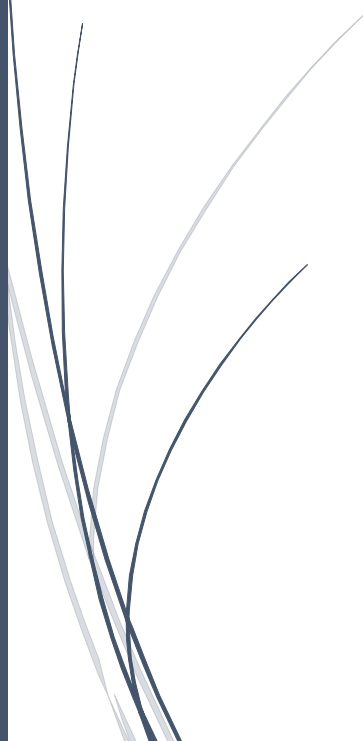




Quarter 3

# Force Performance 2018/19



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## **DATA CONVENTIONS**

For comparison purposes Gwent Police crime and ASB data has been compared against a 2 year baseline average. Please note that in some crime types significant changes were made to Home Office Crime Recording classification rules from 1<sup>st</sup> April 2017 and the baseline will be adjusted to negate this negatively impacting on the significance of the data provided.

This is the standard comparison used by most Home Office Forces when analysing crime data. This has allowed this report to benchmark current Gwent Police Data against both other Welsh Forces and all Home Office Forces where comparisons are helpful.

Some external data provided by partner agencies may be presented as quarter 3 yearly comparisons.

Population in the five local authority areas 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.

# 1 CRIME PREVENTION

## 1.2.1 Number of Recorded Crimes by type

Table 1-1 - Quarterly Crime Comparison against a 2 year rolling quarterly average as the baseline (based on 21 months for this period due to changes in counting rules in early 2017)

Crime Type	Gwent Q3 2018-2019	Gwent 2 Year Quarterly Average	% Change Against Gwent Quarterly Average	% Change Against Welsh Quarterly Average	% Change Against National Quarterly Average	Outlier Areas for Last Quarter
All Other Theft	1138	1178	-3.4%	+8.2%	+5.1%	
Bicycle Theft	95	90	+5.6%	+31.9%	+17.2%	
Burglary Dwelling	619	646	-4.2%	+1.9%	-5.2%	
Burglary Non-Dwelling	343	283	+21.2%	+1.9%	+1.6%	Y
Criminal Damage & Arson	2293	2245	+2.1%	+4.7%	-1.4%	
Drug Offences	384	351	+9.4%	+6.6%	+3.1%	Y
Homicide	1	1	0%	-37.5%	+2.8%	
Miscellaneous Crimes	331	327	+1.2%	+5.1%	+6.5%	
Other Sexual Offences	231	228	+1.3%	-2.2%	+4.9%	
Possession of Weapons	54	52	+3.9%	+20.2%	+10.9%	
Public Order Offences	1754	1553	+12.9%	+33.8%	+16.4%	
Rape	160	119	+34.4%	+10.5%	+8.7%	Y
Rape Report (Non-Crime)	19	20	-5.0%	N/A	N/A	
Robbery	64	70	-8.6%	+17.6%	+6.4%	
Shoplifting	874	937	-6.7%	+5.2%	-2.9%	
Theft From the Person	107	91	+17.6%	-4.1%	-2.4%	Y
Vehicle Crime	906	833	+8.7%	-2.8%	+0.4%	
Violence with Injury	1500	1330	+12.8%	+7.9%	+7.1%	Y
Violence without Injury	3503	2901	+20.8%	+23.6%	+19.4%	
<b>Total</b>	<b>14376</b>	<b>13257</b>	<b>+8.4%</b>	<b>+12.1%</b>	<b>+6.6%</b>	

Police recorded crime is subject to many influences. Changes to Home Office counting rules, recording behaviour, media exposure, and the willingness of victims to report crime all influence the figures. For this reason, police recorded crime data does not meet the standard of an official statistic. Recorded crime is an effective measure of demand on the police but in considering the trend of crime in our communities, we must rely on the Crime Survey for England and Wales (CSEW) (Office for National Statistics, 2018).

The CSEW indicates that after an extended period of reduction, crime levels stabilised in 2018, ending their long fall. While most crime types remained at 2017 levels, some crime types rose, including vehicle crime (+3%), robbery (+17%), and homicide (+14%).

Other crime types, burglary, shoplifting, and computer misuse, underwent a small drop (-1%).

Overall crime in Gwent in Quarter 3 is 8.4% above the 2 year rolling average. The trend is common to forces across England and Wales with the focus on ethical crime recording behaviour and increased

willingness to report on the part of victims seen as the main factors driving the increase. We have made significant investment to ensure our Crime Data Integrity is both ethical and proportionate. We have completed regular audits within all Crime Types with particular focus on vulnerability crime. This has improved our Crime Data integrity from 77% to over 90% in a two year period. During this period we were praised by HMICFRS for our excellent approach to the appropriate identification and recording of sexual crimes.

The volume crime groups of Public Order and Violence Without Injury are significant in driving the increases and contain a number of offences that were not routinely recorded as crimes until recent efforts to improve the standard of ethical crime recording. These should not be dismissed and are monitored through the performance framework and any identified crime series addressed through sectional and force tasking. The crimes identified as statistical outliers are addressed below.

## **Rape**

The force has seen an increase in recorded rape offences against the 2 year average baseline. This follows both the Gwent and national picture over the last few years with an increased willingness of victims to come forward for both recent and historical offences. Within the increase reported through Q3 there are no patterns of offences that display a specific geographical problem and the vast majority of offences involve circumstances where the victim and suspect are known to each other. 22% of the rape crimes reported in this period would be classed as historical reports where the offence occurred 12 months prior to reporting.

After identifying the increased pressure placed upon investigators dealing with rape and all vulnerability crimes, specialist Public Protection Detective Chief Inspectors have been moved to the LPA's to work directly with frontline officers. Gwent Police has committed to increase further the resources they have dedicated to the response to investigation of rape offences and other vulnerability crimes following a thorough review of local CID demand and prioritisation.

Gwent Police continue to provide a victim-focused approach to the investigation of rape ensuring the health and wellbeing of the victim in the first instance. During Q3 a further 16 officers were trained as Sexual Offence Liaison Officers (SOLO) bolstering the specialist trained capability of the force to respond to reports of rape.

During Q3 all current rape cases were reviewed resulting in a reduction in workload of nearly 30%. This has allowed investigators to prioritise their workload concentrating on high risk offences and progressing investigations in a timely manner giving a better service to victims.

## **Violence With Injury**

The increased awareness of officers when dealing with domestic abuse incidents has resulted in a number of disclosures from victims that may have not previously been reported. These increases in domestic abuse crimes appear to underpin the overall increases.

A rise in this crime grouping in Q3 in comparison to our two year baseline average mirrors similar increases throughout England and Wales. There are no identifiable patterns within this rise that can be proactively targeted. These offences continue to be monitored through the monthly performance documents produced by the Force Principle Analyst.

## **Domestic Abuse**

The extra investment in staff training and raising awareness of all forms of domestic abuse has paid dividends. A recent bespoke victim satisfaction survey with Domestic Abuse victims was undertaken with 87% of victims satisfied with Police action with 90% satisfied with the overall service of Gwent Police.

In addition quality assurance checks completed by Domestic Abuse champions are discovering a better understanding of risk and safeguarding. There is clear utilisation of the National Decision Making Model when deciding on both investigatory and safeguarding action.

In order to fully understand the crime types involved within Domestic Abuse the following data is being monitored:

*Domestic Abuse crime types against a 2 year rolling quarterly average as the baseline (based on 21 months for this period due to changes in counting rules in early 2017)*

Crime Type	Gwent Q3 2018-2019	Gwent 2 Year Quarterly Average	% Change Against Gwent Quarterly Average
All Other Theft	44	48	- 8.3%
Burglary Dwelling	19	20	- 5.0%
Criminal Damage & Arson	192	180	+ 6.7%
Drug Offences	1	2	+ 50%
Miscellaneous Crimes	45	52	- 13.5%
Other Sexual Offences	13	12	+ 8.3%
Possession of Weapons	0	1	+ 100%
Public Order Offences	136	136	0%
Rape	24	19	+ 26.3%
Rape Report (Non-Crime)	5	3	+ 66.7%
Robbery	1	2	- 50%
Theft From the Person	2	5	- 60%
Vehicle Crime	8	10	- 20%
Violence with Injury	415	367	+ 13.1%
Violence without Injury	1211	1042	+ 16.2%

### Burglary Non-Dwelling

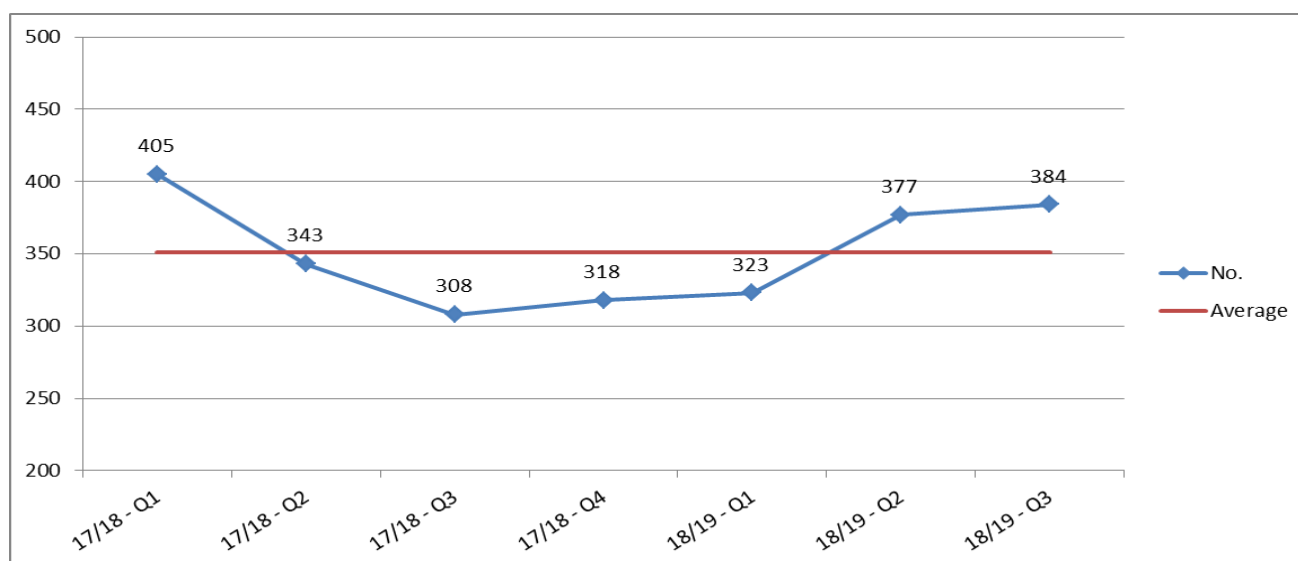
The 21.2% rise in Burglary Non-Dwelling throughout Quarter 3 can be attributed to a spike in offences within the West LPA, with Torfaen particularly badly affected. Through October and early December many sporting clubs and licensed premises were targeted by thieves using crude methods of entry to the premises and stealing cash or easily transported items from inside. This matter was identified through local tasking and both a preventative and proactive approach was commenced. Following the arrests of some prolific offenders these offences showed a significant decrease towards the end of December 2018.

Although not within this reporting period it is important to note that January (the first month of quarter 4) showed a significant decrease both with identified geographical areas and force wide. The figures reduce to below the rolling 2 year average baseline which would bring Gwent Police in line with the current national picture of a slight decrease within this crime type.

### Drug Offences

There has been a rise in reported drug offences and although small in number compared with some other volume crime types. The table below shows that drug crime has been largely stable throughout the two year period but with an increasing trend throughout 2018/19 to date.

### Drug Offences by quarter since April 2017



It was important to understand what was driving this increase. The table below displays a greater emphasis on proactive stop search tactics when dealing with cannabis possession and some high profile drug trafficking supply investigations across LPA's, Organised Crime Unit and the South Wales region, has resulted in the recorded increases.

### Quarterly Comparison of Drug Offences

Quarter	Possession of Cannabis	Possession of Controlled Drug (excl. Cannabis)	Trafficking of Controlled Drugs	Other Drug Offences
<b>Q1 2017-2018</b>	146	91	168	0
<b>Q2 2017-2018</b>	167	87	89	0
<b>Q3 2017-2018</b>	154	73	81	0
<b>Q4 2017-2018</b>	163	67	87	1
<b>Q1 2018-2019</b>	133	75	114	1
<b>Q2 2018-2019</b>	192	78	105	1
<b>Q3 2018-2019</b>	204	73	106	4

Although there are many strands to Serious and Organised Crime, drugs and the supply of drugs remains a core part of the business model of many Organised Crime Groups.

The force has appointed Chief Inspector Paul Davies as the Serious & Organised Crime (SOC) Coordinator for the Newport area. This is part of a national Home Office trial involving five policing areas. The trial focusses on early identification and intervention, recognising the threat that Organised Crime Groups (OCGs) pose to the most vulnerable members of our communities. A Serious and Organised Crime Stakeholder and Disruption Group has been working in Newport since July 2018. The group discusses the three OCGs that are having the greatest impact on the communities of Newport. Participants share intelligence with a view to dismantling the OCGs. Gwent Police shares proposed operations with the group to engage support before execution.

Together with YOS and other statutory partners, the group have identified ten children who are on the periphery of organised crime. The children work with a member of staff from St Giles Trust who has first-hand experience of being in an OCG and can directly relate to the challenges faced by the children. He creates bespoke support packages for each child and refers them for diversionary activities most appropriate for that child. In addition to the ten children above, we have identified a cohort of children from four of the most challenging secondary schools in Newport. The schools have identified these children as being at risk of migration into more serious criminality. C/Insp Davies has briefed all nine secondary heads on the challenges of SOC in Newport and planned a programme of work with them. Barnardo's have started work with the cohort in the four schools; they will also provide support to the families and siblings of the identified children.

Together with the St. Giles Trust and Crimestoppers (Fearless Campaign), C/Insp Davies has written a SOC schools programme, covering issues such as gangs, knife crime, vulnerability etc. 'Tyrone', who at 16 went to prison for murder and now supports young people to avoid that lifestyle, is delivering this. The team have delivered to 5,400 pupils in Key Stage 3 (years seven, eight, and nine). If the schools identify additional children with challenges, workers will go into schools to provide additional sessions. Work with our partners is the cornerstone of the department. C/Insp Davies is delivering SOC Partnership Events in Newport to a cross section of statutory and non-statutory partners and to third sector groups. The guest is Junior Smart who has been to prison for gang-related activity but who has now set up an SOS Project for young people. Junior is also an academic who has a doctorate. We had 240 partners at the first two events and due to demand we had to set up a third event for a further 120 partners.

Given the challenges with disengaged and disillusioned communities, C/Insp Davies has been working with an organisation called 'Mutual Gain'. At a pilot in Ringland and Alway, trained officers, CSOs, members of the public, and elected members were involved in problem solving and identifying strengths in the community. A 'World Café' was run in the Ringland Labour Club where members of the public, partners, and police came together to establish from the community what issues were impacting on the quality of their lives. In addition, Gwent Police work with the communities to problem solve, providing a budget to do so (participatory budgeting). An event is planned for the 6<sup>th</sup> March 2019, when a documented action plan will be drafted, addressing the issues raised.

Swansea University are evaluating the trial. This should be complete by June/July.

### Serious Acquisitive Crime

We have seen a reduction in both Burglary Dwelling and Robbery across the reporting period. This can be attributed to the proactive targeting of prolific offenders and prioritising the arrest of named suspects.

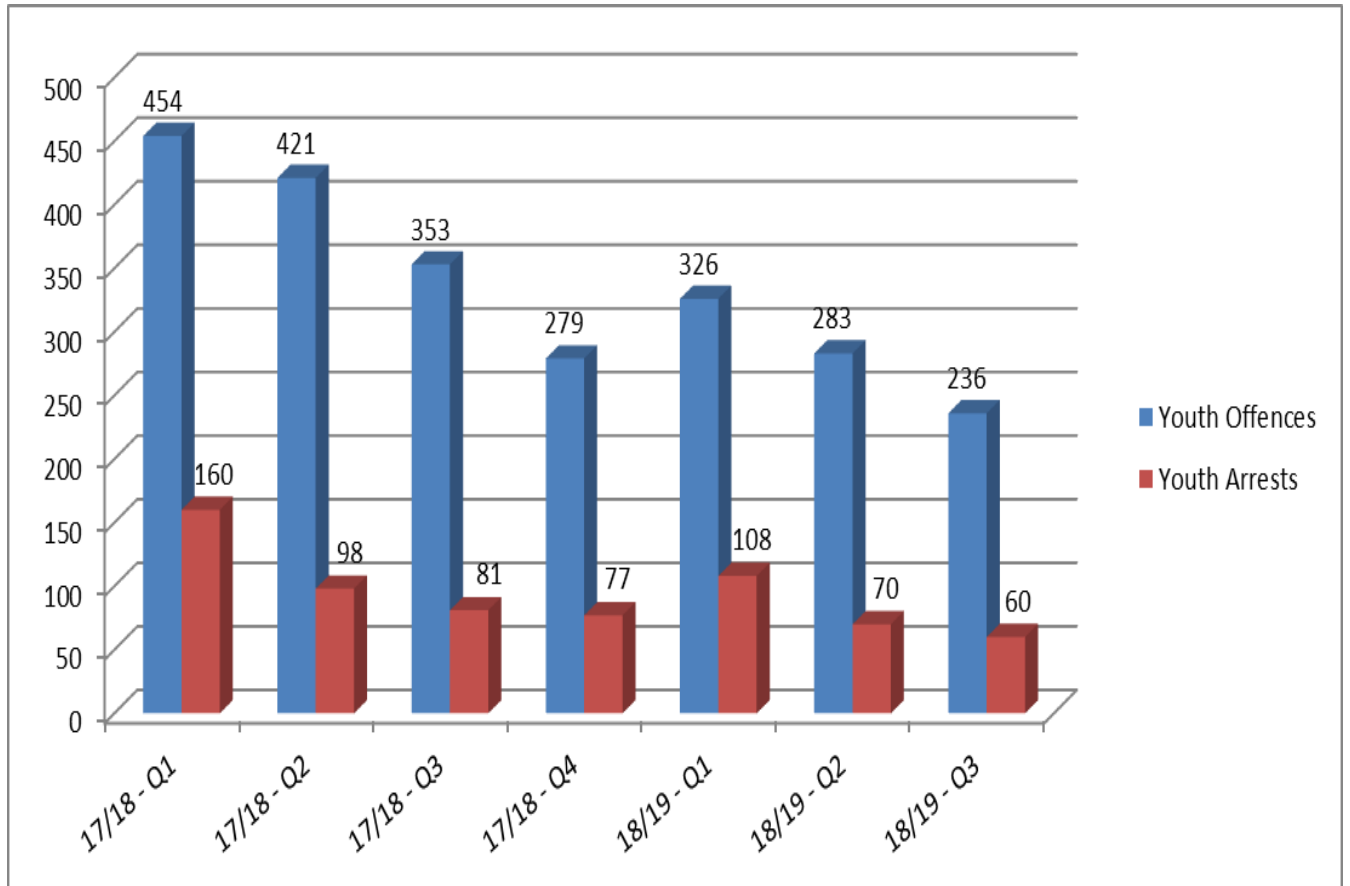
#### Serious Acquisitive Crime Rates

Crime Type	Gwent Q3 2018-2019	Gwent Quarterly Average	% Change Against Gwent Quarterly Average	% Change Against Welsh Quarterly Average	% Change Against National Quarterly Average
Burglary Dwelling	619	646	- 4.2%	+ 1.9%	- 5.2%
Robbery	64	70	- 8.6%	+ 17.6%	+ 6.4%
Vehicle Crime	906	833	+ 8.7%	- 2.8%	+ 0.4%
<b>Total</b>	<b>1589</b>	<b>1550</b>	<b>+ 2.5%</b>	<b>0.0%</b>	<b>- 1.0%</b>

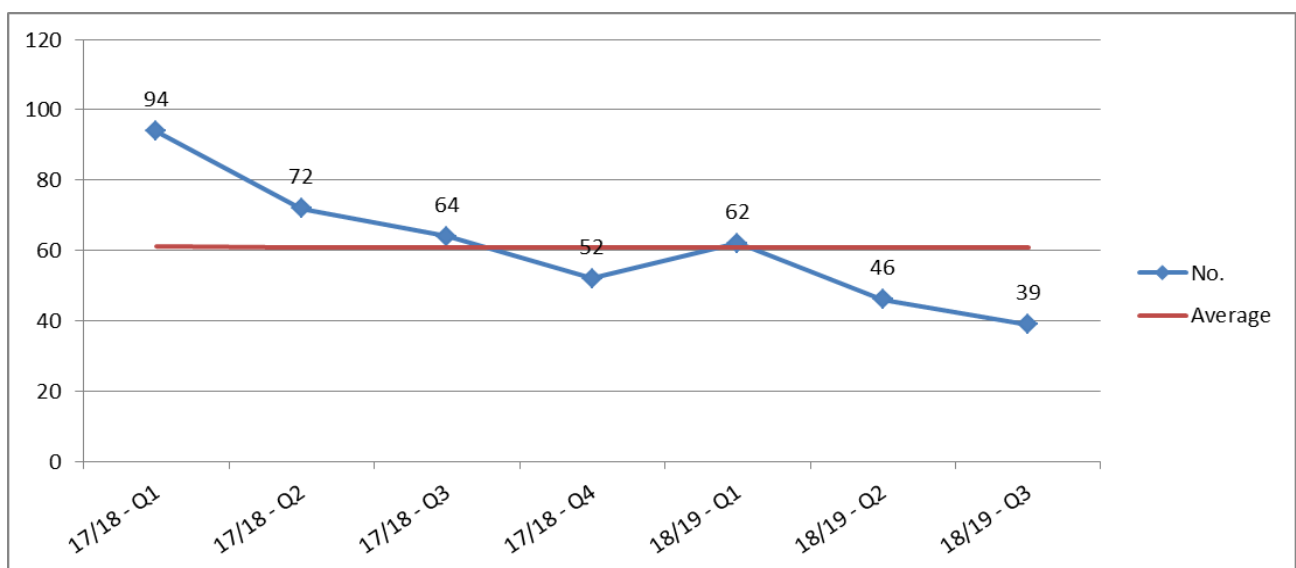


## 1.2.2 Youth Offending rates.

Youth Offending and Arrest Rates



The graph above shows that recorded youth crime for Q3 2018-2019 has decreased by 29.8% against the 2 year quarterly average. Over the same period, arrests of youths have dropped by 36.1%. Since baseline, we deal with fewer youth offences via arrest and custody. The rise of community disposals and alternative methods of managing youths other than through arrest and custody are likely to be partly driving this change. The graph below shows the number of repeat youth offenders by quarter since April 2017.



The new Gwent Bureau Protocol went live on the 1st October 2018. The protocol shifts focus to community resolutions based on the status of the entrant, not the gravity score of the offence. It will allow young people to receive second and third community resolutions, provided that they meet certain criteria. We will reflect this change in future reports. It does mean that no comparison with previous rates will be possible.

## 1.4 Offenders are brought to justice quickly and dealt with by appropriate means

### 1.4.2 National Case File Quality Reports

Gwent Police introduced Evidential Support Officers in December 2017. These posts are being reviewed as part of the Criminal Justice Post Implementation Review.

Welsh forces have signed up to a joint Police and CPS action plan to improve file quality. The Assistant Chief Constable (ACC) in each area supports action against the plan. In Gwent, the ACC and Head of Criminal Justice will monitor the action plan via the Gwent Police Criminal Justice meeting. Regionally, we support action via a quarterly Prosecution Team Performance Meeting that all forces attend.

The table below displays the current Gwent Police position benchmarked against the National picture.

#### File Quality Standards

	Magistrates' Court	Crown Court	Overall	Days Between Submission and Review: Magistrates Court	Days Between Submission and Review: Crown Court
<b>Gwent</b>	<b>28.0%</b>	<b>44.4%</b>	<b>31.1%</b>	<b>10.6</b>	<b>6.3</b>
<b>National</b>	<b>30.5%</b>	<b>41.1%</b>	<b>32.8%</b>	<b>11.0</b>	<b>19.6</b>

It is clear that our current quality standards are almost identical to the National average. There is a clear issue both locally and nationally with the quality of initial files being submitted to the Crown Court. This has been recognised and common themes identified within the disclosure element of serious crimes being prosecuted as Crown Court. A number of recent high profile rape cases in other police areas that have been discontinued due to failings in disclosure protocol (both by police and CPS) have brought this matter to the forefront and a period of learning and reflection is needed.

To improve knowledge and competence in this area training is being provided and a number of talented individuals have been identified as disclosure champions in order for the force to improve the understanding and approach to disclosure, especially with the unprecedented increase in the use of telecommunications and social media.

The below data tables have been extracted for CPS file quality reports and display our current position against both other Welsh forces and nationally. The continued improved performance within the Domestic Abuse conviction rates can again be attributed to the journey the force has been undertaking in educating our staff and ensuring appropriate risk assessment and safeguarding is put in place.

### Domestic Abuse – Conviction Rate

	Q3 2016-17	Q3 2017-18	Q3 2018-19
<b>Gwent</b>	<b>83.5%</b>	<b>75.6%</b>	<b>80.0%</b>
National Average	75.5%	76.2%	76.3%

Gwent Police’s conviction rate for offences of rape brought to court has increased and it is now above the Welsh average although still slightly below the national average. Even taking into consideration the rise in the reporting of offences due to increased confidence in victims reporting and historical reporting, rape offences only account for 1% of total crime in Gwent. Such low volumes make rape conviction statistics extremely volatile, especially when cases of multiple offences are brought before the court.

The force maintains a productive relationship with our local CPS Rape and Serious Sexual Offences office (RASSO). Early investigative advice, particularly when digital media evidence or third party material (evidence available from other partners) plays a key part of the investigation, is regularly sought. This joint police/CPS approach to prosecutions continues to result in the right cases being progressed through the criminal justice system.

### Rape – Conviction Rate

	Q3 2016-17	Q3 2017-18	Q3 2018-19
<b>Gwent</b>	<b>54.6%</b>	<b>55.9%</b>	<b>59.4%</b>
Wales Average	55.5%	60.1%	56.5%
National Average	58.2%	58.0%	61.1%

The wider crime group of Sexual Offence remains steady around the 80% conviction rate. This is comparable to both the Welsh and National average. A number of cases involve the viewing or sharing of indecent images of children, quite often the digital evidence provided make for very strong cases explaining the high percentage of successful prosecutions. Both rape and sexual offences continue to show an upward trend and part of the agreed restructuring of the CID/PPU within the LPA’s involves a significant uplift in the investigators dedicated to all areas of vulnerability. There will be a significant investment in the training of these officers to national standards to ensure all victims receive a quality service.

Sexual Offences – Conviction Rate

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	Q3	Q3	Q3
	2016-17	2017-18	2018-19
<b>Gwent</b>	<b>80.2%</b>	<b>79.6%</b>	<b>79.7%</b>
Wales	76.4%	79.1%	81.0%
National	78.9%	80.1%	80.5%

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### 1.4.5 MAPPA performance rates

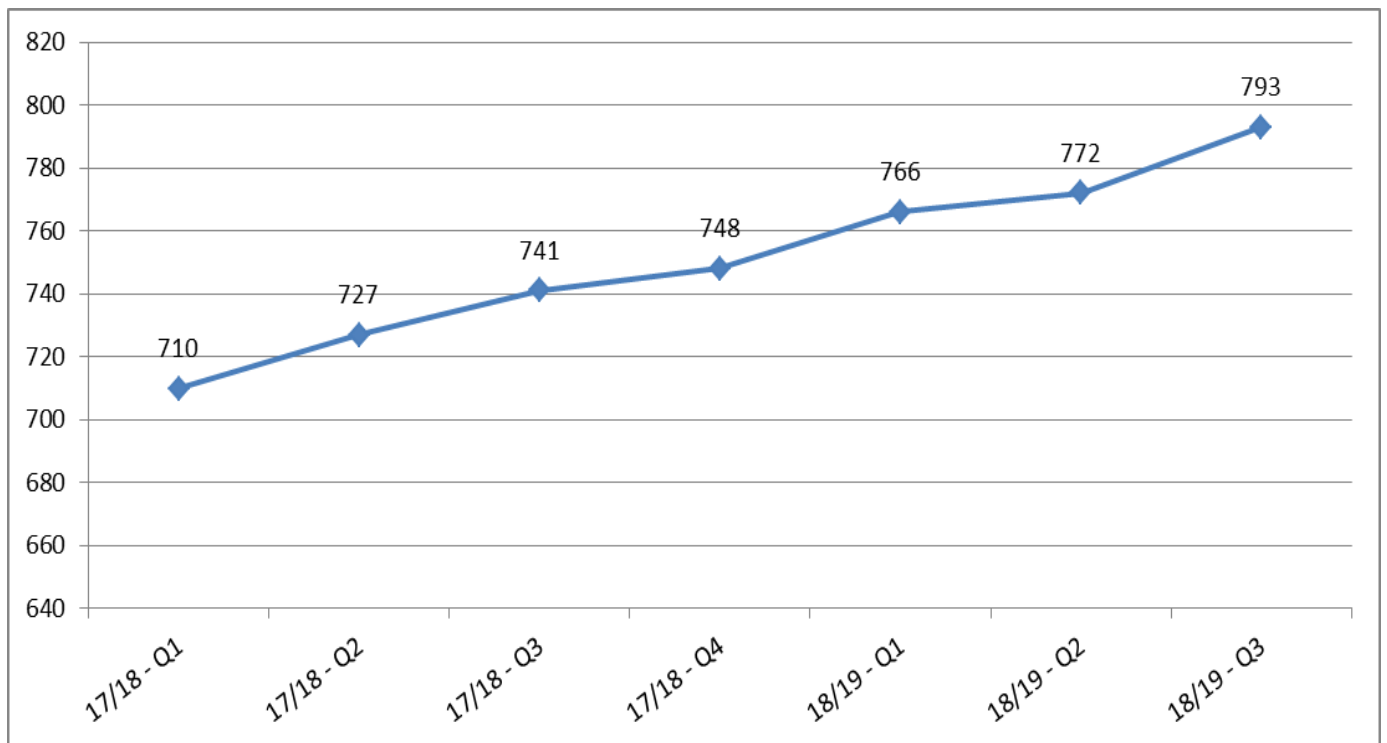
The number of MAPPA offenders managed by the Management of Sexual Offenders and Violent Offenders (MOSOVO) department has risen by 83 over the reporting period. In previous sections within the report the rise in sexual offending and rape has been documented and discussed. The main driver behind this rise in Registered Sex Offenders (RSO's) has been the proactive work undertaken to identify and bring to justice those offenders who view and share indecent images of children online.

We have a dedicated department tackling this ever growing problem and we can only predict that the demand within this area of work will continue to increase.

We have continued to invest in staff and supervisory oversight in this area. The average number of offenders managed by each MOSOVO officer has actually fallen in the reporting period due to this investment in resources.

The completion of Active Risk Management plans has also increased to 85% and allowing a more holistic approach to the management of these offenders within the community by monitoring those believed to be at the greatest risk of re-offending.

MAPPA Offenders managed by quarter



## 1.5 Evidence of positive outcomes

### 1.5.3 Outcomes by crime type including community resolutions.

#### Community Resolutions by Crime Type

Crime Type	Gwent Q3 2018-2019	Gwent Quarterly Average	% Change Against Gwent Quarterly Average
All Other Theft	6	8	- 25%
Criminal Damage & Arson	16	17	- 5.9%
Drug Offences	5	2	+ 150%
Miscellaneous Crimes	0	0	0%
Other Sexual Offences	0	0	0%
Possession of Weapons	2	1	+ 100%
Public Order Offences	19	12	+ 58.3%
Shoplifting	8	19	- 57.9%
Vehicle Crime	1	0	+ 100%
Violence with Injury	25	16	+ 56.3%
Violence without Injury	26	20	+ 30%
<b>Total</b>	<b>108</b>	<b>96</b>	<b>+ 12.5%</b>

There has been a slight increase in Community Resolutions during this reporting period against the 2 year baseline.

Performance in this area is currently being reviewed with the new Restorative Justice co-ordinator for the force. The force has contributed to the design of the new national Out of Court Disposals model and will work towards implementing this by raising awareness amongst staff.

## 2 SUPPORTING VICTIMS

### 2.2 People in Gwent feel more confident to report crime and incidents.

#### 2.2.2 Outcomes by Crime type

Outcomes rates for Q3 2018-2019 against 2 year quarterly average

Outcome	Gwent Q3 2018-2019	Gwent Quarterly Average	% Change Against Gwent Quarterly Average
1: Charged/Summoned	1252	1211	+ 3.4%
2: Youth Caution/Conditional Caution	9	40	- 77.5%
3: Adult Caution/Conditional Caution	230	251	- 8.4%
4: TIC	5	6	- 16.7%
5: Offender has Died	9	4	+ 125%
6: Penalty Notice for disorder	90	86	+ 4.7%
7: Cannabis Warning	73	51	+ 43.1%
8: Community Resolution/Youth Restorative Justice	182	178	+ 2.3%
9: Prosecution not in the public interest	6	2	+ 200%
10: Police - Formal action not in public interest	79	63	+ 25.4%
11: Named suspect below age of criminal responsibility	16	17	- 5.9%
12: Named suspect too ill to prosecute	8	12	- 33.3%
13: Named suspect but victim/key witness deceased or too ill	12	7	+ 71.4%
14: Victim declines/unable to support action to identify offender	766	643	+ 19.1%
15: Named suspect, victim supports but evidential difficulties	2237	1833	+ 22.1%
16: Victim withdraws support - named suspect identified	3861	2937	+ 31.5%
17: Suspect identified but prosecution time limit expired	44	22	+ 100%
18: Investigation complete no suspect identified	6108	5401	+ 13.1%
20: Other body agency has investigation primacy	112	63	+ 77.8%
21: Named suspect, investigation not in the public interest	32	23	+ 39.1%

Further work will need to be completed in order to provide data and analysis for each crime type. We have provided a more detailed analysis of domestic abuse crimes below.

A number of the available crime outcomes are used in such small numbers that any comparison over a two year baseline are not statistically relevant. The larger categories show increases that will naturally coincide with the increases in crime that have been identified earlier within the document.

Positive outcomes within categories of Charged/Summons, Penalty Notice for Disorder and Cannabis Warnings show an increase which we would expect to see maintained through the next reporting period due to the increase in resources recently deployed student officers have provided.

The two outcomes with the most volume are CO16 Victim withdraws support – named suspect identified and CO18 Investigation complete no suspect identified. This follows the national trend and again can be attributed the types of crimes that have contributed to the increase in overall crime through the last two years. Public Order and Violence with and without Injury are reported in such large volumes that their impact is felt across all performance measures. Due to more ethical crime recording, a significant number of crimes are recorded even when the victim states at the first point of contact that they would not be willing to support a criminal prosecution. The section below explores this in more detail within the area of Domestic Abuse.

## Domestic Abuse

The most likely outcome for domestic abuse offences in Gwent is that the victim declines/withdraws support (Home Office outcome CO16). This is the outcome for 51.5% of all reported offences. All forces are experiencing a similar trend, with CO16 being by far the most common outcome in domestic abuse crime nationally. In an effort to reduce this total, Gwent has embedded crisis workers into the First Point of Contact Suite (see below) and we are focussing on increasing the number of evidence-led prosecutions, where offenders are prosecuted solely using evidence gathered by officers, not relying on the victim's consent or involvement.

The second largest outcome for domestic abuse crime is that there is a named suspect and the victim supports prosecution but evidential difficulties prevent it (Home Office outcome CO15). This was the outcome for 28.8% of all domestic abuse cases. With more emphasis on the use of body worn video and better gathering of initial evidence at scene by officers, we hope to see this percentage decrease.

The proportion of domestic abuse crimes charged or summonsed is 12.2%. This is considerably higher than that for all crime.

Gwent Police held a “Survivor of Domestic Abuse” event in Newport on 23rd October 2018. We held the event to understand why victims of Domestic Abuse are not supporting investigations. Over twenty survivors attended and offered face-to-face accounts of their experience of Gwent Police.

Gwent Police plan to re-visit these survivors and record their accounts, these will be replayed to Officers during training days. We believe the effect of hearing first-hand accounts on Officers will have a positive effect on how they deal with DA cases in the future. Since the event, we have held face-to-face meetings with survivors and their families to assist Gwent Police in improving the victim's journey.

We have embedded a Crisis Intervention Team in the Force Control Room. The Crisis Support Workers work in partnership with Gwent Police to provide an immediate response to victims of domestic abuse. Crisis Intervention Workers will respond to domestic incidents reported to the police or incidents where police officers have attended and identified that there are domestic abuse risk factors.

The Crisis Support Worker will work alongside the Force Incident Manager (FIM) and Area Incident Sergeant (AIS) based in the Force Communications Suite. If deemed safe and appropriate, the Crisis Support Worker can attend the victim's home address and complete the Domestic Abuse, Stalking and Harassment (DASH) form, provide practical advice, guidance and implement any required safeguarding measures.

The Crisis Team have already managed to obtain disclosures from victims that had originally decided not to support Police action. In one case, thanks to the disclosure made by the victim, we managed to have the perpetrator recalled to prison. They are now awaiting trial for domestic abuse offences.



## 2.3 Victims in Gwent experience fewer repeat incidents and crime.

### 2.3.1 Repeat victims of crime and Hate Crime

A repeat victim is a person who, within twelve months, becomes the victim of personal ASB, personal crime and/or personal non-crime on more than one occasion. The table below shows the crimes committed against repeat victims over the past year along.

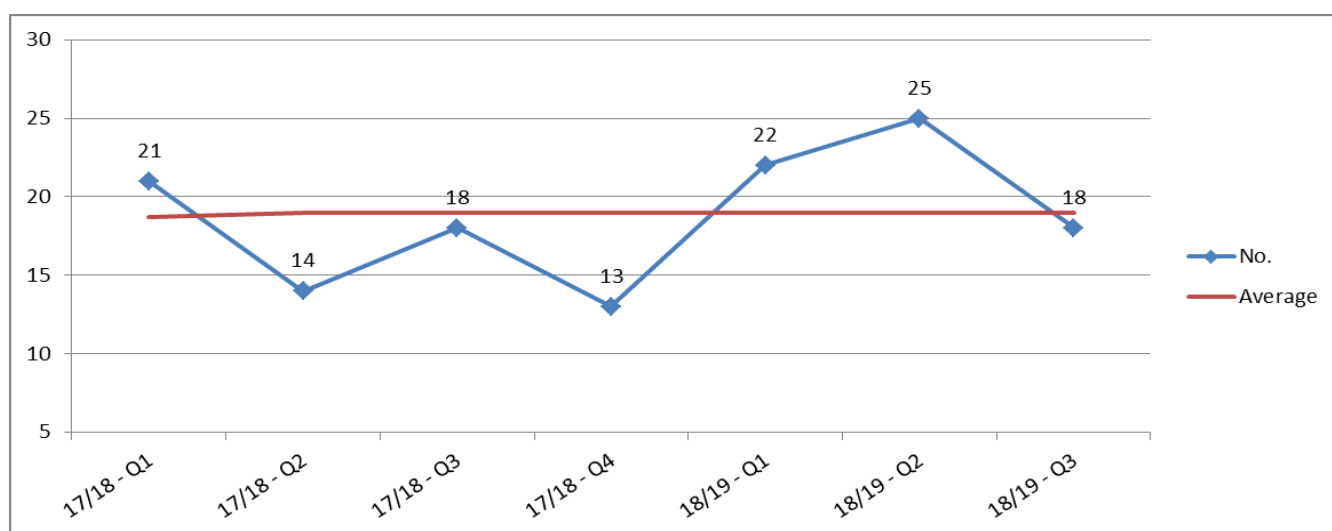
Crime Category	Gwent Q3 2018-2019	Gwent Quarterly Average	% Change Against Gwent Quarterly Average
All Other Theft	19	22	- 3.6%
Bicycle Theft	1	1	0%
Burglary - Dwelling	21	14	+ 50%
Burglary - Non-Dwelling	5	4	+ 25%
Criminal Damage	130	111	+ 17.1%
Misc Crimes Against Society	4	7	- 42.9%
Other Sexual Offences	4	4	0%
Public Order offences	76	65	+ 16.9%
Robbery	1	0	+ 100%
Theft from the Person	1	1	0%
Vehicle Crime	11	11	0%
Violence with Injury	43	36	+ 19.4%
Violence without Injury	366	254	+ 44.1%
<b>TOTAL</b>	<b>690</b>	<b>539</b>	<b>+ 28.0%</b>

This again continues the themes of previous comments within crime analysis with crime groups with the greatest volume impacting on the overall picture. Within the repeat victims area Violence Without Injury and Criminal Damage contribute heavily to the increases recorded.

### Repeat Victims of Hate Crime

Hate Crime is a criminal offence perceived by the victim, or any other person, to be motivated by a hostility and prejudice based on a person's actual or perceived disability, race, religion and belief, sexual orientation or being transgender.

Number of repeat victims of Hate Crime by quarter



The repeat victims of Hate Crime remain at a small number for Q3. These are monitored through local tasking arrangements and managed through trained staff. In some instances multi agency engagement has been used in order to effectively problem solve.

Slightly more homophobic and transphobic incidents on social media were reported during July and August. We believe this to be attributable to the national and local LGBT celebrations that can attract negative comments and reactions. Gwent Police actively engages LGBT communities during these months through our social media presence, encouraging the reporting of hate crime, and face-to-face engagement through events like Cardiff Pride.

## 2.5 Having a better understanding of victim needs so they receive a consistent and quality service from all agencies involved in providing support

### 2.5.1 Number of MARAC referrals

**Data is not available from 2016-2017.**

MARAC Referrals

	Q3 2017-2018	Q3 2018-2019
Initial	95	209
Repeat	21	65
<b>Total</b>	<b>116</b>	<b>274</b>

As can be seen from the above tables there has been a significant increase in the number of referrals made during quarter three of 2018 compared to the same period for 2017.

In October, Safer Lives conducted a review of our MARAC process and Gwent Police is working closely with VAWDASV to improve the process. Training for the Multi Agency Chair is in place to support improvement. A MARAC Steering Group and RAG Action Plan has been put in place which is reviewed every six weeks. Safer Lives are due to return in February 2019.

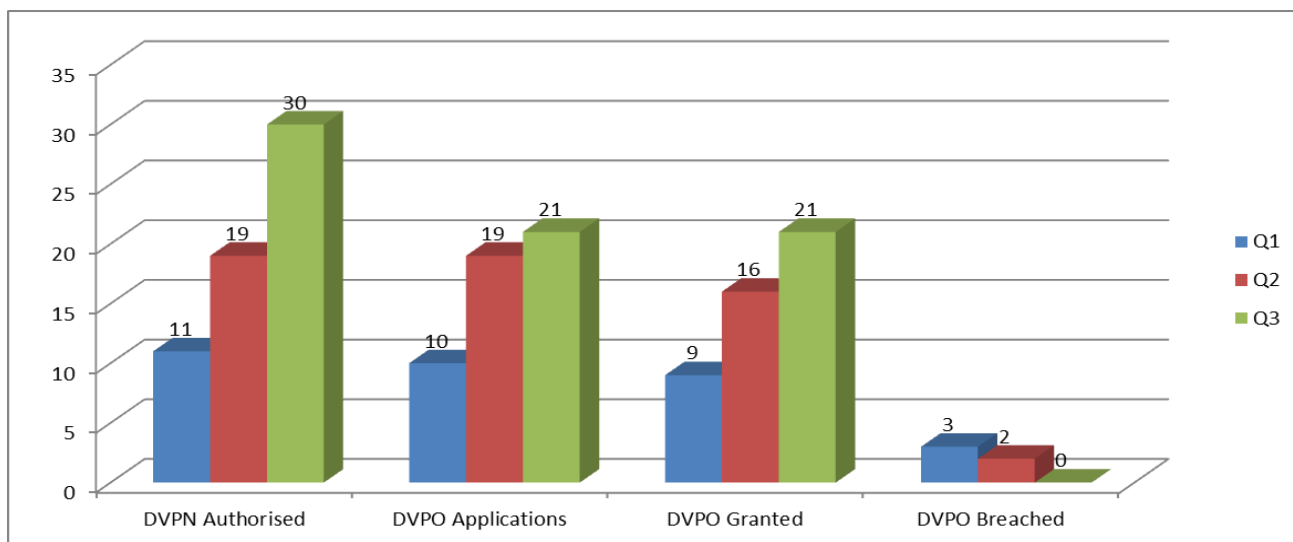
### 2.5.3 Number of Domestic Violence Protection Notices (DVPN) and Domestic Violence Protection Orders (DVPO)

In all domestic abuse cases, officers ask victims if they wish to have the extra safeguarding of a Domestic Violence Protection Order (DVPO). If not, we record the reasons so that the courts are aware. Where a breach of a DVPO occurs we review the full circumstances and make any changes to the conditions to close up any potential loopholes created and to provide more robust safeguarding.

The number of authorised Domestic Violence Protection Notices (DVPN) increased from 11 in the first quarter of 2018-2019 to 30 during quarter three. All 20 Domestic Violence Protection Orders (DVPO) were granted by the Court during quarter three, most likely reflecting both improved performance on the part of officers and improved recognition of their utility at court. There was only 1 recorded DVPO breach during quarter three.

All officers continue to receive training in regards to DVPN / DVPO applications and we have scheduled refresher training for authorising officers (superintendents) and gatekeepers (Inspectors) during February 2019.

DVPN/DVPO Data by quarter for 2018-2019



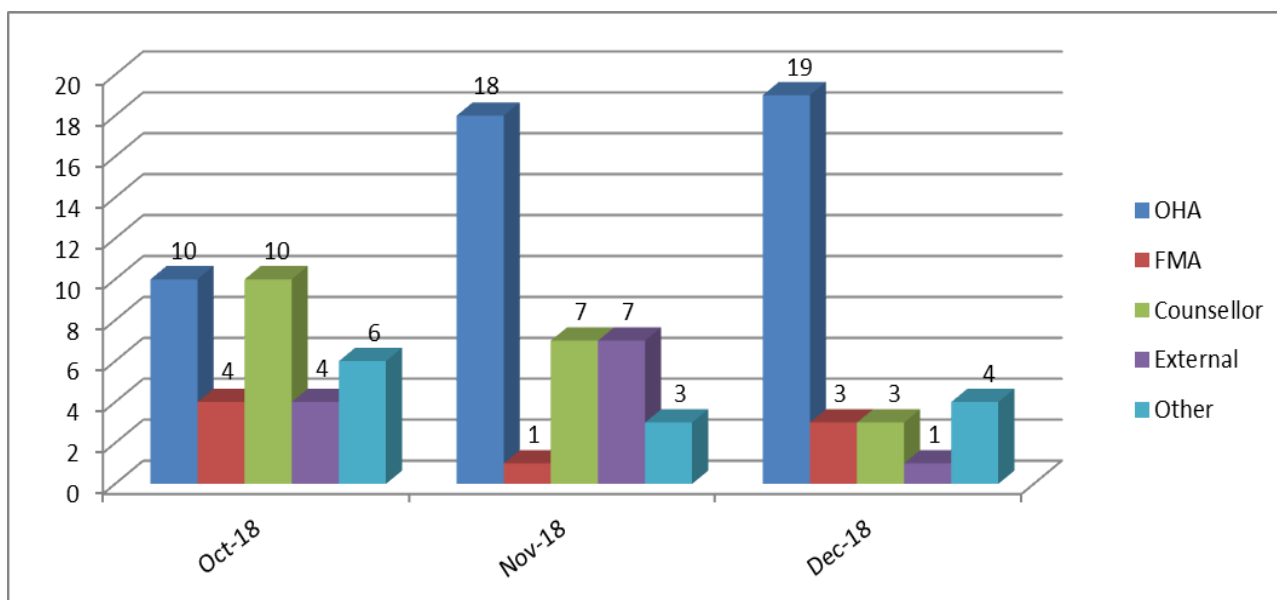
### 3 COMMUNITY COHESION

#### 3.4 Evidence that Gwent Police have a healthy value-led workforce that truly represents the communities it serves

##### 3.4.2 Occupational Health Referrals

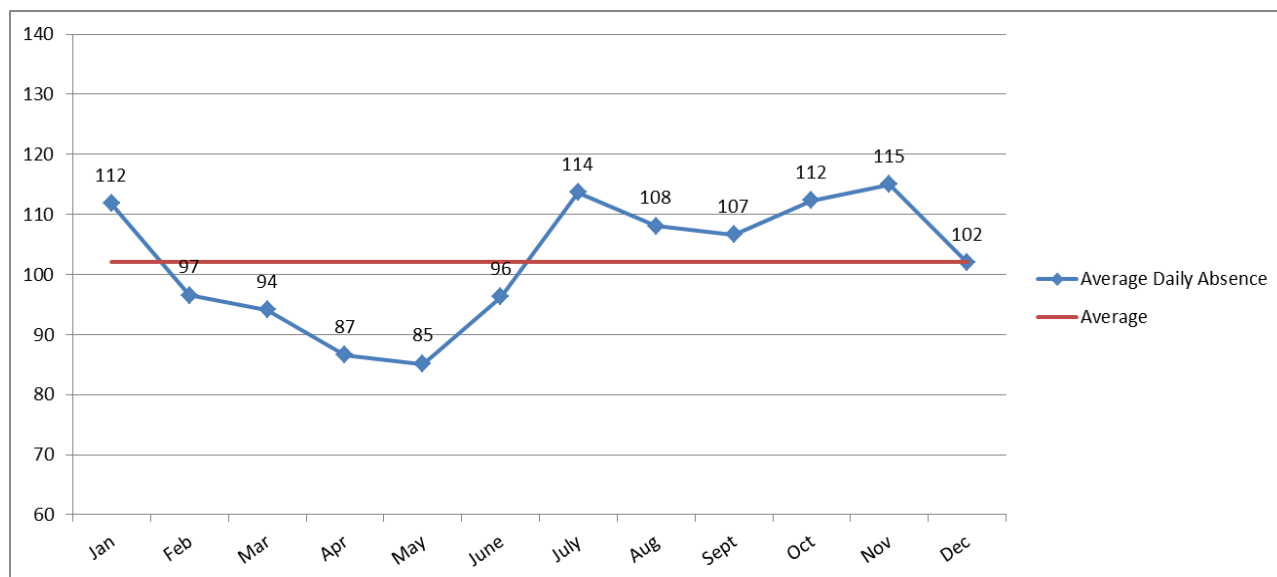
Workforce absence continues to be scrutinised on a bi-monthly basis through the force’s People and Diversity Board.

OHU Referrals in Q3 2018-2019



### 3.4.3 Absence Rates

Average Daily Absence across the force for 2018



The table displays the number of months above the rolling average. The December figure showed a reduction to the average line.

A review of the Attendance Guidance is also being undertaken and consultation will take place from April 2019.

Attendance management training commenced in February 2019 with the aim of the sessions to provide line managers with the tools and knowledge to apply the attendance procedure and referral process for Occupational Health. The Objectives are:

- Gain an understanding of the attendance procedure
- To understand the procedure of dealing with officers and staff who are absent from work
- Provide confidence to apply the procedure
  - How to conduct attendance standard meetings – process/format
  - The importance of the completion of documentation
- Understand the services available from OHU and its process of referral

A number of initiatives we adopted during Q3 in order to proactively address absence rates. These included

- Flu vaccinations available to all staff
- Further promotion of Police Sport Gwent and availability of Fitness Classes
- Regular promotional material offered for healthy eating and nutritional advice

Gwent Police has adopted a Wellbeing Communications Plan for 2019. Work on promotional material is underway.

Work also continues on the new *My Health and Wellbeing* intranet site, which aims to be a one-stop shop for staff to access up to date and relevant information on all aspects of wellbeing, occupational health,

health and safety, and mental health. We have identified frequently asked questions and the site offers links to key sites (e.g. MIND, Police Mutual) and key information areas. The basic information is on The Beat pending implementation of team spaces and the wellbeing ‘one stop shop’ to be built. We anticipate completion in early 2019.

### 3.5 Work with partners to reduce the harm associated with hate incidences

#### 3.5.1 Reduction in the rate of Hate Crime Incidences/repeat incidences

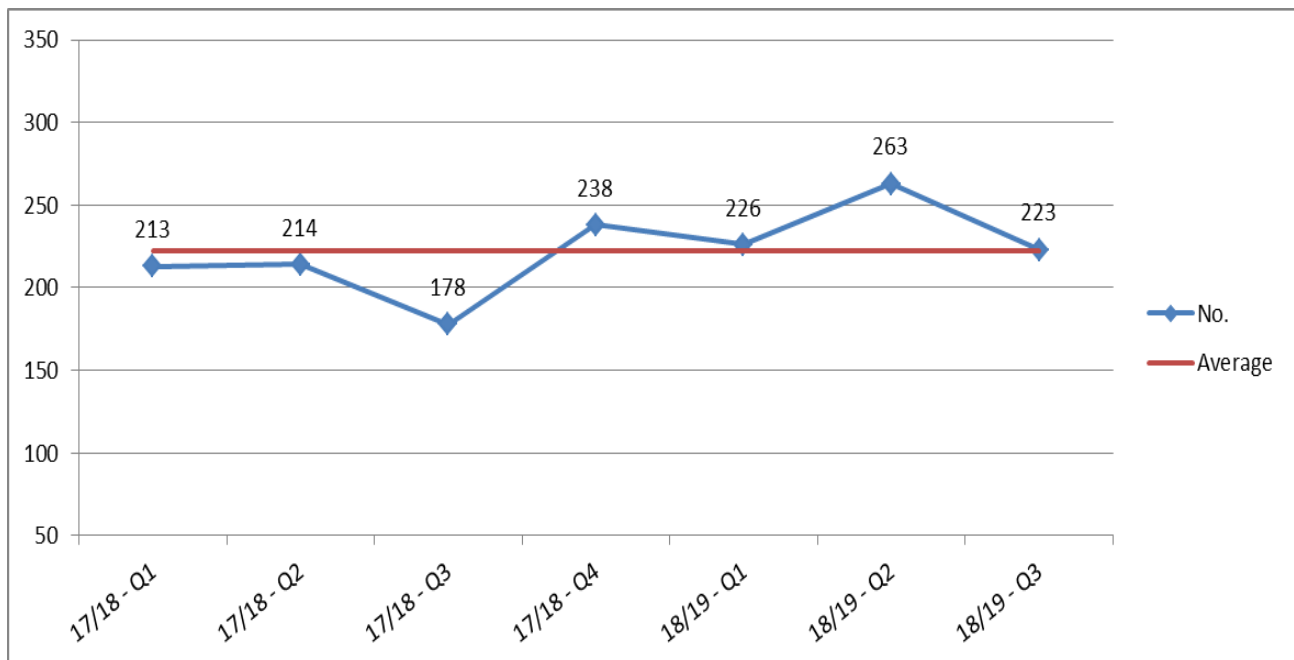
Each local authority area has a multi-agency forum that discusses repeat and vulnerable hate crime victims, supported by the Diversity & Inclusion Team. The forum identify any victims that might benefit from a case-handling meeting and forward details to the local CADROs for discussion. Gwent Police have around 30 Hate Crime Support Officers that continue to receive referrals for every hate crime victim.

The Home Office require all Police Forces to record the following types of hate incidents and crimes:

- Transphobic
- Sexual Orientation Related
- Racist
- Faith or Belief / Non-Belief Related
- Disablist

The table below displays Hate Crime incidents over the two year rolling average. Hate crime comprises of less than 1% of all crime in Gwent. The force continues to monitor Hate Crime through its regular Hate Crime meeting and any patterns or offending trends are picked up through this forum. In the current climate of intense Brexit negotiations we will continue to monitor any escalation in Hate Crime related to this matter.

Hate Crime Incidents



## Court Outcome Rates for Hate Crime

	Q3 2016- 17	Q3 2017-18	Q3 2018-19
<b>Gwent</b>	<b>88.5%</b>	<b>85.9%</b>	<b>86.3%</b>
Wales	82.9%	86.2%	83.9%
National	83.3%	84.4%	84.3%

This area has received considerable investment with the force committed to providing every victim of Hate Crime with access to a Hate Crime Force Officer. While the attrition rate of hate crime, particularly disability hate crime, remains a topic for debate at the Hate Crime Support meeting Gwent Police conviction rates sits above both the Welsh and national average.

The table below shows the outcome rates for Hate Crime and it can be seen that this crime type does not differ from the previous wider analysis of all crime with a significant number of victims either not supporting or withdrawing their support for the investigation.

### 3.5.2 Outcome rates for Hate Crime

<b>Outcome</b>	<b>Gwent 2 Year Quarterly Average</b>	<b>% Total of 2 Year Quarterly Average</b>
<b>1: Charged/Summoned</b>	<b>21</b>	<b>10.2%</b>
<b>2: Youth Caution/Conditional Caution</b>	<b>1</b>	<b>0.5%</b>
<b>3: Adult Caution/Conditional Caution</b>	<b>3</b>	<b>1.5%</b>
<b>4: TIC</b>	<b>0</b>	<b>0%</b>
<b>5: Offender has Died</b>	<b>0</b>	<b>0%</b>
<b>6: Penalty Notice for disorder</b>	<b>0</b>	<b>0%</b>
<b>7: Cannabis Warning</b>	<b>0</b>	<b>0%</b>
<b>8: Community Resolution/Youth Restorative Justice</b>	<b>3</b>	<b>1.5%</b>
<b>9: Prosecution not in the public interest</b>	<b>0</b>	<b>0%</b>
<b>10: Police - Formal action not in public interest</b>	<b>1</b>	<b>0.5%</b>
<b>11: Named suspect below age of criminal responsibility</b>	<b>1</b>	<b>0.5%</b>
<b>12: Named suspect too ill to prosecute</b>	<b>0</b>	<b>0%</b>
<b>13: Named suspect but victim/key witness deceased or too ill</b>	<b>0</b>	<b>0%</b>
<b>14: Victim declines/unable to support action to identify offender</b>	<b>17</b>	<b>8.2%</b>
<b>15: Named suspect, victim supports but evidential difficulties</b>	<b>38</b>	<b>18.5%</b>
<b>16: Victim withdraws support - named suspect identified</b>	<b>63</b>	<b>30.5%</b>
<b>17: Suspect identified but prosecution time limit expired</b>	<b>0</b>	<b>0%</b>
<b>18: Investigation complete no suspect identified</b>	<b>57</b>	<b>27.6%</b>
<b>20: Other body agency has investigation primacy</b>	<b>1</b>	<b>0.5%</b>
<b>21: Named suspect, investigation not in the public interest</b>	<b>0</b>	<b>0%</b>

It is clear that not many hate crimes are being disposed of by means of community resolutions. These often yield a positive result for all involved, but we would like to better understand how often restorative justice is used, and its efficacy. Gwent Police have trained ten of our Hate Crime Support Officers (HCSO) in restorative justice to assist with this.

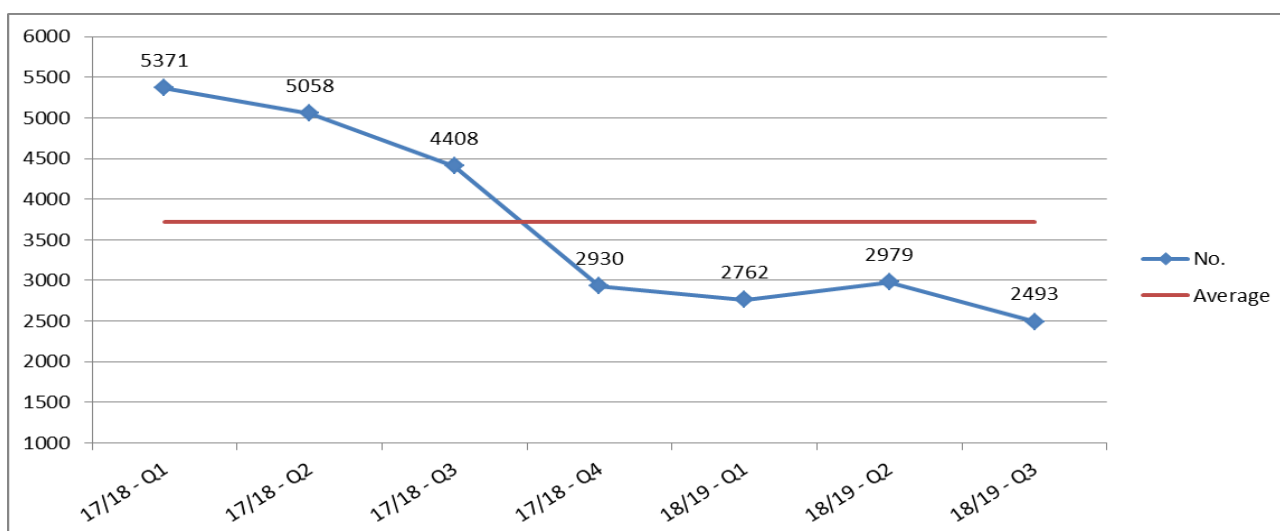
## 4 TACKLING ANTI-SOCIAL BEHAVIOUR

### 4.2 People in Gwent are experiencing fewer incidences of Anti-Social Behaviour

#### 4.2.2 Trend in levels of Anti-Social Behaviour

While ASB incidents have decreased dramatically this can be attributed to the better identification of crimes at incidents of ASB. The reduction in ASB incidents has been off-set by an increase in volume crime, such as Public Order Offences and non-physical contact Violence without Injury crime. These decreases now appear to be stabilising which will provide us with new baseline to plot future performance.

ASB incidents by quarter since April 2017



ASB levels have declined significantly over the past 2 years, but this is largely due to changes in the way in which ASB was recorded during late 2017. Many incidents historically recorded as ASB, are now captured within other minor offence categories such as Public Order or Miscellaneous Crimes Against Society. However, after decreasing as a result of changes to recording practices, the last four quarters indicate ASB has stabilised at a new level.



Over the last 6 months there have been 9 repeat victims of ASB. These have reported 6 or more incidents each. There were 4 repeat victims in Newport West, 3 in Torfaen, 1 in Caerphilly North and 1 in Monmouthshire.

Blaenau Gwent, Caerphilly Central, Caerphilly South, Newport City Centre and Newport East did not have any repeat victims who had reported 6 incidents or more.

On Halloween, Gwent police supported youth organisation 'The Urban Circle' to curb anti-social behaviour in the city centre, with help from the University of South Wales and NCC Resilient communities Central Team. After organising their youth festival in 2017, The Urban Circle youth steering group decided to expand and collaborate with Gwent police to create an event for Halloween.

The event aimed to raise funds to help increase security in the Tredegar House site for the 2019 youth festival. An under 18s Halloween party was organised by the group with partners, USW, Gwent Police, NCC Resilient Communities Central Team and has been funded by the Gwent Police and Crime Commissioner and received donations from Asda, Tesco and Sainsbury's.

Just under 500 young people attended the event at the Neon in Newport, with youth workers from across the city supporting the event as well, encouraging a safe and friendly space for young people. The Urban Circle youth management group took care of managing tickets, photos, stewarding and stage managing on the night and have already been working on programming, marketing, security and safety as well as promotion and fundraising.

The line-up included popular 17-year-old rapper EO from London, who had recently amassed over 17 million views on YouTube, as well as local artist, Murkage, who recently won an award for his creative efforts after leaving prison and transforming his life for the better.

There was a 37% reduction in crime and ASB compared to last year for whole of the Gwent East Policing Area. Newport Central, which includes the city centre, saw a 60% reduction in crime and ASB compared to last Halloween.

## 5 Effective Service Delivery

### 5.3 Positive Feedback and Reassurance received from Inspections

#### 5.3.1 HMICFRS Inspectors Feedback

Gwent Police was visited by HMICFRS on the fourth and fifth of December. This visit was part of the pre-inspection regime for the new Integrated PEEL Assessment. During this visit, HMICFRS reality tested Gwent's Neighbourhood Policing Model. HMICFRS did not offer formal feedback, but they have decided not to inspect Gwent Police's neighbourhood Policing provision during the formal PEEL inspection, suggesting that they are confident in our capability in this area.

HMICFRS inspected Gwent on Crime Data Integrity during December. Despite making major improvements, and achieving an overall score of 90.5% with HMICFRS rating Gwent Police as requiring improvement. We have examined the report and formulated an action plan that we will use to guide learning in this area.

### 5.4 Evidence of Best Practice and Continuous Improvement being used.

#### 5.4.2 Reports on Service Improvement, efficiencies and impact

During this quarter the Change Team has undertaken a review of demand for 2018/19 this included Operation Veritas, a study of one day's demand across the Force, including all internal and external calls for service into the Force over a 24 hour period. This was the fifth phase of Veritas over a 5 year basis and is the Force "check" mechanism on demand. During this exercise 50.9% of the demand was classed as internal which mirrors the finds from phase 3 and 4 and Member of Public demand is 34.0% with the top 5 reasons being

- Crime/Incident Recording (24.2%)
- Call for Specific Officer/Department (13.6%)
- Advice/Guidance (12.8%)
- Concern for Safety/Missing Persons (10%)
- Abandoned/Hoax Calls/Wrong Number (7.5%)

This exercise is run in addition to a "check" on response policing where the Force maintains a response profiler and updates the data on a regular basis (at least annually) to report upon the efficiency of the



Operating Model and to run scenarios which focus upon service improvements that the Force has implemented or is planning to implement. In 2018/19 these improvements are

- The investment in re-opening a 2<sup>nd</sup> custody suite in Ystrad Mynach
- The effect of the new Police Education Qualification Framework (PEQF)
- Adjusting establishment numbers in response to officer utilisation rates
- Benefits Realisation possible from the introduction of Service Improvements such as FFF (investment and roll out of mobile data and laptops throughout the force starting with Operational Officers), Niche streamlining and Investigation Framework

Using the simulation modelling it is possible to model the improvements in attendance times for Emergency, Priority and Scheduled calls of investment in the above schemes and the results indicate there will be a 28.5% increase in the attendance of priority incidents through the efficiencies that have been invested in.

The Response Profiler is one of a suite of simulation modelling software held in force including:

Workload modellers (used extensively across the organisation to model resourcing requirements and informed the recommendations for the CID and PPU, Operational Support Business Cases in the quarter).

Call Modeller (used to study demands placed upon First Point of Contact and simulate performance expectations against resource numbers)

Neighbourhood Profiler and Risk Harm modeller: the reviews of these areas and deep dives into Neighbourhood demand commenced in the period with workshops focusing on staff engagement, blockers and enablers to performance against the Neighbourhood Policing Strategy.

During the quarter the Force has approved investment in a high-level modelling tool which when populated will allow resources to be moved across areas and simulate the expected performance (RAMP).

The development of these tools and the skills to be able to use these “in house” has led to recognition of best practice by Process Evolution and more recently consultancy company Deloitte quoted that “in their experience of working with many forces Gwent Police operate best practice in understanding and modelling demand” (Deloitte, 2019).

## **5.5 Evidence that our organisation and staff are productive**

### **5.5.1 Effective resolution of staffing issues**

The response modelling in quarter 3 indicates that utilisation rates for Police Constables within the response work stream are as the chart below:

Resource	Overall Utilisation
Response Blaneau Gwent	89.8%
Response Caerphilly Central	88.5%
Response Caerphilly North	91.3%
Response Caerphilly South	89.4%
Response Monmouth North	88.1%
Response Monmouth South	91.0%
Response Newport City	82.0%
Response Newport East	94.5%
Response Newport West	97.9%
Response Torfaen	92.6%

This should be seen in the context that the modelling is able to simulate Operational Utilisation rates as well as the Overall Utilisation rates across the force areas. In many cases there is a 30% difference in these two indicators and work is on-going to understand this difference further and to implement continuous improvement activity to reduce this “other” demand.

This approach is also taken using workload profiler within other departments by utilising a continuous improvement approach of process mapping, staff engagement and modelling demand. In addition, in the quarter a full review of People Services has commenced as well as on-going work across Administration of Justice, Data Management and Custody Services.

The force has recently approved the CID/PPU review and this is, in part, to redress a shortage of specialist detectives to deal with vulnerability and sexual offences. We have recognised that a shortage in detectives has contributed to the difficulties in these offences in a timely manner.

All PPU staff will be Specialist Child Abuse Investigator Development Programme (SCAIDP) trained. This will assist in supporting victims and give the best chance of a positive outcome.

Gwent Police has moved two Detective Chief Inspectors in to the LPA’s to oversee and lead on PPU investigations. This move will improve positive outcomes and introduce more detailed performance frameworks for PPU work.

## **5.6. Evidence that our respective workforces believe that they are being treated fairly and that they represent the wider community of Gwent Police**

### **5.6.1 Staff Survey results**

The Gwent Police Staff Survey is now in its fifth year. The most recent two years of the survey have been run on our behalf by Durham University. Durham University are now responsible for running the staff survey in more than 30 police forces.

In each of the last two years, a quarter of our officers and staff have taken the opportunity to complete the survey.

The 2018 survey was designed to measure the perceptions of employees across 24 themes. 14 of these themes were also measured during the 2017 survey.

In summary, officers and staff feel trusted to undertake their roles. The commitment and motivation to serve the public is strong, as is the level of engagement with their role. Officers and staff consider their work to be important and meaningful to them personally, they also believe their own personal values align with those expressed in the code of ethics.

Leaders are considered to be effective and supportive and are respected. The proportion of respondents that considered the leadership style to be authoritarian and self-serving was low.

Respondents are experiencing high levels of challenge stress (i.e. high workloads, long hours and time pressures) and moderate levels of hindrance stress (i.e. constraints such as red tape, I.T. issues, workplace politics and role ambiguity). These combined with relatively low access to resources is leading to low levels of emotional energy across the workforce. Police officers are experiencing significantly higher levels of challenge stress and hindrance stress than police staff. Police officers are experiencing significantly lower levels of emotional energy (well-being) than police staff.

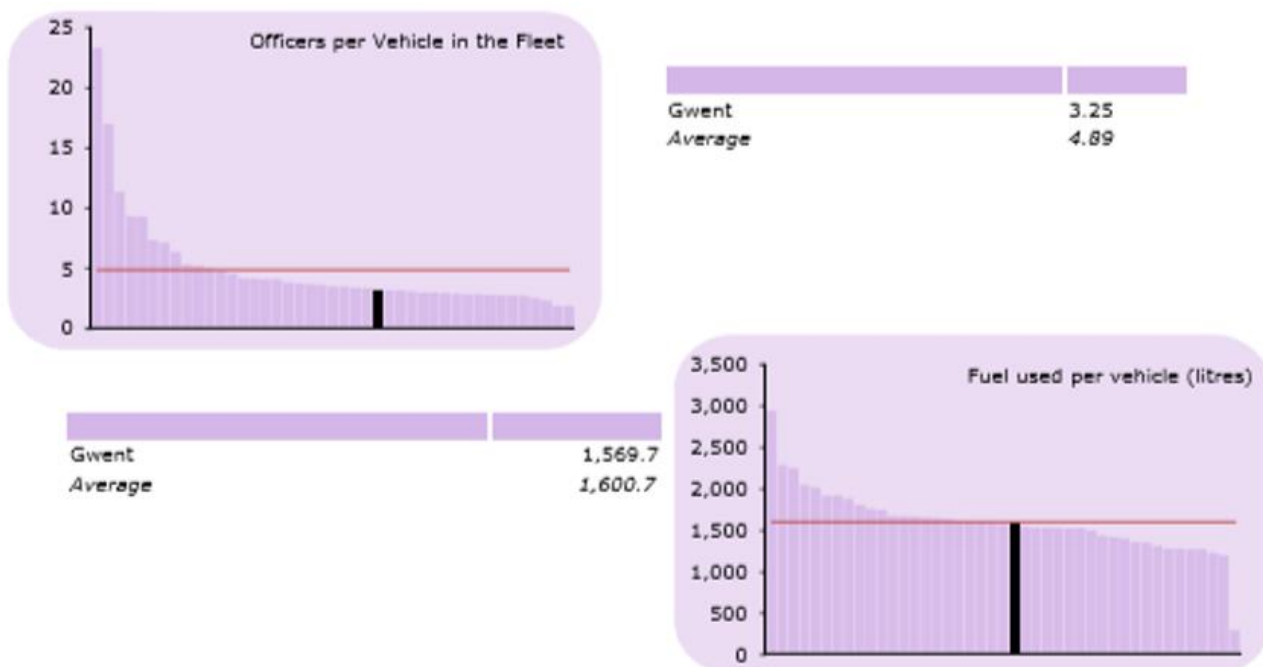
A comparison of the results across the last two surveys reveals that while nearly all of the responses remained stable for most of the 14 repeated themes a positive change was the increase in the perceived organisational support towards the workforce. The rate of this increase was larger for officers than for staff, but the perceived level of organisational support still remains higher for staff than for officers. A significant amount of visible leadership and the promotion of the Wellbeing agenda would appear to be having a positive impact in this area.

The one area of concern was a significant fall in the levels of emotional energy across the workforce. The rate of this decrease was slightly larger for staff than for officers. The roll out of personal laptops and the increased connectivity will allow officers and staff to complete work in a more agile way. In addition the large influx of student officers has begun to have an impact on resourcing levels. We will be interested to see any changes in this area for the Staff Survey 2019.

Respondents are requesting more officers/staff, improved communication, improved processes, improved I.T. systems and to be valued and supported.

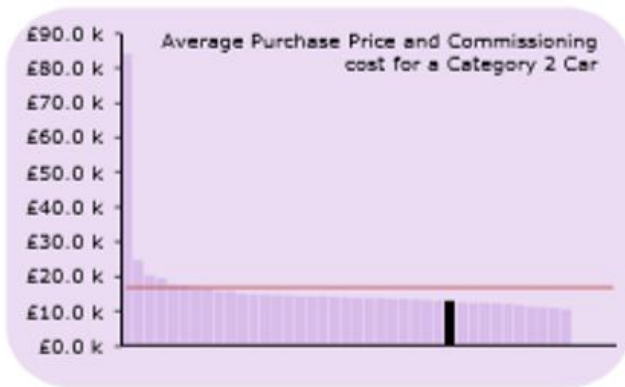
## 5.9 Achieving a balanced budget and providing value for money

### 5.9.8 Benchmarking data for Fleet



Forty-six police forces and other organisations submitted data this year for the CIPFA Police Fleet Management Benchmarking Club, a response rate of 88%.

As can be seen by the above graphs Gwent Police were below the National Average for officer per vehicle, Fuel used per vehicle (litres), Average purchase price and commissioning cost for a category 2 car and the Average purchase price and commissioning cost for a category 15 car.



	Average Purchase Price and Commissioning cost for a Category 2 Car	Average Purchase Price and Commissioning cost for a Category 15 Car
Gwent	£12.66 k	£18.25 k
Average	£16.89 k	£26.98 k