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**Gwent Police  
and Crime Panel**

**Panel Heddlu  
& Throseddu Gwent**

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**Date: 4th July 2024**

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, 12th July, 2024** at **10.00 am** to consider the matters contained in the following agenda.

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

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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 Gavin Horton, Newport City Council  
Councillor Lynda Clarkson, Torfaen County Borough Council  
Councillor Nick Horler, Torfaen County Borough Council

Co-opted Members- Mrs G. Howells and Ms R. Jones

**By Invitation**

Ms J. Mudd, 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 15<sup>TH</sup> MARCH 2024 AT 09.30AM**

Present:

Mrs G. Howells – Chair

Councillor 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 and N. Horler – Torfaen County Borough Council

Ms R. Jones – Co-opted Member

By invitation:

Mr J. Cuthbert - Police and Crime Commissioner for Gwent  
Ms E. Thomas – Deputy Police and Crime Commissioner for Gwent  
Mrs S. Curley - Chief Executive, Office of the Police and Crime Commissioner for Gwent  
Mr S. Slater - Head of Strategy, Office of the Police and Crime Commissioner for Gwent  
Mr R. James – Funding and Commissioning Manager, Office of the Police and Crime Commissioner for Gwent  
Ms Z. Morris – Principal Finance and Commissioning Manager, 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 M. Coe – Acting S151 Officer, Office of the Police and Crime Commissioner for Gwent  
Mr R. Guest - Head of Communications, 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).

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

Councillor D. Jenkins declared a personal declaration of interest in Agenda Item 7.

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

Apologies were received from Cllr G. Davies of Blaenau Gwent County Borough Council.

**3. TO APPROVE AND SIGN THE FOLLOWING MINUTES: Gwent Police and Crime Panel held on 26<sup>th</sup> January 2024**

RESOLVED that the minutes of the Gwent Police and Crime Panel meeting held on 26<sup>th</sup> January 2024 (minute no. 1 - 4) be approved as a correct record.

**4. OVERVIEW OF ACHIEVEMENTS**

The PCC addressed the panel formally for the last time as he will not be standing for re-election in May. The PCC advised Panel Members that he would be formally standing down on 8<sup>th</sup> May 2024 after confirmation of the PCC election results. The PCC valued the professional relationship he has with OPCC colleagues, Gwent Police, Police and Crime Panel members, partners and the public over the last eight years. Members heard how the PCC was proud of the investments he had made in policing by creating 170 additional officer posts and the progress made despite the challenges of the Covid-19 pandemic and the cost-of-living crisis. The PCC also highlighted his role in instigating the rollout of the Heddlu Bach Mini Police scheme to more than 150 schools across Gwent. Other significant achievements included overseeing the development of the police estate to modernise the facilities and enable the evolution of working practices, investing more than £2.2M of funding to community organisations, and expanding engagement across Gwent. The PCC expressed the view that Gwent had become a safer place in which to live and that he had left his successor with solid foundations for progress in the future. The PCC thanked OPCC colleagues for their additional work during his and the Chief Finance Officer's recent periods of ill-health.

The Chair thanked the PCC for his engagement with the Panel over the last eight years and Panel Members showed their appreciation of his service with a round of applause.

**5. UPDATE BY THE POLICE AND CRIME COMMISSIONER FOR GWENT**

Following permission from the Chair the PCC handed over to the DPCC for the update as he had just returned back to work following illness. After a brief introduction the DPCC invited questions from Panel Members.

One Member sought clarity on the decision-making process for deciding whether a bid for Police Community Funding was successful or not. The DPCC provided information on the role of the Recommendations Panel which she Chaired on behalf of the PCC and offered further detail on the process which was designed to reduce bureaucracy whilst ensuring that the criteria for securing support from the Police Community Fund was fully met. Panel Members heard how the final decision rested with the PCC and that the availability of resources was a key factor in the number of successful bids.

A Member enquired if there was any follow-up to ensure that the original intentions which led to support from the Police Community Fund were actually achieved. The DPCC advised that this was a key role of the team overseen by the Funding and Commissioning Manager and gave further detail on ensuring due diligence in this matter. One of the ways of achieving this aim was by conducting regular visits to successful projects.

One Member of the Panel highlighted the Combat Serious Crime section of the report and enquired about the success of the cyber security workshop in Torfaen. The DPCC provided information on the aims of the workshop and advised that she hoped similar workshops would be held across the region in the future.

A Member asked for more information on the £520,000 Safer Streets funding highlighted in the

update. The DPCC highlighted the criteria for funding which was set by the Home Office and the challenge of replicating the success from targeted areas across the Gwent region.

One Panel Member asked about the measures to tackle domestic abuse. The DPCC stressed the importance of work taking place which was designed to raise awareness on violence against women, domestic abuse and sexual violence (VAWDASV). Members also heard about how nationally in the UK primary school children are being exposed to violence via social media. It was the DPCC's view that a national campaign was required. The OPCC Chief Executive also highlighted the Positive Masculinity project which had received support from the Police Community Fund.

A Member made an observation about the Gwent Community Link, Gwent Police's new messaging service for residents, which was being trialled in Blaenau Gwent and advised Members that the initiative was working well. The DPCC thanked the Member for her feedback and Members heard how the ambition was that the Gwent Community Link would be rolled out across further counties and boroughs in the force area in the future.

## **6. PERFORMANCE REPORT QUARTER 3 – PRESENTATION**

Before taking questions the DPCC introduced the report and highlighted to Members the continued improvements in 999 and 101 performance.

A Member suggested that the percentages relating to positive outcomes for each crime type looked low on the face of it. The DPCC recognised that the figures emphasised the challenge faced by Gwent Police in improving overall trends. The Head of Strategy at the OPCC then highlighted the monitoring of Gwent Police which took place and the operational improvements being made which are designed to improve the situation. The Member then asked for more information on the varying rates of community confidence in policing across the five county and borough areas in the region. The DPCC stressed the OPCC's commitment to fully understanding the reasons for the public confidence levels highlighted. It was also suggested that initiatives such as the Gwent Community Link would help in this matter.

A Member representing Monmouthshire expressed his scepticism on the community confidence rate of 71% in his area. The Member also raised concerns over officer visibility in communities and the reliance on CCTV cameras. The DPCC highlighted the importance of better communication methods and gave the example of Police attendance in Community Cafes which residents would only know about if they saw the adverts for these sessions. On the use of CCTV, the DPCC advised that discussions via the Community Safety Partnership would be the best forum for interaction on this matter. The Head of Strategy at the OPCC provided detail on the community confidence in policing data which was obtained from quarterly surveys. The DPCC highlighted to Members that these surveys were independent and nationally driven.

One Member requested more detail on the new initiatives and funding streams in the performance report. The Member asked if results from the Anti-Social Behaviour Hotspot Response Fund would be considered at a future meeting of the Panel. The DPCC provided further information on this Home Office initiative and provided assurances that a future report would be brought to the Panel for their consideration. In response to a further question, it was also agreed that the results of the Gwent Community Link trial would be shared with the Panel. The Member also requested that future reports connected to Priority 2 – Combat Serious Crime be brought to the Panel for future discussion. These included the VAWDASV work with the MATAC (multi-agency tasking and coordination) process and Tabw (the service delivery of the Police-Perpetrated Domestic Abuse service for victims in Gwent and South Wales force areas). The DPCC provided more detail on the Tabw project steering group and advised that the referral process was predominantly through the Police Professional Standards department. Following a question on Priority 3 – Support Victims and Protect the Vulnerable, the DPCC provided context on the Hate Crime occurrences data.

A Member highlighted the priority aimed at increasing officer and staff diversity and asked about the chosen ways of encouraging people from minority ethnic groups to join the Police. The DPCC provided details on the work being done by the Police Development and Training team at career events and also stressed the importance of increasing engagement at schools through the Heddlu Bach scheme. The PCC also told Members that he had seen an improvement in the ethnic mix of new recruits at passing out parades during his tenure but emphasised that more work was still needed in this area.

One Member enquired about the outcomes of work undertaken to better understand and reduce workforce sickness rates. The DPCC advised that this was an area for continuous improvement and that a report would be brought to the Panel in the future. Members were also advised by the Chief Executive that an OPCC scrutiny forum was meeting on a monthly basis to discuss this area and that findings following data analysis would be included in the future report referred to by the DPCC.

The Chair questioned the assertion that a downward trend in Anti-Social Behaviour had been observed given the high rates identified in the report. Officers advised that the downward trend was linked to seasonal patterns and provided assurances that ASB remained an area of focus for the OPCC.

## **7. PCC POLICE COMMUNITY FUND**

Following an introduction from the DPCC the Principal Finance and Commissioning Manager began her Finance and Commissioning Overview presentation to the Panel. Members were given details of the amount of spend per force priority such as combating serious crime and keeping neighbourhoods safe. It was stressed to Panel Members that all expenditure helped to increase community confidence in policing. Members received a further breakdown of funding to organisations under each force priority, so £867,000 to Gwent Drug and Alcohol Service under the Keep Neighbourhoods Safe priority for example. The Principal Finance and Commissioning Manager advised that outcomes were closely monitored. Organisations receiving funding were required to provide reports on monitoring, service delivery and expenditure. The Chair thanked the officer and outlined her appreciation of the assurances that funding was effectively managed and outcomes robustly monitored.

The OPCC's Funding and Commissioning Manager then gave a summary of the PCC Police Community Fund. The Police Community Fund (PCF) is a recurring commissioning fund that supports organisations who can demonstrate an alignment to the aims of the PCF. The Manager outlined his background in the voluntary sector and emphasised the spread of funded projects across the Gwent region. He also advised that he liaised with projects directly to ensure understanding of the guidelines connected with the fund on matters such as the requirement to submit regular reports for scrutiny.

One Member sought further assurances on the monitoring of the allocation of Home Office funds and asked about a robust exit strategy if services were decommissioned. The DPCC highlighted the importance of piloting projects before deciding whether or not to continue and reiterated the role of robust monitoring of outcomes. The DPCC also highlighted the sensitivity required around decommissioning services.

A Member observed that the majority of projects receiving funding were all based in the Newport area and he asked if smaller organisations who were not expert at applying for funds were given any guidance. The DPCC provided assurances that support was available and that the guidelines for the PCF helped to ensure that there were no barriers to applying for organisations. Members heard how help was also provided to identify other sources of funding. The OPCC's Funding and Commissioning Manager advised that he visited the Brynmawr Interact group personally and was then able to address questions that the recommendation panel had because of interacting with this organisation.

## **8. FORWARD WORK PROGRAMME**

The Lead Officer (Mrs. Forbes-Thompson) advised that the next Panel meeting was scheduled for 28<sup>th</sup> June 2024 and highlighted that a report on the appointment of co-opted Members would be required at this meeting as their current term of office ran out in October. The Panel also heard how reports on Serious Violence and Community Safety had been identified and would be added as future items for a date to be confirmed.

Meeting Closed at 11:55 am.

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Gwent Police  
and Crime Panel

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## **GWENT POLICE AND CRIME PANEL**

### **MINUTES OF THE SPECIAL MEETING HELD AT PENALLTA HOUSE ON FRIDAY 24<sup>TH</sup> MAY 2024 AT 10.00AM**

Present:

Councillor C. Mann – Vice Chair

Councillors G. Davies and J. Thomas – Blaenau Gwent County Borough Council  
Councillor M. Chacon-Dawson – Caerphilly County Borough Council  
Councillor A. Easson – Monmouthshire County Council  
Councillors F. Hussain and M. Spencer - Newport County Borough Council  
Councillors L. Clarkson and N. Horler – Torfaen County Borough Council

Ms R. Jones – Co-opted Member

By invitation:

Ms J. Mudd - 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 R. Guest - Head of Communications, Office of the Police and Crime Commissioner for Gwent

Together with:

Ms E. Thomas (candidate for the position of Deputy Police and Crime Commissioner for Gwent), Mrs C. Forbes-Thompson (Scrutiny Manager - CCBC) and Mr M. Jacques (Scrutiny Officer - CCBC).

The Chair welcomed Ms Jane Mudd and congratulated her on her election to the post of Police and Crime Commissioner for Gwent.

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

Ms R. Jones declared a personal and prejudicial interest in Agenda Item 4 as she is a co-opted Member of the Panel and was advised that she should leave the meeting when this item was reached.

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

Apologies were received from Councillors C. Forehead (Caerphilly County Borough Council), T. Kear (Monmouthshire County Council), D. Jenkins (Newport County Council), and Mrs G. Howells.

### 3. APPOINTMENT OF THE DEPUTY POLICE AND CRIME COMMISSIONER

The newly elected PCC outlined to the Panel how she was keen to retain Ms Eleri Thomas as DPCC due to the work that she had carried out in the role previously and the relationships she had built up with the Third Sector and other organisations and requested that Members ratify her recommendation.

The Chair thanked the PCC and invited questions from Panel Members. One Member requested more information on the reasons for the decision to re-appoint Eleri Thomas as DPCC. The PCC advised that one of her key priorities focussed on children and young people and tackling violence against women and girls, and that Eleri's background ensured that she had the necessary skillset to make a valuable contribution to preventative work in this area. The Member asked Ms Thomas about the challenges she had faced in the role of DPCC and what lessons she had learnt as a result. Ms Thomas highlighted maintaining an effective service to the public despite the global Covid-19 pandemic and advised that it demonstrated the need for flexible and agile working arrangements. The financial challenges faced by businesses and communities were also raised by Ms Thomas. Panel Members heard about the strong overview and scrutiny that Ms Thomas had provided when greater financial demands from the public were required and how it was crucial to have effective public engagement on these matters.

A Member asked Ms Thomas what motivated her in the role of DPCC and enquired how she would support the PCC to meet future challenges. Ms Thomas advised that she was motivated by delivering public service and her experience of the professionalism of Gwent Police. Achieving change at pace also motivated Ms Thomas in her role of DPCC. Ms Thomas highlighted her ability to advise, challenge and support the PCC and outlined times when she had to deputise for the PCC due to issues such as ill-health for example.

One Member wished to know the key successes achieved by Ms Thomas in her role as DPCC. Ms Thomas highlighted her support of the previous PCC over two terms and the achievements outlined in a Legacy Report which came before Members at the previous meeting. Ms Thomas was proud of her role in ensuring the previous PCC successfully completed his second term in office despite his period of ill-health towards the end. A further achievement highlighted was Ms Thomas' role in helping to combat violent crime against women and children. Members heard how Ms Thomas played a key role in ensuring that children were included in the Welsh Government's strategy on violence against women, domestic abuse, and sexual violence.

A Panel Member enquired about the ability to show personal independence when advising the PCC. Ms Thomas stressed her political independence and gave examples of how she had used her expertise and experience to support the PCC and offer advice.

One Member requested a summary of Ms Thomas' previous work experience and asked her how she thought it would help in the role of DPCC. Ms Thomas outlined her previous work as Deputy Children's Commissioner for Wales, and before that work with Barnardo's, The Children's Society, and Save the Children Wales. The Panel also heard how child advocacy was a key element of the DPCC role.

A Member asked Ms Thomas about the challenges and benefits of working relationships with partners. Ms Thomas highlighted the importance of developing effective working relationships with key partners. Panel heard how the challenge of this approach was that it could be more time-consuming but that obtaining a breadth of opinion and perspective was healthier for the organisation than working in isolation. The importance of sharing resources and expertise and developing a shared vision was also highlighted to Members.

The Chair asked about the challenge of working with both UK and Welsh Governments rather than just one. Ms Thomas observed that it was the essence of the OPCC to do this effectively and highlighted the importance of unifying policy delivery for communities.

OPCC staff and Ms Eleri Thomas were asked to leave the meeting room so that Members could deliberate privately on the recommendation under discussion. Afterwards, the OPCC staff and Ms Thomas were invited back to the meeting.

RESOLVED that Ms Eleri Thomas be appointed Deputy Police and Crime Commissioner for Gwent, by a show of hands this was unanimously approved.

#### **4. GWENT POLICE AND CRIME PANEL INDEPENDENT CO-OPTED MEMBERS**

Ms Rhiannon Jones left the meeting as she had declared a personal and prejudicial interest in this item as one of the Panel's independent co-opted Members.

The Lead Officer (Mrs C. Forbes-Thompson) introduced the report and advised Members that the term of office for the two independent co-opted Panel Members ran for four years to match the PCC term and would run out in October 2024 for the current appointments. Therefore, an interview panel would need to be established to interview candidates. Members also heard about new Home Office guidance on this matter which suggested that Police and Crime Panels impose a two-term limit for independent co-opted Members and also remove the criteria for candidates having to live or work within the panel's Police Force area. Panel Members heard how the first suggested direction would have an impact on the current panel arrangements if accepted.

Councillors Nick Horler and Marina Chacon-Dawson volunteered to sit on the interview panel along with Cllr Colin Mann as Vice Chair. Councillor Jacqueline Thomas put her name forward as a reserve if required.

During the ensuing discussion Members discussed the merits of the suggested guidance from the Home Office. The Lead Officer provided clarity on the first suggested direction which would prohibit anyone who had already served two terms on the Police and Crime Panel from standing again as an independent co-opted Member. One Member proposed that the Panel rejected the guidance on the two-term limit as it had previously proved challenging to appoint suitable independent members to the Panel. Further clarity was provided on the recruitment process for co-opted Members and the nomination of elected Members from the Local Authorities within the Gwent region. A Member stressed the importance of continuity whilst accepting the principle of considering new talent which she thought could still be done through a fair and transparent selection process. One Member thought the second suggested direction on removing the criteria for candidates having to live or work within the panel's Police Force area would allow excellent candidates from just outside the Gwent region to be considered for the post. Another Member thought the removal would allow applications from candidates with no attachment or knowledge of the area and questioned the suitability of allowing them to sit on the panel when they had a limited understanding of local issues. The Lead Officer advised that the suitability of candidates would be determined through the rigorous selection process. A Member thought that successful candidates should have a connection to the Gwent region, and it was highlighted that this could be determined through the interview for the role.

Members agreed to remove the criteria for candidates having to live or work within the panel's Police Force area, provided that the interview panel asked each potential candidate for their understanding of the needs and wants of people living in the Gwent area.

RESOLVED that the Home Office guidance on imposing a two-term limit for independent co-opted Members be rejected, and the suggested direction on removing the criteria for candidates having to live or work within the panel's Police Force area be approved. That an interview panel of Councillors Colin Mann, Marina Chacon-Dawson and Nick Horler be approved. By a show of hands these decisions were unanimously approved.

Meeting Closed at 11:30 am.

## **Police and Crime Commissioner Update July 2024**

This is a selection of activities undertaken, scrutinised or supported by the Office of the Police and Crime Commissioner (OPCC) in March - July 2024. During this period the office has had to observe two pre-election periods for the Police and Crime Commissioner election and general election, during which time decision-making processes, and proactive communications were limited.

### **New Police and Crime Commissioner**

The new Police and Crime Commissioner for Gwent, Jane Mudd, was sworn into the role during a ceremony at Gwent Police headquarters on 8 May. The first female Police and Crime Commissioner for Gwent, Commissioner Mudd was elected to serve until 2028. Deputy Police and Crime Commissioner Eleri Thomas was reappointed to her role on 24 May. Since taking up her post, the Commissioner has been visiting departments across Gwent Police to gain a deeper understanding of how the force operates.

### **New Police and Crime Plan**

Work is now fully under way on the development of the new Commissioner's Police and Crime Plan. This includes a comprehensive public survey of the people of Gwent to really understand the issues that matter to them. The Commissioner's manifesto, public opinion, key policing documents and other matters affecting policing, partners and communities, will be brought together into a new set of priorities in the plan that will run until 2029. A first draft of the new priorities will be shared with Police and Crime Panel members in September for comment, with further engagement on those priorities in the autumn before final drafts and publication.

## **KEEP NEIGHBOURHOODS SAFE**

### **Understanding the Triggers evaluation**

Work has started on an evaluation of the Understanding the Triggers pilot that took place in Llanwern in Newport up until 2023. Understanding the Triggers originated from a report from the OPCC that identified key points in a child's development that made them more likely to start committing crime. When combined with other underlying risk factors, one of those key stages was the transition from primary to secondary school. The Understanding the Triggers programme brought together a multi-agency team from existing services to enhance the support for a cohort of children transitioning to secondary school. The evaluation will look at the effectiveness of the programme and make recommendations on its future for partners and Welsh Government to consider. The report should be due in late 2024.

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

The tender process with South Wales OPCC and HMPPS to re-commission women's and young people's diversionary services was awarded to The Nelson Trust and the service commenced on 1 April. The tender process was a complex 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 Nelson Trust and its partners St Giles, Pact, bthechange and Media Academy Cymru (MAC) aim to deliver sustainable improvements to the outcomes and experiences of women and young adults throughout their justice journey in Wales.

### **Your Voice, Your Choice**

The High Sheriff's 'Your Voice, Your Choice' event in March gave grants to eight organisations in Gwent. The grants help to ensure that grassroots community groups are

getting essential funding to support the young people in their area. The OPCC contributed £65,000 to support this initiative this year.

## **COMBAT SERIOUS CRIME**

### **Serious Violence Duty**

The Serious Violence Duty working group, led by the OPCC, has continued to oversee the development of the strategic needs assessment, strategy and delivery plan across Gwent and all local authority areas. Each of the five local authorities have now been given comprehensive briefing on the Serious Violence Duty, following which they have agreed the overall strategy and strategic needs assessment.

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

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

Monday 15 June was World Elder Abuse Awareness Day, which aims to focus global attention on the problem of physical, emotional, and financial abuse of older people. To raise awareness of this issue, the office organised a week-long roadshow on behalf of the regional VAWDASV team. Seven events were held in partnership with Cyfannol, Llamau, Torfaen council and Age Cymru. The OPCC and partners also distributed 130 information packs for businesses, groups and organisations to help them spot the signs of abuse.

Deputy Police and Crime Commissioner Eleri Thomas spoke at Cwmbran Soroptimist Club about the work to protect women and girls in Gwent. The Suzy Lamplugh Trust is doing some really good work in this area, delivering free online training sessions to upskill and empower people to help diffuse situations, discourage harassers and support victims, and a number of OPCC colleagues have undertaken this training.

## **INCREASE COMMUNITY CONFIDENCE IN POLICING**

### **Child-centred policing**

The OPCC is working with a group of young people from Cwmbran Centre for Young People to better understand their perceptions of Gwent Police. Breaking down barriers between communities and the police is crucial, and this work is helping the office to understand young people's personal experiences of policing and how they feel when they interact with officers. It is also currently working with care-experienced children to establish their perceptions of policing and have supported a series of Coleg Gwent's well-being and progression fairs. All of this information is collated, reviewed, and helps to shape the work of Gwent Police and the OPCC going forward. It is one of the ways the office is enabling children and young people to have their say on policing in their communities.

### **Community cohesion**

The OPCC supported a series of events in Gwent and south Wales that aim to increase community cohesion and celebrate diversity. The office gave a grant to Race Council Cymru last year as part of Black History 365, and it supported the national Black Lives Matter and Windrush events in Cardiff as part of this. Newport Live hosted community celebrations focusing on Ramadan and the Roma community at the Riverfront in Newport, both of which the office supported. The office also marked Stephen Lawrence Day by attending a tree planting ceremony in Pontypool.

### **Safe spaces workshops**

The Safe Spaces workshops have continued with the OPCC visiting 10 schools in Blaenau Gwent and Newport, engaging with more than 600 pupils. The workshops aim to educate children and young people while providing the office, Gwent Police and partner organisations insight into any issues pupils may have. Children shared their thoughts,

feelings and concerns about issues in their communities, as part of the OPCC's commitment to ensuring child-centred policing in Gwent.

### **Summer engagement programme**

The summer engagement programme is well under way. To date, more than 3,200 people have been engaged at six events. In total, 16 community events will be attended during the summer period, with the office engaging with thousands of people on the issues that matter to them during these sessions.

### **Youth Question Time**

As a result of feedback at Youth Question Time earlier this year, a follow-up online session for young people regarding vaping concerns was held at the start of July. It was organised by the office, in partnership with the local youth forums and Public Health Wales.

## **DRIVE SUSTAINABLE POLICING**

### **Chief Constable recruitment**

Work is under way to recruit a new Chief Constable, as Pam Kelly will retire in September. This is a year of significant change for policing here in Gwent, with the Deputy Chief Constable leaving and the Assistant Chief Officer (Resources) retiring during this last reporting period.

### **Estates**

Construction work on the new police base in Abergavenny has been completed. The new facility in Llanfoist houses the neighbourhood policing and response teams. Its location gives police and community support officers easy access to the town centre on foot, while response cars have good access to local road networks. The building is one of Gwent Police's greenest to date, having received excellent status from BREEAM – a world leading science-based certification systems for sustainable built environment.

### **Legitimacy scrutiny panel**

The latest legitimacy scrutiny panel was held in June. The panel is made up of the OPCC, community members, and senior officers. It helps ensure that stop and search incidents, and incidents where there was a use-of-force – such as use of handcuffs - are conducted fairly and effectively, and that any issues are identified and dealt with appropriately. The panel undertook a dip sampling of Gwent Police's recent stop and search/use-of-force logs and reviewed the body-worn camera footage, providing feedback on each incident.

### **Policing in Wales**

The first Policing in Wales (PiW) meeting was held since the Commissioner elections took place in May, with the four Welsh PCCs, their respective teams and Chief Constables attending. PiW 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.

### **Professional standards scrutiny meeting**

The first PSD scrutiny meeting took place last month. It is recognised that professional standards requires focused monitoring. Changes to misconduct regulations require additional reporting from the Chief Constable to the Police and Crime Commissioner in relation to conduct matters. Reassurances were given to the Commissioner by the Chief Executive on the way in which complaints and conduct matters were being handled by the PSD.

### **Scrutiny assurance forum**

A new meeting was established in February which allows greater, more in-depth scrutiny of key areas of force performance. To date, the monthly scrutiny assurance forum meetings have covered freedom of information requests, anti-social behaviour, attendance management, custody, victims and firearms licensing.

### **Strategy and Performance Board**

The new Commissioner's first quarterly Strategy and Performance Board (SPB) took place in June. Reports were scrutinised covering progress against the PEEL inspection outcomes, the force delivery plan for the forthcoming year, and an assessment of how the force had delivered against the current Police and Crime Plan in 2023/2024. Other reports covered important areas such as procurement, ethics, information compliance and performance management. An extraordinary meeting of SPB will take place this month focusing on the Force Management Statement (the detailed self-assessment that Chief Constables are required to prepare for HMICFRS).



## Police and Crime Commissioner Annual Report 2023/24

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

### Introduction from Jeff Cuthbert

This is my eighth and final annual report as Police and Crime Commissioner for Gwent. It has been an honour and privilege to serve the people of Gwent as their elected Commissioner over the last eight years.

This annual report is just a sample of what we've achieved over the last year and I'm incredibly proud of the work we have delivered for the people of Gwent.

Partnership working with other organisations and our communities has again been key to our shared success throughout this year. Through our effective partnership arrangements, we have successfully worked to mitigate a range of issues across policing, the criminal justice system, commissioned services and our public and third sector partners.

Since introducing the Well-being of Future Generations (Wales) Act in Welsh Government in 2015, I have put a focus on creating sustainable partnership models in everything I've been involved with. You will see this reflected through this year's report.

There have been some significant pieces of work during the year. Coinciding with the release of the UK Government's new Anti-Social Behaviour Plan at the end of March 2023, the Home Office released a 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.

In December, the results of the consultation concluded that PCCs and CSPs should work closer together by formally sharing plans to inform each other's priorities. They also gave PCCs the ability to make recommendations on the priorities and activity of CSPs, albeit the CSP can decide not to act on the request. A broader review of CSPs is now underway by the Home Office, which should report in 2024. Tied into this, the regional review into community safety, informed by me and my office, proposes to introduce a new forum bringing the chairs of CSPs, and other board meetings impacting on community safety, together to solve the problems individual meetings can't solve alone. This will hopefully be enacted in 2024, with my successor chairing the meeting.

Following the community safety theme, my office brought community safety partners together last year to support them to develop the first Serious Violence Duty Strategic Needs Assessment and subsequently the interim Strategy: 'A Gwent Without Violence'. This was alongside funding from the Home Office to support this work and invest in interventions to prevent and reduce violence. This significant undertaking with partners lays the foundations for a clear and focused approach to tackling serious violence across all areas of Gwent in the coming years, with the Duty placing a statutory requirement on partners to do this. To support this, I have recruited a new Delivery Manager into my office, who works for all the partners to support and coordinate this work.

Like 2023, 2024 looks to continue the trend of significant reform to community safety structures and requirements, and reshaping the role and remit of PCCs, bringing them ever closer to this work. I know that the team I am proud to have developed over the years will continue to work with partners to make the existing system work better.

During the year, the Home Secretary called on police forces to increase the use of stop and search to prevent violent crime. When used effectively and justifiably, stop and search helps tackle crime and protect the public. However, accurate information and intelligence should always support the basis for its use. It is not an area of policing that should be arbitrarily driven by targets. I want to take this opportunity to again reassure our communities that we will continue to scrutinise Gwent Police's use of stop and search through the Legitimacy Scrutiny Panel and my Strategy and Performance Board.

Although I always maintain that Gwent is overall a safe place to live and work, Gwent Police recorded the highest level of incidents attended in the past five years, which continues to place a significant demand on the service. The number of recorded crimes was virtually the same as last year at 58,000. There are definitely some positives in these figures though, with burglary, some types of theft and public order coming down. However, we are seeing some acquisitive crimes, like shoplifting, and violence and harassment, going in the wrong direction. A significant focus for my successor will be to scrutinise and work with Gwent Police and partners, to try to tackle these numbers and hopefully bring them down again. No one single agency can tackle crime in our society completely, but collectively we can have an impact.

Unfortunately, during the year, I was unwell and had to step back from the role for a period of time. I was in regular contact with my deputy Eleri Thomas and chief executive Siân Curley throughout this period, who kept me fully apprised about work and any significant developments. I am very grateful to both Eleri and Siân and the wider OPCC for stepping in to cover for me during this period.

## **Keep Neighbourhoods Safe**

### **Key commitments**

(comparison between 2022/23 and 2023/24)

- Reduce public order offences (*decreasing*) and anti-social behaviour (*increasing*), and the number of people who repeatedly carry out these acts (*increasing*)
- Reduce acquisitive crime and repeat offenders (*increasing*)
- Improve the safety of roads throughout Gwent (*remains stable*) (*killed or seriously injured*)
- Commission and invest in effective crime prevention initiatives.

### **What we have done**

- Granted community safety projects £602k, of which £243k helped ensure more informed, effective collaborative working by funding the community safety partnerships, £38k funded a Safer Gwent analyst, and £208k funded the five youth offending services.
- Completed tender process to recommission Women's Pathfinder Whole System Approach and 18-25 Early Intervention Service with a new provider (Nelson's Trust) starting in April 2024.
- During the year, there were 215 referrals into the 18–25 Early Intervention Service and 243 referrals into the Women's Pathfinder WSA from Gwent.

- 70% of service users who engaged with the 18–25 Early Intervention Service and who engaged with the Women’s Pathfinder WSA were found to make positive progress towards achieving at least one their identified key outcomes.
- Positive Futures, a social inclusion programme that uses sport as a tool to engage with young people and discourage anti-social behaviour, ran 838 scheduled diversionary sessions across Gwent.
- There were 130 reactive Positive Futures sessions held to tackle specific anti-social behaviour issues with:
  - 1,002 young people attending.
  - 90% reporting improved health and well-being;
  - 74% reporting improved life skills; and
  - 41% reporting increased engagement in education, employment and training.
- Contributed £867k to the Gwent Drug and Alcohol Service (GDAS) Criminal Justice Service, which worked with 2600 service users.
- The percentage of GDAS service users making positive changes in each outcome area was:
  - Alcohol misuse – 68%
  - Substance misuse – 75%
  - Offending – 77%
  - Health and well-being – 68%
  - Accommodation – 75%
  - Finance – 81%
  - Relationships – 74%
- Successfully bid for £520,000 from the Home Office’s Safer Streets fund to support initiatives that tackle crime in Ebbw Vale and Maindee (Newport), as well as delivering a project with Gwent’s colleges and universities.
- Through previous Safer Streets funding, ensuring youth workers from Cwmbran Centre for Young People targeted problem areas to engage with young people and encourage them to attend the centre instead of hanging around public areas.
- Supported Gwent Police, partners and communities with community initiatives to help tackle anti-social behaviour associated with Halloween and Bonfire Night.
- Delivered cyber security workshop for businesses to help improve their resilience in the face of growing cyber-crime.
- Addressed political leaders and key partners at Westminster as part of the formal launch of Anti-Social Behaviour Week, as well as taking part in community activities in Gwent during the week.
- Influenced the national community safety review, including providing funding and linking the national review work into the separate regional review.
- Donated £65,000 to the Gwent High Sheriff’s Community Fund to provide a safer and better quality of life for people in Gwent by supporting projects that help reduce crime and anti-social behaviour.
- Worked with Gwent Police, local authorities, commoners associations and local MPs to focus on illegal off-road biking, as well as supported Gwent Police’s operation to tackle off-road biking in Torfaen.
- Welcomed the opening of a new ‘pump track’ for mountain bikes and BMXs in Caerphilly, supported by funding from my office.
- Funded training sessions by the charity Street Doctors, which saw more than 100 young people learn first aid and empower them to become lifesavers for their communities.

## Combat serious crime

### Key commitments

(comparison between 2022/23 and 2023/24)

- Reduce the number of repeat victims of child criminal and sexual exploitation (Official data show XX, but we believe this to be under-reported).
- Increase disruption of serious organised crime, and reinvest assets seized back into communities (Drug offences XX, serious violence XX, assets seized XX).
- Improve the overall criminal justice response to violence against women, domestic abuse and sexual violence (reported rape and serious sexual offences XX, domestic related crimes XX, violence against women and girls XX and criminal justice outcomes XX).
- 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 £335,824 to 13 organisations supporting children and young people across Gwent as part of my Police Community Fund.
- The Serious Violence Duty working group, led by my office, delivered the first strategic needs assessment, and interim strategy across Gwent and all local authority areas, which I will now monitor the effectiveness of as part of the Duty requirements.
- Helped reinforced Newport's commitment to the National Anti-Violence Charter by ensuring a commemorative plaque about the Knife Angel was erected at Civic Centre and presenting a special award to the winner of our anti-violence sticker competition.
- Supported Operation Sceptre, a national week of action to tackle knife crime, which saw XX knives handed in during the amnesty, reducing the likelihood that these could be used in future crimes.
- Promoted anti-scamming advice throughout the year online and in-person at more than 50 public engagement sessions.
- Launched a new scheme Cautioning And Relationship Abuse (CARA) with South Wales OPCC, Safer Merthyr Tydfil and Phoenix Domestic Abuse Services to tackle offenders who have committed low level relationship abuse.

## Support victims and protect the vulnerable

### Key commitments

(comparison between 2022/23 and 2023/24)

- Improve victim services and ensure that the needs of victims are identified and responded to appropriately through Connect Gwent and the Victim Care Unit (Positive satisfaction with the Victim Care Unit at 91%).
- Further improve our work with partners to protect those most vulnerable.
- Increase the timeliness of police investigation updates provided to victims (Data being developed).
- 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 victim care unit dealing with 55,105 referrals and supporting 39,889 people.
- Our adult multi-crime support service, provided by Victim Support, received 2105 referrals and our children and young people service, provided by Umbrella Cymru, received 228 referrals.
- 91% of people who came to the end of their support with Victim Support and 100% of children and young people who came to the end of their support with Umbrella Cymru were better able to cope and build resilience following support.
- Victim Support received £274k as a contract agreement and Umbrella Cymru £83k as a grant.
- We granted Age Cymru £20k and Aneurin Bevan University Health Board £31k funding to provide specialist victim services dealing with 90 referrals and supporting 93 people through the year between them.
- New Pathways received £465k for independent sexual violence advisor (ISVA) and counselling services, dealing with 1,327 referrals.
- Cyfannol received £171k for ISVA and counselling services, dealing with 136 referrals.
- Developed a MATAAC (multi-agency tasking and co-ordination) team in Gwent Police to work with perpetrators of domestic abuse.
- Used a victims needs assessment from Supporting Justice to support the re-commissioning of Connect Gwent services as well as provide wider recommendations for the OPCC in relation to victims needs in Gwent.
- My office was instrumental in introducing the new Police Perpetrated Domestic Abuse service 'Tabw', in partnership with South Wales OPCC, which aims to provide an independent advocacy service to support victims.
- Recommissioned Women's Pathfinder WSA & 18–25 Early Intervention Service with partners.
- Undertook significant efforts to recommission the independent sexual violence advisors (ISVA) service, through new contract arrangements that will go live in Summer 2024. The new contract arrangements, in partnership with South Wales and Dyfed-Powys OPCCs, will enable us to more closely monitor and shape the service in the interests of victims.
- Held a week-long series of roadshows in Gwent communities to mark Hate Crime Awareness Week, with a focus on faith-based hate, engaging with more than 400 people during the week.
- Led regionally on partnership work to highlight World Elder Abuse Awareness Day.
- Delivered a roadshow engaging with more than 900 residents and college students in the lead-up to White Ribbon Day, as well as leading communications on behalf of the regional VAWDASV team.
- Worked with Gwent Police and partners to raise awareness of National Stalking and Harassment Week with young people at the University of South Wales Newport campus, Ebbw Vale Learning Zone and Torfaen Learning Zone.

## **Increase community confidence in policing**

### **Key commitments**

(comparison between 2022/23 and 2023/24)

- Increase the effectiveness of officer and staff engagement with residents in their communities, and community confidence and trust in Gwent Police. (Confidence reduced to 64%)

- Improve the accessibility of neighbourhood police teams through a variety of contact channels that meet the needs of the public. (No specific metrics)
- Increase reporting of crime by communities that are less likely to engage with the police (XX)
- Further increase officer and staff diversity to ensure our police service reflects the communities that we serve. (Increasing to 3.9% of officers and 1.9% of staff being from an ethnic minority background against 5.8% in the wider population of Gwent)

## What we have done

- Developed a new Strategic Equality Plan, which will be released once the new PCC is in post and agrees to the proposed priorities.
- Rolled out the Criminal Justice Wales anti-racism action plan across the OPCC and partners, which informs our Strategic Equality Plan priorities and activity over the next couple of years.
- Supported Race Council Cymru's Black History 365 project through funding, sponsorship a prize at the National Youth and Community Awards and attendance at events during the year.
- Working with Cwmbran Centre for Young People (CCYP) as it ran a month of activities centred around Black history as part of Black History Month.
- Sponsored the National Black Police Association conference to further support Gwent's Black officers and police staff.
- Awarded the Children and Young People's Participation Standards Charter for a second time, which recognises the OPCC's continued commitment to ensuring the seven National Participation Standards are followed when working with children and young people.
- Expanded Safe Spaces workshops to children at Gwent schools, with sessions at 18 schools, engaging more than 1000 children.
- Held sixth annual Youth Question Time event for young people
- Supported Coleg Gwent with engagement at a series of well-being days for students.
- Ran workshops with Blaenau Gwent Children's Grand Council to ensure that children and young people are able to have a say on the issues in their communities that matter most to them.
- Joined Gwent Police and Newport Youth Justice Service for a 'Crimes and Consequences' workshop at Ysgol Gyfun Gwent Is Coed.
- Held two walkabouts in Gwent communities and 24 general engagement sessions throughout the year.
- Attended 30 summer events across Gwent throughout the summer, engaging with more than 7,000 people.
- Held XX out-of-court disposal scrutiny panels, reviewing XX cases and providing feedback to Gwent Police where necessary, to help inform practice improvements across the service.
- Held XX legitimacy scrutiny panels that reviewed a dip sample of stop and search and use of force incidents through body worn video and Gwent Police data.
- Received a Silver Award from the Independent Custody Visiting Association - an improvement from the 'Code Compliant' status that the office was given for its Independent Custody Visitor (ICV) scheme in the previous assessment period.
- Recruited five new ICVs following a recruitment campaign over the summer.
- ICV scheme:

- 44 visits conducted when 411 detainees were in custody, of which 278 accepted a visit.
- 77 minor issues raised with the Custody Sergeant addressed at the time, with two addressed subsequently.
- Animal welfare scheme:
  - Eight visits conducted
  - One minor issue raised with the Dog Section Sergeant addressed subsequently.
  - Received a certificate of recognition from the Dogs Trust for another year.
- Helped organise a community litter pick to support the national Big Help Out event.

## Drive sustainable policing

### Key commitments

(comparison between 2022/23 and 2023/24)

- Ensure Gwent Police have the right number of officers, staff and volunteers in the right places (maintained resources at 1,506 FTE police officers, XX police staff, XX community support officers, and XX special constables volunteering an average of XX hours a quarter).
- 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 (Sickness rates XX).
- 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 (Data being developed).

### What we have done

- Maintained Gwent Police's establishment at 1,506 officers – the highest it has ever been.
- Welcomed XX new officers and XX CSOs to Gwent Police.
- Agreed a budget for Gwent Police for 2024/25 of £173m (£8m more than the previous year).
- Set the council tax precept increase at 7.7 per cent.
- Created a capital budget for 2024/25 of £19.8m.
- 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.
- Submitted planning application for Gwent Police Operational Facility project to finalise full costs and the design to be locked-down; however the project remains deferred due to affordability.
- Creation of new fleet workshop in Llantarnam.
- Enabled the remaining teams at old HQ to relocate to allow demolition work to start and continue throughout 2024.
- Ensured successful construction of the new police base in Abergavenny to open in 24/25.

- Delivered social value work in communities and schools as part of the Abergavenny project.
- Held four strategy and performance board meetings to hold the Chief Constable to account.
- Issued 12 HMICFRS responses on issues, including race and policing, the impact of recruitment and retention on the criminal justice system, and effectiveness of police forces in the deployment of firearms.
- Responded to XX Freedom of Information requests, with XX% being replied to within 20 working days.
- XX data protection breaches reported.
- XX 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.
- Dealt with XX police complaint review requests.
- Rolled out unconscious bias training for all OPCC and Gwent Police staff.
- Worked with the three other Police and Crime Commissioners in Wales to appoint seven new legally-qualified chairs for police misconduct hearings.
- Held 25 engagement sessions as part of the budget setting process, engaging with more than 1,500 residents.
- Gave evidence to the Welsh Affairs Select Committee on a range of policing issues and highlighted the need for capital funding from UK government.
- Hosted a visit from the UK Government Policing Minister, Chris Philp MP and sought clarity on funding for Wales for initiatives such as the apprenticeship levy, mental health services, and UK Government's Harm to Hope drug strategy.
- Appointed as a non-executive director of the board of College of Policing.
- Dip-sampled a selection of closed complaint files to check the quality of the investigations and fed back findings to Gwent Police's professional standards department.
- Arranged and hosted the annual Welsh Joint Audit Committee (JAC) training day, and held six JAC meetings during the year.
- Reviewed and approved the JAC terms of reference.
- Highlighted that Gwent Police was an outlier in recording 'no further action' outcomes, leading to process changes by Gwent Police.
- Ran a FOI data breach exercise that confirmed that no information has been released that should not have been.
- Introduced a new monthly scrutiny meeting to deep-dive on thematic areas of work.

### **Strategic Policing Requirement (SPR)**

The Strategic Policing Requirement allows the Home Secretary to meet their statutory duty to set out the national crime and terrorist threats and other civil emergencies that they perceive to be so serious as to require a cross-boundary policing response. The SPR contains some specific requirements on PCCs and as PCC for Gwent I take these requirements seriously. I am required to take account of the SPR in the development of my Police and Crime Plan; hold the Chief Constable to account for having the capabilities required to deliver an effective and proportionate response to those threats; and I am required to provide an assurance statement on these arrangements in my annual report.

In general, I gain assurance and oversight on the response to the identified threats by weaving the SPR priorities into my assurance and scrutiny processes, and from our wider partnerships. I also receive two dedicated briefings each year on Gwent Police's compliance with the SPR. I am not complacent, and there is more work to be done both in



Gwent and across Wales. In particular I have identified the need to establish some additional oversight and assurance mechanisms for the all-Wales collaborations that deliver some of our policing responses to the SPR.

Below, I outline the key threats and some of the various activities/established responses that my office and I have undertaken this year in relation to the SPR. Some aspects (eg violence against women and girls) have more detail in the wider report, which I won't duplicate here.

<b>Threat</b>	<b>Work carried out/In place</b>	<b>Work underway/being introduced</b>
Violence against women and girls	See above	See above
Terrorism	Operational response: Counter Terrorism Policing Wales), Local Special Branch.  The regional ACC provides a report to quarterly Strategy and Performance Board (SPB)  The OPCC receive quarterly updates on Terrorism through the Gwent CONTEST Board and pertinent local data at Community Safety Partnerships	Evolving reporting into SPB  Establishing all-Wales scrutiny approach
Serious and Organised Crime (SOC)	Operational response: National Crime Agency, Regional Organised Crime Unit (TARIAN).  Regional ACC provides a report to quarterly Strategy and Performance Board (SPB)  Local partnership responses are coordinated CSPs, attended by the OPCC  The OPCC has led the development of the Serious Violence Duty across Gwent, which has links to SOC	Evolving reporting into SPB  Establishing all-Wales scrutiny approach  New Gwent SOC Partnership Board, linking to Serious Violence Duty governance  Thematic on new monthly scrutiny meeting
National cyber event	Operational response: The National Cyber Security Centre, National Crime Agency, Regional Cybercrime Unit (in ROCU), force cybercrime unit	Evolving reporting into SPB

	<p>Cyber-fraud reports go to SPB quarterly, which are in turn reported on PCC website</p> <p>Cyber is a thematic issue for monthly scrutiny forum</p>	<p>Establishing all-Wales scrutiny approach (in relation to ROCU)</p>
Child sexual abuse	<p>Operational response: Child abuse investigation unit within Public Protection Unit of Gwent Police, Operation Quartz</p> <p>Safeguarding concerns are managed in the partnership context through the Safeguarding Board, which the OPCC are active members of</p> <p>CSA is reported into SPB quarterly, with an annual report provided from the force</p>	<p>Development of Child Centred Policing model</p> <p>All Wales VAWDASV Blueprint children and young people workstream</p>
Public disorder	<p>Operational response: Appropriately trained bronze, silver, gold commanders, general response policing, dogs unit. Also see civil emergencies below.</p> <p>Community cohesion and civil disorder is considered at local community safety partnerships, attended by the PCC</p> <p>OPCC Chief Executive is invited to attend Gold meetings as required during civil disorder</p>	<p>Thematic area to be added on to new monthly scrutiny meeting</p>
Civil emergencies	<p>Operational response: General response policing, Roads Policing and Specialist Operations department, Emergency and Operational Planning Dept.</p> <p>Partnership response is through the Local Resilience Forum, chaired by Gwent Police</p>	<p>Thematic area to be added on to new monthly scrutiny meeting</p>

Overall, I am assured that the Chief Constable has the capabilities in place to tackle these SPR threats as and when they occur.

However, as previously stated there is more work to be done, some of which is highlighted above with relevant plans in place, and as the new PCC starts in post they will need to factor the SPR in the development of their new Police and Crime Plan.

### **Looking to the future**

The next year will be one of great change. As well as a new Police and Crime Commissioner in place from May, Chief Constable Pam Kelly has announced her intention to retire in September, meaning there will be new leadership of both the Office of the Police and Crime Commissioner and Gwent Police.

In addition to this we now have a new leader of the Welsh Government, and face the likelihood of a general election before the end of the year. The changing political landscape, both here in Wales and the UK in general, contributes to an uncertain future for policing.

We do, however, know the significant issues that we will continue to face, such as managing finances and partnerships, growing demand, and the continual evolution of criminality.

Throughout my time as Police and Crime Commissioner my overwhelming drive and commitment has been to ensure that Gwent remains a safe place to live, work and visit, and I am proud that this has largely been achieved. I firmly believe that, with the team I have assembled, that there are solid foundations on which my successor can build.

I'm incredibly proud of the work we have delivered for the people of Gwent. It has been an honour and privilege to serve as their elected Commissioner and I would like to thank them, as well as my own staff and the police officers and staff of Gwent Police, for their support over the last eight years.

Jeff Cuthbert

Police and Crime Commissioner for Gwent

April 2024

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# PCC's Quarterly Performance Monitoring Report

Quarter 4 2023 / 2024

# 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 2023/24.

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. A new monthly scrutiny meeting is also being trialled in addition to a new dedicated scrutiny meeting for Professional Standards matters. 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



# Overview - Highlights and Areas of Focus

## Highlights

- Positive to see sustained improvements in 999 and 101 performance
- Continued downward trend in Public Order and Anti-Social Behaviour, albeit some of this will be linked to seasonal patterns
- Burglary and theft levels continue to go in the right direction
- Significant proactive work to tackle drug suppliers and organised criminals

## Areas of Focus

- Acquisitive Crime increases and the potential effects of the cost-of-living Crisis
- Shoplifting has reached another 5 year high in Q4 and vehicle crime remains high
- Updates on cases to victims, as provided by officers
- Staff welfare and wellbeing through sickness rates – albeit significant plans have been evidenced by the force to be having an impact

# All Incidents Updated for Quarter 4 2023-24

All Incidents	2019-20	2020-21	2021-22				2022-23					2023-24				Quarterly % Change		
	Total	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3		Q4	Total
Public Safety and Welfare	53,945	48,108	12,998	13,285	12,419	12,687	51,389	12,610	14,645	13,777	14,223	55,255	17,805	17,030	14,380	13,739	62,954	-4%
Crime Related	51,496	44,560	11,926	12,147	11,380	11,048	46,501	12,543	13,741	12,351	12,235	50,870	13,883	13,867	13,107	12,931	53,788	-1%
Transport	31,738	23,682	6,791	6,808	6,368	5,780	25,747	5,684	6,099	5,895	6,020	23,698	6,728	6,631	6,665	6,531	26,555	-2%
Anti-Social Behaviour	11,245	28,659	4,724	3,568	2,883	2,808	13,983	2,951	2,888	2,220	2,608	10,667	3,521	3,483	2,952	2,774	12,730	-6%
Admin	30,950	31,660	8,195	8,709	7,670	6,964	31,538	7,293	7,746	6,934	6,957	28,930	7,722	8,153	7,714	7,728	31,317	0%
Open Log	619	1,045	285	308	228	283	1,104	410	239	184	191	1,024	217	231	458	308	1,214	-33%
<b>Total</b>	<b>179,993</b>	<b>177,714</b>	<b>44,919</b>	<b>44,825</b>	<b>40,948</b>	<b>39,570</b>	<b>170,262</b>	<b>41,491</b>	<b>45,358</b>	<b>41,361</b>	<b>42,234</b>	<b>170,444</b>	<b>49,876</b>	<b>49,395</b>	<b>45,276</b>	<b>44,011</b>	<b>188,558</b>	<b>-3%</b>
% change since previous year		-1.27%					-4.19%					0.11%					11%	

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 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		Incident Sub Categories 2023-24	
	Closing Category 2	Total	Closing Category 2	Total	Closing Category 2	Total	Closing Category 2	Total
ANTI SOCIAL BEHAVIOUR	ASB - COVID19	16,901	ASB - NUISANCE	7,448	ASB - NUISANCE	6,890	ASB - NUISANCE	8,971
	ASB - NUISANCE	6,223	ASB - PERSONAL	2,146	ASB - PERSONAL	1,958	ASB - PERSONAL	2,337
	ASB - PERSONAL	1,856	ASB - ENVIRONMENTAL	1,869	ASB - ENVIRONMENTAL	1,694	ASB - ENVIRONMENTAL	1,105
	ASB - ENVIRONMENTAL	1,848	ASB - COVID19	1,271	VIOLENCE AGAINST THE PERSON	23	VIOLENCE AGAINST THE PERSON	47
	VIOLENCE AGAINST THE PERSON	687	VIOLENCE AGAINST THE PERSON	14	ASB - COVID19	12	ASB - COVID19	20
CRIME RELATED	VIOLENCE AGAINST THE PERSON	21,885	VIOLENCE AGAINST THE PERSON	26,482	VIOLENCE AGAINST THE PERSON	27,615	VIOLENCE AGAINST THE PERSON	28,432
	THEFT AND HANDLING	7,323	THEFT AND HANDLING	7,777	THEFT AND HANDLING	9,025	THEFT AND HANDLING	10,547
	CRIMINAL DAMAGE	5,655	CRIMINAL DAMAGE	5,991	CRIMINAL DAMAGE	5,966	CRIMINAL DAMAGE	5,770
	BURGLARY	2,577	OTHER NOTIFIABLE OFFENCES	2,388	BURGLARY	2,416	BURGLARY	2,279
	OTHER NOTIFIABLE OFFENCES	1,111	BURGLARY	2,346	OTHER NOTIFIABLE OFFENCES	2,013	OTHER NOTIFIABLE OFFENCES	2,260
PUBLIC SAFETY & WELFARE	CONCERN FOR SAFETY	14,111	ABANDONED CALL	15,059	ABANDONED CALL	18,653	ABANDONED CALL	22,865
	ABANDONED CALL	11,593	CONCERN FOR SAFETY	13,845	CONCERN FOR SAFETY	12,948	CONCERN FOR SAFETY	11,881
	DOMESTIC INCIDENT	4,247	SUS CIRCUM/INSEC PREMISES/VEH	6,305	SUS CIRCUM/INSEC PREMISES/VEH	6,861	SUS CIRCUM/INSEC PREMISES/VEH	10,001
	SUS CIRCUM/INSEC PREMISES/VEH	3,413	DOMESTIC INCIDENT	5,150	DOMESTIC INCIDENT	4,862	DOMESTIC INCIDENT	5,552
	MISSING PERSONS	2,983	MISSING PERSONS	3,841	MISSING PERSONS	4,477	MISSING PERSONS	5,544
TRANSPORT	ROAD RELATED OFFENCE	11,460	ROAD RELATED OFFENCE	10,827	ROAD RELATED OFFENCE	9,531	ROAD RELATED OFFENCE	11,059
	HIGHWAY DISRUPTION	7,442	HIGHWAY DISRUPTION	8,566	HIGHWAY DISRUPTION	7,630	HIGHWAY DISRUPTION	9,208
	RTC DAMAGE ONLY	3,638	RTC DAMAGE ONLY	4,797	RTC DAMAGE ONLY	5,077	RTC DAMAGE ONLY	5,037
	RTC DEATH/INJURY	588	RTC DEATH/INJURY	748	RTC DEATH/INJURY	712	RTC DEATH/INJURY	704
	VIOLENCE AGAINST THE PERSON	52	RAIL/AIR/MARINE INCIDENT NOT RE	13	RAIL/AIR/MARINE INCIDENT NOT RE	12	RAIL/AIR/MARINE INCIDENT NOT RE	19



## All Crimes Updated for Quarter 4 2023-24

Crime Type	2019-20	2020-21	2021-22				2022-23				2023-24				Quarterly % Change			
	Total	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2		Q3	Q4	Total
All Other Theft	4,272	2,996	741	849	870	793	3,253	951	974	913	882	3,720	972	928	891	905	3,696	2%
Bicycle Theft	329	274	101	106	57	53	317	79	73	59	52	263	71	93	72	50	286	-31%
Commercial Burglary	1,097	689	144	167	162	214	687	237	195	161	164	757	213	199	200	174	786	-13%
Criminal Damage & Arson	8,542	6,830	2,016	1,884	2,058	2,009	7,967	2,109	2,186	1,804	1,727	7,826	1,991	1,742	1,811	1,637	7,181	-10%
Drug Offences	1,539	1,839	425	297	301	309	1,332	328	304	326	340	1,298	323	388	365	352	1,428	-4%
Homicide	6	3	2	0	2	0	4	4	4	0	0	8	2	1	0	0	3	0%
Miscellaneous Crimes	1,740	1,743	416	355	382	363	1,516	398	360	378	370	1,506	419	449	363	413	1,644	14%
Non Notifiable Offences	124	82	21	25	46	33	125	33	22	25	31	111	28	20	24	30	102	25%
Other Sexual Offences	1,075	827	306	262	288	285	1,141	320	324	308	328	1,280	318	270	283	296	1,167	5%
Possession of Weapons	250	252	62	53	75	107	297	97	76	106	102	381	130	139	114	108	491	-5%
Public Order Offences	7,208	6,845	1,995	2,083	1,918	2,066	8,062	2,344	2,564	2,152	2,037	9,097	2,238	1,861	1,649	1,579	7,327	-4%
Rape	520	425	127	140	154	156	577	174	150	139	136	599	140	144	139	174	597	25%
Residential Burglary	2,498	1,951	375	435	483	461	1,754	431	456	364	369	1,620	391	338	355	323	1,407	-9%
Robbery	304	243	79	59	66	63	267	77	93	78	81	329	65	87	67	82	301	22%
Shoplifting	3,458	2,064	520	566	565	535	2,186	643	591	797	945	2,976	822	980	1,027	1,117	3,946	9%
Theft From the Person	283	153	37	37	50	41	165	49	49	59	50	207	63	45	48	35	191	-27%
Vehicle Crime	3,252	2,259	547	587	573	585	2,292	602	561	616	555	2,334	715	847	745	787	3,094	6%
Violence with Injury	5,853	4,576	1,399	1,428	1,528	1,483	5,838	1,546	1,747	1,643	1,611	6,547	1,849	1,674	1,593	1,666	6,782	5%
Violence without Injury	14,735	13,988	3,604	3,686	3,881	4,173	15,344	4,245	4,566	4,240	4,499	17,550	4,669	4,236	4,293	4,386	17,584	2%
<b>Total</b>	<b>57,086</b>	<b>48,040</b>	<b>12,918</b>	<b>13,019</b>	<b>13,460</b>	<b>13,729</b>	<b>53,126</b>	<b>14,668</b>	<b>15,295</b>	<b>14,170</b>	<b>14,280</b>	<b>58,412</b>	<b>15,420</b>	<b>14,441</b>	<b>14,039</b>	<b>14,114</b>	<b>58,014</b>	<b>1%</b>
% change since previous year		-15.85%					10.59%					9.95%						-1%

## Positive Outcomes and Rates for Quarter 4 2023-24

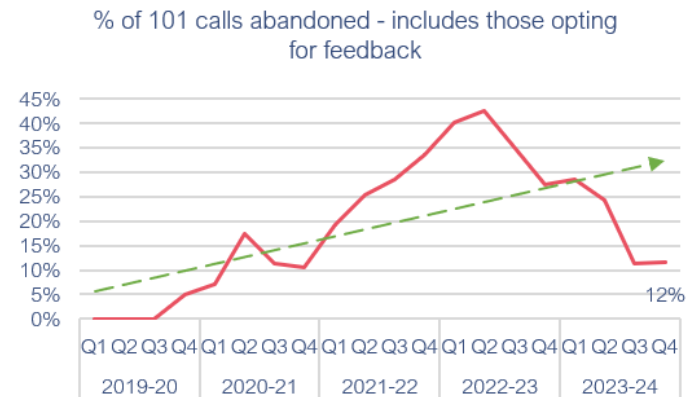
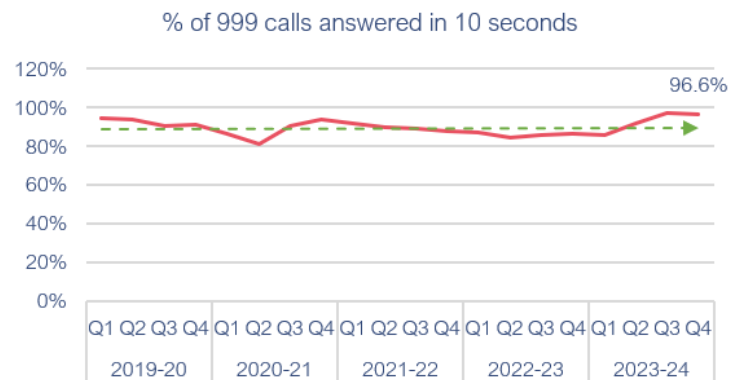
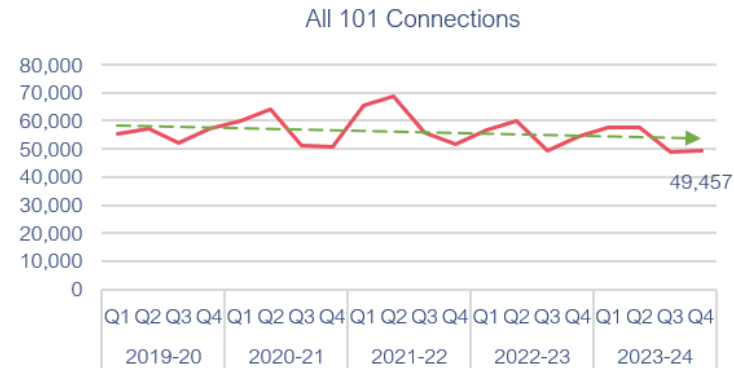
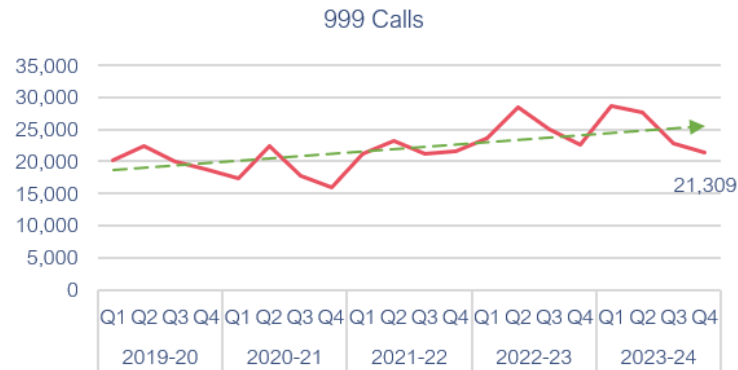
These charts show the Positive Outcomes types and percentages for each crime type. The chart to the right identifies those listed in **bold** as the 'Positive Outcomes' as per Home Office Counting Rules. Note that this information is changing daily as the volumes of 'New/Still Open' cases will continue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

Criminal Justice Positive Outcome Rates	2019-20	2020-21	2021-22	2022-23				2023-24					
	Total	Total	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
All Other Theft	4%	6%	3%	1%	4%	2%	4%	3%	4%	6%	4%	4%	4%
Bicycle Theft	6%	2%	8%	5%	1%	2%	12%	5%	11%	1%	3%	4%	5%
Commercial Burglary	8%	13%	7%	6%	7%	10%	14%	9%	11%	15%	15%	13%	13%
Criminal Damage & Arson	7%	11%	7%	5%	8%	9%	8%	7%	6%	10%	9%	9%	9%
Drug Offences	81%	79%	68%	41%	62%	62%	56%	55%	54%	64%	67%	70%	64%
Homicide	67%	0%	100%	25%	100%	100%	0%	56%	100%	0%	0%	0%	25%
Miscellaneous Crimes	14%	21%	18%	10%	18%	19%	19%	17%	16%	15%	26%	23%	20%
Non Notifiable Offences	0%	0%	0%	9%	0%	4%	0%	3%	0%	0%	0%	0%	0%
Other Sexual Offences	10%	14%	8%	5%	9%	8%	12%	8%	9%	9%	13%	12%	11%
Possession of Weapons	58%	62%	45%	23%	47%	44%	42%	39%	37%	42%	40%	58%	44%
Public Order Offences	8%	13%	10%	5%	7%	7%	7%	7%	8%	11%	10%	12%	10%
Rape	6%	11%	6%	5%	7%	9%	7%	7%	6%	8%	18%	10%	11%
Residential Burglary	5%	7%	6%	5%	4%	5%	7%	5%	5%	5%	7%	12%	7%
Robbery	19%	16%	19%	9%	11%	19%	12%	13%	15%	16%	16%	14%	15%
Shoplifting	28%	35%	28%	19%	27%	22%	27%	24%	32%	27%	49%	25%	33%
Theft From the Person	3%	6%	5%	0%	2%	2%	0%	1%	3%	2%	2%	3%	2%
Vehicle Crime	4%	5%	6%	3%	5%	5%	3%	4%	6%	3%	6%	2%	4%
Violence with Injury	16%	19%	14%	10%	13%	11%	14%	12%	14%	15%	17%	18%	16%
Violence without Injury	8%	12%	8%	5%	8%	8%	8%	7%	8%	9%	10%	10%	9%
Overall Positive Outcome rate	12%	16%	11%	7%	10%	10%	11%	10%	11%	13%	14%	14%	13%
% change since previous year		36.44%	-31.06%					-14.19%					35%

Number of crimes with a recorded outcome rate during time period shown	2019-20 Total	2020-21 Total	2021-22 Total	2022-23 Total	2023-24 Total
1: Charged/Summoned	4,782	5,092	3,891	3,845	4,755
2: Youth Caution/Conditional Caution	74	89	66	75	78
3: Adult Caution/Conditional Caution	730	636	426	508	350
4: TIC (Taken into Consideration)	32	12	8	5	24
5: Offender has Died	13	15	32	67	59
6: Penalty Notice for disorder	249	286	124	4	1
7: Cannabis Warning	278	383	190	5	0
8: Community Resolution/Youth Restorative Justice	559	1,135	1,190	1,227	2,293
9: Prosecution not in the public interest	10	25	8	30	12
10: Police - Formal action not in public interest	573	557	366	793	389
11: Named suspect below age of criminal responsibility	79	74	88	183	158
12: Named suspect too ill to prosecute	54	127	56	179	135
13: Named suspect but victim/key witness deceased or too ill	36	26	26	54	77
14: Victim declines/unable to support action to identify offender	3,067	2,934	2,578	2,822	1,679
15: Named suspect, victim supports but evidential difficulties	7,344	9,536	6,728	12,988	17,723
16: Victim withdraws support - named suspect identified	14,285	14,945	12,373	17,143	9,639
17: Suspect identified but prosecution time limit expired	140	188	160	352	30
18: Investigation complete no suspect identified	21,271	15,547	13,576	21,476	19,127
20: Other body agency has investigation primacy	374	213	152	721	741
21: Named suspect, investigation not in the public interest	203	130	85	277	289
22: Diversionary, educational or intervention activity	140	205	164	184	193
New/Still Open	110	111	164	210	410
<b>Positive Outcomes</b>	<b>6,717</b>	<b>7,648</b>	<b>5,927</b>	<b>5,736</b>	<b>7,560</b>
<b>Total Outcomes</b>	<b>54,293</b>	<b>52,155</b>	<b>42,287</b>	<b>62,938</b>	<b>57,752</b>
<b>% of Positive Outcomes Against Finalised Outcomes</b>	<b>12.4%</b>	<b>14.7%</b>	<b>14.0%</b>	<b>9.1%</b>	<b>13.1%</b>

## 999 and 101 Demand for Quarter 4 2023-24

Quarter 4 2023-24: 999 demand has decreased by 3.63% compared with quarter 3 2023-24. This follows the same downward trend in calls seen in the previous 5 years, as well as being in line with the reduced number of incidents reported in Quarter 4 compared to quarter 3 of 2023-24. The demand decrease continues to have a positive effect of the 999 service level showing that 97% of calls were answered within 10 seconds, which is a continuation of the high service level recorded in the last 5-year period seen in Quarter 3 2023-24. 101 demand has also slightly increased in quarter 4 2023-24, which is similar to last year, however the average waiting time remains positive at approx. 2 mins, and the abandonment rate continues to remain low at 12%. These improvements are because of a significant focus on leadership, systems and processes, and operation Uplift coming to completion.



101 Average Answer Speed	2022-23				2023-24			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	06:53	07:45	09:41	07:47	06:27	05:05	02:20	02:14

# 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



During this quarter, officers involved in neighbourhood policing participated in a one-day training session on problem-solving and prevention, as part of the Gwent version of the All-Wales Neighbourhood Policing Programme.

Additionally, response officers are undergoing training on situational and community prevention, incorporating tailored approaches to enhance their effectiveness in these areas.

## What have the PCC and OPCC Done?

### Policy, Projects and Partnerships

The OPCC is still involved in both a regional and national review of Community Safety Partnerships (CSP) and ASB. The Gwent CSP review is still underway and the OPCC continues to work with the police and CSP partners in developing this work.

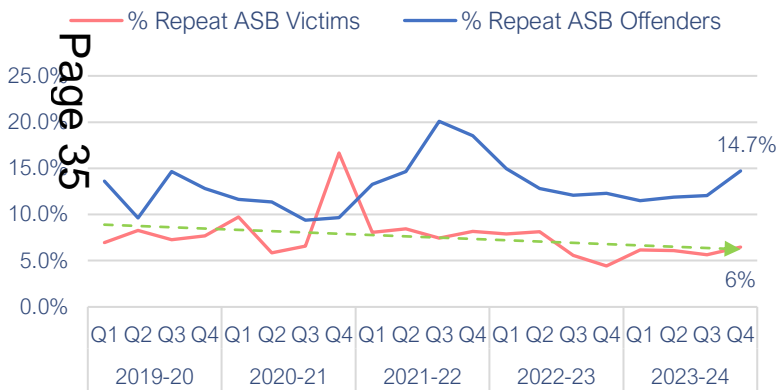
Q4 saw the development of 'Operation Lumley', Gwent Police's response to the 'ASB Hotspot Response patrolling' and 'Grip serious violence hotspot policing' through Home Office funding. This operation involves enhanced uniform presence in hotspot areas experiencing high levels of anti-social behaviour and serious violence across Gwent.

The OPCC's analyst continues to provide crime and ASB information to the CSPs to enable them to focus priorities.

## Funding and Commissioned Services

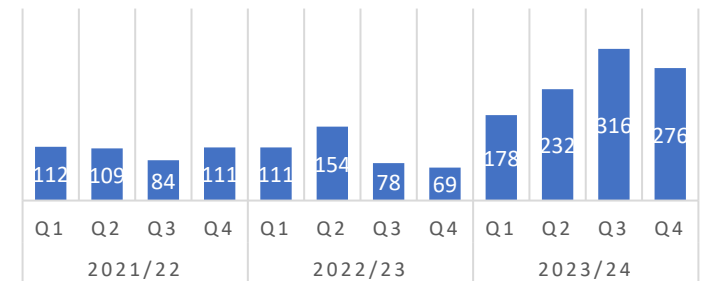
Positive Futures are a diversionary service for children and young people, funded by the PCC in across all local authorities in Gwent. They put on a range of scheduled sessions each week, but also unscheduled sessions in response to emerging community issues.

The graph below shows the number of young people who attended an unscheduled ASB diversionary session; the numbers do not count repeat attendance.

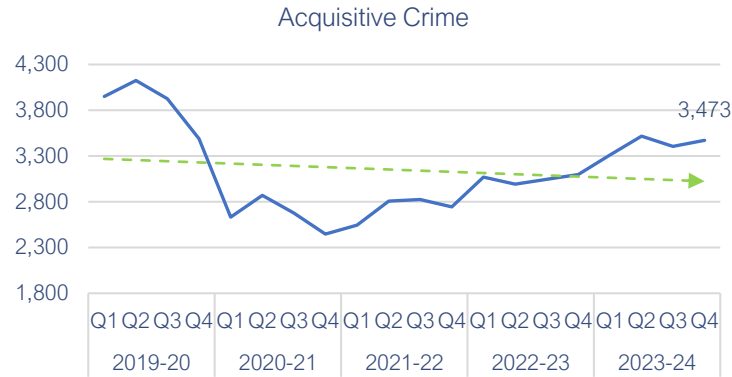


Quarter 4 2023-24 continues to show a downward trend in Public Order, decreasing by 4%. ASB continues to show a slight decrease (6%) when compared to the previous 2023/24 quarters.

## NUMBER OF YOUNG PEOPLE ATTENDING UNSCHEDULED DIVERSIONARY SESSIONS



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



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Acquisitive crime consists of burglary, robbery, vehicle crime, shoplifting and theft. Overall, Q4 saw a slight increase (2%) in the number of acquisitive crime incidents since Q3.

Although burglary (-9%) and theft (-27%) remains lower than previous quarters, vehicle crime (6%), robbery (22%) and shoplifting (9%) increased.

Shoplifting continues to remain high. The OPCC will continue to monitor and link in with local policing areas to ensure reporting is accurate and to provide context behind this quarterly rise.

## What have the PCC and OPCC Done?

### Policy, Projects and Partnerships:

Due to funding cuts from the Home Office for Safer Streets 5, restructuring and re-profiling were necessary and led to the discontinuation of some initial interventions. Consequently, the funding is now directed towards a streamlined approach for the Neighbourhood Policing Team to deter ASB and implement diversion tactics.

Shoplifting, along with wider neighbourhood crime, has been scheduled for specific scrutiny over Gwent Police's plans, priorities and challenges in the newly established Scrutiny and Assurance Forum. This will happen in July.

## Funding and Commissioned Services

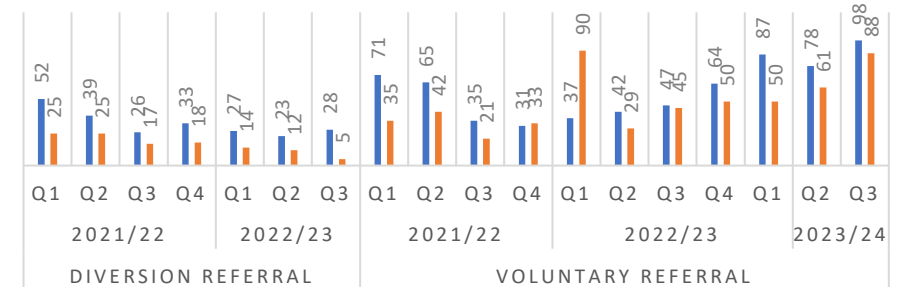
The OPCC provides funding for the delivery of 18-25 Early Intervention Service in Gwent. The service supports young adults and women entering the criminal justice system to achieve positive outcomes such as accessing accommodation, improving their financial situation, gaining employment and improving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

During this quarter, work continued to deliver a comprehensive service to young adults and women, delivering 1:1 support, workshops and group support. Additionally, ongoing awareness raising campaigns were delivered with the police and community to support colleagues.

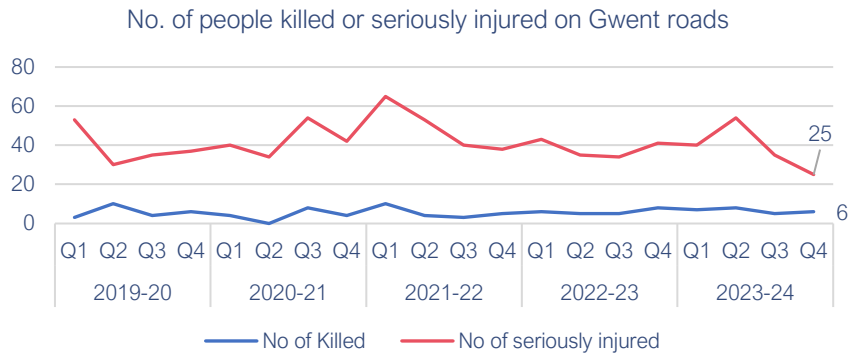
Following a re-commissioning exercise with partners, new providers for this service has commenced their role in spring 2024, as a result, no data was provided for this quarter however, the OPCC anticipates more information on this transition in the next quarter.

## FUTURE 4 DIVERSIONARY SERVICE REFERRALS

■ Women's Pathfinder ■ 18-25 Early Intervention Service



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



The total number of killed or seriously injured decreased 23% since Q4 and remains lower than 2022/23 Q4.

Collision Investigation Callouts are for complex collisions requiring roads policing expertise and do not necessarily reflect the severity of harm involved.

During Q4, the number of collision investigation callouts increased by 21%, this shows an overall increase since 2022/23 Q4 but remains lower than 2021/22 Q4.

The 'Fatal Five' offences consist of:

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

During Q4, 823 individuals were reported for one of these Fatal Five offences, an increase of 80.1% from Q3.

The most commonly reported Fatal Five offence during this quarter was drink/driving which accounted for 32.2% of all offences (265 instances reported). This was followed by use of mobile phone, which accounted for 21.0% of all Fatal Five offences (173 instances reported)

Q4 saw the continuation of the Road Policing and Specialist Operations (RSPO) officers take part in 'Operation Harley', which tackles the use of electric off-road bikes being on the city's roads and pavements. During this quarter, officers from Torfaen neighbourhood policing team seized an illegal quad bike while out on patrol. The quad bike in question was seized after it deemed to be being used in an anti-social manner without valid insurance.

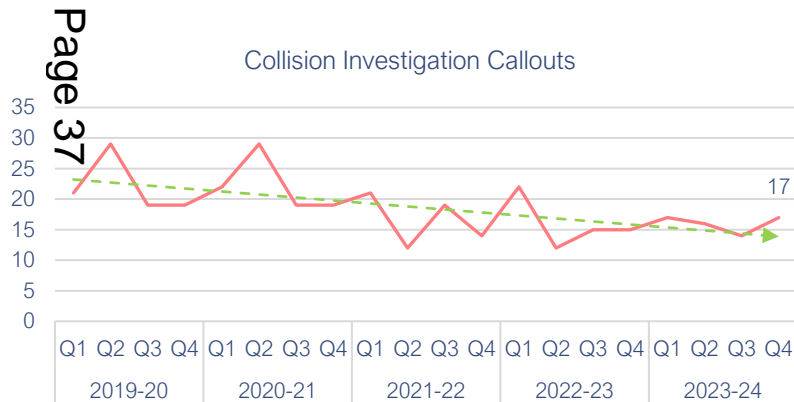
This quarter also saw a pop-up surgery held in Chepstow following the theft of several motorbikes, which provided crime prevention advice and support to the public.

## What have the PCC and OPCC Done?

### Funding and Commissioned Services

During Q4, over 200 young people across Blaenau Gwent engaged with the OPCC and Police Officers through the delivery of Safer Space workshops. These sessions encourage children to talk about where they feel safe, unsafe and asked to think about solutions that could make them feel safer.

The information is shared with the local policing teams and other partners. These sessions enable children and young people to have their say on the issues that are important to them. It is just one of the methods that the OPCC use to listen to the voices of communities.



**Q4 Spotlight Service: ST GILES TRUST**

- How much funding goes into the service? £127,706
- What proportion of the service is funded by the PCC? 0.5% (however, we fund 100% of the work that takes place in this programme in Gwent, with additional investment now coming via new Home Office funding in relation to the Serious Violence Duty)

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**About the Service**

St Giles Trust support children and young people at risk of or currently being exploited. They provide 'tertiary' interventions work with children and young people known to be exploited, working across Wales to help people overcome barriers and get the support they need to move forward with their lives.

**Case Study**

Person X, initially scoring 92 on the exploitation toolkit, has reduced their risk to 45, enabling them to secure supported accommodation.

Prior to moving into this accommodation, Person X was sofa surfing at family and friends houses so struggled with the transition.

Person X had unsettled feelings and the transition of being homeless to supported accommodation led to missing episodes, which staff attributed to Person X needing a sense of control.

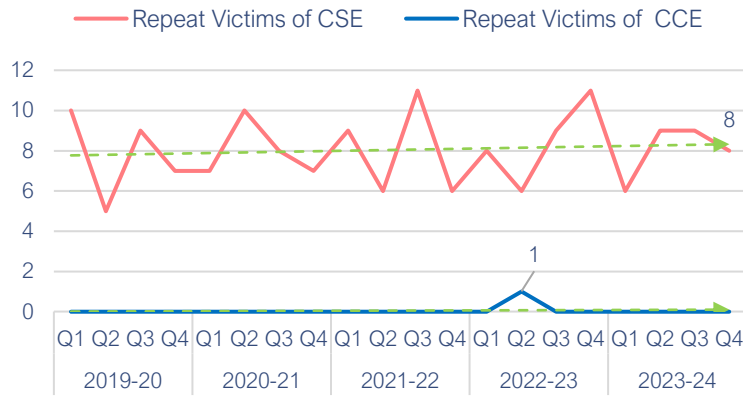
Person X praised St Giles Trust for their genuine support with future efforts will focus on education training, and employment to help Person X achieve long-term sustainability and avoid criminal activities, leveraging Person X's determination and the support system in place.



# 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



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The number of repeat victims of CCE have remained the same this quarter, however repeat CSE victims have seen a decline. The offence most assigned a CSE local qualifier during Q4 2023-24 was Take/Make Indecent Photographs/Pseudo-photographs of Children.

A weekly missing meeting has been developed for all five local authorities. The meeting include a range of partners including YOS, Police, St Giles Trust, Education, Health etc. providing the platform to review missing episodes to ensure that appropriate action has been taken and appropriate interventions are in place. It allows information sharing to address any wider safeguarding concerns and escalate issues should they arise, in a timely manner. This allows efficient problem solving and identifies where resources need to be allocated to disrupt or prevent future missing episodes or activity linked to exploitation.

## What have the PCC and OPCC Done?

### Policy, Projects and Partnerships

The OPCC continue to work with Newport City Council and are currently in the process of completing an evaluation of a pilot known as 'Understanding the Triggers'. This pilot offered a person-centred approach which supported vulnerable children and families at risk of criminality and exploitation (criminal or sexual).

Work has commenced for the OPCC to produce an evaluation report by the end of 2024. There is keen interest in this work from partner agencies and Welsh Government, who will receive the evaluation report to inform their policies in this area.

The OPCC also continue to fund St Giles Trust, during this quarter, team leaders and caseworkers have met with Gwent Police through 'Operation Quartz', providing a linked-up approach to support and disrupt young people who are at risk of serious organised crime.

Another of our commissioned services Fearless provides children and professionals with information around CSE/CCE to identify signs and promote awareness, offering advice on different ways to report.

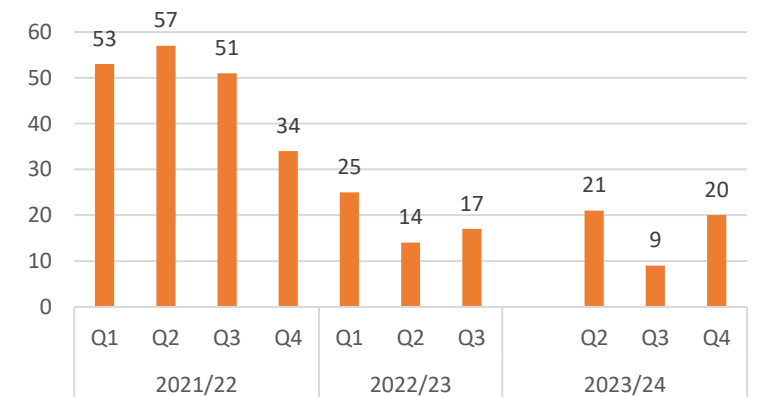
## Funding and Commissioned Services

St Giles Trust support children and young people who are at risk of or currently being exploited to Serious Violence and Organised Crime. Tertiary interventions work with children and young people known to be exploited.

Q4 shows an increase in 1-1 tertiary interventions delivered to children and young people when compared to Q3. This increase is due to staffing issues in the previous quarters being resolved.

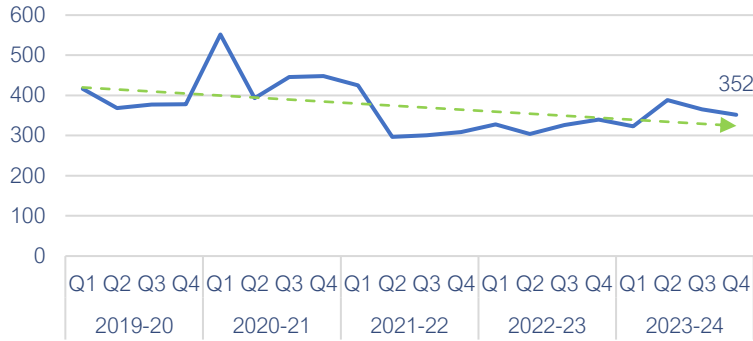
This quarter also saw a continuation in partnership working between Local Authorities, Youth Offending Service and the Police.

### St Giles 1:1 Tertiary Interventions

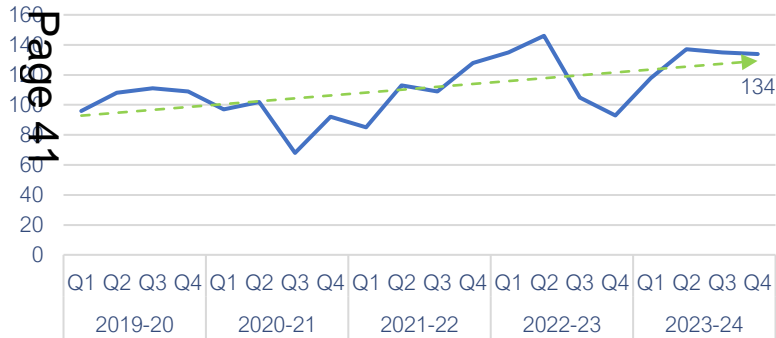


# PRIORITY 2. COMBAT SERIOUS CRIME: INCREASE DISRUPTION OF SERIOUS ORGANISED CRIME, AND REINVEST ASSETS SEIZED BACK INTO COMMUNITIES

Drug Offences



Most Serious Violence Offences



The number of drug offences has decreased in Q4, a quarterly decline of 4% from Q3.

Serious violence offences have remained stable from 135 in Q3 to 134 in Q4.

## What have the PCC and OPCC Done?

### Policy, Projects and Partnerships

As the 'Lead Convening' authority the OPCC continues to work with partners to develop the Serious Violence Duty in Gwent.

In Q4 focus has been on developing intervention and prevention programs to tackle youth violence, knife crime and tackling the perpetrators of VAWDASV. Through the respective CSPs, proposal bids for commissioning interventions are being developed.

In conjunction with the VAWDASV Board, a strategic needs assessment has been developed with a view to better understand the perpetration of violence against women, domestic abuse and sexual violence in Gwent. This work aims to achieve a better understanding of VAWDASV perpetration specifically to Gwent and what works in respect of interventions for perpetrators. This needs assessment provides a first step towards achieving these objectives. The OPCC are continuing to support this work.

The Serious Violence Duty Partnership Manager has now developed data sharing through the Wales Violence Prevention Portal. This is designed to ensure that violence prevention solutions are evidence based and identify trends in violence at a local and national level.

Using the funding secured from the Home Office, work continues to implement schemes to deliver the Serious Violence Duty in the next 2 years.

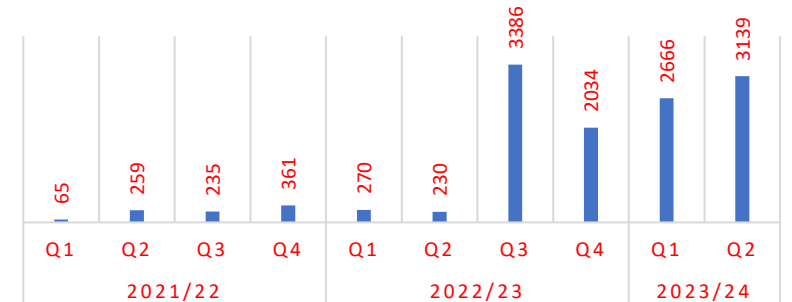
## Funding and Commissioned Services

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

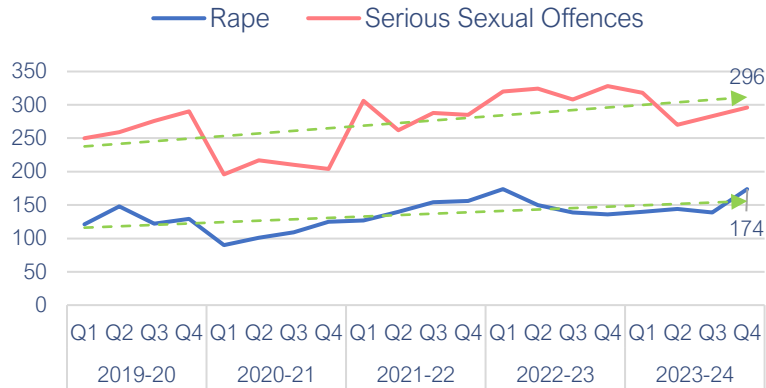
In Q4, Crimestoppers Trust successfully recruited a new Fearless Youth Worker for Gwent, this worker is now continuing interactive sessions with children and young people to raise awareness about knife crime and county lines.

As a result of the change in employment, there is no data available for the number of children engaged in Fearless school interventions during this quarter, the OPCC ensures that this data will be collated for Q1 2024/25.

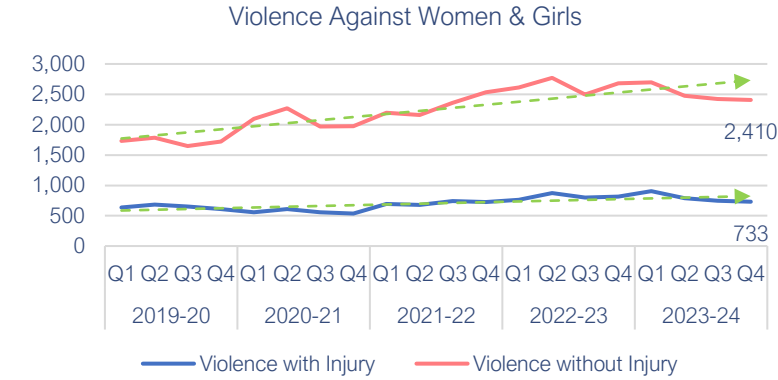
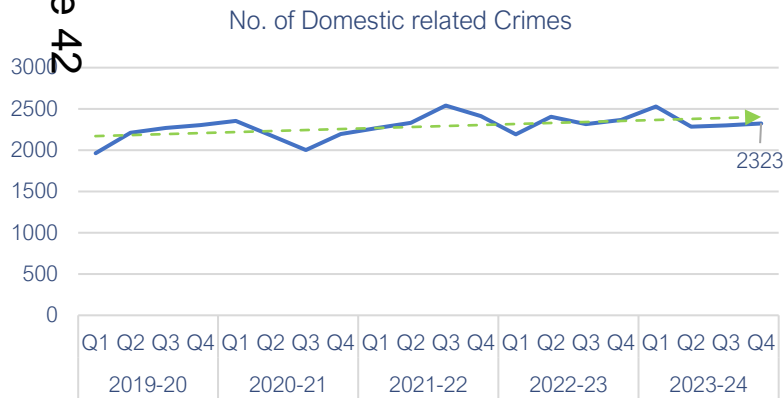
## NUMBER OF CHILDREN ENGAGED IN FEARLESS SCHOOL INTERVENTIONS



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



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The volume of recorded Rape offences has increased by 25% during Q4 2023-24 when compared to the quarter prior, with 35 additional offences recorded for a total of 174. This rise aligns with the goal of increased reporting stipulated in the government's Beating Crime Plan.

Q4 saw the official launch of the DA Matters initiative in force, encouraging officers to participate in additional training to tackle cultural change and improve the response to domestic abuse. DA Champions are then responsible for challenging inappropriate language and behaviour, checking service delivery, giving feedback and congratulating great practice. They also identify and act on compassion fatigue, burnout and vicarious trauma and respond to abuse within colleagues' personal lives.

Work is ongoing in the force to ensure positive outcomes increase particularly VAWG, which is now monitored at a new VAWG/Vulnerability Board to ensure progress is monitored and departments are held to account. VAWDASV remains one of our key priorities.

## What have the PCC and OPCC Done?

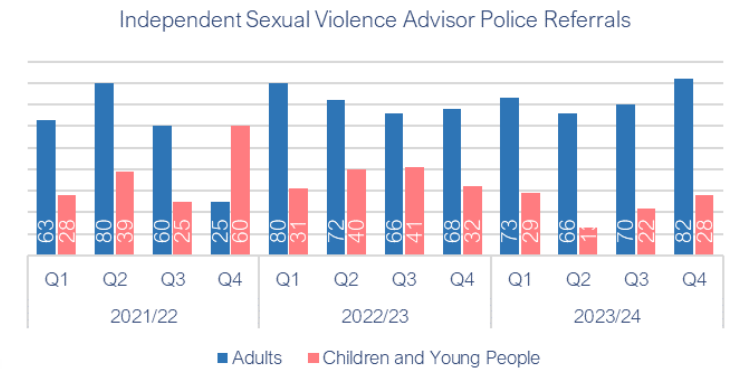
### Funding and Commissioned Services

During this quarter, we continue to monitor the MATAAC (multi-agency tasking and coordination) process, funded through the OPCC. MATAAC discusses the most high-risk perpetrators of domestic abuse in Gwent and how to disrupt their behavior.

We also continue to fund and support Tabw, the service delivery of the Police-Perpetrated Domestic Abuse service for victims in Gwent and South Wales. The service provides independent support to victims/survivors understanding the additional barriers they face. Although referrals continue at a steady pace, they are continuing to increase across both force areas. Emerging themes being counter allegations.

The monitoring of Tabw performance data will be done via the PSD scrutiny meeting.

New Pathways provide a specialist Independent Sexual Violence Advisor (ISVA) service. Police referrals have seen a slight increase this quarter which is reflected in the force data.



## PRIORITY 2. COMBAT SERIOUS CRIME: COMMISSION AND INVEST IN SERVICES THAT WORK WITH PERPETRATORS OF SERIOUS CRIME TO PREVENT AND REDUCE RE-OFFENDING

### Q3 Spotlight Service: **IDVA** (Independent domestic abuse advocate) Service

- How much funding goes into the service? **£335,123.00**
- What proportion of the service is funded by the PCC? **The Gwent IDVA Service is funded by Local Authorities, the OPCC and Welsh Government; both contribute approximately 50% of its overall funding.**

#### About the Service

The Gwent IDVA Service supports all high-risk victims of domestic abuse across Gwent, male and female, aged 16+, unless the client is already adequately supported by another domestic abuse specialist. Referrals are received into the IDVA Service via the domestic abuse safeguarding team, Multi Agency Risk Assessment Conference's, other agencies direct or victim self-referrals.

When victims have reported matters to the police, the IDVA serves as the link between the victim and the criminal justice system, providing them with the information about court processes and, where appropriate, passing on their knowledge to inform bail and sentencing decisions.

#### Case Study

Client G has been supported by the IDVA service since 2022, after ending her relationship with her husband, she had to contact police due to him refusing to leave the family home or accept the relationship was over. His behaviour began to escalate with him following her and some of her work colleagues.

Client G was contacted by the IDVA service and all initial work around safety planning, target hardening and advice around the Criminal Justice Process was completed. Client disclosed that she is autistic, highlighting different ways that this presents and impacts her. Her IDVA (Independent domestic abuse advocate) used this information to inform their practice and tailor the support provided to Client G.

After a lengthy investigation, the case was unfortunately NFA'd by the CPS (criminal prosecution service). This was understandably upsetting for Client G, but also frightening with bail conditions no longer in place to protect her. Over the coming months the IDVA was able to support the client to make an appeal to the CPS as well as apply to the family courts for a non-molestation order. Client G works full time and was ineligible for legal aid so had to be heavily supported by the IDVA to help them through this process. The IDVA engaged directly with the CPS and Family Court to ensure they were the main point of contact for any updates and manage communication to the client.

Client G was supported at family court by the IDVA, and a non-molestation order was obtained, allowing her to feel safer. Once these time sensitive matters were dealt with the IDVA was able to explore additional support. Client G was supported to attend the GP to address PTSD and referred to counselling. Client G is well educated and does research as part of her job, throughout her support she has expressed how she would like to do some sort of research around improving victim's experiences to Domestic Violence and the Criminal Justice System. Client G felt empowered since accessing support and rebuilding her life, she has expressed interest in working with the Survivor Engagement Group.

This case highlights some of the more complex work IDVA's can become involved in such as criminal prosecution service appeals and applications to the family court. Particularly for those who work full time and often can't access legal aid or extra financial support.

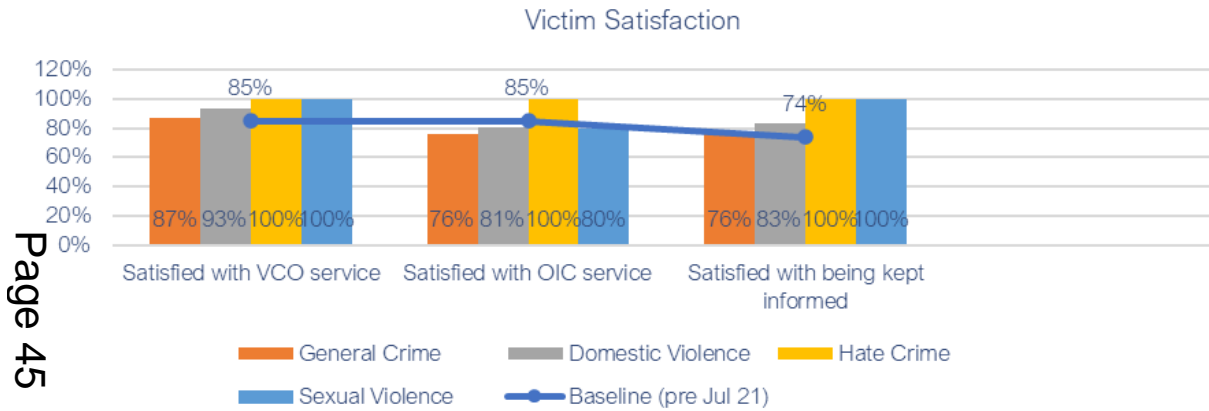
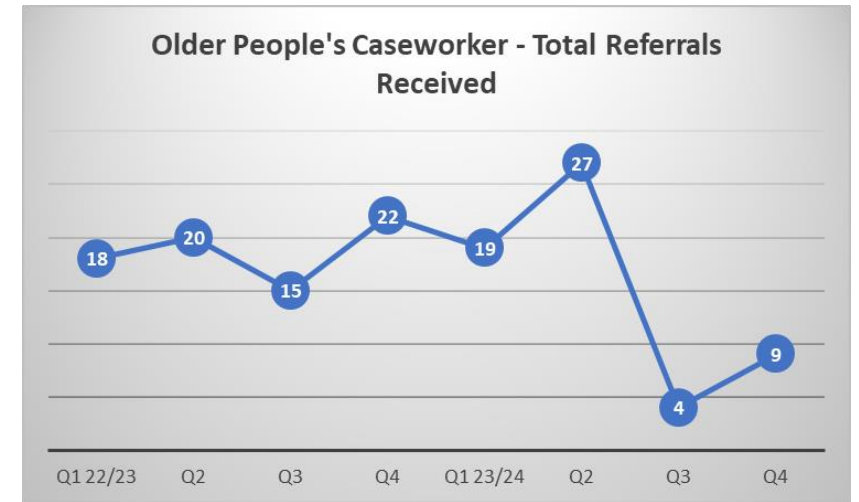
# Priority Three: Support Victims and Protect the Vulnerable

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 (VCU) received 13,053 referrals into the service, a slight decrease from the previous quarter, which saw 13,325 referrals received. 4,865 victims were identified as requiring an enhanced service under the Victims' Code, which was consistent with Q3.

The Witness Care Unit (WCU) continues to experience a high volume of cases. In Q4, the team dealt with 3,003 live cases; 23,553 victims and witnesses were supported post-charge.



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During the reporting period:

- Domestic Violence
  - Satisfaction with the service received from the Victim care Officer decreased from 96% in the previously reported quarter, to 93% in Q4 2023/24
  - Satisfaction with the service from the officer dealing with the case decreased from 83% in the previously reported quarter, to 81% in Q4 2023/24.
- The Chief Constable has provided assurance to the Commissioner that a comprehensive approach to victim care will be applied throughout the victims' journey, with regular benchmarking to be undertaken against HMICFRS's Victim Service Methodology.

### Funding and Commissioned Services

The above graph shows the number of referrals to the Age Cymru Older People's Caseworker for the last two years. The service, funded by the OPCC as part of Connect Gwent, provides emotional and practical support to people over 50 who have been victims or witnesses of crime. Referrals decreased in Q3 due to staff retirement, when contingency plans were put into place to cover the recruitment of a successor into the position. The current Caseworker commenced in the role in February 2024. Subsequently, Q4 has started to see an upturn in referrals. The OPCC continues to monitor performance through its quarterly contract review meetings and is satisfied with the performance of the service.

Of the individuals supported during the quarter:

- 67% stated they were disabled.
- 1% were of Black heritage.
- 78% were female.
- 100% reported improvements in their health and wellbeing, feelings of safety, and empowerment to act on information.,

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

Victims' Code	Requirement	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24
Right 6 – To be provided with information about the investigation.	Provide key stage updates in 1 or 5 days (enhanced/standard) – Officer in the Case	44% given 97% in timescale	48% given 85% in timescale	63% given 84% in timescale	76% given 85% in timescale
	Agree and provide regular updates – Victim Care Officer	Yes 92% Opt out 2% No 6%	Yes 72% Opt out 4% No 24%	Yes 96% No 4%	Yes 95% No 5%
Right 8 – To be given information about the trial process and your role as a witness.	Provided with key stage updates throughout the court process – Witness Care Officer	80% given 100% in timescale	97% given 100% in timescale	93% given 96% in timescale	96% given 95% in timescale
Right 9 – To be given the outcome of the case and any appeals.	To be informed of the court outcome including sentencing information – Witness Care Officer	85% informed 100% in timescale	97% informed 100% in timescale	100% informed 100% in timescale	100% informed 100% in timescale

The Head of Victim Services collates Gwent Police's compliance with the requirements set out in the Victims' Code. Responsibility for keeping victims and witnesses informed occurs in three areas, as indicated in the adjacent table.

Across the year, improvements have been seen in the number of key stage updates provided by officers (Right 6), which has been an ongoing area of focus for the force. It is also positive that Qs3 and Q4 saw 5% or less of victims decline regular updates from the Victim Care Unit.

It is recognised that the compliance information set out under Rights 8 and 9 can be affected by victim attrition at the court stage of the process, providing fluctuations in the data. Monitoring arrangements are in place for victim attrition, including at the Gwent Criminal Justice Strategy Board.

The Chief Constable has advised the PCC that keeping victims up to date remained an area of improvement for the force.

### What have the PCC and OPCC Done?

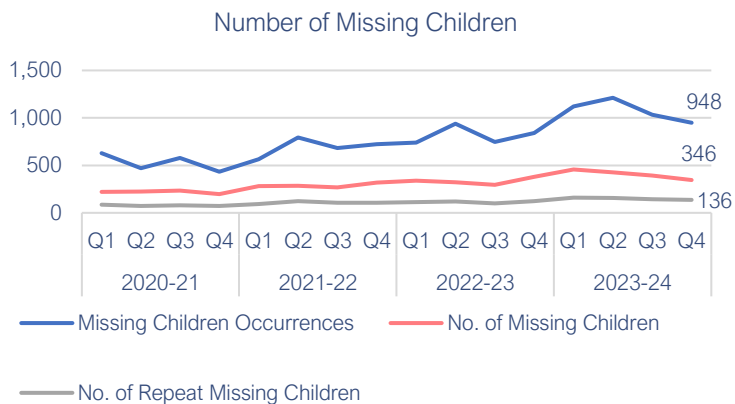
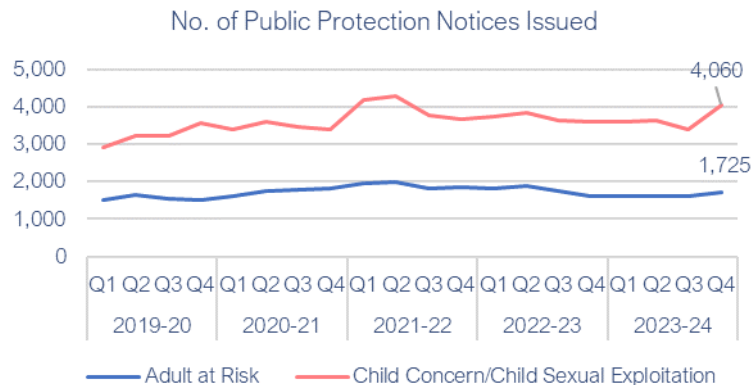
#### Policy, Projects and Partnerships

To help increase victims' awareness of their rights under the Code, we promoted the UK Government's new website which provides information and support for victims and witnesses following a crime. We also included information on local contacts for support and services, including those commissioned by the OPCC as part of Connect Gwent. A dedicated session on victims took place at the scrutiny assurance forum in June, the outcomes of which will be reported in Q1 2024/25.

We continued to work with Gwent Police and other criminal justice partners in Wales to prepare for the enactment of the Victims and Prisoners Bill and the implementation of the Ministry of Justice compliance framework for the Victims' Code. We will work to embed the agreed process and monitoring approaches at the Gwent Criminal Justice Strategy Board (chaired by the PCC) in due course. This will help to ensure the PCC fulfils their duties under the requirements of the Bill.



# PRIORITY 3. SUPPORT VICTIMS AND PROTECT THE VULNERABLE: FURTHER IMPROVE OUR WORK WITH PARTNERS TO PROTECT THOSE MOST VULNERABLE (1)



The number of public protection notices for adults at risk rose slightly in Q4, whilst the number for children rose sharply in Q4 to the highest since Q3 21/22. More information on Child Sexual Exploitation data is included on slide 14.

Whilst the number of missing child occurrences has continued a slight downward trend for the year, case numbers remain higher than in previous reporting years.

Communication with partners internal and external are continuously improving to safeguard and support identified victims as stated in slide 14. The force are in the process of completing and rolling out the Philomena Protocol and Trigger Plan for every child managed by the exploitation unit. This is to cover all associates of the individual, including their locations, frequency, any complex needs etc. to ensure that when they are reported as a missing person, the force and agencies are better equipped at identifying risk at an early juncture and provide a targeted response in relation to immediate actions raised. The meetings overall aim is to ensure there are better outcomes for children who are reported missing.

## What have the PCC and OPCC Done?

### Policy, Projects and Partnerships

The OPCC was invited to join Newport Youth Justice Service's Disproportionality Group. The Group will support the creation of a Disproportionality Strategy for the Youth Justice Service, and will consider a range of themes, including 'breaking down the barriers', interventions, and outcomes for children.

The OPCC has continued to participate in the Gwent Safeguarding Board's multi-agency Child Stop and 'Strip' Searches Task and Finish Group. As a result of the group's activity, a set of recommendations were provided to the Safeguarding Board for agreement to improve safeguarding processes in relation to more thorough and/or exposure of intimate parts searches.

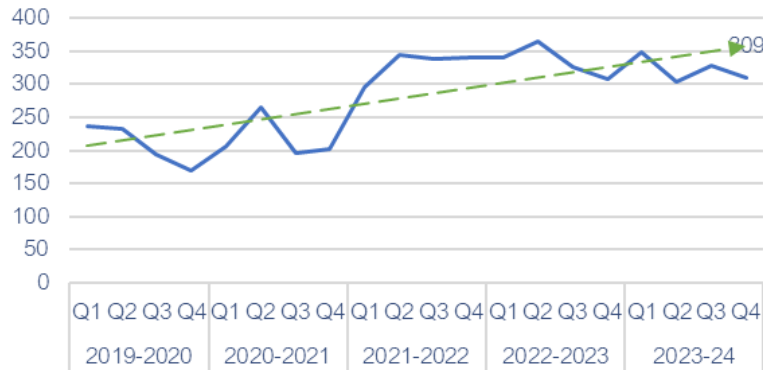
Recommendations included revisions to terminology for 'strip searches' provide greater accuracy of the search process, as well as provision of onward safeguarding referrals or Public Protection Notices for each child subjected to a more thorough or exposure of intimate parts search.

### Funding and Commissioned Services

During this quarter, the Commissioner awarded £423,174 to organisations that support children and young people across Gwent. The community fund is awarded to non-profit organisations that support children and young people who are involved, or at risk of becoming involved, in crime and antisocial behaviour, or those who have been victims of crime.

## PRIORITY 3. SUPPORT VICTIMS AND PROTECT THE VULNERABLE: FURTHER IMPROVE OUR WORK WITH PARTNERS TO PROTECT THOSE MOST VULNERABLE (2)

Hate Crime Occurrences



In Q4 23/24:

- Racial hate offences increased by 3.1% (6 crimes) when compared with Q3.
- Religious hate offences have increased by 33.3% (7 crimes) when compared to Q3.
- Disability-related hate offences decreased by 22.2% (18 crimes) when compared to Q3.
- Transphobic hate offences increased by 46.7% (7 crimes) when compared to the Q3.
- Homophobic related offences decreased by 12.7% (7 crimes) when compared to Q3.

When compared to Q3, the solved rate for hate crimes has increased by 2.2 percentage points to 17.3% with 5 additional crimes solved for a total of 59. This represents the highest quarterly solved rate this year.

The solved rate for Q4 2023/24 is 3.6 percentage points above that recorded for the same quarter during the previous financial year, with 13 additional crimes solved. An increase of 5.6 percentage points can be observed when comparing the current FYTD against FYTD 2022/23, with 77 additional crimes solved.

During the last period, a series of reassurance visits were provided to a repeat victim of racial hate crime. The victim was issued with a security camera and light to serve as a deterrent, with focused patrols also implemented. No further issues have since been reported.

### What have the PCC and OPCC Done?

#### Policy, Projects and Partnerships

The OPCC participated in the Criminal Justice Board for Wales workshop to develop the focus for its Victims and Witnesses Workstream for 2024/25. The workshop was informed by a range of information, including feedback on key issues provided by Gwent Criminal Justice Strategy Board (CJB) partners, and survivor voices. Following agreement of the Criminal Justice Board for Wales work programme for 2024/25, the Gwent CJB will review and agree its own specific activities aligned to the Wales priorities.

The OPCC has continued to participate in the WG Disability Rights Taskforce: Access to Justice Working Group. The working group seeks to improve the experiences of disabled people in Wales and is engaged with a range of stakeholders and relevant agencies to develop a set of recommendations for Welsh Government consideration.

Through the group, members were invited to participate in a training session on the Social Model of Disability, which was attended by OPCC staff. The learning provided will be used to inform our processes and practices over the next year.

A specific scrutiny focus on hate crime will take place in September.

The volume of offences classified as hate crimes has fallen by 4.5% during Q4 2023/24 when compared to the quarter prior, with 16 fewer offences recorded.

An increase of 1.8% (six additional offences) can be observed when comparing Q4 2023/24 against the same quarter during the previous financial year, whereas a reduction of 1.8% (26 fewer offences) has been recorded when comparing the most recent financial year against financial year 2022/23.

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

## **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: **Victim Support**

- How much funding goes into the service? £273k
- What proportion of the service is funded by the PCC? **0.6% for delivery of services in Gwent (as a charity, the main source of income is from PCCs and other statutory and non-statutory bodies for victim services. Other sources of income come from donations, legacies, and fundraising.)**

### **About the Service**

- Victim Support is an independent charity which is funded to provide independent support to people impacted by crime across Gwent. The service is focused on delivering local, accessible, trauma informed and victim-centred services and is commissioned as part of Connect Gwent.

**Page 49** During Q4 23/24, 607 referrals were made into the service, with the highest number coming from the 'other' referral sources (187 referrals), followed by Gwent Police (non-Victim Care Unit) (93 referrals).

- 169 cases were identified by Victims Support as having specific needs or risks, 142 of which went on to have support.
- The target hardening service had continued to receive referrals from Gwent Police, IDVA providers and New Pathways, among other organisations. 65 security items were provided to service users to help them feel safer in their homes.
- An increase in service users expressing suicidal ideation was noted by caseworkers during Q4, due to the incidents faced by individuals or their ongoing situations. This was particularly noted in ASB cases where service users reported feeling 'stuck' in a situation with no resolution identified.

### **Case Study**

SU was attacked in a case of mistaken identity when three unknown males wearing face coverings broke into his home and assaulted him. SU locked himself into the bathroom while the males searched his property for money and drugs and made threats to kill him. The incident further exacerbated SU's mental health issues and anxiety. SU had also started drinking excessively and disclosed that he was experiencing suicidal ideation.

SU disclosed that he wanted to move out of the property as he feared for his safety but was afraid that he would be recognised by his assailants. Melin Homes were assisting with relocation, but SU requested a supporting letter from VS which was provided alongside advocacy with Melin. Coping strategies were discussed and implemented and safety information was provided as well as a personal alarm and safety planning.

Advocacy was carried out with his GP as SU felt unable to get appointments and was unable to convey how he was feeling. Subsequently, mental health support was put in place and emergency contact numbers provided for when SU was having suicidal thoughts. SU stated that his excessive drinking and suicidal thoughts coincided with the cancellation of his appointment with the Gwent Drug and Alcohol Service (GDAS). Advocacy with GDAS facilitated an urgent appointment and the rapid re-establishment of support.

As SU was not receiving updates from the police, advocacy was carried out to improve communication. This enabled SU to feel safer in the interim; however, the case was NFA'd due to lack of evidence which led to SU feeling disappointed in the CJS. Information was provided in relation to his rights and complaints process under the Victims' Code.

Support concluded when SU was rehomed and felt confident and safer. At this time, SU continued to receive mental health and other support from GDAS.

# 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)**

In the 12 months to Q4 2023/24, 63% of respondents to Gwent Police's public confidence survey agreed that they had confidence in Gwent Police.

This perception is highest in Caerphilly (where 66% agreed), and lowest in Blaenau Gwent, where 55% of respondents agreed with this statement.

Gwent Police has seen a downward trend in overall confidence over the last two years, from 66% on Q1, 2022/23, to 61% in Q4 2023/24.

The Chief Constable has provided assurance to the Commissioner regarding continued engagement with our communities through Neighbourhood Teams and Community Support Officers.

The new Neighbourhood Policing Strategy will also be embedded into operational practice, along with the identification and implementation of technological solutions to improve engagement with the public.

Gwent Police has committed to ensuring that process design, management and improvements consider building public confidence and drive a culture in line with the force values and make consulted change where they are not.

As part of the On The Beat initiative, Deputy Chief Constable Rachel Williams joined the neighbourhood policing teams in several areas within Gwent, including Abertillery, Bettws, Maindee and Rhymney. This initiative aims to improve community engagement by allowing the Deputy Chief Constable and other officers to liaise directly with members of the public, to better understand their concerns and receive feedback on how the police service can best support them.

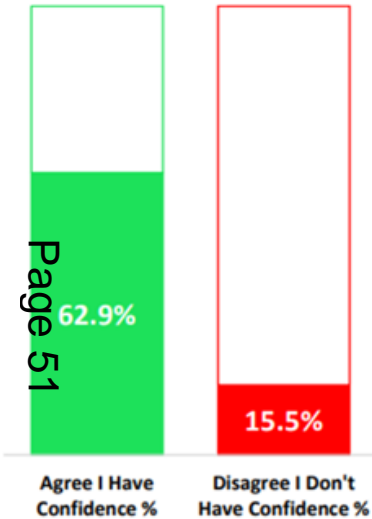
### **What have the PCC and OPCC Done?**

#### **Policy, Projects and Partnerships**

The OPCC has been engaging with children and young people on their perceptions of policing and their experiences of stop and search. Breaking down barriers between communities and the police is crucial, and this work is helping us to understand young people's personal experiences of policing and how they feel when they interact with officers. Feedback is collated and reviewed to help shape the work of both Gwent Police and the OPCC going forward.

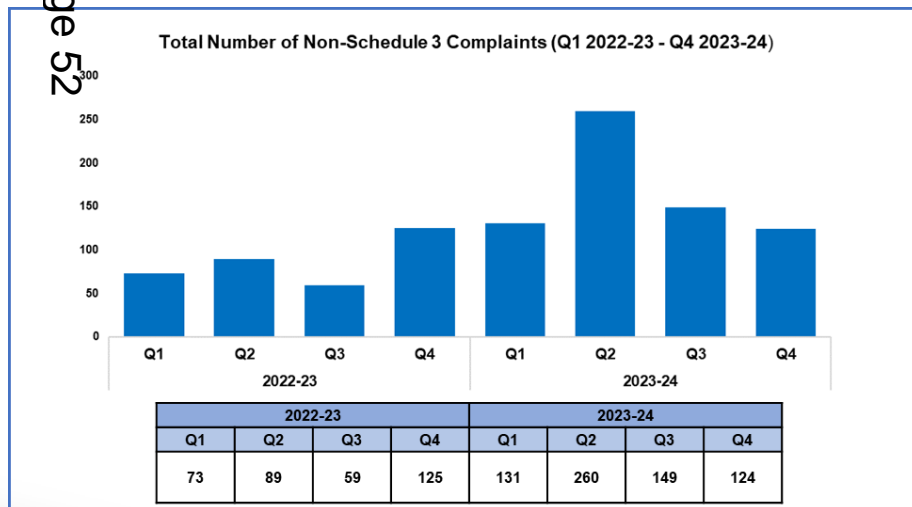
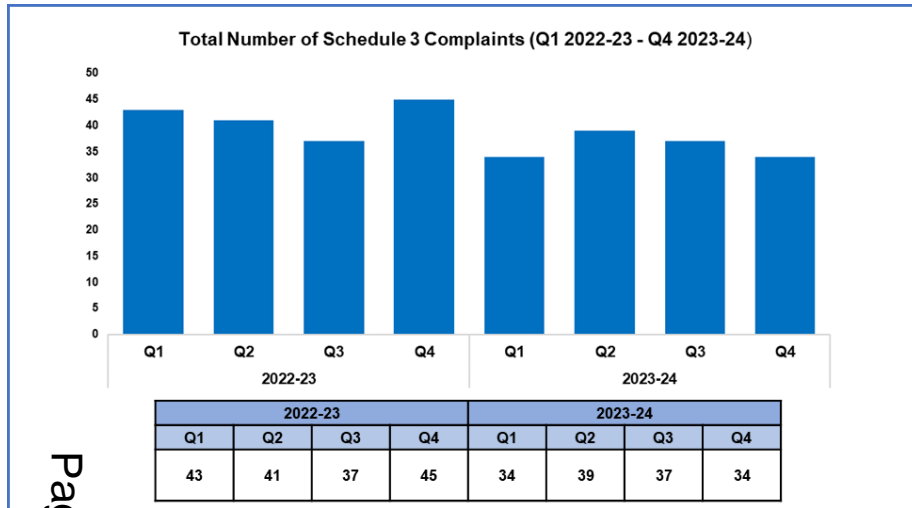
The Gwent Criminal Justice Strategy Board meeting was attended by the Criminal Justice Anti-Racism Action Plan for Wales Implementation Manager who engaged with partners on a range of opportunities to further support the plan. Matters discussed included increasing the diversity of the Board, member's individual awareness of anti-racism and resources to support their development and listening to and learning from people with lived experience of the criminal justice system in Wales. Members identified opportunities for engagement with individuals with lived experience, and the Board will continue to develop its approaches in this way over the coming months.

**Rolling 12 months  
Confidence in Gwent Police**



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## 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)



\*Please note these figures can contain multiple allegations.

There was a very slight decrease in Schedule 3 cases during Q4 2023/24 (n=34) when compared to the quarter prior (n=37), but the recording of Schedule 3 complaints has remained at a consistent level throughout 2023/24.

Non-Schedule 3 cases show a more significant reduction (n=124) when compared with the previous quarter (n=149). Case numbers would appear to be returning to the baseline figures seen prior to the data quality assurance work undertaken during Q2.

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 collated there were 48 ongoing Schedule 3 complaints and seven ongoing Non-Schedule 3 complaints. Although difficult to measure with data sets, this quarter has seen several complex and sensitive complaint investigations.

The upward trend in Misconduct Cases recorded in Gwent is consistent with the pattern within policing in England and Wales. A more proactive approach to misconduct and counter-corruption intelligence gathering and investigation, coupled with more confidence in the workforce to report, has been the catalyst for this increase. Gwent Professional Standards Department have invested resources into both preventative work and support for victims and witnesses to police misconduct.

The total number of misconduct cases has remained consistent across the last four quarters (minimum 22 cases; maximum 25 cases), which may indicate that a new baseline has been set.

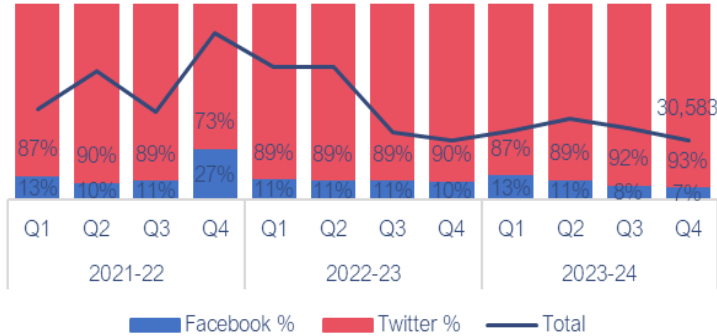
### What have the PCC and OPCC Done? Policy, Projects and Partnerships

An initial meeting took place between the OPCC and Gwent Police Professional Standards Department (PSD) over the establishment of an OPCC scrutiny meeting of PSD. Scoping included the requirements of the meeting to include complaints performance, misconduct, gross misconduct information and counter corruption, vetting and lessons learnt. A terms of reference will be developed by the OPCC to set out the parameters of the meeting and scrutiny function. In early June, the first scrutiny meeting took place, and the outcome will be reported as part of the quarter one report.

Thematic dip sampling and the introduction of a dip sample of vetting files will also be built into our existing dip sampling process.

# 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

Social Media Engagement



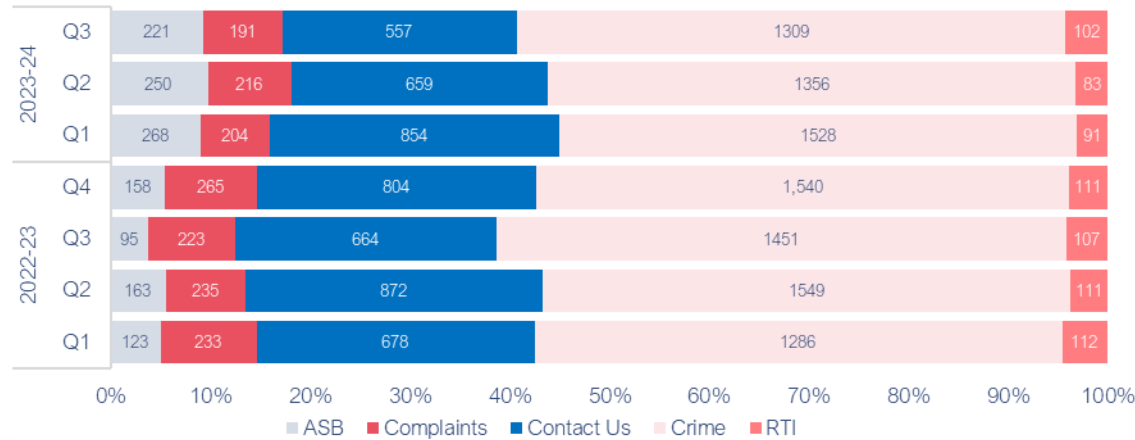
Inbound private messages received via Gwent Police's social media platforms decreased by 5.4% during Q4 2023-24 when compared to the quarter prior, with 1,009 fewer messages received (total=17,672). For inbound private message sources, 94.1% (16,630 messages) were received via Facebook platforms.

Inbound public messages received via Gwent Police's social media platforms decreased by 8.4% during Q4 2023-24 when compared to the quarter prior, with 1,187 fewer messages received (total=12,911). In terms of inbound public message sources, 91.7% (11,841 messages) were received via Facebook platforms.

This digital contact data includes Gwent Police's English and Welsh Facebook and X accounts.

Of the top 5 topics for Single Online Home engagement, the most numerous remains crime reports (43.4% or 1,427 forms), followed by general 'contact us' messages (20.4% or 669 forms), and firearms licencing (13.5% or 444 forms).

Top 5 Engagement through Single online home



## What have the PCC and OPCC Done?

### Policy, Projects and Partnerships

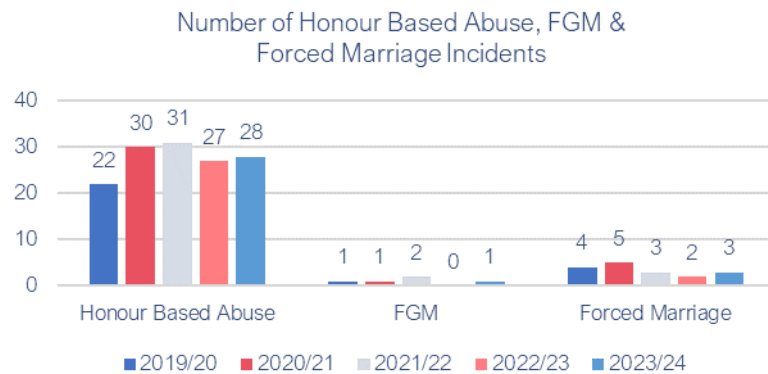
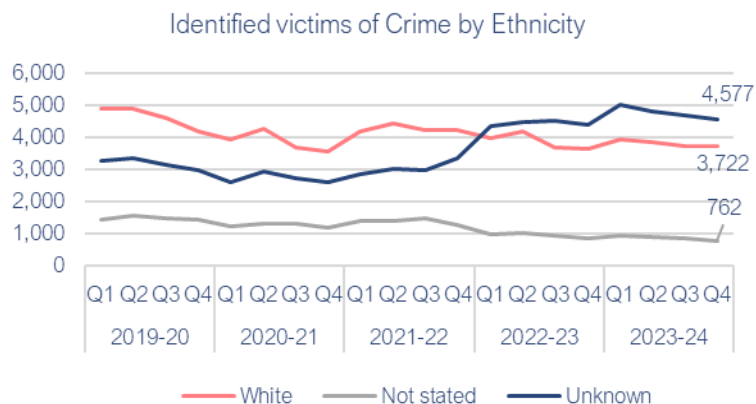
The OPCC has continued its Safe Spaces workshops with children across Gwent. The workshops aim to educate children and young people whilst providing the OPCC, Gwent Police, and partner organisations insight into any issues pupils might have.

During the quarter, staff visited schools in Blaenau Gwent where pupils shared their thoughts about their community. The workshops were supported by a local Community Support Officer who listened to the children's thoughts and feelings, and provided assurance and insight into some areas of concern that were raised.

We continue to engage with Gwent Police's Independent Advisory Group across a range of meetings and activities. Members provide valuable feedback from their communities on matters of concern and key issues relating to policing, including ease of contact and accessibility matters.

Over 1,000 residents have signed up to the Gwent Community Link, following its launch in Blaenau Gwent. This free police messaging service allows residents to sign up and receive email updates from their neighbourhood policing team on recent incidents in their area, appeals for information, crime prevention advice, and more.

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



## What have the PCC and OPCC Done?

### Policy, Projects and Partnerships

The OPCC has contributed funding to a growing youth club in Abergavenny for children from ethnic heritage backgrounds. The youth club is a partnership between Monmouthshire Muslim Community Association and the Ethnic Minority Youth Support Team (EYST), with primary funding provided by Monmouthshire Youth Service.

While predominantly a service for children from ethnic heritage backgrounds, the club welcomes and encourages children from all backgrounds to participate in the sessions.

The club provides a safe space for children to talk about issues they may feel uncomfortable discussing in other environments. Participants can enjoy crafts, play games and learn new skills as well as benefit from a homework club for those needing extra support with schoolwork.

The OPCC concluded its consultation to support the development of its new strategic equality priorities for 2024-28. Following analysis, proposed priority areas and draft objectives were presented to the OPCC's Strategic Equality Plan working group for consideration and discussion. At the same time, the draft Plan document to support the objectives was also finalised. These will be presented to the new PCC for formal agreement and publication in the next quarter.

Improving the quality of demographic data recording remains a focus for Gwent Police. It is also a key element of the Gwent Race Action Plan and the Criminal Justice Board for Wales Anti-Racism Action Plan. During Q4, there was a slight increase in the number of reports from people of 'other' ethnic heritage. However, reports from individuals of Asian heritage saw a continued decrease compared to previous quarters. Both 'not stated' and 'unknown' ethnic groupings continued on a slight decline, which may relate to the increases stated above.

The number of Honour Based Abuse incidents recorded YTD is relatively consistent in comparison to previous years. This is also the case for HBV and Forced Marriage.

The VAWDASV partnership continues to ensure appropriate engagement with communities that may be more affected by these crimes.

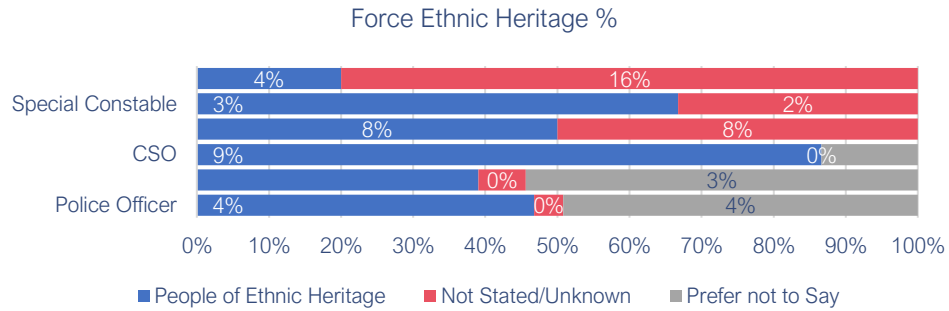


# PRIORITY 4. INCREASE COMMUNITY CONFIDENCE IN POLICING: FURTHER INCREASE OFFICER AND STAFF DIVERSITY TO ENSURE OUR POLICE SERVICE REFLECTS THE COMMUNITIES THAT WE SERVE

Gender disparity remains evident in the workforce for both officers and staff. For officers, females are underrepresented by approximately 13 percentage points (females account for 51% of the population in Gwent based on 2021 Census). However, females are overrepresented in the staff workstream area (by approximately 17 percentage points). During 2023-24, the joining rate of female police officers was 41.8%, resulting in the percentage of female officers overall rising by just over one percent.

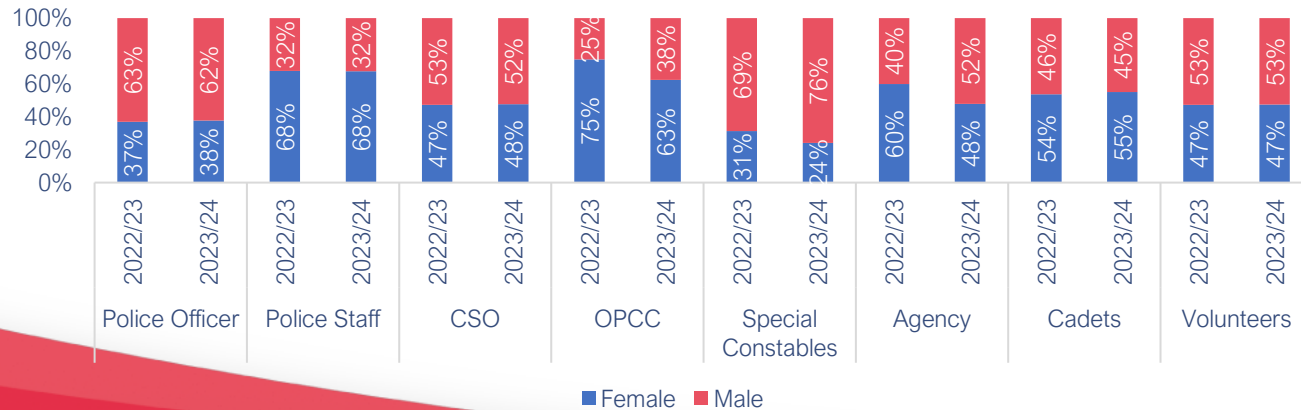
There is also disparity in ethnic heritage representation within the workforce. In Census 2021, 5.8% of the Gwent population are people of ethnic heritage. Currently 3.7% of police officers are of ethnic heritage, whereas ethnic heritage representation in staff is lower at 2.1%. During 2023/24, the joining rate of officers of ethnic heritage was 6.4%, which should contribute to an increase in representation going forward.

Operational uplift numbers have been maintained, with an additional 21 Home Office funded officers employed through the over-recruitment scheme. 27 officers successfully passed the sergeant's promotion process during the quarter.



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Female to Male Ratio of workforce 2022/23 - 2023/24



## What have the PCC and OPCC Done?

### Policy, Projects and Partnerships

OPCC staff supported Wilmott Dixon at careers day events for pupils in Torfaen. The contractor is building Gwent Police's new facility in Abergavenny. Pupils were told about the wide range of jobs on offer in the construction industry and had the opportunity to explore 3D simulations of some of Wilmott Dixon's current projects.

As well as promoting job opportunities within policing, the team shared information and advice on how to report incidents to Gwent Police, or anonymously via the charity Fearless. The new Gwent Police facility in Llanfoist is due to open in spring 2024 and will house neighbourhood policing and response teams.

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 from an ethnic minority background, or have a disability. The OPCC team currently includes the following staff (excluding PCC and DPCC).

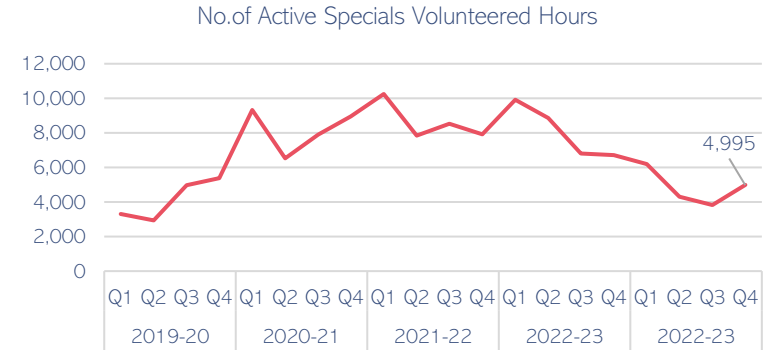
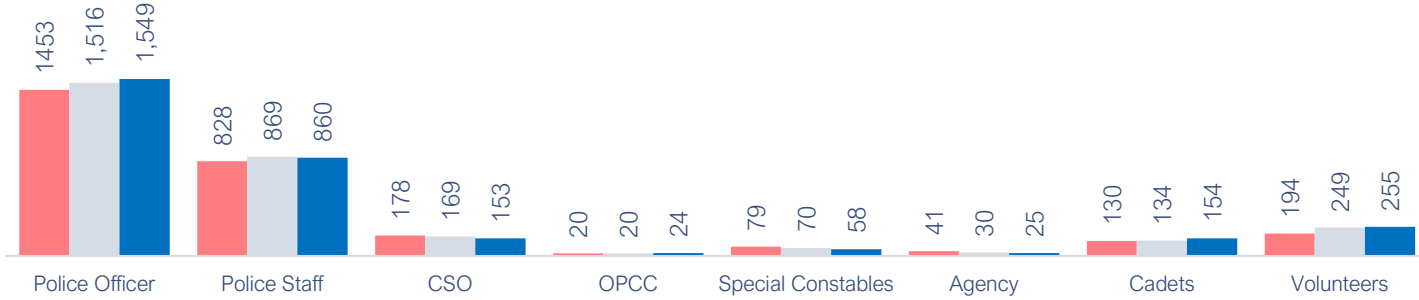
No. of Posts (full time equivalent)	20 FTE
No. of staff who are women	15
No. of staff from an ethnic minority background	2
No of staff with a disability	1

# Priority Five: Drive Sustainable Policing

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

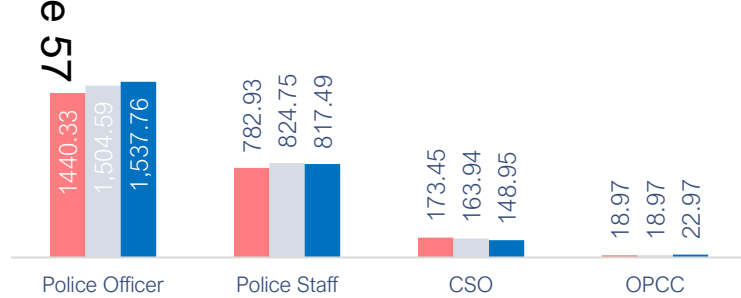
# PRIORITY 5. DRIVE SUSTAINABLE POLICING: ENSURE GWENT POLICE HAVE THE RIGHT NUMBER OF OFFICERS, STAFF AND VOLUNTEERS IN THE RIGHT PLACE

Gwent Police Headcount 2021/22 - 2023/24



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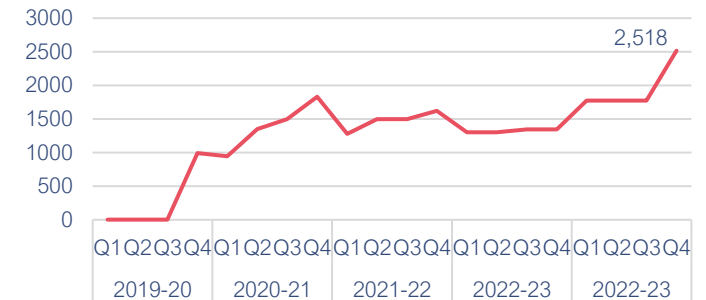
Gwent Police FTE 2021/22 - 2023/24



Gwent Police completed the Force Management Statement during Q4. The FMS is an annual requirement form HMICFRS, which identifies across all areas of business what current and future projected demand is, and what the challenges may be around meeting that demand.

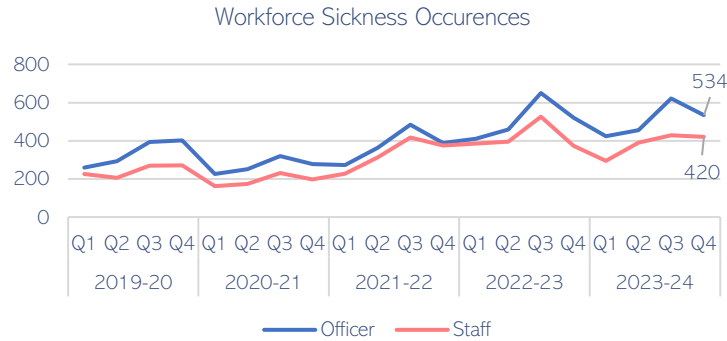
The OPCC will be scrutinising a report on workforce strategy in August, which will be considered as part of the Police and Crime Plan development.

Heddlu Bach - No. of Young people aged 9-11



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

# 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



The above data reflect the number of sickness occurrences for all Gwent Police officers and staff.

Top 5 short term sickness reasons:

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

Top 5 long term sickness reasons:

1. Stress
2. Anxiety
3. Depression
4. Lower Limb Condition
5. Upper Limb Condition

## What have the PCC and OPCC Done?

### Holding the Chief Constable to Account

In the April Scrutiny and Assurance Forum, sickness absence was one of the themes focused on. In more detail the Force updated the DPCC on the significant amount of work that had been undertaken in relation to improving sickness absences. This has been structured through a Task and Finish Group, focusing on identifying additional ways to improve health and wellbeing generally, and also targeting specific departments in different ways.

As reported last time, this includes:

- Focus groups with 23 departments and 160 officers and staff to understand the underlying reasons for sickness.
- In support of this and in addition to the Wellbeing Strategy and Plan, the force has now implemented a sickness management framework.
- Introducing a private health care option, started in January 2024
- Reviewed return to work procedures and improving attendance management and return to work procedures
- Identifying general 'hindrances' that cause unnecessary stress across equipment, devices, estate etc

Student Officer attrition rates were also discussed, with the primary drivers of high attrition rates being the expectations vs reality of policing, and the particular challenges of undertaking the student officer degree programme. Work underway has reshaped some of the recruitment and initial training processes, stay interviews to support those considering leaving, and improved exit interviews to capture trends. Absence rates have reduced as a result.

Gwent Police  
and Crime Panel

Panel Heddlu  
a Throseddu Gwent

**SUBJECT: POLICE AND CRIME PANEL SUBGROUPS**

**DATE: 12<sup>TH</sup> JULY 2024**

## **1. PURPOSE OF REPORT**

- 1.1 To inform the Gwent Police and Crime Panel of the original intention and evolution of the panel subgroups since they became established. The panel is asked to consider if any changes are required and decide how the Panel will carry out this function going forward.

## **2. LINKS TO STRATEGY**

- 2.1 The Police Reform and Social Responsibility Act 2011 requires the establishment of a Police and Crime Panel (PCP) within each police force area to support and challenge the local Police and Crime Commissioner.

## **3. BACKGROUND**

- 3.1 The Police and Crime Panel has established a small number of subgroups to consult and work with the Office of the Police and Crime Commissioner on certain subject matters. These groups meet on an ad-hoc basis throughout the year and will involve a small number of panel members. The groups that have been established are:

- Complaints
- Finance and Estates
- Performance

## **4. REPORT**

### **Background**

- 4.1 The Gwent Police and Crime Panel Finance subgroup was the first group to be set up and were initially set up to allow informal consultation and briefings prior to panel meetings during the budget setting process. These meetings were held on an ad-hoc basis, the purpose was to have a small group of Panel members who had more in-depth understanding of the topic, which would not be possible if reports were only presented at formal meetings.
- 4.2 The Performance subgroup was established whilst the performance reporting dashboard was being developed. The Panel had raised concerns that the Police and Crime plan objectives were not easily measured and sought to work with the Office of the Police and Crime Commissioner to develop a new dashboard. This work has now been mainly completed and the Panel are presented with the Dashboard on a quarterly basis. There remain a few areas to be finalised. The group now meets to provide views on the reports prior to the formal Panel meeting.
- 4.3 The Complaints subgroup function is set out in the Panel Arrangements, the Chair, Vice Chair

and Independent Member sit on this group and meet on an ad-hoc basis. It is not proposed to make any changes to this group.

- 4.4 The subgroups have evolved over time and now meet more frequently and also consider larger amounts of information. The use of remote meetings has also enabled these informal group meetings to be held more easily, previously they were carried out in-person.
- 4.5 A subgroup is not a formal sub-committee as set out in the Panel terms of reference, which are for specific purpose (similar to a task and finish group) where they develop a terms of reference, carry out the work and report back to the Panel.
- 4.6 At the Panel meeting in March 2023 the Panel agreed to merge the former Finance subgroup and the Estates subgroup when it became apparent there were budgetary pressures on the Estate Strategy, which would have a significant financial impact. It was also agreed that meetings of this new group would be held two weeks before a Panel meeting when a Finance or Estates item is planned.

### **Proposals**

- 4.7 At the Panel Finance and Estates subgroup meeting in December members expressed concerns over the organisation for the meeting and a letter was sent to the Deputy Police and Crime Commissioner (DPCC). The following changes were proposed:
- Papers will be provided to the subgroup one week ahead with a summary including objectives to inform outcomes.
  - Any changes to distribution - sub group members will be advised.
  - Responses on matters raised will be provided by email afterwards.
  - Following the meeting a note of the discussion will be circulated to all Panel members.
- 4.8 The new Police and Crime Commissioner is now developing her Police and Crime Plan, therefore it is an opportune time to review these subgroups and consider whether they will continue to have a role or if an alternative arrangement could be established.
- 4.9 There are other options, which are used by other Police and Crime panels, which are outlined below.

### **Option 1**

Continue to have the existing subgroups and confirm the membership for the year ahead but take on the suggestions from the concerns raised by the Finance/Estates group, which are.

- Agree a timetable of meetings and when papers will be sent out. This will be subject to availability and budget setting timelines. OPCC will provide papers and secretariat will distribute.
- Papers will have a summary and objectives, for which progress will be summed up at the end of the meeting.
- Issues raised/questions that cannot be resolved will be emailed out as soon as possible and not wait until the next meeting. Secretariat will co-ordinate.
- A briefing note summarising the discussion will be sent out to all Panel members before the next Panel meeting, which will be drafted by secretariat. Or
- A briefing will be provided (drafted by secretariat) at the next Panel meeting to accompany the OPCC report. If this is the choice of the Panel the subgroup meeting will need to be held at least three weeks before the Panel meeting date. However, the availability of papers may be limited due to governance processes for performance and budget settlement timelines.

### **Option 2**

To agree a Lead Member/Member Champion for each subject matter, Finance/Estates, Performance, other topics could be added once the Police and Crime Plan is finalised. The lead Member/Champion would be the contact for the OPCC for consultation and would

provide a verbal report to Panel at the next meeting, notes will be provided by secretariat. This Member would be offered the opportunity to attend OPCC meetings such as Joint Audit, as an observer.

### **Option 3**

A hybrid of option 1 and 2, where a small subgroup is established, and one member will be chosen as the lead. The lead will be the liaison for the OPCC for informal discussions, however some meetings of the full group will still be arranged as per option 1.

- 4.10 The Panel is also asked to consider if alongside the above options that the Panel has more informal briefings held either on Teams or if appropriate visits to sites.
- 4.11 Once the new Police and Crime Plan is approved the Panel will review the Panel forward work programme and aim to hold thematic meetings aligned with the priorities of the new plan. This does not preclude the statutory items that will continue to be considered.

## **5. FINANCIAL IMPLICATIONS**

- 5.1 The Police and Crime Panel is funded from grant funding provided by the Home Office to the lead authority.
- 5.2 Panel arrangements provide for members to claim an allowance for attendance at formal panel meetings up to 6 days per annum, with discretion for additional meetings for statutory purposes. This is based on the Independent Remuneration Panel for Wales co-opted rates paid to Ordinary Standards Committee Members. Travel expenses are paid at HMRC rates. However, there is no allowance paid for members attending subgroup meetings or visits as this is done on a voluntary basis, but travel expenses would be paid if applicable.

## **6. CONSULTATION**

- 6.1 The report has been circulated to the consultees and any comments received have been included in the report.

## **7. RECOMMENDATION**

- 7.1 Member are asked to consider options 1, 2 or 3 and agree which option will be implemented for 2024 onwards. Panel members will need to be nominated for each option.
- 7.2 The Panel will hold informal topical briefings throughout the year.
- 7.3 The Panel forward work programme will be aligned to the priorities in the new Police and Crime Plan. Statutory agenda items will continue to be considered regardless of the meeting theme.

## **8. REASONS FOR THE RECOMMENDATIONS**

- 8.1 To ensure that Panel members are kept informed and briefed appropriately.

## **9. STATUTORY POWERS**

- 9.1 Police Reform and Social Responsibility Act 2011.

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Lisa Lane Deputy Monitoring Officer and Head of Democratic Services  
Jane Mudd, Police and Crime Commissioner for Gwent  
Eleri Thomas Deputy Police and Crime Commissioner for Gwent  
Sian Curley Chief Executive Office of the Police and Crime Commissioner  
Darren Garwood-Pask Chief Finance Officer Office of the Police and Crime Commissioner  
Sam Slater, Head of Strategy, Office of the Police and Crime Commissioner for Gwent  
Gill Howells Chair of Gwent Police and Crime Panel  
Councillor Colin Mann Vice Chair of Gwent Police and Crime Panel



## GWENT POLICE AND CRIME PANEL FORWARD WORK PROGRAMME 2024/25

Meeting Date	Items – Theme
<b>28th June 2024</b>	Elect Chair and Vice Chair
	PCC Update
	Panel Questions to PCC (if submitted)
	Presentation on Community Safety
	National Changes to the Police Misconduct Process
	Performance Qtr 4
	Office of the Police and Crime Commissioner for Gwent Annual Report 2023/24
Meeting Date	Items – Theme
<b>27th Sept 2024</b>	PCC Update
	Panel Questions to PCC (if submitted)
	Police and Crime Plan
	Performance Qtr 1
	MTFP & Budget Setting Timetable
	Welsh Language Standards Annual Report
Meeting Date	Items – Theme
<b>13th Dec 2024</b>	PCC Update
	Panel Questions to PCC (if submitted)
	PCP Recorded Complaints Report
	Operational Context and Requirements for the Finance Strategy
	Treasury Management update
	Performance Qtr 2 (Information item)
Meeting Date	Items – Theme
<b>31st Jan 2025</b>	Panel Questions to PCC (if submitted)
	Police and Crime Commissioner for Gwent's Budget Requirement and Council Tax Precept Proposal
Meeting Date	Items – Theme
<b>28<sup>th</sup> March 2025</b>	PCC Update
	Panel Questions to PCC (if submitted)
	Performance Qtr 3
	Police and Crime Plan
	<b>Date to be confirmed</b>
	We Don't Buy Crime Initiative
	Complaints
	Estates Strategy Update
	Serious Violence
	Community Safety

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