



**HEDDLU  
GWENT  
POLICE**

# Strategy Performance Board

**Quarter 3 2022-23**



# Keeping Neighbourhoods Safe

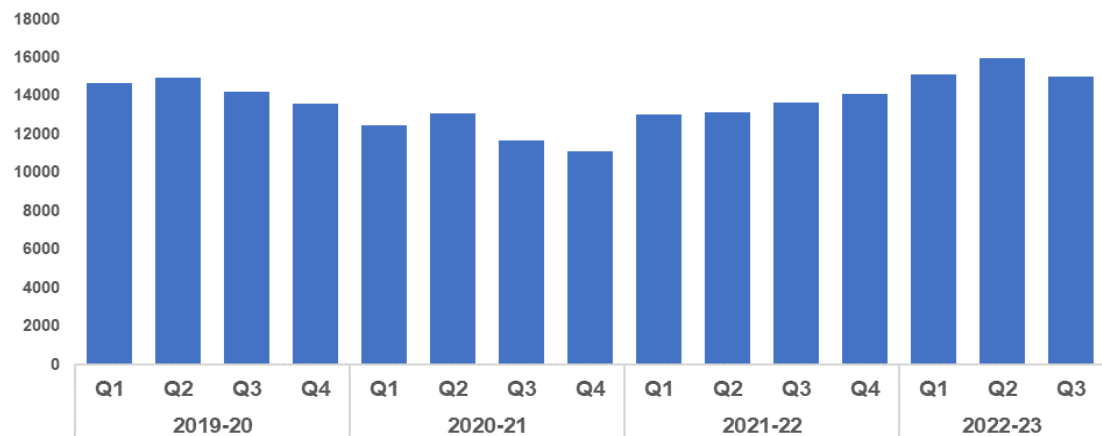
1. All Crime
2. Residential Burglary
3. Neighbourhood Crime
4. Public Order
5. ASB
6. Roads Policing

## **Key Commitments**

- Reduce public order offences and anti-social behaviour, and the number of people who repeatedly carry out these acts
- Reduce acquisitive crime and repeat offenders
- Improve the safety of roads throughout Gwent
- Commission and invest in effective crime prevention initiatives

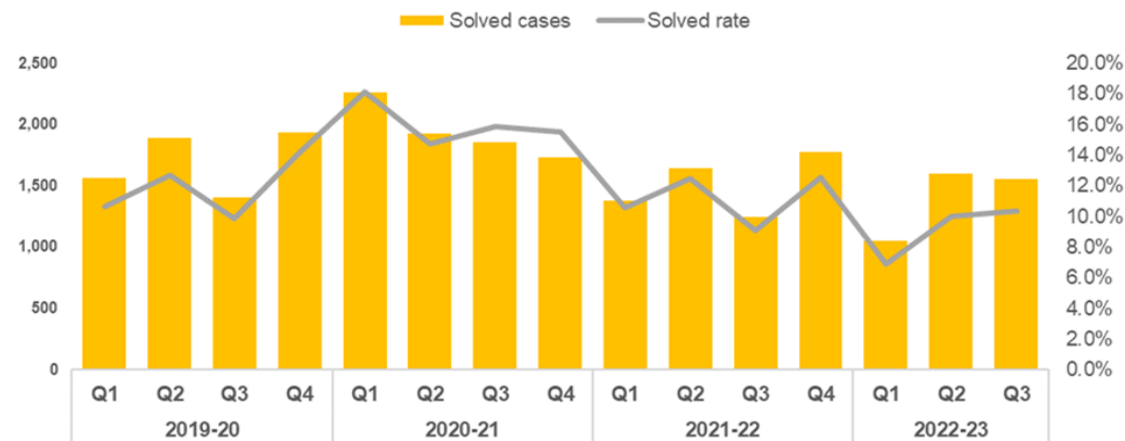
# 1. All Crime

Crime Trend (All Crime Q1 2019-20 - Q3 2022-23)



| 2019-20 |        |        |        | 2020-21 |        |        |        | 2021-22 |        |        |        | 2022-23 |        |        |
|---------|--------|--------|--------|---------|--------|--------|--------|---------|--------|--------|--------|---------|--------|--------|
| Q1      | Q2     | Q3     | Q4     | Q1      | Q2     | Q3     | Q4     | Q1      | Q2     | Q3     | Q4     | Q1      | Q2     | Q3     |
| 14,684  | 14,961 | 14,214 | 13,608 | 12,483  | 13,121 | 11,679 | 11,154 | 13,050  | 13,167 | 13,663 | 14,109 | 15,156  | 15,960 | 15,031 |

Positive Outcomes Trend - (All Crime Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |      |       | 2020-21 |       |       |       | 2021-22 |       |      |       | 2022-23 |       |       |
|---------|-------|------|-------|---------|-------|-------|-------|---------|-------|------|-------|---------|-------|-------|
| Q1      | Q2    | Q3   | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3   | Q4    | Q1      | Q2    | Q3    |
| 10.6%   | 12.7% | 9.9% | 14.2% | 18.2%   | 14.7% | 15.9% | 15.5% | 10.6%   | 12.5% | 9.1% | 12.6% | 6.9%    | 10.0% | 10.4% |

## Overview

All crime has declined by 5.8% during quarter 3 (Q3) 2022-23 when compared to the quarter prior, with 929 fewer offences recorded for a total of 15,031. Q3 2022-23 has recorded a 5.7% increase in all crime (817 additional offences) when compared to Q3 2019-20 (Pre-Covid year).

Although included throughout this presentation, direct comparisons with 2020-21 and 2021-22 are not practical due to the exceptional circumstances of the Covid lockdown across the country.

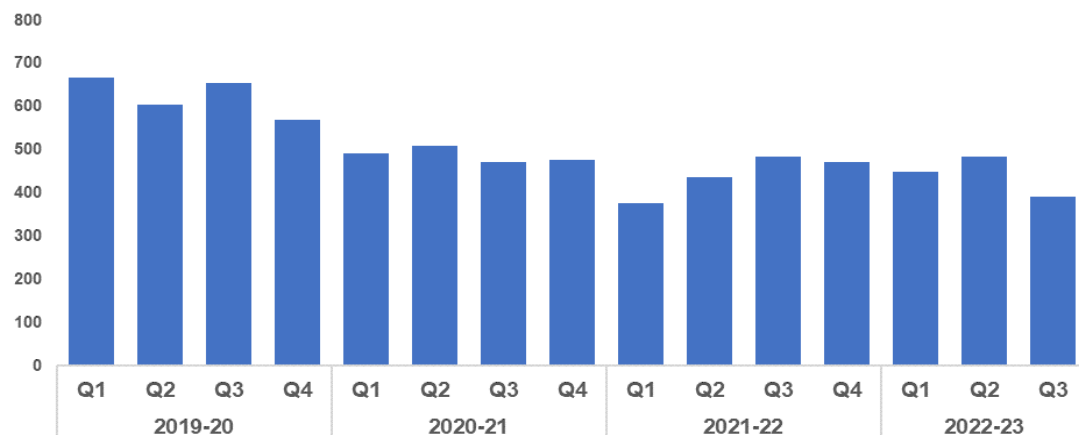
When compared to the previous quarter, positive outcomes increased by 0.4 percentage points to 10.4%.

2020-21 and to a lesser extent 2021-22 were exceptional due to Covid lockdowns; the reduced amount of crime coupled with a purge on a backlog of outcomes led to inflated levels of positive outcomes. Therefore, it is more appropriate to compare positive outcome levels for 2022-23 to those seen during 2019-20, against which they have increased by 0.5 percentage points to 10.4%.

It should be noted there is ongoing work to improve Gwent Police Crime Data Integrity which has influenced overall crime numbers within the past 12 months.

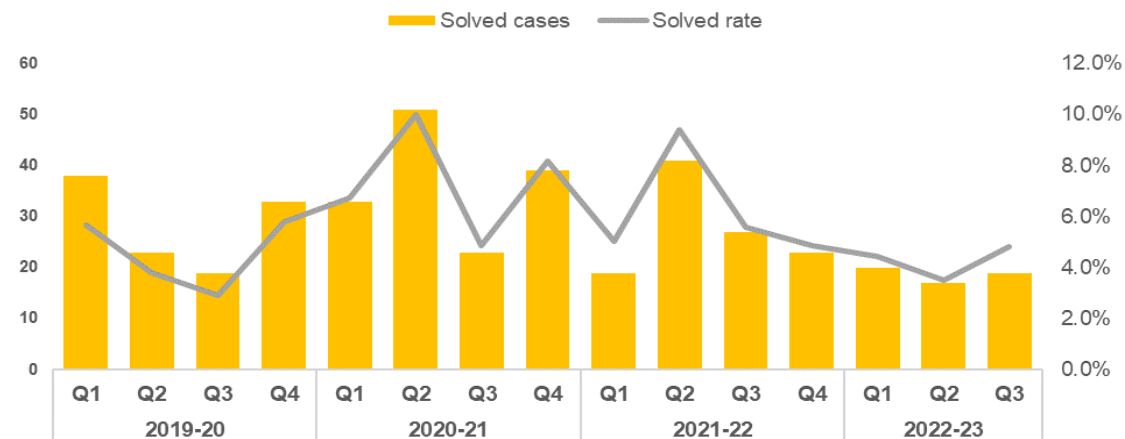
# 2. Residential Burglary

Crime Trend (Residential Burglary Q1 2019-20 - Q3 2022-23)



| 2019-20 |     |     |     | 2020-21 |     |     |     | 2021-22 |     |     |     | 2022-23 |     |     |
|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|-----|
| Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  |
| 668     | 604 | 655 | 569 | 492     | 510 | 473 | 477 | 378     | 436 | 484 | 472 | 449     | 485 | 393 |

Positive Outcomes Trend (Residential Burglary Q1 2019-20 - Q3 2022-23)



| 2019-20 |      |      |      | 2020-21 |       |      |      | 2021-22 |      |      |      | 2022-23 |      |      |
|---------|------|------|------|---------|-------|------|------|---------|------|------|------|---------|------|------|
| Q1      | Q2   | Q3   | Q4   | Q1      | Q2    | Q3   | Q4   | Q1      | Q2   | Q3   | Q4   | Q1      | Q2   | Q3   |
| 5.7%    | 3.8% | 2.9% | 5.8% | 6.7%    | 10.0% | 4.9% | 8.2% | 5.0%    | 9.4% | 5.6% | 4.9% | 4.5%    | 3.5% | 4.8% |

## Overview

Residential Burglary offences declined by 19.0% this quarter when compared to the quarter prior (92 fewer offences for a total of 393). This reduction aligns with the aims of the government's Beating Crime Plan. When comparing Q3 2022-23 to Q3 2019-20, a reduction in offence volume of 40.0% (262 fewer offences) can be observed.

The decline in Residential Burglary offences seen this quarter implies that the increase seen during Q2 2022-23 may have been something of an outlier, with the current reduction continuing the downward trend observed since Q3 2021-22. This trend may in turn indicate the efficacy of the deterrence strategies employed as part of the 'We Don't Buy Crime' initiative.

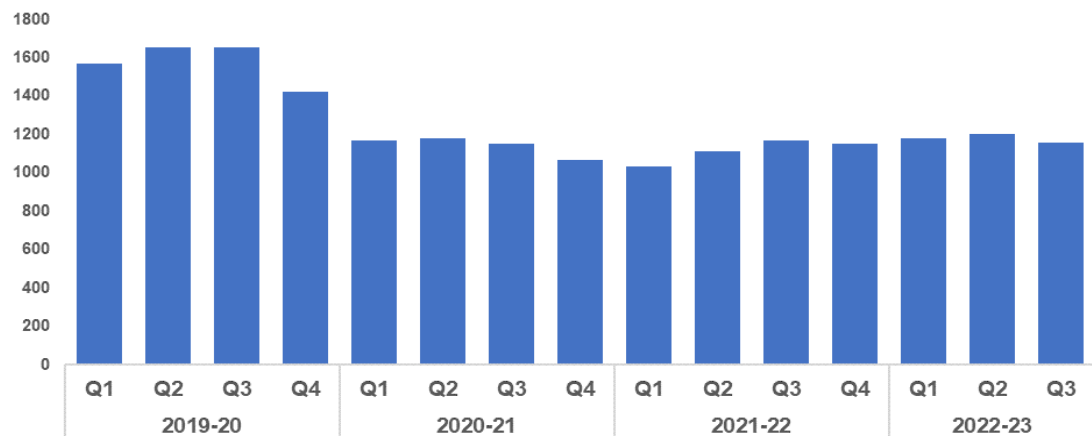
When compared to the previous quarter, positive outcomes for Residential Burglary rose by 1.3 percentage points to 4.8%. This disrupts the downward trend that has been observed since Q2 2021-22. The positive outcome rate for Q3 2022-23 is 1.9 percentage points higher than that observed during the same quarter in 2019-20.

August 2022 marked the commencement of the Burglary Response Improvement Pilot, which represented an effort to increase the Residential Burglary solved rate via actions such as the consistent allocation of Crime Scene Investigators, as well as a focus on Golden Hour enquiries. This appears to have had a positive effect on solved rates, and its continued impact will be monitored over the coming months.

January 2023 has seen the commencement of a second Burglary Pilot, focused around improving our service to burglary victims and further increasing the quality of investigations. For instance, all dwelling Residential Burglaries are now to be allocated as priority calls, with an attendance target of 60 minutes. It is hoped that this will lead to further rises in solved rate.

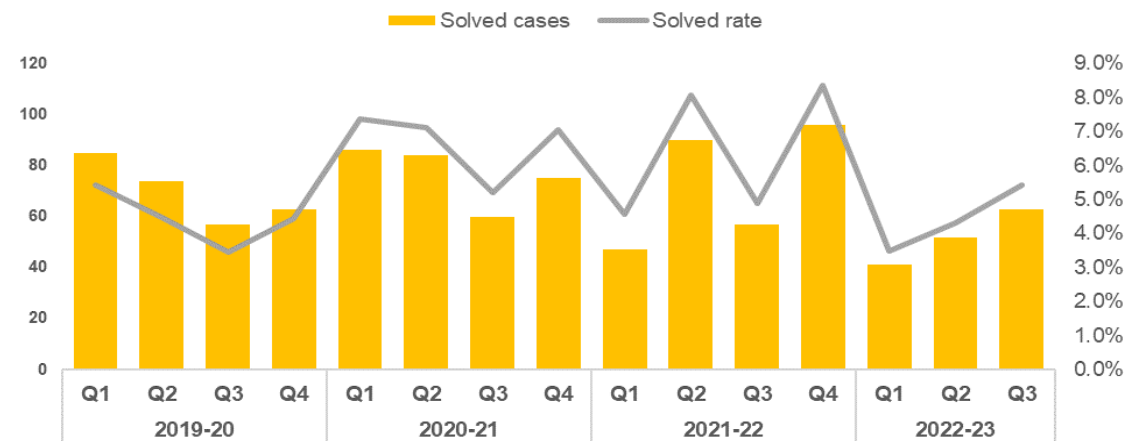
# 3. Neighbourhood Crime

Crime Trend (Neighbourhood Crime Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 1,570   | 1,656 | 1,654 | 1,421 | 1,168   | 1,179 | 1,155 | 1,065 | 1,032   | 1,114 | 1,167 | 1,151 | 1,179   | 1,205 | 1,158 |

Positive Outcomes Trend - (Neighbourhood Crime Q1 2019-20 - Q3 2022-23)



| 2019-20 |      |      |      | 2020-21 |      |      |      | 2021-22 |      |      |      | 2022-23 |      |      |
|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|
| Q1      | Q2   | Q3   | Q4   | Q1      | Q2   | Q3   | Q4   | Q1      | Q2   | Q3   | Q4   | Q1      | Q2   | Q3   |
| 5.4%    | 4.5% | 3.4% | 4.4% | 7.4%    | 7.1% | 5.2% | 7.0% | 4.6%    | 8.1% | 4.9% | 8.3% | 3.5%    | 4.3% | 5.4% |

## Overview

Neighbourhood Crime has seen a decline of 3.9% when compared to the previous quarter (47 fewer offences). This aligns with the objectives of the government's Beating Crime Plan, in which it is a focus area for reduction. When comparing the current quarter to Q3 2019-20, a reduction of 30.0% (496 fewer offences) has been recorded.

When compared to the previous quarter, positive outcomes for Neighbourhood Crime increased by 1.1 percentage points to 5.4%. This continues the upward trend observed since the start of the financial year. Prior to this, there have been alternating peaks and troughs. When compared to Q3 2019-20, the solved rate has risen by 2.0 percentage points.

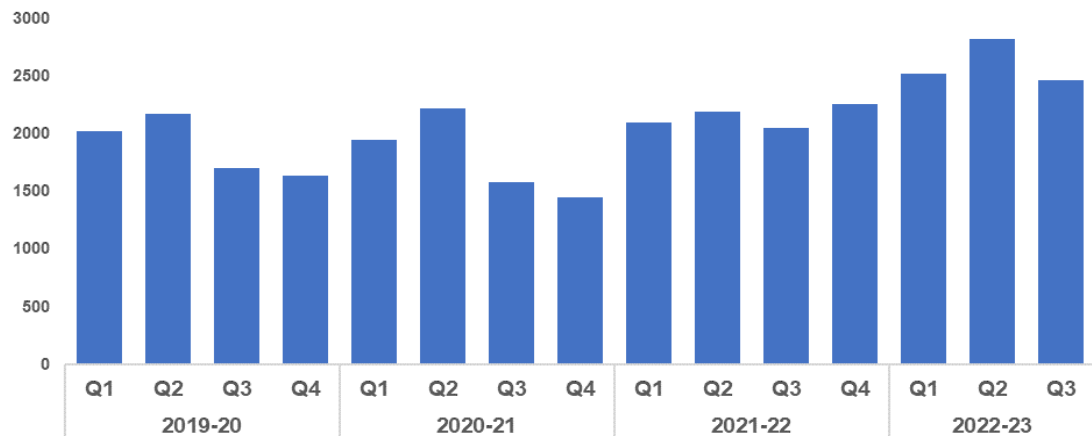
All West LPA neighbourhood policing teams participated in the National Police Chief's Council Neighbourhood Policing Week. The highlights are as follows: 6 offenders wanted on no bail warrants apprehended and sent back to court; 3 offenders apprehended and recalled to prison; 12 persons arrested for a variety of offences, including drugs and acquisitive crime; 6 proactive drugs warrants executed; 2 dangerous dog warrants executed; 5 off road bike operations; 6 road safety/road policing operations; 13 crime prevention events, and 19 police surgeries.

Following a successful bid to the Police Innovation Fund, over 60 local residents gathered at the Gelligaer Church Hall for 'Turkey and Tinsel', a festive season crime prevention event. This involved the distribution of smart water packs, personal safety and home security packs, and general crime prevention advice. It was also an opportunity for local communities to meet their policing team.

The Digital Services Division has implemented IR3 training across the force to maximise its benefits for use in neighbourhood policing, the force control room, and business efficiencies.

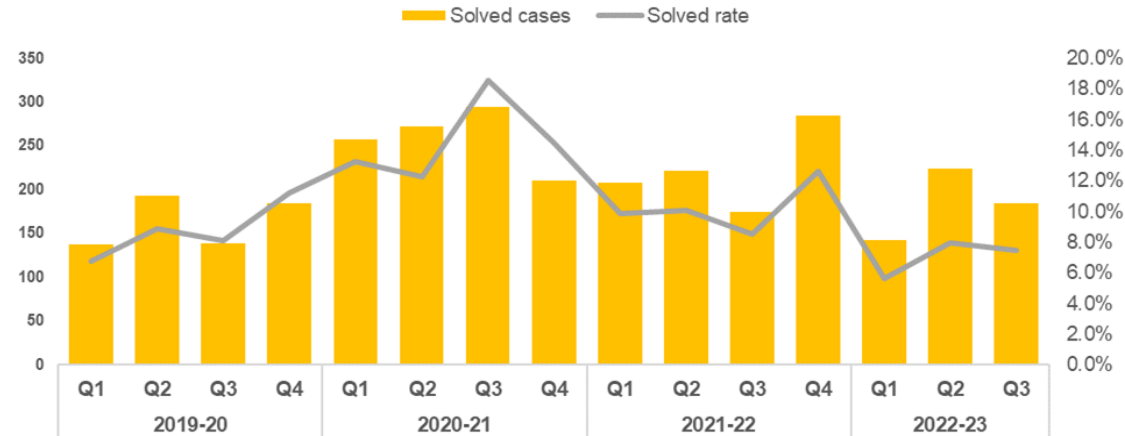
# 4. Public Order

**Crime Trend (Public Order Q1 2019-20 - Q3 2022-23)**



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 2,028   | 2,172 | 1,708 | 1,638 | 1,947   | 2,220 | 1,582 | 1,451 | 2,100   | 2,197 | 2,048 | 2,256 | 2,526   | 2,825 | 2,462 |

**Positive Outcomes Trend - (Public Order Q1 2019-20 - Q3 2022-23)**



| 2019-20 |      |      |       | 2020-21 |       |       |       | 2021-22 |       |      |       | 2022-23 |      |      |
|---------|------|------|-------|---------|-------|-------|-------|---------|-------|------|-------|---------|------|------|
| Q1      | Q2   | Q3   | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3   | Q4    | Q1      | Q2   | Q3   |
| 6.8%    | 8.9% | 8.1% | 11.2% | 13.3%   | 12.3% | 18.6% | 14.5% | 9.9%    | 10.1% | 8.5% | 12.6% | 5.6%    | 7.9% | 7.5% |

## Overview

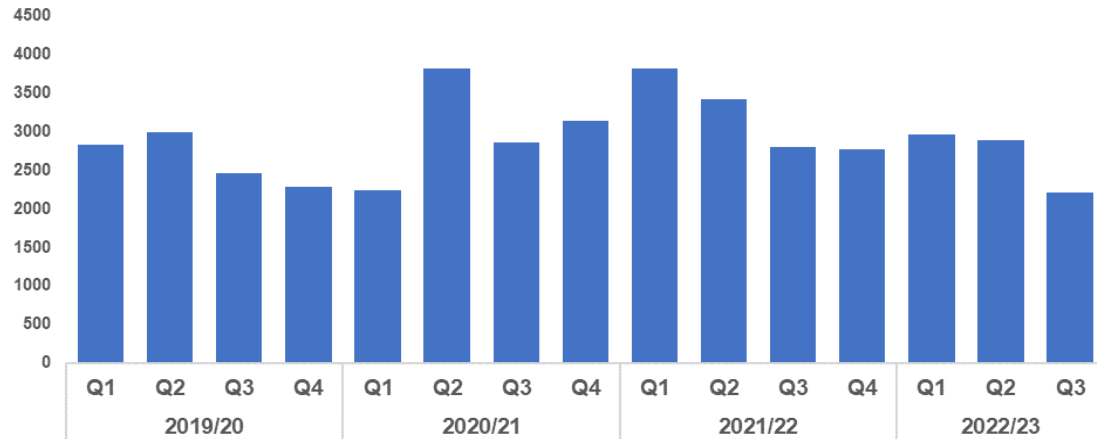
After peaking during Q2 2022-23, this quarter has seen a 12.9% reduction (363 fewer offences) in the number of Public Order Offences, with 2,462 crimes recorded. Compared to Q3 2019-20, Public Order Offences have risen this quarter by 44.1% (an additional 754 offences).

During Q3 2022-23, positive outcomes for Public Order Offences declined by 0.4 percentage points to 7.5% when compared to the quarter prior. This is similar to the decline of 0.6 percentage points that can be observed when comparing against the solved rate for Q3 2019-20 (down from 8.1%).

The volume of Public Order Offences resolved via community resolution has fallen by 28 (down to 16) during Q3 2022-23 when compared to the quarter prior.

# 5. ASB

ASB Trend (Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 2,835   | 2,992 | 2,462 | 2,286 | 2,238   | 3,819 | 2,858 | 3,139 | 3,822   | 3,412 | 2,798 | 2,768 | 2,956   | 2,884 | 2,213 |

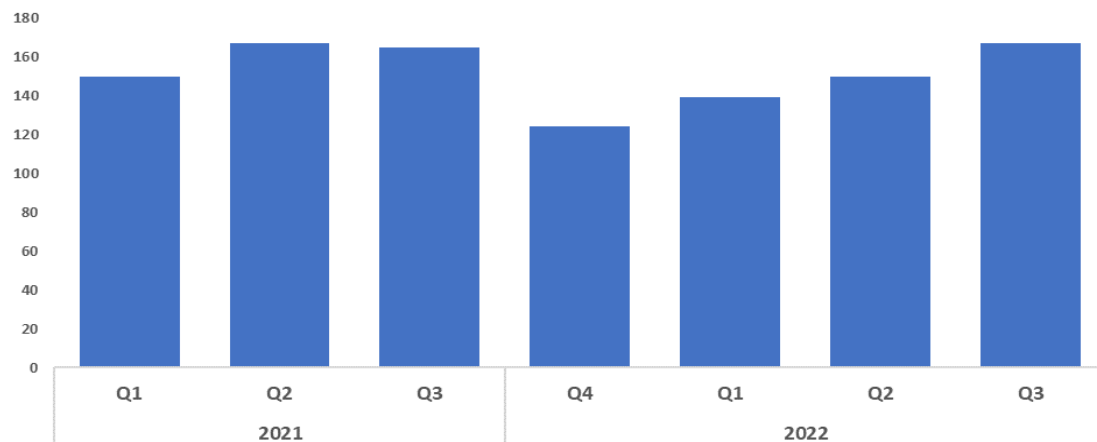
## Overview

Levels of anti-social behaviour (ASB) in Gwent have decreased by 23.3% (671 fewer incidents) when compared to the previous quarter. When compared to Q3 2019-20, ASB fell by 10.1% (249 fewer incidents).

The continued reduction seen during this quarter may be as result of the ongoing efficacy of several initiatives put in place to curb ASB levels, such as Operation Ashton, which aims to prevent re-offending via intervention courses. It may also indicate the impact of the £750,000 granted by the Home Office as a result of the force's successful Safer Streets bid. A portion of this funding is being used to deter ASB through a range of diversionary tactics, such as educational youth outreach programmes delivered from new or refurbished youth shelters.

# 6. Roads Policing

Number of Road Traffic Collisions (Q1 2021-22 - Q3 2022-23)



| 2019-20 |    |    |    | 2020-21 |    |    |    | 2021-22 |     |     |     | 2022-23 |     |     |
|---------|----|----|----|---------|----|----|----|---------|-----|-----|-----|---------|-----|-----|
| Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  |
| ~       | ~  | ~  | ~  | ~       | ~  | ~  | ~  | 150     | 167 | 165 | 124 | 139     | 150 | 167 |

## Overview

During Q3 2022-23, 167 Road Traffic Collisions (RTCs) were reported via RTC booklets. This represents an increase of 11.3%, or 17 additional incidents, when compared to the previous quarter.

A total of 735 persons were reported for one of the 'Fatal Five'\* factors during Q3 2022-23, an increase of 111.8% (388 additional reports) when compared to Q2 2022-23. The most commonly reported factor during Q3 2022-23 was excess speed, with 270 instances reported (36.7% of all reports). This is closely followed by drink/drug driving, with 269 instances reported (36.6% of all reports).

\*'The Fatal Five' refer to the five main causes of serious injury and death in RTCs. They are: careless driving, drink/drug driving, not wearing a seatbelt, using a mobile phone, and excessive speed.



# Combat Serious Crime

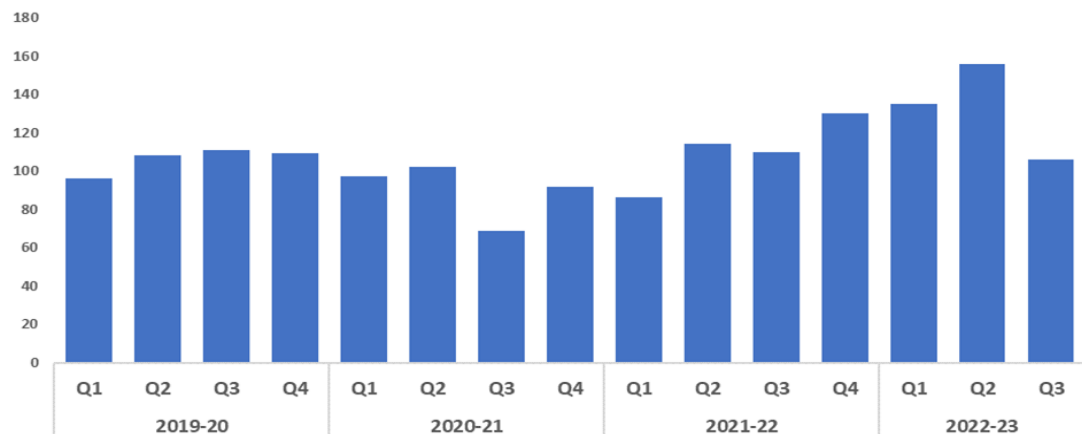
1. Most Serious Violence
2. Serious Violence
3. VAWG Domestic and Non-Domestic Priority Offences
4. VAWG Repeat Victims and Offenders
5. Drug Supply and Organised Crime

## **Key commitments**

- Reduce the number of repeat victims of child criminal and sexual exploitation
- Increase disruption of serious organised crime, and reinvest assets seized back into communities
- Improve the overall criminal justice response to violence against women, domestic abuse and sexual violence
- Commission and invest in services that work with perpetrators of serious crime to prevent and reduce re-offending

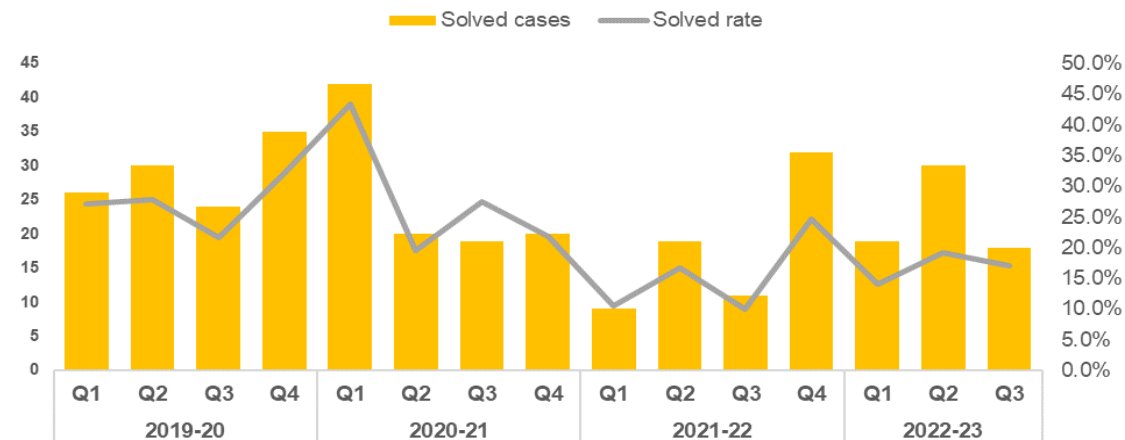
# 1. Most Serious Violence

Crime Trend (Most Serious Violence Q1 2019-20 - Q3 2022-23)



| 2019-20 |     |     |     | 2020-21 |     |    |    | 2021-22 |     |     |     | 2022-23 |     |     |
|---------|-----|-----|-----|---------|-----|----|----|---------|-----|-----|-----|---------|-----|-----|
| Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3 | Q4 | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  |
| 96      | 108 | 111 | 109 | 97      | 102 | 69 | 92 | 86      | 114 | 110 | 130 | 135     | 156 | 106 |

Positive Outcomes Trend - (Most Serious Violence Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 27.1%   | 27.8% | 21.6% | 32.1% | 43.3%   | 19.6% | 27.5% | 21.7% | 10.5%   | 16.7% | 10.0% | 24.6% | 14.1%   | 19.2% | 17.0% |

## Overview

The level of Most Serious Violence offences (consisting of Homicide, Grievous Bodily Harm with Intent and Causing Death by Dangerous Driving) during Q3 2022-23 presented a significant reduction of 32.0% (50 fewer offences) when compared to the quarter prior. Prior to this, these offences had demonstrated an upward trend since Q3 2020-21.

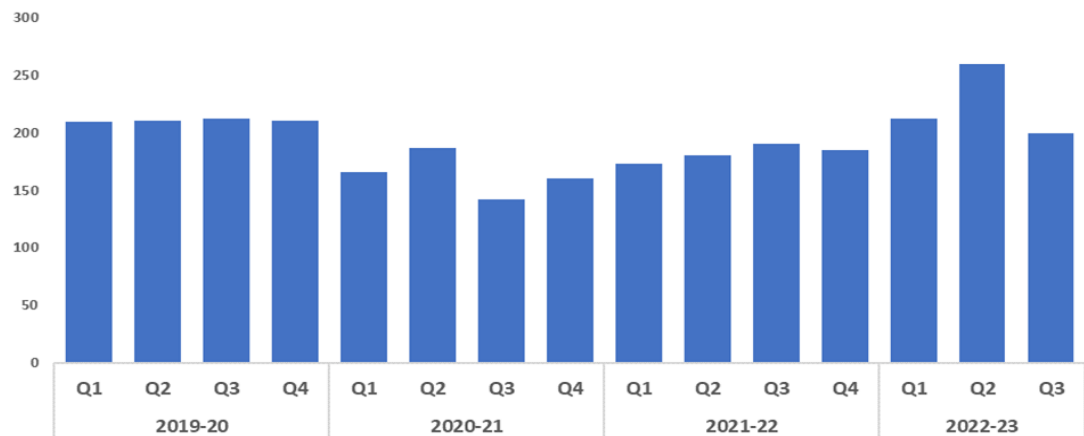
When compared to the previous quarter, the Most Serious Violence solved rate in Q3 2022-23 presents a 2.2 percentage point decrease to 17.0%. This represents a 4.6 percentage point decrease in solved rate when compared with Q3 2019-20.

Four murder investigations have been concluded during Q3 2022-23:

- Op Birkdale (Occurred 20/12/2021) – Murder of Richard Thomas, who was assaulted before attempts were made to burn his body within the caravan park in Magor. Defendant found guilty of murder after trial in November and was sentenced to 25 years in January.
- Op Fortune (Occurred 24/05/2022) – Murder of Mari O' Flynn by son in law Simon Parks in Bettws. Parks pleaded guilty to Murder in November, and was sentenced to 25 years.
- Op Delaware (Occurred 17/07/2022) – Murder of Marc Ash by Rebecca Press. Press changed her plea to guilty mid trial in January, and was sentenced to 20 years.
- Op Neptune (Occurred 26/06/2022) – Manslaughter of Andrew Nicholas after Morgan Wainwright assaulted him in Monmouth. Wainwright pleaded guilty in December and was sentenced to four years.

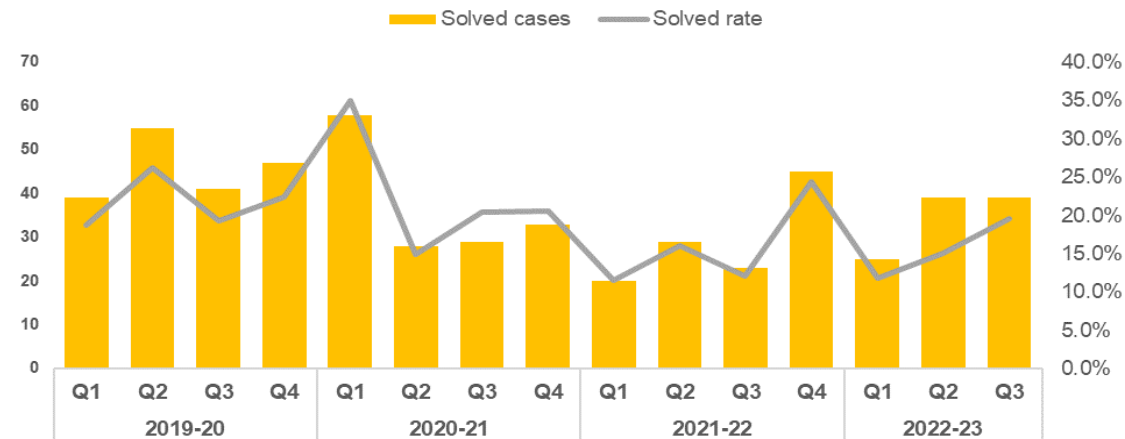
# 2. Serious Violence

Crime Trend (Serious Violence Q1 2019-20 - Q3 2022-23)



| 2019-20 |     |     |     | 2020-21 |     |     |     | 2021-22 |     |     |     | 2022-23 |     |     |
|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|-----|
| Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  |
| 209     | 210 | 212 | 210 | 166     | 187 | 142 | 160 | 173     | 180 | 190 | 185 | 212     | 260 | 199 |

Positive Outcomes Trend - (Serious Violence Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 18.7%   | 26.2% | 19.3% | 22.4% | 34.9%   | 15.0% | 20.4% | 20.6% | 11.6%   | 16.1% | 12.1% | 24.3% | 11.8%   | 15.0% | 19.6% |

## Overview

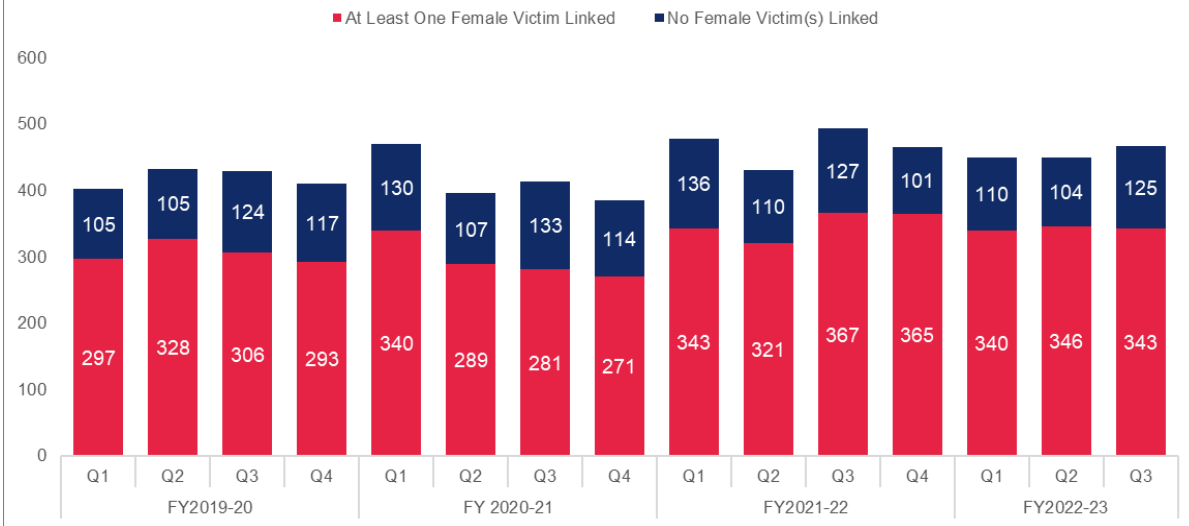
The level of Serious Violence crimes (consisting of Grievous Bodily Harm with and without Intent, as well as Personal Robbery offences) during Q3 2022-23 has reduced following a spike in Q2 2022-23, by 23.5% (61 fewer offences) to 199 crimes. Q3 2022-23 saw a 6.1% reduction in crime volume (13 fewer offences) when compared to Q3 2019-20.

The Serious Violence solved rate presents a 4.6 percentage point increase to 19.6% this quarter when compared to Q2 2022-23. This represents a 0.3 percentage point increase in solved rate when compared with Q3 2019-20.

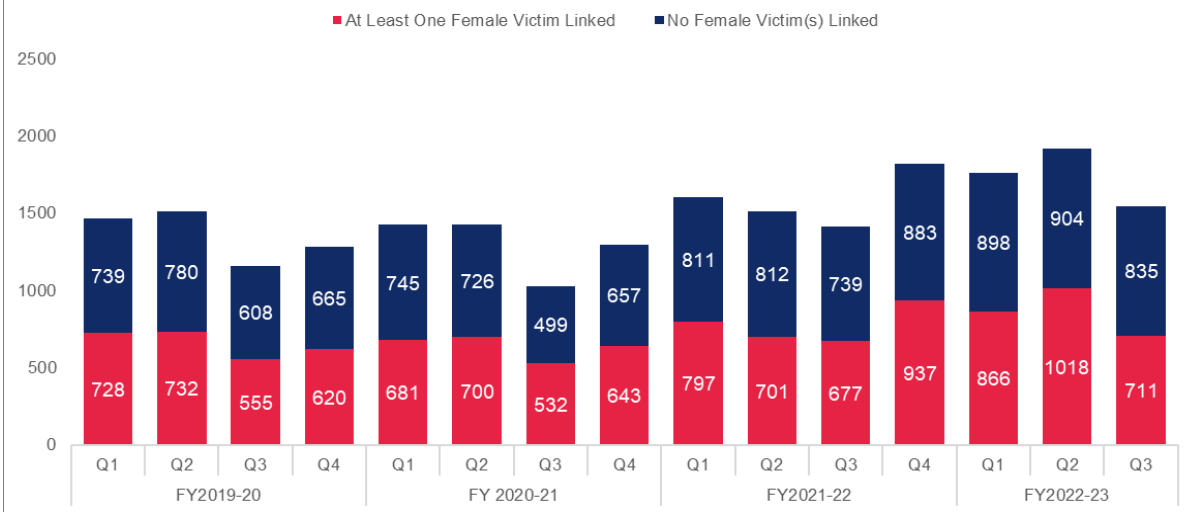
Following a series of robberies in Blackwood and Risca during December, some of which saw weapons used, three males were arrested following good use of CCTV and local knowledge to identify the offenders. One male has been charged and two remain on conditional bail pending further enquiries.

# 3. VAWG Domestic and Non-Domestic Priority Offences

### Domestic Priority Offences (Combined)



### Non-Domestic Priority Offences (Combined)



## Overview

### Domestic Priority Offences

The adjacent chart shows the number of combined VAWG priority offences~ with a domestic abuse qualifier and how many crimes have at least one female victim linked.

Compared with the previous quarter there were three fewer domestic priority offences with at least one female victim linked, which represents a reduction of 0.9%.

In Q3 2019-20, 71.2% (n=306) of offences had at least one female victim and in Q3 2022-23, 73.3% (n=343) of offences had at least one female victim.

The biggest contributor to domestic priority offences is Stalking and Harassment which accounts for over 55.1% of offences with at least one female victim linked (n=189) during Q3 2022-23.

### Non-domestic Priority Offences

The chart below shows the number of combined VAWG priority offences+ with no domestic abuse qualifier and how many crimes have at least one female victim linked.

Compared with previous quarter, a reduction of 307 non-domestic priority offences with at least one female victim linked was observed, which represents a 30.2% decline.

In Q3 2019-20, 47.7% (n=555) of offences had at least one female victim and in Q3 2022-23, 46.0% (n=711) of offences had at least one female victim.

The biggest contributors to non-domestic priority offences are Stalking and Harassment (38.0% or n=270), and Public Fear, Alarm and Distress (34.7% or n=247), which combined account for 72.7% (n=517) of offences with at least one female victim linked in Q3 2022-23.

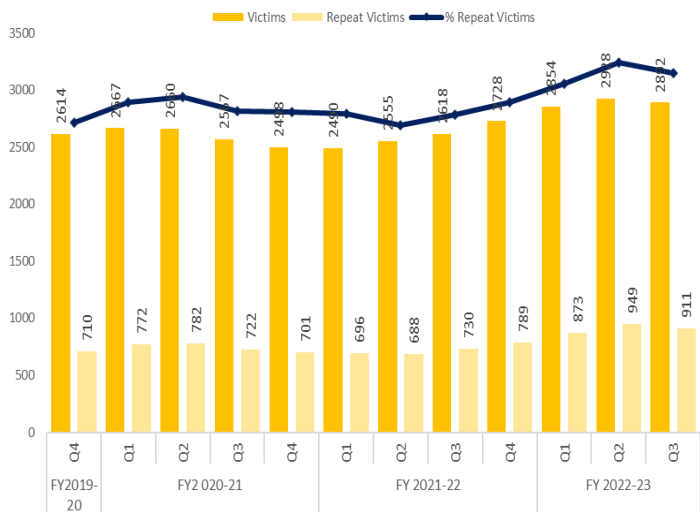
~ Domestic Priority Areas Combined covers Homicide, Violence with Injury, Stalking and Harassment, Public Fear, Alarm or Distress, Rape, Other Sexual Offences, and Modern Slavery.

+ Non-domestic Priority Areas Combined covers Homicide, Violence with Injury, Stalking and Harassment, Public Fear, Alarm or Distress, Rape, Other Sexual Offences, and Modern Slavery and Exploitation of Prostitution.

# 4. VAWG Repeat Victims and Offenders

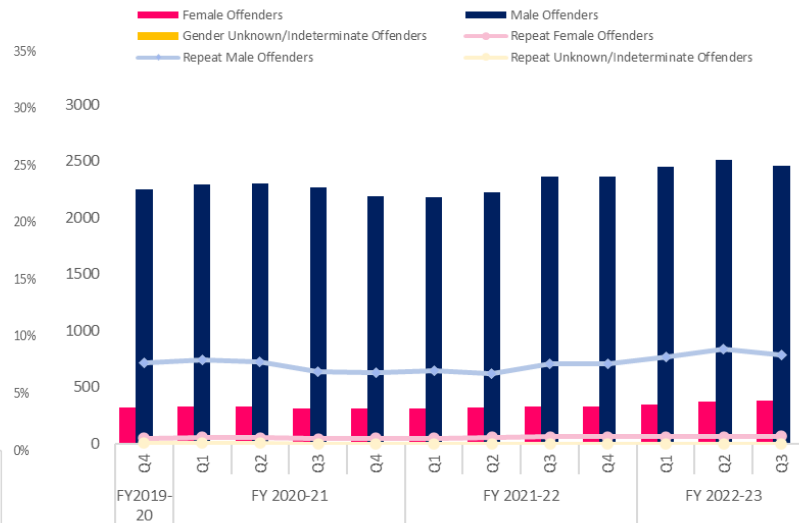
**Repeat Female Victims of VAWG Domestic Priority Offences**

Month is based on 12-month rolling total



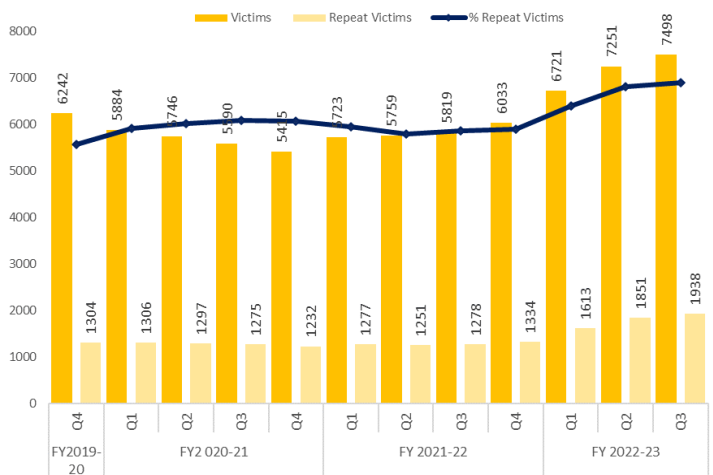
**Offenders of VAWG Domestic Priority Offences**

Month is based on 12-month rolling total



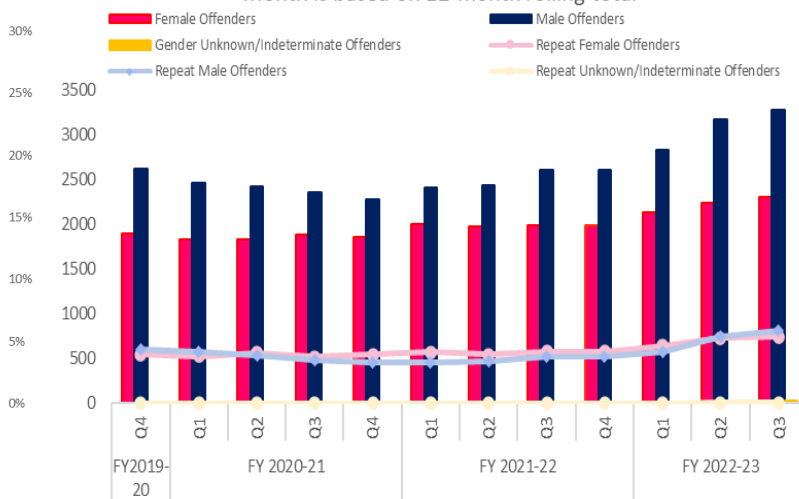
**Repeat Female Victims of VAWG Non-domestic Priority Offences**

Quarterly based on 12-month rolling total



**Offenders of VAWG Non-domestic Priority Offences**

Month is based on 12-month rolling total



## Overview

### Domestic Priority Offences

#### Repeat Victims

911 females have been a victim of more than one Violence Against Women and Girls (VAWG) domestic priority offence~ in the last 12 months (up to the end of Q3 2022-23). 18 women and girls have been the victim in more than five separate offences.

#### Repeat Offenders

In the last 12 months (up to the end of Q3 2022-23), there were 378 female offenders of domestic crimes against females, 17.2% (n=65) of which committed more than one offence in the most recent 12-month period.

There were 2,458 male offenders of domestic crimes against females, 32.0% (n=786) of which are repeats. 20 males were linked as the offender in more than five VAWG offences in the most recent 12 month period.

### Non-domestic Priority Offences

#### Repeat Victims

1,938 females have been a victim of more than one VAWG non-domestic priority offence+ in the most recent 12 months. 103 women and girls have been the victim in more than five separate offences.

#### Repeat Offenders

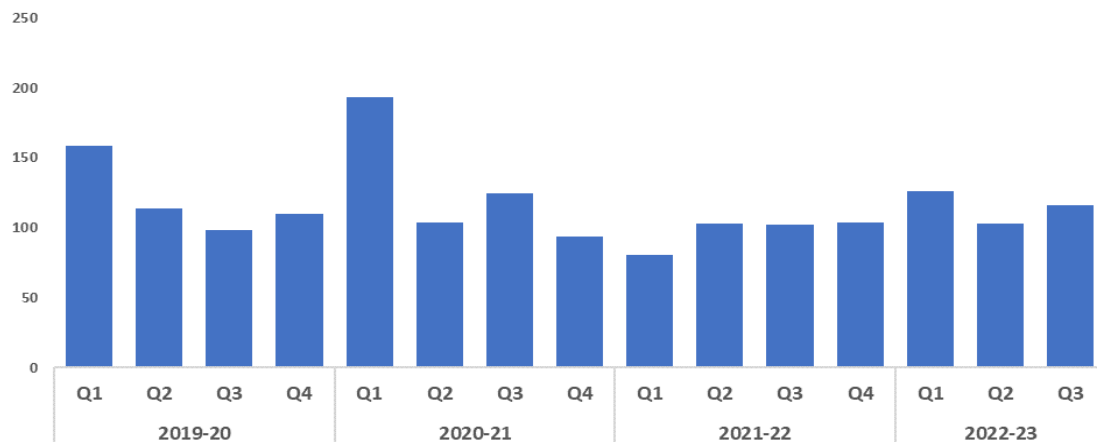
In the last 12 months (up to the end of Q3 2022-23), there are 2,299 female offenders of non-domestic crimes against females, 32.3% (n=742) of which committed more than one offence in the last year.

There were 3,235 male offenders of non-domestic crimes against females, 22.6% (n=732) of which are repeats. 31 males and 32 females were linked as the offender in more than five VAWG offences+ in the last year.

*Offender figures do not include crimes without a linked offender.*

# 5. Drug Supply & Organised Crime

Crime Trend (Drug Trafficking and Supply Q1 2019-20 - Q3 2022-23)



| 2019-20 |     |    |     | 2020-21 |     |     |    | 2021-22 |     |     |     | 2022-23 |     |     |
|---------|-----|----|-----|---------|-----|-----|----|---------|-----|-----|-----|---------|-----|-----|
| Q1      | Q2  | Q3 | Q4  | Q1      | Q2  | Q3  | Q4 | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  |
| 159     | 114 | 98 | 110 | 193     | 104 | 125 | 94 | 81      | 103 | 102 | 104 | 126     | 103 | 116 |

## Overview

A 12.6% increase in Drug Trafficking and Supply offences (13 additional offences to 116) has been recorded during Q3 2022-23 when compared to the previous quarter, with an increase of 18.4% (18 additional offences) recorded when comparing against Q3 2019-20.

1,431 Drug Supply and Dealing intelligence logs were submitted during Q3 2022-23. This is a reduction of 9.2% (145 fewer logs) when compared to Q2 2022-23, which saw 1,576 logs submitted, and an increase of 22.2% (260 additional logs) when compared to Q3 2021-22, during which 1,171 logs were submitted (data for 2019-20 is currently unavailable).

In January a significant cannabis grow was disrupted in a disused pub in Rhymney. Over 500 plants were seized with an estimated street value of £500,000. 11 warrants under the Misuse of Drugs Act have been executed over the last three months

The Operation Command Unit provided support to stop two Class A drug traffickers based in Tredegar. A forced stop on their vehicle was performed by roads policing. One kilogram of cocaine was recovered. Both offenders were charged and remanded.

During December, whilst on mobile patrol in Newport, officers have conducted a proactive stop of a motor vehicle registered to a male from Llanharry in the Rhondda Valley. Upon searching the vehicle they have located a quantity of cannabis and drug paraphernalia. The male was arrested for Possession with Intent to Supply Class B and for being unfit to drive a motor vehicle through drugs, and was brought into custody. Several officers have then travelled to Llanharry and completed a search of the males address. More cannabis was located as well as a large quantity of vape, syrups and sweets containing THC (Tetrahydrocannabinol). As the investigation progressed a drugs expert estimated that 4,703.5 grams of cannabis had been seized, equating to approximately £47,035. The male was charged and remanded to prison.

The Drugs Focus Desk (DFD) was launched at the end of October 2022. This was in line with the 10 year drug plan 'From Harm to Hope'. One of the priorities within the drug plan is to break drug supply chains. Although the DFD is still being embedded into our daily business, we can see that the DFD is having a positive impact amongst officers who are accessing the support of the DFD on a regular basis. The management of investigations has improved, with JSIU and CPS noticing an improvement on the standards of submissions and the efficiency in which they are processed.

A jeweller facilitated money laundering for organised crime groups by way of buying and selling Rolex watches. He was 'caught in the act' and pleaded guilty to money laundering. He received a suspended sentence but the Rolex watch being used was seized for a civil forfeiture as the proceeds of crime. The watch was sold by Wilsons Auctioneers for £32,000 (Gwent Police will receive 50% of this back as Asset Recovery Incentivisation Scheme - ARIS).

# Support Victims and Protect the Vulnerable

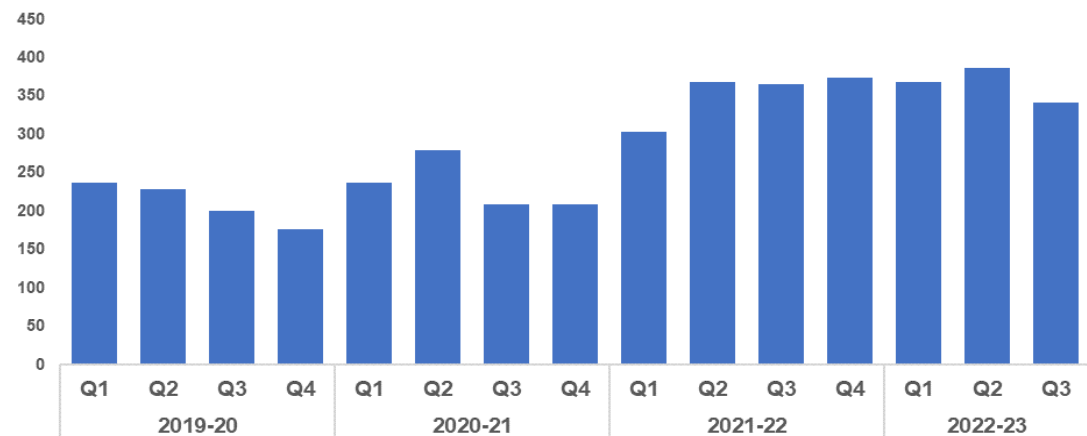
1. Hate Crime
2. Rape
3. Domestic Related Crime
4. Domestic Abuse Repeat Victims/Offenders
5. Modern Day Slavery and Human Trafficking
6. Child Sexual Exploitation/Child Criminal Exploitation
7. Cyber Fraud
8. Victim Support/Repeat Victims

## **Key commitments**

- Improve victim services and ensure that the needs of victims are identified and responded to appropriately through Connect Gwent and the Victim Care Unit
- Further improve our work with partners to protect those most vulnerable
- Increase the timeliness of police investigation updates provided to victims
- Commission and invest in specialist services to support victims throughout the criminal justice process

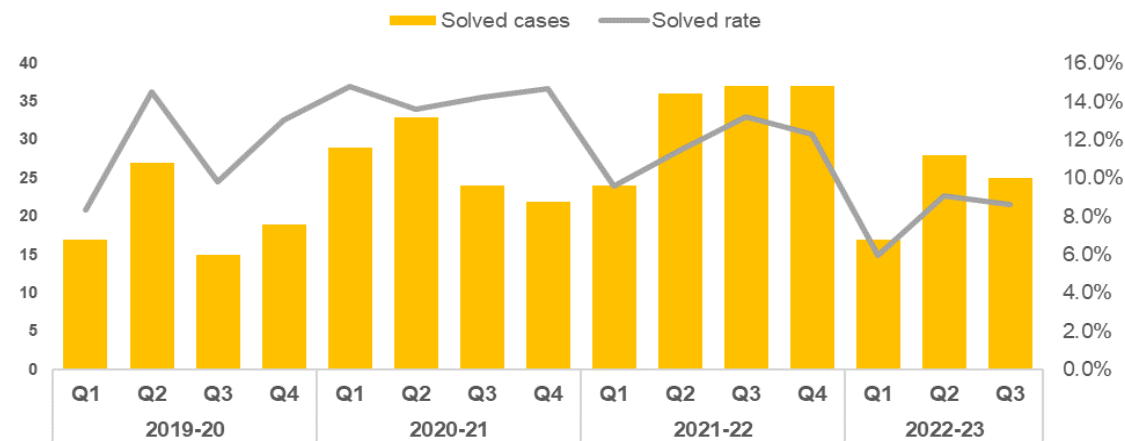
# 1. Hate Crime

Crime Trend (Hate Crime Q1 2019-20 - Q3 2022-23)



| 2019-20 |     |     |     | 2020-21 |     |     |     | 2021-22 |     |     |     | 2022-23 |     |     |
|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|-----|
| Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  |
| 237     | 229 | 201 | 177 | 237     | 280 | 209 | 209 | 304     | 369 | 366 | 374 | 369     | 387 | 341 |

Positive Outcomes Trend - (Hate Crime Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |      |      |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|------|------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2   | Q3   |
| 10.5%   | 16.6% | 11.9% | 13.6% | 16.5%   | 13.9% | 16.7% | 14.8% | 9.5%    | 12.7% | 11.5% | 11.5% | 6.2%    | 9.0% | 8.5% |

## Overview

The volume of recorded hate crime has reduced by 11.9% (46 fewer crimes) when comparing Q3 2022-23 against the quarter prior, and currently stands at 341 offences. When compared to Q3 2019-20, recorded hate crime has increased by 69.7% (an additional 140 offences).

The number of offences containing the disability hate strand fell by six when compared to the quarter prior, with 76 offences recorded.

The number of offences containing the homophobic hate strand saw a notable reduction to 62 offences this quarter, the lowest value recorded since Q4 2020-21.

Offences containing the racial hate strand fell significantly to 173, 43 fewer offences than the quarter prior.

Offences containing the religious hate strand rose to 19 offences this quarter, the highest level seen within the timeframe by a significant margin.

Offences containing the transphobic hate strand rose to 27, an increase of 11 over the previous quarter.

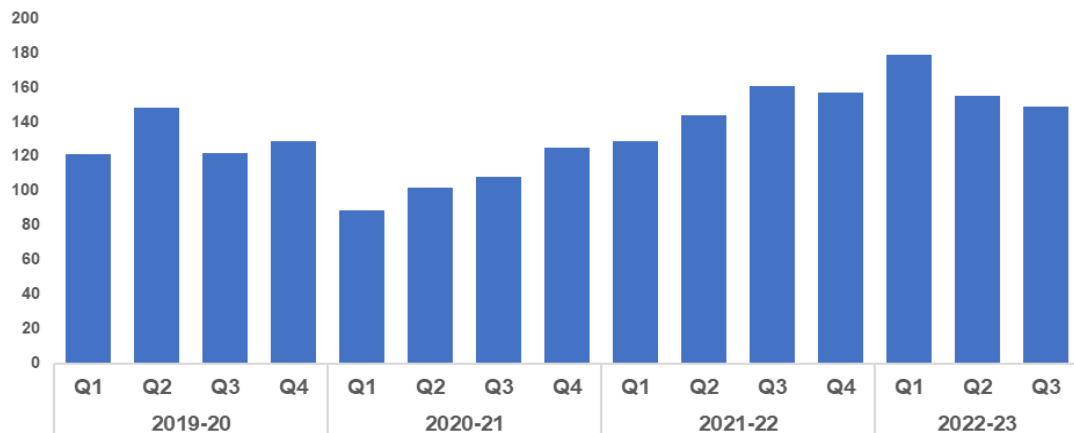
*Please note that a hate crime can contain more than one hate strand.*

Positive outcomes for hate crime fell by 0.5 percentage points to 8.5% when compared to the previous quarter. When compared to Q3 2019-20, the solved rate has fallen by 3.4 percentage points.



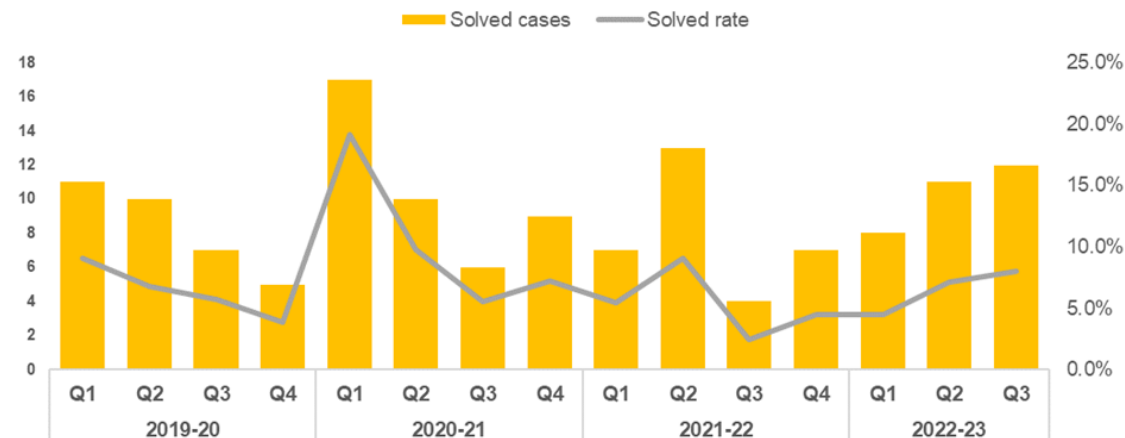
# 2. Rape

Crime Trend ( Rape Q1 2019-20 - Q3 2022-23)



| 2019-20 |     |     |     | 2020-21 |     |     |     | 2021-22 |     |     |     | 2022-23 |     |     |
|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|-----|
| Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  | Q4  | Q1      | Q2  | Q3  |
| 121     | 148 | 122 | 129 | 89      | 102 | 108 | 125 | 129     | 144 | 161 | 157 | 179     | 155 | 149 |

Positive Outcomes Trend - (Rape Q1 2019-20 - Q3 2022-23)



| 2019-20 |      |      |      | 2020-21 |      |      |      | 2021-22 |      |      |      | 2022-23 |      |      |
|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|
| Q1      | Q2   | Q3   | Q4   | Q1      | Q2   | Q3   | Q4   | Q1      | Q2   | Q3   | Q4   | Q1      | Q2   | Q3   |
| 9.1%    | 6.8% | 5.7% | 3.9% | 19.1%   | 9.8% | 5.6% | 7.2% | 5.4%    | 9.0% | 2.5% | 4.5% | 4.5%    | 7.1% | 8.1% |

## Overview

During this quarter Rape offences reduced by 3.8% to 149 (six fewer offences) when compared to the quarter prior. This reduction runs counter to the increased reporting required as part of the government's Beating Crime Plan, and the local priority to actively increase reporting in this historically under-reported offence category. Conversely, reported Rape offences have increased by 22.1% (27 additional offences) when compared to Q3 2019-20.

Rape positive outcome rates have seen an upward trend from Q3 2021-22 to 8.1% this quarter, an increase of 1.0 percentage points over the quarter prior. When compared to Q3 2019-20 an increase of 2.4 percentage points can be observed.

An intelligence led operation took place in December which targeted licensed premises where reports of 'spiking' have been received. Across three local authority areas, over 7,000 anti-spiking labels have been distributed to licenced premises to raise awareness and encourage reporting.

The Operational Command Unit have supported the enforcement, interview and mobile telephone analysis of 21 suspects located across the UK for conspiring to rape nine victims in a complex non-recent child abuse case.

At the National Soteria Conference Gwent's work around victim engagement and the role of the Victim Engagement Officer was recognised as best practice.

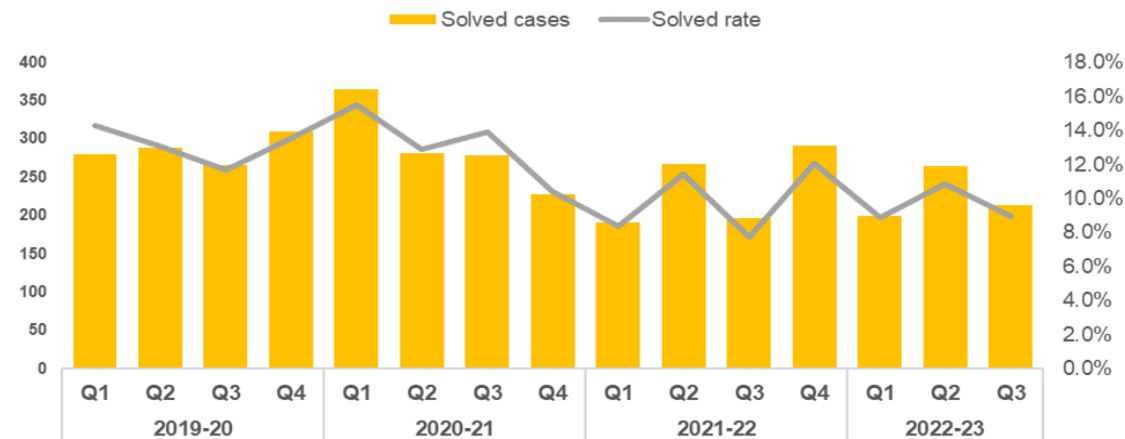
# 3. Domestic Related Crime

Crime Trend (Domestic Related Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 1,963   | 2,213 | 2,273 | 2,294 | 2,353   | 2,180 | 2,002 | 2,188 | 2,275   | 2,336 | 2,551 | 2,421 | 2,249   | 2,437 | 2,377 |

Positive Outcomes Trend - (Domestic Related Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |      |       | 2022-23 |       |      |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|------|-------|---------|-------|------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3   | Q4    | Q1      | Q2    | Q3   |
| 14.3%   | 13.1% | 11.7% | 13.5% | 15.5%   | 12.9% | 13.9% | 10.4% | 8.4%    | 11.4% | 7.7% | 12.1% | 8.9%    | 10.9% | 9.0% |

## Overview

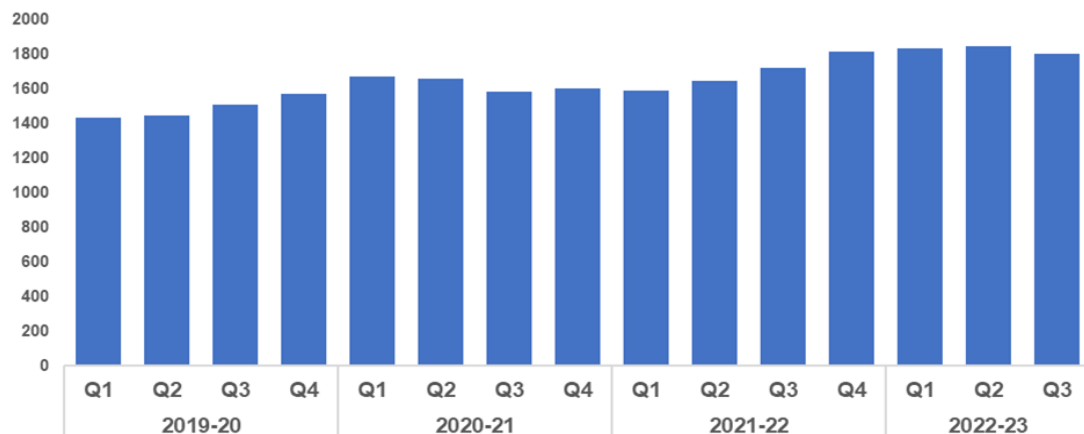
Domestic related offences have fallen by 2.5% (60 fewer offences) during Q3 2022-23 when compared to the quarter prior, down to 2,377. When compared to Q3 2019-20, the volume of domestic related offences reported has increased by 4.6% (an additional 104 offences). This increase could be attributed to ongoing improvements in crime data integrity, as well as an increased emphasis on Stalking & Harassment offences.

Positive outcomes for domestic related crime have fallen by 1.9 percentage points to 9.0% when compared to the previous quarter. This continues the trend of peaks and troughs that have been observed for this metric since Q4 2020-21.

During December, officers have attended a report of a domestic incident. Officers have discretely spoken to the victim who disclosed several offences. Following this, officers maximised the custody clock and secured five charges against the offender (two Assault by Beating, two Intentional Strangulation and one Assault Occasioning Actual Bodily Harm). The suspect was subsequently remanded to court, pleaded guilty at crown court and was sentenced to five years.

# 4. Domestic Abuse Repeat Victims/Offenders

Domestic Abuse Repeat Victims - (Q1 2019-20 - Q3 2022-23 Rolling 12 Months)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 1,436   | 1,447 | 1,510 | 1,576 | 1,671   | 1,663 | 1,588 | 1,607 | 1,593   | 1,646 | 1,723 | 1,820 | 1,839   | 1,851 | 1,804 |

## Repeat Victims Overview

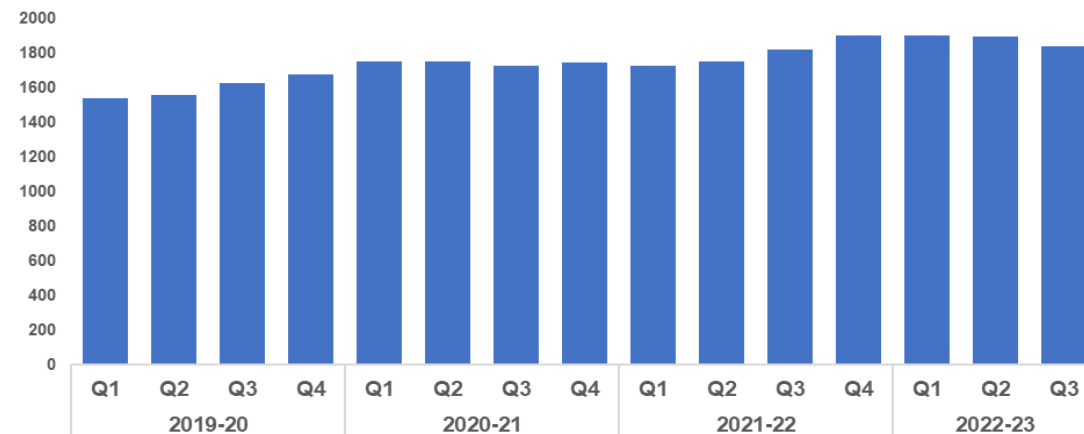
The amount of repeat domestic abuse victims\* fell by 2.5% (47 fewer repeat victims to 1,804) when compared to the quarter prior, although this remains the fourth-highest figure with the timeframe. This reduction may be due in part to the reduced levels of domestic crime recorded this quarter, with domestic crime and repeat victims falling by an equal percentage.

Compared to Q3 2019-20, there has been an increase of 19.5% in the number of repeat victims (an additional 294).

It may be that increased scrutiny on correctly recording crime has led to an increase in repeat victims in this crime area. It may also indicate that victims are increasingly willing to report subsequent offences, implying a certain level of victim satisfaction following their initial contact with Gwent Police.

\*Based on rolling 12 months to the end of each quarter, where persons are linked to two or more crimes in the year.

Domestic Abuse Repeat Offenders - (Q1 2019-20 - Q3 2022-23 Rolling 12 Months)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 1,539   | 1,558 | 1,628 | 1,679 | 1,758   | 1,753 | 1,733 | 1,746 | 1,733   | 1,754 | 1,822 | 1,906 | 1,904   | 1,901 | 1,843 |

## Repeat Offenders Overview

The amount of repeat domestic crime offenders\* declined when compared to the quarter prior by 3.1% (58 fewer repeat offenders).

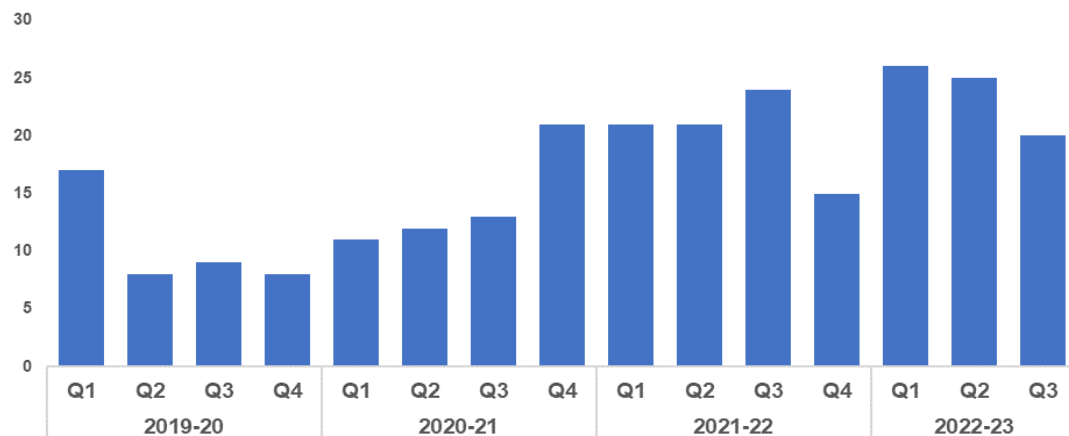
Compared to Q3 2019-20, there has been an increase of 13.2% in the number of repeat offenders (an additional 215).

There is a Multi-Agency Tasking and Coordination (MATAC) process in place which aims to identify serial perpetrators of domestic abuse in order to reduce reoffending and safeguard victims and families. A range of interventions can be delivered via MATAC, including support, prevention, diversion, disruption and enforcement, in order to reduce harm.

\*Based on rolling 12 months to the end of each quarter, where persons are linked to two or more crimes in the year.

# 5. Modern Day Slavery and Human Trafficking

Crime Trend (Modern Day Slavery and Human Trafficking Q1 2019-20 - Q3 2022-23)



| 2019-20 |    |    |    | 2020-21 |    |    |    | 2021-22 |    |    |    | 2022-23 |    |    |
|---------|----|----|----|---------|----|----|----|---------|----|----|----|---------|----|----|
| Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 |
| 17      | 8  | 9  | 8  | 11      | 12 | 13 | 21 | 21      | 21 | 24 | 15 | 26      | 25 | 20 |

## Overview

The number of Modern Day Slavery and Human Trafficking (MDSHT) crimes reduced by five (20.0%) when compared to the quarter prior, down to 20 offences.

When compared to Q3 2019-20, the volume of recorded MDSHT crimes has increased by 122.2% (an additional 11 offences) to 20.

There has been proactive work ongoing in the MDSHT team around carwashes, as well as continued awareness training that has been delivered to new starters, new CSOs, and trainee detectives. The number of National Referral Mechanisms submitted has also continued to increase, despite a reduction in MSDHT crime volume.

The modern day slavery team continue to scrutinise potentially false Section 45 defences. This is a tactic currently used by West Balkan offenders involved in serious organised crime. The extradition case of Albanian criminal Jorgen Bami received press coverage from the Daily Mail.

# 6. Child Sexual Exploitation/Child Criminal Exploitation

Occurrences with a Child Sexual Exploitation Local Qualifier (Q1 2019-20 - Q3 2022-23)



| 2019-20 |    |    |    | 2020-21 |    |    |    | 2021-22 |    |    |    | 2022-23 |    |    |
|---------|----|----|----|---------|----|----|----|---------|----|----|----|---------|----|----|
| Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 |
| 37      | 42 | 33 | 44 | 44      | 42 | 50 | 34 | 53      | 56 | 49 | 63 | 47      | 33 | 35 |

## Overview

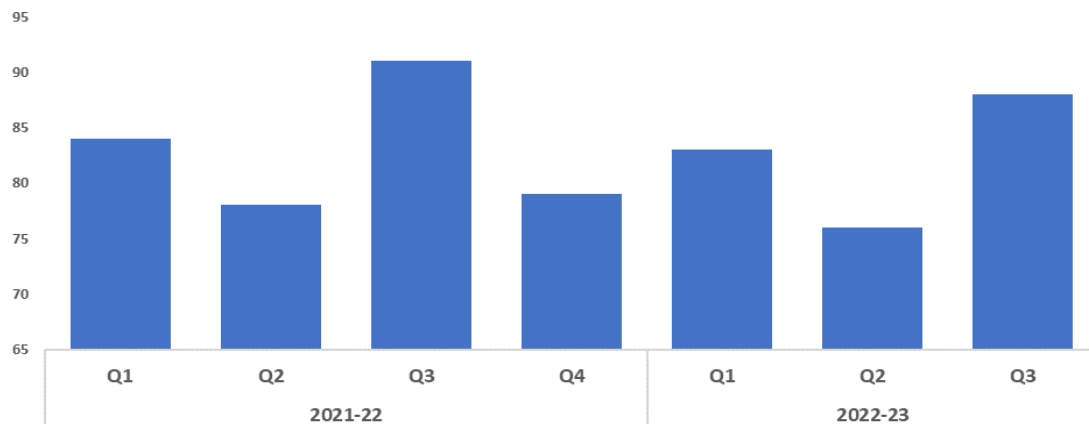
Q3 2022-23 has recorded a 6.1% increase in crimes with a Child Sexual Exploitation (CSE) local qualifier (an two additional offences) when compared to the previous quarter, up to 35 offences. An increase of 6.1% (two offences) can also be observed when comparing against Q3 2019-20.

The offence most commonly assigned a CSE local qualifier in Q3 2022-23 was '*Take/make indecent photographs/pseudo-photographs of children*', with 10 instances. This was followed by *Causing/inciting a male child under 16 to engage in sexual activity, offender 18 or over, no penetration*, with four instances.

During January the Police Online Investigation Team executed a warrant in the Caerphilly area after developing intelligence that indicated 435 indecent images of children had been uploaded via Google Photos. Intelligence development identified a 17 year old male as the suspect of the investigation. He was arrested and his primary device was seized. Enquiries to identify the child were expedited as there was a risk of on-going contact offending. Officers were able to identify that the child in the images was a young girl who lived next door to the suspect. This investigation demonstrates a proactive and diligent investigation focused on the protection of children.

# 7. Cyber Fraud

50/N Fraud Occurrences with a Cyber-Enabled Local Qualifier (Q1 2021-22 - Q3 2022-23)



| 2019-20 |    |    |    | 2020-21 |    |    |    | 2021-22 |    |    |    | 2022-23 |    |    |
|---------|----|----|----|---------|----|----|----|---------|----|----|----|---------|----|----|
| Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 |
| ~       | ~  | ~  | ~  | ~       | ~  | ~  | ~  | 84      | 78 | 91 | 79 | 83      | 76 | 88 |

## Overview

Of the 1,430 fraud occurrences under 50/N within this timeframe, 43.8% (627) have a cyber-enabled local qualifier.

In November 2022 a direct report was received by Fraud Triage reporting that an individual had been the victim of a bank impersonation scam. In total the victim moved £17,500 into a fraudsters account. The Financial Abuse Safeguarding Officer (FASO) visited the victim and provided advice about the 'Automatic Push Payment Code', which his bank had signed up to, which outlines the duty of the bank to refund a victim of fraud if the victim has not been 'grossly negligent'. A challenge with the bank resulted in all £17,500 being returned to the victim.

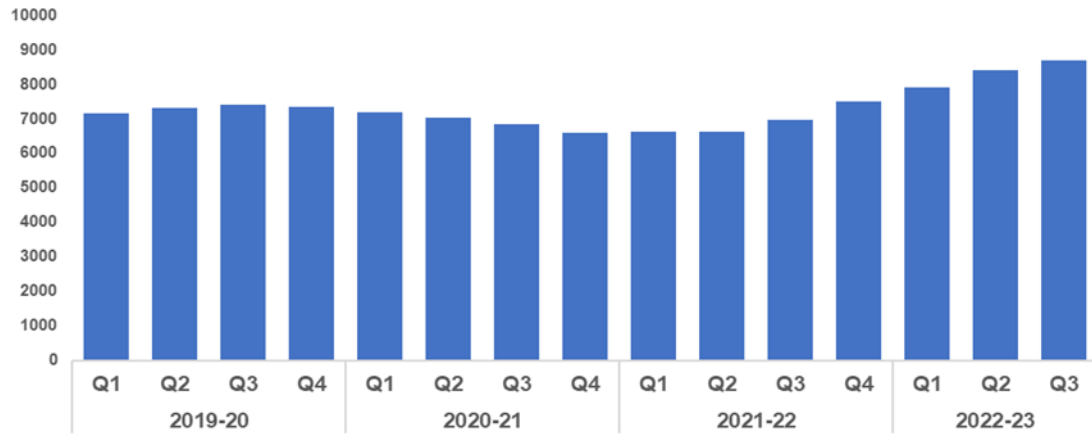
In December 2022 alone, the PROTECT officer gave advice to around 300 residents of Gwent.

The cyber team are working with the force control room to ensure that all cyber dependant and serious cyber enabled offences are brought to the teams attention as soon as possible, by utilising a designated call sign. This will help them to support divisional officers with digital lines of enquiry, improve response times to crimes in action and enable early PROTECT advice where there is an on-going threat or safeguarding requirement.

The Gwent cyber team are also collaborating with the other three Welsh forces and the Welsh Assembly Government to produce an all Wales Cyber Resilience PROTECT campaign for the social care sector in Wales.

# 8. Victim Support/Repeat Victims

Repeat Crime Victims (Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 7,151   | 7,301 | 7,411 | 7,359 | 7,196   | 7,049 | 6,834 | 6,589 | 6,633   | 6,617 | 6,962 | 7,503 | 7,906   | 8,416 | 8,684 |

## Overview

The number of repeat crime victims\* has increased by 3.2% during Q3 2022-23, to 8,684. There has been a 17.2% increase in the number of victims when compared to Q3 2019-20 (an additional 1,273 repeat victims).

These increases may be due in part to increased confidence in reporting by these repeat victims, potentially indicating an improvement in victim satisfaction in their initial contact with Gwent Police.

The Public Protection Unit (PPU) have been completed a number of challenging but rewarding cases, some of which will lead to developing best practice moving forward. For instance, West PPU completed an investigation into Daniel Lynch, who was sentenced to 18 years for rape and numerous other sexual offences.

*\*Based on rolling 12 months to the end of each quarter, where persons are linked to two or more crimes in the year*

In the last quarter 13,389 victims have been referred into the Victim Care Unit. This unit supports front line policing and strives to ensure victims of crime are: assessed/referred for specialised support (1,432 detailed needs assessments have been completed); kept updated throughout the criminal justice process (regular updates have been provided to 2,900 victims); and receive their entitlements under the Victims Code of Practice (7,746 victims have been informed of their rights).

The Witness Care Unit continues to guide victims and witnesses through the final part of their criminal justice journey. The unit are currently supporting 6,949 victims and witnesses, with an average attendance rate of 83% for Magistrates Court and 97% for Crown.

In December, officers responded to a report of a suicidal male. They found the male hanging, having tied a dog lead around his neck. Officers commenced CPR on the male and provided support to the family who were in attendance in what was a clearly traumatic incident. The male began breathing again and was conveyed to hospital where he returned to a stable condition.

The Special Measures Advisor role is now up and running and provides quality assurance for the force by running a search for (not guilty) domestic and rape court cases and contacting the victims and witnesses to complete a tailored needs assessment that helps determine if special measures are required and if so, which are most appropriate for them.

# Increase Community Confidence in Policing

1. Perceptions Survey
2. Victim Satisfaction
3. Representative Workforce
4. Investigation Timeliness
5. Response Rates
6. 999 Demand
7. 101 Demand
8. Social Media and Single Online Home
9. Initiatives & Events

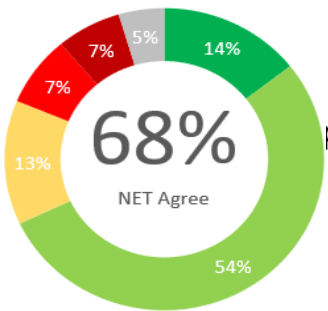
## **Key commitments**

- Increase the effectiveness of officer and staff engagement with residents in their communities, and community confidence and trust in Gwent Police
- Improve the accessibility of neighbourhood police teams through a variety of contact channels that meet the needs of the public
- Increase reporting of crime by communities that are less likely to engage with the police
- Further increase officer and staff diversity to ensure our police service reflects the communities that we serve



# 1. Perceptions Survey: Local Concerns and Overall

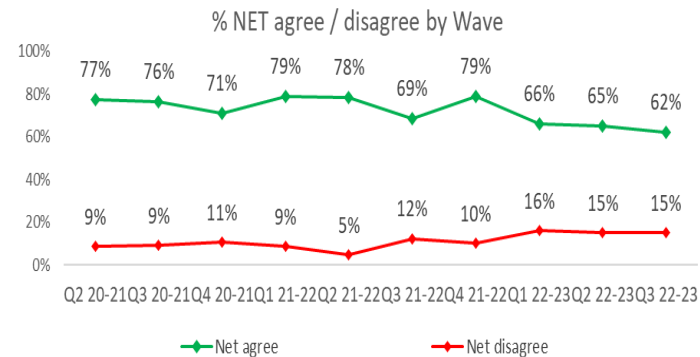
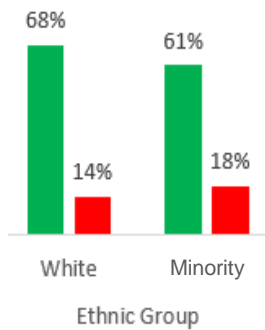
## Overall Confidence in the Police



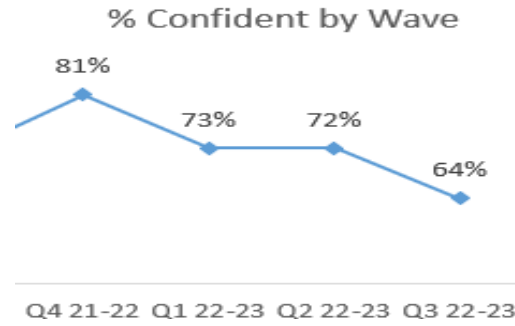
Less than seven out of 10 (68%) people agree they have confidence in the police in their area. This is lowest in **Newport (59%)** and highest in **Monmouthshire (75%)**.

Strongly agree  
Tend to agree  
Neither  
Tend to disagree  
Strongly disagree  
Don't know

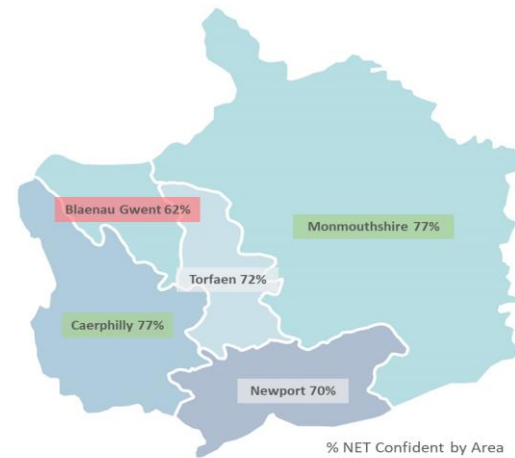
Ethnic minority groups have less confidence in this statement, with **61%** agreeing they have confidence in police in their area.



A continuous downward trend apparent with overall confidence dropping from **79%** in Q4 2021-22 through to **62%** in Q3 2022-23.



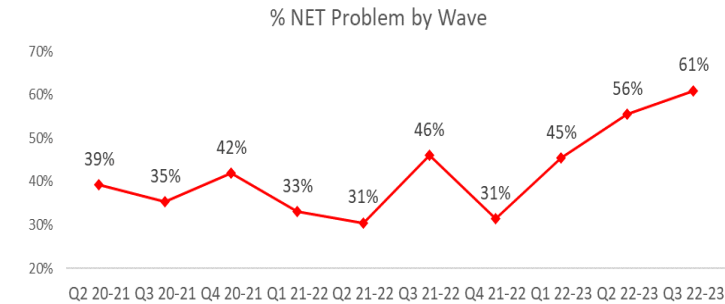
**Nearly three quarters** of residents are confident they could easily speak to police in their area, however this has reduced over the last 4 quarters (64% in Q3 2022-23).



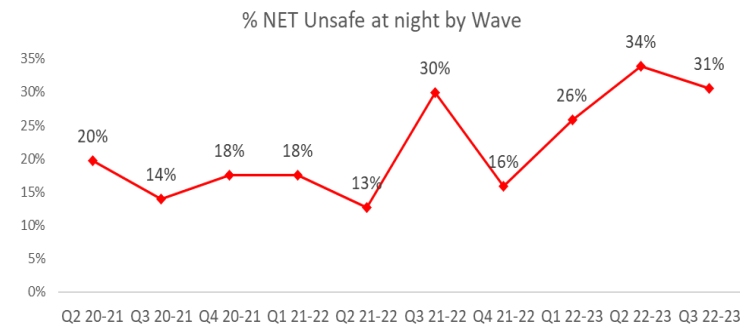
**Blaenau Gwent had the lowest confidence (62%), Monmouthshire and Caerphilly had the highest confidence (77%).**

## Local Concerns

Almost **half (48%)** feel that crime and ASB are a problem in their area. This metric has risen 16.0 percentage points in the last two quarters. **Newport (59%)** is the area of highest concern whereas **Monmouthshire (22%)** has the lowest perceived concern.



There is a continuous rise in feeling unsafe at night, particularly in **Caerphilly (32%)**. **Monmouthshire** respondents felt the safest in Q3 2022-23 (13%).



**3.0%** have been a victim of crime and did not report to Gwent Police. Applying this to the population of Gwent would equate to **17,631** individuals.

## Positive Experiences

*"I'm happy with the policing in this area to be honest, I see the police walking up and down especially by the park, they know where the kids hang about and they keep an eye on what's going on."*

*"It would be based on my own past experiences with the police, as in the past I have had a good service from them."*

*"When I have had problems in the past they have been dealt with."*

## Lack of action

*"Based on my previous experience I don't have much faith in the police to deal with anything. I reported shoplifting all the time and nothing was ever done about it."*

*"Just based on my own experience I've had; they weren't there for me when I needed them."*

*"I give up to be honest, the police are just too slow to respond so it's a waste of time reporting anything these days."*

*"Too much hassle and time. If you ring you can't get through and when you do, they don't do anything about it."*

# 2. Victim Satisfaction

| Percentage        | Measure                        |  |   |  |  |                            |
|-------------------|--------------------------------|--|---|--|--|----------------------------|
| Survey Number     | Survey One                     | Survey Two                               |   |  |  | Survey Three               |
| Metric            | Satisfied with Initial Contact | Satisfied with Follow Up & Investigation | Satisfied with the service from the VCO   | Satisfied with the service from the officer dealing with your case | Satisfied with being kept informed about your case | Satisfied with Post Charge |
| General Crime     | 59%                            | 58%                                      | 88%   | 80%  | 88%  | 40%                        |
| Domestic Violence | 75%                            | 85%                                      | 100%  | 87%  | 90%  | 100%                       |
| Hate Crime        | 100%                           | 67%                                      | 100%  | 100%   | 100%   | No Data                    |
| Sexual Violence   | 100%                           | 75%                                      | 100%  | 75%  | 100%   | No Data                    |
| Baseline          | N/A                            | N/A                                      | 85%   | 85%  | 74%  | N/A                        |
| Numeric           | Measure                        |  |   |  |  |                            |
| Survey Number     | Survey One                     | Survey Two                               |   |  |  | Survey Three               |
| Metric            | Satisfied with Initial Contact | Satisfied with Follow Up & Investigation | Satisfied with the service from the VCO   | Satisfied with the service from the officer dealing with your case | Satisfied with being kept informed about your case | Satisfied with Post Charge |
| General Crime     | 403/679                        | 45/78                                    | 36/41   | 32/40  | 30/34  | 2/5                        |
| Domestic Violence | 40/53                          | 23/27                                    | 24/24   | 20/23  | 18/20  | 7/7                        |
| Hate Crime        | 10/10                          | 2/3                                      | 3/3   | 3/3  | 3/3  | No Data                    |
| Sexual Violence   | 9/9                            | 3/4                                      | 4/4   | 3/4  | 3/3  | No Data                    |
| Sample Size       | 751                            | 112                                      | The above questions can be answered with 'N/A'. These responses have been removed from both the percentage and numeric calculations. As a result, the sample size will differ from that for 'Satisfied with Follow Up & Investigation'. |  |  | 12                         |

# 3. Representative workforce

The following data is correct as of 30 September 2022

| Employee Type     | Establishment Numbers |                          |            |   |           | Gender |        |      |        | Ethnicity |       |       |        |            |        |
|-------------------|-----------------------|--------------------------|------------|---|-----------|--------|--------|------|--------|-----------|-------|-------|--------|------------|--------|
|                   | Finance Budget FTE    | Establishment Budget FTE | Actual FTE | Actual FTE v Establishment FTE Variance | Headcount | Female | %      | Male | %      | BAME      | %     | White | %      | Not Stated | %      |
| Police Officer    | 1506.50               | 1506.50                  | 1486.73    | -19.77                                  | 1500      | 538    | 35.87% | 962  | 64.13% | 51        | 3.40% | 1371  | 91.40% | 78         | 5.20%  |
| Police Staff      | 816.23                | 812.22                   | 809.29     | -2.93                                   | 852       | 576    | 67.61% | 276  | 32.39% | 18        | 2.11% | 803   | 94.25% | 31         | 3.64%  |
| PCSO              | 172.00                | 172.00                   | 150.89     | -21.11                                  | 155       | 74     | 47.74% | 81   | 52.26% | 12        | 7.74% | 142   | 91.61% | 1          | 0.65%  |
| OPCC              | 19.00                 | 20.00                    | 18.97      | -1.03                                   | 20        | 15     | 75.00% | 5    | 25.00% | 0         | 0.00% | 18    | 90.00% | 2          | 10.00% |
| Special Constable | 0                     | 80                       | 0          | -7                                      | 73        | 22     | 30.14% | 51   | 69.86% | 2         | 2.74% | 65    | 89.04% | 6          | 8.22%  |
| Agency Worker     | 0                     | 0                        | 0          | 0                                       | 41        | 26     | 63.41% | 15   | 36.59% | 0         | 0.00% | 37    | 90.24% | 4          | 9.76%  |

## Overview

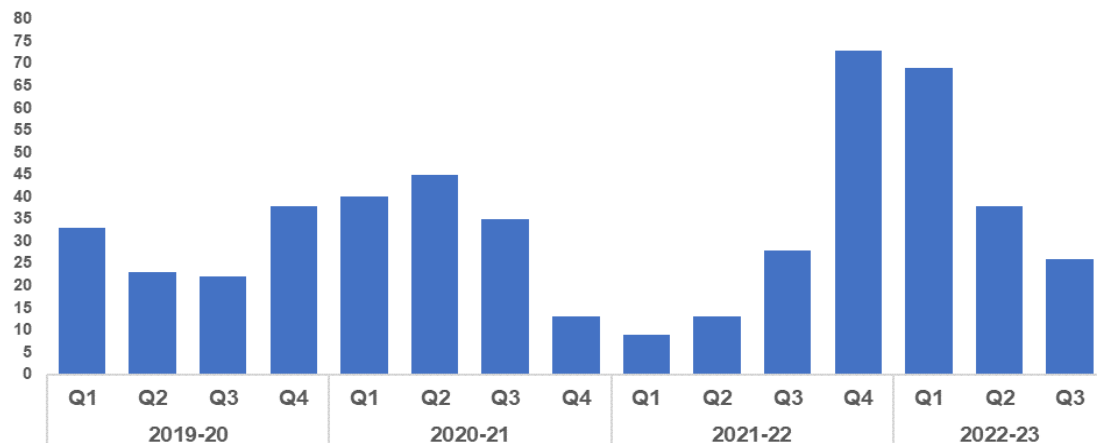
There is a gender disparity evident in the workforce for both officers and staff. For officers, females are underrepresented by approximately 15 percentage points (2021 Census data reveals that females make up 51% of the population in Gwent). However, females are represented more greatly in the staff workstream area, by approximately 17 percentage points.

There is also disparity in the minority ethnic representation within the workforce. 8.6% of the Gwent population are from an ethnic minority group, according to the 2021 Census. For police officers, currently 3.4% are persons from an ethnic minority. Ethnic minority representation in staff is even lower at 2.1%.

Gwent Police are on target to achieve operational uplift and our stretched target of 1,521 officers by the 31st March 2023. Our ethnic minority representation continues to steadily grow with our joining rate being up to 8.7% from ethnic minorities by April 2023.

# 4. Investigation Timeliness

Median Investigation Timeliness Days (Q1 2019-20 - Q3 2022-23)



| 2019-20 |    |    |    | 2020-21 |    |    |    | 2021-22 |    |    |    | 2022-23 |    |    |
|---------|----|----|----|---------|----|----|----|---------|----|----|----|---------|----|----|
| Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 |
| 33      | 23 | 22 | 38 | 40      | 45 | 35 | 13 | 9       | 14 | 28 | 74 | 71      | 44 | 26 |

## Overview

The median number of days in which an investigation is completed has continued to decrease when compared to the previous quarter, from 44 to 26 days (a reduction of 40.9%, or 18 fewer days). This is likely due to work previously undertaken to clear a backlog of occurrences which were awaiting finalisation by the crime management unit (CMU).

When compared to Q3 2019-2020, median investigation length has seen a modest increase of 18.2% (4 additional days).

Investigation timeliness has improved when compared to the quarter prior for the third time in sequence, likely due to the CMU backlog having been cleared over the same period, and is now approaching the levels recorded during the same quarter in 2019-20.

There are 14,346 crimes open and unfinalised. When comparing against the same point in 2022, the volume was higher at 16,718. Based on crime recorded date to the date on which this data was collected (01/02/2023), for those currently unfinalised, 9,431 crimes have been open for less than 6 months; 3,239 have been open between 6 and 12 months; and, 1,676 have been open for over 12 months. For those over 12 months old, *Violence without Injury* account for the majority at 24.7% (414 crimes), followed by *Rape* at 14.1% (236 crimes).

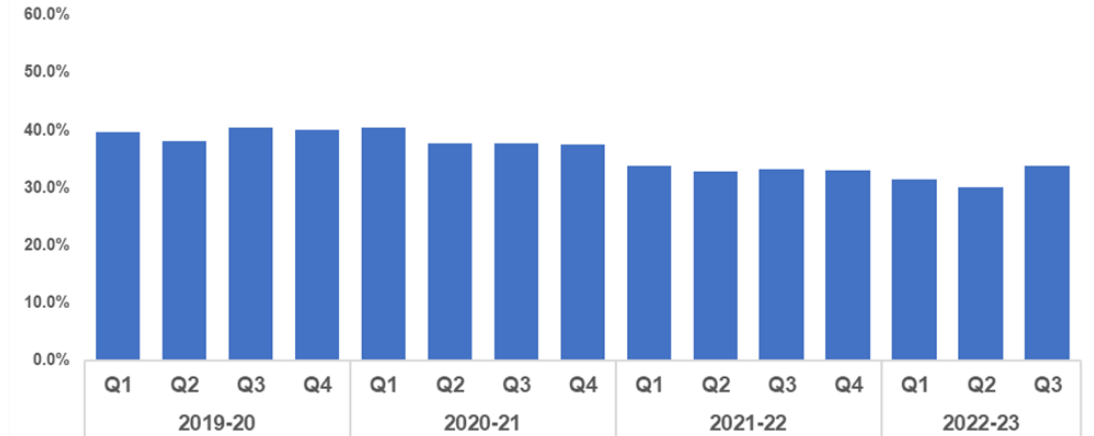
# 5. Response Rates

**Emergency Create to Arrival Compliance - (Q1 2019-20 - Q3 2022-23)**



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 49.8%   | 47.8% | 48.9% | 48.3% | 54.2%   | 53.4% | 52.9% | 50.5% | 49.0%   | 47.9% | 47.4% | 44.9% | 47.4%   | 43.7% | 48.0% |

**Priority Create to Arrival Compliance (Q1 2019-20 - Q3 2022-23)**



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 39.6%   | 38.0% | 40.4% | 40.1% | 40.4%   | 37.6% | 37.8% | 37.4% | 33.7%   | 32.9% | 33.3% | 33.0% | 31.4%   | 30.1% | 33.8% |

## Overview

Based on the target arrival time of 15 minutes, emergency response compliance for the force has increased in Q3 2022-23 by 4.3 percentage points when compared to the previous quarter and currently stands at 48.0%. Emergency create to arrival compliance has decreased by 0.9 percentage points during Q3 2022-23 when compared to the same quarter for 2019-20.

The median create to arrival time for emergency graded incidents in Q3 2022-23 was 15 minutes and 27 seconds, this is an improvement when compared to the median time recorded for the previous quarter (16 minutes and 33 seconds). However, timings were slower when compared with the same quarter for 2019-20, which stood at 15 minutes and 14 seconds.

Based on the target arrival time of one hour, priority response compliance for the force has increased in Q3 2022-23 by 3.7 percentage points when compared to the previous quarter and currently stands at 33.8%. Priority create to arrival compliance has decreased by 6.6 percentage points in Q3 2022-23 when compared to the same quarter for 2019-20.

The median create to arrival time for priority graded incidents in Q3 2022-23 was 1 hour, 48 minutes and 50 seconds. This is an improvement when compared to the median time recorded for the previous quarter (2 hours, 17 minutes and 35 seconds). However, timings were slower when compared with the same quarter for 2019-20 which stood at 1 hour, 19 minutes and 49 seconds.

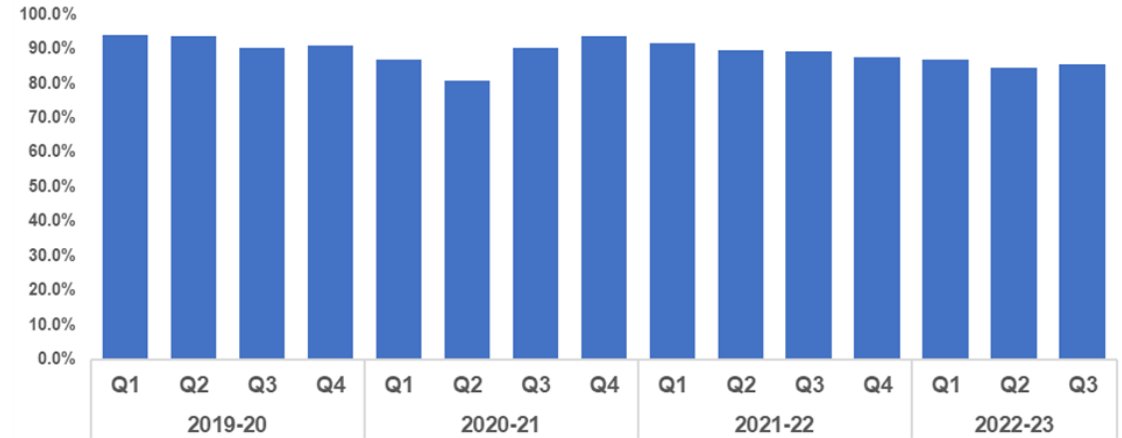
# 6. 999 Demand

999 Demand - (Q1 2019-20 - Q3 2022-23)



| 2019-20 |        |        |        | 2020-21 |        |        |        | 2021-22 |        |        |        | 2022-23 |        |        |
|---------|--------|--------|--------|---------|--------|--------|--------|---------|--------|--------|--------|---------|--------|--------|
| Q1      | Q2     | Q3     | Q4     | Q1      | Q2     | Q3     | Q4     | Q1      | Q2     | Q3     | Q4     | Q1      | Q2     | Q3     |
| 20,234  | 22,310 | 20,371 | 18,714 | 17,319  | 22,469 | 17,690 | 15,918 | 21,207  | 23,247 | 21,266 | 21,539 | 23,720  | 28,557 | 24,940 |

999 Service Level - (Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |       |       | 2020-21 |       |       |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 94.1%   | 93.8% | 90.1% | 91.0% | 86.7%   | 80.8% | 90.1% | 93.8% | 91.6%   | 89.7% | 89.2% | 87.6% | 86.8%   | 84.3% | 85.6% |

## Overview

999 demand has fallen by 12.7% (3,617 fewer calls) when compared to the previous quarter, and currently stands at 24,940. This reduction in 999 call volume follows sequential increases in demand during the prior three quarters. 999 demand has increased in comparison to Q3 2019-20 by 22.4%, or 4,569 additional calls.

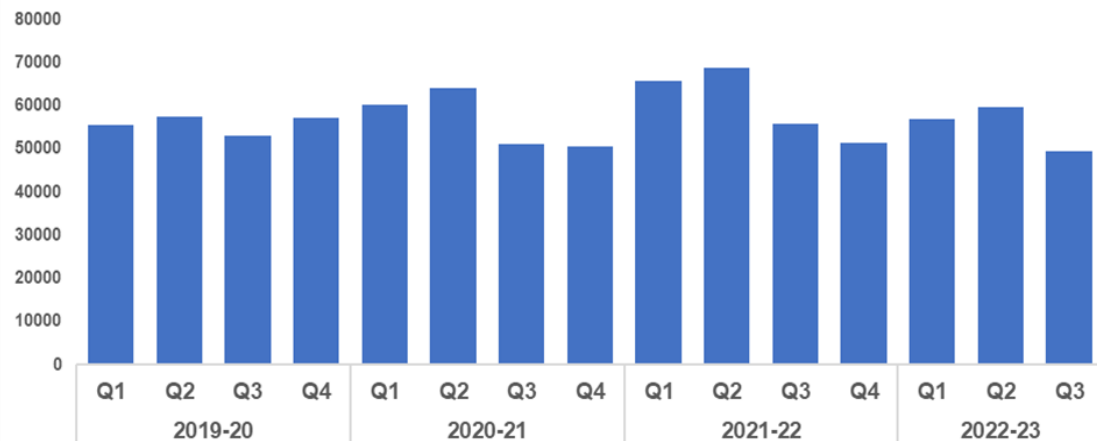
The Digital Public Contact publication reports that 999 demand also fell during Q3 2022-23 when compared to the previous quarter for 37 of the 42 national forces (excludes City of London, Police Scotland and NI). All forces within Gwent's most similar group of forces (MSG) also recorded 999 demand reductions.

The percentage of 999 calls answered within 10 seconds has improved when compared to the previous quarter (by 1.3 percentage points to 85.6%), although this remains below the national benchmark of 90%. This represents a disruption of the downward trend which began following Q4 2020-21.

The average speed of answer has fallen by 1 second to 11 seconds during the most recent quarter, but remains above the 10 second national benchmark. For the same quarter, the Digital Public Contact publication reports the average speed of answer for 999 calls as 19.23 seconds for Gwent, the 34<sup>th</sup> (of 42 forces) longest average speed of answer. This is the longest average speed of answer of all forces in Gwent's MSG. Force data presents answer time of 999 calls as the duration from the call being presented to being answered by a call handler. This differs to data in the Digital Public Contact publication, which presents the elapsed time between BT transferring a 999 call to a police force and the call being picked up by a call handler.

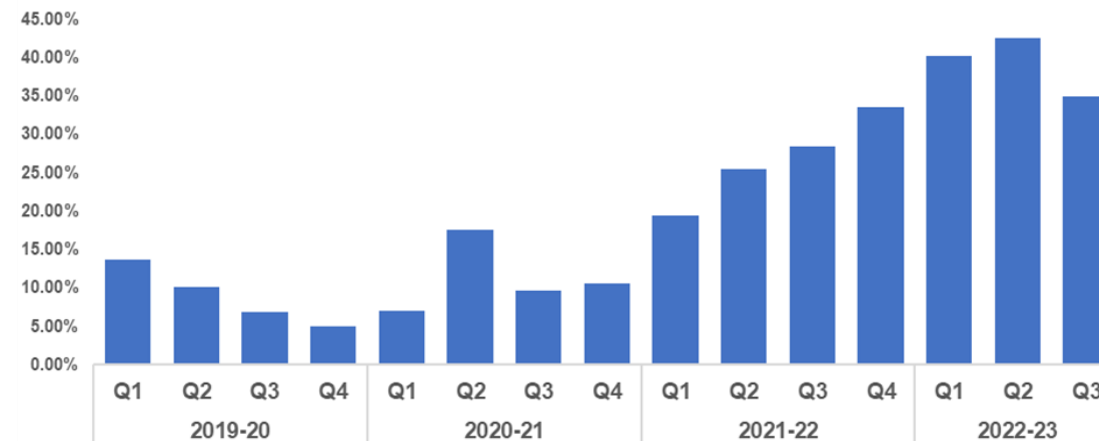
# 7. 101 Demand

101 Demand (All Connections) - (Q1 2019-20 - Q3 2022-23)



| 2019-20 |        |        |        | 2020-21 |        |        |        | 2021-22 |        |        |        | 2022-23 |        |        |
|---------|--------|--------|--------|---------|--------|--------|--------|---------|--------|--------|--------|---------|--------|--------|
| Q1      | Q2     | Q3     | Q4     | Q1      | Q2     | Q3     | Q4     | Q1      | Q2     | Q3     | Q4     | Q1      | Q2     | Q3     |
| 55,489  | 57,382 | 53,043 | 57,104 | 60,054  | 64,143 | 51,211 | 50,524 | 65,679  | 68,667 | 55,890 | 51,502 | 56,886  | 59,760 | 49,314 |

101 Abandonment Rate - (Q1 2019-20 - Q3 2022-23)



| 2019-20 |       |      |      | 2020-21 |       |      |       | 2021-22 |       |       |       | 2022-23 |       |       |
|---------|-------|------|------|---------|-------|------|-------|---------|-------|-------|-------|---------|-------|-------|
| Q1      | Q2    | Q3   | Q4   | Q1      | Q2    | Q3   | Q4    | Q1      | Q2    | Q3    | Q4    | Q1      | Q2    | Q3    |
| 13.7%   | 10.2% | 6.8% | 5.0% | 7.1%    | 17.5% | 9.6% | 10.6% | 19.4%   | 25.5% | 28.4% | 33.6% | 40.2%   | 42.5% | 35.0% |

## 101 Average Answer Speed

| 2019-20  |          |          |          | 2020-21  |          |          |          | 2021-22  |          |          |          | 2022-23  |          |          |
|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Q1       | Q2       | Q3       | Q4       | Q1       | Q2       | Q3       | Q4       | Q1       | Q2       | Q3       | Q4       | Q1       | Q2       | Q3       |
| 00:02:22 | 00:01:49 | 00:01:11 | 00:00:46 | 00:01:09 | 00:03:17 | 00:02:08 | 00:02:28 | 00:04:46 | 00:06:35 | 00:06:20 | 00:05:19 | 00:06:53 | 00:07:45 | 00:09:41 |

## Overview

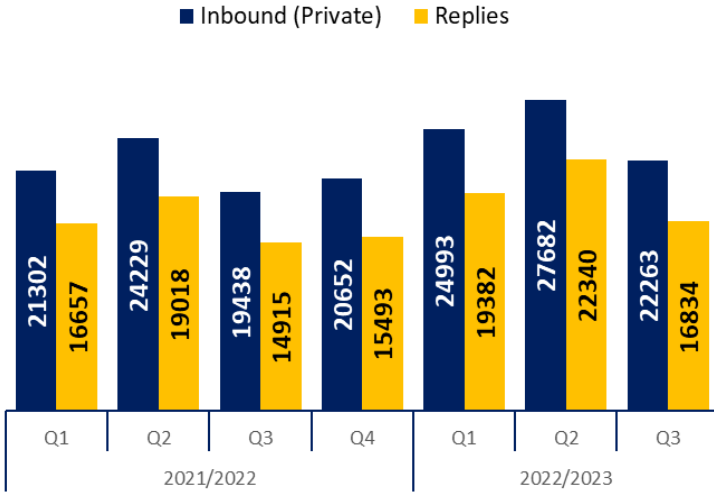
101 demand (all connections) has decreased when compared to the previous quarter by 17.5% (10,446 fewer calls) to 49,314. Although this is a significant decrease, the demand from quarter one through to quarter three in the three previous financial years has followed a similar trend. As such, the fall in 101 demand observed during this quarter does not appear to be anomalous, and conforms to seasonal trends. Demand has also decreased when compared to Q3 2019-20, by 7.0% (3,729 fewer calls).

The 101 abandonment rate has decreased in Q3 2022-23 by 7.5 percentage points when compared to the previous quarter and currently stands at 35.0%. This marks the disruption of an upward trend which began in Q4 2020-21. 101 abandonment rate has increased when compared to Q3 2019-20, by 28.2 percentage points.

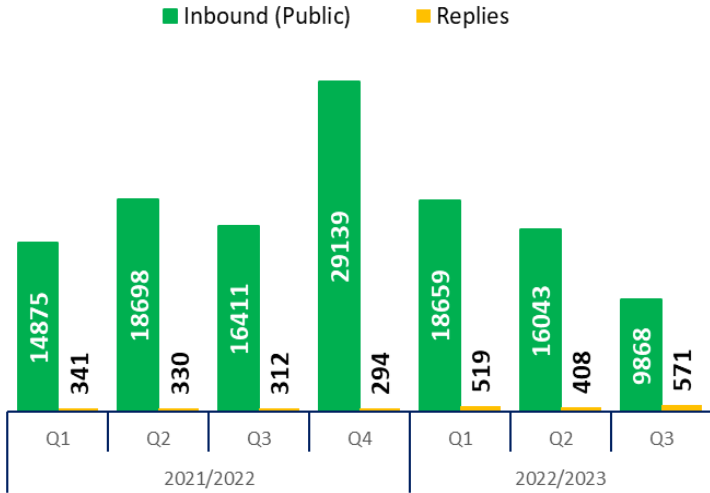
The average answer speed for 101 calls has increased by 1 minute and 56 seconds when compared to the previous quarter, and now stands at 9 minutes and 41 seconds.

# 8. Social Media and Single Online Home

### Inbound Private Messages by Quarter



### Inbound Public Messages by Quarter



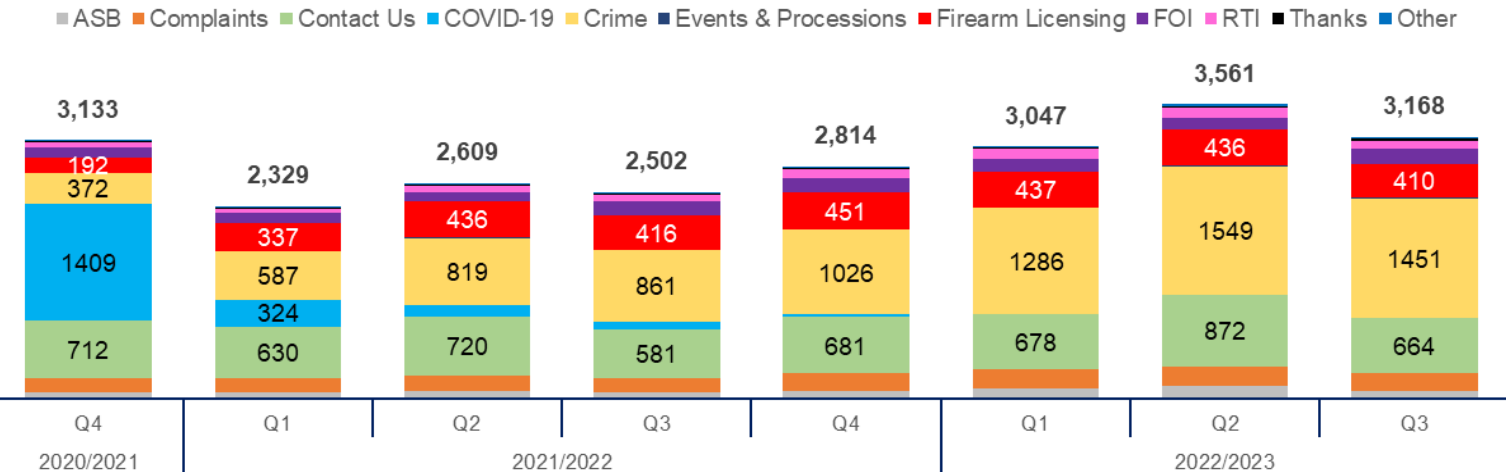
### Overview

Inbound private messages received through our social media platforms decreased during Q3 2022-23 in comparison to the previous quarter by 19.6% (5,419 fewer messages) to 22,263. In terms of inbound private message sources, 92.6% (20,609) were received through our Facebook platforms. The highest volume of inbound private messages were recorded on Sundays (3,608).

Inbound public messages received through our social media platforms decreased in Q3 2022-23 in comparison to the previous quarter by 38.5% (6,175 fewer messages) to 9,868. In terms of inbound public message sources, 82.0% (8,087) were received through our Facebook platforms. The highest volume of inbound public messages were recorded on Fridays (2,208).

*Digital contact data includes our English and Welsh Facebook and Twitter accounts.*

### SOH Demand by Category



### Overview

3,168 Single Online Home (SOH) forms were submitted to Gwent in Q3 2022-23, a reduction when compared to the previous quarter (down 11.0%, or 393 forms).

The Digital Public Contact publication reports Gwent as receiving the 31<sup>st</sup> highest volume of forms (of 42 forces), and is third highest in its MSG, below South Wales and Northamptonshire. The adjacent chart presents these forms by category. The majority of these contacts are to report crime (45.8% or 1,451 forms), followed by general 'contact us' messages (21.0% or 664 forms) and firearm licensing (12.9% or 410 forms). 'Other' includes forms with low volume, including events and processions, filming, fingerprints and IP licensing.



# 9. Initiatives & Events

## **Overview**

An open evening was held in Caerphilly North during January for county councillors, MPs and MS. A neighbourhood inspector delivered a presentation on the priorities of the local team and some of the results they have delivered in recent months. Positive feedback was received from Gerald Jones MP and Dawn Bowden MS, both noting an increased policing visibility across their wards.

Following two high profile fatalities involving the XL Bully dog breed, a co-ordinated multi agency effort to increase intelligence gathering has been co-ordinated by the West LPA. Trading Standards, HMOs landlords, education partners and health partners have been provided a briefing document regarding the XL bully breed with a request to submit intelligence where they encounter such breeds in homes, particularly where there are concerns about the conditions/fitness of owners or there are vulnerable people/children at the address. In the whole of 2022, we received 14 intelligence reports regarding dangerous dogs. In January 2023 alone, we have received 15 intelligence reports.

During January, three warrants were executed in relation to dangerous dogs in the Caerphilly area. A Community Protection Warning (CPW) was issued to an American Bulldog owner in Hendredenny who was leaving the dog to roam unrestrained. We believe this is the first use of CPW legislation as a means to proactively manage irresponsible dog owners. Two further Pitbull type dogs were seized as they are believed to be prohibited.