

**OFFICE OF POLICE AND CRIME COMMISSIONER FOR GWENT**  
**STRATEGY AND PERFORMANCE BOARD**  
**4<sup>th</sup> SEPTEMBER 2019**

**Present:**     **Office of the Police and Crime Commissioner (OPCC)**  
Mr J Cuthbert – Police and Crime Commissioner (PCC)  
Ms E Thomas – Deputy Police and Crime Commissioner (DPCC)  
Mrs S Curley – Chief Executive (CEX)  
Mr D Garwood-Pask – Chief Finance Officer (CFO)  
Ms J Robinson – Head of Strategy (HoS)  
Mrs E Lionel – Principal Finance & Commissioning Manager (PFCM)  
Mr R Guest – Head of Communications and Engagement (HoCE)  
Mrs J Regan – Head of Assurance and Compliance (HoAC)  
Mrs N Warren – Governance Officer (GO)

**Office of the Chief Constable (OCC)**

Ms P Kelly – Chief Constable (CC)  
Mr J Edwards – Temporary Deputy Chief Constable (T/DCC)  
Mrs R Kirk – Temporary Assistant Chief Constable (T/ACC)  
Mr N Stephens – Assistant Chief Officer, Resources (ACOR)  
Mr J White – Temporary Superintendent Head of, Strategy, Performance and Change (HoSPC)  
Mr S Payne – Detective Chief Inspector – Strategy Performance and Change (DCI-SPC)  
Mr N McInlay – Superintendent – Head of Professional Standards Department (HoPSD)  
Mr S Corcoran - Detective Chief Superintendent Regional Head of WECTU/TARIAN (HoW/T)

**Staff Associations**

Ms N Ryan (Police Federation)  
Mrs L Davies (Unison)

The meeting commenced at 9:05am. The PCC welcomed Ms Kelly to her first meeting in her new role as Chief Constable.

**APOLOGIES**

**Action**

1. Apologies for absence were received from Mr D Seymour - Communications and Engagement Manager (CEM), Mrs N Brain – Chief Superintendent, Head of Crime and First Point of Contact (HoC&FPoC).

**MINUTES**

2. We received and confirmed the minutes of the meeting held on the 5<sup>th</sup> June 2019.

We agreed the sentence 'total crime has actually decreased by 0.4%'

should be removed as crime had increased by 18.8%

**Action**

## **ACTIONS**

3. We received and noted the actions from the meeting held on the 5th June 2019. The following updates were provided:

### **Action 1, Actions**

A communications strategy had been commissioned to combat public perception that knife crime was endemic. This was to reassure the public that Gwent were one of the lowest Forces in the UK in terms of numbers of knife crimes. We agreed that further narrative should be provided regarding the work undertaken as a result of the communication strategy.

**DCC**

### **Action 7, Organisational Performance Report Against the Police and Crime Plan Priorities Quarter 4 Outturn Report 2018/19**

The PCC queried what public messaging had been utilised to provide clarification and reassurance to the public that ethical crime recording had enabled better identification of recordable offences of Anti-social Behaviour and Public order. The CC agreed that further narrative would be provided on public messaging.

**DCC**

### **Outstanding Actions 30<sup>th</sup> November 2018**

#### **Action 2, Update on Evaluation of Mental Health Practitioners**

The PCC queried when the final evaluation report could be expected. We were advised that the Force had received the report and the CC wished to share the findings with the PCC at their one to one meeting to consider next steps in terms of investment and partnership working going forward.

#### **Action 3, Chief Constable's Budget Bid**

The PCC queried when the review of the Injury Pension Awards procedures would be completed. The ACOR agreed to contact Capita for a response.

### **Outstanding Actions 31<sup>st</sup> August 2018**

#### **Action 5, Force Delivery Plan, Outturn Report 2017/18**

We queried when an update on the performance of collaborative units could be expected. We were advised the All Wales Collaboration Board had taken place on the 3<sup>rd</sup> September and an update would be provided at the following Strategy and Performance Board (SPB).

## **CHIEF CONSTABLE'S UPDATE**

4. We received and noted the Chief Constable's Update.

The CC advised us that initial feedback from Her Majesty's

## Action

Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection had been positive, particularly in the areas of vulnerability and serious and organised crime (SOC). The Force had seen an improvement in the area of domestic violence as officers had received the appropriate training in order to support victims; this had been reflected in the 95% victim satisfaction rate. Further improvement was required in areas of legitimacy and stop search. The Force were awaiting the full report for review.

The CC drew our attention to the successful outcomes within the report and we acknowledged the good work of all those involved. A significant number of arrests had been made and many of the cases detailed had resulted in long term prison sentences.

Improvements had been made to the Management of Sexual or Violent Offenders as recommended by HMICFRS. Monthly meetings had been introduced in order to manage homeless sex offenders and a lack of housing had been identified as a risk as sex offenders were more likely to re-offend when homeless. Partnership working with local authorities had enabled the swift provision of accommodation when offenders were most vulnerable.

The Head of Criminal Justice and Information Services recently met with the Welsh Government and other partner agencies to address the processing and provision of secure accommodation for children in custody, locally and in Wales, as this was an area identified for improvement in the recent HMICFRS inspection. A review of the process was being progressed.

The CC acknowledged the hard work of the staff in preparation for the forthcoming implementation of Office 365 and congratulated the Human Resources team for their nomination as finalists for this year's Team South Wales Police Awards in the Innovation Award category for their work on the collaborative Oleo recruitment system.

The CC informed us that eight Gwent Police (GP) officers had been assaulted in the last two weeks. The level and impact of the assaults was being monitored and further reports would be provided to the PCC at the next SPB.

## **ORGANISATIONAL PERFORMANCE REPORT AGAINST THE POLICE AND CRIME PLAN PRIORITIES**

**Action**

5. We received and noted the organisational performance report against the Police and Crime Plan (the Plan) Priorities for quarter one.

The number of recorded crimes was 7.5% higher than the quarterly average for the previous 2 years, mainly due to a change in crime recording practices; there had actually been a small decrease in the total number of recorded crimes when comparing quarter one 2018/19 to 2019/20. Training and supervisory oversight of ethical crime recording had resulted in better identification of offences and Crime Data Integrity (CDI) had improved significantly from 77% to 90% over the two year period.

The main crime trend increases were in relation to Violence Without Injury (21%), Public Order (32%) and Drug offences (15%). We referred to the Office for National Statistics (ONS) April 2019 report. The ONS had acknowledged that the increase in these offences was unlikely to indicate a real rise in these types of crime and was primarily due to changes in reporting and recording practices.

During the 2018 HMICFRS Crime Data Inspection, it was identified that whilst primary offences had been recorded in relation to harassment, secondary offences had not been recorded for incidents such as domestic violence. Subsequently, new recording measures had been effective at capturing these secondary offences and the increase in recorded harassment offences was indicative of that.

A change in the Stop and Search policy by the Government had resulted in an increase in Stop and Search in Gwent, specifically in relation to knife crime. Of the 981 stop searches, 213 had a positive outcome, equating to a 23% success rate, which was high in comparison to the national success rate. Officers had undertaken additional stop searches in alignment with the cannabis street warnings and this had contributed to an increase of (15%) in recorded drug offences. The PCC emphasised the importance of assuring the public that proportionate stop searches were being undertaken and that particular groups were not being targeted.

The DCC assured us that the relevant Governance Boards and Supervisory checks were place. The Independent Advisory Group (IAG) undertook dip sampling to provide assurance that stop searches were carried out proportionally and in line with appropriate guidance; further evidence of transparency around the rationale for undertaking the searches could be found on the GP website.

The HoS queried if non-evidence based stop search, Section 60 was used in terms of Serious Organised Crime and Serious Violence. The CC advised that although officers were trained to use Section 60 if

required, they had not needed to use it in Gwent.	<b>Action</b>
There had been a significant increase in assaults on Officers nationally and the National Police Chiefs Council had recognised there was requirement for increased use of Taser. GP had seen an increase of (120%) in assaults and this had led the Force to undertake further training in the use of Taser. By the end of March 2020, (20%) of GP frontline officers would be trained to use the device.	
The PCC suggested that the first paragraph following Table 4, page 9 be amended to reflect that the increase in assaults was related to more being reported by officers.	<b>HoSPC</b>
The DCC advised us that the Force had focussed on dealing with domestic violence by investing in appropriate training and support. The rise in Protection from Harassment, Stalking Harassment and Coercive Behaviour offences had almost certainly resulted due to an increase in victim confidence to report these incidents.	
We noted that there had not been a significant change year on year in the number of repeat offenders, however, there had been a 27% increase in areas such as shoplifting. The DCC advised us that the force were monitoring the number of repeat offenders to ensure the appropriate measures were in place to deter repeat offending.	
The DPCC asked if further narrative could be provided regarding Management of Violence and Repeat Offenders and youth offending within the performance report for the following meeting and the DCC agreed to include it.	<b>DCC</b>
The HoS requested clarification of the 1.3 Repeat Offender figures, Table 5 as the report stated there had been a decrease during the previous quarter in repeat offending rates. The DCI-SPC agreed to review the figures.	<b>DCI-SPC</b>
The DCI-SPC suggested a brief meeting prior to the following meeting in order to amend any inaccuracies or to add further narrative if required.	<b>DCI-SPC</b>
The CC explained 'targeting repeat offenders' would also be incorporated within the Crime Prevention Strategy which would be available for review by the OPCC in December 2019.	<b>CC</b>
The PCC was pleased the Crime Prevention Strategy was being progressed and emphasised the importance of evidencing what was being done about repeat offending, crime prevention and reduction as a whole.	
The DPCC referred to the Office of the Police and Crime Commissioner (OPCC) Crime Prevention report and suggested the Force provided a	

response to the report at the next meeting of this Board in November 2019. **Action  
CC**

The PCC acknowledged the work of the Victim's Board and suggested a Deep Dive on the issue of rape to understand why victims were withdrawing support for prosecutions and what could be done to further support them. This was agreed by the Chief Constable. **HoS/  
HoSPC**

In light of recent media attention regarding Action Fraud, the PCC sought assurance that concerns raised in relation to victim fraud had been addressed. The CC informed us that the issues raised were with regards to the Force Control Room not always making the relevant victim referrals and that some victims were not being updated. The CC assured us that a dip sample process had been implemented to make sure the necessary referrals were being made going forward. In terms of updating victims, further investment funding had enabled the availability of resources to provide the updates. A report was in the process of being developed in order to monitor performance in this area. The CC agreed to provide a progress update to the PCC. **CC**

In addition, new measures had also been put in place as a result of discussions at the Victims Board and changes were being made to how victim satisfaction was being monitored across GP.

We referred to the number of missing children and noted the figures in Table 10 did not illustrate that a small number of children could go missing multiple times a month in cases where their needs were more complex. We agreed narrative could be added to the following report to reflect that. **HoSPC**

The PCC asked what support was being provided to the families when a school had been informed that a pupil had been involved in an incident of Domestic Abuse as part of 'Operation Encompass'. The ACC advised us that the school would automatically contact the parents. This had led to the mother of a child attending her child's school at which time she disclosed multiple incidents of abuse that she had not previously reported to the police.

The number of arrests and voluntary attendance had decreased slightly in quarter one and were being continually monitored through the relevant Force Governance Boards. The DPCC asked that figures of those released under investigation and the use of bail be included in the following report. **HoSPC**

Our attention was drawn to Citizens in Policing (CiP) and we were informed the Force hoped to increase the number of its volunteers. The PCC queried how the contribution of Special Constables was measured as the report incorporated the number of volunteers but did not articulate the good work undertaken by the volunteers and the contribution they make. The DPCC asked that this be included in the **HoSPC**

following report.

**Action**

The DPCC queried if consideration was being given to the equalities profile when recruiting Special Constable volunteers. The CC advised us that further proactive work was planned by the Positive Action Outreach Worker. Consideration was also being given to seconding a Police Constable (PC) into the Equality and Diversity Team to assist with community cohesion and recruitment.

The DCC informed us that Hate Crimes and Repeat Incidents had increased which was most likely due to an increase in public confidence to report incidents. Overall, the numbers of Hate Crime had remained low. However, the highest increases related to Disability, Homophobic and Racial hate crime. The Force were increasing the number of Hate Crime Officers in order to provide additional support to victims. We agreed it would be beneficial to provide further narrative to demonstrate why the increase had occurred and what the Force were doing to tackle the issue.

**HoSPC**

The PCC queried if the revamped 'Your Voice' system had been a success. We were informed that early indication was that the new system had been received positively by the public. Priorities were agreed based on threat, risk and harm, vulnerability and serious and organised crime as opposed to the old system where feedback on priorities for local areas related to low level non-police based issues. The Force were also in the process of developing databases in order to capture the more hard to reach audiences going forward. A full evaluation of the Your Voice initiative was expected by November 2019.

The DCC advised us that there had been a decrease in the number of repeat victims of Anti-social Behaviour (ASB) from a quarterly two year average, although there had been a slight increase from quarter one of 2018/19 (264) to 2019/20 (329). The DCC advised that further narrative in relation to the figures would be provided in the next report.

**HoSPC**

The DCC informed us that Community Resolutions had not increased and further research was required to ascertain the reasons behind that. The Force were in the process of developing a model in order to roll out the National Two Tier Out of Court Disposal framework within the next 12 months. This should increase focus on community resolutions.

The PCC asked if there were any areas of concern in terms of ASB. We were informed that Torfaen and Newport saw the highest levels of ASB.

The DPCC queried what was being done to tackle repeat offenders of ASB in order to inform investment funding and to review if there were any further requirements in those areas. It was explained that a collaborative approach had been taken in the Torfaen area to prevent

further incidents of ASB. Parents of the offenders had received visits from the Police in order to inform them about the consequence of their child's behaviour on others. Several youths had received Criminal Behaviour Orders and partner agencies had also utilised other forms of legislation to address the issue. **Action**

We agreed the Professional Standards Department (PSD) element of the performance report was not required as there was a separate PSD report presented to each meeting. **HoSPC**

The DCC provided an update in relation to the First Point of Contact (FPoC). The number of calls from the public had increased by 1.7% against the two year quarterly average. However, the number of 999 calls had remained relatively stable since 2016. The number of abandoned 101 calls was a concern raised by HMICFRS, therefore, in order to manage peak demand, changes were made to staff rotas, which had resulted in a significant decrease in the number abandoned at 29.8%.

The HoS queried the increase of 395.2% in open logs in the 'Incident Demand' table. The HoSPC agreed to provide an update outside of the meeting. **HoSPC**

We agreed the first sentence under paragraph 5.3 'Amount of Contact Through Social Media', should be amended to 'Social Media is a part of everyday life for many people'. **HoSPC**

The DCC provided an update on absenteeism rates of staff and officers.

There had been a significant 38% reduction in staff absence in comparison to quarter one 2018/19 which was most likely due to the new policies and procedures in place and the implementation of the wellbeing initiatives. The Police Federation agreed the change in the policy had assisted and emphasised the importance of the wellbeing initiative and the positive impact it had had on the staff.

The CFO queried the percentages and asked on what they were based as the length of absenteeism had reduced but the number of those absent had not. The CC confirmed the decrease in sickness figures was based on the last month but the overall numbers would be clearer when the new sickness recording system had been utilised for a longer period of time.

## **PROFESSIONAL STANDARDS DEPARTMENT PERFORMANCE REPORT**

6. We received and noted the PSD performance report for quarter one of 2019/20 for monitoring.

The recording of complaints within the 10 day limit had decreased from



95% to 85%. This was primarily due to service recovery not being achievable or PSD awaiting a decision from the complainant on whether they wished to formalise a dissatisfaction to a complaint.

**Action**

The CEx asked if there was an option to 'stop the clock' when the complainant was deciding whether to make a formal complaint within the 10 day timeframe. We were advised this was a national issue across all Forces. The HoPSD agreed to find out if stopping the clock could be an option.

**HoSPD**

The CEx queried why PSD were locally resolving a lower percentage of complaints than the national average when they had previously been commended for locally resolving the highest. We were advised that a higher number of local investigations were being undertaken as opposed to local resolutions which had resulted in a decrease in the number of appeals as complainants appeared to be more satisfied with the process.

We referred to 3.3 Equality Monitoring, page 4 and requested figures to indicate the number of complainants completing the forms and further narrative to support the figures in the following report.

**HoSPD**

We noted an amendment to the reported position at 7.1, the PSD Inspector post within the Local Policing Areas (LPA) was no longer being converted to a Detective Inspector within PSD. Both Inspector post would remain in the LPAs whilst the complaints reform changes in the OPCC and Force were being implemented and an additional post created to support PSD.

## **FORCE DELIVERY PLAN 2019-20**

7. We received and noted the Force Delivery Plan 2019-20.

The HoSPC highlighted the key areas within the report such as the introduction of the rural crime team, expansion of the CiP portfolio such as the Police Cadet and Heddlu Bach schemes, the Early Action Together intervention and the Adverse Child Experiences (ACEs) agenda in which 300 frontline officers and partner agencies had received training.

We were informed that a strategic lead had been dedicated to the development the Crime Prevention Strategy and a tasking group had been established in order to manage problem policing throughout the Force.

The HoSPC advised us that the Victim's Board had assisted the Force in addressing the key entitlements within the Victims Code of Practice and further work was being undertaken with the assistance of the OPCC team to incorporate key performance indicators within the delivery plan.

The embedding of community safety hubs and partnership tasking had been very well received by partner agencies to help tackle issues of ASB. A Restorative Justice Coordinator was to be appointed to provide additional support in this area of work.

**Action**

A review of current and future demand was to be undertaken in order to meet the required service delivery and to align resources accordingly.

We were informed that the introduction of the Single Online Home service would help to improve how the Force interacted with members of the public and would provide an additional platform on which to converse.

The PCC emphasised the importance of measuring the outcomes against the deliverables within the report to the Police and Crime Panel (PCP) and suggested further work was required in terms of 'next steps' to convey how the delivery would be undertaken. The CC agreed that the deliverables should be more aspirational. The CC informed us that there was a Force structure in place to monitor performance against the Force delivery plan with further updates provided to the SPB.

The PCC asked if the report interrelated with the Force Management Statement and received confirmation from the CC that it did.

We approved the Delivery Plan in principle, subject to the amendment of the deliverables in order to ensure that they were more aspirational and measurable with more clarity around timescales. The Plan would be sent to the PCC following amendment.

**HoSPC**

### **THE BUDGET SETTING TIMETABLE AND THE MEDIUM TERM FINANCIAL PLAN 2020/21**

8. We received a report and presentation from the CFO on the Budget Setting Timetable and Medium Term Financial Plan (MTFP) for consideration and comment.

The CFO advised us that the timetable articulated a robust approach to the budget setting process and the Joint Audit Committee (JAC) scrutinised this document as part of their terms of reference.

We were informed that the budget setting process for 2020/21 had commenced and was a critical time for both the OPCC and the Force.

Our attention was drawn to the recurrent deficit of £700,000 within the MTFP. The CFO emphasised the importance of highlighting the good work of the Force to members of the public and the PCP as the public were to become the key contributors in funding GP in the near future as the precept funding would exceed Government grant funding.

The DPCC thanked the CFO for his presentation and suggested there

should be proactive work undertaken to ensure the Welsh Government were made aware of GPs Force funding priorities should there be additional funding through the Barnett formula as a result of the operational uplift. The CC agreed to raise the issue during her next Chief Constable Conference Call.

**Action**

**CC**

We were reminded that the CC's budget bid would be provided to the following meeting of this Board on the 26<sup>th</sup> November 2019.

## **FLEET MANAGEMENT STRATEGY ANNUAL REPORT**

9. We received and noted the Fleet Management Strategy Annual Report for monitoring.

The ACOR informed us that the Force continually monitored their fleet vehicles in terms of the number and type of vehicles used and there had been a significant decrease in the number of vans, bikes and cars retained as the organisation reshaped.

A telematics system was to be implemented in the future to monitor daily utilisation of Force vehicles. We asked what the expected timeframe was to implement the system and the ACOR informed us that a tendering process was currently underway.

There were a large number of mileage claims in 2014/15 which had reduced substantially with the deployment of pool cars, however, we noted that the number had started to rise again. The ACOR advised us that the increase was being monitored but there were no significant concerns due to the limited rise in cost.

We were advised that the Welsh Forces through collaborative procurement would be trialing electric vehicles in early 2020. Should the trial be successful consideration would be given to using electric vehicles within the Force.

The PCC asked why a large number of police vehicles were parked outside of Police Headquarters (HQ). The ACOR advised that as there were over 300 operational vehicles in use, there could be a number of vehicles at HQ at any one time for reasons such as decommissioning, servicing and awaiting parts.

The PCC queried why costs of repairing vehicles had not decreased significantly when the number of accidents had. The ACOR explained that a new contractor was now in place whose costs were higher than the previous contractor (the previous contractor had not participated in the contract process). In addition to that, the more expensive vehicles cost more to repair and contributed to the increased cost.

The CFO referred to vehicle recovery at 9.1 and asked if further narrative could be added to the following year's report to clarify that

service recovery was cost neutral to the Force and the costs were recovered from the vehicle owners.

**Action  
ACOR**

The DPCC asked if electric bicycles would be considered in the future and the ACOR agreed this was under review.

## **WE AGREED TO DEFER THE STRATEGIC EQUALITY PLAN ANNUAL REPORT 2018/19 TO 26<sup>th</sup> NOVEMBER 2019 MEETING.**

### **ANNUAL ESTATE AND FACILITIES DEPARTMENT REPORT**

10. We received and noted the Annual Estate and Facilities Department report for monitoring.

The ACOR informed us that the Estate and Facilities Department managed and delivered premises and operational support to the officers and staff of GP, the PCC and to members of the public, supported in the delivery of operational services by the Shared Facilities Management (SFM) Service in collaboration with Monmouthshire Council.

We agreed that it would be beneficial to include the annual benefits of the Estate Department within the report at 2.1.1.

**ACOR**

We agreed the following amendments to the report for publication:

2.1.2, To incorporate the Capital Budget in addition to the annual Revenue Budget.

**ACOR**

2.1.3, To include a breakdown of the budget in terms of revenue spend in relation to the Shared Facilities Management Service (SFM).

**ACOR**

2.2.2, To amend the 'Estate Strategy Implementation Group' to the 'Estate Strategy Board'.

**ACOR**

### **ICT STRATEGY ANNUAL REPORT 2018/19**

11. We received and noted the ICT Strategy Annual Report 2018/19 for monitoring.

We were informed that the Shared Resource Service (SRS) Strategy was a strategy where multiple public sector public organisations worked together to ensure data could be accessed securely and efficiently by its users; this strategy was complemented by the Digital Strategy.

The ACOR advised us that GP had invested in the establishment of a Digital Services Division (DSD) in collaboration with South Wales

Police (SWP) to manage the Digital Strategy. The team had engaged well with the Chief Officers Board and this had been notable with the delivery of many new systems, particularly the new OLEEO recruitment system which would assist with the forthcoming increase in officers. We were informed that adaptations would continue to be made to the newly embedded technology in order to ensure it was being utilised most efficiently and effectively.

**Action**

The ACOR advised us that overall the SRS had performed well in meeting Force requirements.

Business Continuity arrangements for the SRS had been agreed with partner organisations in order to meet service delivery requirements. However, a significant number of actions for all partner organisations still awaited completion by SRS and therefore, audit remained an area for improvement. We were assured by the ACOR that JAC closely monitored and scrutinised areas for improvement on a continual basis.

There had been significant investment ICT and we were informed that the appropriate collaborative resources were based within the SRS to ensure the delivery of core services. A new Project Manager had also been appointed to manage ICT projects for the new Police HQ.

We were informed there had been a non-recurring overspend of revenue expenditure due to the establishment of the DSD, transferring of ICT staff and the development of new technology. We agreed it would be advantageous for the ACOR to provide details of the various business benefits resulting from DSD projects in the following year's report.

**ACOR**

Overall, there had been an underspend of technology led budgets for the year of £1.15 million. This was predominantly due to the consolidation of Force systems. The 2019/20 budget had been amended to reflect the changes.

We acknowledged the vast amount of work undertaken within the area of ICT, particularly the positive response by the SRS to feedback from the JAC in relation to the high number of outstanding audit recommendations and their swift response to first line fixes.

The CFO informed us that GP were an expensive outlier in terms of ICT and digital services and reiterated the importance of ensuring the PCP were made aware of the benefits provided by DSD in terms of savings and productivity, outweighing these costs.

**OFFICE OF THE POLICE AND CRIME COMMISSIONER WELSH LANGUAGE STANDARDS ANNUAL REPORT 2018/19**

12. We received and noted the OPCC Welsh Language Standards Annual Report 2018/19 for monitoring.

The CEx advised us that the OPCC were complying with the Welsh Language Standards as far as was practicable. The new Welsh Language Commissioner had reviewed OPCC compliance and going forward greater scrutiny would be focussed on compliance with the standards by the OPCC team. However, it was acknowledged that the team were not in a position to comply with certain aspects of the increased requirements such as the expectation that the first point of contact on the telephone into the OPCC office should be able to answer the telephone and deal with a basic enquiry in Welsh.

We noted that we were unable to evidence that vacancies within the department had been advertised as 'welsh desirable' and the recruitment process would be changed to include that. Job descriptions had also been amended to reflect this change.

Progress had been made in relation to Welsh Language training level 1, with the majority of OPCC team members now having received the training.

### **GWENT POLICE WELSH LANGUAGE STANDARDS ANNUAL REPORT 2018/19**

13. We received and noted the GP Welsh Language Standards Annual Report 2018/19 for monitoring.

The DCC informed us that two complaints had been received between 1<sup>st</sup> April 2018 and March 31<sup>st</sup> 2019 both of which had been resolved.

We noted that occupations within the Force had not previously been advertised as 'welsh desirable' and this would be included in future recruitment processes.

A considerable number of Force employees had been trained to Welsh Language training level 1 and further training was on going in accordance to the Force training schedule.

An additional Welsh Language speaker had been appointed within the Force Control Room and there had been an increase in use of 43% of the Welsh Language Facebook page. There had also been an increase in the use of the Welsh Twitter account.

The Welsh Police Forces had raised their concerns with the Welsh Language Commissioner in relation to the challenges faced in complying with standards 26A and 27A which required simultaneous translation at interviews. The Welsh Language Commissioner had since accepted that in certain instances it would not be feasible due to the nature of the work.

## **ANNUAL VOLUNTEERS REPORT 2019**

**Action**

14. We received and noted the Annual Volunteers Report 2019 for monitoring.

The ACC informed us that GP had been successful in securing Police Innovation Funding for CiP by participating in two national pilot projects. The funding would be utilised by the Joint Response Unit (JRU), an innovative collaborative initiative with the Welsh Ambulance Service and the All Wales collaborative model to develop new recruitment approaches, training models and pathways for the Special Constabulary.

During an evaluation of the JRU In May 2019 the Institute of Public Safety, Crime and Justice highlighted that the JRU had been positively received and made recommendations for improvements which were being progressed by the Force.

The Force had also invested in a full time CiP Coordinator. In addition to that, the four Welsh Forces had jointly funded the appointment of an All Wales regional CiP Coordinator employed by GP, in order to strengthen collaborative opportunities across the Forces.

The DPCC emphasised the importance of the CiP Coordinator and suggested that Corporate Communication publicised work of the role.

**CEM**

A recent national evaluation of the Cadet scheme had acknowledged that membership supported young people with the journey into positive citizenship. The Force had committed to temporarily seconding five CSO's to a new Force wide 'NextGen' project in order to bridge the gap between the Mini Police (Heddlu Bach) and Cadet Scheme.

The Heddlu Bach scheme had been rolled out to 24 schools in areas of deprivation and the scheme was expanding with the addition of 25 more schools over the course of the year. The scheme has been positively received which a recent evaluation undertaken by Fochriw Primary School had confirmed as 91% of their pupils said they felt useful being Mini Police Officers and 100% were optimistic about their future.

The CEx suggested the volunteers report be amended to reflect that the Crime Prevention Panel were not GP or OPCC volunteers.

**ACC**

We agreed consideration should be given to the status of the Crime and Prevention Panel members within the Crime Prevention Strategy Review.

**ACC**

We noted a comprehensive review of the IAG was to take place in due course and an update would be provided once completed.

**ACC**

We were informed that the Ethics Committee Peer Review had resulted in a favourable outcome in terms of culture within the Force and a further review was to commence during September 2019.

**Action**

## **GWENT POLICE JOINT COMMUNICATIONS AND ENGAGEMENT STRATEGY ANNUAL REPORT 2018/19**

15. We received and noted the GP Joint Communications and Engagement Strategy Annual Report 2018/19.

The CC acknowledged the good work of the Communication and Engagement (CE) department. There had been an increase in the number of Facebook followers, over 400 enquiries had been received through the 'News Desk', work was on going regarding the facilitation of the third series of the Crash Detectives and the team had also worked on a number of high profile court cases. However, there was room for improvement and further resource capacity was required to support this. We were advised that interviews were taking place in September 2019 for a Head of Communications and Engagement and a departmental review would be discussed at the next Service Improvement Board.

A Joint Communication and Engagement Strategy had been agreed between the OPCC and the Force Communication Teams in order to ensure a 'joined up' approach when communicating with local communities and stakeholders. Weekly meetings also take place in order to maintain this approach.

We were informed that many local Police Officers had received training in CE and training was to continue into the ranks of Inspector and above across the Force over the following year.

The HoCE acknowledged there had been significant improvement in the work by the CE team this year and suggested the report should also include the internal campaign pressures and what impact this had on the team.

**CEM**

The HoCE requested the CE team shared their external campaigns strategies detailed within the report and the evaluation of those campaigns with the OPCC. A further request was made for an update on the progress of the Social Media strategy and the results of the feedback questionnaire.

**CEM**

## **EXCLUSION OF PRESS AND PUBLIC**

16. The information contained in the report(s) below has been subjected to the requirements of the Freedom of Information Act 2000, Data Protection Act 2018 and the Office of the Police and Crime Commissioner for Gwent's public interest test and is deemed to be exempt from publication under section 7.



**We agreed to take Item 5c, Child Protection Action Plan Update and Item 5d, Anti-Corruption Unit Action Plan due to time constraints on the CC.**

### **CHILD PROTECTION ACTION PLAN**

17. We received and noted the GP National Child Protection Inspection Action Plan.

The ACC advised us that the Force had been working closely with the HMICFRS Force Liaison Lead for the four Welsh Forces and she was satisfied that the actions within the plan were being progressed. The Children's Commissioner had also been involved and was keeping abreast of Force activity in relation to children in custody and secure accommodation.

We agreed a covering report identifying the risks and summarising the progression against the National Child Protection Inspection action plan would be sufficient for future meetings.

**ACC**

The DPCC referred to the joint review of Children's Social Care Services and the management of children in detention and asked for an update on the outcome. The ACC informed us that she would obtain an update including the timeframe and feedback to the OPCC.

**ACC**

The DPCC referred to the 'immediate' action requirement in relation to children in custody and requested an update on the introduction of the Appropriate Adult (AA) protocol. The ACC advised us that there had initially been an issue where the AA would not always have been asked to attend custody until the beginning of an interview, protocols had subsequently been put in place and Custody Sergeants now requested AAs immediately.

The CC informed us that the majority of the actions had been completed expeditiously and that the HMICFRS Force Liaison Lead would be visiting the Force in October to review progress.

### **ANTI-CORRUPTION UNIT ACTION PLAN**

18. We received and noted the Anti-Corruption Unit Action Plan.

The CC advised us there had been changes of staff within the vetting department and the vetting backlog had decreased substantially. The CC agreed a covering report identifying the risks and summarising the progression against the action plan would be sufficient for future meetings.

**DCC**

We were informed that the HMICFRS Force Liaison Lead for the four Welsh Forces would be undertaking a review of the action plan 6<sup>th</sup>

September 2019 in order to monitor progress.

**Action**

**The CC left the meeting at 12.00pm**

### **JOINT RISK REGISTER**

19. We received and noted the Joint Risk Register.

The DCC informed us that it had been very difficult to obtain blue light trainers to clear the backlog in blue light training, particularly in relation to driver training. The operational uplift in officers may add further pressure and therefore the issue had been identified as high risk for monitoring.

We were informed that the Force had contributed funding to a national post in order to secure the appropriate level of ISO accreditation to ensure collision investigators could continue to undertake investigations.

We noted that discussions had taken place across Wales to implement an all Wales Legally Qualified Chairs (LQC) list to provide resilience. All LQCs were being asked to accept the nationally agreed indemnity wording. Should they not accept the indemnity wording their services would come to end and a recruitment campaign may need to be instigated.

The ACOR referred to the Data Quality and Business Intelligence risk and advised us that the Force Management Statement process had identified the risk in terms of the accuracy of reporting in the previous year. A Data Quality update had been provided to the JAC for scrutiny at their September meeting which addressed the issues of concern and provided reassurance that mitigating controls had been implemented to manage the risk.

The DCC informed us that a Temporary Inspector had been appointed to support and clear the temporary evidential storage areas in preparation for the move to Niche property. The risk remained high due to the nature of the task.

The DCC advised us that GP was an outlier in terms of Police National Database (PND) Usage. This was under review with the aim of increasing usage; the national PND team had recently visited GP to provide support in this area.

### **COLLABORATIVE PROJECTS – GWENT PERFORMANCE UPDATE**

20. We received and noted the Collaboration Report.

The DCC advised us that there had been an increase in vacancies

within the Joint Firearms Unit (JFU) which was a concern due to the increase in demand being experienced.

**Action**

We were informed that GP may need to contribute additional funding to the JFU; a review of the JFU and the costing model was being undertaken and would provide further clarity.

Should the proposed uplift in officers as mentioned by the Prime Minister be granted, the potential to increase JFU resources may also need to be considered.

We received a presentation on TARIAN, the Regional and Organised Crime Unit (ROCU).

We were informed that TARIAN had a very good relationship with partner organisations and their processes had been seen as best practice amongst other Forces.

The HoW/T explained that the Government had released a new Organised Crime Strategy in November 2018. This had resulted in changes to the lead of ROCU support services putting Gwent very much at the forefront. Discussions were taking place at a national level as to who would be accountable for the risk implications of the change. A national tasking process was being developed by the National Crime Agency which would impact on ROCU in the future.

We were advised of the potential increase in resource demand relating to the 'Dark Web'.

We discussed the potential changes to the ROCU funding arrangements and noted that most PCCs nationally provided approximately 70% funding as opposed to Gwent at 50%. However, we noted Government funding differed in Wales to that of other regions. The DPCC advised us that the Association of Police and Crime Commissioners (APCC) had appealed to the Home Office regarding the underfunding of ROCUs at a national level.

The HoW/T informed us that it had been very difficult to retain experienced staff due to the roles within the team being fixed term contracts, as limited funding timescales did not allow the option of permanent contracts.

The PCC agreed to arrange meetings both in Gwent and with his Welsh counterparts to discuss ROCU funding arrangements with HoW/T.

**PCC**

We acknowledged the good work of the Gwent ROCU who had worked closely with TARIAN on OP DIVIDE, which had resulted in 8 offenders receiving a total of 60 years in prison sentences.

The DPCC emphasised the importance of the Force ROCU teams working well with the Regional team and asked how the governance framework for Serious Organised Crime (SOC) could integrate with the Serious Violence Strategy and the development of the Violence and Vulnerability Unit.

**Action**

The HoW/T informed us that a report was to be presented to the All Wales Policing Group (AWPG) regarding a change to the All Wales Serious Violence Board as it had been agreed that their Terms of Reference needed to include Serious Violence and SOC.

The CEx suggested ROCU leads attended future SPB meetings going forward to provide an update of the work being undertaken.

**CC**

We thanked the HoW/T for his presentation.

### **The ACOR left the meeting at 12:45pm**

#### **PRESENTATION ON THE STRATEGIC ASSESSMENT AND THE STRATEGIC POLICING REQUIREMENT**

21. We received a presentation on the strategic assessment and the Strategic Policing Requirement (SPR).

The ACC advised us that the strategic assessment used the Management of Risk in Law Enforcement (MoRiLE) thematic risk assessment process to provide an accurate and realistic evaluation of risk and harm posed by crime areas. This enabled the Force to prioritise resources effectively by feeding into the Force operational control strategy.

We were informed that homicide had remained low and rape and serious sexual offences had stabilised; 26% of rape cases were historic. There had been a decrease in the number of robberies and the assessment had also shown reported knife crime to remain as one of the lowest out of all 43 Forces.

The CEx suggested the CE team raise public awareness of the demand within the strategic assessment as it would be used to develop the next Police and Crime Plan. This could assist in closer alignment of the public priorities to the types of demand once consultation on the next Police and Crime Plan begins.

**ACC**

We were advised that the SPR outlined the national threats and the policing capabilities required to respond. Meetings were undertaken to support the SPR and monitoring took place every six months.

A new (Counter Terrorism Security Advisor (CTSA) had also been appointed locally as the threat assessment level in Gwent remained severe.

The Cyber team had received significant investment in resources and a Protect Officer and Victim Identification Officer had recently been recruited.

**Action**

The Police Support Unit (PSU) had visited the International Conference Centre at the Celtic Manor in order familiarise themselves prior to policing it.

We thanked the ACC for her presentation.

### **MINUTES OF THE JOINT AUDIT COMMITTEE 3<sup>RD</sup> JUNE AND 29<sup>TH</sup> JULY 2019 (DRAFT)**

22. We received and noted the draft JAC minutes from the meetings held on the 3<sup>rd</sup> and 29<sup>th</sup> July 2019.

The CFO informed us that the final audit opinions had been received from both sets of internal auditors.

The Wales Audit Office gave unqualified audit opinions on both the PCC and CC statements of accounts. The introduction of the statutory deadline for the statement of accounts had been achieved, although there were some lessons that could be learned in preparation for the following year. An action plan had been developed to ensure a more timely submission of the draft accounts for the following year.

The JAC finalised their annual report for submission to the CC via the Chief Officer Team meeting and the PCC via the box day process.

### **ANY OTHER BUSINESS**

23. None identified

### **TO IDENTIFY ANY RISKS ARISING FROM THIS MEETING**

24. The ROCU funding arrangement to be added to the Risk Register

**ACC**

### **FOR INFORMATION**

25. We noted the minutes of the following meeting:

- Strategic Planning Group, 13<sup>th</sup> August 2019

**The meeting concluded at 1.20pm**