

Due to time constraints at the Strategy and Performance Board held on 3rd June 2020, there was a reduced agenda and some reports were to be circulated following the meeting for comment. The Police and Crime Commissioner stated at the meeting that technical questions on the reports for discussion and those in relation to reports not discussed at the meeting would be collated and sent to Gwent Police for a response. Please find a list of these questions below:

***Please note** once completed this document will be published on the OPCC website alongside the minutes of the meeting to evidence that scrutiny.

<u>Report Title</u>		<u>Question/Comment</u>	<u>Force Response</u>
<u>Organisational Performance Report Against the Police and Crime Plan Priorities</u>	DCC	Page 10- Investigation outcome rates - the report indicates that the main issue with outcome rates is an administrative issue regarding the finalising of outcomes rather than an investigation activity issue. Is that correct?	Opportunities to improve the finalising and outcome rates of investigations have been identified and processes have been implemented to address these issues. These processes continue to deliver improved outcome rate compliance and work to ensure that investigation activity promotes positives outcomes continues as part of our operating model review.
		Hate Crime – There is a suggestion of further work required in this area. Is this planned? If so, can the PCC be updated?	This was identified in the recently established Gwent Hate Crime Forum (attended by police & partners). A deep dive examination will take place to look at the number of reported hate crimes and Outcome 16 rates (where the victim knows the offender but does not support a prosecution). To be Shared with Police and Crime Commissioner.
		Page 22- Community Resolutions are linked to the use of Restorative Justice (RJ). Is there a plan for increased use of RJ? If so, how is this being planned?	The force has just finished training all front-line officers on the use of Restorative Justice and Community Resolutions. We have seen a recent increase as a result whereby in the last 3 months, 50 Community Resolutions were issued. We are in the process of training a dedicated officer to deal with more in-depth Restorative Justice cases for the whole force.
<u>Hate Crime/Disability Hate Crime Monitoring Report</u>	ACC	A high proportion of hate crimes are homophobic based. How does this compare with previous reports and, if significantly different, is there any reason for this?	Section 4.1 Table 1 shows the number of hate crime by strand. Homophobic Crime numbers over the previous 3 years have been 173, 210 and 205 which as a % of total Hate Crimes is 19.13%, 19.79% and 20.68%.

			Therefore, there has been a small increase, however further work is required to understand if this is as a result of increased reporting or increased incidents.
		The Hate Crime report covers the second half of 2019/20 although that isn't clear in the report. Could this be marked more clearly?	This report is a Bi-annual report and runs from September to March. This will be made clearer in the next report.
<u>Procurement Annual Report 2019/20</u>	ACOR	There are a high number of contracts undertaken as single tenders with an equally high value – is there a reason for the high number?	These are annual licence and maintenance costs for Information Communications Technology systems. As many of the systems are bespoke design we can only use the system supplier to purchase the licences and maintenance arrangements.
		Is compliance against contracts monitored via Procurement or is it the responsibility of the department the contract has been let for to monitor? Have there been any areas of concern raised with any contracts/performance during 2019/20?	<p>The new joint procurement structure includes resources to lead on contract compliance with the suppliers and will include Departmental Heads to ensure performance is to the service level.</p> <p>No areas of concern raised within contracts during 2019/20 but an increased focus on contract management should highlight issues going forward.</p> <p>As part of the new joint unit, Gwent has started to implement the use of the Contract Management Manual. The purpose of the manual is to assist client contract owners within departments in managing the contract, supported by Procurement. The manual is already in use for some contracts and has proved to be a useful tool for contract management. The team will be able to increase the focus on contract management when new staff are recruited – the demand is currently greater than the resource available.</p> <p>The new Contract Management Officer roles will focus on contract management of several high value/high risk contracts to ensure best value and an effective service is delivered from the contracts. It is not anticipated that the role will be filled until early 2021 as recruitment is proving protracted during the pandemic.</p>

		<p>TIAA (auditors) are due to carry out a Contract Management audit on 24th November at Gwent which will consider the effectiveness of the Project and Programme management arrangements in relation to a selected contract (the Cleaning contract). This should include consideration of financial viability, quality and monitoring of delivery.</p>										
	<p>How many contracts are currently 'out of contract' and why? What is the risk associated with that? What has been/is being done to rectify this?</p>	<p>UPDATE FEBRUARY 2021 - The contract schedule is maintained by the head of procurement who assigns activity to the procurement team based on an assessment of risk. This includes those out of compliance and considers size of contract, risk of challenge and timescale to renew the contract.</p> <p>A workplan has been set up to manage these risks and the Joint Commercial and Procurement Services team have demonstrated good progress in this regard. Since July, many contracts have been completed or removed from the plan but there has been a significant number of new requirements or renewals added to the plan. We believe this may be partly a result of pent up demand during the period of the pandemic and the progress of projects such as Emergency Services Network.</p> <p>After several rounds of recruitment, we have successfully filled the vacancies in Category 2, headed by Sian Gunner. There should not be any vacancies after April 2021. This will bolster resources and in particular, will increase the number of strategic procurement staff supporting Category 2.</p> <p>The number of contracts extended beyond their compliant due date has fallen since the establishment of the new unit, despite an increase in the number of items added to the live workplan.</p> <table border="1" data-bbox="1429 1316 2143 1412"> <tr> <td></td> <td colspan="2">July 2020</td> <td colspan="2">February 2021</td> </tr> <tr> <td></td> <td>RED status</td> <td>Total current</td> <td>RED</td> <td>Total current</td> </tr> </table>		July 2020		February 2021			RED status	Total current	RED	Total current
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		programme (January 2020) – what are the next steps for those members of staff?	have taken an array of newly found skills with them from which their colleagues will also benefit. We continue to monitor their progression and they can also use the programme as an internal application for internal posts and secondments.
		Why is there only one officer on the fast track programme?	Only one officer was successful at the National Assessment Centre 2018/2020. Two officers completed the programme the previous year and applications open again this October for the 2021/2023 programme.
		Compulsory training courses – The College of Policing have allowed extensions to accreditation with a minority still taking place - is there any risk to the force with officers/staff not completing them?	<p>The force has implemented several changes early in the pandemic to ensure accreditation could be maintained for mandatory training. Some examples of these plans include:</p> <ul style="list-style-type: none"> • Annual Public Order training was moved to the autumn to allow time for a full risk assessment to take place and the training to be delivered safely. • Specialist initial / refresher driving courses recommenced with additional safety measures in place. • Officer Safety Training has been redesigned for this year. Officers view online content then complete a 1-hour skills check. If they pass the skills check they are re-accredited for 12 months, should they fail they are then referred to a full day’s course. The full day course is compliant with social distancing.
<u>Human Resources Annual Report 2019/20</u>	DCC	There was a rise in Black and Minority Ethnic applications from 2.2% to 3.4% - did that transfer across into successful appointments?	Two Black, Asian and Minority Ethnic (BAME) officers have commenced employment since April 2020 with a further officer beginning employment in September 2020. The number of applications described in the report did not all transfer into successful appointments.
		Has COVID 19 had an impact on recruitment of officer/staff roles?	Recruitment processes have continued throughout the pandemic with interviews for Police Officers, Special

			Constables and Community Support Officers being conducted using Microsoft Teams.
		There is reference to the Annual Absence report for 2019/20 in appendix A – Is there a date as to when this will be available?	The Annual Absence report for 2019/2020 is currently being finalised and is due for completion in early September.
		Page 2, Appendix 1 – Gwent has the highest number of male officers on restricted duties in England and Wales (3 x the national average) – Are there any indications as to why this is the case? We are also ranked highly for female officers on restricted duties, is there a reason for this?	This is currently being explored further, including through benchmarking and liaising with other forces.
		General question not in relation to this report in particular - In relation to staff who have declared a disability – this information is not shared with line managers. Do HR check in with these staff/officers to ensure that they have the enough support they require if their line managers are unaware? There is a risk that officers/staff are not being supported.	We do not declare to line managers however HR discuss this with each individual; allowing them to make an informed decision regarding informing their line manager / trainer – with an emphasis on being able to support them appropriately. Regardless of this choice, individuals continue to have access to support services through local dedicated Human Resources Business Partners and our Occupational Health Unit.
<u>Risk Framework</u>	DCC	We understood that there would be an issues register as well as a risk register. Is this still the case?	The force agrees that an issues register would be helpful. As issues are often as a result of change or process, this will be explored by the Head of Continuous Improvement.
<u>Information Management</u>	ACOR	As the Information Governance team report the recently appointed joint Data Protection Officer and the Information Management team report to the Head of the Criminal Justice Department, it may be worth considering splitting the annual report in two for 2020/21 to better reflect reporting structures of the department?	From 1st September 2020 the Information Management Team will report to the Assistant Chief Officer Resources the same as Information Governance, for this reason it is intended to retain the report as one.
		There is limited information on FOI included in the report other than the compliance rate – further information was requested for future versions of this report at SPB in June 2019 which was agreed to. Could inclusion of areas such as number of appeals received by force, number sent to ICO, themes, most frequently used exemptions be considered?	The Information Management Team have been looking to source a case management system that will categorise and report on these areas. At present this is a manual system. This will be discussed at the Information Assurance Board – all Freedom of Information requests (FOI's) are available to the Office of the Police and Crime Commissioner for scrutiny.

		<p>After the review undertaken by an Independent Commission on FOI in 2016, it is now best practice to publish FOI statistics on a quarterly basis for organisations with over 100 employees. This is set out in the Cabinet Office Code of Practice on FOI (page 29) and gives some idea of the areas that they recommend should be published. Unsure if there is a national policing position on this? Is this something that the force would consider implementing even on an annual basis?</p> <p>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/744071/CoP_FOI_Code_of_Practice_-_Minor_Amendments_20180926_.pdf</p>	<p>This is best practice and the force aspires to publish this information. It will be discussed at the Information Assurance Board with a view to publishing.</p>																
		<p>General Data Protection Regulation refresher training – What was the overall compliance rate for 2019/20? What is the completion rate for staff and officer compliance? What measures have been put in place to ensure as many people as possible complete the training over the next twelve months?</p>	<p>This information is monitored through the Information Assurance Board and the details will be provided to the Office of the Police and Crime Commissioner.</p> <p>There is a mandatory training package on NCALT (internal electronic training platform) in this regard which all members of staff must complete.</p> <table border="1"> <thead> <tr> <th></th> <th>Police Officer</th> <th>Police Staff</th> <th>Not Disclosed</th> </tr> </thead> <tbody> <tr> <td>Managing Information for Operational:</td> <td>640</td> <td>256</td> <td>59</td> </tr> <tr> <td>Managing Information for Non-Operational:</td> <td>439</td> <td>351</td> <td>39</td> </tr> <tr> <td>Protecting Information:</td> <td>1083</td> <td>669</td> <td>67</td> </tr> </tbody> </table>		Police Officer	Police Staff	Not Disclosed	Managing Information for Operational:	640	256	59	Managing Information for Non-Operational:	439	351	39	Protecting Information:	1083	669	67
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<u>Bi-Annual Stop Search Report</u>	ACC	No comments																	
<u>Chief Constable's Update Report</u>	CC	No comments																	

<u>Collaboration Update</u>	CC	No comments	
<u>Connect Gwent Annual Report</u>	ACC	No comments	
<u>Data Quality of Crimes</u>	ACC	No comments	
<u>Draft Joint Audit Committee minutes – 4th March 2020</u>	Chair	No comments	