

Office of the Police and Crime Commissioner and Gwent Police Equality Objectives 2020-24

Appendix A – Additional Research and Supporting Evidence

This document contains contextual information that has been used by the OPCC and Gwent Police in determining the focus of the joint Equality Objectives. The following areas contain themes that were included in the previous Equality Plan and have been re-evaluated and re-framed against current demands, legislative requirements and good practice. Each area has been assessed for its relevance to equality, diversity and inclusion.

Area 1: Violence against women, domestic abuse and sexual violence

In 2018/19, 576,000 men and 1.2 million women experienced partner abuse in the UK. In the same year, 80 women and 16 men were killed by their current or ex-partner (ONS 2018). 80% of survivors never call the police. Currently only 1% of perpetrators get a specialist intervention to address their abuse (CAADA 2019). Domestic abuse and related violence occurs in all social classes and happens equally in both rural and urban Wales. Whether sexual assault, rape, physical assault or emotional abuse, women are at greater risk from known males than strangers. Victims can come from any part of society, including older people, all ethnicities, religions and beliefs, people with disabilities and people from the Lesbian Gay Bisexual and Transgender (LGBT+) community (Wales Audit Office, 2019).

The SEP 2016-2020 committed to improving the recording of protected characteristics for survivors, and ensuring that appropriate and accessible reporting mechanisms were in place. Disparity in reporting by victims that are disabled, LGBT+, or from BAME backgrounds was also an area for improvement. Whilst recording of protected characteristics for survivors has improved, some gaps remain.

In 2018/19, Gwent Police recorded approximately 8,500 incidents relating to domestic abuse and violence. During the year, BAME referrals into Multi Agency Risk Assessment Conferences (MARACs) were at 6.5% against a recommended 6%. Disability referrals were at 3.3% against a recommended 18% and LGBT+ referrals made up 0.5% of MARAC activity, against a recommended 5% minimum. Therefore, previously identified disparities remain and this will continue to be an area for improvement.

For 2018/19, Gwent Police recorded one incident related to female genital mutilation (FGM), four incidents related to forced marriage, and 27 linked to some form of 'honour based violence'.

In 2019/20, the OPCC commenced work to better understand and improve the response provided to survivors of rape and sexual assault. This work will continue

through 2020 and will provide learning to improve the experiences for people with protected characteristics.

Area 2: Hate Crime and Disability Related Harassment

The National Police Chief's Council's definition of a hate crime/incident is '*A criminal offence/non-crime incident which is perceived by the victim or any other person to be motivated by hostility or prejudice based on actual or perceived disability, race, religion and belief, sexual orientation and transgender*'.

Statistics published in the Home Office annual report for Hate Crime (England and Wales) 2018/19 showed that 103,379 hate crimes were recorded by the police and increase of 10% compared with 2017/18. In Wales there were 3,932 hate crimes recorded by the police, an increase of 14% compared with 3,370 hate crimes recorded in 2017/18.

- 2,298 (58%) were race hate crimes
- 670 (17%) were sexual orientation hate crimes
- 198 (5%) were religion hate crimes
- 308 (8%) were disability hate crimes
- 64 (2%) were transgender hate crimes

In Wales, these figures reflect a greater diversity of hate crimes being recorded, in particular sexual orientation, which accounted for 17% of the total compared to 11%. There were increased in four out of the five monitored strands of hate crime.

- 9% (2,080 to 2,298) increase in race hate crimes
- 31% (461 to 670) increase in sexual orientation hate crimes
- 38% (123 to 198) increase in religion hate crimes
- 9% (338 to 308) decrease in disability hate crimes
- 30% (45 to 64) increase in transgender hate crimes

The increase has been partly attributed to better recording methods used and greater awareness in reporting hate crimes.

In Gwent, overall reported hate crimes increased by 39% during 2017/18 from 110 in 2016/17 to 181 in 2017/18. However, decreases were seen for religious hate crimes, which decreased from four to three, and transgender hate crime, which decreased from four to two.

In July 2018, Gwent Police's approach to hate crime was recognised by HMICFRS in their inspection report *Understanding Difference: The initial police response to hate crime*. The report highlighted our innovative and positive practices to support victims of hate crime, including dedicated Hate Crime Support Officers who contact victims and provide follow-up and support, and a Cyber Community Support Officer who

works to raise awareness of and deter issues such as online bullying and cyber-fraud.

Around 90% of hate crime victims were referred to specialist services via Connect Gwent, multi-agency victims' hub.

Assessing the satisfaction of hate crime victims is one area for improvement. Whilst victims of hate crime generally report higher levels of satisfaction than other victims of crime and anti-social behaviour, further work is needed to provide a consistent and sustainable approach to engagement and support due to higher levels of vulnerability for many individuals. In addition, these improvements would also benefit victims of other crime types by improving the levels of service and support received.

Area 3: Stop and Search and Use of Force

During 2017/18, the number of stop and searches carried out by police fell by 8% compared to the previous year, continuing the downward trend since the peak in the year ending March 2011. The reduction in stop and searched accelerated following the then Home Secretary's decision in 2014 to re-focus the use of these powers, but this rate has slowed over time. The number of arrests also fell (by 7%) compared with the previous year.

For the UK, in the year ending March 2018, those considering themselves to be from BAME groups were four times as likely to be stopped and searched as those who considered themselves to be White. Those from Black groups were nine times more likely to be stopped than those considering themselves to be White, and three times more likely for those considering themselves to be of Asian or of Mixed ethnicity.

In Gwent, the overall number of stop and searches recorded in Gwent has decreased from 4599 in 2013/14 to 976 in 2017/18. Gwent Police has remained successfully compliant with the Best Use of Stop and Search Scheme since its inception. To date, we have had over 1,000 members of the public participate in the ridealong scheme and have an Operational Tactics Meeting that meets regularly to review stop and search and use of force activities across Gwent Police.

Our Race Disproportionality Ratio (the number of times more likely you are to be stopped and searched if you are BAME in comparison to White) increased from 1.3 to 3.9 but it is monitored through several mechanisms. The OPCC facilitates the Legitimacy Scrutiny Panel that provides independent scrutiny of stop and search and use of force in Gwent. The Panel, comprising members of the Independent Advisory Group, meets six-monthly to review police data, body worn video and stop and search records. The Panel reviews compliance with legal recording requirements, data quality, the Race Disproportionality Ratio, and engagement with the public, providing feedback through a report of the scrutiny exercise, prepared by the OPCC.

Panel reports have made a series of recommendations to the force, and improvements to data quality and the recording of grounds have been noted over time.

However, we recognise that more needs to be done to ensure an understanding and explanation for increases in disproportionality in Gwent that promotes public trust and confidence in Gwent Police's use of stop and search and force. This will continue to be an area of focus for us in our future Delivery Plan.

Previous equality consultation identified that our younger BAME communities may feel particularly impacted upon by stop and search, and our community engagement continues to focus on this demographic, although we have recognised the need for younger people to be more actively engaged in reviewing stop and search activity in Gwent.

The 'Policiesol' course, developed in partnership with the Migrant, Asylum Seeker and Refugee Support Group in Newport delivers sessions based on ESOL principles focusing on UK and Gwent policing culture to newcomers to the area. It is hoped that this course will improve levels of knowledge and understanding of the police within our BAME communities, and specifically their rights and responsibilities in relation to stop and search.

Area 4: Custody

Under the current SEP and in response to the HMICFRS inspection report *The Welfare of Vulnerable People in Custody* published in March 2015, via the internal Equality Meeting, Gwent Police commenced work to implement the following arrangements to meet the recommendations:

- Collect and publish specified data on police detention, collated by gender, race and ethnicity, and age)
- Provide regular reports on custody and the required data for consideration by the Police and Crime Commissioner and be published on the PCC's website, to demonstrate to the public that the police are delivering services to communities on a fair and transparent basis
- Establish a race equality governance framework linked to the force's risk register
- Comply with duties to promote equality, as required in the Equality Act 2010.

The introduction of the Criminal Justice and Courts Act 2015 made the treatment on 17 year olds detained in police custody following charge consistent with that of children.

During 2017/18, an Equality Monitoring Framework was introduced by Gwent Police. Whilst this has contributed to more effective scrutiny across the recorded areas, work is still ongoing to ensure effective data capture and monitoring. This is partly

due to changes in Gwent Police's internal meeting structure which has required revisions to governance processes.

Our custody data for 2017/18 tells us that:

- Gwent Police recorded a total of 8,398 arrests over the 12 month period
- Of these arrests, 84% were male and 16% were female
- 89% of people arrested were White, 2.9% were Asian, 2.4% were Black and 2.2% were of Mixed ethnic origin, which illustrates a disproportionate number of BAME people coming into custody compared to population data
- 65% of arrested people were over 26 years of age, 26% were aged between 18 and 25, and 9% were between 10 and 17 years of age
- Numbers of people detained under Section 136 of the Mental Health Act have decreased from 319 in 2014/15 to 11 in 2017/18

The Gwent Criminal Justice Strategy Board, chaired by the Police and Crime Commissioner, monitors the transfer of children from police custody. The OPCC is working with partners to improve the Board's oversight of custody and detention matters across the criminal justice system in Gwent.

Area 5: Community Engagement

Engaging with the public and gathering feedback is vital where tackling crime and anti-social behaviour is concerned. Engagement and communication activities are also required by legislation and are an integral part of building confidence and legitimacy relating to the Police and Crime Commissioner's role. Therefore, inclusive engagement and communications activities are essential to ensure that we are able to consider community feedback in all our strategic, policy and operational decision-making.

The Joint OPCC and Gwent Police Engagement Strategy identifies the key engagement requirements needed to meet the statutory duties for engagement by the Police and Crime Commissioner as stated in the Police Reform and Social Responsibility Act 2011 (PRSRA). The Police and Crime Commissioner has further responsibilities identified in the PRSRA to hold the Chief Constable to account for the force's engagement activities.

The outcomes of engagement activities are monitored to inform future work. In addition, the OPCC and Gwent Police have a duty to ensure inclusive engagement. During 2018/19, the OPCC increased its engagement activity to ensure that those who are seldom heard have opportunities to engage.

The OPCC is required to undertake specific engagement in relation to the annual policing precept, the Police and Crime Plan, and victim satisfaction. Both

organisations are required to consult on their strategic equality objectives. Additional targeted engagement will also be carried out at any time as required.

The outcomes of engagement activity are published annually. Through regular, meaningful and inclusive engagement and using the feedback we receive, we aim to increase public confidence in our policing services, particularly for those communities less likely to report experiences of crime and anti-social behaviour.

Area 6: Community Cohesion and Inclusion

Prevent is one of the four elements of CONTEST, the UK Government's counter terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism. The Prevent strategy:

- Responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views
- Provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- Works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation that we need to deal with.

In July 2015, the Prevent Duty (the duty within the Counter-Terrorism and Security Act 2015) was conferred on specialist authorities, including the police, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. For the police service this can be split into four areas:

- To prosecute, disrupt and deter extremists
- To support vulnerable individuals
- To engage in partnerships and conduct risk assessment
- Monitoring and enforcement by Police and Crime Commissioners.

The Gwent CONTEST Board is developing work to scrutinise referrals and outcomes to ensure effective management and understanding of processes. Gwent Police and the OPCC will be involved in partnership arrangements.

Community tensions are monitored across local authority partnerships, and the Commissioner is represented at these meetings. The Commissioner also receives updates from Community Tensions Monitoring Assessments, to which Gwent Police contributes. Together, we work with partners and communities to encourage solidarity and united messages speaking out against violent extremism.

The *Wellbeing of Future Generation's (Wales) Act 2015* impose duties on public bodies to work towards improving wellbeing, including a more equal Wales and a 'Wales of cohesive communities' through:

- Involving a diversity of the population in the decisions that affect them
- Understand the root causes of issues to prevent them from occurring and examining whether the way resources are deployed should change.

The OPCC and Gwent Police are involved with local Public Service Boards who together aim to support and promote social and community cohesion.

We recognise concerns in relation to asylum seekers and refugees, particularly women and children, who may have less access to support services and be unlikely to report incidents due to language barriers or a fear of the police. We continue to engage and work with local authorities and community-based organisations to maintain links with individuals who are seeking sanctuary in Gwent. We continue to explore opportunities to increase our engagement with this community, to encourage trust and confidence in Gwent Police and the OPCC, and to provide appropriate support along with other partners that enables refugees and asylum seekers to feel welcome and included within Gwent.

In its 2018 report 'Is Wales Fairer?' the Equality and Human Rights Commission found that a significant bias and/or hostility continued to be experienced by people that shared particular protected characteristics, including Gypsy, Roma and Traveller people. High levels of violence and abuse experienced by some ethnic minority groups feed into the way they feel about their local area and can provide a sense of isolation.

There are long-recognised challenges for the police in delivering services to Gypsy and Traveller Communities. Previous engagement with communities confirmed a reluctance to involve the police when things go wrong, a belief that the police are prejudiced against Gypsy and Traveller communities, and experiences of discrimination and prejudice from the wider community. Work to improve partnership approaches has taken place since the publication of the current SEP and Gwent Police has designated officers responsible for liaison with Gypsy, Roma and Traveller communities. However, there is still limited opportunity to effectively capture incidents involving people that identify as Gypsy or Traveller. If what has happened is a hate crime, this can be recorded as a crime against 'Irish Travellers' or 'Romany Peoples' although these categories appear not be used and rely on officer selection. Therefore, we are unable to regularly review or audit incidents that have involved Gypsy, Roma or Traveller people.

The report also highlighted issues across diverse communities relating to:

- Confidence in the criminal justice system, access to civil and criminal justice, and liaison with diversion services
- Reporting, recording and convictions with regards to hate crimes, homicides, sexual offences and domestic abuse
- Condition of detention in a range of settings, including the safety of those detained and the use of force and restraint

- Under-reporting and under-recording of incidents
- Increased use of Taser – mainly due to increase in non-discharges (arcing, red dotting, etc.) as a deterrent, particularly for children.

These factors will be included in the new Equality Plan under the appropriate subject or thematic areas.

Area 7: Positive Action

Nationally, the police service remains under-representative of the communities that it serves. Despite an estimated 14% of the UK population having an ethnic minority background, in 2018/19 only 7% of police officers across the UK identified BAME. Similarly, only 30% of police officers are female, despite 51% of the population being women.

This disparity continues to indicate the possibility that there are barriers for people with particular characteristics in applying to join the police, that they may be less likely to be successful if they do apply, or that there are fewer opportunities for development or promotion within the organisation. BAME and female officers are particularly under-represented at higher ranks and in specialist departments like Firearms Units. In addition, Gwent Police is required to publish annual data on any gender pay gaps that may exist from 2018.

Communities that do not see themselves reflected in the demographics of their police services are less likely to have confidence in the way that they are police which can lead to significant community tensions. Rapidly changing communities also mean that operationally, we need to make sure our officers have a range of skills and knowledge (for example, language, cultural understanding) which equip them to do their jobs effectively.

The National Police Chief's Council (NPCC) *Diversity, Equality & Inclusion Strategy 2018-2025* provides nine commitments, including to “(e)nsure better understanding of community composition and of the benefits of a truly diverse workforce”. The NPCC has also produced the ‘Workforce Representation, Attraction, Recruitment, Progression and Retention Toolkit’ is a template for Chief Constables to provide leadership and cultural change to deliver the NPCC/APCC Vision 2025, enabling Police and Crime Commissioners to hold Chief Constables to account for delivery.

In Gwent, we have a BAME population of around 4% rising to around 10% in Newport. In 2018/19, BAME officers made up around 4% of our police establishment, with around 7% CSOs and 3% police staff identifying as BAME. Females made up 67% of police officers and 65% police staff and therefore ‘over represented’ across Gwent Police. The total proportion of Gwent Police personnel identifying as LGBTQ+ was 3%. The numbers of disabled officers and staff remained stable at around 2% for officers and 3% for staff.

In 2018/19, excluding the Commissioner, there were 20 members of staff in the OPCC (including two seconded from Gwent Police) 68% of whom were female. No staff identified as BAME. Two individuals declared a disability.

Use of positive action is one way to support both Gwent Police and the OPCC in improving workforce diversity. However, feedback from respondents suggests that there is still misunderstanding and mistrust regarding the use of positive action in recruitment. Open and transparent recruitment and promotion processes will help to promote community confidence in use of positive action.

New additions for 2020-2024

The following themes are derived either from work that has either commenced during the life of the current Equality Plan, or are themes that have been identified as specific areas of focus for the new Plan. Some relate to specific protected characteristics or sub-groups whilst others intend to provide a consistent approach to tackling inequality and promoting inclusion for all our communities.

Area A: Early intervention and prevention (children and young people; mental health)

By the time they start school, at least one child in every classroom will have lived with domestic abuse since they were born. These early experiences can have a huge impact on their later life (CAADA, 2019). The term 'Adverse Childhood Experiences' (ACEs) refers to a range of traumatic and stressful events that children can be exposed to while growing up. These include: childhood abuse (physical, sexual or emotional); family breakdown; exposure to domestic violence; or living in a household affected by substance misuse, mental illness or the incarceration of a parent/guardian. Preventing and mitigating ACEs therefore reflects a priority area of focus for organisations across Wales.

In 2017, a collaborative bid was submitted to the national Police Transformation Fund (PTF) between Gwent, South Wales, North Wales and Dyfed Powys OPCCs and Police Services and Public Health Wales, to enable the design and implementation a range of initiatives to tackle the issues linked to ACEs within each region. Funding worth approximately £6.8m was awarded to the Wales collaboration for a 3-year period.

The strategic 'Early Action Together' Delivery Plan supports the programme. The plan provides details of the local approach taken to deliver against the four strategic national objectives, which includes a 'thematic' area. Education is the thematic area for Gwent that will aim to build a 'whole school approach' to ACEs and trauma informed practice.

Plans to develop support for children exposed to domestic abuse launched in March 2019, with Operation Encompass, a police and early education intervention

safeguarding partnership. Following any such an incident taking place, children will often arrive at school distressed and unprepared. Operation Encompass aims to ensure that appropriate school staff are made aware at the earliest possible stage in order to provide relevant and tailored support to children and young people in a way that means that they feel safe and included. Importantly Operation Encompass does not replace or supersede existing protocols, or singularly address child welfare. It is designed to reinforce safeguarding and ensure children's well-being is of paramount importance.

Since February 2018, the joint Police Control Room Clinical Advisor (PCRCA) project between Gwent Police and the OPCC ensures that when vulnerable people with a mental health illness or suffering a crisis come into contact with Gwent Police, they receive appropriate support at first point of contact. The project provides a team of dedicated mental health specialists that work alongside staff in the Gwent Police control room. This aims to better manage risk and harm in relation to mental health crisis and ensure that appropriate care and support is provided in a timely way.

Since the beginning of the project, the team has recorded an increase in mental health consultations, receiving on average around 800 requests for service per month. This has led to a reduction in the number of detentions under Section 136 of the Mental Health Act, with 237 recorded since the team has been in operation, compared to 310 detentions over an 11 month period prior to the launch of the service. Furthermore, the number of times officers have been dispatched to incidents has reduced, with over 1,000 deployments averted during the life of the service. General mental health and threat of suicide provide the greatest demand on the team, and a marked increase in the number of welfare checks requested has also been recorded, from 50 in February 2018 to 178 in February 2019.

The project forms part of the commitment by the OPCC and Gwent Police to support the key principles outlined within the Wales Mental Health Crisis Care Concordat.

Area B: Criminal exploitation of children and other vulnerable people (children and young people; disability; refugees and asylum seekers; economic deprivation)

The OPCC was successful in securing £150,000 from the Home Office to develop and deliver serious and organised crime (SOC) interventions. Newport was one of five areas across England and Wales to receive the funding to undertake pilot work to address identified issues. The project included funding for service delivery to meet criteria of early intervention and prevention, community resilience and strategic communications. To ensure the service delivery included provided a full and holistic approach to SOC for children, young people, their families, and the community, the Commissioner enhanced the Home Office funding of £150,000 with a further

£120,000. Delivery partners included St Giles Trust, Barnardo's, Newport Live, and Mutual Gain.

In support of Operation Jigsaw (Gwent Police's campaign against SOC in Gwent) and the SOC programme in Newport, we hosted the 'Understanding Serious Youth Violence and Gangs' partnership event with OneNewport in February 2019. St Giles Trust was commissioned to deliver training for professionals to raise awareness of the issues facing local children, young people and communities in relation to gangs, drug dealing, violence and exploitation. The training sessions were aimed at front line officers, teaching staff, outreach workers, and other professionals working with young people and communities within Newport.

In addition, the four Welsh PCCs secured £1.21m from an Early Intervention Youth Fund (EIYF) in August 2018 as part of a collaborative bid with the Welsh police forces. Coinciding with the launch of the Home Office Serious Violence Strategy, the bid was awarded over two years (2018/19 and 2019/20). It outlines regional implementation of a multifaceted approach to understanding and tackling the root causes of serious violence through early intervention and prevention, with children under the age of 18. Each PCC is working with distinct delivery partners, coupled with a level of local direct intervention delivery, based on local need as identified during the funding period. Locally, the project is based on the Newport SOC delivery but includes interventions for people living in other areas of Gwent where significant risks of involvement in serious violence exist.

Since the commencement of the work in Newport, at any one time there is a caseload of 10 young people engaging with the service. Notably, at least one young person previously very resistant to service involvement has engaged in significant intervention with St Giles Trust. Barnardo's work with a caseload of 15 young people and their families.

The OPCC has worked with the Modern Day Slavery and Human Trafficking (MDSHT) Police Transformation Regional Co-ordinator, national strategic lead, and Regional Anti-Slavery Partnership Chair to ensure the review of MDSHT that the Commissioner initiated, is robust. This has ensured that we have a strong evidence base that illustrated our priorities for tackling MDSHT as a police service and jointly with partners. The review was completed in the summer of 2018 and the resulting recommendations taken forward through the national and regional anti-slavery partnerships. The findings have provided more consistent approaches to these issues across the policing areas in Wales and better integrated activities between devolved and non-devolved organisations. They have also been used as the basis of our response to the MDSHT Home Affairs Select Committee call for evidence during 2018/19.

In June 2018, the MDS Advocate 12-month pilot commenced. Employed by Victim Support, the post has provided direct support to a number of victims of modern day slavery subjected to either sexual or labour exploitation. One individual was a British

national. The Advocate has also supported police operations and other activity with agencies such as the Home Office Immigration Team and the Gangmasters and Labour Abuse Authority (GLAA) as required.

To support better partnership working, five days of MDS awareness and safeguarding events were delivered to 600 attendees from various agencies across Gwent. This will help to ensure consistent approaches to MDS issues and secure better outcomes for victims.

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

Area C: Fraud and cyber-crime (all protected characteristics)

Fraud is a borderless threat with cyber enablers that includes low value and localised offending, as well as complex and organised fraud. Victims, offenders and enablers can be based across multiple force areas and international boundaries.

Whilst anyone can be a victim of fraud, some social groups may be more vulnerable to particular types of fraud and the impact may be greater due to factors such as age, disability, mental health problems and loneliness. Criminals repeatedly target victims, sharing details of the susceptible and vulnerable across criminal networks ('suckers lists').

The Crime Survey for England and Wales (CSEW) identified a 35% increase in Action Fraud reports over a four-year period (December 2018). Local calls for service have increased and account for significant demand in some force areas. Over 54% of crime and 86% of police reported fraud has some cyber element. Fraud accounts for a third of all crime with 3.6m incidents experienced in the year ending December 2018 (CSEW December 2018).

In their 2019 report, *Cyber: Keep the light on – An inspection of police response to cyber-dependent crime* (Appendix 3), HMICFRS found the model of national coordination through National Lead Forces and local investigation was sound but requires improvement at all levels of policing to:

- Improve sharing of intelligence across the community to create opportunity to proactive interventions
- Make roles and responsibilities across policing clearer
- Develop a systematic approach to sharing and evaluating good practice

- Make better use of existing structures and tactics used to tackle other crime types for fraud
- Improve consistency, communication and services to victims.

Between April 2018 and March 2019, 3,616 fraud-related crimes were reported to Gwent Police, an increase of 9.1% on the previous reporting period, which amounted to £3.7m in victim losses. 52% of reports were from businesses, with the remaining 48% reported by individuals.

An average of only 20% of victims of fraud report their experiences to Gwent Police. Fraud is more prevalent among older people, particular in relation to 'push payments' and 'courier fraud'. Young and vulnerable adults are being used as money mules to launder funds through their bank accounts. 16% of victims indicate that the offender is known to them. Crime and incident reporting is higher among 30 to 39 year olds, with a lack of reporting from 19 year-olds and under as they are less likely to be targeted. The most common enabler is phone, followed by online sales and e-mail.

Cyber-dependent crime is massively under-reported and the true scale is unknown. Policing continues to face significant challenges related to cyber related crimes and incidents. We have continued to invest in our resources to ensure that we are able to deal with new and existing threats. Cyber-enabled crime in Gwent increased by 45.8% during 2018/19 compared to the previous year. This is an upward trend that has been seen over the last four years. Crimes include online scams, identity fraud and sexual exploitation.

Cyber-enabled bullying/harassment accounts for the majority of cyber enabled crime in Gwent, followed by exploitation and deception/fraud. Cyber-enabled bullying/harassment offences mainly involve making threats or sending abusive messages via social media such as Facebook, Instagram, Snap Chat, etc. and these offences have increased by 54.8% during 2018/19.

Operation Signature continues to safeguard vulnerable victims of fraud. When an online fraud is reported, trained financial investigators attempt to trace the movement of credit through the banking system, and attempt to recover stolen money. The Financial Abuse Co-ordinator and Safeguarding Officer, based in Connect Gwent, visits vulnerable victims of crime to offer appropriate support and crime prevention advice. A Cyber Community Support Officer uses social media channels to provide the public with up-to-date advice on how to avoid becoming victims of online fraud.

Area D: Crimes against older people (Age)

The average life expectancy in the UK is increasing. In 2017, there were just under 12 million people aged 65 years and over, 2.2 million more than ten years before. The proportion of the population aged 65 and over has increased by at least 0.1%

every year since 2008, and by 2066 more than a quarter of the population will be in this age bracket.

There is no agreed age or definition across the criminal justice system for what constitutes an 'older person'. For the police, older people are often considered to be a non-defined group within a wider collection of vulnerable people. In contrast, the Crown Prosecution Service (CPS) identifies older people as a recognised group and has an accompanying policy that dictates the expectations for the organisation.

Studies show that older people are more likely to fear being the victims of crime than people in other age groups. Older people as a group are also more likely to be affected by the physical and mental challenges of attending court to give evidence.

In October 2019, HMICFRS released their report *The poor relation – The police and CPS response to crimes against older people*. It identified that crime against older people isn't well understood, despite the vulnerability of older people and the importance that society attaches to looking after people in their old age. The report found little police analysis of the problem, including the links to disability hate crime and domestic abuse. The report also found that police only had a superficial understanding of the problems, although fraud was recognised as an increasingly common concern for older victims.

The report suggested that the police can bring more focus and co-ordination to crimes against older people by developing a strategy to outline what steps the police service needs to take to address some of the current challenges, and to prepare for the future. This will enable a greater focus to be brought to the problem and the links with, for example, domestic abuse to be better understood. This should also help to improve the response to vulnerable older people when they are victims of crime, matching the work seen in other areas of vulnerability such as child and domestic abuse.

HMICFRS made the following recommendations:

- Chief constables and PCCs and other relevant organisations to review whether victim support services can be provided in a better way
- Chief constables should ensure that adult safeguarding referrals are made appropriately, with effective processes in place to ensure this happens

Areas for improvement included a requirement for Chief Constables to find good ways to assess the current demands on the police made by older people. These assessments should include a prediction of future changes in demand, account for the work of other organisations, and be incorporated into Force Management Statements

Activities such as Operation Signature support older victims of fraud. In addition, Connect Gwent provides a dedicated service to older victims of any crime via the Age Cymru representative located in the victims' hub.

Area E: Complaints (all protected characteristics)

We recognise that low confidence in policing services is a particular issue for BAME communities and young people, and work has continued to raise confidence within these communities. The feedback provided to us through our complaints processes provide opportunities to review the quality of our service and responses to our communities, and identify where we can improve. Complaint numbers related to stop and search and use of force in Gwent are low, and we will continue to raise awareness of information on making a complaint, particularly within the communities that are most affected by these policing practices.

The Public Response Unit (PRU) was launched by the OPCC in April 2016 to provide an improved level of service for the public by ensuring that any dissatisfaction with Gwent Police is dealt with as quickly and effectively as possible before it evolves into a more serious complaint. The unit was established to promote openness, transparency and efficiency and to provide an appropriate response in a timely manner and complements the work of Gwent Professional Standards Department (PSD). Matters of dissatisfaction dealt with by the PRU have included discrimination issues which have been monitored by the OPCC.

The Policing and Crime Act 2017 introduced changes to the Police Complaints system which provided Police and Crime Commissioners with the opportunity to take greater control over complaints against police officers. These changes will be implemented on 2019/10 and will see the PSD within Gwent Police acting as the sole point of contact for complaints about all police officers and police staff, except the Chief Constable. Complaints about the Chief Constable will still be dealt with by the OPCC. Work will be required to ensure effective scrutiny of complaints by the OPCC, including complaints of discrimination linked to protected characteristics.

Area F: Public Satisfaction (all protected characteristics)

Public satisfaction is a crucial factor that underpins everything we do. The UK principle of policing by consent relies on the police service building and maintaining positive relationships with our communities, working with them ensure that we are responsive to their needs and provide the highest quality service possible.

As previously stated, we recognise that improvements are needed to ensure that all victims are satisfied with the policing service they receive; however, this is particularly relevant for communities with low confidence in the police who may be reluctant to report their experiences in the first place.

Many of the activities within the Equality Plan link to public satisfaction, including our working towards the provision of a bilingual Welsh language service. We will continue to work towards understanding our communities and their needs and concerns to ensure that we are providing a service that works, including providing appropriate funded services to support and address the issues identified.

We will use public feedback to help inform our decision-making around changes and improvements to services, and in our planning to ensure that we provide a policing service that is fit for the future.

Area G: Commissioning (all protected characteristics)

The Police and Crime Commissioner is responsible for providing crime and disorder reduction grants for activities that support and contribute to the reduction of crime and anti-social activity in Gwent. Several programmes have been introduced by the OPCC that link to particular characteristics or groups; for example:

- A range of services for victims, including domestic abuse, sexual assault, and children and young people
- Diversion from custody for low-level and first-time offenders (as below)
- Substance misuse support (as below)
- Early intervention and prevention for children and young people at risk of, or engaged with criminal exploitation

During 2018/19 the OPCC commenced re-tendering the Women's Pathfinder Diversion Scheme. Extensive discussions with South Wales OPCC, HMPPS and IOM Cymru took place regarding the tendering process and further discussions were held with Welsh Government to confirm their continued investment in the delivery of the scheme. The Commissioner continues to support the delivery of the Women's Pathfinder to ensure the provision of a female diversion scheme as we have worked to develop a whole-system approach to diversion.

The OPCC has worked to commission the 18-25 diversion programme to sit alongside the Women's Pathfinder in police custody. Aimed at males between the ages of 18 and 25, the programme will offer an alternative to individuals that meet the specific diversion criteria, providing an opportunity to receive help and support to tackle offending behaviour and prevent repeat offending.

The OPCC also contributes to the commissioning of the Gwent Drug and Alcohol Integrated Recovery Intervention Service that provides the link between community and criminal justice substance misuse treatment. The service offers a range of support and interventions from the point of arrest related to drug and alcohol misuse, through to prison liaison, through-care and referral services. The service received 1,440 referrals during 2018/19, and worked with statutory and third sector partners to tackle issues such as the emerging trends of drug-related organised crime, homelessness, and domestic abuse

The Commissioner also provides the Police and Community Fund which aims to support community projects that demonstrate clear links to the priorities within the Police and Crime Plan. The Fund focuses on providing support for Gwent's most disadvantaged areas, particularly for groups or organisations already working with

young people in those areas. Six projects were funded in 2018/19 and the outcomes are measured by the OPCC.

Work to understand the impacts of current commissioning and funding arrangements, and existing or emerging gaps will be undertaken by the OPCC as part of the commissioning cycle. In particular, work to better measure and understand service engagement with people sharing protected characteristics will be important in ensuring that our funded programmes are inclusive and accessible to all that need support.

We will continue to work with organisations such as the Ministry of Justice, the Association of Police and Crime Commissioner, and other Police and Crime Commissioners, as well as locally with the Public Service Boards, Area Planning Board, and other partners to share learning and seek out opportunities to provide our joined-up arrangements for funding.

Area H: Out of court disposals (Age; Ethnicity)

Use of out of court disposals for people identifying as Black, Asian or minority ethnic or where children and young people are involved has been highlighted as one of the areas where individuals are less likely to receive an alternative to custody. The impacts for women in custody are also recognised, as are the double disadvantages for BAME women in the criminal justice system.

The OPCC already has arrangements in place regarding diversion for women and young people aged 18 to 25. Youth justice arrangements include the Panel and opportunities to participate in restorative justice and other alternative

The OPCC is working with Gwent Police and other criminal justice partners to ensure that the use of out of court disposals is fair, effective and proportionate through the Out of Court Disposals Scrutiny Panel. This will help to provide better monitoring and oversight of the use of alternative disposals in Gwent. The Panel will consider cases to identify themes, trends and provide feedback to support improvement in the use of disposals. Scrutiny Panel updates will be provided to the Gwent Criminal Justice Strategy Board to assist with understanding the use and impact and to support improvements where appropriate.

Area I: Access to policing services (all protected characteristics)

Policing services need to be accessible in order to be effective. Communities tell us that they need to be able to have physical access to buildings and to police officers, and in 2018/19, we focused on improving the accessibility of policing services to those communities that may experience barriers, as well as ensuring working environments are safe and accessible to all personnel.

The Commissioner is responsible for the police buildings in Gwent, including all police stations, land and assets. The Commissioner has a 10-year Estate Strategy that sets out the vision, drivers for change and the targets for improvements to the estate whilst acknowledging the current opportunities and limitations of modern policing. This requires working closely with Gwent Police to ensure the provision of a visible and accessible policing service, which responds to local need and provides reassurance to the community.

In 2018/19, an initial audit of all policing buildings was undertaken to assess how accessible they are to both the public and police personnel, and areas for improvement were found and agreed. The audit included assessment of the design for the new police Headquarters. A number of considerations were made around the design to ensure spaces are fully accessible to respond to physical and sensory impairment needs, as well as development of gender neutral toilet, washing and changing facilities, and maternity provisions.

In 2017/18, work began to introduce the Keep Safe Cymru Scheme to Gwent. The Scheme is intended to help anyone with a communication difficulty that may find it hard to speak to the police on the telephone or in person when in a potentially stressful situation, for example, when calling to report an incident or on custody. Promotion of the scheme began early in 2019, and by the end of March, 14 people had registered their details. The OPCC and Gwent Police will continue to work together to promote the scheme to provide greater confidence in and accessibility in to local policing services.

Area J: Working with partners (all protected characteristics)

Partnership working is a key thread that runs through everything we do. Our work with partners ensures that we are able to share knowledge, experience and good practice to support the delivery of effective public services for our communities and tackle issues that we would be unable to if we worked alone. Working with partners also enables us to more successfully access, engage with and support communities that are more reluctant to deal with the police, for example, our Gypsy, Roma and Traveller communities, and refugees and asylum seekers.

We have continued to work with partners to provide a number of initiatives to tackle crime, to provide a joined-up response to victims, and to develop ways to support more cohesive communities, as are already outlined in this document.

Working with partners will remain an essential focus for us in delivering the new Equality Plan as we continue to develop and deliver initiatives that help make Gwent a safe, inclusive and cohesive place in live and work in.

Area K: Gender equality (Gender)

Gender equality occurs when there is equal ease of access to resources and opportunities, and that different behaviours, aspirations and needs are valued equally, regardless of gender. Over the last 10 years, much has been done in the UK to address imbalance and to give women a greater voice in the workplace, and the introduction of gender pay gap reporting to help identify such inequalities.

Workforce data for 2019 showed that 34.3% of police officers, 66.4% of police staff, and 56.3% of Community Support Officers (CSOs) identified as female, compared to 30% officers, 67% staff and 52% CSOs in 2016. Of those officers in 2019, approximately 3% ranked Chief Inspector and above. Supported by the Gwent Police Women's Support Network, positive action initiatives to encourage women into more senior roles and to consider opportunities in male dominated areas of policing have been introduced to improve female representation across all workforce areas. This work is ongoing and now feeds into the Representative Workforce Action Plan.

In contrast, the OPCC remains a female-dominated workplace. In 2019, women occupied 68.4% of roles across the organisation, and 62.5% of leadership and management positions. Initiatives are in place to support the development of females in leadership and management roles and across the organisation.

At the beginning of 2019, the Commissioner and Chief Constable made a commitment to the HeforShe initiative, a solidarity movement for gender equality that provides a targeted platform on which men and boys can engage and become change agents towards achieving gender equality. HeforShe offers an opportunity for the police service to recognise publically that traditional in male-dominated organisations, there remains an imbalance of power between the genders. It is hoped that addressing gender inequality within the organisation will also positively impact on the way that police services respond to crimes that impact disproportionately in women and girls, for example, domestic and sexual abuse.

It is important that we continue seek out opportunities to address and improve gender imbalance, and through the new Equality Plan, we will work to provide equality of opportunity across all genders and sexual identities, supporting the workforce to feel confident and capable and to raise and work together to resolve issues linked to gender inequality.

Area L: Well-being in the workplace (all characteristics; mental health)

Police officers and staff experience the same kind of mental ill health as the general population, but problems can be compounded by:

- Increased exposure to trauma – the risk of developing mental health problems is high due to regular exposure to traumatic situations

- Reluctance to seek support for mental health illness – as with other professions, the workplace is the second most common area (after family and friends) where mental health stigma is encountered. Fear around fitness to work can lead to people avoiding seeking help and support for a mental health illness. Similarly, a person's interaction with mental health in relation to work can also impact on an individual's perception and understanding of mental health as an issue, potentially discouraging the seeking of help at an early stage.

It is estimated that cases of UK police officers taking sick leave for psychological reasons has doubled in the past five years. One in 14 police officers took time off in 2018/19 to recover from stress, depression, and anxiety (some linked to post-traumatic stress disorder). This continues to be major focus for Gwent Police which, supported the OPCC, has made significant investments in well-being initiatives to manage and reduce sickness absence rates linked to mental health. As part of this, the OPCC and Gwent Police now have over 50 MIND-trained Well-Being Ambassadors; these peer supporters are able to support officers and staff with their physical and mental well-being.

Area M: Staff consultation (all characteristics)

Staff consultation and engagement are closely linked to workforce satisfaction and well-being. Ensuring staff are consulted on decisions that affect them enables us to ensure that their needs, opinions and ideas are considered as part of organisational planning and development.

The Gwent Police Staff Support Networks play a key role in representing the interests and needs of their members (OPCC staff with associated protected characteristics are also able to join). Staff Networks are represented at internal meetings to provide feedback and guidance on matters being discussed, and that any issues potentially or actually affect members are recognised by the organisation.

Regular staff surveys are carried out across the workforce to measure levels of workplace satisfaction and to gain feedback on people's experiences of working for Gwent Police and the OPCC. The results are used to help to identify and address any under-reported issues, particularly when linked to gender, race, religion, disability and sexual orientation.

We will continue to develop our internal engagement methods to ensure that all staff are offered opportunities to influence organisational planning and development, and feel confident to raise issues affecting their satisfaction and well-being in the workplace.

Area N: Training (all characteristics)

Training is integral to providing an effective policing service, and training provision needs to ensure that an appropriate focus is provided on equality and diversity matters. This will help to provide a workforce that is informed and able to identify and address issues affecting diverse members of our communities and our workforce.

Whilst the introduction of the centralised Policing Education Qualifications Framework (PEQF) provides consistent practice in terms of the implementation, assessment and accreditation of initial police training across the 43 police forces in England and Wales, it is crucial that locally delivered equality and diversity training enables officers and staff to understand the issues that impact on local communities.

We will work to ensure that Gwent Police training includes effective learning and development on equality and diversity matters and explore opportunities to involve members of communities with protected characteristics that can further support understanding through sharing their experiences of engaging with the police.