


OFFICE OF THE POLICE AND CRIME COMMISSIONER	
LEAD CHIEF OFFICER:	ACC Edwards
TITLE:	Connect Gwent Annual Performance Report
DATE:	3 June 2020
TIMING:	Annually
PURPOSE:	For monitoring
1.	<u>RECOMMENDATION</u>
1.1	To continue to monitor Connect Gwent Performance.
2.	<u>INTRODUCTION & BACKGROUND</u>
2.1	<p>Connect Gwent is a multi-agency victim support service that aims to provide a range of services to people impacted by crime to support them to cope and recover. Connect Gwent is made up of externally commissioned support services and Gwent Police teams and personnel. Commissioned support services and the Connect Gwent Coordinator are funded by the OPCC via the Ministry of Justice (MoJ) Victim Services Grant.</p> <p>Connect Gwent receives referrals from multiple sources. Following receipt of referral Connect Gwent personnel will attempt to make contact with the individual. If successful contact is made, a needs assessment will be completed and any required support will be offered as appropriate, this may be an instance one off support (e.g. providing information) or ongoing support (e.g. emotional and practical support).</p> <p>Being a multi-agency services allows those being supported to access the most relevant and appropriate support according to their needs. Support may be provided by a single agency within Connect Gwent or by agencies working together in a coordinated way.</p> <p>External commissioned services within Connect Gwent are:</p> <p>Age Cymru Gwent – An Older Person’s Support Worker who provides specialist support to victims over the age of 50.</p> <p>Aneurin Bevan University Health Board – A Mental Health Nurse who provides specialist mental health and wellbeing support, including supported access to community health services.</p> <p>Umbrella Cymru – provides specialist support to people who require support relating to their gender or sexual identity.</p> <ul style="list-style-type: none"> - Umbrella Cymru also currently provide the Interim Children and Young People Victim Service which provides specialist support to children and young people impacted by crime. <p>Victim Support – Provide a range of services / teams:</p> <ul style="list-style-type: none"> - Victim Contact Team who complete the initial intake and assessment

	<p>functions on behalf of Connect Gwent</p> <ul style="list-style-type: none"> - Victim Support and Engagement Team – who provide and required ongoing support - Domestic Abuse Case Worker - Modern Day Slavery and Human Trafficking Advocate <p>Gwent Police personnel and teams within Connect Gwent are:</p> <ul style="list-style-type: none"> - Connect Gwent Coordinator - Survivor Engagement Coordinator - NICHE Officer - Witness Care Unit - Telephone Survey Team <p>This report will detail the performance of the externally commissioned services.</p>
2.2	<p>It should be noted, that there have been issues with the consistency and quality of performance data / information collected in this and previous years.</p> <p>This is primarily because the MoJ has regularly changed the information they request from services funded by the Victim Services Grant. This has led to inconsistencies with data collected from one year to the next and has not allowed for clarity among agencies in relation to data collection and reporting methodologies, resulting in inconsistent and poor information. Therefore, it is not possible to compare information with previous years to identify any trends, changes in performance etc.</p> <p>To improve this and ensure quality and consistent performance data / information is available in the future a comprehensive Connect Gwent Performance Framework has been developed over the last year and has now been finalised. Therefore, for the financial year 2020 – 21 and beyond quality and consistent data will be available. This will enable more effective monitoring and scrutiny of the performance of the commissioned services and Connect Gwent as a whole. The new reporting processes include the monthly reporting of quantitative data instead of 6 monthly, this will allow for greater analysis into trends and performance as well as enabling an expedient response to any issues or concerns.</p> <div style="text-align: center;">  <p>Outcome Framework Connect</p> </div>
2.3	<p>Connect Gwent have been part of a Business Change review into how Gwent Police supports victims of crime during their journey through the criminal justice system.</p> <p>The review has led to the development of an options appraisal, which is due to</p>

be submitted in May 2020, which outlines opportunities for improved efficiency, effectiveness and value for money in the way the services are commissioned and structured.

3. ISSUES FOR CONSIDERATION

3.1 Connect Gwent Performance Information 2020 – 2021

Referral Information:

Referrals received: 15,061

Referral Source:

Referral Source	No. Referrals	% of Referrals
Gwent Police	13352	88%
Other Police Force	1150	8%
Self	244	2%
Other Agency	315	2%

Referral by Crime Type:

Crime Type	Number of Referrals	% of Referrals
Criminal Damage & Arson	2916	19%
Burglary	1193	8%
Drug possession	1	0%
Misc. against society	782	5%
Possession of weapon	6	0%
Public Order	1877	12%
Robbery	124	1%
Sexual offences	304	2%
Theft	2353	16%
Violence against the person	5285	35%
Unknown	43	0%
Other	177	1%

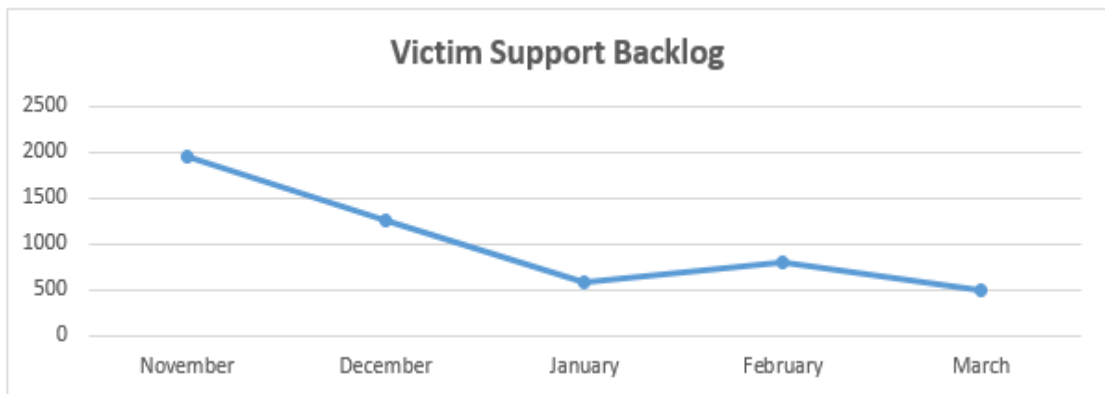
89% of referrals are received from Gwent Police. Engagement and communication work is ongoing to increase the number of self referrals and referrals from other agencies as these referrals are made with the knowledge that support is required. Whereas referrals from Gwent Police are automated and therefore the victim may not require any support. This year's agency and self-referral rates will be used as the benchmark and measure for the success of communication and engagement work over this year.

3.2 Backlog Information:

Victim Supports intake and assessment team have been operating with a considerable backlog, resulting in a delay in victims being contacted and offered support. This has now been listed on the force risk register and is being monitored on a monthly basis via the Victim’s Board and Victim Support are scrutinised and held to account in quarterly Contract Management Meetings.

The current backlog (at end of March) is **501 referrals**.

The below chart illustrates the decline in the backlog over the past several months:



This shows a 74% reduction in the backlog from the end of November to the end of March.

Further work is required to reduce this to a situation where Victim Support are contacting victims within the agreed timescales. Work will focus on addressing issues that are contributing to the backlog. These are: vacancies within Victim Contact Team, issues with the quality of data provided by Gwent Police and Domestic Abuse referrals being referred to Connect Gwent as well as other support agencies resulting in duplication of work.

Regular Victim Support Contract Management Meetings are held and monitor progress towards eliminating the backlog.

3.3 Support Information:

Support Received	Number of people	% of referrals received
People provided one off support (e.g. provided information / signposted to other service)	1109	7%
People provided ongoing	1599	11%

support (e.g ongoing emotional and practical support)		
People supported (total)	2708	18%

The above shows that the transition rate from referral to receiving ongoing support is low (11%). This indicates that the vast majority of referrals received may not have been required which results in the wasted resource of staff attempting / making contact with these individuals. This has been explored as part of the Business Change review referred to in the introduction and options have been presented which would lead to commissioned services only receiving referrals once a need for support has been identified, thus allowing services to focus resources at those in need.

There is limited detailed information / data currently available in relation to support delivered via Connect Gwent. However, as mentioned in the introduction a comprehensive performance framework is now in place that will enable considerably more detail to be provided and scrutinised in the future.

3.3

Outcome Information:

The below outcome information is obtained from initial and closing assessments through which people are asked to rate themselves in the areas in order to measure distance travelled:

Outcome Indicator	Number of people reporting improvement
Better able to cope and recover	679
Better informed and empowered to act	624
Improved health and wellbeing	681
Improved feelings of safety	640
Total	2583

As mentioned previously, a new performance framework for Connect Gwent has been created. This will allow enhanced performance data to be provided from April 2020.

3.4	<p>Case Study (Victim Support)</p> <p>AM was referred to VS for support by the WCU as IP was going through the court process following a Domestic assault. This was passed through to the DV/A caseworker as the alleged offender had been found not guilty and IP had come home to find the alleged offender sat in IP's house.</p> <p>The ex-couple owned their property together and had an 18 year old daughter living with them at the property. IP had a daughter from a previous relationship who came with her to meet DV caseworker. IP explained that they had many reasons to stay in the relationship and not enough reasons to leave and this is why they had stayed in the abusive and controlling relationship.</p> <p>AM had previously been supported by Women's aid services for a very long time, as the abuse had been ongoing for many years. They had been married over 30 years and he controlled all her finances and many other aspects of IP's life. IP's eldest daughter had also witnessed the abuse throughout her childhood.</p> <p>AM broke down to DAV Caseworker on their first meeting. Caseworker agreed that they could advocate and attend meetings with IP for e.g. Housing, solicitors, Benefits and Civil court and help her with any paperwork as IP is dyslectic. IP had completed the Freedom program three times and was now doing the recovery tool kit so always knew the behaviour was wrong but was too afraid to leave and explained that they had never had support around this.</p> <p>IP and caseworker met up on many occasions and carried out a safety and support plan so she had something visual help her achieve her goals.</p> <p>IP privately rented her property so Caseworker advocated with IP's landlord and implemented target hardening including alarms and lock changes. Caseworker also attended benefits meetings and solicitors appointments to advocate for IP.</p> <p>IP is now going through divorce proceedings. IP has been attending coffee mornings with WA and still uses the drop in services. Vs Caseworker is also still attending meetings and will attend court with IP for moral and emotional support sessions.</p> <p>IP attended a survivor's forum, held by Gwent Police, and shared their experiences of the police and other agencies as a result the daughter has also made new reports to the police.</p> <p>Support is ongoing and IP feels as though she has her life back and feels empowered to do things by herself, IP has been abroad twice with her new and existing friends.</p> <p>IP also continues to receive support around her mental health and is currently</p>
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	<p>on a waiting list for counselling.</p> <p>Needs Identified:</p> <ul style="list-style-type: none"> • Struggling to cope following the crime • Lack of understanding of CJS (family courts) • Lack of understanding of different support services • At risk of further incident <p>Services Provided:</p> <ul style="list-style-type: none"> • Confidence and self-esteem building • Personal safety information • Advocacy and attendance at multi-agency meetings • Building support networks • Court intermediary provision • Safety planning • Referral to DV Support Agency • Referral Mental Health support
3.5	<p>Developments / Improvements</p> <p>As mentioned above, development of Connect Gwent has focused on the development of a comprehensive Performance Management Framework. This has included reviewing data currently collected, identifying additional data that would be useful to monitor performance, mapping and agreeing processes and procedures to enable this to be captured and reported and agreeing the framework among all partner agencies. This will enable the collection and production of quality, meaningful and consistent data that will enhance the ability to identify and share areas of good practice as well as identifying areas that require improvement.</p> <p>Also, a Contract Management Plan with Victim Support has been developed and agreed to enable the force to more effectively and consistently monitor and scrutinise performance.</p> <p>Connect Gwent is represented at Gwent Police’s Victim Board. This enables Connect Gwent to escalate any issues / risks as appropriate as well as the increased scrutiny of Connect Gwent’s performance.</p> <p>Over the last year Connect Gwent has been part of a Business Change review that has mapped current processes and demand of the service. This has resulted in an options appraisal that is due to be submitted in May 2020 that provides options to improve the efficiency and effectiveness of Connect Gwent.</p> <p>Connect Gwent, directed by the Victim’s Board, and has provided a training input to all Sergeants across the force on the Victim’s Code as well as raising awareness of the services they are able to offer / provide to those affected by crime. Connect Gwent have also been involved in the development of a Victim Focused force training day that is due to commence on the 5th June.</p> <p>Gwent Police’s Telephone Research Team is based within Connect Gwent. The Victim’s Board has overseen amendments to the script of the survey to</p>

	<p>allow for more quality information to be obtained including victims perspective on whether they received their entitlements as outlined in the Victim’s Code of Practice. This will enable areas of good practice as well as areas that require improvements to be identified and actioned and addressed as appropriate. The crime types surveyed have also been updated, as of April 2020, and will now include violent crime, burglary, harassment and robbery. The team also conduct separate Domestic Abuse and Hate Crime surveys.</p> <p>A new Survivor Engagement Coordinator role has been created and recruited for at end of 2019. The purpose of this role is to improve and develop and create processes to improve Gwent Police’s ability to obtain the feedback and views of survivors in order to shape and improve services.</p> <p>Connect Gwent information has been included on the forces recently launched Victim Postcards and Victim of Crime Leaflets. This should improve the awareness of the service and the support available. The Victim Postcard includes a prompt for officers to ensure they offer a referral to Connect Gwent.</p> <p>As mentioned above the Victim Board have been closely monitoring the current backlog of victims awaiting initial contact from Connect Gwent. This has seen a 74% reduction in the backlog since November 2019, meaning that less people are waiting for an offer of support.</p> <p>Connect Gwent have been involved with the development of a new domestic abuse referral process for Gwent Police. This process will ensure that victims of domestic abuse are referred to the most appropriate agency to meet their needs. It will also prevent current duplications of referrals (a victim is currently referred to a specialist domestic abuse agency as well as Connect Gwent) which will enable Connect Gwent to more effectively utilise their resources.</p> <p>An Engagement and Communication Plan for Victims has been created and overseen by the Victim’s Board. Within this plan are actions to increase the awareness of Connect Gwent among the public as well as internally within Gwent Police.</p>
4.	<u>NEXT STEPS</u>
4.1	Monitor performance via the Connect Gwent Performance Framework to identify areas of good practice and areas that require improvement as well as evidencing value for money.
4.2	Continue to closely monitor and reduce the backlog, via Contract Management Meetings and the Victim’s Board
4.2	Improve the quality of data transferred from Gwent Police.
4.3	Fill vacancies to increase capacity.
4.4	Contribute to the development and adoption of a new referral process for Domestic Abuse victims, that results in victims being referred to the most appropriate agency and avoiding duplication.
4.5	Increase the number of self and other agency referrals via an Engagement and Communication Plan.
4.6	Finalise Survivor Engagement Plan and submit to Victim’s Board.

4.7	Options appraisal and business case to be finalised.
4.8	Further scoping of how surveys are conducted, with options for digitising processes to be considered.
4.9	Deliver training to all frontline officers.
4.10	Finalise Domestic Abuse referral process.
5.	<u>FINANCIAL CONSIDERATIONS</u>
5.1	There are no financial considerations at this stage.
6.	<u>PERSONNEL CONSIDERATIONS</u>
6.1	No personnel considerations at this stage.
7.	<u>LEGAL IMPLICATIONS</u>
7.1	There are no legal implications at this stage.
8.	<u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u>
8.1	<p>All Learning and Development activity is considered against the general duty to promote equality as stipulated under the Strategic Equality Plan and has been assessed as not to discriminate against any particular group. This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group.</p> <p>In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998. There are no identified concerns and no collateral intrusion.</p>
9.	<u>RISK</u>
9.1	There are no risks to consider as part of this report.
10.	<u>PUBLIC INTEREST</u>
10.1	There are no public interest matters.
11.	<u>CONTACT OFFICER</u>
11.1	Sam Heatley – Connect Gwent Coordinator
12.	<u>ANNEXES</u>
12.1	Documents embedded.

For OPCC use only

Office of the Chief Constable

I confirm that the Connect Gwent annual report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for **approval / information / monitoring purposes.**

Signature:



Date: 11/05/2020

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date: