

# Office of the Police and Crime Commissioner for Gwent

## Annual Report 2013-2014



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## 1. Introduction

The information in this Annual Report builds on the report previously published for the period [November 2012 to June 2013](#) that covers my first six months, and updates the information contained within the [Police and Crime Plan 2013-2017](#).

Since July 2013, we have seen another very busy and productive period marked by a number of noteworthy activities, not least of all celebrating the major milestone of my first twelve months in office.

Looking back over this time, we have started to see a number of changes in the way the police are delivering their service. This includes a move away from the emphasis on targets and numbers that has driven policing over the last few years, to refocus on the quality of service provided. We have continued to focus on public engagement, and have been busy talking to and listening to you, to find out what you think of the service you receive.

One of the key aims of my Police and Crime Plan is to prevent crime and antisocial behaviour, but for those people that unfortunately become victims we are continually working with the force and other service providers to improve the services they receive. During the past year I am pleased to have developed my commitment to put victims at the heart of everything we do.

As the duties and requirements placed on Police and Crime Commissioners continue to evolve, I have undertaken a review of the Police and Crime Plan to ensure that it remains relevant. In doing so, I have taken into consideration the requirement placed on me to have regard to the [Strategic Policing Requirement](#) (SPR).

Firstly, however, I would like to share with you the progress against my Police and Crime Priorities for the period April 2013 to March 2014.

## 2. Quality of Service

We have continued to work hard to listen and engage with the communities about the police service they require and receive. As part of this:

- my staff and I have met with over 400 local residents, organisations, special interest and community groups across Gwent. As part of this work, we have been meeting with victim's service providers and service users to gain a better understanding of the way these services work across Gwent
- through an effective social media strategy we have successfully raised our profile to over 1,320 [Twitter](#) and over 1,030 [Facebook](#) followers and our bilingual [website](#) now receives an average of 2,500 visitors per month
- as part of my commitment to engage as widely as possible with residents, in August I launched the UK's first Police and Crime Commissioner 'App' that

provides an interactive look at the Gwent-wide activities of the Office of the Police (OPCC). To date, over 220 people have downloaded the App

- I have continued to consult with the Chief Constable, members of the public and partners around reviewing the accessibility and changing use of police stations. We are currently working to provide suitable arrangements based on the feedback provided and [decisions made to date](#) are published on our website
- between April 2013 and March 2014, the OPCC has responded to 40 Freedom of Information requests.

In October 2013, a Wales Audit Office (WAO) inspection examined how effectively we are engaging with local communities to help determine and deliver policing priorities. The inspection results recognised that we are developing appropriate arrangements for engagement and consultation to allow communities to help shape the police service they receive. This was a very positive result for us and reflects the work undertaken to achieve this.

In addition, Internal Auditors have given a 'Substantial' rating in relation to the governance arrangements which are in place to support my decision making and the work of the OPCC. This means that there is a sound system of internal control in place for the organisation.

My staff and I have also been meeting with you as part of our active review of the Partners and Communities Together (PACT) process. This has provided opportunities to discuss ways of improving the methods currently used for engagement to ensure that they are more meaningful for everyone. A set of supporting engagement principles has been developed with partners. This work is on-going and the force is currently considering a number of methods to either replace or enhance the provision of PACT to better meet the needs of the community and partners involved.

In September I publicly launched my [Victims' Charter](#) that outlines the minimum standards of service and support that all victims in Gwent should expect. Since then, we have been working hard to raise awareness of its aims with communities and partners.

We are also supporting, along with criminal justice partners, 'Project Undivided', which tracks and analyses the journeys through the criminal justice system of 100 victims in Gwent. The independent findings will be fed into the Criminal Justice Strategy Board for Gwent to further improve victims' experiences with these agencies. Feedback within an interim report concerning interactions with the police has been received and identifies examples of both good practice and areas for improvement. Further information will be available on completion of the project and the final report.

We continue to support the [Independent Custody Visiting](#) scheme to ensure that the public can have confidence that people in police custody are treated fairly and in an appropriate environment. We also support the Animal Welfare Scheme which checks that the well-being of police dogs is maintained.

I also continue to hold the Chief Constable to account for force performance to ensure an efficient and effective police service for Gwent through his commitment to delivering a 'service that works'. Regular reports are received from the force on performance related matters and I hold weekly one-to-one meetings with the Chief Constable to address any matters arising.

Mindful of the link between public confidence and police integrity around crime recording, I commissioned a joint internal review with the force to examine the quality of crime data being recorded. Following this internal review, I believe that the communities of Gwent can have confidence in the way crime is recorded by Gwent Police.

I have a statutory responsibility to monitor complaints regarding Gwent Police officers that are dealt with by the Professional Standards Department, and I am the Appropriate Authority regarding complaints against the Chief Constable. Since April 2013 I have received less than 10 complaints against the Chief Constable. In addition, my office deals with quality of service matters raised by members of the public and we engage with the force to be able to provide appropriate responses to these issues. 200 quality of service issues have been received by the OPCC between April 2013 and March 2014.

### Public Confidence

For the 12 month period to September 2013, the Crime Survey for England and Wales reported that 56.7% of people in Gwent felt that the 'Police are dealing with community issues'. This is an increase of 3.7 % compared to the previous period. In addition, 72% of people surveyed feel that Gwent Police now has a better understanding of our communities, but in spite of rating highly for 'Respecting people' (83.4% of survey respondents), there has been a decrease in the number of people that feel they have been treated fairly, from 63.1% to 60.1% over the 12 month period. 'Being kept informed' is the area that victims are least satisfied with. Whilst the satisfaction of victims of antisocial behaviour in Gwent has increased by 8.5% over the past 12 months to 63.7%, satisfaction of victims of crime has decreased slightly from 67.2% to 66.3%. 93% of victims of crime and 90% of victims of antisocial behaviour are satisfied with the 'Ease of contact' for Gwent Police. However, satisfaction with 'Actions taken' for crime victims has been decreasing since September 2012.<sup>1</sup>

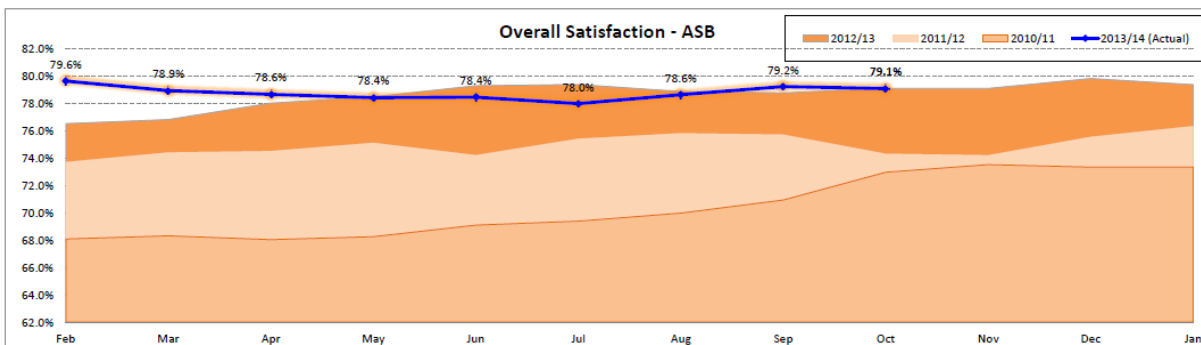
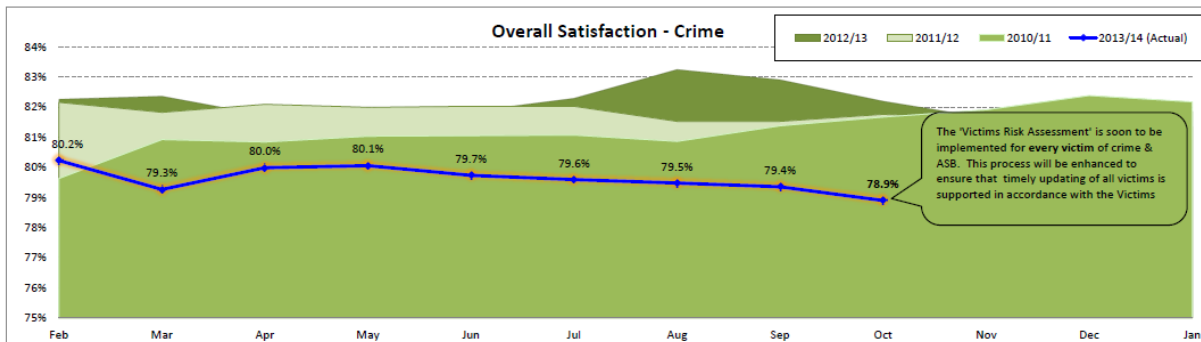
The OPCC will continue to work with the force to meet the needs of local people and victims of crime, and to raise public confidence in Gwent Police.

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<sup>1 2</sup> Data for Crime and Antisocial Behaviour will be updated to 'year-end' in April 2014

### 3. Crime and Antisocial Behaviour

Historical Comparisons For Last 4 Years



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I continue to work productively with partners in delivering crime and antisocial behaviour prevention and reduction, tackling wider community safety issues and supporting individuals and their communities when they become victims. I am represented on four of the five Local Service Boards within the force area and my officers link into the various networks to ensure that all partner priorities are considered within planning and delivery processes.

We are working to assess the effectiveness of projects supporting these priorities to inform overall performance and future funding decisions. Closer scrutiny of force performance areas is carried out as required through dip-sampling undertaken by staff of the OPCC and, where appropriate, with our community volunteers around areas such as [stop and search](#).

To support wider partnership and community activities that impact on my priorities, I have sought to assist organisations who deliver services and support directly to communities. In addition to the funding already awarded:

- my [Partnership Fund](#), launched in September, aimed to support local community groups that work to prevent crime and antisocial behaviour and divert people away from these activities. As a result, I awarded £99,470 of funding across Gwent to 25 individual projects.
- I have also awarded £1,000 to each of the eight Crime Prevention Panels across Gwent to assist worthwhile projects identified by the Panel members in

support of local policing initiatives; for example, to provide home and personal security alarms to help reduce and prevent crime. These committed volunteers work with neighbourhood police officers to support their local communities by raising awareness of what steps they can take to prevent crime and protect themselves and their property from criminal intent.

- I have supported the continuation of the Online Watch Link (OWL) Neighbourhood Watch system. During the last year there has been a significant increase in membership, from 20,765 registered users in February 2013 to 37,008 in February 2014 (or one in eight Gwent homes). OWL allows widespread information-sharing about crime and associated activities amongst users and contains a total of 69 watches, including Farm Watch. Between September 2013 and January 2014, the Gwent Farm Watch Coordinator helped increase Farm Watch membership on OWL by 133% from 300 to over 700 members. By using OWL and increasing engagement with local farmers, Gwent Police Officers have managed to reduce farm crime in Gwent by 27% in that period. Public intelligence via OWL has also led to a series of arrests including a warrant at a farm in Newport where stolen property including a £20,000 digger was recovered (Dec 2013). OWL reduces fear of crime through improved communication, reassurance and good news messages sent by local officers and coordinators. Increased levels of awareness, vigilance and improvements to home security have also translated into further reductions in crime.
- I have agreed to continue to support, for the academic year 2013/2014, the schools focused Wings to Fly events that were in danger of being discontinued due to lack of funding. This powerful play is a drama that raises awareness of the effects of drugs, not only on the user, but also on those around them.

I have continued to fund the Gwent Drugs Interventions Programme (DIP) to support people involved in the criminal justice system as a result of substance misuse. Gwent DIP aims to reduce further harm resulting from reoffending and continued substance misuse, including the use of new psychoactive substances. In the period April to December 2013, 387 referrals were received into Gwent DIP and a total of 244 people concluded their period of treatment.

We are working with the Gwent Criminal Justice Strategy Board to continue monitoring identified priorities in areas including prosecutions, domestic violence, hate crime, and re-offending rates. Where appropriate, we also work to influence decisions relating to Gwent's wider criminal justice landscape. The Board has agreed to monitor work to support the Victims' Charter and statutory Code of Practice for Victims of Crime.

Supported by the Board, I monitor progress of the Gwent Partnership Bureau model established between Gwent Police and the local Youth Offending Services which aims to encourage joint decision-making, effective outcomes and restorative justice interventions for young people. Victims that have taken part report a 100 per cent satisfaction rate for this process.



#### **4. Public Protection**

I also continue to work with fellow Commissioners and Chief Constables across Wales on regional issues and have a focus on supporting our communities by building productive relationships with local, national and UK-wide public and voluntary-sector partners. Consideration of national policing requirements is also needed when planning my priorities.

##### Protecting people from serious harm

In support of this priority to protect people from serious harm, I carry out regular monitoring of all Public Protection services carried out by Gwent Police. This monitoring forms an integral part of my Performance Monitoring Framework, and I have made arrangements to receive quarterly public reports on:

- Safeguarding Children and the Multi Agency Public Protection Arrangements (MAPPA) for Gwent
- Rape and Serious Sexual Incidents
- Protection of Vulnerable Adults (POVA) and Human Trafficking
- Domestic Abuse and Honour Based Violence (HBV).

I also receive updates and reports from the Head of the Public Protection Unit for Gwent Police on activity and work undertaken by associated strategic and operational partnership groups that provide services in each of these areas.

My staff and I have been meeting with providers of support services to victims of domestic and sexual abuse in order to better understand the need of service users, and this will form one of a number of key aspects of considered as part of the commissioning of victims' services for Gwent. Findings from the Gwent Domestic Abuse Pathfinder Project, released in March, will further inform our activity in this area of service provision and commissioning.

During the year, the issue of mental health and the police/criminal justice service has regularly arisen. This is now clearly on my agenda as I believe there is a need to review the situation, not only in Gwent but across Wales as a whole. For example, in 2013, an average of 25 people a month were detained by Gwent Police alone under the Mental Health Act; 58% of these were taken to police custody for assessment rather than a health facility, both of which are deemed to be a Place of Safety under the Act.

I believe that this matter can be resolved by working effectively in partnership and adopting a similar unified approach to that recently launched in England. I am discussing approaches to this issue with my fellow Commissioners and the four Welsh Chief Constables as well as the Aneurin Bevan Local Health Board in Gwent. This area of work will become more of a focus in 2014/15 and is highlighted within the revised Work Plan at Appendix A.



I will continue to monitor force performance and work with these partners to reduce the level of offences committed in Gwent.

## 5. Value for Money

Regular financial reports are also received as part of budget-monitoring to help me ensure that Gwent Police provides value for money in the way services are delivered. During this period I have:

- agreed a budget requirement for Gwent Police for 2014/15 of £119,656,328 (2013/14 budget was £120,315,665)
- set the Council Tax Precept increase at 2.66% (2013/14 increase was 2.66%)
- continued to monitor how the Chief Constable is managing the pressures around making savings throughout the force via the Staying Ahead<sup>3</sup> programme
- along with the Deputy Commissioner and OPCC staff, I have been meeting with recipients of my funding to see first-hand how communities are benefitting from these projects.

The preparation of the Statement of Accounts for 2013/14 is scheduled to commence with interim audit work early in 2014. The draft accounts will be completed by the 30<sup>th</sup> June 2014 and audited throughout the summer, with final sign off by the 30<sup>th</sup> September 2014. The final Audit Report for 2012/13 contained a positive opinion on the arrangements that I have been securing value for money.

In addition, HMIC undertake an annual Value for Money Study which compares all police forces in England and Wales. Individual forces are pooled into 'Most Similar Force' (MSF) grouping to provide comparability when benchmarking. The findings from this data are instrumental in shaping and providing focus for the Staying Ahead programme thereby delivering increased value for money and improving the quality of service to the people of Gwent.

### Revenue

The position to date shows accelerated efficiencies of £1.624m. The forecast position to the end of the financial year shows accelerated efficiencies of £2.484m.

### Capital

The latest Revised Annual Budget on proposed schemes for 2013/14 is £12.658m of which, £5.591m is anticipated to be delivered in the year.

I continue to hold the Chief Constable to account for force performance at the monthly [Strategy and Performance Board](#) and from April 2014 will hold these meetings in public on a quarterly basis. Through the Board, I regularly monitor

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<sup>3</sup> The Staying Ahead programme is a fundamental review of Gwent Police that began in 2007 with the aim of presenting solutions that represent the best use of resources to improve efficiency and service delivery

Professional Standards performance and the minutes from the [Joint Audit Committee](#)<sup>4</sup> as well as progress against the Staying Ahead programme. All Agendas and Minutes from meetings as well [records of decisions](#) made are published on my website [www.gwent.pcc.police.uk](http://www.gwent.pcc.police.uk), which we use to meet our statutory duties for publication of information.

I also meet with the [Police and Crime Panel](#) on a regular basis to ensure any recommendations they make with regard to the information shared with them are used effectively in improving the services delivered to the people of Gwent. In the last six months, meetings and activities of note include:

- endorsing the appointment of the Chief Financial Officer for the OPCC (July 2013)
- receiving a briefing on the Medium Term Financial Plan (Autumn 2013)
- endorsing the appointment of the Chief Constable for Gwent Police (November 2013)
- receiving an update report on Commissioning progress (December 2013)
- receiving an update on the OPCC Treasury Management Strategy (December 2013)
- confirming the budget requirement and setting of the Precept for the forthcoming year (January 2014)
- presentation of the Police and Crime Plan Performance Update report (January 2014).

The OPCC and Gwent Police will continue to work efficiently to deliver the required savings whilst ensuring that the service provided is effective and value for money.

In addition, progress of the statutory Second Stage Transfer of police staff has been moving forward on schedule. On 6<sup>th</sup> December we received approval from the Home Secretary of the proposed Transfer arrangements, and all staff have now been notified of the changes that will take effect from 1<sup>st</sup> April 2014. A transfer scheme was forwarded to the Home Secretary on 27<sup>th</sup> February ahead of the deadline of 3<sup>rd</sup> March 2014.

I have also completed the staffing review of my office and I am satisfied that the arrangements support the current requirements of the OPCC.

In terms of commissioning services, the Strategic Commissioning Board has been successfully established with membership drawn from key strategic partners across Gwent. The purpose of the Board is to provide strategic direction to my Commissioning Programme in relation to strategic planning, service quality, contracting performance and management and stakeholder engagement.

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<sup>4</sup> The Joint Audit Committee is composed of five people independent of the Chief Constable and the OPCC. Its purpose is to provide independent assurance to the Commissioner and the Chief Constable regarding the adequacy of the risk management framework and the associated control environment; independent scrutiny of the force's and the OPCC's financial performance; and to oversee the financial reporting processes in place. They report directly to the Commissioner and the Chief Constable.

The Board is chaired by the Deputy Commissioner and has representation from:

- the OPCC
- Local Authorities
- Gwent Police
- South Wales Fire and Rescue Service
- Wales Probation Trust
- Aneurin Bevan Health Board
- Gwent Registered Social Landlords
- Gwent Voluntary Sector

The Welsh Government is represented in an observational capacity.

Members have agreed the Commissioning Framework and Strategic Commissioning Intentions that will be used to provide financial support to local initiatives and projects that further my priorities. The Board is involved in discussions with national bodies and regional partners around the commissioning intentions.

The Commissioning Intention incorporates six key programmes of work for:

- Core Policing
- Crime Prevention
- Antisocial Behaviour Prevention
- Strategic Community Safety – Guidance, Governance and Oversight
- Victims Services and Support; and
- Rehabilitation of Offenders

This will ensure effective, focused commissioning activity whilst achieving increased efficiency, value for money and improved outcomes against each of my priorities within the Police and Crime Plan.

The Board has recently endorsed the membership and remit of Task and Finish Groups which have been set up for each of the six programmes. Each Task and Finish Group is required to present a 'blueprint' for future delivery during the spring/early summer.

## **6. Looking Forward – revisions to Police and Crime Plan for 2014-15**

Having undertaken a review of the Police and Crime Plan 2014 – 2017, I am satisfied that the key priorities and outcomes remain appropriate. However, whilst I receive monitoring information in support of Priority 4 (People in Gwent are protected from serious harm), the Success Measures and supporting police-related activities initially identified are being reconsidered to ensure that they are the most appropriate. This will be reported on in due course.

In addition, Appendix A provides a revised Work Plan for my office which is a variation on the original plan. The Schedule was presented to the January 2014 Police and Crime Panel meeting for consideration and no amendments were requested. The Chief Constable has been consulted on the amended programme and his comments have been incorporated into the Appendix. I have asked my Chief Executive to update some of the text in the original plan to reflect the current position, for example on my Commissioning Strategy, to ensure that the online plan is current and relevant.

I remain committed to working with the Chief Constable to ensure that Gwent Police delivers a high quality, value for money service to the people in our communities. We will continue to work together to achieve the Police and Crime Priorities with regular monitoring of related force performance taking place at the Strategy and Performance Board.

Many of the issues faced in keeping our communities safe can only be resolved by working in partnership and the OPCC places great importance on partnership working and engagement. To ensure that you have the chance to discuss your issues or any concerns about local policing, I will continue to look for opportunities for meaningful engagement with you.

We will further develop the Strategic Commissioning Intentions for Gwent with a view to implementing them from October 2014, when statutory monies for victims' services in Gwent will become part of my wider financial responsibilities. As part of our preparations for this, we will carry on engaging with service providers and third sector agencies to support our decision-making processes and better inform our identification of gaps in current service provision across the area.

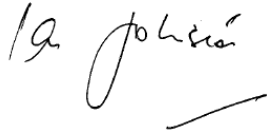
In addition, I will provide further community funding opportunities through my Partnership Fund, which will be made available again within the coming year. Details will be published on the OPCC website.

The updated supporting programme of work for the OPCC from April 2014 reflects changes in legislation, particularly regarding the new responsibilities being placed on me in relation to the areas of restorative justice and victims. The OPCC will continue to work with partners to develop the next iteration of the pan-Gwent Unified Needs Assessment and with the force in developing the Gwent Police Strategic Assessment.

I will also be liaising with the Chief Constable around the resourcing requirements for the NATO conference, to be hosted in Newport in September. Securing this event is a major achievement for us in Gwent, and we will be working with wider partners to ensure effective and successful planning arrangements for both the visiting dignitaries and the communities involved.

As always, I welcome your feedback on the information within this report, as well as your thoughts on the policing service you receive. I hope that you will take the

opportunity to get involved with the upcoming engagement activities in your local area, and I look forward to hearing more from you over the coming months.

A handwritten signature in black ink, appearing to read 'Ian Johnston', with a horizontal line underneath.

Ian Johnston QPM,  
Police and Crime Commissioner for Gwent

*Listening to and working for you...*

## Appendix A - PROGRAMME OF WORK FOR THE OPCC 2014-2017

<b>Priorities</b>					
<ol style="list-style-type: none"> <li>1. To deliver the best quality of service available</li> <li>2. To reduce and prevent crime</li> <li>3. To take more effective action to reduce and prevent ASB</li> <li>4. To protect people from serious harm</li> <li>5. To make the best use of resources and provide Value for Money</li> </ol>					
	PROGRAMME & PRIORITIES	TIMESCALE			RELATED ACTIVITIES INCLUDE
		2014/2015	2015/2016	2016/2017	
1 Revised	Focus on victims and witnesses – 1,2,3,4	√	√		<ul style="list-style-type: none"> <li>• Monitoring progress of the Victims' Charter</li> <li>• Working with victims' services around commissioning and the Victims' Charter</li> <li>• Continued partnership work with Criminal Justice agencies</li> </ul>
2	Listening to people in our communities – 1,2,3,4	√	√	√	<ul style="list-style-type: none"> <li>• Roll-out of public surgeries across Gwent</li> <li>• Implementation of PACT review recommendations</li> <li>• Continued public engagement via meetings, social media, website</li> </ul>
3	Improving public confidence – 1,2,3,4	√	√	√	<ul style="list-style-type: none"> <li>• Building greater transparency into force misconduct arrangements</li> <li>• Continued public engagement via meetings, social media, website</li> <li>• Dip sampling of complaints files</li> <li>• Consideration of Independent</li> </ul>

					Appeals Panel implementation for appeals against locally resolved complaints
4	Preventing crime and antisocial behaviour – 1,2,3,4,5	√	√	√	<ul style="list-style-type: none"> <li>• Work to improve problem solving with communities and partners</li> <li>• Provision of funding support Commissioner’s Partnership Fund</li> <li>• Promote wider community awareness of the role of Gwent Police</li> </ul>
5	Continuing review of on-going force strategies (non-operational) – 1,2,3,4,5	√	√	√	<ul style="list-style-type: none"> <li>• Involvement with force Policy Review Group</li> <li>• Membership of force strategic boards and groups</li> <li>• Consultation on changes to force policies</li> </ul>
6	Continuing efficiency savings and value for money – 1,2,3,4,5	√	√	√	<ul style="list-style-type: none"> <li>• Monitoring the Staying Ahead programme</li> <li>• Supporting the Chief Constable around the Employer of Choice strand</li> </ul>
7	Commissioning implementation and monitoring/evaluation – 1,2,3,4,5	√	√	√	<ul style="list-style-type: none"> <li>• Identification of collaboration opportunities within Gwent and cross-border</li> <li>• Delivery of Strategic Commissioning Intentions</li> </ul>
8 New	Offender management and youth justice – 1,2,3,4	√	√	√	<ul style="list-style-type: none"> <li>• Uptake of Restorative Justice initiatives</li> <li>• Monitoring of Integrated Offender Management</li> <li>• Working with the Ministry of Justice to inform future</li> </ul>



					approaches to Restorative initiatives
9 New	Improving safeguarding of vulnerable people – 1,2,3,4	√			<ul style="list-style-type: none"> <li>• Monitoring force performance</li> <li>• Consideration of mental health measures, e.g. Mental Health Concordat for Wales; review of S136 use of Custody as a place of safety</li> <li>• Continued partnership work with relevant partners</li> </ul>
10 New	Improving criminal justice process – 1,2,3,4	√			<ul style="list-style-type: none"> <li>• Use of Project Undivided results by agencies to identify areas of good practice and for improvement</li> <li>• Monitoring progress of the Victims' Charter</li> <li>• Continued partnership working with Criminal Justice agencies</li> </ul>
11 New	Tackling Cybercrime – 1,2,3,4,5	√	√	√	<ul style="list-style-type: none"> <li>• Monitoring force performance</li> <li>• Implications and considerations of the Strategic Policing Requirement</li> </ul>

These work areas are supplemental to the statutory duties placed on the Commissioner by the Police Reform and Social Responsibility Act 2011.