



Quarter



Force Performance 2019/20

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Data Conventions

The majority of data and tables contained within this document take into account quarterly figures for the previous two financial years, broken down further to an average two-year quarterly figure. This two-year quarterly average figure can be analysed against Quarter 2 2019/20 data, allowing a comparison against a two-year average, which will take into account seasonal fluctuations and one off 'spike' anomalies. In addition the Quarter 2 2019/20 data can be compared to Quarter 2 figures years 18/19 and 17/18 to provide a seasonal like-for-like comparison. This is Gwent Polices' agreed performance analysis standard. It is aimed at smoothing out long term changes and counteracting overemphasis of annual percentage changes when previously comparing just two set data.

There are still some business areas of the force where data is not available for a two yearly average comparison. Gwent Police is currently on a journey with a new performance framework development, designed at improving the richness of the data across all business areas within the force.

In March 2017 there were changes to the recording standards of several crime types, meaning that unfortunately it is not practical to compare any quarterly data prior to this date, as it would compromise the validity of direct comparisons between any later periods.

In 2015, HMICFRS imposed a requirement on all forces to improve their crime recording standards. Since then, all forces have been working towards recording their crime more accurately. Accuracy in crime recording is measured by HMICFRS through their Crime Data Integrity Inspection (CDI) regime. In 2018, during our most recent inspection Gwent Police received a CDI rating of 88.9%.

Between 2001 and 2011 the population in the Gwent area grew by 4%, a rate of 0.4% per annum (Office of National Statistics, 2017). We assume that population growth has remained steady and would expect to see an increase in all demand volumes of a similar amount.

Executive Summary

The force has undertaken a significant piece of work to create an overarching Performance Framework to monitor and measure performance across all aspects of Service Delivery. This work will be finalised by the end of this calendar year. Subsequently the Quarter 2 Performance Report will concentrate on key areas of business with readily available data and analysis.

CRIME PREVENTION

The total number of crimes recorded during Quarter 2 was only 0.3% higher than the number recorded in the same quarter in 2018/19. This suggests that the recalibration of recorded crime following changes in identification of offences and counting rules within Public Order and Violence without Injury categories is almost complete.

There was a significant decrease in Criminal Damage and Arson offences in Quarter 2. It is believed this is linked to the more inclement weather conditions being experienced in comparison with previous years and quarters. More work is currently being undertaken to determine the exact cause of this trend.

Public Order offences have shown a slight decrease in recorded crime in Quarter 2 compared to the same quarter in 2018/19.

The continued rise in recorded offences within the Violence without Injury category has been explored and is largely attributable to the sharp rises in recorded Harassment offences.

Nearly 55% of all Domestic Crimes are classed as Violence without Injury, with one in five resulting in an Assault or Grievous Bodily Harm. This, along with Stalking, Harassment and Malicious Communications are explored further within the main report.

The period saw an increase in Vehicle Crime offences when compared with Quarter 1 and 2 yearly quarterly average. This crime type increase was more prevalent in the West LPA, particularly the north of the county. This is discussed further within this section.

25% of all crimes in Gwent continue to be committed by repeat offenders. This is consistent with previous quarters. Crime types where repeat offending is more predominant include Shoplifting, Violence without Injury and Burglary Non-Dwelling.

During this period the force has undertaken two significant operations, showing its commitment to disrupting Serious and Organised Crime. This has resulted in significant seizures of drugs, cash and assets which at Court has led to prison sentences in excess of 70 years.

The force currently has 113 Problem Orientated Policing Plans (POP) as it seeks to review its approach to tackling Crime and Disorder through collaborating with partners and communities.

SUPPORTING VICTIMS

This quarter has seen a focus on embedding the Victim Contact Management (VCM) process. Compliance by investigating officers has increased dramatically throughout Quarter 2. This is encouraging as the force has invested in targeted supervisory training throughout August around VCM and other elements of the Victim's Code of Practice. The completion rate of VCM has increased from 55% to 72% in this period.

Referrals to Mental Health Practitioners working within the Force Control Room continue to increase quarter on quarter. This intervention has averted approximately 10% of police deployment and 64% of unnecessary use of detention powers.

Operation Encompass continues to embed within Gwent with instances of reporting increasing quarter on quarter. This is a Police and Education early intervention safeguarding partnership, which supports children and young people experiencing domestic abuse

COMMUNITY COHESION

The number of recorded Hate Crimes has continued to decline during the quarter and is now under the two year quarterly average. The force is undertaking a piece of work to understand why victims of Hate Crime are increasingly unlikely to support a police prosecution when the offender is known, compared to other crime types.

A new cohort of 20 Special Constables commenced training and the Heddlu Bach scheme has increased in size with 50 schools now participating in this initiative.

There has been a 37% increase in Stop Search within the force, 22% of which have had a positive find outcome. These increases are attributed to the Operation Sceptre campaign that focussed on intelligence led stop searches around Knife Crime.

A Pan Gwent Hate Crime Forum has also been established involving police and relevant stakeholders, including Welsh Government funded cohesion officers.

There have been 18 tensions identified within communities within the period. The force has recently amended the Community Tension Assessment Policy and awareness training has been provided to all Inspectors.

TACKLING ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour (ASB) in this quarter has decreased by 10.7% compared with the 2 year quarterly average with repeat victims decreasing by 23.7%. Similarly, there has been a 12% reduction in the number of repeat victims of ASB.

The number of repeat offenders of ASB for Quarter 2 is significantly below the quarterly average. However, this figure is skewed slightly by the high levels seen when the reclassification surrounding ASB and Public Order was introduced. Numbers of both offenders and victims should fall more in line after Quarter 4 when averages will catch up with the new recording practices.

EFFICIENT AND EFFECTIVE SERVICE DELIVERY

Emergency 999 calls received slightly increased this quarter (22310) when compared to last years Quarter 2 figures (22160).

There has been a significant improvement in the number of 101 calls answered prior to abandonment.

There has been a 26% reduction in Police Officer absenteeism and 39% reduction in Police Staff absenteeism compared with the last 5 quarters.

CRIME PREVENTION

1.1 Total Number of Recorded Crimes

Table 1 shows the total recorded crime in Gwent, by quarter, over the past two years. It shows there has been only a slight increase in overall numbers between Quarter 2 18/19 and Quarter 2 19/20 of (+0.3%, n=50). It also identifies that Quarter 2 has recorded a figure 7.4% above the 2-year quarterly average.

Table 1: Total Recorded Crime

All Crime Quarterly Comparison	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
Crime Type	Q1	Q2	Q3	Q1	Q2	Q3	Q4	Q1	Q2		
All Other Theft	1239	1098	1070	1242	1256	1138	1117	1165	1167	1166	0.1 ▲
Bicycle Theft	112	66	50	115	108	95	107	97	111	94	18.4 ▲
Burglary Dwelling	618	655	598	700	593	619	628	672	625	635	-1.6 ▼
Burglary Non-Dwelling	268	289	255	270	248	343	302	290	305	283	7.7 ▲
Criminal Damage & Arson	2181	2381	2040	2284	2488	2293	2354	2383	2073	2301	-9.9 ▼
Drug Offences	346	308	318	323	377	384	379	407	353	355	-0.6 ▼
Homicide	1	2	2	0	1	1	2	0	3	1	
Miscellaneous Crimes	263	326	305	391	356	331	325	352	307	331	-7.3 ▼
Other Sexual Offences	223	223	221	213	250	231	287	246	253	237	6.9 ▲
Possession of Weapons	62	46	53	47	60	54	76	52	81	56	44.0 ▲
Public Order Offences	1106	1190	1428	2133	2267	1754	1718	2070	2244	1708	31.4 ▲
Rape	106	102	120	106	142	160	166	117	140	127	9.9 ▲
Robbery	66	82	47	91	77	64	69	78	73	72	1.7 ▲
Shoplifting	971	879	893	990	855	874	814	826	899	888	0.6 ▲
Theft From the Person	98	97	68	105	83	107	78	77	73	89	-18.1 ▼
Vehicle Crime	919	810	861	834	743	906	915	753	918	843	8.9 ▲
Violence with Injury	1174	1192	1322	1451	1482	1500	1390	1419	1482	1366	8.5 ▲
Violence without Injury	2264	2693	2679	3403	3576	3503	3694	3625	3911	3180	23.0 ▲
Total	12017	12439	12330	14698	14962	14357	14421	14629	15012	13977	7.4 ▲

With the exception of 17/18, Quarter 2 figures have historically been higher than other quarters, due to several contributing factors, such as coinciding with the school summer holidays, warmer, drier weather and longer daylight hours. All of which have been shown to have a negative influence on crime types such as Violence with and without Injury, Public Order and Criminal Damage/Arson.

These categories have again seen increases against the two-year average during Quarter 2, with the exception of Criminal Damage/Arson, which has seen a drop in offence numbers. Caerphilly has seen the greatest reduction in damage, specifically within the 'Arson not Endangering Life' category which includes refuse and grass fires. Target hardening work undertaken by both Police and South Wales Fire Rescue Service in this area is believed to be a contributing factor to this reduction.

One area of acquisitive crime that is showing a significant increase against both the previous quarter and the quarterly average is vehicle crime (n=+165). In comparison, some other crime areas recorded lower than average figures including Burglary Dwelling, Miscellaneous Crimes and Theft from the Person.

Vehicle Crime

Vehicle Crime experienced an increase of 165 offences (+22%) when compared with the previous quarter, which places it 9% above the quarterly average. It is also 24% (n=175) above the same quarter last year, and is in contrast to the usual quarterly pattern which historically sees Vehicle Crime offences increase in Quarter 3 and 4 when darkness hours increase. However, a similar spike was seen during 2017, and is indicative of the fact that such spikes can occur within this crime area depending on certain prolific offenders or teams being active.

The largest rise has been seen in the West LPA (+25%) with Blaenau Gwent seeing offences increase quarter on quarter by 82%. Of these 24% (n=34) have involved the vehicle being stolen. In all but two of the offences the vehicle

has been taken without the keys. In the Theft from Vehicle offences tools were targeted in 30% of the incidents with fuel in a further 26%.

To address this, officers within the Integrated Offender Management Unit continue to investigate this specific crime pattern under the dedicated 'Operation Henry' enquiry that has unearthed 68 offences having been committed within the Gwent, South Wales and West Mercia Police Force areas. A number of suspects have been identified that reside outside of Gwent and there is significant collaborative work ongoing with South Wales and Dyfed Powys, which include dedicated cross-border operations and enforcement campaigns alongside weekly intelligence sharing meetings.

Public Order

Public Order recorded a figure 31% (n=536) higher than the two-year average but actually fell by 1% (n=23) when compared to Quarter 2 in 18/19.

Previous reports have detailed reasoning that increases in recorded Public Order offences were directly related to comparable decreases within Anti-social behaviour incidents over the same reporting periods. The better identification of recordable offences within incidents previously classified as Anti-social behaviour had resulted in crimes not previously identified now being correctly recorded. It has been acknowledged by HMICFRS that all forces are at different stages of this recalibration and the data from the first two quarters of 19/20 suggests that the force may have reached the stage where a new baseline can be established.

Violence without Injury

Violence without Injury has again showed an increase in overall numbers between Quarter 2 18/19 and Quarter 2 19/20 (+9.4%, n=335). The Quarter 2 data is 23% (n=731) above the 2 year quarterly average which again displays the journey the force is on to reach a new baseline. The most recent Crime Survey for England and Wales (CSEW) 2019 stated that the level of Violence without Injury did not change in the most recent financial year. This supports the contention that the increase is driven by factors internal to the police such as recording practices and better identification of additional crimes rather than the actual level crime within the community.

We continue to monitor this crime area to ensure the force is aware of the drivers behind the increase. We are acutely aware that this area has a disproportionate impact on our overall crime figures due to large volumes involved compared to other types (26% of all crime recorded in Quarter 2 came within the Violence Without Injury Category).

Table 2: Violence without Injury

Violence without Injury	2017-2018			2018-2019				2019-2020			
Total Crime Group	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	2 Year Quarterly Average	Quarterly % Difference Against Average
Harassment	794	1075	1067	1594	1718	1668	1767	1812	2088	1437	41.7 ▲
Assault without Injury	1229	1393	1389	1547	1580	1617	1701	1551	1800	1501	6.6 ▲
Threats to Kill	114	140	130	133	154	114	98	132	130	127	2.5 ▲
Assault on Constable (Violence Without Injury) [8/73 104/23 104/25 105/8]	43	52	36	62	48	45	21	95	36	50	11.4 ▲
Cruelty to Children	63	19	35	38	34	30	40	43	51	38	35.1 ▲
Racially or religiously aggravated assault without injury	8	8	11	11	13	8	11	4	12	9	29.7 ▲
Modern Slavery	5	3	5	8	10	11	10	6	8	7	10.3 ▲
Kidnapping	5	8	5	12	7	5	4	12	12	7	65.5 ▲
Racially or religiously aggravated harassment	4	0	1	0	4	1	1	1	4	2	
Child Abduction	0	2	2	4	5	6	3	4	1	3	
Total	2265	2700	2681	3409	3573	3505	3636	3660	3810	3381	22.9 ▲

Violence without Injury has increased across all of its sub categories, as can be seen in Table 4 above. However, the main volume area to drive this increase is Harassment, which for Quarter 2 is 42% (n=599) above the quarterly average. A further breakdown of this category can be seen within Table 3 below.

We believe that the increase in Gwent is driven by two factors:

- 1) Improved Identification of offences and Crime Data Integrity awareness.
- 2) secondly, the effectiveness in adopting the recommendation by HMICFRS regarding the reporting of offences such as this has led to a significant rise, The most common form of harassment is sending abusive messages to people the perpetrator knows, often partners or ex-partners. This means that each offence of harassment is actually two offences: the actual crime of harassment and a second crime of malicious communication by means of letter, etc. Historically, we have often failed to identify this second offence.

Table 3: Breakdown of Harassment Offences

Harassment Crime Group	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	2 Year Quarterly Average	Quarterly % Difference Against Average
Sending Letters with Intent to Cause Distress, Malicious Communications	489	703	668	846	906	895	954	906	971	796	22.0 ▲
Protection from Harassment	181	222	283	538	553	498	520	674	806	434	85.9 ▲
Pursue Course of Conduct Which Amounts to Stalking	27	30	26	45	74	97	81	75	96	57	68.8 ▲
Breach of a Restraining Order	49	54	49	67	71	71	64	34	47	57	-18.1 ▼
Specific Harassment of a Person in Their Home	18	35	16	60	63	60	83	68	56	50	11.2 ▲
Disclose private sexual photographs and films with intent to cause distress	12	13	13	14	15	7	11	7	10	12	-13.0 ▼
Breach of conditions of Injunction against harassment	10	5	5	3	9	6	9	10	17	7	138.6 ▲
Stalking involving fear of violence	3	4	2	9	14	15	14	13	6	9	-35.1 ▼
Putting people in fear of violence	3	5	1	5	4	1	7	12	19	5	
Stalking involving serious alarm / distress	2	4	4	7	9	18	24	13	6	10	-40.7 ▼
Total	794	1075	1067	1594	1718	1668	1767	1812	2034	1437	41.6 ▲

The increase in Violence without Injury cases has largely been driven by a large uplift in Malicious Communications and Protection from Harassment. The first mentioned offence has seen an increase of 22% against the quarterly average (n=175). The second mentioned (Protection from Harassment) has seen an increase of 86% (n=372) against the quarterly average. These rises can be attributed to the increased awareness across the force in identifying and correctly recording these offences within Home Office Crime Recording Standards.

Internally, two main issues were identified:

- Officers were not recognising patterns of Harassment and Stalking and simply treating these crimes as Malicious Communications
- Both officers in the case and staff within the Crime Management Unit (CMU) were not identifying the requirement to record harassment offences alongside standalone offences.

To address this, the force has undertaken a series of training inputs around Stalking/Harassment within Force Training Days, Tier 2 Investigation Courses that have included officers of Sergeant rank. The creation of monthly meetings between Gwent Police and the CPS Stalking lead has focussed very much around service improvement. A far more effective scrutiny process has been created within the CMU to review crimes of this type and a full time Stalking and Harassment Continuous Improvement Officer has been installed to oversee this work.

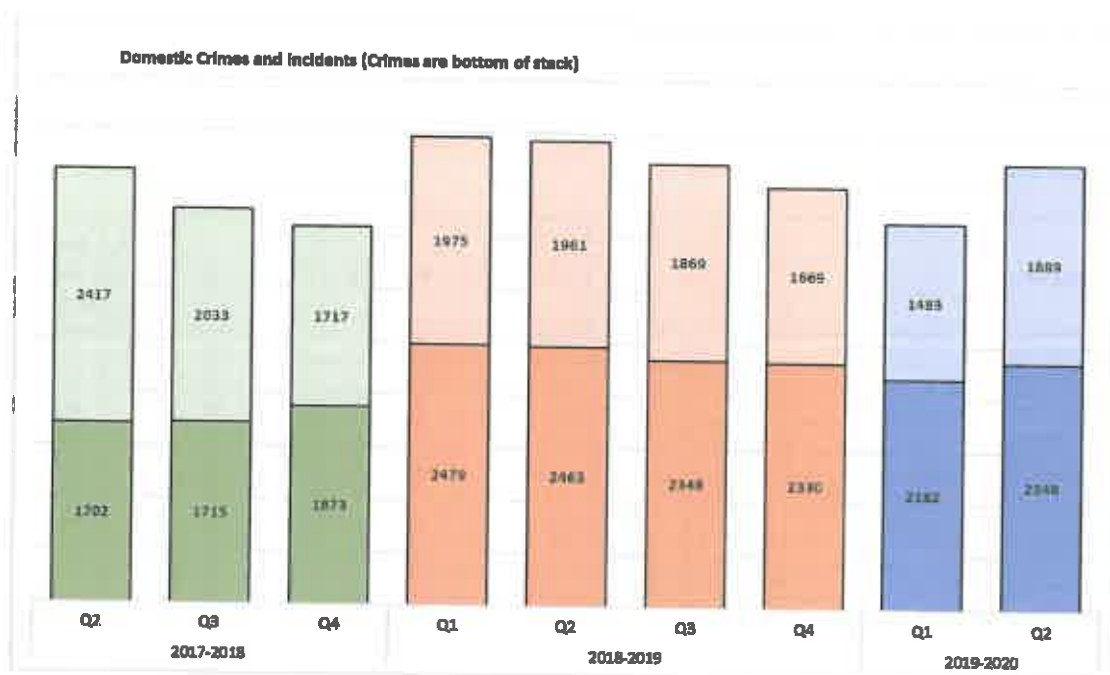
Gwent Police have been successful in obtaining Home Office funding for 'Safellives' to deliver Stalking, Harassment and Coercive Controlling Behaviour training to 80% of its frontline staff and Sergeants by January 2020.

Additionally, all repeat victims of Domestic Abuse are now referred into the Crisis Intervention Team to ensure that safeguards are implemented. Finally, the force now undertakes joint monthly reviews with CPS regarding all live stalking and harassment investigations, this is to enhance victim satisfaction throughout their journey and to prevent discontinuation of cases.

1.2 Number of Crimes by Crime Type linked to Vulnerability

1.2.1 Domestic Abuse

Figure 1: Domestic Crimes and Incidents Trend



As Domestic incidents have declined, Domestic Crimes have increased. This is largely due to the statistics class being reclassified in April 2018 to account for multiple crimes being allocated to one incident (as referenced in the Violence

Without Injury narrative above). Overall crimes and incidents have remained relatively stable with an average of 4050 crimes/incidents per quarter. Outliers can be observed in Quarter 4 2017-18 (2 year quarter low) of 3590 and the following Quarter 1 2018-19 with a high of 4454. All quarters are comfortably within two standard deviations of the mean and only two quarters are outside one standard deviation of the mean indicating offence levels that are relatively consistent quarter on quarter.

Table 4: Domestic Crimes Comparison per 1000 Population across Sector

Neighbourhood	2017-2018			2018-2019				2019-2020	
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Blaenau Gwent Rate	3.34	3.13	3.57	4.95	4.68	4.03	4.71	3.87	4.33
Caerphilly Central Rate	2.62	2.71	2.84	4.08	3.76	3.93	3.22	3.64	3.88
Caerphilly North Rate	3.37	3.32	4.47	5.72	5.66	6.02	5.38	4.73	5.02
Caerphilly South Rate	2.31	2.54	2.20	3.48	2.66	3.14	3.71	2.87	3.34
Monmouthshire Rate	1.29	1.30	1.56	1.78	2.11	1.84	2.17	1.99	2.25
Newport East Rate	3.39	3.70	3.84	4.45	4.78	4.35	4.56	4.64	4.29
Newport West Rate	3.10	3.14	3.13	4.26	4.44	3.93	3.83	3.68	3.96
Torfaen Rate	3.28	3.17	3.49	4.73	4.57	4.10	3.50	3.64	4.11

Note: Newport Central has been excluded from comparison figures for all charts and tables due to

potential inaccuracy in population figures distorting the real crime rate. The actual population of Newport Central is very low, due to many of the properties being commercial premises, however, it has a very large transient population linked to the night time economy. As such a large number of domestic incidents take place here but it does not represent a fair reflection of the area or comparison against other sectors.

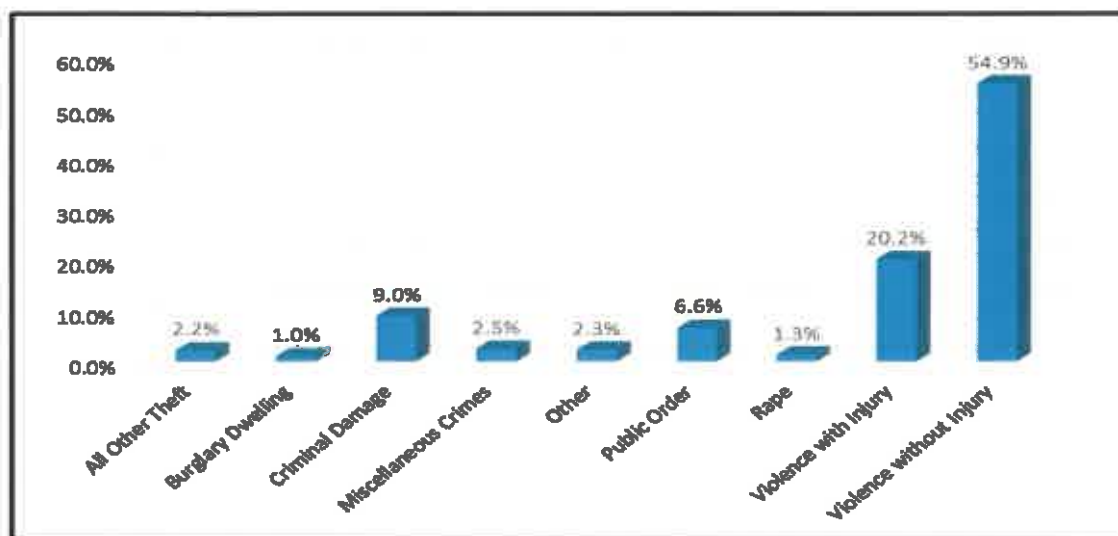
As previously stated the overall trend for Domestic Crime is increasing. This can be observed in the chart and table above where a general upward trend can be seen. Caerphilly North is the section with the highest rate of domestic crime per 1000 population. The lowest rate is Monmouthshire, however last quarter this section receive its highest rate per 1000 population over the two year period. All other sections have seen their rates peak and then decline over the same time frame.

In keeping with the general trend of declining incidents, all sections have seen a decrease for domestic 'incidents' over the past two years. Newport West and East have historically been higher than other sections for domestic incidents; however, Blaenau Gwent and Caerphilly North incident rates on occasion have challenged this. Monmouthshire, as with crimes, have the lowest rate of domestic incidents across the county.

Figure 2: Percentage of Domestic Abuse by Crime Category

Of all Domestic Crimes, nearly 55% are classed as Violence without Injury. Common forms of domestic crime in this subset would include Stalking, Harassment and Malicious Communications. One in five domestic crimes involve Violence with Injury and would include Assaults and Grievous Bodily Harm. One in nearly eleven Domestic Crimes involve Criminal Damage and Arson with common types of offence being partners (ex and current) and children causing damage to household or vehicular property

As can be observed from the chart below, Figure 3, the high-risk cases have fluctuated mildly over the past two years, with a decrease in Quarter 1 and Quarter 2 of this year compared with a similar period last year. Standard risk assessments have fallen as medium risk assessments have increased, indicating risk at a lower level gradually increasing. Blaenau Gwent has seen a gradual decrease in high-risk submissions over the two years. The success in



less severe risk posed in this area is a reflection of the pilot scheme of situating a dedicated officer to screen Police Protection Notices and quality assure them at source. With this pilot being extended to other areas, it can be expected that the amount of

risk be proportioned more accordingly in the future.

Figure 3: Domestic Abuse Risk Comparison

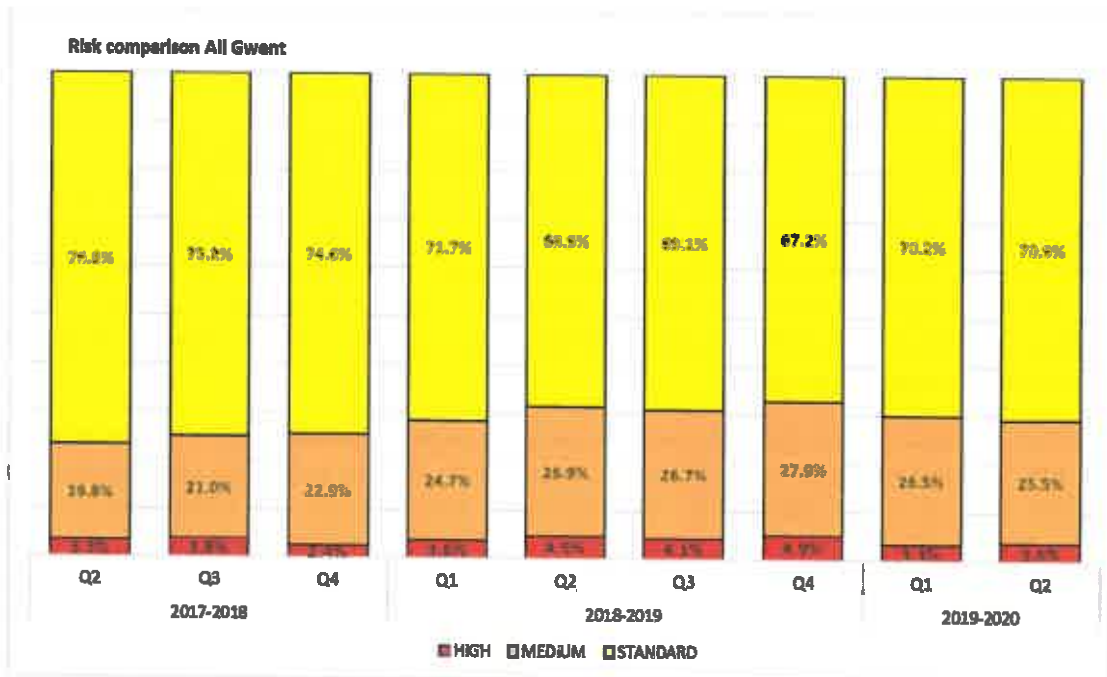


Table 5: All Outcomes for Domestic Abuse Crimes

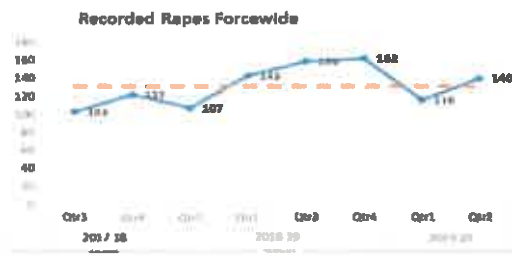
Outcomes for Domestic Abuse Crimes	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
1: Charged/Summoned	212	198	175	226	252	261	208	244	249	225	11%
2: Youth Caution/Conditional Caution	5	3	3	3	1	0	0	2	2	2	-5%
3: Adult Caution/Conditional Caution	52	40	44	73	59	35	27	27	22	42	-48%
8: Community Resolution/Youth Restorative Justice	12	11	3	10	8	7	7	9	5	8	-38%
10: Police - Formal action not in public interest	6	8	1	0	8	3	2	10	4	5	-14%
14: Victim declines/unable to support action to identify offender	36	28	32	24	24	17	28	32	29	28	4%
15: Named suspect, victim supports but evidential difficulties	414	402	461	545	540	610	585	612	816	554	47%
16: Victim withdraws support - named suspect identified	769	838	968	881	926	1045	935	900	1204	941	28%
17: Suspect identified but prosecution time limit expired	4	0	4	3	5	12	11	6	9	6	50%
18: Investigation complete no suspect identified	27	37	27	25	38	36	30	16	42	31	36%
20: Other body agency has investigation primacy	1	0	5	6	7	9	6	6	9	5	65%
New/Still Open	0	0	0	1	1	1	15	10	50	9	477%
Total	1598	1965	1723	1797	1869	2096	1834	1874	2441	1855	32%

Data from Qlikview during Quarter 2 has shown a marked rise in total outcomes recorded. Although this equates to a rise in overall Violence and Domestic Abuse figures, it would also indicate an increased number of outcomes being finalised during the quarter. The biggest increase has been seen with CO15 (Named suspect, victim support but evidential difficulties) and CO16 (Victim withdraws support – named suspect identified), however, CO1 (charge rates) have also increased.

However, the actual percentages for these categories against total outcome numbers has remained relatively stable. For example in Quarter 2 the CO16 category made up 49% of total outcomes, which is only a slight rise from the 48% it contributed in Quarter 1.

Violence without Injury makes up 58% of all Domestic Violence Offences.

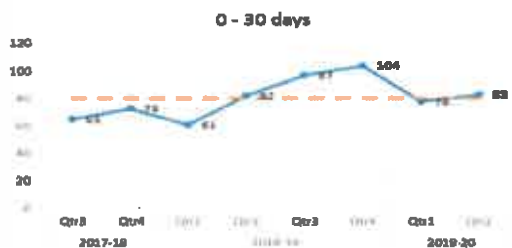
1.2.2



Rape

Figure 4: Recorded Rapes Forcewide Trend

The
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overall trend for Rape can be observed to be increasing peaks above the average seen during Quarter 2, 3 and 4 of year and also Quarter 2 of this year. A similar Increase was recorded during Quarter 1 and 2 last year.

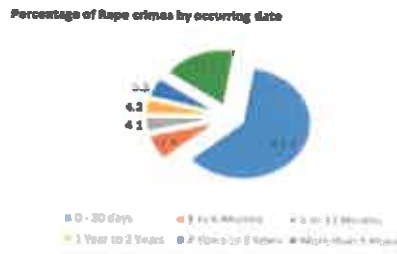
Figure
Rapes
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5: Rapes Reported Within 30 days

reported within 30 days have been at average levels for the two quarters, but In keeping with the general trend peaked Quarter 3 and 4 of 2018.

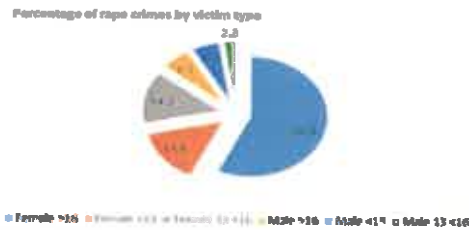
Figure 6:



Rapes Reported that Occurred more than 5 Years Ago

Figure 7:
2017/18)

It can be
reported
historical



Percentage of Rape Crimes by Occurrence Date (since Quarter 4

observed from figure 7, approximately 3 in 5 Rapes are within 30 days of them happening. Over 25% are dating back one year or more.

Figure 8: Percentage of Rape Offences by Victim Type

Rapes reported that occurred over 5 years ago have a median value of 24.5 crimes per quarter. This accounts for approximately 18% of all rapes reported.

The primary victims of rape are female with 86% of all victims falling into that category. While rapes can be observed to follow a rising trend it may be worth considering the following points. Recent reports (under 30 days) account for just over 3 in 5 cases. Historic cases over 5 years account for nearly 18% of all crimes. Historic cases over 5 years account for 15% of crime against females, most of which have a child victim. Historic cases over 5 years account for nearly 32% of crime against males, most of which again are a child victim. The increase in reporting of sexual abuse crimes, including historical child abuse, can be attributed to a range of political and attitudinal changes towards abuse across society. International, National and Local awareness campaigns, such as 'Me Too', BBC 'Three Girls' programme have increased public awareness of sexual abuse. Since 2016 there has been a public 'Independent Inquiry into Child Sexual Abuse' (IICSA) commissioned by the Government, requesting people to disclose their experiences of abuse through institutions. This has led to increased disclosures from that arena with

The Home Office increasing funding for historical Child Sexual Abuse and Child Sexual Exploitation in response to the IICSA. Media reporting on high profile and the subsequent successful prosecutions of current and historical adult and child sexual abuse, such as Barry Bennell, have all contributed to victims and survivors increased confidence of the Criminal Justice System. From the analysis above it would appear that more cases of historic abuse will come to light in forthcoming months and account for a proportion of all crimes reported.

Table 6: Outcome Rates for Rape and Sexual Offences

Outcome Rates for Rape and Sexual Offences											
Outcome	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
1: Charged/Summoned	40	35	24	16	21	27	8	8	4	20	-80.9%
10: Police - Formal action not in public interest	3	2	3	1	1	1	2	0	1	2	-35.7%
11: Named suspect below age of criminal responsibility	5	5	0	1	5	4	4	2	3	3	-6.9%
12: Named suspect too ill to prosecute	1	4	0	0	1	2	1	1	0	1	-100.0%
13: Named suspect but victim/key witness deceased or too ill	0	0	2	2	3	2	0	1	0	1	-100.0%
14: Victim declines/unable to support action to identify offender	26	29	28	21	25	38	34	21	11	26	-57.5%
15: Named suspect, victim supports but evidential difficulties	111	99	103	98	121	94	83	83	38	92	-58.8%
16: Victim withdraws support - named suspect identified	67	81	104	81	99	89	75	69	43	79	-45.3%
18: Investigation complete no suspect identified	48	45	40	54	47	67	102	40	30	53	-42.9%
20: Other body agency has investigation primacy	5	10	6	12	2	6	3	5	4	6	-32.1%
21: Named suspect, investigation not in the public interest	0	1	1	1	4	4	1	1	1	2	-35.7%
New/Still Open	19	15	24	28	65	55	115	129	257	79	227.2%

It must be noted that 66% of all rape investigations for Quarter 2 remain under investigation, and therefore an accurate analysis of the current picture is difficult to gauge. In this category in particular, investigation lengths tend to be longer and a time lag exists for true positive outcomes to be shown. Although charge rates currently appear to be very low compared with the average, this figure is anticipated to rise as investigations are completed.

The investigation of rape offences is a complex and challenging area of policing. A large number of cases can have very little supporting evidence other than the victims' disclosure. This can result in the Police or Crown Prosecution Service decisions hinging on matters of consent or the word of the victim against that of the suspect. Another issue is gaining the full support of victims to pursue the matter to a Crown Court trial. This can be for a myriad of reasons. All Gwent Police rape investigations are victim focused with the health and wellbeing of the victim at the centre of any investigative strategy.

Rapes are continually reviewed by a Detective Inspector, to ensure that every possible line of enquiry is progressed diligently and expeditiously, with the ultimate goal to achieve a positive outcome in line with the wishes of victims. Regular meetings are held with the Crown Prosecution Service to discuss and learn lesson from any adverse outcomes during court cases and also identify those cases outstanding with Crown Prosecution Service actions awaiting completion.

Analysis and research team are currently assisting the OPCC on a much more detailed analysis of rapes within the force area.

1.3 Number of Repeat Offenders

Table 7: Repeat Offenders by Year

Total Crime by Repeat Offenders												
All Offence Types	2017/2018				2018/2019				2019/2020 Year to date			
	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %
	22714	15504	4329	28%	25360	16410	5058	31%	12091	6588	2414	25%
Breakdown of Crimes by Repeat Offenders												
All Offence Types	2017/2018				2018/2019				2019/2020			
	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %	Offender related crime	Individual offenders	Repeat Offender	Repeat Offender %
Burglary - Non Dwelling	222	243	41	16.9%	189	217	32	14.7%	110	101	19	18.8%
Criminal Damage & Arson	2274	2126	346	16.3%	2346	2183	326	14.9%	1076	944	117	12.4%
Public Order Offences	2790	2820	376	13.3%	3909	3645	540	14.8%	2050	1795	257	14.3%
Shoplifting	2020	1096	913	28.6%	1571	887	258	31.3%	668	290	113	39.0%
Violence Without Injury	6991	5937	1113	18.7%	8861	6986	1599	22.8%	4265	2857	746	26.1%

Already this year to date 25% of all crimes have been committed by a repeat offender (an offender who has committed more than 1 crime this year across all crime types).

When looking at repeat offending across specific crime types, Shoplifting (39%), Violence Without Injury (26.1%) and Burglary Non-Dwelling (18.8%) have the highest percentage of offences committed by repeat offenders.

The force is committed to reviewing and strengthening its approach to repeat offenders across all crime types through its crime recording systems. This is by ensuring repeat offenders of multiple crime types are accurately recorded and addressed, as opposed to only concentrating on repeat offenders within the same crime category.

1.3.1 Integrated Offender Management

The statistics below gives the number of offenders for each area for a rolling 12 month period (Oct 2018 – September 2019) the cohort for each area changes on a month by month basis at the Multi Agency Selection Panel Meetings (MASP) where offenders are brought on and off the scheme, IDIOM will track all offenders on the scheme at that time according to their PNC.



IDIOM tracks each offender through their Police National Computer (PNC) arrests, charges and convictions.

The Home Office have generated a holistic cost of each crime going through the criminal justice process. This includes Police time in custody up to the court process.

The statistics for each area in Gwent clearly demonstrates the dramatic fall in the volume and cost of crime that each IOM offender has been charged with whilst on the IOM scheme.

The figures are broken down into a 12 month before, during and after being brought onto IOM. As each offender is tracked via their PNC, it is able to retrieve this data accurately. When brought onto the scheme the IOM nominal is generally at their peak of their offending. This figure will fall dramatically due to the IOM multi agency intervention, which will also be reflected in the offenders Licence conditions and the engagement with the IOM Management Teams. The explanation for the dramatic decrease in the volume of crime and the financial impact is generally due to the offender being targeted for non-compliance and being arrested, charged and sentenced or recalled to prison.

Table 8: IOM Offenders and Cost of Crime

IOM Area	Offenders	Before			During			After		
		Total Cost of Crime	Total Offences	Cost/Offender	Total Cost of Crime	Total Offences	Cost/Offender	Total Cost of Crime	Total Offences	Cost/Offender
East (Newport, Mon)	168	£ 3,616,276.00	1642	£20,830.21	£ 5,180,025.00	2266	£30,893.01	£ 1,141,943.00	367	£ 6,797.28
Torfaen	69	£ 2,108,739.00	787	£30,561.43	£ 4,010,075.00	1339	£58,117.03	£ 486,886.00	174	£ 7,057.91
Blaenau Gwent	64	£ 1,194,943.00	517	£18,670.98	£ 3,329,856.00	1336	£52,026.88	£ 169,320.00	91	£ 2,489.38
Caerphilly	72	£ 2,048,934.00	854	£28,457.42	£ 2,935,403.00	886	£40,789.49	£ 299,883.00	91	£ 4,186.15

These generated reports demonstrate

how IOM Multi-Agency intervention is proactive in reducing the volume and cost of crime.

1.4 Investigation Outcome Rates

Table 9: Combined Outcome Rates for All Crime

Outcome Rates for All Crime											
Outcome	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
1: Charged/Summonsed	1260	1173	1127	1317	1227	1187	1017	835	561	1078	-48.0%
2: Youth Caution/Conditional Caution	55	46	25	19	11	9	28	18	3	24	-87.4%
3: Adult Caution/Conditional Caution	284	219	267	288	231	198	179	170	142	220	-35.4%
4: TIC	2	4	1	14	1	3	8	5	0	4	-100.0%
5: Offender has Died	6	1	1	1	3	7	0	4	0	3	-100.0%
6: Penalty Notice for disorder	105	96	80	72	91	74	64	59	46	76	-39.7%
7: Cannabis Warning	48	53	49	43	66	67	64	64	48	56	-13.9%
8: Community Resolution/Youth Restorative Justice	177	178	151	180	185	176	159	129	56	155	-68.8%
9: Prosecution not in the public interest	0	5	0	1	2	1	2	2	0	1	-100.0%
10: Police - Formal action not in public interest	87	86	52	40	70	50	75	74	71	67	5.6%
11: Named suspect below age of criminal responsibility	31	21	7	10	14	14	16	13	26	17	53.9%
12: Named suspect too ill to prosecute	7	13	16	15	15	11	11	18	7	13	-44.2%
13: Named suspect but victim/key witness deceased or too ill	7	5	7	8	8	5	3	6	9	6	39.7%
14: Victim declines/unable to support action to identify offender	543	655	650	832	822	708	795	667	620	699	-11.3%
15: Named suspect, victim supports but evidential difficulties	1753	1709	1846	2294	2197	2032	2130	2051	1463	1942	-24.7%
16: Victim withdraws support - named suspect identified	2402	2700	2941	3485	3945	3505	3137	3294	3007	3157	-4.8%
17: Suspect identified but prosecution time limit expired	22	20	20	36	32	22	12	10	7	20	-65.2%
18: Investigation complete no suspect identified	5092	5287	4902	5770	5631	5704	5619	5459	4775	5360	-10.9%
20: Other body agency has investigation primacy	76	101	81	72	67	104	64	59	36	73	-50.9%
21: Named suspect, investigation not in the public interest	16	35	19	26	29	18	27	31	35	26	33.5%
22: Diversionary, educational or intervention activity	0	0	0	0	0	2	2	14	34	6	488.5%
New/Still Open	46	72	110	199	335	477	924	1616	4059	871	366.1%
-	9	19	16	22	29	18	22	19	19	19	-1.2%

Quarter 2 shows a decline in almost all outcome categories and particularly for charged and other positive outcomes. However, this is primarily due to the fact over 4000 offences in Quarter 2 are still under investigation. Generally, those investigations that require longer timescales to resolve will provide a higher percentage of positive outcomes, therefore meaning that positive outcome rates will increase as those investigations become finalised. This means there will always be a slight time lag in obtaining accurate outcome figures across all categories.

When comparing the last year with the previous one, there are a few categories which have experienced a general upward trend. These are:-

- Outcome 16: Victim withdraws support – named suspect identified:** this outcome is the second biggest recorded outcome, and has recorded numbers above 3000 in 2018/19 as opposed to lower figures the previous year.
- Outcome 18: Investigation complete no suspect identified:** this is by far the biggest recorded outcome for the past two years. It is now contributing almost 40% of total outcomes.

1.5 Youth Offending Rates


Table 10: Recorded Crimes by Youth Offenders

Youth Offending Rates by Crime Type											
Crime Type	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Quarterly % Difference Against Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Homicide	0	0	0	0	0	0	0	0	0	0	n/a
Burglary Non-Dwelling	17	8	7	10	4	10	16	22	10	12	-14.9
Bicycle Theft	7	4	0	5	3	0	1	6	5	3	53.8
Possession of Weapons	9	4	9	8	11	13	9	15	12	10	23.1
Other Sexual Offences	31	23	30	31	33	24	26	36	37	29	26.5
Public Order Offences	109	112	110	140	145	112	148	148	109	128	-14.8
Criminal Damage & Arson	199	175	137	151	140	146	167	179	122	162	-24.6
Drug Offences	36	16	34	40	41	47	28	37	36	35	3.2
Robbery	5	12	5	25	6	3	3	9	5	9	-41.2
Violence without Injury	226	264	235	284	269	262	312	259	208	264	-21.2
Violence with Injury	131	137	116	146	134	117	112	122	98	127	-22.8
Rape	9	8	9	5	4	10	7	7	7	7	-5.1
Shoplifting	63	41	33	29	23	27	18	29	26	33	-20.9
Miscellaneous Crimes	27	55	25	49	29	52	52	31	26	40	-35.0
Theft From the Person	1	7	3	4	0	3	1	2	3	3	14.3
All Other Theft	45	25	28	31	30	12	26	18	25	27	-7.0
Vehicle Crime	19	5	9	5	8	8	12	6	11	9	22.2
Burglary Dwelling	22	21	4	16	14	11	17	8	4	14	-71.7
Total	956	917	794	979	894	857	955	934	744	911	-18.3

Youth offending in Gwent accounts for around 6.5% of total crime recorded. However, within Quarter 2 this figure fell to just 4.9%. This is partly be due to offenders and suspects not yet being identified in some investigations and it is expected that the figures will rise once these investigations are progressed.

To further understand this landscape, the performance team are collating data from the three respective Youth Offending Services within Gwent focussing specifically on first time entrants into crime and re-offending rates. This data will be included in future reports.

1.6 Women's Pathfinder

 The Women's Pathfinder Whole System Approach (WSA) and the Early Intervention Service (EIS) for young adults aged 18 – 25 went live on the 1st October 2019 having been commissioned by the Gwent and South Wales Police and Crime Commissioners and HMPPS in Wales. It will be delivered by Future 4 which is a consortium made up of G4S, Safer Wales, Include and Llanmau. The team will be based at both Gwent Police Custody Units in Newport and Ystrad Mynach, but they will also provide support for any referrals from the force Voluntary Attendance sites.

The Whole System Approach for women takes good account of the need to assist women in particular to counter the impact of Adverse Childhood Experiences (ACEs) on their own lives and to reduce the likelihood of their children experiencing trauma. The 18-25 service, to help young adults avoid the barriers that a criminal record creates, reflects the learning in Wales about the benefits of targeted early intervention - taking account of the vulnerability and maturity levels of young adults in the criminal justice system.

The Future 4 partners will work across Gwent and South Wales to help people access the support they need to avoid involvement in the criminal justice system and build a better life. If a young adult aged 18 to 25 is arrested anywhere in Gwent we will refer them to Future 4 if they are not to be charged with an offence. Young Adults will be encouraged to make the best possible use of the opportunity to avoid a criminal record both following the incident

of concern and longer term. There may also be times when they have received a formal caution or are charged with an offence and may opt for support from Future 4 or we consider that support should be provided by Future 4.

1.7 Rural Crime

The Rural and Wildlife Crime Team was launched in January 2019 with the aim of creating safer rural communities through public engagement and strong partnership working. The team are keen to work with partners to raise the profile of rural affairs and embed a rural focus into policing culture.

The force's strategic priorities include Equine Crime, Fuel Theft, Farm Machinery & Plant Theft, Poaching, Livestock Offences (Theft & Attacks from Dogs) and Fly tipping. Additionally, the team also concentrate on national Wildlife Crime Priorities which include Badger, Bat and Raptor Persecution

During the last quarter, the team have investigated 38 rural crimes and established 6 target hardening initiatives. Persons residing within our rural communities often feel vulnerable and isolated. Indeed during this period, the team identified three vulnerable adults suspected to be victims of Modern Day Slavery and signposted them to the Modern Day Slavery Team to safeguard them from further harm.

An additional 14 new Wildlife Officers have been identified and trained during this period.

1.8 Harm Reduction

Gwent Police employ four Harm Prevention officers whose fundamental roles are to proactively support the LPA's in targeting night time economy and alcohol related crime and disorder in supporting the delivery of the crime prevention strategy.

Between July and September the team have overseen 566 licencing applications with 23 objected to through concerns around the 4 licencing objectives of the Prevention of Crime and Disorder, Public Safety, Prevention of Public Nuisance and Protecting Children from Harm.

Over 100 acid attack kits have now been successfully rolled out in all five areas of the force, predominantly to their licenced premises staff, who have received training in their effective use. Although there have been no recorded acid attacks in Gwent to date, this initiative is very much about having the ability to effectively respond should there be a requirement. The scheme is the first of its kind in Wales and has received National publicity.

The Pubwatch programme continues to grow from strength to strength. The scheme is run by local licenced premises to tackle Crime, ASB and Disorder. To date over 150 people have been banned from Public Houses in the West LPA alone. Indeed, the Pontypool Pubwatch scheme has been nominated for a National Award for its engagement and enthusiasm in tackling localised issues.

1.9 Cyber Crime CSO

With over 1600 online twitter followers, the force's Cyber CSO continues to give invaluable advice and guidance through the @GetSafeOnline campaigns. In addition to providing advice to her online communities, the officer has also attended a number of high profile events in the last quarter including the Monmouth, Usk and Bedwellty Shows to engage with our more rural communities. The officer has also delivered a series of talks to hundreds of residents in communities throughout Gwent on Cyber Safety and Scams, to recipients including elderly residents, college 'fresher' students, young persons and indeed adults with learning difficulties aged 18-60.

1.10 Paedophile Online Investigation Team (POLIT)

The Paedophile Online Investigation Team consists of a specialist group of officers tasked with dealing with a complex and emerging threat to the communities of Gwent. Offenders are increasingly using the Internet and linked

technology to pose threat, risk and harm to children and young people. The POLIT team has been established to safeguard children and young people as in keeping with the Crime Commissioner's vision. During Quarter 2 of this financial year, 13 warrants were executed, 10 persons arrested and 35 children have been safeguarded.

1.11 Serious Organised Crime

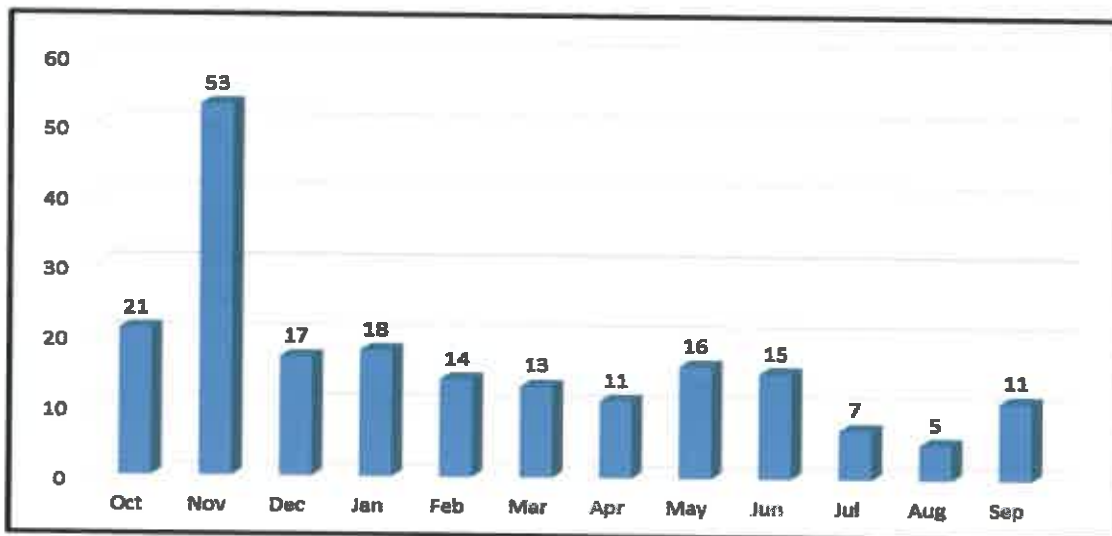


Figure 9: OCG Disruption Table (2018-2019)

The amount of disruption has fluctuated since the start of the year. The high of 53 disruptions recorded last November will not likely be replicated due to more stringent requirements in reporting. Last quarters figures are not representative due to the summer holidays where the capacity to disrupt effectively has been mitigated.

In the last two quarters Gwent Police have been involved in several Operations aimed at targeting Serious and Organised Crime. Operation Dynamic saw 92 seizures of controlled drugs and 34 premises searches. Included in that were 42 arrests, 101 suspect interviews which led to 38 people charged and 37 prosecutions. To date 23 have been sentenced totalling 62 years 7 months (average of over 32 months each). A further 14 are to be sentenced over the next six weeks. Approximately £8,000 was seized and significant multi agency enforcement safeguarding plans around children and vulnerable people put in place.

Operation Chino saw seven houses and two commercial garages searched. There were five arrests and 3.2 kilograms of cocaine seized along with £43,000 in cash. Along with this, seven high performance and high value cars, three transit vans, four quad bikes, and multiple motor bikes, dune buggies and a camper van were seized. Convictions have ranged between four to 12 years.

1.12 Problem Orientated Policing Plans

Problem Orientated Policing Plans (POP) is an approach to tackling crime and disorder that involves the identification of a specific problem, thorough analysis to understand the problem, the development of a tailored response and an assessment of the effects of the response.

There are currently 113 POP Plans held on Niche. We are using the temporary post holder for Crime Reduction to perform the function of POP Champion within the Intervention and Prevention department. The CADRO for each geographical section will undertake the role of POP Tactical Advisor (TA). The TA will be involved in the local tasking process and will advise the Geographical Inspector, who is the arbiter for whether a POP plan is appropriate.

The POP Portfolio Lead has developed terms of reference to support a POP Steering Group. The first meeting, is scheduled for November, and will review the POP plans. The POP Portfolio Lead will chair the meeting, which will provide a steer for the force in the way that it actively seeks to solve problems on a local and Pan Gwent basis. It will ensure that the principles and methodologies of POP are adhered to.

The following case study is a typical example of partnership working within each of the Community Safety Hubs that are established within the force area:

One individual had repeatedly contacted the emergency services within one particular Local Authority over a two-month period (Gwent Police alone had received 40 reports). The nature of the calls were a combination of suicidal threats and verbal abuse from the person.

Local Officers, Mental Health Services, Welsh Ambulance Service Trust (WAST), Social Services and the person's GP, undertook an information sharing meeting within the hub space. An action plan was subsequently created including the placing of information markers for call handlers in all emergency services, warning letters sent regarding his behaviour and consideration for a Community Protection Warning to be issued by Crime and Disorder Reduction Officer (CADRO).

A joint visit was then undertaken between Police and WAST whereby additional needs were identified that were not being met. A subsequent meeting with Adult Social Services and home visit resulted in the person receiving additional financial support and access to transport to address identified issues.

This intervention has resulted in there being no further reports made to any emergency service and the person concerned being signposted to agencies who are currently providing worthwhile support.

1.13 Crime Prevention Campaigns

Oversight and governance for all Crime Prevention activity within the force is currently being drawn together to improve alignment, efficiency and effectiveness. The existing Neighbourhood Policing Strategy Meeting is to broaden its scope to become the force Crime Prevention Strategy Meeting. This will be chaired by a Chief Superintendent who has been appointed by the Chief Constable to lead on this work. The scope of Crime Prevention work to be managed through this arrangement will include Volume Crime, Anti-social behaviour, Serious and Organised Crime, Protecting Vulnerable People, and Counter Terrorism/Domestic Extremism.



Since the beginning of April, the Corporate Communications Department has supported at least 12 Local or National Crime Prevention campaigns. Two significant examples include: Operation Sceptre – a knife crime prevention campaign. This was completed in September and received over 1 million views on the force's social media accounts. It also formed part of an overarching engagement plan to tackle knife crime. In addition to presentations delivered to both mini police and cadets, mobile police units were also placed in identified knife crime hot spot areas to provide both reassurance and crime prevention advice to the public. The campaign resulted in the surrender of 84 knives and 12 knife related arrests.

Operation Bang – a force campaign that provides Reassurance and Safety Prevention Advice lead up to Bonfire Night. In excess of 6000 posters were designed and printed for distribution to schools, shops and residents through the respective Neighbourhood Policing Teams. Additionally, advice and reassurance messages are placed on the force's social media sites and joint proactive patrols are conducted in collaboration with SWFRS in identified 'hotspot' areas.



1.14 Number of School Beat Sessions

Gwent Police currently employs 14 School Community Police Officers (SCPO'S) that deliver a series of Crime Prevention inputs / lesson deliveries and Supportive School Policing Initiatives throughout schools within the County that aim to:

- Educate children and young people about the harm substance misuse can cause to their health, their families and the wider community

- Promote the principles of positive citizenship through the medium of education
- Achieve a reduction in the levels of crime and disorder within our young communities.

SCPOs also provide a variety of Supportive School Policing (SSP) and safeguarding activities. These will include resolving incidents using the School Crime Beat Policy and where applicable, Restorative Approaches. SCPO's are also able to deliver a variety of age appropriate school assemblies.

During Quarter 2, SCPO's undertook the following:

No. of School Crime Beat Incidents	No. of RA/RJ Sessions	No. of Intelligence Logs	No. of Safeguarding Referrals (solely completed by SCPOs)	No. of Hours Spent on School and External Safeguarding Meetings	No. of Hours Spent on Truancy Patrols and Test Purchasing	No. of hours Spent on YOS/YOT Meetings	No. of Hours Spent on NPT Referrals and Tasking
133	70	7	3	147:50	0	0	70:30

Number of Lesson Deliveries	Pupil Contacts
425	11,691

Lesson Deliveries by Menu Group and Theme:

	Drug and Substance Misuse	Safety (Including Safeguarding)	Behaviour
Critical Core	161	65	0
Targeted Menu	0	121	30
Support Menu	14	29	5
Total	175	215	35

Additional Assembly Pupil Contacts	6806
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It is important to note that the school summer holidays would have affected activity during the period 1st July 2019 to 30th September 2019

Other SCPO led Activity:

Between 22nd July 2019 and 16th August 2019 in excess of 130 pupils throughout Gwent participated in the 'Motivating Our Youth Project' led by SCPOs. The project encouraged team work and positive citizenship and provided pupils with a series of challenging outdoor activities including mountain walking, white water rafting, kayaking and gorge walking.

SUPPORTING VICTIMS

2.1 Number of Repeat Victims of Crime

Total Repeat Victims												
All Offence Types	2017/2018				2018/2019				2019/2020 Year to Date			
	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %
	37657	29657	5040	17.0%	44660	33016	6668	20.2%	22393	17870	3147	17.6%

Breakdown of Repeat Victims by Crime Type												
All Offence Types	2017/2018				2018/2019				2019/2020 Year to Date			
	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %
All Other Theft	3269	3123	140	4.5%	3251	3090	152	4.9%	1549	1513	49	3.2%
Bicycle Theft	303	304	4	1.3%	406	400	10	2.5%	200	198	4	2.0%
Burglary - Dwelling	2507	2512	88	3.5%	2399	2397	104	4.3%	1191	1181	37	3.1%
Burglary - Non Dwelling	540	553	20	3.6%	543	539	31	5.8%	290	285	17	6.0%
Criminal Damage & Arson	7034	6075	638	10.5%	6978	6102	649	10.6%	3249	2984	249	8.3%
Drug Offences	20	21	0	0.0%	22	22	1	4.5%	20	22	0	0.0%
Homicide	4	4	0	0.0%	3	3	0	0.0%	2	3	0	0.0%
Misc Crimes Against Society	726	724	21	2.9%	832	832	27	3.2%	370	365	13	3.6%
Other Sexual Offences	735	720	34	4.7%	743	755	26	3.4%	364	362	11	3.0%
Possession Of Weapons	28	29	0	0.0%	26	25	1	4.0%	21	21	0	0.0%
Public Order Offences	3933	3589	283	7.9%	6218	5414	602	11.1%	3481	3185	279	8.8%
Rape	341	315	20	6.3%	368	312	21	6.7%	166	156	9	5.8%
Robbery	240	252	3	1.2%	282	271	9	3.3%	146	144	5	3.5%
Shoplifting	350	298	41	13.8%	378	319	37	11.6%	216	189	18	9.5%
Theft From The Person	323	322	2	0.6%	359	357	5	1.4%	139	140	0	0.0%
Vehicle Crime	3060	2985	85	2.8%	3013	2958	94	3.2%	1510	1488	35	2.4%
Violence With Injury	4749	4482	275	6.1%	5494	5136	373	7.3%	2645	2564	128	5.0%
Violence Without Injury	9513	8118	1112	13.7%	13345	10433	2024	19.4%	6804	5514	1064	19.3%
Totals	37655	34426	2766	8.0%	44660	39965	4166	10.6%	22363	20314	1918	9.4%

Table 11: Repeat Victim Numbers

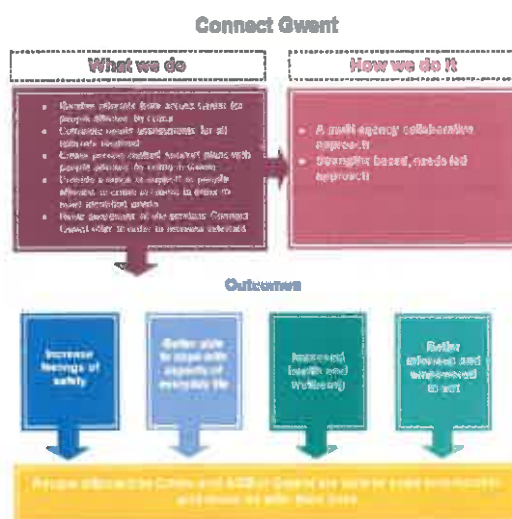
Already this year to date 17.6% of all crimes have been committed against a repeat victim (a victim who has had more than one crime of any crime type committed against them). When looking at repeat victims across specific crime types Violence without Injury (19.3%), Shoplifting (9.5%) and Public Order (8.8%) are the highest percentages.

Violence without Injury is linked to those crimes where offender and victim are known to each other, particularly within Domestic Abuse (Stalking/Harassment/Malicious Communication), therefore a direct correlation between high numbers of repeat offenders and repeat victims can be evidenced within this crime category.

2.2 Number of Victims engaged with Connect Gwent

During Quarter 2, Connect Gwent received 6480 referrals, 467 of these receiving ongoing support from agencies. This is equated to 7%. With the introduction of Victim Code training to supervisors throughout the force, it is anticipated that the volume of referrals will decrease with greater emphasis applied to necessity and quality of referral.

performance
4 key



Connect Gwent has recently created its own framework (as highlighted below) which focuses on outcomes and subject to scrutiny and accountability through the Victims Board.

2.3 Number of Victims safeguarded by Financial Abuse Officers

From April to September, the department has identified 366 contacts from a combination of National Fraud Intelligence Bureau lists and Force Systems. This has resulted in a number of persons visited force-wide. Since the introduction of the Fraud Triage Unit, officer workload has doubled.


An example of the work being undertaken involved an elderly stroke victim who had been contacted by a male who identified himself as a police officer from another force area. The victim was persuaded to transfer over £5K from her account to a "safe account". The bank in question did not challenge or question the transfer sufficiently and initially refused to refund the money when it was established that it was a fraudulent transaction. At a local conference, a member of the Economic Crime Unit spoke to the head of Financial Investigation regarding this and through further consultation was able to get this case reviewed. The victim was subsequently refunded in full and safeguards put in place to protect the victim.

A dedicated Protect Officer is now established within the team, who will be more focused on the prevent aspect of Cyber Crime. The role will involve contacting small and medium size businesses and community groups, providing advice on how not to become a victim of a cyber-attack. The officer will also liaise with repeat victims in an effort to prevent them being targeted by further offences in the future.

2.4 Number of Victims safeguarded from MDS/CSE

	2017-2018			2018-2019				2019-2020			
Modern Day Slavery	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	2 Year Quarterly Average	Q2 Difference Against Quarterly Average
National Referral Mechanism	4	9	21	26	19	20	11	11	11	15.1	-4.13
MS1 notices	1	1	6	3	1	5	6	10	3	4.1	-1.13
Total	5	10	27	29	20	25	17	19	14	19.0	-5.00
Negative Reasonable Grounds	1	0	0	2	6	5	1	4	1	2.4	-1.36
Positive Reasonable Grounds	3	9	21	24	13	6	20	6	10	11.5	-1.50

Table 12: Modern Day Slavery figures

 Total figures for Quarter 2 of this financial year are in line with, or just below the quarterly average and reflect a consistent approach to tackling this type of crime. National Referral Mechanism (NRM) notices, which are a framework for identifying potential victims of trafficking and ensuring they receive appropriate support and assistance, fell below the quarterly average.

There are now more than 1200 officers and staff qualified compared to 374 before the group was in place. This has increased Modern Day Slavery recognition in Gwent. Detectives in Public Protection are responsible for managing all inquiries.

Gwent has a Multi-Agency Risk Assessment Conference (MARAC) for Modern Day Slavery. Agencies refer cases to a recently appointed MARAC co-ordinator for consideration. The co-ordinator's role will enhance the force's response to reports of MDS ensuring that a standardised and victim focussed approach. All MARAC meetings are chaired by a Detective Chief Inspector with appropriate partners present.

2.5 Number of Missing Children and Repeats

Table 13: Missing Children Occurrences

Missing Children	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	2 Yearly Average	Q2 Difference Against Quarterly Average
Missing Children Occurrences	1106	895	817	1298	912	667	898	892	802	921	-12.9% ▼
Number of Missing Children	309	314	277	345	317	248	333	327	294	307	-4.3% ▼
Repeat Missing Children	143	137	123	169	151	109	140	143	113	136	-17.2% ▼

Table 13 shows that the number of missing children, and repeat missing children, continues to remain low, and below the 2 year quarterly average. It is even more significant when considering this period of the year usually experiences the highest numbers of children going missing, and Quarter 2 (19/20) is significantly below the same periods in preceding years. This decline has in part been attributed to the on-going work from the Missing Children's Team, although there is also a link between less clement weather conditions and a drop in the number of children being reported missing.

	2018-2019		2019-2020			
Missing Children from Care Accommodation	Q3	Q4	Q1	Q2	2 Yearly Average	Q2 Difference Against Quarterly Average
East	286	332	322	358	325	10.3%
West	155	189	178	260	196	33.0%
Forcewide	441	521	500	618	520	18.8%

Table 14: Children that go missing from Care Accommodation

During Quarter 2 a higher number of children went missing from care accommodation than has been seen in the previous quarters. This figure was more significant in the West, which saw a 33% increase against the average, as opposed to the smaller 10% increase experienced in the East.

2.6 Number of Referrals made to Force Control Room Mental Health Practitioner

Table 15: Referrals to Mental Health Practitioner

	2018-2019				2019-2020			
Referrals from FCR to MH Practitioner	Q1	Q2	Q3	Q4	Q1	Q2	4 Quarter Average	Q2 Difference Against Quarterly Average
Referral No.	N/A	2212	2368	2562	2504	2708	2471	9.6% ▲

N.B Data only available w/e from April 2018 as newly formed team

The numbers of referrals reported in Quarter 2 has increased by 9.6% (n=237) above the average for the past four quarters. No data exists prior to that period due to it being based on a new team developed during 2018.

Since Quarter 1 Swansea University have delivered their research on the service. That research has indicated that the service is perceived as invaluable by Police Officers and Staff and valued by partners in Health and Social Care. There is some evidence of the service having a significant impact on the use of Section 136 which has led to a reduction in inappropriate Police dispatch. Although there are caveats to the data collected, cost analysis suggests that the triage team may be having a significant impact on reducing the cost to Gwent Police of responding to mental health incidents.

2.7 Number of Police Protection Notices - Children and Vulnerable Adults.

Table 16: PPNs: Child and Adult

PPN Numbers	2017-2018			2018-2019				2019-2020			
PPN - Nature of Concern	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	2 Yearly Average	Q2 Difference Against Quarterly Average
Adult at Risk	1002	908	1017	1178	1357	1300	1380	1503	1600	1206	37.7 ▲
Child Concern/Child Sexual Exploitation	2351	2133	2306	2922	2740	2583	2683	2896	3240	2577	25.7 ▲

Table 31 captures the number of referral notices for both adults and children. The number of referrals for adults at risk has risen significantly over the past year and is now at a figure 37.6% (n=454) above the quarterly average.

The number of child referrals has also increased to 3240, which is 11.9% higher than the last quarter and 25.7% (n=663) above the average.



There may be multiple reasons for the increase in adult referrals. Wales has an ageing population, with the Office of National Statistics predicting that the only demographic in Wales likely to increase between now and 2041 is people over 65. The measures of the Social Services and Wellbeing Act were introduced in 2014 but many partner agencies are only now introducing them, leading to a confusion of standards for adult referral across Gwent.

It is worth noting that while the number of PPNs relating to adults may have risen, the Force Management Statement shows that the number of strategy discussions relating to adult safeguarding dropped significantly in the financial year to March 2019, dropping from a mean of 85 each month to a mean of 46. This reflects that few of the Police Protection Notice referrals reach the threshold for criminal investigation and are related to adult safeguarding and protection.

From May 2019, we started early intervention projects in Newport and Blaenau Gwent, offering early intervention and support for families not meeting statutory safeguarding thresholds. The projects represent an opportunity to build into existing systems and consider how co-location of Police, Social Care and Education can improve early information sharing and collective decision-making.

The projects have been supported by the delivery of bespoke workshops for officers in Blaenau Gwent and Newport. These focus on improving the quality of Police Protection Notices and increasing knowledge of safeguarding thresholds and referral pathways to support services. Partners are already reporting an improvement in the quality of Police Protection Notices, which is contributing to the support for families.

Following the evaluation by the National Research Team a sustainability paper has been approved through service improvement board that points toward extending the reach of these pathfinder areas into the remaining local authority areas. Torfaen will have a co-located resource as of 11th November and discussions have been held in within Monmouthshire and Caerphilly seeking approval for a similar approach.

Operation Encompass

Table 17: Operation Encompass

Operation Encompass	2019-2020		Quarterly % Difference
	Q1	Q2	
Reports	1142	1324	15.94
CYP Involved	1578	1792	13.56



Operation Encompass is a Police and Education early intervention safeguarding partnership, which supports children and young people experiencing Domestic Abuse. Police report to schools prior to the school day when a child or young person has been involved or exposed to a Domestic Abuse incident in the previous 24 hours. In the second quarter of 2019, Gwent Police notified schools of 1324 reports involving 2344 children (1792 unique children due to multiple calls to some locations). This is an increase in activity from the first quarter of 2019, when Gwent Police notified schools of 1142 reports involving 1578 children.

On 4th March 2019, Operation Encompass went live across all five Local Authority areas in Gwent. An Interim 'Indirect' process was adopted which meant Gwent Police sent all Operation Encompass alerts to a nominated Local Authority education representative in each of the five local authority areas. The Local Authority forward the information, via email, to the school the child or young person attends. The 'indirect' process was felt to be necessary whilst practice changes within Gwent Police are embedded; the most significant of these being officers recording the name of the child's school and if they were present on police systems to enable the timely identification of child and school. As part of the implementation plan a rapid review was scheduled.

The review made four recommendations, which have been agreed and delivery has commenced.

Next steps: Phase 1 – Sept 2019- March 2020: Delivering against the Recommendations

Gwent Police are the first force in Wales to implement Operation Encompass on a regional footprint. Therefore, coupled with the in-depth review, The Early Action Together Programme delivery officer has been leading discussions with Gwent Police change team, South Wales Police and Deloitte to develop new digital solutions and operating models which would be effective for both South Wales Police and Gwent Police. This will reduce demand

on Local Authority's and Gwent Police resources whilst enhancing the effectiveness and consistency of the information that is shared with schools.

Post March 2020: Phase 2

Gwent Police and partners to consider practice from across the UK to enhance the existing Operation Encompass offer e.g. Nottinghamshire Police Force provide early notifications to schools of any critical safeguarding incidents which is aligned to knife crime and serious youth violence

2.8 Number of Multi Agency Risk Assessment Conference Referrals

Table 18: MARAC Referrals

Marac Referrals	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	2 Year Quarterly Average	Q2 Difference Against Quarterly Average
Initial	106	122	167	196	201	209	186	180	210	171	22.90
Repeat	35	32	46	56	78	65	78	54	78	56	40.54
Total	141	154	213	252	279	274	264	234	288	226	27.22

Initial MARAC referrals for Quarter 2 were above the 2-year average by 22.9% (n=39), to a figure which is the highest seen within the recording period. Repeat referrals also increased during this time. This increase is extremely positive and indicates that more people are entering the referral system with an additional layer of safeguarding being applied. Cases discussed at MARAC will involve many partner agencies such as the Health Service, Housing Associations, Probation Service, Drug and Alcohol Service and Social Services.

Gwent manages all high-risk cases via the MARAC process. The Police chairs of MARAC meetings are ordinarily the Detective Inspectors responsible for managing domestic abuse in their LPAs. However, to enhance the MARAC process, a MARAC coordinator has now been appointed and is due to start shortly. The role of a MARAC co-ordinator will mean MARAC meeting times are reduced meaning more victims are safeguarded. In addition to this, the co-ordinator will hold partner agencies to account for their attendance and ensure that the right people are attending the meetings. Numbers are still increasing with a record high of 115 for October 2019.

2.9 Number of Domestic Violence Protection Notice's issued

Table 19: Number of DVPN's and DVPO's

Number of DVPNs & DVPOs												
Type	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average	
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2			
DVPNs	3	0	4	10	20	30	16	9	9	12	-21.7	▼
DVPOs	2	2	4	8	16	20	8	5	7	8	-13.8	▼

Numbers of Domestic Violence Protection Notices' and Domestic Violence Prevention Orders' in Quarter 2 continued to remain low, and below the two year average. They have both declined since reaching a high during Quarter 2 and 3 last year. This could be a reflection of the increased awareness and drive in this area last year from specialist teams tailing off to focus on other areas. There is work being completed with custody and the NICHE team to streamline the process.

2.10 Arrest and Voluntary Attendance Rates

Table 20: Number of Arrests

Number of Custody Records											
Category	2017 -2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average % (where relevant)
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Overall	1579	1805	1718	1896	2033	2067	1975	1908	1995	1925	2.1
Under 18	174	196	125	180	151	115	150	152	101	148	-91.7
18-25	470	480	382	451	443	466	452	479	428	447	-4.2

Number of Offences Arrested For											
Crime Type	2017 -2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average % (where relevant)
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
All Other Theft	81	69	52	48	71	83	49	52	44	68	-30.3
Bicycle Theft	1	2	0	2	4	4	6	1	6	3	
Burglary - Dwelling	79	66	61	67	89	48	79	47	58	67	-13.4
Burglary - Non Dwelling	52	53	51	61	56	54	62	67	53	57	-7.0
Criminal Damage & Arson	286	267	279	322	348	379	335	322	281	320	-9.0
Drug Offences	312	244	231	302	287	309	297	330	327	297	10.3
Homicide	1	1	1	0	5	2	1	2	3	2	
Misc Crimes Against Society	141	158	154	188	224	211	193	148	164	177	-7.3
Non Notifiable Offences	360	356	314	298	389	413	349	390	405	356	13.7
Other Sexual Offences	58	77	61	58	95	85	54	66	64	69	-6.7
Possession Of Weapons	78	58	68	81	69	82	93	84	96	74	30.6
Public Order Offences	212	178	170	232	239	232	227	288	302	216	33.7
Rape	50	44	29	49	52	57	58	41	45	48	-9.5
Robbery	23	38	32	116	34	25	31	45	24	43	-44.2
Shoplifting	311	256	294	282	289	284	230	199	288	261	2.8
Theft From The Person	40	32	35	36	49	33	50	47	35	40	-13.0
Vehicle Crime	75	72	108	83	68	70	87	84	85	81	5.1
Violence With Injury	134	149	148	194	212	222	225	203	186	186	-10.7
Violence Without Injury	658	638	577	808	1,052	934	917	807	925	814	13.7
Other*	651	566	524	291	408	411	410	357	416	452	-3.6
Total	3803	3324	3184	3551	4000	3878	3778	3572	3795	3623	4.7

Table 20, shows that although the number of offences arrested have increased year on year, the number of persons actually arrested during Quarter 2 19/20 is lower than in the same period in both the previous two years. This decline is also replicated in person arrest numbers reported for U18s and 18-25 year olds.

Following the HMICFRS inspection in June, training was delivered to LPA officers around the topic of Children in Police Custody. The training took place at the stations throughout the force and contained information on a number of topics, such as, Code G – targeting specifically around the arrest of children being ‘absolutely necessary’ in every circumstance and what are the alternatives to custody – what to do and who to call in the event of the arrest not being ‘absolutely necessary’ including other agencies, diversion and the importance of a good Police Protection Notice.

This approach undoubtedly has had a positive impact on the arrest rates and offences attributed to under 18's during this quarter.

The force continues to operate the two unit Custody model, however the force has seen a decrease in arrest numbers during September 2019, which has coincided with a reduction in the use of Voluntary Attendance during August and September.

There is an acknowledgement among senior officers that arrest / VA rates need to be addressed and a cultural change needs to be embedded within the fabric of the force to improve performance in this area.

Work continues on a new single custody facility and a number of suitable sites have been identified in the Torfaen area of the force. Detailed plans on requirements for the unit are to be submitted to the board in December 2019.

Joint custody training has commenced with officers from Gwent undertaking a joint course with South Wales Police colleagues in October 2019.

The new force Diversion hub went live on the 1st October at both custody facilities and includes a Women's Pathfinder and 18-25 scheme provided by Future 4 who have been awarded the contract for both Gwent and South Wales Police.

Table 21: Voluntary Attendance

Voluntary Attendance Rates											
Voluntary Attendance Rates	2017-2018			2018-19				2019-20		2 Yearly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
	1035	912	920	1006	1049	923	855	962	850		

There is no significant change in voluntary attendance rates across the period, with numbers continuing to remain significantly below the two year quarterly average, and the higher numbers seen during the early part of last year. VA rates for Quarter 2 are 11.1% (n=107) below the average and 18.9% (n=199) below the same period last year.

Table 22: Number of Persons Released Under Investigation

Number of Persons Released Under Investigation						
RUI's	2018-2019		2019-2020		4 Quarter Average	Q2 Difference Against Quarterly Average
	Q3	Q4	Q1	Q2		
East	731	706	603	613	680	-9.9%
West	589	550	580	612	573	+7.3%
Total	1320	1256	1183	1225	1253	-2.2%

The number of people released under investigation each quarter has declined in the East LPA over the past year, but at the same time has risen in the West LPA, to the point that both areas are now comparable in numbers. The offset in the West means that overall force numbers are only slightly below the quarterly average.

There has been a recent announcement from the Home Office that they will be conducting a comprehensive review of the current legislation. The Home Office has stated this will "review the legislation to ensure the safety of victims is prioritised and police supported in investigating all offences."

2.11 Victim Contact Management Compliance

The Victim Contact Management (VCM) module within NICHE allows officers to manage their interactions with victims throughout an investigation. This includes how and when victims would like to receive updates about their investigation and whether they wish to be referred to victim services.

The VCM records contact details including preferred means of communication, preferred language and any times to avoid when contacting (including safe time to call vulnerable victims). This ensures that police officers are communicating with victims in a way that is best suited to their individual circumstances. Also, the VCM records whether the victim wishes to be referred to victim support services which ensures that victims receive the support

they need. The update schedule/contract that has been agreed with the victim around receiving regular updates allows officers to record the victim's wishes in relation to updates ensuring that they receive them in a way and a frequency that is best suited to their individual circumstances. The VCM allows officers to set automated reminders when victim updates are due to ensure that the contract made with the victim is adhered to.

The VCM benefits the victim throughout their journey by ensuring they are offered the opportunity to be referred to victim services to receive the support they require. It also ensures that communication between police officers and victims is done in a way that is best suited to victims' individual circumstances and ensures that victims are aware of how and when they will be updated about the investigation thus allowing them to be and feel informed about their case.

The Victim Contact Management (VCM) has dramatically increased and improved throughout Quarter 2 since the introduction of Supervisory training throughout August around this and other elements of the Victim's Code. In July there were 747 VCM's completed. This has significantly increased by 55% to a figure of 1666 in September. The current % completion rate of VCM's stands at 72%.

Although this is a positive trend, continued focus needs to be applied to the quality of VCM's which will be undertaken through supervisory dip-sampling and oversight at the monthly Victim's Board.

Week Commencing	No. of Occ. With an aggrieved	No of VCM's Created	% of occ with VCM
01/07/2019	216	118	55%
08/07/2019	297	148	50%
15/07/2019	303	167	55%
22/07/2019	283	126	45%
29/07/2019	339	155	46%
05/08/2019	326	138	42%
12/08/2019	318	117	37%
19/08/2019	431	155	36%
26/08/2019	574	247	43%
02/09/2019	524	263	50%
09/09/2019	811	405	50%
16/09/2019	712	432	61%
23/09/2019	700	455	65%
30/09/2019	691	441	64%
07/10/2019	712	539	76%
14/10/2019	896	577	62%
21/10/2019	997	720	72%

Table 23: Victim Contact Management Compliance

COMMUNITY COHESION

3.1 Numbers engaged with Your Voice

Your Voice saw an overhaul in how priorities were set for the respective ward areas in 2019. The new approach looked to reduce the overall amount of priorities to allow Neighbourhood Policing Teams to focus on what truly mattered to them. This still fulfilled Gwent Police's statutory obligation to consult with communities so they can affect policing in their local area and also gave members of the public their first opportunity to work with police and other agencies to guide how we deliver against the concerns raised.

The new process was seen as a great success by Heddlu Gwent Police and our partners. Structuring our approach so each area had a maximum of four priorities where as previously they may have had over twenty-five meant that more focus could be invested on problem solving the real issues faced by the community. The introduction of the Community Safety Hubs across Gwent provided the perfect springboard for cohesive joined up working between statutory and third sector agencies which complimented the journey of the problem solving process.

Of the four sections dip sampled for this report the initial response from the public to become involved in the problem solving process and then continue with driving this was met with limited success. Of the fourteen volunteers for Torfaen for example, none responded to requests to help shape the problem solving activity for their community. This was echoed in the other areas or Newport East in fact having no volunteers in the first place. There is some scope to explore this further. There is a vast array of voluntary organisations within Gwent or people who are passionate about working for the good of the community. Bringing together a working panel made up of this cross section may help us understand how our initial foray into recruiting these volunteers had limited to no success.

The continued work of the Your Voice action plans also needs careful review for the next stage. Gwent Police now has a tactical lead for Problem Orientated Policing and this process drawing to a close will allow us to internally reflect and look at what has worked in a particular area. Partner agencies need to be included in this Review/Assessment process and best practice examples are centrally stored in a repository for the good of all of the neighbourhood policing teams.

3.2 Number of Citizens in policing and hours contributed

Table 24: Specials Hours

Specials Hours Worked	2019-2020	
	Q1	Q2
East	1118	938
West	1924	1850
HQ	200	127
Total	3242	2915



Gwent continues to provide a strong focus on Citizens In Policing, the Special Constabulary has introduced a new strategy and Delivery Plan taking our vision forward to 2021. In the second quarter of 2019-20 there were 2915 hours contributed by Special Officers. The majority of these were given in the West LPA (63%). These numbers are extremely positive and reflects the continued hard work of all those involved. Gwent Police has introduced a new cohort of Special Constables this quarter with 20 officers starting their training. To ensure we maintain growth in our Special Constabulary we will be holding a small recruitment process within this reporting period.

Mini Police



The number of Mini-Police initiatives have increased to 50 Primary Schools and 1 Special Educational School. This involves engagement with approximately 1000 young people (9 -11 year olds) within the Gwent area.

An excellent example of the scheme took place in July involving Fochriw Heddli Bach in Caerphilly, where pupils participated in a Community Social Day of Action. The day focussed on improving both community cohesion and raising awareness of the crime prevention activities that the pupils undertake. Pupils visited residents within the vicinity of their school to educate them on the importance of parking correctly and speeding before encouraging them to attend their school so see what other initiatives they have been working on, as part of their intergenerational 'building bridges' work.

Pupils at the school also had a very special visit on the day from the Duchess of Cornwall and HRH Prince Charles who were visiting the local area. The children spoke to the Royals for some time explaining how they were 'Active Citizens' of their Community through the Heddli Bach programme. The children continued with their day of action by visiting local shops with leaflets, posters and educating passers-by on the Importance of reporting crimes, not becoming victims of crime and the types of crimes they believe affect their community.

The final activity involved the hosting of an information stall within their school fayre. This allowed the children to shine with confidence and showcase more of the work they have taken part in. Some of this crime prevention work has involved collaboration with local common land Rangers from the Local Authority, designing posters to deter off road biking, fire crime with South Wales Fire and Rescue Service, personal security and much more.

3.3 Number of Stop Searches by Area and Positive Outcome Rates

Stop Search	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Stop & Search East LPA	144	103	127	160	425	491	644	554	313	331	-5.4%
Stop & Search West LPA	132	94	98	66	135	129	235	200	175	136	28.6%
Stop & Search No Location Recorded	38	53	61	93	127	89	148	154	132	95	38.4%
Stop & Search Force	314	250	286	319	687	709	1027	908	620	563	10.22

Table 25: Numbers of Stop Searches

The total number of stop searches recorded across the whole force in Quarter 2 of 2019 was 620, of these 139 had a positive outcome, which equates to 22%. Stop searches in Quarter 2 of 2019 have increased by 37% compared with the average of the last eight quarters.

Stop Search Outcomes	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Stop & Search with Positive Outcome East LPA	14	22	29	23	98	110	115	93	42	63	-33.33
Stop & Search with Positive Outcome West LPA	46	29	28	13	39	42	69	57	45	40	11.46
Stop & Search with Positive Outcome No Location	5	8	16	24	45	30	36	51	52	27	93.49
Stop & Search with Positive Outcome Force	65	59	73	60	182	182	220	201	139	130	6.72

Table 26: Numbers of Positive Stop Searches

East stop searches had a positive outcome rate of 13% and the West has a positive rate of 26%



outcome

From the table you may notice that the total number of stop searches for the whole force is not the total for East and West, this is due to officers not completing the NICHE record correctly and missing out the location. Therefore,

they cannot be aligned to either East or West. These account for 132 stop searches, which is 21% of the grand total of the whole force.

Of all stops conducted within the quarter, 55.9% have occurred within Newport. This figure is slightly lower than the previous quarter, where 61.1% occurred within the City confines. At a lower level, 19.9% of all stops carried out within the Force area took place on just 10 streets in Newport (detailed later in this report).

This high number of stops within a very small area does somewhat skew the overall picture, when trying to accurately look at the proportionality of the force surrounding the area of ethnicity. This is due to the higher than average numbers of ethnic minorities residing within the areas where the greatest concentration of stops take place.

Within the Greater Gwent area the average percentage of Black Asian and Minority Ethnic (BAME) persons within the population is just 1.8% (based on the last Census). This is against a stop search average of BAME, for Quarter 2, of 3.1%. However, these percentages are based on very low numbers, as the true number of BAME individuals stopped in Greater Gwent was eight, but with four of these taking place in Caldicot. If just focusing on the West LPA, the percentage of BAME persons actually stopped drops to just 0.9% of the total.

However, within Newport as a whole the BAME resident population percentage rises to 9.6%. This is against a BAME stop search rate for Quarter 2 of 23.2%. This figure does at first glance seem disproportionately high; however, there are a few factors that need to be taken into account.

Of the 59 BAME individuals stopped within the whole of Newport during Quarter 2, 32 (54.2%) of them occurred in just two wards, Pillgwenlly and Victoria. This meant that within these two wards the percentage of BAME persons stopped rose again to 35.9%. However, according to Census data, the BAME resident population in these areas is 36.7%, therefore indicating that stops within these wards is not disproportionately high. These are also the areas where the highest proportion of known Organised Crime Groups and drug dealing activity takes place, based on feedback from the Organised Crime Group Co-ordinator and Local Neighbourhood Inspectors.

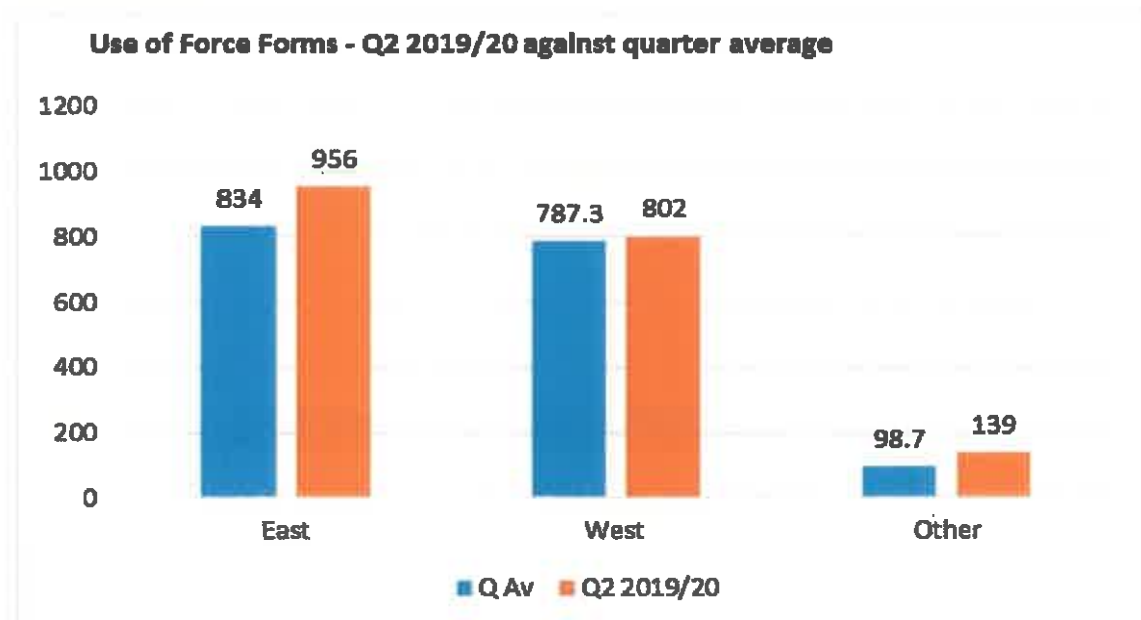
Excluding Pillgwenlly and Victoria beat areas, the percentage figure of BAME individuals stopped in the rest of Newport was 12.4%. This is against an average BAME population figure for that area of 7.6%. There does appear to be a slight disproportionality in this area, although a more detailed ward-by-ward analysis of Newport would provide a better understanding of the extent of the issue. In fact, a complete ward-by-ward breakdown, planned for the next report, will help to provide a detailed picture of this issue for the whole of the Force area. A directive from the force lead for all inspectors to gain an accurate knowledge of the BAME population breakdown of their respective areas, and use this data when reviewing ethnicity data surrounding stop searches will further compliment this.

3.4 Use of Force Data

Overview of Use of Force during Quarter 2:

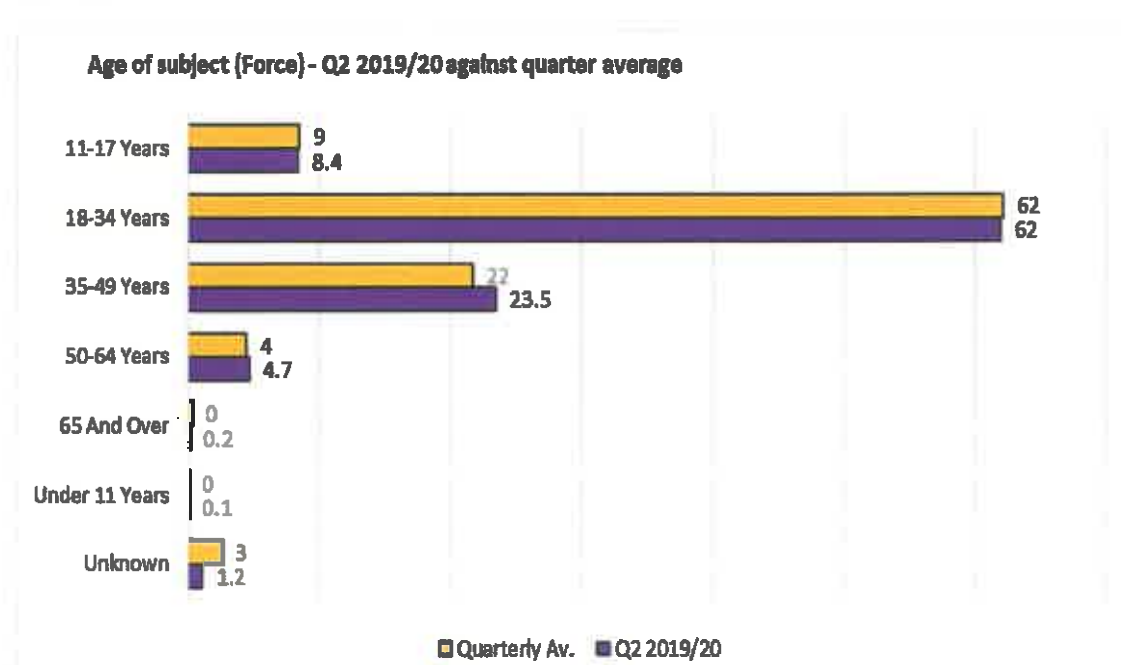
- There were 1897 recorded incidents in which an officer used force on an individual.
- Handcuffing was the most common type of force used (999 times)
- The most common age group to have force used on them was the 18 – 34 age range.
- Considering the vast demographic differences in Gwent, there is no evidence of an increase in force being disproportionately used against minority ethnic groups.
- The most common impact factor was the subject being under the influence of alcohol (approximately one in three incidents)
- The most common outcome was the subject being arrested (1448 incidents)

Figure 10: Numbers of UOF Forms



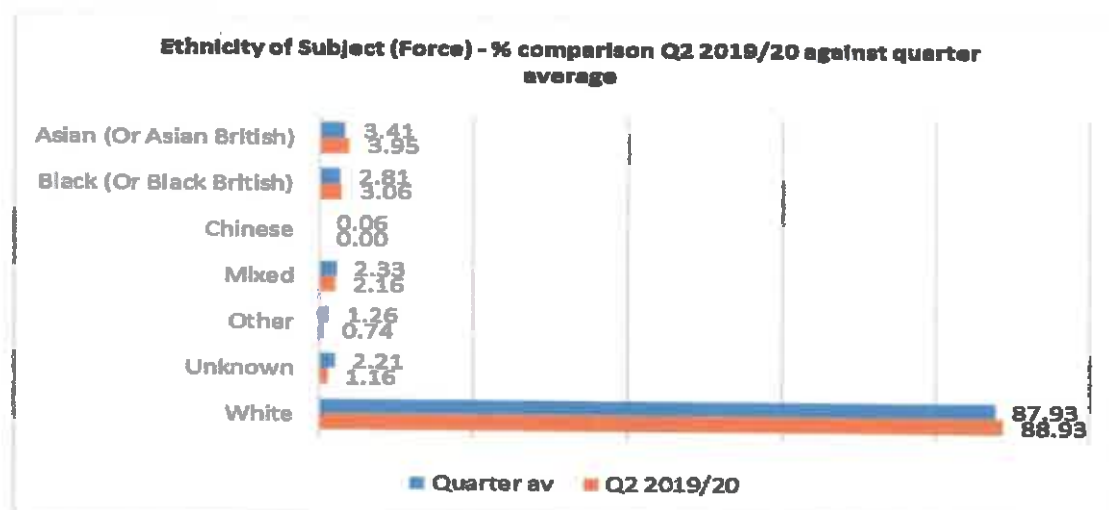
Quarter 2 has seen an increase in the use of force across all areas of the force. Broken down this represents a near 15% rise in the East against the average, a 2% rise in the West and a 10% rise across the Force.

Figure 11: Age of Subject (%)



Over six in ten reported incidents involved subjects who were perceived as being between 18 to 34 years old. Nine percent of incidents involved subjects perceived as under 18 years old. This is in line with the national average. Just over one in five reported incidents involved subjects between 35 to 49 years old. There is no statistical significance in any age group compared against the average. The amount of unknown age has fallen, once again indicating better reporting practices.

Figure 12:: Ethnicity of Subject (%)



Almost nine in ten reported incidents involved subjects who were perceived as being White. No ethnicity information was recorded in 1.16% of incidents, a reduction from

2.21 (equivalent to 16 incidents) and shows better reporting practices. There was a slight increase in Asian, Black and White subjects having force used on them, however this is not considered to be significant due to the relative limited time period of the analysis, and a wider time frame for more meaningful interpretation would need to be considered moving forward.

The force will be reviewing and amending its existing Use of Force form to ensure that Body Worn Video usage is more readily captured alongside supervisory scrutiny

3.5 Number of Hate Crimes and Repeat Incidents

Table 27: Hate Crimes

Hate Crime	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Hate Crime Occurrences	273	235	244	276	326	250	286	303	261	274	-4.8 ▼
Hate Crime Repeat Victims	18	19	11	24	27	18	23	27	20	21	-4.2 ▼
Hate Crimes Sent to HO	169	148	176	198	231	169	199	235	173	191	-9.2 ▼

Table 27, references total Hate Crime Incidents (occurrences) and the number of repeat victims of Hate Crime. The number of Hate Crimes have continued to decline and the amount are now under the 2-year quarterly average.

For the period 2019/20, increases in Hate Crime is indicating a slowing of the trend in sharp increases as experienced in previous years and is on course for an overall percentage increase of approximately 6%. Both transphobic and religious hate crimes are anticipated to experience significant decreases of 41% and 73% respectively with homophobic crimes expected to rise by approximately 18%.

To address the rise in Homophobic Crime, staff from within the Diversity & Inclusion team will continue to work alongside Umbrella Cymru and the Rainbow Group to provide support and reassurance to the LGBTQI + communities. The force has recently conducted refresher training for all Hate Crime Support Officers with specific emphasis around homophobic incidents to ensure that staff are fully conversant with all the nuances and self-identifications relating to the LGBTQI + communities.

In relation to outcomes, the force is looking to understand why victims of hate crime often are unwilling to support a prosecution in 30% of investigations where the offender is known, compared to 22% of victims across all crime

types. Victims of Hate Crime are now being contacted to determine the reasons why to ensure the necessary support mechanisms are in place to increase confidence.

The increase in reported Hate Crime is seen as a positive and is indicative of improved Police recording; active campaigns to raise public awareness, high profile hate incidents reported in the national media and improved trust and confidence victims have to report such incidents.

We are currently working with the Barnardos charity in Blaenau Gwent to assist them with their anti-disability hate crime project. This initiative is due to end in March 2020 and will be subject to an evaluation which will influence further funding to roll the scheme out throughout Gwent.

Education is a major driver in both the disabled community and those in local schools/ colleges who have previously been instigators of prejudice.

Table 28: Hate Crimes by Strand

Q2 2019/2020 by Hate Strand	No.	%
Religious	4	1.5%
Transphobic	8	3.1%
Disability	50	19.2%
Homophobic	53	20.3%
Racial	146	55.9%
Total	261	100%

Since the introduction of the Performance Framework, greater focus is now applied to hate crime data through the hate crime forums. This will now include repeat offenders, repeat victims and outcome rates in addition to victim satisfaction data.

Nationally and locally, work is ongoing in partnership with Crown Prosecution Service to examine attrition rates for disability hate crime as a result of a disparity between the increasing numbers of police recorded disability hate crimes and decreasing volume of referrals to CPS.

The Diversion and Inclusion department will create a quarterly newsletter that will provide departmental updates around Hate Crime, Representative Workforce, Community Cohesion, Independent Advisory Group and Stop Search.

The department has liaised with Welsh funded cohesion officers throughout Gwent to create a Pan Gwent Hate Crime Forum. This will ensure a much more consistent focus being applied to Hate Crime within the Gwent area, which will also be a vehicle to discuss national issues and localised tensions.

3.6 Community Tension Assessments

Summary

The following information has been taken from the Community Tension Assessment Document that is sent to the National Community Tension Team on a weekly basis. Reports have been analysed between July and September. In October a new Community Tension Assessment policy was created and guidance has been disseminated to all Inspectors. This will ensure more accurate reporting. The following gives a specific breakdown of Community Tension Assessments during the last quarter:

Area	July	August	September	Total
Newport	1	2	2	5
Monmouthshire	1	0	1	2
Blaenau Gwent	1	0	0	1
Caerphilly	1	1	1	3
Torfaen	3	2	2	7

Table 29: Community Tension Assessments

The tensions are varied in nature and include incidents such as murder investigations, fatal road traffic collisions and tensions involving the travelling communities.

3.7 Welsh Language

The table below details the current Welsh Language capability of Gwent Police:

Spoken Welsh	Number	%
Spoken Welsh Level 1	1598	58.0%
Spoken Welsh Level 2	39	1.4%
Spoken Welsh Level 3	24	0.9%
Spoken Welsh Level 4	24	1.2%
Spoken Welsh Level 5	22	0.8%
Written Welsh	Number	%
Written Welsh Level 1	45	1.6%
Written Welsh Level 2	11	0.4%
Written Welsh Level 3	10	0.4%
Written Welsh Level 4	11	0.4%
Written Welsh Level 5	8	0.3%

Table 30: Welsh Language Levels

Welsh Learners enrolled on courses:

Mynediad 1 (Year 1): 15

Mynediad 2 (Year 2): 3

Sylfaen (Year 3): 4

Uwch (Advanced): 4

During this quarter, The Welsh Language Commissioner ruled in the matter of the challenge made by all four Welsh forces against the imposition of Welsh Language Standards 26A and 27A. The subject of these standards is the provision of Welsh translation in custody and voluntary interviews. The Welsh Language Commissioner ruled not to impose standards 26A and 27A, but has chosen instead to impose standards 26B and 27B. The net result of this is that Gwent Police is now under a legal duty to provide a consecutive translation service should an individual wish to use the Welsh language when being interviewed as a witness, victim or suspect. The force does not currently have a method of providing a consecutive translation service and procurement options for this are being pursued.

A 90 minute Welsh Language Skills Level 1 mandatory training for all employees continues to be delivered by the Welsh Language Policy Officer. This training is designed to equip all employees with the basic telephone answering skills and knowledge required to meet compliance with standards 8, 9, 10, 19 and 20.

A successful recruitment campaign was held to recruit more Welsh speakers into Force Communications Suite, with four candidates proceeding through the process to appointment stage. This has doubled the amount of competent and confident Welsh speakers within Force Communications Suite.

Ongoing and future work includes:

- Collection of monitoring and quality assurance data via the Welsh Language Standards Monitoring Framework comprised of departmental Welsh Language Standards Action Plans and local performance indicators

- Production of training and recruitment video clips for use internally and externally
- Organisation of a Welsh Speakers and Learners Network conference planned for 28th February 2020

3.8 Representative workforce

Table 31: Police Officer Ethnicity

Ethnicity	Police Officers	Proportion of police officers (%)	Proportion of force population (%)	Force population
Asian	10	0.76	2.42	14,113
Black	5	0.38	0.65	3,808
Mixed	10	0.76	1.13	6,581
White	1,253	95.43	95.4	555,500
Other	5	0.38	0.39	2,298

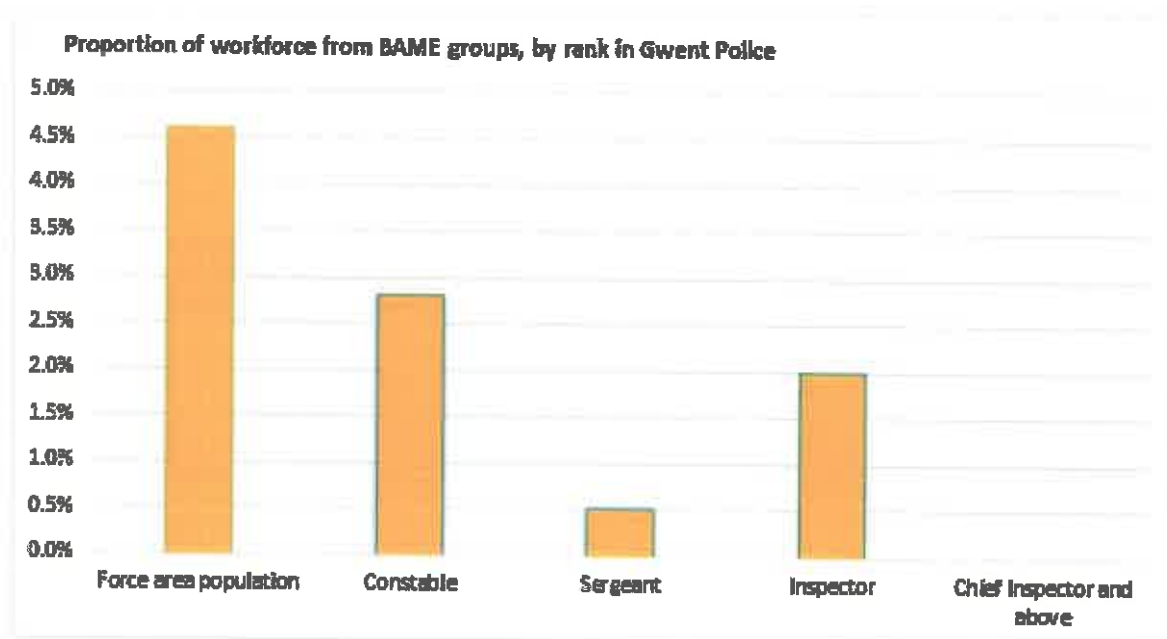
Police force	Proportion of BAME police officers	Proportion of force area BAME population	Force area BAME population
Avon and Somerset Constabulary	3.2%	6.70%	107,585
Dyfed-Powys Police	1.1%	2.00%	10,400
Gloucestershire Constabulary	2.5%	4.60%	27,337
Gwent Police	2.3%	4.60%	26,600
North Wales Police	0.9%	2.50%	17,233
South Wales Police	2.6%	6.60%	85,193
Wiltshire Police	2.0%	5.50%	37,268

Table 32: BAME Officers across Local Forces

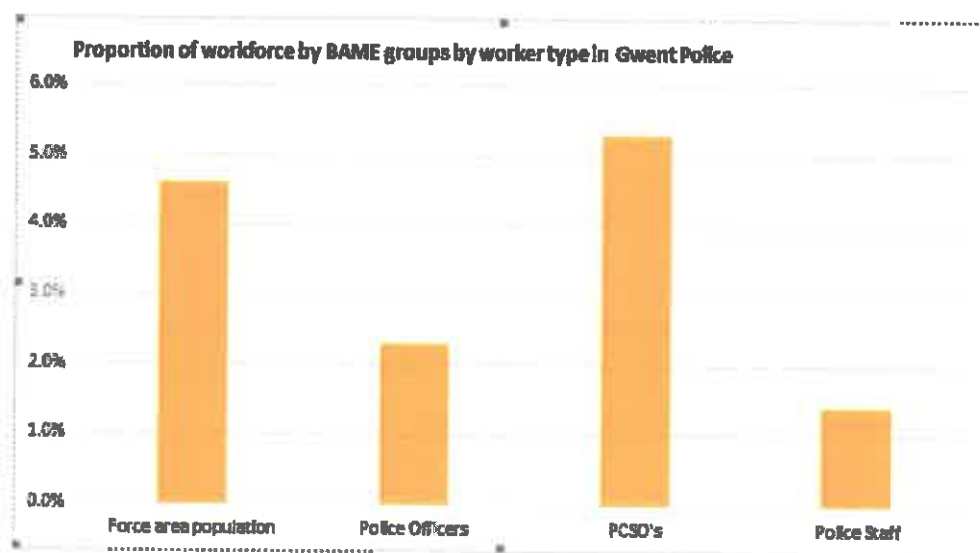
Table 32 shows that however, when compared with other local forces, Gwent have a higher proportion of BAME officers to population than South Wales, Avon and Somerset, North Wales and Wiltshire Police Services.

Police workforce, England and Wales 31 March 2019 2nd edition (ONS)

Figure 13: BAME Rank



As expected, due to whole force numbers being under regional demographic proportions, all ranks are under-represented, especially at Chief Inspector and above.



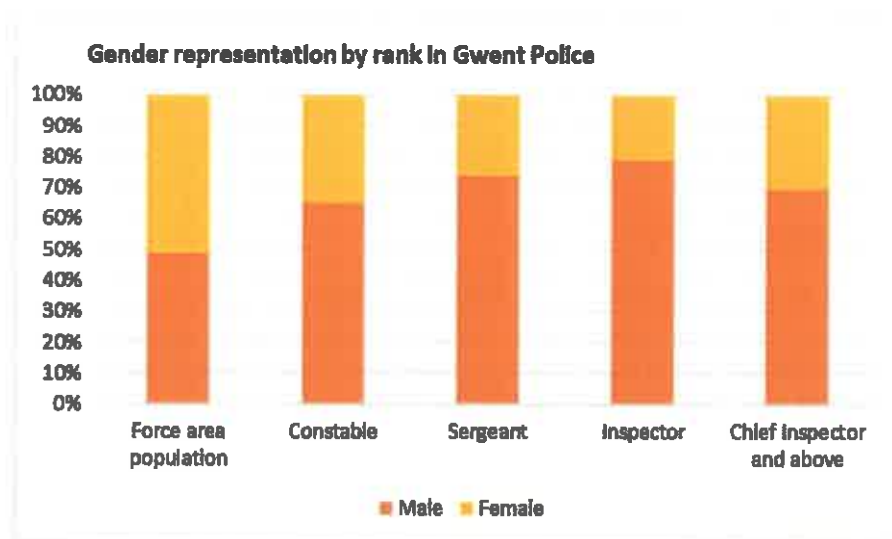
	BAME	BAME Proportion	White	White Proportion	Not stated
Force area population	26,700	4.6%	555,500	95.4%	x
Police Officers	30	2.3%	1,253	95.3%	20
PCSO's	7	5.3%	126	95.9%	7
Police Staff	10	1.4%	655	98.0%	0

Table 33 & Figure 14: BAME by Worker Type

The highest proportion of BAME representation by worker type is PCSO. This figure is above the regional demographic proportion. BAME are most under-represented in Police Staff numbers.

Gender

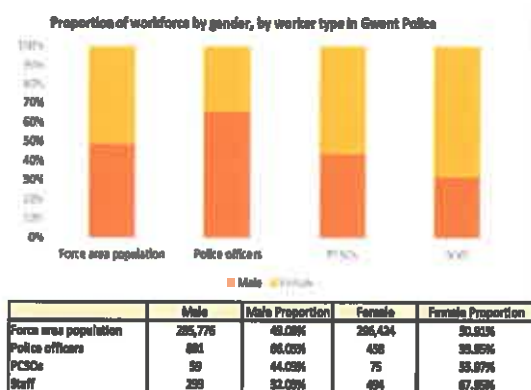
Table 34 & Figure 15: Gender Representation by Rank



	BAME	BAME Proportion	White	White Proportion	Not stated
Force area population	26,700	4.6%	555,500	95.4%	x
Constable	28	2.8%	969	95.3%	20
Sergeant	1	0.5%	187	95.9%	7
Inspector	1	2.0%	49	98.0%	0
Chief Inspector and above	0	0.0%	48	94.1%	3

The biggest percentage of female representation is at the rank of Constable. The least percentage of female representation is at the rank of Inspector.

Table 35 & Figure 16: Proportion of Workforce by Gender



	Male	Male Proportion	Female	Female Proportion
Force area population	285,776	48.08%	296,434	50.91%
Police officers	884	66.05%	458	33.95%
PCSOs	59	44.03%	75	35.97%
Staff	299	32.09%	494	67.91%

Females have more representation than population proportionately in PCSO and Police Staff work streams.

3.9 'Prevent' Referrals

We currently have eight open PREVENT cases, of which three of them are currently in CHANNEL

PREVENT cases are categorised in three statuses:

- Initial scanning,
- Police-led,
- Multi-agency led and CHANNEL cases

The number of cases remain consistent within Gwent. This includes cases in the initial scanning assessment stage to CHANNEL cases. At present we have three cases within CHANNEL across Gwent. Gwent Police continues to be involved in the Gwent CONTEST Board which leads on the four pillars of counter terrorism within partner agencies. This allows a consistency of approach with partners and relevant information to be passed to PREVENT leads.

The Home Office has developed a number of information videos including the ACT counter terrorism campaign which was mandatory viewing for officers. Gwent Police led on this initiative for Wales. In spring 2019, PREVENT training was completed for SPOC's within each section through a training day that has led to a greater understanding of the PREVENT process with a corresponding increase in internal referrals.

The key factor to PREVENT success is utilising good working relationships with partner agencies. PREVENT has been included in the newly created 'hubs' across the force and would look for involvement with any created Multi-agency safeguarding programmes going forward. Stronger ties with Safeguarding leads both internally and externally is an ongoing priority. PREVENT training is a continuous cycle due to the changing nature of radicalisation. Currently, PREVENT is involved in training in schools, Pubwatch schemes and within local authorities departments. A 'PREVENT Champion' programme has been created by WECTU to utilise champions to be points of contact throughout the force and identify community groups for external training. Champions have been identified in the local policing units with training set for November.

TACKLING ANTI-SOCIAL BEHAVIOUR

4.1 Number of ASB Incidents

Table 36: Anti-social Behaviour Incidents

ASB	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
East LPA	2268	1848	1270	1289	1300	1131	1106	1238	1299	1431	-9.2%
West LPA	2793	2551	1653	1471	1676	1357	1458	1536	1597	1812	-11.9%
Total	5061	4399	2923	2760	2976	2488	2564	2776	2896	3243	-10.7%

The above table shows that the number of incidents classed as Anti-social behaviour (ASB) in Quarter 2 2019-20 has decreased by 10.7% compared with the two year quarterly average. The decrease is largely consistent across the force area.

Better identification and subsequent recording of crime related incidents is a welcome position in ensuring we are recording crime ethically and in line with Home Office Counting Rules and addressing recommendations made by HMICFRS in their Crime Data Integrity report of the force.

The force recognises that in many occurrences a police response alone to ASB will be ineffective and continues to work with partners to deliver a multi-agency problem solving approach to ASB. The Community Safety Hubs are now problem solving using the problem oriented policing methodology. The hubs co-locate police and partners in a centralised location to allow for more effective partnership tasking to identify and address areas of vulnerability particularly around areas of crime and ASB.

4.2 Number of Repeat Victims of Anti-social Behaviour

ASB Repeat Victims	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Total ASB Victims	5059	4405	2929	2741	2974	2484	2536	2,774	2896	3238	-10.6%
ASB Repeat Victims	668	698	407	264	340	257	309	329	312	409	-23.7%
% Repeat ASB Victims	13.2%	15.8%	13.9%	9.6%	11.4%	10.3%	12.2%	11.9%	10.8%	12.3%	-12.4%

Table 37: Repeat Victims of Anti-social Behaviour

The above table highlights a drop in the number of repeat victims of ASB from a two year quarterly average of 420 to 312 in Quarter 2 of 2019-20.

The significant reduction in repeat victims seen between Quarter 3 and 4 17/18 is likely to be attributable to changes in the reclassification of ASB to other offences such as public order, rather than a true reduction in victim numbers. These repeat victims will be captured within those other crime areas.

4.3 Number of Repeat Offenders of Anti-Social Behaviour

Table 38: Repeat Offenders of Anti-social Behaviour

ASB Repeat Offenders	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average (where relevant)
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Total ASB Offenders	1708	1203	780	628	676	576	616	562	591	844	-29.95
ASB Repeat Offenders	172	118	86	51	79	48	64	57	48	84	-43.11
% Repeat ASB Offenders	10.07	9.81	11.03	8.12	11.69	8.33	10.39	10.14	8.12	10	-18.35

The number of repeat offenders currently stands at 8% in Quarter 2 of this year. The discrepancy between the average values and this quarter is mainly due to the reclassification of ASB incidents and Public Order offences. This quarter's returns are 3% under the last five quarters average with regard to offenders and 10% under the last five quarters with regard to repeat offenders. This would strongly imply that ASB levels have reached their peak and have plateaued. Repeat offender numbers have varied quite significantly quarter on quarter so this month's return, while on the low side, and cannot be deemed significant at this stage.

4.4 Number of Community Resolutions

Community Resolutions by Crime Type											
Crime Type	2017-2018			2018-2019				2019-2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average (where relevant)
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Possession of Weapons	1	1	1	0	0	1	3	0	0	1	
All Other Theft	10	10	19	0	8	7	5	3	7	8	
Public Order Offences	7	10	10	13	9	21	14	5	21	11	88.8% ▼
Shoplifting	26	30	16	16	22	9	10	8	7	17	-59.1% ▼
Violence with Injury	10	10	19	16	15	18	25	14	5	16	-68.5% ▼
Criminal Damage & Arson	13	17	20	17	15	18	15	16	10	16	-38.9% ▼
Burglary Non-Dwelling	1	0	0	2	2	0	0	1	0	1	
Vehicle Crime	1	0	1	0	0	2	0	1	0	1	
Burglary Dwelling	2	1	0	0	0	0	0	1	0	1	
Miscellaneous Crimes	0	1	1	0	0	0	1	1	1	1	
Other Sexual Offences	0	0	0	0	0	1	0	1	0	0	
Violence without Injury	16	25	11	16	29	30	20	26	11	22	-49.1% ▼
Drug Offences	2	2	3	0	3	8	9	8	2	4	
Total	89	107	101	80	103	115	102	85	64	100	-35.7 ▼

Table 39: Community Resolutions

The above table shows a reduction in the use of Community Resolutions from an average of 100 per quarter to 64 in Quarter 2 of this financial year. The use of Community Resolutions to resolve public order offences has risen from a mean of 11 per quarter to a total 21 in Quarter 2 of 2019-20. The use of community resolutions to resolve violence without injury offences has declined from a mean of 22 per quarter to 11 resolutions in Quarter 2 of this financial year.

The force is currently developing its model for the roll out of the National Two-Tier Out-of-Court disposal framework that is due to be implemented in the next 12 months.

The 2 Tier Out of Court Disposal Framework is a national change that all forces are moving to, although there are no set timescales for forces to move from their current models to the Two Tier approach.

The force appointed on a temporary basis in September an Out of Court Disposal Manager to implement the new model. We are currently in the early stages of scoping jointly with South Wales Police and are looking to develop an Options Appraisal for January with a detailed Business Case due to be submitted to board in April 2020.

We are currently reviewing our existing model, particularly around Restorative Justice and we are considering what options we can put in place as an Interim, prior to the completion and implementation of a new model.

This model will see the out-of-court options reduced to just two: Community Resolutions and Conditional Caution. Increased focus on community resolutions will take place over the coming quarters as this model is shaped ready to go-live.

EFFICIENT AND EFFECTIVE SERVICE DELIVERY

5.1 Breakdown in Demand for 101, 999 and Switchboard Calls

Table 40: 999 - Call Demand

Breakdown of 999 Calls											
999	2017/2018			2018/2019				2019/2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Total 999 Calls	22121	14391	17947	20768	22160	20927	19414	20234	22310	19745	13.0 ▲

Table 40, above, shows demand from 999-calls. There has been a 13% (n=2,565) rise in call numbers during Quarter 2 of this financial year compared against the average.

Table 41: 101 - Call Demand

Breakdown of 101 Calls											
101	2017/2018			2018/2019				2019/2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Total 101 Calls	59641	51266	48180	57969	57348	52827	53091	55489	57382	54476	5.3 ▲
101 Answered	45452	41536	40593	46794	44317	43682	46622	47860	51510	44607	15.5 ▲
101 Abandoned	14189	9732	7586	11175	13031	9172	6469	7561	5872	9864	-40.5 ▼

Table 41, above, captures the demand from 101-calls. As with 999-calls, above, there has been an increase in volume of calls. The number of 101 calls answered increased during this time, with the abandonment rate significantly falling.

Table 42: Switchboard Demand

Breakdown of Switchboard Calls											
Switchboard	2017/2018			2018/2019				2019/2020		2 Year Quarterly Average	Q2 Difference Against Quarterly Average
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Total Switchboard Calls	22670	19237	18732	20756	21669	19755	18497	20376	18692	20212	-7.5 ▼
Switchboard Answered	15114	14312	14331	15851	14889	14723	13941	13638	14167	14600	-3.0 ▼
Switchboard Abandoned	7556	4925	4401	4906	6780	5032	4556	6602	4525	5595	-19.1 ▼

Table 42, above, captures demand from the public that is presented through the switchboard. This is Gwent's historical non-emergency number, 01633 838111. Conversely, compared with 999 and 101 calls, the volume has declined this quarter compared with the two-year average.

In the second quarter of 2019-20, Gwent Police contact centre received:

- 98,384 calls, or 1069 calls per day;
- 22,310 emergency 999-calls, percentage of calls answered within 10 seconds is not available due to software upgrading, this is due to be completed shortly.
- 89.8% of 101 calls were answered directly, an increase of 15.5% on the average of the previous eight quarters.

Table 43: Incident Demand

Incident by Type											
	2017/2018			2018/2019				2019/2020			
Quarter	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	2 Year Quarterly Average	Q2 Difference Against Quarterly Average
Admin	8916	8166	7147	7873	7910	7377	7246	7698	8417	7792	8.0 ▲
ASB	5059	4408	2931	2748	2976	2490	2541	2776	2901	3241	-10.5 ▼
Crime Related	12652	12313	11705	14320	14005	13359	13202	13440	14255	13125	8.6 ▲
Open Log	3	1	2	86	135	235	198	411	247	134	84.5 ▲
Public Safety & Welfare	14287	13111	12222	13887	13609	13035	12998	13454	14552	13325	9.2 ▲
Transport	8764	8528	8080	8674	8067	8093	8405	8303	8373	8364	0.1 ▲
Total	49681	46527	42087	47588	46702	44589	44590	46082	48745	45981	6.0 ▲

Table 43, above, captures the number of incidents recorded in Gwent. Public Safety and Welfare related calls rose sharply in Quarter 2 of this financial year (9.2%, n=1098). Crime related calls also rose, in line with the general trend, by 8.6% (n=1,130) against the two year quarterly average.

Table 44: Incident Classification

Incident Response Grade											
	2017/2018			2018/2019				2019/2020			
Quarter	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	2 Year Quarterly Average	Q2 Difference Against Quarterly Average
Emergency	11576	10899	9846	11301	11628	11897	11451	12031	12397	11329	9.4
Priority	11111	10653	9929	12167	11598	10541	11335	11765	11088	11137	-0.4
Scheduled	10343	8594	7822	8318	7976	6733	6410	6436	7188	7829	-8.6
Telephone Resolution	16651	16381	14490	15802	15498	15415	15394	15847	18134	15685	15.6
Other	0	0	0	0	0	0	0	0	0	0	
Unclassified	0	0	0	0	2	3	0	3	0	1	
Total	49681	46527	42087	47588	46702	44589	44590	46082	48777	45981	6.1

Table 44, above, captures the grading given to incidents by First Point Of Contact staff at the moment of receiving the incident. There are two significant changes: the mean number of incidents classified as Emergency has risen from an average of 11,329 a quarter to 12,397 in Quarter 2 of this financial year; and the number of telephone resolutions, which rose 2,049 above the two-year average to a high of 18,134 in Quarter 2 of this financial year.

A Graded Response Action Plan was instigated in January as we were concerned at the rising number of Emergency/Priority logs and this concern was reiterated by HMICFRS and discussed with them at thier last visit.

During September 1st line managers In Force Communication Suite were required to review as close to every log as possible at point of creation to ensure graded response applied was correct. Part of this process included feedback to staff real-time whereby there was an issue with their graded response, thereby supporting their learning for future and reducing risk of "overgrading" in the future. As the statistics show, this combined with other actions taken such as training refreshers and guidance documents, has contributed towards a decrease in emergency and priority graded incidents and increase in Resolved Without Deployment, thus ensuring the public receive the service they need (THRIVE assessment is key) and demand is reduced to frontline resources.

The aim is to continue to support the staff in gathering and recording the information needed to complete the assessment of risk and decide upon correct graded response.

5.2 Absenteeism Rates - Staff and Officers

Absence Numbers for Officers and Staff During the Reporting Period										
Absence	2017-2018		2018-2019				2019-2020		5 Quarter Average	Q2 Difference Against Quarterly Average
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Officer Absence	Not Reported		206	214	237	160	121	139	188	-25.91
Staff Absence			160	158	152	127	106	86	141	-38.83
Total			366	372	389	287	227	225	328	-31.44

Table 45: Absenteeism Rates

NB: Different reporting systems and processes changed in Quarter 1 of 2018-19 which would make comparison difficult hence no data has been supplied for 2017-18

In Quarter 2 of 2019 there were a total of 225 members of our work force absent. 62% of those were officers and the remaining 38% were staff. This is a significant 39% reduction compared to quarter one of 2018 where there were a total of 366 members of our work force absent. There was a reduction of 26% compared with the last 5 quarters for Police Officers, and similarly a reduction of 39% compared to the previous 5 quarters.

Work has been ongoing to deliver a Wellbeing Day – Resilience – 30th October 2019, with speakers including two contestants from Who Dares Wins TV show.

Wellbeing Ambassadors continue to be used and data collected on the usage trends of all Wellbeing Ambassadors. In Quarter 2, over 30 hours of identified support has been given to individuals from wellbeing ambassadors. Areas of support include mental health, relationships both in work and at home, wellbeing and bereavement. Working with the National Wellbeing Service, we are looking to review this peer support programme to strengthen and develop the current wellbeing ambassador scheme.

Occupational Health and Counselling are now in the process of merging and the in-house counsellor will now report directly to the Occupational Health Manager.

The Health Screening Survey for shift workers concluded in September. In total 255 officers and staff completed the survey. The OH Manager is currently reviewing all those where some intervention was needed. This intervention in the main included email advice and signposting to support such as Care First. The Psychological and Research Team are currently reviewing the data and a presentation will be given at the December People and Diversity Board with finding and recommendations.

A review of the Attendance Guidance took place and this is now embedded in the Absence Procedure. Further absence training sessions have been booked to capture the remaining line managers. Health, Safety and Wellbeing (including absence) is going to be included in the first line manager training that is being delivered to newly promoted sergeants.

ReTrain (Resilience to Traumatic Incidents) and ManTraS (Management of Trauma and Support) Programmes - To date, experimental measures have been taken for 505 front line officers. This equates to 347 officers in the experimental condition who have received the trauma resilience training. To date 21 front line officers have been seen for a 1:1 research assessment as part of phase 2 of the project. When appropriate, those requiring further support are referred for counselling. A further 44 of these appointments have been booked in.

Since August, the Psychological Therapies and Research Team have provided 75 consultations to staff and officers in specialist roles. These have included, Force Communications Suite, Joint Firearms Unit and Public Protection Units. Where appropriate, those requiring further support are referred for counselling. A 3 hour Trauma Resilience input was provided for 26 Specials, ranging from Special Constable to Chief Inspector. This included information surrounding trauma and psychoeducation, coping strategies, and signposting to Care First and counselling support.

The electronic submission of injuries, accidents, near misses and dangerous occurrences via eSafety software, should go live in October as a pilot in the Custody Units. Work has been undertaken to support the reporting of assaults on duty including:

*The form to be added as an auto quick link or put on the front page of the Beat for easy access.

*Ongoing Micro blog to remind people of the need to fill in these forms.

*Personal email to staff where the Daily Management Meeting indicates someone was assaulted during the previous 24 hours, offering support and acting as a reminder to fill in the assault form

It has been agreed that the force will recruit a Health and Safety Advisor. The post is being advertised and interviews will take place in December.

5.3 Training Attendance Rates

Non-Attendance Rates	2019-2020		Q2 Difference Against Quarterly Average	
	Q1	Q2		
OST Attendance	66.5%	85.8%	29.0%	▲
Force Training Day Attendance	77.7%	79.6%	2.4%	▲

Table 46: Training Attendance

The number of attendees at Officer Safety Training rose significantly in Quarter 2 of this financial year compared to Quarter 1. This was largely due to an instructor not being available for some of Quarter 1 due to injury. It would be hoped that similar levels of attendance at Officer Safety Training would be in line with this quarters returns in future.

Learning and Development continue to monitor non-attendance at courses and greater scrutiny will now be applied through the People and Diversity department.

To introduce and reinforce the concept of Continued Professional Development (CPD), Learning and Development have commissioned an external training provider to develop and facilitate a two hour practical and theoretical session which outlines the concepts of CPD, learning styles, talent management, effective conversations with managers, Post Incident Reviews and Internal and external learning resources. This input is supplemented by an organisational input which outlines the Perform system, Competency Values Framework, Police expectations of CPD, Policing Education Qualifications Framework update, coaches and mentors and specialist learning resources. All officers complete the Perform video and online training package during the session.



Following the Input Green Day officers commence their Perform portfolio's and work on their individual CPD requirements as well as compulsory Force training packages via NCALT.

During the training day cycle, 850 officers will receive training. Compliance figures on Perform and NCALT will be reported on and consideration given to the future structure of CPD days.

The Operational Training Unit has been directed to facilitate a further uplift of 112 STO's (Taser officers) in addition to current establishment level, with immediate effect. In order to accommodate this increased demand a team of four additional trainers will deliver this training. Sufficient Tasers and equipment have now been ordered and the training courses for uplift officers will be held between October and March, with the first course commencing on the 20th October. During this period PSU Training was conducted at Avon and Somerset Police Training centre. The training was successful and the street structure proved a good learning opportunity for officers, despite inclement weather

Conclusions

The key findings identified within this report have been summarised within the Executive Summary which can be found on page 4 of this report.

Conclusions

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For OPCC use only

Office of the Chief Constable

I confirm that the above Q2 Force Performance 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: 20/11/19

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: 

