committed to being a Chwarae Teg FairPlay Employer and have received a Silver award. The scheme encourages inclusive working practices and employee development. We continue to develop and embed the outcomes and recommendations, regularly engaging with staff to ensure they are involved in business planning and decision-making.

We have retained our Disability Confident Committed status and will continue to work to identify opportunities to improve this.

### SPOTLIGHT ON...

#### Increasing Workforce Diversity

We continue to support Gwent Police in working towards workforce ethnic minority representation of 5.1%. Recruitment processes remain on track at the end of year 2 of Operation Uplift.

We will further engage with the College of Policing and the National Police Chiefs' Council (NPCC) to maximise recruitment and retention opportunities for officers and staff.

OPCC workforce data is published on our website and we recognise a lack of diversity within the organisation. We continue to engage with our communities, raising awareness of the roles and responsibilities of OPCC staff and any vacancies. We will also use positive action to help attract applicants from diverse backgrounds.

3.4%

Gwent Police officers from ethnic minority backgrounds

1.3%

police staff from ethnic minority backgrounds

## Becoming An Informed Workforce

We work with Gwent Police to ensure planning and delivery of effective and sustainable equality, diversity and inclusion training programme for all officers and staff (including the OPCC, where appropriate). This will be supplemented by the Criminal Justice for Wales race work which includes a focus on education and training to develop culturally competent and informed workforces.

The OPCC is committed to being a learning organisation and identifies investment each year for staff development. We also use our 'Away Day' sessions to support and develop staff learning and awareness of equality and diversity matters.



## Developing Our Commitment

An OPCC workshop focused on the SEP objectives and staff and team contributions to equality, diversity, and inclusion. All staff contributed and their feedback was used to further inform the OPCC Equality Delivery Plan.

All heads of business areas further reviewed and contributed to the Delivery Plan, ensuring that organisational activities support the objectives.

## Workforce Wellbeing

A Wellbeing Annual Strategy sets out the wellbeing vision for all officers and staff. This is delivered through 'Lunch & Learn' sessions, and a range of wellbeing events and inputs including menopause, mental health, male and female cancers, and financial matters. A Wellbeing Toolkit has been created and is available to support people in and outside the workplace.

A new Men's Health Network provides greater awareness and support of male health conditions, linked to the Staff Support Networks.

Dyslexia screening is now undertaken for all new starters to identify where additional support may be required.



# Creating and Inclusive Workforce and Promoting Fairness

## Dare To Share

Colleagues living with disability, neurodiversity, and mental health conditions shared their stories as part of the new Dare to Share campaign. Dare to Share aims to tackle the stigma associated with such conditions. It provides a platform for colleagues to talk more openly about issues they have been affected by.

The campaign forms part of our collective commitment with Gwent Police to create a compassionate workplace that values and respects every individual's contributions.

Dare to Share was launched during UK Disability Month.

## New Police Headquarters

Staff began moving into the new Headquarters in January. A modern, accessible, and sustainable workplace, the building offers gender neutral, accessible facilities including toilets and changing areas and a contemplation room.



Agile working arrangements also contribute to staff wellbeing allowing more flexible time management.



## Staff Support Networks

We regularly engage with Gwent Police's Staff Support Networks to ensure our understanding of specific workplace issues. Feedback is used to inform our discussions with Gwent Police and any related decision-making.

Network membership is also open to OPCC staff.

## Welsh Language

We remain committed to developing and delivering a bilingual policing service in Gwent. Our joint OPCC and Gwent Police Welsh Language Strategy sets out our aims for the Welsh language. We continue to work to the Welsh Language Standards imposed on the PCC in delivering our Welsh language services. The OPCC's Annual Welsh Language Standards Compliance Report is published every September.

During the year, our compliance against the Standards was reviewed by the Welsh Language Commissioner's Office. Feedback was positive, and our governance processes were recognised as effective in supporting organisational compliance.

## Improving Workforce Data

As part of the 'Safe To Say' campaign, data quality for officer and staff protected characteristics has greatly improved.

**6.1%** of police officers have now declared a disability compared to 2.2% in 2020/21. This is a significant improvement providing better insight into how the workforce is made up. Gwent Police and the OPCC will continue to encourage and support officers and staff to disclose their personal information to support our understanding of workplace needs.

Understanding workforce data relating to race and ethnicity also forms part of our commitment under the new Criminal Justice Anti-Racism Action Plan.

# OPCC Summary Activities for Phase 2, Year 3: 2022/23

## General Activities

- Determine how the OPCC governance review will support greater visibility and reporting of our work as it relates to equality, diversity, and inclusion under the SEP objectives
- Undertake a strategic assessment exercise to better understand the impact of the Criminal Justice Board for Wales and Welsh Government’s anti-racism work on the SEP, identifying any additional action required
- Undertake a strategic analysis of plans based on the NPCC race action plan and Black Police Association report / plan and any other associated local, regional or national plans

|  |  |
|--|--|
| <p><b>Equality Objective 1 – Supporting Vulnerable People</b></p> <ul style="list-style-type: none"> <li>➤ Work with partners to maximise community awareness of the new Remote Evidence Site and encourage usage by victims and witnesses</li> <li>➤ Work with Gwent Police and partners to improve hate crime monitoring and service improvement processes</li> <li>➤ Support the roll-out of Victims’ Code compliance monitoring processes across Wales</li> <li>➤ Further develop local work to understand and address the vulnerability and / or multiple complex needs of people who offend</li> </ul> | <p><b>Equality Objective 2 – Legitimacy and Fairness</b></p> <ul style="list-style-type: none"> <li>➤ Further support the delivery of outcomes aligned to the criminal justice disproportionality work as set out in the Criminal Justice Anti Racism Action Plan for Wales</li> <li>➤ Review the outcomes and learning from the Youth Scrutiny Group and use to inform the process for year 2</li> <li>➤ Identify opportunities to improve diversity monitoring within OPCC police complaints review processes</li> <li>➤ Ensure that the Custody Scrutiny Panel provides effective monitoring and learning outcomes in relation to key issues</li> </ul>                                 |
| <p><b>Equality Objective 3 – Access, Engagement and Cohesion</b></p> <ul style="list-style-type: none"> <li>➤ Further develop equality data recording and embed as part of performance monitoring mechanisms</li> <li>➤ Ensure the outcomes of the Estates governance review contribute to improved reporting and transparency of decisions</li> <li>➤ Work with Gwent Police and partners to raise awareness of and embed the new Child Centred Policing Strategy</li> <li>➤ Work with partners to incorporate the socioeconomic duty into policing in Wales</li> </ul>                                     | <p><b>Equality Objective 4 – Creating an Inclusive Workforce and Promoting Fairness</b></p> <ul style="list-style-type: none"> <li>➤ Maintain and, where possible, improve current employer scheme compliance</li> <li>➤ Identify opportunities to further OPCC equality, diversity and inclusion learning and development to support organisational awareness and cultural competency</li> <li>➤ Support Gwent Police to achieve the workforce diversity aims of year 3 of Operation Uplift</li> <li>➤ Work with Gwent Police to ensure delivery of an effective and sustainable equality, diversity and inclusion training and education programme for all officers and staff</li> </ul> |

## Contact Details

For more information on our work related to equality, diversity, and inclusion, please contact:

Office of the Police and Crime Commissioner  
Police Headquarters  
Llantarnam Park Way  
Llantarnam  
Cwmbrân  
Torfaen  
NP44 3FW

Tel: 01633 642200

Email: [Commissioner@gwent.pnn.police.uk](mailto:Commissioner@gwent.pnn.police.uk)

[www.gwent.pcc.police.uk](http://www.gwent.pcc.police.uk)

Gwent Police Diversity and Inclusion Team  
Police Headquarters  
Llantarnam Park Way  
Llantarnam  
Cwmbrân  
Torfaen  
NP44 3FW

Tel: 01633 838111

Email: [Diversityandinclusion@gwent.pnn.police.uk](mailto:Diversityandinclusion@gwent.pnn.police.uk)

[www.gwent.police.uk](http://www.gwent.police.uk)





---

## Performance Monitoring Framework

Quarter 1 2022 / 2023

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 1 of the financial year 2022/23.

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.

### **Police & Crime Plan Priorities**

- **Keep Neighbourhoods Safe**
- **Combat Serious Crime**
- **Support Victims and Protect the Vulnerable**
- **Increase Confidence in Policing**
- **Drive Sustainable Policing**

| All Incidents                | 2018-19 |        |        |        |         | 2019-20                      |        |        |        |         | 2020-21 |                              |        |        |         | 2021-22 |        |                              |        |         | 2022-23 |        | Change |
|------------------------------|---------|--------|--------|--------|---------|------------------------------|--------|--------|--------|---------|---------|------------------------------|--------|--------|---------|---------|--------|------------------------------|--------|---------|---------|--------|--------|
|                              | Q1      | Q2     | Q3     | Q4     | Total   | Q1                           | Q2     | Q3     | Q4     | Total   | Q1      | Q2                           | Q3     | Q4     | Total   | Q1      | Q2     | Q3                           | Q4     | Total   | Q1      | Total  |        |
| Public Safety and Welfare    | 13,992  | 13,763 | 13,218 | 13,121 | 54,094  | 13,691                       | 14,634 | 12,977 | 12,669 | 53,971  | 12,215  | 13,436                       | 11,500 | 10,988 | 48,139  | 12,990  | 13,291 | 12,432                       | 12,670 | 51,383  | 12,612  | 12,612 | ←      |
| Crime Related                | 14,341  | 14,002 | 13,452 | 13,237 | 55,032  | 13,448                       | 14,052 | 12,574 | 11,490 | 51,564  | 11,176  | 12,750                       | 10,713 | 9,945  | 44,584  | 11,933  | 12,144 | 11,369                       | 11,033 | 46,479  | 12,451  | 12,451 | →      |
| Transport                    | 8,687   | 8,073  | 8,097  | 8,421  | 33,278  | 8,326                        | 8,374  | 7,833  | 7,208  | 31,741  | 5,612   | 6,638                        | 5,872  | 5,556  | 23,678  | 6,789   | 6,809  | 6,357                        | 5,774  | 25,729  | 5,639   | 5,639  | ←      |
| Anti-Social Behaviour        | 2,844   | 3,096  | 2,518  | 2,608  | 11,066  | 2,843                        | 2,998  | 2,464  | 2,931  | 11,236  | 11,482  | 5,296                        | 5,102  | 6,741  | 28,621  | 4,723   | 3,568  | 2,877                        | 2,805  | 13,973  | 2,963   | 2,963  | →      |
| Admin                        | 8,012   | 7,985  | 7,465  | 7,328  | 30,790  | 7,742                        | 8,383  | 7,500  | 7,345  | 30,970  | 8,284   | 8,589                        | 7,531  | 7,286  | 31,690  | 8,202   | 8,710  | 7,693                        | 7,003  | 31,608  | 7,297   | 7,297  | →      |
| Open Log                     | 42      | 59     | 121    | 83     | 305     | 235                          | 182    | 98     | 92     | 607     | 181     | 268                          | 315    | 247    | 1,011   | 285     | 312    | 226                          | 313    | 1,136   | 559     | 559    | →      |
| Total                        | 47,918  | 46,978 | 44,871 | 44,798 | 184,565 | 46,285                       | 48,623 | 43,446 | 41,735 | 180,089 | 48,950  | 46,977                       | 41,033 | 40,763 | 177,723 | 44,922  | 44,834 | 40,954                       | 39,598 | 170,308 | 41,521  | 41,521 | →      |
| % change since previous year |         |        |        |        | -1.56%  | % change since previous year |        |        |        |         | -2.43%  | % change since previous year |        |        |         |         | -1.31% | % change since previous year |        |         |         |        | -4.17% |

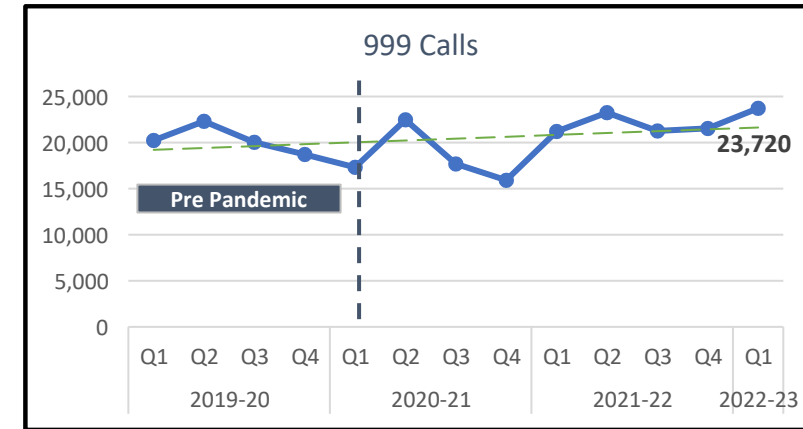
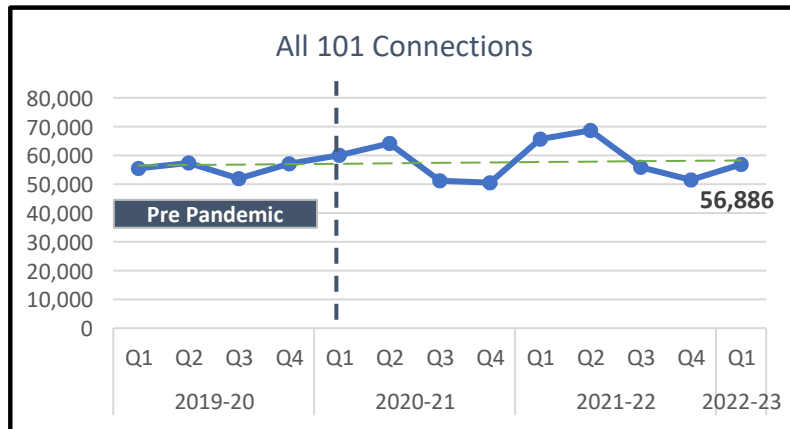
| Crime Type                   | 2018-19 |        |        |        |        | 2019-20                      |        |        |        |        | 2020-21 |                              |        |        |        | 2021-22 |         |                              |        |        | 2022-23 |        | Change |
|------------------------------|---------|--------|--------|--------|--------|------------------------------|--------|--------|--------|--------|---------|------------------------------|--------|--------|--------|---------|---------|------------------------------|--------|--------|---------|--------|--------|
|                              | Q1      | Q2     | Q3     | Q4     | Total  | Q1                           | Q2     | Q3     | Q4     | Total  | Q1      | Q2                           | Q3     | Q4     | Total  | Q1      | Q2      | Q3                           | Q4     | Total  | Q1      | Total  |        |
| All Other Theft              | 1,245   | 1,257  | 1,134  | 1,118  | 4,754  | 1,161                        | 1,154  | 1,028  | 925    | 4,268  | 708     | 869                          | 712    | 704    | 2,993  | 743     | 851     | 895                          | 833    | 3,322  | 990     | 990    | →      |
| Bicycle Theft                | 116     | 108    | 95     | 107    | 426    | 97                           | 110    | 68     | 54     | 329    | 71      | 90                           | 70     | 43     | 274    | 101     | 106     | 57                           | 54     | 318    | 79      | 79     | →      |
| Commercial Burglary          | 270     | 247    | 340    | 302    | 1,159  | 288                          | 305    | 250    | 254    | 1,097  | 195     | 165                          | 181    | 148    | 689    | 144     | 167     | 166                          | 222    | 699    | 243     | 243    | →      |
| Criminal Damage & Arson      | 2,280   | 2,491  | 2,295  | 2,347  | 9,413  | 2,382                        | 2,064  | 2,190  | 1,910  | 8,546  | 1,683   | 1,772                        | 1,759  | 1,618  | 6,832  | 2,020   | 1,886   | 2,089                        | 2,061  | 8,056  | 2,167   | 2,167  | →      |
| Drug Offences                | 323     | 384    | 386    | 389    | 1,482  | 410                          | 358    | 373    | 376    | 1,517  | 544     | 391                          | 439    | 444    | 1,818  | 422     | 294     | 300                          | 310    | 1,326  | 328     | 328    | →      |
| Homicide                     | 0       | 1      | 0      | 1      | 2      | 0                            | 3      | 1      | 2      | 6      | 0       | 0                            | 1      | 2      | 3      | 2       | 0       | 2                            | 1      | 5      | 4       | 4      | →      |
| Miscellaneous Crimes         | 392     | 358    | 332    | 352    | 1,434  | 379                          | 339    | 434    | 556    | 1,708  | 547     | 440                          | 368    | 375    | 1,730  | 418     | 355     | 382                          | 363    | 1,518  | 409     | 409    | →      |
| Non Notifiable Offences      | 23      | 30     | 19     | 26     | 98     | 26                           | 25     | 28     | 26     | 105    | 27      | 21                           | 16     | 12     | 76     | 19      | 24      | 45                           | 30     | 118    | 34      | 34     | →      |
| Other Sexual Offences        | 213     | 257    | 256    | 278    | 1,004  | 246                          | 256    | 271    | 282    | 1,055  | 196     | 211                          | 209    | 199    | 815    | 308     | 263     | 295                          | 287    | 1,153  | 333     | 333    | →      |
| Possession of Weapons        | 47      | 61     | 54     | 75     | 237    | 49                           | 83     | 55     | 62     | 249    | 77      | 47                           | 59     | 67     | 250    | 62      | 51      | 78                           | 109    | 300    | 96      | 96     | ←      |
| Public Order Offences        | 2,140   | 2,267  | 1,747  | 1,682  | 7,836  | 2,023                        | 2,168  | 1,707  | 1,637  | 7,535  | 1,942   | 2,217                        | 1,579  | 1,449  | 7,187  | 2,105   | 2,202   | 2,075                        | 2,323  | 8,705  | 2,553   | 2,553  | →      |
| Rape                         | 110     | 153    | 163    | 168    | 594    | 118                          | 143    | 118    | 125    | 504    | 89      | 96                           | 104    | 122    | 411    | 128     | 141     | 160                          | 154    | 583    | 173     | 173    | →      |
| Residential Burglary         | 700     | 592    | 620    | 621    | 2,533  | 666                          | 604    | 654    | 570    | 2,494  | 492     | 510                          | 473    | 478    | 1,953  | 378     | 438     | 494                          | 488    | 1,798  | 469     | 469    | ←      |
| Robbery                      | 91      | 77     | 65     | 68     | 301    | 79                           | 70     | 82     | 70     | 301    | 57      | 61                           | 67     | 55     | 240    | 78      | 59      | 64                           | 65     | 266    | 81      | 81     | →      |
| Shoplifting                  | 992     | 863    | 877    | 812    | 3,544  | 823                          | 893    | 907    | 824    | 3,447  | 479     | 558                          | 542    | 482    | 2,061  | 520     | 565     | 564                          | 537    | 2,186  | 650     | 650    | →      |
| Theft From the Person        | 105     | 83     | 106    | 75     | 369    | 74                           | 73     | 83     | 54     | 284    | 49      | 51                           | 31     | 22     | 153    | 38      | 37      | 50                           | 50     | 175    | 55      | 55     | →      |
| Vehicle Crime                | 836     | 744    | 904    | 912    | 3,396  | 749                          | 910    | 841    | 734    | 3,234  | 578     | 565                          | 597    | 514    | 2,254  | 544     | 590     | 578                          | 596    | 2,308  | 604     | 604    | →      |
| Violence with Injury         | 1,455   | 1,495  | 1,521  | 1,415  | 5,886  | 1,430                        | 1,484  | 1,475  | 1,397  | 5,786  | 1,100   | 1,270                        | 1,106  | 1,069  | 4,545  | 1,397   | 1,418   | 1,518                        | 1,478  | 5,811  | 1,531   | 1,531  | →      |
| Violence without Injury      | 3,410   | 3,577  | 3,503  | 3,646  | 14,136 | 3,593                        | 3,837  | 3,551  | 3,665  | 14,646 | 3,593   | 3,739                        | 3,304  | 3,311  | 13,947 | 3,612   | 3,692   | 3,935                        | 4,366  | 15,605 | 4,454   | 4,454  | →      |
| Total                        | 14,748  | 15,045 | 14,417 | 14,394 | 58,604 | 14,593                       | 14,879 | 14,117 | 13,523 | 57,112 | 12,427  | 13,073                       | 11,618 | 11,114 | 48,232 | 13,040  | 13,139  | 13,748                       | 14,327 | 54,254 | 15,254  | 15,254 | →      |
| % change since previous year |         |        |        |        | 19.93% | % change since previous year |        |        |        |        | -2.55%  | % change since previous year |        |        |        |         | -15.55% | % change since previous year |        |        |         |        | 12.49% |

Page 129

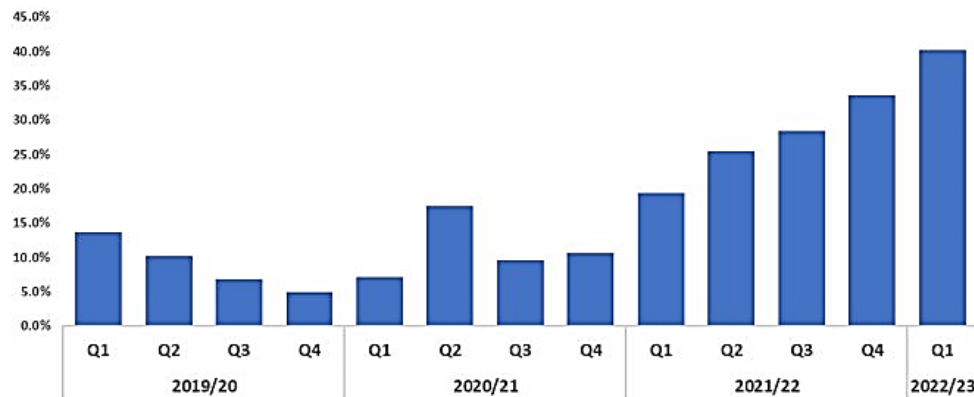
| Outcome Rates                        | 2018-19                              |      |     |      |       | 2019-20                            |     |     |      |       | 2020-21                             |     |     |     |       | 2021-22                              |     |     |      |       | 2022-23 |       |
|--------------------------------------|--------------------------------------|------|-----|------|-------|------------------------------------|-----|-----|------|-------|-------------------------------------|-----|-----|-----|-------|--------------------------------------|-----|-----|------|-------|---------|-------|
|                                      | Q1                                   | Q2   | Q3  | Q4   | Total | Q1                                 | Q2  | Q3  | Q4   | Total | Q1                                  | Q2  | Q3  | Q4  | Total | Q1                                   | Q2  | Q3  | Q4   | Total | Q1      | Total |
| All Other Theft                      | 4%                                   | 4%   | 5%  | 5%   | 4%    | 2%                                 | 5%  | 3%  | 5%   | 4%    | 7%                                  | 4%  | 7%  | 6%  | 6%    | 3%                                   | 2%  | 2%  | 4%   | 3%    | 1%      | 1%    |
| Bicycle Theft                        | 1%                                   | 6%   | 10% | 2%   | 4%    | 3%                                 | 6%  | 0%  | 15%  | 6%    | 3%                                  | 3%  | 0%  | 3%  | 2%    | 4%                                   | 15% | 5%  | 9%   | 8%    | 5%      | 5%    |
| Commercial Burglary                  | 11%                                  | 9%   | 4%  | 6%   | 7%    | 9%                                 | 9%  | 4%  | 11%  | 8%    | 15%                                 | 14% | 11% | 11% | 13%   | 5%                                   | 12% | 7%  | 4%   | 7%    | 6%      | 6%    |
| Criminal Damage & Arson              | 8%                                   | 7%   | 8%  | 6%   | 7%    | 7%                                 | 8%  | 6%  | 8%   | 7%    | 13%                                 | 10% | 10% | 10% | 11%   | 6%                                   | 9%  | 6%  | 8%   | 7%    | 5%      | 5%    |
| Drug Offences                        | 64%                                  | 60%  | 75% | 67%  | 67%   | 67%                                | 86% | 70% | 100% | 81%   | 87%                                 | 79% | 69% | 81% | 79%   | 69%                                  | 88% | 48% | 62%  | 67%   | 40%     | 40%   |
| Fraud                                | 0%                                   | 0%   | 0%  | 0%   | 0%    | 0%                                 | 0%  | 0%  | 0%   | 0%    | 0%                                  | 0%  | 0%  | 0%  | 0%    | 0%                                   | 0%  | 0%  | 0%   | 0%    | 0%      | 0%    |
| Homicide                             | 0%                                   | 100% | 0%  | 100% | 100%  | 0%                                 | 33% | 0%  | 100% | 67%   | 0%                                  | 0%  | 0%  | 50% | 50%   | 0%                                   | 0%  | 0%  | 100% | 100%  | 25%     | 25%   |
| Miscellaneous Crimes                 | 19%                                  | 11%  | 18% | 17%  | 16%   | 15%                                | 15% | 9%  | 16%  | 14%   | 23%                                 | 16% | 22% | 22% | 21%   | 15%                                  | 22% | 19% | 14%  | 18%   | 9%      | 9%    |
| Non Notifiable Offences              | 0%                                   | 0%   | 0%  | 0%   | 0%    | 0%                                 | 0%  | 0%  | 0%   | 0%    | 0%                                  | 0%  | 0%  | 0%  | 0%    | 0%                                   | 0%  | 0%  | 0%   | 0%    | 0%      | 0%    |
| Other Sexual Offences                | 8%                                   | 7%   | 11% | 7%   | 8%    | 8%                                 | 13% | 7%  | 14%  | 10%   | 22%                                 | 9%  | 10% | 12% | 13%   | 7%                                   | 12% | 4%  | 8%   | 8%    | 5%      | 5%    |
| Possession of Weapons                | 55%                                  | 44%  | 54% | 32%  | 46%   | 84%                                | 54% | 40% | 57%  | 59%   | 74%                                 | 70% | 54% | 49% | 62%   | 34%                                  | 69% | 45% | 35%  | 46%   | 22%     | 22%   |
| Public Order Offences                | 7%                                   | 8%   | 11% | 8%   | 9%    | 7%                                 | 9%  | 8%  | 11%  | 9%    | 13%                                 | 12% | 19% | 14% | 15%   | 10%                                  | 10% | 9%  | 12%  | 10%   | 6%      | 6%    |
| Rape                                 | 5%                                   | 4%   | 4%  | 5%   | 4%    | 9%                                 | 7%  | 6%  | 4%   | 6%    | 21%                                 | 11% | 6%  | 7%  | 11%   | 5%                                   | 9%  | 2%  | 4%   | 5%    | 5%      | 5%    |
| Residential Burglary                 | 5%                                   | 3%   | 5%  | 3%   | 4%    | 6%                                 | 4%  | 3%  | 6%   | 5%    | 7%                                  | 10% | 5%  | 8%  | 7%    | 5%                                   | 9%  | 6%  | 5%   | 6%    | 4%      | 4%    |
| Robbery                              | 11%                                  | 13%  | 32% | 16%  | 18%   | 23%                                | 23% | 15% | 17%  | 19%   | 19%                                 | 8%  | 16% | 18% | 16%   | 15%                                  | 25% | 12% | 22%  | 19%   | 9%      | 9%    |
| Shoplifting                          | 30%                                  | 33%  | 32% | 28%  | 31%   | 26%                                | 31% | 22% | 36%  | 29%   | 39%                                 | 33% | 37% | 33% | 35%   | 25%                                  | 22% | 26% | 37%  | 28%   | 19%     | 19%   |
| Theft From the Person                | 3%                                   | 4%   | 3%  | 3%   | 3%    | 4%                                 | 3%  | 2%  | 4%   | 3%    | 10%                                 | 10% | 0%  | 5%  | 6%    | 11%                                  | 3%  | 8%  | 0%   | 5%    | 0%      | 0%    |
| Vehicle Crime                        | 4%                                   | 4%   | 3%  | 2%   | 3%    | 4%                                 | 4%  | 3%  | 3%   | 4%    | 7%                                  | 4%  | 5%  | 5%  | 5%    | 3%                                   | 6%  | 4%  | 11%  | 6%    | 3%      | 3%    |
| Violence with Injury                 | 17%                                  | 19%  | 17% | 12%  | 16%   | 15%                                | 17% | 13% | 19%  | 16%   | 24%                                 | 20% | 17% | 16% | 19%   | 10%                                  | 14% | 11% | 20%  | 14%   | 10%     | 10%   |
| Violence without Injury              | 10%                                  | 10%  | 11% | 7%   | 9%    | 7%                                 | 10% | 8%  | 9%   | 8%    | 12%                                 | 12% | 13% | 11% | 12%   | 8%                                   | 10% | 7%  | 8%   | 8%    | 5%      | 5%    |
| <b>Overall Positive Outcome rate</b> | 15%                                  | 11%  | 13% | 10%  | 11%   | 11%                                | 13% | 10% | 14%  | 12%   | 18%                                 | 15% | 16% | 16% | 16%   | 11%                                  | 13% | 9%  | 12%  | 11%   | 7%      | 8%    |
|                                      | % change since previous year -29.00% |      |     |      |       | % change since previous year 3.51% |     |     |      |       | % change since previous year 36.44% |     |     |     |       | % change since previous year -31.06% |     |     |      |       |         |       |

During 2021/22 the force introduced a better menu system to allow easier access to other reporting methods, for example call backs and social media. Station Enquiry Officers (SEO) have been established to provide resilience to contact handling (switchboard and email) when needed.

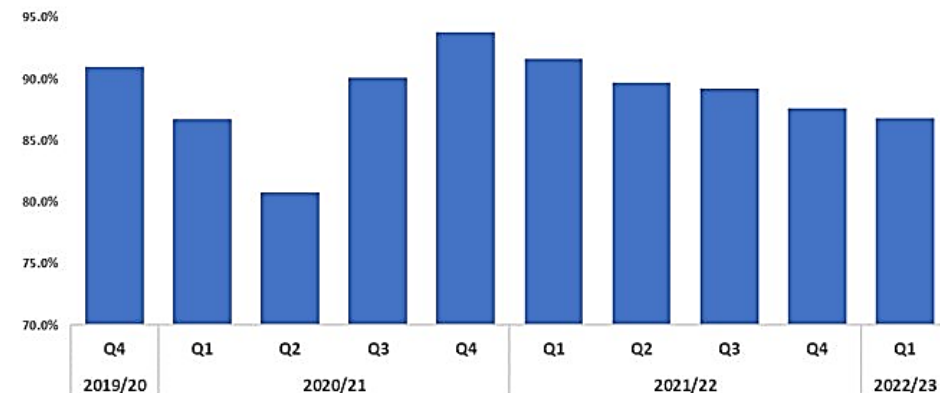
Over the coming year Gwent Police will invest in technology and analysis to further understand the demand from 101, allowing further improvements to be made to reduce demand and waiting times for 101 users. Gwent Police will also continue to invest in recruitment to ensure the teams within the control room are maintained at establishment levels. National data has now been published to allow police forces to compare their 999 performance, with learning being shared at national working groups. The PCC is on the national steering group in relation to the publication of similar data publication showing 101 performance.



101 Abandonment Rate (Qtr 1 2019/20 - Qtr 1 2022/23)



999 Service Level (Qtr 4 2019/20 - Qtr 1 2022/23)



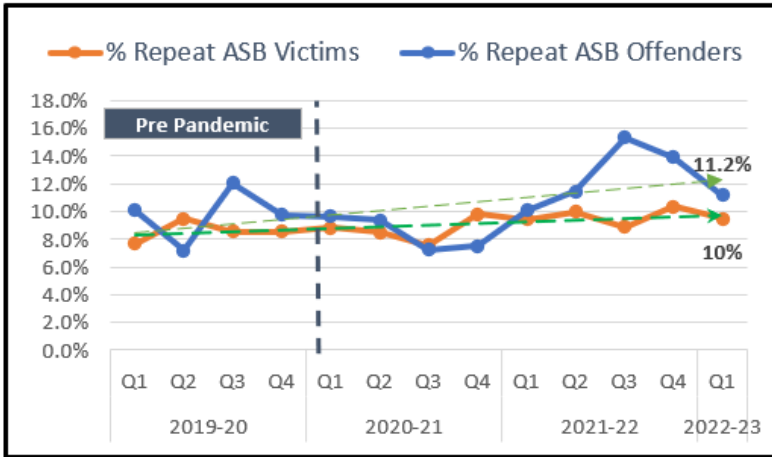
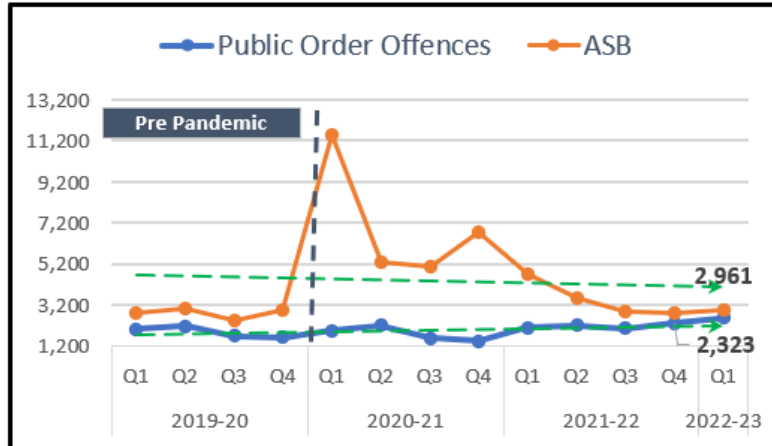
% of 101 calls abandoned – includes those opting for callback

% of 999 calls answered in 10 seconds

# Priority 1. Keep Neighbourhoods Safe

Tackling crime and anti-social behaviour that impacts the safety and well being of communities in Gwent

## Reduce Public Order and Anti-social Behaviour (ASB), and the Number of People who Repeatedly Carry Out These Acts



Quarter 1 2022/23 saw the highest number of Public Order (PO) Offences compared to the same period over the last four financial years. Positive outcomes for PO have also dipped to 5.5%, the lowest amount recorded within the timeframe. ASB has increased compared to Q4. A plan is to be put in place to help address this rise. This will include resource allocation to identified hotspot areas and using recently acquired Safer Streets funding.

PO and ASB repeat offenders fell in Q1, continuing the trend seen in the previous quarter. The force and the OPCC are developing an offender strategy which will seek to address repeat offending.

### What have the PCC and OPCC Done?

#### Holding the Chief Constable to Account:

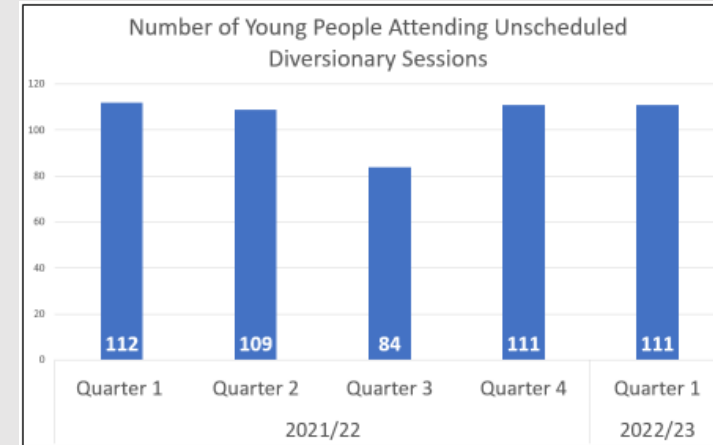
##### Thematic Areas Covered at SPB:

- There was an increase in public order incidents, which the force believe is likely due to improved crime recording. However, they acknowledge that the positive outcome rate (9.8%) is below the national average (10.1%).
- The Anti-social Behaviour (ASB) crime trend is down over the longer term, though there was an increase last year. The ACC has introduced a plan to target resource allocation to hotspot areas.

#### Policy, Projects and Partnerships:

The PCC is leading on Local Policing for the Association of Police and Crime Commissioners, covering both ASB and Public Order. The PCC engages with the Home Office and National Police Chiefs Council on these matters with a view to boost performance in these areas.

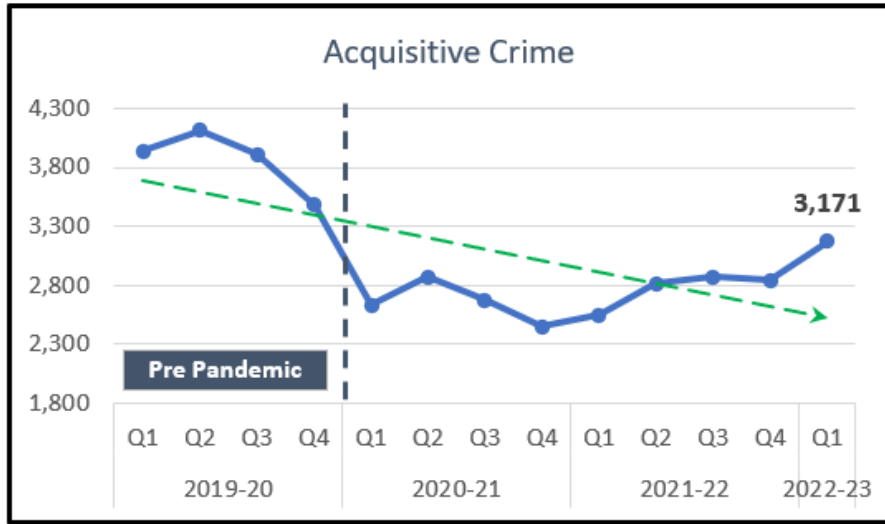
#### Funding and Commissioned Services:



The graph above shows the number of young people who attended an unscheduled ASB diversionary sessions delivered across Gwent over the past five quarters. The numbers account for each individual young person and do not count repeat attendance. These sessions are a dynamic and evidence-based response to emerging ASB identified by the force and community safety partners. The sessions are delivered in response to demand and so may fluctuate. There has been consistency in attendance between Q4 2021/22 and 2022/23.



## Reduce Acquisitive Crime and Repeat Offenders



Acquisitive crime consists of burglary, robbery, vehicle crime, shoplifting and theft. While there has been a downwards trend since Q1 2019/20, this quarter has seen a rise. As a result of the rise, particularly in vehicle crime, the ‘We Don’t Buy Crime’ (WDBC) team have been tasked to increase scrutiny and focus within this area over the coming month in order to better identify high density locations and offenders.

The WDBC initiative aims to reduce acquisitive crime. WDBC utilises a range of prevention activities, working with the public and local businesses to help reduce acquisitive crime.

Targeted support for victims of acquisitive crime has continued over the last quarter, with 450 support and prevention packs provided, including tailored crime prevention advice, deterrent signage and forensic marking, as well as free marking events for bikes and motorbikes, with over 100 being marked in the last quarter.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

*Thematic Areas covered at SPB:*

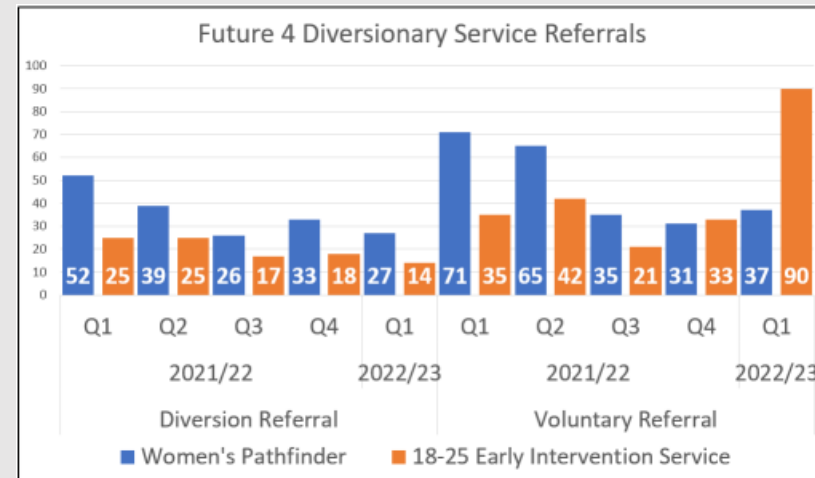
- The Chief Constable stated that acquisitive crime has remained stable in Gwent, while some other Forces were seeing an increase. This stabilisation could be attributed to the work of the We Don’t Buy Crime Team (WDBC).

#### Policy, Projects and Partnerships:

The OPCC have repeatedly engaged with communities with the We Don’t Buy Crime team, including at Newport Train Station where commuters had bikes marked with Smart Water.

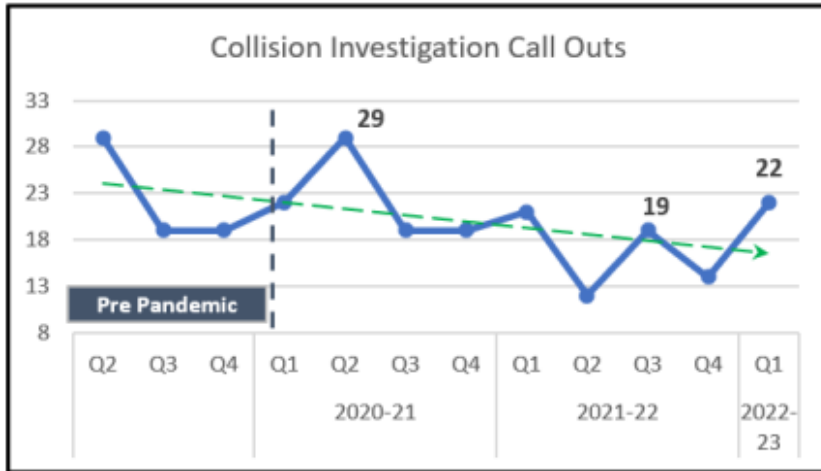
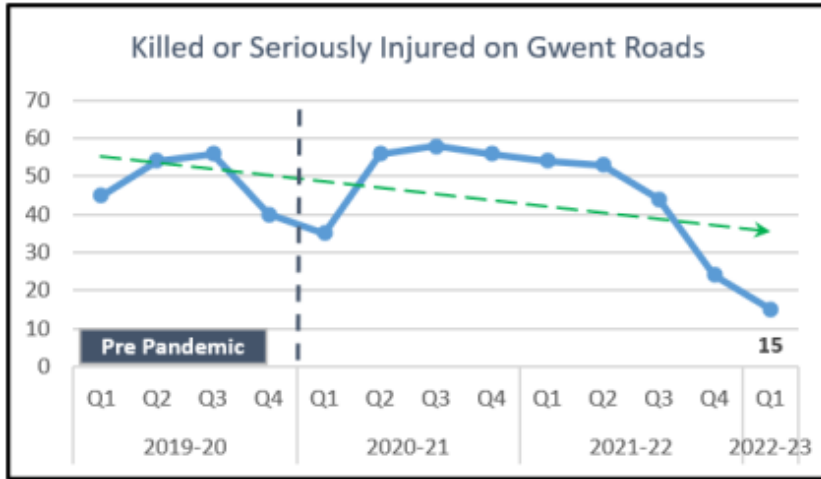
The OPCC are working with the force to develop an offender strategy. This strategy is geared towards reducing re-offending across all crime types, including acquisitive crime.

#### Funding and Commissioned Services:



The OPCC has provided funding for the delivery of innovative diversionary programmes, 18-25 Early Intervention Service and Women’s Pathfinder, in Gwent. These services support those entering the criminal justice system, addressing criminogenic needs to reduce reoffending. The support delivered by Future 4 helps young adults and women referred into the service achieve positive outcomes such as getting access to accommodation, improving their financially situation, gaining employment and improving their overall health and wellbeing. These are vital developments in helping to reduce re-offending.

## Improving the Safety of Roads Throughout Gwent



### Road Traffic Collisions (police attended)

Q1 22/23 117

Q4 21/22 117

Q3 21/22 165

Q2 21/22 167

Q1 21/22 150

**317** persons reported for 'Fatal Five' offences in Q1:

- Careless Driving
- Drink/Drug Driving
- No Seatbelt
- Use of Mobile Phone
- Speeding

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

*Thematics covered at SPB:*

- The HoCI highlighted some of the key areas of work conducted by the Roads Policing Strategy, including positive engagement work with local politicians in Gwent to tackle speeding and unsafe drivers on the A4048 from Blackwood to Tredegar. The Force response resulted in 124 speeding offences and a significant reduction in the number of speeding complaints were received.

#### Funding and Commissioned Services:

The OPCC have identified a service gap in road safety provision and an opportunity for investment into this area. In line with the PCC's commitment to improve the safety of the roads through Gwent through scrutiny of Gwent Police's performance and working alongside partners, the OPCC is considering options for funding. This will inform the OPCC's commissioning intentions strategy.

#### Policy, Projects and Partnerships:

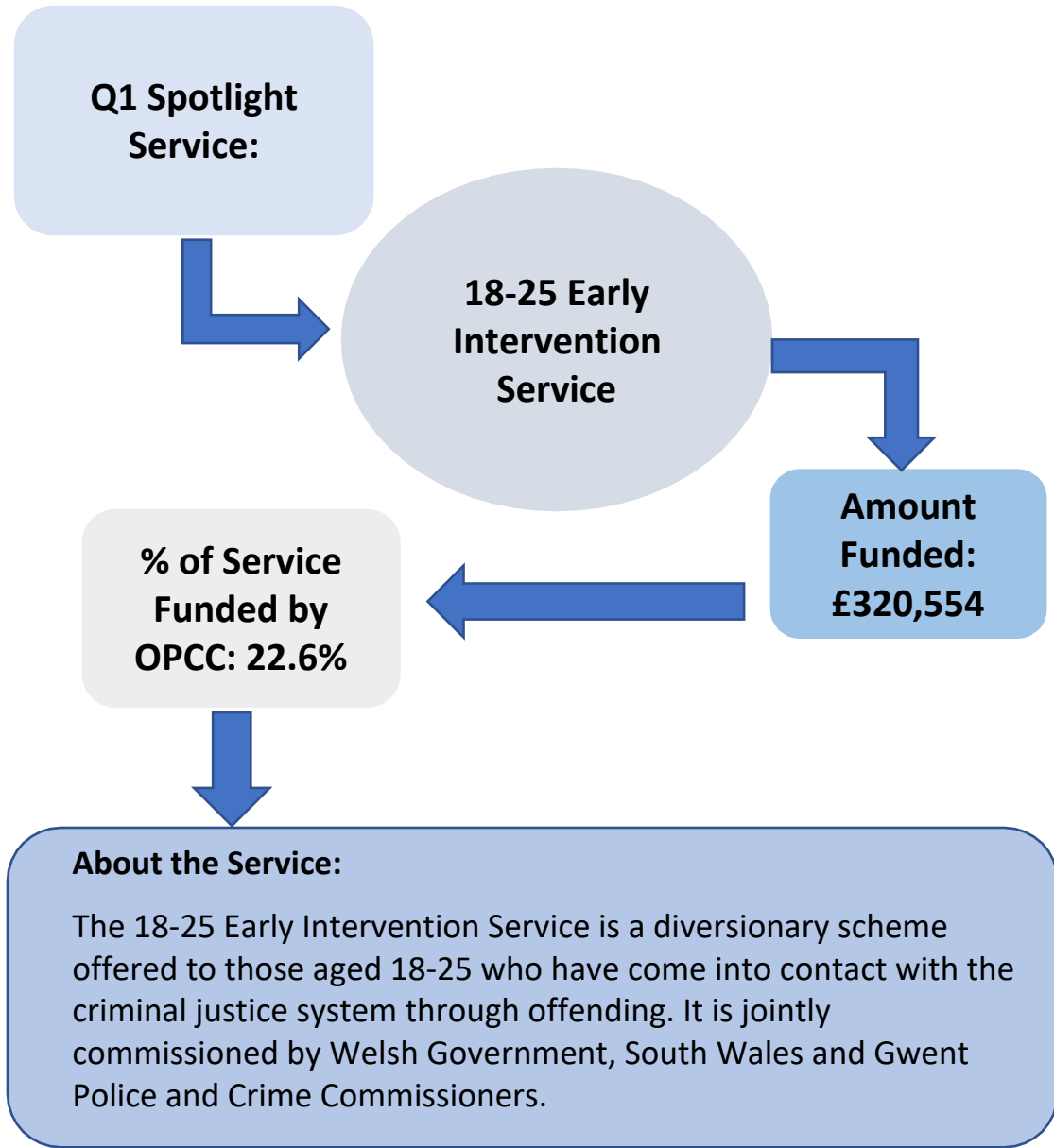
The OPCC have supported Welsh Government's 20mph speed limit reduction pilot. This pilot has been introduced ahead of Welsh Government's planned move to reduce 30mph zones to 20mph. As the PCC roads policing lead for Wales, the PCC is monitoring the findings of the pilot, including associated public engagement work.

The downward trend in number of people killed or serious injured (KSI) in Gwent fell seen since Q2 in 2020/21 continued in Q1, which saw a significant drop. There were 15 collision investigation callouts in Q1, a reduction in line with the broader downwards trends observed in the graph above.

The Operational Support Department has developed and circulated a new Roads Policing Strategy (2022-25) for the Force that focuses on the PCCs Priorities and their links to Roads Policing, and is consistent with the NPCC National Roads Policing Strategy. The Force's strategic objectives for Roads Policing are set out under the headings: Casualty Reduction; Disrupting Criminality on the Road Network and Improving our Service to those Involved in Road Traffic Collisions. Gwent Police continues to improve and streamline its investigation processes with the continued professionalisation of the Serious Collision Investigation Unit (SCIU), who work closely with RPSO officers and the Coroners office in each case.



# Commission and Invest in Effective Crime Prevention Initiatives



### Case Study:

CB is a voluntary case who was arrested for Affray; there was subsequently no further action. He has recently found himself homeless due to his mother being evicted from the family home. His sisters were taken into care. His mother is alcohol dependent. He was initially on his grandfather's sofa, until his grandfather was served an eviction notice for having CB living at the address. This left him on the street until he secured emergency accommodation through the council.

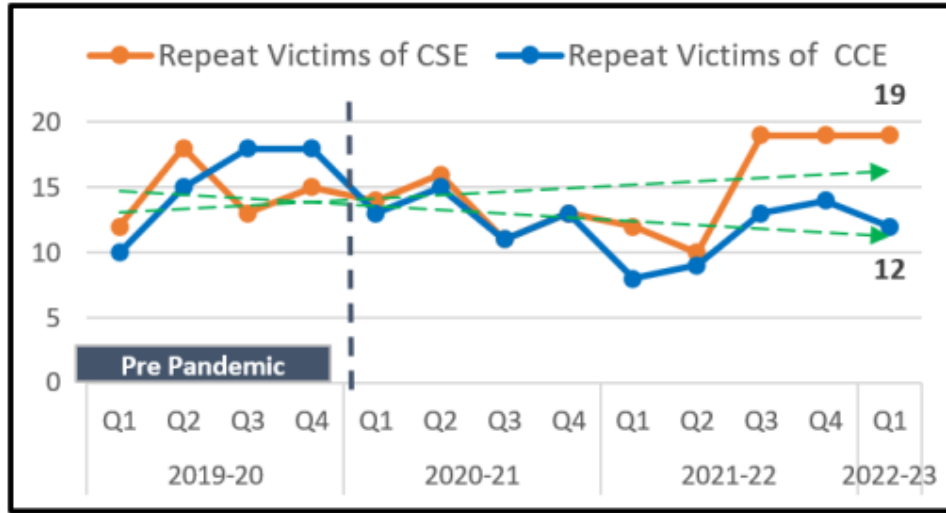
Although CB has a qualification in HGV mechanics, he wasn't working and was smoking £60 of Cannabis a week. CB had trust issues and time was needed to build a rapport with their caseworker. Once this relationship had been formed, they were able to set goals and work on key areas where support was required.

Trust and rapport have been built through effective engagement, this has enabled CB to progress and build confidence to move things forward. To date he:

- Is now working with the agencies previously mentioned. Housing, Social Services, ETE and the food bank for support.
- Has started a savings account and is saving on a monthly basis.
- Has reduced his cannabis use considerably. 8
- Has a goal to buy a remote-controlled car and is on course to achieve this.
- Has a clear picture of where he wants to be and what he wants to achieve in the future, admission to the Navy.

**Note: performance data included on page 7**

## Reduce the Number of Repeat Victims of Child Criminal and Sexual Exploitation



The number of repeat victims of CCE has followed an downwards trend since 2019-20, while repeat victims of CSE has tracked upwards. The number of repeat CSE victims has stabilised at a higher level following the notable increase in Q3 2021/22.

The Exploitation Team are continuing to engage and support vulnerable children subject to exploitation. They have identified a child prostitution (potentially group based CSE) investigation which has yielded positive engagement and intervention with the teenage victim and others potentially at risk. This investigation has demonstrated the merit of collaborative working both internally and externally and has resulted in positive interventions and safeguarding.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

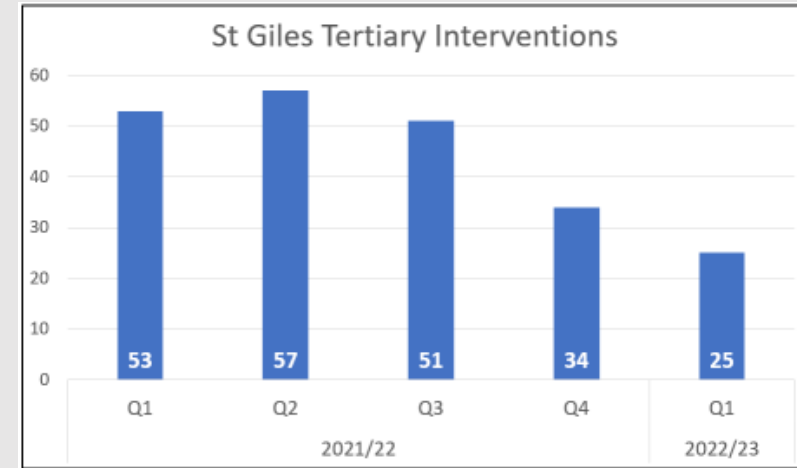
*Thematics Covered at SPB:*

- The OPCC were informed that Quarter 1 has seen a decrease of 23.3% in crimes with a Child Sexual Exploitation local qualifier when compared to quarter 4 2021/22. The Exploitation Team continue to engage and support vulnerable children subject to exploitation.

#### Policy, Projects and Partnerships:

The OPCC continue work with Newport City Council on a pilot supporting vulnerable children and families in the Llanwern area who are believed to be at risk of criminality and exploitation (criminal or sexual). The pilot currently has 14 children on the case load, receiving person-centred support built around the needs of children and their families. There has been encouraging commitment shown by partners and schools. The OPCC will produce an evaluation report at the end of the current school year.

#### Funding and Commissioned Services:

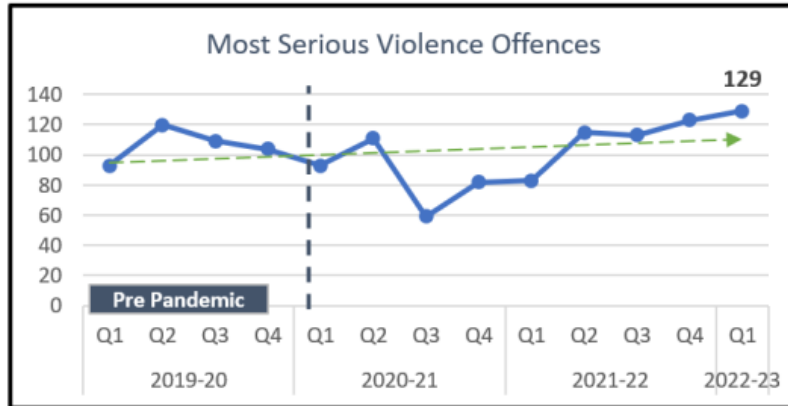
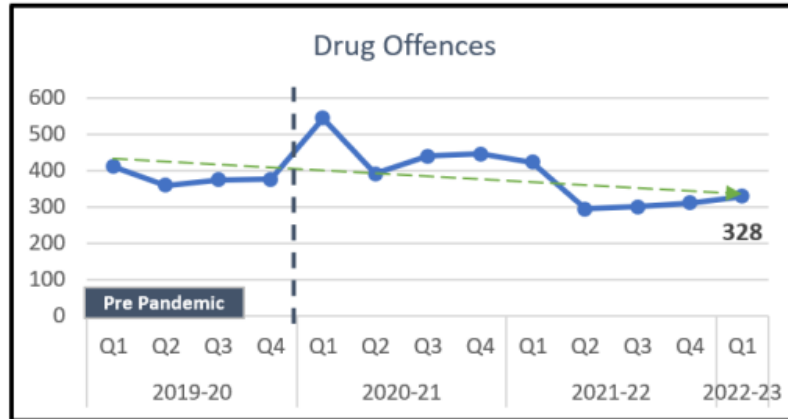


The OPCC provides funding to St Giles Trust to support children and young people at risk of or currently being exploited. The graph above shows the number of 1-1 tertiary interventions delivered by St Giles. A tertiary intervention refers to support work given to children and young people known to be exploited. The purpose of this work is to help children and young people exit from exploitation, thus helping to reduce repeat victimisation.

# Priority 2. Combat Serious Crime

Preventing and reducing crimes that cause significant harm to communities and victims

## Increase Disruption of Serious Organised Crime, and Reinvest Assets Seized Back into Communities



Over the last quarter Gwent’s Organised Crime Unit has primarily focussed on Operation Beacon. This involved an organised crime group money laundering and supplying wholesale quantities of cocaine and cannabis throughout the South West region. The key suspects have been charged and remanded and over £200,000 worth of assets have been seized. Substantial custodial sentences are anticipated.

Q1 saw confiscation orders issued to two individuals, one for £31,197 and the second for £1,032. Six individuals have also received custodial sentences totalling 23 years for offences including Class A Drug Supply, robbery and burglary.

The force has developed a serious violent crime strategy delivery plan which is aimed at the night time economy, knife related violence, robbery, drug related gang violence, and acid/corrosive substance attacks. A force serious violent crime meeting has been established to oversee the implementation of the serious violent crime delivery plan.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

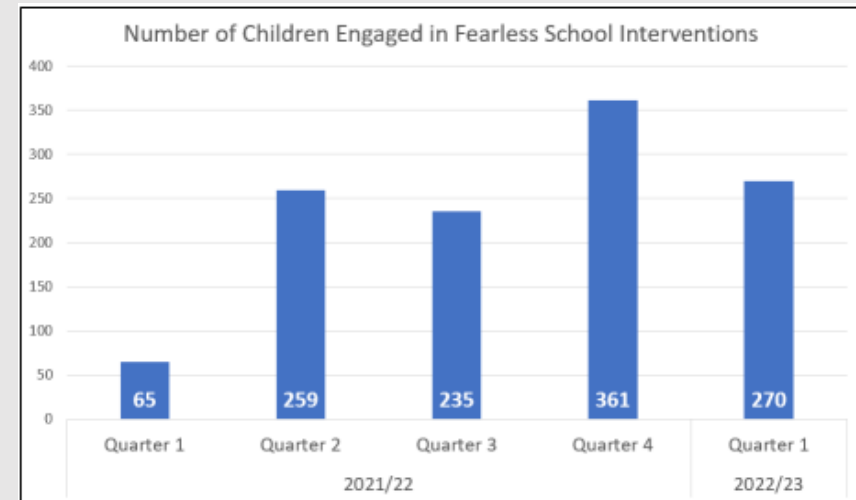
*Thematics covered at SPB:*

- The force stated that solved rates for serious violence were higher than the national average. The Chief Constable assured us that serious violence is a key focus and that they would be targeting areas, such as street crime and domestic abuse and repeat offending.

#### Policy, Projects and Partnerships:

The OPCC requested that the force provide more information on Serious Organised Crime in the SPB performance report. It was recognised that the limited information available hindered the OPCC’s ability to effectively scrutinise performance in this area. The request for more information should facilitate the scrutiny function of the OPCC.

#### Funding and Commissioned Services:

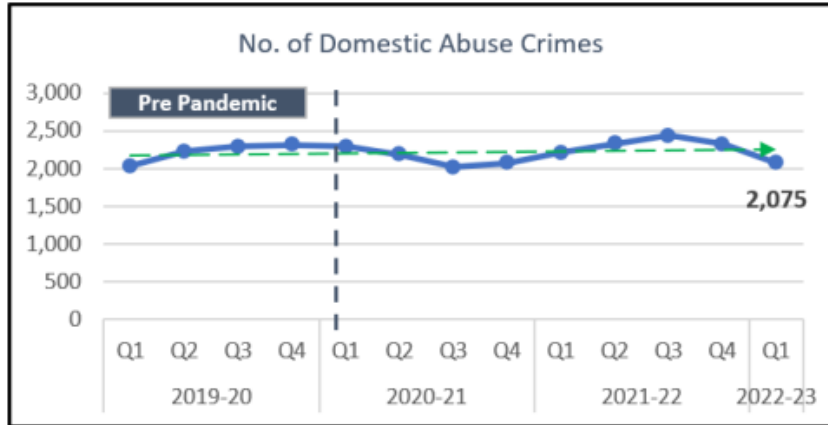
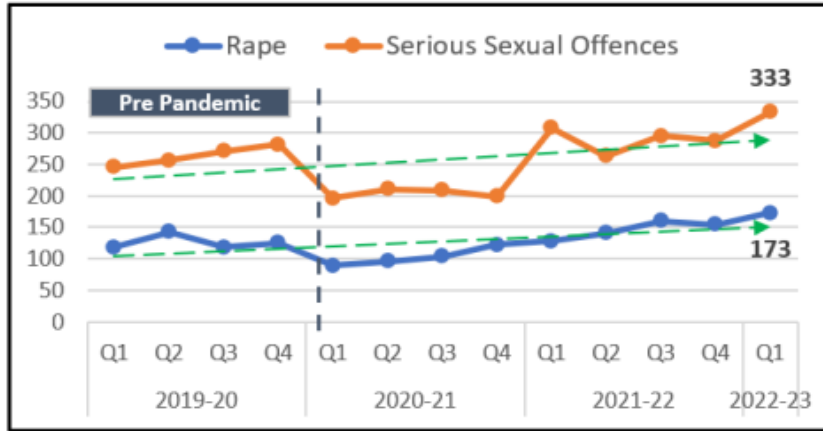


The OPCC has provided funding to Fearless to deliver interventions to secondary school children, with a focus on the risks of SOC, county lines and serious violence, thereby reducing opportunities for serious organised criminals to recruit and exploit children for illegal activity. The table above shows the number of children engaged with over the past 5 quarters. Q1 2022/23 saw a significant increase in engagement compared to same period in the previous year due to easing of coronavirus restrictions.

# Priority 2. Combat Serious Crime

Preventing and reducing crimes that cause significant harm to communities and victims

## Improve the Overall Criminal Justice Response to Violence Against Women, Domestic Abuse and Sexual Violence



The reporting of Rape offences has seen an upward trend since the start of 2020/21. This increase is in line with the government’s Beating Crime Plan, and consistent with the local priority to actively increase reporting in this historically under reported offence category.

Rape positive outcomes rose to 4.6% compared to the previous quarter. However, when compared to Quarter 1 2019/20 there was a 3.9% decrease. A response plan is currently being formulated following a successful application to Operation Soteria. As an early adopter Gwent Police will aim to improve victim engagement, identification of repeat and serial offenders and overall investigation quality

Reported domestic abuse continued the downward trend seen in the previous two quarters. Positive outcomes for domestic related crime have decreased by 3.1 percentage points, to 8.8%, when compared to the previous quarter. When compared to quarter one 2019/20, positive outcomes fell by 5.5 percentage points.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

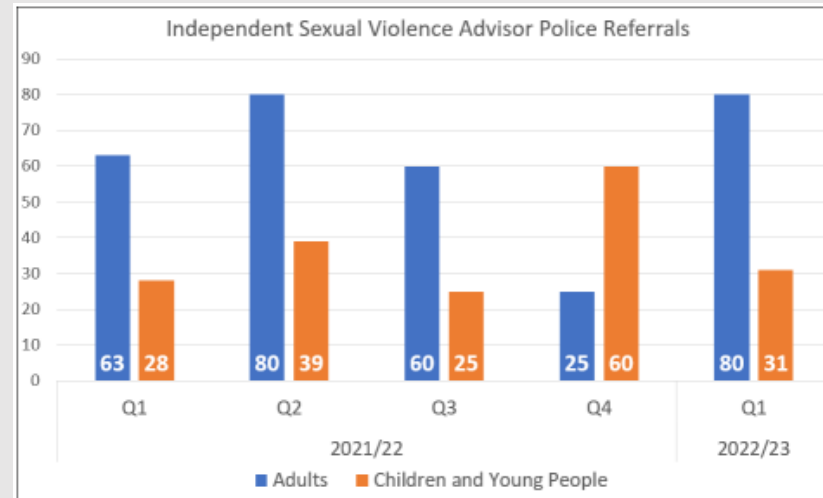
*Thematics Covered at SPB:*

- The OPCC were advised that there has been a rise in conduct complaints both internally and externally relating to Violence Against Women and Girls. The force attributed this to increased confidence to report issues and awareness raising by the Chief Officers and PSD. An internal Victim Support and Engagement Officer is being scoped with a view to support victims in light of increased reporting.

#### Policy, Projects and Partnerships:

The OPCC commissioned Welsh Women’s Aid (WWA) to conduct research into support available for children experiencing domestic abuse. The OPCC Strategy Team are working close with WWA to support the research. The findings from the final report will help inform commissioning intentions in this business area.

#### Funding and Commissioned Services:



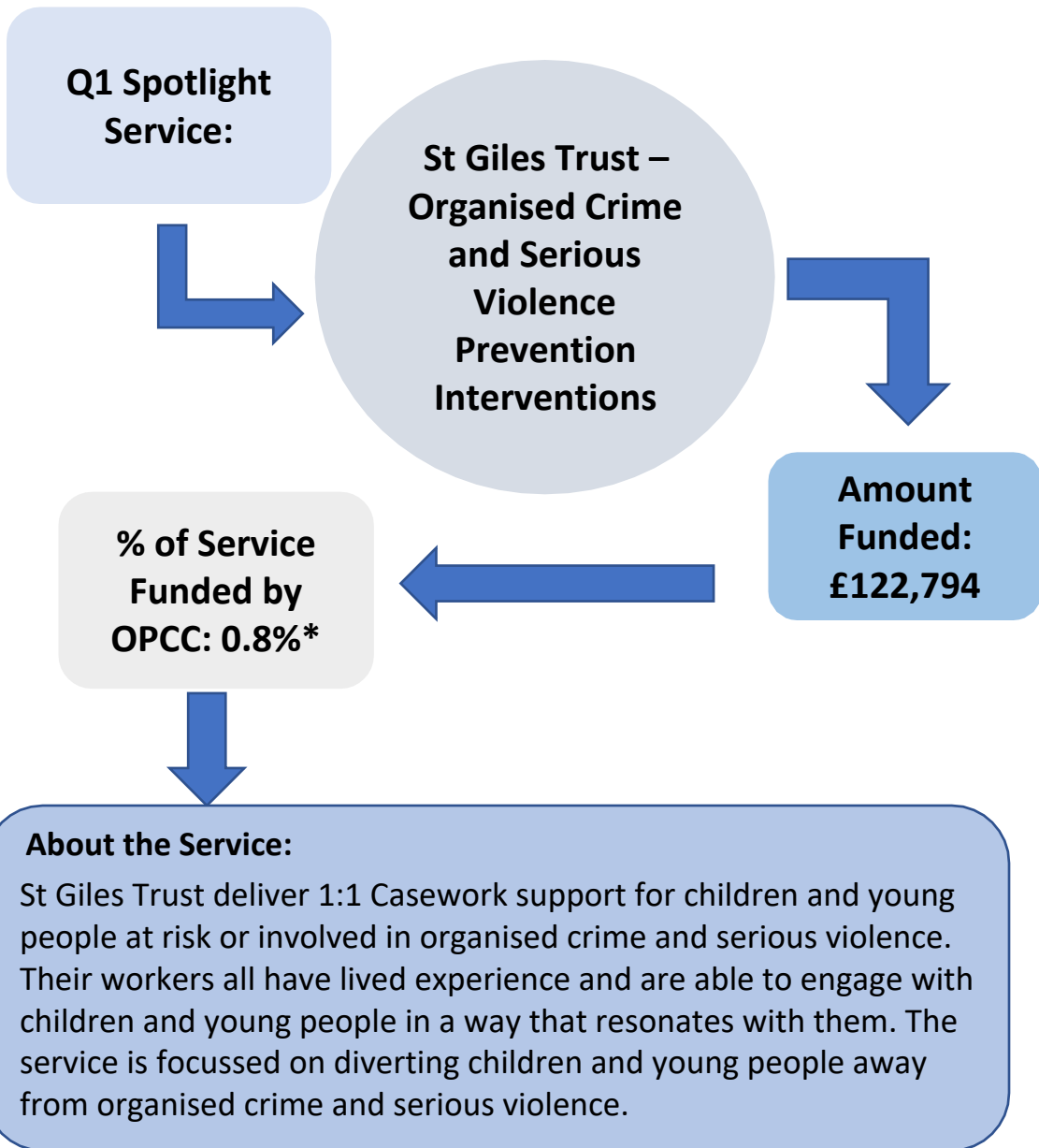
7.3% non-engagement rate for ISVA referrals\*

\*Total referrals from all agencies for adults and children and young people.

New Pathways provides a specialist Independent Sexual Violence Advisor (ISVA) service for victims of RASSO. ISVA referrals for adults dipped in Q2, which reflects the increase in RASSO overall seen in this quarter. Referrals for children and young people fell after a spike in Q4. There was a notable increase in reporting by children and young people in Q4, which explains the rise in ISVA referrals. The numbers seen in Q1 2022/2023 are more in line with those seen in previous quarters.

Priority 2. Combat Serious Crime

Preventing and reducing crimes to reduce significant harm to communities and victims



**Case Study:**

Client Z was referred by YOS due to involvement in supplying class A drugs. He is 19 years old and resides in the Newport area. Client Z had recently been released from HMP Parc and had been sentenced for supplying class A and had received a 2-and-a-half-year sentence. Prior custody he had been involved with gangs from outside of Gwent and linked to OCG's in Birmingham and Liverpool.

On release from HMP Parc he settled back into the Newport area. The caseworker met him on day of release and a support plan was agreed. Prior to custody the client had been living a lavish lifestyle funded by drug dealing, so focussing on the realities of offending was important. His attitude towards the criminal lifestyle and knowing how much money he used to make through this was a big adjustment.

At present the young person is adhering to his license conditions and returning to his BASS accommodation in time for his curfew. The next part of this support plan is to address training opportunities and positive activities such as sport.

**Note: performance data included on page 11**

\*St Giles is a UK-wide third sector provider and thus have a budget pooled from funding granted by commissioners across the country. Therefore, OPCC funding will account for a small percentage of the overall service.



## Improve Victim Services and Ensure the Needs of Victims are Identified and Responded to Appropriately Through Connect Gwent and the Victim Care Unit

During the last quarter the Victim Care Unit has seen 13,749 victims referred into the unit. 1,164 detailed needs assessments were also completed with victims to ensure a bespoke support package could be created where needed.

| Victim Satisfaction Measure  | Baseline (pre Jul 21) | General Crime | Domestic Abuse | Hate Crime | Sexual Violence |
|--|-----------------------|---------------|----------------|------------|-----------------|
| % Satisfied with follow up and investigation                                 | N/A                   | 59%           | 88%            | 67%*       | 67%*            |
| % Satisfied with how they have been treated by the Victim Care Officer (VCU) | 85%                   | 90%           | 100%           | 100%*      | 100%*           |
| % Satisfied with how they have been treated by the officer                   | 85%                   | 80%           | 91%            | 100%*      | 67%*            |
| % Satisfied with how well they have been kept informed                       | 74%                   | 85%           | 89%            | 100%*      | 100%**          |

\*3 interviews completed  
 \*\*2 interviews completed

A Special Measures Advisor pilot will soon be starting, aiming to support the uptake of special measures for vulnerable victims and promote the use of the new Remote Evidence Site (RES) for vulnerable victims, in Newport.

To help raise awareness of the RES provisions, training for new frontline officers and those undertaking Tier 2 interview training is being provided, supported by an internal communicational plan. Uptake and outcomes will be monitored through existing governance processes.

Filming of Survivor videos to be used for training front line officers and staff has begun. Understanding victims’ feelings, thought processes and decision making will help improve the force’s response, ensuring it remains person centred and aware of any potential barriers for the victim.

### What have the PCC and OPCC done?

**Holding the Chief Constable to Account:**  
 Thematic Areas Covered at SPB this quarter:

- The CC stated that Victim Services are piloting a restructure that will improve their working relationship with the Local Policing Areas (LPAs) and provide a locality specific approach to supporting victims and witnesses of crime. Staff can effectively collaborate with the LPAs and specific projects to become experts in the crimes, responses and intervention processes within each area.

### Funding and Commissioned Services:

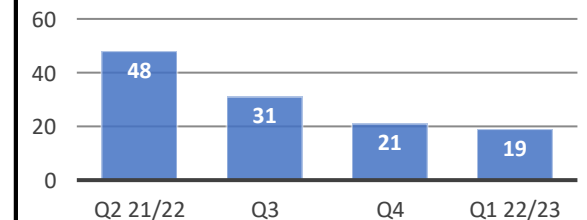
The OPCC has continued to commission an Older People’s Caseworker as one of the services available through Connect Gwent. Over 80% of service users consistently report being better able to cope due to the practical and emotional support provided by the Caseworker or the ongoing referrals made to peer agencies to suit needs.

### Policy, Projects and Partnerships:

The Gwent RES went live at the end of March 2022, enabling victims and witnesses of crimes such as rape and sexual assault to provide evidence to courts by live video link. Oversight and monitoring is provided by the RES Steering Group and the Gwent Criminal Justice Strategy Board (GCJSB), chaired by the PCC.

The GCJSB has agreed to commence work to improve domestic abuse attrition rates. This is a priority under the Board’s Victim and Witness Workstream and will be led by Gwent Police and the Crown Prosecution Service, with support from the OPCC. This work is scheduled to begin in July.

**Older People's Caseworker - Total Referrals Received**

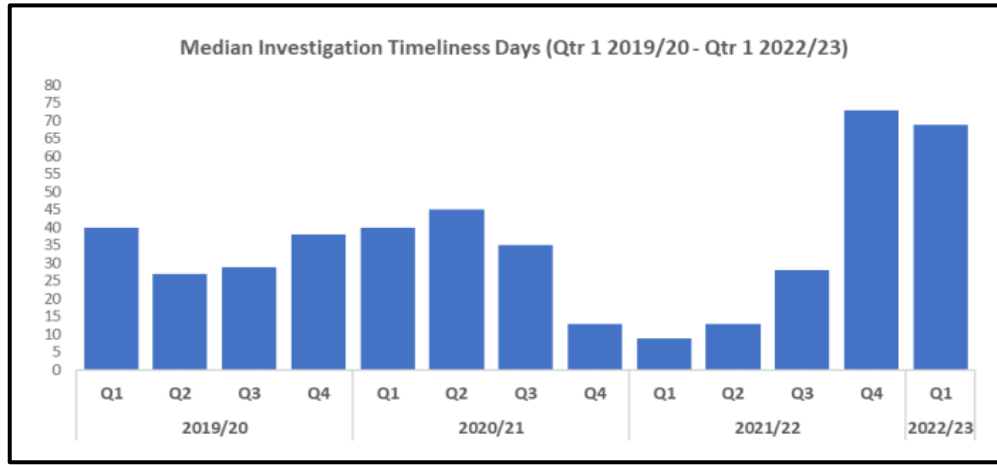


# Priority 3. Support Victims and Protect the Vulnerable

7<sup>th</sup> <sup>ed</sup> Vulnerable

Providing high-quality support to victims of crime and protecting those who are most vulnerable from harm

## Increase the Timeliness of Police Investigation Updates Provided to Victims



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|
| Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Qtr 1   |
| 40      | 27    | 29    | 38    | 40      | 45    | 35    | 13    | 9       | 13    | 28    | 73    | 69      |

Investigation completion median number of days has decreased slightly compared to the previous quarter. However, it remains the second highest value within the timeframe by a significant margin. When compared to Quarter 1 in 2019/20, the median investigation length has increased by 72.5% (29 days).

Recent updates to data recording systems will provide more accurate figures. However, investigation timeliness is difficult to measure due to the high demand on the Crime Management Unit (CMU) and median investigation length remains abnormally high, likely influenced by the rise in overall crime level as well as CMU demand. A force-wide released under investigation (RUI) working group provides extra scrutiny to investigations. This has already brought reductions in RUI numbers and will allow investigations to be finalised at an earlier stage.

Investment in officer training to improve better use of technology will allow more timely download of phone data, which has historically adversely effected the length of investigations.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

These new measures are currently under development since the introduction of the VCU. The DPCC and Head of Strategy both attend the Victims' Board where there is an opportunity to review performance in this area and support development of the measures needed to reflect performance.

#### Funding and Commissioned Services:

The OPCC continues to collate victim feedback and case studies for individuals supported by commissioned services and funded projects within its contract management processes. Feedback is also obtained from service providers to help identify gaps and opportunities for improvement. This will be used in tandem with the outcomes of Victim Satisfaction Surveys to provide an holistic view of the experiences of victims in Gwent.

#### Policy, Projects and Partnerships:

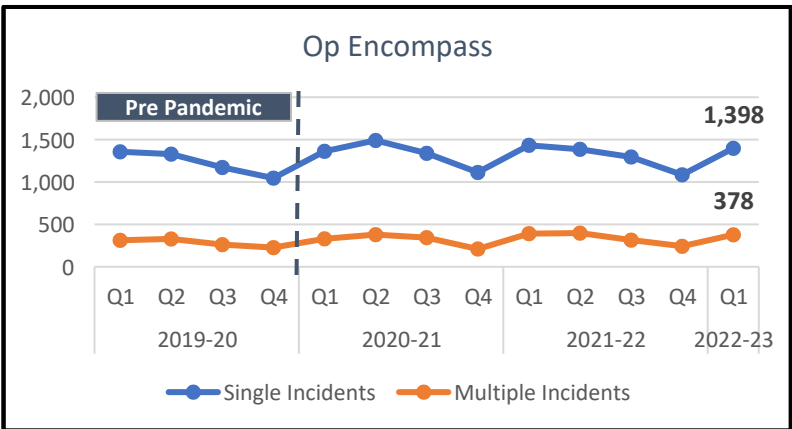
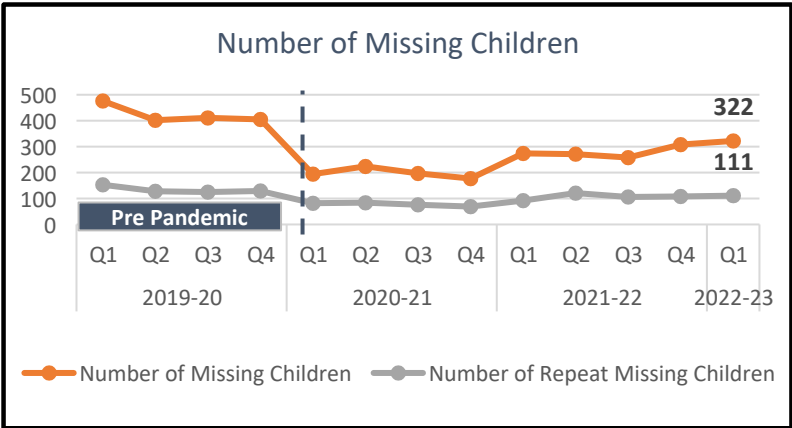
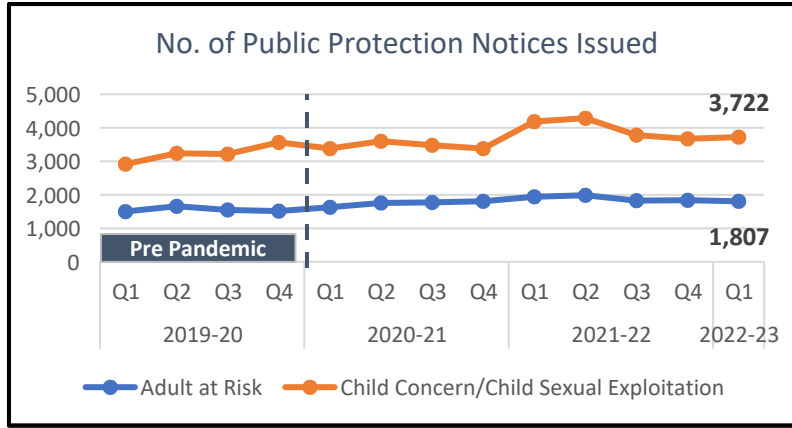
The OPCC has continued to lead on the VCoP Compliance Dip Sample Pilot for Gwent, which includes timeliness of updates to victims. A Task and Finish Group to support the implantation on an all-Wales basis has been established with activity being coordinated through the Criminal Justice Board for Wales Coordinator. The work relies heavily on the experiences of Gwent and South Wales OPCCs who continue to play an integral role at this level.

The VCoP dip sample activity will complement the new national Ministry of Justice (MoJ) VCoP data requirement by providing a more focused analysis of the findings for specific crime types as well as incorporating the victim's voice. OPCCs will have a role in the provision of local data to the MoJ.

# Priority 3. Support Victims and Protect the Vulnerable

Providing high-quality support to victims of crime and protecting those who are most vulnerable from harm

## Further Improve Our Work With Partners to Protect Those Most Vulnerable



### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

Thematic Areas Covered at SPB this quarter:  
The CC advised that the increase in the number of repeat victims in this quarter indicated a rise in the level of crime when compared to the same quarter over the last three years. It was noted that part of the increase could be attributed to confidence in reporting and the lifting of covid restrictions.

#### Policy, Projects and Partnerships:

The OPCC worked with Cyfannol Women’s Aid, Gwent Police Cyber Crime Team and Gwent Police’s We Don’t Buy Crime Team to raise awareness of the many types of abuse that affect older people. The face-to-face sessions aimed to help communities across Gwent understand how to access support and advice.

The Welsh Women’s Aid research on services affected by DA commissioned by the OPCC (slide 12) will also contribute to this commitment by providing recommendations on how partners can work together better to provide better support services.

#### Funding and Commissioned Services:

The OPCC, along with South Wales PCC, Gwent Police, Safer Wales and HMPPS has jointly commissioned a project aimed at supported prison-leavers aged 18 to 25 in the Gwent and South Wales areas. The project aims to use targeted, trauma-informed interventions that meet the specific needs of young people to focus on key criminogenic issues that underpin the risk of reoffending and exploitation, e.g., accommodation, family relationships, and community reintegration. The project launched in April 2022.

Public Protection Notice (PPN) submissions during 2021/22 have followed a similar pattern for the past two years, with numbers increasing in the first half of the year and reducing in the latter part. More information on Child Sexual Exploitation data is included on slide 10.

Numbers of missing children and repeat missing children have returned to around pre-pandemic levels with the highest demand experienced during the summer. Operation Encompass experienced a similar trend linked to the pandemic, with the lowest numbers recorded during the times that schools were closed for face to face learning. Multi Agency Safeguarding Hubs (MASH) are now established across Gwent to provide a far more collaborative and joined-up approach to tackling these issues.

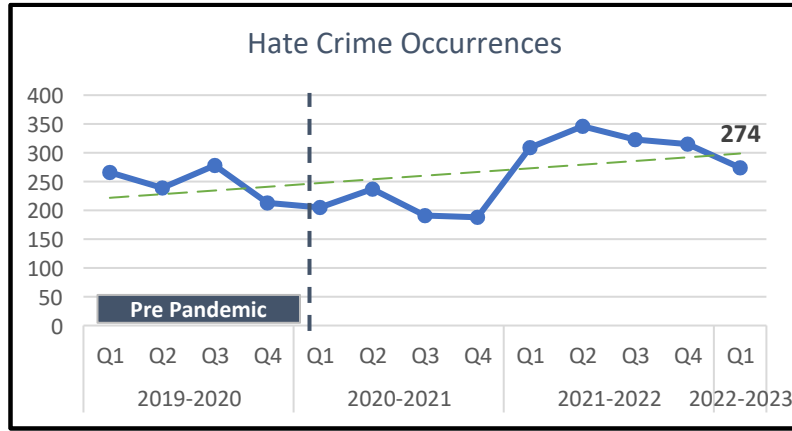


# Priority 3. Support Victims and Protect the Most Vulnerable

Supporting the Most Vulnerable

Providing high-quality support to victims of crime and protecting those who are most vulnerable from harm

## Further Improve Our Work With Partners to Protect Those Most Vulnerable



Quarter 1 of 2022/23 saw a reduction in offences when compared to the previous quarter, down 20.5%. However, when compared to Quarter 1 of 2019/20, hate crime increased by 1.1%.

After a notable increase in homophobic hate crime to 80 offences in the last quarter, levels fell to 52 in this quarter, the lowest seen since Quarter 4 2020/21. Racial hate crime has also continued on a downward trend since Quarter 2 2021/22 to 154. Transphobic hate crime peaked in Quarter 3 and 4 of 2021/22, however dropping to 13 offences for this quarter.

Positive outcomes fell during this quarter when compared to the previous quarter by 3.8 percentage points. This quarter saw the lowest solved rate within in the timeframe. Figures were also 1.6 percentage points below the same quarter in 2019/20.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

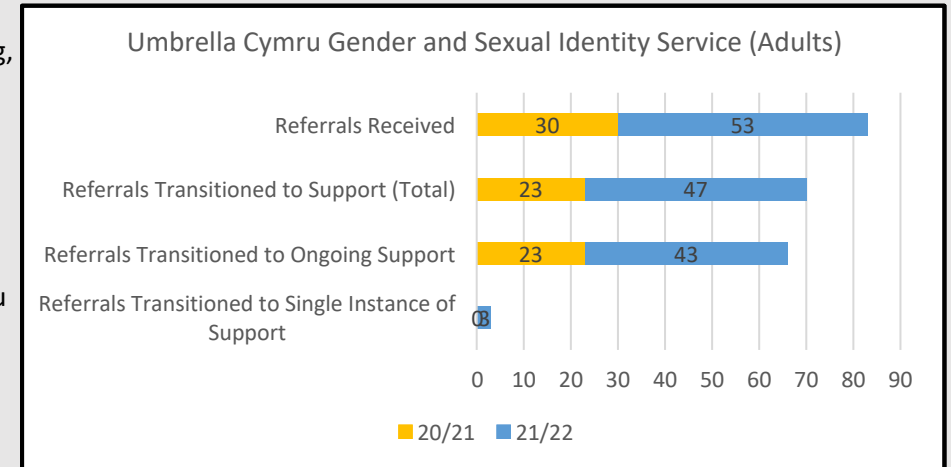
Thematic Areas Covered at SPB this quarter:  
We were advised that in response to the increase in hate crime reporting, Gwent Police is developing a new Hate Crime Strategy including scrutiny via daily management meetings, and Niche Policing system checks by the Hate Crime Team to ensure processes are being conducted appropriately and victims receive the support needed via the Connect Gwent victims' hub.

#### Funding and Commissioned Services:

The OPCC continues to provide funding to Umbrella Gwent for the Gender and Sexual Identity (LGBTQ+) Adult Victims of Crime service, based within Connect Gwent. Umbrella Cymru provides support to adults affected by crime and ASB in Gwent, including information, signposting, emotional and practical support and advocacy services. As a specialist support gender and sexual diversity support service, Umbrella Cymru seeks to reduce some barriers that prevent people from accessing generic services.

#### Policy, Projects and Partnerships:

The OPCC is working with Gwent Police's newly appointed Strategic Equality and Diversity Manager to reinvigorate internal governance for hate crime. This includes the Gwent Hate Crime Forum, a new Hate Crime Monthly Performance Meeting, and an Independent Advisory Group Hate Crime Scrutiny Panel which will review hate crime cases and identify good practice and opportunities for learning. The OPCC is represented at each of these meetings.

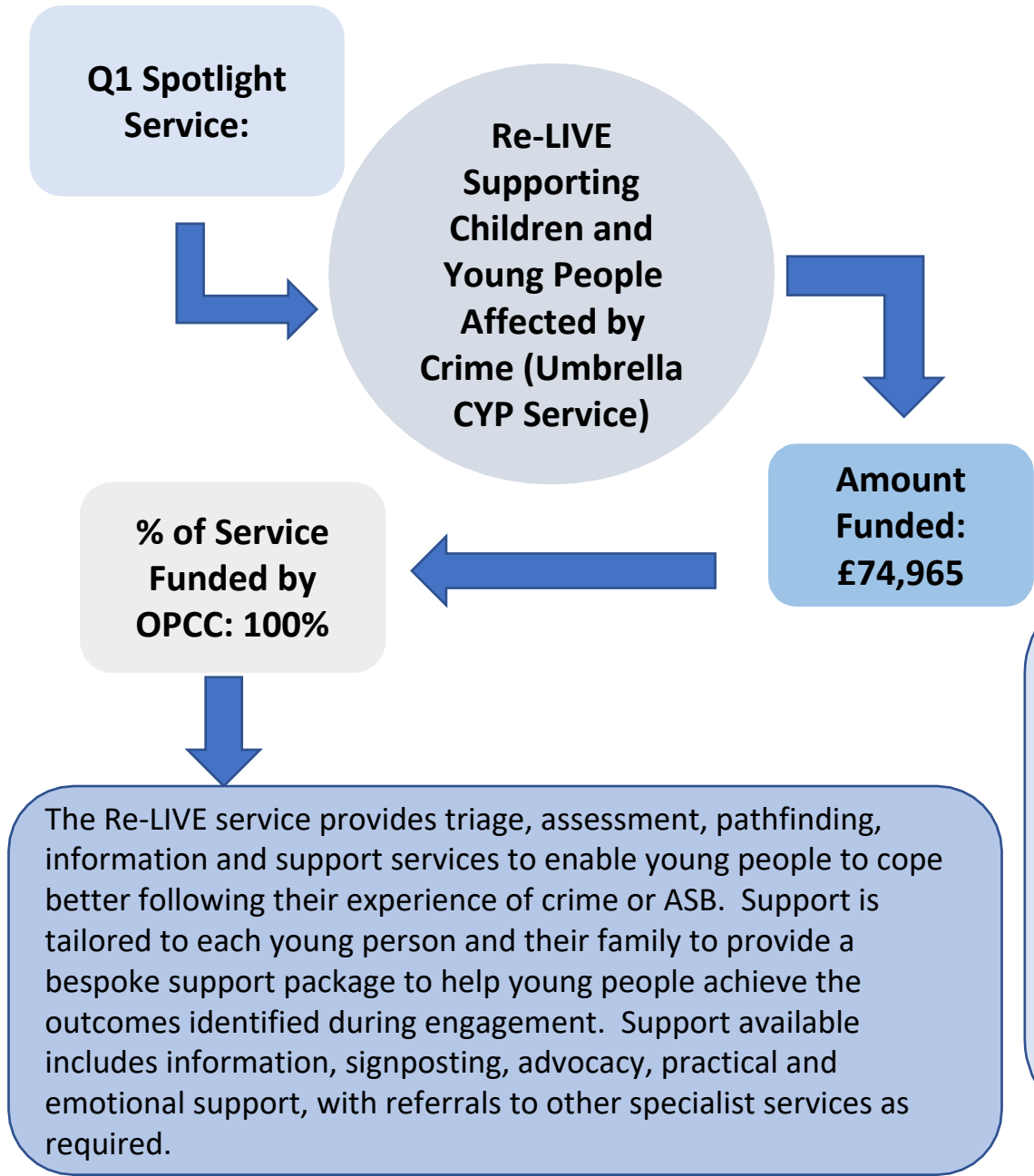


# Commission and Invest in Specialist Services to Support Victims Throughout the Criminal Justice Process

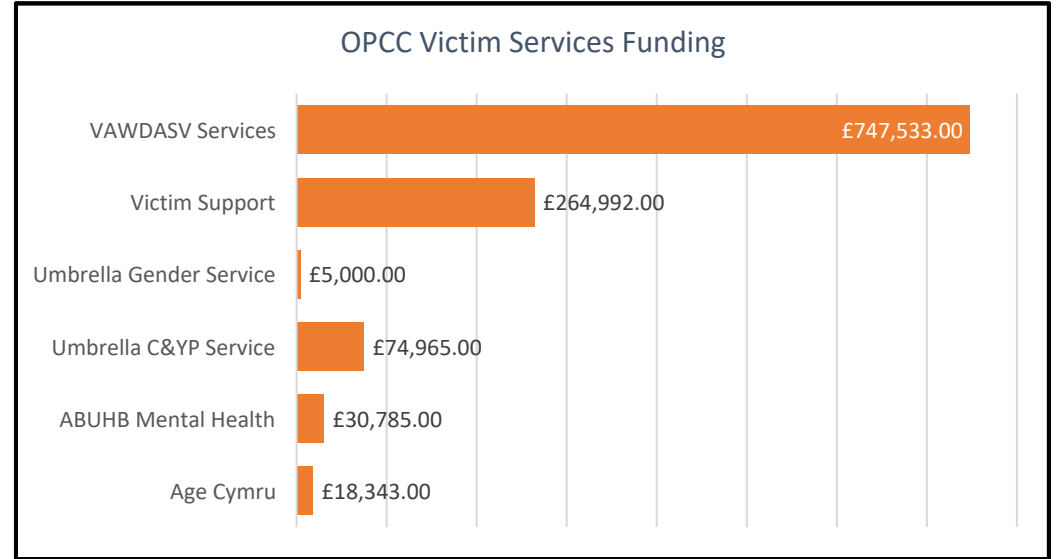
## Priority 3. Support Victims and Protect the Vulnerable

Page 144

Providing high-quality support to victims of crime and protecting those who are most vulnerable from harm



### Overall funding 2022/23:



### Case Study:

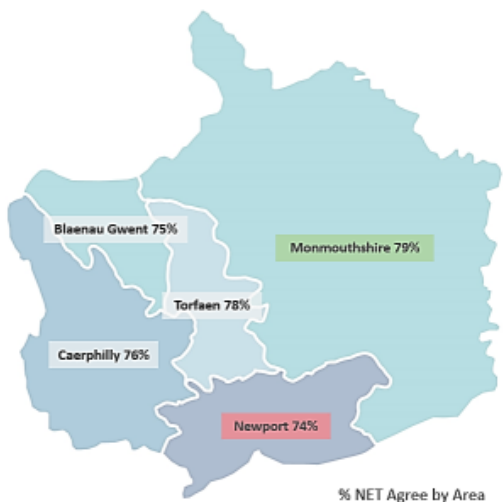
Client C was referred to the service after a report that their babysitter was neglecting them whilst in their care and ‘slapping’ C across the face. C’s younger sibling was also referred to the service due to alleged physical abuse, as well as witnessing the abuse of their sibling.

It appeared that C felt a lot of anger and did not know how to describe this to their parents. With their support worker, C created an “Anger Thermometer,” which they used to show their parents how they were feeling and explain what would be useful when their emotions were at different points on the thermometer.

C and their sibling were due to attend court for a cross-examination. C discussed this with their support worker to explore what might happen during the hearing, what to expect when attending court, and how they felt about it. When special measures (screens and video links) were explained to C, they felt less worried to attend and explained they were glad because they wanted the babysitter to “learn a lesson.”

As a result of the evidence C provided, C’s younger sibling wasn’t required to attend to give evidence the next day. This also made C feel proud because they felt that they had saved their sibling from going through the court experience.

## Increase the Effectiveness of Officer and Staff Engagement with Residents in their Communities, and Community Confidence and Trust in Gwent Police

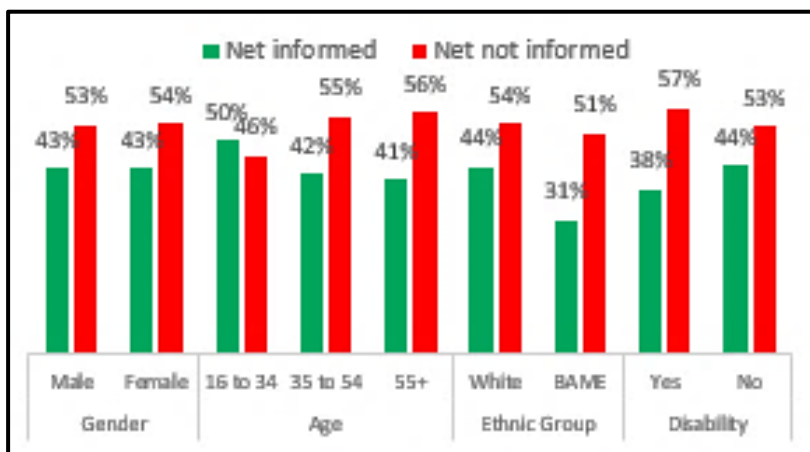


Three-quarters of people agree they have confidence in the police in their area. This is lowest in Newport (74%) and highest in Monmouthshire (79%).

Ethnic minority groups have less confidence in this statement, with 47% agreeing they have confidence in police in their area.

2.0% have been a victim of crime and did not report to Gwent Police. Applying this to the population of Gwent, this would equate to 11,080 individuals.

Less than half of those surveyed thought that Gwent Police kept people informed of what was going on in their area, decreasing by 8 percentage points in Q4 2021-22 to 43%. This varies by demographic, with disabled residents (44%) and older people (41%) less likely to feel informed.



The perception is that Gwent Police are best at Responding to Emergencies (76%) and Protecting the Vulnerable (73%), and least effective at Tackling SOC (57%), Supporting Victims and Witnesses (60%) and Dealing with ASB (60%).

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

Thematic areas covered at SPB this quarter:

- While the force and OPCC engage well with public both via social media and publicly, it was agreed there was more work to do with in relation to reaching Black, Asian and Ethnic Minorities. The CC suggested that discussion should be had with the PCC and his team regarding the structure of engaging with the Black, Asian and Ethnic Minorities and how this is evidenced.

#### Policy, Projects and Partnerships:

The PCC and local neighbourhood officers met with children from St Andrew's Primary School in Newport for a question-and-answer session on the PCC's role and responsibilities. The pupils from the school's Heddlu Bach unit were asked what issues they would like to focus on to improve community safety in the school. The Heddlu Bach scheme helps pupils to play a positive role in their community.

#### Funding and Commissioned Services:

Through the Positive Impact Fund, the OPCC provided funding to support an under 11s football tournament for teams across Blaenau Gwent, hosted by officers from the local neighbourhood policing team and mental health charity, Tidy Butt. In addition to providing an opportunity to play sport, the day aimed to raise awareness of the importance of positive mental health for young people. Over 60 young people participated in the event.

Working with the charity, the officers hoped to help participants better understand their mental health and wellbeing through education and empowerment with the confidence and tools to face life's challenges.

## Increase the Effectiveness of Officer and Staff Engagement with Residents in their Communities, and Community Confidence and Trust in Gwent Police

### Complaint Cases Recorded in quarter 1 - 'Schedule 3'

43 cases were recorded between 01/4/22 and 30/06/22.

There are currently 25 live Schedule 3 complaints being investigated. There are no Live complaints relating to Old Regulations.

|          | Total complaints recorded | Finalised during this period |
|----------|---------------------------|------------------------------|
| Q2 21/22 | 45                        | 14                           |
| Q3 21/22 | 40                        | 13                           |
| Q4 21/22 | 49                        | 17                           |
| Q1 22/23 | 43                        | 21                           |

### Complaint Cases Recorded in quarter 1 - 'Non-Schedule 3'

73 cases were logged between 01/04/22 and 30/06/22.

There is currently 1 live Non-Schedule 3 complaint.

|          | Total complaints recorded | Finalised during this period |
|----------|---------------------------|------------------------------|
| Q2 21/22 | 113                       | 113                          |
| Q3 21/22 | 94                        | 92                           |
| Q4 21/22 | 89                        | 89                           |
| Q1 22/23 | 73                        | 72                           |

While timeliness is no longer a 'Key Performance Indicator' nationally, Gwent PSD resolve most complaints in a timely manner. The table below shows cases that have been finalised during Quarter 1 (all of which were resolved within 30 days). 72% of the complaints relate to non-Schedule 3 complaints.

| Investigation Times |                 | Organisational Complaint | No further action required | Not determined if the service acceptable | Not Resolved - NFA | Resolved | The service provided was acceptable | The service provided was not acceptable | Total Cases |
|---------------------|-----------------|--------------------------|----------------------------|--|--------------------|----------|-------------------------------------|---|-------------|
| Complaint           | (A) 0 - 30 days | 1                        | 18                         | 2  | 2                  | 71       | 7                                   | 1                                       | 102         |
|                     | Total           | 1                        | 18                         | 2  | 2                  | 71       | 7                                   | 1                                       | 102         |

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

Thematic areas covered at SPB this quarter:

The ACC advised that conduct cases had decreased this quarter but was higher than the same period in the previous year. This was likely to be due to the continuation of proactive work being undertaken by the force to raise awareness and increase confidence, which in turn had resulted in a higher level of reports being made. As the work continues a further increase is expected.

#### Policy, Projects and Partnerships:

The OPCC continues to undertake complaint reviews. At the end of Q1:

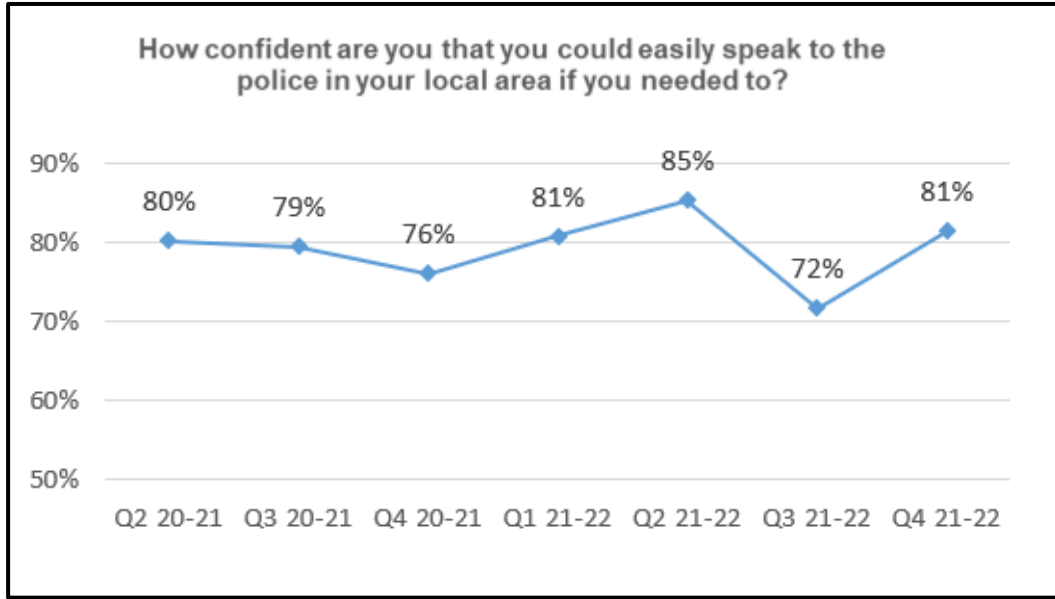
- 9 reviews had been finalised
- 6 reviews were ongoing
- 1 review had been upheld
- 8 reviews had not been upheld

More detailed information on complaints is available in the Professional Standards Report provided as part of the Strategy and Performance Board pack.

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

2) Schedule 3 (Recorded) - 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 for which is the IOPC; and Non-Special Procedures (handled reasonably and proportionately) the review body for which being the OPCC.

## Improve the Accessibility of Neighbourhood Police Teams Through a Variety of Contact Channels that Meet the Needs of the Public



Four-fifths (81%) of survey respondents are confident they can easily speak to Gwent Police if needed. This declined in Q3 2021-22 to 72%.

Gwent Police will be reviewing its Control functions and processes, including the social media desk, single online home demand and other related technology. A business case providing the available options is due in 2022.

Gwent Police’s Digital Contact Desk continues to receive in excess of 11,000 contacts via social media channels per month.

### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

Thematic areas covered at SPB this quarter:  
The CC advised that, following the lifting of Covid restrictions, neighbourhood street surgeries have been re-introduced along with other street tactics to try to engage to people directly. For example, in response to a rise in violence in Pill, street surgeries have been deployed as a proven and effective way of assisting the force to tackle local issues.

#### Policy, Projects and Partnerships:

The OPCC regularly joins the We Don’t Buy Crime team at public engagement events. Recently, the teams engaged with commuters at Newport Train Station and marked bikes with Smart Water.

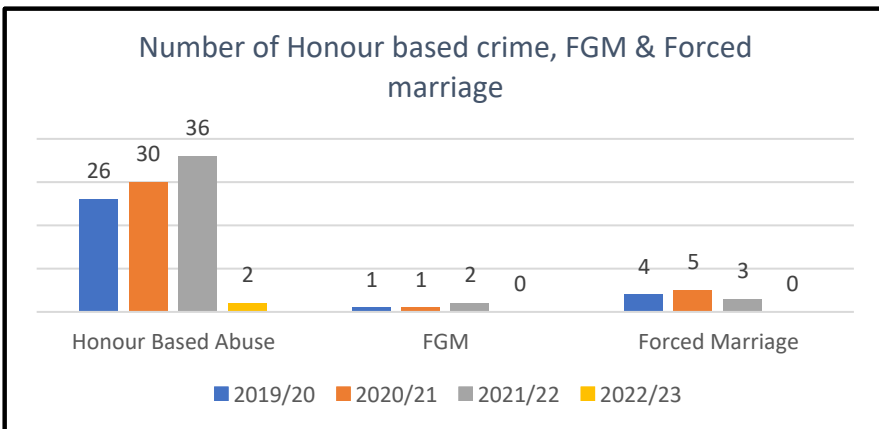
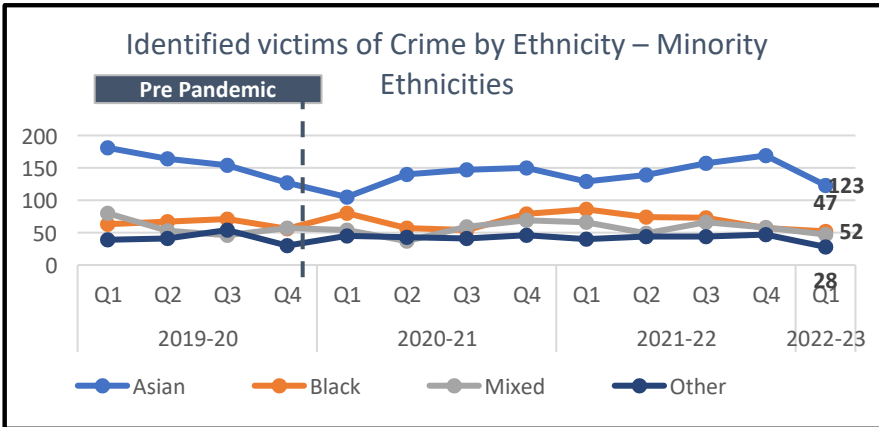
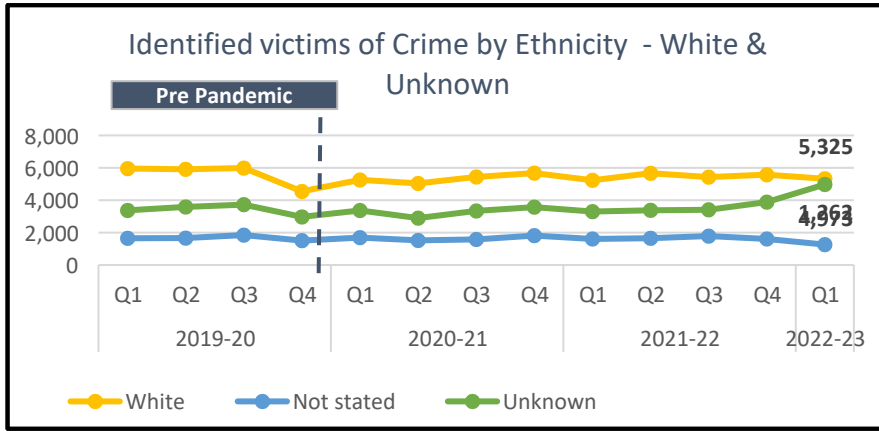
The OPCC has linked up with suicide support charity Papyrus and will be providing its information packs as part of our static engagement at forthcoming events.



# Priority 4. Increase Community Confidence in Policing

Working with Gwent Police to improve our relationships with our communities and improve public confidence in policing

## Increase Reporting of Crime by Communities that are Less Likely to Engage with the Police



### What have the PCC and OPCC done?

#### Holding the Chief Constable to Account:

This remains a crucial issue for Gwent Police and significant focus is being applied to improve performance in this area. Focus from the OPCC in the victims board, the Joint Strategic Equality Plan and other forums is to improve the recording practices to understand this better.

#### Policy, Projects and Partnerships:

The OPCC organised the soft launch of the child-centred policing strategy at Pillgwenlly Primary School. The strategy had been developed with children and young people from across schools and youth groups from across Gwent. It aims to:

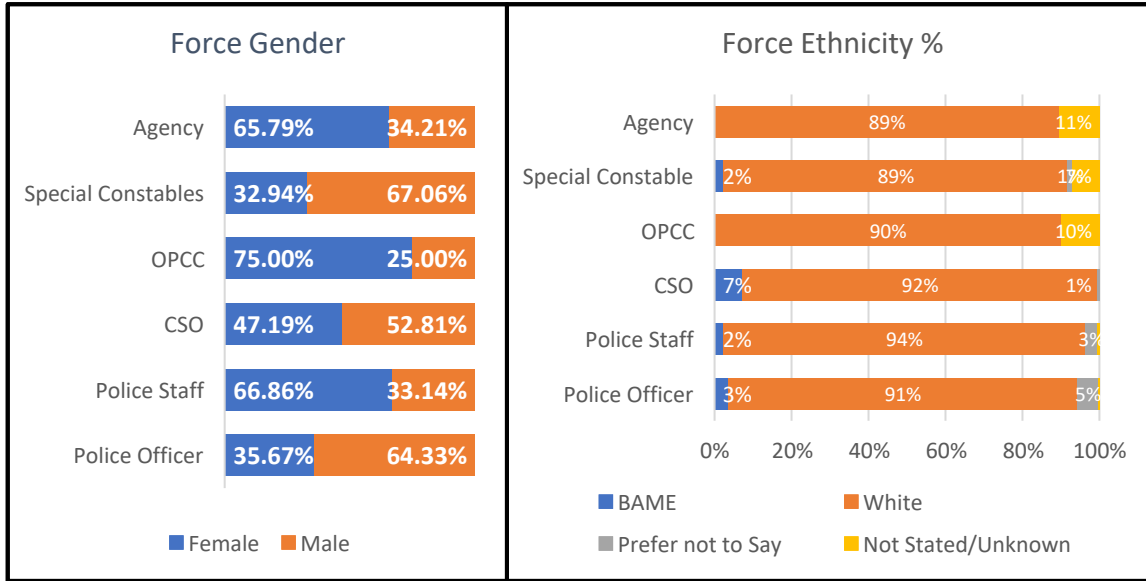
- Build better relationships and breakdown barriers between Gwent Police and children and young people.
- Prevent children and young people from being drawn into crime and the criminal justice system.
- Improve criminal justice outcomes for children and young people.
- Enhance services for child victims of crime and those exposed to domestic abuse.

Internal and external promotion of the strategy is due to take place in July.

There continues to be a gap with the recording of victim demographic data across protected characteristics. The Victim Services team are now starting to record this information more accurately through their needs assessments.

Honour based abuse, female genital mutilation (FGM) and forced marriage continue to be under-reported by the communities that experience them. However, reported incidents of honour based abuse increased during the financial year 2021/22 when compared to previous years, possibly indicating an increase in community confidence to report incidents.

Further Increase Officer and Staff Diversity to Ensure Our Police Service Reflects the Communities that we Serve



Gender disparity is still evident within the workforce for both officers and staff. For officers, females are underrepresented by approximately 16 percentage points (current census data reveals that females make up 51% of the population in Gwent). However, females are overrepresented in the staff workstream area (by close to 16 percentage points).

Operation Uplift remains on track for the first quarter of 2022/23. Representation of ethnic minorities has increased to 3.5% for Police Officers and 3.6% overall. Also, the force’s joining rate of ethnic minorities is currently at 5.3% for the last 12 months, above the representation of Gwent (3.9%).

What have the PCC and OPCC done?

**Holding the Chief Constable to Account:**

Thematic areas covered at SPB:

The CC advised that the outreach work within ethnic minority communities had assisted in attracting people from Black and other minority backgrounds to the force and commended the work of People Services for their hard work in recruiting officers for Operation Uplift. Despite the reported increases in numbers, the force acknowledged there was more work to do to increase representation further.

**Policy, Projects and Partnerships:**

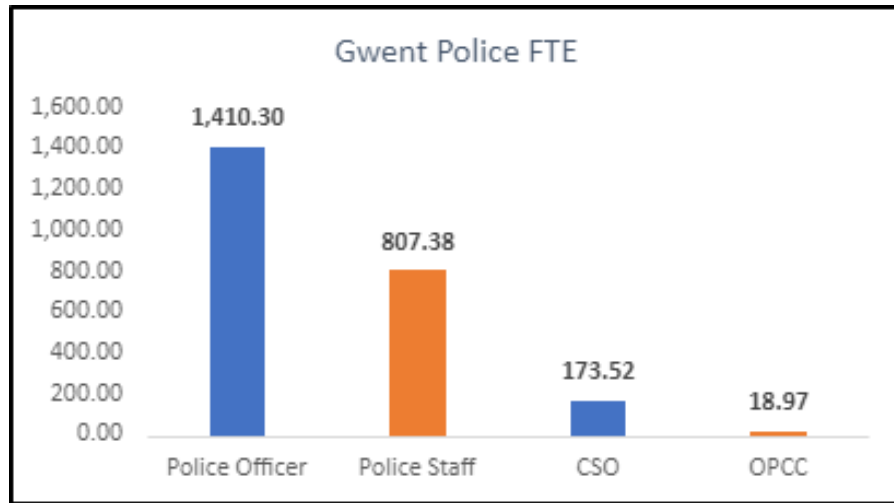
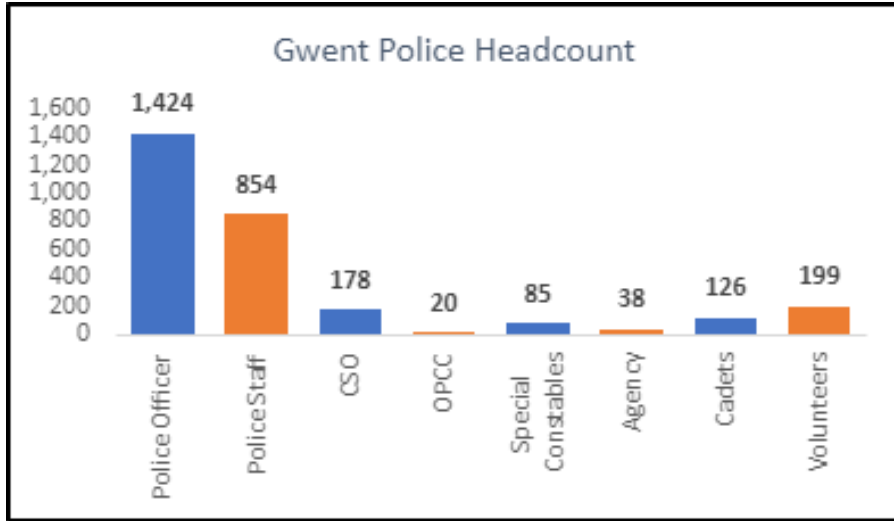
The OPCC maintains a bilingual Facebook presence, with separate pages in both Welsh and English. This was highlighted as a greater commitment than many public sector organisations by the Welsh Language Commissioner’s Office during the compliance review. While the number of Welsh subscribers is low, it has remained consistent through the last year and into Q1.

The Commissioner has a statutory obligation to publish the number of staff in their team, including the proportion of staff who are women, and (where disclosed) are members of an ethnic minority and / or have a disability. The OPCC team currently includes the following staff, with no recorded change since the last quarter:

\*Excluding the PCC and DPCC

| Number of posts*                       | 17 (FTE) |
|--|----------|
| Proportion of staff who are women*     | 11       |
| Proportion of ethnic minority staff*   | 0        |
| Proportion of staff with a disability* | 2        |

## Ensure Gwent Police have the right number of officers, staff and volunteers in the right places

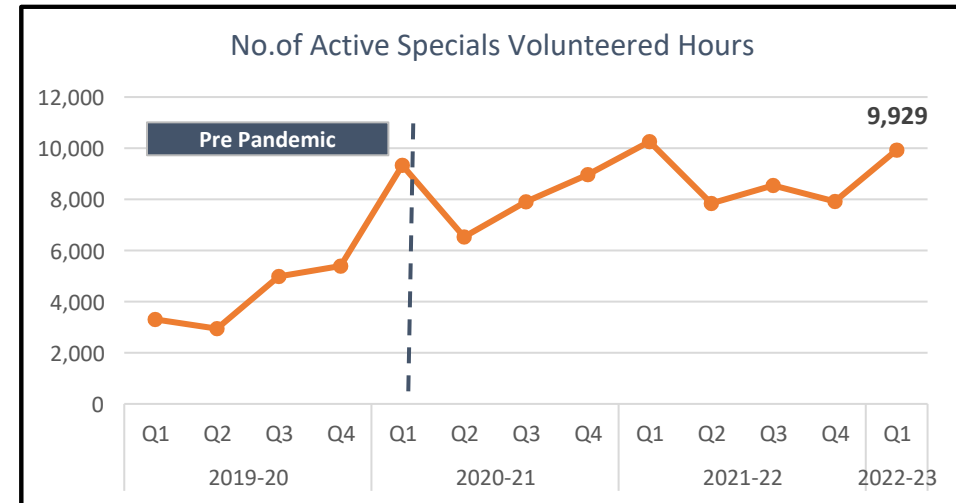


Operation Uplift is now on year 3 of that programme. From **April 2021 to March 2022 178 officers were recruited** to reach the Uplift target and backfill leavers/retirements. **43 officers joined the force in July** to keep Op Uplift on target in Q1.

In Q1, the force and OPCC agreed to introduce a dedicated Rape and Serious Sexual Offences (RASSO) team for Gwent, to complement becoming an 'Op Soteria/Bluestone' force. Plans are now in place to implement this team.

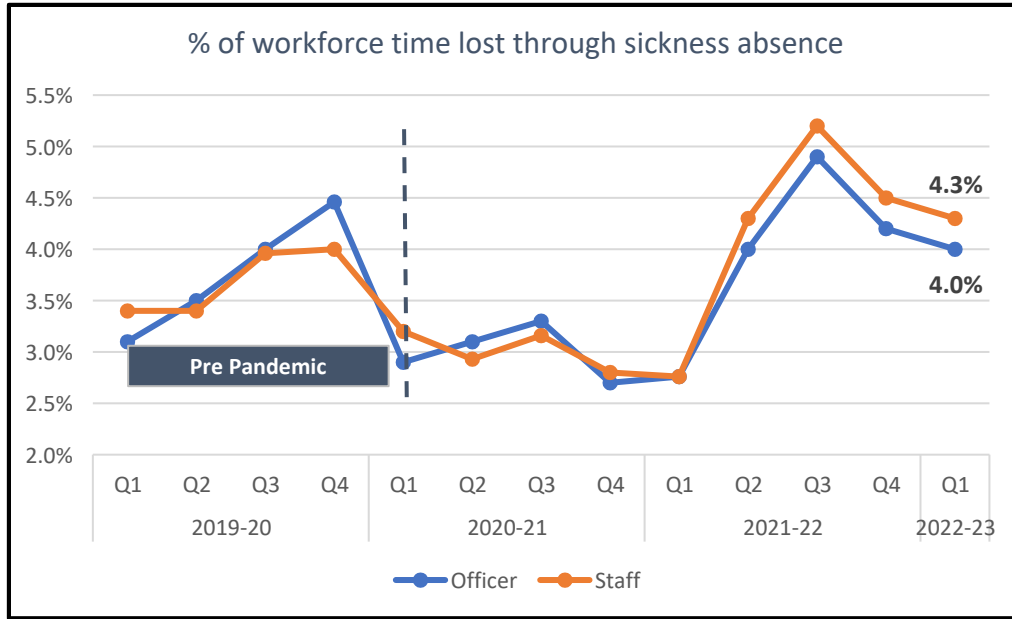
The Force Control Centre continues it's recruitment campaign. Successful candidates from this cohort have been allocated to intakes in July and September.

Gwent continues to see great community support through the Specials and Heddlu Bach programmes. There continues to be over 100 schools and 1,300 9-11 year olds signed up to the Heddlu Bach scheme.





## Enhance health and wellbeing support for officers and staff to ensure our workforce is fit and ready to meet the challenges of policing



### What have the PCC and OPCC done?

Holding the Chief Constable to Account: The PCC welcomed the HR and Learning and Development annual reports, presented to the recent Strategy and Performance Board, including detailed input on the force’s approach to wellbeing.

The OPCC continue to work closely with the force and partners to make recommendations on the content of the Wellbeing Plan for the Gwent Public Services Board. A draft plan is due to go to the September PSB and then will go out for wider public consultation.

As chair of Policing in Wales (PCCs and Chief Constables), a briefing has been prepared by the OPCC on the impact of the cost of living crisis on policing, for the PCC to table at the next meeting to agree any collective responses at an all-Wales level.

Sickness absence is now showing signs of reducing, in particular as Covid cases continue to remain lower in Gwent than elsewhere. The force Covid hub has now closed, with responsibility for managing covid cases moving to line managers, as per any other sickness absence. Policies remain in place to either work from home or take sickness absence if you have symptoms.

The force reported at SPB that with the continuing cost of living crisis, many individuals may be feeling the strain of financial difficulties. This can have impacts on the overall wellbeing of individuals and their families. Plans on this were reported in Q4, but remain in particular focus for the force and PCC. It was agreed that Gwent commit to becoming accredited to the ‘Real Living Wage’ scheme for all staff, officers and agency staff, which removes the lowest pay spinal point.

The force have offered all officers and staff an extra ‘wellbeing day’ in addition to annual leave as a goodwill gesture following the challenging operating environment in the past 24 months.

The force reported that due to the covid restrictions throughout 2021/22, training has been a challenge. However, as restrictions have eased, schedules and plans are getting back on track, including clearing any training backlogs. All training workstreams have also maximised the investment in technology (laptops and ‘Teams’ platform) to ensure delivery of mandatory programmes have still taken place, particularly with Operation Uplift demands.

This page is intentionally left blank