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| PEEL Findings |
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| Accountability & Assurance Board |
| 2024-25   1. DIBEN AC ARGYMHELLIAD | PURPOSE AND RECOMMENDATION   1.1 The PEEL findings report is presented for monitoring purposes and onward submission to the Accountability & Assurance Board on 3 September 2025 and the Joint Audit Committee on 18 September 2025.  1.2 There are no recommendations made requiring a decision.   1. CYFLWYNIAD A CHEFNDIR | INTRODUCTION & BACKGROUND    1. His Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) PEEL (police effectiveness, efficiency and legitimacy) 2023-25 inspection report of Gwent Police was published on 27 June 2025. The inspection assessed ten areas of policing, and the force received graded judgments in nine of these areas as follows:   Recording data about crime – Outstanding  Police powers and treating the public fairly and respectfully – Adequate  Preventing and deterring crime and antisocial behaviour, and reducing vulnerability – Adequate  Responding to the public – Adequate  Investigating crime – Requires improvement  Protecting vulnerable people – Requires improvement  Managing offenders and suspects – Adequate  Building, supporting and protecting the workforce – Adequate  Leadership and force management – Requires improvement.  The full inspection report is available on the following link: [Gwent PEEL Assessment 2023–2025 - His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services](https://hmicfrs.justiceinspectorates.gov.uk/peel-reports/gwent-2023-25/)   1. MATERION I'W HYSTYRIED | ISSUES FOR CONSIDERATION   The force was issued with eighteen Areas for improvement (AFI) and progress regarding these is reported as follows:  **The force needs to improve how it records equality data**  A Data Performance Task and Finish Group has been established to identify ways to improve recording of equality data. The Group meets monthly and is chaired at Chief Superintendent level. Progress is reported into Organisational Resource Board.  The force is cognisant of a wider piece of work being coordinated at a national level, which is closely linked to this area of improvement, and the Force Crime Registrar is receiving progress updates regarding this.  **The force should make sure it can effectively monitor and understand the use of force**  The force has implemented changes within its internal quality assurance processes to provide further scrutiny of the use of force by officers and staff. Dip sampling of use of force records is undertaken by Governance and Assurance team.  As also referenced in the report, custody senior management team have introduced dip sampling of use of force in the custody setting.  A new Coercive Powers lead has been appointed, and the Coercive Powers Meeting terms of reference are currently under review.  **The force needs to make sure its external scrutiny panels for stop and search and use of force meet often enough and are representative of the local population**  In conjunction with the Office of the Police and Crime Commissioner, the Coercive Powers lead is considering how to involve members of the community in external scrutiny panels and is reviewing the frequency of the panels.  **The force should make sure its neighbourhood policing model is sustainable to achieve positive long-term solutions to community problems**  This is part of the government’s Neighbourhood Policing Pledge. The abstraction rate of neighbourhood officers to other duties will be closely monitored through the performance pack that feeds into the newly established Engaged Communities Meeting and reported into the Engagement Board for scrutiny.  **The force’s systems and management processes need to support effective problem-solving**  Working closely with the Problem Oriented Policing Officer, who will provide advice and guidance, the force will be undertaking a review of all problem-solving plans. To ensure scrutiny and oversight, updates will be provided to the newly established Engaged Communities Meeting and reported into the Engagement Board.  **The force needs to attend calls for service within its published attendance times, effectively supervise incidents and update callers if there are delays.**  The force has developed a Power Bi dashboard to oversee performance in this area. Attendance at emergency and priority calls for service is monitored via twice daily pacesetter meetings as well as force daily management meeting. The force monitors and scrutinises failures for both emergency and priority calls for service (if any) and asks supervisors to account for the same.  There have been sustained improvements in the attendance at emergency and priority calls for service.  **The force needs to make sure that officers and staff assess and report the risk of harm to children and adults thoroughly and promptly.**  The force has implemented a monthly Response performance meeting as part of the new operating model.  The submission of domestic abuse, stalking and harassment (DASH) risk assessments is monitored and scrutinised via the Violence Against Women and Girls (VAWG) and Vulnerability Meeting, which reports into the VAWG and Vulnerability Board.  With regards to the following areas for improvement relating to crime investigations:   * **The force should make sure it takes all investigative opportunities by creating plans and improving supervision.** * **The force should make sure that it allocates investigations to officers and teams that have both the capability and capacity for timely and thorough investigations.** * **The force must consistently achieve appropriate outcomes for victims.** * **The force should make sure it uses bail and released under investigation effectively to protect victims and prevent interference with investigations.**   These are being addressed by a Quality of Investigations and Victim Care Change Programme, led by a Detective Superintendent. The Programme is underpinned by the following six guiding principles, all of which have designated leads:   * Victim Care * Risk Management * Investigation Standards * Suspect Management * Supervisory Ownership * Performance and Compliance.   Progress is being monitored via the Investigation Standards Meeting, which reports into Operational Effectiveness Board.  **The force needs to make sure it complies with national guidance for the Domestic Violence Disclosure Scheme, including meeting disclosure timescales.**  A review of the Domestic Violence Disclosure Scheme process was undertaken by Governance and Assurance team, in conjunction with Business Change team, to identify key areas of improvement. The review led to a number of recommendations that are being developed for implementation.  The force has also completed a benchmarking exercise with other forces and learning is being reviewed against the operating model.  A project has been established within the Business Change Team to review the force arrangements for vulnerability which include the Domestic Violence Disclosure Scheme.  **The force should increase its use of preventive orders to safeguard vulnerable people in all appropriate cases.**  The force has appointed a Civil Orders Officer and, together with the Stalking, Harassment and Coercive Control Improvement Officer and Joint Legal Services, work is ongoing to raise their profile and provide further targeted learning to officers and staff. This should support consideration of civil preventative orders in all appropriate cases.  **The force needs to make sure that it has enough suitably trained and skilled staff to effectively carry out its safeguarding roles and functions.**  A review has taken place as to the training requirements for all officers across the force who are involved in safeguarding. Training and skills for safeguarding roles is being enhanced, with new and ongoing training programmes for public protection and exploitation teams. The force has also developed an Introduction to Public Protection and an Introduction to Safeguarding Hub inputs, to enable officers to continue to be equipped for the roles that they are to undertake.  Training needs and resources are reviewed via the Vulnerability Training Steering Group and CID Resourcing meeting, to ensure capacity and capability is considered across all areas.  **The force needs systems which provide reassurance that it takes appropriate action to safeguard adults and children at risk of harm.**  The way in which supervisors review risk is being monitored and there are dip sampling processes in place as part of the performance framework. Further work is being undertaken in relation to this, and inputs are being provided through the first line supervisors’ course.  The force has allocated additional resources to the safeguarding team to assist in addressing demand. This is being monitored.  The process of direct submission of public protection notices via iPatrol is also being reviewed.  **The force should make sure it understands the factors affecting sickness to improve the well-being of its workforce.**  Human Resources department have formed an internal group to revisit and refresh approaches, focusing on systems, support, and especially data analysis to understand the factors affecting sickness.  The force has also established an Absence Gold Group which reports into the People Board.  **The force should make sure it is effectively managing demand and has the right resources, processes and plans in place to keep communities safe.**  The force is currently implementing a new operating model which is under review.  The force has Process Evolution tools and mapping processes in place but recognises that managing demand remains a continuous cycle requiring regular review and adaptation. The force is reviewing its modelling cycle to ensure it takes a risk-based approach to understanding demand.  **The force should make sure it effectively communicates organisational change to the workforce.**  Organisational change, demand, and resources are linked between the People Services and Change Management workstreams.  The focus will be initially placed on policies and procedures. The aim is, where appropriate, to enable the involvement of relevant stakeholder groups in consultations regarding these. This should facilitate suitable engagement with such groups in relation to initiatives launched.  Change networks are being reviewed and digital tools scoped for improving communications regarding change.  4. CYSWEITHIO | COLLABORATION  The force continues to work closely with HMICFRS regarding follow-up activity and monitoring of progress of AFI’s.  5. CAMAU NESAF | NEXT STEPS  PEEL 2023-25 AFI’s have been assigned owners at Superintendent/Chief Superintendent level, or police staff equivalent. Progress updates will continue to be captured via monthly meetings between Governance and Assurance department and the owner. To provide oversight, an overview will continue to be presented to the relevant force Board on a monthly basis. Spotlight reports, which focus on specific AFIs, will continue to be presented to Force Improvement Board for scrutiny.  6.YSTYRIAETHAU ARIANNOL | FINANCIAL CONSIDERATIONS  6.1 Non-applicable.  7.YSTYRIAETHAU PERSONÉL | PERSONNEL CONSIDERATIONS  7.1 Non-applicable.  8.YSTYRIAETHAU CYFREITHIOL | LEGAL CONSIDERATIONS  8.1 Non-Applicable  9. YSTYRIAETHAU CYDRADDOLDEB A HAWLIAU DYNOL | EQUALITIES & HUMAN RIGHTS CONSIDERATIONS  9.1 This report has been considered against the general duty to promote equality, as stipulated under the Joint Strategic Equality Plan and has been assessed not to discriminate against any particular group.  9.2 In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.  10. RISG | RISK  10.1 There are risks arising from failing to address AFIs that can impact on public confidence.  11. BUDD Y CYHOEDD | PUBLIC INTEREST  11.1 In producing this report, has consideration been given to ‘public confidence’? Yes  11.2 Are the contents of this report, observations and appendices necessary and suitable for the public domain? Yes  11.3 If you consider this report to be exempt from the public domain, please state the reasons: None  12. AWDUR YR ADRODDIAD | REPORT AUTHOR  12.1 Kate Eagle, Inspection and Assurance Co-ordinator  13. PRIF SWYDDOG ARWEINIOL | LEAD CHIEF OFFICER  13.1 Nicky Brain, Deputy Chief Constable  14. ATODIADAU | ANNEXES    15. CYMERADWYAETH Y PRIF SWYDDOG | CHIEF OFFICER APPROVAL  15.1 I confirm this report has been discussed and approved at a formal Chief Officers’ meeting.  15.2 I confirm this report is suitable for the public domain.  Llofnod | Signature:     Dyddiad | Date: 14 August 2025 | | |
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