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**Gwent Police
and Crime Panel**

**Panel Heddlu
& Throseddu Gwent**

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Date: 16th June 2023

Dear Sir/Madam,

A meeting of the **Gwent Police and Crime Panel** will be held at the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Friday, 23rd June, 2023** at **10.00 am** to consider the matters contained in the following agenda.

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MEMBERSHIP:

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

Co-opted Members-
Gillian Howells

By Invitation

Mr J. Cuthbert, Office of the Gwent Police and Crime Commissioner
Ms E. Thomas, Office of the Gwent Police and Crime Commissioner
Mrs S. Curley, Office of the Gwent Police and Crime Commissioner
Mr D. Garwood-Pask, 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 ON FRIDAY 31ST MARCH 2023 AT 10.00AM

Present:

Mrs G. Howells – Chair

Councillors G. Davies and J. Thomas – Blaenau Gwent County Borough Council
Councillors M. Chacon-Dawson, C. Forehead and C. Mann – Caerphilly County Borough Council
Councillors A. Easson and T. Kear – Monmouthshire County Council
Councillors F. Hussain, D. Jenkins and M. Spencer - Newport County Borough Council
Councillors L. Clarkson – Torfaen County Borough Council

By invitation:

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
Mr S. Slater - Head of Strategy, Office of the Police and Crime Commissioner for Gwent
Ms Rachel Williams – Deputy Chief Constable of Gwent Police
Mr Sam Payne – Detective Superintendent with Gwent Police
Ms Hollie Cawley – Inspector with Gwent Police
Mr Rhodri Guest – Head of Communications and Engagement, Office of the Police and Crime Commissioner for Gwent

Together with:

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

The Chair welcomed Detective Chief Constable Rachel Williams to her first Gwent Police and Crime Panel meeting since taking up her position in November 2022. DCC Williams made an introductory statement to Members and was warmly welcomed by the Panel.

1. DECLARATIONS OF INTEREST

No declarations of interest were declared by Members.

2. APOLOGIES FOR ABSENCE

Apologies were received from Mr J. Cuthbert – Police and Crime Commissioner for Gwent and Ms Pam Kelly – Chief Constable of Gwent Police.

3. TO APPROVE AND SIGN THE FOLLOWING MINUTES: Gwent Police and Crime Panel held on 27th January 2023

RESOLVED that the minutes of the Gwent Police and Crime Panel meeting held on 27th January 2023 (minute no. 1 - 4) be approved as a correct record.

4. UPDATE BY THE POLICE AND CRIME COMMISSIONER FOR GWENT

The Chair highlighted the Diversion Schemes on page 5 and sought assurances on their effectiveness. The DPCC outlined the purpose of the schemes which was to support people with holistic intervention methods designed to keep them out of the criminal justice system. Members also heard about the robust commissioning process which ensured that framework targets were met. A Member enquired how the results were presented. The DPCC advised that this was through regular reports and reviews.

One Member requested more information on the work of the Domestic Abuse Perpetrator Services. The DPCC highlighted how there was a renewed effort following previous work and emphasised the importance of preventative measures. The Member asked if the work extended to schools. The DPCC provided assurance that it was and that she was part of a Welsh Government and Policing in Wales work strand designed to tackle violence against women and girls. A Member asked if the initiative covered domestic abuse against men and bullying in schools. The DPCC advised that despite the vast majority of domestic abuse incidents being against women, the preventative measures outlined were aimed at protecting everyone. Members also heard about work being done alongside the Children's Commissioner to understand the reasons why people do not always report incidents of bullying. One Member highlighted the issue of children accessing unsuitable games via smartphones. The DPCC advised that an Online Safety Bill was currently proceeding through Westminster and the role of associated companies would be an aspect of the eventual legislation.

A Member enquired about local authority involvement with the Serious Violence Duty. The DPCC gave information on the coordination of activity at a local level. Members heard how Home Office funding would allow better analysis of issues such as knife crime. The work of initiatives such as Crimestoppers' "Fearless" campaign were also highlighted. The Member asked about specific training for Councillors. The DPCC outlined a multi-agency training programme for partners and highlighted a talk given by a former gang-member.

One Member of the Finance and Estates subgroup had concerns about the consultation with them prior to the recommendations of the Estate Strategy review being signed-off. The Member also had concerns about the Police presence in Abergavenny. The DPCC apologised to the Member as he felt he had not been fully engaged and gave assurances that a meeting of the subgroup would be arranged as a priority to discuss the review. The Member said that he would discuss his concerns about Police Hubs in certain parts of the Gwent region with the DCC outside of the meeting. Another Member expressed similar concerns and raised the lack of a Police presence in certain parts of the region. The DPCC highlighted the work of PCSOs in communities and advised that the function of the estate was to help deliver and facilitate the services carried out by officers rather than just being a presence. The DPCC apologised if Members felt overlooked about the Estate Strategy plans and provided assurances that the DPCC would rectify this by being proactive in working with Members with regard to this area in the future.

A Member had concerns over the lack of notice leading to the recent engagement event at the new Police HQ in Cwmbran and felt that Members were presented with a *fait accompli* when it came to the Estate Strategy. He welcomed the merging of the Finance and Estates subgroups given the substantial costs involved and had concerns about the review recommendations being signed-off without proper scrutiny. The Chief Finance Officer gave background on the Estate Strategy, advised that the revised strategy would be coming to the June meeting, and he

suggested that an extraordinary meeting of the Finance and Estates subgroup should meet before June so that clarity could be provided to Panel Members. The Chair welcomed this suggestion and also suggested that a synopsis of the timescale on the Estates Strategy should be provided to new Members.

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

The Chair advised that no questions were submitted by Panel Members prior to the meeting.

6. PRESENTATION - POLICE COMPLAINTS AND REVIEWS

The Chair handed over to Detective Superintendent Sam Payne and Inspector Hollie Cawley for their presentation to Panel Members. Members heard about the statutory framework around complaints and the accessible nature of the Gwent Police system. How complaints are graded, the referral process and complaint outcomes were also outlined. The system for reviewing complaints was then highlighted to Members. The review determined if complaints had been dealt with in a reasonable and proportionate manner or not. Review findings for 2021/22 showed that 91% of requests were not upheld. The total figure for 2020/21 was 76% of requests not upheld. Therefore, the conclusion for Members was that no trends of concern had been identified.

The Chair thanked the officers and asked what proportion of complaints were escalated to a request for a review. Inspector Cawley advised that it was significantly low and suggested that the substantial documents which were produced for each complaint, detailing the statutory framework and rationale behind how the complaint had been dealt with, were a factor in the low number of review referrals. The OPCC Chief Executive also highlighted the continual dialogue with the complainant throughout the process as a factor. Superintendent Payne advised that 16% of complaints were escalated to a request for a review and that this compared to a national average of 24%. The OPCC Chief Executive then highlighted to Members that the IOPCC used the Gwent Police approach to complaints as an example of good practice.

A Member asked what the average time was for dealing with a more serious complaint. Superintendent Payne advised that it varied and was skewed due to factors around the investigation such as accessibility to the complainant, but the current length of a complaint investigation was around 80 days. The Member asked if the complainant was regularly updated throughout this process. Superintendent Payne confirmed that they were, he outlined how the statutory timescale for an update was 28 days and that Gwent Police often responded more quickly than this target.

7. PERFORMANCE QTR 3

The report was introduced by the DPCC and Members heard how scrutiny of Gwent Police by the OPCC was covered. The DPCC welcomed that recorded crime had dropped for the first time since Quarter 4 of 2020/21. Members heard that a highlight were the low number of burglaries when compared with the pre-pandemic situation, but challenges faced were the homicide levels and figures which showed that rape reporting and outcomes were down.

The Chair asked about the impact of the “We Don’t Buy Crime” initiative as certain crimes had shown an increase. The DPCC advised that there were a number of factors for the increase in crimes such as shoplifting for example and highlighted greater freedom post-pandemic, and the link between crime and greater poverty and disadvantage caused by the cost-of-living crisis. The DCC highlighted national trends and the preventative work being carried out in response to these crimes.

A Member queried the 16% figure for reports of incidents of rape. The DPCC confirmed the figure and provided assurances about the work being done in this area. Members heard about the Wales Sexual Assault Transformation Programme which helped identify the service victims needed. Another Member highlighted anecdotal reports which suggested that many victims had wished they had never reported the assault due to the process which followed. The DPCC advised that Gwent Police and the OPCC were committed to providing the best response to those who come forward. The DPCC outlined some of the work being carried out by the dedicated rape team at Gwent Police and the Survivor Engagement Coordinator who liaised with victims and helped to identify best practice.

One Member asked why the possession of weapons figure had increased. The DPCC advised that it was a mixture of better detection and incidents and asked the Head of Strategy to highlight some of the work being done to combat serious violence. Members heard about needs assessment work with partners on why this trend had risen. The DCC highlighted the prevent message conveyed through various initiatives and suggested that the use of weapons within society should be combated before the stop and search stage.

A Panel Member asked about the support available if someone had been caught shoplifting due to the cost-of-living crisis. The DPCC outlined that this was at the heart of the Diversion Services initiative and that a holistic approach was needed as there was a wide range of reasons behind crimes. Mental health and housing were two areas highlighted by the DPCC.

One Member queried the withdrawal rates and asked if any analysis work had taken place on why some victims withdrew their support and testimony. The DPCC provided assurances that this was a focus for both the OPCC and Gwent Police. Members heard that this was a national trend and that work had taken place locally with the CPS to understand why a percentage of victims withdrew from the judicial process. The DPCC outlined the suite of services that helped to ensure that victims were at the centre in terms of the investigative work being done. The DCC advised that further work was needed to gain a better understanding of the data. The DCC also outlined her commitment to ensuring that the first point of contact service at Gwent Police provided everyday excellence to those calling them. It was highlighted that every part of the system needed greater understanding, there was not just one part in isolation.

The Chair highlighted the increased waiting times for 101 calls and asked what actions were being taken to improve the situation. The DPCC assured Members that this issue was under constant discussion between the PCC and Chief Constable and that there was renewed focus on understanding the issues around 101 response times.

A Member asked about anti-social behaviour and enquired if there were many cases involving the use of Nitrous Oxide (or laughing gas). The DPCC confirmed that tackling anti-social behaviour was a key focus of the PCC and Superintendent Payne advised that there was not a specific sub-category for Nitrous Oxide currently as it was not an illegal substance. The DPCC also highlighted the key role played by Council-run youth services which were operating in a very challenging financial climate.

One Member asked if more staffing was required to operate the 101 lines, especially if operators required more time to provide an improved first point of contact service. The DPCC assured the Member it was a key priority but highlighted several issues such as adequate resources, using new technology effectively and staff capacity and turnover. The Chair suggested that new members should visit the Control Room for a better understanding of the situation. The DPCC acknowledged that a visit to the new Police Headquarters and Force Control Room would be beneficial and could be facilitated if required. The Member also asked about action taken to improve the diversity figures contained in the report. The DPCC advised that this was both a national and local commitment and highlighted the diversity drive through Operation Uplift. The Member then asked about the Health and Wellbeing of officers, the reason for the sickness/absence trend and what action was being taken to reduce it. The DPCC observed that this was an area of concern and the subject of constant discussion

between the PCC and the Chief Constable. The Chief Executive advised that a Wellbeing Team had been established to focus on some of the principal areas such as stress and anxiety, and that progress had been made as absence rates were improving.

A Member asked about engaging with young people and suggested that traditional social media platforms such as Twitter and Facebook were not used by this group. The DPCC advised Members that interacting with children and young people was part of a national strategy and on a regional level she gave the example of a recent "Youth Question Time" event where more than one hundred young people quizzed the PCC, Chief Constable and the Children's Commissioner for Wales. The Head of Communications and Engagement outlined some of the engagement work with young people such as Safer Space workshops.

The Chair highlighted the need for National Crime and Policing Measures to be included in future quarterly performance reports.

8. POLICE AND CRIME PANEL SUBGROUPS

The Lead Officer (Ms Forbes-Thompson) sought approval to formally merge the Finance and Estates subgroups as previously discussed due to the impact of the budget on the Estate Strategy.

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

RESOLVED that that the Finance and Estate Subgroups merge; new membership was confirmed and hold a regular cycle of meetings aligned, in addition a meeting will be held two weeks before each formal Panel meeting and a finance training session for Panel members will be held at a date to be agreed.

9. FORWARD WORK PROGRAMME

The Lead Officer advised Members that a number of apologies had been submitted for the next scheduled meeting on 30th June and suggested rescheduling to Friday 23rd June instead. This was unanimously endorsed by Panel Members.

Meeting Closed at 12:45 pm.

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Police and Crime Commissioner Update June 2023

This is a selection of activities undertaken, scrutinised or supported by the Office of the Police and Crime Commissioner (OPCC) in March 2023 – May 2023.

HMICFRS Peel inspection report

Gwent Police is good at preventing crime and anti-social behaviour but must do better in its response to the public, according to a report from His Majesty's Inspectorate of Constabulary and Fire and Rescue Services published in April. The report praises Gwent Police for the way it tackles crime and anti-social behaviour in communities, and for the way it manages suspects and offenders. However, it raises concerns about the force's response to members of the public who call to report non-emergency incidents, and also states that the way police officers investigate crimes and protect vulnerable people must improve. We have already invested to improve these services, and have developed a brand-new state-of-the-art control centre at Gwent Police's headquarters. While I understand the growing demand on services, and the huge amount of pressure this puts on officers and staff, clearly a lot more work is needed to address the areas where HMICFRS has said things must improve. I have spoken with the Chief Constable on numerous occasions about performance in these areas and I expect improvements to be made quickly. My team and I are supporting and scrutinising Gwent Police to make these improvements, and I am receiving regular updates from the Chief Constable and her chief officer team on each of these issues, including a special focus at our quarterly Strategy and Performance Board.

KEEP NEIGHBOURHOODS SAFE

Anti-social behaviour

The UK Government's announcement in March for a 'zero tolerance approach' to anti-social behaviour will be welcome news to our communities. The extra powers for policing and local authority partners to deal with anti-social behaviour sound positive and, provided they are backed by appropriate funding, will allow us to focus additional resources into problem areas. However, the complex problem of anti-social behaviour will not be solved by the issuing of a plan, and I am concerned that there seems to be an almost singular focus on treating the symptoms of anti-social behaviour and not the causes. To tackle anti-social behaviour we need to understand and address issues such as wide-spread poverty, as well as a lack of services, educational/employment opportunities, and positive adult role models for young people. There are some commitments in the announcement for investment in youth provision and creating more opportunities for young people. This is what we are already trying to achieve with our partners here in Gwent, and this is where I feel the UK Government's focus should be. Although those who cause serious anti-social behaviour should face justice, a better long-term solution is to tackle the root causes.

Community safety review

Coinciding with the release of the UK Government's new Anti-Social Behaviour Plan, the Home Office released its consultation on community safety partnerships (CSPs) and their links to Commissioners. They asked how closely Police and Crime Plans and CSP plans and strategies should be aligned, and whether Commissioners should have additional responsibilities and powers to influence the work of a CSP. We worked closely with our CSP partners here in Gwent, across Wales and with Welsh Government colleagues to inform our responses. In my role as APCC lead for local policing, I also helped shape the response on behalf of all Commissioners, ensuring the Welsh context is considered thoroughly by the Home Office. Clearly there could be significant impacts on my role and the work of my office. While I agree that there would be benefits from the work of Commissioners and CSPs being more closely aligned, I have some nervousness about

whether additional powers, poorly implemented and funded, could negatively impact on good partnership working. I will therefore consider the results of this consultation with interest. A series of 'summer steering boards' and working groups have been arranged by the Home Office to consider the responses to the consultation and look to implement any early findings. My office and I, alongside Welsh Government and WLGA colleagues, are represented at these meetings. This work is timely given a separate review under way here in Gwent, requested by Gwent Public Services Board in 2021. My office is influencing this review and in April I agreed to fund a post until July to help move it forward.

Award winner

I would like to congratulate PC Mark Powell, who has been named 'all Wales rural and wildlife crime police officer of the year 2023'. PC Powell is currently on a two-year secondment to Natural Resources Wales. In this role he has led many prosecutions against offenders who have committed wildlife and rural crime.

Community pump track

A new 'pump track' for mountain bikes and BMXs has been built at the community-run Van Road Trails bike facility in Caerphilly, supported by funding from my office. The volunteer team received funding in 2018, but poor weather conditions and the pandemic caused significant delays to the work. We often receive complaints about young people riding bikes in town centres or other areas where they could cause a hazard to pedestrians, or a risk to farming and wildlife. The Van Road Trails are free to use and give riders somewhere they can ride safely.

Gwent High Sheriff's Community Fund

Every year I donate £65,000 to the Gwent High Sheriff's Community Fund. Cymru Creations in Tredegar has received £5,000 from this to run extra workshops at its Blaenau Gwent Film Academy during the school holidays. We have supported Cymru Creations for many years and this extra funding allows more young people to learn new skills, make new friends and channel their energy into something creative. Duffryn Community Link also received £5,000 to support its weekly youth clubs and outreach work in the community. The charity runs two youth clubs a week from John Frost High School. It also carries out detached youth work, breaking down barriers with young people in the local area. We supported Duffryn Community Link to establish its youth club in 2019 and it is fantastic to see it flourishing. By giving young people a safe place to go, supported by trusted adults, we can help to keep them away from crime and anti-social behaviour.

Off-road vehicles

I met with Gwent Police, local authorities, commoners associations and local MPs to discuss illegal off-road biking. Gwent Police reported that between May 2022 and April 2023 there were 1,174 reports of illegal off-road vehicles received. We know that many more incidents will have gone unreported. Catching illegal riders in the act is difficult over such vast areas of countryside and police have limited powers to take preventative measures. However, officers seized more than 90 off-road bikes in the last year. We will continue to work with partners to tackle this crime and urge residents to report any issues.

Safer Streets

Youth workers from Cwmbran Centre for Young People (CCYP) are targeting problem areas to engage with young people and encourage them to attend the centre instead of hanging around shopping centres and other public areas. Young people are offered free food and an opportunity to socialise with their friends in a safe environment. The centre now receives more than 700 visits from young people each month, with local businesses and the police reporting reductions in anti-social behaviour incidents. The work is being

paid for through the Home Office's Safer Streets fund and is a partnership between the Cwmbran Centre for Young People, Gwent Police, my office and Torfaen County Borough Council. This is an excellent example of policing, the local authority and charity sector working in together in partnership to tackle anti-social behaviour, keep people safe, and create better opportunities for young people.

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

Work continues with South Wales OPCC and HMPPS to re-commission women's and young people's services. This is a complex commissioning exercise to bring together the OPCCs' Women's Pathfinder and 18-25 services with the HMPPS-commissioned rehabilitation services and provision for mothers in prison and their children. The tender process is expected to launch in the summer, with a new contract in place by early 2024.

COMBAT SERIOUS CRIME

Operation Sceptre

In May, Gwent Police supported Operation Sceptre, a national week of action to tackle knife crime. During the week, Gwent Police officers carried out patrols across the force area and delivered presentations in schools to raise awareness around the devastating impact of knife crime. Officers also visited local shops to speak about its responsible sellers scheme. This is an initiative set up to ensure retailers have robust checks in place to make sure knives are sold safely and not to those under the age of 18.

Serious violence duty

The new Serious Violence Duty, which went live in January, requires a specified group of community safety partners to work together to prevent and reduce serious violence, in line with the UK Government's Beating Crime Plan. Commissioners have been given the responsibility to bring these partners together to determine each area's approach. Through the working group led by my office, we have developed a partnership agreement detailing how agencies will work together. Using funding provided by the Home Office, we have now started to recruit additional resources into my office to drive this work forward. A key priority also now under way is to carry out a strategic needs assessment of offences, offenders, victims, locations and other factors driving serious violence. This will be used to inform the strategy and interventions needed to impact on these offences, which can have devastating consequences for victims and communities alike.

Street Doctors

Young people across Gwent have received training that could help them save lives in the event of a stabbing. More than 100 young people took part in training sessions with the charity Street Doctors, which aims to put young people at the centre of first aid provision and empower them to become lifesavers for their communities. Knife crime remains rare in Gwent, but it is important that people know what to do if they are involved or witness an incident. The sessions were funded by my office.

SUPPORT VICTIMS AND PROTECT THE VULNERABLE

Connect Gwent

The current contract with Victim Support for adult victim services in Connect Gwent will end in March 2024 and work is under way to re-commission this vital service. Support for children and young people affected by crime will be commissioned alongside the adult provision to ensure a sustainable provision going forward. To support the recommissioning of Connect Gwent, last year we appointed Supporting Justice to undertake a victims' needs assessment, as part of our collaborative work with South Wales and Dyfed Powys OPCCs. This is not a review of how Gwent Police support victims, but should inform us

what gaps there are in the support services available to victims of crime in the region. Throughout the last few months, we have been working with Supporting Justice to shape the report, which we hope will be finalised by July.

Domestic abuse funding

Gwent will receive more than £1million from the Home Office to target perpetrators of domestic abuse. The funding will be used to commission specialist services to work with offenders who have received a diversionary caution for their offence, intervening at an early stage before their behaviour and risk to the victim escalates. It will also support a multi-agency approach to reducing the threat and harm posed by high-risk perpetrators.

Independent sexual violence advisors (ISVAs)

As part of the Wales Sexual Assault Services program of work, we have been leading on the ISVA workstream to recommission ISVA services across Gwent, South Wales and Dyfed Powys. An engagement event is going to be held to inform the market of the services to be commissioned and hear any feedback before the tendering process is launched later in the summer.

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

National Stalking and Harassment Week took place in April, with this year's theme 'Standing Against Stalking, Supporting Young People'. National data from Suzy Lamplugh Trust highlights that more young people aged 16-24 are contacting the national stalking helpline to seek support in how to deal with unwanted behaviours. My office worked with Gwent Police and partners to raise awareness of the week with young people at the University of South Wales Newport campus, Ebbw Vale Learning Zone and Torfaen Learning Zone. Working closely with the Gwent regional VAWDASV team, Cyfannol Women's Aid, Llamau and New Pathways, my team engaged with more than 100 young people to help them recognise unwanted behaviour, understand the difference between stalking and harassment and where to seek help. I am pleased that staff from each of the campuses have had access to online training sessions to help understand how to help anyone affected by stalking and harassment. My team also held focus groups with older residents to shape plans for Elder Abuse Awareness Day on 15 June. The groups discussed their understanding of elder abuse and the different forms abuse may take. They also discussed what to do if they suspect an older person is experiencing abuse, and where to go to seek advice and support. The sessions highlighted how older people want to receive information, and the best way to raise awareness of this issue.

INCREASE COMMUNITY CONFIDENCE IN POLICING

Children and young people

More than 100 children and young people from across Gwent put their questions to some of Gwent's top leaders at my annual Youth Question Time event in March. Youth Question Time is hosted by members of the Gwent Regional Youth Forum and gives young people an opportunity to have their questions answered directly by decision makers. The decisions we take as representatives of public services have a direct impact on their lives and it is only right that they have the opportunity to hold us to account. This year's panel featured the Children's Commissioner, Rocio Cifuentes, Chief Constable Pam Kelly, and sexual and reproductive health consultant, Jane Dickson. Attendees completed an anonymous survey after the event, with 100% of respondents saying they were very satisfied/satisfied with the event, the event was very good/good, and that they would attend the event again.

As a result of Youth Question Time, I was invited to the Pontypool Youth Project, where I talked to the group about my role and the range of jobs and volunteering roles available in

my office and at Gwent Police. I enjoyed listening to the young people as they told me about the wide range of activities and awareness sessions that they have taken part in. These included workshops from Fearless and Street Doctors, both of which are organisations that my office is proud to support.

My team also met with Blaenau Gwent Children's Grand Council to run a workshop on community safety. The children had previously told us where they feel safe and unsafe in their local areas, and we revisited these issues to see what has changed over the last year. It was an insightful morning and this information has been fed back to neighbourhood policing teams, the local council, and other partners. Sessions like these are one of the ways I ensure that children and young people are able to have a say on the issues in their communities that matter most to them.

Community engagement

We took part in Age Concern Cymru's 50+ event in Cwmbran, talking to older residents about the services that are available to support them. We also talked to learners at Coleg Gwent's progression fair in Ebbw Vale about the range of volunteering opportunities available both within my office and with Gwent Police. I attended a special celebration for Eid at St Andrew's School in Newport, and helped organise a community litter pick with pupils from Overmonnow Primary School to support The Big Help Out. We have also just started our summer engagement events programme, attending Cwmbran Big Event and 999 Day at Parc Bryn Bach.

Out of court disposal scrutiny panel

Gwent Police's quarterly out of court disposal scrutiny panel was held in April, chaired by my office. As usual, a really active and interesting discussion took place, reviewing 21 cases where an out of court disposal was used. The panel agreed the majority of disposals were appropriate, but highlighted five cases where additional training might be required. Feedback was provided to the force so that the learning could be acted upon.

DRIVE SUSTAINABLE POLICING

College of Policing board appointment

I have been appointed to the board of the College of Policing, which is responsible for setting the standards for policing, supporting professional development, and sharing good practice. In my role as a non-executive director, I will provide oversight and scrutiny on this work. As a former Welsh Government minister for skills and technology, I am passionate about these areas of work and look forward to helping develop UK policing going forward.

Complaints monitoring

As part of my responsibilities in relation to oversight of complaints, my team dip-sampled a selection of closed complaint files from 1 October 2021 - 31 March 2022. We were reassured with the quality of the investigations and only had to send queries about the use of some 'no further action' outcomes to the professional standards department.

Estates

Work has started on a new purpose-built police station in Abergavenny. Its location next to the A465 in Llanfoist will mean that Gwent Police's neighbourhood team can easily cover the town centre on foot, while response cars have good access to the local road networks for urgent calls. Gwent Police will continue to maintain its customer facing counter service in Abergavenny Town Hall which is easily accessible to the public. As part of the development, my team recently joined colleagues from Gwent Police, Pick Everard and Willmott Dixon for a community litter pick near the site, collecting 10 bags of rubbish.

Joint Audit Committee

We arranged and hosted the annual Welsh JAC training day in April which was well received by members. A review of the terms of reference is also taking place after updated guidance was released by the Chartered Institute of Public Finance and Accountancy and this is due to be presented at the September meeting.

New officers

I was honoured to be invited to the passing out parade for 47 new police officers. The new recruits have completed their qualifications and training through the policing education qualifications framework and will now be deployed with policing teams across Gwent's five counties. When I was elected in 2016 I committed to increasing police officer posts and I am proud that today we are in a much better position, with more than 200 extra police officers serving our communities. Gwent Police has also welcomed 14 new Community Support Officers. They join 172 community support officers already serving communities and are part of our ongoing plan grow numbers to 196 over the next three years.

Police misconduct hearings

We have worked with the three other Police and Crime Commissioners in Wales to appoint seven new legally-qualified chairs. These new appointments will allow the smooth and more timely running of police misconduct hearings.

Policing Minister

We recently hosted a visit from the UK Government Policing Minister, Chris Philp MP. It was his first visit to Gwent since his appointment to the post last year. The Chief Constable and I discussed local issues with him, before he met new officers who joined Gwent Police as part of the UK Government's Operation Uplift, and spent some time listening to calls in the force control room. Afterwards he joined us for a meeting of the Policing Partnership Board for Wales where we took the opportunity to ask for clarity on funding for Wales for initiatives such as the apprenticeship levy, mental health services, and UK Government's Harm to Hope drug strategy. It was a good opportunity to demonstrate the strong partnerships we have here in Wales.

Gwent Police and Crime Panel

Questions to the Gwent Police and Crime Commissioner – 23rd June 2023

Panel Member	Question
Cllr Jacqueline Thomas	How does the PCC ensure that Gwent Police ensures the welfare of children whilst in police custody, what policies and procedures are in place?
Gill Howells	<p>A review of the PEEL 2021-22 Inspection Report has noted the findings from the review based on a small sample of transactions examined as part of the process. The findings based on these transactions identified concerns over the time taken to answer emergency and non-emergency calls and the response time of the force to calls for service</p> <p>This the first contact for many with the Police and this initial engagement can clearly have a huge impact on the victim and the potential investigations/ apprehension of any suspects. The Panel have regularly raised concerns particularly over 101 response times and noted the general increase in response times for all calls based on the Q1 performance report which came to the last meeting.</p> <p>It is noted that the findings are based on a small sample therefore in light of this can the Commissioner advise:</p> <ol style="list-style-type: none"> 1. Did he have any concerns/ongoing discussions about the response times for the Force prior to receiving the Inspectors reports from his regular engagement with the Chief? 2. How reflective are the results from the Inspection of performance in this year to date and are response times to answering calls and the despatch of resources for service currently improving?
Cllr Colin Mann	<p>What conversations has the Commissioner had with their Chief Constables around the question of protests in their respective areas.If conversations have not yet happened with Chief Constables about this, when do you plan to do so?</p> <p>Will they provide assurance that the public in their force areas will be facilitated to peacefully protest as protected under the European Convention of Human Rights?</p>

	<p>What is your view on the arrests of peaceful protestors from the campaign group Republic? They have stated publicly that they discussed their plans for the day of the Coronation four months in advance with the Police, yet they were still arrested. We would be interested in hearing your views on the matter</p>
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OPCC annual report 22/23

NB This is a draft. Some of the figures included will be updated or added prior to publication.

Introduction

It has been a busy year, with some significant success and challenges.

This year policing was again under the spotlight. Pockets of inappropriate workplace cultures, attitudes and unacceptable behaviours still exist. We are not immune from that here and I am determined that any such behaviours are driven out of policing in Gwent.

We have had our challenges, but I remain confident that Chief Constable Pam Kelly and Deputy Chief Constable Rachel Williams will drive the required change. Policing must be held to higher standards and the well-publicised dismissal of senior officers demonstrates how seriously the Chief Constable takes this matter. I continue to provide her with the support and scrutiny she needs to confront these issues.

We will not bury our heads in the sand, and we will challenge unacceptable behaviour wherever we find it. However, I strongly believe that most Gwent Police officers are hardworking, dedicated public servants who are committed to serving our communities. They are angry and frustrated that their reputation and good work has been called into question based on the actions of a few. I want to reassure those officers that they continue to have my full support.

Public confidence in policing is crucial and multifaceted. In recognition of the importance of recognising and acknowledging that inequality and racial injustice are apparent across all aspects of people's lives, Criminal Justice in Wales launched its new anti-racism action plan in September. We are key partners of Criminal Justice in Wales and this plan outlines the determination of partners to do all they can, individually and collectively, to root out any form of racism across the criminal justice system. From the outset, Criminal Justice in Wales committed to listening, hearing and incorporating the experiences and voices of those from Black, Asian and Minority Ethnic communities to guide the development of the document. This saw the Anti-Racism Action Plan evolve over an 18-month period, capturing and establishing each step required to achieve real change across the Criminal Justice System. This has involved more than 600 members of Black, Asian and Minority Ethnic communities, helping to co-produce a plan that recognises the unique landscape in Wales and which truly meet the needs of our communities. Their valued contribution has been vital in developing this plan, and will guide us as we work proactively with our partners towards our shared goal of an anti-racist Wales.

The cost-of-living crisis has continued to have significant impact for our communities, and this includes our own police officers and staff. Policing as an organisation has been affected by rising costs. There are potentially far-reaching implications for crime and community safety. We have been working to understand how best we can mitigate any issues arising from this, and this work will no doubt continue for years to come. My priority is to ensure that Gwent Police continues to provide the best possible service to the public, within resources, while also ensuring residents receive value for their money.

Our focus on victim services remains paramount, with my office and Gwent Police in November celebrating a year since the innovative Victim Care Unit went live. The VCU ensures that victims are assessed for any support they need, are updated on their case in line with their rights, and are linked to the right agencies who can help them move forward with their lives. There is always more we can do, but you can be assured that a focus on victims will always be at the heart of my work. That is why last year we also commissioned an independent review of our victim services to identify areas we can improve. We are expecting the results of this work imminently.

We undertook a comprehensive review of Gwent Police's Estate Strategy to ensure that police premises are sustainable, affordable and fit to deliver modern day policing. This will help them to deliver a resident-focused policing service, while supporting operational policing requirements and demonstrating value for money. Our revised strategy will provide Gwent Police with sustainable, modern environments from which to protect and reassure our communities. The new strategy will be published in early 23/24 and will aim to ensure that services are delivered consistently across Gwent, while giving Gwent Police the flexibility to evolve to meet emerging and future changes.

In terms of the facilities themselves, Gwent Police and my office fully transitioned to the new headquarters during the year. The facility in Llantarnam is home to the control room, which is the first point of contact for calls to the force, alongside major crime teams, training functions, support services and senior management. In November, we were delighted to welcome HRH the Earl of Wessex for an official opening ceremony for the new facility. Work also began on a new £XXm police station in Abergavenny. Located next to the A465 in Llanfoist, the new station will mean that Gwent Police's neighbourhood team can easily cover the town centre on foot, while response cars have good access to the local road networks for urgent calls.

In the summer, Gwent Police launched a new strategy that places the well-being of children and young people at the centre of its decision making. The child-centred policing strategy was developed with children and young people from schools and

youth groups across Gwent. I am committed to ensuring that all children and young people in Gwent can live their lives safely. If they do have to deal with the police, either as a victim of crime or as an offender, they must be treated fairly, with compassion and respect. Gwent Police has been making important steps towards a greater child-centred policing approach in recent years and this strategy formalises this work, putting children and young people at the heart of all future decision making.

During the autumn, we hosted the Knife Angel, a 27ft sculpture made from more than 100,000 knives. Commissioned by the British Ironwork Centre in Oswestry, and created by artist Alfie Bradley, the iconic sculpture was visited by more than 640,000 in November. The reaction from the public was overwhelmingly positive and we complemented this visit with engagement work with more than 4,000 young people in Gwent. Our partners at the charity Fearless delivered workshops about the dangers of violence and aggression, and we also worked with primary schools and youth groups to discuss these important issues. This work continues even though the Knife Angel has now departed.

Like all police forces in England and Wales, Gwent faced its share of crime, anti-social behaviour and other incidents last year, but continues to be a relatively safe place to live, work and visit. Calls coming into 999 and 101 remain stubbornly high. Last summer we saw some of the highest levels on record during the heat wave. Gwent Police responded to more than 170,000 incidents last year, recording nearly 45,000 crimes. Although the number of incidents attended is largely the same as the previous year, thankfully the number of resulting crimes was nearly 10,000 fewer than in 2021/22. I am proud of this trend and determined that this continues.

To tackle the significant challenges facing both policing and wider society requires partnership working. Wales is currently recognised as leading the way in how neighbouring police forces and other local agencies work together. The Home Office is keen to learn from our success and to see how it can be applied in England. To enable this, I met a number of times with the policing ministers during the year where we explained how we have achieved this in Wales.

In June, I assumed the role of chair of Policing in Wales. This brings together the Commissioners and Chief Constables of the four forces in Wales to facilitate joint-thinking and action on Wales-wide issues where there is sufficient similarity and purpose.

The role of chair rotates amongst the Commissioners on an annual basis. I not only chaired the quarterly meeting, but also met monthly with the lead Chief Constable and Welsh Government Minister for Social Justice. The work of Policing in Wales

often feeds into the work of the Policing Partnership Board for Wales (chaired by the First Minister) which is the body that brings together policing with the Welsh Government and key public sector partners. Through this we contribute greatly to Wales wide work on matters such as anti-racism, violence against women and girls, our schools programme, and the policing of Wales-only legislation.

Nationally, the Strategic Policing Requirement (SPR) sets out those threats which, in the Home Secretary's view, are the biggest threat to public safety. A revised version of the SPR was published in February 2023 which provided strengthened detail around the action required from policing at the local and regional level to the critical national threats. The 2023 SPR sets out seven identified national threats. These are as follows: Serious and Organised Crime; Terrorism; Cyber; Child Sexual Abuse; Public Disorder and Civil Emergencies. These remain from the 2015 version with the addition in 2023 of violence against women and girls, reflecting the threat it presents to public safety and confidence. Given this annual report is for the year April 2022 to March 2023, it will not respond in detail to the revised SPR due to the timing of its publication. However, I am confident I have given due regard to the six threat areas identified in the previous SPR in my Police and Crime Plan and in my role holding my Chief Constable to account.

Finally, I would like to formally thank Gwent Police's officers and staff, my own team at the OPCC, and our partner organisations for their continued work to protect and reassure our residents. We now have 1,506 officers in Gwent, which is about 350 more than when I was first elected in 2016. Policing is an exciting career, with excellent opportunities and a chance to make a difference for communities served. I see this evidenced every day. I'm delighted to welcome these new officers to the policing family and I am sure their commitment to public service will make a mark locally. However, I must stress that recruitment alone will not be enough to tackle the challenges we face today. There needs to be continued sustainable investment from UK Government; not only in policing, but the wider criminal justice system too. Only through a holistic approach to investment in the entire system will we be able drive the change we seek.

Jeff Cuthbert

Police and Commissioner for Gwent

Keep neighbourhoods safe

Key commitments

- Reduce public order offences and anti-social behaviour, and the number of people who repeatedly carry out these acts.
- Reduce acquisitive crime and repeat offenders.
- Improve the safety of roads throughout Gwent.
- Commission and invest in effective crime prevention initiatives.

What we have done

- Supported the Gwent Public Service Board's (PSB) community safety review, the Home Office's national review of community safety partnerships, and the launch of Wales Safer Communities Network.
- Granted community safety projects £1,396,070, of which £489,000 helped ensure more informed, effective collaborative working by funding the community safety partnerships, Safer Gwent analyst, and the five youth offending services.
- Extensive recommissioning work on the Women's Pathfinder Whole System Approach and 18–25 Early Intervention Service in partnership with South Wales OPCC, HMPPS and Welsh Government.
- Initial findings shows that 72% referred users to the 18-25 service and of 88% of those referred to Women's Pathfinder Whole System Approach had not re-offended within nine months of support ending.
- There were XX referrals into the 18-25 Early Intervention Service and referrals into the Women's Pathfinder WSA from Gwent. XX% of service users who engaged with the service were found to make positive progress towards achieving at least one key outcomes.
- Secured £746k of funding from the Home Office's Safer Streets fund to help prevent anti-social behaviour (ASB) and neighbourhood crime.
- Safer Streets funding contributed to youth working programmes, as well as:
 - 9,000 property marking kits and crime prevention packs;
 - 'Dusk til Dawn' security lighting systems to 500 homes;
 - A mentoring project for youths involved in anti-social behaviour or low level criminal activity; and
 - Re-deployable CCTV cameras to be used in hotspot areas.
- Positive Futures, a sport-based social inclusion programme that uses sport as a tool to engage with young people and discourage anti-social behaviour, ran 842 scheduled diversionary sessions across Gwent.
- There were 81 reactive Positive Futures sessions held to tackle specific anti-social behaviour issues.

- 4,196 young people attended the Positive Future sessions, with:
 - 91% reporting improved health and well-being.
 - 54% reporting improved life skills.
 - 22% reporting increased engagement in education, employment and training.
- Contributed £867,279 to the Gwent Drug and Alcohol Service (GDAS) Criminal Justice Service, which worked with 447 service users.
- The percentage of GDAS service users making positive changes in each outcome area was:
 - Alcohol misuse – 56%
 - Substance misuse – 53%
 - Offending - 66%
 - Health and well-being – 49%
 - Accommodation – 45%
 - Finance – 54%
 - Relationships – 38%
- An out of court disposal pilot continued to run, establishing whether support to address the complex needs of repeat offenders who routinely commit low level offences reduce their likelihood of reoffending and subsequently reducing demand on the criminal justice, social and health systems.
- Supported a week-long enforcement campaign with partners that targeted rogue traders.

Combat serious crime

Key commitments

- Reduce the number of repeat victims of child criminal and sexual exploitation.
- Increase disruption of serious organised crime, and reinvest assets seized back into communities.
- Improve the overall criminal justice response to violence against women, domestic abuse and sexual violence.
- Commission and invest in services that work with perpetrators of serious crime to prevent and reduce re-offending.

What we have done

- Using the proceeds of crime seized from criminals, I awarded £270,493 to ten organisations supporting children and young people across Gwent as part of my Police Community Fund.
- Received new powers to convene partners together to determine a collective response to serious violence, with implementation being delivered over the

coming years, led by my team. An additional £500k of funding has been provided by the Home Office for us to invest in this work.

- Using findings from a study we funded in 21/22, we started working to recommission our independent sexual violence adviser service to provide future support to victims of sexual abuse and violence.
- Co-chaired the all-Wales VAWDASV taskforce that brings together leading agencies in Wales to challenge attitudes and behaviours that contribute to abuse.
- Concluded the perpetrator interventions pilot.
- Submitted two bids to Home Office for domestic abuse perpetrator programmes.
- Hosted the Knife Angel statue which was visited by more than 640,000 people during November and complemented with engagement work with more than 4,000 young people.
- Committed further funding to Crimestoppers (£40,851) and the St Giles Trust (£123,794) to educate, inform and work with young people on the dangers of serious and organised crime, helping to divert them away from this.
- Promoted anti-scramming advice throughout the year online and in person at more than 76 public engagement sessions, engaging with more than 11,415 residents and businesses.
- Continued to support a new safe space for women who are experiencing, or are at risk of, sexual exploitation and violence.

Support victims and protect the vulnerable

Key commitments

- Improve victim services and ensure that the needs of victims are identified and responded to appropriately through Connect Gwent and the Victim Care Unit.
- Further improve our work with partners to protect those most vulnerable.
- Increase the timeliness of police investigation updates provided to victims.
- Commission and invest in specialist services to support victims throughout the criminal justice process.

What we have done

- Our focus on victim services remains paramount, with the new victim care unit dealing with XX referrals and supporting XX people.

- Victims Support, which received £259,000 and is based in the victims' hub that we also fund, dealt with 933 referrals and supported 1,081 people.
- We granted Age Cymru (£18,343), Umbrella Cymru (£79,965), ABHUB (£30,785) funding to provide specialist victims services dealing with XX through the year between them.
- XX% of people who came to the end of their support with Victim Support and XX% of children and young people who came to the end of their support with Umbrella Cymru saw positive improvements.
- To ensure we continue to improve services, we appointed Supporting Justice to undertake a victims' needs assessment to inform support services next year.
- New Pathways received £441,549 for ISVA and counselling services, dealing with XX referrals.
- Cyfannol received £152,476 for ISVA and counselling services, dealing with XX referrals.
- Co-produced and distributed more than 600 hate crime leaflets to help people with disabilities understand when a hate crime has been committed and how they can report it.
- Co-ordinated a week-long road show for Hate Crime Awareness Week, partnering with Gwent Police, Connect Gwent, Fearless, South Wales Fire and Rescue, Umbrella Cymru and Victim Support Cymru to provide advice, guidance, and support to residents at events in every Gwent borough.
- Led regional partnership work on VAWDASV communications and engagement campaigns focusing on Elder Abuse Day and White Ribbon Day.
- The IDVA service had XX referrals, XX one-off engagements and XX people received regular one-to-one support.
- XX% of people who engaged with the IDVA service reported increased feelings of safety, improved health and well-being, and were better informed and empowered to act on information.
- The Early Action Together programme, which enables early intervention and root cause prevention, continued to run in Newport where:
 - XX PPNs were received
 - XX children and young people, from XX families benefitted from the grant
 - A low and reducing number of re-referrals to the service for families that access support – XX% of referrals (X families) were referred to the EIP more than once.
 - XX% of families supported saw an increase in their resilience

- XX% of families supported saw an increase in their family goal score.
- XX% of families who ended supports closed with a successful outcome.

Increase community confidence in policing

Key commitments

- Increase the effectiveness of officer and staff engagement with residents in their communities, and community confidence and trust in Gwent Police.
- Improve the accessibility of neighbourhood police teams through a variety of contact channels that meet the needs of the public.
- Increase reporting of crime by communities that are less likely to engage with the police.
- Further increase officer and staff diversity to ensure our police service reflects the communities that we serve.

What we have done

- Worked with partners in Criminal Justice Wales to develop and implement a dedicated and transparent anti-racism action plan and independent advisory group.
- Co-produced and launched Gwent Police's child-centred policing strategy, with rollout taking place throughout 22/23 and 23/24.
- Following well received pilot sessions, began delivering 'safe spaces' workshops with young people.
- Delivered engagement exercises to more than 500 children in Torfaen during the summer.
- Met with Roma pupils from Maindee Primary School and the Children's Commissioner for Wales to highlight community safety issues.
- Held eight walkabouts in Gwent communities, attended 12 partner-led summer events and 76 general engagement sessions throughout the year.
- Initial review undertaken into firearms licensing performance, with reviews taking place every six months in future.
- Held three out of court disposal scrutiny panels, which reviewed 62 randomly selected cases resolved by Gwent Police outside of court. The panel made recommendations on five cases it deemed should have gone to court.
- Held four legitimacy scrutiny panels which reviewed a dip sample of stop and search and use of force incidents through body worn video and Gwent Police

data. Recommendations were made to the force where opportunities for improvement were identified, or in recognition of good practice by officers when engaging with the members of the public involved.

- Independent Custody Visiting (ICV) scheme:
 - 76 visits conducted when 402 detainees were in custody, of which 271 accepted a visit.
 - 122 minor issues raised with the Custody Sergeant addressed at the time, with seven addressed subsequently.
 - OPCC staff attended three custody training sessions to highlight the importance of the ICV scheme.
- Animal Welfare scheme:
 - Awarded a Dogs Trust Certificate
 - Held 11 visits, raising one issue relating to canine first aid kits in some of the police vehicles.
 - Volunteers observed three training assessment days throughout the year.
- Dip sampled police complaint files, highlighting queries and providing feedback to the professional standards department.
- Dealt with 29 complaint review requests, four of which were upheld resulting in recommendations to Gwent Police.

Drive sustainable policing

Key commitments

- Ensure Gwent Police have the right number of officers, staff and volunteers in the right places.
- Increase investment in and adopt 21st Century policing technology to meet tomorrow's challenges today.
- Enhance health and well-being support for officers and staff to ensure our workforce is fit and ready to meet the challenges of policing.
- Reduce the environmental impact of policing in line with Welsh Government's carbon neutral targets and the Well-being of Future Generations (Wales) Act 2015.

What we have done

- Welcomed XX new officers, taking Gwent Police's establishment to 1,506 officers - the highest it has been since 2010/11.
- Agreed a budget for Gwent Police for 2023/24 of £XXm (£XXm more than the previous year).
- Set the council tax increase at 6.82 per cent.

- Created a capital budget for 2023/24 of £XXm.
- Continued to monitor Gwent Police's service improvement work, which has delivered £XXm of cashable efficiency savings since 2008/09.
- Benchmarked costs via HMICFRS value for money profiles.
- Received an assurance judgement from internal auditors that we have adequate and effective management, control and governance processes.
- Received an assurance statement of 'generally satisfactory' from Torfaen County Borough Council for IT services provided by SRS.
- Published my annual governance statement, which evidences the effectiveness of our governance.
- Ensured Audit Wales audited my annual statement of accounts.
- Completed a comprehensive review of the estate strategy to be implemented in 23/24.
- Officially opened the new headquarters of Gwent Police in Cwmbran.
- Construction work began on a new police station in Abergavenny, to serve north Monmouthshire.
- Donated £65,000 to the High Sheriff's Community Fund to offer localised support to children and young people are crucial in creating opportunities that steer young people away from crime and anti-social behaviour.
- Held four strategy and performance board meetings to hold the Chief Constable to account.
- Held four legitimacy scrutiny panels reviewing incidents involving Gwent Police officers where there was a use of force.
- Issued six HMICFRS responses on MAPPA, the impact of covid on the CJS, response to rape, digital forensics, vetting misconduct and misogyny in the police service and the state of policing annual report.
- Responded to 37 Freedom of Information requests, with 95% being relied to within 20 working days.
- Zero data protection breaches reported.
- 29 subject access requests were received, of which only one related to information held by the OPCC and was responded to within the one month timeframe.
- Progressed development of a board assurance framework and held four Joint Audit Committees.
- Welcomed the launch of the new 'Greener Gwent' sustainability strategy, which is driving investment in new electric vehicle fleet, more efficient buildings, zero waste to landfill and other initiatives to reduce our carbon footprint.
- Chaired Policing in Wales group throughout 22/23.

Looking to the future

During the year, we welcomed the publication of the Welsh Government document on Justice in Wales. This is the first step in moving past the political debate in which we are now sharing our view to the practical and detailed discussions in which everyone will need to contribute.

All four Police and Crime Commissioners in Wales welcomed this report, as the work of policing and the criminal justice system is inextricably 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 in response to the time.

Neither policing nor justice can be delivered successfully in isolation; they depend on a high level of cooperation, professionalism and trust between a variety of professions and organisations. There is a significant detail that needs to be worked through to deliver that aspiration as a practical reality, but our joint endeavour is to provide the best possible quality of policing and criminal justice to the people of Wales.

There are many changes coming in relation to Community Safety both here in Gwent and across England and Wales in the coming year. The Home Office is consulting on whether to strengthen the links between PCCs and Community Safety Partnerships, with potential new powers for PCCs. This is in advance of more fundamental reforms expected in 2025. We await further details of what this looks like, but I am very clear that any changes must provide positive benefits to the communities of Gwent.

PCCs Quarterly Performance Monitoring Report

Quarter 4 2022 / 2023

Introduction

This report provides an overview of the Police and Crime Commissioner's (PCC) oversight and scrutiny of Gwent Police performance in relation to the Police and Crime Plan. This is a report for quarter 4 of the financial year 2022/23.

The scrutiny and monitoring of force performance take place in a variety of forms. 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. Members of the OPCC also observe and participate in boards and meetings as a critical friend, specific reports and briefings are requested as required, and the PCC has weekly one-to-one meetings with the CC to discuss matters arising and any areas of particular concern.

The Police and Crime Plan Priorities

Keep Neighbourhoods
Safe

Combat Serious Crime

Support Victims and
Protect the Vulnerable

Increase Confidence
in Policing

Drive Sustainable
Policing

Overview - Highlights and Areas of Focus

Highlights

- Starting to see improvements in 999 and 101 performance
- The Rape Investigation Team and Op Soteria approaches are starting to show improvements in outcomes for victims of rape
- Continued reductions in burglary and neighbourhood crime – highlighted as Good in the HMIC PEEL report
- Assets seized from Fraud offences of over £550k in 2022/23 - £73k in March alone

Areas of Focus

- Areas For Improvement (AFIs) identified in the HMIC PEEL Inspection – Responding to the Public, Investigating Crime and Protecting Vulnerable People
- Public Confidence in Gwent Police has dropped to 64% and Victim Satisfaction rates remain low, in particular the satisfaction of the initial police response
- Acquisitive Crime increases (shoplifting is at a 5 year high) and the potential effects of the cost-of-living Crisis
- Crime in general in Gwent is at its highest for 5 years (in part driven by improvements to recording practices)

His Majesty's Inspectorate of Constabulary

Gwent PEEL* Inspection Report

On 13th April, HMICFRS published their PEEL Inspection Report into Gwent Police, which we have reviewed in detail, as you'd expect. The headline findings are in the image below.

Normally, this quarterly performance report reflects the focus of the PCC's scrutiny of Gwent Police's activity through the Strategy and Performance Board (SPB) against the Police and Crime Plan priorities. However, the SPB meeting in June (covering Q4 performance) focused predominantly on the HMICFRS PEEL inspection and areas for improvement – with clear links into the force's Performance Report and Chief Constable's Delivery Plan against the Police and Crime Plan priorities.

The PCC asked the Chief Constable and Deputy Chief Constable on plans and progress made since the publication of the report. Assurance was given that the focus on those areas deemed Inadequate and Requires Improvement were at the top of their performance agenda.

Outstanding	Good	Adequate	Requires improvement	Inadequate
	Preventing crime	Treatment of the public	Investigating crime	Responding to the public
	Managing offenders	Developing a positive workplace	Protecting vulnerable people	
		Good use of resources		

*PEEL = Police effectiveness, efficiency and legitimacy

A new performance management approach with additional operational resources had been put into the control room, which is already seeing some improvements to 999/101 performance, time take to attend scenes, and the frequency and quality of assessments undertaken to identify any vulnerabilities of victims and callers. The end of Operation Uplift should also reduce the movement of control room staff to the wider organisation.

A new investigation hub ('i-hub') going live will help with detainee processing and speed of investigations, with added focus on supervisor reviews and quality assurance of investigations to ensure speed of investigation doesn't impact on quality. This is supported by the new Rape Investigation Team, already seeing some improvements in outcomes. Positive Outcomes have started to move in the right direction generally, up to 10.2% for the year so far.

The PCC raised the issue of Public Confidence and Victim Satisfaction levels, with the DCC highlighting that the quality of service delivery is the priority, but the force also needs to improve on local community engagement and promoting the positive news stories to counteract local to national media reports.

The PCC and D/PCC also discussed organisational culture and ensuring this is right to drive forward improvements. The CC and DCC responded that standards and behaviour are a key focus for the Professional Standards Dept, More broadly, recent cultural surveys and leadership sessions had been carried out, with the responses being analysed to inform the force.

A general theme throughout the PEEL report is in relation to the force improving its performance management and governance approach. The DCC has been implementing changes to the force governance structure and highlighted that improved performance products would come to SPB in future. The OPCC will support and respond accordingly.

All Incidents Updated for Quarter 4 2022-23

All Incidents	2018-19	2019-20	2020-21	2021-22				2022-23				Quarterly % Change		
	Total	Total	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3		Q4	Total
Public Safety and Welfare	54,094	53,971	48,139	12,993	13,274	12,427	12,389	51,083	12,607	14,641	13,774	14,222	55,244	3%
Crime Related	55,032	51,564	44,584	11,930	12,146	11,375	11,029	46,480	12,525	13,736	12,342	12,203	50,806	-1%
Transport	33,278	31,741	23,678	6,789	6,807	6,360	5,778	25,734	5,682	6,098	5,882	5,982	23,644	2%
Anti-Social Behaviour	11,066	11,236	28,621	4,722	3,562	2,883	2,813	13,980	2,954	2,878	2,219	2,604	10,655	17%
Admin	30,790	30,970	31,690	8,198	8,707	7,674	6,971	31,550	7,297	7,747	6,931	6,936	28,911	0%
Open Log	289	613	1,031	285	309	225	284	1,103	417	244	207	279	1,147	35%
Total	184,549	180,095	177,743	44,917	44,805	40,944	39,264	169,930	41,482	45,344	41,355	42,226	170,407	2%
% change since previous year	-1.56%	-2.41%	-1.31%					-4.40%					0.28%	0

These tables provide a breakdown of the 'incidents' that Gwent Police have to manage on an annual and quarterly basis. For ease they are broken down into 4 main incident categories (ASB, Crime, Public Safety and Transport), albeit some incidents can be categorised in any of them so there is some crossover between them.

These 4 incident categories can be further broken down into over 200 different incident types. The top 5 for each main category are shown to the left. These tend to be consistent year on year, other than 2020/21 and 2021/22 when Covid lockdown enforcement meant that COVID related ASB was a top category of ASB.

Closing Category 1	Incident Sub Categories 2020-21		Incident Sub Categories 2021-22		Incident Sub Categories 2022-23	
	Closing Category 2	Total	Closing Category 2	Total	Closing Category 2	Total
ANTI SOCIAL BEHAVIOUR	ASB - COVID19	16,574	ASB – NUISANCE	6,612	ASB - NUISANCE	6,077
	ASB - NUISANCE	6,446	ASB – PERSONAL	1,862	ASB - ENVIRONMENTAL	1,556
	ASB - ENVIRONMENTAL	1,830	ASB – ENVIRONMENTAL	1,594	VIOLENCE AGAINST THE PERSON	1,139
	ASB - PERSONAL	1,820	ASB - COVID19	1,185	ASB - PERSONAL	951
	VIOLENCE AGAINST THE PERSON	837	VIOLENCE AGAINST THE PERSON	1,174	CRIMINAL DAMAGE	266
CRIME RELATED	VIOLENCE AGAINST THE PERSON	20,906	VIOLENCE AGAINST THE PERSON	21,752	VIOLENCE AGAINST THE PERSON	25,033
	THEFT AND HANDLING	7,299	THEFT AND HANDLING	7,746	THEFT AND HANDLING	8,934
	CRIMINAL DAMAGE	5,704	CRIMINAL DAMAGE	6,355	CRIMINAL DAMAGE	6,404
	BURGLARY	2,516	BURGLARY	2,222	BURGLARY	2,285
	FRAUD AND FORGERY	1,038	SEXUAL OFFENCES	1,133	SEXUAL OFFENCES	1,320
PUBLIC SAFETY & WELFARE	CONCERN FOR SAFETY	14,261	ABANDONED CALL	14,318	ABANDONED CALL	17,959
	ABANDONED CALL	11,449	CONCERN FOR SAFETY	14,200	CONCERN FOR SAFETY	13,314
	DOMESTIC INCIDENT	3,898	MISSING PERSONS	3,925	MISSING PERSONS	4,445
	SUSPICIOUS CIRCUMSTANCES/INSECURE PREMISES OR VEHICLES	3,608	DOMESTIC INCIDENT	3,895	SUS CIRCUM/INSEC PREMISES/VEH	4,127
	MISSING PERSONS	2,968	SUSPICIOUS CIRCUMSTANCES/INSECURE PREMISES OR VEHICLES	3,712	DOMESTIC INCIDENT	3,553
TRANSPORT	ROAD RELATED OFFENCE	11,607	ROAD RELATED OFFENCE	11,429	ROAD RELATED OFFENCE	9,986
	HIGHWAY DISRUPTION	7,436	HIGHWAY DISRUPTION	8,472	HIGHWAY DISRUPTION	7,550
	RTC DAMAGE ONLY	3,610	RTC DAMAGE ONLY	4,719	RTC DAMAGE ONLY	4,995
	RTC DEATH/INJURY	583	RTC DEATH/INJURY	708	RTC DEATH/INJURY	684
	VIOLENCE AGAINST THE PERSON	66	VIOLENCE AGAINST THE PERSON	77	POLICE GENERATED RESOURCE ACTIVITY	136
Grand Total		124,456		117,090		120,714

All Crimes Updated for Quarter 4 2022-23

Crime Type	2018-19	2019-20	2020-21	2021-22				2022-23				Quarterly % Change		
	Total	Total	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3		Q4	Total
All Other Theft	4,754	4,268	2,993	744	852	878	821	3,295	949	973	909	874	3,705	-4%
Bicycle Theft	426	329	274	101	106	57	54	318	80	69	60	48	257	-20%
Commercial Burglary	1,159	1,097	689	144	167	163	218	692	232	198	168	166	764	-1%
Criminal Damage & Arson	9,413	8,546	6,832	2,019	1,887	2,067	2,036	8,009	2,124	2,199	1,785	1,711	7,819	-4%
Drug Offences	1,482	1,517	1,818	425	298	305	314	1,342	309	308	306	319	1,242	4%
Homicide	2	6	3	2	0	2	1	5	4	4	1	1	10	0%
Miscellaneous Crimes	1,434	1,708	1,730	418	357	385	368	1,528	392	356	332	320	1,400	-4%
Non Notifiable Offences	98	105	76	21	26	47	34	128	21	21	21	20	83	-5%
Other Sexual Offences	1,004	1,055	815	310	267	297	296	1,170	291	302	247	264	1,104	7%
Possession of Weapons	237	249	250	62	51	76	108	297	95	78	98	97	368	-1%
Public Order Offences	7,836	7,535	7,187	2,101	2,197	2,050	2,298	8,646	2,509	2,819	2,383	2,282	9,993	-4%
Rape	594	504	411	130	144	163	161	598	136	127	108	109	480	1%
Residential Burglary	2,533	2,494	1,953	378	437	487	479	1,781	441	475	371	372	1,659	0%
Robbery	301	301	240	79	59	65	64	267	81	99	75	81	336	8%
Shoplifting	3,544	3,447	2,061	520	566	564	537	2,187	652	595	806	969	3,022	20%
Theft From the Person	369	284	153	38	37	50	45	170	53	55	56	53	217	-5%
Vehicle Crime	3,396	3,234	2,254	547	589	576	591	2,303	606	564	635	542	2,347	-15%
Violence with Injury	5,886	5,786	4,545	1,402	1,429	1,528	1,504	5,863	1,509	1,714	1,616	1,535	6,374	-5%
Violence without Injury	14,136	14,646	13,947	3,617	3,703	3,924	4,335	15,579	4,261	4,632	4,390	4,476	17,759	2%
Total	58,604	57,112	48,232	13,059	13,172	13,685	14,264	54,180	14,745	15,589	14,367	14,239	58,940	-1%
% change since previous year	19.93%	-2.55%	-15.55%					12.33%					8.79%	

Positive Outcomes and Rates for Quarter 4 2022-23

These charts show the Positive Outcomes types and percentages for each crime type. The chart to the right identifies those listed in **bold** as the 'Positive Outcomes' as per Home Office Counting Rules. Note that this information is changing daily as the volumes of 'New/Still Open' cases will continue to be finalised and further outcomes recorded.

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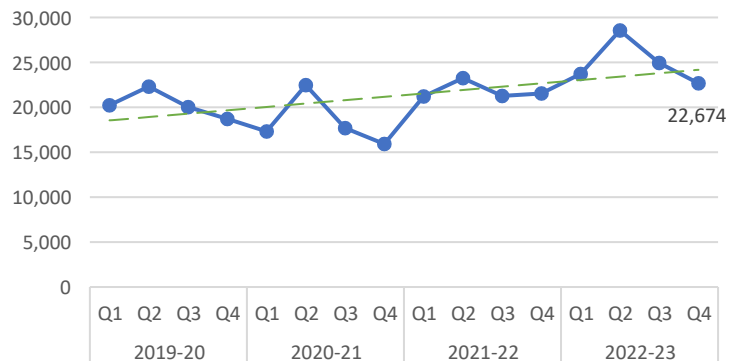
Criminal Justice Positive Outcome Rates	2018-19	2019-20	2020-21	2021-22	2022-23				
	Total	Total	Total	Total	Q1	Q2	Q3	Q4	Total
All Other Theft	4%	4%	6%	3%	1%	4%	2%	4%	3%
Bicycle Theft	4%	6%	2%	8%	5%	1%	2%	12%	5%
Commercial Burglary	7%	8%	13%	7%	6%	7%	10%	14%	9%
Criminal Damage & Arson	7%	7%	11%	7%	5%	8%	9%	8%	7%
Drug Offences	67%	81%	79%	67%	41%	61%	62%	54%	54%
Fraud	0%	0%	0%	0%	0%	0%	0%	0%	0%
Homicide	100%	67%	50%	100%	25%	100%	100%	0%	56%
Miscellaneous Crimes	16%	14%	21%	18%	9%	17%	18%	19%	16%
Non Notifiable Offences	0%	0%	0%	0%	9%	0%	4%	0%	3%
Other Sexual Offences	8%	10%	13%	8%	5%	9%	8%	11%	8%
Possession of Weapons	46%	59%	62%	46%	22%	46%	44%	43%	39%
Public Order Offences	9%	9%	15%	10%	6%	8%	8%	9%	7%
Rape	4%	6%	11%	5%	5%	7%	8%	7%	7%
Residential Burglary	4%	5%	7%	6%	5%	4%	5%	7%	5%
Robbery	18%	19%	16%	19%	9%	10%	20%	12%	13%
Shoplifting	31%	29%	35%	28%	19%	26%	21%	26%	23%
Theft From the Person	3%	3%	6%	5%	0%	2%	2%	0%	1%
Vehicle Crime	3%	4%	5%	6%	3%	5%	5%	3%	4%
Violence with Injury	16%	16%	19%	14%	10%	13%	11%	14%	12%
Violence without Injury	9%	8%	12%	8%	5%	8%	8%	8%	7%
Overall Positive Outcome rate	11%	12%	16%	11%	7%	10%	10%	11%	10%
% change since previous year	-29.00%	3.51%	36.44%	-31.06%					-14.19%

Outcome Rates for All Crime (based on period crime was committed)	2018-19	2019-20	2020-21	2021-22	2022-23
1: Charged/Summoned	5,150	4,789	4,554	3,669	2,988
2: Youth Caution/Conditional Caution	79	98	85	67	38
3: Adult Caution/Conditional Caution	930	700	634	494	373
4: TIC (Taken into Consideration)	30	21	14	5	2
5: Offender has Died	13	15	23	29	44
6: Penalty Notice for disorder	313	249	307	98	0
7: Cannabis Warning	249	269	408	145	1
8: Community Resolution/Youth Restorative Justice	738	607	1,298	1,174	957
9: Prosecution not in the public interest	7	11	27	21	5
10: Police - Formal action not in public interest	290	636	535	565	468
11: Named suspect below age of criminal responsibility	61	87	60	108	141
12: Named suspect too ill to prosecute	53	62	107	110	107
13: Named suspect but victim/key witness deceased or too ill	32	33	20	37	37
14: Victim declines/unable to support action to identify offender	3,202	3,141	2,521	2,894	2,254
15: Named suspect, victim supports but evidential difficulties	9,343	9,291	8,203	9,024	9,327
16: Victim withdraws support - named suspect identified	14,389	15,113	13,067	15,316	12,753
17: Suspect identified but prosecution time limit expired	143	188	165	267	75
18: Investigation complete no suspect identified	22,883	21,231	14,559	16,801	17,579
20: Other body agency has investigation primacy	348	297	177	349	490
21: Named suspect, investigation not in the public interest	110	203	101	130	204
22: Diversionary, educational or intervention activity	11	210	194	201	116
New/Still Open	135	191	317	1,453	10,655
Positive Outcomes	7,502	6,748	7,323	5,681	4,403
Total Outcomes	58,374	57,251	47,059	51,504	47,959
% of Positive Outcomes Against Finalised Outcomes	12.9%	11.8%	15.6%	11.0%	9.2%

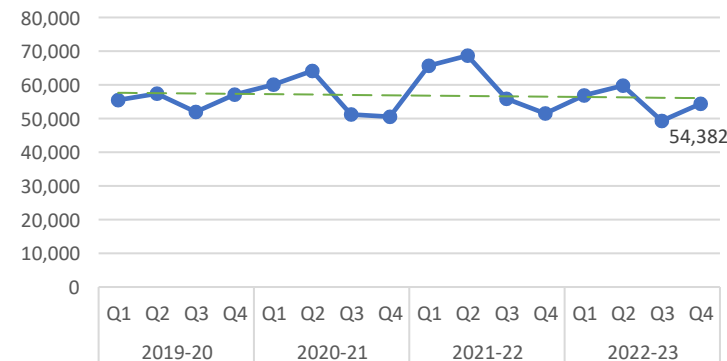
999 and 101 Demand for Quarter 4 2022-23

Quarter 4 999 demand has decreased by 9.1% compared with quarter 3 2022-23. This continued decrease since quarter 2 2022-23 follows a national trend in 32 of the 42 police forces across England & Wales (excl. City of London, Police Scotland & NI) as is evidenced in the digital public contact publication. With the decrease in demand for 999 calls comes a continued improved percentage of 999 calls answered in 10 seconds in quarter 4 2022-23. 101 demand has increased compared to the previous quarter, this follows the typical trend seen in quarter 3 in the previous two years, that said it continues to follow an upward trend that's been seen since the pandemic in 2019/20. 101 demand conforms to a seasonal trend seen in the previous 4 years; positively there has been a reduction in the percentage of calls abandoned before point of contact.

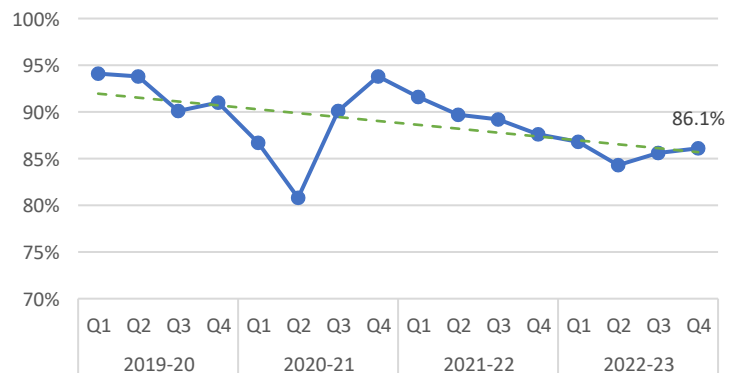
999 Calls



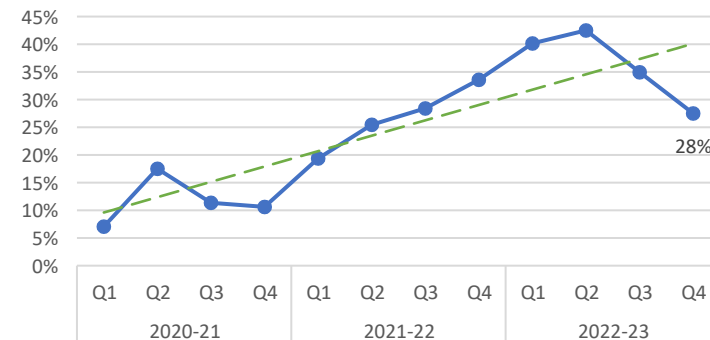
All 101 Connections



% of 999 calls answered in 10 seconds



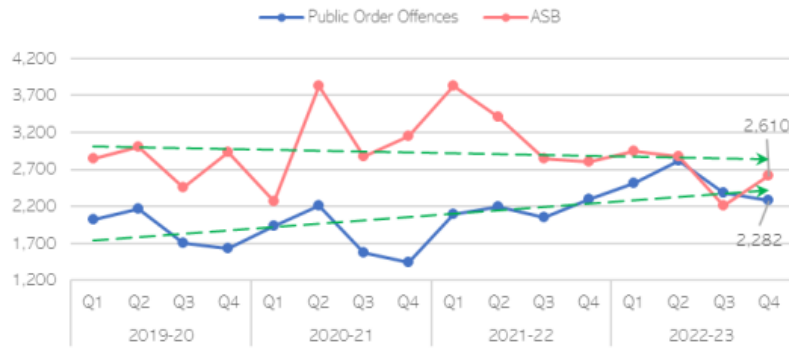
% of 101 calls abandoned - includes those opting for feedback



Priority One: Keep Neighbourhoods Safe

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

PRIORITY 1. KEEP NEIGHBOURHOODS SAFE: REDUCE PUBLIC ORDER AND ANTI-SOCIAL BEHAVIOUR (ASB), AND THE NUMBER OF PEOPLE WHO REPEATEDLY CARRY OUT THESE ACTS



What have the PCC and OPCC Done?

Holding the Chief Constable to Account

This area was identified by HMICFRS as working well in Gwent.

Policy, Projects and Partnerships

The PCC is heavily involved in both a regional and national review of Community Safety Partnerships (CSP) and ASB, through his role as APCC lead for Local Policing. A further Gwent CSP Review is underway, and in Q4 the PCC agreed to fund a post to develop this work further, with the aim to link the local to national work and ensure any results meet the needs of the communities of Gwent.

Q4 also saw the release of the UK Government's ASB Action Plan and updated ASB Guidance. 10 'Trailblazer' areas will be piloting the 'Hotspot Policing' and 'Immediate Justice' components of the plan. The OPCC will be working with CSP partners over the next year in readiness for Gwent's response.

Furthermore, the OPCC responded to a second 'Community Trigger/ASB Case Review' appeal, partially agreeing with the complainant and feeding back to the local CSP. A third request for review in 6 months has now been received and is being considered.

Funding and Commissioned Services

Positive Futures are a diversionary service for children and young people, funded by the PCC in Newport and wider Gwent. They put on a range of scheduled sessions each week, but also unscheduled sessions in response to emerging community issues. The graph below shows the number of young people who attended an unscheduled ASB diversionary session delivered across Gwent; the numbers do not count repeat attendance.

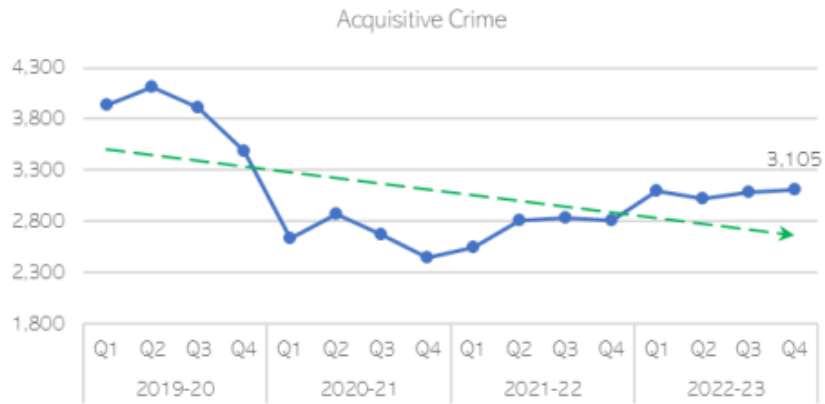
Q4 saw a further drop in sessions required and young people who attended, which bucked the usual trend. This is a combination of staff availability and continued unseasonable poor weather.

Number of Young People Attending Unscheduled Diversionary Sessions



Quarter 4 shows some positive indicators for Public Order and ASB in Gwent.

PRIORITY 1. KEEP NEIGHBOURHOODS SAFE: REDUCE ACQUISITIVE CRIME AND REPEAT OFFENDERS



What have the PCC and OPCC Done?

Policy, Projects and Partnerships:

The OPCC continued work with the force to develop a Reducing Reoffending Strategy for Gwent. The evidence base and preparatory work is now established and the Strategy is in the drafting stage. A new member of staff in the Strategy Team will be taking this forward alongside colleagues in Gwent Police’s Criminal Justice Department.

Project planning is now taking place for Safer Streets 4, the new fund from the Home Office. We have had much success in previous rounds of funding.

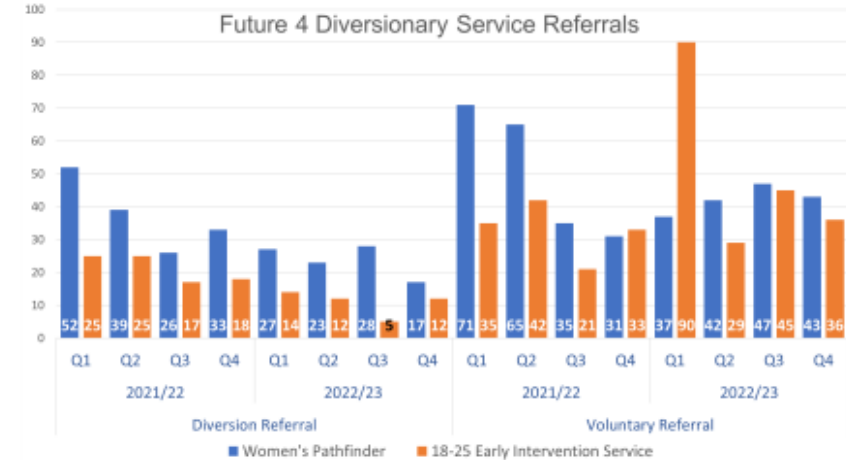
Funding and Commissioned Services

The OPCC provides funding for the delivery of 18-25 Early Intervention Service and Women’s Pathfinder in Gwent. The services supports young adults and women entering the criminal justice system to achieve positive outcomes such as accessing accommodation, improving their financial situation, gaining employment and improving their overall health and wellbeing. These are vital outcomes for reducing re-offending. Lots of work is now underway to recommission this service.

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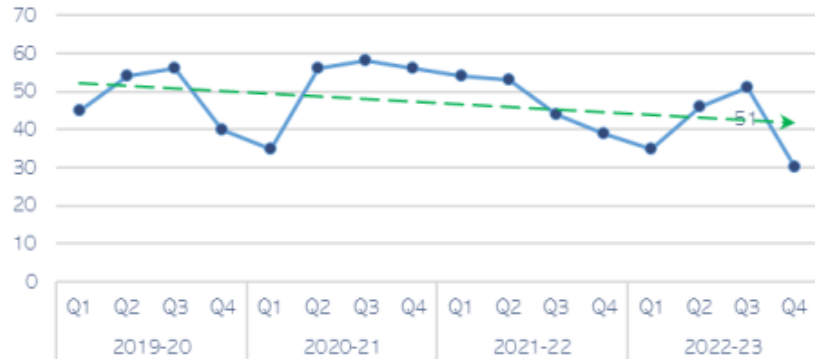
Acquisitive crime consists of burglary, robbery, vehicle crime, shoplifting and theft. Q4 saw a marginal increase in the number of acquisitive crime incidents, following the pattern seen in Q3.

Positively, residential burglary, bike and vehicle theft continue to remain low. However, we are starting to see signs that the cost of living crisis and inflationary pressures are starting to push acquisitive crime upwards. In particular shoplifting in Q4 is at a 5 year high and we will be seeking assurance from the Chief Constable on how well Gwent Police and partners are managing this.



PRIORITY 1. KEEP NEIGHBOURHOODS SAFE: IMPROVING THE SAFETY OF ROADS THROUGHOUT GWENT

Killed or Seriously Injured on Gwent Roads



The number of people killed or serious injured (KSI) fell in Q4, continuing the overall positive downwards trend in recent years. The number of collision investigation call outs remained stable. Investigation call outs are for complex collisions requiring roads policing expertise and do not necessarily reflect the severity of harm involved.

What have the PCC and OPCC Done?

Funding and Commissioned Services

The OPCC have identified a service gap in road safety provision. In line with the PCC's commitment to improve the safety of the roads, the OPCC is considering options for funding. This will inform the OPCC's commissioning intentions strategy.

Work is ongoing to consider a new service to support victims and families of fatal and catastrophic road injuries, by introducing an Advocate, similar to those for sexual violence and domestic abuse survivors.

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Collision Investigation Call Outs



1034 persons reported for 'Fatal Five' offences in Q4:

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

Q4 Spotlight Service: NEWPORT LIVE – POSITIVE FUTURES PROGRAMME

- How much funding goes into the service? **£181k**
- What proportion of the service is funded by the PCC? **59.6%**

About the Service

Page 39 Positive Futures is a sports-based diversionary service that works with children and young people at risk of becoming involved in crime and ASB. Their work includes regular weekly free to all sessions situated in relevant ASB hotspot areas, group work referrals, and 1-1 referrals from other agencies such as Social Services

Note: Some performance data available on slide 9.

Case Study

Child A has been known to Positive Futures for a number of years. Mum is young and has experienced significant domestic violence in the home. Dad is currently on remand for murder. Child A has struggled to transition to High School, regularly being disruptive with challenging behaviour, resulting in many school moves and placements.

After engaging through an open access session, Positive Futures started working with Child A, engaging them in Arts and Crafts, walks, farm visits, and supporting White Ribbon Day activities, whilst linking in the school and other services.

Positive Futures staff have supported Child A to reduce their constant 'fight' state of mind, building confidence to speak openly, understand and acknowledge their emotional state, understand positive relationships, and build confidence. Child A was asked to maintain a digital sketchbook of the experiences they had whilst with Positive Futures, to be able to understand the progress they have made.

Child A has matured and is able to cope better with the significant stresses in their life, learning new physical, practical and emotional skills. In particular their ability to cope at school, including more positive relationships with teachers and fellow students.

Child A has settled much better in their current school, with teachers expressing how they are less disruptive, have matured and are able deal with challenging situations far better.

Priority Two: Combat Serious Crime

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

PRIORITY 2. COMBAT SERIOUS CRIME: REDUCE THE NUMBER OF REPEAT VICTIMS OF CHILD CRIMINAL AND SEXUAL EXPLOITATION

What have the PCC and OPCC Done?

Policy, Projects and Partnerships

The OPCC continue to work with Newport City Council on a pilot supporting vulnerable children and families at risk of criminality and exploitation (criminal or sexual).

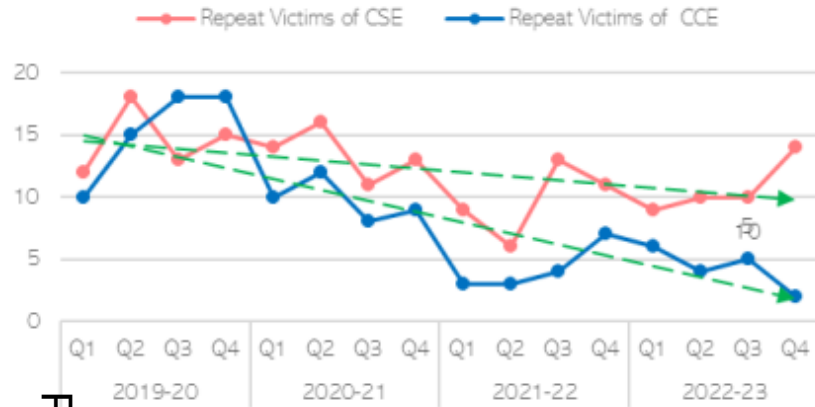
The pilot, known as 'Identifying the Triggers' has further increased its case load and is offering person-centred support built around the needs of children and their families.

Planning has now commenced for the OPCC to produce an evaluation report at the end of the current school year. There is keen interest in this work from Welsh Government, who will receive the evaluation report to inform their policies in this area.

Funding and Commissioned Services

St Giles Trust support children and young people at risk of or currently being exploited. Tertiary interventions work with children and young people known to be exploited.

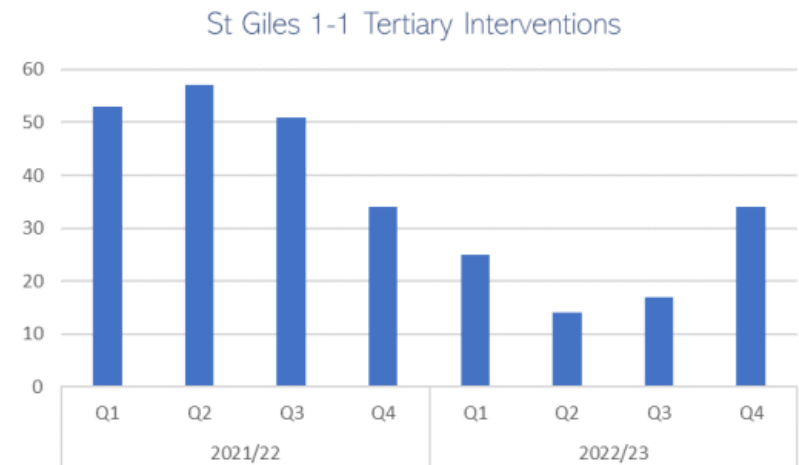
A combination of successfully supporting children to disengage with serious organised crime and ongoing staff retention issues had seen the number of interventions decline. However, St Giles have been able to improve the staffing situation and have since seen increases in the number of interventions delivered in the past 2 quarters.



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The number of repeat victims of CCE decreased in Q4, resuming a general trend downwards. Repeat victims of CSE rose in Q4 after a relatively stable year.

However, the numbers of CSE and CCE repeat victims are relatively low, so the PCC will continue to be seek assurances that the reporting and recording of CSE/CCE remains accurate.



PRIORITY 2. COMBAT SERIOUS CRIME: INCREASE DISRUPTION OF SERIOUS ORGANISED CRIME, AND REINVEST ASSETS SEIZED BACK INTO COMMUNITIES

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Drug offences continue to remain stable, trending below pre-pandemic levels. Serious violence offences have fallen again after peaking in Q2. This is a welcome development and the OPCC will be monitoring the data closely to see if this is a sustained downward trend.

What have the PCC and OPCC Done?

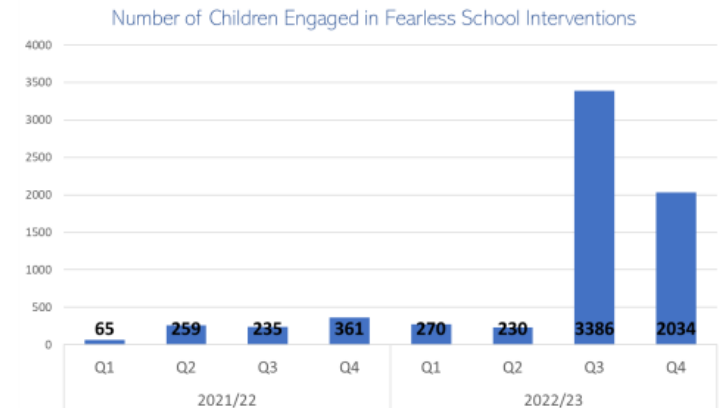
Policy, Projects and Partnerships

As the 'Lead Convening' authority under the Serious Violence Duty, the OPCC has been convening partners to develop the response in Gwent. After agreeing a 'Partnership Agreement' and funding arrangements with community safety partners in Q4, a 'Strategic Needs Assessment' is currently being developed, which will look at all the factors leading to serious violence in Gwent. Funding has been successfully secured from the Home Office to deliver the Duty in the next 2 years.

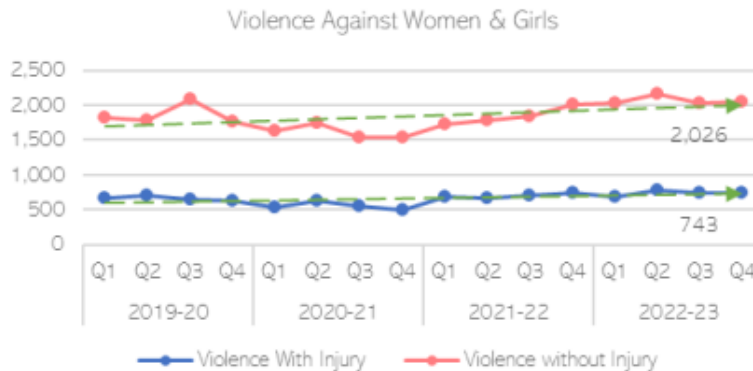
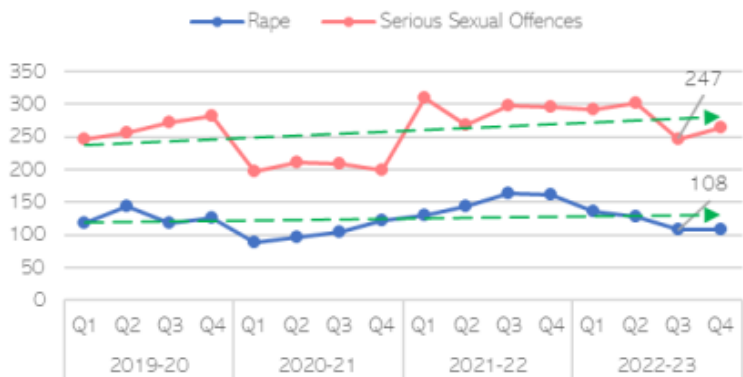
Funding and Commissioned Services

The OPCC provides funding to Fearless to deliver interventions to school children, with a focus on the risks of SOC, county lines and serious violence.

The effects of the Knife Angel being in Gwent were still being seen in Q4, with the number of sessions and young people engaged in them higher than normal.



PRIORITY 2. COMBAT SERIOUS CRIME: IMPROVE THE OVERALL CRIMINAL JUSTICE RESPONSE TO VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE



Reported rape has remained stable since Q3 after the downward trend since Q3 21/22. We know from ONS data that only 16-20% of rapes get reported to police, so work is ongoing nationally and locally to increase confidence to report to close that gap. More work is needed to understand whether this is an overall decline in rape or a decline in reporting.

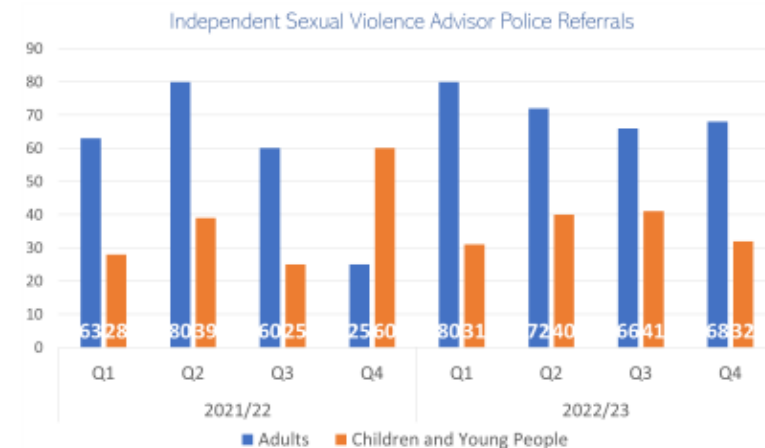
The new Rape Investigation Team (RIT) and Op Soteria approach has started to have some effect, with rape outcomes showing some signs of improvement in the past 6 months, compared to the previous 18 months. Clearly more needs to be done.

Domestic related crimes and broader violence against women and girls continues to remain high. The PCC and Gwent Police continue to ensure that VAWG and VAWDASV are one of their key priorities.

What have the PCC and OPCC Done?

Funding and Commissioned Services

New Pathways provides a specialist Independent Sexual Violence Advisor (ISVA) service for victims of rape and serious sexual offences. Police referrals for adults and children and young people have remained relatively stable this year.



Q3 Spotlight Service: CRIMESTOPPERS TRUST – FEARLESS PROGRAMME

- How much funding goes into the service? **£40,851**
- What proportion of the service is funded by the PCC? **0.6% (however, we fund 100% of the work that takes place in this programme in Gwent)**

About the Service

Page 44 The Fearless Programme is a schools-based intervention focussed on raising awareness of the impact and dangers of serious organised crime and violence. The programme has also expanded into delivering community-based outreach work with young people in areas where there are concern over serious organised crime and violence.

Case Study

During November we were lucky enough to have the famous Knife Angel Visit us here in Newport Gwent. With support from the PCC, Fearless were able to engage over 4000 young people to talk about the risks and dangers of carrying knives and sharp weapons via their Fearless Knife Crime Workshop. The Knife Angel was in John Frost Square for approximately 1 month and had hundreds of daily visitors. Young people were very receptive to the Knife Angel and were keen to learn more during the workshops provided.

Each workshop covered the importance of reporting knife crime, the consequences of carrying knives/sharp objects, common misconceptions of knife crime, including powerful personal testimony from Kieron, the Fearless worker, the impact and effect of a knife incident from the perspective of a victim of a stabbing, and finally the legacy of a fatal stabbing.

The inputs were (and continue to be) delivered in the hope that young people not only report crime a lot more than they currently are, but to emphasise the risks and hope young people are empowered and informed enough to make better decisions around carrying knives.

The knife angel workshops were a huge success reaching over four thousand young people and 100 professionals in a wide variety of different schools, colleges, and youth centres across Gwent.

Although almost impossible to measure whether this prevented future crimes, the sheer scale and reach of this work has had lasting consequences, and continues to be a hook to engage young people in workshops now.

Priority Three: Support Victims and Protect the Vulnerable

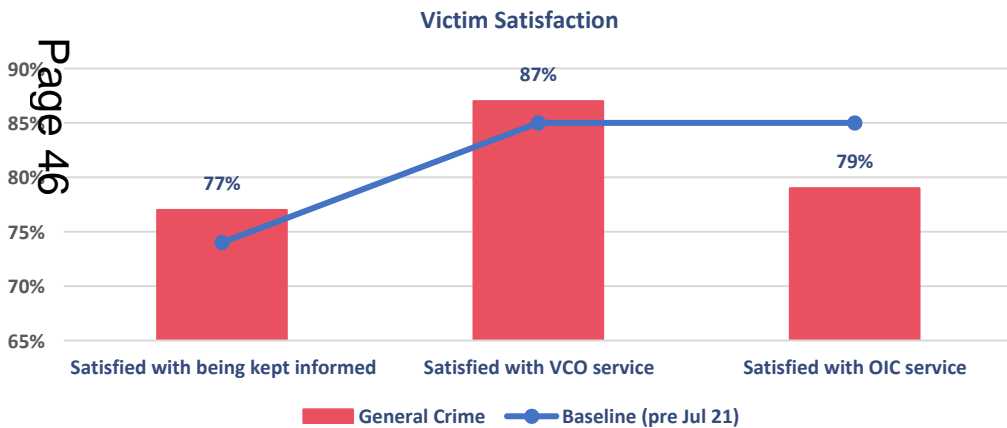
Providing high-quality support to victims of crime and protecting those who are most vulnerable from harm

PRIORITY 3. SUPPORT VICTIMS AND PROTECT THE VULNERABLE: IMPROVE VICTIM SERVICES AND ENSURE THE NEEDS OF VICTIMS ARE IDENTIFIED AND RESPONDED TO APPROPRIATELY THROUGH CONNECT GWENT AND THE VICTIM CARE UNIT

During Q4, the Victim Care Unit received 13,334 victim referrals. Continuous improvements are being made to ensure that victims of crime are assessed/referred for specialised support, with 963 details needs assessments completed.

Regular updates have been provided to 2,701 victims to keep them informed throughout the criminal justice process, and 5,963 victims have been informed of their rights under the Victims' Code

The Witness Care Unit is currently supporting 6,438 victims and witnesses, with an



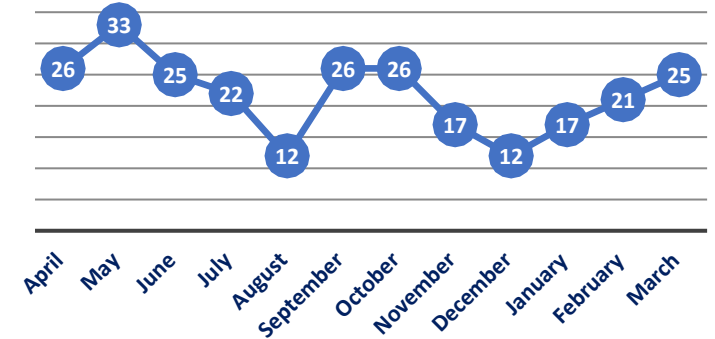
During Q4, Gwent Police saw a decrease in satisfaction with being kept informed for victims of general crime, down from 88% in Q3 to 77% in Q4. The results of the force's victim satisfaction surveys are considered in governance meetings to enhance service delivery to victims and improve training provision to officers and staff.

What have the PCC and OPCC Done?

Policy, Projects and Partnerships

The OPCC has appointed Supporting Justice to undertake a victims' needs assessment, as part of our collaborative work with South Wales and Dyfed Powys OPCCs. This should help inform us of gaps in the support services currently available and help us in the recommissioning of adult and children's victim services in Connect Gwent. We have received an early draft and are expecting the results of this work imminently following our feedback.

Total Number of Referrals to RE:Live 2022/23



Funding and Commissioned Services

The above graph shows the number of referrals of young victims, survivors and witnesses to the RE:Live support service during 2022/23. The service is funded by the OPCC as part of Connect Gwent. RE:Live provides triage, assessment, pathfinding, information and support to enable young people to cope better following their experiences of crime or ASB.

While the number of referrals decreased during 2022/23 (262) compared to the last year (294), demand continues to exceed expectation. A new member of support staff has been recruited and trained during the year to help meet demand.

PRIORITY 3. SUPPORT VICTIMS AND PROTECT THE VULNERABLE: INCREASE THE TIMELINESS OF POLICE INVESTIGATION UPDATES PROVIDED TO VICTIMS

Unfortunately, there are no data for this quarter. These measures are currently being redeveloped aligned to the impending Ministry of Justice requirement on criminal justice agencies to report compliance with the Victims' Code of Practice (VCOP) within the Victims and Prisoners' Bill.

The Head of Victim Services has conducted a self-assessment exercise across Gwent Police to help to determine the current capability to provide information aligned to the 12 rights for victims within the Code and any potential resource requirements. Analytical capacity to support the activity has been highlighted as a challenge, which has also been identified in other force areas.

Gwent Police has commenced work to improve the provision of key stage updates by officers to victims. This includes a pilot process involving internal scrutiny, a quality framework, guidance to officers and staff, and feedback into the force's Learning and Development plans to support progress. This should also contribute to an improvement in victim satisfaction for being kept informed.

The Criminal Justice Board for Wales' Victim and Witness Taskforce will be further supporting work to ensure that all criminal justice agencies are able to respond appropriately.

What have the PCC and OPCC Done?

Policy, Projects and Partnerships

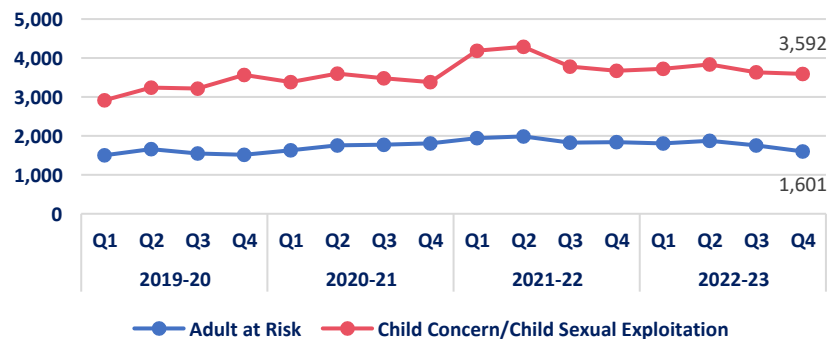
The OPCC continues to work with Gwent Police and partners to prepare for the enactment of the Victims and Prisoners' Bill. This will place a requirement on PCCs to take a convening role in local VCOP compliance monitoring with an intention for the data to be published, where feasible. It is anticipated that this will include the provision of key stage updates to victims.

OPCC staff remain engaged in discussions with the Ministry of Justice and Criminal Justice in Wales partners to prepare for the requirements.

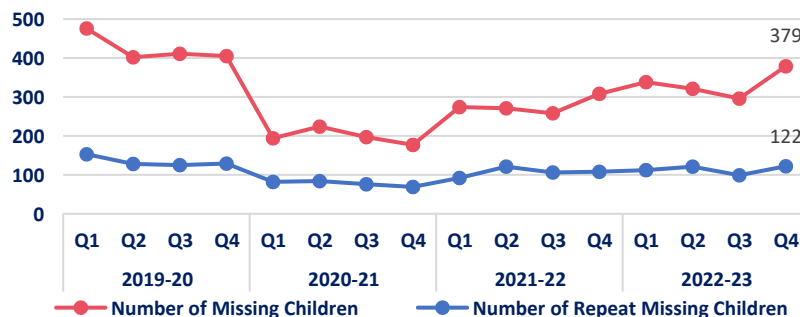
PRIORITY 3. SUPPORT VICTIMS AND PROTECT THE VULNERABLE: FURTHER IMPROVE OUR WORK WITH PARTNERS TO PROTECT THOSE MOST VULNERABLE

(1)

No. of Public Protection Notices Issued

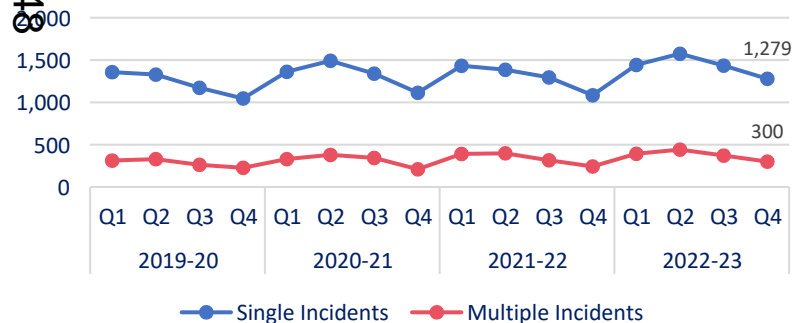


Number of Missing Children



The number of notices for adults at risk has continued on a slight downward trajectory in Q4. The number of public protection notices issued for children remains fairly consistent in Q4 compared to previous quarters in 2022/23. More information on Child Sexual Exploitation data is included on slide 14. In Q4, the number of missing children reports increased to similar levels as seen at the end of 2019/20.

Operation Encompass



What have the PCC and OPCC Done?

Policy, Projects and Partnerships

OPCC staff attended three health and wellbeing roadshows at Coleg Gwent’s campuses in Ebbw Vale, Torfaen, and Newport. Based on the theme of healthy relationships, the team provided a range of leaflets and advice on how to stay safe online, how to avoid romance fraud, and on the dangers and consequences of ‘sexting’, which is sending and or receiving nude images.

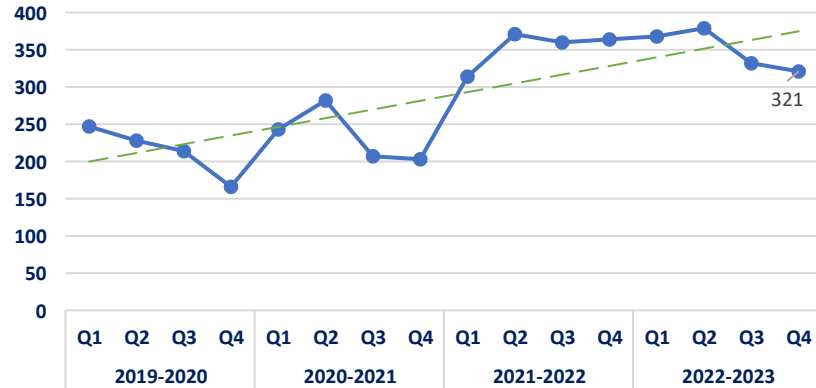
Funding and Commissioned Services

The PCC continues to support the Gwent High Sheriff’s Community Fund, contributing £65,000 to the scheme. The 2023 ‘Your Voice, Your Choice’ event saw 13 groups bidding for a grant of up to £5,000 to support their grassroots project aiming to prioritise solutions to local issues. The awards made will enable the ambitions of the successful organisation to be achieved, benefitting the lives of many of our young people in Gwent.

PRIORITY 3. SUPPORT VICTIMS AND PROTECT THE VULNERABLE: FURTHER IMPROVE OUR WORK WITH PARTNERS TO PROTECT THOSE MOST VULNERABLE

(2)

Hate Crime Occurrences



The volume of recorded hate crime in Q4 has reduced by 2.3% (8 fewer crimes) when compared to the last quarter. Compared to Q4 2019/20, recorded hate crime has increased by 89.8% (an additional 159 offences), suggesting that victims have increased confidence in reporting these crimes. An increase of 69.3% can be seen when comparing the financial year against 2019/20 (588 additional offences).

What have the PCC and OPCC Done?

Policy, Projects and Partnerships

The OPCC has continued to contribute to Gwent Police's hate crime scrutiny processes, including at the monthly performance meetings and the quarterly Hate Crime Scrutiny Forum, which is also attended by members of the Independent Advisory Group. The Scrutiny Forum dip samples hate crimes to review the effectiveness of the force's recording, investigation, and response to victims. Findings and recommendations are used by the force to make any appropriate improvements.

Race-related offences increased significantly to 219 in Q4, 50 additional offences compared to Q3 – a similar rate to that recorded during Q1 and Q2 2022/23. However, the number of disability-related offences fell by 22 when compared to the last quarter, with 56 offences recorded. This is the lowest figure since Q1 2021/22. Homophobic offences fell by 43 offences this quarter, also the lowest figure since Q1 2021/22. Religious offences fell significantly (by 21 offences) to 3 offences this quarter, the lowest level seen within the timeframe. Transphobic hate offences fell to 23, a slight reduction of 3 compared to the previous quarter.

*Please note that one crime can have multiple hate strands. The overall hate crime trend is based on recorded crimes, whilst the breakdown by hate strand is the volume of each strand.

A review of Hate Crime Support Officer (HCSO) provision is being undertaken to determine active delivery and capacity to provide effective and appropriate support to victims of hate crimes. This will enable the force to consider any gaps or opportunities to improve the current arrangements for HCSOs

PRIORITY 3. SUPPORT VICTIMS AND PROTECT THE MOST VULNERABLE: COMMISSION AND INVEST IN SPECIALIST SERVICES TO SUPPORT VICTIMS THROUGHOUT THE CRIMINAL JUSTICE PROCESS

Q4 Spotlight Service: **WELLBEING PRACTITIONER**

- How much funding goes into the service? **£31k**
- What proportion of the service is funded by the PCC? **49%**

About the Service

- The Wellbeing Practitioner, based within Connect Gwent, provides support for victims or witnesses of crime aged 18 and over, who have mental health difficulties. The service provides a holistic assessment and appropriate person-centred, effective and short-term interventions in line with current best practice, for both mental and physical health. The service is not a crisis service.
- Support can be provided on an individual basis, or jointly with other Connect Gwent services, depending on the needs identified. A care plan is agreed with each victim referred, which helps provide feelings of safety, control and empowerment
- The post is funded by the Office of the Police and Crime Commissioner (OPCC) for Gwent along with Aneurin Bevan University Health Board (ABUHB).
- The service has seen an increase in demand during the year and continues to experience challenges regarding waiting lists for other health-based and onward referral services. This is resulting in some cases remaining open for longer, or the inclusion of other work required to assist and support victims in the interim.

Case Study

DP, a 58-year-old male was assaulted outside his home, resulting in an 8-week stay in hospital. His life after the assault changed dramatically. He was no longer able to care for his 90-year-old mother and his cousin, who also resided at the house, now needing care himself.

DP lost his business, which was his life. He lost his physical health and no longer recognises himself. He is in constant pain and has been struggling with suicidal thoughts, resulting in him recently taking too many prescription tablets.

Prior to his referral to the Wellbeing Practitioner, DP had been involved with other mental health services. Much time has been taken to discuss DP's current needs with appropriate referrals into other services. This will continue due to the postponement of the court case and detrimental impact on his mental health.

Priority Four: Increase Community Confidence in Policing

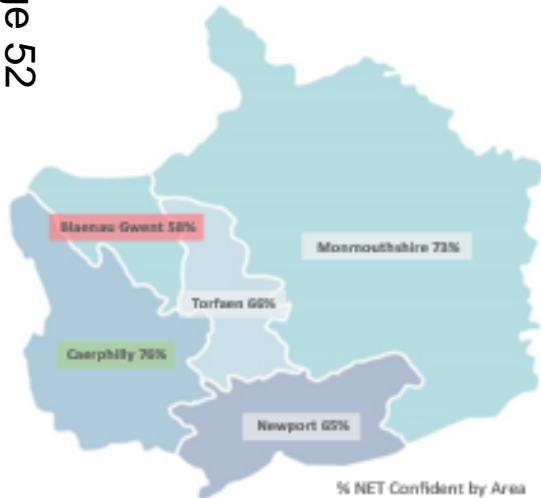
Working with Gwent Police to improve our relationships with our communities and improve public confidence in policing

PRIORITY 4. INCREASE COMMUNITY CONFIDENCE IN POLICING: INCREASE THE EFFECTIVENESS OF OFFICER AND STAFF ENGAGEMENT WITH RESIDENTS IN THEIR COMMUNITIES, AND COMMUNITY CONFIDENCE AND TRUST IN GWENT POLICE (1)



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

Page 52



64% of people agree that they have confidence in the police in their area. This is lowest in Blaenau Gwent (54%) and highest in Monmouthshire (71%).

Only 58% of respondents from ethnic minority communities agreed that they have confidence in the police in their area.

Overall confidence in Gwent Police has dropped from 79% in Q4 2021/22 through to 64% in Q4 2022/23.

Demographically, females (53%) are marginally more satisfied with policing levels than males (52%). Those in the 16-34 age group are also more satisfied than those over the age of 35.

Residents of white ethnicities are 53% satisfied with policing levels. This is the same as those from ethnic minority backgrounds (53%). However, following police contact, ethnic minority communities are more likely to have a worse opinion (60%).

Gwent Police has commissioned the production of British Sign Language information to explain the custody process to members of our deaf community in detention. This is due to be launched in the next quarter.

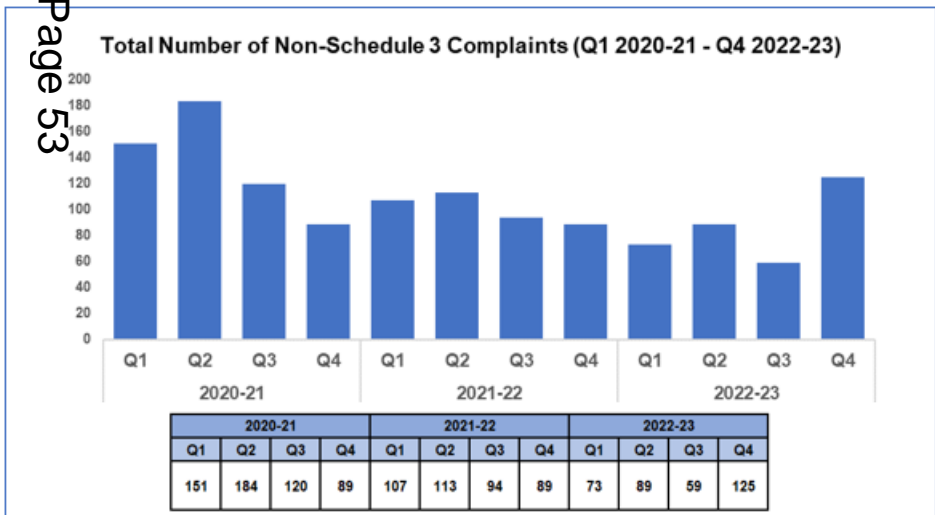
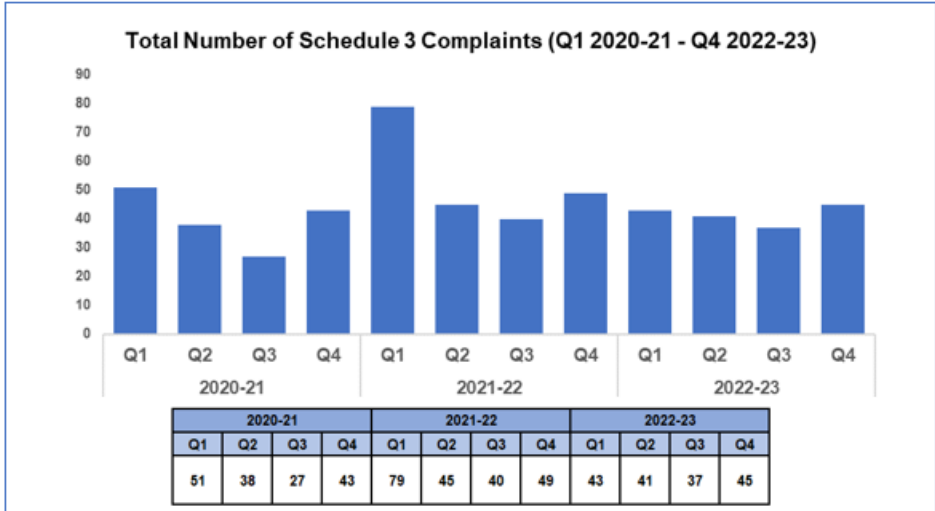
What have the PCC and OPCC Done?

Policy, Projects and Partnerships

OPCC staff and members of the PCC's Independent Custody Visiting Scheme participate in Gwent Police's Disparity in Police Custody Scrutiny Panel. During Q4, recommendations were made by the OPCC regarding data clarity on strip searches of children, including ethnicity and the level of searches conducted.

OPCC staff met with the Blaenau Gwent Children's Grand Council, made up of children from schools across the county, to run a follow-up workshop on community safety. Building on work undertaken last year to improve feelings of safety in the community, the visit identified what has changed. Insights from the session have been shared with neighbourhood policing teams, the local council, and other partners.

PRIORITY 4. INCREASE COMMUNITY CONFIDENCE IN POLICING: INCREASE THE EFFECTIVENESS OF OFFICER AND STAFF ENGAGEMENT WITH RESIDENTS IN THEIR COMMUNITIES, AND COMMUNITY CONFIDENCE AND TRUST IN GWENT POLICE (2)



During Q4 there has been a significant increase in Non-Schedule 3 cases due to the back record conversion of complaints following the re-evaluation of the recording criteria.

Schedule 3 complaints are dealt with under the Police Reform Act 2022, whereby the complainant can request a review if they are not satisfied.

Non-Schedule 3 complaints are dealt with outside the Police Reform Act 2002 (previously a dissatisfaction).

At the time the data was captured, there were 50 live Schedule 3 complaints and 2 live Non-Schedule 3 complaints.

*Please note these figures will contain multiple allegations.

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

What have the PCC and OPCC Done?

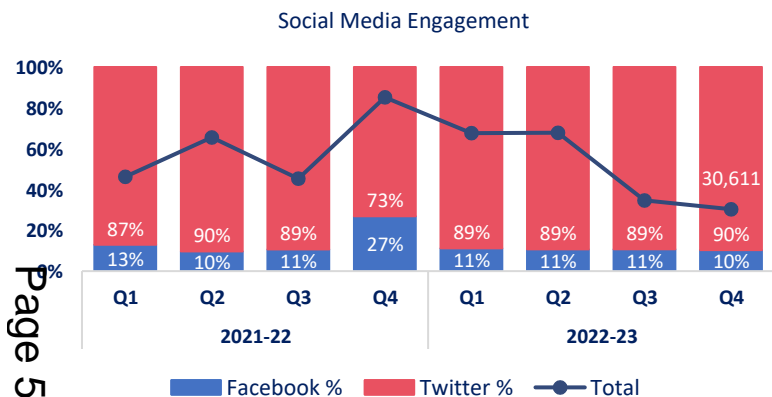
Policy, Projects and Partnerships

The OPCC continues to facilitate the independent scrutiny of Gwent Police's use of force. The Legitimacy Scrutiny Panel met to dip sample of incidents involving use of Taser, handcuffing, irritant spray and other actions to assess the application of the relevant powers and the treatment of the individuals involved. Outcomes are provided to the force to support continuous improvement and included providing positive feedback to officers regarding the good quality engagement observed, and training around effective communication for situations involving multiple officers.

The OPCC has completed its dip sample of closed complaints for the period 1st April and 30th September 2022. This will be sent to PSD for consideration and any further action or learning as appropriate. Feedback on the outcomes of the review will be provided back to the OPCC in due course.

PRIORITY 4. INCREASE COMMUNITY CONFIDENCE IN POLICING: IMPROVE THE ACCESSIBILITY OF NEIGHBOURHOOD POLICE TEAMS THROUGH A VARIETY OF CONTACT CHANNELS THAT MEET THE NEEDS OF THE PUBLIC

In Q4 2022/23, 67% of residents are confident that they could easily speak to police in their area; however, this has reduced over the previous four quarters. Blaenau Gwent residents had the lowest confidence (58%), while Caerphilly residents had the highest (76%).

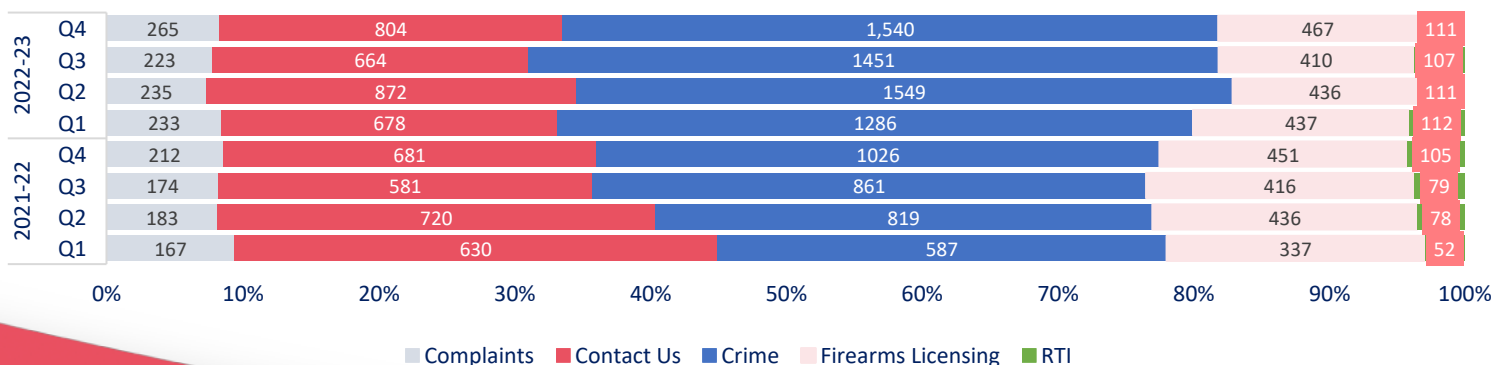


38% of residents feel informed about what the police are doing in their area, remaining the same as the previous two quarters.

57% of residents feel that they were not informed in Q4, with dissatisfaction in this area increasing over the previous two quarters.

Disabled residents (30%), those from ethnic minority backgrounds (32%), and older residents (32%) are less likely to feel informed.

Top 5 types of Single online home engagement



What have the PCC and OPCC Done?

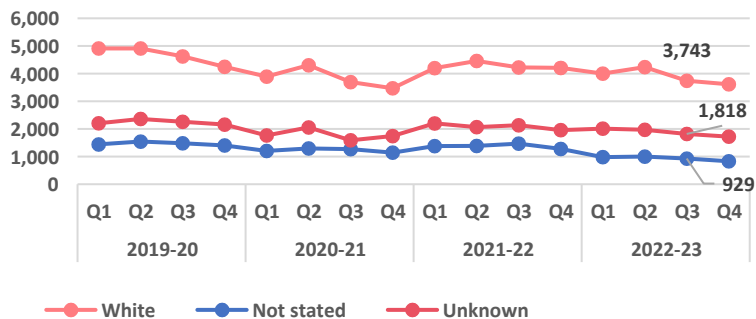
Policy, Projects and Partnerships

The OPCC has been working to review the accessibility requirements of the website following engagement with the Equality and Human Rights Commission. This will help to ensure that anyone with a visual impairment relying on assistive technology is able to fully access published information.

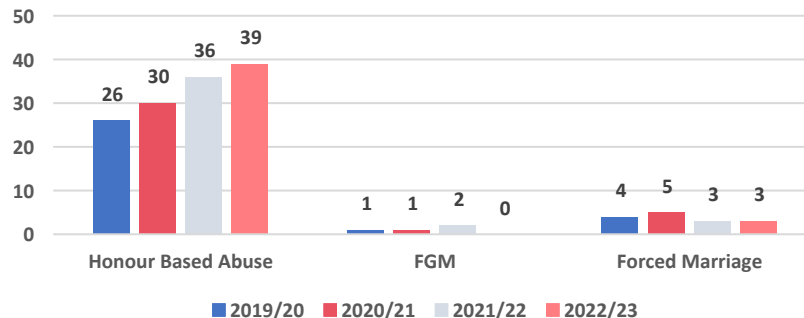
The PCC joined Gwent Police and partners for a community event in Caldicot, which brought people together to discuss key issues such as the cost-of-living crisis, opportunities for young people, and issues affecting the town. Events such as these help to raise the profile of neighbourhood policing teams while bringing partners together to look at how we can work more closely for the benefit of residents.

PRIORITY 4. INCREASE COMMUNITY CONFIDENCE IN POLICING: INCREASE REPORTING OF CRIME BY COMMUNITIES THAT ARE LESS LIKELY TO ENGAGE WITH THE POLICE

Identified victims of Crime by Ethnicity



Number of Honour Based Abuse, FGM & Forced Marriage Incidents



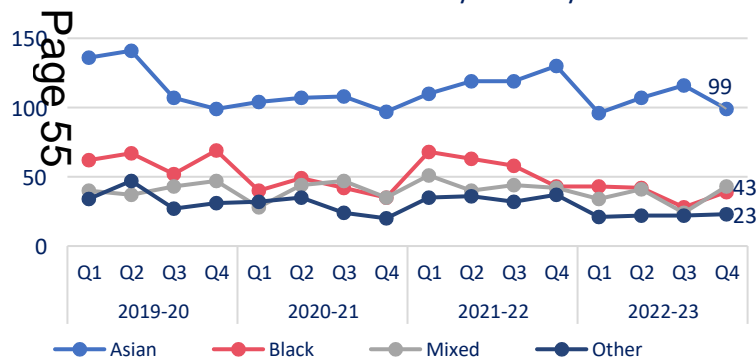
What have the PCC and OPCC Done?

Policy, Projects and Partnerships

The OPCC contributed to a development session for the Anti-Racism Implementation Plan, co-hosted by the Criminal Justice Board for Wales and the Ministry of Justice. OPCC equality and diversity policy leads have planned further sessions over the next few months to support organisational delivery.

The DPCC continues to provide leadership of the community engagement workstream under the Criminal Justice Anti-Racism Plan. Outcomes and learning from this activity are considered in OPCC processes to ensure organisational best practice.

Identified victims of Crime by Ethnicity Cont.

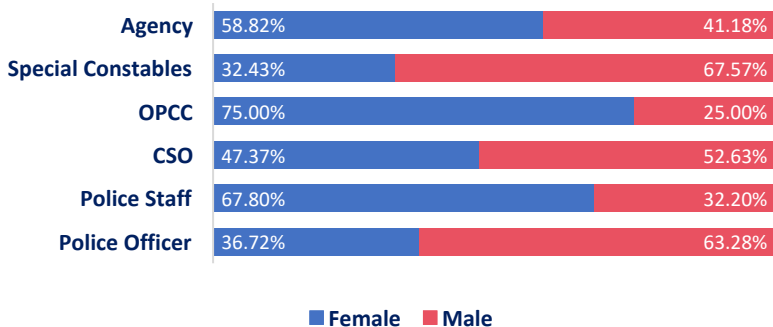


There continues to be a focus on improving the quality of demographic data recording by Gwent Police which is a key element of the Gwent Race Action Plan and the Criminal Justice Board for Wales Anti-Racism Action Plan. During Q4, the number of reports from individuals from Black and mixed-race communities returned to similar levels as seen in Q2.

The number of Honour Based Abuse incidents recorded during 2022/23 has increased when compared to previous years. This may reflect the continued work to tackle VAWDASV-related crimes and increased community confidence to report.

PRIORITY 4. INCREASE COMMUNITY CONFIDENCE IN POLICING: FURTHER INCREASE OFFICER AND STAFF DIVERSITY TO ENSURE OUR POLICE SERVICE REFLECTS THE COMMUNITIES THAT WE SERVE

Force Gender 31/03/23



Gender disparity is evident in the workforce for both officers and staff. For officers, females are underrepresented by approximately 15 percentage points. However, female staff are overrepresented by approximately 16 percentage points.

What have the PCC and OPCC Done?

Policy, Projects and Partnerships

The OPCC has continued to contribute to the Criminal Justice Board for Wales Anti-Racism work, which includes a commitment to workforce diversity. Plans are being developed to assist organisations to achieve greater representation based on local population data. The DPCC and OPCC staff are engaged with the Criminal Justice Race Taskforce to support this workstream and to provide feedback to the wider OPCC as appropriate.

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

** 4 vacancies during Q4

Number of Posts* **20** (FTE)**

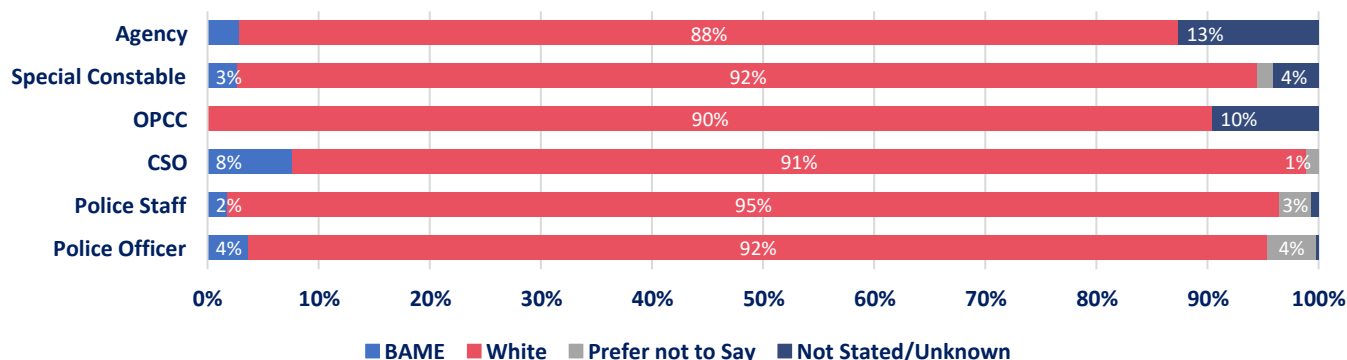
No of staff who are women* 13

No of ethnic minority staff* 0

No of staff with a declared disability* 2

Page 56 There is also disparity in workforce ethnic minority representation. In the 2021 Census, 5.8% of the Gwent Population is from an ethnic minority background other than white. Currently, 3.6% of police officers and 1.9% of police staff are from an ethnic group other than white.

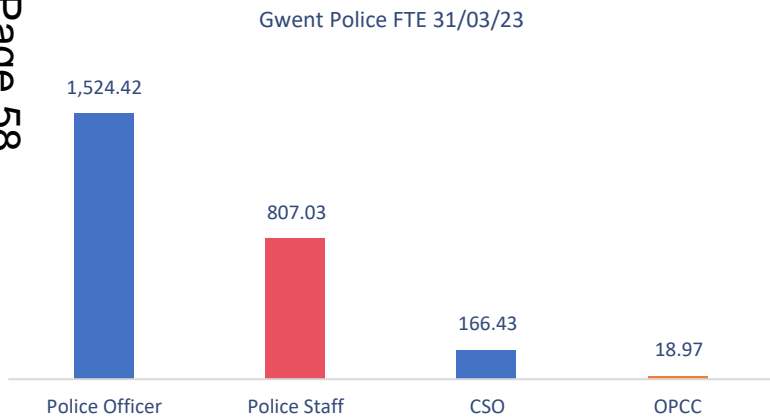
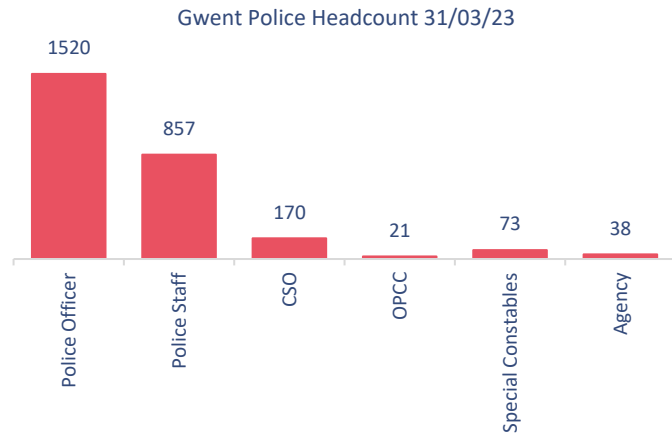
Force Ethnicity %



Priority Five: Drive Sustainable Policing

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

PRIORITY 5. DRIVE SUSTAINABLE POLICING: ENSURE GWENT POLICE HAVE THE RIGHT NUMBER OF OFFICERS, STAFF AND VOLUNTEERS IN THE RIGHT PLACE



2010/11 – 1477 (the previous high point)
2015/16 – 1147
2019/20 – 1300

The new Investigation Hub (i-hub) is going live in Gwent Police shortly. The i-hub will improve processing times of prisoners through custody and aim to investigate crimes quicker and reduce workloads.

The Rape Investigation Team have started to produce improved outcomes for rape investigations. As mentioned earlier, more work still needs to be done to get outcomes to where they need to be.

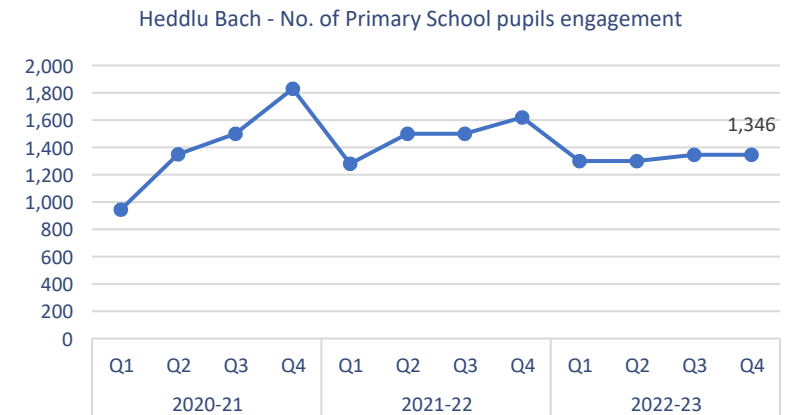
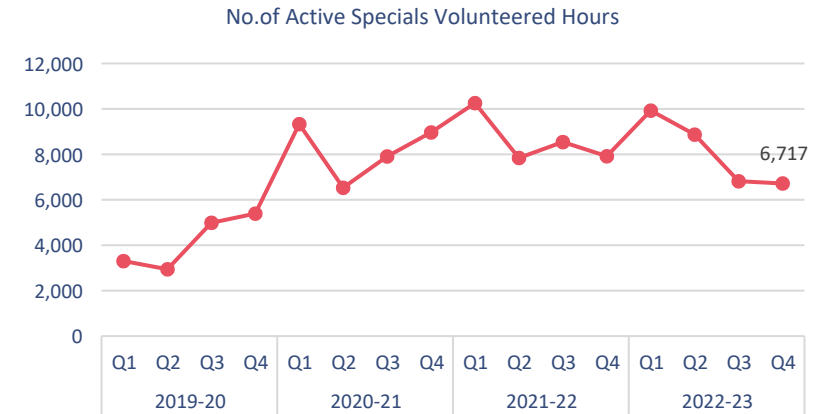
As per normal seasonal trends, there has been a drop-off in the number of special hours worked in the past 2 quarters. The volunteer hours still remain above pre-pandemic levels.

What have the PCC and OPCC Done?

Holding the Chief Constable to Account

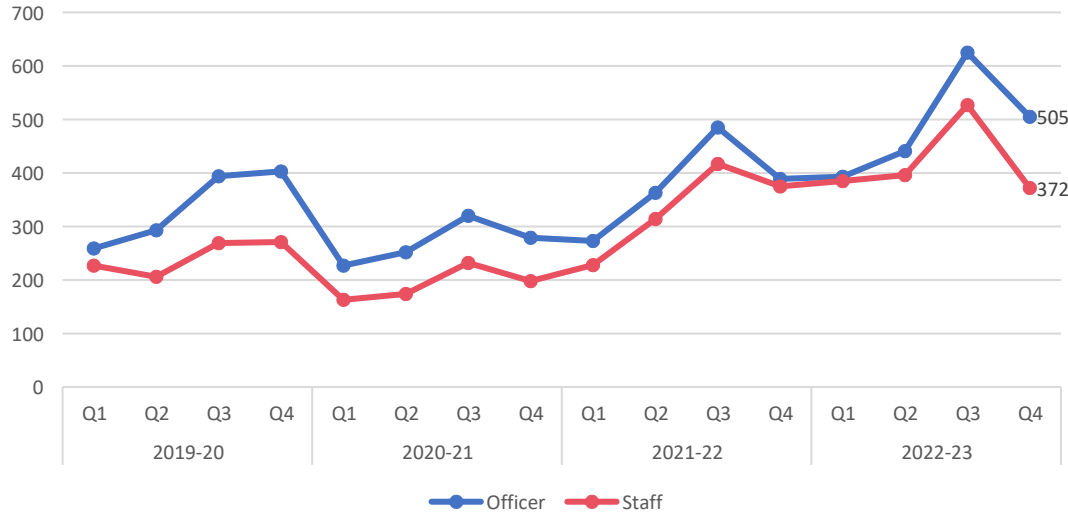
A significant discussion took place at the recent Strategy and Performance Board in relation to the challenges over Gwent Police’s finances and potential difficult decisions required to balance the budget.

Work is underway to identify relevant savings, whilst trying to ringfence Force Control Centre, Response Policing and Detective capacity as a priority. The recent Force Management Statement will feature in plans to identify those areas where there will be resource vs demand issues.



PRIORITY 5. DRIVE SUSTAINABLE POLICING: ENHANCE HEALTH AND WELLBEING SUPPORT FOR OFFICERS AND STAFF TO ENSURE OUR WORKFORCE IS FIT AND READY TO MEET THE CHALLENGES OF POLICING

Workforce Sickness Occurrences



Top 5 Short Term Sickness Absence Reasons

- 1.Vomiting/Diarrhoea
- 2.Influenza
- 3.COVID-19 Positive
- 4.Cold
- 5.Other

Top 5 Long Term Sickness Absence Reasons

- 1.Other Stress
- 2.Anxiety
- 3.Lower Limb Condition
- 4.Depression
- 5.Knee Condition

What have the PCC and OPCC Done?

Holding the Chief Constable to Account

The issue of sickness was identified in the HMIC PEEL report and raised at SPB. The PCC was given assurance that the wellbeing of staff remains a key focus whilst trying to reduce sickness levels, in particular cost of living challenges and support available to staff. The Chief Constable reiterated that Gwent Police has the 2nd youngest profile of officers in English and Welsh police forces, which will have an impact.

Policy, Projects and Partnerships

The Gwent Wellbeing Plan continues to be developed, with joint feedback provided by the PCC and CC through the Gwent Public Service Board to inform the plan. Work has been undertaken to determine what this may look like for local communities, which has been supported by the OPCC.

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Gwent Police Estate Strategy

1. Introduction

The Police and Crime Commissioner for Gwent (PCC) and the Chief Constable are committed to delivering effective inclusive policing services in the modern age, utilising new technology, community co-production and up-to-date working practices to safeguard and reassure the public.

As the nature of policing is changing, the Office of the Police and Crime Commissioner (OPCC) and Gwent Police needs to be well placed to respond on a national as well as a local level, meeting the priorities set out in the Police and Crime Plan, responsibilities within the national Strategic Policing Requirement and commitments under the Equality Acts 2010 (including the Public Service Equality Duty (PSED)). In addition, in support of the Wellbeing of Future Generations Act, the sustainability of the estate will be a key success.

To support service delivery, the OPCC and Gwent Police require an estate that is fit for purpose. This strategy seeks to provide an assessment of the current estate against the policing and public requirements. It outlines the future vision for the estate and sets the objectives and direction for its future.

2. Vision for Policing

The National Policing Vision 2025 identifies six primary objective areas that police services must address to ensure that future requirements are met. These will drive the strategic direction of the service over this time period; Local Policing; Specialist Capabilities; Workforce; Digital Policing; Enabling Business Delivery; and Governance and Accountability.

The vision for policing in Gwent is to develop the right balance between provision and reassurance, which includes having a responsive police service, well located police stations and modern forms of communication and technology to ensure that officers are contactable and can provide an efficient, effective and economic service.

The Commissioner's Police and Crime Plan sets the priorities for Gwent Police and the Chief Constable manages resources to ensure delivery of services and response to all communities in Gwent. The priorities within the Police and Crime Plan are:

- a. Keep Neighbourhoods Safe;
- b. Combat Serious Crime;
- c. Support Victims and the protect the vulnerable;
- d. Increase community confidence in policing; and
- e. Drive sustainable policing

A fit for purpose estate is critical to achieving these priorities and the Commissioner is committed to promoting police accessibility and visibility to ensure that uniformed presence is organised and deployed as effectively as possible.

In addition, the national Strategic Policing Requirement identifies new areas of crime that must be addressed alongside the Commissioner's priorities. Gwent Police, therefore, must be flexible, agile and adaptable to the changing nature and shape of service delivery.

Gwent Police's mission is **Protecting and Reassuring** local communities and the service has specified the essential values that need to be demonstrated to meet that purpose. These values are that the people within Gwent Police are Compassionate, Proud, Courageous, Positive and that they Keep Learning.

3. Vision for the Estate

The Police and Crime Commissioner's vision for the Estate is:

A future-focused sustainable estate which reassures the public, motivates and enables officers and staff to deliver an excellent service with partners, whilst being financially viable.

a. Future Focused

The estate must be fit for purpose for the next 20-25 years and accommodate the way in which policing will change to meet differing demands and policing tactics including a focus on cybercrime and the investigation of crime using technology.

b. Sustainable

The estate must deliver the principles of sustainable development enshrined in the Wellbeing of Future Generations (Wales) Act 2015.

c. Reassuring

We must recognise the important role that a physical police presence in communities plays in reassuring the members of those communities reflected in the Chief Constable's strategic aim to have engaged communities. We will include co-production with members of the community to ensure that the services and facilities that we develop serve the communities that we serve.

d. Motivating and Enabling

Officers and staff are our most important asset and we should provide them with a positive environment, physical space and the tools to do their job delivering the Chief Constable's strategic aim to promote the wellbeing of all officers and staff.

e. Excellence in Service Delivery

Gwent Police aspires to achieve excellence which is promoted by the Chief Constable's strategic aim to provide a service that strives to continuously improve. We will include national commitments to ensure that the development of the Estate caters for all needs, so that buildings have inclusive design for all.

f. Partners

Proactive working with partners underpins our 'One Public Service Ethos' and will enable us to manage demand, provide an improved service and also provide better outcomes for the public and communities.

g. Financially Viable

The aspiration of the vision for the estate must be grounded in the reality of the financial situation we face, the need to deliver Value for Money (VFM) and also the responsible stewardship of public funds.

4. Objectives of the Estate Strategy

The primary objectives of the strategy are to provide:

- a. An estate which provides a **citizen-focused policing service**;
- b. An estate which supports **operational policing requirements**;
- c. An estate which demonstrates **value for money**; and
- d. An estate which is **designed for the future**.

In aspiring to achieve these objectives, the following secondary objectives will be considered in the development of business cases for change:

- a. An estate which provides a citizen-focused policing service
 - i. Co-production with members of the community will be crucial in all developments;
 - ii. 'Community voices' will be heard when creating, reviewing and implementing estate development;
 - iii. Services meet the requirements of the public and communities;
 - iv. Services are accessible;
 - v. Services present a positive corporate image; and
 - vi. Services are visible where the need is greatest.
- b. An estate which supports operational policing requirements
 - i. Services are positioned to meet demand and operational needs;
 - ii. 'One Public Service' is delivered through collaboration and co-location with partners;
 - iii. The welfare needs of officers and staff are met; and
 - iv. Officers and staff are supported to deliver an excellent public service.
- c. An estate which demonstrates value for money
 - i. Estate running costs are commensurate with the sector norm;
 - ii. The highest environmental standards are met;
 - iii. Space is optimised;
 - iv. All legislative requirements are met; and
 - v. Officers and staff are motivated by their surroundings.
- d. An estate which is designed for the future
 - i. Supports accessible and visible policing within our communities;
 - ii. Supports the Wellbeing of Future Generations Act;
 - iii. Support a sustainable environment; and
 - iv. Supports digital connectivity.

5. Strategy Development and Delivery

The Policing Vision 2025 and its principles, when described against the current estate provision, demonstrate the need for wider consideration of policing development.

The Estate Strategy provides the foundation for developing an estate that is fit for the future and adaptable to meet new challenges, meeting the demand for an effective public service that will be delivered in partnership at the heart of local communities.

Headquarters

Gwent Police require a headquarters facility which delivers corporate functions and central front-line services, such as the control room, along with the support and management and training functions, that is fit for purpose and can support collaborative and interoperable services.

The new headquarters opened in November 2021 and provides a facility of 5,000m² to accommodate corporate policing and support functions, replacing the old headquarters, which was 10,000m² and fifty years old. The old headquarters will be demolished in September 2023.

Local Policing

The Local Policing provision comprises most of the existing estate and recognisable policing premises. Examining the local policing locations ensures that community need, as well as operational suitability, is at the forefront of estate decisions.

The model for Local Policing delivery therefore needs to reflect the demand, response and quality for service delivery to be maintained and improved. This will be achieved through the implementation of a Hub and Spoke estate model for Local Policing.

This model will introduce policing Hubs at key strategic road networks, enabling effective response to emergency and priority calls, tackling threat, harm and risk. The spoke element represents neighbourhood resources with suitable locations for engagement opportunities with communities.

Policing Hub

A Hub is a location where a large number of officers and staff will be brought together to parade with bespoke facilities for their professional need whilst also supporting wellbeing. The Hubs will be operational bases and will not be the point of first contact for the public. They will not therefore need to be in city/town centre areas. However, there may be occasions when a member of the public is required to attend a Hub and this will be through a planned appointment.

These locations would contain flexible space from which resources would be deployed in close proximity to good road networks. Specialist elements of the police resource could also be based from these locations.

The Hubs need to be sized to accommodate the officer and staff numbers resourced for their respective communities. And will be operationally fit for purpose.

Digital technology already enables officers to parade at such locations and then operate in

the field for the duration of their shift, without having to return. The policing teams utilise public and community locations during their shifts which increases visibility and improves engagement.

The following table presents the services that we plan to base at the Operational Hubs and the facilities that will be provided at these locations.

Operational / Patrolling Hubs

Services	Facilities
Management	Open Plan Working
Crime Investigation Department	Property Stores
Voluntary Attendance (for interviews with the public)	Kitchen
Response Teams	Lockers
Neighbourhood Teams	Showers
Police and Community Support Officers (PCSOs)	Gym
	Parking

The Hubs will facilitate the following functionality and resource for the force:

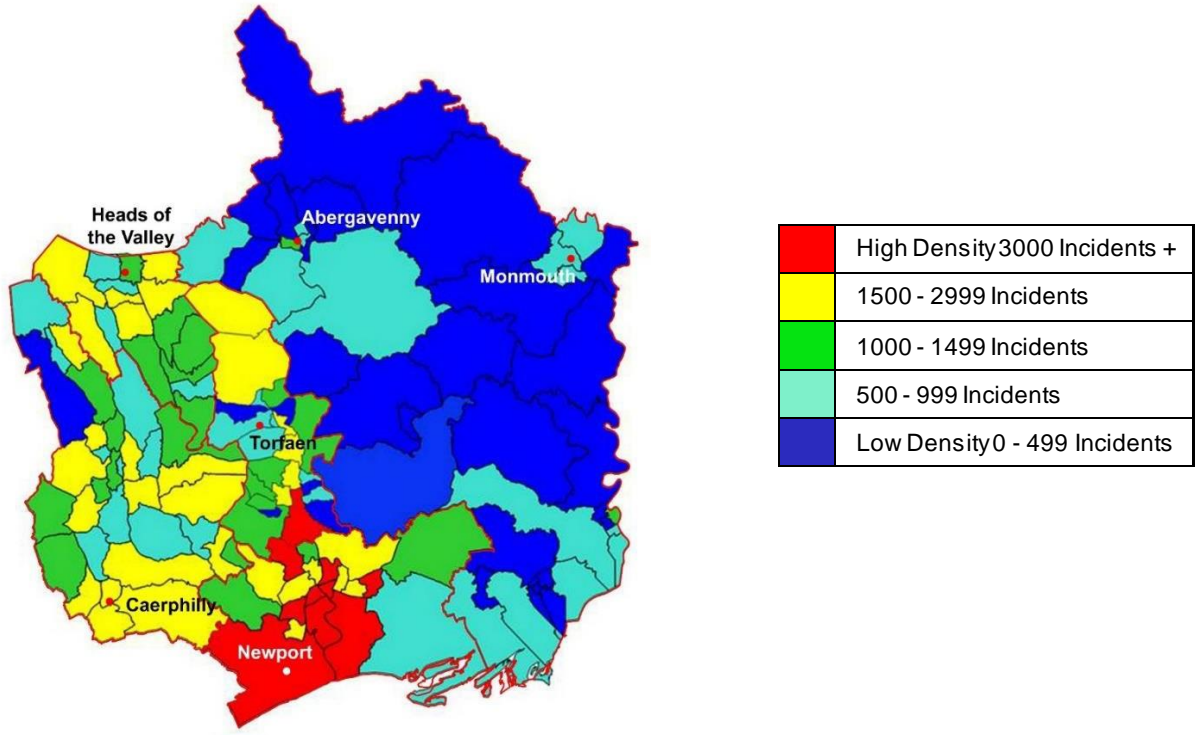
- The management structure to support delivery of the local policing model.
- The location of Hubs will enable officers to respond within agreed timeframes.
- The knowledge of community, its geography, residents and issues.
- Developing teams to promote engagement.
- Wellbeing of officers and police staff.

Location of the Hubs

The location of the Hubs has been modelled taking account the current demand on police resources and road infrastructure to enable timely responses. There is also a case that the location of Hubs should also use other measures. These could include using up-to-date census data to show area of ‘under-served communities’ who have traditionally lower levels of trust and confidence in Policing. By using measures such as this we can strive to build Hubs in areas of high demand, but also areas where there is a perception of a lack of service from policing.

The demand for service (measured by the number of incidents on an annual basis) is

presented in the following map.



The locations of each Hub will need to be subject to a full business case which will confirm the operational, service and financial benefits. Each Hub will need to be fit for purpose. There will be active communication and engagement with communities and the public during the development of the business cases and full assessment of options.



Monmouthshire

The large geographical area and poor road networks, combined with the demand profile, has informed the need for two smaller Hubs to meet operational response times. In these smaller Hub locations consideration has been given to shared accommodation to enable economies of scale. Bases on the road network of Abergavenny and Monmouth towns would be preferred to enable good response times whilst also enabling the neighbourhood team to be in close proximity to access these locations.

Newport

The preference for Newport is a purpose-built Hub on the outskirts to the East of the city. This will allow access to South Monmouthshire as well as allowing officers to access the motorway.

Blaenau Gwent

With the development of the Heads of the Valley road a Hub near Rassau would be the preferred location as it would provide support for the valleys south towards Caerphilly as well as offering support into Monmouthshire.

Caerphilly

Demand analysis suggests one Hub provided for the Caerphilly borough, with the North of the borough serviced by the Heads of the Valley Hub.

Torfaen

Torfaen is at the centre of the Gwent area from an operational perspective and it has fast roads to access all five local authority areas. It has also been identified as the preferable location for custody provision as well as providing a Hub for officers.

Spokes

Spokes are locations from which the police service is visible and accessible within local communities. The provision of Enquiry Office facilities provides the ability for the public to engage in face-to-face contact with police services, at identifiable police locations. Enquiry Office facilities are an integral part of delivery of service to those who due to a range of factors may not be digitally enabled, therefore providing a robust enquiry service is vital to deliver our priorities but also service all communities.

The force has also developed new methods of contact, including digital services providing opportunities for self-service which enhance the opportunity for the police to engage with the public.

Critical to all of these locations, however, is the need to ensure that they have corporate identity and are known within communities as locations operated by Gwent Police.

Decisions regarding these locations will be made through assessment of local need with models for delivery including partner-owned locations, independent premises or collaborative premises with partners. The location of Enquiry Office facilities should again be based on demand but also other measures from the census and our own confidence mapping.

The strategy presents the base in the local community as being one of two categories:

Category 1 spoke is a building that could be solely police owned or be shared with partners. It would have published opening hours and would be staffed by a Station Enquiry Officer. The service will be supported by the neighbourhood PC and PCSO and it would be accessible to significant numbers of residents in the community.

Category 2 spoke is a building that could be police owned or could be shared with partners. It will operate as a space for officers to meet members of public during surgeries or on a planned basis. Officers and PCSO's will not be based at these locations but would visit on a regular basis. An example would be a community facility where officers have the ability to share a desk.

Spoke Locations

Category 1 - The PCC has committed that access to police services will remain in localities where demand for face-to-face contact remains evident, however, future provision may not necessarily be from existing premises and will require continuous review.

Category 2 – PCSOs and local Inspectors will be key to making recommendations in relation to category 2 provision. This will be determined on community engagement need and provided from community premises already used by partner agencies.

Assumptions

The modelling assumptions to be applied to all estate developments are aimed to improve the utilisation and efficiency of the facilities and improve the environmental footprint:

- A presumption for open plan as standard; design of any future office space should be open plan, not cellular. Individual offices should not be allocated purely on rank or grade; and the need should be clearly identified by job function.
- An average 70% desking provision for designated team/departments has now been adopted and is being implemented – representing seven workstations for every 10 members of staff. This is currently under review and initial findings are showing we will adopt a 'five for every 10 members' of staff. We have conducted a 'Post Occupancy Evaluation' survey at HQ and this is yet to be published. This will vary based on the number of staff who are classified as fixed, flexible or field workers in their role.
- Operational shifts and other organisational functions will be assessed to ensure appropriate desk provision.
- Workstation space standard to be targeted between 5 – 6m²; including office locker storage.
- Greater use of off-site storage for records management and equipment, and the use of electronic/digital filing on the force network.
- The mainstreaming of Flexible and Agile working practices in line with Policy.

6. Current Assessment

The estate has developed over the last century in response to the policing demands of the time, and properties do not necessarily match current or future requirements. The majority of police stations and offices pre-date modern technology, partnership working models and environmental factors, such as carbon management plans. Whilst changes in policing structures and demand has been constant, the pace has increased and although some of the estate is still well placed to meet current demand much of it is not. Some buildings fail to meet expected standards, many lack the flexibility expected of modern workplaces, and some are disproportionately expensive to occupy and maintain.

The police estate, at the time of writing this strategy, can be characterized as follows:

- a. There are 51 assets that fall into the category of owned, leasehold and leased/licence.
- b. The Police and Crime Commissioner (PCC) owns, under freehold (30) and leasehold (2) arrangements, a total of 32 properties. A further 19 properties/spaces within properties are leased, licensed or privately owned. Therefore, 63% of properties are owned.
- c. Of the 51 assets, 24 are designated and located in the West Local Policing Area (LPA); 13 designated and located in the East LPA; 12 designated Corporate, but are located primarily in the West LPA; and 2 are owned by associated bodies, namely the Police Federation and Force's Welfare Fund.
- d. (The estate ranges from Victorian buildings to BREAAAM approved new builds. Some 80% of properties pre-date the 1980s and just 20% are less than 20 years old.
- e. The most recent condition profile of the overall estate highlights that just over 70% of the properties surveyed are in good or reasonable condition. This suggests that whilst the Commissioner retains a reasonably well managed estate, there are opportunities to improve and modernise through refurbishing or replacing parts of the portfolio. There has been a substantial refurbishment programme over the last 2 years. This will help to future-proof the estate with older premises having had significant upgrades to protect and aid reduced running costs for the future.
- f. The larger properties in the estate account for a significant proportion of overall space and cost. Some of the largest properties are disproportionate to the number of officers and staff they house and therefore demonstrate a high running cost per capita/head count.
- g. The Victorian premises, which are located throughout Gwent, have several similarities in design and construction. They can be considered to have been designed in line with policing delivery at the time of build (many accommodate decommissioned custody cells) and retained as stations recognisable within communities in Gwent. Some have been established within or adjacent to residential premises and each is generally of solid wall construction, with a collection of small rooms. They are relatively high cost to maintain and not situated with a view to modern transport requirements.

- h. Premises falling into a category relating to construction within the 1960's and 1970's suffer with poor insulation and associated heating implications. They are also comprised of smaller designated spaces and incur higher maintenance costs for the organisation. Refurbishment works have been conducted and this will help to reduce the running costs of these older premises. Works have included a sustainable lighting program, energy efficient boilers, BMS (building maintenance systems) control systems and Photovoltaic (PV - Solar energy recovery) solar systems.
- i. The most recently built premises are better insulated and located near to road links, however, building construction does limit the flexibility within each building. Ystrad Mynach and Newport Central, in particular, are limited to change of construction due to the custody provision in each.
- j. The Commissioner has a number of lease agreements on premises within the Mamhilad Park Estate which houses a specialist crime function, a partnership team and also operational training. The Commissioner also has lease agreements on premises at the Vantage Point complex in Cwmbran which houses the Learning and Development Department.
- k. Occupational Health is currently located within a semi-detached former police house in Llantarnam, which is independent from other support departments. The Occupational Health house has undergone major works within the last year, therefore safeguarding the property for the next 10 to 15 years.

I. Collaborative Arrangements

i. 101 House

This is a collaborative emergency centre supported through funding from Welsh Government and situated on the border between Gwent and South Wales Police. The space is shared with South Wales Police, South Wales Fire and Rescue Service and Welsh Ambulance Service Trust.

ii. Joint Scientific Investigation Unit

Located at South Wales Police Headquarters, this two-force collaboration provides in-house forensic services and has UKAS accreditation. There is also a large presence of this team at Ystrad Mynach, accommodating the recently refurbished top floor.

iii. Joint Firearms Unit

This tri-service collaboration provides the specialist firearms provision for Dyfed Powys, Gwent and South Wales. The Unit covering the Gwent area is located at Rumney Police Station, Cardiff, with the training delivered from Bridgend. We also have Gwent officers based at the Senedd at Cardiff Bay as part of the joint team.

iv. *Abertillery Joint Emergency Service Station*

A collaborative emergency services station that sees the building used as a permanent base for Gwent Police, South Wales Fire and Rescue and the Wales Ambulance Service Trust.

7. **Approach to Implementation**

The future strategy and proposals seek to optimize the balance between retaining, improving and replacing both operational and support premises.

The fundamental principle within the strategy is that the force will improve visibility in communities to achieve the Commissioner's vision for the estate:

A future-focused sustainable estate which reassures the public, motivates and enables officers and staff to deliver an excellent service with partners, whilst being financially viable.

A key element will be the development of business cases which demonstrate the best approach to policing a geographic area, supported by robust evidence for the preferred option applied to each property. Future changes to the Estate will involve co-production with the community, to ensure community voices are heard. Equality Impact Assessments (EIA) will be undertaken, to understand the positive and negative impacts of any developments, which will allow the Commissioner to mitigate any negative consequences. The appraisal will include benefits assessment and be sequenced, taking into consideration the size and geographical spread of the property portfolio, the extent of possible change, existing opportunities for collaboration as well as the resource and capacity to meet demand.

This will mean implementing a strategy that will:

- *Retain* and more effectively occupy accommodation and sites where properties are well located, in good condition and support strategy.
- *Redevelop or refurbish* properties to improve those that are located in strategic locations, with potential to accommodate future requirements which are currently in poor condition.
- *Replace* property not in the right location, or properties in poor condition that cannot provide for future needs. Service provision will be enhanced through investment in better located accommodation, which could mean:
 - acquiring new accommodation, either new leasehold property or a new freehold build, or acquisition,
 - enhanced collaboration and co-location with partners in shared facilities.
- *Recycle* the estate in the spirit of the Wellbeing of Future Generations Act (Wales) 2015; working with communities, voluntary and third sector organisations to enable property to be used by relevant groups; or transfer ownership to support local

improvements, initiatives and social enterprises.

- *Regenerate* in collaboration with partner agencies, seek opportunities to support local development in areas of deprivation where this may be appropriate (e.g. ongoing local regeneration initiatives).

The proposed models have been applied to a number of example areas to allow illustrative options to be developed. These options reflect the functional requirements and meet the established strategic parameters. They describe a range of opportunities including increased collaboration and co-location which provides greater challenge to the status quo and the application of more ambitious space standards.

The process indicates the extent of benefit which will be achieved, but each example would require further development by means of a business case to establish which level of ambition is most appropriate.

The range of options will be influenced by a number of factors including, but not limited to:

- Pace of change of enablers (Digital Programme, HR reform, Delivery Plan).
- Available funding (from existing budget, capital receipts and borrowing).
- Partnering and space sharing opportunities.

This Estate Strategy will require triennial review to reflect development and change.

8. Sustainability

The Estate must be environmentally friendly to ensure sustainability for future generations. The implementation of the strategy will recognise building standards to achieve the standards of the UK Committee on Climate Change (UKCCC) and the ambition for the Welsh Public Sector to be carbon neutral by 2030. We are now working with Greener Gwent to promote and develop our sustainability strategy. Further works within the Estate have been undertaken to include a full LED swap-out program, which will be fully completed at the end of 2023 and provide a life cycle of 10 years. An Electric Vehicle (EV) program is currently underway and again will be Estates-wide by the end of 2023. A PV program has been started to help improve the use of reusable energy as well as a BMS control program to enable better control and reduce energy usage in all stations. By adopting a high-level waste recycling program we are now operating at zero landfill and this has been achieved and maintained with close management and support from our contractor.

Sustainability will be achieved through initiatives to reduce the carbon footprint of our premises, such as improvements to our current building conditions and new constructions that meet required BREEAM ratings.

9. Financial Implications

More effective use of accommodation may result in Gwent Police being located in fewer premises but delivering a more accessible and visible service to the public. The current estate has an annual running cost of £6.4m.

Total

The total capital cost of this strategy is reflected through the Capital Programme. This is provided in the five-year Medium Term Financial Plan, which is updated annually as part of the budget setting process to provide an accurate reflection of planned costs in delivering the strategy. This is attached at Appendices 1a and 1b and includes the following key assumptions.

Gwent Police Operational Facility

The previous version of this Estate Strategy considered the development of a Custody Unit, Operational Training Facility and Fleet Workshops, to service all of Gwent Police but co-located on one site. A number of potential sites to locate these Force-wide facilities were evaluated and the preferred site confirmed in its Strategic Outline Business Case was the now vacated old HQ site. As a result of this location, the Policing Hub for the Torfaen policing area would also be included at this site. The proposal to now bring these four policing facilities together on one site has since been collectively titled the Gwent Police Operational Facility (GPOF).

The cost of the new GPOF is a capital cost of £64m and an annual revenue cost of £464k. These costs are derived from the latest design stage driven by the Strategic Outline Business Case, which, which is still subject to approval.

Hubs

The cost of the Hub will be dependent on the number of officers that will be based from each location and will be influenced by whether it is new build, utilisation of a current police premise or collaborative premise.

Spokes

The cost of any potential spokes will be estimated according to the preferred category 1 or 2 model, for which individual needs assessments will inform the type of provision:

The Category 2 spoke in each location however, will cost a nominal contribution to a partner organisation.

These costs are fluid and therefore potential overall costs of the spokes have not been included in the financial plan for the Estate Strategy.

Affordability

In light of the current economic situation and the acute financial pressures Police Forces find themselves facing, the affordability of this Estate Strategy is a major constraining factor. The financing of the previous Estate Strategy was from Committed Funds set aside with reserves, with maintenance and minor refurbishments funded by a direct revenue contribution to capital. Although the direct revenue contribution to capital remains into the future, the major Estate developments into the future will be funded by public sector loans, as a consequence of the full utilization of previously set side Committed Funds. The funding of loans will be partly financed through the revenue savings achieved through the rationalisation of the estate and the lower running costs of new buildings compared to the current estate.

The financing for each development will be considered in the individual business cases to ensure the financial strategy is sustainable.

10. Delivery Timeline for Estate Review and Implementation

Delivery of the Estate Strategy will be planned and implemented as a programme over a fifteen-year period.

An outline implementation plan has been developed based on service priorities.

Current	Headquarters 2019 – 2022	HQ and other Corporate Buildings
Phase 1	Monmouthshire North 2017 – 2024	Abergavenny, Monmouth, Usk
Phase 2	Torfaen 2019-2029	Blaenavon, Cwmbran, Garndiffaith, Pontypool, Trevethin
Phase 3	Heads of the Valley 2028-2032	Abertillery Fire Station, Blaina, (currently mothballed) Brynmawr, Ebbw Vale, Rhymney, Tredegar, Tredegar Stores
Phase 4	Caerphilly 2031 – 2035	Bargoed, Bedwas, Blackwood, New Tredegar, Risca, Ystrad Mynach
Phase 5	Newport (New M4) 2034 – 2038	Alway, Bettws, Caerleon, Caldicot, Chepstow, Magor, Maindee, Newport, Pill, Rogerstone

The headquarters development is complete, with the building being handed over in November 2021 and the conclusion of the 'defects period' in November 2022.

Phase 1 of the strategy is being progressed with the design of the new Abergavenny police station.

In turn, the Category 1 spoke has been established in Abergavenny Town Hall in partnership with Monmouthshire County Council.

A programme approach will be adopted to meet organisational needs and re-shape the estate. The last review of the Estate strategy during 2022 provided the opportunity to review the prioritisation to ensure the strategy has flexibility through implementation to react to opportunities as they arise and to consider the significant financial constraints. Appropriate resources will be directed to deliver the individual projects in line with recognised project management methodology.

11. Communication Strategy – Internal and External

The Engagement and Communication Strategy has been developed to ensure effective communication and engagement at each stage of the estate programme with key stakeholders. The stakeholders will include elected representatives, communities and members of the public as well as Police Officers and Staff.

Through improved community engagement, we can develop communication approaches which service all our communities, particularly those from under-served groups.

12. Conclusion

The Estate Strategy highlights that the nature of the current police estate is both significant and diverse and that the potential opportunities arising from the implementation of the strategy are considerable.

It provides an opportunity to consolidate the footprint occupied by Gwent Police and rationalise the assets held without compromising on visibility and accessibility to communities. The intention of the strategy is to ensure that services are delivered consistently whilst having flexibility to evolve to meet emerging and future changes.

Collaboration at a local and regional level is integral to the strategy and builds on the vision of a modern, demand led and collaborative model of policing that is fit for the future. Furthermore there will be a greater emphasis on co-production with members of the community, to ensure that the services and facilities that we develop serve the communities that we serve.

In conclusion, the Estate Strategy provides the foundation for developing an estate that is fit for the future and adaptable to meet new challenges, meeting the demand for an effective public service that will be delivered in partnership at the heart of local communities.

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Police and Crime Commissioner for Gwent / Heddlu Gwent Police
Medium Term Financial Projections 2023/24 to 2027/28
Capital Programme 2022/23 to 2027/28
At 31st May 2023

		Original 2022/23 £'000s	Forecasted 2022/23 £'000s	2023/24 £'000s	2024/25 £'000s	2025/26 £'000s	2026/27 £'000s	2027/28 £'000s
A	Estate							
1	Replacement HQ	400	400	0	0	0	0	0
2a	Estates Strategy - Gwent Operational Hub	2,000	1,235	918	0	10,804	25,909	25,186
2b	Estates Strategy - Fleet Workshops Relocation	1,297	1,018	1,451	0	0	0	0
2c	Estates Strategy - Abergavenny New Build	2,809	1,931	3,791	0	0	0	0
3a	Property and evidence store (ST - Bettws Security)	1,200	250	0	500	0	0	0
3b	Property and evidence store (LT - New Site)	0	0	0	0	0	0	0
4a	Cwmbran Refurb	0	0	0	250	250	250	250
4b	Newport/Ystrad Mynach Central Refurb	0	0	0	1,000	0	0	0
4c	Demolition Old HQ & Site Security	0	0	1,250	0	0	0	0
A	Total Estate	7,706	4,834	7,410	1,750	11,054	26,159	25,436
B	Vehicles							
1	Force Vehicle Replacement Programme	2,473	1,969	2,325	1,867	1,707	2,634	3,606
B	Total Fleet	2,473	1,969	2,325	1,867	1,707	2,634	3,606
C	Information Systems							
1	New HQ ICT	0	492	0	0	0	0	0
2	SAN Replacement	400	359	50	50	50	50	50
3	Server replacement	250	100	84	20	0	0	0
4	FFF	889	989	1,959	834	1,083	890	1,959
5	Patient Management System (Occ Health)	50	47	0	0	0	0	0
	DSD projects:							
6	ESN	712	140	140	140	852	204	1,349
7	CRS Project	0	2,046	1,104	2,147	287	287	287
8	LMS solution	45	68	0	0	0	0	0
9	Body Worn Video	1,000	1,088	0	0	0	1,000	0
10	Safe Mobile App - Link to CRS Project	0	0	683	0	0	0	0
11	Digital Interview Recording	0	0	0	276	0	0	0
C	Total Information Systems	3,346	5,329	4,020	3,467	2,272	2,431	3,645
D	Other SIB Projects / Schemes	42	716	100	0	0	0	0
E	Non Capital Funded Long Term Projects (Appendix 8b)	4,378	4,374	11,215	10,405	1,149	1,132	1,132
F	Total Programme	17,945	17,222	25,070	17,489	16,181	32,355	33,818
G	Funding							
1	Capital Grant	0	0	0	0	0	0	0
2	Revenue Contribution to Capital	6,151	8,531	6,145	6,145	6,145	6,145	6,145
3	Funding from Reserves and Committed Funds	6,088	7,872	6,717				
4	ESN Reserve	792	805	140	140	852	204	1,349
5a	Funding from external borrowing - PWLB	4,914		12,000	11,000	9,000	26,000	26,000
5b	Balance to be found in In Year Rev position			54	204	184	6	324
6	Capital Asset Disposal	0	0					
7	Other Grant Funding (non Capital)		14	14	0	0	0	0
G	Total Funding	17,945	17,222	25,070	17,489	16,181	32,355	33,818
H	Surplus Funds	0	0	0	0	0	0	0

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Police and Crime Commissioner for Gwent / Heddlu Gwent Police
Medium Term Financial Projections 2023/24 to 2027/28
Long Term Project Programme 2022/23 to 2027/28
At 31st May 2023

		2022/23 £'000s	Revised 2022/23 £'000s	2023/24 £'000s	2024/25 £'000s	2025/26 £'000s	2026/27 £'000s	2027/28 £'000s
1	Estates Capital Maintenance	500	650	500	500	500	500	500
2	Newport Central Maintenance	350	400	0	0	0	0	0
3	Collaborative Relocation - JFU Firearms Range	0	274	7,863	7,863	0	0	0
4	Agile working	0	250	0	0	0	0	0
5	Site Security	500	0	200	0	0	0	0
6	Electric Vehicle Charging Points	20	352	250	0	0	0	0
7	TSU Re-provision inc. operational safety store	0	105	145	0	0	0	0
8	Provisional OST training @ Mamhilad	220	193	0	0	0	0	0
9	Newport Central front office remodelling - feasibility	0	20	0	0	0	0	0
10	Carbon Trust - LED Lighting	180	180	250	0	0	0	0
11	Vantage Point Dilapidation	0	350	178	0	0	0	0
12	Access Control	450	0	605	0	0	0	0
13	Sustainability	500	0	250	325	325	300	300
14	Works to Lifts	250	0	0	0	0	0	0
15	Maindee refurbishment	740	524	0	0	0	0	0
16	Uniform Stores - Pontypool	250	500	0	0	0	0	0
17	CCTV - Newport - Cell Monitoring/Alarms	0	0	0	1,000	0	0	0
18	Rebranding of Signage	0	0	100	400	0	0	0
B	Information Services							
	SRS projects:							
1	Network replacement	43	120	43	43	43	43	43
2	GP Exit from Blaenavon Data Centre (inc old HQ decommissioning)	0	0	551	0	0	0	0
3	Sharepoint	60	0	0	0	0	0	0
4	DCS Upgrade	80	115	0	0	0	0	0
5	LECN	0	17	0	0	0	0	0
6	CCTV - Gwent Police (Local Authority feed) - MCC & Torfaen	0	18	0	0	0	0	0
7	Property Project (Printing from Niche to Gwent)	0	15	0	0	0	0	0
	DSD projects:							
8	Telematics	0	47	0	0	0	0	0
9	DEMS	235	230	267	274	281	289	289
10	LEDS	0	14	14	0	0	0	0
	Total Programme	4,378	4,374	11,215	10,405	1,149	1,132	1,132

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GWENT POLICE AND CRIME PANEL FORWARD WORK PROGRAMME 2023/24

Meeting Date	Items – Theme
29th Sept 2023	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
15th Dec 2023	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
26 Jan 2024	Panel Questions to PCC (if submitted)
	Police and Crime Commissioner for Gwent's Budget Requirement and Council Tax Precept Proposal
Meeting Date	Items – Theme
15th March 2024 – subject to Pre-election period	PCC Update
	Panel Questions to PCC (if submitted)
	Date to be confirmed
	We Don't Buy Crime Initiative
2024	Complaints

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