

Mae'r ddogfen yma ar gael yn y Gymraeg



Office of the Police and Crime Commissioner for Gwent

Strategic Equality Plan
Annual Report 2020/21

1. Introduction

In the summer of 2020, the Office of the Police and Crime Commissioner (OPCC) and Gwent Police published the Joint Strategic Equality Plan (SEP) 2020-24 to help fulfil our duties as public authorities, as set out in the Equality Act 2010 - [Strategic Equality Plan | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#). The SEP introduced four joint equality objectives for the four-year period that were agreed following consultation with our communities and staff. To help us deliver these objectives, we have organisational Delivery Plans that enable us to keep track of our progress and form the basis of this report.

During 2020/21, the OPCC continued the development of the new SEP against the backdrop of COVID-19. As a result of the impact on our working practices, our community consultation ran into April 2020 leading to a later than usual publication of the SEP document. The work undertaken during this time bridged both the previous and incoming objectives. In addition, the Black Lives Matter movement further highlighted racial and social inequalities and criminal justice issues.

Our SEP recognises the need for services to tackle issues of disproportionality wherever they occur. It also acknowledges the significant challenges to be addressed in effectively delivering a policing service that addresses all inequality and promotes equality across all the protected characteristics. Whilst this Annual Report provides an update on our progress and helps us meet our duties under the Equality Act 2010, it also enables us to celebrate success in working towards a fairer and more inclusive police and criminal justice service.

This is the first report for the Strategic Equality Plan 2020-24. Several activities have been rolled over from the previous SEP to ensure continuity of delivery; others will require further work for us to demonstrate success which will be indicated within this document. It is recommended that this report be read in conjunction with Gwent Police's Equality Annual Report for 2020/21.

Note – the term 'protected characteristics' used in this document refers to the characteristics of age, disability, gender reassignment, marriage and civil partnership, race, religion, pregnancy and maternity, and sex.

2. Our Equality Objectives

Our SEP 2020-24 has been developed around fundamental principles that will help us to achieve our objectives. We want to:

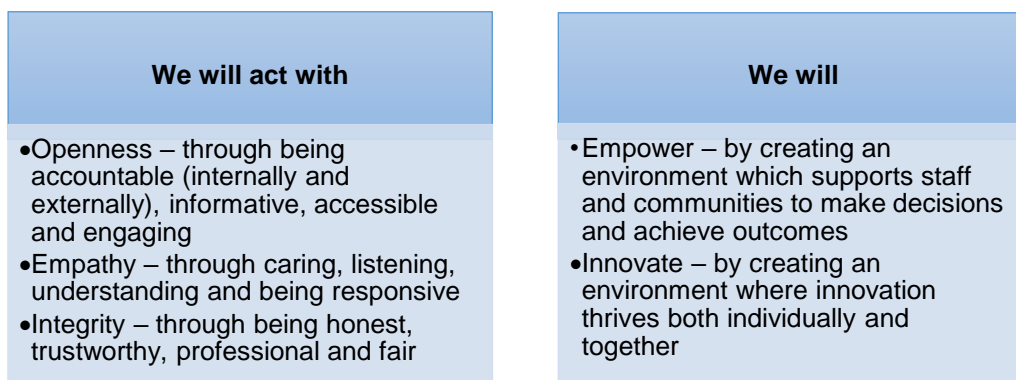
- Provide a police service that reflects the communities it serves
- Foster an organisational culture that demonstrates the importance of equality and inclusivity
- Deliver a high-quality service that Gwent's diverse communities are confident to use and engage with

Work to meet our Equality Objectives reflects the five priorities set out in the Police and Crime Commissioner’s Police and Crime Plan 2017-2021:

- Crime Prevention
- Supporting Victims
- Community Cohesion
- Tackling Anti-Social Behaviour
- Effective Service Delivery

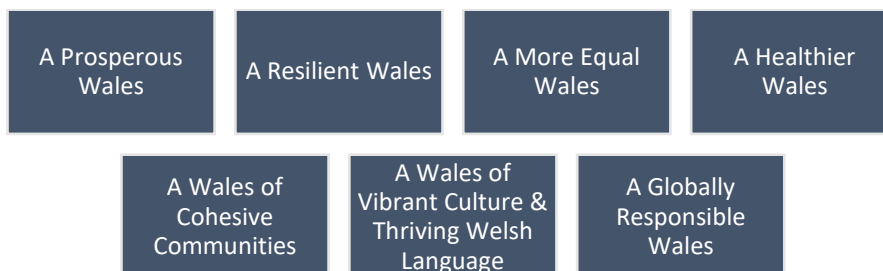
Due to the postponement of Police and Crime Commissioner elections in 2020 due to the Covid pandemic, the Police and Crime Plan 2017-2020 was rolled over to 2021/22. The SEP will be reviewed to reflect any changes in priority areas once the new Police and Crime Plan 2021-2024 is published.

Our commitment to equality is integral to the OPCC’s values, which act as a central pillar to everything we do.



OPCC staff are committed to working within the Code of Ethics and the Nolan Principles of Public Life.

We also work within the principles of the Well-being of Future Generations (Wales) Act 2015. The Act requires public bodies in Wales to think about the long-term impact of their decisions to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change. The Act has seven well-being goals that strengthen our work to tackle inequality, promote cohesion and support the health and well-being of our staff and people that come into contact with us:



During the year, we have continued to work with Gwent Police to develop and implement a robust and effective operational Equality Delivery Plan that sits in

parallel with that of the OPCC. This work will enable us to better identify and understand the quality of service provided to individuals from communities sharing protected characteristics, as well as internally for workforce representation, allowing us to make recommendations for improved practices where applicable.

On March 31st 2021, the socio-economic duty came into force in Wales. This means that, when making strategic decisions, we need to consider how we can reduce inequalities associated with socio-economic disadvantage. Our objectives include outcomes relating to the new duty and will support our compliance with the requirements.

3. Updates on our Equality Objectives

In developing our SEP and identifying the underlying activities within our Delivery Plans, we recognised that data quality improvement and the capability to analyse information are fundamental to our success across all four objectives. This includes the establishment of effective benchmarking and improved monitoring and scrutiny processes for both Gwent Police and the OPCC. While this work commenced during the reporting year, due to its extensiveness, significance and connections with similar partnership activities across Wales, we anticipate that the main body of activity will occur in 2021/22 and into 2022/21. We will continue to work with Gwent Police, providing support and challenge as they develop their data efficiencies during this time.

To support Gwent Police's development and implementation of their Equality Delivery Plan, in December 2020, the OPCC led on a workshop with Gwent Police's Heads of Service to support its embedding across the organisation. This aimed to:

- Foster better organisational understanding of how the equality objectives and outcomes relate to each area of policing;
- How better data recording will enable improved service provision; and
- How using this data can generally promote greater consideration of how our services and activities impact on our communities.

The updates provided in this report relate to activities within Phase 1 of the OPCC Equality Delivery Plan.

Equality Objective 1: Supporting Vulnerable People

To investigate and achieve justice for crimes with the greatest impact on vulnerable people, ensuring effective support for victims.

A. Violence Against Women, Domestic Abuse and Sexual Violence

Following the start of the COVID-19 pandemic in the UK, the introduction of lockdown and other restrictions on movement brought increased concerns for the safety of people experiencing domestic abuse and sexual violence. The impact was

felt across our victim services and the wider criminal justice system, and much of our partnership work during this time focused on supporting agencies with contingency and recovery planning. Through formal and informal meetings, and our performance monitoring and scrutiny, we continued to support and encourage Gwent Police to improve their data gathering and monitoring processes to enable a better understanding of how the pandemic was affecting victims and whether there were any changes in the number of reports being made to services.

As an example, the following table compares the number of Multi Agency Risk Assessment Conferences (MARAC) referrals recorded by Gwent Police for the reporting period against the recommended numbers provided by the UK independent domestic abuse charity, SafeLives:

MARAC Referrals	2019/20	2020/21	Recommended
<i>Black, Asian and Minority Ethnic</i>	3.5%	3.5%	6.0%
<i>LGBT+</i>	0.9%	1.4%	2.5% - 5/0%
<i>Disability</i>	1.8%	1.9%	18%+
<i>Male</i>	4.3%	4.2%	5% - 10%

While we remain concerned that the numbers of reports received during the year did not reach the SafeLives recommended levels, we recognise the challenges brought about, not only by the pandemic but also from the wider issues of ethnic minority trust and confidence towards policing and criminal justice services that have been spotlighted during the same period.

Throughout the pandemic, we have continued to raise awareness of the support available to those suffering from domestic abuse and sexual violence. In April, the Commissioner reinforced Gwent Police’s ongoing commitment to tackling violence against women, domestic abuse and sexual violence (VAWDASV) - [No one should have to suffer from domestic abuse and violence | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#). The Commissioner also supported Gwent Police’s launch of the *Read Between the Lines* campaign, which encouraged people to help those experiencing domestic abuse - [Read Between the Lines with new Gwent Police campaign | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#)

At a strategic level, the OPCC is an active member of the Regional VAWDASV Partnership Board and associated Delivery Group, which delivers a Strategic Delivery Plan. Priority Four of the Plan aims to ensure that our work in relation to VAWDASV is inclusive of all our communities. The OPCC’s Communications and Engagement Team leads on communications and engagement work for the Regional VAWDASV Partnership Board and is integral in designing and delivering campaigns and public messaging linked to tackling domestic abuse and sexual violence.

Specific work undertaken during the year includes:

- A successful bid for £200,000 via the OPCC into the Home Office Ministry of Justice Grant to help six local organisations supporting victims of domestic abuse and sexual violence with additional costs incurred as a result of the COVID-19 pandemic - [Domestic abuse funding for Gwent approved | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#).

- Working with Gwent Police, the Regional VAWDASV Partnership Board and Welsh Government to launch specialist services for people in Gwent who have committed domestic abuse or are concerned about the way their behaviour is affecting their partners or family - [Specialist services available to people harming others through domestic abuse | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#).
- Funding the post of the Survivor Engagement Coordinator based within our victims' hub, Connect Gwent. The first of its kind for Wales and created following a recommendation from the OPCC, the role was set up to establish a sustainable survivor engagement framework through which survivors of domestic abuse and sexual violence can share their lived experiences.
- Conclusion of the OPCC's Critical Review of Rape in Gwent, to help to build a better understanding of rape in Gwent and, in turn, identify the challenges and obstacles that affect Gwent Police's service response. The report was presented to Gwent Police and has been used to inform the local Rape and Serious Sexual Offences (RASSO) Action Plan.
- Observing World Elder Abuse Day, focusing global attention on the growing problem of elder abuse - [Do you know the signs of elder abuse? | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#).
- Leading on and participating in the Regional VAWDASV Partnership Board's #149 Challenge, marking the United Nation's International Day for the Elimination of Violence Against Women. Individuals and organisations were encouraged to take part and post their achievements online, with challenges focusing on the number 149 (the number of women who died through male violence against women during 2018) - [Communities rise to the #149Challenge for White Ribbon Day | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#).



In March 2021, the issue of violence against women was further highlighted by the tragic disappearance and (at that time) suspected murder of Sarah Everard in London. The incident raised serious questions about gender-based abuse and sexual harassment of women. In a strongly worded statement, the Commissioner condemned the behaviours of perpetrators that choose to target women in this way and encouraged victims or anyone feeling vulnerable or intimidated to report

incidences either to Gwent Police, or to our commissioned specialist support services. Whilst outside the timeframe for this report, it is important to recognise the appalling abuse of position and trust by the perpetrator, and the impact this has on public confidence in the police. Both the Commissioner and Chief Constable are committed to ensuring effective vetting, along with appropriate misconduct policies and procedures are in place for Gwent Police, to help ensure such abuses do not occur in the future.

During the year, we worked closely with criminal justice and other key agencies to actively monitor the impact of the pandemic on our domestic abuse and sexual violence services and criminal justice processes and outcomes for victims. The Commissioner is the chair of the Gwent Criminal Justice Strategy Board (GCJSB) which sits at the centre of the criminal justice system in Gwent - [Criminal Justice Board | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#). GCJSB partners worked together to identify, monitor and resolve a range of challenges linked to reduced capacity for support services, Court provisions and hearing timescales. Whilst at the end of the year the situation within the Courts had vastly improved, we will remain focused on ensuring sustainable, effective services for some of our most vulnerable victims.

The Commissioner currently contributes to the funding of Independent Domestic Violence Advisor (IDVA) support services in Gwent. Improved monitoring of service user information was implemented during 2020/21 to ensure that the services provided are appropriate for and inclusive of all communities. During the year, the IDVA service recorded a 48.9% increase in referrals for support compared to 2019/20. The complexities and increased levels of violence and coercive measures by perpetrators has been recognised by all the IDVAs during the pandemic.

<i>IDVA Services</i>	2019/20	2020/21
<i>Gender: Female</i>	96.2%	93.8%
<i>Male</i>	3.8%	5.4%
<i>Non-Binary</i>	-	0.0%
<i>Age: 17 and under</i>	3.0%	2.2%
<i>18 to 50</i>	80.3%	-
<i>18 to 54</i>	-	89.3%
<i>51plus</i>	9.2%	-
<i>55 plus</i>	-	7.5%
<i>Sexual Orientation: LGBT+</i>	-	<0.1%
<i>Ethnic Minority Background</i>	-	3.2%
<i>Disability</i>	-	1.2%

The Commissioner has continued to invest almost £300,000 per year in specialist local services for victims of sexual abuse and sexual violence. In addition, we were pleased to receive a further £63,000 from the UK Government to support victims of rape, sexual violence and domestic abuse in response to the significant rise in reporting during the pandemic. During 2020/21, these services recorded a 45.3% increase in the overall number of victims seeking support compared with 2019/20.

Sexual Abuse / Violence Services	2019/20	2020/21
<i>Gender: Female</i>	85.5%	75.6%
<i>Male</i>	14.4%	15.8%
<i>Non-Binary</i>	<0.1%	0.3%
<i>Age: 17 and under</i>	24.1%	23.5%
<i>18 to 54</i>	70.8%	71.5%
<i>55 plus</i>	5.0%	4.7%
<i>Sexual Orientation: LGBT+</i>	11.4%	7.9%
<i>Ethnic Minority Background</i>	10.7%	2.4%
<i>Disability</i>	17.4%	9.2%

Whilst we welcome the increase in the numbers of people accessing domestic abuse and sexual violence services, we acknowledge the significant challenge in providing effective and timely support to vulnerable people during the pandemic. We recognise this positive outcome shows greater public confidence to engage with support, resulting from our continued focus on providing effective services and engagement and awareness-raising to encourage reporting. Our work will continue to recognise that these issues remain gender-related with under-reporting persisting across all genders, further affected by intersectionality of protected characteristics such as race or ethnicity, and disability.

In addition, the multi-agency victims' hub, Connect Gwent offers a wide range of support, all of which can be accessed without reporting a crime to the police. Around 30,000 referrals were made to Connect Gwent during 2020/21, which continues to be funded via the OPCC. During the year, we continued to monitor how our victim services are being accessed by our communities. One of our biggest challenges is the high number of "Not Stated" responses to questions regarding ethnicity, sexual orientation and disability. This makes it difficult to accurately determine who is accessing support and identify opportunities for further improvement to our services. We will continue to work with Connect Gwent to improve the recording of victim information to support improvements to the accessibility and public awareness of the services provided by the hub.

Supporting and Safeguarding Children and Young People

During the year, we also commissioned the Young Victims and Survivors Gwent service, a specialist provision providing support to children and young people who are a victim or witness of crime or antisocial behaviour. In addition, many parents, carers and guardians of young people are offered and provided support through the service. An average of 8 referrals per month were made into the Young Victims and Survivors Gwent service, a slight decrease on the previous year linked to school closures and other COVID restrictions. Most of the support provided to young people was emotional support, with 100% of young service users engaging with the service reporting an improvement in their ability to 'cope and recover'. This is a positive outcome for the service, which has continued to grow and improve throughout its first year. We will continue to monitor the effectiveness and impact of

service provision during 2021/22, working with the provider to support further improvements to future delivery.

In August, the Commissioner was delighted to present the ‘Police and Crime Commissioner Partnership Award’ to the Early Action Together Programme in recognition of its success in working to improve the response by police and partners to adverse childhood experiences. The Gwent Police team, including a seconded member of OPCC staff, was established in Gwent in 2018. Since then, it has trained more than 1,300 police officers and 400 staff from partner agencies to recognise the signs of stressful and traumatic childhood experiences, to ensure that children and their families are offered the right support. Around 900 children and 500 families have also received support. Adverse childhood experiences include physical, emotional or sexual abuse, and experiences such as growing up in a house with domestic violence, mental illness, alcohol and drug abuse and parental incarceration.

The Early Action Together Programme was also responsible for Operation Encompass, where the police inform schools of any domestic abuse incidents that have involved or been experienced by children before classes start the following day, allowing the proper safeguarding to be put in place. During the year, over 5,000 children were identified under Operation Encompass, with a slight reduction on the previous year. The programme continues to successfully help safeguard children from any further harm and has also benefitted from the introduction of a Safeguarding Senior Practitioner into Gwent Police’s Control Room. The first of its kind in Wales, the role proactively monitors live incidents to provide safeguarding advice, guidance and support to frontline police officers.

B. Hate Crime and Disability-Related Harassment

We continue to recognise that hate crimes are liable to under-reporting, particularly as victims are likely to come from communities or groups that lack confidence in the police. The Commissioner supports Gwent Police’s strategic aim to increase the number of hate crimes being reported by or on behalf of victims.

This year we have seen a 0.8% decrease in the number of hate crimes recorded in Gwent, a trend also seen in other policing areas across the UK which may indicate the presence of barriers to reporting during the pandemic. The following table compares recorded hate crimes by strand for the last 4 years. Race-related crimes continue to account for most of the reports received, which along with transphobic hate crime was the only category to see an increase in reporting during the year.

Hate Crime	2017/18	2018/19	2019/20	2020/21
<i>Racial</i>	419	511	456	474
<i>Homophobic</i>	153	160	161	145
<i>Disability</i>	93	118	112	88
<i>Religious</i>	13	15	7	7
<i>Transphobic</i>	10	17	9	25
Total	688	812	745	739

In the earlier stages of lockdown, we saw a national increase in hate incidents directed at South-East Asian communities; in addition, people staying safe at home may have contributed to the number of incidents being experienced by individuals with certain characteristics. While the recorded numbers are lower than in previous years, it is encouraging that those experiencing hate crimes remained confident to report their experiences, despite a significant reduction in face-to-face engagement by and with services.

The number of cyber-enabled crimes with a hate element saw an increase of 44.8% during the year, which may reflect the general growth in digital technology usage and virtual services during the pandemic. Cyber-enabled crimes are traditional crimes which can be increased by the use of computers, computer networks or other forms of technology (such as cyber-enabled fraud, data theft and online abuse). Social media campaigns to encourage reporting have run during this time and Gwent Police's Social Media Desk enabling reports to be made via social media may have contributed to the increase in recording.

Cyber-Enabled Hate Crime	2017/18	2018/19	2019/20	2020/21
<i>Racial</i>	13	21	26	43
<i>Homophobic</i>	6	5	17	17
<i>Disability</i>	2	3	10	12
<i>Religious</i>	0	4	0	1
<i>Transphobic</i>	0	2	2	7
Total	21	35	56	80

Notably, 47% of all cyber-related hate crime is linked to persons under the age of 35. This mirrors cyber-related crime more generally, where the younger age groups show a higher volume of incidents due to their increased use of social media and greater online presence.

Throughout the year, the Commissioner and the OPCC have used social and traditional media to respond to incidents, provide messages of reassurance and to encourage reporting. During Hate Crime Awareness Week 2020, the Commissioner spoke out against hate crime and encouraged people to report any incidents to Gwent Police or other partners - [Hate crime of any kind will not be tolerated in Gwent | Gwent Police and Crime Commissioner \(pcc.police.uk\)](https://www.pcc.police.uk/news/2020/11/hate-crime-of-any-kind-will-not-be-tolerated-in-gwent).

During 2020/21, the number of repeat victims of hate crime increased by 29% compared to the previous year. This suggests that people are more likely to contact Gwent Police again if they experience additional hate crimes. Gwent Police has also linked its hate crime referral processes to other specialist areas across the force, as the vulnerabilities that often affect hate crime victims could also put them at risk of other forms of exploitation and abuse. However, during the year, satisfaction for victims of hate crime fell when compared to the previous year. Victim satisfaction rates are an integral driver to improving how we support victims. From July 2021, the new PCC-funded Victim Care Unit (VCU) will provide additional and bespoke support to repeat victims of hate crime, including a detailed needs assessment. We

hope that this enhanced service will increase confidence in our communities to report crime and improve the satisfaction of those supported by our policing service.

The internal Hate Crime Forum, attended by the OPCC, scrutinises Gwent Police's performance in this area. We have previously recognised that recording practices required improvements to provide the most accurate picture of religiously motivated hate crime, or of hate crimes against Gypsy, Roma and Traveller communities, which are commonly recorded as racial hate crimes. The work being undertaken to improve data recording practices should help to improve our understanding of the impact of these crimes on communities who may be reluctant to report incidents due to mistrust of the police or their wider experiences of social discrimination and prejudice, for example. We remain involved with Gwent Police's hate crime case management review processes which continued to take place virtually during 2020/21. Any learning identified from these sessions is fed back into the relevant internal meeting as part of continuous improvement processes.

Externally, the OPCC is a member of the Welsh Government's Hate and Community Tensions Board (formerly the Hate Crime Criminal Justice Board Cymru). This Board provides strategic oversight of key issues and enables us to influence all-Wales responses that may affect how we support our local communities. In addition, the Board feeds into the development of relevant Welsh Government strategies. During the year, the Board also specifically monitored the impact of COVID-19 and the Black Lives Matter movement on community tensions and worked to improve the outcomes for victims of hate crime across Wales.

The Hate Crime Community Tensions Board continues to evolve to remain responsive to the changing community landscape in Wales. We will continue to work with the Board to focus on issues such as:

- Hate crime prosecution rates
- Community tensions
- Effective contributions to engagement work regarding victim services for hate crime
- Supporting victims to improve outcomes for all hate crime victims locally and across Wales
- The continuing influence of the Black Lives Matter movement on our approaches to working with communities.

We also participated in the Crown Prosecution Service's (CPS) Hate Crime Scrutiny Panel, which reviews police and CPS involvement and handling of hate crime cases. Several recommendations for improvement were identified for Gwent Police which were fed back to the organisation for action. These areas will be monitored via the internal Hate Crime Forum.

C. Early Intervention and Prevention

We have continued to work with partners to support early intervention and prevention initiatives across our communities. An integral part of this work is improving our

understanding of who is being supported, what support is required, and how this is provided.

The Commissioner continues to invest in the Women's Whole System Approach (WSA) Diversion Scheme, and the 18 to 25 Diversion Scheme, which identify and provide suitable individuals with an opportunity to participate in programmes to support and divert them away from offending behaviour - [Deputy Minister praises service transforming lives of female offenders | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#). The programme forms part of our commitment to supporting the Welsh Government's Female Offending Blueprint for Wales. During the reporting year both services saw an increase in referrals for support, despite the challenges presented by the pandemic. Many referrals into the WSA Scheme were linked to assault offences, including domestic assault; for the 18 to 25 Scheme, a greater number were linked to drug-related offences, followed by assault offences.

During the year, the WSA service saw 358 women referred for support. The main source of referrals was from police custody, with other referrals made by the Gwent Drug and Alcohol Service (GDAS). This is a very positive outcome for the service in continuing to provide access and engagement against COVID restrictions, helping women to counter the impact of ACEs on their own lives and reduce the likelihood of their children experiencing trauma.

The Early Intervention Service for Young Adults aged 18-25 is aligned to the Welsh Government's Youth Justice Blueprint for Wales. The service intends to prevent young people from entering the criminal justice system, minimising their contact with it and maximising opportunities for diversion to support them to lead crime free lives. This age group represents the largest cohort of people engaged with Gwent Police. The Early Intervention Service provides a fantastic opportunity to make a significant difference to the lives of a number of these individuals, avoiding the barriers that a criminal record creates.

207 young people received intervention and support through the scheme during the year. Again, this is a significant outcome for the programme in continuing to provide support for young adults against the backdrop of the pandemic.

Across both schemes, mental health was identified as one of the main needs for individuals. Other needs included accommodation (WSA), alcohol and substance misuse, and education, employment and training. Individuals are referred to external services where support is not directly available from the commissioned service provider.

It was previously recommended that performance information for the schemes should, as a minimum, monitor the ethnicity of participants. This would help to ensure that opportunities for diversion are offered proportionately to those meeting the referral criteria. Ethnicity monitoring is now included within Contract Management Reports provided to the OPCC and we will use this information when reviewing the schemes to identify any gaps in provision or appropriate access. We continue to work with our service providers to ensure that opportunities to access diversion are inclusive (subject to offence-related conditions), providing positive

outcomes and enabling an understanding the demographic make-up of individuals referred into the Schemes.

The Commissioner has also continued to fund the Community Youth Project – Newport (formerly the Maindee Youth Project), run from the Maindee Community House on Eton Road in Newport. The project was originally funded in 2019/20 and has been successful in bidding into the Police and Crime Commissioner’s Community Fund for a further three-years funding. This funding enables youth workers to provide educational and diversionary projects for children and young people, along with other supporting activities. The support and activities offered by the Community Youth Project are helping to keep around 75 young people away from crime and antisocial behaviour during the holidays and after school.

D. Criminal Exploitation of Children and Other Vulnerable People

We have continued to support Gwent Police and partners to provide a range of intervention and prevention initiatives that target specific issues within our communities. This includes serious and organised crime such as child sexual exploitation (CSE), drug distribution and other associated crimes, and modern-day slavery and human trafficking (MDSHT).

The increase in the use of technology during lockdown raised the importance of keeping people safe online. Throughout the year, we shared safety information with our key partners and worked with young people to help tackle CSE. In response to the increase in the number of reports of children sharing indecent images online, we worked with Gwent Police to launch our joint campaign ‘STOP. TALK. PROTECT’, encouraging parents and carers to stop what they are doing; talk to their children about staying safe online; and protect them from harm - [STOP – TALK – PROTECT | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#).

As part of our commitment to tackle serious and organised crime, we have developed and helped to deliver several initiatives aimed at supporting children and young people in our communities. For example, the OPCC and the Home Office are jointly funding the Crimestoppers service Fearless. Since January 2019, the Fearless team have delivered sessions on knife crime, child exploitation and drug running to over 14,000 young people. Sessions aim to give young people the education and confidence to recognise these issues within their friendship groups while giving them the knowledge and confidence to report them. Training on spotting the signs of organised crime has also been delivered to more than 230 professionals, parents and carers - [Case study: Fearless | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#).

The OPCC has also commissioned Barnardo’s Cymru to work within selected secondary schools in Gwent to identify young people who are at risk of becoming involved in serious and organised crime. The Divert project identifies vulnerable young people using a series of indicators to allow support workers to work with the young people and their families to address the root cause of the behaviour - [Case](#)

[study: Barnado's Cymru – Divert | Gwent Police and Crime Commissioner \(pcc.police.uk\).](#)

We welcome the positive outcomes of these projects and will continue to work with Gwent Police and our partners to further develop our approaches to tackling these issues. More information on these and other projects is available on the OPCC website [News Room | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#).

Policing in Gwent continues to demonstrate a clear commitment to tackling the issues of MDSHT. The Commissioner remains the Welsh PCC lead for modern slavery and has represented the work undertaken in Gwent at regional and national levels, including at the All-Wales Anti-Slavery Leadership Group. The OPCC has provided funding to the Sanctuary project which provides support and advice to refugees and asylum seekers, many of whom have been victims of trafficking and criminal exploitation. The difference this project makes to the lives of these vulnerable people, who include young children, is vitally important in helping them to recover from their experiences and settle into a life away from exploitation.

While COVID restrictions contributed to a 26.2% decrease in the number of MDSHT recorded crimes during the year (falling from 42 cases in 2019/20 to 31 cases in 2020/21), it is reasonable to assume that this will increase as the economy continues to reopen during 2021/22. We will continue to support Gwent Police's work with partners to identify and support victims and bring offenders to justice.

E. Crimes Against Older People

We continue to work with Gwent Police and our partners to better understand and identify the crimes that affect our older citizens, and improve the services provide to those that are affected.

During the year, we collaborated with the Gwent VAWDASV Regional Team and Gwent Police to run a joint campaign to highlight VAWDASV and encourage people experiencing it to seek help. The 'Don't Suffer in Silence' campaign encouraged people to report via the Live Fear Free helpline and signposted people to Gwent Safeguarding's website for information. In total, 30 survivors of VAWDASV informed its content and some of them took part in the campaign itself which included an extensive promotion through posters, leaflets and social media. Critically, we aimed to reach people who don't follow our social media channels. The Instagram posts were tailored to target people aged 35 and under in Gwent, while the Facebook posts targeted people aged 45+. This was done following a data analysis with VAWDASV partners.

We have worked with Gwent Police to review and reinvigorate our partnership approach through the Protecting our Seniors Together (POST) meeting. Having been dormant for some time, a full review of the Terms of Reference, membership and data monitoring requirements was undertaken, as well as a rebrand to provide a stronger identity on which to promote the partnership work and initiatives being delivered. Much of the work undertaken with partners during the year focused on re-

establishing our priority areas of focus, identifying opportunities for knowledge and information sharing and data sharing requirements.

We continue to support Operation Signature to identify and assist vulnerable and elderly victims of fraud who are particularly exposed to financial abuse or exploitation. It provides preventative and supportive measures intended to protect victims from further risk of harm. An important element of Operation Signature is its wider messaging and prevention advice and working with statutory and voluntary agencies to influence change. During the year, we have provided advice and guidance on keeping safe online and spotting the signs of fraud, including romance fraud.

We have also collaborated with Gwent Police and our fellow emergency services to develop a Dementia Wrist Band Scheme for Gwent. This scheme will support the early identification and safe return of anyone with a Dementia-related condition at risk of going missing. Based on a similar scheme introduced in the Avon and Somerset policing area, the Gwent scheme would be available to anyone registered with the Herbert Protocol, or identified by Ambulance or Fire and Rescue services as potentially vulnerable. It is anticipated that this will launch in 2021/22. More information on the Herbert Protocol is available on the Gwent Police website - [Herbert Protocol | Gwent Police](#).

Equality Objective 2: Legitimacy and Fairness

To ensure that Gwent Police and the OPCC carry out their activities in a way that is proportionate and non-discriminatory and fosters positive relations between communities and policing.

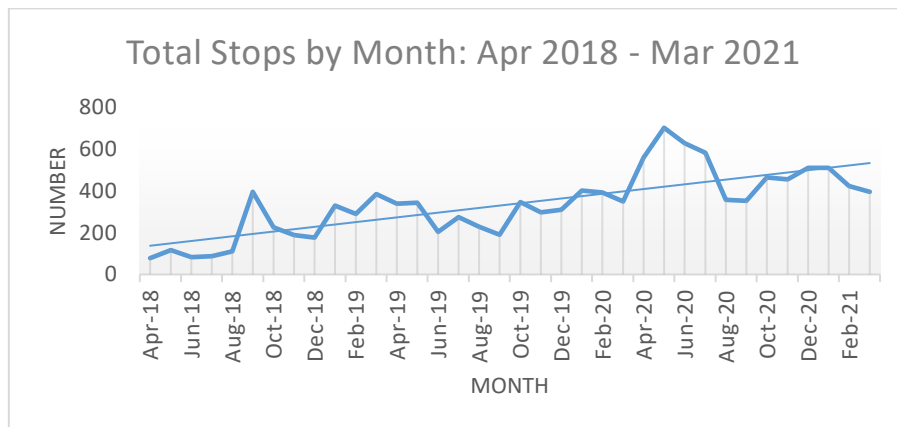
This objective focuses on ensuring that all our policing activities - and particularly activities such as stop and search that are likely to impact disproportionately on people that share protected characteristics - are subject to proper scrutiny, that we take action to tackle disproportionality when providing our services, and that we improve how we communicate with the public to increase trust and confidence in policing in Gwent.

A. Stop and Search and Use of Force

Stop and search and use of force remain areas of controversy. The events of 2020 affected public perceptions of policing and criminal justice in the UK, increasing tensions between communities and the police. The emergence of the Black Lives Matter (BLM) movement further spotlighted feelings of mistrust and a lack of community confidence in the use of police powers and what are often referred to as 'coercive tactics'. When public trust and confidence are compromised the police may be cut off from vital sources of community information because lower confidence leads to lower levels of public cooperation and engagement.

Both stop and search and use of force are aspects of operational activity held under regular and consistent scrutiny by both the OPCC and Gwent Police. Several internal and independent processes are in place to monitor the use of police powers locally. During the year, we have supported Gwent Police in the reinvigoration of their internal scrutiny and accountability processes and continue to provide both support and challenge to them in this area. Working with Gwent Police, the OPCC ensures that any issues identified through these processes, or any concerns raised with us by our communities, are recognised and addressed.

Gwent Police is committed to being open and transparent regarding its use of stop and search, and data is available through its website - [Stats and data | Gwent Police](#). This helps to evidence legitimacy by practicing openness and transparency in the use of these powers. In line with national trends, the number of stop and searches in Gwent has increased over the last three years, rising from 2289 person stop and searches (2465 total stops) in 2018/19, to 4736 person stops (5840 total stops) in 2020/21. We recognised that enforcement linked to the initial lockdown period will have contributed to the notable peak for April and May 2020.



Race disproportionality rates in Gwent had also experienced an increase in line with the numbers of stop and searches recorded, and in 2019/20, people from Black, Asian and ethnic minority backgrounds were 5.2 times more likely to be subject to stop and searches than White people in Gwent. However, in 2020/21, the disproportionality rate for Gwent decreased to 3.9 times.

According to national Home Office data, in the year ending March 2020, people from Black, Asian and minority ethnic backgrounds were 4.1 times more likely to be stopped as those who were White (national data for the year ending March 2021 is due to be published in October 2021) - [Police powers and procedures England and Wales, year ending 31 March 2020 second edition \(publishing.service.gov.uk\)](#). We welcome the decrease in the disproportionality rate for stop and search in Gwent in the last year, recognising that this is reflective of the renewed focus on identifying, understanding and challenging issues of disproportionality in local practices.

During the year, Gwent Police continued to undertake targeted operational activity across the policing area. Previous recommendations from OPCC scrutiny work have included a need for Gwent Police to understand the impact of police operations on local communities, and to identify and explain where any disproportionate activity

has taken place. We are pleased that this now forms a key part of the internal Coercive Powers Scrutiny Board (formerly the Operational Tactics Meeting), attended by the OPCC. The discussion provides an opportunity to challenge any disproportionality with an expectation that the causes and outcomes are satisfactorily explained and fully understood within a community context.

We continue to work with Gwent Police and partners to engage with communities regarding why the police use stop and search, and people's rights if they are stopped. In December 2020, we participated in BLM Wales' Manifesto launch event which demonstrated the strength of feeling regarding stop and search within our Black communities in Wales. These types of challenging conversations are essential if we are to truly change the experiences of our minority communities, and we welcome the opportunity to take part in continuing to develop more meaningful dialogue. The OPCC has developed a specific Black, Asian and Minority Ethnic engagement plan which will support our work linked to stop and search and we will continue to share any learning with Gwent Police to increase our collective understanding of where change is needed.

Use of Force

Use of force is an operational area that continues to experience greater national scrutiny, with community concerns amplified by the events of the past year. Force includes Taser, handcuffing, use of PAVA spray, etc. The Home Office annual data bulletin provides information on use of force across the police service in the UK - [Police use of force statistics, England and Wales: April 2019 to March 2020 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk). However, the statistics do not represent all use of force in the 43 police forces in England and Wales and so do not currently provide a true picture of the impacts on communities and vulnerable individuals.

Nationally, for the year ending March 2020:

- 16% of incidents involved Black people, the highest rate for BAME ethnicities
- 14% of incidents involved people where officers believed there to be a mental health disability
- 76% of incidents ended in arrest
- Taser use occurred in 33% of incidences with Black, Asian or Mixed ethnicities, compared to 63% for White (Taser use includes drawing, arcing, red dotting, aiming and firing)

We have continued to work with Gwent Police to ensure that where force is used it is fair, proportionate and justified. We have supported Gwent Police to make improvements to internal use of force scrutiny processes through recommendations and regular attendance at the Coercive Powers Scrutiny Board. We will continue to provide appropriate support and challenge to enable effective monitoring, oversight and improvement in use of force practices.

One of the challenges in monitoring use of force data is that all subject details are recorded as perceived by the officer and will not be as accurate as the information

recorded for stop and search, which is provided by the individual during the encounter. In addition, the number of use of force reports will be greater than the number of people subject to use of force. Each officer that uses force during an incident is required to submit a form. This means that multiple use of force forms may be submitted for a single incident involving one individual.

During the year, within Gwent:

- 9.4% of incidences involved people from Black, Asian and Minority Ethnic groups. 3.6% involved Asian groups, and 2.7% involved Black groups
- 74.2% of incidences resulted in arrest
- 4.3% of incidences involved Taser
- 1.6% of individuals were detained under Section 136 of the Mental Health Act.

National use of force data will be published by the Home Office in October 2021, enabling a better understanding of police use of powers across the UK, including rates of proportionality in use of force for people from ethnic minority communities. Gwent Police and the OPCC will use this information to support use of force scrutiny and improvement processes, particularly in monitoring the impacts for protected characteristics such as race and those with vulnerabilities linked to mental health or disability.

OPCC Scrutiny

The OPCC maintains a longstanding process for the public scrutiny of local use of stop and search and use of force. In September 2017, this expanded to include use of force. The Legitimacy Scrutiny Panel (LSP) continues to be co-ordinated and facilitated by an OPCC Policy Officer, supported by Gwent Police. Membership is drawn from Gwent's Independent Advisory Group (IAG), local community members from across Gwent representing diverse backgrounds aligned to the protected characteristics.

The LSP meets on a quarterly basis, with scrutiny alternating between stop and search and use of force. Within the scrutiny process, the LSP:

- Considers and discusses Gwent Police stop and search and use of force data
- Conducts a review of all the BAME stop and search records available for the six-month scrutiny period, and a dip sample of the remaining records
- Reviews body worn video from a random selection of stop and search and use of force footage available (this includes video relating to complaints that have been dealt with by the police Professional Standards Department).

In order to comply with the COVID restrictions introduced at the start of the pandemic, the LSP was moved to a virtual meeting environment. The Terms of Reference were reviewed, and a modified dip sampling process introduced for the review of stop and search records. Reports detailing analysis of scrutiny sessions and any resulting recommendations for improvement, or examples of good practice, are provided to the Commissioner and Gwent Police's lead for Operational Tactics

for follow-up. Reports are also published on the OPCC website [Stop and Search Scrutiny | Gwent Police and Crime Commissioner \(pcc.police.uk\)](https://www.opcc.gov.uk/stop-and-search-scrutiny) and provided to the IAG for their consideration and feedback as appropriate. A summary report for the year is also available on the website.

Our independent scrutiny capabilities continue to develop under the new SEP. Work to increase the representation of those involved with our processes is planned for 2021/22. We will continue to engage with HMICFRS and welcome their ongoing observations of the LSP in supporting both the OPCC and Gwent Police’s monitoring arrangements of stop and search and use of force. We will also support further opportunities to work with them in tackling any issues of disproportionality that occur locally. This will enable us to ensure that our responses to matters of disproportionality are appropriate, transparent and foster trust and confidence within the communities most affected.

B. Custody

The reporting year has also seen an increased level of scrutiny around custody and data relating to race and ethnicity. Gwent Police has established a Disproportionality in Custody Scrutiny Panel that meets on a quarterly basis to analyse and scrutinise data from the Custody Equality, Fairness and Legitimacy Report. The report presents a range of data, including strip searches, time in custody, disposals, force used in custody and types of offence. This enables a better understanding of where there is disparity to support explanation for it or enable actions to address it. The following table shows the ethnicities of people entering police custody for the last three years. During 2020/21, 8.7% of people taken into police custody were from Black, Asian and Minority Ethnic backgrounds, thereby suggesting disproportionality within the custody footfall in Gwent.

<i>Self-Defined Ethnicity by Group</i>	2018/19	2019/20	2020/21
<i>White</i>	89.0%	90.4%	90.5%
<i>Mixed</i>	1.8%	1.6%	1.7%
<i>Asian</i>	3.4%	2.6%	2.4%
<i>Black</i>	2.8%	2.9%	2.7%
<i>Other</i>	1.1%	1.5%	1.8%
<i>Not Stated</i>	2.0%	1.0%	0.8%
<i>Total Arrests</i>	9357	9152	10673

We will continue to monitor Gwent Police’s response to disproportionality in custody, and work with partners to provide sustainable early intervention and diversion initiatives, such as the Women’s Pathfinder WSA Diversion Scheme.

Detentions under Section 136 of the Mental Health Act are also monitored. 2020/21 saw a continued low proportion of people being taken to police custody as a place of safety. This is due to the ongoing involvement of the Mental Health Triage Team, based in the Force Control Room, who can provide officers with help and support in identifying alternatives to S136 detention in police custody, such as arranging crisis

appointments or urgent mental health support. Those conveyed to hospital were either taken to the Adferiad mental health suite, or to accident and emergency (A&E) for treatment.

<i>Place of Safety</i>	2018/19	2019/20	2020/21
<i>% in custody</i>	4%	1.4%	2.0%
<i>% in hospital</i>	96%	98.6%	98%

We welcome the continued focus the use of custody for mental health detentions and acknowledge the partnership arrangements in place that continue to contribute to this outcome.

Data for all children detained in custody is also monitored regularly. During the year, the following numbers of children were recorded in custody:

Under 18 Custody Footfall

<i>Self-Defined Ethnicity</i>	2018/19	2019/20	2020/21
<i>White</i>	82.0%	84.6%	84.0%
<i>Mixed</i>	5.0%	3.9%	3.3%
<i>Asian</i>	4.4%	2.9%	2.7%
<i>Black</i>	5.3%	4.9%	4.5%
<i>Other</i>	2.3%	2.3%	4.3%
<i>Not Stated</i>	1.0%	1.3%	1.2%
Total	664	611	583

We continue to work with Gwent Police and our Youth Offending Teams in Gwent to ensure appropriate and efficient provisions are in place regarding the transfer of children from police custody. The Gwent Transfer of Children from Police Custody Monitoring and Review Panel is a multi-agency meeting that retrospectively reviews all children and young people arrested and held in police custody between the hours of 11:59pm and 5:00am (considered as an “overnight” detention). A progress report is provided to the GCJSB annually for consideration and discussion, with recommendations and support for improvements provided as appropriate.

We welcome the decrease in the overall number of children in custody compared to 2019/20 and are satisfied that the arrangements in place and the oversight provided by the Panel is well placed to identify and address any areas for improvement. We will continue to review our partnership approaches to children in custody and ensure that any disproportionate impacts are effectively addressed.

The OPCC continues to co-ordinate an active Independent Custody Visiting (ICV) Scheme, using community volunteers to regularly attend custody units to review the quality of care provided to detainees. ICV volunteers receive regular training, including on equality and diversity matters, and the minutes of quarterly meetings are published on the OPCC website providing transparency and public reassurance of the effectiveness of the scheme - [Independent Custody Visitors | Gwent Police and Crime Commissioner \(pcc.police.uk\)](https://www.pcc.police.uk/independent-custody-visitors).

Due to COVID restrictions, no visits were conducted until mid-June when a telephone monitoring process was implemented. Weekly updates were received

from the Custody Chief Inspector during this time. The telephone monitoring system ensures that ICV volunteers can continue engagement with people in custody. Although the uptake in calls was low in comparison to face-to-face visits, ICV volunteers speak directly to detainees in a private room, ensuring independence.

This process will remain in place until restrictions and risk assessments support face-to-face visitation. While not ideal, telephone monitoring has enabled concerns to be raised by detainees that may not have been identified in custody record checks alone. During 2020/21, 65 calls were made in total, resulting in:

- 13.7% of detainees in custody during visiting periods accepting a call by the ICVs
- 100% of issues identified by ICVs being addressed by the custody sergeant at the time of visit.

A weekly custody meeting takes place to identify any themes or issues of concern. The Officer Safety Training Team also attends the weekly meetings to provide feedback to divisional officers who bring detainees into custody.

We remain committed to providing an effective ICV Scheme that contributes to community confidence regarding police custody and will continue to support ICVs in undertaking this role.

C. Out of Court Disposals

The Out of Court Disposals (O OCD) Scrutiny Panel was established by Gwent Police to enable partners from a range of agencies to independently review a selection of anonymised cases that have been resolved using an O OCD. A member of OPCC staff chairs the O OCD Scrutiny Panel.

O O C D s are used by the police to deal effectively and efficiently with less serious and often first-time offending that can be better handled without going to court. An O O C D can be used in limited circumstances and only when the suspect takes responsibility for the offence. The methods used for dealing with suspects in this way include restorative approaches, community resolutions, conditional cautioning, simple cautions, cannabis warning, Penalty Notices for Disorder and interventions for young people.

The panel aims to determine whether the method of disposal is considered appropriate, based on a review of the information or evidence available at that time. It intends to provide transparency and accountability and to increase the public's understanding, confidence and trust in how Gwent Police use O O C D s, with a focus on the delivery of appropriate and proportionate justice.

During the year, the O O C D Scrutiny Panel met four times during the year with feedback provided on several of the cases reviewed. Outcomes from the Panel sessions include:

- Further engagement with Youth Offending Teams around various issues such as approaches to weapons offences, outcomes for looked after children, and equality considerations
- Ensuring ethnicity, preferred language and gender are included on case information
- Identifying the training officers are given regarding speech, language and communication needs and wider disability issues
- Ensuring that the data produced enables a financial year comparison

COVID Fixed Penalty Notice Scrutiny Panel

During the year, Gwent Police convened a COVID Fixed Penalty Notice (FPN) Scrutiny Panel, co-chaired by a member of OPCC staff. The Panel regularly reviews a selection of FPNs issued as a result of public breaches of COVID regulations. The process aims to ensure that the use of FPNs in Gwent is proportionate and justified. Feedback provided during the process included:

- The timing of when FPNs were issued in relation to the lockdown regulations and enforcement approach in place at the time
- Consideration of ethnic and cultural backgrounds as relevant to people's understanding of the restrictions in place
- Ensuring that incidents involving children have appropriate processes in place

This feedback has been incorporated into Gwent Police's continuous improvement processes to support the effective use of FPNs during the lockdown period. Monitoring of FPN use will continue aligned to the imposition of COVID-restrictions in Wales.

D. Complaints

The OPCC receives quarterly reports from Gwent Police's Professional Standards Department (PSD) to monitor performance and matters of concern. Areas reported on include appeals, allegations against officers and staff, conduct cases and their outcomes, and vetting. During 2020/21, Gwent Police adopted the national electronic complaints form which has allowed improved equality monitoring. The form is used by complainants reporting on-line and by staff to record complaints made via 101 or at a police station. Monitoring information recorded for complaints comprises ethnicity, disability and sexual orientation and provides a consistent picture across the period. One of the main challenges is the reliance on complainants to complete the equality monitoring information; therefore, we accept that gaps may occur within the data provided by PSD.

During the year, a total of 720 complaints were logged by Gwent Police across a range of matters. Of these, 4.9% of complainants identified with a minority ethnic background with the greatest number of complaints received from people identifying with Asian groups. Whilst the nature of the complaints made is not aligned to the ethnicity monitoring, the profile is comparable to that of operational policing activities, including stop and search, and detentions in custody.

For sexual orientation, the majority of complaints were made by individuals identifying as heterosexual, with 5.4% made by people identifying as Bisexual, Gay / Lesbian, or 'Other'. Disability data was less complete than in the other categories, with no information provided by 90.3% of complainants. Only 1.9% of individuals identified themselves as having a mental health condition or a physical disability.

We recognise that some communities are less likely to make a complaint when they feel that they have been treated unfairly or discriminated against. We will continue to raise awareness of how to make a complaint to either Gwent Police or the OPCC and ensure that our complaints processes are accessible, efficient and transparent.

A range of protected characteristics linked to vetting decisions are also included in PSD reports, enabling us to monitor the demographics of applicants and assess the impact of the decisions made. The Vetting Appeals Panel reviews all cases where applicants with protected characteristics linked to ethnicity, sexual orientation, disability and gender reassignment have failed the vetting process (whether they have submitted an appeal or not). The OPCC is represented at the Vetting Appeals Panel. We welcome the continued positive impact of the Vetting Appeals Panel in helping to provide transparency around vetting processes and decisions.

E. Victim Satisfaction

Public satisfaction is measured across four key elements of the service received by victims: service as a whole; being kept informed; the outcome of the investigation; and the way they were treated. Across the year, at least 90% of victims told us they were satisfied with the way they were treated by Gwent Police. However, around one quarter of victims surveyed said they were not satisfied with how they were kept informed. To improve this, the new VCU, based within Connect Gwent, will be responsible for contacting all victims of crime and ASB to assess their support needs as well as maintaining regular contact with the victim throughout their criminal justice journey. This will ensure that the support and information provided are appropriate to each individual as set out within the Code of Practice for Victims of Crime.

We welcome this investment and commitment to improving the service provided to victims in Gwent. We will continue to work with Gwent Police and Connect Gwent to ensure that victims' needs are understood, particularly where disparities in access to services exist for our diverse communities. This work includes the effective collection of diversity data for victims those participating in satisfaction surveys and other feedback mechanisms. Where gaps in service provision are identified, through the OPCC's commissioning framework we will take steps to provide an appropriate response.

F. Race Disproportionality in the Criminal Justice System

Towards the end of 2019/20, work commenced with the GCJSB to actively understand and tackle racial disproportionality across the criminal justice system in Gwent. To support this, the OPCC provided a briefing paper to the Board, which

drew on the findings of the Ministry of Justice report *Tackling Racial Disparity in the Criminal Justice System: 2020 Update*. The briefing highlighted the issues of trust, confidence and satisfaction in the criminal justice system for people in our ethnic minority communities across the UK. The briefing also set out the need for collective leadership and challenge by the Board to identify and develop its understanding of where and why disparity occurs and the impact, not only on those individuals from Black, Asian and Minority Ethnic communities engaged with criminal justice processes, but on the wider population.

During 2020/21, this commitment was further developed and supported by the establishment of the Criminal Justice in Wales (CJiW) Race Equality Strategic Group, beneath the Race Equality workstream. Members of the GCJSB, including the OPCC, are engaged with this Group and have commenced collaborative work to establish an agreed approach to tackling disparity and racism in criminal justice across Wales. This work will continue throughout 2021/22, including the development of a Race Equality Plan and the Race Equality Independent Expert Panel.

Equality Objective 3: Access, Engagement and Cohesion

To ensure that the services delivered by Gwent Police and the OPCC respond to the views, experiences and needs of people that identify with protected characteristics, and that the work we do promotes inclusion and cohesion

A. Access to Policing Services and Information

Throughout the pandemic, access to policing services and information has been a priority focus for both the OPCC and Gwent Police. Continuing to keep our communities safe while dealing with the additional pressures on police resources has been a significant challenge. Gwent Police premises have been open to the public throughout the pandemic, and facilities enhanced to be COVID-secure to ensure staff and visitor safety.

Throughout the various lockdown periods, we have aimed to provide consistent and clear public messaging linked to the restrictions at any given time. As previously mentioned, we have continued to raise awareness of the services in place for vulnerable and high-risk victims. We have also provided regular information on the issue of cyber-fraud, which saw a big increase during the last year.

Over the last few years, Gwent Police has increased the way people can make contact, ranging from 999 emergency and 101 non-emergency calls, to social media and text services. Anyone calling the 999 and 101 numbers is asked to provide information relating to their protected characteristics; however, this is not a compulsory requirement.

A range of support services are in place to provide greater accessibility when making contact:

- Language Line is used to support anyone with limited use of the English language. This is a round-the-clock service that can be used across the organisation
- Gwent Police subscribes to the Signlive service to facilitate contact for members of our Deaf community via a sign language interpreter. This service is also available to support interviews and any subsequent investigation
- BT TypeTalk is in place for any callers with visual impairments, and also works across all other reporting mechanisms including Gwent Police's website

The recruitment programme for the Force Control Room is delivered bilingually in Welsh and English. Applicants can complete the recruitment process in their language of choice, or in a combination of both languages. This has helped to increase the availability of Welsh language at the first point of contact with Gwent Police. Welsh language and compliance with the Welsh language standards is monitored separately; however, it is an integral part of our commitment to providing a more representative workforce.

We recognise that throughout the pandemic, the move to online engagement provided a disadvantage to anyone experiencing digital exclusion. To support affected individuals, alternative options were made available, such as telephone contact, or face-to-face meetings when possible. We welcome the further relaxing of restrictions to enable a return to greater in-person engagement.

Throughout our engagement activities, we continually seek feedback from members of the public, including any provided via IAG members, on their experiences of contacting Gwent Police. This helps us to identify and address any issues within our communities linked to ease of contact and accessibility.

Police Estate

During the year, we have continued work to improve the accessibility of the policing services provided to communities that could experience barriers, as well as ensuring working environments are safe and accessible for all personnel. The Commissioner is responsible for the police estate in Gwent and has a 10-year Estate Strategy in place that sets out the vision, drivers for change and targets for improvements whilst recognising the current opportunities and limitations of modern policing. In delivering the Estate Strategy, the OPCC works closely with Gwent Police to provide a visible and accessible policing service that responds to local need and provides reassurance to the community.

Recommendations from an access audit of the police estate in 2018/19 saw a range of improvements made to police buildings and facilities during the following year. The audit included assessment of the design of our new Headquarters, which is due for completion in late 2021. The Estates Department has worked closely with Gwent Police's Diversity and Inclusion Team, the Staff Support Networks, and members of the IAG to ensure that the new Headquarters facility provides an environment that

contributes to staff well-being and supports greater diversity across our policing workforce. We aim to provide an environment that encourages inclusivity to foster positive, respectful relationships between all our staff, and to inspire confidence in our communities that they will also be treated fairly and with dignity.

Improvements to the existing estate and design considerations for the new build included:

- Ensuring a fully accessible environment that is responsive to the needs of physically disabled people and people with sensory impairments
- Provision of specific washing facilities for religious observation
- Inclusion of a contemplation room for religious observation or quiet reflection
- Development of gender-neutral toilet, washing and changing facilities throughout the building
- Provision of baby changing and breastmilk storage facilities
- Ensuring Welsh language requirements are met regarding signage provisions across the site.

The current phase of the Estate Strategy will see the provision of other new build and refurbishment schemes across Gwent. These will include works to ensure compliance under the Equality Act. We will continue to monitor how Gwent Police is delivering the Estate Strategy to ensure a physically accessible policing service for our communities.

B. Engagement and Cohesion

Community cohesion plays a key role in the prevention and reduction of crime and ASB. A cohesive community is one that shares a greater sense of belonging, valuing and respecting the diversity of people's backgrounds; where those from different backgrounds have similar life opportunities, and where strong and positive relationships develop between people from different backgrounds, whether in the workplace, in schools and in neighbourhoods. Where cohesion is limited or undermined, crime and ASB are more likely to occur.

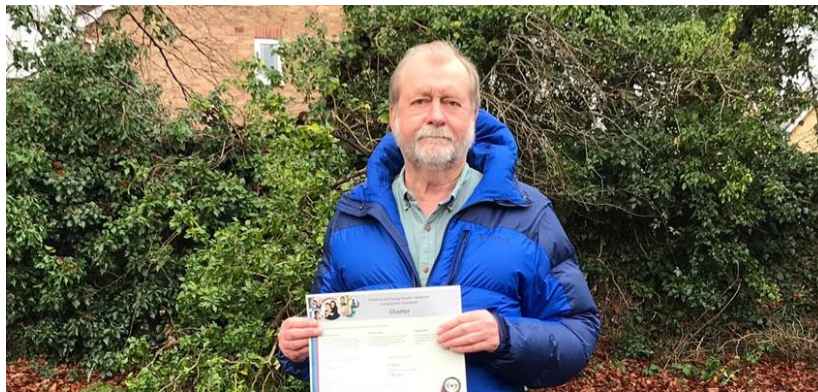
Significant challenges to cohesion and relationships with communities were seen during 2020, with the pandemic and the impact of events such as the death of George Floyd spotlighting racial disparities and further undermining community trust and confidence in public services across the UK. Policing has remained under intense public scrutiny, particularly in relation to stop and search and use of force, as covered earlier in this report.

The OPCC, Gwent Police and partners continue to actively work together to create a Gwent that is integrated, cohesive and resilient. Underpinning this work is the Welsh Government's Wellbeing of Future Generations (Wales) Act and their vision for "a Wales of Cohesive Communities". An integral part of this work is engagement with communities, stakeholders and partners, aiming to build trust and confidence in public services to tackle the issues affecting community cohesion. Throughout the pandemic, the OPCC and Gwent Police have worked to remain accessible and

visible to all our communities, with a focus on those disproportionately affected during this time.

OPCC activities have supported a range of initiatives linked to engagement and cohesion. For example, we contribute to Gwent Police's Community Dial-Ins, a regular telephone or virtual meeting that enables community members to raise and discuss concerns with the agencies involved. The Commissioner also joined the Chief Constable for two online sessions with leaders from Gwent's Black, Asian and Minority Ethnic communities. Both sessions provided an opportunity for direct engagement and honest discussions on the issues raised to further support our work to improve our relationships with our communities.

As previously mentioned, throughout the year, the OPCC has provided regular and consistent messaging linked to issues such as cohesion, hate crime, domestic abuse and community safety. We will continue to make extensive use of social and traditional media platforms as well as face-to-face engagement, COVID restrictions permitting to ensure a sustained approach to engagement.



During the year, the OPCC became the first OPCC in Wales to be awarded the Children and Young People's Participation Standards Charter. The Charter pledges a commitment to work towards the seven National Participation Standards when engaging and working with children and young people. The participation standards aim to help organisations put children and young people at the centre of their work when shaping processes, plans and projects. The OPCC works in partnership with many statutory and voluntary youth organisations in Gwent and funds a range of youth projects providing fundamental support to divert individuals from crime and ASB. The OPCC is now working towards achieving the National Participation Standards Kitemark award. The Kitemark process will assess how well we engage, listen to and feedback information to children and young people.

The Joint OPCC and Gwent Police Engagement and Communications Strategy 2018-2022 seeks to ensure continued effective engagement with members of the public including the vulnerable, victims of crime, community groups, citizens that are seldom heard, and other strategic partners. It also aims to ensure that all members of the community, as far as possible, have opportunity to take part on engagement activities. The Strategy has had a positive impact on engagement outcomes for the OPCC during 2020/21, as highlighted in this report. We will continue to review

Gwent Police's engagement activities under the engagement and communication objectives to assess the effectiveness of their strategies and campaigns and provide any recommendations for improvements where gaps are identified.

Police Community Fund

The Commissioner's Police Community Fund aims to enable children and young people in Gwent to be safe, healthy and happy. It does this by supporting projects that work with young people at risk of or involved in crime and ASB.

Community and partnership working remain central to the success of the Police Community Fund, with local police teams working at the heart of these community groups. In acting as the link between the OPCC, Gwent Police and the beneficiaries, the police teams provide us with an understanding of local issues to improve our knowledge when considering applications and offer support to the organisations in the application process and when delivering their projects. Equality, diversity and accessibility considerations are built-in to our decision-making processes, supporting our duties under the Equality Act 2010.

In 2020/21, eight organisations received funding, with one further organisation awarded second year funding, subject to conditions. In total, over £315,000 was awarded during the year. Projects and interventions supported include:

- Senghenydd Youth Drop-In Centre provides outreach and youth centre-based activities for young people and their families, who are at risk of committing, recommitting or becoming victims of crime and / or ASB
- KidCare4U provides a Saturday Kids Club for children and young people from ages 5 to 16 years within ethnic minority communities. This will provide a safe environment for young people to develop, participate in placement opportunities, improve self-esteem and confidence as well as promote positive relationships between communities
- Through a Detached Youth Worker, Duffryn Community Link engages with the harder to reach young people not participating in the centre-based provision offered by the organisation. Working alongside specialist agencies, the project provides young people with alcohol and drug support and diversionary opportunities

Children participating in these projects have achieved outcomes including improved health and wellbeing, increased feelings of safety, more positive relationships with others, and have been better able to make more informed life choices. They have also been successfully supported away from crime and ASB.

Police Volunteers

The Citizens in Policing programme has continued to develop during the year. The programme contains three strands: Special Constables; Police Support Volunteers; and Youth Engagement. The engagement approaches used by the Citizens in

Policing Team are subject to ongoing reviews to ensure representation from underrepresented groups of young people and volunteers in our communities.

During 2020, the NxtGen youth engagement programme worked with schools and partners to broaden its offer of opportunities and support to young people during their adolescent years. Specific work includes 'The Beat', an engagement project with students removed from mainstream education settings or are on the cusp of criminal activity. The NxtGen Team also engage with Neighbourhood Policing and Youth Offending Teams to signpost young people identified through the Strike One ASB process to OPCC and partner-funded community projects or third-sector organisations. Through diversionary interventions such as sport, music, Cadet schemes or other activities, the project aims to keep young people out of the criminal justice system. To date, the Beat programme has engaged with 18 young people, 16 of whom have progressed to achieve a formal qualification. In addition, 50 young people have been referred to diversionary activities.



We continue to support the Heddlu Bach / Mini Police programme which is offered to all primary school-age children in Gwent. The programme currently engages with 354 young people in over 50 primary schools. Originally introduced by OPCC and Gwent Police in 2017, the programme also widened its diversity and inclusion in 2019, launching in a Special Educational Needs school, and in 2020, in the Berea Mosque welcomed a Heddlu Bach programme for young people in its community. During the year, 11% of children engaged with the programme identified with diverse backgrounds, including Additional Learning Needs. This is a positive outcome that we look forward to building on as COVID restrictions are further reduced.

These opportunities allow children and schools that join the programmes to participate in tackling local issues. These are highlighted by the children, allowing them to take ownership of the activities whilst engaging with local Neighbourhood Policing Teams. In addition, the programmes promote and support participants to become ethically informed citizens of the future, while developing their understanding of the police and their community. This contributes to increased community cohesion by promoting confidence in Gwent Police and the principles of policing by consent, as well as increasing communication with the communities involved.

The Heddlu Bach initiative has added value to the already established Police Cadet programme, which has also seen an increase in participation by young people in our communities. The programme currently engages with 105 young people across Gwent. The Cadet programme promotes a practical understanding of policing amongst all young people. It also aims to encourage good citizenship and support young people to become responsible, mature and considerate adults. Cadets are young members of the community, aged between 14 and 18, that are involved in a wide range of activities and events. As well as learning about police procedures and the law, cadets also play a vital role in community events, engaging with members of the public and educating them on crime prevention. More information is available on Gwent Police's website - [Police cadets | Gwent Police](#).

Youth participation in our volunteer schemes remains a key commitment for both the OPCC and Gwent Police that we will further develop in the coming year. We welcome the positive outcomes for our children and young people provided by the programmes and will continue to work with key partners to identify further opportunities for engagement and support.

Independent Advisory Group

Gwent Police continues to co-ordinate the IAG, a voluntary group made up of members of the public that are independent from the police. The role of the IAG is to review and challenge policing practices in a constructive way, helping to improve policing services to the public.

The OPCC has developed a relationship with the IAG and regularly attends meetings to provide feedback on policing and OPCC activities. In addition to engaging with the IAG as part of the Legitimacy Scrutiny Panel, the OPCC welcomes members' involvement in its activities, providing additional community perspectives and support and challenge where appropriate. During the year, we have continued to work with and support the IAG and Gwent Police in activities aligned to the IAG Action Plan. The IAG Action Plan helps to ensure that members can fully participate in the opportunities provided by their involvement, aligning their knowledge and expertise with the most appropriate area of police business.

The IAG is also involved with Gwent Police's Ethics Committee, a group that provides advice and / or guidance in relation to ethical dilemmas presented to the Committee. Other core members include police officers, staff and the OPCC. The advice provided by the Committee has been used to shape decision-making across a range of strategic and operational activities, or to provide reassurance that actions taken were appropriate at the time.

Youth Question Time

In March 2021, we hosted our third Youth Question Time event, held in partnership with the Gwent Regional Youth Forum. The annual event provides an opportunity for young people to question a panel of local key decision makers on a range of topics

that are important to them. More than 100 young people attended the virtual session, representing a diverse mix of cultures and backgrounds from across the five local authority areas. Maisy Evans from Torfaen's Youth Council chaired the event.

The panel featured the Police and Crime Commissioner Jeff Cuthbert; Chief Constable for Gwent Police, Pam Kelly; Dr Rhiannon Cobner, Consultant Clinical Psychologist and Lead for Gwent Community Psychology; Nicola Fitzpatrick, Head of Domestic Abuse Services at Llamau; and Anita Dillon from Careers Wales. A broad range of questions were asked on issues such as mental health, career prospects, youth homelessness and domestic abuse.

We welcome the challenge and feedback from our youth community through this event. Their engagement provides another excellent opportunity to hear about and understand what is really important to young people in Gwent.

Budget Engagement

The OPCC launched its 'Have Your Say on Policing' survey on Monday 11 November 2020, which included a question on the precept. It closed on Sunday 10 January 2021 having run for a total of nine weeks. Due to the restrictions in place at this time, engagement focused primarily on promoting the survey online. This was supported with multiple opportunities for virtual face-to-face engagement and increased targeting of harder to reach communities. An in-person offer was available and promoted to organisations, so the OPCC did not have a broadcast-only approach.

The main survey was conducted bilingually and asked 12 questions (depending on answers). In total, 1,259 people completed the survey. The majority of respondents stated their ethnicity as White British. However, 70 people (5.6%) stated another ethnicity. Furthermore, in total, 11% of all respondents stated that they considered themselves to have a disability. 1,242 received through the medium of English and 17 in Welsh. Last year there were 37 Welsh language submissions; however, this was significantly higher than in previous years, with returns typically in single figures. The survey was proactively promoted through the same Welsh language networks in Gwent as the previous two years.

Creating specific content for partners and organisations significantly increased use and sharing, which played a critical role in doubling the online response to this year's survey. It allowed the OPCC to engage with people outside of our usual core audience. This custom content wasn't limited to different partners, but also different audiences. In addition to general promotion of the survey, a concerted effort was made to ensure the voices of people with protected characteristics were heard. To do this, an easy read version was produced, while communications were also cascaded to partners working with elderly residents (such as Age Cymru Gwent) and LGBT+ residents (through Umbrella Cymru, for example).

Communications were also shared with local registered social landlords and organisations working with Gypsy and Traveller communities. For the first time, multi-dialect communications were also used to promote the survey. Posts were translated into Arabic, Bengali, Hindi, Pakistani, Polish and Urdu and shared with council community cohesion officers. This meant communications went out in eight languages in total.

Throughout the survey, respondents were given the opportunity to provide extra comments in relation to policing issues. Most of the feedback around policing in Gwent, both verbally and in writing, focused on police visibility and COVID-19 enforcement. The most popular comments received focused on:

- Lack of visibility of police
- COVID enforcement being too lenient
- Affordability
- Praise and criticism of individual incidents.

We welcome the outcomes of this activity as very positive, evidencing how we are constantly reviewing our approaches to inclusive engagement with our communities.

Equality Objective 4: Creating an Inclusive Workforce and Promoting Fairness

Work towards a representative workforce and an inclusive workplace culture and ensure that everyone working for Gwent Police and the OPCC are treated fairly and without discrimination

Communities that do not see themselves reflected in the demographics of their police service are less likely to have confidence in the way that they are policed, which can lead to significant community tensions. Rapidly changing communities also mean that operationally, we need to make sure our police officers have a range of skills and knowledge (for example, language and cultural understanding) that equips them to do their jobs effectively.

A. Recruitment and Representation

We have continued to support and monitor Gwent Police's work towards becoming a workforce that represents the communities it serves. Attendance at internal meetings provides oversight and scrutiny of progress against Gwent Police's Representative Workforce Strategy and Action Plan and the work of the Positive Action Outreach Officers. While we recognise that the Strategy is about improving all under-representation, in line with national activity and local priority work undertaken during 2020/21 has focused in increasing the number of officers from ethnic minority backgrounds.

Due to the breadth of work continued during the year, Gwent Police has increased the number of ethnic minority officers from 2.2% to 2.5%, Community Support Officers from 4.9% to 6.1%, and police staff from 1.4% to 1.5%. The number of female police officers also grew from 35.1% to 36.3% during the year. We welcome the positive outcomes of this continued focus and look forward to further diversifying our policing service over the coming year through additional Operation Uplift recruitment.

In March 2021, Gwent Police and the OPCC launched recruitment for its first police staff apprenticeship programme, with a targeted approach towards underrepresented groups and socio-economically deprived communities.

The OPCC monitors Gwent Police’s Gender Pay Gap reporting, which now forms part of their Representative Workforce Strategy and Action Plan. Pay Gap reporting is undertaken annually and published by Gwent Police - [Equality, diversity and inclusion | Gwent Police](#). Gwent Police has continued to work towards a culture of diversity and inclusion to improve the mean and median gender pay gap. During the year, unconscious bias training was further rolled-out and enhanced across the organisation along with the promotion of positive action. The adoption of gender equal recruitment, reverse mentoring, inclusion, and a commitment to the HeForShe movement will further help to level the number of females proportionally within the areas requiring improvement and remove widespread structural barriers. We will continue to monitor Gwent Police’s progress towards becoming a gender-equal organisation, while applying similar principles across the OPCC’s practices.

The OPCC is not legally required to undertake and report on our own gender pay analysis due to the number of employees within the organisation. However, we will continue to internally review and monitor our pay structures and performance in line with shared Gwent Police policy. Our SEP Delivery Plan also contains several actions and activities to foster gender equality in the workplace, including a commitment to the HeForShe movement.

Demographic data is recorded for monitoring purposes (where disclosed) and published on the OPCC website - [The Team | Gwent Police and Crime Commissioner \(pcc.police.uk\)](#). In 2020/21, the OPCC team included the following staff (excluding the Commissioner and Deputy Commissioner):

2020/21 OPCC staff representation:

Number of posts in the structure	17 (FTE)
<i>Proportion of staff who are women</i>	12
<i>Proportion of staff who are members of an ethnic minority</i>	0
<i>Proportion of staff who have a disability</i>	2

We recognise that the OPCC is under-represented across a range of protected characteristics. The Commissioner is committed to improving the diversity of the

organisation when opportunities arise. We continue to be Disability Confident 'Committed' and promote this on our website.

We have continued to explore opportunities to align ourselves with other employment initiatives to support our work towards increasing the diversity of our staff. For example, during the year we commenced work with Chwarae Teg, Wales's leading gender equality charity, with the aim of becoming a FairPlay Employer. We want to be a workplace where everybody can achieve their full potential regardless of their gender. We are pleased to have been awarded a Silver Award which demonstrated our commitment to delivering gender equality in our organisation, giving us the benefits of a truly balanced workforce.

More widely than that, we want to play our part in tackling barriers to work so that everyone, regardless of background or any protected characteristics, can achieve their potential. To maximise opportunities to diversify the OPCC workforce we will further increase our direct engagement with under-represented communities (as permissible under COVID guidelines) and raise awareness of the OPCC, while demonstrating our growth as a fair and inclusive organisation.

Welsh Language

The Equality Act does not cover Welsh language as a characteristic. The Welsh Language (Wales) Measure 2011 introduced the concept of Welsh Language Standards in 2016 for public bodies and other named organisations. Separate Standards documents were issued to the Commissioner and the Chief Constable and individual Standards Compliance Reports are published annually.

Many of the requirements under the Welsh Language Standards align themselves with the Public Sector Equality Duty. Internal working practices continue to evolve to ensure that the principle of Welsh language equality is respected in every aspect of service provision. Progress against the Standards is monitored at the Welsh Language Meeting, attended by the OPCC. We have continued to work with Gwent Police to improve the accessibility and availability of our services in Welsh, including within police recruitment practices. Gwent Police has published an Annual Compliance Report which highlights organisational progress and ongoing challenges.

The OPCC has also published an Annual Compliance Report, available at [Welsh Language | Gwent Police and Crime Commissioner \(pcc.police.uk\)](https://www.pcc.police.uk/welsh-language), relating to a range of specific standards across our service delivery, policy making and operational activities. The report also highlights our progress and where we continue to work to improve our capabilities, as well as any additional achievements linked to the Joint Office of the Police and Crime Commissioner and Gwent Police Welsh Language Strategy 2020-2023. During the year, we:

- Launched a dedicated Welsh language Facebook channel
- Improved the way our website supports the administration of Welsh language documents and information

- Commenced a self-assessment exercise to determine how we are complying with the Welsh language standards throughout the COVID period
- Renewed our joint Welsh Language Strategy with Gwent Police
- Reviewed our procedure for complaints relating to our compliance with the Welsh language standards.

We continue to monitor the impact of COVID-19 on how we provide our Welsh language services, making best use of technology to ensure we remain as accessible as possible to our communities. This will remain under review as restrictions change to ensure we are providing the best levels of service possible according to the conditions. We continue to engage with the Welsh Language Commissioner's Office regarding any identified good practice or emerging challenges as we continue to improve and enhance the delivery of a bilingual service to the citizens of Gwent.

B. Wellbeing

The wellbeing of officers and staff has remained a focus for both the OPCC and Gwent Police during the year. Gwent Police wellbeing and sickness absence is monitored by the OPCC at the Strategy and Performance Board.

In March 2020, all OPCC staff were directed to work at home, in line with the UK and Welsh Government's lockdown legislation and guidance in Wales. Processes were put in place to support staff in continuing to undertake their roles and manage their work time effectively whilst balancing home and family commitments. Regular team meetings took place online and frequent 1:1 supervision sessions between staff and line managers held on a flexible basis, according to individual staff needs. OPCC 'Away Days' have continued virtually to further support and engage with staff during this uncertain and unprecedented time. Lateral flow testing kits are available to all staff and COVID security measures are strictly monitored to ensure we remain safe as we gradually move to a blend of office and home-based working.

Gwent Police has provided a range of wellbeing material to support staff and officers (including the OPCC) throughout the pandemic and with individual wellbeing. This included setting up 'lunch and learns' that were recorded and uploaded to the intranet for people to watch in their own time. Topics included the anxieties of lockdown, sleep hygiene, Flint House (respite and recovery support), counselling and anger awareness. Alongside this, leaflets were distributed with hyperlinks to aid individuals to maintain their wellbeing. Friday drop-in sessions were created and ran for several months, and online exercise classes were set up such as HITT and Yoga. 14 trauma-informed TRiM practitioners were also recruited and trained. 2021 will see a more structured approach to wellbeing with annual plans and clear goals with a wellbeing lead also being recruited.

4. Conclusion and Future Work

Publishing this Annual Report for the first year of the SEP 2020-2024 enables us to recognise and acknowledge the work undertaken across the organisation to progress our commitment to equality and diversity. During this period, despite the challenges presented by the pandemic, we continued to improve to the way we deliver our services, as well as our efforts to grow our understanding of the needs and perspectives of those that use them. We sustained our partnership working to continue comprehensive delivery of support for vulnerable individuals, while seeking out new collaborative opportunities.

We also commenced a significant programme of work to tackle racism and racial disparity within the criminal justice system in Gwent. This is a huge commitment for both the Commissioner and Chief Constable, and we look forward to our communities reporting tangible change as we progress the activities planned.

Our scrutiny of Gwent Police's use of force and stop and search has continued to provide challenge and support, enabling implementation of positive changes and the embedding of more effective self-assessment of local policing practices. The continued focus on use of custody for Section 136 detentions and the impact of the Mental Health Triage Team are very positive outcomes that reflect our commitment to improving the experiences of people experiencing mental health crisis in Gwent.

The provision of funding schemes to support children and young people has continued to make a difference, particularly in geographic areas of greater socio-economic deprivation. Our diversion schemes continued to provide individuals with opportunities to access help and support and minimise the wider impact of their actions.

We welcomed the additional recruitment by Gwent Police under Operation Uplift and use of positive action initiatives with candidates from ethnic minority backgrounds. We look forward to further progress in recruitment and will continue to support Gwent Police in the successful retention and progression of officers and staff from under-represented groups.

However, we recognise that there is still much to do in ensuring the provision of a policing service that inspires confidence in and reflects local communities. Fostering an organisational culture that demonstrates the importance of equality and inclusivity is a key component of our success and we must continue to work with transparency and demonstrate our accountability. In this way we aspire to deliver a high-quality service that Gwent's diverse communities are confident to use and engage with. A key driver for this will be the Commissioner's new Police and Crime Plan, which will be publicly consulted on and published in 2021/22. Following this, the SEP and Delivery Plans will be reviewed to ensure alignment with the police and crime priorities and commitments. Key areas of focus for the OPCC during the next period are summarised in the following table.

OPCC Delivery Plan Summary for Phase 1, Year 2 – 2021/22

General

- Refresh the SEP and organisational Delivery Plans to ensure alignment with the new Police and Crime Plan and priorities
- Work with the Association of Police and Crime Commissioners (APCC) to support the development and implementation of the national Equality Framework for PCCs and their Offices

Equality Objective 1 – Supporting Vulnerable People

- Ensure that Gwent Police's use of vetting policies is effective and supports to the VAWDASV objectives
- Work with Gwent Police and partners to improve hate crime recording and prosecution rates
- Work with CjiW partners to understand and address the needs and vulnerabilities of victims and witnesses at all points within their criminal justice experience
- Develop effective Victims' Code compliance monitoring processes that identify how well agencies are supporting vulnerable victims in the criminal justice system
- Support Gwent Police in increasing detection of hidden or underreported crimes, including domestic abuse, rape, child criminal and sexual exploitation and MDSHT
- Work with CjiW partners to understand and address the vulnerability and / or multiple complex needs of people who offend

Equality Objective 2 – Legitimacy and Fairness

- Support the delivery of outcomes aligned to the criminal justice disproportionality work, including data, community engagement and the CjiW Race Equality Action Plan
- Utilise the APCC's Race Disparity Toolkit to support and develop approaches to tackling disproportionality and highlight good practice arising in Gwent
- Work with Gwent Police to further develop and diversify public participation in our independent scrutiny processes
- Work with Gwent Police and partners to develop Child Centred Policing approaches, particularly around stop and search and use of force
- Engage effectively with third sector organisations, such as EYST and Race Equality First, to address community issues and concerns linked to policing and criminal justice
- Work with Gwent Police to further support and develop the IAG's scrutiny and critical friend role

Equality Objective 3 – Access, Engagement and Cohesion

- Further develop equality data integrity and collection, including diversity monitoring across OPCC commissioned services and Gwent Police's specialist departments
- Ensure the information and publications produced by the OPCC are accessible, particularly for people with different disabilities
- Develop a useable and accessible Performance Framework for both Gwent Police and the OPCC's performance
- Support communities with vulnerabilities linked to protected characteristics to develop greater resilience to crime
- Work with Gwent Police and partners to increase crime reporting by communities less likely to engage with the police
- Work towards achieving the National Participation Standards Kitemark award

Equality Objective 4 – Creating an Inclusive Workforce and Promoting Fairness

- Embed and further develop the outcomes and recommendations from the Chwarae Teg FairPlay Employer work
- Work with Gwent Police to further the delivery of the Welsh Language Strategy across both organisations
- Review OPCC equality, diversity and inclusion learning and development to support staff awareness and cultural competency across the protected characteristics
- Ensure planning, recruitment and progression processes, including Operation Uplift, provide workforce representation and sustainability that meets the demands of modern policing
- Work with Gwent Police to ensure planning and delivery of an effective and sustainable equality, diversity and inclusion training programme for all officers and staff
- Further develop the OPCC's HeForShe commitment through its Action Plan

5. Monitoring and Scrutiny

The OPCC monitors Gwent Police's progress against the equality objectives at their internal People Strategy Board with regular related reports, including their SEP Annual Report, to the Commissioner's Strategy and Performance Board. We will continue to work with the force to ensure that their governance processes support effective scrutiny of equality, diversity and inclusion matters as contained within the SEP. This will include any required improvement work recommended by external bodies such as HMICFRS.

OPCC progress is reported to the OPCC Management Board. The OPCC Equality Plan Annual Report is also provided to the Police and Crime Panel for their consideration and feedback on how we have performed against the equality objectives.

6. Contact

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

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