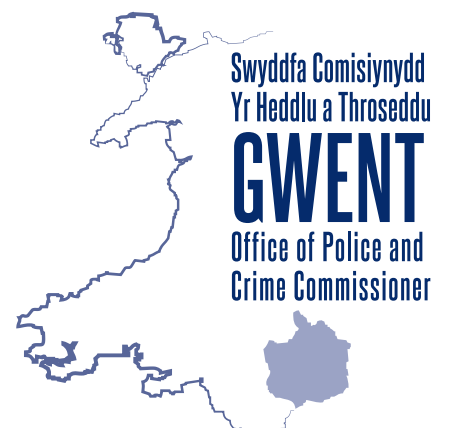




THE POLICE AND CRIME COMMISSIONER FOR GWENT

ANNUAL REPORT 2016 - 2017



CONTACT THE COMMISSIONER

commissioner@gwent.pnn.police.uk
01633 642 200
www.gwent.pcc.police.uk
@GwentPCC

Police and Crime Commissioner for Gwent
Police Headquarters
Cwmbran
Torfaen
NP44 2XJ



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INTRODUCTION



IN MAY 2016 I WAS ELECTED AS YOUR NEW POLICE AND CRIME COMMISSIONER FOR GWENT.

I am delighted to present my first Annual Report highlighting key initiatives undertaken by my office during the period 1st April 2016 to 31st March 2017.

I would like to pay tribute to my predecessor, Ian Johnston QPM, who was the first Police and Crime Commissioner for Gwent. His delivery of his **Police and Crime Plan 2013-2017** has provided a firm foundation for policing in Gwent upon which I am able to build.

This report links to the policing priorities for 2016/17 and includes Mr Johnston's last weeks in office. It contains activities that relate to some of his key achievements which include the establishment of the multi-agency victims' hub 'Connect Gwent', ensuring police officers remained in the heart of the communities they serve, supporting the accurate recording of crime data and introducing the Partnership Fund.

My role as Commissioner enables residents to have a greater say in how policing services are provided for them and to become actively involved in decision making which relates to their local service provision. Through events, forums and public surgeries

during the last year, my staff and I have visited our communities and our key partners, including town and community councils, local authorities, elected officials and local business leaders in the area. Only by listening to people's issues and concerns and by putting the needs of individuals at the heart of what we do, can we seek to provide the best possible quality of life for our citizens.

Public confidence in our local policing service, the satisfaction of victims of crime and tackling Anti-Social Behaviour remain a key focus. We continue to work with partners to develop initiatives to support and protect the most vulnerable within our communities.



I am particularly pleased that, over the last year, we have seen progress in a number of areas, including:

- People in Gwent being less affected by the impact of ASB;
- Successfully maintaining police resources and providing value for money;
- Recruiting new police officers to support our front-line service;
- Enhancing our commitment to the Mental Health Crisis Care Concordat for Wales;
- Developing our focus on protecting vulnerable people;
- Continuing to fund community initiatives through the Partnership Fund;
- Agreeing the development of a new estate strategy;
- Continuing our work with partners on issues of crime and Anti-Social Behaviour within our communities; and
- Organising major conferences to tackle issues such as modern day slavery and missing children.

The activities highlighted in this report form an important part of our strategic planning processes. The introduction of the Well-being of Future Generations (Wales) Act 2015 and its seven well-being goals provide a focus in all our work, and when working in partnership, to consider the long term impacts of our decisions on both our current and future generations within Wales.



I have been positively encouraged by the performance of Gwent Police since taking up office. It was with regret that I received official notice from the Chief Constable, Jeff Farrar QPM, of his intention to retire in June 2017. Mr Farrar has led the turnaround in Gwent Police's performance in recent years and he leaves us in a well-placed position to meet both current and future demands on the service. Under his guidance, Gwent Police has gone from being assessed by Her Majesty's Inspectorate of Constabulary (HMIC) as requiring improvement across the board to being one of the most improved police services in England and Wales.

I look forward to continuing these achievements with his successor, Chief Constable Julian Williams. I firmly believe that Julian Williams has the characteristics, wealth of experience, talent and drive to be an effective Chief Officer who will ensure that we continue to improve as a service and serve the communities of Gwent.

After listening to the communities of Gwent, partners and other key stakeholders, I was pleased to launch my Delivering a Safer Gwent **Police and Crime Plan 2017–2021** in March 2017, following its approval by the **Police and Crime Panel**. This plan provides the strategic direction for how policing and crime services should be delivered in Gwent over the next four years and is based on the five police and crime priorities which people told me are important to them.

The priorities are:

- **Crime Prevention;**
- **Supporting Victims;**
- **Community Cohesion;**
- **Tackling Anti-Social Behaviour; and**
- **Effective Service Delivery.**

I hope you enjoy reading my Annual Report. I would like to thank everyone that I have worked with during my first year of office in making a difference to policing and crime in Gwent. I would also like to thank the people of Gwent that have contributed through feedback to me and my staff within my office. We want to continue to engage with you and you can contact me using the details provided in this document. It is only with your help that we can continue to make a positive difference for our communities.

Jeff Cuthbert

Police and Crime Commissioner for Gwent.

A SUMMARY OF OUR DELIVERY AGAINST THE PRIORITIES

The Police and Crime Plan 2013-2017, written by my predecessor, Ian Johnston, contained five priorities. Below is an overview of those priorities, highlighting some of my related key achievements supported by my staff within the Office of the Police and Crime Commissioner (OPCC). More detail on these activities can be found later in this document.



Priority 1 - To deliver the best quality of service available.

Outcome: The People of Gwent are satisfied that the police provide a service which meets their requirements.

During 2016/17, I have:

- Held the Chief Constable to account for the delivery of the policing service in Gwent;
- Consulted on the new police and crime priorities and the current accessibility of the police to inform the development of the Police and Crime Plan 2017-2021;
- Consulted on the proposed level of increase for the precept for 2017/18;
- Monitored changes to improve the 101 non-emergency telephone number;
- Continued to monitor public confidence and victim satisfaction; and
- Successfully developed and launched the Public Response Unit (PRU);



Priority 2 – To prevent and reduce crime.

Outcome: People in Gwent are less affected by crime.

During 2016/17, I have:

- Developed a focus on tackling Cyber Crime through funding and awareness-raising activity;
- Worked with a range of partners such as Crime Prevention Panels on initiatives to reduce crime;
- Continued to bring partners together through the Safer Gwent multi partnership group to tackle some of the most pressing issues in our community; and
- Used cash predominantly seized from criminals to fund a range of community projects and initiatives through my Partnership Fund.



Priority 3 – To take more effective action to tackle Anti-Social Behaviour.

Outcome: People in Gwent are less affected by Anti-Social Behaviour (ASB).

During 2016/17, I have:

- Funded an ASB Co-ordinator for Gwent to improve existing processes for victims of ASB;
- Worked with a range of partners on initiatives to reduce ASB, such as illegal use of off-road vehicles and Community Speedwatch;
- Commenced work to provide better access to Restorative Justice for victims; and
- Working with partners and residents following public disorder events in Newport in October 2016 to support the local community to recover and become more resilient and empowered.



Priority 4 – To protect people from serious harm.

Outcome: People in Gwent are protected from serious harm.

During 2016/17, I have:

- Developed a Well-being and Vulnerability Framework to improve our response to those most at risk in our communities;
- Organised events to tackle issues around hate crime; modern day slavery and missing children;
- Raised awareness around areas of concern such as hate crime and the use of knives whilst promoting messages of reassurance and vigilance following terrorist attacks and incidents;
- Funded regional Independent Domestic Violence Advocate (IDVA) posts to support people who have experience of domestic abuse; and
- Worked with partners to jointly fund the employment of an Approved Mental Health Practitioner within Gwent Police's Control Room.



Priority 5 –To make the best use of resources and provide value for money.

Outcome: The people of Gwent get a police service that is value for money.

During 2016/17, I have:

- Set the budget for Gwent Police;
- Monitored the Chief Constable's budget management and delivery of the savings and transformational change programme which achieved and exceeded an efficiency target of £4.4m during the year;
- Received an internal audit opinion of 'Reasonable' assurance;
- Received Wales Audit Office (WAO) assurance that the Commissioner and Chief Constable have arrangements in place to deliver value for money;
- Supported and monitored the delivery of Gwent Police's People Plan and the recruitment of new police officers into the service; and
- Launched a new joint Emergency Services Station in Abertillery with Fire and Ambulance services.

ACHIEVEMENTS DURING 2016 - 17

I have a wide range of responsibilities that are delivered with the support of my office.

ENGAGING WITH OUR COMMUNITIES

During the year, myself, the Deputy PCC and my office have undertaken a wide range of engagement activities across the whole of Gwent. Through a number of diverse engagement projects and activities, people and organisations in Gwent have been able to influence their policing service, access support services, apply for grants for community projects and be more easily involved with us in ways that suit them the best.

This is supported by an annual engagement and consultation programme run by my office that has helped increase our engagement activities by more than **50%** this year (**424** engagement activities compared to **281** the previous year).



Examples of where we have engaged positively with partners and communities during the last year include:

- Funding and hosting an event to showcase the findings of a research project commissioned through Race Council Cymru. The aim of the research is to help us re-engage with communities whose voices are often lost. These findings have been embedded within the OPCC's Strategic Equality Plan 2016-2020;
- Jointly working with Gwent Police during Hate Crime Awareness Week 2016, to engage with over 350 members of the public regarding discrimination, prejudice and hate crime. This included providing opportunities to break down barriers and build cohesion by introducing residents in Cwmbran town centre to local asylum seekers, refugees and migrants (including all of Torfaen's Syrian families). We were commended by the charity, Displaced People in Action, on the event and the positive engagement with their service users;
- Hosting a Modern Slavery Event for public and third sector partners to raise awareness of the Welsh Government's 'Code of Practice – Ethical Employment in Supply Chains'. The aim was to highlight how employers and their suppliers can work even closer with the police and key partners to prevent people from being exploited as modern-day slaves. This is an important area of work we plan to drive forward in future;
- Supported the development and creation of the Pill Area Focus Plan which aims to improve the economy, environment and cultural wellbeing of the area, and to reduce crime and fear of crime through improved partnerships with public services and the voluntary sector;
- Organising a Scam Awareness event aimed at reducing the number of people falling victim to these unscrupulous scams. This was held in partnership with Newport Citizens Advice, Trading Standards, Gwent Police, my office and Age Cymru Gwent and formed part of the Protecting our Elderly Together (POET) initiative; and
- Taking part in numerous public surgeries and walkabouts across Gwent with the Deputy PCC in order to better understand the concerns of communities and their representatives.



The Race Council Cymru event held in Newport saw organisations pledge their allegiance to do all in their power to tackle racism

ENHANCING OUR PROFILE

The social media activities of my office during 2016/17 saw a significant increase, in particular the use of twitter to communicate with our key stakeholders.

	March 2016	March 2017	Increase / Decrease	Female Followers	Male Followers
Twitter	2,959	3,691	24.7% Increase	47%	53%
Facebook	1,218	1,317	8% Increase	61%	38%

During this time, my team and I:

- Issued nearly 1,200 social media updates across Facebook and twitter;
- Generated approximately 15,000 impressions on Facebook with my video to launch the police and crime priorities consultation for 2017/21 which was the highest

received for a for a single update on our Facebook page this year; and

- Logged a total of 1,000 articles published by national, regional and local media with an advertising equivalent value of £1.4m.

Social media is a continuous area of growth and we will look for other opportunities to increase

our engagement with our online communities, particularly young people, through platforms such as Snapchat and Instagram. We will also maintain our commitment to traditional methods of engaging such as the use of marketing and branded materials to deliver our key messages.

CONSULTATIONS

'Have Your Say' priorities consultation



Between 1st August and 24th October 2016, I asked the residents of Gwent for their views on my proposed police and crime priorities and the current



accessibility of the Police. 759 people completed my survey with 94% of respondents either 'strongly' or 'slightly' agreeing with my proposed priorities.

The diagram above illustrates the most common topics people identified as being important to them when considering the police and crime priorities.

The highest number of concerns related to 'officers' and their accessibility and visibility in communities. The feedback received has been used in the development of my police and crime priorities that form the basis of my new Police and Crime Plan 2017-2021 and my financial strategy.

The full evaluation report can be found at www.gwent.pcc.police.uk

CONSULTATIONS

'Have Your Say' precept consultation

From 16th December 2016 to 20th January 2017, I asked the residents of Gwent for their views on my proposed level of increase for the precept (the policing element of your council tax) for 2017-18. 491 respondents completed the survey with 51.2% supporting an increase in the level of precept by between 3.99% and 5%. As a result of your feedback, I set the precept at 3.99%. This increase will enable Gwent Police to recruit 120 new police officers during 2017/18 to bolster the front-line.

Listening to and engaging with you allows me to hear your views, not only on your policing service but also on local issues that matter to you. Your feedback is always considered when making decisions around the provision of policing services. My office and I will continue to work with our communities and partners to help resolve any issues raised with us.



RESOURCES AND VALUE FOR MONEY



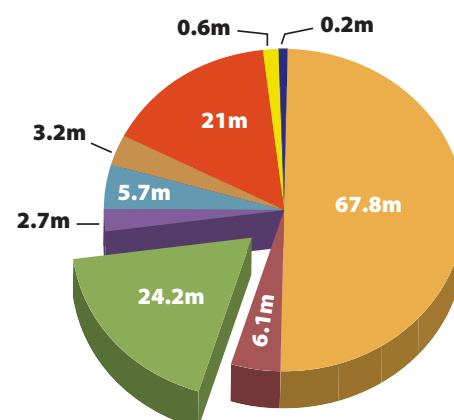
My office receives regular reports as part of budget monitoring to help ensure that the people of Gwent are provided with a police service that is value for money.

During this period, I have:

- **Agreed a budget requirement for Gwent Police for 2017/18 of £120,942,177 (2016/17 budget was £119,539,273);**
- **Set the council tax increase at 3.99% (2016/17 increase was 3.99%);**
- **Agreed a capital budget for 2017/18 of £3,700,000; and**
- **Continued to monitor how the Chief Constable is managing budget and austerity pressures (through Staying Ahead 8, Gwent Police's transformational change programme). From 2008/9 to the end of 2016/17, approximately £42m of efficiency savings have been delivered.**

SETTING THE BUDGET

For 2016/17, the following budgets were set for policing services in Gwent:



In addition, for 2016/17 the following capital budgets were set in Gwent:



Information and Communication Systems - **£2.8m**



Estates - **£0.5m**



Vehicles - **£0.7m**



Other Capital Projects and Schemes - **£0.2m**

ENSURING VALUE FOR MONEY

I have ensured that my office and Gwent Police have done everything in their power to deliver value for money whilst ensuring residents have an effective and efficient police service. This includes:

- Annually benchmarking costs with other constabularies via HMIC's Value For Money profiles;
- A 'Reasonable' assurance judgement for 2016/17 from the internal auditors (TIAA) on the overall system of internal control (not including Information Communication Technology ICT audits of the Shared Resource Service SRS);
- The audit outcome from Torfaen County Borough Council (TCBC) for the SRS providing an overall judgement of 'generally satisfactory with some improvements required';
- The annual compilation and publication of my Annual Governance Statement; HMIC reports; and
- The Wales Audit Office (WAO) annual audit of the Commissioner's Statement of Accounts and reported findings (including the arrangements to secure value for money).

PEOPLE



During the year we have monitored the production and implementation of Gwent Police's People Plan. This plan sets out, over a three-year period the organisation's intentions for the recruitment, retention and progression of police officers and staff with a clear direction of travel to ensure we are able to meet the significant challenges ahead.

As a result of austerity, Gwent Police has experienced an overall reduction of 365 police officers (24%) since 2010/11 and a freeze on external recruitment of police constables since August 2013. The funding and the provision of policing services form part of my statutory duties and it is my responsibility to ensure that Gwent has appropriate levels of policing to meet the requirements of communities whilst making the necessary savings.

In 2016-17, the Chief Constable recruited 160 police officers to help maintain visible policing within our communities as much as possible and make up for the numbers lost over the last six years. Special awareness raising sessions with Black, Asian and Minority Ethnic (BAME) communities were undertaken across Gwent as part of the recruitment drive to help ensure that our local policing service reflects the diverse community it serves. BAME applicants made up around 6% of the total number of new police officer applications received, with 8 (equivalent to 10% of total external recruits) of these candidates successful in their application.

Recruitment of a further 120 officers is planned for 2017/18 to invest in tackling emerging crime types such as cybercrime and protecting the most vulnerable in society. These officers are not additional but will replace those who have retired or have left the force already. A transition plan is also being developed to ensure that the contributions of Special Constables, Police Support Volunteers and Police Cadets are fully utilised.



We continue to work with the Welsh Government around community safety and well-being and welcomed their funding provision for 101 Police Community Support Officers (PCSOs) in Gwent for 2016/17.

Continuous investment in people and talent management enables Gwent Police to influence and improve local service delivery while maintaining an engaged and motivated workforce. As part of this, the organisation has committed to investing in and developing all mental health and dementia related training.

The OPCC is committed to investing in its staff to ensure our continuous professional development. Throughout the last year, we ensured our staff have the necessary training and skills required to ensure you have the best service possible.

The diversity of training opportunities undertaken specifically by my staff includes Welsh language, film and audio editing, handling complaints, undertaking surveys, data protection and various specialist conferences. All staff provide feedback on any training undertaken, which is used to assess the value to both the organisation and the individual.

RESOURCES

As the Commissioner, I am responsible for the police estate in Gwent which includes all of the police stations, land and assets.

Despite the reduction in funding to the Police Service over the last six years, I am committed to working with key partners to ensure that we provide a visible and accessible policing service which adequately responds to local need and provides assurance to the community. During the last year, this has resulted in:

- Developing an Estate Strategy that acknowledges the current opportunities for and constraints of modern policing and sets the direction for the estate improvements over the next 10 years. The strategy will set out the vision, strategy, direction, principles and the drivers for change;
- My decision to open a new permanent police station in the centre of Caerphilly and its purchase in March 2017. Renovation work on the new front counter premises is currently underway. Once completed, the station will meet all modern policing requirements and will provide a base for the Caerphilly Central neighbourhood team; and
- The opening of a new Joint Emergency Services Station in Abertillery. The first of its kind in South Wales, the former Fire Station is now home to Gwent Police officers, Welsh Ambulance Service personnel and South Wales Fire and Rescue crews. Plans for further joint provisions are being discussed with partners to help ensure that policing maintains a strong presence in the heart of Gwent's communities whilst reducing operating costs.

COMMITMENT TO COLLABORATION



Chief Fire Officer for South Wales Fire and Rescue Service, Huw Jakeway, Gwent PCC Jeff Cuthbert and the Deputy Chief Executive of the Welsh Ambulance Services NHS Trust, Patsy Roseblade outside the Joint Emergency Services Station in Abertillery

As part of our ongoing commitment to collaboration, during 2016/17 the OPCC has successfully contributed to attracting funding worth over £1.26 million into Gwent to deliver the following projects and schemes:

- £1 million from the Big Lottery Fund for the Gwent Missing Children's Team so it can continue its multi-agency approach to help some of the most vulnerable young people in our communities who are reported missing;
- £202,987 from the Police Innovation Fund to deliver the final year of the Pan-Wales Women's Pathfinder Diversion Scheme; and
- £56,123 from the Police Innovation Fund to deliver the first year of the Domestic Violence Early Intervention Project. This project allows police officers to attend repeat incidents of domestic abuse with staff from Women's Aid, thereby improving the response given to victims and families affected by domestic abuse. An evaluation has been undertaken and the recommendations put forward to both Gwent Police and Women's Aid. In addition, Women's Aid has applied for Big Lottery funding to support the project over a five year period. If successful, the recommendations will be used to improve how the service is provided.

PROVIDING EXCELLENT SUPPORT TO ALL VICTIMS

One of my police and crime priorities is to provide excellent support to all victims of crime and ASB with a particular focus on preventing further serious harm to our most vulnerable victims.

CONNECT GWENT

The Connect Gwent victim's hub was set up in 2015 by my predecessor to provide an improved multi-agency service for all victims in Gwent.



Connect Gwent is one of a number of initiatives that has resulted in an improvement in victim satisfaction and in April 2016 responsibility for delivery of the service was transferred to the Chief Constable. At this time, Gwent Police moved from 43rd to 11th position nationally for victim satisfaction.

This has resulted in many more people across Gwent accessing the support services provided by Connect Gwent.

During 2016/17, Connect Gwent received over 23,000 referrals of victims for support. Police officers have increasingly made additional direct referrals to the service on a daily basis. Self-referrals and other agency referrals have increased by nearly 60% compared to the previous year.

Satisfaction surveys for the Connect Gwent service undertaken during the period showed that:

- 97% of people were satisfied or very satisfied with the service;
- 77% of people felt safer; and
- 81% felt better informed.

As Commissioner, I retain a duty to ensure the provision of victims' services in Gwent and the OPCC continues to monitor Gwent Police's response to victims and their satisfaction with the service they have received.

The continued development of Connect Gwent will increase our combined ability to identify vulnerability as well as increase our communication and reach to vulnerable victims and witnesses in our communities. On-going work will also provide a more accurate and in-depth in understanding 'what works' for people who access the service.

We recognise the changing demand on policing and the roles that the OPCC and Gwent Police perform by protecting those at risk of harm and abuse. We also recognise the importance of supporting diversionary and preventative activities and working closely with those who are displaying risky and often criminal behaviour. To support this commitment, my office has:

- Produced a vulnerability framework that aims to identify collective and targeted steps needed to tackle and influence the root causes of vulnerabilities seen throughout our policing demand.
- The framework is aligned with the Police and Crime Plan priorities for 2017-2021 and the approach is supported and underpinned by the policy and legislative frameworks set by Welsh Government through the Wellbeing of Future Generations Act, Social Services and Well-being Act and Public Health Wales' Adverse Childhood Experiences research;



- Invested in additional staff resources for the Public Protection Unit within Gwent Police to improve partnership working, investigation and prevention of the threat and risk of hidden crimes such as Modern Slavery; and

- Initiated a Gwent-focussed Child Centred Policing model which seeks to expand on the national strategy and to adopt the key principles of Child Centred awareness.

IMPROVING MENTAL HEALTH SUPPORT

One of my first engagements as Commissioner was in support of national Mental Health Awareness Week (16-22 May 2016). The Chief Constable and I met victims of crime with mental health requirements to learn more about how the specialist support they received through Connect Gwent helped them to cope and recover from their victimisation. The visit also marked my commitment to ensuring that victims of crime with mental health requirements have access to appropriate support in Gwent. Since April 2015, 243 victims have been referred to the Well-being Practitioner based within Connect Gwent for psychiatric help.



Following recognition by the Strategic Community Safety partnership, Safer Gwent, it was decided that including a qualified mental health practitioner in Gwent Police's Control Room would be beneficial. An initial trial of six months was jointly funded by my office and the Aneurin Bevan University Health Board and a qualified Approved Mental Health Practitioner was seconded into the post. The project is part of the commitment of my office and Gwent Police to support the key principles outlined within the Wales Mental Health Crisis Care Concordat. An initial review of the pilot has shown:

- Positive outcomes and experiences for individuals, police and other agencies;
- Alternative pathways to detentions under section 136 of the Mental Health Act (where a person is taken into police custody as a 'place of safety' awaiting assessment by a doctor and approved social worker) are more accessible;
- Greater understanding of mental health and improved information sharing;
- More informed and quicker decision making; and
- Significant savings in time, money and resources.



As a result of the positive benefits identified, I have agreed to provide funding to Gwent Police to further invest in this area. Consequently, an expansion from one to six posts, including a Supervisor has been approved. Recruitment will take place during 2017/18.

My office has also supported Gwent Police's well-being initiatives around mental health. A dedicated training day was provided to all police officers and staff to enable them to recognise potential mental health conditions in themselves and colleagues and to know what help is available. It is hoped that earlier recognition of warning signs, and where to go for support, will lead to a reduction in incidents of sickness due to stress and other related mental health conditions, an improved awareness of mental health amongst the workforce and an improved sensitivity in service delivery.



The OPCC is a member of the Gwent-wide Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board. Working with the Safer Gwent partnership, we have continued funding for the provision of Independent Domestic Violence Advocates (IDVAs) and an IDVA Co-ordinator for the region. Continuation of the service has ensured that all individuals referred for support and:

- Are provided with information and advice;
- Are able to access appropriate services;
- Are given safety planning advice to make them feel safer; and
- Experience improvements in their well-being/ quality of life.



During 2015/16, a total of 369 adults at high risk of domestic abuse were supported by IDVAs in Gwent; in 2016/17, this rose to 473 high risk cases with 139 medium risk cases also recorded. Work is underway to improve the reporting framework by providing the data by gender. My office also worked closely with colleagues at Gwent Police to deliver a seminar on coercive control.

I continue to commission services for victims of sexual violence in Gwent and the OPCC remains actively engaged with partners across Wales to ensure the sustainability of these services in the future. Provision of these services enables victims of domestic and/or sexual abuse in Gwent to be confident that they will receive an excellent and consistent level of support from all providers.

CORPORATE ACHIEVEMENTS

The OPCC also saw success across a range of other initiatives linked to our corporate role and responsibilities and the maintenance of the standards achieved by the organisation.

LAUNCH OF THE PUBLIC RESPONSE UNIT



In April 2016, the OPCC established the Public Response Unit (PRU) to provide an improved level of service for the public by ensuring that any dissatisfaction with Gwent Police is dealt with as quickly and effectively as possible before it evolves into a more serious complaint. During its development, PRU staff undertook a survey with members of the public that had made a complaint to Gwent Police and/or the OPCC between April 2015 and April 2016. 235 surveys were sent out, with 69 responses (29%) received.

Initial findings showed that 57% of respondents were not confident that their complaint would be taken seriously; 54% were satisfied with the initial contact made by Gwent Police/the OPCC after making their complaint; 66% were dissatisfied with the length of time taken to investigate their complaint; and 55% felt they were not kept informed throughout the process.

This feedback, along with suggestions for areas of improvement, was used to help design the service.

The unit was established to promote openness, transparency and efficiency and to provide an appropriate response in a timely manner. It complements the work of Gwent Police's Professional Standards Department (PSD) which handles complaints of a more serious nature against officers and staff while also encouraging members of the public to tell them about positive experiences of the service they have received.

Since its introduction, the PRU has:

- Dealt with 457 incidents in total;
- 443 incidents were completed by PRU staff with no further action to be taken;
- Only 14 were referred to the PSD for resolution; and
- It is believed that this has contributed to the 20% reduction in police complaints in Gwent.

An annual survey will be undertaken to measure the impact the PRU has had on the confidence and satisfaction of people engaging with the service. The PRU continues to develop to adapt to any changes under the Policing and Crime Act 2017 and to deal with all initial communication regarding complaint-related matters. It is our intention that they will also be able to provide support when advocacy and mental health needs are required.

POLICE APPEALS TRIBUNALS (PATs)



Police Appeals Tribunals (PATs) hear appeals against the findings of gross (serious) misconduct brought by police officers or special constables. Members of the public can now attend appeal hearings as observers but are not allowed to participate in proceedings. The OPCC is responsible for appointing the Chair to conduct the proceedings and facilitating the arrangements for tribunals.

Throughout 2016/17, four Police Appeals Tribunals were held: three were arranged by the Gwent OPCC and one by the South Wales OPCC. All four were adapted to comply with the new regulations relating to hearings being held in public meaning that a far more transparent and efficient process is now in place.

ETHICAL CHECKLIST COMPLIANCE

Following my election, I signed up to the Committee on Standards in Public Life Ethical Checklist which provides information about the ethical approach I have adopted to promote, support and sustain high standards whilst in office.

In line with this commitment, I opened up a robust recruitment process for a Deputy Police and Crime Commissioner from July to August 2016, resulting in the appointment of Eleri Thomas MBE.

In working to the Ethical Checklist, I can provide evidence of compliance with the Committee on Standards in Public Life and instill the public with confidence in any recruitment processes undertaken. All future appointments will be undertaken in this manner, including that of the new Chief Constable recruitment process.



COMPARING OUR POLICE AND CRIME COMMISSIONERS (COPACC) TRANSPARENCY AWARD



I was pleased to see my office retaining the Quality Mark for Transparency for 2016-17 from the Police governance expert, CoPaCC. This was the second year running that the organisation has won the award for providing the public with key information in an accessible format on our website. We hope to achieve the Transparency Award again in 2017/18 by continuing to meet the legal requirements and publishing as much additional information as we are able to.

Pictured: Paul Grady, Head of Policy for Grant Thornton with OPCC Chief of Staff Sian Curley, OPCC Information Officer Joanne Regan, and CoPaCC Chief Executive, Bernard Rix.

FREEDOM OF INFORMATION COMPLIANCE

The OPCC received 18 Freedom of Information (FOI) requests during 2016/17 and achieved 100% compliance with the legal requirement of responding to all requests within 20 working days.

This should provide confidence to the public that we take these requirements seriously. Requests received covered a range of themes including funding and financial matters, OPCC processes and staffing, operational policing matters and complaints.

The OPCC maintains a Publication Scheme that commits us to making information available to the public as part of our normal business activities. The scheme sets out:

- What information the OPCC publishes or intends to publish;
- How we will publish this information; and
- Whether the information will be available free of charge or on payment.

The Publication Scheme is updated in line with changes to FOI legislation, guidance issued by the Information Commissioner's Office and any other statutory requirements to publish information. The full Publication Scheme can be accessed via the OPCC website.

VOLUNTEER SCHEMES



Independent Custody Visitor (ICV) Scheme

The OPCC continues to actively engage with its volunteers. The Independent Custody Visitor (ICV) Scheme allows volunteers to attend police stations to check on the treatment of detainees, the conditions in which they are held and whether their rights and entitlements are being observed. It offers protection to both detainees and the police and provides reassurance to the community at large. Throughout 2016/17, there were 11 scheme volunteers who conducted 189 visits. This resulted in:

- 67% of detainees in custody accepting a visit by the ICVs;
- 96.3% of issues identified by ICVs being addressed by the custody sergeant at the time of visit; and
- Only two issues being escalated to the OPCC which were immediately addressed by the Custody Inspector. One related to delays in accessing the suite, the second related to medical provisions in the suite.

The ICV Scheme has also provided reassurance that the transition from two custody suites to one was a success, with no areas of concern identified.

Animal Welfare Scheme

The Animal Welfare Scheme enables members of the local community to visit, observe and report upon the conditions under which police dogs are housed, trained and transported. During the last year, nine checks were carried out by five scheme volunteers. Outcomes from the visits are recorded by the OPCC and shared with Gwent Police to ensure that any issues or concerns raised by the volunteers are addressed.

In 2016 the Commissioner supported 'Finn's Law', the petition to change how those guilty of harming serving police dogs are sentenced. Following the petition, the matter was subject to

a Parliamentary debate which has led to a revision in the Sentencing Council guidelines for dealing with animal attacks. The new guidelines include, as a specific aggravating factor, attacks against an 'animal being used in public service or as an assistance dog' that will increase the seriousness of such an offence. This means that an attack on a police dog (PD) like PD Finn could lead to the perpetrators receiving more significant sentences under animal welfare legislation than ever before.



Working with Gwent Police, the OPCC has used the resulting feedback from our scheme members to help ensure a suitable focus on the welfare of detainees in police custody as well as any police dogs, and to provide public assurance of appropriate standards in each case.

Recruitment processes are planned for 2017/18 for both schemes to re-invigorate volunteer numbers, as some reach the end of their tenure.

STRATEGIC EQUALITY PLAN 2016-2020

In April 2016, we published our first joint Strategic Equality Plan (SEP) with Gwent Police. The production of a joint SEP allows us to monitor and scrutinise Gwent Police's performance in relation to equality and diversity.

We will be publishing a joint Annual Report with Gwent Police in September 2017 to demonstrate how we are delivering against the objectives in the SEP.

WELSH LANGUAGE

Separate Welsh language standards were issued to the Commissioner and the Chief Constable by the Welsh Language Commissioner in September 2016.

Implementation work has been undertaken jointly between the OPCC and Gwent Police in support of the Commissioner's and Chief Constable's shared commitment to working towards provision of a bilingual public service. As part of our work to comply with the standards, we have undertaken a number of activities, including:

- The establishment of a joint Welsh Language Board to oversee implementation progress;
- Publication of a joint Welsh Language Strategy that sets out how we intend to comply with the standards;
- Employment of a joint Welsh Language Policy Officer to promote the development of Welsh within and across Gwent Police and increase the accessibility of services to anyone wishing to use Welsh;
- Commencement of the recruitment of a Welsh Language Translator to help us meet the demands of providing a bilingual service;
- Active engagement with a number of partners that work through the medium of Welsh, including the Welsh Language Commissioner and the National Assembly to support our recruitment campaign; and
- Commissioning Menter Iaith (Caerphilly) to provide an independent assessment at three of the main police buildings to find out how inclusive they are for anyone wishing to access policing services through the medium of Welsh. The outcomes of the audit were considered by the Board and have been used to ensure compliance with requirements.

The first compliance date at the end of March 2017 was met successfully and we continue to work towards final compliance with the standards at the end of September. In addition, we will publish our Welsh Language Standards Annual Reports to provide evidence to the public on how we have complied with the requirements during 2016/17.

'DEMENTIA FRIENDLY' STATUS

The OPCC and Gwent Police were the first public organisations in Wales to receive the official Alzheimer's Society 'Dementia Friendly Community' kite mark recognising our commitment to working in a dementia friendly way, raising awareness of dementia and meeting the seven criteria points set by the Alzheimer's Society.

As part of this, around 1,000 front-line Gwent Police officers received training so that they are able to understand and support vulnerable people in the community and respond effectively and with empathy when people with dementia become confused. Staff from the OPCC and Gwent Police attended awareness sessions to increase their understanding of dementia.

Gwent Police has also supported and adopted the Herbert Protocol, a national safeguarding plan which assists police, health and the local authorities to reduce the risk of harm that people with dementia are exposed to in the event that they go missing. The protocol encourages carers to compile useful information which could be used in the event of a vulnerable person going missing.

As a result of implementing the Herbert Protocol and officer training, 30 people living with dementia were safeguarded within their own homes. 22 care homes have also adopted the protocol. We will continue to work with partners throughout 2017/18 to ensure an effective approach to local safeguarding plans.



HOLDING TO ACCOUNT

One of my core duties as Commissioner is to hold the Chief Constable to account. To ensure the delivery of an efficient and effective police service, performance outcomes are agreed with the Chief Constable. Through effective monitoring and scrutiny, the OPCC supports me to ensure continued development and improvement of the policing service in Gwent.



During the year I have:

- Held the Chief Constable to account through weekly meetings and at my Strategy and Performance Board meetings which are held in public to maximise transparency;
- Worked with Gwent Police to review the Performance Framework for the Police and Crime Plan and Gwent Police Delivery Plan and to ensure a continued focus on any areas of improvement identified by HMIC;
- Maintained a focus on improving Gwent Police's performance for the 101 non-emergency number. Prior to June 2016, service delivery had been affected due to a number of initiatives being introduced. This had resulted in levels of service falling significantly below acceptable limits. Although there is much more work to do, this is an area of continuous development and improvement;
- Reviewed and challenged, where appropriate, the Chief Constable's delivery of the Staying Ahead 8 transformational change programme; and
- Represented by my staff at internal meetings of Gwent Police's operational and strategic forums to act as a critical friend and provide feedback to the OPCC.

THE POLICE AND CRIME PANEL

The Police and Crime Panel examines my actions and decisions, promotes openness and transparency in the undertaking of police business and provides support in the effective exercise of my functions. The Panel is also responsible for dealing with any complaints regarding my conduct when carrying out my role. During the year, Panel members were consulted on a wide range of projects, activities and initiatives undertaken by my office, including:

- Setting the Precept;
- A confirmation hearing for the appointment of the Deputy Police and Crime Commissioner;
- Production of the Police and Crime Plan 2017-2021 and the Annual Report for 2015/16;
- Monitoring the implementation of the Plan;
- Production of the Strategic Equality Plan 2016-2020;
- Financial performance throughout 2016/17;
- Recruitment of new officers for Gwent; and
- Improvements to the service provided by the 101 non-emergency number.

The OPCC will continue to support me in my engagement with the Panel and in addressing any recommendations made as a result.



Gwent PCC Jeff Cuthbert with the Chief Constable of Gwent Police, Julian Williams, the Chair of the Gwent Police and Crime Panel, Cllr John Guy, and Vice Chair and Panel Member, Gillian Howells.

HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE AND RESCUE SERVICES (HMICFRS)

HMICFRS reports during 2016 confirmed the excellent work undertaken by Gwent Police in continuing to improve the provision of policing services to the public of Gwent. Each area inspected resulted in at least an overall judgement of GOOD, representing a significant change from a previous position of needing improvement. In particular, it has been positive to see our investment in technology and Gwent Police's ability to adapt to deal with changing demand and priorities rated as 'outstanding' by HMICFRS.

Gwent is now hailed as one of the most improved Forces in England and Wales by HMICFRS and you can rest assured that I will continue to support the Chief Constable in addressing any areas for improvement that are identified during inspection processes.

As required by Section 55(5) of the 1996 Police Act, the OPCC has complied with statutory timescales in providing a written response to the Home Secretary on all HMICFRS Inspections relating to Gwent Police. The public can see the inspection results and any actions taken by myself and the Chief Constable regarding areas for improvement.



The Commissioner will continue to comply with statutory timescales and ensure that the public and Police and Crime Panel are kept fully apprised of HMICFRS results and our responses.

CRIME REPORTING



For the recording period at the end of March 2017, Gwent recorded 41,139 crimes.

This equates to 70.7 crimes per 1,000 residents, placing us 25th out of 43 constabularies in England and Wales. Compared to the previous year, Gwent recorded 3,517 more crimes - a 9.3% increase. This could be partially attributed to the continued focus Gwent Police has placed on accurate crime recording as well as victims having improved confidence to report crimes and knowing that they will have access to the right support in Gwent.

It is clear from the statistics however that there are some genuine increases in some crime types and you can rest assured that I am discussing these emerging trends with the Chief Constable. I will be working alongside him to monitor these trends and we will be looking at any factors driving any changes so we can continue to ensure that Gwent is a safe place to live and work for everyone.

PUBLIC CONFIDENCE

Due to the continued focus on accurate crime recording, Gwent Police achieved a recording compliance rate of over 90% during 2016/17. This shows that people can be highly confident that crimes in Gwent are recorded accurately.

It is important that our communities have confidence in the delivery of their local policing service if they are to feel safe. The OPCC continues to work with Gwent Police to ensure a focus on improving public confidence levels for 2017/18.

Public Confidence Theme	Crime Survey England and Wales National Average 12 months to Sept '16	Gwent 12 months to Sept '15	Gwent 12 months to Sept '16
Police: Deal with community priorities	60.9%	58.1%	56.4% (-1.7%)
Police: Treat you with respect	87.3%	86.6%	86.8% (+0.2%)
Police: Treat everyone fairly	68.0%	62.1%	61.5% (-0.6%)

I have regular discussions with the Chief Constable of Gwent Police around how we can improve the public's confidence in the service provided to them and this is certainly an area we are focussing on moving forward.

VICTIM SATISFACTION

The OPCC continued to monitor Gwent Police's performance throughout 2016/17 in relation to victim satisfaction. We are pleased to report that, across all 43 constabularies in England and Wales, Gwent is now 15th for overall satisfaction levels for victims of crime. This is a substantial achievement which can be drawn from the collective activities that the OPCC and Gwent Police have implemented, including the 'CARES' programme (the way that police officers deal with victims of crime and the related investigation) and Connect Gwent.

Overall satisfaction of victims of crime is slightly lower than our performance of 12 months ago (-3.0%). A downward trend began to emerge in April 2016 but satisfaction levels have remained stable since September 2016 as a result of specific activity to understand the trend when it was identified.

This includes raising the matter with the Chief Constable at the Strategy and Performance Board and providing an increased focus on the CARES programme.

Overall Satisfaction	January 2016	January 2017
Crime	86%	83%
ASB	79%	76.7%

Having also experienced a slight decrease over time, satisfaction of ASB victims is now currently stable. The OPCC will continue to monitor the way Gwent Police provides support for all victims of crime to ensure that people are satisfied with the service they have received and that our citizens are more confident to report crimes and incidents when they occur.

JOINT AUDIT COMMITTEE

The Joint Audit Committee (JAC) provides independent assurance of risk, internal control, scrutiny and oversight of financial performance reporting processes for both myself and the Chief Constable.

During 2016-17 the JAC held four formal meetings along with four 'deep dive' sessions to aid members' wider understanding of the work undertaken by the OPCC and Gwent Police.

In September 2016, the JAC published their Annual Report for 2015/16 alongside the Statement of Accounts, detailing the work undertaken over the year and their focus for 2016/17. The Annual Report provided assurance to myself and Chief Constable that of the robustness of the work undertaken by the JAC during the year. Work is underway on the production of the 2016/17 Annual Report.

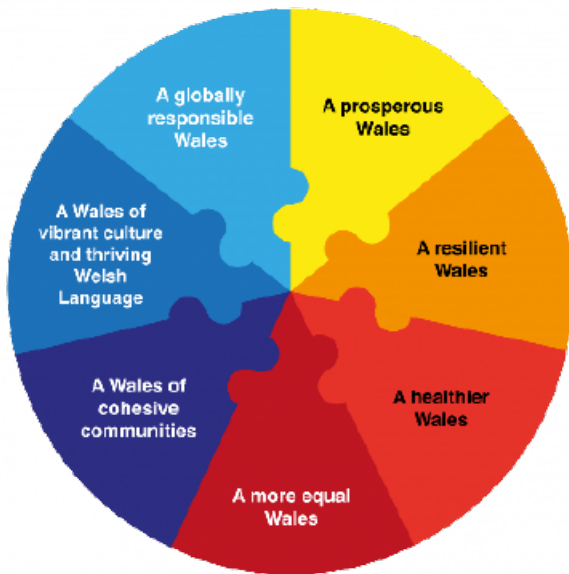


The full JAC report can be read at www.gwent.pcc.police.uk

WORKING IN PARTNERSHIP

Great emphasis has been put on building partnerships over the last year. The police cannot be responsible for policing and crime alone and most problems are best solved by the whole community working together. This 'one public service' approach is strongly embedded in the way my office and Gwent Police work with our partners both locally and nationally.

PUBLIC SERVICE BOARDS



The seven well-being goals for Wales under the Well-being of Future Generations Act

The Well-being of Future Generations (Wales) Act 2015 provides real opportunities to ensure that service providers focus on long-term, sustainable outcomes for current and future generations. The statutory Public Services Boards (PSBs) have a crucial role to play in maintaining the health, independence and well-being of all people across Wales, and in ensuring that their lives have value, meaning and purpose.

As a statutory invitee to each of the five PSBs in Gwent, the OPCC maintains support for the partnership approach that is the mainstay of the PSBs' work in Gwent. We continue to work with each of the five PSBs whilst they are developing their action plans for implementation in autumn 2018.

Working with the Newport PSB, my office had oversight of co-ordinated targeted activity in the centre of the City to tackle some of the pressing issues raised by the community. The vital community intelligence provided to Gwent Police enabled them to conduct the three stages of Operation Jewels - the largest drugs operation in the history of Gwent Police.

The OPCC is also working in support of Blaenau Gwent, Caerphilly, Monmouthshire and Torfaen PSB's proposals to develop their own partnership plans for areas identified as requiring additional support. This will continue throughout 2017/18.

ALL WALES POLICING GROUP

In July 2016, I hosted a meeting of the All Wales Policing Group in Gwent, the first since my election as Commissioner in May. The four Police and Crime Commissioners and the Chief Constables of Wales continue to meet every quarter to discuss strategic issues, to identify how best they can work together to prevent crime and protect victims of crime from serious harm and to further opportunities for collaboration.

2016/17 also saw the appointment of an All Wales Deputy Chief Constable. Working with the All Wales Policing Group, the focus for this role includes, future collaboration, efficiencies via economies of scale, improved relationships with Welsh Government and the National Assembly and the possible devolution of policing.



Gwent PCC Jeff Cuthbert, South Wales PCC Alun Michael, Dyfed-Powys PCC Dafydd Llywelyn and North Wales PCC Arfon Jones.

SAFER GWENT

Established by the OPCC, Safer Gwent works with key community safety partners across the five local authority areas.

The group is made up of representatives from the local authorities, the local health board, registered social landlords, voluntary sector, youth offending services and the probation and rehabilitation services. It provides a strategic and joined-up approach to achieve better community safety outcomes in tackling issues such as ASB, community cohesion, preventing re-offending, and supporting victims.

This partnership approach has recently received recognition as Good Practice by the Wales Audit Office in its 2016 report, Community Safety in Wales.

Through its agreed strategic priorities and by using PCC funding opportunities, Safer Gwent has supported the commissioning of projects valued at over half a million pounds (£560,981), including funding the provision of:

- A regional IDVA Co-ordinator and IDVAs for Gwent to provide consistent levels of support and confidence for victims;
- A Substance Misuse and Victim Worker post for the three Youth Offending Services in Gwent that aims to support young people to reduce and/or stop the offending behaviour related to their substance misuse issues;
- An ASB Co-ordinator to work with partners to co-ordinate and manage service improvements and consistency to the ASB reduction process throughout Gwent and to put in place a consistent response to ASB so that people are informed of what is available;
- Partnership work with South Wales Fire and Rescue Service to support their involvement in the 'FaCE the challenge together: Family and community engagement toolkit for schools in Wales' that helps families to actively support their child's learning; and
- Strategic level analysis used by all partners for community safety planning so that all partners are working to a common information set on crime and community safety issues.

RESTORATIVE JUSTICE

Following initial research work by Safer Gwent, the OPCC invited Restorative Solutions Community Interest Company (CIC) to undertake a study into the current use of restorative justice in Gwent. Restorative justice has been shown to reduce re-offending by holding offenders to account for what they have done and helping them to take responsibility for their actions. It also gives victims the chance to meet or communicate with their offenders to understand the real impact of the crime and help them to recover from the crime.

There is overwhelming support from partners for a clear and unified approach to addressing gaps and to establishing an effective restorative justice referral process across Gwent. Using the outcomes of the study, throughout 2017/18 we will work together to design a restorative justice approach across all services in Gwent that:

- Is accessible to all victims across the whole of Gwent;
- Is victim-centred in its approach;
- Offers a better set of options for victims;
- Is efficient and in particular avoids duplication of effort and resources; and
- Is capable of being scaled up over time to develop a truly restorative county.



POSITIVE FUTURES

Established in 2002 and funded by my office since 2013/14 together with other partners such as Local Authorities, Sport Wales and Asda, the Positive Futures project is a sport based inclusion programme, part of which uses sports and physical activity to mentor and divert young people away from crime and ASB. It also provides one to one mentoring for young people and diversionary engagement programmes, training and personal development opportunities which can lead to qualifications or employment.

Nearly 10,000 individuals throughout Gwent engaged with the programme this year and Gwent Police has noted a reduction in incidents of ASB in areas where the programme is active.



Teen Turns Life Around Thanks to Positive Futures

One person who can certainly vouch for the impact of the project is 17 year old Rhys Thomas from Caerphilly.



Rhys was referred to the Caerphilly Positive Futures programme when he was 13 years old. When he was 15, he broke the law and was sent to a young offenders institute for a year. Positive Futures kept in constant contact with him throughout his sentence.

Thanks to support and mentoring from the programme and the partnership work with the Youth Offending Service, Rhys has now turned his back on a potential life of crime and works as a sports coach for Caerphilly Positive Futures. He is now employed through Sport Caerphilly, helping to divert people who are heading in the wrong direction away from a life of crime and ASB.

Rhys said: "They gave me a second chance when no one else would and said that I would be a really good role model if I sorted my life out, which I have done. I managed to get a job with them and I'm now helping out kids who are going downhill and showing them that there's another way."

"I definitely wouldn't have a job if it wasn't for them and I'd probably be out walking the streets and getting up to no good."

STOP AND SEARCH

We continue to work with Gwent Police to ensure that stop and search is used correctly by officers. The OPCC co-ordinates a Stop and Search Dip Sample Group that examines stop and search records, body worn camera footage, 'Quality of Encounter' feedback and related performance data twice a year.

The results are provided to my office and Gwent Police along with any recommendations and observations arising from the exercise that are considered alongside any national and local improvement plans.

Since October 2016 my office has been working with Gwent Police and Positive Futures to design and implement a series of sessions across Gwent to raise awareness of people's rights if they are stopped and searched by the police.

We will use the feedback gained to measure any changes to young people's awareness of the Know Your Rights information and changes in perceptions of the police.

CYBER CRIME

Currently 72% of all crimes and incidents reported to the police are linked to computer or social media use.



As cyber-enabled crime has increased, the OPCC and Gwent Police have invested in the provision of extra staff and training for officers to investigate and gather intelligence online and through information technology.

An online investigation team has been embedded in Gwent Police's structure which focuses on protecting the most vulnerable from harm, and capabilities and technology have been introduced for front line officers providing the ability for them to promptly obtain real time evidence for on-going investigations.

This increased resource will be complemented by a full review of Gwent Police's cyber capability, building on the success of its Cyber Crime Unit but ensuring it has a cyber strategy that will seek to prevent further victimisation and reduce demand. Furthermore, investing in the new 'cloud based' technology will assist officers and staff in identifying offenders, preventing further harm and safeguarding future victims. The additional training will improve Gwent Police's investigative capability, assisting them in bringing offenders to justice and improving services to the public.

Operation NetSafe – which involves all four police services in Wales – sees police officers and highly skilled digital forensics staff proactively seeking out individuals using the internet to view and exchange images of child sex abuse images and videos in Wales. As part of the operation, police are working closely with the child protection charity, the Lucy Faithfull Foundation, whose 'Stop it Now!' campaign supports people to proactively address offending behaviour.

In the five months following the launch of Operation NetSafe, 6,988 more people from Wales visited www.stopitnow.org.uk compared to the five months previous (representing a 381% increase). As a result, services provided by 'Stop it Now!' are far more visible to the public.

The OPCC has supported and funded a number of community based initiatives to make people more aware of what they can do to prevent them becoming a victim of online scams and swindles. A 'Get Safe Online in Gwent' event held in Cwmbran was attended by officers from the Gwent Police Fraud Department along with Trading Standards, Action Fraud and Age Cymru.

The event intended to raise awareness and provided valuable advice around how people, especially children and young people, can protect themselves online. We continue to work with Gwent Police and partners to raise public awareness and aim to reduce the number of people becoming victims of fraud.



PROTECTING OUR ELDERLY TOGETHER (POET)

Aimed at enhancing working partnerships with various agencies that help tackle scams and swindles, the OPCC and Gwent Police hosted the 'Protecting Our Elderly Together' seminar in conjunction with Age Cymru Gwent. The Older People's Commissioner for Wales was amongst the special guest speakers at the event which had been organised in support of her National Charter (Wales Against Scams Partnership - WASP) and Action Plan to protect older people against scams and swindles.

Around 130 people from various partner agencies in Gwent attended the seminar and discussed how they can work better together to bring more perpetrators to justice. The OPCC and Gwent Police have developed a regional action plan and have worked closely with Trading Standards to build a list of more than 1,100 people in Gwent who are prone to scams.

The list has been circulated to each local authority in Gwent. Specialist agencies based at Connect Gwent are also contacting some of the most at risk people to help provide specialist advice.



TACKLING MODERN SLAVERY



Gwent Police is leading the way in tackling modern slavery in Wales

In March 2017, I hosted an event to raise awareness of the Welsh Government's 'Code of Practice for Ethical Employment in Supply Chains' established to support the development of ethical supply chains across our public and third sector organisations. I am committed to supporting the Code of Practice and the event aimed to raise awareness of the concept of modern slavery in today's society and how we all have a role to play identifying and safeguarding people from being trafficked and or forced into labour. Over 140 people attended the conference and evaluation showed that it was well received. Following on from the event:

- I have met with all Welsh Police and Crime Commissioners to agree official adoption and embedding of the 'ethical supply chain policy'. On agreement, official signing with the Cabinet Secretary will be held and publically shared;
- Several large public sector organisations contacting the Welsh Government for training and advice. A business plan for the private sector is being devised that will sit under the Welsh Government's leadership framework;
- The Gwent Missing Persons' Hub and the Gwent Multi Agency Child Sexual Exploitation conferences providing the operational vehicles to identify and support children who have been trafficked or are at risk of being trafficked; and
- All forms of modern slavery featuring within the OPCC's strategic approach to vulnerability and well-being.



Over 140 people attended the modern slavery event in Newport

I represent the four Welsh Police and Crime Commissioners at the Welsh Government's All Wales Anti-Trafficking Leadership Group. This provides an opportunity to ensure that, alongside the work of the Gwent Anti-Slavery Group, we are contributing and influencing the national approach to anti-slavery and trafficking.

Hidden Crime

The Modern Slavery conference heard the story of 47 year old Blessing Oluwatimileyin, a Nigerian born woman who worked as a maid from the age of seven before being sexually abused and trafficked.



47 year old Blessing Oluwatimileyin talked about her experiences at the modern slavery event

Sharing her experience to help others, Blessing said: "My childhood was not pleasant because I was a house girl and I was doing housework and taking care of children, amongst others. I didn't have a chance to have an education."

Her auntie brought her to the UK when she was 35 under the premise that she would have a better life. However, after arriving in London, her life was controlled by her aunt and she was forced to clean houses and all she was given was a travel pass. All the money she earned went into her relative's account and there was no money for clothes or toiletries.

She said: "It's difficult because if someone doesn't know they're being trafficked, they would not know how to deal with it."

After eight months, Blessing ran away to Cardiff. Aid organisation BAWSO, which is currently helping her with her asylum, said its trafficking project helped 82 people in 2014-15, rising to 209 in 2016-17.

Blessing who now lives back in London, said: "I feel people had taken great advantage of my circumstances and situation. I want to forget about everything I've been through in the past and I just want to close that chapter."

WOMEN'S PATHFINDER DIVERSION SCHEME



Established in 2013, the Women's Pathfinder is an Integrated Offender Management (IOM) Cymru initiative that aims to 'design and deliver a women-specific, whole system, integrated approach to service provision for women who come into contact with the criminal justice system in Wales'.

It supports the female on their journey through the criminal justice system from the point of arrest to release from prison, ensuring that there is a multi-agency, co-ordinated response for each case. A key feature of the scheme is the provision of a multi-agency response to divert women (where appropriate) away from the criminal justice system and into community support and interventions at the earliest opportunity.

The scheme is currently being piloted in each policing area in Wales and has been running in Gwent since 1st October 2015.

To date, 141 women have been diverted through the Scheme. A formal evaluation will be available later in 2017 and used to inform wider use of the Scheme within Gwent. However, early findings suggest considerable potential for the intervention as a means of reducing re-offending among low-risk female offenders.

GWENT DRUG AND ALCOHOL SERVICE (GDAS) AND GWENT-IRIS

Operated jointly between the OPCC, local Area Planning Board (APB) and the National Probation Service, GDAS provides the first Gwent-wide integrated drug, alcohol and family intervention service for individuals, including offenders and communities affected by substance misuse.

The criminal justice element is provided through the Integrated Recovery Interventions Service (IRIS).

The service received 1,703 referrals during 2016/17 and key achievements for the year include:

- Improved service integration with GDAS community substance misuse services;
- The roll-out of Naloxone kits and training to detainees leaving police custody across Gwent (Naloxone is administered to people who are suspected of suffering from an overdose);
- Developments in the prison liaison service resulting in 418 prison through-care referrals this year, an increase of 25% (314) from 2015/16; and
- An improved approach to the assessment of risk for caseworkers. Quality audits show improved staff awareness of risk, information sharing and more effective liaison work with criminal justice partners.

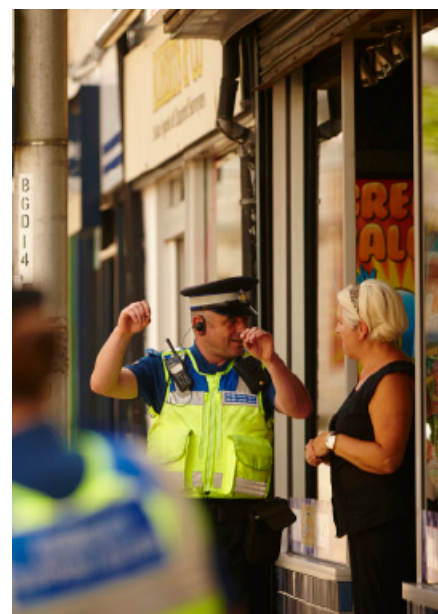
COMMUNITY COHESION

Community cohesion plays a key role in the prevention and reduction of crime and ASB.

Through communication and co-operation with our communities, the OPCC, Gwent Police and partners are actively working together to create a Gwent that is integrated, cohesive and resilient. Underpinning this work is the Well-being of Future Generations Act and the vision for 'a Wales of cohesive communities'. The OPCC has been involved in a number of activities that support cohesion, including:

- Active involvement in the Safe and Cohesive Communities Group that monitors progress of the Pill Area Focus Plan;
- Being a founder member of the Pill Community and Registered Social Landlords Group;
- Funding and hosting an event to showcase the findings of a research project commissioned through Race Council Cymru;
- Bringing together members of the public and refugees and asylum seekers to encourage more supportive communities; and
- Supporting Gwent Police's work to improve engagement with Gypsy Roma Traveller communities and local residents, as set out in the Joint Strategic Equality Plan 2016-2020.

The OPCC is also a member of the Hate Crime Criminal Justice Board Cymru. Through this partnership we have reviewed the Welsh Government's draft Community Cohesion National Delivery Plan 2017-2020 which will also form a key part of our strategic planning as we move forward.



PARTNERSHIP FUND

Since its launch by the first Police and Crime Commissioner for Gwent four years ago, approximately £750,000 has been awarded to around 250 community projects across Gwent through the Partnership Fund.

The small grants scheme awards between £250 up to £10,000 in cash seized from criminals and from the sale of unclaimed found property to projects that make a positive difference in their community. This includes money seized from organised crime groups.

I announced that the Partnership Fund for 2016/17, the first since I took office, was open in June 2016 and a total of 160 applications were received, 90 of which were successful. Some of the projects funded include:

A RUN FOR OUR MONEY



One of the success stories which clearly highlights the impact of this funding was the result of the £800 we awarded to New Inn Primary School in Torfaen so they could organise a sponsored fancy dress fun run to raise money for the school.

More than 500 pupils ran laps of the school grounds dressed as police officers, firefighters, nurses and doctors to pay tribute to 'people who help us'. The school managed to raise over £6,500 in two weeks through individual and class sponsorship whilst raising awareness of physical education and building links with the community and parents.

Proof that small amounts of money can make a big difference, the money raised will be used to develop outdoor areas of the school, including a sensory garden and an obstacle course area.

A VISION OF HOPE



£5,000 for the Vision of Hope Animal Assisted therapy project in Monmouthshire, where young people with substance misuse issues and former offenders can go to live and work on the farm and benefit from on-site treatment and therapy relating to the care of animals.

GUARDIANS OF THE NIGHT



£3,000 for the Newport Street Pastors to purchase new equipment and uniforms for their volunteers so that they can continue their work on Friday and Saturday nights in being a calming influence in the streets of the city and assisting vulnerable people to make their way home safe.

CRIME PREVENTION PANELS

The OPCC continues to provide funding support to the Crime Prevention Panels established within the Blaenau Gwent, Caerphilly and Torfaen areas of Gwent.

The Panels are made up of volunteers that work to support local policing. They are supported by Gwent Police officers and are set up to assist with promoting activity, education and public awareness by publicising crime prevention initiatives that support the reduction and effect of crime on the community.

During 2016/17, I agreed to provide funding to the newly formed Torfaen Crime Prevention Panel to assist them with running local crime prevention initiatives. The OPCC will continue to work with the Panels to ensure effective use of the funding provided.

IMPROVING THE CRIMINAL JUSTICE PROCESS

I continue to Chair the Gwent Criminal Justice Strategy Board.

As a member of the Board, the OPCC is facilitating a review of the local partnership arrangements to assess

whether they are fit for purpose to lead improvements to the efficiency and effectiveness of the criminal justice system within Gwent.

The review will continue throughout 2017/18 and the outcomes will help to shape the future focus and performance of the Board.



PREVENTING CRIME IN RURAL AREAS



There are nearly 44,000 households registered on the Gwent Now Community Messaging System

The OPCC has also been working with partners to prevent crime in rural areas. I continue to fund the Gwent NOW community messaging system for our residents that plays a key part in sharing information with our rural communities and helping tackle the issues affecting them. During the year, we have:

- Continued to use Gwent NOW to host the Farmwatch system that helps tackle rural crime by allowing rapid information-sharing between members and Gwent Police;
- Worked with the Blaenau Gwent MP, Nick Smith, to facilitate meetings with key partners in the community to tackle the nuisance and illegal use of off-road vehicles. Initiatives to tackle the issues in hotspot areas have been progressed, including the implementation of a school education programme and engagement with biker groups; and
- Continued to fund the establishment of Community Speedwatch sites in rural areas with recognised speeding issues. The scheme operates on roads with speed limits of 40 mph or below and community volunteers work alongside Gwent Police officers or PCSOs to identify vehicles exceeding the speed limit. There are currently 188 registered volunteers and 27 sites across Gwent. A total of 283 letters of advice were sent to motorists during the year.

LOOKING TO THE FUTURE 2017-2021



My first year as your Police and Crime Commissioner has been very fulfilling and you can see from this report that we have achieved a considerable amount during this time.

I have done my utmost to ensure that my Police and Crime Plan for Gwent 2017- 2021 reflects what our residents have told me about their priorities and concerns. I want to thank the Deputy Police and Crime Commissioner, Eleri Thomas, all of the staff in the Office of the Police and Crime Commissioner and our many partners in the community for all the hard work they have put in over the last year to improve services for our residents.

I would also like to thank the Chief Constable, the Chief Officer Team, all of the police officers, staff and volunteers for their hard work. What has impressed me the most during the last year is the unwavering passion and impressive commitment our frontline officers out on the ground have for the difficult jobs that they do in often challenging circumstances. It has not gone unnoticed and I would like to thank each and every one of them.

I am now looking forward to delivering my Police and Crime Plan and ensuring the people of Gwent, especially the most vulnerable, have the best policing service possible. Listening to your issues, concerns and comments will remain an important part of my work for the 2017/18 year and I will continue to use your feedback to improve policing and drive forward essential partnerships to keep our communities safe.

There is no doubt that balancing budgets is one of the single biggest challenges all services, policing or otherwise in England and Wales, still face. How we have improved and evolved as a policing service in Gwent despite continued reductions in the budget year on year is nothing short of remarkable. I am pleased that we will welcome 120 new police officers to Gwent Police throughout 2017/18, providing greater reassurance within our communities and bolstering our front-line capabilities.

I will continue to monitor the Chief Constable's delivery of the Staying Ahead efficiency programme and use of resources whilst working with my fellow Police and Crime Commissioners in England and Wales to ensure that police funding issues are addressed.

The world of policing is ever-changing and we need to be flexible enough to adapt to those changes and to manage new and competing priorities.

I will be working with the Chief Constable to embed the Association of Police and Crime Commissioners (APCC) and National Police Chiefs' Council (NPCC) 'Policing Vision 2025', which forms a fundamental consideration in the delivery of the Police and Crime Plan 2017-2021. To achieve this, the OPCC will work with Gwent Police and other partners on the development of a number of initiatives, including:

- Tackling cyber-related crime to reduce the number of victims within Gwent;
- Developing further opportunities for diversion from police custody;
- Providing a consistent approach to Restorative Justice;
- Embedding a Gwent-focussed Child Centred Policing model;
- Continuing to develop our focus on mental health services and provision;
- Reviewing the governance of Safer Gwent following the WAO Audit Review in 2017 relating to the state of community safety in Wales; and
- Continuing to improve our support for the most vulnerable in our communities.

We will also continue our dedication to ensure that the priorities of my Police and Crime Plan 2017-2021 are aligned with the Public Service Board Well-being Plans to ensure a co-ordinated response to service planning and delivery.



I have been positively encouraged by the performance of Gwent Police since taking up office.

The service is in a well-placed position to meet both current and future demands and has gone from requiring improvement across the board to being hailed as one of the most improved services in England and Wales.

Moving forward, I will continue to maintain and establish strong links between the voluntary and community sector and my office, and develop opportunities and services that meet the emerging needs of our communities. I will continue to work with the Chief Constable and our partners to ensure that people who live in, work in or visit Gwent are safe and that policing and crime services are delivered demonstrating value for money. I want to ensure that the OPCC and Gwent Police are employers that people want to work for.

I am now looking forward to the next year and my focus will be on ensuring the people of Gwent have the best service possible. You can rest assured that I will continue to work hard on improving policing and in driving forward essential partnerships to keep our communities safe.

Jeff Cuthbert

Police & Crime Commissioner for Gwent