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Comisynydd Heddlu a Throseddau Gwent | Police and Crime Commissioner for Gwent: Jeff Cuthbert B.Sc., MCIPD

The Rt Hon James Cleverly MP
Home Secretary
Home Office
2 Marsham Street
LONDON
SW1P 4DF

11th March 2024

Dear Home Secretary,

Gwent Police Revisit: Service to Victims Cause of Concern.

As required by statute, I am writing to you to respond to the inspection report from His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) entitled, 'Gwent Police revisit: service to victims cause of concern'.

I am pleased that Gwent Police has taken appropriate steps to respond to the findings in the initial report with positive progress seen in the time since. This focus is reflected by the Chief Constable in her comments:

In response to HMICFRS' cause of concern, a robust plan was put in place to address the recommendations, which was driven by senior leaders. I am pleased, as HMICFRS highlight, that significant improvements have been made in the delivery of our services to the communities of Gwent. As a force, we will continue to work towards addressing the remaining recommendations.

The letter stated that, within six months:

Gwent police should make sure it can answer a greater proportion of non-emergency 101 calls so that caller attrition levels are reduced and kept as low as possible.

Gwent Police has successfully reduced the number of 101 calls that callers abandon. As of January 2024, the 101-abandonment rate is now consistently below 10% of calls, with an average speed of answer of 1 minute 39 seconds.

Gwent Police should attend most calls within its published time frames and update victims if there is a delay.

Although there remains work to be done to increase the number of incidents attended within the target timeframe, significant improvements have been made. In January 2024, 59% of emergency incidents

Rydym yn croesawu gohebiaeth yn y Gymraeg, a phan ddaw i law, byddwn yn ateb yn y Gymraeg – ni fydd hyn yn gohirio ein hymateb. Os hoffech dderbyn gohebiaeth yn y Gymraeg o hyn ymlaen, neu os ydych wedi cael eich gwahoddi gyfweiliad neu gyfarfod ac yr hoffech ddefnyddio'r Gymraeg, anfonwch e-bost at: Commissioner@gwent.police.uk. Darperir gwasanaethau cyfieithu.

We welcome correspondence in Welsh and where received, we will reply in Welsh - this will not delay our response. If you wish to receive correspondence in Welsh hereafter or if you have been invited to an interview or meeting and you wish to use Welsh, send email to: Commissioner@gwent.police.uk. Translation services will be provided.

were attended within the target of 15 minutes and 61% of priority incidents were attended within the target of 1 hour. The results of a newly implemented quality assurance process show that the force provides updates to victims if there is a delay.

I scrutinise both Gwent Police's non-emergency call performance and its response rates at my public-facing Strategy and Performance Board. Since the publication of HMICFRS's initial report, this meeting has provided a specific focus on the force's response to making the required improvements set out in that report. During this time, my office and I have provided support and challenge to the Chief Constable in implementing these improvement processes and ensuring that the improvements in performance can be sustained.

In addition to my scrutiny, non-emergency call performance has also been a long-standing consideration for the Gwent Police and Crime Panel. The data and information provided on 101 calls forms part of the performance pack that my office produces to update the Panel on progress against my Police and Crime Plan.

I will now continue to work with my office and the Chief Constable in ensuring Gwent Police provides an effective service to the public in these matters for the remainder of my term. Furthermore, I will continue to work with the Chief Constable to ensure an appropriate focus on the remaining improvements set out in HMICFRS's initial report. I will also be recommending a focus on these issues to the new Police and Crime Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jeff Cuthbert', written in a cursive style.

Jeff Cuthbert
Police and Crime Commissioner for Gwent