



CHILDREN AND YOUNG PEOPLE'S CHARTER



Introduction

Hello, I'm Jane Mudd. I'm really proud to have been chosen as your Police and Crime Commissioner.

I have lived in Gwent my whole life and it means a great deal to me to work on behalf of the communities here.

My job as Police and Crime Commissioner is to make sure you receive the best possible experience from Gwent Police. To do that, I need to hear from you. I want to know what you think about the police, what your experiences have been, and how safe you feel where you live. What you say matters, and I'm here to listen.

Over the past year, my team and I have travelled across Gwent to talk to children and young people in schools, visit youth groups and clubs, and join in the fun at events in communities.

You've been honest and brave in telling me what's important to you when it comes to feeling safe and supported by the police. Thank you for trusting me. I've listened carefully to everything you've said, and this charter has been shaped by your voices.

It is also guided by the UN Convention on the Rights of the Child, which protects the rights of every child, no matter their race, religion, or ability. These are called articles and are highlighted throughout this charter.

You've told me that feeling safe at home, at school and in your community is really important. You want the police to treat you fairly and kindly. If something bad does happen, you want the right support to help you feel better and move forward. To make this happen, I've made three promises that will guide everything I do.



I want every child and young person in Gwent to have the best start in life and to be able to reach their full potential.

By keeping these promises and working with you, I believe we can make Gwent a better place for everyone.



Listening to you

I couldn't have written this charter without your help. I am grateful to everyone who took the time to talk to me and my team to share your thoughts and experiences.



**More than
2,000**
of you shared your
thoughts with us
at engagement
events

1,296
of you took
the time to
complete
our survey

878
of you
joined in
with school
workshops

169
victims of
crime told us
about their
experiences

**“Thank you for
giving us the
chance to speak
up about issues.”**

48
of you helped
us to shape
this charter
through focus
groups



I will listen to you



You told me

"I think they should **listen** to those who do not sometimes have the greatest reputation because sometimes they are **ignored** because they are 'unreliable'."

"I think that the police should come into **schools** and do **workshops** with us."

"The police should be **more involved** with young people to let them know they are there for them."

"A **Youth Question Time** is a good idea. Promote this in schools and around the community."

"I think Gwent Police and the police overall should **listen** to young people more **trustingly**, as I feel sometimes people listen and don't do anything."

Article 12
You have the right to be listened to and taken seriously

Article 13
You have the right to express your thoughts and have access to information



I promise I will:

- Give you more chances to talk to me
- Let you share your thoughts about the police safely and privately
- Listen to what worries you and try to help
- Help Gwent Police understand what's important to you and your community
- Use your voices to make real changes



I will protect your rights



You told me

"I've been stopped and searched. It was a few years back. At the time I was young, naive and thought I could take on the world. The situation did make me feel **uncomfortable**, however, looking back on the situation, I had nothing to hide and if a stop and search was made and prevented a crime I don't see any issue."

"Good to see that you are **challenging stereotypes** and bias."

"I've been stopped with my friends before and though they weren't so '**rude**' as such to me they were quite horrible and pushy with my friend who was Black. It made me feel **offended** and quite **scared**. They could have been **more kind** and **less rude**. Understand there's no need to be rough to get a young person's attention."



"I felt **worried**, **anxious** and **embarrassed**."

"I felt **unsafe**, I thought I was being arrested. They could have said why they were here and why it was me."

Article 3
Adults should always do what is best for you when making decisions and actions that affect children and young people

Article 19
You have the right to be protected from violence, abuse and neglect from adults



Article 37
You have the right to be treated fairly if you break the law

Article 40
You have the right to legal help if you have been accused of breaking the law and must be treated with dignity and respect



I promise I will:

- Speak up for your safety and your rights
- Make sure Gwent Police treat all children and young people fairly, no matter where they're from
- Use your voices to make real changes
- Support you if you feel the police haven't treated you fairly
- Help Gwent Police to understand and respect young people
- Make sure Gwent Police protect your rights and care about your needs



I will make sure that services are the best that they can be



You told me

"I was **scared** of what would happen if the person who attacked me found out."

"Because I'm a young woman who **wouldn't be taken seriously.**"

"I've been a victim of crime, but I didn't report a crime as I didn't feel like I would be **taken seriously.**"



"I **thought** I would be in trouble."

"People are being given less time for more serious crimes and are being let out onto the streets without proper **safeguarding.**"



I promise I will:

- Make sure Gwent Police delivers a child-centred policing service (this means they will treat children and young people with respect)
- Make sure you are taken seriously if you report a crime
- Give money to local groups that help stop crime and anti-social behaviour, and support people who've been hurt by it
- Work with other organisations to listen to you and fund things that matter to you
- Listen to your ideas to help improve these services

"I think the police **don't take young people seriously** as they believe adults more than children."



How I will keep you updated

These promises are more than just words.

They will guide the work of me and my team throughout my time in office. I will share regular updates to show you what I've been doing to keep my promises. Here's what I'll do:

Social media updates

I'll post on the apps you use most, like TikTok and Instagram. These could be short videos or fun graphics that show you what I've been working on.

Meet you in person

I'll find more chances to come and talk with you face-to-face. As part of my youth engagement programme across Gwent, my team and I will visit more schools and youth groups.

Host youth events

Every year, I'll run a special event, like Youth Question Time, where you can tell me what matters to you and ask me questions directly.

Ask your tough questions

You'll be able to give me your questions to ask the Chief Constable. I'll record their answers and share the video with you.

Make content for you

I'll create videos and other materials that explain how I'm doing with the things I said I'd do. These can be shared in schools and youth groups.



Help and Support

You have told me that you don't always know where to go for help and support. There are lots of organisations that can help you.



Gwent Police

In an emergency call 999
For non-emergencies call 101
www.gwent.police.uk
Facebook DM @GwentPolice



Victim Support

Victim Support gives free, confidential help to people who have been affected by crime.
Call 0300 303 5638
victimsupport.org.uk/gwent
Email GwentVCU@victimsupport.org.uk



Fearless

Fearless enables young people to pass on information about crime 100% anonymously.
0800 555 111
crimestoppers-uk.org/fearless



Meic

Meic is the helpline service for children and young people up to the age of 25 in Wales.
Call 080 880 23456
Text 07943 114 449
WhatsApp 080 880 23456
www.meiccymru.org



Live Fear Free

Live Fear Free provides help and advice about violence against women, domestic abuse and sexual violence.
Call 0808 80 10 800
Text 07860077333
www.gov.wales/live-fear-free
info@livefearfreehelpline.wales



My office

If you need to contact me about any matters within the charter, or about Gwent Police and the services I fund more generally, you can contact me at:

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