



Police and Crime Commissioner for Gwent Decision	
PCCG-2018-044	Police and Crime Commissioner for Gwent Decision
Subject	Police and Crime Plan Annual Report 2017-2018
Summary	To record the decision of the Police and Crime Commissioner regarding the publication of the Police and Crime Plan Annual Report 2017-2018.

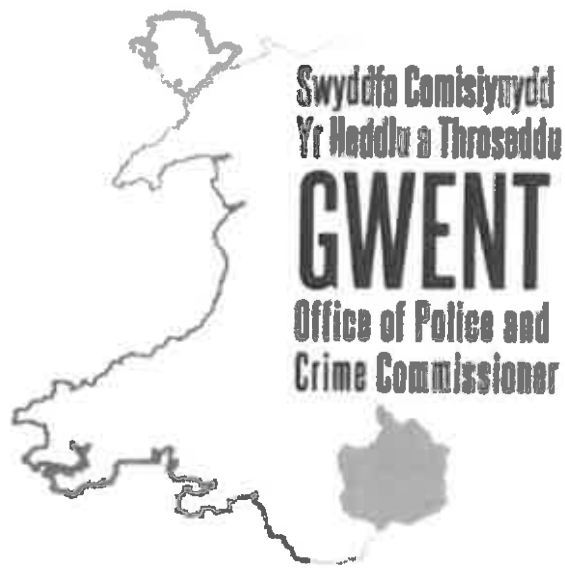
DECISION

1. The Police and Crime Commissioner is required to produce an Annual Report for each financial year, related to performance against his Police and Crime Plan.
2. The draft Annual Report has been considered by the Police and Crime Panel for Gwent, and should be read in conjunction with Gwent Police's Operational Delivery Plan Outturn Report for 2017-2018.
3. I commend the Police and Crime Plan Annual Report 2017-2018 for publication.

Jeff Cuthbert B.SC., MCIPD, Police and Crime Commissioner for Gwent	
I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.	
The above request has my approval.	
Signed 	Date 16/11/18

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Background papers	 18.10.29 FINAL TEXT Annual Report 2017



**Office of the
Police and Crime Commissioner
for Gwent**

**Police and Crime Plan
Annual Report 2017-2018**

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INTRODUCTION

I am delighted to present my second Annual Report highlighting key initiatives undertaken by my Office during the period 1st April 2017 to 31st March 2018. This report is the first review of the achievements and activities against my **Police and Crime Plan 2017-2021**. This plan provides the strategic direction for how policing and crime services should be delivered in Gwent during the four-year period and is based on the five police and crime priorities which people told me are important to them.

The priorities are:

- **Crime Prevention;**
- **Supporting Victims;**
- **Community Cohesion;**
- **Tackling Anti-Social Behaviour; and**
- **Effective Service Delivery.**

My role as Commissioner enables residents in Gwent to have a greater say in how local policing services are provided and to become actively involved in the decision making relating to this service provision. During the last year, my staff and I have visited our communities and met with key partners to listen to people's concerns. By listening to people's issues and putting the needs of individuals at the heart of everything we do, we can seek to provide the best possible quality of life for our citizens.

During the year, I and my staff have worked with the Chief Constable and Gwent Police to ensure the embedding of the Association of Police and Crime Commissioners and National Police Chief's Council 'Policing Vision 2025', which forms a fundamental consideration in the delivery of my Police and Crime Plan 2017-2021. This has involved working with Gwent Police and other partners on the development of a number of initiatives that are highlighted in this Annual Report.

We have also retained our commitment to ensuring that the priorities of the Police and Crime Plan 2017-2021 are aligned with the Public Service Board Wellbeing Plans to ensure a co-ordinated response to service planning and delivery.

Improving public confidence in our local policing service, ensuring victims of crime are satisfied with the service they receive, and tackling Anti-Social Behaviour remain key areas of focus. We continue to work with partners to develop initiatives that support and protect the most vulnerable within our communities and a number of really positive changes have seen as a result.

I am particularly pleased that, over the last year, we have seen progress in a number of areas, including:

- Improving the quality of life for people that have been affected by the impact of Anti-Social Behaviour;
- Enhancing our commitment to mental health support for people in crisis who are engaging with the Police;
- Continuing recruitment of Police officers to support our front-line service;
- Successfully maintaining Police resources and providing value for money;
- Reviewing the provision of services for victims of sexual abuse, violence and exploitation;
- Embedding our approaches to protecting vulnerable people;
- Implementing my Estate Strategy that ensures the Police estate is fit for current and future purposes;
- Continuing to provide funding to community initiatives through my Partnership Fund; and
- Developing our focus on issues such as modern day slavery; and
- Working with partners to address some of the most critical issues for our communities.

Our strategic planning processes are supported by the activities highlighted in this report. We seek to consider the **Well-being of Future Generations (Wales) Act 2015₂** and its seven wellbeing goals in all our work, and when working in partnership, to consider the impacts of our decisions, not only on our current diverse communities but also on our future generations.

I hope you enjoy reading my Annual Report. I would like to thank everyone that has worked with me and my Office in making a difference to policing and crime in Gwent. I would also like to thank the people of Gwent for their contributions through feedback to me and my staff. We want to continue to positively engage with you and you can contact me using the details provided in this document. With your help, we can continue to make a difference for all our communities.

Jeff Cuthbert



Police and Crime Commissioner for Gwent.

A SUMMARY OF OUR DELIVERY AGAINST THE PRIORITIES

The Police and Crime Plan 2018-2021 contains five priorities; below is an overview of those priorities, highlighting some of my related key achievements supported by my staff within the Office of the Police and Crime Commissioner (OPCC). More detail on these activities can be found later in this document.

Priority 1 – Crime Prevention.

Outcome: Taking action to prevent and reduce crime by working with partner organisations and communities to tackle crimes that present the greatest threat, harm and risk and especially those crimes committed against vulnerable people.

During 2017/18, I have:

- **Continued to focus on serious and organised crime such as modern slavery and human trafficking and cybercrime;**
- **Made use of cash seized from criminals to fund a range of community projects and initiatives through my Partnership Fund;**
- **Developed plans to increase opportunities for diversion for all eligible individuals that reduces reoffending and promoted safeguarding of vulnerable people; and**
- **Through the Safer Gwent partnership, continued to address some of the most critical issues for our communities.**

Priority 2 – Supporting Victims.

Outcome: Provide excellent support for all victims of crime with a particular focus on preventing further serious harm.

During 2017/18, I have:

- **Commenced work with partners to better support victims and witnesses to attend court;**
- **Expanded the number of Police Control Room Clinical Advisors to provide mental health support for people in crisis who are engaging with the Police;**
- **Reviewed the provision of sexual abuse, violence and exploitation services in Gwent; and**
- **Initiated recruitment of a Restorative Justice Co-ordinator for Gwent.**

Priority 3 – Community Cohesion.

Outcome: Ensure that the Police, partners and my Office engage with communities to encourage, help and support them to work together to keep themselves safe.

During 2017/18, I have:

- **Made use of social media to promote key messages of cohesion in response to national incidents;**
- **Supported the targeted recruitment of new Police officers from our diverse communities;**
- **Worked with key partners through the Public Service Boards to bring services together to provide focused support where it is needed most;**
- **Provided funding to community projects that seek to address issues relating to hate crime; and**
- **Continued to work towards the provision of a bilingual Police service that supports our Welsh speaking communities.**

Priority 4 – Tackling Anti-Social Behaviour.

Outcome: Ensuring the Police work closely with partner organisations to tackle Anti-Social Behaviour (ASB) effectively.

During 2017/18, I have:

- Continued to fund the ASB Co-ordinator for Gwent to provide greater consistency in tackling ASB;
- Participated in the provision of Community Days in areas experiencing higher than average ASB;
- Funded the ASB and Deliberate Fire Reduction Project collaboration between Gwent Police and South Wales Fire and Rescue Service (SWFRS); and
- Provided Partnership Funding to support community activity to address ASB-related issues.

Priority 5 – Efficient and Effective Service Delivery.

Outcome: Ensuring that Gwent Police and my Office are high performing organisations which value and invest in our staff to achieve value for money in delivering impressive services that meet the needs of our communities.

During 2017/18, I have:

- Held the Chief Constable to account for the delivery of the policing service in Gwent;
- Set the budget for Gwent Police;
- Raised additional income through the policing precept;
- Monitored the Chief Constable's budget management and delivery of the savings and transformational change programme which achieved and exceeded an efficiency target of £49.31m during the year;
- Received an internal audit opinion of 'Reasonable' assurance;
- Received Wales Audit Office (WAO) assurance that the Commissioner and Chief Constable have arrangements in place to deliver value for money; and
- Supported and monitored delivery of Gwent Police's People Plan and the recruitment of new Police officers into the service.

ACHIEVEMENTS DURING 2017/18

I have a wide range of responsibilities that are delivered with the support of my Office.

ENGAGING WITH OUR COMMUNITIES

During the year, the Commissioner, Deputy Commissioner and OPCC staff undertook a wide range of engagement activities across the whole of Gwent. Through a number of diverse engagement projects and activities, people and organisations in Gwent have been able to influence their policing service, access support services, apply for grants for community projects and be more easily involved with us in ways that suit them the best.

This is supported by an annual engagement and consultation programme run by my Office that helps maintain a focus on our engagement activities.

Examples of where we have engaged positively with partners and communities during the last year include:

- **Launching, with Gwent Police, the first 'Heddlu Bach' Mini Police Officer scheme in Wales. The scheme engages with Primary School children to provide a taste of 'real' policing at an early age, whilst giving them a voice to feedback to us on what matters most to them;**
- **Working with Gwent Police and other partners to respond to community concerns around substance misuse and ASB issues in the Upper Rhymney Valley. Outcomes included proposals to develop a plan to strengthen joint working and to develop community-based activities that help support affected residents;**
- **Jointly working with Gwent Police during Hate Crime Awareness Week 2017, to promote community cohesion and solidarity and to work with partners to stand together against hatred and intolerance. Numerous activities took place during the week, including the first ever co-hosted 'We Stand Together' Five-a-Side Football Tournament jointly hosted by the OPCC and Gwent Police which attracted over 150 people including over 80 people competing for the 'Commissioner's Cup' and the 'Community Cohesion Plate'. My Office also co-hosted with Gwent Police the public We Stand Together festival at the Riverfront Theatre in Newport to mark the end of Hate Crime Awareness Week 2017. Featuring multi-cultural performances from dancers, singers, poets and storytellers, the festival provided a golden opportunity to showcase and celebrate the cultural diversity within Gwent. The event was well attended and positive feedback was received from all who participated;**
- **Taking part in monthly surgeries across Gwent, ensuring that I am accessible to all and demonstrating that I listen to and respond to the views of our communities. 16 individuals met either me or the Deputy PCC to discuss their policing concerns and the majority of issues were resolved on the day, either by the local Police representative or by me directly. All matters raised are fed through the Public Response Unit in order for any themes to be identified and dealt with either by raising awareness on issues e.g. use of the 101 non-emergency number, or by ensuring that any learning is disseminated throughout Gwent Police; and**
- **Hosting a Diversion Stakeholder Engagement Seminar with Gwent Police. The event provided the background for the diversion from Police custody project, an overview of the current services in place and the plans to improve access for children and young people, ex-service personnel and adult males, group discussion with stakeholders regarding development of the next phase of the project. Over 20 statutory and third sector organisations and projects from across the Gwent and South Wales area were represented. And the feedback**

on the day was very positive. The outcomes of the seminar are being used to help develop the way we intend to deliver the diversion programme.

The OPCC and Gwent Police joint Community Engagement Strategy and associated activity programmes have been reviewed during 2017/18 to help maximise our engagement across Gwent. Our activity programme is regularly evaluated, monitored and updated to ensure that we are able to engage with the diverse range of community events that take place throughout each year.

ENHANCING OUR PROFILE

The OPCC's social media activity during 2017/18 continued to see an increase, in particular the use of twitter to communicate with our key stakeholders.

	March 2017	March 2018	Increase / Decrease	Female Followers	Male Followers
Twitter	3,691	4,313	17% increase	43%	57%
Facebook	1,317	1,396	6% increase	61%	38%

During this time, my team and I:

- Issued over 800 social media updates across Facebook and twitter;
- Generated approximately 21,400 impressions on Facebook with my joint post with the Chief Constable calling for 'solidarity' and 'cohesion' and not 'division' or 'hate' in our communities following the terrorist attack in Manchester. This represents a 40.3% increase on the post with the highest impressions the previous year; and
- Produced over 11,500 impressions on twitter with my message of thanks to Gwent Police and partners for their professionalism in response to the reported bomb scare in Newport in May 2017.

To enhance the promotion and profile of planned summer engagement events, the new Gwent OPCC Instagram account was officially launched in July 2017. 73 updates were posted over the summer, generating 133 followers with the photos and videos uploaded 'liked' 121 times. Performance data on this new channel will be available from 1st April, 2018.

By increasing its online presence and making substantially more use of already established audio-visual platforms such as YouTube, the OPCC is able to engage with new audiences, expand its reach and content and more easily communicate key messages relating to community safety and cohesion across a broad distribution network. As such, Gwent OPCC continues to have the highest number of social media followers across all platforms compared to other OPCCs in Wales.

CONSULTATIONS

'HAVE YOUR SAY' PRECEPT CONSULTATION

Between the 29th November 2017 and the 7th January 2018, I asked the residents of Gwent for their views on my proposed level of increase for the precept (the policing part of your council tax) for 2018/19. A proactive consultation approach was taken which meant that:

- The consultation was conducted bilingually (in English and Welsh) and in both electronic and paper format, asking a total of three open questions. A demographics question was also included at the end of the survey;
- My staff also attended a number of community events during this period to promote and undertake the survey, which was also available online and promoted across Facebook, Twitter and Gwent Now; and
- The e-consultation was proactively publicised via paid promotion on social media, Gwent Now, local press and my Office's website, as well as being shared with community groups, partner organisations, the third sector and local authorities. Paper copies were also completed at a local community event as well as being available in easy read versions (on request) from my Office.

This proactive engagement approach meant that a total of 609 responses were received. 68% of residents were in support of increasing the precept by 3.99% and 55% supported an increase of 4.99%. Therefore, I proposed a final increase level of 4.37% to the **Gwent Police and Crime Panels**, which they accepted on 21st February 2018.

Listening to and engaging with the people of Gwent allows me to hear their views, not only on our policing service but also on local issues that matter to them. The feedback I receive is always considered when making decisions around the provision of policing services. I will continue to work with our communities and partners to help resolve any issues raised with us.

RESOURCES AND VALUE FOR MONEY

My Office receives regular reports as part of budget monitoring to help ensure that the people of Gwent are provided with a Police service that is value for money.

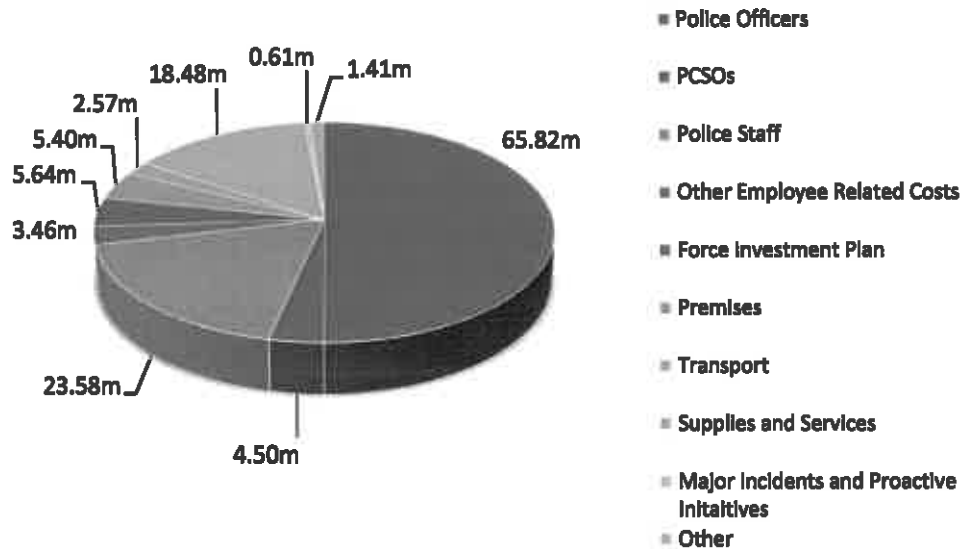
During this period, I have:

- Agreed a budget requirement for Gwent Police for 2018/19 of £133.68m (2017/18 budget was £131.48m);
- Set the council tax increase at 4.37% (2017/18 increase was 3.99%);
- Agreed a capital budget for 2018/19 of £23.27m; and
- Continued to monitor how the Chief Constable is managing budget and austerity pressures (through Staying Ahead 8, Gwent Police's

transformational change programme). From 2008/9 to the end of 2017/18, approximately £49.31m of efficiency savings have been delivered.

SETTING THE BUDGET

For 2017/18, the following budgets were set for policing services in Gwent:



In addition, for 2017/18 the following capital budgets were set in Gwent:

- Estates - £1.0m
- Vehicles - £2.8m
- Information and Communication Systems - £3.1m
- Other Capital Projects and Schemes - £0.2m

ENSURING VALUE FOR MONEY

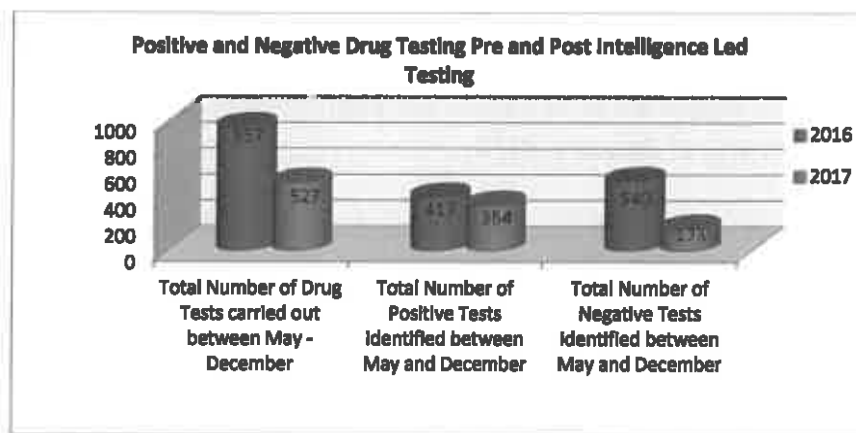
I have ensured that my Office and Gwent Police have done everything in their power to deliver value for money whilst ensuring that residents have an effective and efficient Police service. This includes:

- Annually benchmarking costs with other constabularies via Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services' (HMICFRS) Value For Money profiles;
- A 'Reasonable' assurance judgement for 2017/18 from the internal auditors (TIAA) on the overall system of internal control (not including Information Communication Technology ICT Audits of the Shared Resource Service SRS);
- The audit outcome from Torfaen County Borough Council (TCBC) for the SRS providing an overall judgement of 'major improvement required';
- The annual compilation and publication of the my Annual Governance Statement;
- **HMICFRS reports**; and

- The Wales Audit Office (WAO) annual audit of my Statement of Accounts and reported findings (including the arrangements to secure value for money).

INTELLIGENCE LED DRUG TESTING

In May 2017, the OPCC implemented an improved drug testing process within Custody. As a result of more targeted testing of detainees with substance misuse issues, a 45% reduction in the number of drug tests being carried out was seen by December 2017 as well as a significant reduction in the number of negative test results.



This equates to a cost saving of £4,300 as compared to the same period in 2016 and it is estimated that by May 2018, we will have achieved over £7,000 for the year. We will continue to work with Gwent Police to monitor this approach on a six-monthly basis to ensure that it remains effective.

PEOPLE

During the year, we have continued to monitor the delivery of Gwent Police's People Plan. This plan sets out, over a three-year period, the organisation's intentions for the recruitment, retention and progression of Police officers and staff with a clear direction of travel to ensure we are able to meet the significant challenges ahead.

The funding and the provision of policing services form part of my statutory duties and it is my responsibility to ensure that Gwent has appropriate levels of policing to meet the requirements of our communities whilst making the necessary savings.

2017/18 saw continued recruitment by the Chief Constable. During this time we welcomed:

- 157 Police probationers;
- 30 Police officer transferees from other police areas, including three Inspector transferees;
- 34 Police Community Support Officers (PCSOs);
- 33 new Police Cadets; and

- 14 Special Constables, with another 30 due to start at the beginning of 2018/19.

BAME (Black, Asian and Minority ethnic) Police officer applicants during June 2017's recruitment round were supported through the autumn with mentors, assessment centre preparation sessions and interview guidance as part of ongoing positive action work. This resulted in six BAME candidates successfully completing the process, equating to 3.2% of the total number of recruits.

We are also working with South Wales Police to deliver the Positive Action Leadership (PALS) programme. PALS is directed at BAME officers of Police Constable rank wishing to progress either upwards or laterally. Five BAME officers were identified and supported to complete the year-long programme which commenced at the end of January 2018.

We are also reviewing Gwent Police workforce data to develop a Representative Workforce Strategy and Plan. This will focus on recruitment, progression and retention in relation to gender, disability, sexual orientation, gender identity and race. Initial findings will be presented early in 2018-19 and will help ensure that our local policing service reflects the diverse community it serves.

As part of our ongoing commitment to improve and enhance our wellbeing provision, my Office has supported Gwent Police around the implementation of a number of initiatives to support officers and staff, including:

- Trauma Risk Management (TRiM) to allow us to proactively support staff in the wake of traumatic events. Training was delivered to 90 individuals between September and November 2017 and the model has been successfully used in the time since;
- Trauma Resilience Programme roll out following the successful pilot. This will be delivered over the next three years, commencing in March 2018. Gwent is the first policing area to implement this and will be utilising the latest virtual reality training environment to support the roll out. The Police Dependents Trust (PDT) has also supported this initiative with £150,000;
- Health Screening undertaken in conjunction with Police Mutual and the Police Federation. Over 300 health screenings were provided in the last 12 months. A number of individuals were referred for follow up appointments. We are currently exploring the possibility of providing a health check for every officer and staff member in the future;
- The Care First (Employee Assistance Programme). This is a free, confidential and independent service available to all staff at any time of day or night, 365 days a year and is accessible by phone or online. Support is offered provided by a separate team of information specialists and can include advice on a range of issues, including debt management, divorce, benefits, and childcare

issues. The EAP can also provide short term face-to-face counselling to help where staff feel they need additional support; and

- A dedicated Mental Health Training Day in November 2017 for almost 1000 officers and staff. MIND Cymru will also deliver training to all line managers in 2018/19. Also, given the clear evidence between physical activity and improved mental health, the number of gyms available across the police estate has been increased.

Results of the annual staff survey and workforce wellbeing are inherently linked and we will continue to ensure that this work supports our Health and Wellbeing Strategy.

My Office is committed to investing in its staff to ensure our continuous professional development. Throughout the last year, we ensured our staff have the necessary training and skills required to ensure you have the best service possible. All staff provide feedback on training undertaken which is used to assess the value to both the organisation and the individual.

OPCC STRUCTURE

During the year, I initiated an independent, comprehensive review of my Office across all roles and responsibilities, and identified areas of future focus to support our continual improvement as a team. This represents a significant investment in, and commitment to my Office. All staff were consulted with and I welcomed their feedback on the proposals. I believe that the planned structure will support my Office for the foreseeable future. This includes the recruitment of additional staff to help ensure that we continue to provide the best and most efficient service possible to Gwent Police and the public. Implementation will continue into 2018/19.

RESOURCES

The vision for policing in Gwent is to develop the right balance between provision and re-assurance, which includes having a responsive Police service, well located Police stations and the modern forms of communication and technology to ensure officers are contactable and can provide an efficient, effective and economic service. As the Commissioner, I am responsible for the Police estate in Gwent which includes all of the Police stations, land and assets.

Despite the reduction in central funding to the Police service over the last several years, I am committed to working with key partners to ensure that we continue to provide a visible and accessible policing service which adequately responds to local need and provides assurance to the community. During the last year, this has resulted in:

- The opening of the new permanent Police provision in the centre of Caerphilly. This station meets all modern policing requirements and provides

a base for the Caerphilly Central neighbourhood team, increasing their community presence;

- Development of the new 10-year Estate Strategy that acknowledges the current opportunities for and constraints of modern policing and sets the direction for the estate improvements. The strategy sets out the vision, strategy, direction, principles and the drivers for change; and
- The decision to create a new Head Office building for Gwent Police, under the first phase of the Estate Strategy review, including the purchase of land in Llantarnam, Cwmbran (where the new Head Office will be based) from the Welsh Government. The cost of designing, building and moving to a new site is significantly less than the expense of renovating the current HQ site, which has high potential re-sale value and provides a prime development opportunity. Initial design proposals include a state of the art building that would allow Gwent Police and my Office to introduce 'agile working' across all areas and assist its move towards 'Digital Policing'. The new building will also include new energy saving features designed to reduce running costs and the carbon footprint of Gwent Police. The new building will be 50% cheaper to run than the current site. The project is due to start on site in the autumn of 2018.

OUR COMMITMENT TO COLLABORATION

During 2017/18, the OPCC has successfully contributed to attracting a significant amount of funding into Gwent to deliver key projects and schemes.

- (a) Approximately £6.8 million from the Police Transformation Fund was awarded for a 3-year period to the Wales collaboration to design and implement initiatives to tackle issues linked to 'Adverse Childhood Experiences' (ACEs) - a range of traumatic and stressful events that children can be exposed to while growing up. The collaborative programme between Gwent, South Wales, North Wales and Dyfed Powys Police and Crime Commissioners, Police services and Public Health Wales will enable each area to identify and address the need for early intervention and preventative activity when adverse experiences are evident, where families are at risk of poor outcomes, and the associated impact on policing and partners in terms of vulnerability and crime. Gwent's approach will allow us to develop a clear vision of what an effective multi-agency response looks like. The first phase of the programme is due to be completed by July 2018. In this time, robust governance arrangements will be established to enable close working with the five Public Service Boards in Gwent.
- (b) A further £1 million of Big Lottery Funding was also secured to further develop the Missing Children's Hub to focus on Child Sexual Exploitation, Human Trafficking and Modern Day Slavery. To show Gwent's commitment to

tackling these issues, a partnership agreement was signed by Gwent Police, the five local authorities in Gwent, Aneurin Bevan University Health Board, and Bron Afon Housing.

- (c) £30,000 from the Police Transformation Fund to support the continuation of the Wales Integrated Serious and Dangerous Offender Management (WISDOM) programme in Gwent.

PROVIDING EXCELLENT SUPPORT TO ALL VICTIMS

One of my priorities aims to provide excellent support for all victims of crime with a particular focus on preventing further serious harm. As Commissioner, I retain the responsibility for the provision of victims' services within Gwent. My Office continues to monitor Gwent Police's response to victim and their satisfaction with the service they have received.

CONNECT GWENT

Connect Gwent was launched in 2015 to provide an improved multi-agency service for all victims in Gwent. Continued delivery of effective support to victims has resulted in many more people accessing Connect Gwent during 2017/18. During the year, 23,528 referrals were received including 741 additional referrals made by Gwent Police officers. Self-referrals and other agency referrals have also increased by 34% compared to the previous year. In addition, 188 people were provided with specialist financial abuse support and 347 people accessed services as victims of hate crime.

Satisfaction surveys for the Connect Gwent service undertaken during the period showed that:

- 81% of people have improved or maintained health and wellbeing;
- 73% have increased feelings of safety; and
- 89% have increased confidence and knowledge of opportunities and services.

My Office has been fully involved in Connect Gwent's review of victim support provision and I have agreed to re-invest in services for children and young people to ensure that there is parity with levels of provision for adults. We will continue to monitor this area closely as we implement the Wellbeing and Vulnerability Strategy, which will address the needs of the most vulnerable within our communities whilst working in partnership as one public service wherever possible.

In 2017/18, Wales had the worst record of all 13 Crown Prosecution Services in the UK due to witnesses not attending court. Gwent performed best of the four Welsh regions in this area but significant improvements were required. To better understand the issues preventing victims and witnesses from attending court, the Gwent Criminal Justice Strategy Board proposed a research project to help develop

recommendations that improve engagement with these processes and achieve the best outcomes for all stakeholders. The project would also help to develop appropriate changes and responses to support improved attendance and victims' and witnesses' experiences of the criminal justice process and systems. A research proposal was developed between my Office and Connect Gwent and subsequently agreed by the relevant partners. The project will go out to tender later in 2018 with the aspiration for work to commence by late summer.

We continue to recognise the changing demands on policing and the roles that my Office and Gwent Police perform by protecting the most vulnerable in our communities. We also recognise the importance of supporting diversionary and preventative activities and working closely with individuals displaying risky and often criminal behaviour. In this time, my Office has:

- Supported the creation of a dedicated Human Trafficking Team within Gwent Police. The team will help to build a detailed picture of Human Trafficking issues across the area, raise awareness and provide training to Police colleagues, and build deeper relationships with partner agencies. Human Trafficking is a growing issue and the launch of this new team consolidates our commitment and determination to lead the way in this area by providing a firm foundation for preventing these crimes occurring across our communities in the first place; and
- Developed a joint Wellbeing and Vulnerability Strategy with Gwent Police that outlines our commitment to tackle and influence the root causes of vulnerabilities as identified through our policing demand. The approach is supported and underpinned by the policy and legislative frameworks set by Welsh Government through the Wellbeing of Future Generations Act, Social Services and Well-being Act and Public Health Wales' Adverse Childhood Experiences research. The Strategy is due to be launched in the summer of 2018.

IMPROVING MENTAL HEALTH SUPPORT

Following the successful pilot in 2017/18, I agreed to expand the Police Control Room Clinical Advisor (PCRCA) project in Gwent from one to six posts, including a Supervisor. Jointly funded by my Office and the Aneurin Bevan University Health Board, the project sees dedicated mental health specialists working alongside Gwent Police in the control room to ensure that when vulnerable people with a mental health illness or suffering a crisis come into contact with them, they receive appropriate care. This aims to reduce demand on Police officers where mental health is an underlying factor, manage risk and harm in relation to mental health crisis and ensure that appropriate care and support is delivered in a timely way.

The team has been in place since 12th February 2018. In this time they have dealt with 40 mental health consultations and 16 arrests under Section 136 of the Mental

Health Act following those consultations. This has resulted in a reduction in Police demand by 190 incidents. Of the five local authority areas, Newport provided the greatest demand and the peak time for intervention across all areas was early evening.

The project forms part of the commitment by my Office and Gwent Police to support the key principles outlined within the Wales Mental Health Crisis Care Concordat and I welcome the positive difference this service is making for people in crisis.

The mental health practitioner based at the Connect Gwent victims' hub in Blackwood also continues to provide specialist support for victims of crime with mental health requirements to help them cope and recover from their victimisation. Since April 2015, over 300 victims have been referred to the Wellbeing Practitioner based within Connect Gwent for psychiatric help.

During the year we also saw the introduction of the Samaritans into our Custody suite in Newport. This initiative provides all detainees with the Samaritans helpline number within each cell, so that anyone in need of support can contact them directly. We have also implemented a process for detainees leaving Custody to be referred for Samaritans support, as well as weekly visits to the Custody suite by their support workers. These measures will supplement our existing mental health processes in Custody and provide additional help to those at risk of crisis.

VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE (VAWDASV)

The OPCC is a member of the Gwent-wide VAWDASV Board. Working with the Safer Gwent partnership, we have continued funding for the provision of Independent Domestic Violence Advisors (IDVA) and an IDVA Co-ordinator for the region. Continuation of the service has ensured that all individuals referred for support:

- are provided with information and advice;
- are able to access appropriate services;
- are given safety planning advice to make them feel safer; and
- experience improvements in their well-being/quality of life.

During 2017/18, the IDVA service supported 734 victims, a continued increase from the 369 cases recorded in 2015/16 and 473 cases in 2016/17. The value of this service is indicated in the feedback from service users where, on average, 90% of them feel their wellbeing has improved and 75% feel safer after intervention and support. During 2018/19, through the opportunities presented via the ACEs project, consultation on the Domestic Abuse Bill and the joint Wellbeing and Vulnerability Strategy, I will work with Gwent Police and key VAWDASV partners to ensure the provision of interventions and services that are innovative, inclusive and meet the needs of survivors and victims. This will include minority groups, children and young people who experience domestic abuse and other forms of gender based violence.

I also continue to commission services for victims of sexual violence in Gwent. During May 2017, my Office and Connect Gwent reviewed the sexual abuse, violence and exploitation services in Gwent. The purpose of the review was to:

1. Scope the current services for child and adult victims of sexual violence, abuse and exploitation in Gwent, (to identify how they meet current demand, deliver effective outcomes for victims and prevent future incidents and abuse occurring); and
2. Provide an evidence base that I can use to inform the creation of a sustainable commissioning model for sexual abuse, violence and exploitation services.

The review provided six recommendations, which included the commissioning of an independent evaluation of the sexual abuse, violence and exploitation service and its impact across Gwent. This began in January 2018 with the evaluation report due at the end of April. This will provide the sustainable framework within which a collaborative funding approach can be implemented alongside and informing the development of the Welsh Government's national Sustainable Funding Guidance for Violence Against Women, Domestic Abuse and Sexual Violence which is due for consultation in 2018.

Implementation of all the resulting recommendations will take place during 2018/19, supporting my aim to launch a sustainable commissioning framework for all victims of sexual abuse and exploitation by April 2019.

Through Safer Gwent, I part fund, with Newport City Council, the Community Safety Projects and Performance Officer for Newport. Based within the Domestic Abuse Unit, this post ensures a co-ordinated approach to the provision of support for victims of domestic abuse within Newport. The post also provides support for victims and support to partners including Newport City Council, Aneurin Bevan University Health Board, Newport Women's Aid, Llamau, BAWSO and Victim Support. This role is a critical link between these Newport-based services and services that are provided through the VAWDASV team and provides a co-ordinating role around Domestic Homicide Reviews. During the year, the Projects and Performance Officer provided co-ordination for the support of 130 victims of domestic abuse.

Another priority for the post is the reduction of ASB across the city. Whilst managing specific activities and projects, the Projects and Performance Officer also works throughout Newport's communities, including Pillgwenlly and Maesglas, to support community cohesion and the reduction of ASB in identified hotspots. This has included support and delivery of the recently developed Pill Area Focus Plan. The post also supported the co-ordination and delivery of the Gaer Fort Firebreaks Project — a partnership project led by SWFRS in conjunction with Newport City Council and CADW.

TACKLING ANTI-SOCIAL BEHAVIOUR

We have continued to work to reduce the affect and impact felt by people that experience ASB. Through the Safer Gwent Partnership, I fund the ASB Co-ordinator for Gwent who works with our ASB partners across the five local authority areas, including Newport's Community Safety Projects and Performance Officer, to ensure a more joined-up approach to the services and support provided to our affected communities.

Part of this has involved building community confidence through a series of Community Days for areas experiencing high levels of ASB. Delivered in partnership with a wide range of services including the OPCC and Connect Gwent, the days aim to raise awareness of the various agencies that are working together to tackle ASB, increase their confidence in public services and their feelings of safety in their communities. Attendees were surveyed at the start and the end of the day to assess whether the objectives had been achieved all expressed a positive change in their feelings of safety and their awareness of and confidence in the services. Newsletters and follow up visits, calls or letters were completed after the event and a number of people self-referred themselves for support at the events. Six events were held in 2017/18 with more planned for 2018/19.

There has also been a focus on early intervention to break the cycle of generational ASB and crime. Work has been undertaken with local authorities and communities to identify public areas at risk of ASB or criminal activity and improvements made to those environments to make them more attractive for community use (for example, subways and covered walkways). Partners have also been supporting children and young people into positive, diversionary activities and we have seen the roll out of Multi Agency Pupil Intervention (MAPI) meetings in schools

Local Police and fire data has been successfully used to identify recurring ASB hotspots create partnership action plans that tackle the issues in those areas. Through Safer Gwent, I funded the ASB and Deliberate Fire Reduction Project, a collaborative approach between Gwent Police and SWFRS to address an ongoing community issue identified through the joint data. The successful project has delivered educational intervention to 33 primary and secondary schools across the Gwent area over the period of the project, resulting in over 7,000 pupils receiving input on ASB, deliberate fire setting, vehicle crime and misuse of scooters and motorcycles.

'Operation Bang' was implemented to reduce ASB associated with Halloween and Bonfire Night and resulted in a reduction of 47% of reports for 2017/18 compared to the previous year. There are now plans to extend this across Gwent for 2018/19:

Plans to develop this work across 2018/19 will help to address identified gaps in support and will continue the excellent work with communities and partners to support local efforts to deal with ASB.

CORPORATE ACHIEVEMENTS

The OPCC also saw success across a range of other initiatives linked to our corporate role and responsibilities and the maintenance of the standards achieved by the organisation.

PUBLIC RESPONSE UNIT

The Public Response Unit (PRU) was launched in April 2016 to provide an improved level of service for the public by ensuring that any dissatisfaction with Gwent Police is dealt with as quickly and effectively as possible before it evolves into a more serious complaint.

The unit was established to promote openness, transparency and efficiency and to provide an appropriate response in a timely manner. It complements the work of Gwent Police's Professional Standards Department (PSD) which handles complaints of a more serious nature against officers and staff while also encouraging members of the public to tell them about their experiences of the service they have received.

Since its introduction, the PRU has:

- Dealt with 1,049 incidents in total;
- Successfully completed 1,001 incidents with no further action to be taken regarding the matter reported;
- Referred 34 incidents to the PSD for resolution; and
- Contributed to a reduction in Police complaints.

The annual survey for 2017/18 will be undertaken throughout May 2018 to measure the impact the PRU has had on the confidence and satisfaction of people that engaged with the service during the year. The results will be used to help identify any areas for improvement or of good practice that can be shared nationally. The PRU continues to develop to be flexible, adaptable and responsive to deal with all initial communication regarding complaint-related matters.

POLICE APPEALS TRIBUNALS (PATS) AND LEGALLY QUALIFIED CHAIRS

My office is responsible for appointing Legally Qualified Chairs and Independent Panel members who sit on Misconduct Panels alongside a senior police officer. During 2017/18, I have continued to support the training and development of the Legally Qualified Chairs. I have also made a decision along with the other Welsh PCCs to join our schemes in order to provide resilience for each other and to take a more consistent approach.

The OPCC also supports the arrangements for Police Appeals Tribunals which involves appointing a Chair and retired Police officer of an appropriate rank from a list of Home Office appointees in addition to a chief officer from another Police area. These take place should an officer or special constable challenge any findings of an Independent Misconduct Panel against them.

These hearings are held in public and follow the principles of openness and transparency.

COMPARING OUR POLICE AND CRIME COMMISSIONERS (COPACC) TRANSPARENCY AWARD

For the third year in a row, my Office was presented with the national Quality Mark for Transparency by the Police governance expert CoPaCC. The organisation was recognised for excellent performance in providing the public with key information in an accessible format on our website. CoPaCC is an independent national body that monitors Police governance. We hope to achieve the Transparency Award again in 2018/19 by continuing to demonstrate good governance and transparent public information practices.

FREEDOM OF INFORMATION COMPLIANCE

The OPCC received 19 Freedom of Information (FOI) requests during 2017 and achieved 100% compliance with the legal requirement of responding to all requests within 20 working days. This provides confidence to the public that we take these requirements seriously and has a positive impact on public confidence. Most requests received concerned Finance and Complaints queries. Previously, FOI recording has been undertaken on a calendar year rather than a financial year basis. Commencing in 2018/19, this will be aligned with the financial year.

The OPCC maintains a **Publication Schemes** that commits us to making information available to the public as part of our normal business activities. The scheme sets out:

- What information the OPCC publishes or intends to publish;
- How we will publish this information; and
- Whether the information will be available free of charge or on payment.

The Publication Scheme is updated in line with changes to FOI legislation, guidance issued by the Information Commissioner's Office and any other statutory requirements to publish information.

GENERAL DATA PROTECTION REGULATION

The General Data Protection Regulation (GDPR) comes into force on the 25th May 2018 bringing with it a number of changes to the ways in which we hold and use your personal data. During the year we have been working towards ensuring our compliance with the new requirements.

We arranged an all-Wales OPCC GDPR awareness day and invited the Information Commissioner's Office to provide advice and question and answer sessions to address any queries on the new legislation. Feedback on this event was extremely positive with all staff in attendance finding the session beneficial. It has been agreed that further all Wales training days will take place in the future.

It was also agreed that an all-Wales role would be created to support OPCCs in ensuring they are compliant with the requirements of the Regulation. Recruitment for the initial fixed term role for 12 months commenced in March 2018; it is hoped that a successful candidate will be appointed soon after April.

An OPCC GDPR action plan was developed to ensure the organisation achieves compliance. This has included:

- Updating the Subject Access Request page on our website to ensure accurate information is provided for the public who wish to access the personal data we hold on them;
- Development of a data breach reporting process in conjunction with Gwent Police. This will ensure all staff are aware of how to report a data breach and will allow them to be monitored and dealt with as appropriate; and
- Development of Privacy Notices that are GDPR compliant. These notices will inform the public as to how we process any personal data that we hold on them.

We will continue to monitor our compliance as we enter into the new legislative arrangements.

VOLUNTEER SCHEMES

INDEPENDENT CUSTODY VISITOR (ICV) SCHEME

The OPCC continues to actively engage with its volunteers. The ICV Scheme allows volunteers to attend Police stations to check on the treatment of detainees, the conditions in which they are held and whether their rights and entitlements are being observed. It offers protection to both detainees and the Police and provides reassurance to the community at large. Throughout 2017/18, there were 10 scheme volunteers who conducted 43 visits. This resulted in:

- 73.2% of detainees in custody during visiting periods accepting a visit by the ICVs;
- 98.5% of issues identified by ICVs being addressed by the custody sergeant at the time of visit; and
- Only one issue being escalated to the OPCC which was addressed immediately by the Custody Inspector. This related to Custody Detention Officers not allowing ICVs to introduce themselves to detainees.

On 7th July 2017, I hosted a visit by Katie Kempen, the Chief Executive of the Independent Custody Visiting Association (ICVA). During the day we toured the refurbished custody suite in Newport and met with members of staff, including the custody sergeant and nurse. Katie spoke positively of her visit and later shared her experience on her blog, praising the attitudes of staff and the use of technology within the custody suite.

The Animal Welfare Scheme enables members of the local community to visit, observe and report upon the conditions under which Police dogs are housed, trained and transported. During the last year, 11 checks were carried out by five scheme volunteers. Outcomes from the visits are recorded by the OPCC and shared with Gwent Police to ensure that any issues or concerns raised by the volunteers are addressed.

Working with Gwent Police, the OPCC continues to use the resulting feedback from our scheme members to help ensure a suitable focus on the welfare of detainees in Police custody as well as any police dogs, and to provide public assurance of appropriate standards in each case.

Recruitment processes were undertaken in 2017/18 for both schemes. Four Animal Welfare volunteers and three Custody Visitors were successfully appointed from October 2017.

STRATEGIC EQUALITY PLAN 2016-2020

In April 2016, we published our first joint **Strategic Equality Plans (SEP)** with Gwent Police. The first joint Annual Report for 2016/17 was published in September 2017 to demonstrate how we are performing against the objectives in the SEP.

As part of the work undertaken this year, an Equality Framework has been developed to improve the quality of data received regarding communities being actively engaged with and represented in decision making processes. The Framework will also identify any disproportionate impact on particular communities across a range of policing activities.

I will continue to monitor Gwent Police's performance against the objectives in the SEP which will be reviewed and refreshed in 2018/19 to ensure that the measures are relevant and reflective of the Wellbeing and Vulnerability Strategy and any changes to the Police and Crime Plan 2017-2020.

KEEP SAFE CYMRU SCHEME

Work commenced between the OPCC and Gwent Police to implement a Keep Safe Scheme for Gwent. The Scheme is designed to help people that may find it hard to speak to the Police on the telephone or in person when in a potentially stressful situation, for example, in custody, during a mental health crisis or providing a witness statement.

Registering with the scheme means that Gwent Police will have access to specific information regarding an individual's communication needs to help ensure they receive the right support during engagement. Information held will include health conditions, a person's communication needs and how the person can be supported when they make contact (whether as a victim, witness or offender).

The OPCC and Gwent Police are jointly developing a training package for Force Control Room staff which will be delivered in partnership with stakeholders. Following the roll-out of the training and an awareness-raising campaign with frontline Police officers and staff, the Scheme will be launched across Gwent during late 2018/19.

WELSH LANGUAGE

Separate Welsh Language Standards⁷ were issued to the Chief Constable and I by the Welsh Language Commissioner in September 2016

During the year, my Office has continued to work closely with Gwent Police through phases one and two of implementation in support of our shared commitment towards the provision of a bilingual service. As part of this work, we have:

- Held regular meetings of the joint Welsh Language Board to oversee progress for implementation and continued compliance;
- Published a Welsh Language Annual Compliance Report for the OPCC for 2016/17 that highlighted the work undertaken during implementation of the Standards and reported on the statutory Information required;
- Recruited a joint Welsh Language Translator with Gwent Police to help us meet some of the demands of providing a bilingual service;
- Continued to engage with partners through the medium of Welsh; and
- Implemented compulsory Level 1 basic Welsh language sessions across all Police Officers and staff that are below a minimum threshold for language skills. My staff and I have all undertaken the 90 minute class and we have one member of staff who enrolled onto the first year of a Welsh language course.

Our joint Welsh Language Policy Officer has taken a proactive part in developing our Welsh language training provisions, engaging with partners on an all-Wales basis and designing internal initiatives to support the use of Welsh in the workplace.

We continue to work together towards final compliance of the outstanding Standards during 2018/19 and will publish our Annual Compliance Reports in September 2018.

HOLDING TO ACCOUNT

One of my core duties is to hold the Chief Constable to account. To ensure the delivery of an efficient and effective Police service, performance outcomes are agreed with the Chief Constable. Through effective monitoring and scrutiny, the OPCC supports me to ensure the continued development and improvement of the policing service in Gwent.

During the year I have:

- Held the Chief Constable to account at my **Strategy and Performance Board** meetings which are held in public to maximise transparency;
- Held the Chief Constable to account for reporting of data incidents and breaches and subsequent plans to review the processes currently in place;
- Implemented with Gwent Police a revised Performance Framework for the Police and Crime Plan and the Gwent Police Delivery Plan that ensured a continued focus on areas for improvement identified by HMICFRS;
- Supported the development of the Force Management Statement to meet HMICFRS requirements;
- Continued to review and challenge, where appropriate, the Chief Constable's delivery of the Staying Ahead 8 transformational change programme;
- Monitored Gwent Police's progress in preparing for compliance with the GDPR requirements; and
- Participated in Gwent Police's review of their internal meeting structure to ensure appropriate representation as a critical friend at the operational and strategic forums and to enable feedback to the OPCC.

I have reviewed the timings of Strategy and Performance Board meetings to align them with meetings of the Police and Crime Panel. This has reduced the frequency of meetings from every other month to quarterly, with further additional meetings able to be held if I believe they are necessary. This allows all issues to be discussed at a strategic level between the OPCC and Gwent Police prior to informing the Panel. This ensures that the Panel are provided with accurate information, enabling them to hold me to account in a more precise way and providing the public with confidence that I am undertaking my role in holding the Chief Constable to account for meeting the priorities as set out in my Police and Crime Plan.

THE POLICE AND CRIME PANEL

The Police and Crime Panel examines the actions and decisions of the Commissioner, promotes openness and transparency in the undertaking of Police business and provides support in the effective exercise of the Commissioner's functions. The Panel is also responsible for complaints regarding the Commissioner's conduct when carrying out his role. During the year, the Police and Crime Panel dealt with three complaints regarding holding the Chief Constable to account. Information on these complaints will be published at the end of the financial year, in line with the statutory requirements placed on me in this regard.

During the year, Panel members were consulted on a wide range of projects, activities and initiatives undertaken by the OPCC, including:

- Setting the Precept;
- A confirmation hearing for the appointment of the Chief Constable;
- Monitoring the Implementation of the Police and Crime Plan 2017-2021
- Production of the Annual Report for 2016/17;
- Production of the Estate Strategy and the joint Engagement and Communications Strategy 2018-2022;
- Production of the OPCC Performance Framework;

- Financial performance throughout 2017/18; and
- Continued improvements to the service provided by the 101 non-emergency number.

Panel members are also given opportunity to observe OPCC and Police-related activities to support their scrutiny function. This included visiting the Force Control Room in relation to the 101 non-emergency number and attending the Diversion Stakeholder Engagement Seminar.

The OPCC will continue to support me in my engagement with the Panel and in addressing any recommendations made as a result.

HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE AND RESCUE SERVICES

HMICFRS reports during the year confirmed the excellent work undertaken by Gwent Police in continuing to improve the provision of policing services to the public of Gwent. For the third year running, each area inspected resulted in at least an overall judgement of GOOD. In particular, it has been positive to see recognition of our investment in mental health and the way we deal with and support vulnerable people. We continue to support the Chief Constable in addressing any areas for improvement that are identified during inspection processes.

As required by Section 55(5) of the 1996 Police Act, the OPCC has complied with statutory timescales in providing a written response to the Home Secretary on all HMICFRS Inspections relating to Gwent Police. The public can see the inspection results and any actions being taken by me and the Chief Constable regarding areas for improvement. I will continue to comply with statutory timescales and ensure that the public and Police and Crime Panel are kept fully apprised of HMICFRS results and our responses.

CRIME REPORTING

Over the last financial year, overall crime in Gwent has increased by almost 19%. This rise mainly relates to offences of criminal damage, public order, and violence without injury, all of which have increased substantially. Gwent Police has experienced average rises in crime of 14% per annum since 2015, suggesting that this will continue in the next financial year.

An increase in crime can reflect a range of factors. These include continuing improvements to crime recording, more victims feeling confident to report both new and historic crime, as well as genuine increases in some crime categories. Gwent is seeing considerable rises in crimes where under-reporting has historically been an issue. However, Gwent Police has seen a decline in both burglary and vehicle crime (reductions of 18.6% and 5.3% respectively) between 2015 and 2018. In line with national statistics, we are seeing rises in some higher harm, lower volume crime types. This means that the number of offences in these categories are lower, but the harm they cause to individuals and communities is significant. Together with our

partners, we will continue to focus on these crimes and place ever-greater emphasis on prevention.

Overall, crime is significantly lower than it was in the mid-nineties. In 1995, the Crime Survey of England and Wales (CSEW) estimated around 4 in 10 adults to have been a victim of crime. According to the CSEW, in the year ending March 2018, excluding fraud and computer misuse, around 1 in 7 adults were a victim of crime.

You can rest assured that the Chief Constable and I will be working together to monitor emerging trends and the factors that drive change so that we can continue to ensure that Gwent is a safe place for everyone.

PUBLIC CONFIDENCE

I am committed to raising the level of public confidence in the service that Gwent Police provides. The Gwent Police Local Public Confidence Survey is designed to assess how residents view the service provided. The Local Public Confidence Survey for April 2017 to March 2018 shows that:

- 67% of respondents thought the police in their area are doing a good job, a decrease of 1% from 2016 to 2017
- 67% believe Gwent Police deal with the issues that matter in their community, an increase of 6% from 2016 to 2017
- 5% of residents (48 people) said their confidence had gone up

In addition, Gwent Confidence findings from the CSEW highlight the following:

Gwent Police (CSEW Findings)	Year to Dec-16	Year to Dec-17	Change
Community understanding	66.8%	62.3%	-4.5%
Confidence	65.0%	67.9%	2.8%
Fair Treatment	58.9%	63.6%	4.6%
Police deal with community priorities	54.6%	52.0%	-2.6%
Police do a good or excellent job	50.8%	50.9%	0.0%
Police or council dealing with crime	55.6%	58.5%	2.8%
Reliable	51.1%	54.0%	2.9%
Respect	85.1%	85.1%	0.0%

It is important that our communities have confidence in the delivery of their local policing service if they are to feel safe. I will continue to monitor public feedback and local and national data to assess the impact of Police Officer recruitment and other work to improve public confidence levels for 2018/19.

VICTIM SATISFACTION

Over the last 12 months, Gwent Police has seen an increase in reporting from victims of hidden crime. Hidden Crime is that crime which is not easily reported or uncovered. It includes child abuse and sexual exploitation, hate crimes, domestic abuse, forced marriage, modern slavery and human trafficking, and honour based violence.

There will be a genuine rise in some of these crimes, but I am confident that the increasing numbers of reports reflect improved public awareness of offences and increased confidence in reporting. Increasing volumes of recorded crime, particularly in under-reported areas of violence and sexual offending, means that there will be more victims requiring services. Whilst we currently have excellent provision in place for victims, to assist with meeting the projected increase in demand, my Office and Gwent Police have together commissioned the University of West England to undertake research to help us appreciate victims' needs more fully. When this work is complete, we will have a better understanding of how we can improve our service further.

To help us understand how satisfied victims of crime are with the service they have received, we undertake surveys to enable us to monitor our victim support and make improvements if victims feel they have not received the support that they deserve. Victim satisfaction levels over the last year are as follows:

Overall Satisfaction	2016/17	2017/18
Crime Victims	83.03%	78.90%
Anti-Social Behaviour Victims	76.7%	80.10%
Victims of Burglary	88.80%	81.20%
Victims of Vehicle Crime	80.40%	75.20%
Victims of Violent Crime	79.90%	80.30%
Victims of Racist/Hate Incidents	80.30%	87.80%
Victims who are white	81.80%	82.15%
Victims who are BME	74.73%	84.88%
Victims who have a disability	80.30%	78.00%
Victims who have no disability	80.80%	80.30%

Satisfaction of Victims of Crime	2016/17	2017/18
Ease of Contact	89.73%	91.37%
Actions Taken	81.03%	75.43%
Being Kept Informed	75.03%	66.60%
Treatment	91.50%	90.30%

Satisfaction of Victims of Anti-Social Behaviour	2016/17	2017/18
Ease of Contact	83.10%	84.70%
Actions Taken	71.40%	76.30%
Being Kept Informed	61.70%	61.50%
Treatment	87.90%	89.70%
Felt their report made a difference	52.60%	56.50%

Staff from the OPCC took part in an in-depth review of victims' services via the Crime, Justice, Policing and Partnership Board within Gwent Police. Following this process, I have been assured that there will be a focus on 'keeping people informed' as this is

a key concern for victims in Gwent. We will continue to monitor the way Gwent Police provides support for all victims of crime to ensure that people are satisfied with the service they have received and that they feel more confident to report crimes and incidents when they occur.

JOINT AUDIT COMMITTEE

The **Joint Audit Committee** (JAC) provides independent assurance of risk, internal control, scrutiny and oversight of financial performance reporting processes for both the Commissioner and the Chief Constable. During 2017/18 the JAC held four formal meetings along with four 'deep dive' sessions to aid members' wider understanding of the work undertaken by the OPCC and Gwent Police. These sessions focused on:

- The new Operating Model for Gwent Police;
- Cybercrime;
- An update on the work around protecting vulnerable people; and
- Improvements to the Force Control Room.

In September 2017, the JAC published their Annual Report for 2016/17 alongside the Statement of Accounts, detailing the work undertaken over the year and their focus for 2017/18. The Annual Report provided assurance to the Chief Constable and I of the robustness of the work undertaken by the JAC during the year. Work is currently underway to produce the 2017/18 Annual Report.

LEGITIMACY SCRUTINY PANEL

We continue to work to ensure that Police powers are used correctly in Gwent. In September 2017, the OPCC Stop and Search Dip Sample Group was expanded to include scrutiny of all use of force exercised by Gwent Police and renamed the Legitimacy Scrutiny Panel. The Scrutiny Panel continues to be co-ordinated by my Office and examines stop and search and use of force body worn camera footage, related performance data and stop and search records twice a year.

The results are provided to my Office and Gwent Police with any recommendations and observations arising from the exercise that are considered alongside national and local improvement plans. We will continue to work closely together to ensure an appropriate focus on improvements where they have been identified.

WORKING IN PARTNERSHIP

Great emphasis has been put on building partnerships over the last year. The Police cannot be responsible for policing and crime alone and most problems are best solved by the whole community working together. This 'one public service' approach is strongly embedded in the way the OPCC and Gwent Police work here in Gwent.

PUBLIC SERVICE BOARDS

The Well-being of Future Generations (Wales) Act 2015 provides real opportunities to ensure that service providers focus on long-term, sustainable outcomes for current and future generations. The statutory Public Services Boards (PSBs) created by the Act, which have now replaced Local Service Boards (LSBs), have a crucial role to play in maintaining the health, independence and well-being of all people across Wales, and in ensuring that their lives have value, meaning and purpose.

As a statutory invitee to each of the five PSBs in Gwent, my Office maintains support for the partnership approach that is the basis of the PSBs' work in Gwent. We have continued to work with each of the five PSBs through the year as they have developed their action plans for implementation in autumn 2018.

We have been closely working across the PSBs with regards to the delivery of the Gwent-wide focus on ACEs to ensure a joined-up approach to partnership working. This will continue through 2018/19 as the programme is developed and implemented.

The Wales Audit Office review of the community safety arena in Wales during 2015/16 identified a mixed picture in terms of PSB consideration of community safety issues across Wales. It suggested that, as a minimum, PSBs should take Community Safety Strategic Assessments into account as well as considering Police and Crime Plans when setting their wellbeing objectives. To support our commitment to the review, my Office facilitated a Welsh Government event in Gwent to consult on their response to the WAO report. This was very successful and resulted in the Welsh Government producing a set of recommendations that have been incorporated into the proposal to the PSBs that the Safer Gwent partnership delivers against the recommendations as part of its co-ordinated work programme across Gwent.

We continue to work with the Newport PSB to retain oversight of the ongoing co-ordinated targeted activity to address the pressing issues raised by the community. This includes the successful activities to tackle ASB in Newport City Centre which began in December 2017 and will continue into the summer of 2018.

We are working with Caerphilly PSB in support of the development of the Lansbury Park Coalition for Change. The partnership seeks to positively influence and modify the way services are delivered in the area to enable a long-term culture change within the community. The group is currently researching other coalition for change models to help inform the development of the local project.

In Torfaen, the PSB is currently developing a 'place-based priority' approach to develop a set of proposals that focus on the PSB's objective to *'prevent or limit the impact of chronic health conditions through supporting healthy lifestyle behaviours'*. This approach aims to establish how the PSB partners can best work together to

maximise local wellbeing. It is anticipated that the pilot, running in the Blaenavon area, will commence from April 2018.

ALL WALES POLICING GROUP

The four Police and Crime Commissioners and Chief Constables of Wales continue to meet every quarter to discuss strategic issues, to identify how best they can work together to prevent crime and protect victims of crime from serious harm and to further opportunities for collaboration. The Commissioners and Chief Constables also consider the current and future Policing requirements for Wales.

The All Wales Policing Group has engaged with key partner organisations such as HMICFRS, the Association of Police and Crime Commissioners (APCC), Wales Council for Voluntary Action, Independent Child Trafficking Advocates and the Wales Local Government Association. An All Wales Deputy Chief Constable supports the work of the group.

SAFER GWENT

I am responsible for commissioning and developing services that deliver against community safety priorities in Gwent. Established by the OPCC, Safer Gwent works with key community safety partners across the five local authority areas. The group brings together representatives from the local authorities, the local health board, registered social landlords, youth offending services and the probation and rehabilitation services. It provides a strategic and joined-up approach to achieve better community safety outcomes in tackling issues such as ASB, community cohesion, preventing re-offending, and supporting victims. This partnership approach received recognition as Good Practice by the Wales Audit Office in its 2016 report, *Community Safety in Wales*.

Through its agreed strategic priorities and using funding opportunities that I have provided, Safer Gwent has supported the commissioning of projects valued at over £600,000, including funding the provision of:

- The successful SWFRS ASB and Deliberate Fire Reduction project, which was supported by Safer Gwent in 2017. In addition to continuing to engage with young people within communities across Gwent to reduce the number of arson attacks, deliberate fires and fire related ASB such as attacks on firefighters and hoax calls, the project will look at additional areas including ACEs and Truancy;
- The Gwent Regional IDVA Service and IDVA Co-ordinators to continue to address the safety of victims at high risk of domestic abuse across all areas of Gwent and the positive impacts shown in the last year;
- Support for the Youth Offending Service to employ three dedicated Victim Workers to continue to support critical areas of youth offending services work and enhance and maintain service delivery across Gwent;

- The Gwent Regional ASB Service and Co-ordinator to ensure continued funding for local Community Safety Teams. Positive outcomes in tackling and reducing ASB and supporting victims of ASB have already been seen during the year including delivery of the partnership Community Days; and
- A Projects and Performance Officer to ensure the continuation of a co-ordinated approach to the provision of ASB reduction and domestic abuse services across Newport via the Community Safety Project. The post has developed community links to aid cohesive communities across the city and support the co-ordination of a multi-agency response to community tensions.

Within this, I have also provided funding to support the Safer Gwent partnership, contributing towards a Safer Gwent Analyst and a Safer Gwent Co-ordinator.

The Safer Gwent Analyst provides shared data analysis and other work to inform the activities of the partnership and support the delivery of strategic community safety across Gwent. Based within Gwent Police, the Analyst is responsible for producing the Safer Gwent Strategic Assessment which helps to influence and inform partner's decision making processes around community safety.

The Analyst is widely supported by the Safer Gwent Co-ordinator who facilitates, co-ordinates and provides administrative support to the Safer Gwent partnership and its associated working groups in addressing community safety issues. Based within Caerphilly County Borough Council's Community Safety Partnership Team, the Co-ordinator also monitors the partnership funding allocated to statutory and non-statutory community safety partners.

RESTORATIVE JUSTICE

Restorative justice has been shown to reduce re-offending by holding offenders to account for what they have done and helping them to take responsibility for their actions. It also gives victims the chance to meet or communicate with their offenders to explain the real impact of the crime and help them to recover from the crime. Following on from work undertaken in 2016/17, we have worked with partners to design and develop a restorative approach across all services in Gwent that:

- Is accessible to all victims across the whole of Gwent;
- Is victim-centred in its approach;
- Offers a better set of options for victims;
- Is efficient and in particular avoids duplication of effort and resources; and
- Is capable of being scaled up over time to develop a truly restorative county.

During the year, we commenced recruitment of a Restorative Justice Co-ordinator for Gwent. This role will help to provide oversight of the way services are delivered across the region and support a clearer and more unified approach to addressing any gaps and to establishing an effective restorative justice referral process across Gwent. The successful candidate will be appointed in April 2018.

POSITIVE FUTURES

Established in 2002 and funded by the Commissioner since 2013/14 together with other partners such as local authorities, Sport Wales, and Asda, the Positive Futures project is a sport based inclusion programme which uses sport and physical activity to mentor and divert young people away from crime and ASB. It provides one to one mentoring for young people and diversionary engagement programmes, training and personal development opportunities which can lead to qualifications or employment. It also offers comfortable engagement and learning environments for those young people affected by ACEs.

Around 10,000 individuals throughout Gwent engage with the programme annually and Gwent Police has continued to note a reduction in incidents of ASB in areas where the programme is active. Positive Futures was also a key partner in Operation Bang, during which time they engaged with over 1,000 participants and delivered 47 community sessions across the most affected areas of Newport.

STOP AND SEARCH 'KNOW YOUR RIGHTS'

During the year, work began to further develop our Gwent-wide programme to raise awareness of people's rights if they are stopped and searched by the Police. Initially undertaken in conjunction with Positive Futures and Gwent Police, in May 2017, the School Liaison Programme commenced delivery of the awareness-raising sessions with 10 sessions planned for delivery by April 2018 within two schools from each local authority area. Initial feedback from the students was positive in regards to the information provided and their engagement with the Police officers. A formal evaluation process will follow in May and the comments received will be used to help ensure that we continue provide this information in a relevant and inclusive way to all children and young people across Gwent.

CYBERCRIME

Policing continues to face significant challenges related to cyber related crimes and incidents. We have continued to invest in our resources to ensure that we are able to deal with new and existing threats. More than 50% of crime recorded now has an online element. This includes online scams, identity fraud and sexual exploitation. A significant amount of the budget I have allocated to Gwent Police is directed towards tackling and preventing cybercrime.

The bulk of online crime comes in the trafficking of child abuse images and this is why Gwent Police established the Police Online Investigation Team (POLIT) in 2016, a dedicated unit to eliminate lengthy investigations into child abuse images. Our highly skilled police officers and digital forensics staff play a vital role in proactively seeking out those using the internet to view and exchange images of child sex abuse. The unit has had considerable success in placing attention on relevant evidence to ensure that convictions are achieved swiftly. To date, their work has resulted in 95 people being sentenced at court (related in indecent images), equating to 41 years of custodial sentences and 18 years of suspended sentences.

During 2017/18, Gwent Police introduced Operation Signature to safeguard vulnerable victims of fraud. When an online fraud is reported, trained financial investigators will attempt to trace the movement of credit through the banking system, and attempt to recover stolen money. A fraud safeguarding officer will visit vulnerable victims of crime offering support and crime prevention advice. A newly appointed Cyber Community Support Officer uses social media channels to provide the public with up-to-date advice on how to avoid becoming victims of online fraud. I now look forward to seeing the positive impact of Operation Signature in 2018/19 and beyond.

Based within the Learning and Development team, a new Digital Trainer post was also established to provide support for the delivery of cyber training packages for all frontline officers.

During the year, work has been undertaken to develop plans to enable all Control Room and Contact Centre staff to provide an improved response in case of cyber attack. In addition, approximately 300 staff across Gwent Police received training in mainstream cybercrime to enable an immediate response to such offences and Gwent officers participated in an All Wales Cyber Attack exercise.

The additional resources and training will continue to improve Gwent Police's investigative capability, assisting them in bringing offenders to justice and improving services to the public.

MODERN DAY SLAVERY AND HUMAN TRAFFICKING

In January 2018, I hosted the joint Modern Day Slavery and Human Trafficking event in the Senedd, sponsored by Assembly Member Joyce Watson. The event was targeted at key stakeholders and decision makers across Wales to mobilise individuals in positions of influence and to collectively and simultaneously raise the profile of modern slavery and human trafficking within their organisations and via their public platforms. The event hosted a 'pledge' board which was a visible representation of the commitment from delegates to this agenda. Over 100 delegates, including members of the Welsh Assembly signed the pledge to illustrate their ongoing commitment to eradicate modern day slavery and human trafficking.

In February 2018, my Office was successful in obtaining a small amount of funding from the Police and Crime Commissioner in West Yorkshire to raise awareness of modern day slavery and human trafficking across policing regions the UK. The funding will be used during 2018/19 to provide engagement and development events with survivors of trafficking and slavery and key stakeholders from the faith community, with an additional focus on refugees and asylum seekers, including children and young people and Unaccompanied Asylum Seeking Children (UASC). The events will enable the creation of a southern Wales Inter-faith approach to these crimes and will illustrate how the faith community can support, protect and prevent

modern day slavery and human trafficking. It is planned that this work will be completed by September 2018.

Also in February, Gwent Police launched a Modern Day Slavery and Human Trafficking Co-ordination Team. Working with Gwent Police and other partner agencies, the team will develop intelligence and support the investigation of forced labour and exploitation while acting as a single point of contact and co-ordination for any related incidents. Since being set-up, the team has been raising awareness of these issues with the Department of Work and Pensions and other community service providers. They have also been raising awareness within Gwent Police to support the identification of victims of exploitation in custody. This has included direct inputs to officers on training days and setting up information resources for frontline staff.

During the year, I commenced a review of modern slavery and human trafficking within Gwent. The review aims to ensure a robust evidence base that illustrates our priorities for tackling these issues as a Police service and jointly with partners. The OPCC is working with the key partners to ensure the review is robust. The review will be completed by June 2018 and the resulting recommendations taken forward through the national and regional anti-slavery partnership structures. The findings will provide more consistent approaches to these issues across the policing areas in Wales and better integrate activities between devolved and non-devolved organisations.

I continue to represent the four Welsh Police and Crime Commissioners at the Welsh Government's All Wales Anti-Trafficking Leadership Group, the All Wales Anti-Slavery Leadership Group and the Police and Crime Commissioner UK Network for Modern Slavery and Human Trafficking. This ensures that, alongside the work of the Gwent Anti-Slavery Group, we are actively contributing and influencing the national approach to tackling modern slavery and human trafficking.

WOMEN'S PATHFINDER DIVERSION SCHEME

Established in 2013, the Women's Pathfinder is an Integrated Offender Management (IOM) Cymru initiative that aims to 'design and deliver a women-specific, whole system, integrated approach to service provision for women who come into contact with the criminal justice system in Wales'. It supports the female on their journey through the criminal justice system from the point of arrest to release from prison, by ensuring that there is a multi-agency, co-ordinated response for each case. A key feature of the scheme is the provision of a multi-agency response to divert women (where appropriate) away from the criminal justice system and into community support and interventions at the earliest opportunity. The scheme was piloted in each policing area in Wales and has been running in Gwent since 1st October 2015. To date in Gwent, 248 women have been diverted through the Scheme.

A formal evaluation of the four pilot sites in Newport, Merthyr Tydfil, Haverfordwest and St Asaph was produced in April 2017 and concluded that the Scheme was considered a success. The participants benefited not only as a result of being diverted out of the criminal justice system and avoiding a criminal record, but also by receiving support that, in many cases, had not previously been accessed. They were found to have made progress in addressing their offending-related needs, experienced improvements in their resilience and general wellbeing and reported decreases in the practical problems they faced. When compared with a control group of women from an area where the Scheme was not operating, the diverted women were found to have a lower proven reoffending rate (20% compared with 27%) and a considerably lower re-arrest rate (18% compared with 35%). The Scheme also provides reductions in victimisation and costs to policing and other services, estimating that for every £1 spent, more than £2 was saved in policing terms alone.

There can be no doubt that the Scheme provides benefit to the society through reduced reoffending and the increased capability of the women involved to live more positive lives. I am involved in discussions with criminal justice partners, Welsh Government and the other Police and Crime Commissioners in Wales to take forward the recommendations from the evaluation whilst ensuring a continued commitment to delivering a successful diversion scheme for women across the whole of Gwent.

INCREASING ACCESS TO DIVERSION

In 2017/18, my Office, working with Gwent Police, developed proposals to provide diversion opportunities for all low level and first time offenders in Gwent, with a particular emphasis on vulnerable people. The provision will complement the existing Women's Pathfinder Diversion Scheme, by implementing a joined-up, multi-agency diversion programme for anyone over the age of 18, away from the criminal justice system and into community support and interventions at the earliest opportunity, where appropriate to do so.

In February 2017, the OPCC and Gwent Police held a Diversion Stakeholder Engagement Seminar to involve key statutory and third sector partners and service providers in the development of the project. The seminar provided information on the background for the proposals and an overview of the current schemes and services in place for young offenders, women and those with mental health or substance misuse needs. It also provided opportunity to consult with those present on the options available to us in delivering the programme, ensuring that their views are used as we continue to develop and implement the project in 2018/19.

GWENT DRUG AND ALCOHOL SERVICE (GDAS) AND GWENT-IRIS

Operated jointly between the OPCC, local Area Planning Board (APB) and the National Probation Service, GDAS provides the first Gwent-wide integrated drug,

alcohol and family intervention service for individuals, including offenders and communities affected by substance misuse. The criminal justice element is provided through the Integrated Recovery Interventions Service (IRIS).

The service received 3,275 referrals during 2017/18 and key achievements for the year include:

- Working with the Invisible Walls Wales project to increase the support provided to families affected by parental imprisonment;
- Organising the first substance misuse community information and support event in Rhymney as part of the work to address local concerns and ASB;
- Developing closer links with the Women's Pathfinder Diversion Scheme with the intention of identifying women who meet the criteria for IRIS engagement; and
- Actively participating in Operation Pathways outreach activities to positively impact on issues related to sex work within the Newport area.

COMMUNITY COHESION

Community cohesion plays a key role in the prevention and reduction of crime and ASB.

The OPCC, Gwent Police and partners continue to actively work together to create a Gwent that is integrated, cohesive and resilient. Underpinning this work is the Well-being of Future Generations Act and the vision for 'a Wales of cohesive communities'. The OPCC has been involved in a number of activities that support cohesion, including:

- Continued, active involvement in the Safe and Cohesive Communities Group that monitors progress of the Pill Area Focus Plan;
- Regular engagement with community groups including People First groups, Asylum Seeker and Refugee support services, a range of BAME (Black, Asian and Minority Ethnic) networks, LGBT (Lesbian, Gay, Bisexual and Transgender) forums and Community Connectors across Gwent;
- Supporting various campaigns linked to national initiatives, including Hate Crime Awareness Week, Black History Month, Transgender Day of Visibility, LGBT History Month and Disability Awareness Week;
- Funding support for projects that seek to tackle hate crime and increase community cohesion and feelings of inclusiveness among young people in Gwent; and
- Supporting Gwent Police's active recruitment of new Police Officers from our diverse communities.

In addition, in October 2017, the APCC highlighted Gwent's hate crime initiatives as national good practice. It is encouraging to see our efforts recognised at this level

and we will continue to support Gwent Police in this area to ensure a consistent approach in the future.

The OPCC is a member of the Hate Crime Criminal Justice Board Cymru. This ensures we have strategic oversight of the key issues across Wales that may impact on how we support our local communities, whilst enabling us to feed into the development of relevant Welsh Government strategies such as the Community Cohesion National Delivery Plan 2017-2020.

'HEDDLU BACH' MINI POLICE

In October 2017, the OPCC and Gwent Police launched the 'Heddlu Bach' Mini Police Officer scheme in Gwent - the first of its kind in Wales. Following Durham Police's engagement programme for children aged between 9 and 11, 3 schools from Newport were chosen to be the first to adopt the scheme. 58 pupils from Millbrook, Ringland and Pillgwenlly Primary schools were among the first to become 'Mini Officers'. Providing a real taste of policing for children at an early age, the initiative adds value to the already well-established Gwent Police Volunteer Police Cadets programme whilst giving them a voice to feedback to us on what matters most to them. The scheme is also aligned to the Home Office Modern Crime Prevention Strategy with regards to building character and resilience amongst young people.

Gwent's School Liaison Officers are delivering the programme to the volunteers, involving the children with community events and discussions on issues raised by the community 'Your Voice' process. They will also raise awareness of issues such as ASB around Halloween and Bonfire night with their peers.

Following its initial success, Gwent Police is in the process of expanding the Mini Police pilot. Working closely with representatives across all five local authorities, new pilot schools have been identified and plans are in place to expand this scheme to a further 20 schools across Gwent from April 2018.

PARTNERSHIP FUND

In July 2017, I announced that I had agreed to fund 82 of the applications that we have received into my Partnership Fund, totalling just over £299,000. The scheme awarded between £250 and £10,000 of cash seized from criminals and the sale of unclaimed found property, to projects that make a positive difference in their community. This includes money seized from organised crime groups. During this year, I proactively welcomed applications from projects which provided better opportunities for some of the most vulnerable and excluded people in the community

I announced the Partnership Fund for 2017/18 in January 2017 and a total of 234 applications were received. Some of the projects funded include:

FIGHT OF HIS LIFE

In May 2016 last year, 36 year Gareth Hughes from Chepstow was left paralysed

and fighting for his life after breaking his back in a motorcycle accident. When he woke up after six weeks in a coma, the former doorman, who enjoyed playing rugby, had lost five stone and was told that he would never walk again.

Lucky to be alive, Gareth faced a long recovery. One of his goals in life was always to take part in a boxing match. He has been supported in his recovery by training with 35 year old amateur boxer, Martin Lewis, who runs Bertie's Caldicot ABC. Martin, who has been awarded with an UK Disability Inclusion Training Certificate, is coaching Gareth at the club as part of his recuperation so that he can hopefully achieve his goal by taking part in wheelchair boxing.

VAN ROAD TRAILS

In Caerphilly, Van Road Trails were awarded £10,000 for a project to remodel the BMX and Mountain Bike trail on their site at Van Road near Caerphilly. The group hopes to attract new riders and divert young people away from potential criminal activity and anti-social behaviour in the process. Van Road Trails caters for all ages and they have a club which meets every Wednesday evening to help nurture local talent and provide a coaching service for all ages.

COMMUNITY SUPPORT

The Ebbw Vale Institute is one of 12 projects funded in Blaenau Gwent. The £4,000 they have been awarded will enable them to develop a hub which will provide information around crime prevention, victim support and addressing anti-social behaviour. In addition they will provide advice services for those affected or concerned by crime and will run a series of events with partners including a security marking event where people can bring bikes and property to be marked and a range of forum style events to establish a partnership response to particular areas of concern in the community.

Prior to the last round of the Partnership Fund, I chose to refocus the future of Partnership Fund from 2018/19 onwards.

Entitled the Police Community Fund, the new scheme will focus on providing support for Gwent's most disadvantaged areas, particularly for groups or organisations already working with young people in those areas. Community and partnership working will be central to the success of my Police Community Fund, with local Police teams working at the heart of these community groups and acting as the link between the OPCC, Gwent Police and the beneficiaries. As previously, the activities supported must have clear links to the priorities within the Police and Crime Plan 2017-2021. The Fund will also be aimed at other crime prevention initiatives as well as tackling poverty, and safeguarding the most vulnerable in our communities, without duplicating other funding sources.

More information on my new Police Community Fund will be published in 2018/19 and I welcome the opportunity to work more closely with Gwent Police in delivering its aims.

CRIME PREVENTION PANELS

The OPCC continues to provide funding support to the Crime Prevention Panels established within the Blaenau Gwent, Caerphilly and Torfaen areas of Gwent. Panels are supported by Gwent Police officers and are set up to assist with promoting activity, education and public awareness by publicising crime prevention initiatives that support the reduction and effect of crime on the community.

During the year we supported the merger of Risca and Blackwood Crime Prevention Panels which will enable a more effective response to issues in those areas. During 2018/19 we will continue to support the establishment of new Crime Prevention Panels in other areas. The OPCC will continue to work with all the Panels to ensure effective use of the funding provided.

IMPROVING THE CRIMINAL JUSTICE PROCESS

I continue to Chair the Gwent Criminal Justice Strategy Board. Work by the OPCC to review the local partnership arrangements has continued throughout the year to assess whether they are fit for purpose to lead improvements to the efficiency and effectiveness of the criminal justice system within Gwent. This has included consulting criminal justice partners on proposals to increase the public profile and transparency of the Board and introduce a framework to measure the effectiveness of the criminal justice system in Gwent.

The review is due for completion later in 2018/19. The outcomes will help to ensure that Gwent has an efficient criminal justice system that focuses on the needs of victims and witnesses whilst ensuring the most appropriate outcomes for those who offend.

LOOKING TO THE FUTURE

This has been another fulfilling year for me as your Police and Crime Commissioner and, one again, you can see from this report that we have achieved a considerable amount during this time. I would like to thank the Deputy Police and Crime Commissioner, Eleri Thomas, all of the staff in the Office of the Police and Crime Commissioner, and our partners across Gwent for their continued hard work and support in improving services for our residents during the year.

I would also like to thank the Chief Constable, the Chief Officer Team, all police officers, staff, and our volunteers for their hard work. I remain impressed by the unwavering enthusiasm, passion and commitment for their work, particularly those in frontline roles that often find themselves in challenging circumstances.

When I launched my Police and Crime Plan 2017-2021, it was of the utmost importance to ensure that it reflected what our residents had told me about their priorities and concerns. This has not changed. During 2018/19, I will be reviewing my Plan to make sure that it remains focused on addressing local concerns, whilst

enabling us to tackle issues such as modern day slavery and serious organised crime that are also having an impact on our communities.

Balancing the budgets remains one of the single biggest challenges all public services in England and Wales face. We continue to improve and evolve as a Policing service in Gwent, in spite of the sustained reductions in the budget, year after year. I am pleased that we were able to welcome over 200 new Police officers and PCSOs into Gwent during the last year, helping to provide greater reassurance within our communities and strengthening our frontline capabilities.

I will continue to monitor the Chief Constable's delivery of the Staying Ahead efficiency programme and use of resources whilst working with my fellow Police and Crime Commissioners in England and Wales to ensure that Police funding issues are addressed.

Since taking up office, I have remained encouraged by Gwent Police's performance and have confidence that the service will successfully undertake any improvements required to ensure that it is well-placed to meet both current and future demands.

Through 2018/19, we will further develop the way we protect our most vulnerable people. I look forward to launching our Wellbeing and Vulnerability Strategy and seeing the development of the work of the ACEs project. In addition, I will be implementing the recommendations from the Modern Day Slavery and Human Trafficking review, and the new commissioning framework for victims of sexual assault, violence and exploitation. The introduction of the Keep Safe Cymru Scheme to Gwent will also help to improve the way we deliver our Policing services to vulnerable people.

I also look forward to seeing the development and continuation of a number of other key priority areas, including:

- Implementing my Police Community Fund;
- Working with the PSBs to support the progression and implementation of their key priorities;
- Developing a consistent approach to Restorative Justice through the Restorative Justice Co-ordinator for Gwent;
- Supporting improved local criminal justice performance through the Criminal Justice Strategy Board review;
- Working with Gwent Police to support their Representative Workforce Strategy and Plan;
- Continuing to prevent and reduce ASB through effective partnerships and projects;
- Rolling out the 'Heddlu Bach' Mini Police programme;

- **Delivering my Estate Strategy, including the new Head Office building; and**
- **Working with partners to implement our whole system approach to diversion from Police custody.**

Central to all this is our continued commitment to engagement with our communities and partners. Without their co-operation and support it would not be possible to undertake the breadth of activity required to address the issues and problems identified across Gwent, with such significant and positive results. I will continue to maintain and foster strong links between the voluntary and community sector and my Office, and develop opportunities and services that meet the emerging needs of our communities.

I will continue to work with the Chief Constable and other partners to ensure that people who live in, work in, or visit Gwent are safe and that policing and crime reduction services are delivered effectively whilst demonstrating value for money. I also want to ensure that the OPCC and Gwent Police are employers that people want to work for. I will also continue to support my Office as we further embed the new structure for the OPCC. I hold the welfare of my staff in high regard, and will continue to ensure that any concerns raised by them during this time are duly considered and addressed to help people adapt to new processes and any changes in personnel. The restructure will be finalised by the autumn of 2018.

I am looking forward to the next year and continuing to work to ensure that the people of Gwent receive the best policing service possible, supporting any improvements and driving forward essential partnerships to keep our communities safe. As part of this, the OPCC will be co-hosting the 'Behind the Badge' joint emergency services open day with Gwent Police, at Police HQ in Cwmbran in June 2018. This will be the first such event in approximately 10 years, and considerable planning has been underway for a number of months to ensure that this event is accessible, enjoyable and successful for all involved. The event will be a great opportunity for our communities to engage with our emergency services and other partners, and we look forward to welcoming you on the day.

Jeff Cuthbert



Police and Crime Commissioner for Gwent.

WEB LINKS INDEX

1.	Gwent Police and Crime Plan 2017-2021 (Page x) www.gwent.pcc.police.uk/fileadmin/documents/Gwent_Police__Crime_Plan_English_WEB.pdf
2.	Well-being of Future Generations (Wales) Act 2015 (Page x) gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en
3.	Gwent Police and Crime Panel (Page x) www.gwentpcp.org.uk/
4.	Gwent section of the HMICFRS website (Page x) www.justiceinspectorates.gov.uk/hmicfrs/peel-assessments/peel-2017/gwent/
5.	Gwent OPCC Publication Scheme (Page x) www.gwent.pcc.police.uk/freedom-of-information/publication-scheme-overview/?L=0
6.	OPCC and Gwent Police Joint Strategic Equality Plan 2016-2020 (Page x) www.gwent.pcc.police.uk/transparency/publications/strategic-equality-plan-and-objectives/?L=0
7.	Gwent OPCC Welsh Language Information (Page x) www.gwent.pcc.police.uk/about-us/welsh-language/?L=0
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9.	Gwent Joint Audit Committee (Page x) www.gwent.pcc.police.uk/transparency/joint-audit-committee/

