



(report on the effectiveness and efficiency of the Chief Constable's arrangements for engagement with local people)

2021 | 2022

- **PURPOSE AND RECOMMENDATION**

The purpose of this report is to provide information for monitoring purposes and OPCC reporting.

There are no recommendations made requiring a decision.

- **INTRODUCTION & BACKGROUND**

This report is submitted as requested by the OPCC at the Strategy and Performance Board, specifically to, 'Report on the Chief Constable's arrangements for engagement with local people.'

The report provides information against the following two performance measures in the Police and Crime Plan:

3.2 Our communities agree that they are being consulted and their voices are being heard.

3.3 Evidence that we are accessible to all and that we have listened to and responses to the views of our communities.

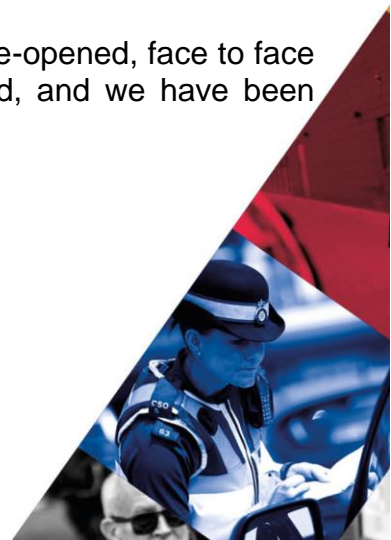
This document reports on the principal engagement activities of Gwent Police in terms of how we make ourselves accessible and responsive to our communities. Engagement in this context can be seen as a two-way interaction or process or, at the very least, one where such two-way communication is possible. As such, it does not concern itself with activities which could be described as simply the broadcasting or provision of information.

- **ISSUES FOR CONSIDERATION**

The Covid-19 health emergency over the last twelve months continued to impact on community engagement. Some establishment methods of community engagement, such as face to face meetings had to be cancelled, delayed, or significantly scaled back, as Gwent Police operated within the National Covid regulations.

A key element of the policing response to the pandemic has been 'engagement' with communities and, Gwent Police has successfully continued to do this utilising engagement tools such as Microsoft Teams and Social Media platforms.

Since the beginning of this year as restrictions eased and establishments re-opened, face to face meetings with members of the public and our partners have commenced, and we have been present at a number of community events.



This report provides an overview of the current community engagement structure and updates from key departments;

- **Chief Officers**
- **Neighbourhood Teams**
- **Your Voice**
- **Problem Solving Team - CENTRAL**
- **Problem Solving Teams WEST/EAST**
- **Citizens in Policing**
- **We Don't Buy Crime Department**
- **Rural Crime Team**
- **Cyber Community Support Officer**
- **Safer Streets**
- **Diversity And Inclusion Department**
- **The Force Contact and Control Suite**
- **Welsh Language**
- **Ride Along Scheme**
- **Force Open Day**



CHIEF OFFICERS

Engagement meetings utilising digital means (TEAMS) has taken place with local Members of Parliament and Assembly Members across the county during the pandemic restrictions.

The Ride along scheme has now been re-introduced with invitations sent out.

A successful Behind the Badge Event took place on the 3/7/22 and a Gwent Youth Question Time has also been held.

The Chief Constable is Chair of Scouts Cymru – They are very proud that each week in Wales they provide over 12,000 young people with the opportunity to enjoy fun and adventure, whilst developing the skills they need to succeed now, and into the future.

The Chief Constable has participated in numerous interviews to raise the profile of certain matters that include;

BBC interview in relation to the Victim Care Unit.

BBC filming with Michael Sheen in relation to the topic around Children in the care system.

Other engagement and focus groups that have been attended;

Greener Gwent Engagement Focus Group.

Shelter Cymru Engagement Group.

Child Centred Policing Engagement Event.

NEIGHBOURHOOD TEAMS

Engagement methods through our Neighbourhood teams takes place in a variety of methods. Face to face engagement has been difficult during the pandemic due to COVID restrictions however officers and staff have utilised digital platforms such as Facebook and Twitter to relay key messages and to provide reassurance to members of the public, KINS, Councillors and key partner agencies.

The Neighbourhood Teams work very closely with the problem-solving hubs in relation to engagement opportunities.

The TEAMS Digital system has been utilised to host partnership tasking meetings, serious organised crime partnership meetings. These meetings vital to tackling organised crime and reducing demand drivers for all agencies. During the pandemic this has enhanced partnership relationships.

During this period, we have also worked closely with other strategic partners and third sector organisations to encourage reporting of incidents and to increase opportunities for support to



individuals. An example of this is when the schools closed, local teams liaised with Social Services to share information on those children that were potentially at more risk by being at home.

There have been joint initiatives during this period with regular foot patrols in areas of high Anti-Social Behaviour reporting with Community Safety Wardens from the local authorities.

Joint visits have also taken place with Licensing Officers from the local authorities to visit licensees to raise their awareness in changes to COVID legislation and to ensure that they were adhering to the changes.

Engagement has also taken place with Community Safety partnership boards and Local Delivery Groups to ensure that key actions plans are kept on track in relation to keeping communities safe.

As we transition into returning to some sort of normality, local Inspectors are preparing localised Communication Plans in conjunction with their Corporate Communication Leads. An example below is from Caerphilly North;



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Inspector Blogs

Neighbourhood Inspectors are keeping members of the public up to date on good news stories and activity by writing blogs that are shared on social media. These are also shared through the councillor and local authority networks. Hard copies are also being placed in community centres and libraries to ensure it reaches other community members who may not have access to digital means.

Police Surgeries / Town Council Meetings

Local policing teams will ensure that the community know how they can contact their local officers for advice and guidance by advertising local policing surgeries in prominent areas within their communities and online.

Surgeries being held in key areas such as libraries, city centre hubs and hospital settings.

Regular meetings are also taking place with councillors being invited into police stations for monthly meeting with the Inspectors. CSO and Ward Officers meeting councillors in the community.

High Visibility Foot Patrols

Neighbourhood officers are conducting high visibility foot patrols in areas identified of experiencing crime, ASB and disorder. They engage by speaking to victims of crime and providing crime prevention by working with WDBC (We don't buy Crime Dept) to deliver security packs and advice.

Examples of Community engagement

- March 22 - St Davids Day Celebrations and Royal Visits – Neighbourhood Teams engaging with members of the community and councillors.
- April 22 - Orienteering Event (Op Harley re Off Road bikes) –
- May 22 – Engagement at Cwmbran Youth Centre with youth workers to discuss preventative measures to tackle increase of ASB on the town centre. Provide reassurance to staff.
- June 22 – Jubilee Parties across the Force – Great engagement with members of the public and joining in with activities with young people.
- July 22 – Party in the Park event – mobile police station deployed.
- IAG meetings taking place with Neighbourhood Inspectors.
- Pub Watch / Allotment Watch Schemes / Shop Watch – engaging with community members, businesses, and licensees.

Community Assist

Many communities within Gwent are unfortunately blighted by low-level issues that have the potential to escalate to a stage where they have gained traction, causing community tension and unrest.

Traditionally, multi-agency responses did not always offer the community the immediate response they were looking for. Additionally, it also proved difficult in the past to convince communities that agencies were taking their problems seriously and working collaboratively in order to address them.

In 2018, Gwent Police created its inaugural 'Community Assist Pop-Up' scheme for the Caerphilly Borough. Communities were encouraged to bring problems to individual agencies whereupon responsibility fell on that agency to bring the matter to the community assist forum to determine if a community assist response was required or whether it could be dealt with via a single agency approach. This response demonstrated partner's desires to respond to the voice of the community and to offset potential community triggers.

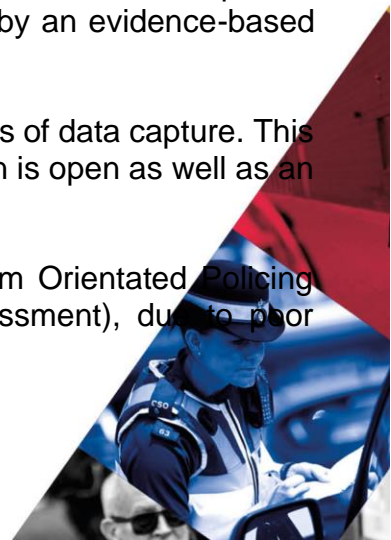
Community Assist is community based. It has only been deployed on several occasions but done so in a timely manner that has ensured increased engagement and greater success through early interventions.

YOUR VOICE

Your Voice is Gwent Police's commitment to fulfil its statutory obligation to consult with the public, obtain the views of local communities and set priorities which are guided by an evidence-based approach and the concerns of our local community.

The process is available as a social media poll as well as traditional methods of data capture. This features on the front page of our force intranet during the time the campaign is open as well as an application icon on all Force mobile devices.

Although the Process of Your Voice is a simple one and links to Problem Orientated Policing Principles and OSARA (Objective, Scanning, Analysis, Response, Assessment), due to poor



response rates during 2021/2022 and limited partnership buy in during this period best practice models were researched from other forces. The models that become apparent in obtaining better public engagement and partner buy in were those that had a localised approach, not conducted based on where it was set to happen in a calendar year, but when the community were facing a particular issue such as an increase in ASB, tensions or crime.

These processes still encompassed:

- Scanning by police and partners of persistent demand drivers linked to locations and with localised knowledge.
- Expanding on the 'grouping' of demand to build on the intelligence and capture any other issues that the community were facing.
- The location would be more localised, and instead of 'police ward' areas more local areas scoped which are being impacted by the current issues such as shopping centres.
- An annual Snap Survey Poll built by our Business Change department and uploaded to social media outlets by Corporate Communications. This runs force wide and on an annual basis.
- A two-week consultation period with the public is conducted after the surveys are sent that is supported by a multi-agency communications strategy. Online polls and traditional survey methods ensure all aspects of the community are represented.
- Multi agency problem solving plans agreed and further data explored (if required). Community members updated so that they understand the police priorities and partner plans for their area.
- Six-month problem-solving activity with results and updates built into local communications and updates through actions list.

Your Voice has gone through four distinct evolutions, and now follows what is currently the best practice models linking community engagement directly into problem solving.

- *In the Early Years*

The public are consulted on the issues in their area. This was an open-ended request with no direction given. It often brought about concerns that were either not justifiably a priority for the police or due to the open questioning and vast array of differing responses it was impossible to pick clear priorities for the public. These were paper based and subsequently added to a local database.

- *Moving to Digital Engagement*

Initial scanning and priority setting by Police and partners. Members of the public were only able to select from a pre-defined list of priorities for their area. This was an ad-hoc process and was not easily identified by the public as there was no grouping under particular themes.

Your Voice went totally online for this iteration. The snap survey was written with five separate surveys for each of the five local authority areas that are present in Gwent. The survey was delivered onto the local Neighbourhood Twitter pages and not the main corporate social media sites.

- *Pre and during COVID-19*

Moving from five individual Local Authority polls to one single poll, simply by adding an opening question of location. This allowed our main social media pages to broadcast the poll but saw some areas with fewer issues, and less residents raising their local priorities, thus driving lack of engagement, and repetition on issues being selected resulting in less partnership buy in. This model also gave an option for members of the public to highlight if they were interested in volunteering for the Force, however no volunteering opportunities were identified for them.

- *New model set to be launched September 2022*

This new model provides a more localised approach that is triggered when a POP (Problem Orientated Policing) plan is created based on that community facing an increase in crime, ASB or tensions.

This will be run locally through the local communications channels in addition to the traditional engagement routes via MS forms. This best practice model has seen increased engagement from communities due to the crime impacting upon their own community. Increased intelligence reporting from the community has also been seen in the policing teams.

This process will look at opportunities to utilise engaged individuals to work within Neighbourhood watch schemes, or if there is not one present in their community, invite them to create one. It is hoped that these individuals can assist problem solving and help to enhance community resilience.

Benefits of the new process-

- Overall participation increase.
- Engaged persons being signposted into services who support crime prevention and to help build community resilience.
- Increase in intelligence reporting.
- Increase in data within the scanning phase of OSARA.

PROBLEM SOLVING TEAM - CENTRAL

Gwent Police is committed to reducing crime and anti-social behaviour through effective problem solving, driven by local community engagement, and have committed to the following;

- 'We Don't Buy Crime' – a new problem orientated approach to tackling acquisitive crime and associated harm through innovative and effective crime prevention strategies.
- Problem Solving Hubs embedded in local policing areas, and working closely with the five local authorities, to reduce demand drivers in relation to crime and anti-social behaviour and to deal with vulnerability within the communities.
- Upskilling senior leaders and neighbourhood policing officers to put effective problem solving at the heart of community policing.
- Central problem-solving hub to bring in best practice models driving efficient and effective practices across policing including a focus on tackling prolific, high harm offenders.



There are a number of key roles within the Central Problem Team that include;

- *Design Out Crime*

The design out crime officer role (DOCO) has grown significantly this year and now closely aligns with problem solving teams by carrying out environmental visual audits to support local problem solving.

The DOCO has developed home surveys for vulnerable and repeat victims and supported the safer streets applications with recommendations for target hardening across Gwent. They have engaged with key departmental leads within the local authority, local councillors and housing providers and supported the Domestic Abuse team in securing funds to deliver target hardening packs to medium risk DA victims. DOCO's have an enhanced knowledge around crime prevention and are building a library of resources for corporate communities as well as packages to be delivered to partners and community groups. The team also train Community support officers and policing teams in driving a prevention first model, identifying areas of concerns that have the potential to become crime hot spots, and supporting a design out approach before such trends occur.

- *Problem solving tactical advisor*

The problem-solving tactical advisor has engaged with and trained key stake holders through Public Service Boards and Community Safety Partnership Teams on problem solving methodology seeing increased engagement from partners when police teams are seeking problem solving opportunities.

- *Problem solving support officer / Community watch and engagement schemes*

A specific resource is currently in place to support the growth and coordination of community watch groups including neighbourhood watch and more local bespoke watches such as 'park watch etc.

A scoping exercise is currently underway on active groups in Gwent and a review of previous models to understand why they were not effective. To look at best practise a visit was also made to Gloucester Police.

A specific role for a support officer is being considered that will focus on the growth and coordination of neighbourhood watch schemes in Gwent. The support officer will also focus on vulnerable groups such as those with additional learning needs, dementia, young people in the care system and those that suffer mental health.

PROBLEM SOLVING TEAMS – WEST /EAST

There is a dedicated problem-solving team that is mirrored WEST and EAST within the Force. There are a number of key roles within each team that also include the schools police officers and community support engagement officers. The citizens in policing resources are also aligned to problem solving.



- *Harm and Vulnerability Co-ordinators*

This role is key to demand reduction and protecting the vulnerable in the community. It's a crucial role in analysing and improving problem solving across local neighbourhood policing teams as well as providing relevant crime prevention advice to the communities of Gwent. The officers have been engaging with key stakeholders/ agencies such as the Local Authorities, Health, Education, Youth offending service, SWFRS and numerous charities to assist with problem solving activities.

There are many projects currently ongoing focussing on reducing crime and demand. Demand drivers such as repeat offenders/ victims/ locations /callers are reviewed each week and partnership meetings are held to discuss proactive ways to reduce the demand. Vulnerability is also discussed at these meetings such as cuckooing, and these officers provide the requisite support.

PSH have improved the quality and compliance of hate crime / incidents Force wide having designed and released a new toolkit to frontline officers. A local school has been engaged with where a pilot has been initiated 'Hate crime support champion'. Awareness around hate crime will be improved via educational inputs delivered by officers as well as partners, this is an innovative peer led scheme that will offer support to the vulnerable victims as well as enhance the awareness in these settings.

Officers have engaged with local memory clinics across the force whereby an innovate dementia wrist band scheme has been launched, this assists with dealing with High Risk Missing Persons who may be suffering from this disease. The wristband contains details of the wearer and next of kin details. There is a QR code on the band that officers can scan with their phones to obtain the required details.

- *Licensing and MATES Officers*

There has been a structural change in relation to how these officers are tasked. The officers are fully operational and have been instrumental over the last few months in putting measures in place with licensed premises to help mitigate problems due to the relaxation of licensing rules. There has been increased partnership working with licensing officers from each local authority and trading standards with many licensed establishments visited as a result. This has helped to provide reassurance not only to the licensees but for members of the public.

Number of applications received and processed	1556
Number of Objections/ Reps Submitted	105
Number of Visits conducted	519
Number of Hearings attended	8

Some good working partnership examples-

1. *Dukestown Workingmen's Club – Disorder and ASB*



This club was reported for breaching Covid rules as well as incidents of violence and anti-social behaviour, historically associated with this premises, this was damaging to the local community creating demand for Gwent Police.

In partnership with the local authority the premises licence was reviewed which resulted in the club licence being suspended for 28 days as well as a further 19 conditions added to their licence.

As a result, the premises is now being run in compliance with all conditions, demand has reduced and the community have been reassured due to the positive action taken.

2. Safer Nights Operations - Violence against women and girls

Night-time Economy to ensure women and girls feel safe in Newport City Centre.

This operation was conducted with colleagues from other departments and staff from licensed premises. The objective was to ensure the safety of vulnerable females within the city centre of Newport. Training inputs were delivered by WDBC department and WECTU relating to the night-time economy issues. The engagement and partnership working with staff identified several door supervisors who were unlicensed.

3. Multi Agency Operations - Crime

MATES officers have assisted in Modern Day slavery Operations visiting several Hand Car washes as part of Op Aidant.

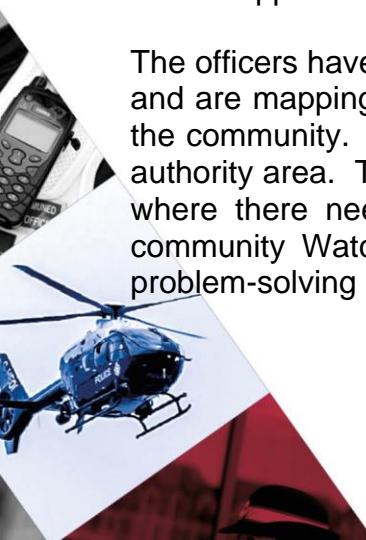
National Rogue Traders week in October 2021 and May 2022 saw officers take the lead in organising a multi-agency Operation throughout the West involving partners from DVSA, Natural Resources Wales, licensing, and trading standards. Several areas of rogue traders were targeted which saw a wide range of positive results for all the partner agencies.

Operations with Trading standards have resulted in several shop closures for offences.

- *Community Support Engagement Officers*

This is a new role, and the officers are placed within the respective problem-solving hubs. There are six officers equally divided between the two hubs. The role of the officer is to support Neighbourhood Policing Teams in relation to community engagement and positive action work, contributing to the force wide initiatives around workforce representation but also to provide a more holistic approach to diversity and inclusion, wider than recruitment.

The officers have been engaging with the Diversity and Inclusion Team and Positive Action Team and are mapping out all community groups in their relevant sections contacting key members in the community. They have also been engaging with engagement officers from within each local authority area. The mapping is key to identifying gaps in provision within the community or areas where there needs to be enhanced engagement. They are also exploring opportunities for community Watch schemes such as the allotment watch. Focus will also be on developing problem-solving groups within the community, facilitated by key members of that community and



volunteers. This will allow the community to have a voice when it comes to tackling some of the issues identified within that community from a problem-solving perspective.

Engagement officers are working in Partnership with many key stakeholders such as the local authorities, local schools and colleges, charities, deaf community, Roma Gypsy community, Muslim groups, Caribbean Heritage groups, Turkish community, Cymru, Dementia groups, including the Grand opening of Palpung Maitri house, where they engaged with the Buddhist community.

As an example, officers have worked with local authorities, setting up Shopwatch schemes. This initiative has empowered the local businesses to work together to reduce crime and anti-social behaviour through communication.

Engagement officers have carried out many crime prevention initiatives as well as utilising the Police Cadets to carry out 'Test' shoplifting operations with local consenting businesses raising awareness of store vulnerabilities, with advice provided by our Design out crime officers.

Many recruitment events have been attended focusing on a wide range of diverse communities throughout the force, officers work closely with the Diversity and Inclusion team as well as the Positive Action team collectively working to make Gwent Police a more diverse organisation.

Officers have built relationships with many groups by attending awareness sessions with different communities, offering advice and support where required.

Officers have assisted in delivering 'Victim Safety Packs' to domestic violence victims and have offered support and advice where required.

To be accessible to the deaf community, officers have also enrolled on a sign language Course.

- *Schools Police Officers*

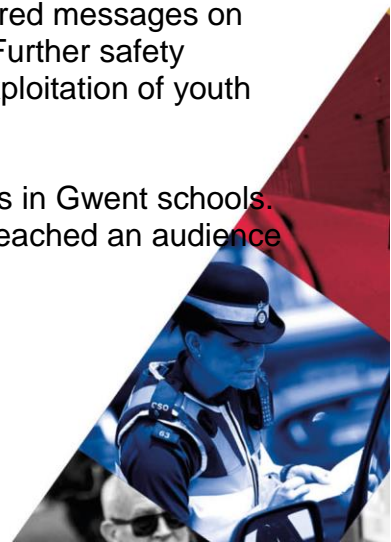
The Schools Police Officers come under the line supervision of the Problem-Solving Hubs and work closely with our Nxt Gen officers and Neighbourhood Teams.

Through the year, 2,284 lessons and assemblies have been delivered to 190 schools by our School Police Officer team.

Lessons from the SchoolBeat.cymru curriculum reached 34,106 pupil contacts in West and 23,024 in East.

To build community resilience in the recovery from Covid-19, officers delivered messages on Internet safety and reporting abuse for 214 learners in schools force wide. Further safety messaging such as our work to counter domestic abuse and the criminal exploitation of youth reached 19,769 young people in Gwent.

Drug and substance abuse messaging reached an audience of 18,472 pupils in Gwent schools. Sessions focussed on countering hate crime and ASB in our communities reached an audience of 10,720 pupils across Gwent.



- We helped schools resolve 853 incidents under the School Crime Beat Protocol, of which 512 received a formal restorative process bringing victim and offender together within the school community.
- Our team spent over 300 hours in each LPA working with schools and youth workers to plan safeguarding arrangements for vulnerable young people in the local community.
- School Police Officers took part in a community operation to reduce truancy, which was praised for its success by senior management and local authority.
- Youth re-engagement project MOY has been renewed and officers are currently planning for this to resume in July and August 2022. This project will assist by engaging with young people on the cusp of criminality within our communities, educating them and reducing crime and disorder.
- *Nxtgen Team – Youth Engagement*

Nxtgen team are responsible for our Youth engagement work, they manage 119 Police Cadets, across 5 LPA's taking responsibility for the delivery of the inputs, safeguarding, engagement events as well as their personal development. They have taken part in a National cyber-crime initiative called 'Digital Eagles' developing greater knowledge and understanding into various elements of online crimes, exposure to data and safety whilst interacting virtually. They have collaborated with various charities and have been assisting and engaging with localised food banks.

Nxtgen manage the Heddlu Bach programme which has continued to progress with the programme now hosted in 102 Primary Schools across all LPA's. The schools have all taken part in several police led initiatives, including internet safety week, stranger danger and the Heddlu Bach Activity book. The schools have actively partnered with Neighbourhood teams focusing on parking outside schools, speeding, litter picks and community intergenerational work.

Nxtgen have been working and engaging with challenging young people through various outlets such as PRU (pupil referral units), NEET (not engaging in education or training), local schools, and clubs to deliver a programme called 'The Beat' which offers an accredited qualification.

CITIZENS IN POLICING

The portfolio consists of the Special Constabulary, Police Support Volunteers, Police Cadets and Mini Police (Heddlu Bach). In March the Citizens in Policing (CiP) national team disbanded under the national transition to a business-as-usual model, with the closing down of national projects and workshops. This has identified opportunities for volunteers to align into policing priorities and allows for CiP integration into core policing functions.

- *Special Constabulary*

The Special Constabulary is made up of 88 serving volunteers who commit their spare time to support policing the communities of Gwent.

The Special Constabulary has played an integral part of policing over the past 12 months, the value and importance of the Special Constabulary in Gwent has never been clearer with the Special Constabulary contributing a staggering 34,591 hours, delivered across 4,977 duties, with an

average of 32 hours per Special Constable, significantly exceeding the nationally asked minimum of 16 hours per month.

Gwent Police has made considerable leadership changes to the Special Constabulary to maximise its focus on supporting local policing, engagement and problem solving. These changes have helped support the welfare of officers and integrate them into localised teams.

- *Police Support Volunteers (PSV)*

Gwent Police has 51 volunteers, playing an active role within our communities and organisation. Traditional volunteer roles in Gwent have predominantly been Chaplains and Cadet Leaders. However, over the past 12 months we introduced Community Crime Prevention Volunteers, Corner's Office Volunteers and Police Sport Gwent Assistants to join our Samaritans and Air Wave support Volunteers. Gwent Police recognises the value volunteers contribute in supporting the delivery of policing, with volunteers contributing 2077 hours since September 21-March 22.

- *Volunteer Police Cadets and Mini Police*

The Volunteer Police Cadets and Mini Police are central to Gwent Police's engagement with young people in our communities. There are currently 119 Police Cadets within our cadet programme, the Cadet programme is now fully operating with face-to-face sessions and community volunteers. The NxtGen Officers have resumed community detached work with partners and Neighbourhood Teams, across 5 LPA units.

Mini Police is a fun and interactive volunteering opportunity for 9 to 11-year-old children. Led by school staff and supported by police, children learn about policing issues, staying safe and undertaking some volunteering activity in support of a local policing priorities. As well as benefitting the community, research highlights the benefits for the personal development of young people involved, as well as the positive benefits this can have on their overall trust and confidence in the police. We currently have 102 Mini Police Schools, supporting 1500 school children.

There are plans in place to introduce the Mini Police Scheme into a further 25 schools across Gwent, with overall future vision for every primary school within Gwent to be afforded the opportunity to be involved with this scheme by 2024.

WE DON'T BUY CRIME (WDBC)

The WDBC team is targeting acquisitive crime from every angle and are engaging with members of the public, Businesses and Partner agencies to improve security and provide crime prevention.

The team are a co-ordinating link for all teams across Gwent Police who are involved in dealing with acquisitive crime from minor offences up to serious organised crime.

By taking a stand on preventing acquisitive crime, the team will help to increase public confidence, create safer neighbourhoods, and improve our opportunities to bring offenders to justice.



Since its launch and up until May 22 – there has been a social media reach of 2,089,814. Educational inputs have been delivered to 432 people. There have been over 4000 support and prevention packs distributed to members of the public and businesses.

The WDBC team hold regular, free property marking events across Gwent, focussing on property being targeted within that community.

To date (May 22) 852 push bikes, 65 motorbikes and 254 catalytic convertors have been forensically marked. In addition, the team are also holding tool marking events and smaller events such as motorised scooter marking.

They are working with our volunteers, police cadets, community councils, key stakeholders, community groups and Neighbourhood Policing Teams to raise awareness across our communities to enhance our engagement and partnership working.

The launch of the safer streets initiatives in Caerphilly and Newport saw many crime prevention pack distributed at community events.

The WDBC Exploitation and Vulnerability Trainers delivered safer space training to night-time economy security staff and staff working at hotels and hospitality outlets in relation to safer streets 3 – violence against women and girls.

The trainers have also delivered exploitation awareness training to stakeholders, local businesses, community organisations and social housing officers.

The WDBC team have implemented schemes such as the Newport Cycle Crime Reduction Partnership which involves continued work with partners to create a safer, more eco-friendly environment within the city centre and has proven to reduce bicycle theft across the city centre, as well as more extensively across the force.

Engagement has also taken place with probation and internal partners regarding offenders and prison releases to ensure best practice, clear management and scrutiny is in place.

Working with construction sites to increase security and engagement and partnership work with Health Boards in relation to delivery of crime prevention initiatives and target hardening of their respective sites.

RURAL CRIME TEAM

The Rural Crime Team have been working and engaging with several partners and stakeholders that include;

- Local Neighbourhood Policing Teams, SWFRS Fire Crime team, DPP Rural Crime Team, Brecon Neighbourhood Policing Team for a cross border multi-agency operation targeting Off-Road bike issues.
- Gwent Ornithological Society to launch Op Seabird.
- Severn Area Rescue Association, Natural Resources Wales, Newport Wetlands Trust to coordinate and promote the launch of Op Seabird.
- Grass fire patrols and media outlets with SWFRS / Fire Crime Team.
- Cadw- To help secure a prosecution for a heritage crime case in crown court. This being the first ever prosecution in Wales for this specific offence.

The Rural Crime Team take part in regular training courses. Most recently, by the NPCC Animal Diseases on Exotic Notifiable Diseases of Animals and the second course on awareness of the important work and support that the Royal Agricultural Benevolent Institution provide in the farming communities. This learning is shared with our force-wide Wildlife Crime Officers and those working within rural communities.

We have engaged with several equine premises across the force providing Crime prevention advice and smart water packs. We have run a media campaign in relation to this through key stakeholder engagement such as the National Farmers Union (NFU) and other local engagement events.

THE CYBER COMMUNITY SUPPORT OFFICER

Gwent Police has signed up to the All-Wales Cyber Framework and employs a dedicated Community Support Officer (CSO) to assist in its delivery.

The role involves pro-actively engaging with individuals and community groups, both in person and online. The CSO raises awareness of cybercrime, provides guidance on how to stay safe online and promotes cyber security advice appropriate to the engagement event or audience. The cyber CSO works closely with the Cyber Protect and Prevent officer and Gwent Corporate Communication Team.

Examples of public engagement over that last 12 months include:

- 600 small to medium businesses visited in person and given NCSC Cyber Protect advice and literature
- Cyber Aware talks delivered to groups of all ages and abilities, such as Girl Guides & Rangers, Scouts, mother and toddler groups, local residential groups, adults with additional needs, Autism support groups and community coffee mornings across the force.
- Holding a Cyber Crime information stand from small to large public events, including Sparkle Family Fun Day event for children and young people with disabilities, Platinum Jubilee Festival, collaborative engagement on Market stands with the PCCs Office, supporting other neighbourhood CSO's with local engagement and Community Hub Cyber Surgeries.
- Engagement with education, including Student Wellbeing events, Fresher Fayres, Careers and Higher Education Fairs
- Online scam awareness sessions with the community and businesses, such as shops and local banks, engaging with both customers and staff.
- Providing daily social media Cyber Protect messaging via @GPCyberCrime Twitter account. From March 2022 onwards this peaked at 3 a million reach with Ransomware and Cyber Security related posts.
- Safer Internet Day 2022 – a Cyber Crime 'Takeover' of the force Instagram account for the day answering messages from the public and providing videos and interactive advice.
- Partnership working with the University of South Wales – First Cyber Surgery Clinic initiative open to the public working with USW students.



SAFER STREETS

Gwent Police submitted four successful bids to the Home Office under their Safer Streets programme during 2021. The total amount granted was almost £1.4 million to be spent on projects to reduce acquisitive crimes such as burglary, theft, and robbery, and improve the safety of women and girls. These projects were delivered in areas of Newport, Rhymney, and Abergavenny.

Each of these projects was supported by a media campaign provided by an external supplier. This took the form of digital media imprints, radio and bus advertising and reached a wide audience throughout the South Wales area. This campaign was intended to raise awareness of the projects and to encourage participation from those communities that were specifically affected. These campaigns were supported by corporate communications, who posted information on websites and social media platforms.

Several community events were planned during the delivery period. The rise in Omicron cases in December 2021 meant that some of these had to be cancelled, but events were held in the project areas during the early part of 2022. These were opportunities for our Neighbourhood Teams to engage with communities and provide Smart water property marking, crime prevention advice and target hardening measures such as 24 hr lighting timers, window alarms and bicycle D locks. Also in attendance at these community events were local councillors, housing providers and the fire service.

Feedback from these events was very positive, and over 1500 items were given to members of the public to help protect their homes and property.

Further target hardening measures such as CCTV doorbells and security lighting were installed in over 450 homes. As part of the service, they highlighted the benefits of the project within the community, and this led to additional referrals based upon vulnerability and risk. Feedback was very positive from members of the public who received these interventions.

An educational and awareness programme relating to VAWG (Violence against women and girls) was developed by the We Don't Buy Crime Team and delivered to young people and youth leaders in the affected areas. They also designed and delivered a Safer Streets Business Accreditation scheme in Newport and Abergavenny and engaged with local businesses so that they could become accredited as places where people can take refuge and seek help if required.



DIVERSITY AND INCLUSION DEPARTMENT

A large part of ensuring Gwent Police builds a truly representative and diverse organisation is working with communities, to show that Gwent Police is here to help, listen and learn.

The diversity and inclusion team are an integral part of Gwent Police's ability to achieve this and seen as a golden thread through policing. Over the course of the past reporting period the team has conducted several activities.

- *Community engagement*

Since the easing of Covid-19 restrictions across Wales, the team have been able to begin more regular contact out in the community. Working with local policing team, the diversity and inclusion team have set up dedicated local forums around neurodiversity and culture. There has also been an opportunity to work with the third sector to identify opportunities for greater partnership across cross-cutting portfolios.

As culture is a large part of the diversity and inclusion team, the team have been able to partner up with local community groups to celebrate a remember cultural awareness days such as South Asian Heritage Month, Gypsy Roma Traveller, Remembering Srebrenica and the annual Windrush celebrations.

Representatives from the diversity and inclusion have also been facilitating local community drop-in sessions at the Riverfront, Newport to open local conversations around inclusivity and diversity. Future sessions are planned with hopes to create similar opportunities in other parts of the force.

The diversity and inclusion team also participated in the force's behind the badge event where we were able to engage with more than 300 adults and 140 children. The engagement resulted in 45 application packs for the independent advisory group being distributed.

- *Building a workforce that is aware and educated*

Working with corporate communities, diversity and inclusion have been able to deliver internal webinars and events to help educate officers and staff on the historic importance of certain religious celebrations and cultural awareness days. This also includes practical inputs around health conditions and traits associated to a person's heritage or genealogical history.

Through in-person and online events the team have been able to provide subject matter experts for officers and staff, this has sparked conversation, debate as well as better understanding.

From feedback from officers and staff following inputs from the diversity and inclusion team as well as subject matter experts, there was a 52% increase in overall understanding and appreciation for cultural holidays and points of remembrance.

- *Improving our accessibility*

Working with the force control room, Gwent Police has become an advocate of the BSL999 application, which allows members of public to make contact with emergency services through the medium of British Sign Language.



The force will be launching support for the application during Summer 2022.

Working with corporate communications, the force is also now using accessible features on social media to allow online users to use closed captions in a range of languages.

- *Responding to the Ukraine conflict*

The crisis coming out of the Ukrainian crisis has resulted in a humanitarian emergency, with thousands of its citizens being displaced across the world. Gwent has been one area where those displaced due to the conflict have settled. Working with local authorities and stakeholders the diversity and inclusion team have been working with new settled residents to explain the role of policing but also provide physical support.

The team are continuing to engage with this group and will be co-hosting a formal welcome event. The event will bring together other emergency services as well as local partners.

- *Improving independent scrutiny*

A greater focus has been applied to supporting the independent advisory group. Through a refreshed terms and reference as well as established role profiles, the effectiveness of this group has improved.

Members of the group are now sat on boards related to violence against women and girls, victims support, disproportionality, and data integrity.

It has also been agreed that members of this group will also be formally invited to force events as a mark of respect and appreciation for their involvement.

- *Improving governance and oversight of hate crime*

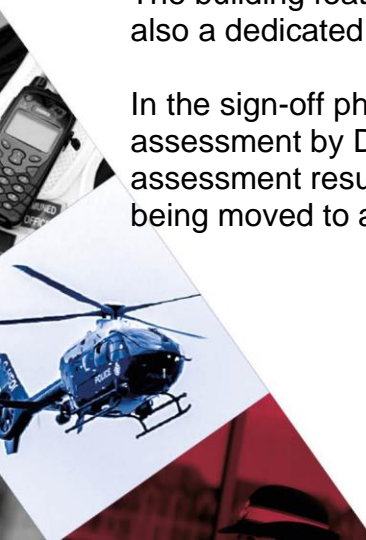
Work has begun to improve the current scrutiny and governance around hate crime. Working closely with the problem-solving hub, the diversity and inclusion team has been building an improved narrative around the performance of hate crime across the force and identifying lessons learned for continued improvement.

- *Building an inclusive estate*

The new Gwent Police headquarters considers the needs and requirements of those with accessibility needs as well as cultural sensitivities.

The building features gender neutral toilets as well as single wet/ dry changing areas. There is also a dedicated contemplation/ prayer room and full signage in bilingual and braille.

In the sign-off phase of the development, the diversity and inclusion team facilitated a formal assessment by Disability Wales as well as other key stakeholders. The findings of the assessment resulted in areas being allocated for assistance dogs as well have some furniture being moved to allow clearance for those with walking aids.



Work is ongoing to build additional provision in self-service catering facilities across the estate as well as a full equality impact assessment across all Gwent Police sites.

- *Tackling racism*

Since several high-profile incidents across the globe where racist behaviour was identified and serious questions asked around institutional racism, the National Police Chief's Council have launched a plan to tackle racism across UK policing. Already Gwent has shown its commitment to tackling racism in all its forms and has started consultation on the plan internally with external consultation planned for Summer 2022.

This work will also align to the CJS Anti-Racism plan as well as the Welsh Government approach to tackling this form of behaviour.

- *Gypsy Roma Traveller*

Gwent police continues to improve its approach to working with Gypsy, Roma and Traveller (GRT) Communities.

A GRT lead within the force has developed a multi-agency protocol relating to unauthorised encampments, which has now been in place for five years. This protocol prioritises the welfare of communities and ensures appropriate safeguarding is provided to those within unauthorised encampments. It also ensures that the right authorities are allocated to deal with these.

There are a further four GRT single point of contacts now appointed (taking the total to nine) who are receiving training. Their purpose is to provide support and information to both external stakeholders and officers and staff within Gwent Police. They build relationships and engage with GRT communities, as well as providing a method of communication between Gwent Police and GRT communities.

These SPOCs, the GRT lead and members of the Diversity and Inclusion Team attend regular meetings with partners and stakeholders to ensure that a holistic, collaborative approach is taken when looking at solving any issues faced

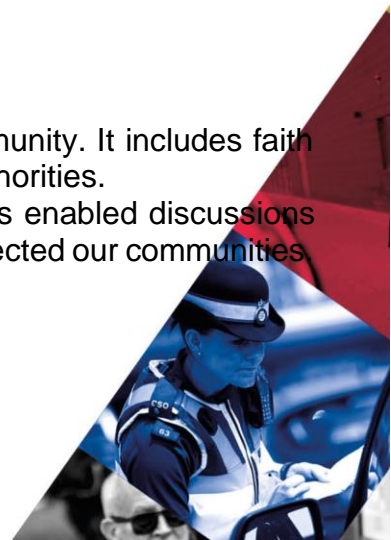
- *Supporting staff associations and networks*

Working with support departments across the organisation, Gwent Police held its first formal networks day, attended by more than 70 people. The event allowed collaborative learning and well as sharing of lived experience. The diversity and inclusion team have already set up regular support meetings to re-establish links with all network and plan to support them as they go about their duties being the voice of the workforce.

- *Community Dial In*

The community dial in is held weekly and is open to members of the community. It includes faith leaders, charities, community groups, refugee support groups and local authorities.

The group was established at the start of the Covid-19 outbreak and it has enabled discussions around lockdown restrictions, policing activity and how the pandemic has affected our communities



- *Future planning*

Moving forward work will focus around the delivery the force joint strategic equality plan and ensuring the department continues to strategically plan all engagements to ensure performance and a more educated workforce.

THE FORCE CONTACT AND CONTROL SUITE

The Force Contact and Control Suite (FCC) is often the first point of contact for the public who require the services of Gwent Police. The FCC offers a range of means by which the public can contact Gwent Police and receive an efficient and effective response. These include options for the hearing impaired and for those who find voice communication difficult, including a range of online and digital contact capabilities.

During the Covid-19 pandemic, the department was the first force in the UK to implement agile working for non-emergency call takers, also digital contact operators, allowing them to work from home, where covid vulnerability/infection was present, in support of our FCC team that was operating between split sites. During this time the FCC was able to flex to split site working several times as waves of the pandemic continued.

- *Telephone*

Remains the most popular route for contact with the police however demand is increasing across all channels. There are three routes that a member of the public can contact us by telephone: 999, 101 or 01633 838111 (general enquiries) All calls route to the FCC, which also deals with the vast majority of other telephony generated demand from other agencies and services, these can range from 1000-2000 additional calls per month.

Between April 2021 and March 2022, Gwent Police received a total of 423,973 calls to the 999, 101 and general enquiry Switchboard services. In mid-December 2019 a new menu was introduced to the 101 line to support delivery of service to callers. The data for Option 1 (To report a new incident) and option 2 (Discuss existing/ongoing incident) is specified below and will be utilised for future comparisons, hence the lack of data prior to this date.

	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
999 Call	71,158	83,400	75,871	83,299	84,969	68,852	87,259
101 Total Connections	200,281	218,579	219,967	221,235	184,424	211,873	241,738
101 Option 1 & 2	-	-	-	-	-	139,908	142,713
Switchboard	128,449	80,509	83,770	80,677	113,708	119,459	94,976
TOTAL	399,888	382,488	379,608	385,211	383,101	400,184	423,973

- *999 Call Handling*

87,269 999 calls were received between April 2021 and March 2022. The average speed of answer was nine seconds. There has been a significant increase in 999 demand, which has continued to rise to date, this is replicated nationally and the increases are notable from May 2021.

- *101 Call Handling*

There were 241,738 101 call connections between April 2021 and March 2022, 142,713 of those were through Option 1 (Report a New Incident) and Option 2 (Discuss an existing incident). The rise in 101 calls closely replicates what has been experienced across all aspects of contact management demand in force.

- *Call Backs*

The public are given the option during a 101 call to request a call back, with the option of waiting on the call or hanging up. This is publicised via the interactive voice response (IVR) regularly whilst the caller is waiting. Since changing the IVR to update the public on the functionality of this option we have seen a significant increase in its usage, from a couple of hundred in early 2021 to over 2000 requests by the end of this financial year, all of which have an extremely high level of success in terms of response rates.

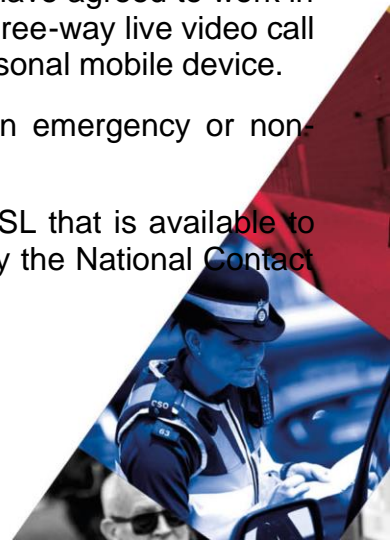
- *Email*

The contact@gwent.pnn.police.uk email account has been in place since 2012 and is managed centrally by the FCC. It provides an alternative contact channel for those who do not necessarily wish to have a real time personal interaction with a member of the FCC and / or an immediate response to their request or query. We regularly receive around 2000 emails to this address each month.

- *Deaf or hearing-impaired options*

Gwent Police is committed to ensuring that we are accessible to the members of our community who are deaf or have impaired hearing. The FCC offers two services, currently and further services are in progress via the GoodSam application and the national 999 BSL provision.

- Signlive – this provides an on-line video interpreting service to British Sign Language users. This functionality can be used to manage incoming contact and utilised by force resources in the course of investigations. We have engaged with Signlive and have agreed to work in partnership to utilise the GoodSam app to support callers having a three-way live video call that also helps to instantly share their location, all from their own personal mobile device.
- Type talk – a national provision via BT this enables contact in an emergency or non-emergency situation.
- 999 BSL – the UK's first ever Emergency Video Relay service in BSL that is available to download via a smartphone application. This is being coordinated by the National Contact Management Steering Group and is due to go live later in 2022.



- *Welsh Language Standards Compliance*

Gwent Police offers all those contacting us via non-emergency lines the option to have their communication in the Welsh Language and this is achieved via automated (IVR) messages on the lines. Where a caller elects to have their call handled in Welsh, the call is routed via Welsh only menus and messages and routed to a Welsh speaking resource wherever one is available. In the event there is no resource available, all staff have received training and guidance to facilitate the management of these calls using internal process to identify resources to support. We have portfolio leads working with our Welsh Language Policy Officer to help improve our use and performance, which poses a real challenge due to the low number of fluent Welsh speakers in force. We are actively continuing to encourage applications from Welsh speakers through a range of recruitment campaigns specifically targeting those with bilingual capabilities.

- *Non-English-speaking options*

All FCC staff have access to the Language Line telephone interpreter service should this be required to assist communication with a caller. (Please note Welsh is not supported by Language Line)

- *Digital Contact Desk*

The Social media desk was launched for Gwent Police formally in early 2019 to afford users the ability to contact and report incidents to Gwent Police via the Facebook and Twitter platforms. The service is managed by FCC Operators who have received additional training in dealing with social media and communications. The role has changed in 2021 to the Digital Contact Desk (DCD) to reflect the broad range of digital contact handled by the team (in addition to social media). Demand via these channels has increased significantly, whilst the intent was to balance out and re-route some telephony demand, this has not been the case and we now regularly receive a larger volume of social media contact than the average 101 call (option 1 and 2) monthly demand.

- *Single Online Home (SOH)*

Was launched in late October 2020 as part the NPCCs Digital Policing Portfolio key national programme - Digital Public Contact (DPC). With the aim of providing a simple, well known, and reliable digital contact service between the public and the police that ensures the public are informed and digitally enabled. In practical terms this is achieved through our Gwent Police Website where the public can report or request a variety of information, that includes crime and incident reporting. There are opportunities that are being progressed to grow the use of this service and opportunities to provide more advice and information to the public more efficiently.

During the April 2021 – March 2022 period Gwent police received 10,675 reports via SOH, an average of 712 reports per calendar month.

- *Social Media*

Social media is crucial to enable Gwent Police to share messaging with a different audience, and to share more real-time messaging. It also enables communication in a wider range of ways using



video and visuals that may appeal more to audiences. Social media also enables Gwent Police to target messaging and to gain direct feedback on how content lands with the audience – both from responses to content and via analytics.

Please see below the data from April 2021 to March 2022.

	Gwent Police (F)	Heddlu Gwent (F)	Gwent Police (T)	Heddlu Gwent (T)	Gwent Police (IG)
Connections (Growth)	147,536 Up by 11,143	421 Up by 48	81,676 Up by 2,994	550 Up by 11	19,039 Up by 622
Impressions	63,939,046 Up by 27,762,841	69,678 Up by 42,337	8,528,073 Up by 746,010	173,124 Down by 617	687,980 Down by 250,676
Reach	35,663,027 Up by 17,840,549	53,029 Up by 36,345	N/A	N/A	649,539 Up by 47,972
Engagement rate	0.91% Up by 0.1%	1.08% Down by 0.2%	0.82% Up by 0.26%	1.45% Up by 0.81%	2.62% Up by 0.11%
Link clicks	230,557 Up by 132,163	594 Up by 313	46,058 Up by 21,870	1,556 Up by 909	10
Positive/neutral sentiment	0.6% Positive 22.4% Semi-positive 52.1% Neutral 20.2% Semi-negative 4.6% Negative	0.8% Positive 15.4% Semi-positive 64.2% Neutral 17.1% Semi-negative 2.4% Negative	2% Positive 24.9% Semi-positive 40.2% Neutral 25.5% Semi-negative 7.4% Negative	4.8% Positive 22.4% Semi-positive 35.5% Neutral 32% Semi-negative 5.3% Negative	3.6% Positive 29.6% Semi-positive 41.6% Neutral 17.3% Semi-negative 7.9% Negative
Gender balance	64% F 36% M	67% F 33% M	46% F 54% M	42% F 58% M	N/A



WELSH LANGUAGE

Engagement take place with Careers Wales to provide inputs to English and Welsh medium schools. Over the last 12 months engagement has been limited due to Covid-19 restrictions, however an event took place with Coleg Gwent to promote the value of Welsh language skills amongst their students. The virtual session was also attended by a Welsh speaking police officer and a colleague from our Force Control Room who both spoke about their roles within policing and how they have used their Welsh language skills in their roles.

A programme of awareness raising in relation to the Welsh language with “Welsh word of the day” has been implemented and appears as a regular feature on the Force Intranet. Corporate Communications have also supported the annual National Welsh Language Rights Day by promoting on Y Bît/The Beat a video interview with Inspector Lee Ford, who talks about his own relationship and history with the Welsh language.

THE RIDE ALONG SCHEME

The Gwent Police Ride Along Scheme (RAS) was introduced to enable members of the public to experience first-hand what officers deal with daily. It provides an opportunity to go on patrol, visit the Force Communication Suite or other teams within the force; allowing members of the public to observe how our officers and staff work.

Due to the nature of policing, all applicants are vetted and have to agree to the terms and conditions of the programme. This will inevitably result in some applications being rejected as unsuitable but wherever possible participation is encouraged and facilitated. The Ride Along Scheme is intended to support the aims of the Office of the Police and Crime Commissioner (OPCC) in identifying and engaging with local under-represented groups and aiding in securing public confidence in the police by questioning issues that are particularly pertinent to the local community.

During the majority of 2021-2022, owing to the Covid-19 pandemic, the Ride Along Scheme was temporarily suspended as it could not safely operate. At present, the Ride Along Scheme external website and application form is being designed with the national Single Online Home (SOH) team and it is anticipated that during 2022 we will re-launch this valuable insight into policing back into force with support from the corporate communications team and OPCC.

THE FORCE OPEN DAY

The Behind the Badge open day took place on Sunday 3 July, the first in several years following the pandemic. The event was a resounding success with over 20,000 visitors on the day and positive sentiment across social media. In addition to the face-to-face event, we hosted a digital version using ‘stories’ on social media and sharing Facebook lives of the displays. This proved to be successful with a total of around 58.4k views. Over £2.5k was raised for the elected charity 2wish.



- **COLLABORATION**

As this report outlines, Gwent Police has adopted several multi-agency collaborations to engage with communities to allow the Chief Constable to discharge her duty of engaging and consulting with local people. The force will continue to enhance this collaboration to ensure a full and holistic engagement is completed with communities in Gwent.

- **NEXT STEPS**

The force will continue to build on the current level of engagement with communities as we transition into post pandemic. We will continue to be innovative in our approaches to how we engage to ensure that we reach all of our communities.

- **FINANCIAL CONSIDERATIONS**

There are no financial considerations associated with this report.

- **PERSONNEL CONSIDERATIONS**

All staff are expected to engage with and respond to member of our communities as part of their role. Staff are expected to be courteous and professional and conduct themselves in line with the Code of Ethics. In doing so, this builds trust and legitimacy in Gwent Police.

- **LEGAL CONSIDERATIONS**

Section 34 Police Reform and Social Responsibility Act 2011 places a legal duty on the Chief Constable to engage with persons within the force area.

- **EQUALITIES & HUMAN RIGHTS CONSIDERATIONS**

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.

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.

- **RISK**

If the organisation does not sufficiently engage with local people there is a risk that the force will not deliver against the priorities contained with the Police and Crime Commissioner's Police and Crime Plan and overall confidence levels in Gwent Police will be unacceptable.



- **PUBLIC INTEREST**

In producing this report, has consideration been given to 'public confidence'? Yes

Are the contents of this report, observations, and appendices necessary and suitable for the public domain? Yes

If you consider this report to be exempt from the public domain, please state the reasons: N/A

Media, Stakeholder and Community Impacts: None

- **REPORT AUTHOR**

Chief Inspector Amanda Thomas – WEST LPA

- **LEAD CHIEF OFFICER**

Assistant Chief Constable Ian Roberts

- **ANNEXES**

Nil.

- **CHIEF OFFICER APPROVAL**

I confirm this report has been discussed and approved at a formal Chief Officers' meeting.

I confirm this report is suitable for the public domain.



Signature:

Date: 10.08.2022

