

# OPERATIONAL DELIVERY PLAN OUTTURN REPORT 2019 | 2020



# 1 | CHIEF CONSTABLE'S FOREWORD

This Outturn Report outlines Gwent Police's performance over the 2019/2020 financial year against our Operational Delivery Plan and the Police and Crime Commissioner's five priorities as detailed within the Police and Crime Plan:

- Priority 1: Crime Prevention
- Priority 2: Supporting Victims
- Priority 3: Community Cohesion
- Priority 4: Tackling Anti-Social Behaviour (ASB)
- Priority 5: Efficient and Effective Service Delivery.

In response to these priorities, and taking account of our local, regional and national responsibilities, over the last year we have continued to reform the Force to build a service equipped not only for the present but also for the future. We have been aware that we have needed to maintain the pace of change in an often difficult and changing environment. Some newer crimes such as those cyber enabled, are likely to grow prolifically, traditional crimes are being carried out in new ways, and hidden crimes are rising. Many of these emerging crimes have needed different expertise and an informed and prompt response. We have also seen changes in our communities, emerging environmental issues, and have received national requests for assistance more frequently.

Demand on our services has continued to rise, therefore we have focused our efforts on creating more efficient and effective processes to build workforce capability for the future. We have invested in our staff with training, wellbeing initiatives, and continuous development to ensure that they are equipped to identify both crime and vulnerability and are able to respond appropriately and support those in need. We have strengthened our partnership working and collaboration, we have improved our skills and technologies and we have pursued those who pose the greatest threat, risk, and harm to our communities.

In order to identify how we are performing we are in the process of building a new performance framework into our governance structure. This will ensure that we are effectively monitoring progress, are maintaining ethical behaviour and that we are accountable, in addition to identifying new crimes and trends.

However, policing is complex and sometimes performance cannot be determined simply by single results indicators. Our performance is much more than this with officers and staff often going over and above their roles to engage, protect and reassure the public. Many interdependencies also exist between our performance and that of other law enforcement bodies and partners in other disciplines. We cannot therefore outline here all that has been done to improve our service against the PCC's priorities, but we have highlighted examples of the work that has been undertaken.

I am immensely proud of the work carried out by our officers and staff over this difficult year. In addition to maintaining daily operational requirements the force has had to respond to complex and demanding large scale events, one of those being the Coronavirus pandemic.

This has been an unprecedented global public health emergency with a dynamic set of challenges that has required an extraordinary national effort to fight this virus. In order to support our exceptional health professionals and maximise public safety the policing response has been crucial.

All of our officers and staff have been asked to contribute in the effort to fight coronavirus and I am grateful for their resilience and effort. With circumstances changing on a daily basis and much uncertainty, this period has been exceptionally demanding with many employees having taken on significant additional duties, long hours, and new supporting roles. Like the

public we have not been immune, and many staff have been sick.

Of course, we have had multi-agency plans in place for dealing with pandemics and I am extremely grateful for the planning that has been undertaken to enable us to effectively deal with this extraordinary demand. We have coordinated our response with our partners to meet rising challenges and to support our colleagues from the National Health Service (NHS) and Public Health. We will continue to work together as a collective to protect our communities as best we can.

During the pandemic the police service has also been provided with legislative changes to help us carry out our duty to protect the public and the NHS. Our role has been to ensure that people have adhered to the government guidelines, but our approach has been to persuade people first and enforce last. We have been grateful to find that the majority of the public have worked with us and we have had thousands of positive interactions with people. I would like to personally thank members of the public who have assisted by staying home, for the kindness clearly demonstrated within communities and for the support shown for our NHS, local authority workers and my officers and staff at Gwent Police.

We do understand that this has been a very difficult time for our communities, especially for those that have been ill, self-isolating, away from loved ones and for workers and businesses concerned about the future. We also recognise that whilst we have asked people to stay at home, for some that home isn't a sanctuary and our officers have remained fully committed to protecting the vulnerable and bringing those responsible for crimes to justice.

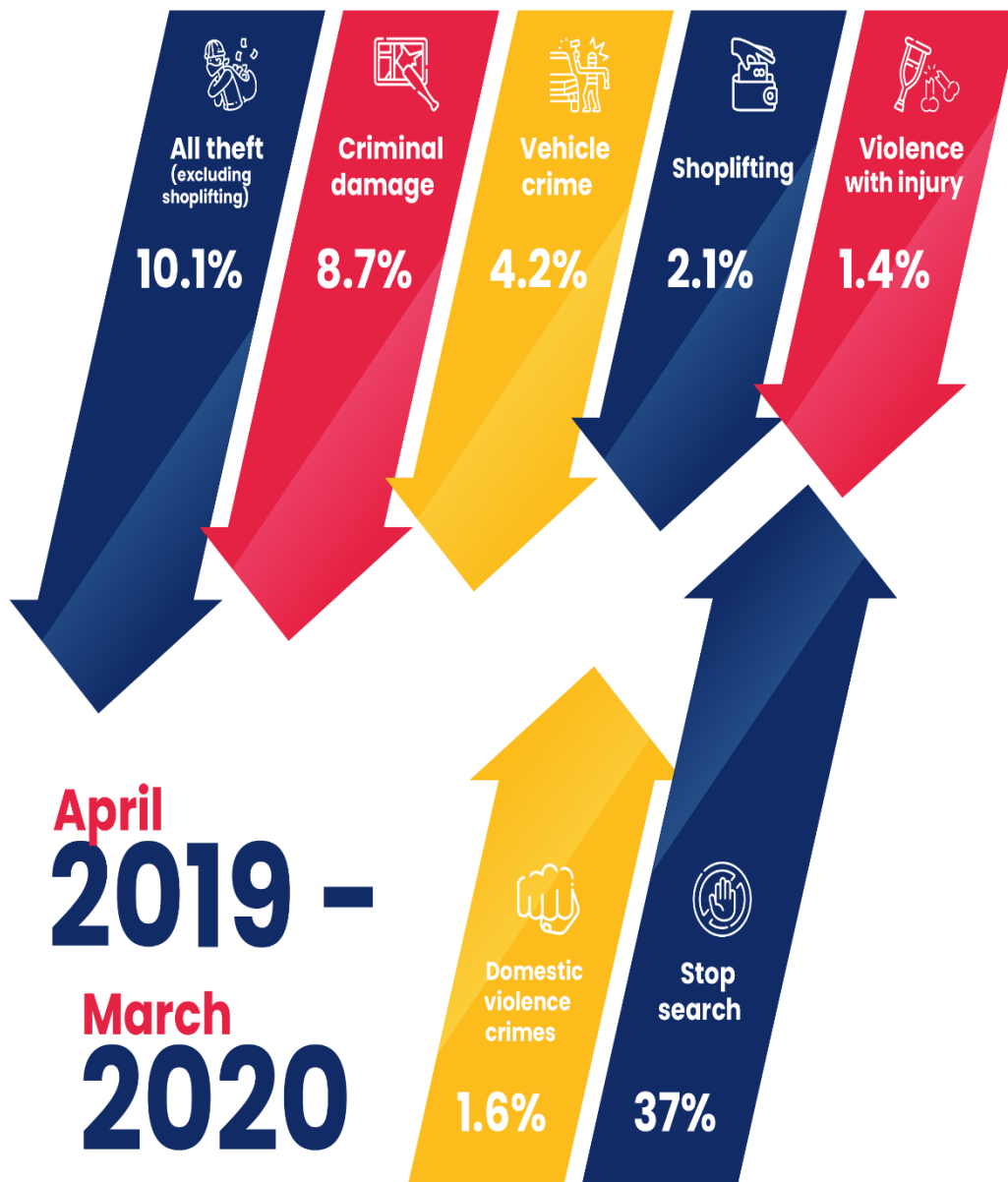
As the country moves forward to recover from this pandemic the police service will face new challenges. In Gwent we will continue to provide our daily operational service whilst adapting to those changing needs. By working together with our partners and volunteers as a collective, we can continue to keep public service at the heart of all that we do and provide a first class policing response as we seek to keep our communities safe. As always, we are exceptionally grateful to the public and the many dedicated volunteers who help us to

achieve positive outcomes for the people of Gwent.



***Pam Kelly***  
*Chief Constable*  
*Gwent*

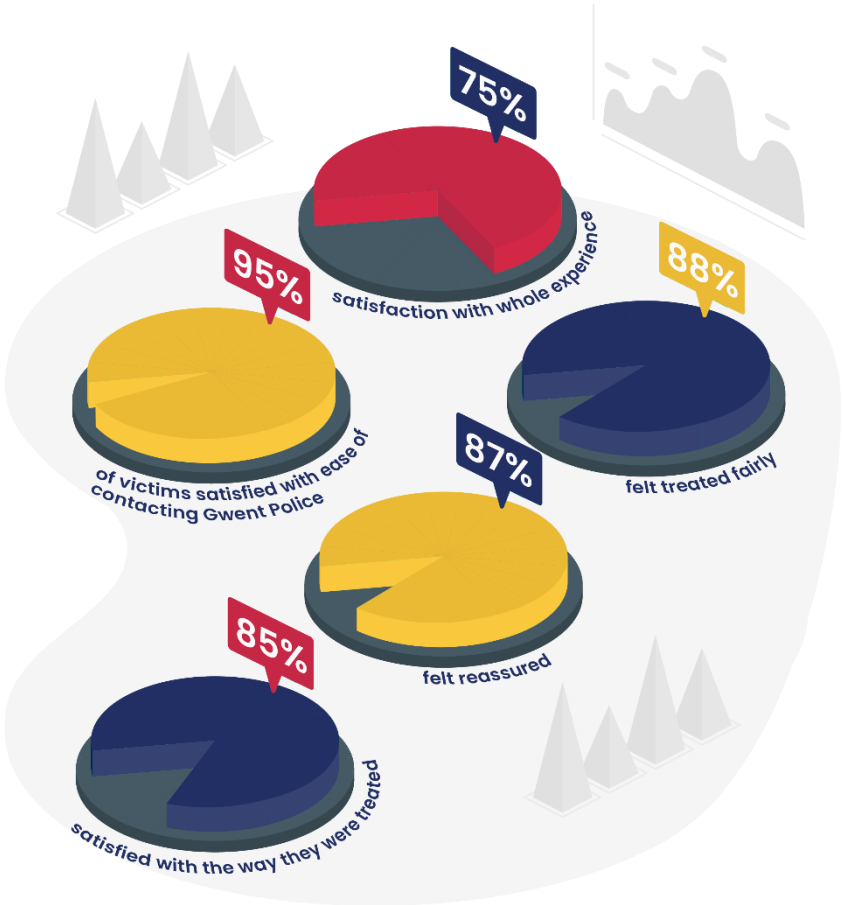
## 2 | Performance Overview



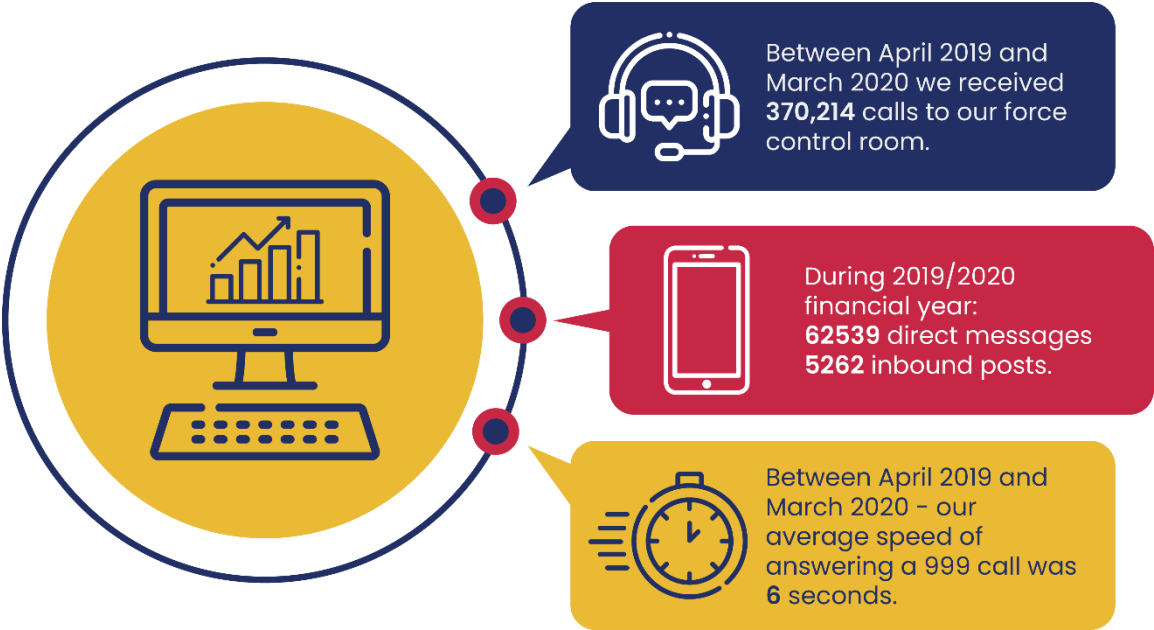
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The rise in these areas is due to an increased focus on encouraging reporting of domestic violence and increasing confidence in our commitment to dealing robustly with reports, and a proactive policing approach to stop and search which is driving activity across the force.

### Victim Satisfaction:



### Contacting Gwent Police:



# 3 | Crime Prevention

**PCC - "Promoting and reducing crime that causes the most harm in our communities and against the most vulnerable people"**

In line with the central government requirement to reduce crime by 20% over the life of Parliament, Gwent Police have a crime reduction plan which will not only look to accomplish this but also identify more vulnerable victim crime across all crime categories.

For the 12 month period to June 2020, Gwent had an overall crime reduction of 5.4% compared to the previous 12 months (3,136 fewer crimes), which is above both the Welsh (3.9%) and National (4%) average. In its Most similar Group (MSG), Gwent had the 5<sup>th</sup> (out of 8) largest crime reduction (in %). Nationally, Gwent have had the 14<sup>th</sup> highest reduction in crime, with nine forces seeing an increase in crime. Based on the current crime reduction rates seen this year, crime is expected to fall by approximately 7,500 crimes by the end of this financial year.

In relation to *Neighbourhood Crime*, which includes a combination of residential burglary, theft of and from a motor vehicle, and theft from shops and stalls, for the 12 month period to June 2020 Gwent had a crime reduction of 6.8% compared to the 12 months to June 2019 (592 fewer crimes). *Residential Burglary* alone also reduced by 5.4% over a rolling 12 month period to June 2020. This is significantly lower than the 15.3% Welsh Force average reduction and 15.4% National one.

2019-20 has been the first year that volume crime offences have reduced, dropping by 0.4% as a collective. The largest decline from the previous financial year has been *Criminal Damage and Arson*, with a reduction of 844 recorded crimes (-9.0%). However, in line with other forces, *Violence without Injury* (including stalking and harassment, coercive and controlling behaviour) has seen the largest increase in volume of crime, rising by 4.5% from 2018-19 to 2019-20. We believe that this increase is due to a change in the Home Office

Counting Rules, as from April 2018 stalking and harassment offences became counted within this category. In 2018-19 48% of Violence without Injury crimes were stalking and harassment-related, rising to 51% in 2019-20. This is reaffirmed as prior to 2018-19, Violence without Injury figures were half of what they are now.

Whilst the number of low-volume, high-harm crime has remained consistent with 2018-19, there has been an increase in *Homicide* and *Other Sexual Offences*. *Homicide* has risen from 3 in 2018-19 to 6 in 2019-20 (two of these were domestic-related) and *Other Sexual Offences* has risen from 36 to 58 cases. Contrary to this, the number of reported *Rape* crimes reduced in 2019-20, although the proportion of historical reports was 28%, equivalent to the previous financial year.

Any increases in crime can reflect a range of factors. These include continuing improvements in crime recording, victims feeling confident to report both new and historic crime, as well as genuine increases in some crime categories. We believe that the changes to recorded crime levels in Gwent are largely attributable to more ethical recording practices, a greater willingness to report on the part of the public, and changes to Home Office Counting Rules - the rules that determine how many offences the police count under different circumstances. Certainly, Gwent has seen a rise in some crime areas where under-reporting has historically been an issue.

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) regularly and independently inspect Gwent Police on its Efficiency, Effectiveness and Legitimacy. For the period 2018/2019, HMICFRS found Gwent Police's Effectiveness to be **Good**. This award includes

- Preventing crime and tackling ASB
- Investigating crime
- Protecting vulnerable people
- Tackling serious and organised crime

## PUBLIC CONFIDENCE

Public Confidence is unfortunately showing an overall downwards trend. Gwent Police is committed to raising the level of public confidence in the service that it provides and we have therefore commissioned a series of surveys in this area to gain an improved understanding of the issue. We will then be able to undertake appropriate action. The surveys are designed to be more specific to the people of Gwent, allowing them to better express their opinions and concerns. The force also intends to launch a new Public Confidence Strategy in 2020/21.

Gwent Confidence findings from the CSEW highlight the following:

Gwent Police (CSEW Findings)	Year to Dec 2019	Year to March 2020
Community understanding	66.3%	64.8%
Confidence	69.3%	67.3%
Fair Treatment	65.2%	62.9%
Police deal with community priorities	54.5%	51.5%
Police do a good or excellent job	50.6%	45.9%
Police or council dealing with crime	52.3%	50.0%
Reliable	58.3%	55.1%
Respect	87.2%	86.3%

## CRIME PREVENTION

We have maintained our commitment to Neighbourhood Policing, using mixed teams of police and community support officers. These teams are increasingly focussed on the protection of vulnerable people in our communities, driven in part by our implementation of the *Modernising Neighbourhood Policing Strategy*. This approach requires officers and staff to have the time and space to work in a proactive and preventative way to protect local neighbourhoods, safeguard the most vulnerable, manage and divert offenders and earn community confidence.

The force will launch a Crime Prevention Strategy in 2020/21 to enhance our approach to problem solving and Neighbourhood Policing. We believe that a reduction in crime can be achieved by effective and sustainable problem solving that includes:

- Structured problem solving
- A clear understanding of the problems
- Effective ownership
- Appropriate and cost-effective interventions at the earliest opportunity
- Evaluation of interventions and their outcomes.

It is recognised that there are six key drivers of crime and therefore our Strategy will seek to focus its activity in these areas in its response to crime prevention:

1. **OPPORTUNITY** - Identifying how we can work with communities and partners to remove criminal opportunity.
2. **CHARACTER** - Working with members of our communities exposed to factors that could lead to a propensity to commit crime.
3. **EFFECTIVENESS OF THE CRIMINAL JUSTICE SYSTEM (CJS)** - Bringing those that offend to justice, including early intervention for first time entrants and the effective management of persistent offenders.
4. **PROFIT** - Opportunities to profit from crime to be closed down.
5. **DRUGS** - Targeting the supply of drugs and tackling organised crime behind the drugs market in Gwent.
6. **ALCOHOL** - Making the night time economy safe.

The Strategy will also aim to embed crime prevention principles into our officers' daily activity to reduce crime. However, we have already boosted frontline numbers, improved intelligence, technology and engagement and have trained Neighbourhood and Response officers to use the Scanning, Analysis, Response, and Assessment (SARA) framework, a problem-solving model used to identify and solve repeat crime and community problems.

We also analyse the nature and scale of community threats, risks, and possible harm—both 'traditional' and 'emerging'—in cooperation with partner organisations. This leads to a partnership Strategic Assessment, completed annually, which identifies trends and risks and assists with our planning and policing response to crime, violence, vulnerability and licencing.

Supporting this work is our Intervention and Prevention Department. The team act to prevent and reduce crime and disorder and improve public confidence in Gwent Police through crime prevention work in a variety of forms. For example, our Harm Prevention Officers work alongside Neighbourhood Policing Teams in both Local Policing Areas. They provide specialist support to reduce the harm associated with licensed premises, leading initiatives such as 'Pub Watch' to ensure that information and tactical approaches are shared with licensees. A number of Pub Watch schemes are now in place with regular meetings being held.

Harm Reduction Officers also support Neighbourhood Policing Teams with Crime Prevention Surveys and problem solving and work on initiatives such as Operation SCEPTRE (National Knife Crime). The officers may also work with Trading Standards and utilise our Volunteer Police Cadets to conduct Test Purchase initiatives.

Further, our Design Out Crime officer looks at how environmental design can influence criminal behaviour and helps neighbourhood officers work with partners to reduce crime and anti-social behaviour.

Within the Department we also have a FarmWatch co-ordinator who has been building partnerships between ourselves and the farming community to encourage vigilance and communication. Farmwatch goes out to 1500 subscribers and around 1-2 messages a week are sent out. By building these relationships we have improved intelligence, which is a vital tool in crime reduction. Assistance from the farming communities has enabled us to reduce opportunities for crime and vandalism, act on suspicious incidents, enable an early warning system in farming and rural areas and reduce the fear of crime.

## Rural and Wildlife Crime

A large percentage of Gwent Police's force area is rural which comes with a variety of specific crimes, wildlife and terrains to oversee. A dedicated Rural Crime Team with specialist skills was launched in January 2019 to help those living within these areas and provide reassurance. The team comprises of both Police Officers and Community Support Officers (CSOs) who offer dedicated support for rural, heritage and wildlife crime occurring within the Gwent area.

The team work closely with partner agencies such as Natural Resources Wales, rural communities and neighbouring forces to prevent, detect and investigate incidents and to obtain and develop intelligence on crimes which affect those living in rural areas.

Policing rural communities has similar demands as an urban setting with anti-social behaviour, domestic abuse and more hidden crimes such as modern slavery. The Team works closely with rural communities, businesses and partners to increase the reporting and detection of rural crimes. Over the last year they have attended and engaged with members of the public at a number of county shows, and events at Blaenavon World Heritage Site. The team have been discussing rural issues and providing information packs and relevant information on issues raised by the community. They have also attended livestock markets for surgeries, jointly attended markets with Dyfed Powys Police and have provided engagement with community groups including the Cubs & Scouts and the Women's Institute.

The Rural Crime Team continues to utilise Twitter for further engagement and have increased followers from circa 500 in June 2019 to 995 in June 2020; an increase of nearly 50%. They have also taken part in a number of national campaigns relating to rural and wildlife issues, including Operation Owl, the national rural crime action week and drowning prevention week.

The team has also launched a new Heritage Watch scheme, whereby a free messaging service provides alerts and updates on the latest heritage crime affecting historic sites and building.



The Rural Affairs Strategy and Wildlife Crime Policing Strategy are a significant step forward in strengthening safe and prosperous communities and safeguarding our wildlife. Across the Gwent Force area, we have thirteen Wildlife Crime Prevention Officers who have all received extensive training in this field.

The Rural Affairs Strategy prioritises tackling:

- Livestock Offences
- Fuel Theft
- Equine Crime
- Fly Tipping
- Poaching
- Farm Machinery, Plant and Vehicle Theft

The national Wildlife Crime Strategy prioritises tackling:

- Badger Persecution
- Bat Persecution
- 'CITES' – The Convention on International Trade in Endangered Species of Wild Fauna and Flora
- Fresh Water Pearl Mussels
- Raptor Persecution
- Poaching

### Community Safety Hubs

To enhance closer working relationships with key partner agencies we have created Community Safety Hubs in each of the five local authority areas. This has encouraged information and intelligence sharing, use of shared assets and has reduced travel times.

Partners within the hubs are discussing community issues daily, allowing timely local resolutions. A fortnightly Community Safety Partnership Tasking meeting is held to discuss and identify more complex issues of vulnerability and set appropriate action plans.

### ENGAGEMENT

The Force has a Joint Engagement Strategy that aims to inclusively engage with all members of the public, including the vulnerable, victims of crime, community groups and those citizens who are seldom heard. Engagement with the public enables us to create awareness, request assistance, and to publicise campaigns and operations to deter people from engaging in crime.

Over the last year we have held various engagement events, including our annual Force Open Day and we regularly travel around Gwent in our mobile stations to communicate with those who may be far from their nearest station or do not have access to social media. Our social media communications can reach over 100,000 people on Facebook and thousands on Twitter. Neighbourhood policing teams provide updates via Twitter regarding priorities they are tackling, engagement updates on local events, meeting times for surgeries, operations, crime prevention advice, and appeals.

Regular engagement also includes crime prevention advice. Monthly 'Inspector Blogs' include details on recent crime patterns and arrests, as well as crime prevention advice and issues affecting the local community. Similarly, the Intervention and Prevention team also disseminate prevention advice via our Community Messaging System which can include information on rogue traders, romance fraud, property fraud, and financial on-line fraud.

We also offer prevention advice through campaigns in various media, including social media, local press, and posters.

### 'Your Voice' Engagement Survey

Engaging with communities and agreeing local priorities is fundamental to effective Neighbourhood Policing. We recently reviewed our approach to community engagement and priority setting, with a view to ensuring that the process is both meaningful and cost effective.

'Your Voice' offers the public an opportunity to tell us about the issues they would like to see tackled in their communities. This is a short online survey available to members of the public via the Force Social media accounts, an application on the community support officers mobile phone and a link via the force intranet site. The process is a two week consultation and the results are analysed alongside other information sources that is available from police and partner agencies that enables us to determine ward priorities. Once the priorities for each neighbourhood ward have been identified all geographical Inspectors publish the results online via their Blogs and update local councillors by way of a newsletter. The priorities are set for a six month period whereby officers work in partnership to address them. At

the end of this period a closure blog and newsletter updates the community as to progress.

### **Community Messaging: EVERBRIDGE**

Our Community Messaging System, Everbridge (previously Gwent Now), assists the force in keeping the residents of Gwent informed about the latest crime alerts, appeals for crimes and incidents, providing the ability to request CCTV for those residents who use CCTV at home/businesses or in their vehicles, and circulating crime prevention advice for our communities. The system aims to improve the flow of information between the police and our communities to enhance prevention, detection and anti-social behaviour.

It also allows for enhanced localised messaging, meaning that we can direct messages to a specific community, even down to single street level, and multiple locations and interests can be registered, not just a home address. This can assist those who want to know more about where their children go to school, vulnerable family members who live elsewhere, places to socialise and places of work. Subscription to the system is free of charge and as of the end of April 2020, we had a total of 58,154 users force wide, over 10% of the population of the Gwent Police area.

In addition, there are protective advice pages on the force website. We provide additional prevention information for vulnerable and elderly members of the community.

The Gwent Police website also publicises the Proceeds of Crime Act (POCA) hearings and we share these on social media. 'Caught and In Court' informs the public as to sentencing of offenders who have committed crime in our communities.

### **DEVELOPING TECHNOLOGY**

Neighbourhood Policing officers have been issued with a personal laptop and mobile device under our Digital Services Division 3Fs project. The new technology will allow officers to remain in the community for longer without the need to return to a police station to conduct administrative tasks.

### **Automatic Number Plate Recognition (ANPR)**

We use Automatic Number Plate Recognition (ANPR) technology to detect, deter and disrupt criminality at a local, force, regional, and national level, including identifying and tackling travelling criminals, Organised Crime Groups, and terrorists. As a vehicle passes an ANPR camera, it reads the registration number and automatically checks it against records of vehicles of interest. Initially, there were 28 lanes of ANPR in operation but due to a Welsh National Transport Data System (WNTDS) funded project the system has expanded and now occupies 51 sites with 89 cameras covering 158 lanes of traffic. There are also 24 mobile ANPR cameras installed in Area Support Unit vehicles and Joint Firearms Unit vehicles.

With additional cameras we have gained more information. The daily information has increased dramatically, from 174,087,276 reads and 3,591,110 hits on the system in 2015-16 to 300,634,075 reads and 7,184,475 hits in 2019-20. This data is collected and analysed in accordance with strict data protection and proportionality principles in compliance with legislation including Data Protection Act 2018 and agreed with the offices of the Information Commissioner and Surveillance Camera Commissioner so that the privacy of citizens is respected.

Over the last year the Force has installed an ANPR management server jointly with South Wales Police and North Wales Police and we have connected to the National ANPR system which links all 43 police forces and other law enforcement agencies. As of April 2020, all fixed cameras and mobiles have also now been connected.

Data produced by the system allows the correlation of vehicle registration marks with Make, Model and Colour data which can be used to identify the movement of criminals to prevent imminent crime or identify and locate possible offenders, their associates and witnesses after an event. The data is therefore also a powerful intelligence and investigation tool, enabling the tracking of individuals or criminal networks, building maps of criminal gangs or identifying patterns that directly suggest criminality. Overall, the transformation of ANPR on a national scale will better safeguard the vulnerable and prevent and solve more crime.

### Body Worn Video

We have implemented body worn video (BWV) across the force, with all footage captured for an evidential purpose stored in the force's digital repository. This includes images captured by officers and Crime Scene Investigators. BWV acts as a preventative measure for those about to engage in crime. Officers are able to access the footage during interview and provide the evidence if required to the Crown Prosecution Service (CPS). Officers are able to access the footage during suspect interviews and provide the evidence to the Crown Prosecution Service (CPS). This assists in securing charging decisions, particularly in cases involving domestic abuse where victims may be less willing to provide direct evidence.

The collaborative Digital Services Division, a joint unit with South Wales Police, has brought handheld devices to officers across the force, enabling them to access records and intelligence remotely. The devices link to the force's repository to store any images captured.

### CITIZENS IN POLICING

In 2018, the force adopted a three-year Citizens in Policing (CiP) Strategy, with support from the *Institute of Public Safety, Crime & Justice* at Northampton University. The strategy aligns us to national strategies for Citizens in Policing that were launched in 2018-19 and sets out a vision to grow and enhance the contribution that volunteering and community involvement brings to policing in Gwent.

The force has core volunteering roles, such as the Special Constabulary and Police Support Volunteers. Other volunteers contribute through the Independent Advisory Group (IAG), Custody Visitors, Street Pastors, Community SpeedWatch, and Neighbourhood Watch.

The Strategic Steering Group in Gwent oversees volunteering, including sub-groups such as the Special Constabulary and Police Support Volunteers (PSV's). Early intervention and engagement with young people is central to the strategy and the Steering Group also oversees schemes such as the Cadets and Mini Police (Heddlu Bach). In November 2018, we created a full-time *Citizens in Policing Coordinator* to oversee the development of volunteering.

Over the last year we have also piloted a new initiative whereby four Community Support Officers lead on Youth Engagement and Early Intervention. The team are called Next Generation Officers - NxTGen. Their role is to develop and manage the Cadet Units and Mini Police (Heddlu Bach) and to actively recruit into these units.

The NxTGen team are engaging with young people who are in the early stages of anti-social behaviour actions or have committed low level criminality. Programmes are continuing to be developed, working with other key agencies to deliver diversionary activities such as sport or music. The team will also work with local voluntary projects funded by the Office of the Police and Crime Commissioner.

### Adverse Childhood Experiences (ACE's)

*"Childhood experiences, both positive and negative, have a tremendous impact on future violence victimization and perpetration, and lifelong health and opportunity. Adverse Childhood Experiences have been linked to*

- *risky health behaviours,*
- *chronic health conditions,*
- *low life potential, and*
- *early death."*

*(Centers for Disease Control and Prevention, 2016)*

Gwent Police is part of an all-Wales Collaborative Programme with Public Health Wales, *Early Action Together*. The programme is using evidence to create a shift away from enforcement and towards prevention across policing and the criminal justice system

ACEs are traumatic or stressful experiences that occur before the age of 18. Importantly ACEs include harm caused by the environment and household in which children and young people are brought up. The evidence shows that children who experience these ACEs are much more likely to perform poorly in school and are more likely to be involved in crime. Those who have experienced four or more ACEs are fifteen times more likely to have committed violence against another person in the past twelve months, sixteen times more likely to have used crack cocaine or heroin, and twenty times more likely to be incarcerated at some point in their lifetime.

The ACE's programme aims to address the lack of early intervention and prevention activity in families at risk of poor outcomes. Using evidence from across policing and the criminal justice system, it aims to move investment away from enforcement and towards prevention.

Over the last year we have delivered ACE training to over 1150 officers in Gwent and 360 partners.

### **Mini Police**

Gwent launched the Mini Police programme in October 2017 at three pilot schools. These schools were in areas of persistent deprivation, with some of its wards consistently in the bottom 10% of the Welsh Index of Multiple Deprivation. Mini Police is aimed at nine to eleven year old children and is a fun and interactive programme designed to engender positive role models in the police service for children schooled in areas of high unemployment and poverty.

After early success in these pilot schools, we extended the scheme and there are now approximately 50 schools with 950 pupils across the whole of the Gwent Police area engaging with the programme.

The schools chosen have a long commitment to finding community-based solutions to overcome the impact of deprivation on their pupils, raise achievement, and realise the future aspirations of pupils from diverse backgrounds. The Mini-Police initiative aligns well with the current focus of Welsh Government, education, and public services in Wales on addressing *Adverse Childhood Experiences*.

### **Volunteer Police Cadets**

The Force currently has one cadet unit in each local authority area with approximately 73 cadets taking part in the programme, committing numerous hours volunteering in our communities. Over the last year we have also opened a Cadet Unit within one of the Special Education Needs schools. This unit has been adapted to meet the needs of the children taking part, enabling them to be part of a unique bespoke programme, where they will be working on local community issues the young people identify.

We have also opened a Cadet Unit within a mosque and there are future plans to open further units at other faith establishments and in each of the SEN schools within Gwent.

A strategy and delivery plan is now in place for the Police Cadets and aims to build resilience and create ethically informed citizens, whilst giving young people an insight to the Police family and partner agencies.

A Junior cadet programme is also being developed to target those children aged 11-13 years of age.

### **Harm Prevention in Schools**

The All Wales School Liaison Core Programme works towards achieving crime and disorder reduction in our communities through education. The programme is a partnership between the Welsh Government and the four Welsh police forces and consists of a series of Crime Prevention inputs / lesson deliveries that aim to:

- Educate children and young people about the harm substance misuse can cause to their health, their families and the wider community
- Promote the principles of positive citizenship through the medium of education; and,
- Achieve a reduction in the levels of crime and disorder within our young communities

Dedicated Schools Community Officers covering all primary and secondary schools across the force deliver lessons to children between five and sixteen years of age at schools and Pupil Referral Units across Wales. These lessons include age-appropriate lessons to help children identify harmful behaviours, raise awareness of the reality and consequences of being involved in crime, and how to get help. These officers also devote part of their time to work with those identified as having behavioural and attendance problems, collaborating with the school pastoral deputy. Officers provide advice, restorative conferencing, assist in policy development, and liaise with parents.

The force works with education and social service partners to make young people aware of the risks and consequences of involvement with organised crime. For example, the Education Authority attends the Local Partnership Board and Safer Gwent enabling a

two way sharing of intelligence and awareness initiatives.

### Special Constabulary

The past twelve months has seen the introduction of a Special Constabulary strategy and delivery plan, which set out the direction of the Special Constabulary and how they will contribute to the service delivery of the organisation. As a result, the force has now fully integrated the Special Constabulary with the regular constabulary.

'Specials' serve as voluntary officers under the command of regular senior officers and have their own rank structure. They make a significant contribution to policing by performing a huge variety of roles to support regular officers. They carry out core day-to-day policing duties such as foot patrols or responding to reports of missing people, and also train to work within specialist policing teams such as roads policing, protecting vulnerable people or community partnership teams. During the year to April 2020, the Special Constabulary performed 2781 duties and volunteered 19,675 hours of their time.

Specials spend around four hours a week, or more, supporting the police to tackle crime, disorder and anti-social behaviour and to build relationships with communities. Following recruitment campaigns in recent years we now have 68 special constables in Gwent Police.

The Force is currently participating in an all-Wales national pilot project to reform models of delivery for recruitment and pathways through the Special Constabulary.

### FOCUS ON SERIOUS AND ORGANISED CRIME (SOC)

***HMICFRS "Gwent Police is good at tackling SOC. The force takes a proactive approach to understanding SOC threats, including newer threats."***

Serious and organised crime poses a significant threat to all those who live and work in Gwent. It exploits the most vulnerable members of our society and therefore remains one of our key priorities. In order to combat this threat, the Force rebranded its approach to Serious and Organised Crime in 2018 with the launch of Operation Jigsaw. All activity relating to serious and organised crime now comes under Operation Jigsaw.

Any crime type can be the target of an organised crime group but typically activity is focused on the more serious crimes of:

- Drug Trafficking
- Human Trafficking
- Modern Day Slavery
- High Value Fraud
- Cyber Crime
- Child Sexual Exploitation
- County Lines

In order to ensure that our response is co-ordinated and effective a Gwent Serious and Organised Crime Strategy was also implemented to tackle and reduce the level of SOC. There are three priority areas within the Strategy:

- Illegal Drugs and County Lines
- Cybercrime and Financial Crime
- Modern-Day Slavery & Human Trafficking.

Action plans within the Strategy drive activity using the national 4 P's framework of:

- Pursue – pursuing criminality
- Prevent – preventing involvement
- Protect – supporting the public, sharing information across partner agencies to identify both criminality and potential victims,
- Prepare – working with the public to reduce the impact of SOC.

Through 2019 training has been key, with 7@7 briefings distributed forcewide to outline the new Strategy and expectations on staff in relation to intelligence gathering. A number of roadshows were also undertaken across the force to launch Operation Jigsaw.

Gwent Police uses a MoRILE strategic assessment process to grade and assess Serious and Organised Crime (SOC) threats and as of April 2020 there were 31 mapped Organised Crime Groups in Gwent, comprising of 252 nominals. The Force's Crime Operations Team (FCT) investigates serious and organised crime throughout the Gwent area, assists Local Policing Units to develop intelligence, and progresses investigations that are affecting the local community. The Team has achieved significant drug seizures, made large cash and arms seizures, and assisted identification of stolen motor vehicles and agricultural equipment.

### Working in Partnership

Disruption activity and prevention is only possible through extensive partnership working and intelligence sharing. As serious and organised crime networks often reach throughout the UK and occasionally into Europe and beyond, we work collaboratively with key partner agencies and third sector organisations to tackle these issues.

For example, the Force has a good working relationship with the Regional Organised Crime Unit (ROCU) which ensures that clear lines of planning and intelligence sharing exist. We also work effectively with the Regional Confidential Unit, the All Wales Policing Group and the Government Agencies Intelligence Network (GAIN).

SOC Partnership Boards have been established across the five Local Authorities and are represented by a cross section of statutory/non and third sector organisations, including Fearless, St Giles Trust and Barnardos. Each Board has developed a local profile to highlight areas of criminality, intelligence gaps, planning for operational activity or where we have a limited understanding of demand. The profiles also enable more effective safeguarding measures to be put in place when shared objectives are progressed. "Serious and Organised Crime Partnership Groups are now well established,

As part of the 'Shared Teams Initiative', there is also a regional agreement in place across the six teams operating in the area (Gwent, Dyfed Powys Police, South Wales Police, ROCU, WECTU, and the National Crime Agency) to provide mutual support of staff, vehicles, equipment and resources where this may be required.

This collaborative approach allows us to better understand the threat from serious and organised crime and to produce plans to tackle various areas of organised criminality, such as modern-day slavery and human trafficking, County Lines, gang violence, and criminal exploitation offences.

### Intelligence

Gwent Police gathers serious and organised crime intelligence from many sources, including other law enforcement and partner agencies, Local Policing Area (LPA) officers, the

community, an embedded UKBA Immigration Officer, Trading Standards, the Prison Service, Gwent's Missing Children's Team, and digital media.

Intelligence is fed into a centrally managed Intelligence Triage Team for analysts to identify and understand emerging threats. This intelligence is also shared with our collaborative partners, such as the Regional Organised Crime Unit (ROCU), the Regional Confidential Unit, the All Wales Policing Group, and the Safer Gwent Partnership Board.

The primary criminality associated with organised crime in Gwent is drug trafficking and supply and a bespoke Drug Threat Group has been set up to identify and act upon local trends, issues and intelligence and share these findings with the Regional Drugs Threat Group.

All mapped OCGs have an Organised Crime Group Management Plan that identifies actions under the headings of Pursue, Prevent, Protect, and Prepare. Gwent uses a broad range of tactics to disrupt and dismantle OCGs, including crack house closures and mutual aid investigations. Gwent has used covert assistance from TARIAN, other police forces, and Border Force, to assist with tracking OCGs. The force endeavours to review any tactics used in investigations to encourage learning and share good practice with partners.

### Prevention

The Force has increasingly focused prevention on our younger members of society. We are aware that some crime groups are using children (under 18's) to supply their commodities and we have therefore undertaken a number of supportive actions including referrals to Social Services, YOS, GDAS and repeat police visits to vulnerable adults to prevent drug dealers taking hold. Children at risk of Child Criminal Exploitation are referred to our Operation Quartz team who work closely with the young people, family and partner agencies. In addition, Multi Agency Sexual Exploitation (MASE) meetings are run in the East and West force policing areas to enable identification of vulnerability and joined up support provision (see 'Supporting Victims').

Detailed awareness session/briefings have been held across the Force to highlight that OCGs are

also potentially committing the offence of trafficking as this involves the use of a child in criminal exploitation. The Force commissioned a problem profile to identify those children at most risk of being drawn into SOC and force information systems are regularly analysed to identify and map the connections between people who are closely associated with OCGs. This allows us to consider safeguarding, diversionary options and referrals. Information also feeds into our Vulnerability meeting which aims to analyse and understand patterns of offending in vulnerable victims.

Reaching young people with targeted messages before they enter a life of crime is therefore paramount. For example, following a successful campaign in 2019, Crimestoppers relaunched its Gwent SOC prevention campaign in January 2020 with the support of volunteers and partners. The campaign highlighted the impact of criminal gangs on businesses and communities – with digital adverts targeted around drug dealing, violence, cybercrime, and money laundering. The campaign also highlighted the exploitation of children and young people and encouraged hard-to-engage communities to pass on information about criminal gangs 100% anonymously.

In addition, to increase targeted prevention activity, we have been working closely with Crimestoppers' 'Fearless' youth service. This initiative aims to improve awareness amongst young people about the threats of Serious Organised Crime and encourage a safe environment for young people to report crime. A 'Running the Lines' film was launched in June 2019 aimed at preventing serious violence, County Lines, and child exploitation. The film has been shown across Gwent as part of educational workshops delivered by two Fearless workers. 207 professionals have been trained across four local areas, including foster carers, in addition to 5874 people in relation to the dangers and the law relating to knife crime, violence, county lines and anonymous reporting.

In October 2019, Fearless also delivered knife crime awareness workshops to approximately 250 young people representing schools from all across Gwent at a youth safeguarding conference.

Feedback on the campaign from young people and professionals has been overwhelmingly positive and as a result, Gwent has had the highest visitor numbers in Wales to Fearless.org where young people can get information, signposting and give information about crime. Crimestoppers and Fearless activity will continue to perform a key role in the force wide SOC partnership activity to encourage reporting of intelligence, raise awareness of the threats posed and divert people away from becoming involved in such criminality.

### **Serious and Organised Crime Co-Ordinator**

A Serious and Organised Crime Co-ordinator was appointed in force in July 2018 focusing mainly on Newport. The aim of the Co-Ordinator has been to educate children in schools about the realities of gangs, crime and violence, educate those working in partner organisations, provide new interventions for children at risk of involvement in crime and develop local partnership arrangements.

Over the last year activity has been split into two main areas of:

1. Prevention/Intervention.
2. Community Resilience.

Serious and Organised Crime Partnership Groups are now well established, represented by a cross section of statutory/non and third sector organisations. Improvements in local partnership structures mean that key partners are engaged in enforcement, safeguarding and prevention activity at the appropriate stages in a police investigation.

We have also worked with partners to identify those schools and individuals most 'at risk' where SOC is prevalent in the local community. Once identified, these young people and their families have received on-going one to one support using Barnardos and family support workers to ensure a whole system approach is adopted.

Across all schools in Newport Gwent Police commissioned St Giles Trust and Crimestoppers Cymru to deliver a Serious and Organised Crime schools programme. This was delivered to all Key Stage 3 Year 7 and Key stage 4 year 11 pupils. The programme was intended to increase the awareness of this threat and to encourage the young people to report concerns.

### Developing Community Resilience

The Serious and Organised Crime Co-Ordinator has been working with an organisation called 'Mutual Gain' to both understand the issues impacting our communities and how communities can develop problem solving. For example, in an area in Newport we ran a 'World Café' where the local community were invited to share issues and work together to identify solutions. Sixteen bids were created, resulting in four being successful to receive £5,000 each. A partnership group will ensure the money is spent in an appropriate manner and the same process will now be run in another area.

The SOC work in Newport has featured in positive comments by HMICFRS, a recent joint Estyn Inspection and a Violence and Vulnerability Review. Going forward Fearless, St Giles Trust and Barnardos will continue their support as a force-wide response and not just focused in Newport.

### Tackling County Lines

'County Lines' refers to where illegal drugs are transported from one area to another, often across police and local authority boundaries (although not exclusively), usually by children or vulnerable people who are coerced into it by gangs. The 'County Line' is the mobile phone line used to take the orders of drugs. Areas where the drugs are taken to are reporting increased levels of violence and weapons-related crimes as a result of this trend.

Gwent Police has not identified rival gang feuds or an Urban Street Gang network but has identified young people aspiring to be gang members. Some of these individuals are intimidating to local residents, deal drugs, engage in anti-social behaviour and have aimed to claim particular areas of operation. To help manage this behaviour and protect communities, where necessary we have implemented a Public Space Protection Order (PSPO) which puts in place a ban on alcohol in public places, a ban on any person having in their possession, selling or supplying any other intoxicating substance and enables a power to disperse groups of 3 or more people if they are causing trouble.

As outlined above, we have worked hard with partnership agencies to identify and support those vulnerable to joining criminal gangs, we

have provided extensive training to staff, launched various preventative media campaigns and continue to monitor and act upon our intelligence.

### Organised Crime Disruption

As part of Operation Jigsaw, throughout 2018 and 2019 the force carried out various operations to disrupt serious and organised crime and prevent drug related crime and anti-social behaviour associated with drug use. Examples of effective enforcement and disruption against SOC offenders include:

- Operation Empire - 10 warrants were carried out across residential and business properties in Newport and Pontypool. Seven people were arrested and charged with conspiracy to supply Class A Drugs and Possession of Criminal Property. Class A Drugs, large quantities of cash and a number of high performance vehicles were seized, along with designer goods with an estimated value in excess of £40000.
- Op Dynamic – The operation took place over 6 months with two days of large scale warrants carried out by over 100 police officers and supported by partner agencies. 35 people involved in the supply of Class A drugs (crack cocaine and heroin) and Class B ecstasy were brought to justice. In total the defendants were sentenced to over 80 years in prison.
- Operation Divide – 29 premises were searched and 23 people arrested, resulting in the seizure of 51 kilos of Amphetamine, 89 mobile phones, designer goods and electrical items, £341,000 in cash, vehicles valued at over £250,000 and property and financial assets restrained. 14 people were charged as a result of this operation. In addition, on Facebook there were 33,649 engagements, on Twitter 4,539 engagements and on Instagram 189 interactions.
- Operation Solar – Is a recent operation whereby specialist method of entry and search trained officers, the dog section, criminal investigation teams and local officers worked together to execute 17 warrants. 15 people were arrested and



charges for Class A drug offences have been made.

Our efforts to disrupt these crimes and our visible presence in our communities has had a significant impact. We have received numerous messages of thanks from the public across our social media platforms.

Money seized from organised crime groups is held within the PCC's Police Community Fund Grant scheme and reinvested within the community each year. Local projects are invited to bid for a share of the Fund and the money benefits local charities, voluntary organisations and community groups. This also sends a strong message to those involved in this criminal activity.

### **Cyber and Financial Crime**

Cybercrime is a term used to describe two related criminal activities - cyber-dependent and cyber-enabled crimes. Cyber-dependent crimes can only be committed by using a computer, computer networks, or other form of ICT. These acts include the spread of viruses and other malicious software, hacking, and distributed denial of service (DDoS) attacks (ie) the flooding of internet servers to take down network infrastructure or websites. They are also crimes primarily directed against computers or network resources, although there may be secondary outcomes from the attacks, such as fraud.

Cyber-enabled crimes are traditional crimes that are facilitated by the use of computers, computer networks or other ICT. Unlike cyber-dependent crimes, they can still be committed without the use of ICT. For example, fraud (including mass-marketing frauds, phishing, e-mails and other scams; online banking and e-commerce frauds); theft (including theft of personal information and identification-related data), sexual offending against children (including grooming, and the possession, creation and/or distribution of sexual imagery); and on-line bullying/trolling etc (misuse of Social Networking, Twitter, Facebook etc.).

Cyber-enabled crimes have increased exponentially in their scale and reach over recent years and this increase shows no sign of slowing. Increases have averaged 46% each year since 2014/15 as more offenders have used computer-enabled methods to aid or commit

crimes. The majority of cyber-enabled crime in 2019-20 has been a form of bullying and harassment (77.3%), which has risen by 16%. This is followed by exploitation which accounts for 21.1%.

However, as technology and awareness continues to develop at a rapid pace, and social media outlets increase, there will be an expected upward trend of offences in this area over the next three to four years. Cross border and international offenders also bring significant challenges for front line staff. We are continuing to focus on prevention to protect victims in vulnerable communities and have prioritised improved education for both victims and offenders of cybercrime, de-stigmatising offences for victims, and combatting emerging issues such as live streaming sites where anonymity makes it hard for offenders to be identified.

Gwent Police also continues to take a leading role in the All Wales Cyber Crime Meeting which allows for the effective sharing of current trends, intelligence and best practice. It also enables the Force to be better able to prepare for and tackle the threat that this presents to our community members.

### **Fraud**

The main crimes identified as deception and fraud relate to buying and selling online and blackmail. Whilst these total only 21 crimes for 2019-2020, they tend to have a significant impact on victims, highlighting the importance of our work with communities in raising awareness and advising best practice for safety online.

Fraud Information and advice is circulated to members of the community via social media, campaigns and our Community Messaging System as a prevention measure. The FIU also links with:

- Business Crime Wales
- POET (Protecting Our Elderly Together Partnership) Board which oversees the identification and reporting of crime and wellbeing of older and vulnerable citizens.
- Trading Standards in relation to Doorstep Crime and Rogue Traders.

Operation Signature is a successful Force campaign to identify and support vulnerable

victims of fraud. However, it also raises awareness of the issue and encourages a variety of agencies, such as banks, to work with the team to prevent the vulnerable from becoming victims. (See also 'Supporting Victims of Crime').

Preventative measures to support and protect those potentially vulnerable can include:

- Assisting in vulnerable person to change their phone number to an ex-directory number
- contacting family to suggest power of attorney
- re-directing mail
- offering advice on call blocking devices
- referring them to other support services

We also raise awareness of the issue and encourage preventative steps through our media and community messaging.

#### **Police Online Investigation Team (POLIT)**

We have a dedicated Police Online Investigation Team (POLIT) whose primary task is to investigate internet abuse and target individuals who are in possession of Indecent Images of Children (IIOC). Working alongside specialist officers in the Digital Forensic Investigation Unit, the POLIT monitor two P2P systems to identify suspects and offenders using Internet Protocol (IP) addresses in the Gwent area. Once on-line offending is identified, positive action is always taken and any offences that are discovered are investigated and dealt with appropriately.

In conjunction with the Crown Prosecution Service (CPS) a streamline process has been developed to ensure that those arrested are brought to justice in a timely manner.

Investigations include:

- safeguarding children who have shared images of themselves
- adults who have downloaded indecent images
- adults intent on grooming children

Since April 2019, the POLIT team have received 216 CEOP referrals from the National Crime Agency. Under the CEOPS referrals they have also received:

- A further five Suspicious Activity Report (SARS) where a subject is suspected of having financial links to Child Sexual Abuse and Exploitation.

- Eight Referrals from the Regional Organised Crime Unit where a subject has been identified by an undercover online officer.
- One referral from the UK Border Agency
- One referral from the Canadian Police identifying a subject involved in child abuse for financial gain.

Since January 2020, 116 and 121 offenders have been identified and POLIT has executed 115 investigations cumulating in search warrants and safeguarding visits.

POLIT work closely with Social Services to ensure victims and families are supported. Furthermore, POLIT actively support the families of offenders through Connect Gwent Referrals to support them through a process that can be devastating to a family.

Officers in POLIT receive training that is provided by the National Crime Agency (NCA) in the fight against Child Abuse and Sexual Exploitation. They have also received specialist training in identifying child abuse online platforms, Webinars provided by the Federal Bureau of Investigation (FBI) in specialist tools and online intelligence gathering, National Intelligence Conferences, and specialist training in the categorisation of Child Abuse Imagery.

#### **INTEGRATED OFFENDER MANAGEMENT (IOM)**

IOM is an approach that brings together criminal justice and other agencies to deliver a local response to persistent and problematic offenders. It aims to reduce crime and reoffending rates by providing an enhanced level of surveillance and control to those identified as being at a heightened likelihood of reoffending, alongside a focus on rehabilitation for those who are willing to accept help. The force recognises that it needs to be more consistent in applying the IOM principles and intends to review this area in 20/21.

Gwent has four schemes for monitoring convicted offenders:

1. Integrated Offender Management Unit (IOMU);
2. Welsh Integrated Serious and Dangerous Offender Management team (WISDOM);
3. Youth Offender Team (YOT);
4. Management of Sexual or Violent Offenders (MOSOVO).

### **Integrated Offender Management Unit (IOMU)**

There are IOMUs in both the East and West Local Policing Areas, collectively managing 136 offenders. They focus on the most prolific offenders, working in partnership with the Prison and Probation Service and other organisations who supervise or support offenders in the community. The programmes use a multi-agency approach with specifically tailored interventions designed to respond to the risks and need of the individual. This aims to disrupt the offender's criminal activity and reduces re-offending. The following agencies and partners work closely with each other on a daily basis to achieve these aims:

- National Probation Service (NPS)
- Prison Services (both public and private)
- The Police services
- Youth Offending Services
- Local Authorities (e.g. Accommodation)
- Pathway providers e.g. Jobcentre Plus housing providers and drug and alcohol services in particular GDAS and GSSMS
- Voluntary and Community Sector (VCS).

Pro-active staff within the IOM units respond quickly in investigating any offences suspected of being committed by IOM nominals in order that they can be brought to justice as soon as possible.

### **Management of Sexual or Violent Offenders**

Gwent Police works with a range of partner organisations to reduce the risks posed by offenders who are prolific, registered sex offenders, or otherwise present a high risk of harm. The following teams within Gwent Police are dedicated to this:

- Two Integrated Offender Management Units (IOMUs);
- The Welsh Integrated Serious and Dangerous Offender Management team (WISDOM);
- Three Youth Offending Teams (YOTs); and,
- The Management of Sexual or Violent Offenders team (MOSOVO).

Neighbourhood teams are also aware of the sex offenders living in their Force area through use of alerts on our IT system to quickly identify addresses connected to registered sex offenders. This means that officers attending apparently unrelated incidents at these addresses know about offenders and are able to make better decisions.

### **Management of Sexual or Violent Offenders (MOSOVO)**

***HMICFRS – “The force is effectively managing offenders who are known to be a risk to vulnerable people. It has reduced the number of registered sex offenders awaiting assessment.”***

MOSOVO is responsible for the management of convicted offenders using the Multi Agency Public Protection Arrangements (MAPPA). MAPPA exist to identify relevant offenders and design individual Risk Management Plans to manage the risk they pose. Three 'Responsible Authorities' are specifically identified in MAPPA Guidance: the police, the National Probation Service, and Her Majesty's Probation and Prison Service.

Risk assessment of registered sex offenders follows the Active Risk Management System (ARMS). Much work has been undertaken over the last year and our ARMS completion rates in Gwent, including Probation, now currently stand at 87%.

Police are generally the lead agency for Category 1 offenders; the National Probation Service are the lead for Category 2 offenders. Category 1 offenders are those who have committed a sexual offence and are subject to Notification Requirements under the Sexual Offences Act 2003—commonly known as the Sex Offenders Register. Currently there are 816 offenders under active community management with 17 MOSOVO officers. The number of offenders in prison has remained largely stable since 2015.

The Gwent Police MOSOVO Team is responsible for Sexual Harm Prevention Order (SHPO) applications at sentencing. We have established, and lead, a process for SHPO applications with National Probation Service partners, with joint applications through the Crown Prosecution Service and Probation presentence reports. The trend in SHPO applications is linked to the trend in RSO numbers - where there are no convictions, there can be no SHPO application. In 2019 there were 21 convictions and 13 SHPO applications.

The MOSOVO team now produce a monthly report which examines performance, recording ongoing investigations, breaches of notification requirements and safeguarding data. A bi-monthly blog is also released by the department

that focusses on areas it is felt require focus and direction.

### Youth Offending Services

The Force plays a major role in Youth Offending Services, working with young people aged between 8 and 17 years who are either offending or at risk of offending and with the victims of their crimes. There are three Youth Offending Service teams operating across Gwent: Newport, Blaenau Gwent and Caerphilly, and Monmouthshire and Torfaen. The teams are multi-disciplinary and based in the Local Authority, working in partnership with the National Probation Service (HMPPS), and Aneurin Bevan University Health Board (ABUHB).

We use restorative approaches and interventions to divert young people away from crime. This is reducing first time entrants to the criminal justice system. For example, we have undertaken projects providing diversionary team building opportunities for disengaged young people. This has encouraged the development of positive behaviour, promoted positive relationships, and provided positive role models as well as opportunities for the development of key social skills.

As stated previously, the Serious and Organised Crime Project Board in Newport, chaired by the Local Policing Area Chief Superintendent, has commissioned St Giles Trust, Barnardo's, and Crimestoppers Cymru to provide an enhanced intervention service for children identified as being at risk of being drawn into Serious and Organised Crime. These organisations work closely with the Youth Offending Team and local schools to identify children requiring additional intensive support or families where early intervention is required before statutory intervention is required (see Serious and Organised Crime).

The Force has also undertaken a significant amount of work to reduce the amount of under 18-year olds being detained in police custody. During 2019-20 we were inspected by HMICFRS and feedback highlighted that significant improvements have been made in this area. The HMICFRS stated in their report:

***"During our post inspection review we saw significant improvements in the way the force deals with children who are detained. Custody officers, staff and healthcare professionals have***

***all received extra training. All children now receive a pamphlet that makes their rights and entitlements easy for them to understand. Wherever possible, children are detained in cells away from adult detainees. It is a strong indicator of success that the force had detained only one child after charge in the three months before our visit."***

However, there continues to be a shortage of secure local authority accommodation and a Welsh Government Task and Finish group has been set up to work through the issue.

### WISDOM

The Wales Integrated Serious and Dangerous Offender Management (WISDOM) team is an initiative developed through the IOM Cymru Board to manage the harm from high-risk offenders. A partnership pilot focussing on serial domestic abuse perpetrators has been developed in the Caerphilly and Blaenau Gwent areas. Key features of the programme include access to psychological and health services for offender interventions, clinical supervision, and training. Bespoke packages of intervention and deterrence are also provided under WISDOM.

The WISDOM team comprises a dedicated police offender manager co-located with probation staff. They manage a cohort of 26 offenders and offender risks are reviewed monthly at the MASP (Multi agency selection panel). The MASP is where selection and de-selection decisions are made. This year we have trained the WISDOM administrator as an analyst to enable a more detailed understanding of WISDOM, its impact, and its demands on police and other partners.

In October 2019, the Force also introduced a forcewide diversion model based at both Newport and Ystrad Mynach custody unit. The scheme aims to divert both men and women away from the Criminal Justice System and into voluntary community interventions and support. The force also continues to operate its alcohol diversion course and is now working closely with South Wales Police to further expand the model to cover other areas such as military veterans.

### Restorative Justice and Community Resolution

We have trained frontline officers in Restorative Justice and Community Resolution so that we can offer this choice to victims. Community Resolution is an effective way of dealing with

low-level crime and anti-social behaviour that gives victims of these crimes a say in the punishment of the offender. Community resolution helps us to put the needs of the victim first and empowers victims to take instant action. There were a total of 316 Community Resolution outcomes in 2019-20. The force aims to make better use of this facility in 2020/21.

The force has been driving these approaches to provide officers with a speedier and more proportionate means to resolve relevant incidents. A new community resolution/restorative justice officer started in March 2020 to monitor community resolution usage, coordinate diversion service referrals, assist with restorative justice meetings and provide feedback and training to officers on how these approaches could have been used.

### **SPECIALIST CAPABILITIES**

The Home Secretary's Strategic Policing Requirement (SPR) sets out the national threats for which the police service must maintain the capability and capacity to respond. Forces must be prepared to respond to the threats of terrorism, serious and organised crime, child sexual abuse, and cyber security incidents. The force complies fully with its national requirements and we have continued to test and improve both our capacity and capability to respond to these threats locally and nationally.

### **Armed Response**

The Regional Joint Firearms Unit (JFU) delivers a collaborative firearms response with South Wales Police and Dyfed Powys Police. There are four operational bases around the three forces and one central training facility. There are 65 authorised firearms offices based in the Eastern Hub that covers Gwent and 27 counter-terrorism specialist firearms officers across the region. Close working between the three Welsh forces means that armed officers can deploy quickly and efficiently in the region.

The Unit has close links with other regional intelligence units such as TARIAN, the Regional Organised Crime Unit (ROCU), and the Welsh Extremism and Counter Terrorism Unit (WECTU), and they meet regularly to assess emerging threats. The mission of the JFU is 'Keeping the Region Safe' under three headings of:

1. Preservation of life and public safety;

2. Terrorism and Organised Crime – using a range of specialist tactics to prevent, deter and disrupt higher level threats to the region; and,
3. Supporting normal policing.

Every weekday, the unit also delivers initial and continued professional development for all Firearms Officers, Specialists, Tactical Advisors and Commanders. Reassessment of threat is a continual process and the unit maintains and updates all firearms response plans regularly.

There has been a steady increase in demand on the JFU since the start of the collaboration, with a significant rise in incidents requiring a firearms response. In 2013, the average number of firearms incidents each month was 45. That figure rose to 86 per month during 2017-18 and now stands at an annual average of 120 firearms incidents each month in 2020.

The Force has also seen increases in other areas such as TASER deployments, specialist tactics such as armed support to surveillance operations, requirements for armed assets to work public events, and a growing firearms training curriculum. The JFU has met this growing demand by driving efficiency and ensuring that the Unit is at optimal establishment levels through a rolling succession planning programme.

# 4 | Supporting Victims

**PCC - "Provide excellent support for victims of crime, particularly focusing on those who have experienced the most serious harm"**

**HMICFRS 2018-19 "Gwent Police is good at understanding and identifying vulnerability, including vulnerability that might be hidden. Protecting vulnerable people is a clear priority for the force."**

Gwent Police endeavour to ensure that victims of crime receive a service centred on them, that our service provides the support they need and ensures that we protect those who are most vulnerable to harm. The volume and complexity of offences involving vulnerable victims means that we cannot do this alone. We work closely with an array of partners such as Local Safeguarding Boards and Multi-Agency Risk Assessment Conferences (MARAC) to ensure the high quality of service victims need.

The Force operates a monthly Victims Board which provides scrutiny over all Gwent Police aspects of a victim's journey, including victim satisfaction and Victims Code compliance. To support the Board we are also continuing with a Victims Focus Group in which victims in Gwent are invited to attend and provide feedback. We also have an internal victim's working group that directly feeds issues into the Board and reviews the Force Action Plan.

To enable us to find out how satisfied victims of crime are with our service we undertake surveys to monitor our victim support and implement learning if victims feel they have not received the support that they deserve. During 2019/20, victim satisfaction levels have been as follows:

<b>Ease of Contact:</b>	
Burglary	95%
Violent Crime	95%
Vehicle Crime	88%
Harassment	100%
<b>Time of Arrival at Scene:</b>	87%
<b>Treatment:</b>	
The majority of victims of crime were satisfied with the way they were treated by	85%

the police service	
Satisfaction of victims of burglary	92%
Satisfaction of victims of violent crime	83%
Communication was clear	90%
Victims were dealt with sympathetically	87%
Officers were polite	93%
Officers took the matter seriously	84%
Victims were treated fairly	88%
Police understood what mattered to victims	88%
Victims felt reassured	87%

<b>Actions Taken</b>	
Victims were satisfied with the actions taken on their behalf	76%
Officers explained what they were going to do	88%
Victims were provided with a reference number	74%
Police gave the victim their contact details	52%

<b>Victims were Kept Informed:</b>	
Victims satisfied with being kept informed of progress	46%
Victims given the option to receive updates	49%

<b>Service:</b>	
Victims were happy with the service that they received	75%
Respondents likely to report a crime or incident again in the future	77%

The force recognises that it needs to do more to improve victim satisfaction in some areas and the Assistant Chief Constable is leading the response to this via our 'Victims Board'.

## IDENTIFYING VULNERABLE VICTIMS AT FIRST POINT OF CONTACT

**HMICFRS "Gwent Police is good at responding to incidents involving vulnerable victims. The force attends incidents involving vulnerable victims quickly enough to keep them safe."**

We aim to identify vulnerability from the first time the victim calls us. This allows us to offer support and prioritise service at the earliest opportunity. Call handlers use a question-set based on identifying Threat, Harm, Risk, Investigation, Vulnerability, and Engagement

(THRIVE) to prioritise services for the victim at the first point of contact.

The THRIVE question-set is automatically generated when a new crime, anti-social behaviour or public safety and welfare log is created. Call handlers use comprehensive databases to search for anything that might assist them in understanding the full context of the situation. This can include critical markers against addresses, any previous history, and warning markers that can identify repeat victims. For domestic abuse incidents, Call Handlers use a standalone question-set based on national best practice and have received detailed training on domestic abuse and mental health.

Area Incident Sergeants based in First Point of Contact monitor all incidents involving identified threat, harm, and risk in real-time, ensuring that our response is appropriate and in accordance with graded response guidance. We review all cases of high-risk domestic abuse at our Daily Management Meetings.

***HMICFRS “The force has processes to identify repeat callers and vulnerable people when they first contact the police. The first point of contact room (force control room) systems will identify previous callers by checking phone numbers and addresses.”***

The Timeliness team in our Crime Management Unit carry out quality checks of all incidents, looking for accurate crime recording, the use of THRIVE criteria, and systems administration checks.

### Responding to Incidents

Responsibility for incident response is shared between the First Point of Contact (FPOC) Suite and the response teams working in Gwent’s East and West Local Policing Areas (LPAs). Gwent Police uses four grades of response to categorise incidents: emergency, priority, scheduled, and resolution without deployment. Volumes of *Priority* and *Emergency* incidents have not changed significantly since 2015-16.

### Incidents by Response Grade and Year

Response Grade	2015-16	2016-17	2017-18	2018-19	2019-20
Emergency	43,730	44,557	43,810	46,257	45,853
Priority	39,685	41,471	42,851	45,609	41,120

At its last inspection, the HMICFRS found that the Force is good at responding to incidents involving vulnerable victims and there were no delays in responding to priority calls. There are strong arrangements to oversee all aspects of performance in the Contact Suite and it proactively identifies and resolves problems to ensure an effective service for the public.

Officers attending incidents complete a Public Protection Notice (PPN) for all cases involving vulnerable people to identify risk and enable the most appropriate response. The force is also undertaking refresher supervisory training for every sergeant across the force to ensure that focus is on use of the investigative framework and victims needs and wishes are central to decision making.

To protect vulnerable victims, officers will make arrests when appropriate according to the Police and Criminal Evidence Act 1984.

### Vulnerability APP

The Force has invested in a Vulnerability app that went live across the Force on 1st April 2019. It is available to all officers, analysts, researchers and staff who work in the area of Public Protection. It focuses on the strands of Vulnerability such as:

- Domestic Abuse
- Stalking / Harassment
- Serious Sexual Offences
- Missing Persons
- Child Protection
- Child Sexual Exploitation
- Honour Based Incident
- Forced Marriage
- Prostitution and Vice
- Vulnerable Adults
- Sex Offender Management
- Female Gender Mutilation
- Human Trafficking (Modern Slavery)

The APP allows staff to identify occurrence volumes by strand, geography, crime type and date and time. The APP also identifies persons

linked to that strand and whether they are a repeat Victim or repeat Offender within a rolling 12 months.

### Early Action Together (EAT)

The Early Action Together programme is an all Wales collaborative programme between all four Welsh Police Forces, Police and Crime Commissioners and Public Health Wales, funded by the Home Office between 2018 and 2020. The Police and Crime Commissioner for Gwent funded the programme for an additional year to continue delivery and implement system change into business as usual. The programme aims to deliver better outcomes for children and adults by transforming the ways in which Police recognise, protect and support vulnerable people earlier by applying the learning from Public Health Wales' Adverse Childhood Experience (ACEs) research.

Following the positive impact of the programme the focus in 2019-2020 and beyond has been the continued evaluation of 'what works' from the programme, scalable delivery of initiatives and sustainability through the integration of the learning and impact of the work into business as usual for Gwent Police.

The programme has four overarching objectives:

- A confident, capable workforce supported to respond to vulnerability;
- People getting the right support at the right time from the right organisation;
- Partners able to anticipate demand; and,
- Reduction in repeated demand associated with vulnerability.

**Objective 1 Response:** - A competent and confident workforce able to respond more effectively to vulnerability. - By April 2020, jointly with Barnardos Cymru, Gwent Police has delivered Trauma Training to over 1300 front line officers, CSO's and Supervisors in Gwent Police and over 500 partner agency staff. This has embedded trauma-informed practice into our daily business and has built upon existing skills and knowledge to enable our workforce to respond more effectively and earlier to vulnerability. By July 2019, over 1300 front-line officers, CSOs, supervisors, and over 300 staff from partner agencies attended Barnardo's ACEtime training.

Trauma Informed training is now an integral part of the Policing Education Qualifications Framework (PEQF) programme for new recruits and through the EAT programme the Force has recognised the need for and recruited a Vulnerability Trainer to develop and deliver a Vulnerability Workforce Development Plan. This is designed to best equip officers to tackle the often-complex needs of individuals in the ever-changing landscape of vulnerability.

**Objective 2: Build Organisational capacity and capability that proactively meets changing demands.** - Gwent Police has worked to understand the demand from vulnerability and how this interacts with the capacity, resources, and systems we have that respond to it. To achieve this, we have mapped the existing responses to the 13 strands of vulnerability; identifying opportunities for system change, greater alignment and efficiencies. This work has led to the development of a Vulnerability Strategy for Gwent Police to inform how we recognise, respond to and investigate when vulnerable people are involved.

We also recognise that trauma can affect our own workforce and the EAT programme has funded and developed 'Back up Buddy' for Gwent Police, a digital wellbeing app and resource for police officers, staff and their families. In addition, we have worked with a clinical psychologist to implement training courses to prevent trauma and Post Traumatic Stress Disorder (PTSD) of police officers.

**Objective 3: A 24/7 single integrated 'front door' for vulnerability that signposts, supports and safeguards encompassing 'blue light', welfare and health services.** - We have developed a Safeguarding Senior Practitioner role, co-located in the Force Control Room. Currently this is Pilot with evaluation being delivered by external academics working with Public Health Wales. It aims to monitor 'live time' incidents and provide advice, guidance and support to frontline police officers regarding safeguarding. It also aims to share information with officers to enhance effective, early decision making in line with National Decision Model, have direct contact with members of the public involved in the incident where appropriate, liaise with relevant Social Services / EDT in response to incidents, and support the development of a framework for officers to determine whether incidents



require a safeguarding, support or signposting response.

**Objective 4: A whole system response to vulnerability** - Gwent Police has worked with partners in identified pathfinder areas to develop and implement Safeguarding Hubs. The Hubs consist of:

- Co-location of police resources with Social care and other key partners.;
- Early screening of all PPNs to identify referrals for safeguarding, signposting and support
- Early information sharing to inform safeguarding decisions
- Timely multi-agency strategy discussions
- Quality assurance of PPNs and feedback to officers
- Implemented referral pathways for PPNs to early intervention and prevention services.

Across the pilot areas, in the 6 months to April 2020 over 500 individuals and families had received an offer of help from early intervention services. In the Blaenau Gwent authority area alone the re-referral rate into social care reduced from 31% to 11%.

Following from the success of the pilot work is on-going to implement a Safeguarding Hub Model across all five of the Local Authority areas of Gwent.

### **SUPPORTING VICTIMS 'Connect Gwent'**

Our Victim Services Hub, 'Connect Gwent', brings together a range of agencies to enable Gwent Police to work more effectively with victims of crime. Connect Gwent supports victims for as long as they need, offering specialist practical or emotional support.

To ensure quality and consistent performance data is available a comprehensive Connect Gwent Performance Framework has been developed over the last year and has now been finalised. This will enable effective monitoring and scrutiny of the performance of the commissioned services and Connect Gwent as a whole.

Currently 89% of referrals are received from Gwent Police. Engagement and communication work has been ongoing to increase the number of self-referrals and referrals from other agencies. This year's agency and self-referral

rates will then be used as a measure of success of the communication and engagement work over this year.

The Victim Services Hub also includes a new Survivor Engagement Coordinator who joined Gwent Police in February 2020. The post is the first of its kind for a police force in Wales and was created following a recommendation from the Police and Crime Commissioner's office. It aims to establish a sustainable survivor engagement framework through which survivors of domestic abuse and sexual violence can share their lived experience.

We have also invested to ensure officers keep their victims up to date and are able to identify those who require additional support and the type of support that they might require. Training, briefings, inspector and sergeant guidance, and other internal communication have all assisted with this.

### **Domestic Abuse**

***HMICFRS – "Gwent Police has made significant progress in improving its response to domestic abuse victims. It has improved training, resulting in an increase in risk assessments and using arrest and legal powers to protect victims of domestic abuse."***

Domestic abuse is a priority for Gwent Police. In common with most forces, we have devoted attention to getting our approach to domestic abuse right, in encouraging victims to come forward, and in ensuring that when they do, they receive the appropriate level of support.

Gwent Police has a centrally located Domestic Abuse Safeguarding Team (DAST) who review domestic abuse cases and safeguard victims. Each month, together with partner agencies, they review case management, the number of Domestic Violence Protection Notices (DVPN), the number of Domestic Violence Protection Orders (DVPO), the number of cases referred to Multi Agency Risk Assessment Conferences (MARAC), compliance rates for Domestic Abuse Stalking and Harassment forms (DASH), and repeat victimisation.

In 2019-20 there were 10,434 incidents involving domestic abuse. Of these incidents, 57.8% were recorded as crimes. Recorded domestic abuse offences have increased significantly, from an

average of 572 in 2017-18 to 703 in 2019-20. This increase has mostly been attributed to an improvement in reporting and recording.

In 2019-20, we made 2293 arrests relating to domestic abuse occurrences, a decrease of 8.1% from 2018-19. This equates to an arrest rate of 27.2% which is a slight decline on 2018-19, where the arrest rate totalled 29.8%.

The number of DVPNs and DVPOs issued in 2019-20 has fallen by over half in comparison to the previous financial year. DVPNs reduced to 34 and DVPOs to 23. The Force has recognised this reduction and has invested heavily in training and made changes to our processes to enable a rise in applications.

Since the identification of risk in domestic abuse depends upon on the judgement of officers, the Force has invested heavily in training. A Home Office match funded grant for £32,000 was secured to deliver Safelives *Domestic Abuse Matters* training to all of our first responders, including Criminal Investigation (CID) and FCR staff throughout 2020. The training has been delivered in 19 Forces across the U.K., with each seeing a benefit in all aspects of domestic abuse investigations, from early recognition of risk, to increases in evidence led (victim not supporting) prosecutions. It is hoped that although the training has been delayed due to the COVID-19 pandemic that it will enable us to identify and appropriately support more victims.

Funding has also enabled us to improve our response to victims of domestic abuse through our partnership with Women's Aid. We have secured funding to 2023 and the team do the majority of our signposting and follow up support work. These key support workers are all trained as Independent Domestic Violence Advisors and are working towards Independent Stalking Coercive Advocate (ISAC) status. They provide essential assistance to the police and critical support to victims at a time when demand on the police frontline is increasing across all areas.

Gwent refers all high-risk domestic abuse cases to a multi-agency risk assessment conference (MARAC) process. The police Chairs of MARAC meetings are trained by the Gwent Independent Domestic Violence Advocate (IDVA) Manager, using Safelives guidance. Improvements have

been made to the MARAC processes over the last year through the MARAC Steering Group and a MARAC Coordinator has now been established in Gwent. The Coordinator is a joint partner and Police funded post and their role is to not only coordinate the MARACs, but to also hold partners and Police to account for their allocated actions. As a result we have streamlined and professionalised our MARACs.

The force has also been continuing to develop a staff training strategy that includes male violence against women (including sexual violence, coercive control, consent and domestic abuse), appointing male White Ribbon ambassadors, developing a clear system for reporting, assessing, dealing with and reporting incidents of sexism, harassment, abuse, sexual assault or violence and developing our zero-tolerance approach to sexist, harassing or abusive behaviours from staff and service users.

In addition, as part of the Domestic Abuse Matters programme we have been creating a network of 100 domestic abuse champions to enable us to continue to provide the most effective service for victims. We have also put in place Domestic Abuse Wellbeing Ambassadors within the Force who offer support to officers and staff who are or have been victims of domestic abuse.

In November 2019, the Force was proud to achieve White Ribbon Accreditation, showing its commitment to working towards ending male violence against women. White Ribbon UK is part of the largest global initiative to end male violence against women. The charity works with local authorities, emergency services and organisations to ensure workplaces and communities are made safer for women, and that they actively challenge those male cultures that lead to harassment, abuse, and violence. To achieve White Ribbon Accreditation an organisation must produce a challenging three-year action plan which covers raising awareness, changing culture, and specifically engaging with men and boys.

Further, in 2019, our Senior Cadets approached White Ribbon and embarked on a pilot programme to promote awareness of male violence against women. The programme consisted of training related to Domestic Abuse, harassment, stalking, honour based violence and

reporting. Through this collaboration, White Ribbon and the Cadets have established a 'Youth Advocate' mentor role. This role is the first of its kind in the United Kingdom and only the Cadets in Gwent have been formally identified.

The Youth Advocates are linked within their schools, reaching out to young people of similar ages, delivering messages on domestic abuse between peers. The schools will work with Youth Advocates along with adult mentors to ensure safeguarding measures are in place to support and assist individuals who disclose any form of domestic abuse.

As part of their Youth Advocate role, the Cadets also take part in roadshows, community events and hosting information days, raising awareness of what White Ribbon is and how to access support.

The Youth Advocates took their cause to the National Assembly Wales on the 1st of November 2019 to speak to the All Wales Police Cadets Forum regarding Healthy Relationships.

### Operation Encompass

As part of the Early Action Together programme, the Force has rolled out Operation Encompass, whereby a school will be informed by 9am the following day if a pupil has been a victim or witness of Domestic Abuse. This plays a vital role in reaching out to children and young people who may be silenced and not able to ask for the help they need. The programme has now been embedded across all five local authorities.

Gwent has a Pilot MASH project currently running. It incorporates and is co-located with Newport Local Authority, Social Services (Adult +Child) working in close conjunction with the ACE project and more recently Operation Encompass.

In addition, the Force now surveys Domestic Abuse victims to seek feedback on our approach to help improve our performance. Analysis informs areas of good practice and areas for improvement. The head of PPU updates officers and supervisors directly to aid learning. Officers share details of support agencies with victims as standard practice. Connect Gwent reviews referrals to provide support through multi-agency work with bespoke plans. Safety planning is the responsibility of the Officer in the

Case for every Domestic Abuse investigation to ensure continuity of decision-making and communication with the victim.

### Stalking and Harassment

There was a total of 7736 stalking and harassment offences in 2019-20, increasing by 10.9% from 2018-19. A large proportion (46.8%) of stalking and harassment crimes come from the offence '*Sending letters etc. with intent to cause anxiety*' (Malicious Communications Act, 1988). This is followed by the offence '*Protection from harassment*' (Protection from Harassment Act, 1997) which equates to 37.1% these crimes.

In 2019-20, we made 847 arrests relating to stalking and harassment; this is a dramatic increase from 2018-19 equating to a 99.3% rise. More than a third (39.2%) of arrests were made for the offence '*Harassment without violence*'. 28.7% of arrests were due to a '*Breach of a restraining order on conviction – harassment*'. Both offences more than doubled in the number of arrests since 2018-19.

The Force conducts a monthly Stalking, Harassment and Coercive Control meeting, where investigations and crimes are scrutinised. In 2019 Gwent Police also appointed a Stalking, Harassment, and Coercive Control Continuous Improvement Officer (SHCCIO). The SHCCIO reviews all stalking and coercive control incidents reported to the force to provide officers with support and advice during investigations of these crimes. For vulnerable victims, the SHCCIO assists the officer in charge of the case with their interview and the assessment of the victim's needs. Victims are signposted to partner agencies that can assist and support them further. The SHCCIO also provides support and advice to colleagues and partners for Domestic Abuse related cases, as well as providing support to any officer or staff member that is, or has been, a victim of domestic abuse.

### FRAUD

The force uses information received from Action Fraud to understand its fraud victim profile. Action Fraud referrals are also sent to the Victim's Hub Coordinator and the force makes contact with victims who have an indication of vulnerability and repeat victims. We have introduced a Financial Abuse Officer who works

closely with the Financial Investigation Unit and is based in the Victim's Hub.

All Suspicious Activity Reports are proactively reviewed daily to identify offenders involved in acquisitive crime. They are also checked to identifying potential vulnerable victims of financial exploitation who have often not reported the crime. This information may then generate safeguarding action with officer contact.

### Operation Signature

Operation Signature was adopted by Gwent Police in 2017 to deal with increasing growing fraud cases. As well as contacting victims identified via Action Fraud, usually 140 -160 each month, the team contacts victims involved with Banking Protocols and rogue traders, and visits and safeguards victims of Romance Fraud. By working closely with victims, the team has identified further victims of fraud and victims of money laundering scams and has broken a substantial ring with victims located in Reading and the north of England. The team has also been successful in returning money to victims with amounts ranging from £3k to one of £143k that was diverted in a mandate fraud.

Over £100 million worth of fraud — often targeting vulnerable and elderly customers — has been prevented through the Banking Protocol, a UK-wide scheme that enables bank branch staff to spot potential fraud victims and request an immediate police response. The scheme first launched in Gwent Police in 2019 and since then, 77 calls have been made with an average of £10,260 of fraud being prevented per call. The initiative has led to the arrest of three suspected offenders.

The Banking Protocol was introduced to crack down on scams in which customers are tricked into visiting their bank in person to withdraw money and hand it over to a criminal. Under the initiative bank branch staff are trained to spot the warning signs that suggest a customer may be falling victim to such a scam. The staff member can then invoke the Banking Protocol, leading police officers to send a priority response to the bank to investigate the suspected fraud and arrest any suspects still on the scene. The Banking Protocol also ensures that extra support is provided to customers identified through the scheme, to help prevent

them from falling victim to similar scams in the future. This can include referrals to social services, expert fraud prevention advice and additional checks on future transactions.

*Detective Supt Nick Wilkie: "The Banking Protocol gives us a prompt means of identifying, protecting and safeguarding vulnerable people who have often been frightened into forwarding their hard earned life savings to fraudsters. Behind the scenes we are in constant contact with the banks to ensure they activate the protocol when they suspect offences may be being committed."*

Over the last year Operation Signature has also included Victim Support and Age Cymru to assist in safeguarding, and a Fraud Triage Department has been developed.

In August 2019, a bank outlined to the Financial Investigation Team where banks have a responsibility to their customers to ensure that unusual transactions are monitored and refunds are available. Between August 2019 and March 2020, the team has pushed other banks to help victims and through Operation Signature they have been instrumental in the return of funds to victims in Gwent totalling over £290,450. The largest sums returned include £180,000 to a victim that had been cold called and who was clearly vulnerable, £30,000 for a cold call relating to internet banking and four cases of 'Romance' fraud totalling £55,800. Safeguarding has also been extended to those under 18, although this does not have the same amount of fraud and relates mainly to Facebook / social media hacking.

### Modern Day Slavery and Human Trafficking (MSHT)

Modern Day Slavery Modern slavery is a complex crime and may involve multiple forms of exploitation. It refers to all offences previously described as human trafficking, slavery, forced labour, and domestic servitude. It features as a priority in the Force Control Strategy and senior leaders engage with and support the aims of the Independent Anti-Slavery Commissioner in the prevention, detection, investigation and prosecution of slavery offences and the identification of victims.

In January 2018 Gwent Police established a dedicated MSHT team to focus on all aspects of

MSHT, including educating front line officers, safeguarding victims, and enforcement. A multi-agency risk assessment conference (MARAC) was also set up for Modern Day Slavery and agencies refer cases to the MARAC co-ordinator for consideration.

Victims of modern slavery are identified and referred through the National Referral Mechanism (NRM) framework, ensuring that they receive the appropriate support. The NRM and Duty to Notify processes are understood within the Force and are recorded in a retrievable format capable of tracking victims.

NRM's are received by Force Intelligence staff and disseminated to the MSHT team. The MSHT team record, track and monitor all referrals, support investigations, ensure safeguarding is in place around identified victims and carry out pro-active police operations to identify further potential victims of all forms of Modern Slavery.

Gwent Police staff routinely publicise successful engagement with the victims of MSHT in the media when examples of exploitation and modern slavery are encountered that highlight issues that continue to present such challenges to our communities.

The Gwent Anti-Slavery group work to a delivery plan which identifies actions locally under the heading of Protect, Prepare, Pursue and Prevent. The MSHT team response is centred on these actions in order to improve the anti-slavery response, and safeguard persons locally. In 2019-20, fifty-two victims of MSHT were identified and supported by the Modern Slavery and Human trafficking team.

	2017-18	2018-19	2019-20
Offences	27	57	40
NRMs	36	68	36
MS1s	8	12	16
Intelligence	158	278	242
Logs			
Arrests	9	6	10
Victims	25	54	52
MARAC referrals	9	38	29
<b>Total</b>	<b>272</b>	<b>513</b>	<b>425</b>

We have placed a strong emphasis on training and education to maximise our ability to safeguard vulnerable groups. This has resulted in

victims self-referring and entering the National Referral Mechanism. The force has also identified and mapped businesses known to associate with modern slavery and human trafficking. We routinely visit these premises with partner agencies to disrupt activity and decrease opportunities to exploit vulnerable groups.

**Disruption**

The force works continuously to disrupt modern day slavery and human trafficking and safeguard victims. For example:

- Operation Aidant – Has been running since 2017 and is the umbrella term for multiple Modern-Day Slavery and Human Trafficking operations. In conjunction with the work of the Modern Slavery Police Transformation Unit, Operation Aidant has acted as a catalyst for the wider modern slavery response. To date, across the UK, there have been over 770 arrests and over 1220 potential victims of trafficking identified during Aidant activity and a number of these intensifications have fed into Europe-wide activity on this threat.

Police forces are given an Operation Aidant schedule each year and are asked to develop a response to the targeted agenda. During March 2020 the Force concentrated on Adult Services Websites Referrals (ASW).

Police operations have shown that Organised Crime Groups (OCGs) are using internet based ASWs to facilitate the exploitation of victims. OCGs that traffic and exploit victims for financial gain have predominantly, although not exclusively, migrated to the use of ASWs where their activity can be hidden amongst legitimate activity. ASWs remain the most significant enabler within the sexual exploitation, modern slavery and human trafficking threat. It was therefore essential that that Gwent Police took proactive steps to identify exploitation.

- Operation Latte - November 2019 saw a large number of departments across the force joining together with other external agencies to investigate Modern Day Slavery. The Operation focused around two care homes across multiple counties and has

resulted in several arrests and the care homes now receiving a better service.

Throughout 2020 various further operations will be carried out focusing on Labour Exploitation, including domestic servitude, Child Trafficking, Sexual Exploitation, and criminal finances linked to Modern Slavery and Human Trafficking.

The force has also embedded a UKBA (Immigration) Officer in our primary custody unit to enable the sharing of intelligence. This has led to an increase in intelligence reports from our immigration partners. We are now capturing more intelligence and identifying more individuals than ever before.

However, we are aware that prosecutions remain low and to improve the prosecution rate we are increasing our focus. In Gwent we are introducing a monthly meeting to discuss modern slavery and human trafficking investigations in detail. Action plans are being developed to push investigations forward and the MSHT team will assist with these actions to drive improved performance.

### Sexual Offences

Recorded rape offences dramatically increased in 2017-18 which correlates with the trend seen in all crime through the improvement in recording practices. The monthly average of rape offences peaked at 48 in 2018-19, however this reduced by 14.6% in 2019-20 to a monthly average of 41 as crime figures have stabilised.

Reports of historical rapes have increased at a consistent rate relative to the number of overall rape reports. We define historic offences as those where the incident occurred more than 12 months prior to the reported date. Whilst reported rapes have dropped in 2019-20, the proportion of historical rapes remains at 28%, akin to 2018-19. We believe it is likely that a substantial part of the increase in Serious Sexual Offences results from successful media campaigns and an increase in public awareness around offending. This has encouraged victims to report crimes and given them the confidence to do so.

Reports of other sexual offences have increased at a more gradual pace in comparison with rape. Since 2017-18 the number of sexual offences has ascended slowly, with the average number per

month rising by 6% from 81 in 2018-19 to 86 in 2019-20. Again, this reflects public confidence to report these types of crimes. The proportion of historic sexual offences has remained consistent as with rape offences. Despite the increase of sexual offences in 2019-20, the number of historical reports has reduced by 15.7% from 2018-19.

We currently operate 24/7 cover by Force Medical Examiners (FME) for victims in our Sexual Assault Referral Centre. However, over the last year the Force has been in discussions to work towards an All Wales Sexual Assault Referral Centre provision with each of the Welsh forces. We also have specialist trained Sexual Offence Liaison Officers (SOLOs) in place to respond to incidents of Rape and Serious Sexual offences.

### CHILD PROTECTION

We assess demand in Child Protection by reviewing the number of Child Protection Strategy discussions held. The monthly number of Child Protection Strategy Discussions has averaged 172 in 2019-20 which is consistent with the 2018-19 average of 170 each month.

There has also been a significant investment in training in relation to Public Protection Notices (PPNs). The Early Action Together Programme (EATP), whilst focusing on understanding the existing systems response to vulnerable people, evidenced that the majority of PPN's received 'no further action' (NFA) as the information provided didn't meet the child protection threshold. Therefore, to ensure more families received early intervention, the EATP worked with children services and tested two new pathfinder projects in Blaenau Gwent and Newport. The projects comprised of three key elements, one of which included PPN training for officers. The training aimed to operationalise the ACEs training in practice; increase officers understanding of the value and purpose of the PPN; and outline the information consistently required by social services to make safeguarding decisions.

In addition to training, the EATP funded the co-location of a police resource within children services to improve the quality of PPN'S by providing feedback to officers. They also jointly assessed PPNs with social care to ensure that families who do not meet the child protection

threshold are referred to the Early Intervention Team. Further, the EATP funded additional social workers in each area to increase capacity within the Early Intervention Teams.

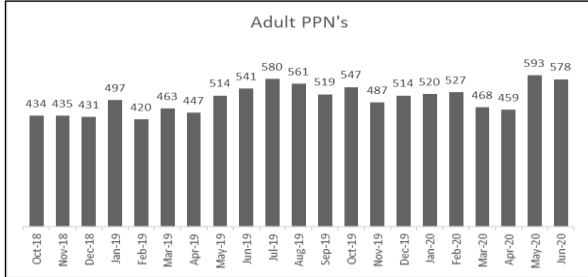
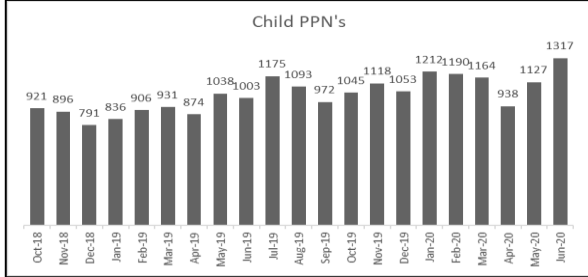
Through the EATP the following officers received PPN training:

- Between April - July 2019: To support the delivery of the new pathfinder projects 73 officers in Blaenau Gwent and 124 officers in Newport were trained.
- November 2019 - April 2020: Due to the improved quality of the PPNs in the pathfinder area and positive feedback from officers the training was delivered in the force training day. 596 officers across all areas in Gwent received the training.

Improvements in the quality and consistency of information recorded on the PPN has resulted in a 50% reduction in the number of PPNs with 'No Further Action'. This represents more than 400 families receiving support that would not previously have done so.

Improving and maintaining the quality and consistency of the PPNs continues to be a priority. The PPN training has been embedded within the PEQF for new student officers, Community Support Officers and Investigators and will now be delivered by the newly appointed Vulnerability Trainer.

The figures below outline a gradual improvement in both child and adult PPN's:



High-profile failings nationally have attracted significant media attention. These incidents have

inspired a greater awareness of child protection and exploitation. As a result, we believe it is likely that the rise in demand will continue. We regard this increase in police referrals as a positive trend, indicating that we are recognising concerns properly. We share information with partner agencies to ensure that all child protection matters are addressed properly.

Gwent Police continues to work with a single Gwent-wide Child Safeguarding Board to tackle strategic priorities and ensure that there is a multi-agency response to protecting vulnerable people. This board sets the strategic priorities for all partners engaged in the safeguarding and protection of children and adults across the county. To meet future demand we have been reviewing, through our Safeguarding Board, the child protection planning training package and guidance documents. This will improve recognition of offences against children but also streamline our response to cope with increased demand.

We have also continued awareness training with our partners. In October 2019 we hosted the first Procedural Response to Unexpected Deaths in Childhood (PRUDiC) multi agency awareness input which was delivered to various partner organisations. This included staff from Welsh Ambulance Service Trust, Police, Health and Safeguarding Leads from each local authority.

The Force Vulnerability Meeting oversees monthly audits on all 13 strands of Public Protection, ensuring a high standard of investigation. Child Safeguarding is one of these strands. A number of Child Safeguarding investigations have attracted convictions with significant prison sentences.

Gwent also has a Pilot MASH project currently running. It incorporates and is co-located with Newport Local Authority, Social Services (Adult +Child) working in close conjunction with the ACE project and more recently Operation Encompass.

**Child Sexual Exploitation**

Children at risk of CSE are discussed at Referrals of concern received by partner agencies are discussed at the meeting and the intelligence and information shared is recorded on police and social service systems allowing an analyst to identify themes, patterns and trends emerging.

This may include the identification of serial perpetrators and the involvement of gangs/groups or premises/locations linked to CSE. Analysis developed as a result of this is brought back to subsequent meetings and action plans for each referral developed.

### **Operation Quartz**

Operation Quartz is a force-wide operation to protect and reassure people affected by, or at risk of, Child Sexual Exploitation and Child Criminal Exploitation. Where children have been identified that they are at risk of sexual exploitation they will automatically become referred/registered to Operation Quartz. We have Quartz officers in both East and West policing areas who work closely with the young people, family and partner agencies.

A high proportion of CSE victims in Gwent are females and are children are between the ages of 12 and 17. The majority of CSE victims are looked after children and those in care, which is why our engagement with social services and agencies is vital.

Gwent Police has identified links between cybercrime and Organised Crime groups (OCG's) involved in child sexual exploitation and the Force is actively targeting these groups through disruptions and intervention. A regional CSE Co-ordinator who is part of TARIAN assists with identifying emerging patterns and threat and advises on disruption tactics. All children managed by Operation Quartz are subject to an ongoing CSE review at multi-agency meetings and a dedicated team of officers manages children who have been identified as being at significant risk. Their role is to work with partners to reduce the risk to the child and to prosecute identified offenders.

### **Child Criminal Exploitation**

Child Criminal Exploitation (CCE) is a relatively new term for policing and we have recognised this as a force priority. CCE spans several crime types and has links to county lines, highlighting the importance of identifying these cases. For example, we have identified instances where organised crime groups have used the power of addiction to ensure the loyalty and cheap labour of young individuals or youths have been tempted or pressured into becoming involved in street dealing for Organised Crime and gangs.

We have therefore recently introduced a new CCE toolkit to implement a consistent method of identifying this risk in force, enabling us to understand which children are vulnerable to CCE and work more effectively with partner agencies. This is currently a pilot in the East LPA which we hope to implement across the force, and from this we have identified all children at risk of CCE in the East LPA are males, in contrast to children at risk of sexual exploitation where victims are predominantly females. All children identified as medium and high risk have allocated social workers and early intervention such as youth offending and St Giles Trust support workers. The children who have been scored as low risk have a dedicated Operation Quartz officer.

### **Missing Children**

The Gwent Missing Children's Team is a multi-agency safeguarding team for missing children in Gwent. Police, Social Workers, Health, Education, and third sector organisations work together collating information about children reported missing to Gwent Police to ensure that the children receive timely and appropriate levels of support. The primary aim of the Gwent Missing Children's Team is to recognise when an episode of a child going missing or being absent is an indicator of deeper problems in the child's life and to explore these underlying issues within the wider context.

3339 missing children reports were received by the police during the reporting period, with the Missing Children Team reviewing every single report via a daily multi-agency meeting which facilitates the sharing of information and decision making. A total of 421 children have received a debrief from the independent debrief workers who have worked closely with the exploitation workers and analyst to identify safeguarding risks. Onward referrals following a debrief have been for advocacy, counselling, mental health services, substance misuse, bereavement services, preventative work and support around gender and sexuality. The analyst has collaborated with the team and partners to identify victims of exploitation and patterns of offending. This information has been shared with police, social care and other agencies to inform safeguarding responses.

During the reporting period, two exploitation workers and an analyst have been recruited. The



exploitation workers provide direct support to children who may be at risk of exploitation to prevent them from becoming victims. They deliver Barnardos 'Love Rocks' programme to primary and secondary aged children on an individual and group basis. The primary aged programme covers areas such as relationships, grooming, keeping safe and being online, with the secondary programme concentrating on relationships, child sexual exploitation, keeping safe and the impact of watching porn and sexting. Since the programme started in July 2019, they have received 74 referrals for the service and have completed the programme with 40 children.

The Missing Children Team have developed strong relationships with residential care homes for children and Care Inspectorate Wales, prioritising new unregulated homes which lacked the experience and knowledge around safeguarding for missing and exploitation. The team has held a quarterly residential home forum and have provided training to 39 homes. The team have also delivered training to 387 people from statutory services, third sector and the night time economy.

A review of the safeguarding arrangements in Gwent has led to a decision to integrate the Missing Children team into the developing local safeguarding hubs during the next reporting period. This provides an exciting opportunity to embed the expertise from the Missing Children Team into safeguarding hubs responsible for all safeguarding concerns in a person focussed rather than issue based approach. The exploitation and independent debrief resources will be doubled as part of these new arrangements providing much greater capacity for direct work with children and young people in Gwent.

### **VULNERABLE ADULTS**

The Gwent-wide Safeguarding Board sets the multi-agency strategic priorities for partners in relation to the Safeguarding and protection of adults and children at risk across the county. The priorities relate to 1. Targeting interventions towards adults who are at risk of specific types of abuse; 2. Improving the quality of care; and 3. Maintaining an effective regional safeguarding board. There are Gwent-wide sub-groups which are generated from the Safeguarding Board which review our approach to protecting

vulnerable adults and each of these sub-groups have action plans to track progress. Following the introduction of the Social Wellbeing Act, we have provided further training around this to increase knowledge and continued awareness.

The number of occurrences involving a vulnerable adult in 2019-20 was 2915, equating to 3.8% of all crime recorded during the financial year. This is slightly lower than 2018-19, where vulnerable adult occurrences accounted for 4.8% of all recorded crimes.

Adults at risk strategy discussions take place each month, and although these dropped by 43% from 2017-18 (85) to 2018-19 (48), there has been an increase of 27% in 2019-20 to a monthly average of 65.

We expect demand to rise in the next four years as older people will be an increasing proportion of the future population. Gwent also has some of the most deprived areas in the UK, factors likely to present risks to the vulnerable and increase the demand for services from this part of the population. In addition, changes to the Social Wellbeing Act have led to a standardised approach in this area of safeguarding which is more consistent with the practice within Child Protection. Rather than a local response we believe there will be a consistent approach likely to involve more effective multi agency working arrangements and collaboration.

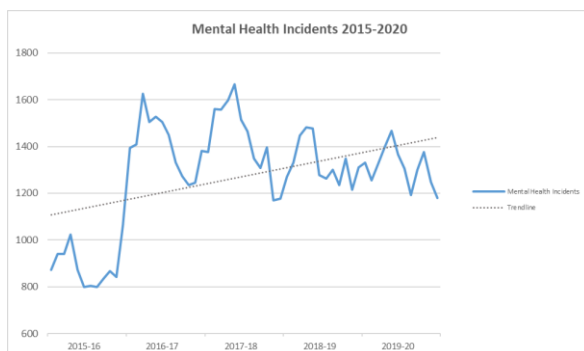
### **MENTAL HEALTH**

Gwent has relatively high levels in several of the factors that drive demand for Mental Health services, factors such as economic deprivation, substance misuse, and unemployment. This, and the impact of the Covid-19 pandemic, is likely to lead to an increase in demand for all Mental Health services over the next 3-4 years, including those provided by the police. Financial and funding challenges faced by Gwent's Mental Health Services are also likely to exacerbate this.

*Together for Mental Health* is the Welsh Government's cross-governmental 10-year strategy to improve mental health and wellbeing. Published in October 2012, the strategy encompasses a range of actions aimed at improving the mental wellbeing of people in Wales as well as supporting those with a severe and enduring mental illness. The strategy is implemented through three-year delivery plans

that set out the key actions for Welsh Government and stakeholder agencies. The second delivery plan, covering the period 2016-19, aligns with the broader policy context of The Wellbeing of Future Generations Act 2015 and the Social Services and Well-being (Wales) Act 2014. The final stage of the delivery plan has now been published (2019-2022) and Gwent Police actively engaged in the consultation of this plan during 2019.

Over the last year the Force has taken part in a national exercise to capture our health demand. The below figure highlights all incidents that have been flagged with a mental health tag at the time of reporting. However, we identified during our national exercise data capture that further work needs to be undertaken if our use of a mental health tag as a measurement is to be relied upon. We have therefore developed an APP for officers to use on their Samsung devices that will shortly be launched to enable a more accurate recording of data surrounding all mental health incidents.



Gwent Police also continue to work with Partner Agencies to improve the way we respond to persons in Mental Health crisis. For example, we have engaged in a piece of work exploring S136 detentions to try to understand the whole system. Representatives from each partner agency have reviewed those who have been detained under S136 to ascertain if crisis services could have intervened earlier and if so, whether this would have averted crisis and the S136 detention would not have been needed. This work is ongoing.

In conjunction with the Office of the Police and Crime Commissioner, the Force has five mental health practitioners and one supervisor in the Gwent Police Control Room. This has had a positive impact, identifying people known to mental health services and providing tailored advice to manage them *in situ* or ensure that

they are directed to the most appropriate support. The Practitioners enhance safeguarding through quicker, more effective assessment of people in crisis and by speeding up access to appropriate support. As well to responding to calls for assistance from officers, they also proactively monitor incidents for those that may be mental health related and in which they can be of assistance. There is also a Community Mental Health Practitioner situated in the Connect Gwent Victims Hub to provide a direct point of contact for victims with mental health issues.

Further, the Force has been keen to raise awareness of mental health through training. As part of this we have implemented Suicide Prevention training. Nationally, there are in excess of 6500 suicides in the UK each year. In an attempt to reduce these figures, the Zero Suicide Alliance (ZSA) was launched to formulate a more joined up approach between organisations and emergency services. All Gwent Police employees have been requested to complete an online suicide prevention package produced in conjunction with NHS Mersey Care.

### Mental Health Crisis Care Concordat

Gwent Police is a key partner in the Crisis Care Concordat Delivery Group. This group meets bi-monthly to ensure that the commitments of the Welsh Crisis Care Concordat are delivered effectively. The group has been instrumental in reducing section 136 detentions, ensuring that those who are detained are not taken to police cells but to appropriate places of safety, and that there are pathways to assess mental health care that all agencies can easily navigate.

### INVESTIGATIONS

**HMICFRS 2018-19 PEEL Inspection (January 2020) found that:**

- ***“The force is good at investigating crime. It has introduced a new investigations framework to focus and prioritise investigations on crimes that cause victims the most harm.***
- ***The force trains and supervises officers and staff to carry out investigations, including telephone investigations.***
- ***Victims are generally satisfied with the way investigations are carried out.***

- ***The force promptly follows up outstanding wanted suspects so it can find and arrest them.***
- ***The force ensures that safeguarding discussions influence how it uses pre and post charge bail and RUI to effectively protect victims."***

The Force has worked hard to improve its standard of investigation and we are pleased that the HMIC has found that we are 'Good' in this area. In striving to improve our approach and to provide the best service possible to victims we introduced a new investigation framework. Within the framework is a new approach that prioritises investigations into crimes that cause the most harm to victims.

The key aims of the approach are to improve our decision making and provide a proportionate response to the crimes that will be investigated. This has meant a move away from simple consideration of the type of crime and helps to guide decisions so that we minimise the impact of crime on victims and communities. This approach also aims to use resources and expertise more efficiently when investigating crime.

With the framework, the investigation allocation model focusses on allocating the appropriate resource to an incident based on its seriousness and complexity rather than on crime type.

The framework focuses attention on the quality of the initial information gathered by the call-taker and their assessment of the vulnerability of the caller. It also promotes the appropriate prioritisation of investigations to utilise investigators and expertise more efficiently.

Roll out of the framework was completed in March 2019 and its implementation has been subject to rigorous quality assurance monitoring.

Key findings show:

1. Victim satisfaction has not decreased;
2. No increase in complaints following introduction;
3. There has been no impact on sickness levels;
4. The number of crimes where additional tasking to complete house to house enquiries or collect CCTV was required dropped from 37% to 12%;

5. Staff feedback and survey results show that they are very positive about to model; and,
6. Figures for crimes recorded at FPOC have increased, on one indicative relief from 1940 before introduction, to 2586 following implementation.

### Police Staff Investigators

#### ***HMICFRS 2018-19 report "The force is good at catching criminals and resolving investigations"***

Nationally there has been a significant drop in the numbers of officers applying to join Criminal Investigation Departments. In Gwent, to ensure we have sufficient detective capability and maintain our capacity to respond to, and solve, serious and complex crime cases, we have employed fifteen new police staff investigators (PSIs). The PSIs will work alongside detectives dealing with offenders, witnesses and victims and will be accredited investigators under the National Professionalising Investigations Programme (PIP). This means that they will be trained and qualified to the same level as a Detective Constable, being responsible for all criminal investigations from the initial report through to trial and investigating serious and complex crimes acting as Officer in the Case from allocation to disposal.

Our new investigators have completed their initial training and have joined their teams across the Force. It will take two years to become fully accredited and although they will have an investigatory role the PSIs will not have any powers of arrest.

### Transforming Summary Justice

Transforming Summary Justice (TSJ) has intended to improve the timescales and the file content for cases listed at the Magistrates Court, and also how cases are dealt with in the courts. The Force receives monthly updates on performance which measures areas such as vacated trials, ineffective trials, cracked trials and guilty plea rates at the first hearing in the Magistrates court.

Monitoring of the TSJ requirements has become embedded into the daily processes across the Force. This ensures that we are continually delivering a timely quality product to the Crown Prosecution Service with the aim of achieving a

guilty plea and justice for the victim at the earliest opportunity.

### **Witness Care Unit**

The aim of the witness care unit is to provide a single point of contact for victims and witnesses for information about the progress of their cases and to minimise the stress of attending court. Witnesses are essential to successful prosecutions and we are committed to making the process as straightforward as we can. The Units are jointly staffed by our staff and the Crown Prosecution Service and provide information and support as outlined in the Code of Practice for Victims of Crime. The Unit will provide a single point of contact for victims and witnesses and a dedicated witness care officer will guide and support individuals through the criminal justice process and beyond.

# 5 | Community Cohesion

**PCC- “Increasing understanding and respect among communities to improve equality, safety and wellbeing”**

## HATE CRIME

Only 1.7% of all the crime recorded in Gwent is hate-related and there has been a 7% decrease in hate crimes reported in 2019-20 compared to the previous financial year. Each hate strand has seen a decline in reported crimes, apart from disability which has increased by 15 crimes in the last year.

### Hate Crimes by Strand

Hate Strand	2018-19	2019-20
Racial	623	551
Homophobic	210	205
Disability	185	200
Religious	19	15
Transphobic	24	20
<b>Total</b>	<b>1061</b>	<b>991</b>

Consistent with previous years, race related crimes account for the majority of hate crimes (56%). There were 623 racially motivated hate crime occurrences recorded in 2018-19, a rise of 12% from 2017-18 while in 2019-20, these crimes declined by 12%.

### Hate Committed Online

Hate Strand	2017-18	2018-19	2019-20
Racial	11	26	24
Homophobic	6	14	19
Disability	1	6	4
Religious	0	2	0
Transphobic	1	4	2
<b>Total</b>	<b>19</b>	<b>52</b>	<b>49</b>

The number of crimes committed online with an element of hate increased from 19 in 2017-18 to 52 in 2018-19. This increase may be partly due to victims feeling empowered to report hate incidents and the improvement in recording

these crimes. Figures for 2019-20 have remained in line with the previous year, with a slight decrease of 3 crimes to 49. Again, race related crimes contributed to a large proportion of online hate-related crimes at 49%.

In response to online crime, including Hate Crime, the Force introduced a Cyber CSO. This is a member of police staff, with a remit that covers online offending, to:

- provide a visible presence to the online community;
- be alert for and report any online hate crime; and,
- provide messaging to communities as a form of ‘counter narrative’.

The Cyber CSO provides advice to officers who are dealing with online offences and also provides prevention advice to victims and community groups in relation to online crime. All cases of online hate crime are referred to the Cyber CSO. Online hate crimes that are perpetrated by and against children are additionally referred to both the local Schools Liaison Officers and the Missing Children Team to cross reference with their ‘at risk’ children.

The number of hate crime victims has remained constant year-on-year, with a slight decrease of 6.5% from 2018-19 to 2019-20. Of 991 overall hate crimes, there were 1018 victims of which 132 were repeat victims. The majority of repeat victims have been due to race related hate crimes.

Hate Crime Support Officers (HCSOs) active across the force are allocated to offer support to victims as soon as possible after a hate crime is reported. HCSOs are volunteers from the force who take on the role in addition to their day-to-day duties.

The HCSOs main areas of responsibility are:

- maintaining regular contact with their allocated victims;
- referring victims and witnesses to specialist agencies as appropriate;

- working with local policing teams to establish and maintain links with hard to reach communities;
- providing advice and guidance to investigating officers; and,
- encouraging the reporting of hate incidents and crimes.

Forty-two HCSOs have received enhanced training and receive weekly victim referrals.

Each Local Policing Area has a multi-agency forum to deal with complex or high risk hate crime cases, either in isolation or alongside ASB/repeat victim incidents. Crime and Disorder Reduction Officers (CADROs) retain local oversight of hate crimes in their area and hate crimes are also reviewed at the Daily Management Meeting by senior management. A comprehensive online Hate Crime Toolkit has also been developed to assist officers.

The Diversity and Inclusion team carries out a daily audit across recording systems to identify any hate related incidents. All incidents are reviewed weekly and those which are identified as complex and/or high-risk are flagged in line with nationally agreed MAR (Multi Agency Response) principles. These were developed in partnership with the three other Welsh Forces and British Transport Police. Cases are sent to local teams for action and ongoing management.

Partnership arrangements exist with the all-Wales Victim Support Hate Crime Project, who can provide support to all victims of hate crime and third-party referral mechanisms are in place to receive reports of hate crime from Victim Support, Umbrella Cymru (specialising in gender and sexual diversity), and True Vision (a police funded library of resources on hate crime that also offers a secure online reporting facility for registering incidents).

The Diversity and Inclusion team also works with Local Authority Community Cohesion and Diversity leads to ensure a joined-up approach to monitoring community tensions and managing high risk or complex hate crimes. This joint working has enabled the delivery of the Syrian Resettlement Programme which has led to the development of a Policesol course. This is a four week programme designed to promote integration and confidence in UK policing amongst asylum seekers and refugees.

Similarly, the Diversity and Inclusion team has been similarly working with local authority partners throughout the Covid-19 pandemic to support victims of all hate crimes with a particular focus on those communities who have been the target of Covid related incidents and tension.

Over previous years, the Force has noted spikes in hate crime following political incidents and changes such as Brexit and terrorist attacks. We therefore predict that any future terror-related incident or threat will be followed by an increase in hate incidents. However, our improving relationship with the Islamic community allows us to provide reassurance and address hate incidents immediately and we are also supporting faith communities to secure funding to increase the safety of their premises.

In January 2020, we established for the first time in the Force, an Interfaith Network (Police and Faith Together). This gathering of people of faith brought together community members from the Christian, Muslim, Sikh, Jewish, and Bahai faiths. The purpose of the meeting was to understand how we could help and support our communities and how to work with our communities to better understand their needs and concerns. Over 20 people attended the initial meeting and it is our aspiration to ensure that every faith community or place of worship is represented.

We also routinely monitor threats and hate incidents relating to Far-Right extremism. Their use of social media and the prevalence of hate incidents online is an increasing demand on the force.

## ENGAGEMENT

The force and the Police and Crime Commissioner have a joint engagement and communications strategy (2018–22). It sets out how the force wants to communicate and engage with communities and interested parties. It explains key objectives for engagement and communication over the coming years in line with the police and crime priorities for Gwent, these objectives are:

- empowering local residents to make communities safer;
- informing communities of action taken;
- involving communities in shaping policing services; and

- consulting the public to inform strategic decision making.

All engagement activity carried out by Gwent Police aims to adhere to these objectives so that our communities agree that their voices are being heard and they are being consulted, that the police are accessible to everyone and that we have listened to, and responded to, the views of our communities.

Throughout this document we have therefore highlighted various community engagement through the avenues of Citizens in Policing, the Rural Crime Team and Intervention and Prevention Department, the Social Media Desk etc. We cannot outline all engagement activity that has taken place across Gwent but the following are further examples:

- Engaging with Blaenavon Over 50's Forum to offer advice and reassurance relating to the perception of criminality in the area; vulnerable and elderly adult visits have been conducted on a monthly basis in Bettws and Rogerstone, "Young at Heart" coffee mornings set up by the Community Officers at Brynmawr where people who live alone can talk with others in the same situation to prevent loneliness and promote cohesion. Links have also been forged with Age Cymru to share information on elderly people. Vulnerable adult lists now operate in Bettws and Rogerstone and CSO's complete regular visits.
- Community engagement days have been held in Blaenavon/Garndiffaith/Panteg/Greenmeadow with numerous agencies so that the police and agencies were readily available to local communities for the day.
- Officers have attended published community meetings in order to engage and identify issues that a community may be experiencing.
- CSO led meetings have been held with residents groups which have included community initiatives such as litter picking, youth clubs, coffee mornings and surgeries.
- Weekly local surgeries have been held, enabling local residents to meet with officers and discuss relevant issues.
- Children's Craft Clubs have been held at the local Church in Caerphilly where local officers engage with the youth of the Parish to build community links.
- A weekly engagement hub is held at 'the basement' youth facility in Blackwood and Blackwood youth club attended by Police, youth service and local young people and there are monthly youth LGBTQ+ engagement evenings.
- Working under the Heddlu Bach scheme with primary schools, one of the projects was to help design books for publication to encourage children to join the scheme. The books also aimed to break down the barriers between the police and families who may have a distrust towards the police.
- Officers have been working using digital media to work in an agile fashion. The locations identified as being suitable for agile working have been those in areas of high crime or ASB and local schools. This has improved familiarity with officers and has improved relationships with local communities. All Neighbourhood Policing teams have been directed to attend social media courses to ensure that they provide the public with regular updates.
- Officers have been trained as sports leaders to assist in the provision of youth diversionary activities.
- Police cadets held a pumpkin carving event to break down barriers in the community, a Halloween Party was held at Alway police station, engaging with over 100 families and a Christmas crime prevention event was conducted in the Spytty Retail park, reaching hundreds of families. Neighbourhood Policing Teams regularly provide updates through Twitter and visit other public events like summer fayres and county shows.
- Officers liaised with local primary schools to make Valentines Cards which were then distributed to the elderly in the community in order to show support and solidarity to them. Officers have also been into local schools to paint rocks with school children. These were then hidden around

Newport for others to find and engage with on Social Media.

- Various Community Assist days have been conducted across Gwent for members of the public in addition to community action days, multi-agency walkabouts resulting in community action plans, and cyber surgeries have been held to discuss online safety with local residents and answer queries.
- A Gwent CSO led Community Support and Peers Group in Monmouth has been supporting persons who are recovering from alcoholism/drug addiction and with mental health issues.
- In Monmouth a new engagement strategy aims to target key football sites and stakeholder groups premises
- CSO's in Abergavenny have been working out of a local Café to encourage community engagement with Homeless and Under Privileged individuals. They have also been working alongside persons with Learning Difficulties.

## EQUALITY AND DIVERSITY

Gwent is a diverse and contrasting area. Some of our communities are amongst the most deprived in the UK, while also some of the most affluent. We have a higher than average proportion of disabled people living in Gwent, a growing ethnic minority population and increasing number of Welsh speakers and Newport in particular is one of Wales' four Border Agency dispersal areas for Asylum Seekers. This diversity is welcomed by the Force and we are committed to encouraging inclusivity and valuing difference both within our organisation and through the service we provide.

In the past decade, the United Kingdom has seen a significant increase in the arrival of individuals seeking political asylum in the country. However, individuals arriving to the UK often have little knowledge of their rights and responsibilities, particularly with regard to sensitive quality of life issues such as not having to experience racial abuse or suffering forms of domestic violence which they may be reluctant to report.

Through a problem-solving partnership approach, the Policesol Training Programme

addresses concerns by effectively providing asylum seekers and refugees with information in a constructive, learning environment. We have therefore delivered Policesol courses to refugees living in Gwent, improving their understanding of UK culture, policing and legislation with the aim of improving integration and community cohesion.

Our Professional Standards Unit (PSD) has also worked with the force Diversity and Inclusion team to produce posters to promote the complaints process in nine languages in addition to English and Welsh. These have been distributed to local support groups and organisations to be displayed in their premises, as well as being posted onto the force website. The local PSD teams are in contact with advocacy organisations such as the South East Wales Racial Equality Council (SWEREC) to assist people from minorities to make complaints. Complainants are frequently visited in person in order to discuss their complaint, particularly where they may have learning difficulties or mental health issues.

## A Diverse Workforce

It is important to Gwent Police that we have a workforce representative of the communities we serve. This means ensuring that we inclusively recruit people that have different characteristics, whether gender, race, religion, disability, age, sexual orientation or gender identity. A diverse workforce means that Gwent Police can provide a better service to the public through police officers that have a range of skills and life experiences.

The population of Gwent is 5.10% BAME (*Data as of Dec. 2019 StatsWales.gov*) and targeted positive action since reinvigoration of recruitment in 2016 has increased our BAME officer representation from 1.9% in 2016, 2.5% in 2018 to 3.6% in 2020.

Positive action has included:

- Targeted advertising and promotion of opportunities amongst BAME networks and communities;
- Leaflet drops in areas which have a high percentage of BAME residents;
- Support for BAME applicants at every stage of the recruitment process such as application writing, assessment centre and



interview preparation sessions, and individual mentors;

- Launching a bespoke development course for BAME officers with potential (PALS) which ran for one year from January 2018 in partnership with South Wales Police;
- Developing links with BAME student union leads in order to prepare for the changes in recruitment processes;
- Introduction of Linguistic Competency; and,
- Consistent promotion of recruitment and voluntary roles within Gwent at community events.
- Visits to Places of worship & BAME elders community groups to increase trust & transparency
- Post application engagement with unsuccessful BAME candidates to re-assure and prepare for following recruitment process.
- Targeted BAME candidate ride-along schemes.

### **LGBT+ (Lesbian, Gay, Bisexual, Transgender and related communities)**

It is the duty of Gwent Police to uphold fundamental human rights. This includes treating colleagues and the public fairly, regardless of sexuality or sexual identity. Sadly, between 2018-19 in Wales and England, sexual orientation hate crimes increased 25% (to 14,491) and transgender identity hate crimes by 37% (to 2,333). Although this is partly due to improvements in crime recording, it underlines the harsh realities our LGBT+ communities face.

We therefore actively encourage staff to join our LGBT+ network which is a support network for all police officers and police staff within Gwent Police. Its main aim is to achieve a working environment that promotes equality and eliminates discrimination, harassment and victimisation. The Force also continues to partner with LGBT+ support organisations, including Umbrella Cymru, who provide exceptional support and advocacy to victims of hate crimes. As a Force, we have also now pledged to adapt to the commitments of Stonewall Cymru and these commitments will be built into our Diversity Plan.

### **Gwent Police Ethnic Minority Association (GEMA)**

Gwent Police Ethnic Minority Association (GEMA) is a staff support network that provides

support for people who are from an ethnic minority background. It also provides links between policing and ethnic minority communities and promotes and support's Gwent Policies Positive Action program. GEMA is also involved in discussing and advising on Force Policy regarding Race, Equality and Diversity, Staff Welfare and engagement with BME communities.

### **Equality**

In October 2010, the Equality Act introduced a Public Sector General Equality Duty, which requires Gwent Police to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

There are 9 Protected Characteristics under the Equality Act; Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.

The overarching aim of Gwent Police's Equality Objectives is to ensure that we embed the principles of equality through all aspects of our day-to-day business:

- Engaged communities– delivering services that are easy to access and that respond to and met the needs of all communities.
- Employer of Choice – building a working environment that includes everyone and encourages all personnel to develop and progress.
- A Service that Works – building equality into the organisational processes and how performance is managed.

Our commitment to equality is integral to Gwent Police's values, which act as a central pillar to everything we do in policing. Our values are to be Trusted; Fair; Professional; Caring and Responsive.

We have a Joint Strategic Equality Plan with the Police and Crime Commissioner which includes key objectives around areas such as

employment, stop and search, hate crime and domestic abuse. These objectives demonstrate our commitment to ensuring that we consistently treat our colleagues and the public with fairness, dignity and respect and that our policing activities are carried out in a way that is lawful, proportionate and non-discriminatory.

An Equality Action Plan underpins our Strategic Equality Plan and the PCC will hold the Force to account on these objectives by scrutinising and monitoring the delivery of our Annual Report which will be reported separately.

In addition, over the last year we have continued to assess the impact of our proposed policies and practices against our General Equality Duty by using our Equality Impact Assessment process. EIAs are undertaken for all policies and are published on our Policies and Procedures page of our website.

### **Ride Along Scheme**

Although we have had to temporarily suspend our Ride Along Scheme during the pandemic, the Scheme enables members of the public to experience first-hand what their local officers are dealing with on a daily basis. The public are able to find out what happens when officers respond to calls, how they proactively patrol areas on the beat or how our Force Communications Suite allocates calls from members of the public.

### **Gender Pay Gap Reporting**

The Government has made it a requirement that organisations with more than 250 employees are required to report on gender pay and publish their analysis. Since the publication of our Gender Pay Gap Reporting last year:

- Female representation in the top and upper middle quartiles has improved for the 3<sup>rd</sup> year running
- Female representation in the top, upper middle and lower pay quartiles of police officers has increased for the 3<sup>rd</sup> year running
- Female representation in the top quartiles of police staff has increased for the 3<sup>rd</sup> year running
- Mean pay gap for all police personnel has improved for the 3<sup>rd</sup> year running
- Median pay gap for all police personnel has improved on last year

- Median pay gap for police officers has remained static
- Mean pay gap for police officers has improved on last year
- Both mean and median pay gaps for police staff have worsened.

Our Gender Action Plan has become part of the Representative Workforce Strategy of which the resultant actions are monitored and reported to the People Strategy Board, chaired by our Deputy Chief Constable. We have also trained a number of officers and staff to be qualified Coaches to support officers and staff with their career and workplace goals. A high percentage of our coaches are female and our Gwent Women in Policing network has assisted in promoting the benefits of coaching.

In addition, the Force has also joined the HeForShe movement. It is part of the United Nations Gender Equality and the Empowerment of Women programme. The HeForShe solidarity movement provides a systematic approach and targeted platform where a male officers and staff can use their position/ knowledge to champion females throughout the organisation.

### **WELSH LANGUAGE**

Gwent Police continues to work towards the provision of a bilingual police service supporting our Welsh speaking communities. The force continues to implement the Welsh Language Standards arising from The Welsh Language (Wales) Measure 2011. The main purpose of the Standards is to ensure that the Welsh language is treated no less favourably than the English language in the conduct of public business in Wales. We are working towards a culture that is proactive in its provision of Welsh language services and how we offer these to the public. All public-facing documentation and communication will be available in Welsh.

# 6 | Tackling Anti-Social Behaviour

## PCC for Gwent:

*“Ensure Gwent Police work to resolve anti-social behaviour (ASB), working closely with partner organisations to help address this issue effectively”*

Anti-social behaviour involves a range of issues such as:

- Nuisance, rowdy or inconsiderate neighbours;
- Vandalism, graffiti and fly-posting;
- Street drinking;
- Environmental damage including littering, dumping of rubbish and abandonment of cars;
- Prostitution related activity;
- Begging and vagrancy;
- Fireworks misuse; and,
- Inconsiderate or inappropriate use of vehicles

Any of these issues can cause fear, distress, and alarm, blighting the lives of victims. We have taken effective action to tackle them through assigning resources to meet local demand, working with our partners on agreed neighbourhood strategies, focusing on early intervention, and targeting repeat and high-volume offenders.

Our Neighbourhood teams are located in their communities, closer to victims and partner agencies to improve the quality of service. They include patrol officers, neighbourhood officers, CSOs, Schools Police Constables, and Crime and Disorder Reduction Officers (CADROs) (responsible problem solving). These teams enhance the local service we provide to communities by increasing visibility, local knowledge, and problem solving.

Since 2015-16, the number of recorded crimes has risen by 52.1% (19,658) whilst incident demand has remained stable. Anti-social Behaviour (ASB) incident numbers have fallen by

56.3% (14,004) from 2015-16 to 2019-20, whilst crime-related incidents increased by 15.4% (7000). A trend can be seen through the decline in incidents categorised as ASB and a rise in crime-related incidents, which implies that many ASB incidents are reclassified as Crime Related incidents. From 2018-19 to 2019-20, the number of ASB incidents has remained consistent, increasing by only 1.3% (136). This suggests that these have started to level out through improved recording practices.

## Protecting the Frontline

The force has upheld the principle of protecting the frontline as we understand the key role of visibility in making people feel safer and more confident. We are also aware of the need to balance the capability and capacity needed to deliver effective policing services.

In 2019 the Government prioritised an extra £750 million for policing to begin delivery of its commitment to recruit 20,000 additional officers by 2023 known as Operation Uplift. In Gwent, January 2020 saw the first additional intake of 24 new police officers as a result of Uplift, with a further intake of 28 new recruits in March 2020. 19 Special Constables also started with us in October 2019 which will effectively strengthen our Specials numbers across the force.

The Force has also aimed to increase community reassurance through a robust patrol strategy which targets hotspot crime / ASB areas and providing visibility to those communities who are fearful of being subjected to ASB.

## VICTIMS

Anti-social behaviour damages quality of life and often leaves victims feeling helpless and distressed. We continue to focus on the service provided to victims, giving support and using all legislative powers available to us to resolve incidents. For example, we are using 48-hour Dispersal Orders in areas with significant reports

of ASB and criminal damage. The orders (including Criminal Behaviour Orders, Community Protection Orders, and Civil Injunctions), provide Police Officers and Community Support Officers with the powers to direct anyone to leave a specified area if they are involved in ASB. If they return to the area they face arrest.

### **YOUTH OFFENDER SERVICES (YOS)**

Youth Offending Teams were established by the Crime and Disorder Act 1998 to prevent offending and re-offending by children and young people aged 10-17 years. The YOTs have been successful in significantly reducing the number of First Time Entrants (FTEs) to the Criminal Justice System.

The role of the YOS is moving away from statutory intervention towards preventative interventions and out of court disposals (OCCD). All children and young people in Gwent considered for an OCCD are involved in a thorough assessment process to consider their needs and the risks they pose, and to look at any support or intervention to reduce the risk of further offending. The YOT are in the process of reviewing the current model.

A consequence of the reduction in first time entrants to the system, and the drop in custodial sentences, has been to expose the complex needs of the cohort of young people that continue to be managed by YOT. The Youth Justice Board Cymru, Welsh Government, Youth Offending Teams, and the All Wales Forensic Adolescent Consultation and Treatment Service have collaborated to develop the enhanced case management model, basing it on the Trauma Recovery Model. The seven-stage model matches intervention/support to presenting behaviours and to underlying needs.

### **WELLBEING OF FUTURE GENERATIONS**

The Well-being of Future Generations (Wales) Act 2015 (Llywodraeth Cymru Welsh Government, 2016) intends to improve the social, economic, environmental and cultural wellbeing of Wales. The Act requires public bodies in Wales to consider the long-term impact of their decisions, work better with people, communities, and each other, and prevent persistent problems. The five local authorities in Gwent have established Public Service Boards (PSB) with delivery plans in place

to meet these goals. Sharing data with our devolved partners in Gwent has enabled them to establish a single needs assessment which informs the strategic plans of all five Public Service Boards.

Our officers work in partnership with the PSB's to understand wellbeing needs and together implement effective action plans. Our chief officers provide active leadership strategies to enhance future serviceability and promote intelligence-led problem-solving on an on-going basis. We will continue to draw on the information and intelligence gathered by services working at the heart of communities to provide strategies for the future. We are also equipping the force with improved technology so that our employees have the skills, resources and expertise to better understand future trends and link these to the needs of future generations.

### **ENHANCING LOCAL POLICING**

We have expanded our community safety Hubs to each of the five local authority areas, co-locating with policing partners to share information and address local issues. The Hubs are located on key strategic roads, enabling effective response to emergency and priority calls and providing neighbourhood teams with suitable locations from which they can engage locally with communities.

This is further enhanced through regular partnership tasking meetings to tackle common themes which includes repeat victims, repeat offenders, frequent callers and crime and ASB hot spot areas.

#### **Roads Policing**

Road collisions remain the largest single cause of premature death and serious injury in the country with younger drivers particularly at risk. The majority of road collisions are attributed to seatbelts, speeding, drink and drug driving, and mobile phones.

Recordable Fatal Collisions have decreased to nine for the year however Gwent Police's dedicated forensic collision investigation unit has dealt with 101 incidents as a Unit. Of those 19 fatalities, pedestrians continue to be a prominent feature (11 in total for 2019).

The team has highlighted the painstaking investigations that take place to work out the cause of a car accident. Working with BBC Wales' The Crash Detectives, the Unit has shown the impact of serious and fatal accidents on families and victims as they piece together the evidence to get to the truth behind every incident. The show has aimed to encourage road safety and highlight the complexity of some of the Force's specialist roles.

The M4 Tolls were removed in December 2018 which has also brought an immediate increase in traffic volume. The Severn Crossing recorded a 34% increase in traffic in January 2019, and the Second Severn Crossing an 18% increase. This has not yet shown in casualty figures but it is likely to further exacerbate the pressure on routes in and around Newport. The abolition of the tolls has led to an influx of people moving in to Wales from southwest England and new estates are planned for Magor, Chepstow, and Pontypool, with a large housing estate of 4,000 homes being progressed at Glan Llyn in Newport. All of these developments will bring increased demand from traffic.

### Road Safety

The Force has been focusing on prevention and the detection of road safety offences by identifying and targeting high risk drivers. For example, in September 2019 officers conducted a multi-agency roads policing operation in Newport aimed at educating road users in conjunction with enforcement activity. The various types of activity that took place included:

- Speed vans placed around the City for a day and 244 speeding tickets were issued and one dangerous driving offence identified.
- Operation 'Options' in Maindee aimed to provide education on the use of seat belts. 16 drivers were issued with an educational input for driving without a seatbelt instead of being issued an FPN.
- Operation 'Close Pass' aimed to educate road users on cyclists. Three drivers were issued with an educational input on road safety around cyclists.
- A crash car was placed in a main shopping area and crash detectives engaged with

people on the aspects of the top five causes of fatalities linked to vehicles.

- Operations have been carried out to tackle the illegal use of vehicles. In April 2020, an Operation in Caerphilly resulted in the seizure of seven vehicles and four Notices issued to motorists who were using vans to bring vehicles onto the mountainside. The operational team used a drone and an operational support vehicle with ranged CCTV to pinpoint those participating in illegal off-road biking at two locations.

We have also been working with our partners to rehabilitate traffic offenders through driver education and together with GoSafe, the Wales Road Casualty Reduction Partnership, have been encouraging motorists to drive legally and safely.

In addition, our Automatic Number Plate Recognition capability has been significantly strengthened. We will continue to utilise it to disrupt criminality, and we will take enforcement action against dangerous drivers. We will also deliver campaigns to positively affect and influence driver behaviour.

# 7 | Efficient and Effective Service Delivery

**PCC - “Ensure that Gwent police delivers services that meet the priority needs of our communities”**

## EXTERNAL PERFORMANCE REVIEW:

During 2019, Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) inspected Gwent Police in relation to its Effectiveness, Efficiency and Legitimacy during 2018-2019.

Overall, the HMICFRS found the following:

Effectiveness – **GOOD**, which includes

- Preventing crime and tackling ASB
- Investigating crime
- Protecting vulnerable people
- Tackling serious and organised crime

Efficiency – **GOOD**, including

- Meeting current demands and using resources
- Planning for the future

Legitimacy – **Requires improvement**, including

- Fair treatment of the public
- Ethical and lawful workforce behaviour.

Key highlights from the HMICFRS’s 2018-19 report that:

***“The force is good at preventing crime and anti-social behaviour. Since our last inspection, the force has improved how it investigates crimes. It has also developed better ways to make sure it identifies and respond to people at risk. It works closely with other agencies to protect vulnerable people. Gwent Police has a good understanding of current and likely future demand for its services. It is using this information to develop sustainable financial and workforce plans – which include increased collaboration with neighbouring forces.*”**

## FORCE MANAGEMENT STATEMENTS

Force Management Statements (FMS) are a self-assessment that chief constables must prepare for the HMICFRS each year. It is the chief constable’s statement and explanation of:

- the demand the force expects to face in the next four years;
- how the force will change and improve its workforce and other assets to cope with that demand;
- how the force will improve its efficiency to make sure the gap between future demand and future capability is as small as it can reasonably be; and,
- the money the force expects to have to do all this.

This is a large piece of work scrutinising all areas of the force. We are now going into our third year of the FMS and are using this information to provide valuable and accessible information on current and future demand, assets and resources. We will use this information over the next year to inform our decision-making around improving efficiency and effectiveness.

## RESPONDING TO THE PUBLIC

### First Point of Contact

Gwent Police answers switchboard, 999 and 101 calls for service in the Force Control Room, known as our First Point of Contact Suite (FPOC). Social media contact and email demand are also managed here. Station Enquiry Officers (SEOs) are an additional point of contact in our communities.

We train all operators and constables working in the suite to be omni-competent to perform any of the roles involved in first contact. These include call handling, operating, and recording crime. Having staff that can perform any role enables supervisors to meet changing demand quickly by moving staff between them. In January 2019, we started a programme of

further training for FCS Operators in relation to crime recording. When complete, staff will be able to record all types of crime at the first point of contact.

Between April 2019 and March 2020, Gwent Police received a total of 370,214 calls to the 999, 101 and Switchboard services, a decrease of 14,997 calls (3.9%) from the previous financial year. From these calls, a total of 181,098 incidents have been created, equating to 48.9%.

In December 2019 the force introduced an Interactive Voice Response (IVR) system on the 101 lines to be able to differentiate between 101 demand in the following way; reports of new incidents; requests for updates; enquiries in relation to lost and found property; direct requests for the custody unit; requests for the operator and allowed callers to be signposted to a known person, department or phone number.

The department is now able to identify the amount of demand required for each type of service requested through 101. Since we have introduced IVR, the average waiting time for option 1: reporting a new incident or crime is 35 seconds. For individuals selecting option 2, who require an update on a crime or incident already reported, the average wait time is 56 seconds. Following a successful pilot call backs were also rolled out across the Suite in December 2019. These are available to all individuals who have to wait longer than 3 minutes.

### 999-call Demand

There has been a slight increase in 999 call demand from 2015 to 2020, with an average yearly increase of 6%. This is in line with the average annual increase reported nationally<sup>1</sup>. However, in 2019-20, our 999-call demand has decreased by 1.9% to 81,736 calls. Based on data from 2015-16 onwards, we expect 999 calls to rise steadily at an average pace of 2.6% annually. Between April 2019 and March 2020, the average speed of answer was six seconds which is in line with the previous year.

To understand the impact of this predicted increase on staffing levels, we have developed a modelling tool using the *Process Evolution* 'Call Profiler'. The Call Profiler enables us to match resource availability to demand within a Contact

Centre environment. We re-run this modeller on an annual basis to allow us to monitor and ensure that our resources continue to match our demand within the Force Control Room.

### Social Media Desk

The Social Media desk is dedicated 24/7 to allow people to report non-urgent crimes or get advice online via Facebook and Twitter. The Desk was introduced to help Gwent Police become more accessible to the public, especially to the harder to reach and more vulnerable members of the community. Ten staff were initially trained to administer the desk but due to demand this has now increased to nineteen in February 2020.

Inbound communications to the Social Media Desk have remained steady over the last year and have averaged 16,027 communications per month. The force recognises that there has been a significant shift in the way that people communicate want to communicate with us and we are committed to ensuring that our communities are at the heart of everything we do and we are constantly looking at ways in which we can improve our service to the public to become more efficient and effective and most importantly, accessible. We know that while some people will still want to use the phone, a growing number of people would prefer to use social media to make contact. By introducing a Social Media Desk that is available 24-hours a day means we can offer that level of service. The Desk also allows the force to communicate important messages, advice and live-time incidents.

The introduction of the service has been well-received. Regular surveys are undertaken and the results of the 2019 survey indicated the following: -

- 27% of respondents indicated that they would not have contacted Gwent Police to report their issue if the social media desk was not available
- 87% of respondents felt that the operator answered their question
- 93% of respondents would recommend the service to others
- 94% of respondents stated that they would use the service again
- 75% of respondents rated the service as 'Very Good'

<sup>1</sup> iQuanta (2019) '999 Call Data 2018-19', Home Office

### **Mental Health Triage**

Approved Mental Health Practitioners (AMHP) are also aligned to each of the five shifts within the Gwent Police Control Room. This is to enable police officers to access timely specialist mental health advice when having to assist a member of the public who appears to be experiencing a mental disorder. A review of the department was recently undertaken, supported by independent evaluation by Swansea University and the following key benefits were identified:

- Fewer detentions under s.136. Gwent Police and its health partners are proud that we are the only force area in Wales to have seen an overall reduction in that time
- Better patient care and more appropriate outcomes for persons in crisis
- Better understanding of mental health services by front line police officers
- Referrals to Crisis Teams are made after appropriate assessment and other options have been considered
- Reduced demands upon the NHS from police officers seeking advice prior to exercising S.136 powers
- Earlier and better-informed interventions by the police, which is believed to have prevented tragic outcomes.

Deployment to approximately 10% of the number of mental health requests for service each month is averted through mental health consultation. This means that callers get the most appropriate response and officers are able to focus on responding to more emergencies. Where necessary the Triage team arrange assessments with the three crisis teams of psychiatrists, GPs, Psychiatric liaison and Community Mental Health Teams.

### **Child Protection Pilot**

A Safeguarding Social Worker came into post in 2019 to offer advice, information and guidance including safeguarding intervention. In supporting the police safeguarding role they are also an advisor to the Force Control room and operational staff on matters of child welfare concerns. Between November 2019 and March 2020, the Safeguarding Social Worker was involved in a total of 873 incident logs, averaging 175 logs each month.

### **Single Online Home**

The All-Wales Collaboration Project leads on the regional roll out of a Single On-Line Home platform, which offers the public a consistent way of engaging with their local force and accessing police services online. This will also reduce demand on the Force Control Room by directing service users to the most appropriate resolution without the need for the involvement of the control room. The new website for Gwent Police will allow the public to contact us via the submission of digital forms and the forms will be dealt with in the same way as if they had called the non-emergency number 101. The introduction of the social media desk has ensured that we have the appropriate infrastructure in place to support this change.

### **INVESTING IN OUR WORKFORCE**

The force has made a thorough assessment of future workforce demand and been adapting for our future workforce needs. For example, we have changed job descriptions for the first point of contact room. They now reflect future skills, including using social media, not just the phone. We have also redesigned workforce and training plans to ensure first point of contact room staff have the skills and capabilities to meet demand and improve service. The force has predicted future retirements, staff increases and the budget at all levels until 2023/24.

Gwent Police continues to implement the actions set out within our People Plan 2019-22. The plan sets out six main strategic actions as follows:

1. Embed a learning culture
2. Take a structured approach to leadership and talent development
3. Provide the knowledge, skills and processes needed to do a great job
4. Ensure effective, fair and robust recruitment, selection and retention
5. Develop strategies and structures that can deliver pv2025
6. Communicate a clear vision for the future

The plan links with the national Policing Vision 2025, is fully costed and highlights how we are responding to forecasted demand. For example, we have identified the need for a more diverse workforce reflecting the local community. We have therefore put in place recruitment initiatives aimed at attracting more black, Asian and minority ethnic (BAME), lesbian, gay,



bisexual and transgender (LGBT) and female staff.

There has been an emphasis over the last twelve months on more detailed workforce planning, due to increased levels of recruitment and the Force's commitment to deliver the requirements of Operation Uplift over the next three years. This has been undertaken in conjunction with Learning and Development, and collaboratively with the other Welsh forces. Data analytics are continuing to be developed within the workforce planning tool in the Qlikview programme and will contain the qualifications, skills and training required by each role in the force, along with predicted retirements to assist with detailed recruitment, promotion and succession planning. A workforce plan has been put in place for Probationer, CSO and Special Constable recruitment and training for the next 4 years.

An All Wales E-Recruitment system (OLEEO) has been introduced which is now used for all our internal and external recruitment for Officers and Staff roles. Gwent Police were the first Welsh force to use the system for Police Staff. Over the 12 months to April 2020, Gwent Police recruited 82 Probationers, 19 Special Constables, 21 CSO's, 27 FPOC Operators and 135 other Police Staff roles recruited into.

In addition, Recruitment Interview Training has been provided to 100 individuals across the force on both the legislation and practical elements for consideration when interviewing to ensure there is fairness and consistency in our recruitment and promotion processes.

The force is also an early adopter of the Policing Education Qualification Framework. We recognise the benefits of a workforce linked to the higher education community with the aim of attracting those who may not have previously considered a career in policing.

### Wellbeing

In order to provide the best service possible, Gwent Police aims to have a physically and psychologically fit workforce that feels valued and is motivated to do its best. The force aims to identify, develop, and communicate an integrated and holistic approach across all aspects of wellbeing to create a healthy working environment.

Police personnel are twice as likely to identify problems at work as the main cause of their psychological problems<sup>2</sup>. Impact of staff working in policing and shift work results in high suicide risk factors, high stress, incident trauma, high frequency of relationship problems, and high levels of alcohol abuse. Improving our wellbeing is therefore one of the Chief Constable's stated priorities for 2020/21 and Gwent Police is making good progress towards integrating health and wellbeing into day-to-day practices. We are continuing to create a healthy working environment and empower our officers and staff to take care of their own psychological and physical wellbeing. We encourage our people to have the confidence to seek and receive help before they reach crisis point. We make this message clear during our Wellbeing Days, which we have regularly throughout the year. In our last session we invited members of the cast of *SAS: Who Dares Wins* (from the TV show on Channel 4) to talk about overcoming adversity.

Wellbeing and absence are also discussed at our monthly People Strategy Board and each Local Policing Area and police stations hold their own local wellbeing meetings and quarterly health and safety meetings. Underlying themes are reviewed at the Health and Safety Scrutiny Meeting, which reports to the People Strategy Board. The Scrutiny Meeting provides an opportunity to re-focus on the importance of Health and Safety across the Force. It has a clear purpose and direction and provides a 'top down' influence to ensure Health and Safety stays as a priority.

We have a dedicated team of professionals managing the wellbeing agenda and action plan, including a new Psychological Therapy and Research Manager to identify wellbeing issues in the organisation and enable proactive and targeted interventions. The force recognises that some roles are more stressful than others and ensures that such posts receive additional support. Occupants of particularly stressful posts are mandated to attend the Occupational Health Department to receive annual welfare support which allows for any concerns to be raised in a confidential and supportive environment.

Support can also be found through our Employee Assistance Programme, which is

<sup>2</sup> Mind (2016) 'Blue Light Scoping Survey', *Mind*

provided by an external provider and is a confidential counselling and support service available 24/7, 365 days of the year. Against headcount, the current annual usage for this service is 1.72% and we are working to improve awareness of this service. In addition, our Wellbeing Ambassador network continues to develop and we now have over 50 ambassadors within the Force.

Policing is often traumatic in nature. We have therefore trained 90 Trauma Resilience Management (PoITRiM) practitioners to support officers dealing with traumatic incidents. The TRiM process has been in place for a number of years and is now well established. Since April 2019 all TRiM referrals are being recorded on a database to allow further analysis of data to better support officers and staff. 64% of respondents felt that the TRiM process was helpful.

In support of this training, in 2017 we also established a dedicated team to deliver a Trauma Resilience Programme over three years, funded by the Police Dependents Trust. The Team continue to conduct assessments and training as part of the project, to identify if proactive training of officers and staff will reduce the effects of trauma on individuals. This research also assists in identifying any trends or issues that need to be addressed.

The training includes ReTraIn (Resilience to Traumatic Incidents) and ManTraS (Management of Trauma and Support) programmes. To date, experimental measures have been taken for 505 front line officers. Currently 52 front line officers have been seen for a 1:1 research assessment as part of phase 2 of the project. When appropriate, those requiring further support are referred for counselling. A further 62 of these appointments have been booked in. The research is due to conclude at the end of 2020 and the recommendations from this project will provide a basis for our future approach in delivering trauma resilience training to all new officers/staff.

The Wellbeing Ambassador (WA) network continues to develop, with over 50 WA within the force.

Further, the force has undertaken its first online health screening for shift workers, including physical and psychological health. It provided the Force with the opportunity to better understand the health of our shift workers and identify individual health concerns and trends/themes within areas/groups. Planning has begun to run this survey for all other non-shift workers in the next financial and will run annually to identify areas for improvement. Occupational Health has supported individual health concerns that were identified as part of the survey.

Financial wellbeing has also been identified as an area of concern for staff and officers. The Professional Standards Department (PSD) has developed a financial wellbeing signposting document which is given to all those who have had contact with the Department due to financial issues. In addition, links have been established with *PayPlan*, who have visited the Force to provide confidential one-to-one financial support, and *Police Mutual* which has given inputs on financial wellbeing.

A Wellbeing Day run in November 2019 identified through a survey that 87% of the respondents believed that the Force has improved its approach to supporting people's wellbeing over the past 18 months. 55% of the respondents also said that the biggest change in the last 18 months related to the support the force is giving to individuals, that wellbeing is talked about more, and there is a greater awareness and openness about the subject.

Absence levels in terms of the length of sickness absence for all long-term cases, the number of stress related sickness absences, and the length of sickness absence for all stress related cases have all decreased in comparison to the previous year.

Further, Gwent Police has adopted a Global Rostering Service (GRS) as part of our collaboration with South Wales Police on our Fully Integrated Resource Management System (FIRMS). This now provides additional functionality and data to improve our ability to manage rest days, deployable resources, and skills.

## **GWENT POLICE ESTATE**

The force has commissioned the building of a new Headquarters to replace the current facilities, which are over 40 years old. Building a new HQ is more affordable than maintaining the existing building. Building of the new HQ is currently progressing and will provide more economical running costs than the current site and come with reduced maintenance costs.

In order to reduce the overall footprint of the new HQ site and to minimise running costs, Gwent Police is investing in new technology to facilitate agile working. This includes the issuing of modern laptops and the design of open plan offices as standard.

## **COLLABORATION**

### **ALL-WALES COLLABORATION PROGRAMME**

The four Welsh forces have been working together for over a decade. These collaborative arrangements have been adopted to reduce cost and to preserve and improve the quality and resilience of the services provided.

Within this collaboration, Welsh Commissioners and Chief Constables have considered the current demands for service, how these might change in future, the resourcing pressures, and the devolved landscape within Wales to find any opportunities to work more closely with partners.

Collaborative work includes:

### **Digital Services Provision**

Both South Wales and Gwent Police are committed to the development of digital policing. We recognise the growing prominence that information technology will have on service delivery over the next decade and beyond. The Digital Services Division is a collaborative unit delivering a progressive digital policing and information technology programme aimed at improving service delivery to communities across southern Wales.

The collaboration between Gwent and South Wales Police is one of the United Kingdom's leading digital policing programmes. It has attracted praise nationally for the successful delivery of innovative solutions ranging from Automated Facial Recognition to Body Worn Video and small and large form mobile data solutions.

## **National Enabler Programmes**

These programmes relate to the creation of secure cloud-based platform of services for forces, including the new national Automatic Number-plate Recognition (ANPR), and the replacement for the Police National Database and Police National Computer (NLED).

## **Joint Procurement Unit**

The three southern Wales forces—South Wales Police, Dyfed-Powys Police, and Gwent Police—together spend nearly £100 million per annum on a diverse range of requirements, including computer equipment, police cars, medical services, facilities management, and some unique policing only requirements. The three forces have been operating under a single strategic lead for procurement since 2012 and have realised significant savings. In Spring 2020 a further procurement collaboration was agreed between South Wales and Gwent to align the contract management and ordering functions with working practices.

A collaborative Procurement Strategy outlines strategic objectives across the three forces to ensure value for money is secured for all goods and services procured. A new Strategy will be developed in 2020.

## **Joint Legal Services**

South Wales and Gwent Police collaborate to deliver legal services. The Joint Legal Services department has been in operation since 2010. The team provide a wide-ranging service to both Chief Constables and Police and Crime Commissioners under four key work stream areas - Litigation, Operational Policing, Employment and Corporate (which includes procurement, commercial agreements, commercial property and governance/vires issues). Lawyers within the team are subject specialists within these areas. The team has held an Investors in People accreditation for several years.

Demand has continued to grow across the Department. This is in addition to requirements to deal with new prohibitive policing powers and a drive for further collaborative partnering to achieve effectiveness and efficiencies across various sectors.

During the 2019/20 financial year, JLS opened 1,125 new files – which were comprised of 300 civil claim files, 583 operational policing matters, 87 employment matters, 44 contract files, 29 commercial property matters, 12 new collaborations and 70 new corporate matters.

### **Joint Firearms Unit (JFU)**

The Joint Firearms Unit was formed in 2012 to provide authorised firearms officer (AFO) cover across Dyfed-Powys, Gwent and South Wales police force areas. (Also see ‘Armed Response’). Due to a steady rise in demand, the Unit has continued to build its capacity and resilience. In April 2018 the Joint Firearms Training Unit, Senedd armed policing Unit and Cardiff Wales Airport armed policing Unit all moved under the management of the JFU. The Unit is also continuing to uplift the number of Counter Terrorist Specialist Firearms Officers (CTSFO).

The JFU has a thorough and detailed understanding of demand, threat, and risk. Every year the JFU produces a detailed Armed Policing Strategic Threat and Risk Assessment (APSTRA) document. The APSTRA is reviewed monthly to ensure it includes new intelligence, demand, and performance, and to ensure that the unit remains fit for purpose. The APSTRA and monthly performance review pools information from the 3 forces, WECTU (Welsh Extremism Counter Terrorism Unit), and the ROCU (TARIAN, southern Wales’s Regional Organised Crime Unit). The JFU is also actively involved on numerous national working groups aimed at understanding national trends.

A full review of the JFU has been ongoing to ascertain the ability of the Unit to support operational and training demand. The review will prepare the JFU for future demand growth.

### **Joint Scientific Investigation Unit (JSIU)**

Established in November 2011, the Joint Scientific Investigation Unit provides forensic support services to South Wales and Gwent Police forces, bringing together the latest forensic processes and resources into a purpose built unit at South Wales Police Headquarters. The JSIU, along with the other Welsh Forces, is now a participating member within the National Transforming Forensics Programme.

The volume and complexity of forensic submissions is increasing with CPS demand for forensic evidence and advances in scientific

processes available. There have also been increases in submissions and demand in the Forensic Imaging, Drugs Laboratory, Forensic Firearms and Fingerprint Bureau.

### **TARIAN - Southern Wales Regional Organised Crime Unit (ROCU)**

TARIAN is the southern Wales Regional Organised Crime Unit (ROCU), set up in 2002 to protect the communities of southern Wales from the threats and risks of Serious and Organised Crime (Also see ‘Serious and Organised Crime’). Its aim is to identify, disrupt, and dismantle those organised crime groups (OCGs) who cause the most harm. Currently there are ten Regional Organised Crime Units across England and Wales and TARIAN forms part of a National network. Recognising that organised criminals do not stop their activity where one police force ends and another begins, TARIAN’s role, with its geographical span across the three Southern Wales forces, is crucial if organised crime is to be identified, disrupted, and dismantled.

In accordance with HM Government’s 2018 Serious and Organised Crime Strategy, ROCUs lead the operational response for serious and organised crime on behalf of the forces within their region. Nationally, there is work on-going to explore a new funding model that can commit investment over multiple years.

### **Regional Intelligence Unit**

The Regional Intelligence Unit (RIU) assists Forces with locating suspects for the most serious offences. Since January 2019 there have been 21 requests on behalf of South Wales Police, Gwent Police, Dyfed-Powys Police and Tarian ROCU. These have been in support of a variety of major investigations, as well as longer protracted investigations. Since January 2019, the RIU officers have been deployed on 35 occasions and a high success rate. The specialist skills of the RIU have also been used to help tackle County Line drug gangs dealing Class A controlled drugs in the South Wales Police area. In July 2019, suspects were successfully identified by RIU officers, resulting in enforcement action being carried out by Cardiff and the drug line being taken down. These drugs lines were a significant risk and linked to escalating violence, including the murder of a 17yr old male in June 2019.

A Regional Undercover Unit also supports the ROCU in its operational objectives and provides dedicated undercover on-line resources within ROCUs to tackle online child sexual exploitation and other crime areas including cyber-attacks, fraud and illicit trade.

**Regional Economic Crime Recovery Unit (RECU)**

The RECU targets those who pose the greatest threat to each region by conducting predominantly Money Laundering and Fraud investigations and subsequent Confiscation investigations to disrupt organised crime. The growth in financial crime, particularly in online fraud and cyber-crime, is likely to have an impact on law enforcement in the future. For this reason, great emphasis is placed on the 'prevent' and 'protect' aspect of dealing with SOC, with partner agencies playing a significant role in raising awareness and education. Therefore TARIAN is promoting the introduction of an All-Wales Serious and Organised Crime Board and dedicated 'prevent' officers in the Cyber Crime and Economic Crime departments, working alongside partner agencies to tackle the threat.

**WALES Extremism and Counter Terrorism Unit (WECTU)**

UK Counter Terrorism Policing is facing a challenging, changing and developing threat that is becoming more complex and diverse.

WECTU responds to the threats posed all forms of terrorism and domestic extremism and is driven by the Government's Counter Terrorism Strategy known as '**CONTEST**'. CONTEST is based around four principles known as the 'Four Ps': Pursue, Prevent, Protect and Prepare:

- **Pursue** terrorists wherever they are and stop terrorist attacks
- **Prevent** people from becoming terrorists or supporting violent extremism
- **Protect** the UK by strengthening our defences against terrorism
- **Prepare** to respond to an attack to lessen its impact

WECTU provides access to collaborative capabilities to identify and understand threats, risks and harms and to ensure a proportionate and effective response, as well as gathering and assessing intelligence across force boundaries and sharing with key partners.

Nationally, investigative demand on counter-terrorism policing has increased by approximately a third compared to the period prior to the 2017 series of attacks. Currently, the UK CT Policing network is working on a record number of just under 800 live investigations. The majority (600) are managed in partnership with MI5. In Wales, the demand level has also increased and currently there are 26 live investigations.

Demand is also increasing through the growing use and complexity of digital media and associated media viewing which is integral to the Pursue Investigation process. Digital media material recovered from suspects, witnesses and third parties requires collation, assessment and cataloguing. Approximately 14 million data items were processed over the last 12 months. To address the increase, new software has been introduced, and a business case for more resources and licences is under consideration through the national counter terrorism business planning cycle.

Wales has the lowest volumes of Prevent referrals nationally. It has therefore collaboratively implemented a range of initiatives to encourage the identification of those vulnerable to being drawn into terrorism and extremism, and those extremists who pose a radicalisation risk to others. There are positive signs that referrals are already starting to increase for both counter-terrorism and non-counter-terrorism.

**GOVERNANCE AND ACCOUNTABILITY**

We continue to work with the Office of the Police and Crime Commissioner to ensure that the organisation remains transparent and open to scrutiny and that we conduct ourselves with honesty and integrity with full regard to the to the College of Policing's Code of Ethics.

The Force is subject to a number of inspections and reviews by external bodies such as Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) and the Wales Audit Office. We also undertake internal and external surveys and invite the public to give us feedback through various media.

Further, over the last year we have restructured our governance arrangements to ensure

sufficient oversight and monitoring is undertaken of all core areas of the force.

### **Joint Audit Committee (JAC)**

The Financial Management Code of Practice issued by the Home Office places a requirement on the force and the OPCC to establish an independent audit committee whilst having regard to the CIPFA guidance published for local authorities and policing bodies in relation to audit committees. The purpose of the JAC is to provide the PCC and Chief Constable independent assurance on our risk management framework, the internal control environment and the integrity of the financial reporting and annual governance processes. The existence of the JAC does not remove responsibility for these areas away from managers but provides challenge and support and has led to both organisations reviewing and placing more focus on certain areas after discussions at meetings. The JAC, who meet five times per year, consider reports such as the Statement of Accounts, Annual Governance Statement and internal and external audit reports, also produce their own annual report on their work and achievements as well as setting out the key areas they will be focussing on during the coming year.

### **ETHICS**

Fair decision-making and respectful treatment are paramount throughout service delivery. The Force maintains a bi-monthly Ethics Committee Board which is made up of police officers, police staff, Gwent PCC representatives and a number of external members. Updates are published on the force intranet, as is an explanation as to how to refer dilemmas into the Committee. Dilemmas discussed by the Committee that have a wider reach are escalated to regional and national groups. The force Ethics Committee also discusses national issues.

During 2019, 7@7 briefings to staff on ethical dilemmas were made available on the Force intranet to inform decision making. A new dilemma and accompanying video was circulated to sergeants each month with a request to play the video to their teams and encourage discussion around the subject. All of the dilemmas were based on real life scenarios.

Our quarterly Legitimacy Scrutiny Panel gives the Force external scrutiny on use of force and stop and search. It is co-ordinated by the Office of the Police and Crime Commissioner and

considers use of force and stop and search at alternate meetings. Members are independent and drawn from the force's Independent Advisory Group and Ethics Committee. They represent a diverse range of the community and have appropriate training to carry out their role.

The Force also has a Fairness at Work procedure which is designed to enable police officers and police staff, who are aggrieved about the way they have been treated at work, to raise issues without fear of recrimination.

### **Code of Ethics**

The Code of Ethics is the written guide to the principles that everyone working in policing in England and Wales is expected to uphold, and the standards of behaviour they are expected to meet at all times. The Code of Ethics is central to the National Decision Model, and is referenced in training and at the end of each agenda document reminding staff of their ethical obligations. This is replicated in all Force Board and operational meeting agendas.

### **Professional Standards**

The PSD complaints team has staff both in the centre and embedded in the Local Policing Areas to ensure performance-level complaints are dealt with.

1<sup>st</sup> February 2020 saw the most significant change to the Police complaints and misconduct regime in over 10 years. These national changes were brought about in order to allow forces to deal with complaints from the public and internal conduct matters in a reasonable and proportionate manner; thereby encouraging a move away from a blame culture to one where individuals and the organisation can identify and accept when the service provided to the public has not reached the required level, address this quickly and learn from mistakes.

In order to prepare for the changes, the Professional Standards Department re-structured, bringing staff from the East and West LPAs and the OPCC's Public Response Unit into the central PSD team. As this was a legislative change there was also a requirement for substantial changes to policies, procedures and methods of working, which were completed in collaboration with other departments across the

force and in liaison with PSDs across the region and nationally.

The changes have resulted in a greater number of public complaints being resolved to the complainant's satisfaction at an early stage and fewer complaints progressing to formal investigation. The IOPC have commented positively on Gwent's approach to the changes and early feedback from the public suggests that the new arrangements are providing a personalised and timely response to their concerns, resulting in them feeling more satisfied with the complaints process.

### **Counter Corruption Unit**

Gwent Police continuously reinforces acceptable and unacceptable behaviour. Our Professional Standards department produces a newsletter called the *Professional Standards Department Times* which includes case studies and best practice from the IOPC and its own investigations. The Department also gives 60-second video briefings about risks to integrity. This includes reporting requirements relating to business interests and notifiable associations, and the harm caused to vulnerable people by staff who abuse their position.

In early 2019 our Counter Corruption Unit (CCU) was inspected by HMICFRS. Their findings outlined some areas for improvement and as a result the Force created new actions which were allocated to owners who are responsible for improving their area. The force also reviewed demand in the CCU and as a result implemented an uplift of staff, a review of processes and procedures and additional training. Work is ongoing to ensure that force devices are proactively monitored. A counter-corruption strategic threat assessment and control strategy has been completed and the Department also uses information from different sources to prepare a risk matrix to identify employees most at risk of corruption.

For those who want to report unethical behaviour, the Force runs two confidential reporting systems that enable officers and staff to report wrongdoing. These are an independent 'Safecall' service and a confidential online messaging system. These whistleblowing and anonymous reporting systems are promoted on our Force intranet and we have also appointed

several wellbeing ambassadors to give staff extra welfare support.

### **Abuse of Position for Sexual Gain**

The Force has adopted the National Police Chiefs' Council Strategy to respond to this problem, which sets out how to improve the collective approach to gathering intelligence and using proactive tactics. We recognise Abuse of Position behaviour as serious corruption and refer any cases to the Independent Office of Police Conduct.

Our Abuse of Position plan has been updated and we are utilising monitoring and auditing software to assist. We have also continued to raise awareness about the significant harm caused by this conduct and have publicised cases to demonstrate how we deal effectively with this type of corrupt behaviour.

## KEEP IN TOUCH:

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