



Quarter 1

Force Performance 2019/20

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Data Conventions

The data and tables contained within this document take into account quarterly figures for the previous two financial years, broken down as an average figure. This figure was analysed against quarter 1 2019/20 data, allowing a comparison against a two-year average, which will take into account seasonal fluctuations and one off 'spike' anomalies. This is Gwent's agreed performance analysis standard and is aimed at smoothing out long term changes and counter acting over-emphasise of annual percentage changes when previously comparing just two set data points in time.

There were changes to the recording standards of several crime types in March 2017, meaning that unfortunately it is not practical to compare any quarterly data prior to this date, as it would compromise the validity of direct comparisons between any later periods.

Where possible Gwent Police data has been compared with other Welsh forces and those forces within its most similar group as defined by HMICFRS. This is for the purpose of providing benchmark data against the national picture and to help illustrate any positive or negative outlying crime types.

The population in the Gwent area grew by 4% between 2001 and 2011, a rate of 0.4% per annum (Office of National Statistics, 2017). We assume that population growth has remained steady and would expect to see an increase in all demand volumes of a similar amount.

EXECUTIVE SUMMARY

The Force has undertaken a significant piece of work to create an overarching Performance Framework to monitor and measure Performance across all aspects of service delivery. This work will be finalised by the end of this calendar year. Because of this the quarter 1 Performance Report will concentrate on key areas of business with readily available data and analysis. Future quarterly reports and the end of year report will contain more in-depth performance data and analysis once the Framework is implemented and embedded.

Total recorded crime shows no statistically significant change over the last two years. This strongly suggests that we are approaching the end of the journey to improve crime data integrity. Despite this public order, recorded drug offences and offences of violence without injury continue to rise. The body of the report will explore potential reasons and external factors impacting these figures. A number of crime types show a decrease particularly acquisitive crime areas such as vehicle crime and shoplifting.

There has been a statistically significant rise in the use of cannabis warnings, the use of outcome 16—victim does not support prosecution. The first of these is probably attributable to increased use of stop and search finding small amounts of cannabis. The use of outcome 16 is almost certainly an artefact of the rise in the recording of less serious offences, where victims are less likely to be willing to prosecute.

The number of Public Protection Notice (PPN) referrals for adults has risen significantly. This may reflect an ageing population and better identification of vulnerability both by police and partner agencies. There has been no statistically significant change in the number of PPNs submitted for children or the number or frequency of children going missing.

The total number of arrests has increased significantly, particularly within the areas of Criminal Damage and Arson, Violence with Injury, and Violence without Injury.

A new Victims Board has been recently established to monitor and scrutinise performance of service to victims and witnesses on a monthly basis, with particular focus around key entitlements as set out within the Victim's Code.

Working toward this goal, training is scheduled to take place from September 2019 for Inspector ranks and below which concentrate on certain Victims Code entitlements as identified including:

1. Keeping victims informed at every stage of the investigation
2. Regular updates
3. Offer of a VPS
4. Referring of victims to victim services.

Regular meetings are taking place with Victim Support to review their in-force service model and they are considering the introduction of a victims' focus group to identify areas where service can be improved.

Gwent Police are reviewing the use of the Niche Records Management System by officers and examining the information that officers are collating and gathering. This work will complement the work that to ensure that we are Victim Code compliant in all of the key areas. The Victims Board will be used by the DCC to hold people to account for the service we deliver to victims. Issues will be fed into the force Scrutiny Board.

During the last quarter, the force has undertaken a completely new approach in the way that it seeks to engage and collaborate with its communities. Community priorities are now determined based on threat, risk, harm and vulnerability criteria and communities are encouraged to work alongside police and partners to manage those identified issues. Indeed almost 10% of all those who participated in those priority setting surveys are engaged in managing those issues.

Quarter 1 continues to follow the trends of previous reports as Anti-Social Behaviour incident calibrate to a new baseline.

The last quarter has seen the creation of both the Newport and Blaenau Gwent Community Safety Hubs to accompany pre-existing hubs in Torfaen, Caerphilly and Monmouthshire. In addition to the benefits of co-location working of police and partners in a centralised place, the hubs also undertake regular partnership tasking meetings that identify and address areas of vulnerability and demand, particularly around the areas of crime and ASB (victims, offenders and locations).

Complaints within quarter 1 have risen against the two year quarterly average although they are comparable with quarter 1 in 18/19.

Our calls for service within 101 and 999 remains static. There has been a significant improvement in the abandonment rate for 101 calls.

CRIME PREVENTION

1.1 Total Number of Recorded Crimes

Table 1 below shows the total recorded crime in Gwent by quarter over the past two years. The one characteristic worth noting is that there is no discernible difference in numbers (14721 to 14647) when comparing quarter 1 in 2019-20 to the same quarter in 2018-19.

This provides strong supportive evidence that the level of recorded crime would stabilise over the coming year and into the medium term.

Table 1 Total Recorded Crime

All Crime Quarterly Comparison				
Crime Type	Q1 (2018/19)	Q1 (2019/20)	2 Year Quarterly Average	Quarterly % Difference Against Average
All Other Theft	1242	1165	1171	-0.5 ▼
Bicycle Theft	115	97	92	5.7 ▲
Burglary Dwelling	700	672	644	4.3 ▲
Burglary Non-Dwelling	270	290	286	1.6 ▲
Criminal Damage & Arson	2284	2383	2259	5.5 ▲
Drug Offences	323	407	355	14.7 ▲
Homicide	0	0	1	-100.0 ▼
Miscellaneous Crimes	391	352	326	7.9 ▲
Other Sexual Offences	213	246	235	4.7 ▲
Possession of Weapons	47	52	55	-6.1 ▼
Public Order Offences	2133	2070	1574	31.5 ▲
Rape	106	117	126	-6.8 ▼
Rape Report (Non-Crime)	23	18	21	-14.3 ▼
Robbery	91	78	70	11.4 ▲
Shoplifting	990	826	923	-10.5 ▼
Theft From the Person	105	77	89	-13.8 ▼
Vehicle Crime	834	753	844	-10.8 ▼
Violence with Injury	1451	1419	1338	6.0 ▲
Violence without Injury	3403	3625	3001	20.8 ▲
Total	14721	14647	13620	7.5 ▲

The table shows the recorded level of overall crime for Q1 as being 7.5% higher than the quarterly average for the previous 2 years. However, historically Q1 figures have been higher than those witnessed in Q3 and Q4 so a slightly higher than average figure is not unexpected during this quarter, when based on quarterly averages. There is actually a small decrease in the total number of recorded crimes when comparing when comparing Q1 in 2018-19 to Q1 in 2019-20 (Fell from 14721 to 14647). It is worth noting that there are significant decreases in certain crime groupings, particularly acquisitive crime such as Vehicle Crime and Shoplifting.

There has been significant effort and clear focus to ensure ethical crime recording behaviour across all areas of Gwent Police. Investment in training and supervisory oversight to ensure our Crime Data Integrity is both ethical and proportionate this has improved our Crime Data integrity from 77% to over 90% in a two-year period.

Forces across England and Wales are at differing points of their journey towards a high standard of ethical crime recording, which means that direct comparisons can be misleading. In addition, some recorded crime types that show increases are affected by factors other than just the simple causation that more of these crimes are being committed.

The Office for National Statistics has stated in its latest report (April 2019) that:

For some crimes, an increase in the number of offences recorded by the police is unlikely to indicate a real rise in these types of crime. This relates to violence without injury offences, sexual offences, stalking and harassment and public order offences. It is thought that increases in these crime types largely reflect changes in reporting and recording practices.

The main crime areas driving the increase against the two-year average are Public Order, which recorded 2070 Q1 offences against a quarterly average of 1574 (+32%); Violence Without Injury, 3625 offences against an average of 3001 (+21%) and Drug Offences, 407 offences against an average of 355 (+15%).

Public Order and Violence Without Injury are large volume crime areas that the increases within them when compared with the two-year average have a disproportionate impact on the overall recorded crime figures.

Public Order

We are confident that the increases in Public Order offences are directly related to the comparable decreases within Anti-Social Behaviour (ASB) incidents over the same reporting period. The better identification of recordable offences within incidents previously classified ASB has resulted in crimes not previously identified now being correctly recorded.

It is acknowledged by HMICFRS that different forces are at different stages of this recalibration and it may be a few years until a "new" baseline is identified for any statistical analysis of Public Order crimes.

Although these incidents are recorded as crimes much of the multi-agency prevention and subsequent problem solving follows a similar process to the ASB. As a result of this and the low level offending involved a number of these crimes are unlikely to be concluded with a Criminal Justice Outcome and this is reflected within further on within the document when Crime Outcomes are covered.

Violence without Injury

Table 2 Violence without Injury

Violence without Injury Quarterly				
Total Crime Group	Q1 (2018/19)	Q1 (2019/20)	2 Year Quarterly Average	Quarterly % Difference Against Average
Harassment	1594	1812	1301	39.3 ▲
Assault without Injury	1547	1551	1466	5.8 ▲
Threats to Kill	133	132	124	6.5 ▲
Assault on Constable (Violence Without Injury) [8/73 104/23 104/25 105/8]	62	95	43	120.3 ▲
Cruelty to Children	38	43	36	19.0 ▲
Racially or religiously aggravated assault without Injury	11	4	10	-59.5 ▼
Modern Slavery	8	6	7	-17.2 ▼
Kidnapping	12	12	7	68.4 ▲
Racially or religiously aggravated harassment	0	1	2	-33.3 ▼
Child Abduction	4	4	3	45.5 ▲
Total	3409	3660	2999	22.1 ▲

The increase in offences of violence without injury is a significant component of the increase in total recorded crime. In 2014-15 offences of violence without injury made up 12% of all crime; in the last financial year they constituted 24% of all crime. The Crime Survey for England and Wales (CSEW) states that the level of violence without injury did not change in the most recent financial year—to March 2019. This supports the contention that the increase is driven by factors internal to the police, not by the level of crime in the community.

We believe that the increase in Gwent is driven by two factors:

Firstly, improved identification of offences and Crime Data Integrity awareness.

Secondly, changes to the way that harassment offences are recorded has increased the number of offences. The most common form of harassment is sending abusive messages to people the perpetrator knows, often partners or ex-partners. This means that each offence of harassment is actually two offences: the actual crime of harassment and a second crime of malicious communication by means of letter, etc. Historically, we have often failed to identify this second offence. This was an area of concern identified to the force by HMICFRS in their Crime Data Integrity Inspection in 2018. Since then, we have increased the supervision of domestic abuse related offending and focussed in particular on the recording of harassment offences. The ongoing rise would suggest that our measures have been effective.

Table 3 Breakdown of Harassment Offences

Harassment Crime Group	Q1 (2018/19)	Q1 (2019/20)	2 Year Quarterly Average	Quarterly % Difference Against Average
Sending Letters with Intent to Cause Distress, Malicious Communications	846	906	741	22.3 ▲
Protection from Harassment	538	674	373	80.9 ▲
Pursue Course of Conduct Which Amounts to Stalking	45	75	49	53.5 ▲
Breach of a Restraining Order	67	34	59	-42.3 ▼
Specific Harassment of a Person in Their Home	60	68	43	57.2 ▲
Disclose private sexual photographs and films with intent to cause distress	14	7	12	-41.1 ▼
Breach of conditions of Injunction against harassment	3	10	6	66.7 ▲
Stalking involving fear of violence	9	13	8	62.5 ▲
Putting people in fear of violence	5	12	4	200.0 ▲
Stalking involving serious alarm / distress	7	13	9	46.5 ▲
Total	1594	1812	1303	39.1 ▲

Table 4 Breakdown of Assault without Injury Offences

Assault without Injury	Q1 (2018/19)	Q1 (2019/20)	2 Year Quarterly Average	Quarterly % Difference Against Average
Common Assault and Battery	1513	1470	1418	3.7 ▲
Engage in Controlling/Coercive Behaviour	31	60	37	63.8 ▲
Assault an Emergency Worker (Violence Without Injury) [8/73/1]	N/A	52	14	271.4 ▲
Assault on prison custody officer	0	0	0	0.0 ▲
Assaulting a designated or accredited person in the execution of their duty	3	1	1	-27.3 ▼
Assault causing no injury of a Constable	0	2	0	200.0 ▲
Assault on person assisting a constable	0	0	0	0.0 ▲
Total	1547	1585	1458	8.7 ▲

The apparent increase in assaults against constables is a national trend. While it is likely that increased emphasis on the safety of emergency workers, new legislation, and media attention is driving the increase, any increase in assaults on our staff is a cause for concern. There are too few data points to make any meaningful interpretation of the figures, but we are monitoring it closely. The training and equipment of our officers and staff remains under constant review to ensure that we respond quickly and effectively to any emerging threats.

Drug Offences

Changes in the level of recorded drug offences are driven more by police activity than changes in the real level of offending. It is likely that the increase seen is an artefact of the drive to increase stop and search, with stop and search numbers within Gwent increasing significantly over the past year. The creation of Neighbourhood Enforcement Teams, coupled with activity under the force's Operation Jigsaw campaign (serious organised crime) has positively impacted on these figures.

1.2 Number of Crimes by Crime Type linked to Vulnerability

Work is on going within the Analysis and Research team to identify the most accurate way of harvesting this data. At the present time vulnerability is recorded through NICHE qualifiers and can be subjective dependant on the contact the police officer/staff member has with a victim. Work being undertaken under the new Victims Board will strive to improve officers/staffs identification of vulnerability which will improve the quality of the data available.

1.3 Number of Repeat Offenders

Table 5 Number of Repeat Offenders

Total Crime by Repeat Offenders												
All Offence Types	2017/2018				2018/2019				2019/2020 Year to date			
	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %
	22714	15504	4329	28%	25360	16410	5058	31%	8543	6742	1667	25%
Breakdown of Crimes by Repeat Offenders												
All Offence Types	2017/2018				2018/2019				2019/2020			
	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %
All Other Theft	1127	1097	134	12.2%	941	908	85	9.4%	284	312	21	6.7%
Bicycle Theft	38	39	2	5.1%	55	59	4	7.5%	19	20	1	5.0%
Burglary - Dwelling	487	502	94	18.7%	427	482	85	17.6%	197	272	19	7.0%
Burglary - Non Dwelling	222	243	41	16.9%	189	217	32	14.7%	88	96	14	14.6%
Criminal Damage & Arson	2274	2126	346	16.3%	2346	2183	326	14.9%	780	780	81	10.4%
Drug Offences	1183	1305	121	9.3%	1290	1405	156	11.1%	424	485	28	5.8%
Homicide	3	7	0	0.0%	3	6	0	0.0%	2	5	0	0.0%
Misc Crimes Against Society	787	895	59	6.6%	806	879	56	6.4%	219	231	6	2.6%
Other Sexual Offences	491	512	35	6.8%	417	426	33	7.7%	143	146	8	5.5%
Possession Of Weapons	164	172	6	3.5%	184	200	14	7.0%	63	68	6	8.8%
Public Order Offences	2790	2820	376	13.3%	3909	3645	540	14.8%	1450	1512	173	11.4%
Rape	194	222	4	1.8%	194	219	10	4.6%	82	98	5	5.4%
Robbery	117	169	15	8.9%	127	161	32	19.9%	43	64	4	6.3%
Shoplifting	2020	1096	313	28.6%	1571	887	258	31.3%	440	304	83	27.3%
Theft From The Person	65	70	0	0.0%	64	71	2	2.8%	25	25	2	8.0%
Vehicle Crime	419	367	58	15.8%	382	347	48	12.6%	108	126	6	4.8%
Violence With Injury	3339	3448	411	11.9%	3594	3532	450	12.7%	1175	1238	105	8.5%
Violence Without Injury	6991	5937	1113	18.7%	8861	6986	1993	22.8%	3060	2668	497	18.6%

The above table highlights how offending rates have decreased during the previous quarter and over the two year period when analysing overall repeat and crime type data.

1.4 Investigation Outcome Rates

Table 6 Combined Outcome Rates for All Crime

Outcome	Q1 (2018-19)	Q1 (2019-20)	2 Year Quarterly Average	Quarterly % Difference Against Average
1: Charged/Summoned	1108	1101	1190	-7.5%
2: Youth Caution/Conditional Caution	32	20	39	-48.1%
3: Adult Caution/Conditional Caution	269	166	242	-31.4%
4: TIC	7	13	7	85.7%
5: Offender has Died	0	4	3	N/A
6: Penalty Notice for disorder	70	52	84	-38.0%
7: Cannabis Warning	38	66	53	25.1%
8: Community Resolution/Youth Restorative Justice	151	145	174	-16.8%
9: Prosecution not in the public interest	1	5	2	150.0%
10: Police - Formal action not in public interest	31	89	61	46.5%
11: Named suspect below age of criminal responsibility	12	12	17	-27.8%
12: Named suspect too ill to prosecute	18	9	12	-22.6%
13: Named suspect but victim/key witness deceased or too ill	8	1	6	-84.3%
14: Victim declines/unable to support action to identify offender	762	703	656	7.2%
15: Named suspect, victim supports but evidential difficulties	1966	2243	1864	20.3%
16: Victim withdraws support - named suspect identified	3000	3274	2947	11.1%
17: Suspect identified but prosecution time limit expired	19	24	22	7.3%
18: Investigation complete no suspect identified	5345	5622	5407	4.0%
20: Other body agency has investigation primacy	54	47	74	-36.3%
21: Named suspect, investigation not in the public interest	28	27	22	20.7%
New/Still Open	10	137	21	548.5%
	20	16	20	-17.9%
Positive Outcomes	1675	1567	1792	-12.5%
Total Outcomes	12949	13776	12922	6.6%
% of Positive Outcomes	12.9%	11.4%	13.9%	

Table 6, above, shows the number of outcomes for all crime combined. Areas to note from this data are:

- Outcome 15: Named suspect, victim supports but evidential difficulty.** The number of outcomes in this category has risen to 20.3% above the quarterly average.
- Outcome 16: Victim withdraws support—named suspect identified.** The number of offences resolved using this outcome has risen from a quarterly average of 2543 during 2017/18 to an average of 3352 in 2018/19. The rise in this outcome is likely to be attributable to the increased recording of less serious crime.

Through the recently introduced Victim's Board, the force will seek to understand the reasons why victims are withdrawing support for prosecutions and what can be done to further support victims through the Criminal Justice System.

1.5 Youth Offending Rates

Table 1 Recorded Crimes by Youth Offenders

Crime Type	Q1 (2018-19)	Q1 (2019-20)	2 Year Quarterly Average	Quarterly % Difference Against Average
Homicide	0	0	0	n/a
Rape Report (Non-Crime)	1	0	1	n/a
Burglary Non-Dwelling	10	22	11	92.5 ▲
Bicycle Theft	5	6	4	55.6 ▲
Possession of Weapons	8	15	11	32.9 ▲
Other Sexual Offences	31	36	36	1.2 ▲
Public Order Offences	140	148	143	3.2 ▲
Criminal Damage & Arson	151	179	185	-3.1 ▲
Drug Offences	40	37	39	-6.2 ▲
Robbery	25	9	9	-4.5 ▲
Violence without Injury	284	259	298	-13.1 ▼
Violence with Injury	146	122	147	-17.2 ▼
Rape	5	7	9	-23.4 ▼
Shoplifting	29	29	41	-28.8 ▼
Miscellaneous Crimes	49	31	48	-35.0 ▼
Theft From the Person	4	2	3	-36.4 ▼
All Other Theft	31	18	34	-47.5 ▼
Vehicle Crime	5	6	13	-52.8 ▼
Burglary Dwelling	16	8	19	-58.2 ▼
Total	980	934	1052	-11.3 ▲

Youth Crime Offending in Gwent accounts for about 7% of total crime recorded. Within Q1 the number of recorded crimes by Youth Offenders was 11.3% less than the two-year average figure. The low numbers make any meaningful analysis of the figures difficult although it is encouraging to see reductions in the number of youths committing violent offences.

Weapon Offences

Possession of weapons has been highlighted by the media, with a particular focus on the possession of knives by youths. Table 7 above shows possession of weapon offences reach 15 in quarter 1 of 2019-20, up from 8 in quarter 1 of 2018-19. While numbers remain small, this mirrors the rise in recorded weapon offences nationally.

To combat this, Gwent Police will continue to undertake initiatives such as Operation Sceptre, whilst placing increased emphasis on stop and search tactics across this period. Stop and search has increased by 160% over a rolling two year period and by 253% when compared with quarter 1 of 2018-19. Again the likely rise is due in part to an increased emphasis placed on the use of stop and search.

SUPPORTING VICTIMS

2.1 Number of Repeat Victims of Crime/ASB

This information will be provided in future quarterly reports as quarter 1 does not provide enough quality data to accurately benchmark against previous years. Repeat victims of crime and ASB are monitored within both local and partnership tasking and internally through force performance reports.

2.2 Number of Victims safeguarded by Financial Abuse Officers

Operation Signature continues to contact and support between 140-160 victims of fraud each month. The team also receives referrals from Banking Protocols and Rogue Trader intelligence.

Table 8 Number of Victims Safeguarded

Financial Abuse				
	Q1 2018 - 2019	Qtr 1 2019 - 2020	2 Year Quarterly Average	Quarterly % Difference
Number of victims safeguarded	161	134	102.4	30.8%

By working closely with victims, the team has identified further victims of fraud, victims of money laundering scams, and broken quite a substantial ring with victims located in Reading and the north of England. The team has also been successful in returning money to victims, amounts from £3k to one of £143k that was diverted in a mandate fraud.

The team continue to raise awareness by providing inputs to frontline officers on Force Training days and to the public through social media and an appearance on X-Ray on BBC 1 Wales. Collaboration work is ongoing with Age Cymru, Trading Standards and the Metropolitan University in regards to 'Romance Fraud'.

North Wales Police have decided to adopt the Gwent module and approach, which is a testament to progress of the department and the difference they are making to safeguarding victims. Three members of the Fraud Triage Team and working towards a Financial Investigation qualification, which will allow them, direct access to bank information which in turn will facilitate reductions in losses by victims of fraud.

2.3 Number of Victims safeguarded from MDS/CSE

Table 9 Number of Victims Safeguarded by Modern Day Slavery

Modern Day Slavery	2017-2018				2018-2019				2019-2020	2 Year Quarterly Average	Quarterly % Difference
	Q1	Q2	Q3	Q4	Q1 2018 - 2019	Q2	Q3	Q4	Qtr 1 2019 - 2020		
National Referral Mechanism	7	4	9	21	28	19	20	11	9	14.6	-38.5 ▼
MS1 notices	0	1	1	6	8	1	5	6	10	2.9	247.8 ▲
Total	7	5	10	27	29	20	25	17	19	17.5	8.6 ▲
Negative Reasonable Grounds	1	1	0	0	2	6	5	1	3		
Positive Reasonable Grounds	6	3	9	21	24	13	6	10	6		

Total figures for the first quarter of this financial year are in line with the quarterly average and reflect a consistent approach to tackling this type of crime. National Referral Mechanism (NRM) notices, which are a framework for identifying potential victims of trafficking and ensuring they receive appropriate support and assistance, fell below the quarterly average. However, the number of MS1 notices, only used if the potential victim wants to remain anonymous or if their details are not known, grew sharply and reflects increased awareness and training within the modern day slavery team to submit compulsory notices of this type.

Over 1200 officers and staff are now trained, compared to 374 before the team was in place. This has improved awareness of MDS in Gwent. Public Protection detective inspectors are responsible for managing all investigations.

Gwent has a multi-agency risk assessment conference (MARAC) for Modern Day Slavery. Agencies refer cases to a recently appointed MARAC co-ordinator for consideration. The detective chief inspector chairs the process.

2.4 Number of Missing Children and Repeats

Table 10 Missing Children

Missing Children	2017-2018				2018-2019				3 qtr total	Qtr 1 2019-2020	2 Year Quarterly Average	Quarterly % Difference
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4				
Missing Children Occurrences		524	419	417	305	532	376	322	2,805	477	414	15.2% ▲
Repeat Missing Children		95	72	68	53	95	60	58	311	83	73	13.7% ▲
Number of Missing Children		295	245	229	192	271	234	188	1,654	271	236	14.7% ▲

Table 1 above, captures data around the number of missing children. The difference between the number of occurrences and the number of children that have been recorded as missing represents the number of repeat episodes. There are slight increases across each category but this is believed to be attributed to seasonal variances.

2.5 Number of referrals made to FCR MH practitioner

Table 11 Number of Referrals made to FCR

Referrals from FCR to MH Practitioner	2017-2018			2018-19				3 qtr total	3 Qtr Avg	2019-20	
	Q2	Q3	Q4	Q1	Q2	Q3	Q4			Q1	Quarterly % Difference
Referrals from FCR to MH Practitioner	N/A	N/A	N/A	N/A	2212	2368	2562	7142	2380	2504	5.21 ▲

N.B Data only available w/e from April 2018 as newly formed team

In quarter one of this year there have been an increase of 124 referrals (5%) compared with an average of the last three quarters.

The role of the Mental Health Practitioner based within the Force Control Room is to use their knowledge and expertise to provide advice, guidance and direction to Police Staff and Officers with regard to any incoming calls or live incidents where there are concerns, or possible concerns, regarding a person's mental health. Changes to Section 136 of the Mental Health Act following the implementation of the Police and Crime Act 2016 mean that Police officers, where practicable, have a responsibility to consult certain professionals before making the decision to detain someone under Section 136. The practitioners fulfil that role when available.

Such consultation has been shown to lead to a reduction in the use of Section 136 and the promotion of other, less restrictive alternatives. In Quarter 1 of 2019-20, the practitioners were consulted 86 times on the use of Section 136 with 29 detentions following consultation.

Input from practitioners has proven to have the potential to reduce the number of occasions when Police need to be deployed to incidents and to reduce the amount of time Police spend dealing with incidents once deployed. It has also been shown to lead to better outcomes for service users through signposting and negotiating access to more appropriate services as well as through a reduction in Section 136 detentions.

In quarter 1 of 2019-20, police deployment was averted on a total of 248 times, which equates to 10% of the request for services made to the practitioners in that time period.

2.6 Number of PPN children and vulnerable adults.

Table 12 PPNs: Child and Adult

PPN Comparison 2017/18 - 2019/2020				
PPN	Q1 2018 - 2019	Qtr 1 2019 - 2020	2 Year Quarterly Average	Quarterly % Difference
PPN - Nature of Concern - Adult at risk	1,178	1,503	1,122	33.99 ▲
PPN - Nature of Concern - Child Concern/ Child Sexual Exploitation	2,922	2,896	2,523	14.79 ▲

Table 12 above, captures the number of referral notices for both adults and children. The number of referrals for adults at risk has risen. Significant work has been undertaken by the force to equip all staff with an understanding of vulnerability and victim needs through Force Training Days and inputs for supervisors provided by Public Protection experts. The rise is believed to be as a result of this increased awareness and understanding of the importance of the referral mechanisms.

From May 2019, the force have started early intervention projects in Newport and Blaenau Gwent, offering early intervention and support for families not meeting statutory safeguarding thresholds. The projects represent an opportunity to build into existing systems and consider how co-location of police, social care, and education can improve early information sharing and collective decision-making.

The projects have been supported by the delivery of bespoke workshops for officers in Blaenau Gwent and Newport. These focus on improving the quality of PPNs and increasing knowledge of safeguarding thresholds and referral pathways to support services. Partners are already reporting an improvement in the quality of PPNs, which is contributing to the support for families.

The National Research Team will evaluate both projects. The force have also secured additional support from the Operational Research and Applied Statistics programme, Schools of Mathematics, Cardiff University, to undertake a systems methodology approach to the two pathfinders. The early findings from these are expected in September 2019 and will inform discussions with Directors of Social Services, Heads of Services, and Chief Police Officers on the sustainability of the model after March 2020.

Operation Encompass

Operation Encompass is a Police and Education early intervention safeguarding partnership, which supports children and young people experiencing domestic abuse. Police report to schools prior to the school day when a child or young person has been involved or exposed to a domestic abuse incident in the previous 24 hours. In the first quarter of 2019, Gwent Police have notified schools of 1142 reports involving 1578 children.

Interactive Dashboards have been developed for use by Section Inspectors and Local Authorities to provide data, which is rich and leads to a better understanding of demand, multiple reports and significant areas of difficulty in regard to domestic abuse.

2.7 Number of MARAC referrals

Table 13 Number of Marac Referrals

Marac referrals	Q1 2018 - 2019	Qtr 1 2019 - 2020	2 Year Quarterly Average	Quarterly % Difference
Initial	196	180	161.38	11.54 ▲
Repeat	56	54	51.63	4.60 ▲
Total	252	234	213.00	9.86 ▲

Initial MARAC and repeat referrals increased marginally in quarter 1 when compared to the two year average. To enhance the MARAC process, a MARAC coordinator has now been agreed to be funded by the OPCC and partner agencies.

2.8 Number of DVPN's issued

Table 14 Number of DVPN's/DVPO's

	Q1 2018 - 2019	Qtr 1 2019 - 2020	2 Year Quarterly Average	Quarterly % Difference
DVPN	10	9	10.50	-14
DVPO	8	5	7.63	-34

Numbers of DVPN's and DVPO's fell slightly against the two year average. Numbers remain small however there is supervisory scrutiny both into the investigations and safeguarding into domestic abuse cases.

2.9 Arrest and Voluntary Attendance Rates

Table 15 Number of Arrests

Number of Offences Arrested For 2017/18 - 2018/19											
Crime Type	Q2	Q3	Q4	Q1	Q2	Q3	Q4	7 Qtr Total	7 Qtr Average	Qtr 1 2019	% Difference
All Other Theft	81	69	52	48	71	83	48	433	61.9	52	-19.6 ▼
Bicycle Theft	1	2	0	2	4	4	5	19	2.7	1	-68.2 ▼
Burglary - Dwelling	79	66	61	67	89	48	79	489	69.9	47	-32.7 ▼
Burglary - Non Dwelling	52	58	51	61	56	54	62	389	55.6	67	20.6 ▲
Criminal Damage & Arson	286	267	279	322	348	379	358	2,266	323.4	322	0.6 ▲
Drug Offences	312	244	231	302	287	309	207	1,982	283.1	380	37.7 ▲
Homicide	1	1	1	0	5	2	1	11	1.6	2	27.3 ▲
Misc Crimes Against Society	141	158	154	186	224	211	193	1,267	181.0	148	-17.7 ▼
Non Notifiable Offences	380	356	314	299	389	413	348	2,459	351.3	380	13.0 ▲
Other Sexual Offences	58	77	61	53	95	83	54	483	69.0	66	-4.3 ▼
Possession Of Weapons	78	58	63	81	89	82	98	524	74.9	64	-14.5 ▼
Public Order Offences	212	178	170	232	239	232	227	1,490	212.9	239	12.3 ▲
Rape	50	44	29	49	52	57	58	339	48.4	41	-15.3 ▼
Robbery	23	38	32	116	34	25	31	299	42.7	45	5.4 ▲
Shoplifting	311	256	294	262	280	264	230	1,886	269.4	189	-26.1 ▼
Theft From The Person	40	32	35	36	49	33	50	275	39.3	47	19.6 ▲
Vehicle Crime	75	72	108	83	88	70	87	563	80.4	84	4.4 ▲
Violence With Injury	134	148	148	194	212	222	223	1,244	177.7	208	10.7 ▲
Violence Without Injury	658	638	577	859	1,052	994	917	5,704	814.9	807	-1.0 ▼
Other*	651	566	524	291	408	411	410	3,261	465.9	357	-23.4 ▼
Total	3,603	3,324	3,184	3,351	4,000	3,978	3,778	25,413	3,630.4	3,572	-1.6 ▼

Table 15, shows the number of arrests made over the past eight quarters. There has been a slight decrease in the amount of arrests in Quarter 1 when compared with the quarterly average. The figures however are comparable with the number of arrests in Quarter 1 18/19. This data will continue to be monitored through the force performance framework.

Having re-opened our second custody suite full-time, we are confident that the force has suitable arrangements in place to meet existing demand. We have started looking for a site for a new single custody unit that could serve the force area. The likely location is Torfaen, which would minimise travelling. We are exploring a collaborative approach to custody with South Wales Police, centred on use of the Merthyr Bridewell. Access to this suite would reduce travel time for officers from the northern part of the force. In support, we are introducing joint training for Gwent, South Wales, and Dyfed Powys Police custody staff. Further planned

convergence includes the introduction of the same digital interviewing system in each of the forces in late 2019 and Gwent and South Wales Police are exploring collaboration on diversion schemes and healthcare in custody.

Table 16 Voluntary Attendance

Voluntary Attendance Rates				
Voluntary Attendance Rates	Q1 2018 - 2019	Qtr 1 2019 -2020	2 Year Quarterly Average	Quarterly % Difference
Voluntary Attendance Records	1,006	862	958.0	-11% ▼

There is no statistically significant change in voluntary attendance rates across the period given.

We have introduced a new operating model for voluntary attendance (VA). This has reduced the number of VA sites from eighteen to eight. To improve standards, dedicated staff book in attendees, risk assess them, and complete disposals. They also conduct checks on ACRO, PNC, and PND. A team of administrators ensure that the biometrics are taken when required and that the file is submitted and processed in a timely manner. We completed a post implementation review in May 2019 and found that compliance has improved since the introduction of the changes. A further review later in 2019 will ensure that we continue to maximise the opportunities from the team.

COMMUNITY COHESION

3.1 Numbers engaged with Your Voice

Gwent Police is required under S34 of the Police Reform and Social Responsibility Act 2011 to obtain the views of people at neighbourhood level, and to provide information to them on how the force deals with crime and disorder.

The force has recently reviewed and enhanced the way in which it engages with its communities to determine localised priorities. Priorities are now selected based on identified threat, risk and vulnerability for that area. The approach now offers the opportunity for communities to work alongside police and partners in resolving those priorities. Online surveys are conducted via police social media outlets where participants have the opportunity to select an issue for the police to address from a list of pre-determined priorities. Participants are also asked if they would be willing to collaborate alongside police and partners in effectively addressing these issues. This new approach is still very much in its infancy but future reports will provide evidence in the form of case studies where this collaboration is taking place and its outcomes.

During the last quarter 1382 persons participated in the Your Voice process with 133 of those volunteering to work alongside police and partners. This process promotes both transparency and trust within Gwent Police whilst encouraging empowerment within our communities.

3.2 Number of Citizens in policing and hours contributed

Gwent continues to provide a strong focus on Citizens in Policing and work to improve the infrastructure of an appropriate strategy remains ongoing. In the first quarter of 2019-20 there were 3242 hours contributed by Special Officers. The majority of these were given in the West (63% of specials in LPA's). These numbers are extremely positive and reflect the continued hard work of all those involved.

Gwent Police also held a recruitment process during the last quarter:

- 207 of the 303 applicants candidates progressed through to test/application stages.
- 55 candidates were invited to attend an interview.
- 40 candidates passed and are ready to be progressed

3.3 Number of Stop Searches by Area and Positive Outcome Rates

Table 17 Number of Stop Searches by Area

Stop Search	2017-2018			2018-19						2019-20	Quarterly Difference %
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	7 Qtr Total	7 Qtr Avg	Qtr 1 2019	
Number of stop searches by area EAST	108	142	102	126	139	423	489	1,548	221	848	190.76 ▲
Number of stop searches by area WEST	125	130	94	98	84	133	129	778	110	229	107.87 ▲
Total Number of stop searches FORCE	259	304	247	278	260	393	673	2,841	377	984	180.02 ▲

The total number of stop searches recorded across the whole force in quarter one of 2019 was 981, of these 213 had a positive outcome, which equates to 23%. Stop searches in quarter one of 2019 has increased by 160% compared with the average of the last seven quarters.

Table 18 Number of Positive Outcome Rates

Stop Search Outcomes	2017-2018			2018-19						2019-20	Quarterly Difference %
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	7 Qtr Total	7 Qtr Avg	Qtr 1 2019	
Number of searches with a positive outcome EAST	29	14	22	29	23	101	112	330	47.1	122	158.79 ▲
Number of searches with a positive outcome WEST	36	45	30	28	13	39	42	233	33.3	68	104.29 ▲
Number of searches with a positive outcome FORCE	72	68	89	71	52	146	173	636	90.5	213	194.43 ▲

In quarter one of this year, the majority of the stop searches were carried out in the East of the force with 74%, and 26% in the West. East stop and searches had a positive outcome rate of 19% and West has a positive outcome rate of 30%

From the table you may notice that the total number of stop searches for the whole force is not the total for East and West, this is due to officers not completing the niche record correctly and missing out the location. Therefore, they cannot be aligned to either East or West. These account for 109 stop searches, which is 11% of the grand total of the whole force.

DCC Edwards chaired the first Stop & Search / Use of Force Oversight Group, in May 2019, which aimed to identify and address issues surrounding Stop & Search and Use of Force processes. The group's purpose was to provide an opportunity to problem solve, promote best practice, provide guidance and improve performance in relation to Gwent Polices' stop & search and Use of Force procedures. It also aimed to provide transparency of data to the public whilst identifying any disparities.

As a result, Stop & Search governance has been revised. The Operational Tactics Meeting reviews the operational activity and process in regards to Stop & Search. It has representatives from each Local Policing Area (LPA) and senior representatives from other work stream areas. Members of the Independent Advisory Group, the Police and Crime Commissioner's Office and the Federation also attend to allow for scrutiny, accountability and transparency. A member of staff from Professional Standards Department attends the meeting in order to monitor and review any complaints received regarding Stop & Search encounters.

Legitimacy, disproportionality or fairness issues in regards to Stop & Search are raised in the Equality Meeting, which is chaired, by the Diversity and Inclusion Manager for their professional expertise and views on the matters. Both of these meetings report directly into the ACC's Operational Efficiency & Effectiveness Board on a quarterly basis for strategic scrutiny. Both chairs of the Operational Tactics Meeting and the Equality Meeting attend at this board for a joined up approach. Any potential risks highlighted around Stop & Search can then be escalated to the DCC's Scrutiny Executive Board.

Chief Superintendents East & West now produce monthly bulletins to provide important messages to front line officers. These bulletins will include messaging around good use of Stop & Search.

A new 'My Powers' section was launched on 'The Beat' in June 2019, which is easily located on the right hand side of the homepage. All officers can access the section where they can find videos offering advice, a number of word and power point presentations in regards to Stop & Search and Use of Force, legislative information, the National Decision Making Model and unconscious bias. There is a handy 'Key Points' section for Use of Force and Stop & Search which are a great way for officers to refresh their knowledge. This section will continue to be developed further in the future.



Qlikview Stop & Search 'Mapping' has been introduced for supervisory oversight of Stop Search activity, which includes the ability to export this data into XD Mapping system to provide heat maps and overlay with active Organised Crime Groups.

The force continues to ensure that all student officers are well versed in what constitutes reasonable grounds for stop and search. This is reinforced to all front line officers with video presentations on the force Intranet and positive messaging regarding appropriate use and successful outcomes. The Superintendent of OPs Support has also ensured that student officers are now teamed up with experienced officers from the Area Support Units, so they can gain confidence and enhanced learning on the streets with stop and search.

Virtual Reality Stop search training is being developed via a working group of Learning & Development and operational officers feeding in 'live' scenarios of varying complexity and simplicity.

3.4 Number of Hate Crimes and Repeat Incidents

Table 19 Number of Hate Crimes and Repeat Incidents

Hate Crime	Q1 2018 - 2019	Qtr 1 2019 -2020	2 Year Quarterly Average	Quarterly % Difference
Hate Crime occurrences	276	303	266.88	13.5 ▲
Hate Crime Repeat Victims	24	27	20.13	34.2 ▲
Hate Crimes Sent to HO	198	235	183.63	28.0 ▲

Table 19 above, references total hate crime incidents (occurrences) and the number of repeat victims of hate crime. It also shows the number of mandatory referrals to the Home Office. There are increases across all categories but these relate to comparatively small figures. These figures are monitored on a regular basis through the force governance structure and specific hate crime meeting.

Tables 20 & 21 Hate Crimes by Strand and Crime Type

Q1 2019/2020 Hate Strand	No.	%
Religious	7	2.31%
Transphobic	8	2.64%
Disability	51	16.83%
Homophobic	64	21.12%
Racial	173	57.10%
Total	303	100

Q1 2019/2020 Crime Type	No.	%
Public order offences	154	50.83
Violence without injury	84	27.72
Criminal Damage	20	6.60
Violence with injury	9	2.97
Robbery	3	0.99
All other theft	3	0.99
Burglary - Dwelling	2	0.66
Theft from the person	2	0.66
Non notifiable offences	1	0.33
Other sexual offences	1	0.33
-	24	7.92
Total	303	100

The majority of offences were of a racial nature (57%) followed by Homophobic (21%). The largest number of Hate Crimes were Public Order (51%) and Violence without Injury (28%), a pattern that follows the general crime trend.

At this present time, the ethnicity of a victim subject to hate crime is not recorded within the Force's business intelligence tool. This will be an area of focus through the implementation of the new performance framework.

The force continues to invest in its Diversity and Inclusion Team, increasing resources available to co-ordinate the response to hate crime and establishing a more robust audit and quality assurance process. Hate Crime Support Officers (HCSOs) across the force continue to be allocated to offer support to victims of hate crime as soon as possible after a hate crime is reported. We believe that this has positively affected victim satisfaction.

42 HCSOs have received enhanced training and receive weekly victim referrals. The HCSO role is performed in addition to regular duties and volunteers receive around one victim referral per week. The Prevent Officer reviews cases that may indicate a risk of extremism.

We refer 70% of hate crime victims to victim support. Third-party referral mechanisms are in place to receive reports of hate crime from Victim Support, Umbrella Cymru—a third-sector agency specialising in gender and sexual diversity—and the national True Vision system.

The government also has plans to ensure all police forces disaggregate hate crime data by faith. However, Gwent does not currently allow for this. This is an area which will need to be addressed going forward.

TACKLING ANTI-SOCIAL BEHAVIOUR

4.1 Number of ASB Incidents

Table 22 Anti-social Behaviour Incidents

ASB	Q1 2018 - 2019	Qtr 1 2019 - 2020	2 Year Quarterly Average	Quarterly % Difference
East LPA	1,289	1,238	1,553.3	-20.3%
West LPA	1,471	1,536	2,013.3	-23.7%
Total	2,760	2,776	3,566.5	-22.2%

The above table shows that the number of incidents classed as Anti-social Behaviour (ASB) in quarter 1 2019-20 has decreased by 22.2% compared with the 2 year quarterly average. The decrease is largely consistent across the force area.

There is a correlation between incidents classed as ASB and those classed as crime related: as ASB has dropped, crime related incidents has risen. This is particularly the case in public order offences and offences of violence without injury which previously had not always been identified as a crime correctly but now are.

Better identification and subsequent recording of crime related incidents is a welcome position in ensuring we are recording crime ethically and in line with Home Office Counting Rules and addressing recommendations made by HMICFRS in their Crime Data Integrity report of the force.

The force recognises that in many occurrences a police response alone to ASB will be ineffective and continues to work with partners to deliver a multi-agency problem solving approach to ASB. In the last quarter, Newport and Blaenau Gwent Community Safety Hubs were launched and accompany the pre-existing hubs in Torfaen, Caerphilly and Monmouthshire. The hubs co-locate police and partners in a centralised location to allow for more effective partnership tasking to identify and address areas of vulnerability particularly around areas of crime and ASB. There are excellent examples of this in place throughout the force. The hub in Torfaen for example, sought to address significant levels of crime and disorder within the Cwmbran Town Centre. Applying the principles of a recognised problem solving approach (OSARA) to the issue, police and partners undertook a series of engagement events involving youths, their parents, victims and partners to highlight the impact their behaviour was having on the quality of life of people living, working and visiting the area. Over the last quarter, and since the start of this collaborative approach, overall crime and violent crime has reduced by 45% and 66% respectively whilst ASB has reduced by 52% over the same period. Early intervention continues to be the theme whilst two repeat offenders are now being managed through the introduction of criminal behaviour orders.

4.2 Number of Repeat Victims of Anti-social Behaviour

Table 23 Number of Repeat Victims of ASB

ASB Repeat Victims	Q1 2018 - 2019	Q1 2019 - 2020	2 Year Quarterly Average	Quarterly % Difference
Total ASB Victims	2,760	2,774	3,567	-22.2%
ASB Repeat Victims	264	329	458	-28.2%
% Repeat ASB Victims	9.6%	11.9%	12.8%	0.8%

The above table highlights a drop in the number of repeat victims of ASB from a 2-year quarterly average of 458 to 329 in the first quarter of 2019-20.

4.3 Number of Community Resolutions

Table 24 Number of Community Resolutions

Community Resolutions by Crime Type										
Crime Type	2017-2018			2018-2019				2019-2020		
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	7 Qtr Avg	Q1	Quarterly % Difference
Possession of Weapons	1	1	1	0	0	1	3	1.00	0.0	-100.0 ▼
All Other Theft	10	10	19	0	8	7	5	8.43	3.0	-64.4 ▼
Public Order Offences	7	10	10	13	9	21	14	12.00	5.0	-58.3 ▼
Shoplifting	26	30	16	16	22	9	10	18.43	8.0	-56.6 ▼
Violence with Injury	10	10	19	16	15	18	25	16.14	14.0	-13.3 ▼
Criminal Damage & Arson	13	17	20	17	15	18	15	16.43	16.0	-2.6 ▼
Burglary Non-Dwelling	1	0	0	2	2	0	0	0.71	1.0	40.0 ▲
Vehicle Crime	1	0	1	0	0	2	0	0.57	1.0	75.0 ▲
Burglary Dwelling	2	1	0	0	0	0	0	0.43	1.0	133.3 ▲
Miscellaneous Crimes	0	1	1	0	0	0	1	0.43	1.0	133.3 ▲
Other Sexual Offences	0	0	0	0	0	1	0	0.14	1.0	600.0 ▲
Violence without Injury	16	25	11	16	29	30	20	21.00	26.0	23.8 ▲
Drug Offences	2	2	3	0	3	8	9	3.86	8.0	107.4 ▲
Total	89	107	101	80	103	115	102	99.17	85.0	-14.3 ▼

Table 24 above, shows a decrease in the use of community resolutions from an average of 99 per quarter for the past 7 quarters to 85 in the first quarter of this financial year.

The force is currently developing its model for the roll out of the National Two-Tier Out-of-Court disposal framework that is due to be implemented in the next 12 months. This model will see the out-of-court options reduced to just two: Community Resolutions and Conditional Caution. Increased focus on community resolutions will take place over the coming quarters as this model is shaped ready to go-live.

EFFICIENT AND EFFECTIVE SERVICE DELIVERY

5.1 Number and Category of Complaints

Table 24 Number and Category of Complaints

Number and Category of Complaints					
	Q1 (2018-19)	Q1 (2019-20)	2 Year Quarterly Average	Quarterly % Difference Against Average	
No. of Complaints received from the public					
Cases	92	68	71	4.2%	▼
Allegations	231	234	169	38.5%	▲
Category of complaint					
01. Operational policing policies	1	1	1	0.0%	
2. Organisational decisions	2	1	2	50.0%	▼
03. General policing standards	14	3	9	66.7%	▼
A. Serious non-sexual assault	0	0	0	0.0%	▼
B. Sexual assault	0	0	0	0.0%	▼
C. Other assault	14	6	8	25.0%	▼
D. Oppressive conduct or harassment	10	7	7	0.0%	
E. Unlawful/unnecessary arrest or detention	2	3	4	25.0%	▼
F. Discriminatory behaviour	9	9	3	200.0%	▲
G. Irregularity in evidence/perjury	1	4	3	33.0%	▲
H. Corrupt practice	0	4	1	300.0%	▲
J. Mishandling of property	3	1	4	75.0%	▼
K. Breach Code A PACE	0	0	1	100.0%	▼
L. Breach Code B PACE	7	3	4	25.0%	▼
M. Breach Code C PACE	3	22	8	175.0%	▲
Q. Lack of fairness	17	2	5	60.0%	▼
R. Multiple or unspecified breaches of PACE	0	1	0	100.0%	▲
S. Other neglect or failure in duty	106	101	77	31.2%	▲
T. Other irregularity in procedure	6	9	5	80.0%	▲
U. Incivility, impoliteness and intolerance	25	29	21	38.1%	▲
V. Traffic irregularity	0	3	1	200.0%	▲
W. Other	2	5	2	150.0%	▲
X. Improper disclosure of information	8	20	3	566.7%	▲
Y. Other sexual conduct	1	0	0	0.0%	

The above table highlights the number of complaints made against Gwent Police officers and staff and the nature of those complaints. Against the quarterly average there has been a 38.5% increase in allegations made during Q1 2019-20. However, when compared to the same period in 2018-19 the increase is just 1.3%. Also of significance is that even though the number of allegations has risen, the number of cases taken on has fallen by 3.6%.

The number of complaints from the public has remained reasonably steady over the past 5 years with a very slight downward trend. The number of allegations per 1000 employees has also remained reasonably steady over the past 5 years, again with a slight downward trend. An increase in the number of employees in the last 12 – 18 months, rather than a reduction in the number of complaints may give the appearance of improved performance in this area. Gwent currently sit near the middle of the national table.

The main categories of complaint remain consistent from year to year with "Other neglect or failure of duty" by far the largest category, accounting for around 40% of all allegations. This is in line with the national picture and is partly because the category covers issues such as lack of update and quality of investigation and partly due to this being a catch all category for complaints that do not fit the other allegation types. Keeping people updated falls into this category and has historically been an issue for the force that appears in other areas such as Victim Satisfaction data and OPCC Public Response Unit data.

Q1 of 2019-20 shows "Improper access/ disclosure of information" as the second highest category but this is an anomaly, caused by one complaint with 19 allegations under this category and therefore is unlikely to feature as an issue in any longer term data analysis.

Forthcoming changes to Police Regulations will change the way complaints from the public are recorded which will result in matters that are now dealt with as "dissatisfaction" and not appearing in this data, being recorded as complaints. When this is introduced and national comparisons may be difficult until 12 months' worth of new data has been gathered.

5.2 Breakdown in Demand for 101 and 999 Calls

Table 25 999-call Demand

Breakdown of 999 Calls				
999	Q1 (2018-19)	Q1 (2019-20)	2 Year Quarterly Average	Quarter % Difference Against Average
Total 999 Calls	20768	20234	19893	1.7 ▲

The above table shows demand from 999-calls. There has been no significant change across the period given, with previous reports (FMS) showing that no major change in numbers has occurred since 2016.

Table 26 101-call Demand

Breakdown of 101 Calls				
101	Q1 (2018-19)	Q1 (2019-20)	2 Year Quarterly Average	Quarter % Difference Against Average
Total 101 Calls	57969	55489	55150	0.6 ▲
101 Answered	46794	47860	44381	7.8 ▲
101 Abandoned	11175	7561	10773	-29.8 ▲

Table 26, above, captures the demand from 101-calls. As with 999-calls, above, there has been no major change across the period in terms of number of calls received. However, there has been a significant reduction in the number of calls abandoned, and an increase in the number of 101 calls being answered, indicating a positive shift in the service being provided.

In the first quarter of 2019-20, Gwent Police contact centre received:

- 75,723 calls, or 832 calls per day;
- 20,234 emergency 999-calls, of which 87% were answered within 10 seconds;
- 86% of 101 calls were answered directly, an increase of 8.4% on the average of the previous seven quarters.

All contact centre operators are omni-competent, meaning they can perform any of the roles in the suite: call handling, crime recording, and dispatch. Having omni-competent staff makes the suite relatively expensive—we aren't able to leverage the financial benefits of lower paid staff in less demanding roles—but provides a more efficient service, as shown in the reduction of abandoned 101 calls. It is believed the system provides a better service to the public that justifies the additional expense.

During previous visits to the suite, HMICFRS expressed concern at our 101-call abandonment rate, the number of callers who dial 101 but hang up before being answered. As part of our plan to reduce the abandonment rate, we have introduced the Social Media Desk, part-time call handlers with rotas targeted on peak demand, and in February 2019, a call back facility. This facility means that callers who meet certain criteria can request a same-day call back. As already mentioned, this appears to have had a positive impact. At the same time, we introduced a rolling 12-month audit programme to look at data and service quality in FPOC. This audit programme is supported by a new sergeant post.

Table 27 Incident Demand

Incident by Type				
Quarter	Q1 (2018-19)	Q1 (2019-20)	2 Year Quarterly Average	Quarter % Difference Against Average
Admin	7873	7698	8100	-5.0 ▼
ASB	2748	2776	3566	-22.1 ▼
Crime Related	14320	13440	13025	3.2 ▲
Open Log	86	411	83	395.2 ▲
Public Safety & Welfare	13887	13454	13457	0.0 ▲
Transport	8674	8303	8423	-1.4 ▼
Total	47,588	46,082	46653	-1.2 ▲

Table 27, above, captures the number of incidents recorded in Gwent. The only significant change is in the number of incidents still open—incidents that are not yet resolved—which increases as we approach the present. This is what would be expected—as incidents can take several months to resolve.

As with call volumes, analysis of data from the past five years shows that there has been no change of note of incident numbers in Gwent since 2014. Quarter 1 figures from 2019-20 fall within the range of previous values, indicating no change in this trend.

Table 28 Incident Classification

Incident Response Grade				
Quarter	Q1 (2018-19)	Q1 (2019-20)	2 Year Quarterly Average	Quarter % Difference Against Average
Emergency	11301	12031	11263	6.8% ▲
Priority	12167	11765	11067	6.3% ▲
Scheduled	8318	6436	8491	-24.2% ▼
Telephone Resolution	15802	15847	15809	0.2% ▲
Unclassified	0	3	1	300.0% ▲
Total	47,588	46,082	46630	-1.2% ▲

While the number of incidents in Gwent is stable with time (see above), there have been wide variations in how we classify those incidents. Incident volumes are dependent on the public and their need for service, but the classification of incidents is determined by internal policy and driven by training.

Table 28, above, captures the grading given to incidents by FPOC staff at the moment of receiving the incident. There is only one significant change: the mean number of incidents classified as Scheduled has dropped from

an average of 8491 a quarter to 6436. There has been a slight increase in the number of incidents that have been graded as Emergency, which for Q1 has recorded a figure 6.8% above the quarterly average.

First Point of Contact are presently reviewing how grading decisions are made.

5.3 Amount of Contact through Social Media

Social media is a part of everyday life for many people, even in the most deprived communities of Gwent. Its use significantly influences perceptions, opinions, and behaviour. While the negative effects of social media are well known, it has permanently changed the community's expectations and altered the relationship between service users and the police as a provider. Recent headlines about the attention drawn by our Facebook appeal for Jermaine Taylor serve to illustrate this change well. Previously, appeals were essentially passive: a short request in print media or on local radio. Now, through social media, they take the form of an ongoing conversation with the community. While this brings risks, it also represents an opportunity to engage with the public differently and increase confidence by building trusting relationships through meaningful engagement.

Gwent Police already has a significant on-line presence and work is continuing to maximise the value we get from it. Importantly, we aim to ensure that social media channels are being used effectively and appropriately and that they complement our existing contact channels. Clarity of purpose, consistency of message, and understanding impact is vital if we are to successfully use social media to help us protect, reassure, and inform the communities we serve.

Regard must also be had to the Target Operating Model currently being developed by the NPCC National Social Media Project. We are developing a new Social Media Strategy to ensure Gwent Police has a coherent whole force approach to its use of social media.

The strategy will be focused on four key areas:

1. The providers—Facebook, Instagram, etc.;
2. The correct skills, capabilities and technology;
3. Effective content and risk management processes;
4. Audit, analysis and performance management.

Ten staff are trained to administer the desk. We expect the introduction of the Single On-line Home to increase demand on the service so we have trained an additional ten in the spring of 2019. Everyone working on the desk is an omni-competent operator, able to make assessments of threat, risk and harm, review vulnerability, and dispatch resources when appropriate.

The all-Wales Collaboration Project leads on the regional roll out of Single On-Line Home. The lead for Gwent is the head of First Point of Contact. Implementation is scheduled for December 2019, but in-force preparation has already started. The project aims to reduce demand on FPOC by directing service users to the most appropriate resolution without the need for the involvement of the control room. We expect that a level of demand will remain in the control room but that the chosen method of engagement will be increasingly digital. The introduction of the social media desk has ensured that we have the appropriate infrastructure in place to support this change.

5.4 Absenteeism rates -staff and officers

Table 29 Absenteeism Rates

Absenteeism											
Absence	2017/2018			2018/2019				4 Qtr Total	4 Qtr Avg	2019/20	
	Q2	Q3	Q4	Q1	Q2	Q3	Q4			Qtr 1 2019	Quarterly % Difference
Officer Absence				206	214	237	160	817	204	121	-40.76 ▼
Staff Absence				160	158	152	127	597	149	106	-28.98 ▼
Total	0	0	0	366	372	389	287	1414	354	227	-35.79 ▼

NB: Different reporting systems and processes changed in Q1 of 2018-19 which would make comparison difficult hence no data has been supplied for 2017-18

In quarter one of 2019 there were a total of 227 members of our work force absent, 53% of those were officers and the remaining 47% were staff. This is a tremendous 38% reduction compared to quarter one of 2018 where there were a total of 366 members of our work force absent. There was a reduction of 41% compared with the last 4 quarters for police officers, and similarly a reduction of 41% compared to quarter one of 2018.

The revised attendance procedure was finalised and launched on 1st April 2019 and the Force Attendance Standards have been streamlined as follows:

- Three or more sickness absence periods in 12 consecutive months
- Ten or more working days sickness absence in 12 consecutive months
- A pattern of absence

The revised standards are now applied to recruitment, promotion, probationary periods, organisational change, business interest, incremental pay points, lateral development or internal transfers – but not for short-term attachments and training courses. There is an appeal process linked to the revised standards.

Attendance management training commenced in February, with the aim to provide line managers with the tools and knowledge to apply the revised attendance procedure and referral process for Occupational Health. This complements the training on sickness absence and difficult conversations that have previously been delivered.

The occupational health unit and psychological therapy team seeks to provide consistent, accessible, effective support to officers and staff. Given the exposure of staff and officers in operational roles, there is a combination of mental health and physical risk factors. We deliver annual health checks for our high-risk groups via a mix of internal and external provision. This allows any concerns to be raised in a confidential and supportive environment. Further referral and support are provided where necessary and appropriate. The force has capacity to carry out a maximum of 940 counselling sessions per year internally.

As part of the People Services review, we are scoping what resources are needed to provide suitable wellbeing support at force and local level. An assessment of the occupational health service will occur as part of the People Services review. We have provided additional counselling capacity to support the increase in demand in this area.

The National Wellbeing Service has provided Gwent with the use of the *Wellbeing Wagon* for a week in June. Daily events will include a range of wellbeing support services, such as Police Mutual, Health Screening Wales, Psychological Therapies Team, and MIND.

Gwent currently has a network of 50 Wellbeing Ambassadors (WA) who offer support through signposting and spread the wellbeing agenda at their local station. The first annual WA event will take place in May, to thank them for their support. The event will provide WA with an update on progress, current issues, best practice, and learning from previous programmes. WA are provided with a range of development activities to enhance their skills. In 2019, this will include mental health resilience, diet and nutrition, mindfulness, and bereavement.

My GWP Rewards will be introduced in May 2019. This scheme gives point of sale and a reloadable card discounts for the force's officers, staff and volunteers.

Gwent has launched a revised attendance procedure. The Force Attendance Standards have been streamlined and updated. Sickness Procedure update sessions are being run to inform managers of the new procedure and, through cases studies, provide them with the confidence to deal with absence management in a fair, supportive, consistent, and robust way.

Gwent Police is committed to being a caring organisation. Managing attendance is about creating a culture where all parties take ownership of the policy and act reasonably. The key objective of attendance management procedures in Gwent is encouraging an attendance culture. Managing sickness absence appropriately is vitally important to both supporting our people and maintaining the efficiency of the organisation.

Other key areas of change include a review of the Attendance Management Procedure and a deep-dive review of the longest running sickness cases within the force.

Absence trends are discussed at the monthly Wellbeing Meeting and monthly conference calls to discuss absence are held with local policing areas and departments. These calls review all sickness absence lasting over 21 days. The approach ensures that local line managers focus on providing the right support to absent staff.

For OPCC use only

Office of the Chief Constable

I confirm that **Performance Report** has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for **approval / monitoring purposes**.

Signature:

P.C. Kelly

Date: 28/08/19

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Giff Cross

Date:

4/9/19