**OFFICE OF POLICE AND CRIME COMMISSIONER FOR GWENT**

**STRATEGY AND PERFORMANCE BOARD**

**6th SEPTEMBER 2023**

**Present:** **Office of the Police and Crime Commissioner (OPCC)**

Ms E Thomas – Deputy Police and Crime Commissioner (DPCC)

Mr D Garwood-Pask – Chief Finance Officer (CFO)

Mrs J Regan – Head of Assurance and Compliance (HoAC)

Mr S Slater – Head of Strategy (HoS)

Mr R Guest – Head of Communications and Engagement (HoCE)

Mrs N Warren – Governance Officer (GO)

Mr S Howells– Standards and Governance Officer (SGO)

**Office of the Chief Constable (OCC)**

Ms P Kelly – Chief Constable (CC)

Mr M Hobrough – Assistant Chief Constable (ACC)

Mrs N Brennan - Assistant Director, Head of Joint Legal Service (HoJLS)

Mrs N Brain - Det/Ch/Superintendent, Head of Protective Services (HoPS)

Mrs V Townsend – Chief Superintendent, Head of Continuous Improvement (HoCI)

Ms A Quartermaine – Head of Human Resources, Operations (HoHR)

Mr M Coe – Head of Finance (HoF)

**Staff Associations**

Mrs L Davies - Unison

Mr D Lanfear – Police Federation

The meeting commenced at 10:00am online via Teams.

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| 1. **APOLOGIES** | **Action** |
| Apologies for absence were received from Mr J Cuthbert – Police Crime Commissioner, Mrs S Curley – Chief Executive, Ms R Williams – Deputy Chief Constable, Mr N Stephens – Assistant Chief Officer Resources (ACOR), Mr S Payne – Head of Professional Standards, Ms J Everson – Unison, Mr G Gray – His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) Force Liaison Lead, Mr M Candy – Police Federation. |  |
| 1. **MINUTES AND ACTIONS** |  |
| We received and confirmed the minutes of the meeting held on 7th June 2023. We noted they were a correct record of the meeting, and no amendments were required.  The DPCC advised that the narrative from Action Point 4 related to the strip searching of children and needed to move against Action Point 1 and both could then be marked as complete.  She went on to confirm that Action Point 2 relating to the PEEL inspection report could also be closed as there was an item relating to this on the agenda. She also requested that the HoCI update the action points relating to performance. | **SGO**  **Action**  **SGO**  **HoCI** |
| 1. **HMICFRS PEEL INSPECTION REPORT INCLUDING THE ORGANISATIONAL PERFORMANCE REPORT AGAINST THE POLICE AND CRIME PLAN PRIORITIES AND THE ANNUAL REPORT ON DATA QUALITY** |  |
| **3a HMICFRS PEEL Inspection Report**  We received the progress update on the Police Effectiveness, Efficiency and Legitimacy (PEEL) recommendations from the CC. The DPCC requested that the CC made clear how confident she was in relation to the progress being made by the force on the recommendations as she was providing her update.  The CC advised us that many forces struggled with the Victim Services Assessment (VSA) which was due to the demand experienced in the Force Control Room (FCR). It was also compounded by the fact that the policing workforce was relatively new due to the increase in officers through Operation Uplift. We were informed that Gwent Police was in the top two forces in England and Wales in terms of the proportion of inexperienced officers within the workforce. She stated it was vital this was an area for continued monitoring to ensure the force were providing the best possible service to our communities and to victims.  The CC went on to say that during the inspection, the FCR was relocated from the old headquarters to the new headquarters and that there was also a significant turnover of staff during the same period. She informed us that since the inspection, a new Force Liaison Lead from HMICFRS was positively engaged with the force.  The CC advised that she would focus on the area graded as ‘inadequate’ by HMICFRS which was in relation to ‘Responding to the Public’. Within three months the force needed to ‘make sure a structured triage approach was used to assess risk and consider the needs of the victim’. The CC clarified that this related to the use of the Threat, Harm, Risk, Investigative, Vulnerability and Engagement (THRIVE) risk assessment in the FCR in order to ensure the most suitable response was provided to a call. We noted the assessment was being completed but recording needed to improve. The CC was confident they were improving in this area and confirmed that regular updates were being shared with HMICFRS. We were pleased to note that in 86.4% of cases, this structured triage approach was now being used to assess the risk posed to the caller. FCR supervision was also focussed on ensuring this was an area being improved upon. The CC gave thanks to Superintendent Davies and the Deputy Head of the FCR for their work in this area.  The CC provided assurance that there had been improvement demonstrated incrementally. She stated that when HMICFRS re-inspect the VSA area at the end of September, there was concern that they would be looking at the period of April to June and she was aware that further improvements had been made since this time.  The CC stated that within six months the force needed to make sure it could answer a greater proportion of non-emergency 101 calls so that caller attrition levels were reduced and kept as low as possible. She highlighted that it was important to discuss the response to 999 calls in the first instance and informed us that over the previous weekend, 94% of calls were answered in seven seconds when the target was to answer within ten seconds. The force was starting to see an improvement in response times being sustained but it was difficult due to fluctuations in demand and staff absence. Where demand for the 999 service increased, we were advised that this led to a delay in the response to 101 calls and subsequently resulted in a higher number of calls being abandoned. Despite this, the CC highlighted that there had been clear improvement from July 2022 when the abandonment rate was 46.9% compared to July 2023 when it was 26.5%. The CC advised us that there was still room for improvement and although it would be difficult, she had set a target of the abandonment rate reducing further still to approximately 10%.  We noted that there had been a change to the supervision structure in the FCR which included the introduction of a Performance and Resource Manager, an Initial Risk Manager and a Dispatch Manager. As a result of these changes, improvements to attendance times were evidenced almost immediately although there was still further work to be done in order for this improvement to be sustained.  The CC reassured us that she reviewed the VSA recommendations on a weekly basis to ensure there was progress in the areas identified for improvement.  The DPCC requested that it was made clear in future reports as to which recommendations were priorities for the force and that key milestones and estimated completion dates were also included.  It was also noted that the summary of financial, personnel and risk areas on the covering report were not completed when there was information of relevance that needed to be included. It was requested that this was updated for future meetings.  The CC advised that the next key milestone for the VSA was the re-inspection by HMICFRS at the end of September. We noted that a communications plan would be developed with HMICFRS and the OPCC in relation to the outcomes from this re-inspection.  The CC agreed to provide more information relating to the priority areas for the force which included vulnerability, shortage of detectives and workforce management. We noted that a medium term workforce plan was being developed which would be shared with the OPCC at a future meeting of this Board.  The DPCC was pleased to note that the CC had assurance the force was making considerable progress in relation to the recommendations set out in the PEEL inspection report. She highlighted that a significant challenge related to sustaining the improvements and noted that this was an area of focus for the CC. As the detailed performance report and the annual report on data quality provided the evidence to support the work being undertaken in response to PEEL, we agreed that these would be taken as part of this agenda item.  **3b Organisational Performance Report**  The DPCC observed there were some significant recommendations and narrative in the PEEL report around targets and sustained improvements relating to the FCR response rates. She queried what ‘good’ looked like and asked where the force was in terms of meeting their targets. She also highlighted that 999 and 101 demand and the force sustainability in responding to calls was a significant area of concern and was often raised by the public to the PCC.  Due to time constraints, the DPCC stated that the OPCC would share detailed questions relating to the performance report and the annual report on data quality with the HoCI outside of this meeting.  The HoCI advised the current response rate for emergency calls was 55%, an improvement of nearly 8% from the original baseline of October 2022. She also clarified that the current response rate for priority calls was 53% with an improvement of 22% from the original baseline. We were advised that significant improvements started to become evident in July 2023 and these improvements now needed time to embed. The HoCI informed us that the force was trying to ensure they understood performance by exploring the detail relating to those calls that had not been attended within the target times and why this was the case. HMICFRS state that forces need to attend calls within target times ‘more often than not’. The force queried what they would consider ‘good’ but have not received a definitive answer, therefore the expectation of the CC is that the emergency response should be at 70% and the priority response rate should be 60%. We were advised that the force expected compliance to reach these levels within 18 months.  The HOCI advised us that the force had been holding itself to account on different metrics to other forces. For example, in Gwent, the call start time was from the point the call was added to the system until officers arrived which was different to many other forces. Nationally, conversations had taken place and it was expected that all forces would be measured in the same way as Gwent going forward.  The DPCC queried the key areas of concern for the force in relation to performance, both from the PEEL inspection and from local concerns. The HoCI suggested that two thematic areas were focussed on at the next SPB, the first being Stop Search, specifically looking at reasonable grounds as well as the outstanding HMICFRS inspection recommendations the force needed to work on. The second related to the Domestic Violence Disorder Scheme which had been recognised as an area that required further scrutiny. The DPCC supported the thematic approach on the two areas as suggested for the next SPB but requested that trends in performance areas that were not a focus of PEEL were also considered.  The ACC reassured us that the scrutiny of performance data was very detailed. He notified us that the force had made the decision to change the governance structure to include an independent meeting for scrutinising performance in relation to vulnerability and violence against women and girls.  The CC added she supported the thematic approach of presenting areas of concern but was also mindful of the good work the force was doing and requested that thematics in relation to these areas were also considered.  **3c. Annual Report on Data Quality in relation to crime and incidents**  The DPCC welcomed the comprehensive report and the progress being made as crime data integrity had been a focus for the force for many years.  The HoCI informed us that the improvement plan was 18 months long with milestones built in to review progress. We noted that if all milestones were met the risk would be removed from the register in December 2024. | **Action**  **HoCI**  **HoCI**  **HoCC**  **Action**  **CC**  **HoS**  **Action**  **HoCI**  **HoCI** |
| **4. STATEMENT OF ACCOUNTS INCLUDING THE FINANCIAL PERFORMANCE REPORT FOR QUARTER 1 2023/24** |  |
| We received the Statement of Accounts along with the Financial Performance Report for Quarter 1 of 2023/24.  The HoF advised the draft accounts had been through multiple layers of scrutiny by the force, OPCC and Joint Audit Committee (JAC). We noted that Audit Wales were currently undertaking the audit of the accounts that was set to conclude at the end of November. The accounts would then be presented to the JAC where they would be reviewed to determine if there were any concerns arising that needed to be brought to the attention of the CC and PCC.  The CFO added that the Annual Governance Statement would be progressed during September and published alongside the accounts in November 2023.  The DPCC thanked the HoJLS for her assistance with progressing the work on the AGS.  The HoF introduced the financial performance report for quarter 1 and informed us that the net expenditure position was a £280,000 overspend against budget.  We noted that there was an underspend in relation to pay for officers and staff which related to the timings of new officers starting as part of Operation Uplift. The HoF shared that there was a full establishment of 1506 officers but advised that the force would be going above that figure in this financial year by 21 officers due to the projected recruitment profile. It was then expected that establishment would return to 1506 in 2024/25.  He then brought our attention to the confirmed 7% pay award for officers and staff. The Home Office were funding £330million into the Police service to contribute to the pay award with Gwent’s share totalling approximately £3.3million. The amount provided was based on the difference between a 7% and a 2.5% pay award which was the average pay award that had been budgeted for across forces in England and Wales. As the force had budgeted for a 3.5% pay increase in 2023/24, an additional one off amount of the difference between 2.5% and 3.5% was realised.  We noted that there was work ongoing in relation to the overspend on overtime as part of the budget setting process.  The HoF drew our attention to the OPCC paragraphs, giving clarification that the non-pay expenditure variance was showing an underspend as a result of quarter 1 invoices not being received for a partnership contribution rather than for consultancy fees as indicated. He added that this would be corrected for 2024/25.  The CC welcomed the 7% pay award and how important this was for the retention of Police staff. She added it was essential to understand that Police staff brought the skills and expertise needed to be able to deliver the policing service to the people of Gwent. The DPCC echoed the good news of the pay increase but highlighted that it was not fully funded as the Home Office had announced, and noted the funding only covered 4.5% of the pay award for both officers and staff.  The CC highlighted the 50 new police officer recruits joining in September 2023 and 50 in March 2024 and the impact this would have on demand, infrastructure and resource across the force as a whole. We agreed that this needed to be monitored.  The CFO thanked the HoF and ACOR for their work and support in this area.  We agreed to take item 3f, the Medium Term Financial Plan (MTFP) next. | **Action** |
| **5. MEDIUM TERM FINANCIAL PLAN UPDATE** | **Action** |
| The HoF introduced the MTFP highlighting that the headline in January was a £3.5million net deficit after savings that had to be closed. He added that the additional pressures and unexpected funding changes added an additional £1.5million taking the predicted net deficit to £5million for 2023/24.  The force had also benefited from changes that had happened since January such as higher interest rates which generated an additional, unexpected income on the money that was invested.  We were informed that there was a productivity and efficiency working group that had identified areas where savings and efficiencies could be made and also assisted in minimising overspends on key budgets. The HoF also advised he was working to build in budgeting for vacancies into future MTFPs so a more accurate budget picture was available.  The CC advised that the efficiency plans to try and reduce the £5million deficit had been shared previously. She stated that a real concern for her was in relation to custody provision as it was not fit for purpose. The force was currently looking at an options paper to determine what the right fit would be going forward. This was raised as a concern as she stated it provided an even stronger rationale for the Gwent Police Operational Facility (GPOF) in the longer term. The CC informed us that the short term plans for custody, including the identified savings, were no longer fit for purpose. She went on to say that she understood the financial challenges would not go away but that it was important that these areas of concern were discussed.  The DPCC noted the comments on custody and stated that further discussions would take place at the Estate Strategy Board. She stated it was important to highlight the insufficient capital budget Gwent had received from the Home Office over many years and that it was important that this continued to be raised with them in light of the work that needed to be completed to maintain a safe and operationally fit for purpose estate.  The CC also highlighted the recent announcement regarding the changes to the misconduct process which would also impact on budgets. These changes would mean that much of the misconduct demand would come back to the CC which would be likely passed to the ACC to manage. As Gwent only had one ACC, the extra demand this placed on the role was a significant concern. The CC advised that the impact of that announcement needed to be considered and for discussions to take place as to whether a second ACC was required. The DPCC confirmed that both the PCC and the CEx had recently raised the impact of the proposals, both financial and resource related, with Home Office officials.  The CFO stated that a Police and Crime Panel (PCP) sub group was due to take place next Friday in which the MTFP and the Estate Strategy would be discussed, however, he had sought agreement from the Chair of the PCP to cancel that meeting due to circumstances outside of his control. He added that in place of the meeting this report would be circulated to PCP members, so they had information on the changes to the MTFP as well as having the option to raise any questions. | **Action** |
| **6. ESTATE STRATEGY ANNUAL REPORT 2022/23** |  |
| The HoF introduced the report highlighting that the engagement on the Estate Strategy was being reviewed and that the PCP had been consulted.  He informed us that work had continued on the GPOF and was now at a point where the project could be progressed when it was right to do so.  The DPCC commented that the PCP had been very supportive in their challenge but that the revised Estate Strategy needed to be fundamentally different to incorporate the issues being raised about realistic affordability and delivery against the requirements of the service.  The DPCC suggested that a conversation needed to take place at the Estate Strategy Board (ESB), in relation to assessing the GPOF project.  The CC stated as the operational lead, the GPOF build was essential and being cognisant of the financial challenges, requested that this was proceeded with as soon as possible. She also requested that there was a clear audit trail regarding decision making around the delay due to the risk the CC stated she was currently carrying from an operational perspective regarding the current custody provision in Gwent.  The DPCC stated that the custody options paper needed to be discussed at the ESB. The DPCC highlighted that although the PCC chaired the meeting, the terms of reference made it very clear that as well as it being a scrutiny meeting it was also a joint decision making forum between the OPCC and the force. | **ACOR/ CFO**  **ACOR /CFO**  **ACOR/ CFO**  **CC** |
| **The meeting was paused at 11:40 for a 10 minute break.** |  |
| **7. GWENT POLICE WELSH LANGUAGE STANDARDS ANNUAL REPORT** |  |
| We received an update from the ACC on the Welsh Language Standards Annual report. He advised that good progress was being made but that there was still work to be done to improve this area.  The ACC highlighted that there had been a gap in provision as the Welsh Standards Policy Officer post had been vacant. He confirmed that applications were due to close shortly and that two had been received to date.  The DPCC welcomed the amount of activity contained in the report and the progress being achieved. She added that one area that was not clear in the report was in relation to the areas of outstanding activity and achievements that would help to prioritise areas of focus going forward. We also requested that the work of the Welsh Language Speakers network was included in future annual reports.  The DPCC asked if there was any merit in considering if the level 1 Welsh Language training should be provided to all staff as refresher training periodically. The DPCC also suggested consideration was given to the introduction of bespoke Welsh Language courses to support staff. The ACC agreed to consider building in level 1 Welsh Language refresher training into the learning and development plan. He agreed that bespoke training for the policing environment would be beneficial and would also be considered further. | **Action**  **ACC**  **ACC** |
| **8. JOINT STRATEGIC EQUALITY PLAN ANNUAL REPORT 2022/23** |  |
| The HoCI introduced the report informing us that it provided an update on the work that had taken place over the previous year as well as providing an update in terms of progress being made with the current plan.  We were advised that a new EDI Manager would be joining Gwent Police in October 2023.  The DPCC welcomed the recruitment to the EDI Manager position but noted that a new strategic equality plan needed to be developed for 2024 onwards and highlighted that discussions were taking place on whether the OPCC and force needed to have separate plans. It was also suggested that the IAG were provided with the opportunity to comment on the draft plan.  The DPCC stated that the amount of work being undertaken on culture was not demonstrated in the report. She also highlighted the need to understand what force data was telling us in relation to equalities matters.  The HoCI gave reassurances that the governance was working correctly and that the CC had held the force to account on those same matters and had set out what she would like the plans to look like once the EDI Manager was in place. She asked us to also note that the IAG had given a commitment to support the force’s work in this area. |  |
| **9. COERCIVE POWERS REPORT** |  |
| The DPCC asked us to note that this item linked back to item 3a and that stop and search remained a challenge.  The ACC stated that the monitoring and use of coercive powers was a vital area for the force, adding that they needed to get the balance right regarding maintaining and improving public confidence and community cohesion.  The ACC advised that nationally there had been a reduction in stop and search by 25% in 2022/23 whereas in Gwent there was a slight increase of 3.4%. He added that it was imperative frontline staff understood the importance of stop and search and that treating people with dignity and respect was essential. He emphasised the importance of frontline staff understanding they had the support of the force in undertaking stops searches when it was right to do so.  The ACC asked us to note that the report referred to the governance structure in place, disproportionality, find rates, disparity and body worn camera usage, which for this month was over 96%.  He added that the force had developed feedback from a youth scrutiny project with the John Frost School which was in an area where a high number of stop searches occur.  The ACC highlighted the following:   * A third of stop searches were on 18-25 year olds and 20% on under 17 year olds. These form a key part of the scrutiny process on a regular basis. * Stop search rate of 13.5% on ethnic minority groups. * The overall Race Disproportionately Rate (RDR) was 2.0 meaning the ethnic minority population in Gwent were twice as likely to be stopped than the white population. * Find rates were positively up by 2% to 26%. * Use of body worn camera footage for the year was nearly 95%. * No section 60 searches during this period. * Use of force - there had been 6,538 forms submitted which was up 10% from the previous year. We were advised that 89.5% of these were against people of a white background with 7.8% against people of a minority ethnic background. We noted that there was some disproportionality against people of a black background based on data from the most recent census but scrutiny was being undertaken to understand the reasons for this.   The ACC finished by emphasising taser scrutiny was treated very seriously as it had high profile and media interest as well as a community impact. He assured us that scrutiny automatically took place if anyone from a minority ethnic background or any child under 17 years old had been subject to the use of taser.  The DPCC suggested the force could improve the information that was shared with communities in relation to the scrutiny arrangements around coercive control and stop and search. She recommended that further work could be undertaken in relation to communication and engagement to support the work undertaken in this area.  We noted that section 60 had been used recently and that the OPCC would consider how this could be reviewed with any lessons fed back into the force.  The DPCC requested the inclusion of strip search of under 18s to reflect the work the DCC is undertaking in future reports. | **Action**  **Action**  **ACC**  **HoS**  **ACC** |
| **10. HR STRATEGY ANNUAL REPORT 2022/23** |  |
| The ACC informed us that the HR Strategy Annual report highlighted the range of work the People Services department undertakes. He advised us that the focus was on improving force culture, fairness and perception of fairness. He added a recruitment plan was in place for the next 3 years for Officers and Detectives and that there would be a focus on retention for 2023/24. To support this, feedback from exit interviews and a recent staff survey would be utilised. He informed us that in terms of recruitment there had been 175 officers start through the Policing Education Qualifications Framework (PEQF), 13 transferees, 52 community support officers, 132 police staff and 20 additional Special Constables. The force also had their first 8 fast track detectives in January as well as 10 detectives from the Police Now Detective Programme.  The force continued to prioritise their commitment to ensuring a representative workforce in line with the Strategic Equality Plan (SEP). Proportionality had improved over the previous 3 years. In 2020 there were 28 officers of a minority ethnic background (2.1%), increasing to 51 officers (3.5%) in 2023. We also noted that there had been an increase in female officers, Welsh language speakers and staff with a disability although it was acknowledged there was still further work to be done to improve representation in these areas.  The ACC advised that over the next 12 months, as well as improving workforce retention, the force would also be focussing on developing talent management and reducing absence levels. He praised the wellbeing work undertaken and highlighted the focus the force was placing on improving understanding of secondary trauma. He went on to say that the people services team had received an award for their work in relation to mental health support in 2023.  The ACC informed us that the wellbeing financial roadshow enabled 280 staff to come forward and discuss issues such as cost of living pressures. Due to its success this would now become an annual event.  We noted that the employee survey showed 77% of staff knew how to get support and 65% agreed that the force had a good range of initiatives to meet their needs. The ACC stated that although positive, they were looking to improve on these figures with specific work being undertaken in departments that had indicated high levels of stress.  The DPCC congratulated the team on the national recognition of their work on mental health. She went on to ask what the CC’s expectations were in relation to leadership and culture and also in taking forward the work on apprenticeships.  The CC advised that the force was working closely with the College of Policing in relation to leadership and a good response was being received from supervisors. The CC stated that she personally speaks to all new starters to the force on culture and was confident that the expectations were clear. She advised that more staff were now coming forward to report inappropriate behaviour.  She added that Gwent Police needed to improve and listen more to the public, with this being the next phase on the forces journey around culture and leadership.  The DPCC requested that the key areas of focus for the work on culture were summarised and shared with the OPCC.  The CC confirmed the force would continue with apprenticeships, but it would be a phased approach based on skill gaps. The DPCC requested a discussion regarding the approach to apprenticeships was had with the PCC as soon as possible. | **Action**  **CC**  **CC** |
| **11. LEANRING AND DEVELOPMENT STRATEGY ANNUAL REPORT 2022/23** |  |
| The ACC highlighted that the force was currently devising 12 e-learning packages, 8 more collaborative opportunities were being progressed and 114 weeks of courses were delivered. He informed us that challenges for the future would be the update to Niche, a new digital case file build and the new force command and control system.  The ACC finished by saying that it was important to highlight the subject matters that had been raised in the last 12 months on force training days focusing on areas which were particularly relevant and of risk to the organisation. He added that some of the inputs included suicide and bereavement, bail and effective use, firearms licensing, vulnerability, body worn camera use, child sexual exploitation, dealing with missing persons and understanding cultural differences.  The DPCC thanked the Chief Inspector and the learning and development team for their work in this area. |  |
| **12. COMMUNICATION STRATEGY 2022/23 ANNUAL REPORT** | **Action** |
| The DPCC welcomed the report recognising it was linked clearly to the priorities in the Police and Crime Plan as well as noting the significant amount of work undertaken by the department and the strategic proactive approach that had been taken. She added that questions from the OPCC would be forwarded to the HoCC for a response outside of this meeting. | **HoCE** |
| **13. ANNUAL VOLUNTEERS REPORT** |  |
| The ACC thanked the DPCC for her support at the Citizens in Policing (CiP) meeting and advised us this report aligned with the All Wales CiP Strategy 2022 to 2026.  The ACC informed us that the Police Cadets had implemented their ‘safe to operate’ standards throughout Gwent and received a quality mark of bronze for safeguarding.  The ACC showed his appreciation for the work the Special Constabulary (SC) undertake for the organisation as well as the number of hours committed in a year which stood at 32,190 hours. This equated to an average of 35 hours per Special per month which was over double the 16 hours recommended nationally. He confirmed that the force wanted to increase the numbers in the SC and stated there was now a full-time trainer in post with support from a recruitment officer in order to achieve this.  The ACC confirmed there were three Specials who were accessing training to enable them to use tasers.  The ACC stressed the importance of the police federation representation being accessible for the SC. He confirmed that the financial support put towards enabling this had been well received with 79% of officers accessing this support.  The ACC gave thanks to the Chaplins who provided excellent personal, practical and spiritual guidance at times of need.  We noted there were 13 IAG members who contributed to various meetings. We were advised that the IAG Chair was nominated and chosen to be a Coronation Champion and attended the Coronation concert.  There were 161 Cadets who supported projects and attended community engagement events locally and regionally.  We noted that 132 primary schools were now included in the Heddlu Bach programme which was an increase of 25% from the previous year. We noted that the High Sheriff of Gwent presented two of the NextGen Community Support Officers with a commendation award for the work undertaken with young people in the community.  The DPCC recognised the contribution of all volunteers to the work of Gwent Police and stated that we needed to ensure there was a proactive communications strategy in place to inform our communities of the work the volunteers undertake.  The DPCC stated that although support was provided by the OPCC for some projects and initiatives, the majority of financial support provided to the CiP portfolio did in fact come from the Chief Constable’s budget.  The DPCC requested an update on where the subscription costs for the SC to access the police federation were being provided from as the report indicated they were being supported by the PCC. The CC confirmed that the force was funding the subscription costs. | **Action**  **ACC** |
| **14. SHARED RESOURCE SERVICE STRATEGY**  **ANNUAL REPORT 2022/23** |  |
| The HoF introduced the report and highlighted the areas of delivery in 2022/23 which included the move to the new headquarters. Many of the technology projects had been making good progress with some due to be completed in 2023/24.  We were advised that new body worn video for officers had been rolled out. There was also the introduction of human and vehicle telematics which we would expect to see benefits from during this financial year.  The HoF finished by saying that the SRS had seen the number of calls from the force rise by 1,500 compared to two years ago. However, we noted that 87% were resolved on first contact.  We also noted that there was work ongoing both locally and nationally which would continue to improve the service provided to the public. |  |
| **15. FLEET MANAGEMENT STRATEGY 2022/23 ANNUAL REPORT** |  |
| The HoF introduced the report highlighting that telematics would be the main change in relation to the fleet this year.  The DPCC commented that whilst the telematics were being used for internal purposes such as strategy and planning, the force was not maximising the assurance they could provide to communities that they were aware of where and how these resources were being used.  The CFO requested information on the benchmarking of electric fleet provision against other forces. He also noted that intended prosecution numbers had fallen to less than half and queried what the reason behind this was. He finished by asking if supply chain issues had affected operational delivery. The DPCC asked the HoF to respond to these questions outside of the meeting. | **Action**  **HoF** |
| **The meeting was paused at 13:25 for a 10minute break.** |  |
| 1. **The information contained in the report(s) below has been subjected to the requirements of the Freedom of Information Act 2000, Data Protection Act 2018 and the Office of the Police and Crime Commissioner for Gwent’s public interest test and is deemed to be exempt from publication under section 7.** |  |
| 1. **JOINT STRATEGIC RISK REGISTER**   The DPCC noted that the work on the risk register was owned jointly by the DCC and CEx and that considerable work had been undertaken on its development by the HoCI and the JAC risk lead. The DPCC queried if the CC was content that as drafted in the papers that the work was progressing at pace. The HoCI gave assurances that all actions were up to date with the exception of the International Organisation for Standardisation (ISO) accreditation due to a member of staff being on leave. We were advised that pulling the data from the risk register into this format was difficult and would explore the best way to share the direct SharePoint link to the risk register with the OPCC.  The CC gave assurance that the scrutiny was in place, advising that it was considered at the formal Chief Officer meetings and Scrutiny Executive Board (SEB). | **HoCI** |
| **18. COLLABORATION UPDATE – EXECUTIVE SUMMARY OF OPERATIONAL AREAS**  The DPCC asked us to note that the PCC wanted to highlight, as stated in the report, that both PCCs and CCs needed to be fully consulted and engaged in the issues of collaboration going forward. We agreed that further scrutiny would need to be undertaken regarding the benefit realisation of the collaborative work for the people of Gwent.  The CC suggested that it may be beneficial to share with PCCs the collaboration paper from the Welsh Chief Officer Group as it showed where forces were and the direction of travel. She also agreed that there needed to be more scrutiny in relation to collaboration going forward and would ask the All Wales ACC for collaboration to attend a future meeting and provide a more detailed update. | **CC**  **CC**  **CC** |
| **19. STRATEGIC POLICING REQUIREMENT/STRATEGIC ASSESSMENT PRESENTATION**  The DPCC advised us that the understanding and scrutiny of this area of work was a statutory one for the OPCC to ensure Gwent Police was able to meet all aspects of the Strategic Policing Requirement (SPR). The DPCC requested assurance that Gwent was able to meet the demands of the SPR and for any good work or areas of challenge to be highlighted.  The HoPS advised us that violence against women and girls (VAWG) had been added to the SPR this year.  We were advised that the HoPS chaired a quarterly SPR group which considered the force’s capacity and capability of meeting the requirements set out in the SPR and in Gwent’s strategic assessment.  We were advised that a Serious and Organised Crime (SOC) inspection was due this financial year and plans were progressing to ensure the force was ready.  Good work was taking place with partners in relation to drug reduction and substance misuse.  We noted that the force had invested in its cyber capacity with increased staff as this was an area of emerging concern.  A new specialist capacity review group had been established to look at public order and civil emergencies to ensure the right resources were in place.  We noted that the force had a local action plan for VAWG. There was also a stalking and harassment police officer in place who worked closely with the legal department to progress stalking prevention orders.  We were advised that Home Office funding had been obtained to support Multi Agency Risk Assessment Conferences (MARAC) and Multi Agency Tasking And Co-ordination processes in relation to domestic abuse.  In relation to fraud and financial crime, we were informed that the force had achieved good results from civil orders and asset recovery and were one of the best forces in England and Wales for capability in this area.  The DPCC deferred to the CC to ask how she saw the overall risk and for her assurance against how the force delivered against the SPR. The CC advised that the ongoing scrutiny against the SPR and identification of any gaps was diligent.  We noted that there was a financial risk in relation to the SPR as even though the commitment was there, the funding and resources were not always available. She advised that the OPCC would be kept updated in relation to these concerns. We noted that when the Home Office extended the SPR to include VAWG, they did so without increasing the funding they provided for this work to be undertaken.  The CFO advised that this was an excellent piece of work that showed how we had implemented investment through precept.  The DPCC thanked the HoPS for her contribution and her assurances in the delivery of this area of work. | **Action**  **Action** |
| 1. **ANY OTHER BUSINESS**   The CC advised that that in light of Her Majesty the Queen’s passing, the force cypher would be changing from ER to CR, starting at the end of October via a phased programme of work.  The DPCC shared a question from the PCC in relation to the publicly reported data breaches in the Police Service Northern Ireland and in the Metropolitan Police. The DPCC asked if the CC could give assurance that she was content that the force had the relevant systems, processes and oversight in place so that a similar data breach would be avoided in Gwent.  The CC confirmed that Freedom of Information (FOI) requests were considered at weekly Chief Officer meetings. She added there were very few that contained details on individuals and that the HoCC also then reviewed every FOI before a response was sent.  The CC informed us that the ACOR was currently working on a document that would give reassurance of the work the force had done and the procedures that were in place. | **ACOR** |
| 1. **TO IDENTIFY ANY RISKS ARISING FROM THIS MEETING** |  |
| There were no risks identified during the meeting. |  |
| **The meeting concluded at 13.20.** |  |